

Employing and
Supporting
Family Partners
Delivering Peer
Support



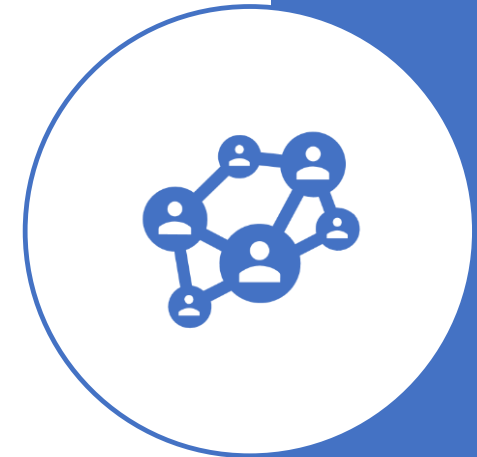
North Carolina Families United

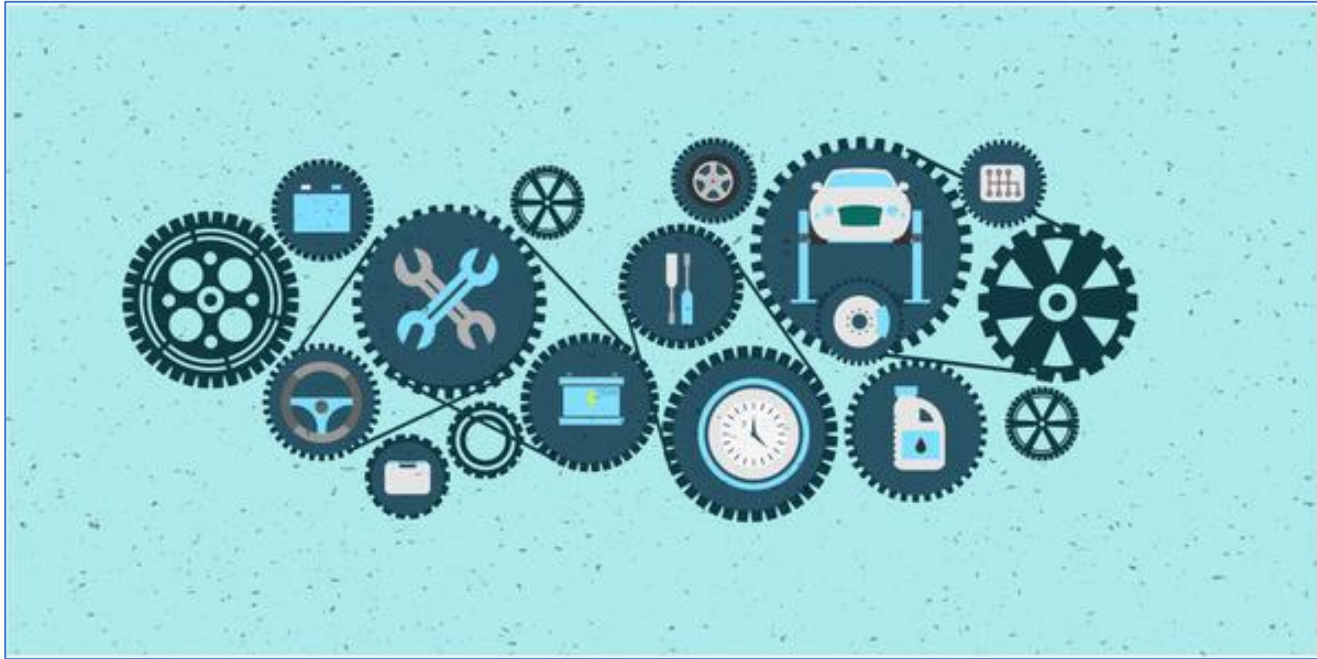
**The statewide Family-run Organization for Children,
Youth and Families in Behavioral Health**

- Gail M. Cormier- Executive Director
- Stacy Justiss – Associate Director
- Frederick Douglas- Family Partner Implementation Specialist

- **Purpose and Objectives**

- Articulate the role of Family Partner peer support providers in mental health and how these roles support youth and families and the workforce buy-in
- Describe best practices in *Youth/ Family Partner peer support programs and employment
- Share specific strategies to develop youth and parent peer support programs in CCBHCs, PRTF,MCO and other Provider organizations.





