Building, Sustaining, and Developing a Vibrant and Empowered Peer Workforce

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What you’ll learn today:

1. What was the Peer Leadership Institute?
2. What did participants learn?
3. What were the outcomes?
4. What lessons did we learn?
5. Where can you find resources and information for setting up your own program?
Presenters

Kristin Dempsey, Senior Associate (CIBHS)

Lisa Smusz, Consultant (The Social Changery)

Lee Harrison, Senior Community Worker (San Mateo County)
Why are projects like the Peer Leadership Institute needed?
The Promise (and Perils) of Peer Positions

Peer Support Workers have shown promise in improving patient experiences and outcomes, but turn-over is high (60% per year in one study):

• Peer Support Workers report feelings of isolation
• Lack of clarity about job duties and training
• Need more welcoming work environment
A New Glass Ceiling?

- Difficulty breaking out of defined “peer” roles
- Educational and Career pathways
PLI Approach

- Connect Peer Support Workers to create network
- Strengthen skills and role confidence
- Education, career paths and networking
- Promote welcoming Environments
What was the Peer Leadership Institute (PLI)?
Peer Leadership Institute

Funding

- Funded by a contract from OSHPD (WET funds) for one year July 2015 – June 2016.

Networks to Support Public Mental Health System Workforce with Lived Experience

- Administered by CIBHS
- Partnership with counties and CBOs
Peer Leadership Institute

**Purpose**

- Provide training and network of support for Peer Providers currently employed or volunteering in Public Mental Health System in a four-county region of the Northern Bay Area: Contra Costa, Solano, Sonoma, and Napa
- Series of quarterly in-person trainings and 10 webinars with topics focused on specific areas for “lifting-up” the peer provider workforce.
Networking and Professional Support

- The GBA Mental Health and Education Collaborative
  - Links providers and educators
  - Collects, organizes and disseminates best practices in public behavioral health workforce development
- Peers are connected to Collaborative as a resource for...
  - Networking, career-building and employment
  - Development tools
  - Connections to further education
Eligible Participants

Individuals with:

• lived experience as consumers, family members, parents, and caregivers

• who are currently employed or volunteers in the public mental health system

• in Contra Costa, Solano, Sonoma and Napa counties & CBOs
What did participants learn and get out of the experience?
We Understand our Work Through Multiple Lenses

- Culturally Responsive
- Trauma Informed
- Integrated/Whole Person Care
- Wellness and Recovery Oriented
In-Person Trainings

• Four quarterly in-person trainings that were each offered twice: once in the Napa-Sonoma area and once in the Contra Costa-Solano area.

• Topics Included: Effective Facilitation Skills and Telling One’s Story, Motivational Interviewing, Educational Career Ladders and Pathways for Success, Screening, Brief Intervention and Referral to Treatment (SBIRT)
What were the outcomes?
Outcomes

• At the end of training, participants stated they had an increase in self-confidence, a feeling of connection to the group, and a desire for further education and career development

• Participants want more opportunities for continuing education and training

• Interest in peer certification
Outcomes

• Participants are seeking out networking and additional training opportunities
• Participants expressed renewed commitment to their work
• This group had significant growth over the period of the project in understanding of materials and skills.
Outcomes

• Group exercises topped the list of the most liked about the training.

• Participants enjoyed speakers’ motivational stories. They also appreciated the opportunity to share their own experiences in a safe environment which provides them practice time and feedback.
Outcomes

• Participants commented that they liked the flexibility to watch the webinars at their own leisure.
Outcomes

• Solano County leadership has seen an increase in self-confidence among peers. Peer workers have continued to increase their skills and are moving from volunteers to interns.
What did we learn?
What We Learned

• Develop peer leaders now
  – Don’t wait for certification
  – Find opportunities to create meaningful jobs

• Peer are entrepreneurial and are creative regarding coming up with occupational ideas

• Peers are leaders – they have solutions to challenging problems
What We Learned

• Network of support – it is created from the PLI, now how to support it.
  – Peers want and need a community/connection

• Consider ways to create ongoing training.
Where can you find resources and information for setting up your own program?
Our goal is to create a mental health workforce that understands and supports wellness and recovery. We want consumers and family members working throughout the behavioral system, and believe that all employees can be culturally and linguistically sensitive to the needs of mental health consumers.
PLI Website

• All materials from trainings were posted on the PLI page at the Collaborative website.

• [www.mentalhealthworkforce.org/PLI](http://www.mentalhealthworkforce.org/PLI)
Webinars

- Ten 90-minute webinars.
- These were recorded and posted. These are available for use now.
# PLI Training Calendar

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<tr>
<th>Training</th>
<th>Topic</th>
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<tr>
<td>Webinar 1</td>
<td>Introduction for participants</td>
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<tr>
<td>Trainings 1 &amp; 2</td>
<td>Orientation &amp; Effective Facilitation Skills; Telling One’s Story</td>
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<tr>
<td>Webinar 2</td>
<td>Career Pathways</td>
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<tr>
<td>Webinar 3</td>
<td>Peer Certification Overview</td>
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<tr>
<td>Trainings 3 &amp; 4</td>
<td>Motivational Interviewing</td>
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<td>Webinar 4</td>
<td>Webinar for Supervisors, “Creating a Welcoming Environment”</td>
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<td>Webinar 5</td>
<td>Trauma Informed Care</td>
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Where to find recordings of webinars:
YouTube Channel: CA Institute for Behavioral Health Solutions
Playlist: Peer Leadership Institute
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<td>Webinar 6</td>
<td>Transitioning from Advocate to Employee</td>
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<td>Trainings 5 &amp; 6</td>
<td>Educational Career Ladders and Pathways for Success</td>
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<td>Webinar 7</td>
<td>Webinar for Supervisors “Supervising Peers”</td>
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<td>Webinar 8</td>
<td>Peers in Primary Care Settings</td>
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<td>Webinar 9</td>
<td>Annie Kim, FERC - Engaging Families</td>
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<td>Webinar 10</td>
<td>Intro to SBIRT</td>
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<tr>
<td>Trainings 7 &amp; 8</td>
<td>SBIRT &amp; Graduation</td>
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Is Lived Experience Enough?

Lessons learned over the past 20+ years indicate that training, education, mentoring and professional support are key factors in the successful delivery of Peer Support Services.
Where are Peers currently Employed in San Mateo Co?

San Mateo County Behavioral Health and Recovery Services
Voices of Recovery San Mateo County
Heart and Soul, Inc.
California Clubhouse
Employment opportunities also exist where Lived Experience is valued but is not a requirement at:

Full Service Partnership Providers
Treatment Programs
Behavioral Health Service Providers
San Mateo County Health System
What training is available for Peers and People with Lived Experience in San Mateo County?

Evidence Based Practices, Best Practices, Psychosocial Rehabilitation, Law and Ethics and many other topics
Are there professional development standards for Peers in San Mateo County?

There is no specific program for Peer Workforce training or professional development in place in SMC at this time.
Questions??
Thank you!

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