

Behavioral Health is Essential To Health



Prevention Works



Treatment is Effective



People Recover



Assessing the Readiness of Family Members to Become Parent Peer Support Providers

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Importance of the right fit for the job

RIGHT PERSON - RIGHT JOB

Right Person for the Job

- **Reduces Retention & Turnover** - retention rates are higher where job fit is employed in both the initial selection process and in continuing career development
- **Recruiting & Staffing** - filter out applicants that aren't good matches so that you can focus on those that are.
- **Improves Performance** - people are matched with work that makes the most of their natural talents and is in sync with the passions, productivity increases.
- **Doing More With Less** - Employees stand a far greater chance of being able to take on additional work if the work is in keeping with their natural talents (i.e. the stuff that comes easy for them).

Cost Effectiveness

“If you make a mistake in hiring, and recognize and rectify the mistake within six months, the cost of replacing that employee is two and one-half times the person’s annual salary.”

Authentic Parent Peer Support

“Primary caregivers who have the **‘lived experience’** of being actively involved in raising a child who experiences emotional, developmental, behavioral, substance use, or mental health challenges. PSPs have experience navigating child-serving systems to access services and supports.

PSPs have received **specialized training** to assist and empower other families who are raising children with similar experiences.”

Why Is Assessing Readiness Important?

- Traditional recruitment and assessment personnel processes may not be appropriate for peer support
- As the workforce grows and expands, we need to hire those most likely to succeed in a peer support position
- Lived experience is not enough
- Clear criteria, qualifications, and supervision can support the expansion of the parent peer support

workforce (Daniels, A. S., Tunner, T. P., Powell, I., Fricks, L., Ashenden, P., (2015) Pillars of Peer Support – VI: Peer Specialist Supervision. www.pillarsofpeersupport.org; March 2015)



Qualifications, Personal Qualities, Knowledge and Skills

PEER SUPPORT READINESS

Minimum Qualifications

- High school diploma/GED;
- Experience navigating at least one child serving system directly related to their child's behavioral health challenges, such as mental health, child welfare, juvenile justice, or education;
- Ability to recognize that lived experience (positive and negative) has fostered their personal growth;
- Capacity to think beyond their personal family's needs to understand the perspective and needs of other families, as well as the needs of the agency or system; and
- Willingness to work flexible hours including nights and weekends when parents are available to meet and participate in activities.

Personal Qualities

- Self-awareness
- Self-disclosure
- Strength-based
- Enthusiasm and passion
- Values relationships
- Team player attitude
- Empowers others

Personal Qualities (cont.)

- Willingness to learn
- Learns from mistakes
- Accepts suggestions from others
- Honesty
- Open-minded
- Belief in resiliency and recovery
- Respectful and non-judgmental
- Dependable/reliable
- Flexibility

Knowledge and Skills

- Identify and share appropriate resources and information based on the individual needs of a youth and family;
- Organize work effectively;
- Manage time efficiently;
- Communicate clearly;
- Problem solve;
- Work with diverse cultures;
- Utilize creativity;

Knowledge and Skills (cont.)

- Model positive and collaborative behaviors;
- Understand other perspectives and advocate effectively;
- Adhere to the organization's policies and procedures;
- Understand and abide by code of ethics, including HIPAA and confidentiality;
- Disclose any potential conflicts of interest;
- Maintain professional boundaries, behavior, and appearance;
- Perform basic office duties which may include computer skills;
- Practice self-care.

Which Is More Important?

Personal
Qualities

Knowledge
and Skills

Qualifications

Scenario-Based Assessment

- Assessing a family member's perspective of their own journey and their readiness to support another family who may be in the midst of significant crisis can be a complicated process.
- Scenario-based assessment can offer a way to identify skill sets and areas in which the family member may need additional training and/or support.

Scenario #1

How would you respond if you were supporting a parent/caregiver whose child was seeing the same therapist your child and family had felt was not respectful of your culture?

Scenario #2

How would you respond if you were supporting a parent/caregiver whose child attended the same school where your child was not well supported and where you had not had positive relationships with the administration?

Challenges

The people with the best fit may experience some challenges:

- Reliable transportation
- Reading level and writing skills
- Background checks
- Mental health needs of their own
- Others??

**What tools/tips do you use?
What has worked for you?**



Positive organizational cultures and engaging climates

ORGANIZATIONAL READINESS

Models of Infrastructure for Peer Support

Infrastructure	Family Organization	Governmental Agency	Private Provider	Blended Model
Employment	Family organization employs PSP	Local/State government employs PSP	Provider employs PSP	PSP may be employed by governmental agency or organization
Training	Family organization provides training	Local/state agency provides training	Provider provides training	Family organization provides training in partnership with agency
Supervision	Family organization supervises PSP	Local/State agency supervises PSP	Provider supervises PSP	Co-supervision with family organization and provider
Location	Located within family organization or out posted to regional office or agency	Located within local/state government	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

Pro's and Con's of Models

- **Family / youth organization**
 - Authentic peer support provided by family or youth organization
 - Youth / families see themselves as part of a bigger picture
 - Unified voice for youth / families
 - Adequate infrastructure necessary for supervision and billing
- **Provider organization**
 - Possible isolation – less independence – role may not be understood

Organizational Readiness

- Committed leadership
- Accepting organizational culture
- Hire more than one parent peer support provider
- Clearly define role and job description
- Provide training to both peer support and non-peer support
- Ensure proper supervision – administrative, program, clinical
- Personnel policies to accommodate parent peer support providers

Challenges to Organizations

- Value or academic vs. personal or lived experience
- Ideological and philosophical differences between parent-delivered family support services and more traditional clinical approaches
- Changes to practice processes
- Flexibility of policies to accommodate needs of parent peer support providers
- Dedicated funds
- Salaries and benefits for parent peer support

Contact Us

Thank you!

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