INFRASTRUCTURE : the components for a successful Family Partner Peer Support Program



Common Questions

- How do you set up a family peer support program?
- Is this service MEDICAID Billable, what other ways to fund?
- What about Confidentiality and other trainings?
- Liability coverage for this workforce population?
- What roles and activities can peer support providers do?
- How do we connect the families to the Family Partner?



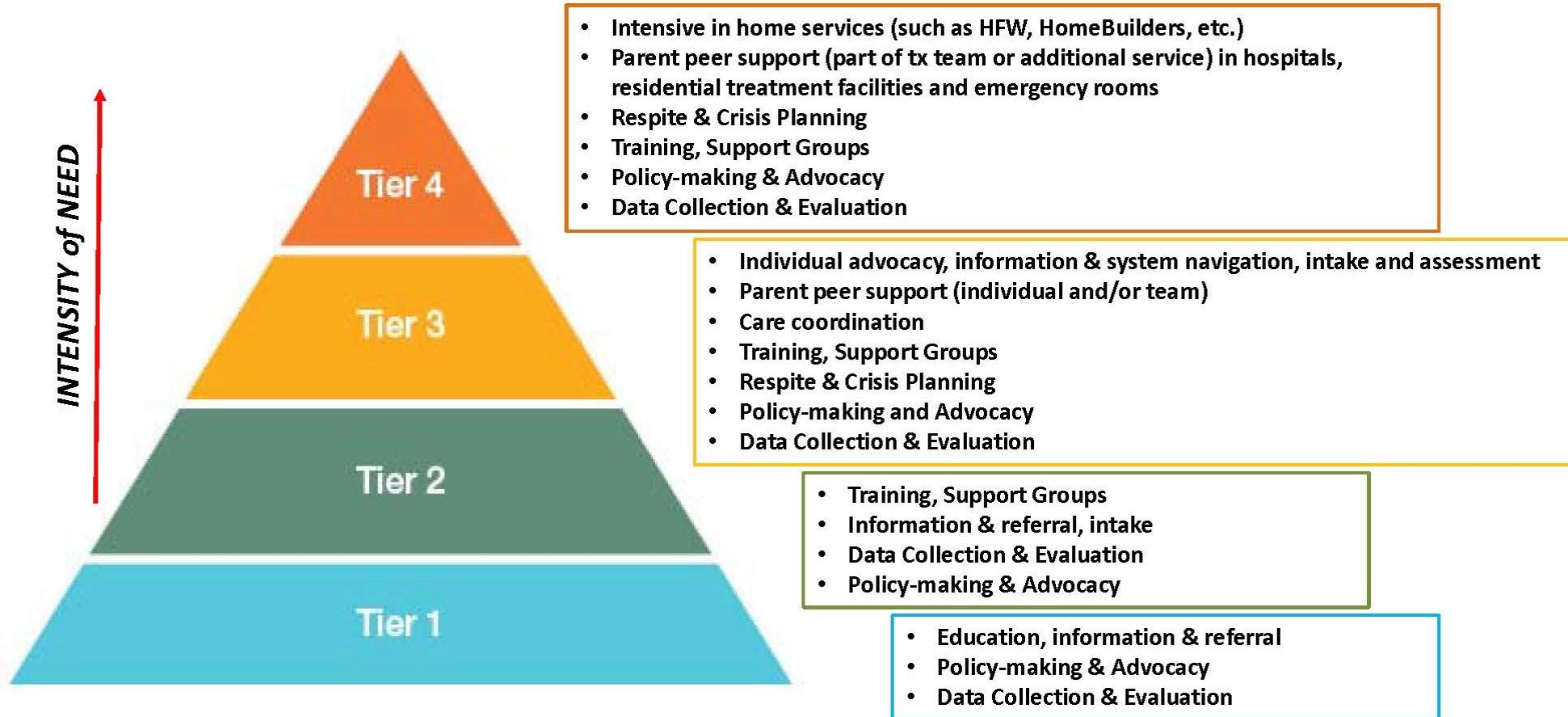
Strategies

- Develop an organizational structure for hiring, training and supporting Family Partners– clear job descriptions and responsibilities, professional development plans, training, *Family Organization involvement in hiring and CQI
- Consult with statewide Family-run Organization
- Establish internal programmatic structure to promote partnership between staff to ensure equity in the workplace
- Clarity in responsibilities and required tasks is critical in developing and implementing program structure
- Ensure policies/procedures incorporate unique qualities of family peer support workforce (i.e., still living their experience)

