

Shifting & Expanding Roles for Peers *Beyond the Pandemic*



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By a Show of Hands . . .

By show of hands, how many of you are either Certified Peers yourselves, or have worked with Certified Peers in Washington state?

Although there are a variety of titles for Certified Peers, for the purposes of this presentation, we will use Certified Peer Counselor, or the acronym “CPC” or simply “Peers”.




Certified Peers - Today

The Washington State Legislature wrote, when enacting HB 1865 in the 2022 Regular Session:

“The legislature finds that peers play a critical role along the behavioral health continuum of care, from outreach to treatment to recovery support. Peers deal in the currency of hope and motivation and are incredibly adept at supporting people with behavioral health challenges on their recovery journeys. Peers represent the only segment of the behavioral health workforce where {there is } not a shortage, but a surplus of willing workers.”

Certified Peers in Washington

- Peers in our state have stepped up and stepped in to help fill the gaps in the Behavioral Healthcare and Human Services workforce in a variety of ways.
- Peers have shared insights, thoughts and desires for behavioral healthcare systems improvement that promote recovery and resiliency.
- Today we have expanded  accomplishments through shifting to where we are, and can be

Prime Strategies by Peers During COVID

- Carefully coaching clients to gain and practice more of a self-directed approach.
- Help clients of all ages find support from their peers.
- Recognizing the guidelines of Systems changed for people seeking support.
- Fully utilizing what was left of the existing community safety net.



"I Am Not What I Have Done I Am What I Have Overcome"

Peers who expanded their roles, duties and goals were able to use *strength based* strategies such as :

- What a Peer has to work with, rather than what they used to have;
- What a Peer can do, rather than what they cannot do;
- What a Peer has experienced success with, rather than what is not currently working.



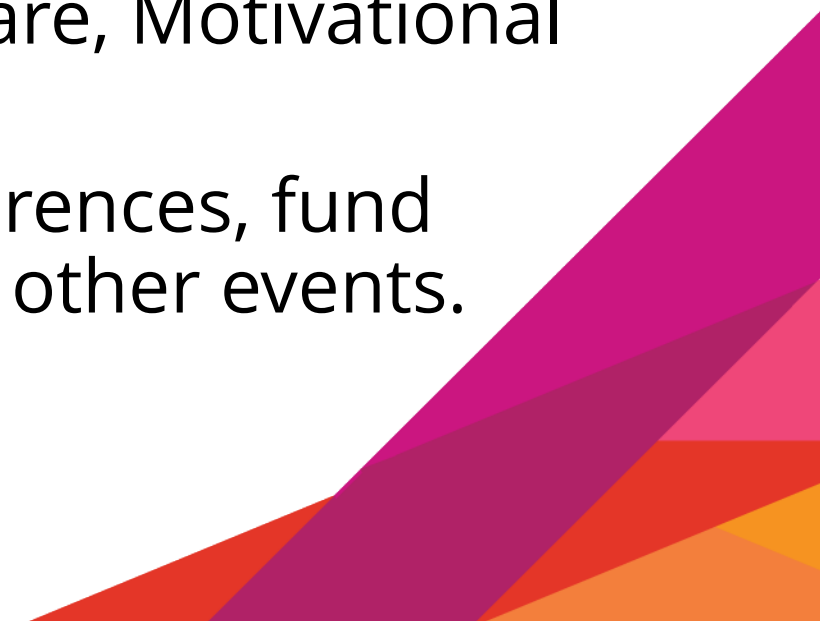
Expansion of Our Roles

- We now have Peer Supervisors, Peer Only Agencies, SUD Family Navigators, HCA and DOH recognize Peer Workforce.
- We saw that online meetings, including health & safety events during and post COVID, pull in a larger, broader audience. We have also restructured options for Comprehensive Community Support.
- Remember that, as Peers, **connecting people with resources and support is at the core of what we do!**



Peers on the Move!



