

Assessing CCBHC Organizational Readiness for Peer Support Implementation in CCBHCs

Series on Establishing Strong Peer Support Programs and Practices in CCBHCs



Recovery
Options
Made Easy

Session 1
December 5, 2023



**The Alliance
for Rights
and Recovery**
Formerly NYAPRS

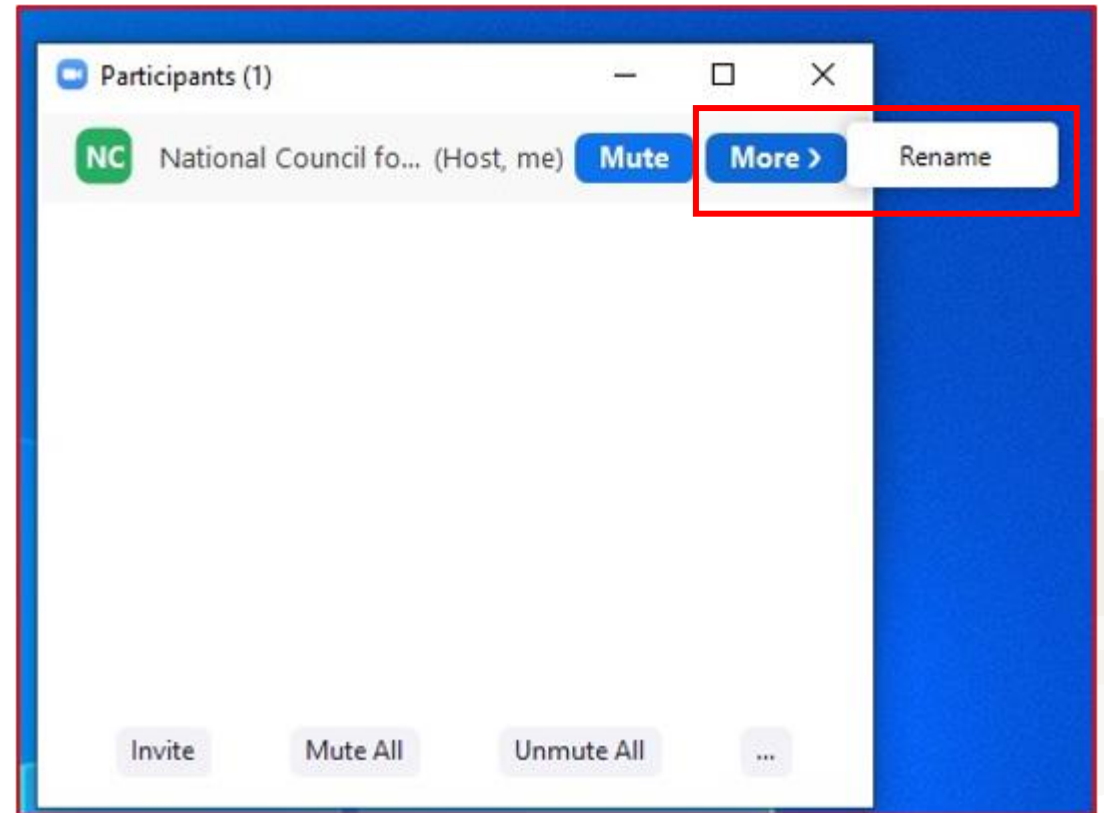
CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

This publication was made possible by Grant No. 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).

Logistics

- Please rename yourself so your name includes your organization.
- *For example:*
 - **D'ara Lemon, National Council**
- *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
 - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**

