

Peer Specialists!

**Where are they going?
Where have they been?**

Joseph A. Rogers, Executive Director

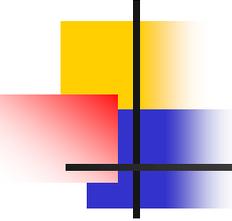
National Mental Health Consumers' Self-Help Clearinghouse, and

Chief Advocacy Officer, Mental Health Assn. of SE PA

800-688-4226, ext. 273; jrogers@mhasp.org

University of Illinois at Chicago

April 15-16, 2009



Peer specialists . . .



- . . . are people in recovery from psychiatric disabilities who are employed to help their peers work toward recovery.

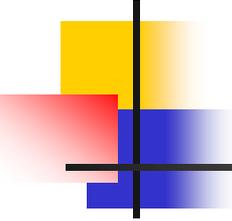


- . . . often work where credentialing requirements have traditionally excluded consumers from staff positions.



Chester County, Pa., CPS class on graduation day, 11/14/08, with facilitators Crystal Edwards (front left) and Christopher Mooney (rear, second from right) of MHASP's Institute for Recovery and Community Integration





Qualifications vary by state but usually involve (at least):

- Being a self-identified consumer of behavioral health services
 - People who have experienced a serious mental illness or co-occurring disorder
- Having a high school diploma or GED
- Having good verbal and written skills
- Demonstrating successful efforts at recovery
- Being able to establish positive relationships with peers
- Successfully completing an approved certification training program



Montgomery County, Pa., CPS class graduates on 5/12/06 from MHASP's Institute for Recovery and Community Integration.

Job description:

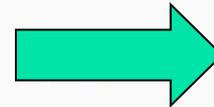
- Provides peer support services
- Serves as a consumer advocate
- Encourages:
 - Self-determination
 - Personal responsibility
 - Empowerment
- Helps with problem solving and goal setting
- Serves as a role model



CPS Training Programs . . .

. . . Range from 26 to 100 hours

. . . Help participants:



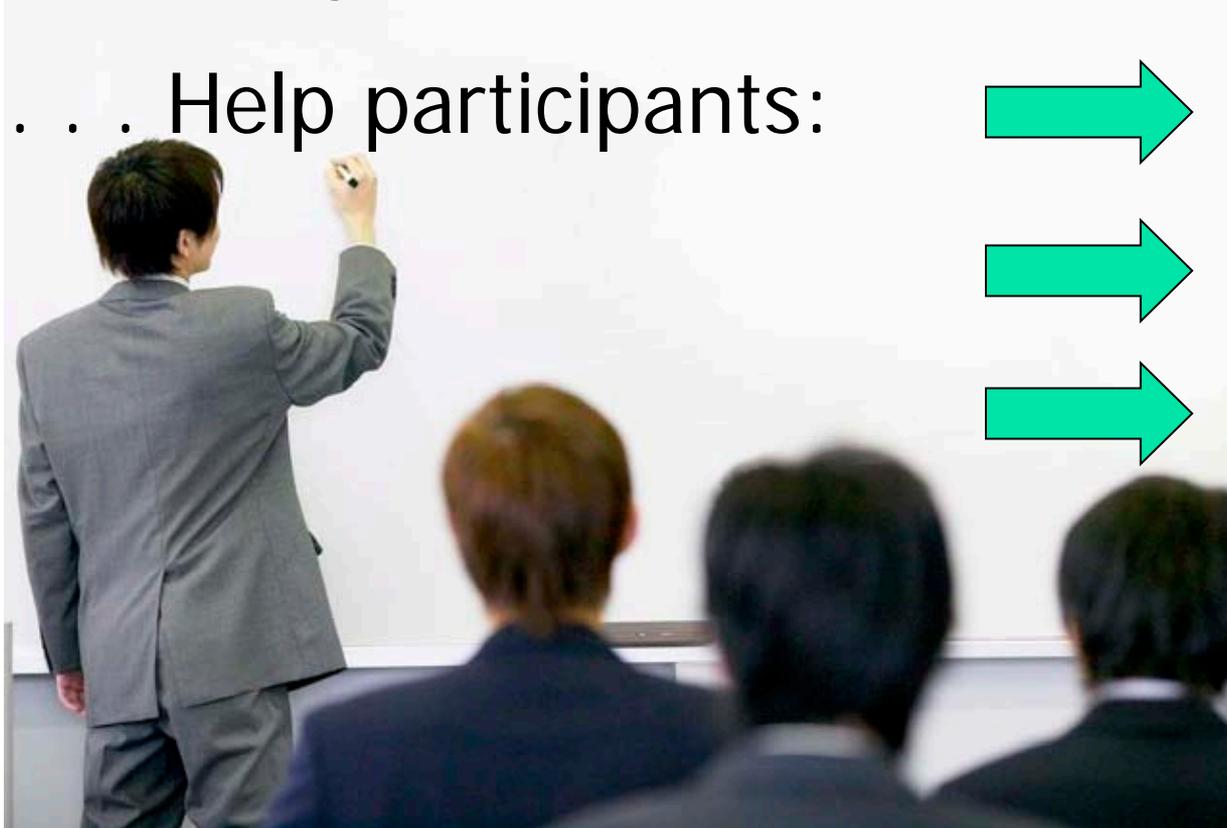
Acquire new
knowledge



Develop new
skills



Enhance their
own
personal
recovery



CPS training programs are offered in:

Ariz. (70 hours)

Georgia (26 hours)

Hawaii (72 hours)

Illinois (30 hours)

Iowa (26 hours)

Massachusetts

(38 hours)

Michigan (8 days)

N.H. (5 days to 2 weeks)

New Jersey (102 hours)

New York (2 weeks)

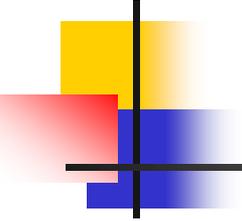
North Carolina (80 hours +)

Pennsylvania (75 hours +)

South Carolina

(30 hours)





Code of Ethics — Peer Specialists will:

- Help those they serve reach their self-determined goals
- Advocate for those they serve
- Encourage clients to make their own decisions
- Advocate for community integration
- Maintain high standards of personal conduct
- Treat others with respect and dignity
- Respect others' privacy and maintain confidentiality
- Keep up-to-date with emerging knowledge

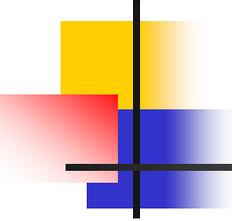
--MHASP's Institute for Recovery and Community Integration

Code of Ethics

Peer specialists will (cont'd):

- Never intimidate, threaten, harass; never use undue influence, physical force or verbal abuse; and never make unwarranted promises to those they serve
- Never engage in intimate activities with those they serve
- Never practice or condone discrimination
- Never abuse substances
- Never accept gifts of significant value from those they serve

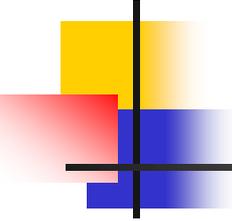
--MHASP's Institute for Recovery and Community Integration



Core Competencies

- Respect others
- Engagement and mutual trust
- Communication
- Cultural competency
- Maintain confidentiality
- Address stigma and discrimination
- Help others identify and realize personal goals

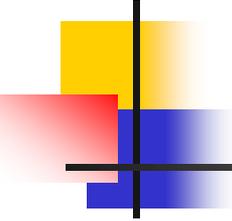
--MHASP's Institute for Recovery and Community Integration



Core Competencies (cont'd)

- Know how to elicit service recipients' choices in regard to basic needs
- Be able to help service recipients access community resources (housing, transportation, mutual support groups, etc.)
- Be skilled at assessing the service recipient's preferences regarding family involvement.
- Be able to educate about mental illness and treatment.

--MHASP's Institute for Recovery and Community Integration



Core Competencies (cont'd)

- Be knowledgeable about recovery and psychiatric rehabilitation approaches, including teaching goal-setting and problem-solving skills
- Coordination of care
- Crisis resolution

--MHASP's Institute for Recovery and Community Integration



“Perhaps the greatest lesson I have learned is that, if we view each person through eyes seeking abilities, and develop environments where each person’s abilities are embraced, we can create a ripple effect of people believing in people.”

Gina Calhoun is a Certified Peer Specialist and Recovery Trainer at the Pennsylvania Office of Mental Health and Substance Abuse Services.

Medicaid Reimbursement

- Georgia: First state with Medicaid-reimbursable peer specialist services
- Other such states include:
 - Arizona
 - Iowa
 - Michigan
 - North Carolina
 - Washington
 - Pennsylvania
 - Also District of Columbia



Institute for Recovery & Community Integration

Transforming Lives by Transforming Systems

- A program of the Mental Health Association of Southeastern Pennsylvania
- Trains certified peer specialists (CPS) throughout Pennsylvania
 - Funded by the state Office of Mental Health and Substance Abuse Services, Department of Public Welfare
- Specializes in system transformation