Models of Infrastructure for Parent Peer Support

Infrastructure	Family-Run Organization	Governmental Agency or MCO	Private Provider	Hybrid Model
Employment	Family organization employs PPSP	Local/State government or MCO employs PPSP	Provider employs PPSP	PPSP may be employed by governmental agency or organization
Training	Family organization provides training	Family organization provides training	Family organization provides training	Family organization provides training
Supervision	Family organization supervises PPSP	Local/State agency or MCO supervises PPSP	Provider supervises PPSP	Co-supervision with family-run organization and provider
Location	Located within family organization or out posted to regional office or agency	Located within local/state government or MCO	Located within providers organization	Located in either or both family organization or provider or local/state agency
Certification	National or State Certification	National or State Certification	National or State Certification	National/State or Family Organization Certifies

Roles for Parent Peer Support Providers Based on Intensity Level of Service Need/Use



Here in North Carolina

- 4 of the MCOs have an in-lieu definition or Innovation Waiver to bill Medicaid - NC uses a combination
- Statewide Family Organizations provide family/youth peer support training, including confidentiality and HIPPA.
- Providers also train this workforce as they do any other incoming employees (companies' expectations, rules regarding practices) and all employees are held to the same standards and face the same challenges.
- Liability coverage is generally equal to the same coverage of all other staff doing similar types of work.





