



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## Hiring and Supervising Peer Providers to Support Integrated Care

Larry Fricks

February 26, 2016

# Setting the Stage: Today's Moderator



Madhana Pandian  
Associate

SAMHSA-HRSA Center for Integrated Health Solutions

**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**

# 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

# Listserv

Look for updates from:

[hiring\\_supervising\\_peers\\_ic@nationalcouncilcommunities.org](mailto:hiring_supervising_peers_ic@nationalcouncilcommunities.org)

# Setting the Stage: Today's Facilitator



Larry Fricks  
Deputy Director

SAMHSA-HRSA Center for Integrated Health Solutions

# Peer Provider Innovation Community Objectives:

- A. Successful hiring of peer providers
- B. Quality supervision of peer providers
- C. Developing/Strengthening a culture of recovery/resiliency

# Feedback from coaching calls:

## Strong commitments:

- Working on state certifications for Medicaid billing
- Pursuing grants
- Building into budgets
- Planning pilot projects
- Promoting on websites
- Gathering job descriptions



# Feedback from coaching calls:

## Strong commitments, continued:

- Researching on-line peer trainings
- Delivering staff training
- Developing and delivering supervisor training
- Working with HR around hiring/criminal checks
- Changing policy to better support peer workforce
- Hiring peers with homeless lived experience for homeless focus
- Other? (Open phone dialogue)

# Challenges:

- Stigma and discrimination major challenge but peer providers changing beliefs
- Many staff do not understand role of peer providers
- Lack of sustainable funding
- Confidentiality concern
- Relapse concern
- Boundaries – peers receiving services now staff and impact on relationships with peers they now serve

# Challenges, continued:

- Supervision – peers become supervisors verses non-peers
- Hiring procedures that don't discriminate
- Medicaid necessity working against strength-based recovery culture
- Peer provider access to medical records
- Other? (Open phone dialogue)


# Actions for Success

(Open Phone Dialogue)

# Goals and Work Plans

**Narrow goals and metrics for reporting?  
(Open Phone Dialogue)**

# Resource Sharing



## Meaningful Roles for Peer Providers in Integrated Healthcare

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### **A Guide**

November 2014

# Resource Sharing

## Behavioral Health & Wellness Program

[Contact Us](#) | [Location](#) | [Frequently Asked Questions](#)



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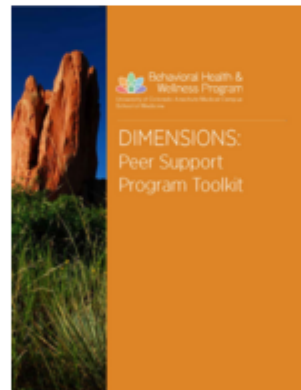
[DIMENSIONS: Peer Support Program](#)

[DIMENSIONS: Tobacco Free Toolkits](#)

[DIMENSIONS: Well Body Toolkits](#)

[DIMENSIONS: Work & Well-Being Toolkit](#)

[for Physicians](#)



## [DIMENSIONS: Peer Support Program Toolkit](#)

This toolkit is designed for use by organizations that serve populations that would benefit from a peer support program. The purpose of this toolkit is to provide evidence-based information to help individuals and organizations understand the value of adding peer specialists to their teams. The toolkit also provides practical tools and step-by-step instructions to plan for, implement, and sustain a successful peer support program.

# Next Steps:

Be sure to sign up for your coaching call here:

<http://doodle.com/poll/kbezcvd46zi3csv>

March 15 or March 17



# Webinar Schedule

Webinar Number	Date	Time
March #3	Mar. 18	1 - 2pm
April #4	Apr. 29	1 - 2pm
May #5	May 27	1 - 2pm
June #6	Jun. 24	1 - 2pm
July #7	Jul. 29	1 - 2pm
August #8	Aug. 26	1 - 2pm

# 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.**

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