Institute for Recovery & Community Integration

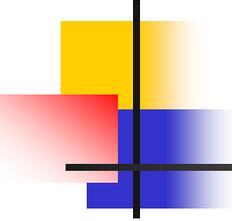
Transforming Lives by Transforming Systems

- Step 1: Cultural transformation
 - Work to transform provider system culture via technical assistance to county administrators and local providers to create supportive environment for CPS
- Step 2: Identify peer leaders
 - Create local advisory group of peer leaders
 - Train them as peer specialists
 - Help them understand how to integrate into BH system
- Step 3: Provide additional TA to their new agencies and supervisors
 - Help them understand how the CPS fit into the system

Institute for Recovery & Community Integration

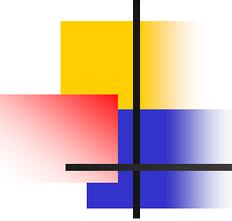
Transforming Lives by Transforming Systems

- Besides philosophies and skills, the Institute provides “hands-on” experience
- 75 hours of basic curriculum
- Additional “continuing education courses, including (but not limited to):
 - Crisis intervention
 - Problem solving
 - Conflict resolution
 - Cycle of engagement
 - Cultural competence
 - Facilitating Double Trouble groups
 - WRAP facilitator training



Peer Specialist Alliance of America

- Founded in Philadelphia July 16-17, 2006
- Goal: to promote emerging CPS profession
- Merged with National Association of Peer Specialists (www.naops.org) in 2008



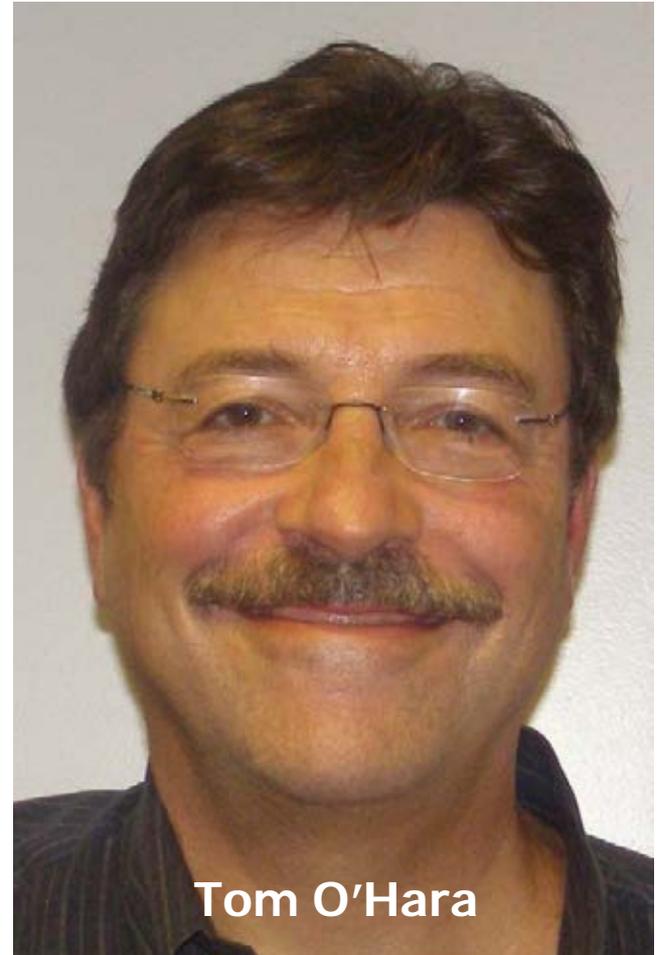
Two Philadelphia programs to promote CPS

- OVR pilot aimed at increasing the number CPS positions
- Community college pilot offering credits toward a college degree for CPS

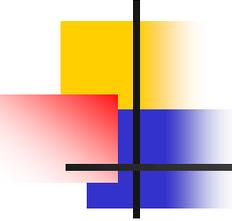
OVR pilot in Philadelphia

- OVR, MHASP and DBH/MRS partnership
- Pilot has 60+ percent success in placing CPS graduates in jobs
 - Much higher than usual OVR rate of placing people with mental illnesses in jobs

"The program so far has been a success beyond our expectations." *–Tom O'Hara, Director of Policy, Philadelphia County Department of Behavioral Health and Mental Retardation Services*



Tom O'Hara



OVR's involvement

- Participating in candidate screening
- Funding candidates for the training
- Sponsoring CPS job-seeking activities
- Supporting on-the-job technical assistance and follow-up services to CPS staff
- Helping facilitate the candidates' placement and retention

Community College of Philadelphia pilot

- MHASP developed the program to create a career path for CPS
- CPS can earn up to 15 free college credits through the CPS training.
- They can apply these credits to a CCP certificate in the behavioral health and human services fields.



