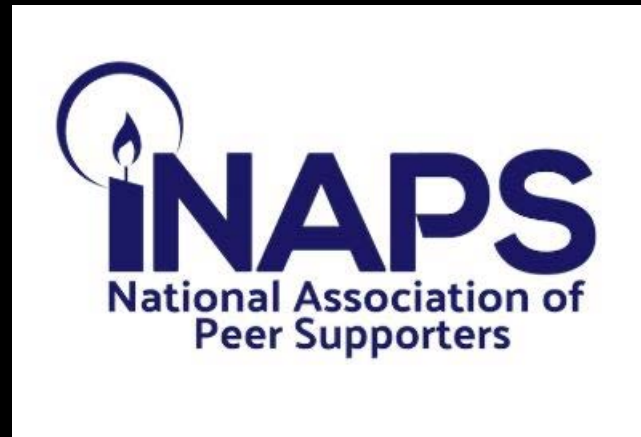


National Practice Guidelines for Peer Specialists and Supervisors



Presented by

Jonathan P. Edwards, Joanne Forbes, Rita Cronise and Ivanna Bond

NYAPRS 38th Annual Conference, September 24, 2020

Our Presenters



Jonathan P. Edwards, PhD, LCSW, ACSW, NYCPS, National Association of Peer Supporters (N.A.P.S.)



Ivanna Bond, Chair, NYC Peer Workforce Coalition



Joanne Forbes, PhD, CPRP, Rutgers University Doctoral Graduate, Founding Member Baltic Street AEH



Rita Cronise, MS, ALWF, Distance Faculty, Rutgers University, Academy of Peer Services Virtual Learning Community Coordinator



Jonathan P. Edwards,
PhD, LCSW, ACSW,
NYCPS, National
Association of Peer
Supporters, Board
Member

Describe Your Favorite Boss

In the chat:

Using a single word or phrase, describe your favorite supervisor.





**Ivanna Bond, Chair New
York City Peer
Workforce Coalition**



NYC PEER WORKFORCE COALITION

moving peers forward

Describe Your Favorite Boss

Show the Report Out



MY
FAVORITE
BOSS
GAVE ME
THIS MUG



RESEARCH STUDY:

Peer Support Specialists
Supervised by Non-Peer
Professionals

Joanne Forbes, PhD, CPRP

Role Call

(link in the chat)

Are you a:

Supervisor

Peer Support Specialist

Service User

Family Member

Service Provider (non-peer)

Other





Role Call Report Out

Supervisor

Peer Support Specialist

Service User

Family Member

Service Provider (non-peer)

Other



National Practice Guidelines

Rita Cronise, MS, ALWF



Objectives

You will be able to describe:

- Origin of guidelines for peer workforce
- Supervision of peer specialists
- Development of guidelines for supervisors
- Guidelines in action

Medicaid-billable service in 2007

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



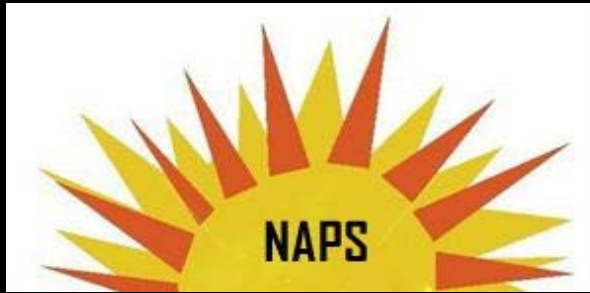
Medicaid required:

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

No practice standards in 2007



National Practice Guidelines



**National Association
of Peer Supporters
(N.A.P.S.)** had already
done much of the
groundwork

- Member surveys
- Situational analysis
- Task force

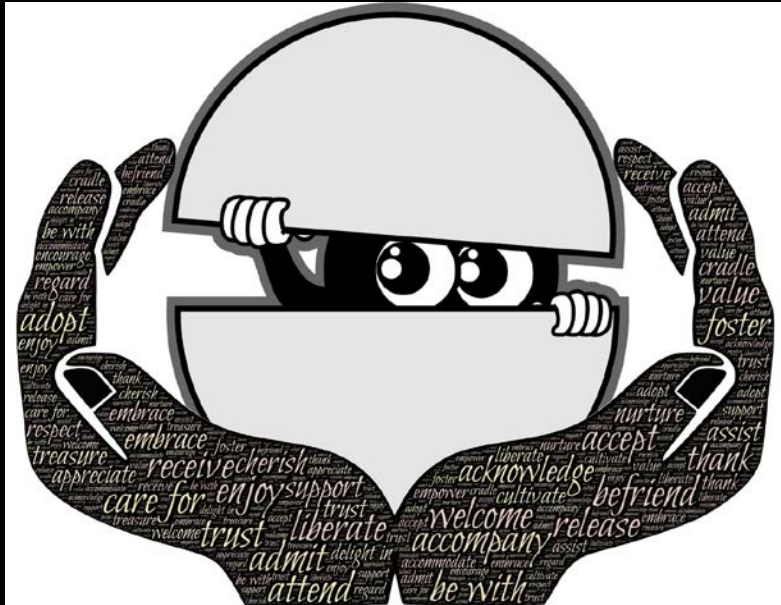
National Practice Guidelines



Expert panel

- Task force recommendations
- Substance use recovery buy-in
- 98% agreement on core values

What are the core values?



Peer support is voluntary

Peer supporters are hopeful

Peer supporters are open minded
(nonjudgmental)

Peer supporters are empathetic

Peer supporters are respectful

Peer supporters facilitate change

Core values (continued)