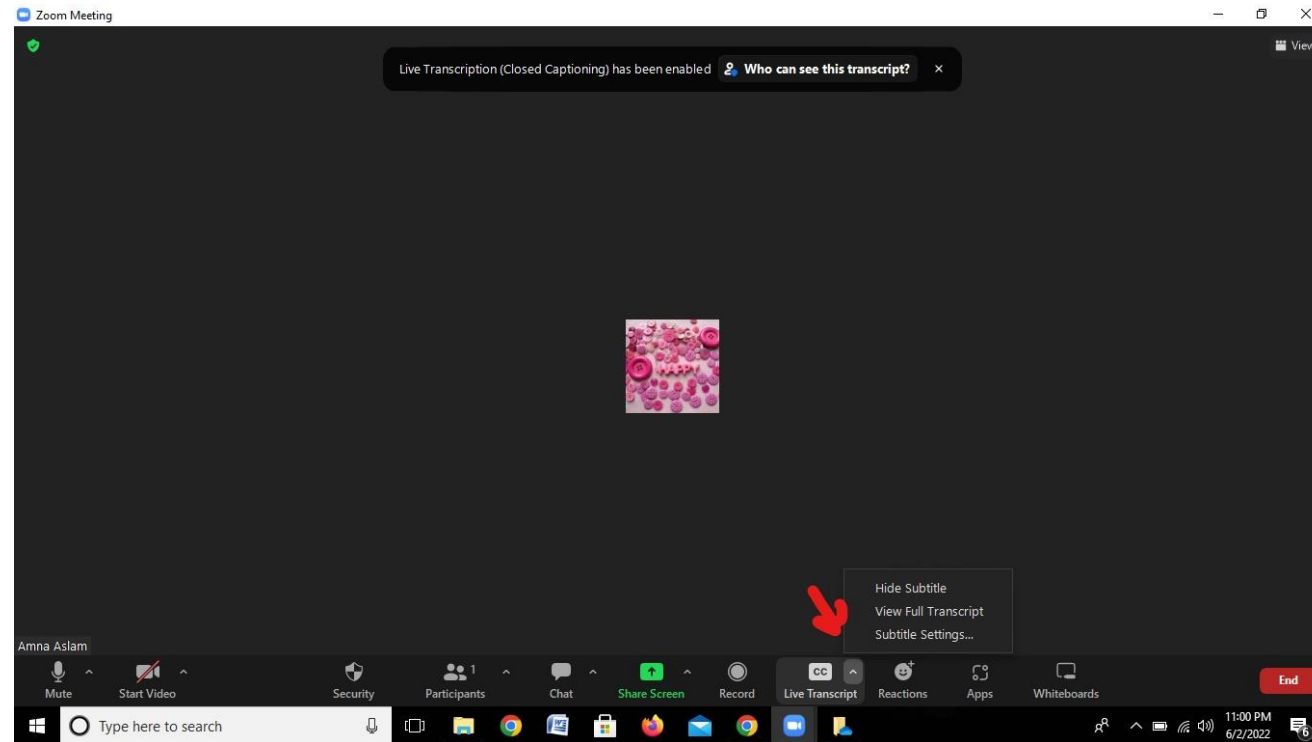


NATIONAL
COUNCIL
for Mental
Wellbeing

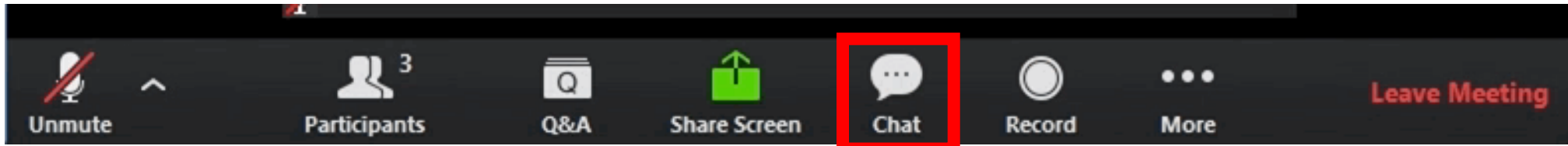


How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar.
We'll answer as many questions as we can throughout today's session.

Agenda

- Peer Support and CCBHCs
- Principles & Benefits of Peer Support
- Assessing Organizational Readiness for Peer Support Services
- Analyzing Data to Support Organizational Readiness
- Addressing Barriers & Challenges
- Ongoing Organizational Assessment
- Case Study
- Q & A



CCBHCs and Peer Support Services

Criteria 1: Staffing

- 1.b.2 The staffing plan is informed by the community needs assessment and includes clinical, **peer**, and other staff.
- 1.c.1 At orientation and annually thereafter, the CCBHC must provide training on risk assessment; suicide and overdose prevention and response; and the roles of **family and peer staff**.