- Today, there are Peers working at jails, hospitals, schools, courts, supported housing sites – just to name a few.
 - More CPCs are receiving additional trainings. For example, Peer Counselor Ethics, Trauma Informed Care, Motivational Interviewing, WRAP, WHAM, MFTG.
 - Peers are often “on the front lines” at conferences, fund raisers, resource and information fairs and other events.
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Lived Experience Outcomes AND Evidence Based Practices

Research suggests that peer support has a transformative impact on both Individuals and Systems. The data shows that peer support:

- Increases engagement and satisfaction with services and support
- Decreases hospitalizations and inpatient stays
- Lowers overall costs of services
- Improves whole health, including physical health

LIFE

Peers and Professionals – Partners for Recovery



By increasing their involvement with one another, both Peers and Professionals gained new perspectives/insights for how clients needs could be met.

Utilizing Peers has empowered agencies to provide services and programs which might otherwise have been discontinued due to staffing shortages. In doing so, we were better able to honor individual cultures and values while continuing to serve many diverse populations.

Peers introduce the process of “bringing it in” and helping our clients to build and use natural networks of support. This is particularly important when staff time for clients is limited.

Key Differences: Clinical Role / CPC Role

Flexibility - CPCs often have the “give” in their schedules to meet with clients outside of “office hours”; (some evenings, some weekends) and can meet in the home or the community, rather than being predominantly office based.

Groups – There are highly effective group models which require CPC facilitation or CPC and Professional co-facilitation. For example, there are multiple group opportunities held regularly at most Sound sites. These Groups are great supports for CPCs and Clinical Staff, as well as the client, because they augment a client’s 1:1 or Team services.

Mutuality - CPCs are often allowed to share hope and understanding with clients’ families/caregivers by coming alongside the client in the community; at school meetings, court dates, etc. Their own lived experiences in common with the client can be invaluable at articulating needs in emotionally charged situations.

Case/Care Managers



Under appropriate direction/supervision, CPCs have become defacto **Care** Managers for groups and individual clients. Care Managers should not be confused with Clinical *Case* Managers.

And CPCs have become even more central to the care and support of behavioral healthcare clients/families.

CPCs assist people to create Life Plans; not Treatment Plans

What is the Difference Between CASE Management and CARE Management?

Clinical Case Managers provide a different service than a CPC, who may provide the services of a **Care** Manager.

- Provides direct, therapeutic services one on one.
- Provides office, community and home based support.
- Provides referrals to medical personnel/services.
- Provides information, resources to access services and support.
- Provides a network of support through groups and activities.

What Is Too Much?

EXERCISE

Juggling the Systems and their
Demands



About Natural Supports . . .

Who do you talk to most often on the phone or by text every day?

Who do you know that you believe understands your family dynamic?

Talk about natural supports and building connections with
and organizations



How would you help someone build their own natural supports?

For Our Clients – For Ourselves

We have seen that holistic plans for our clients often acknowledge the strengths and skills of the family and friends important to the peer. In order for Certified Peer Counselor to model recovery & resiliency we also must know how to discover or create our own supports. CPCs must model healthy lifestyles and the importance of self care.

Natural Supports are the ones that stay over time. Their presence in the peer's life often prevents them from becoming dependent on formal services and systems.

Let's Talk About the Importance of Self Care



Self Care



How many of you consistently practice self care? What does self care mean to you?

Have you ever heard of “Trauma Stewardship”? It is caring for yourself while caring for others. *(Book by Laura van Dernoot Lipsky)*

Have you had training in strategies that support Self Care, such as Non-Adversarial Advocacy or Motivational Interviewing?

Teaching Self Care to Others



What are some of the strategies you have used to teach self care to others?

What strengths would you expect to model in teaching self care?

What are often some of the barriers to not accessing self care?

We'd Love to Take Your Questions Now!

And, if you have any questions later on, please do not hesitate to contact us!

Thank you for your time today!

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