Putting Values into Practice

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Introduce yourself in the chat...
Role Call
Are you a:
- Supervisor
- Peer Support Specialist
- Service User
- Family Member
- Service Provider (non-peer)
- Other

Objectives

You will be able to:

1. Describe key aspects of the National Practice Guidelines for Peer Specialists and Supervisors

2. Brainstorm real world issues that can be practiced in collaboration with others using the practice guidelines to help identify ways to improve performance.

3. Use the practice guidelines as a self-reflection tool to enhance interactions with people who are being supported, supervisors, and colleagues.
What Are Values?

Add your ideas to the chat

**Values**

- Our beliefs
- What’s important to us
- Things we cherish

**Actions**

- Choices we make
- What we do
- How we act / react
Core Values

On the next slide, choose the one value that is **most** meaningful to you.

Adapted from Brene Brown, Living Into Our Values
Choose One

- Activism
- Authenticity
- Balance
- Belonging
- Collaboration
- Compassion
- Diversity
- Excellence
- Faith
- Gratitude
- Humility
- Integrity
- Justice
- Kindness
- Loyalty
- Making a difference
- Openness
- Patience
- Respect
- Spirituality
- Trust
- Wholeheartedness

10/18/22

Breakout

**Step 1:**
Go around the group and share the value you picked and why

**Step 2:**
Describe something that gets in the way of living up to this value
Debrief

Show of virtual hands

How many of you picked the same value as everyone else in your group?  
How many of you could relate to the things that get in the way of living up to our values?
Lived Experience

- What we have learned after reflecting on an experience
- Lived experience offers a different kind of knowledge (wisdom) than academic knowledge
- When it is based on a common experience, it is what makes peer support “real”

Common Thread

Mutual sharing is the common thread that makes peer support a genuine source of help.
Medicaid-billable service in 2007

Centers for Medicare and Medicaid Services (CMS) recognized peer support as an evidence-based practice

Medicaid required:

- State approved training
- Care coordination
- Supervision by a competent mental health professional (as defined by the state)

No practice standards in 2007
National Association of Peer Supporters (NAPS) had already done much of the groundwork

- Member surveys
- Situational analysis
- Task force

National Practice Guidelines

Expert panel

- Task force recommendations
- Substance use recovery buy-in
- 98% agreement on core values among 1000 peer specialists
Core Values of Peer Support

1. Voluntary (supports choice)
2. Hopeful
3. Open minded
4. Empathetic
5. Respectful
6. Facilitates change
7. Honest and direct
8. Mutual and reciprocal
9. Equally shared power
10. Strengths-focused
11. Transparent
12. Person-driven

Example

CORE VALUE 1
Peer Support Is Voluntary

Recovery is a personal choice. The most basic value of peer support is that people freely choose to give or receive support. Being coerced, forced or pressured is against the nature of genuine peer support.

The voluntary nature of peer support makes it easier to build trust and connections with another.
PEER SUPPORTER GUIDELINES

Practice: Support Choice

- Peer supporters do not force or coerce others to participate in peer support services or any other service.
- Peer supporters respect the rights of those they support to choose or cease support services or use the peer support services from a different peer supporter.
- Peer supporters also have the right to choose not to work with individuals with a particular background if the peer supporter’s personal issues or lack of expertise could interfere with the ability to provide effective support to those individuals.

In these situations, the peer supporter would refer the individuals to other peer supporters or other service providers to provide assistance with the individuals’ interests and desires.

Peer supporters advocate for choice when they observe coercion in any mental health or substance use service setting.

Breakout / Scenario

- (All) read the scenario.
- Divide into small groups of 3-4 people.
- Decide who will play a role vs. observe.
- Role play the scenario.
- Discuss what when well (strengths) and anything the peer specialists might have done differently (based on the practice guideline).
- Return to the large group and share observations.
Core Value: **Peer Support is Voluntary**

Recovery is a personal choice. The most basic value of peer support is that people freely choose to give or receive support. Being coerced, forced or pressured is against the nature of genuine peer support. The voluntary nature of peer support makes it easier to build trust and connections with another.

**Practice Guideline: Support Choice**

- Peer supporters do not force or coerce others to participate in peer support services or any other service.
- Peer supporters respect the rights of those they support to choose or cease support services or use the peer support services from a different peer supporter.

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**Scenario**

Cindy is in an emergency room where Cindy’s husband and adult children have told her she can’t go home unless she agrees to undergo ECT (electro-convulsive therapy) and/or MAT (medication assisted therapy) as recommended by the treatment team. She has refused treatment because she has not been given any other options or any explanation of the possible risks and side effects of MAT. You are a new peer specialist on the unit and have been called in to convince Cindy MAT is in her best interest.

What do you do?
Debrief

- What did it feel like to be the peer supporter?
- What did it feel like to be the person who is being supported?
- What happened?
- If you could do this over, what would you do differently?
- Was the decision made from a recovery perspective?
- What else could have been said or done?

Challenges Peer Support Workers Face

What is done is sometimes at cross-purposes; peers are helping people find their own way (compass) while the rest of the system is focused on the most efficient and effective treatment (clock)

Covey, 1994
Describe Your Ideal Supervisor

In the chat:

In a single word or phrase describe your ideal supervisor.
Project Timeline: Supervision Guidelines

Convene small workgroup to conduct needs assessment of resources to inform the field on supervision of peer support staff.

