Peer Support and ACT

Ohio Coordinating Center for ACT

Peer Support and ACT

- Introductions
  - Who are you?
  - What do you want to get out of today?
  - Tell me......?

Peer Support and ACT

- Outline
  - What is Recovery?
  - What is Peer Support?
  - How can Peer Support help with Recovery?
  - What is ACT?
  - How do you integrate Peer Support into ACT?
  - What are the barriers and facilitators?

Peer Support and ACT

Break into small groups:

What is Recovery?

President's New Freedom Commission

- MH System is fragmented

- MH system is not Recovery focused

PS and ACT

- ACT = integrated services

- PS is Recovery focused
  (ACT should be....)
What is Recovery?

- Recovery refers to the process in which people are able to live, work, learn, and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. Science has shown that having hope plays an integral role in an individual's recovery. (New Freedom Commission, 2003)

What is Recovery?

"The personal process of overcoming the negative impact of a psychiatric disability despite its continued presence."


What is Recovery?

- Job
- Home
- Girl/Boyfriend
- Something to do on Saturday night

What is Recovery?

Themes:

- Process
- Self defined/directed
- Meaningful relationships

What is Peer Support?

- Identified individual(s) (and sometimes family) who provide MH and support services.

- 2 models:
  - Stand alone
  - Integrated

What is Peer Support?

- How many states have a Medicaid billable PS service?
OVERVIEW OF THE SIX STATES

ARIZONA
- Service Name: Self-Help/Peer Services
- Consumers and family members as peer supporters
- Services provided through qualified agencies
- State contracts with Meta Services, Inc
- Peer Supporters receive 70 hour/5 week training
- Services provided to consumers diagnosed with severe mental illness and/or substance abuse
- Services are based on individual consumer

DISTRICT OF COLUMBIA
- Service Name: Community Support Services, Assertive Community Treatment, Community Based Intervention
- Peer Recovery Specialist assist in providing CSS, ACT and CBI
- Services are provided through certified agency providers
- Peers complete a two-week training session and associated practicum

GEORGIA
- Service Name: Peer Support Services for Adults
- Provides structured, scheduled activities for recovery
- Services supervised by a mental health professional
- Service providers must be approved to bill Medicaid
- Peer Support programs activities developed and led by consumers
- Peers receive 80 hours of training followed by an oral, written exam and quarterly follow-up training
- Service site supervision to peer supporters

IOWA
- Service Name: Peer Support Services
- Services are provided by Magellan Behavioral Health
- Magellan Behavioral Health train and supervise the Peer Supporters
- Peers received one hour per month ongoing training
- An independently Iowa licensed mental health professional must be available by phone to Peer Support providers 24-hours daily
- Peer Support program does not serve consumers with primary substance disorder diagnosis
- Peers are supervised by a licensed practitioner

HAWAII
- Service Name: Peer Support Services
- Peer services provided through contract agencies
- Peers work with consumers individually, on Assertive Community Treatment (ACT) Teams, and Intensive Case Management (ICM) units
- Peers work with consumers in recovery and in emergency, community or inpatient settings
- Peers are Certified Peer Specialists employed by or under contract with agency-based providers
- Peers receive 40 hours of training and subsequent testing
- Peers are supervised by a licensed practitioner
**SOUTH CAROLINA**

- **Service Name:** Peer Support Services
- **Peer services directed toward achievement of specific goals defined by the individual and specified in the Individualized Treatment Plan (ITP)**
- **Peer services provided individually, in groups, and on teams in the community**
- **Peers must pass a 40-hour certification-training program**
- **Peer services are supervised by a mental health professional (MHP)**
- **Peer services are required to be listed on the consumer's Plan of Care (POC)**
- **Peers are supervised by a licensed practitioner**

**Common Themes Across the Six States**

- **Services delivered through an agency-based provider**
- **Statewide training requirements**
- **Required supervision by a licensed or credentialed mental health professional**
- **SAME AS OHIO'S ACT PS**

**What is Peer Support?**

**Definition of a Peer Specialist in ACT Certification**

- "Peer Specialist" means a person who has experienced serious and persistent mental illness, and who provides direct services, including social and emotional support, coupled with instrumental support, to persons receiving mental health services. (Role of a Peer Specialist): A peer specialist promotes recovery through training, role modeling and sharing experiences, and facilitates recovery by providing hope, encouragement, self-determination, validation, and connection to the community.