Peer supporters are honest and direct

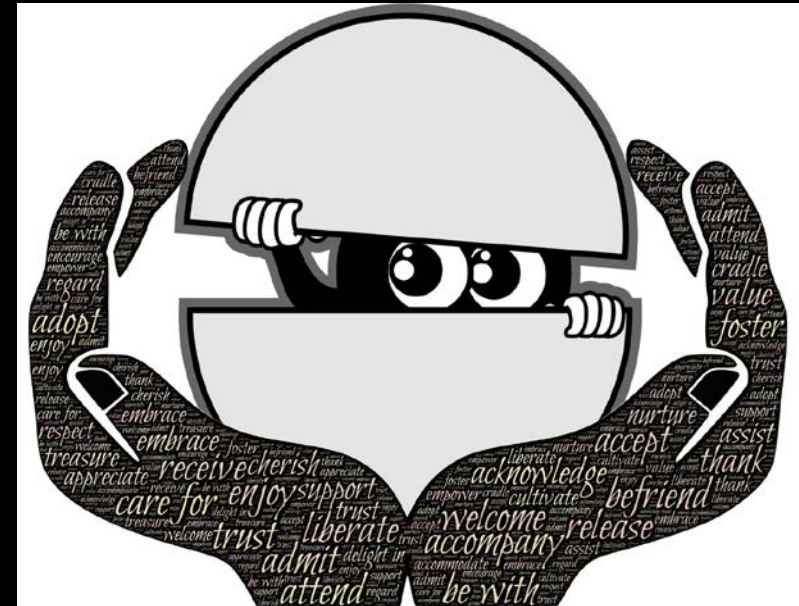
Peer support is mutual and reciprocal

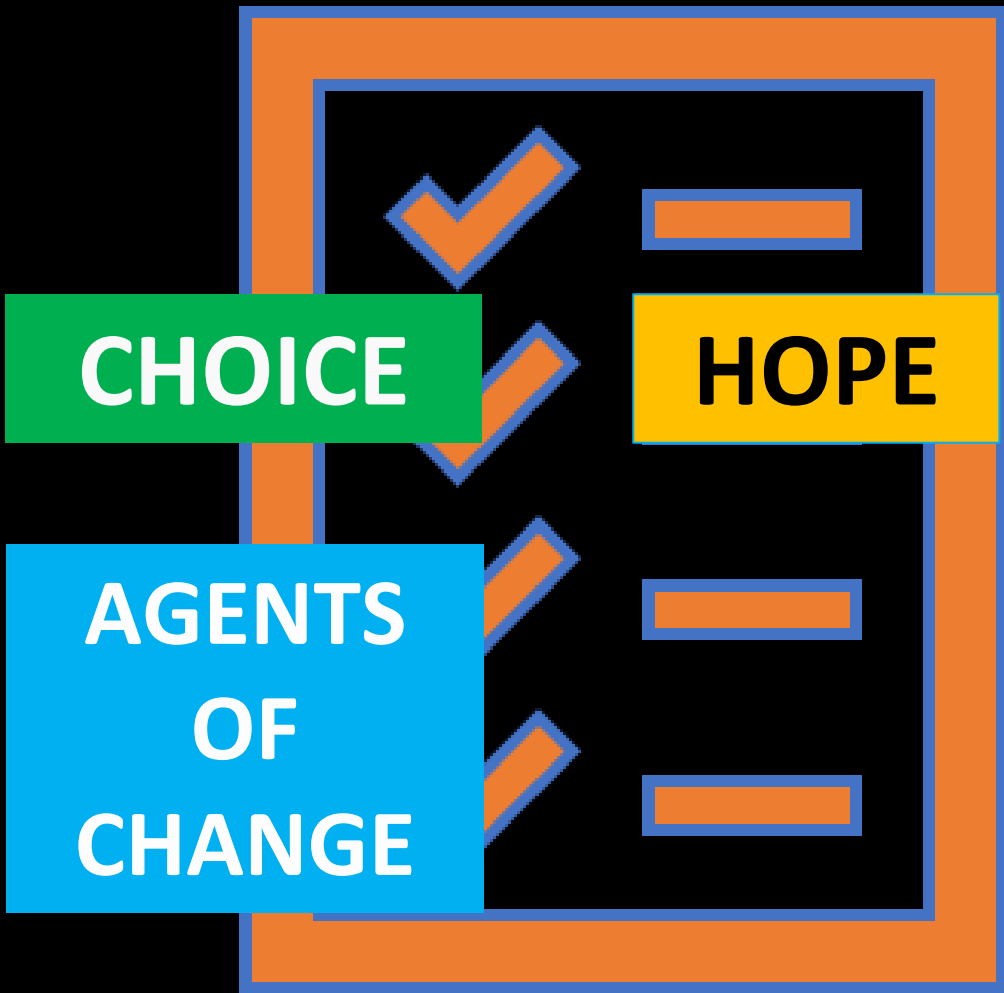
Peer support is equally shared power

Peer support is strengths-focused

Peer support is transparent

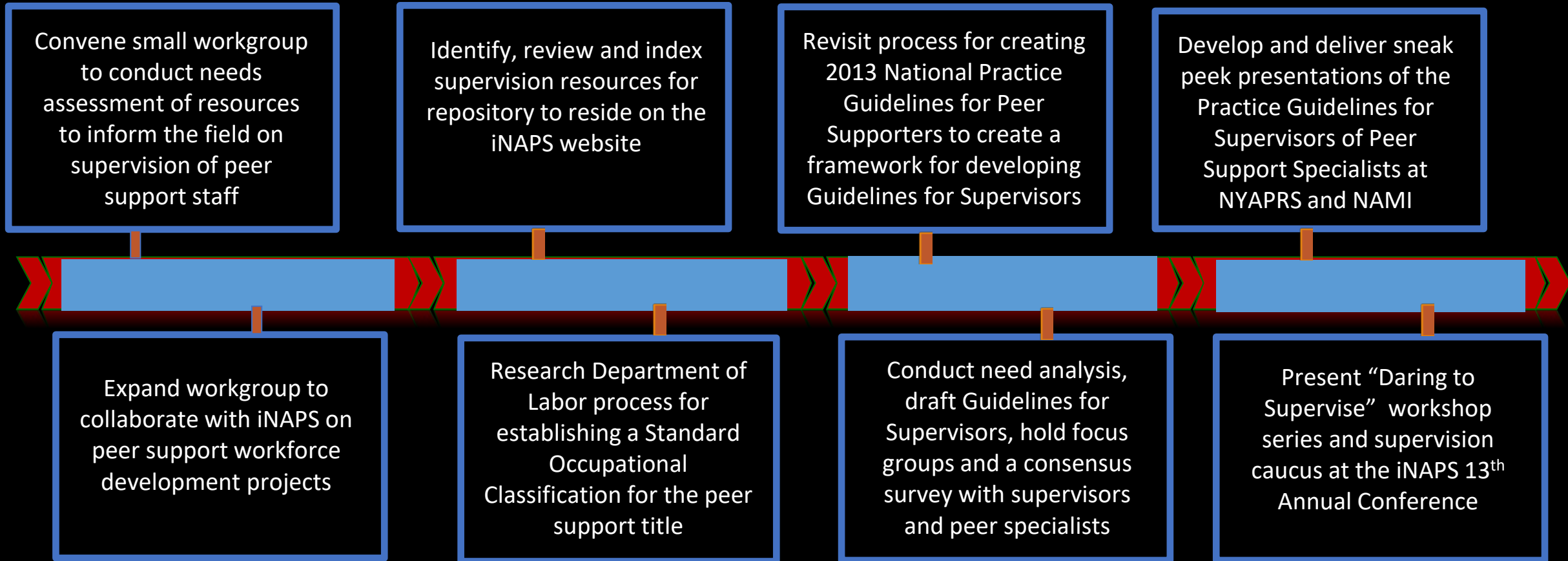
Peer support is person-driven





Developing Guidelines for Supervisors

Project Timeline: History in the Making





ENOUGH
INJUSTICE

EXAMPLE: Peer Supporters Facilitate Change
(Core value #6)



Guidelines are available on the NAPS website

What it looks
like in practice

Demonstration Role Play 1



Idealistic Ivanna

– A newly certified peer
specialist



Realistic Rita

– A supervisor with years
of experience in
traditional service
settings

What it looks
like in practice

Demonstration Role Play 1

Demonstration Scenario

Core Value 6: Peer Supporters Facilitate Change In Practice: Educate and Advocate

Barry, a 32-year old African American man receiving peer support services, has been court ordered to take anti-psychotic medication by injection. He has gained close to 60 lbs.' since the treatment began 4 months ago.

Barry says he has tried to control his eating and increase his exercise to lose the weight but it isn't working. He feels that he has been fighting a losing battle with weight gain and his doctor doesn't seem concerned about how harmful this is to both his physical and his mental health.

Idealistic Ivanna is a newly certified peer support specialist, and she is sharing this situation with her supervisor.

What it looks
like in practice

Demonstration
Role Play 1

ACTIVITY:

Agree or Disagree?

**Did the Supervisor act in ways that
upheld the practice guidelines for
Core Value #6?**

Open the poll in the chat and indicate
your level of agreement with each of the
following statements.

Role Play #1: Did this Supervisor...



Realistic Rita

1. Define and model advocacy for peer support specialists, including advocating for organizational changes?
2. Coach peer support specialists on how to respect the rights of individuals while helping individuals challenge and overcome injustice?
3. Build on lived experience, model recovery and advocate for peer support workers?

1= Agree, 2= Uncertain, 3=Disagree

Role Play #1: Did this Supervisor (continued)

4. Assist colleagues to understand the peer specialist role and the perspective and experience of peer support specialists.
