



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

CIBHS.ORG

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)



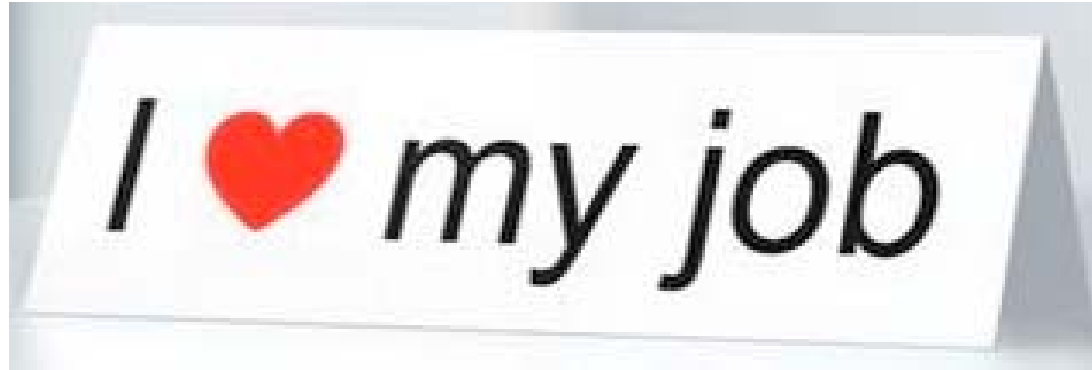
Lee Harrison, Senior Community Worker (San Mateo County)



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



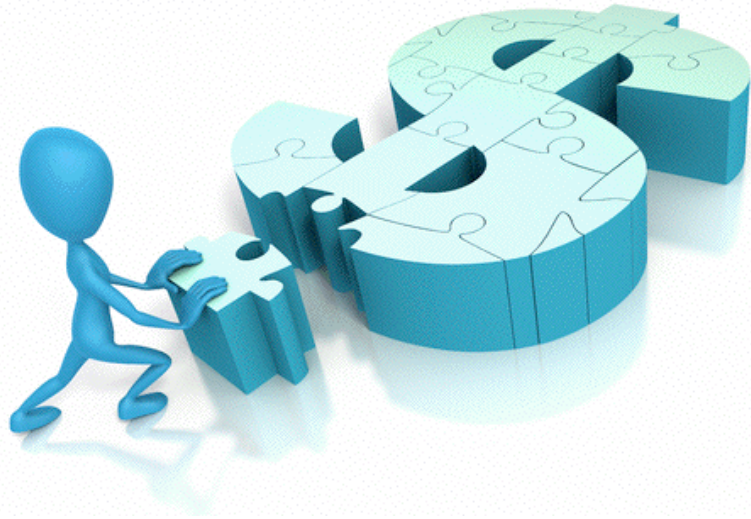
- Connect Peer Support Workers to create network
- Strengthen skills and role confidence
- Education, career paths and networking
- Promote welcoming Environments

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:

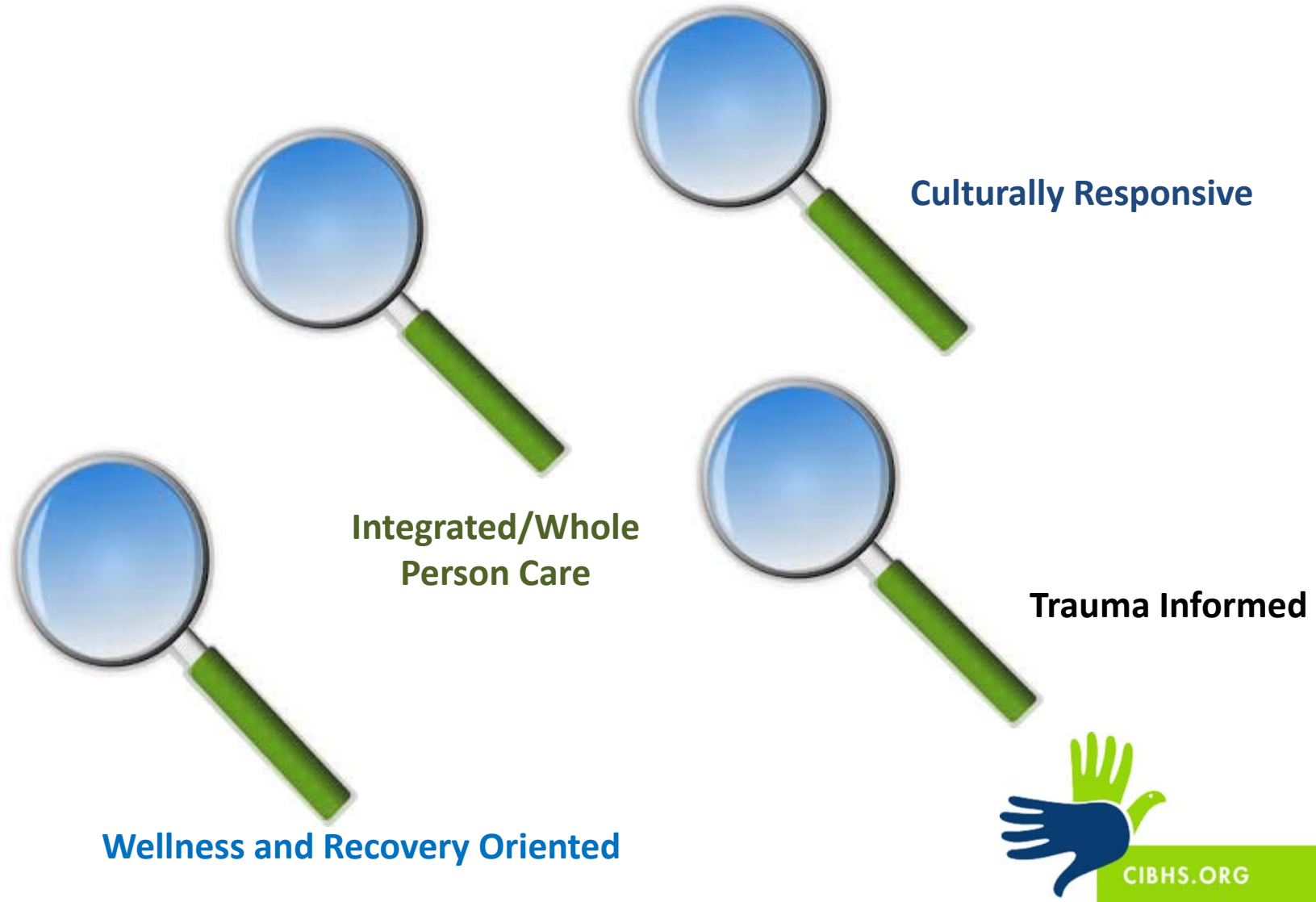
- lived experience as *consumers, family members, parents, and caregivers*
- who are currently employed or volunteers in the public mental health system
- in **Contra Costa, Solano, Sonoma and Napa** counties & CBOs



What did participants learn and get out of the experience?



We Understand our Work Through Multiple Lenses



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
- Peers 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?**





the Collaborative

Greater Bay Area Mental Health & Education Workforce Collaborative

Meetings

Education & Training

Employment Resources

About Us

Partners

Community Organizations

The Hub



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.



Last meeting

September 27, 2017

September 27, 2017

10 AM to 11 AM



Next Meeting

There is no upcoming meeting currently entered on the site. Please visit again soon.

[SEE MEETING AGENDA](#)

PLI Website



- All materials from trainings were posted on the PLI page at the Collaborative website.
- www.mentalhealthworkforce.org/PLI



Webinars



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

PLI Training Calendar

Training	Topic
Webinar 1	Introduction for participants
Trainings 1 & 2	Orientation & Effective Facilitation Skills; Telling One's Story
Webinar 2	Career Pathways
Webinar 3	Peer Certification Overview
Trainings 3 & 4	Motivational Interviewing
Webinar 4	Webinar for Supervisors, "Creating a Welcoming Environment"
Webinar 5	Trauma Informed Care

Where to find recordings of webinars:

YouTube Channel: CA Institute for Behavioral Health Solutions

Playlist: Peer Leadership Institute



PLI Training Calendar

Training	Topic
Webinar 6	Transitioning from Advocate to Employee
Trainings 5 & 6	Educational Career Ladders and Pathways for Success
Webinar 7	Webinar for Supervisors “Supervising Peers”
Webinar 8	Peers in Primary Care Settings
Webinar 9	Annie Kim, FERC - Engaging Families
Webinar 10	Intro to SBIRT
Trainings 7 & 8	SBIRT & Graduation

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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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