Criteria 3: Care Coordination

- 3.c.2 CCBHC protocols for transitioning individuals from other settings include as appropriate, **provision for peer services**.
- 3.c.3 The CCBHC has partnerships with a variety of community or regional services, supports, and providers. Amongst the list of recommended/example partners are **peer-operated programs**.

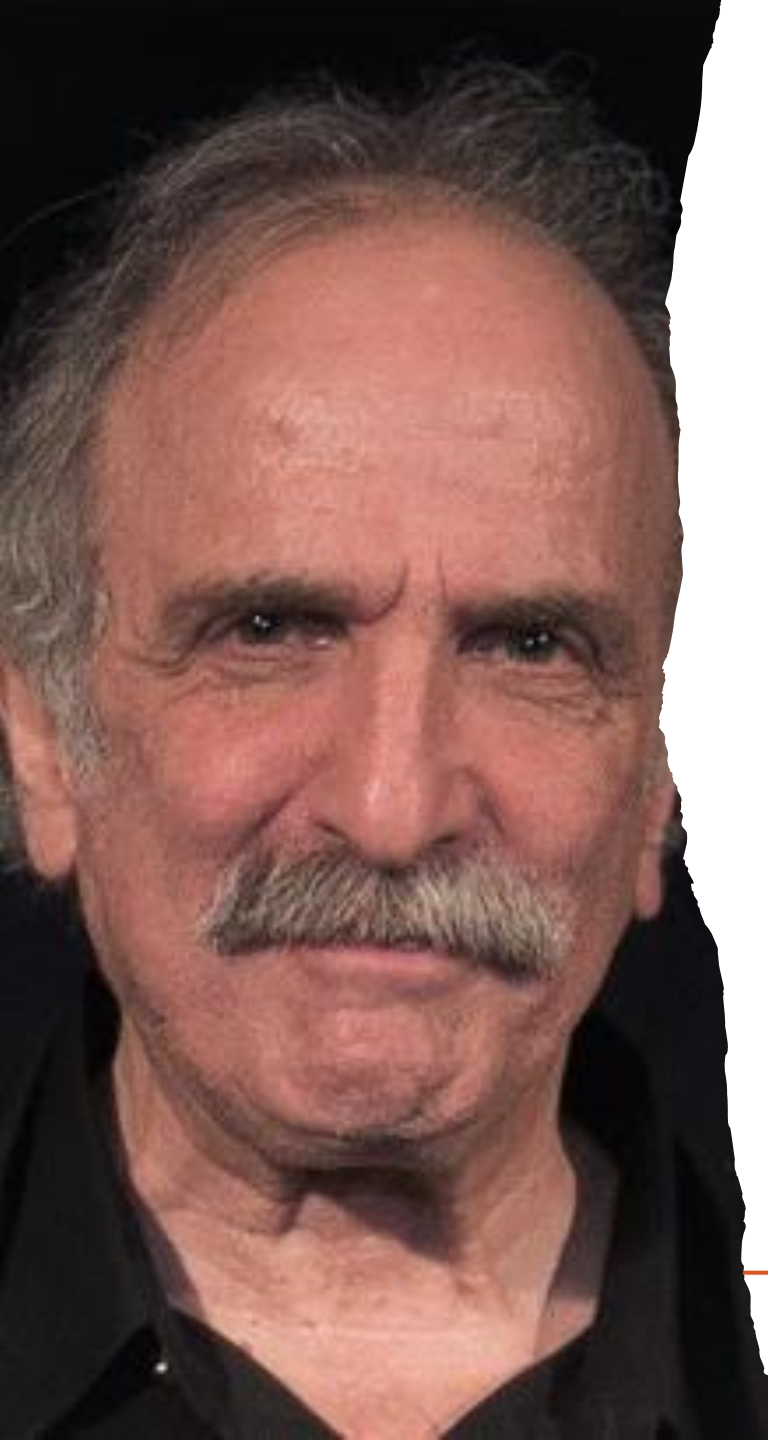
CCBHCs and Peer Support Services

Criteria 4: Scope of Services

- 4.j.i The CCBHC is responsible for directly providing, or through a DCO, peer supports, including peer specialist and recovery coaches, peer counseling, and family/caregiver supports.
- Peer services may include: peer-run wellness and recovery centers; youth/young adult peer support; recovery coaching; peer-run crisis respites; warmlines; peer-led crisis planning; peer navigators to assist individuals transitioning between different treatment programs and especially between different levels of care; mutual support and self-help groups; peer support for older adults; peer education and leadership development; and peer recovery services.

Options for Delivery

- DCO collaboration with a peer-run organization for provision of Peer Support Services
- Direct delivery of Peer Support Services
- Considerations for partnership with peer-run organizations to provide training, technical assistance and/or supervision for Peer Support Service programming



Introductions

Shannon Higbee, CEO

Recovery Options Made Easy



Recovery