**Typical Activities of Peer Support Specialists**

- Coaching
- Role Modeling (Instillation hope)
- Mentoring
- Assist in skill building
- Resource connection
- Assist in treatment plan development
- Training other team members (in ACT)

**What is Peer Support?**

- Solomon (2004)
  - Underlying PS Process
    - Social support and experiential knowledge
  - Benefits to employees/agency/system/consumers
  - System must support
    - Diversity/availability of PS services
    - Cultural reflection/diversity
  - Critical Ingredients:
    - Experiential Learning: Voluntary
    - Mutual benefit: Locus of control with clt
    - Natural social supports: Stable and in SA/MH recovery
Break into your groups:

Why do you think PS is in SA but not MH fields/services?

How can Peer Support help with Recovery?

- 6 articles

How can Peer Support help with Recovery?

- Felton et al. (1995)
  - 3 Teams (one with PS, one with other assistant, and without PS)
  - With PS: Increase QoL, increased engagement, reduction in overall # of life problems.

How can Peer Support help with Recovery?

- Lyons et al. 1996
  - Consumer vs. non-consumer staff in a mobile crisis team
    - Same job performance
    - More outreach by Consumer staff
    - Consumer staff more likely to hospitalize

How can Peer Support help with Recovery?

- Doherty et al. (2004)
  - UK
  - Semi structured interviews with PSS and other Team Members
  - Mutual support/Universality is beneficial
  - Competent
  - Helpful to staff “Recovery” perspective
  - Medical Leave was a problem
  - Need to support the effort
How can Peer Support help with Recovery?

- Craig et al. (2004)
  - UK
  - ACT with or without PS
  - Same clinical and social outcomes
  - ACT with PS had better engagement

- Chinman et al. (2000)
  - CM by Consumers vs CM
  - Equivalent outcomes
  - More TX & engagement options

- Simpson and House (2002)
  - UK
  - Meta Analysis: 5 RTC
  - Greater Satisfaction
  - Decreased hospitalization

Universality/Instillation of hope
Engagement
Skills/Knowledge
Problems of everyday living
Skill building
Keep the team Recovery focused

What is ACT?

- Multidisciplinary team
- Works trans-disciplinary
- SPCR
- Clients not engaged
- Client centered
- EBP

What is ACT?

- Teamwork
  - Specialist/Generalist model
    - Specialist
      - Clinical expertise
      - Specific activities
      - Cross team offers
    - Generalist
      - Practical solutions
      - Rotation
      - CM
How do you integrate PS into ACT?

- **PS Role: Specialist/Generalist model**
  - **Specialist**
    - Clinical expertise: resources, empathy
    - Specific activities, engagement, navigating systems
    - Cases: train others: Recovery/client focused
  - **Generalist**
    - Practical solutions: hierarchy of needs
    - Rotation: schedule administration
    - CM

ACT Team:

- **Supervision**
  - Dual Relationships / Boundaries
- **Clear role/expectations**
  - Specific expertise/Generalist

How do you integrate PS into ACT?

- **Agency**
  - HR
    - Job Descriptions
    - Policies
    - Hiring Protocols
  - Change Committee
    - ID Barriers
    - Lead change/implementation
    - Facilitate education & buy-in
    - Clear lines of communication up and down
  - Support
    - Training
    - Networking

- **State**
  - Certification Rule
  - Medicaid State Plan Amendment
  - Whitepaper and resources
    - Position Paper
    - HR Toolkit (Job Descriptions, Policies, ADA guidelines)
  - Support
    - OAMH Training
    - Networking

Lunch

5 + 5 + 5 = 550
How do you integrate PS into ACT?

**Barriers**
- What are the barriers to implementing Peer Support Services?
  - In your team
  - In your agency
  - In your county
  - In Ohio
  - In general

**Facilitators**

Break into your groups:

What can be done to address these barriers at:
  - your team
  - your agency
  - your county
  - In Ohio
  - In general

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Thanks!

**Fill out your evaluations!**

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