5. Identify situations in which the supervisor has responsibility to address agency liability and maintain respectful communication with peer support specialists when differences of opinion occur.
6. Provide time and support for peer support specialists to connect and participate in the greater peer movement and the peer workforce profession.

1= Agree, 2= Uncertain, 3=Disagree

What it looks
like in practice

Demonstration Role Play 2



Idealistic Ivanna
– A newly certified peer
specialist



Guiding Jonathan
– An experienced peer-
informed supervisor

What it looks
like in practice

Demonstration Role Play 2

Demonstration Scenario

Core Value 6: Peer Supporters Facilitate Change In Practice: Educate and Advocate

Barry, a 32-year old African American man receiving peer support services, has been court ordered to take anti-psychotic medication by injection. He has gained close to 60 lbs.' since the treatment began 4 months ago.

Barry says he has tried to control his eating and increase his exercise to lose the weight but it isn't working. He feels that he has been fighting a losing battle with weight gain and his doctor doesn't seem concerned about how harmful this is to both his physical and his mental health.

Idealistic Ivanna is a newly certified peer support specialist, and she is sharing this situation with her supervisor.

What it looks
like in practice

Demonstration
Role Play 2

**ACTIVITY Part 2:
Agree or Disagree?**

**Did the Supervisor act in ways that
upheld the practice guidelines for
Core Value #6?**

Open the poll in the chat and indicate
your level of agreement with each of the
following statements.

Role Play #2: Did this Supervisor...



Guiding Jonathan

1. Define and model advocacy for peer support specialists, including advocating for organizational changes?
2. Coach peer support specialists on how to respect the rights of individuals while helping individuals challenge and overcome injustice?
3. Build on lived experience, model recovery and advocate for peer support workers?

1= Agree, 2= Uncertain, 3=Disagree

Role Play #2: Did this Supervisor (continued)

4. Assist colleagues to understand the peer specialist role and the perspective and experience of peer support specialists.
5. Identify situations in which the supervisor has responsibility to address agency liability and maintain respectful communication with peer support specialists when differences of opinion occur.
6. Provide time and support for peer support specialists to connect and participate in the greater peer movement and the peer workforce profession.