Options
Made Easy

Harvey Rosenthal, CEO

Alliance for Rights and Recovery



**The Alliance
for Rights
and Recovery**
Formerly NYAPRS



Poll: Tell us more about your peer support services



Poll Questions:

- Have you already integrated peers into your CCBHC? Yes/No
- Do you or are you considering partnering with peer-run organizations? Yes/No
- Did you or do you plan to utilize a formal process? Yes/No
- Have you completed an assessment of your organization's peer programming? Yes/No

Enter into Chat:

Choose one word to describe the value of peer support in integrated systems of care



Peer Support

Peer support is a collaborative relationship between individuals with lived experience of a mental health, substance use and trauma-related challenge and trained peer support specialists with similar lived experience. It is based on shared understanding, empathy, and mutual support, with the goal of promoting recovery and resilience.

Principles of Peer Support

Recovery-
Oriented

Person-
Centered

Voluntary

Relationship-
Focused

Trauma-
Informed

NATIONAL
COUNCIL
for Mental
Wellbeing



Understanding Peer Support in Integrated Systems of Care

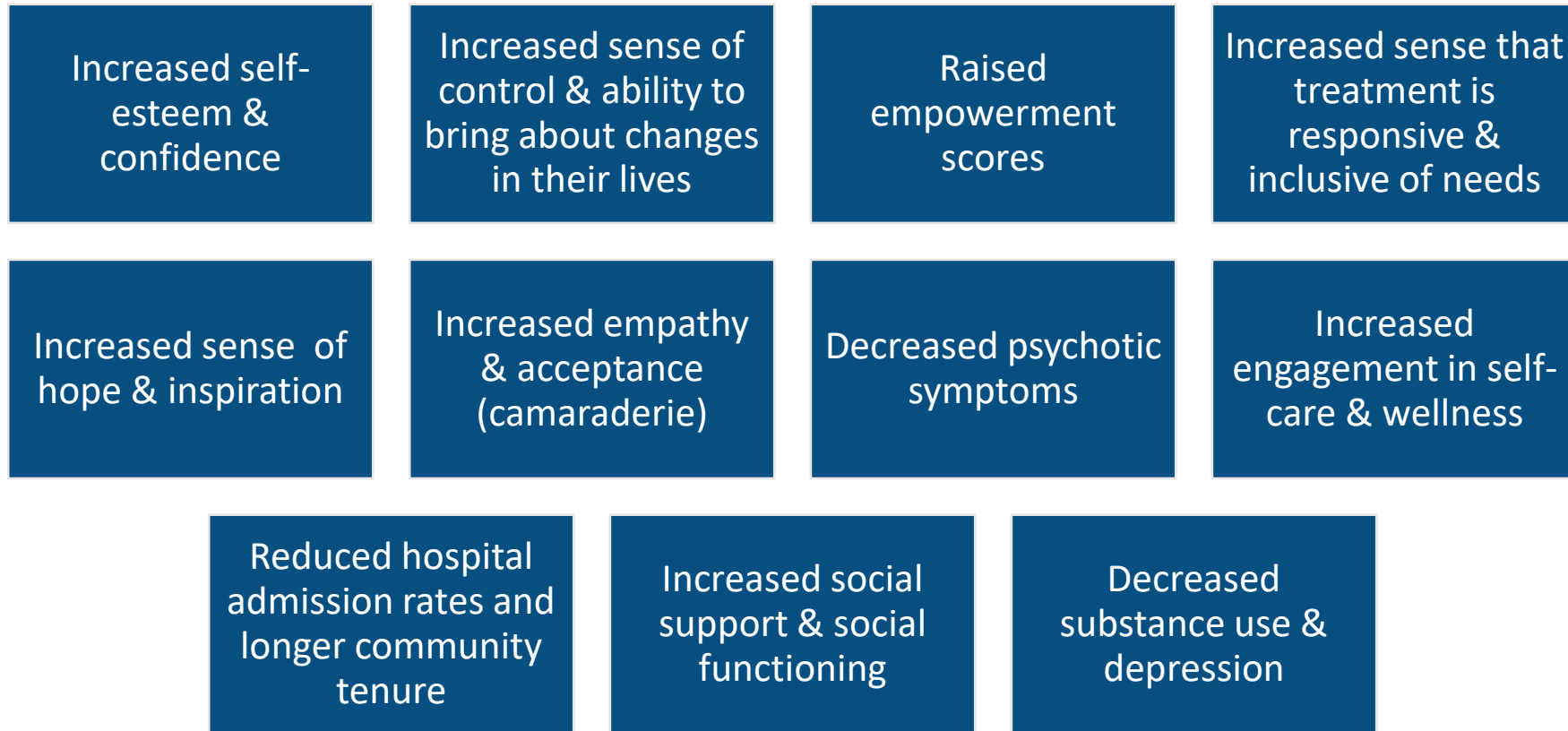
Integrated systems of care bring together multiple service providers and disciplines to provide comprehensive and coordinated care for individuals with mental health and substance use needs. They prioritize collaboration, information sharing, and holistic approaches to care delivery.