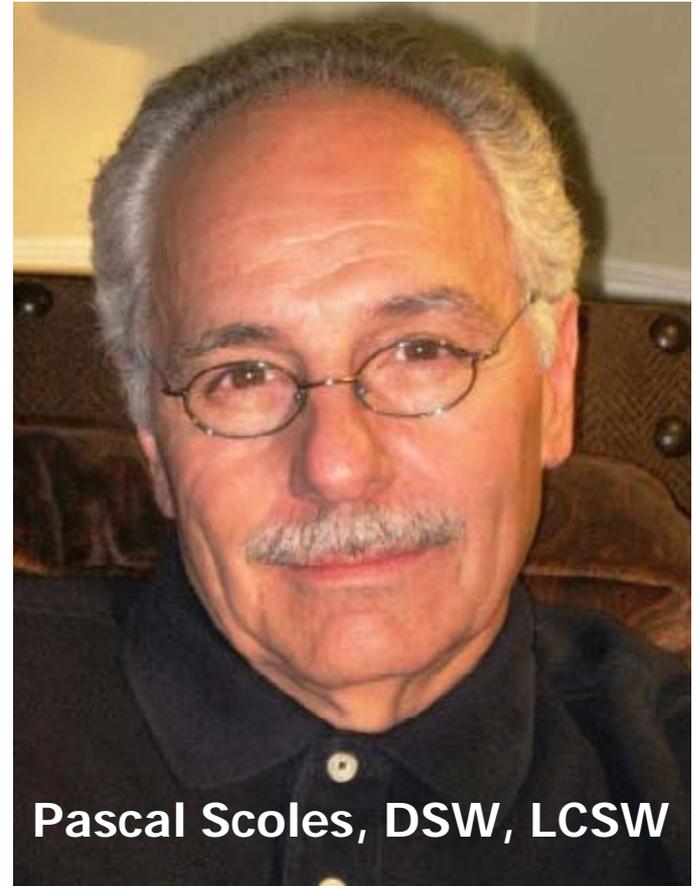
Rosemarie Overton

“It was the offer of the six credits that helped me decide to return to school. The door opened and I stepped through it!” – *Rosemarie Overton, CPS*

CCP pilot (cont'd)

- The college tries to mainstream the CPS. "In many ways, they are the classic students that we have in behavioral health. They're older, more mature adult learners who . . . want to move up the career ladder and get degrees."

*--Pascal Scoles, Director,
Behavioral Health/Human
Services Program, Community
College of Philadelphia*



Pascal Scoles, DSW, LCSW

CCP Pilot (cont'd)



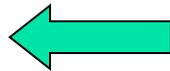
Waverly Coleman

- “We really want to focus on competencies that can go across industries or career fields, so . . . they have specific skills that can translate into other opportunities. . . . The key thing is that these courses are not just credits on a transcript. Students actually earn a credential.”
 - *Waverly Coleman, Assistant Dean, Division of Business and Technology, CCP*

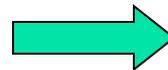
Peer Specialist Services: Effective and Cost-Effective! Examples (from Montgomery County, Pa.):

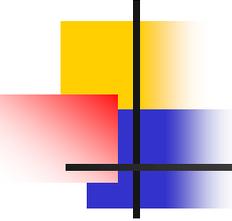


"It's helped the entire system. Peer specialists give everybody – consumers, staff and providers – a personal vision of hope." —*Nancy Wieman, Deputy Administrator for Mental Health Services*



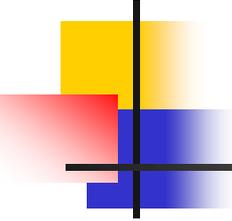
"My favorite time is when a peer tells me, 'Tom, I can take it from here.' " —
Tom Newman, Certified Peer Specialist





Resources

- Institute for Recovery & Community Integration
 - A program of the Mental Health Assn. of Southeastern Pa.
 - <http://www.mhrecovery.org>
 - 1211 Chestnut Street, 11th Floor, Philadelphia, PA 19107
 - Jeanie Whitecraft, Division Director, jwhitecraft@mhasp.org, 800-688-4226, ext. 213
 - Matt Federici, Program Manager, mfederici@mhasp.org, 610-292-9922, ext. 114
- UPenn Collaborative on Community Integration
 - <http://www.upennrrtc.org>



Additional Resources

- “Building a Foundation for Recovery: How States Can Establish Medicaid-Funded Peer Support Services and a Trained Workforce of Peers”
 - http://www.mhrecovery.org/library/view.php?libraryitem_id=35