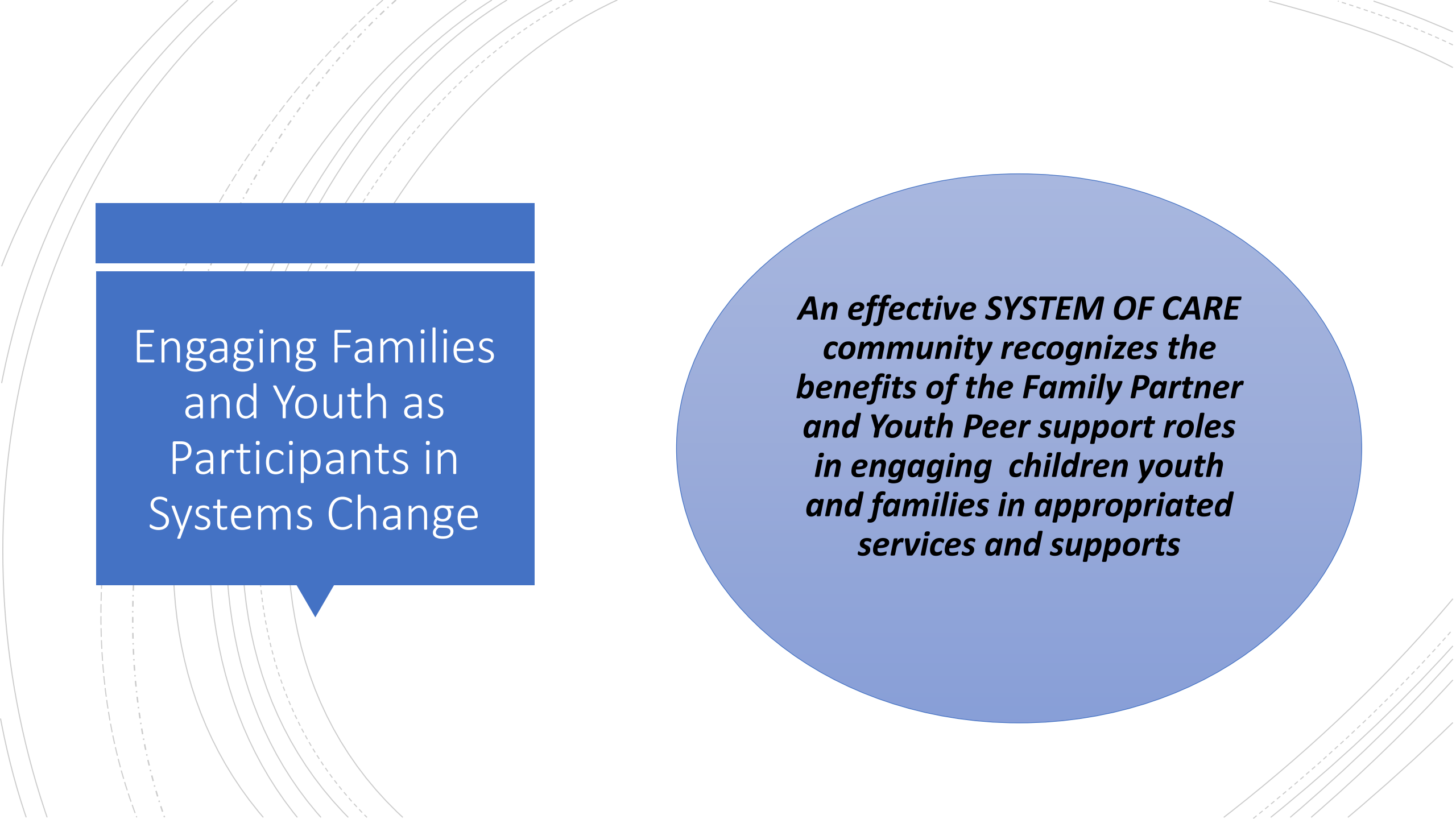
Agency Culture

Peer “buy-in” and agency culture as a critical part of workplace success



Common Questions

- How do we get our current staff to accept this workforce as equal colleagues?
- How do we build an agency and staff culture that embraces equity among staff and buy-in to peer services?
- What type of infrastructure supports incorporation of Family Partner peer programs and staff?
- How do we get our current staff to accept this workforce as equal colleagues?
- How do we support the wellness of a peer workforce?
- What do Family Partners really do?
- How are they different from Adult Peer Support?
- Why do I need peers when my staff care coordinators can accomplish these tasks?

The background of the slide features a series of thin, curved lines in light gray and white, creating a sense of motion and depth. These lines are more prominent on the left side and fade towards the right.

Engaging Families
and Youth as
Participants in
Systems Change

***An effective **SYSTEM OF CARE**
community recognizes the
benefits of the Family Partner
and Youth Peer support roles
in engaging children youth
and families in appropriated
services and supports***

Paradigm Shift

- Developing parent peer support programs and hiring PPSPs requires a cultural shift within an organization from leadership to management to programmatic staff that is more focused on family-driven care, infusion of parent voice at all levels, and equity of peer staff with clinical staff.
- *Strategies:* Adaptive leadership training can be helpful in this process. FREDLA developed the *Parent Peer Support Practice Model: Supervision and Support of the PPSP*

Strategies

Build

Build buy-in of family driven practices as foundational to peer support implementation

Provide

Provide a Peer support Readiness Training for all staff PRIOR to implementation, then ongoing opportunities for all staff to see themselves as a team

Clarify

Clarify the differences in all roles, esp. case management/care coordination and peer support, and youth/young adult and parent peer support

More Strategies

Supervisors play a pivotal role in workplace culture and often “champions” Family Partners within and outside their organization

Provide initial training and continuing education to supervisors of peer providers

Hire for and publicly recognize the value of lived experience in the position

Promote Family Partner peer support with data (from others and your own data) to show the impact on functionality for youth and families

NC Families United can train



ON THE ROAD IS DELIVERED
ANNUALLY WITHIN THE
COMMUNITY, PROVIDER,
PSYCHIATRIC RESIDENTIAL
TREATMENT FACILITY (PRTF),
AND CCBHC AND AT LOCAL
COLLABORATIVE COMMUNITIES
IN NC



PROVIDE A 6-HOUR TRAINING
THAT OUTLINES SYSTEM OF
CARE, HISTORY OF FAMILY
DRIVEN CARE AND PEER
SUPPORT.