Role of Peer Support in Integrated Systems of Care:

- Creating Connection
- Promoting Recovery
- Promoting Hope & Dignity
- Reducing Stigma
- Improving Access to Care



Evidence of the Benefits of Peer Support in Community Behavioral Health Settings



https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/peer-support-2017.pdf





Change concepts outlined in the [Organizational Self-Assessment for Integrating Peer-delivered Services in CCBHCs](#).

NATIONAL
COUNCIL
for Mental
Wellbeing

Change Concept 1: Creating Healthy Partnerships with Peer-Run Organizations, Developing Healthy Internal Partnership with Peer Support Staff

Suggested Strategies/Tactics

- Explore partnership models with existing peer-led organizations
 - Could include direct delivery of services (DCO) or contracting for training, technical assistance support to build the program, supporting hiring, training or supervision of peer staff
- Regularly engage (including peer staff and people with lived/living experience) in ongoing assessment and improvement of the CCBHC's recovery culture, organizational readiness and support for peer staff.
- Regular collaboration and synergy with peer-led organizations.
- Work with peer-led organizations, external consultants with living experience and/or internal peer staff to establish roles and responsibilities, job descriptions, scope of practice and performance metrics.



Change Concept 2: Shifting Organizational Culture

Suggested Strategies/Tactics

- Organization mission, vision and values support integration of peer-delivered services and a strong commitment to recovery-oriented care.
- Establish a clear understanding of peer services and peer provider roles and expectations at every level of the organization. Include peer staff as equal and valued partners of the care team.
- Plans in place to address and eliminate internal bias and discrimination in every facet of the organization, including how to address the potential perceived power differential between clinical and peer staff.
- Provide system-wide training on recovery, peer culture, peer support, peer-delivered services and peer leadership to all staff.
- Establish processes to elevate the value of peer support specialists as trained and experienced professionals.
- Ensure representation of people with living experience at every level of the organization including CCBHC governing boards.
- Measure outcomes that demonstrate recovery and community inclusion.