Identify, review and index supervision resources for repository to reside on the INAPS website.

Revisit process for creating 2013 National Practice Guidelines for Peer Supporters to create a framework for developing Guidelines for Supervisors.

Develop and deliver sneak peek presentations of the Practice Guidelines for Supervisors of Peer Support Specialists at NYAPRS and NAMI.

Expand workgroup to collaborate with INAPS on peer support workforce development projects.

Research Department of Labor process for establishing a Standard Occupational Classification for the peer support title.

Conduct need analysis, draft Guidelines for Supervisors, hold focus groups and a consensus survey with supervisors and peer specialists.

Present “Daring to Supervise” workshop series and supervision caucus at the INAPS 13th Annual Conference in 2019.

EXAMPLE: Peer Supporters Facilitate Change
(Core value #6)
Peer Specialists are Agents of Change (Motto to Demo)

<table>
<thead>
<tr>
<th>6) PEER SUPPORTERS FACILITATE CHANGE</th>
<th>PRACTICE: EDUCATE AND ADVOCATE</th>
<th>THE SUPERVISOR ROLE IS TO:</th>
</tr>
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<tbody>
<tr>
<td>Some of the worst human rights violations are experienced by people with psychiatric, trauma or substance use challenges. They are frequently seen as &quot;objects of treatment&quot; rather than human beings with the same fundamental rights to life, liberty and the pursuit of happiness as everyone else.</td>
<td>Peer supporters recognize and find appropriate ways to call attention to injustices. Peer supporters strive to understand how injustices may affect people. Peer supporters encourage, coach and inspire those they support to challenge and overcome injustices.</td>
<td>Define and model advocacy for peer support specialists, including advocating for organizational changes. Coach peer support specialists on how to respect the rights of individuals while helping individuals challenge and overcome injustice. Build on lived experience, model recovery and advocate for peer support workers.</td>
</tr>
</tbody>
</table>

Guidelines are available on the NAPS website

https://www.peersupportworks.org
Breakout / Scenario

- (All) read the scenario.
- Divide into small groups of 3-4 people. Decide who will play a role vs. observe.
- Role play the scenario.
- -- This time as a supervisor and peer support specialist
- Discuss what went well (strengths) and anything the peer specialists might have done differently (based on the practice guideline).
- Return to the large group and share observations.

Post Guideline in the Chat

Core Value: **Peer Supporters Facilitate Change**

Practice Guideline: **Educate and Advocate**
- Peer supporters recognize injustices peers face in all contexts, act as advocates, and facilitate change where appropriate.

The Role of the Supervisor:
- Define and model advocacy for peer support specialists, including advocating for organizational changes.
- Coach peer support specialists on how to respect the rights of individuals while helping individuals challenge and overcome injustice.
Scenario

In this scenario, the peer support specialist is discussing with their supervisor what happened when supporting Cindy, a woman in the emergency room who was told she couldn’t go home unless she agreed to undergo ECT and/or MAT as recommended the treatment team.

1) Discuss what happened
2) Review the Guidelines for Supervisors and discuss things the supervisor might recommend the peer support specialist to try

Debrief

• What did it feel like to be the supervisor?
• What did it feel like to be the supervisee?
• What happened?
• If you could do this over, what would you do differently?
• Was the supervision done from a peer perspective?
• What else could have been said or done?
Research Summary
What is key ingredient to supervisory success?

The relationship between supervisor and supervisee

Research by Joanne Forbes, PhD (Forbes, 2021)

All supervision benefits from:

- Listening
- Availability
- Goal setting
- Transparency
- Responsibility
- Realism

Research by Joanne Forbes, PhD (Forbes, 2021)
What we learned...

Preference for supervision by more experienced peer
Autonomy
Role Integration
Trauma informed supervision
Building supports

Supervisor’s Attitude is Critical

• Respect
• Positive non-judgmental regard
• SUPPORT for AUTONOMOUS FUNCTIONING

Research by Joanne Forbes, PhD
(Forbes, 2021)
Practice Summary
Putting these guidelines into practice

Here are a few ways...

- Share guidelines with employers / supervisors
- Focus on putting one per week into practice
- Use the guidelines in supervision sessions
- Share examples with your peers
- Debrief challenges with your peers

Questions
We gratefully acknowledge the contributions of our esteemed colleagues:

- Dana Foglesong, Magellan
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- Mike Weaver, National Association of Peer Supporters (N.A.P.S.)
- Ivanna Bond, NYC Peer Workforce Coalition
- Joanne Forbes, Rutgers University

References


https://inaps.memberclicks.net/assets/docs/nationalguidelines_updated.pdf

National Practice Guidelines for Peer Supporters, presented by Andy Bernstein, Steve Harrington, and Rita Cronise [International Association of Peer Supporters Webinar, recorded August 3, 2018] 60:00 min.
https://www.inaops.org/past-webinars

National Practice Guidelines for Peer Specialists and Supervisors,
References


Want to Learn More?

Become a member. https://www.peersupportworks.org/membership
Buy our Book!

This is a fundraiser for N.A.P.S. developed by our N.A.P.S. Workforce and Supervision Workgroup

You can now preorder online.

The book is scheduled to launch on February 14, 2023.