PROVIDE THE TRAINING “WHAT
TO EXPECT WHEN YOU ARE
HIRING PEER SUPPORT”

Employment



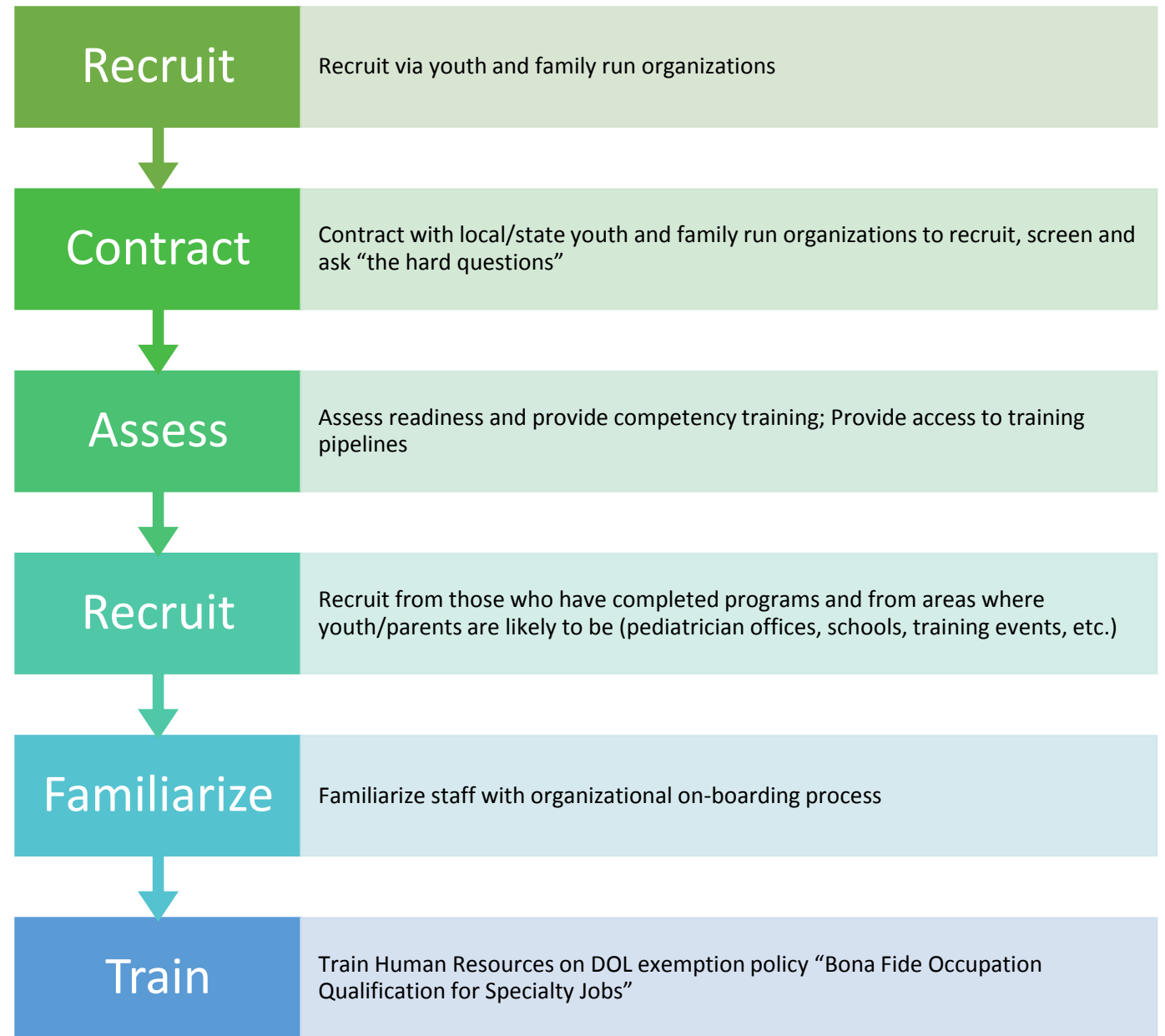
Recruiting, hiring and supervising staff hired for lived experience as youth/young adult with BH challenges or as caregiver of child/youth with BH challenges