Change Concept 3: Maintaining Fidelity to Peer Support

Suggested Strategies/Tactics

- Mechanisms in place to maintain the integrity and fidelity of peer support.
- Established role definitions, job descriptions and scope of practice for peer staff to ensure everyone on the team and throughout the organization is trained and knowledgeable about this role. Established core competencies for peer staff and builds awareness of these competencies across the organization.
- Include peer staff and others with living experience in orientation of all new staff.
- Understand state certifications including required skills and knowledge for peer staff and cross-walk with internal organizational policies and procedures. Plan in place to credential peer specialists and recovery support specialists.
- Established policies and procedures to ensure adequate and appropriate supervision and training for peer staff.
- Establish career ladders for peer staff and provide ongoing training. We provide training, mentorship and leadership development opportunities or we partner with external organizations to provide this training.
- Develop policies and procedures that reinforce peer specialist and recovery support specialist scope of practice within the CCBHC.



Change Concept 4: Integrating Peer Services into Mainstream Funding

Suggested Strategies/Tactics

- Develop standard recovery-based outcome measures for peer-delivered services.
- Establish a value proposition and routinely engage with payers about the value of peer delivered services, including sharing recovery outcomes to demonstrate medical necessity for peer services.
- Advocate for value-based conversations to include recovery-based outcomes that demonstrate quality of life and community inclusion.
- Advocate for appropriate compensation for peer specialists regardless of where they are employed.



Poll: What is your number one reason for providing access to peer-run services?



- Improve Participant Outcomes
- Cost Effective
- Fill Gaps in Care
- Meet Program Requirements
- Person-centered Care
- Other (enter in chat)



Poll: Assessing Readiness



What steps did or will your organization take to assess readiness for facilitating access to peer support services?

- Surveys
- Focus Groups
- Formal Assessments
- Consultants

What did or will you consider in the process?

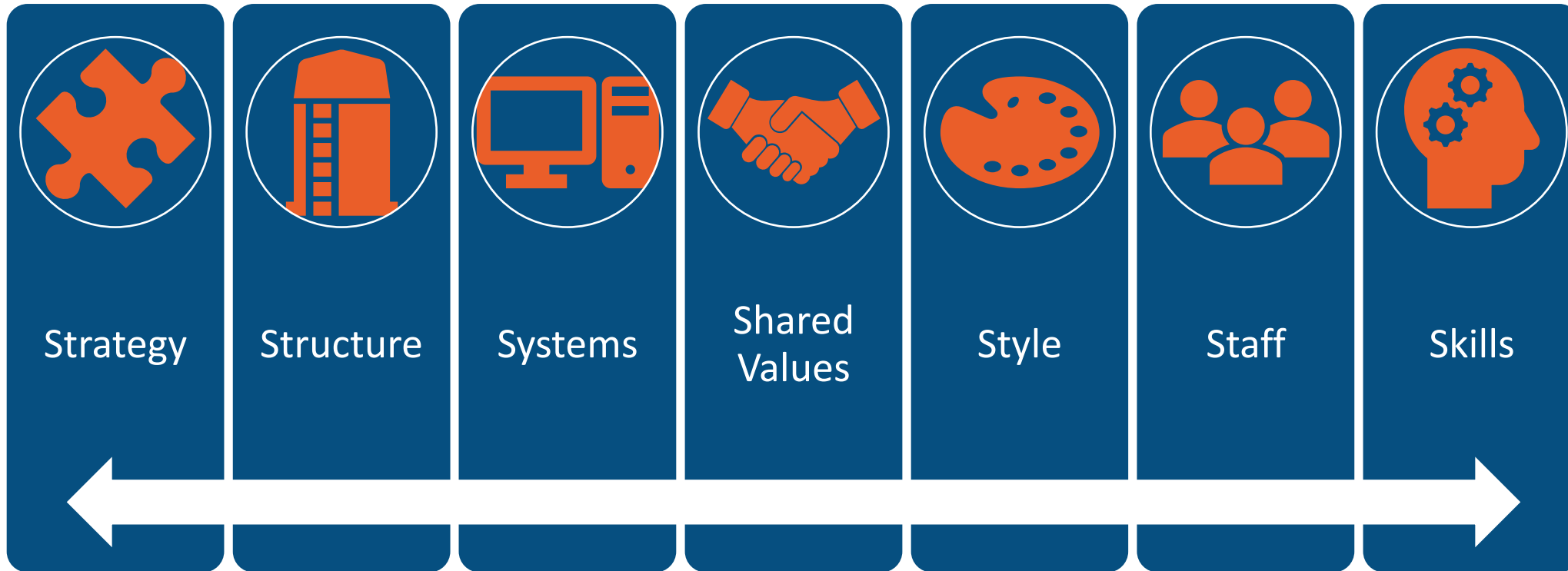
- Partnerships
- Culture
- Fidelity
- Funding