1= Agree, 2= Uncertain, 3=Disagree

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

Research Summary

What is key ingredient to supervisory success?

The relationship between supervisor and supervisee

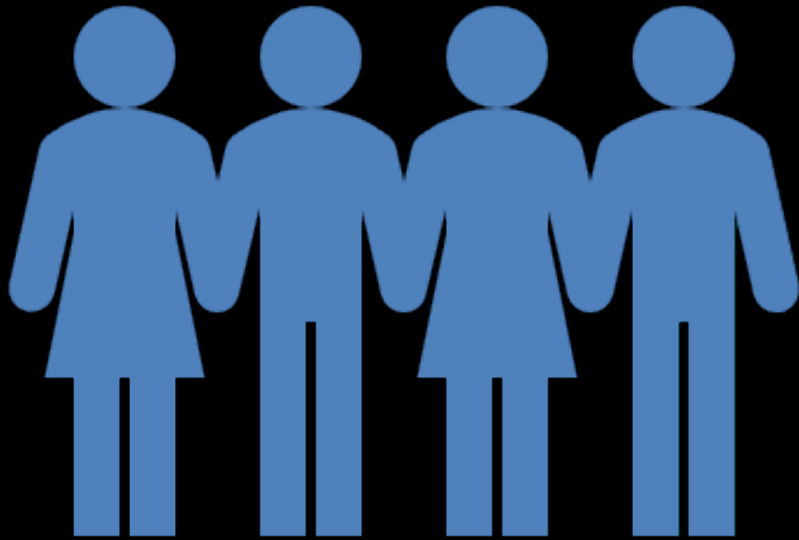


All supervision benefits from:

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



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**

Questions

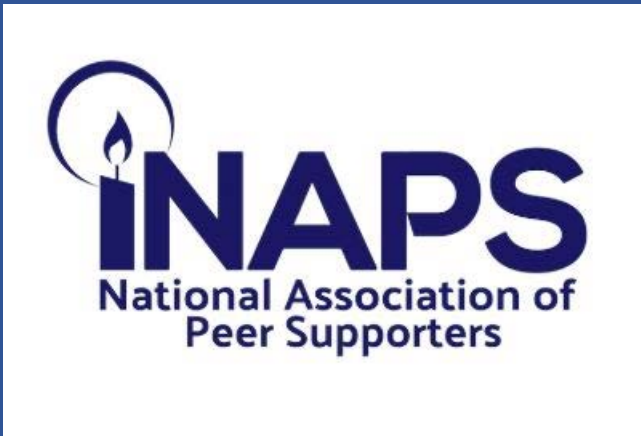


Workforce Development and Supervision Work Group

We gratefully acknowledge the contributions of our esteemed colleagues:

- Dana Foglesong, Magellan
- Kelsey Stang, Magellan
- Jessica Wolf, Decision Solutions and Yale University
- Jonathan P. Edwards, National Association of Peer Supporters (N.A.P.S.)
- Rita Cronise, Rutgers University
- Martha Barbone, National Association of Peer Supporters (N.A.P.S.)
- Mike Weaver, National Association of Peer Supporters (N.A.P.S.)
- Ivanna Bond, NYC Peer Workforce Coalition
- Joanne Forbes, Rutgers University

References



National Practice Guidelines for Peer Supporters, National Association of Peer Supporters (2013)

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 Supervisors of Peer Specialists. Scheduled for release at the International Association of Peer Supporters (iNAPS) Annual Conference in San Diego, October 2019.

Daring to Supervise, Workshop on using the Practice Guidelines for Supervisors at the International Association of Peer Supporters Conference in San Diego, October 2019.

Contact Us



Jonathan P. Edwards, PhD, LCSW, ACSW, NYCPS, National Association of Peer Supporters (N.A.P.S.), jphilipedwards@msn.com



Joanne Forbes, PhD, CPRP, Baltic Street AEH, forbesjl@rutgers.edu



Rita Cronise, MS, ALWF, Distance Faculty, Rutgers University Department of Psychiatric Rehabilitation, Academy of Peer Services Virtual Learning Community Coordinator
rita.cronise@rutgers.edu



Ivanna Bond, Chair, NYC Peer Workforce Coalition, bondquik@gmail.com