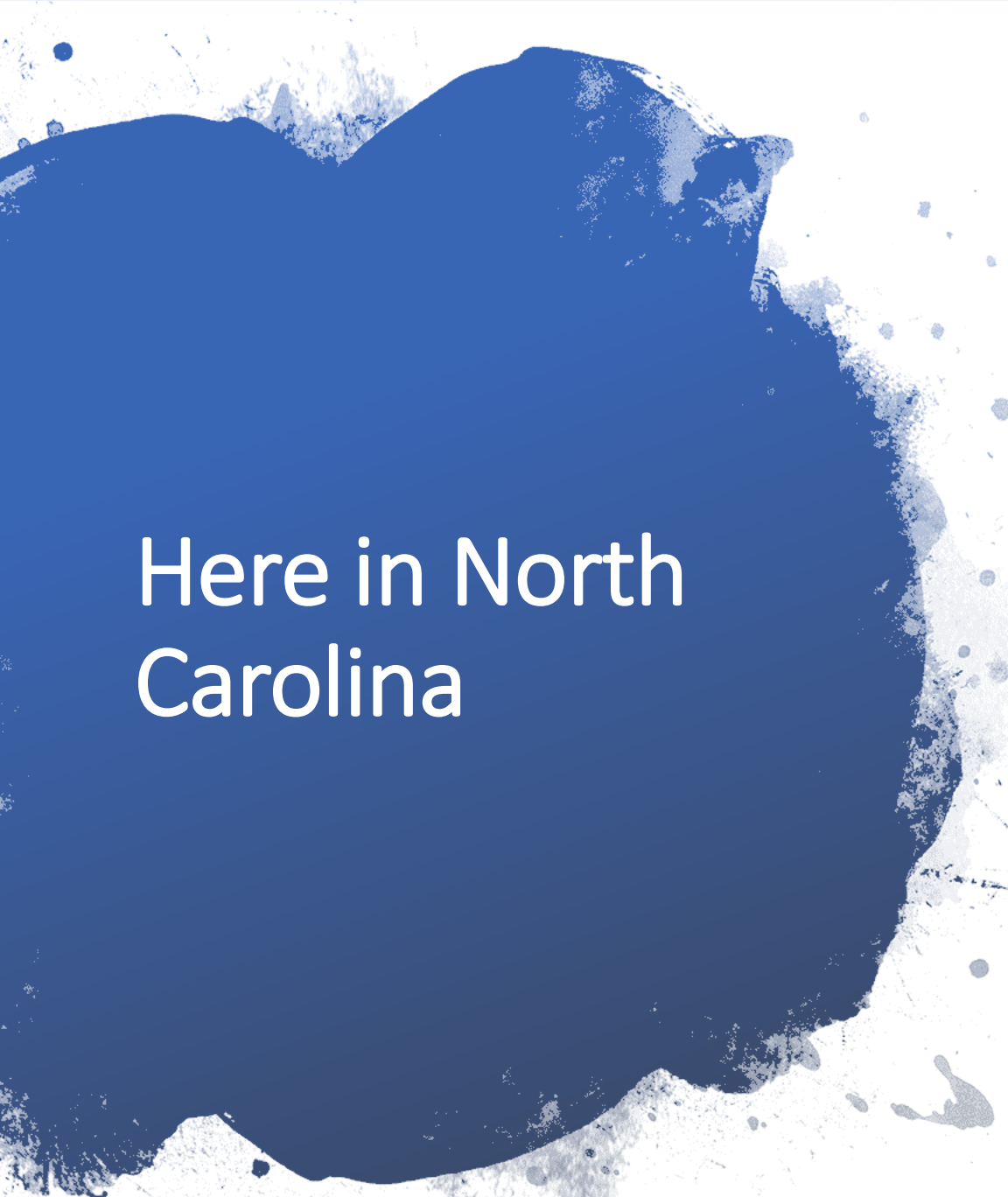
Common Questions @ Recruiting and Hiring



- What are the hiring practices for Peer Support?
- How do you pay staff a fair wage if peer staff do not have the same degrees as current employees?
- How do we recruit and hire youth/young adults and parents that are ready to do this work?
- How do you find applicants that have lived experience?

Strategies





Here in North Carolina

- Use the 1-day FFCMH training, “On the Road to Family Driven Care” provided by the state family-run organization or the national family organization.
- In NC the statewide FRO is contracted to advertise peer positions and screen potential candidates.
- The National FFCMH recommends 5 years of lived experience is equal to a BA. However, in NC the state office of personnel agreed to write into policy that 10 years of lived experience is equal to a BA.



