

Lessons Learned on Deploying and Supervising Peers

Shannon Higbee

Chief Executive Officer

Recovery Options Made Easy

Tye Pope

Vice President of Speciality SUD Services
& Housing

BestSelf Behavioral Health

What is your experience with peer delivered models?

Does your agency utilize peer services?

Do they employ them directly or subcontract?

What barriers has your agency experience in employing or subcontracting peer staff?

Why
subcontract
or consult for
peer services?

- Access to subject matter experts
- Better recruiting pool
- Experienced in supervision of peer activities
- Provides additional layers of support for peer staff
- Offers professional development opportunities for all staff
- Opportunities for better peer integration
- Working toward a common vision or goal
- Facilitate effective change agents within the community

Peer Workforce Integration Models

Staff subcontracting with Peer-run Organizations



Supervision subcontracting with Peer-run Organizations



Consulting subcontracting with Peer-run Organizations

Staff subcontracting with Peer-run Organizations

Overview of the Model

- Staff is recruited, onboarded, trained, supervised, and employed by the Peer-run Organization
- Staff reports directly to and takes day-to-day direction from the Contracting Organization

Benefits of the Model

- Recruiting & Onboarding Expertise
- Staff feels connected to the peer community
- Peer staff has the most robust opportunities for professional development
- Offers the highest level of collaboration & support

Supervision subcontracting with Peer-run Organizations

Overview of the Model

- Staff is recruited, onboarded, trained, and employed by the Contracting Organization
- Peer-run Organization provides peer supervision and peer specific training opportunities on an ongoing basis

Benefits of the Model

- Staff are employed directly by the worksite
- Aids in peer staff integration
- Peer staff has opportunities for professional development
- Individualize level of peer support in the supervisory relationship

Consulting subcontracting with Peer-run Organizations

Overview of the Model

- Staff is fully recruited, onboarded, trained, and supervised by the Contracting Organization
- Peer-run Organization provides a specific tailored program of evaluation, recommendation, training, etc. that can be one-time or ongoing

Benefits of the Model

- Can be utilized during or after development of peer programming
- Can be tailored to the needs of individual organizational needs
- Offers professional development opportunities for all staff
- Opportunities to affect overall agency culture
- Opportunities to collaborate with leadership
- Ensures fidelity to the peer model

Potential Challenges



Scheduling & Communication



Navigating agency vision & the peer model



Integrating agency and peer perspectives



Effectively communicating peer core competencies to the larger agency workforce



Aligning competing policies and procedures between two agencies

Why should you invest in your peer workforce?

Consultants are well-informed with methods to strengthen peer infrastructure & emerging best practices in peer delivered

Offers the opportunity to hire an expert

Enhance service delivery models that exist within your agency

Allows peers to feel supported by someone most knowledgeable on their scope of practice

Invests in the professional development of the peer workforce creating higher levels of job satisfaction & performance

Outlines a clear strategic plan for program development