Definition of Organizational Readiness

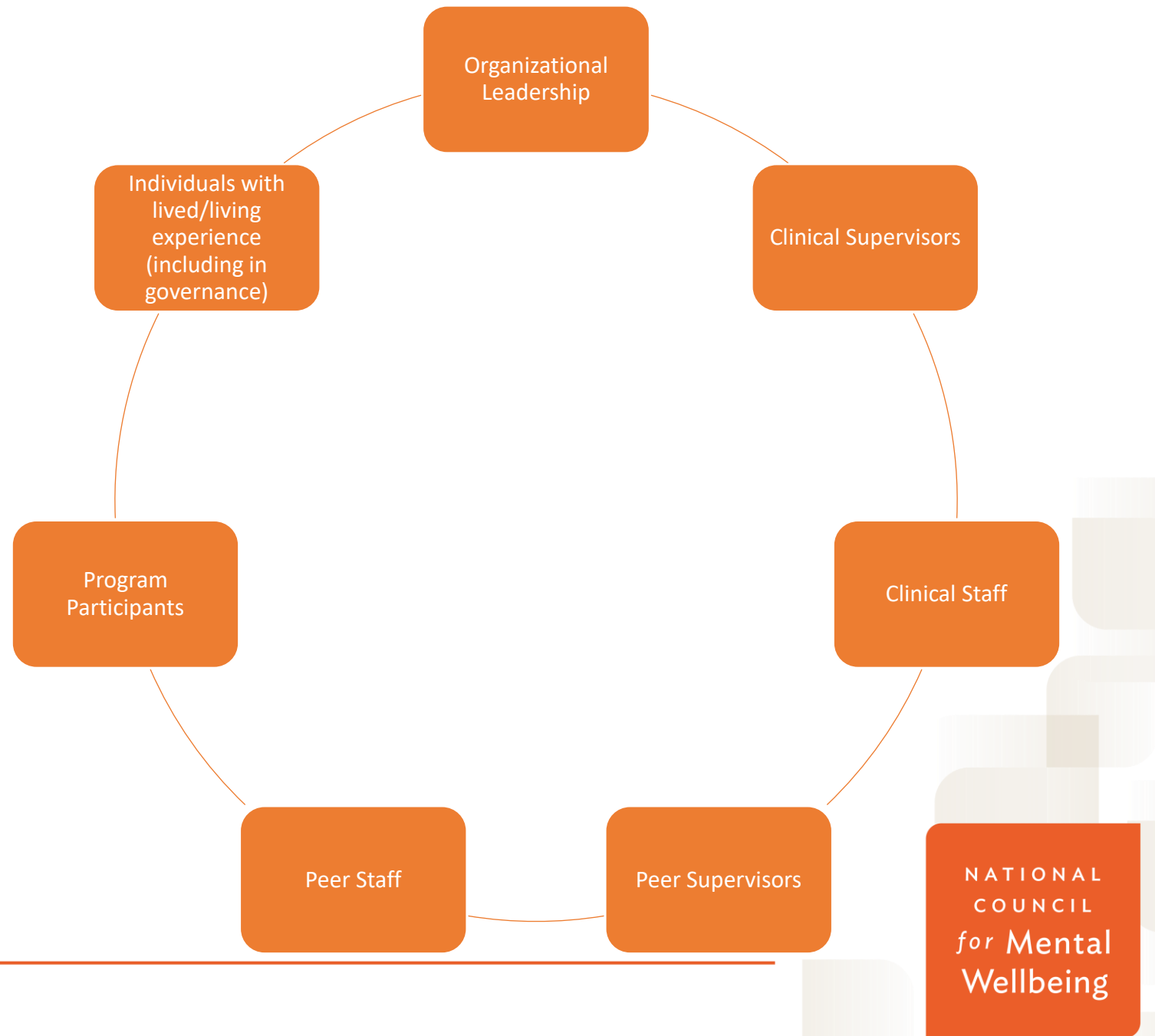
“Organizational readiness indicates the relationship between people, processes, systems and performance measurement. It requires synchronization and coordination without which no implementation will be successful.” In [Practical E-Manufacturing and Supply Chain Management](#), 2004