Role of Family Partner Implementation Specialist

- Promote the family perspective as an integral part of service delivery decision-making
- Provide family driven technical assistance to tiered case coordination and Hi-fidelity Wrap Around Teams, local community collaboratives and other system of care guided initiatives
- Provide Confidential One on One Family Partner Peer Support to those in the role of Family Partner and Youth Peer Support
- Support parents and caregivers of children with behavioral challenges and multi-agency involvement in completing the Certified Parent Support Provider (CPSP) process
- Facilitate Family Driven and Youth guided workshops and trainings



Common Questions – *Supervision*

- What is the best way to supervise a Family Partner Peer Support?
- What should I expect from Family Partner employees in terms of performance?
- Why do Family Partners need a more flexible working schedule?
- How do I supervise a Family Partner Peer Support employee if I am not familiar with the workforce?
- Can I terminate a Family Partner employee if their performance does not meet standards?
- What special accommodations do I have to make for peer staff?

Types of supervision in our field, Administrative and Content/Services.

- Administrative supervision focuses on the “HR” aspects of staff support, including policy and procedure, timesheets, and performance. This type of supervision may also monitor staff training and strategic planning for staffing a program or agency. This type of supervision is usually conducted individually as it may deal with personnel issues such as attendance, disciplinary actions or performance reviews.
- Content or Service supervision has a focus on direct service delivery and case specific planning or strategy. Programmatic issues may also be addressed, such as a change in required paperwork or training on a new assessment tool. This supervision can be clinical or peer in nature, as well as combination of both.
- Best practice for peer support providers? Peer supervision with access to clinical consultation

Strategies

Different models of providing peer supervision:

- hiring a peer supervisor
- contracting with a youth- or family-run organization to provide peer supervision
- co-supervision with clinical and peer supervisors (team)
-

Use a developmental approach to supervision

- promotes professional growth
- allows for learning from mistakes
- provides opportunities to use individual strengths

Offer specific training to supervisors of YPSPs/PPSPs

Create pathways for peers to become supervisors and take on other management roles



Employees stay when they are:



Paid well



Mentored



Challenged



Promoted



Involved



Appreciated



Motivated



Empowered



Engaged



Trusted

NC Families United provides



FRO host SOC / On the Road to Family Driven Care and 1-day Prep session for new providers choosing to begin to hire peer staff.



FRO screens potential candidates asking “Hard Questions”



FRO trains FP 101 and Supervisory Training for Family Peers



FRO provides TA to family, youth and agencies.



Quarterly all state workforce development meetings held for Youth and Families



Must be Family Driven

Must Haves

Provide training to supervisors on supporting this workforce and using a developmental approach

Clinical supervision is not enough. Coach approach or reflective group supervision are strategies. "Authentic"

Continued education is necessary, as well as opportunities for both Family Partners and Supervisors to network with their peers and share strategies or approaches



Family, Youth and Cross Systems Resource and Training Center

A Program of NC Families United



The Family, Youth and Cross Systems and Training Center ensures ongoing access to responsive training and resources for all cross systems stakeholders through authentic family and youth driven practices and highly vetted nationally certified, senior family and youth leadership. The Center builds upon and utilizes North Carolinas rich culture of family and youth leadership coupled with National resources and leaders. It promotes and accesses current trainings and as the culture evolves will create trainings that support emerging leaders. The Center is a place of excellence for cross systems, family driven/youth guided trainings, co- trainings and family and youth centered resources. Trainers contracted with the Center are national and state trainers who demonstrate family and youth best practices to support the needs of families and changing systems.



Goals

All trainings, assistance and support will be guided by implementation science and monitored by continuous quality improvement.

- a) North Carolina will have access to highly vetted nationally certified senior family and youth leadership.
- b) North Carolina will have immediate and ongoing access to a center that responds quickly to the training and resource needs of all cross systems stakeholders through authentic family and youth driven practices.
- c) To establish a family, youth and cross systems resource center that supports the Prepaid Health Plans (PHP's) identified through the Medicaid Transformation process as well as other entities seeking resources to enhance the family and youth voice.

Family and Youth Driven Practice
Trainings
Technical Assistance
Monitoring/Evaluation
Data Collection
Statewide and National Resource Development

Products & Services

Here in North Carolina

- Family Partners engage families through their own experience. Families share more, reengage in services quicker and have successful completion of treatments, thus saving tax and organization dollars.
- Adult Peer Support's roles are less expansive and have a narrow focus of emotional support and encouragement. Billing is limited.
- Families and Youth can relate better with peers. They feel they have faced the same challenges and feel more comfortable engaging.

COST SAVINGS!!!!!!



Any Questions

What are your
thoughts?



Contact Us:

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www.ncfamiliesunited.org