



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## Hiring and Supervising Peer Providers to Support Integrated Care

Larry Fricks

December 18, 2015

**Slides for today's webinar will be available on the CIHS website:**

**[www.integration.samhsa.gov](http://www.integration.samhsa.gov)**

**Under About Us/Innovation Communities**

# Innovation Community Participants



Organization Name:	Contact Person	Email Address	Phone Number
Range Mental Health Center	Tracey Lexvold	tlexvold@rangementalhealth.org	2189697956
Northern Pines Mental Health Center	Glenn Anderson	ganderson@npmh.org	218-390-9020
Triology Behavioral Healthcare	Samantha Handley	shandley@trilogyinc.org	7733824051
Riverside Recovery, LLC	Sara Bennett, Owner	sarabennett@cableone.net	208-746-4097
Behavioral Health Administration	Brandee Izquierdo, Director Consumer Affairs	brandee.izquierdo@maryland.gov	4434694343
Community Access, Inc.	Briana Gilmore, Director of Planning and Recovery Practice	bgilmore@communityaccess.org	212-780-1400 x7736
The Center for Health Care Services (CHCS)	Juily Jung Chuang Liang/ Director	jjcliang@chcsbc.org	210-261-1092
The Lord's Place	Heather Sandala, LCSW- Director of Clinical	HSandala@thelordsplace.org	561-537-4646
CenterPoint Human Services	Aubry Hildebrandt	ahildebrandt@cphs.org	(336) 528-3915
Helping Ourselves Pursue Enrichment, Incorporated (HOPE, Inc.)	Chayo Long-Mendez	chayolongmendez@hopetucson.org	520-770-1197
Pittsburgh Mercy	Harold Harger	hhartger@pmhs.org	412-697-0738
LifeStream Behavioral Center	David Braughton	dbraughton@lsbc.net	813-778-3911
HOPE Community Center	Amy Foley, Executive	hopecenteramelia@gmail.com	513-607-9290
Recovery Academy	Tom Schuplin	tschuplin@prsinc.org	703-531-6390
The Imara Center	Sala Hilaire, CEO	theimaracenter@gmail.com	4045644796

# Setting the Stage: Today's Facilitator



Larry Fricks  
Deputy Director

SAMHSA-HRSA Center for Integrated Health Solutions

# Setting the Stage: Today's Moderators



Rose Felipe and Madhana Pandian  
Associates

SAMHSA-HRSA Center for Integrated Health Solutions

# Our format:



## Structure

Presentations from experts

## Polling You

At designated intervals

## Asking Questions

Responding to your written questions

## Follow-up and Evaluation

Ask what you want/expect  
and presentation evaluation

# Today's Purpose

- Welcome
- About Your Team
- Overall Goal for the Innovation Communities (IC)
- Participant Expectations
- Focus for Hiring and Supervising Peer Providers to Support Integrated Care and 3 Key Objectives
- What to Expect from the Innovation Community
- Next Steps

# About your team:

Facilitator: Larry Fricks/larryf@thenationalcouncil.org

Coordinator: Madhana Pandian/madhanap@thenationalcouncil.org

Faculty will be comprised of 2 CIHS staff (i.e., a facilitator and coordinator), and subject matter experts who will provide webinar content and coaching in collaboration with the CIHS staff.

- Faculty deliverables include organizing and presenting webinars, supporting participants with educational materials, monitoring participant progress, and timely follow-up to questions recorded as phone TA.
- Dedicated page on the CIHS website



# Goal for Innovation Communities

*Innovation Communities are designed to engage organizations in acquiring knowledge and skills and applying their learning to implement measureable improvements in a high priority area related to healthcare integration. Lessons learned over the course of the innovation community are compiled and shared with the health care field so other organizations can benefit.*

The innovation community is designed to address **three key** components associated with innovation implementation, including:

1. Topic-specific foundational information, knowledge, and best practices
2. Innovation implementation planning
3. Adoption and sustainability of the innovation

# The IC focuses on topics and process that align with the following:

- Widespread relevance across integrated care settings
- Addresses a challenging problem related to integrated care
- Establishes practical and meaningful performance indicators achievable in a 9-month timeframe
- Continuously monitors progress, implementation barriers, and effective strategies
- Identifies tools and resources associated with successful implementation
- Records lessons learned about systemic and organization factors affecting adoption and sustainability of integrated health innovations

# Focus of this IC and 3 Key Objectives

This IC focuses on the development of skills, policies, and procedures required to support a strengths-based approach to hiring and supervising peer providers as part of the integrated care team and enhance their job performance, while promoting a culture of recovery and resiliency.

Following are **3 key IC objectives**:

1. Successful hiring of peer providers
2. Quality supervision of peer providers
3. Strengthen a recovery/resiliency culture to support peer providers

# How will we accomplish this IC goal?

- Identifying and understand the role of peer providers to support integrated care with focus on activating self-management
- Reviewing peer provider best hiring practices that include strength-based interviews and creating clear job descriptions
- Introducing key elements of peer provider supervision
- Promoting recovery and resiliency cultures that enhance the outcomes of peer providers

# Why are training and supervising peer providers important?

- Fastest growing workforce in behavioral health according to SAMHSA
- Lived experience, plus skills learned in training promote hope, trust and activation of self-management
- Peer providers role model recovery, resiliency and shared decision making

# Poll Question #1

What best describes your current experience with hiring peer providers?

- A. Great deal of experience
- B. Some experience
- C. Little experience
- D. Hardly any experience



# Webinar Themes

- History of Medicaid-billable peer providers and their emerging role in integrated care
- Best practices in hiring and supervising peer providers
- Informational resources
- Promoting recovery and resiliency cultures
- Delivering on person-centered planning

# Webinar Themes

- Writing concise whole health goals that promote activation of self-management
- Introducing weekly action plans that create and sustain new health behavior
- Research outcomes
- Innovations from the field



# Next steps:

1. Create an implementation team, that includes peer providers/recipient of services
2. Team to complete the Organization Self-Assessment (OSA)
  - Due by January 15<sup>th</sup>
3. Based on the OSA,
  - a) Develop a work plan with 1 to 3 stated goals by February 1<sup>st</sup>
  - b) Work plan should include steps and a timeline
4. Mark your calendars for the January Webinar and Coaching call!
5. **January Webinar Date: January 22 at 1:00pm**

# Let's Chat

What are the most significant questions you have about hiring and supervising peer providers to support integrated health?

## Poll Question #2

What best describes your current experience with supervising peer providers?

1. Great deal of experience
2. Some experience
3. Little experience
4. Hardly any experience

# Listserv Update

Look for updates from:  
hiring supervising peers ic

Time for  
Q & A

**Thank you for joining us today.**  
**Please take a moment to provide  
feedback by completing survey at the  
end of today's webinar**

Larry Fricks ([larryf@thenationalcouncil.org](mailto:larryf@thenationalcouncil.org))

Madhana Pandian ([madhanap@thenationalcouncil.org](mailto:madhanap@thenationalcouncil.org))