Components of Organizational Readiness (McKinsey 7-S)



Identifying Key Stakeholders & their Roles in the Assessment Process



Tools & Methods for Assessing Organizational Readiness



Surveys



Interviews



Focus Groups



Formal
Assessments



Partnerships/
Consultants



Involving Peer Support Staff in the Assessment Process

- Bring firsthand experience and knowledge
- Possess expertise in building trusting relationships
- Have a strong grasp of the skills and competencies
- Provide guidance on the best practices
- Contribute to destigmatizing mental health and substance use challenges
- Serve as advocates
- Offer valuable insights



Gathering & Analyzing Data to Inform Decision Making

Organizational mission and values

Staff attitudes and beliefs

Organizational culture

Staff training and competence

Program infrastructure

Policies and procedures

Data collection and evaluation

Collaboration and partnerships

Legal and regulatory considerations

NATIONAL
COUNCIL
for Mental
Wellbeing



Identifying & Addressing Barriers & Challenges

Stigma and bias

Inadequate resources

Organizational culture and resistance to change

Limited training and skill gaps

Communication and coordination issues

Evaluation and outcome measurement challenges

Organizational hierarchy and power dynamics

Resistance from staff and stakeholders

NATIONAL
COUNCIL
for Mental
Wellbeing



Why Consider Partnerships with Peer Organizations?

- Expertise and Experience
- Authentic Peer Engagement
- Training and Support
- Peer-Driven Initiatives
- Enhancing Outcomes



NATIONAL
COUNCIL
for Mental
Wellbeing

Ongoing Assessment

Ongoing assessment is vital during periods of change to support continued success of the change initiative, in this case increasing access to peer services

This process:

Supports an understanding of the current state of the organization

Provides valuable data and feedback on progress and outcomes

Monitors employee morale, engagement, and overall culture

Facilitates learning & adaptation

Methods:

Workgroups/Focus groups

Ongoing Surveys

Training

Data Analysis

Consistent two-way communication

COUNCIL
for Mental
Wellbeing



Case Study

An Interview with Mona Lisa McEachin

**Assistant Program Director of Recovery Community & Lead Peer Mentor
BestSelf Behavioral Health, Inc.**

**WNY Peer Workforce Development Center at BestSelf Recovery
Community**

NATIONAL
COUNCIL
for Mental
Wellbeing

Questions?



NATIONAL
COUNCIL
for Mental
Wellbeing



Join Us Next Time

The Role of Peer Support in CCBHC Service Delivery

Discover the transformative power of peer support in CCBHC service delivery as we delve into the invaluable contributions of peers, explore effective models of peer support, define peer scope of practice, and examine the importance of fidelity in peer support to maximize the effectiveness of your peer programming. Don't miss this opportunity to gain insights and strategies that will revolutionize your CCBHC services.

January 4, 2024, 2:00-3:30 pm ET

[Register Here](#)





Resources

- https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/core-competencies_508_12_13_18.pdf
- https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/peer-support-2017.pdf
- <https://www.sciencedirect.com/topics/computer-science/organizational-readiness#:~:text=Organizational%20readiness%20indicates%20the%20relationship,no%20implementation%20will%20be%20successful.>
- <https://www.mckinsey.com/capabilities/strategy-and-corporate-finance/our-insights/enduring-ideas-the-7-s-framework>