Iowa Peer Support and Family Peer Support Training Program

Year One Progress Update for the MHDS Commission
March 17, 2016

• Contract is funded by the Iowa Department of Human Services

• Year One – 16 months
Partners

Initial work: Stakeholder engagement

- Recruit and staff 2 advisory committees
  - Represent P/FPS specialists, consumers, supervisors, managers and stakeholder organizations
  - Met in May, June, July, then quarterly to review all project work
- Conducted 14 listening sessions in 6 locales:
  - Cedar Rapids, Davenport, Oelwein, Des Moines, Clarinda, Council Bluffs
    - 18 peer support specialists and 9 peer consumers
    - 18 family peer support specialists
    - 23 supervisors
    - from 27 agencies
- Follow up surveys of each group
- Work with advisory committees to understand findings
Goal: To develop a comprehensive recruitment and training program for Peer & Family Peer Support Specialists.

Objective: In collaboration with Peer & Family Peer Support Specialists, Providers, people using peer support services & other stakeholders we will

* Recruit
* Train
* Retain
additional Peer & Family Peer Support Specialists for the statewide peer workforce.
Recruit, Train and Retain

* Develop a workforce for peer/family peer support
  – Use partner and stakeholder networks to recruit persons with lived experience who are employed or want to be employed as peer/family peer specialists
  – Application, review and interviews by peer co-trainers to screen for workforce readiness
  – Post-training tracking of employment
* Develop standards for quality training, including trainer qualifications
* Recruit, select and hire and train qualified peer and family support peer trainers and co-trainers
  – All co-trainers (6) and primary peer trainer have lived experience

Recruit, Train and Retain

* Develop curricula for both PSS and FPSS
  – Appalachian Consulting Group for first year of PSS (5 days)
  – Enhanced curricula of NRC, ASK and NAMI for first year of FPS (6 days over two months)
  – Ongoing curriculum development based on competency needs
    • Subcontract with Dyton Learning, instructional design consultant
* Make training available statewide; deliver face-to-face training in at least 4 regional locations
  – Limited travel/lodging stipends available
### Trainings held to date and attendance:

<table>
<thead>
<tr>
<th><strong>Peer Support Specialist</strong></th>
<th><strong>Family Peer Support Specialist</strong></th>
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<tbody>
<tr>
<td>❑ July 2015 in Hiawatha (23)</td>
<td>❑ August-Sept 2015 in Iowa City (25)</td>
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Scheduled for Spring 2016
- April 11-15 in Ottumwa
- June 20-24 in Sioux City

Scheduled for Spring 2016
- April 5-7; April 26-28 in West Des Moines
- May 10-12; June 7-9 in Cedar Falls

### Course completions from 2015 trainings to date

* Course completion requires attendance at all hours of in-person training, satisfactory completion of the homework assignment, and passing the on-line exam.

* 43 Peer Support Specialists
* 32 Family Peer Support Specialists
Standardized online testing

* Peer Support Specialist
  – November class – Mean score of 86%, a median of 91%, range 47% to 99%.
* Family Peer Support Specialist
  – August/Sept. class – Mean and median of 87%, range 73% to 99%.

Future work

* Create measurable educational goals for key competency areas (especially skills)
* Incorporate more skill observation/feedback/evaluation into the training process
* Create pathways for advanced professional development
* Link applicants to other workforce readiness supports (e.g., computer literacy) and recommended pre-requisites (e.g., NAMI Peer to Peer; Parent 2 Parent)
Monthly report to IDHS

* Number of individuals trained
* Number of individuals employed
* Number of individuals employed in an IHH
* Number of individuals employed 90 days after completion of training
* Number of Peer Support Specialists who have completed the certification process
* Progress/barriers

Supervisor training

* SAMHSA Technical Assistance to IDHS
  – One day training for teams of 5, including agency decision-maker, supervisor, peer support specialist/family peer support specialist, MHDS Regional rep
  – 14 teams (1 from each region) will be invited for May 24 or 25.
* Goal of Training
  – Enhance understanding of the peer support role on the team and how quality supervision enhances outcomes

* In subsequent years, the Project will continue to provide supervisor training
**Work Plan 2** Develop a comprehensive certification process for all Peer & Family Peer Support Specialists in Iowa.

For Peer Support Specialists (PSS):
- Support PSS trained in any model to pursue existing state certification(s)
- Identify career competency needs of peer support specialists
- Recommend criteria for evaluating any certification process
- Research and recommend additional types of PSS certifications (e.g., specializations, setting-specific)

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**Work Plan 2:**

For Family Peer Support Specialists (FPS)
- Assess career competency needs of FPS
- Develop competencies around which a certification for new Family Peer Support Specialists will be built
- Recommend criteria for evaluating any certification process
Work Plan 2 cont’d: Develop a comprehensive certification process for all Peer & Family Peer Support Specialists in Iowa.

Future work:
• Recommend standards for PSS and FPS supervisors
• Develop competency measures and examination(s) for PSS and FPS that lead to appropriate certification(s)
• Create a learning management system to track training, supervision and work experience toward certification

Work Plan 3 (not finalized): Make continuing education available at no cost to Peer and Family Peer Support specialists, supervisors and qualified trainers

• Collaborate with stakeholders and Advisory Committee to explore continuing education needs and feasible formats
• Recommend training content and numbers of hours of continuing education for each job classification
• Survey, catalog and promote existing trainings to meet continuing education needs
• Develop continuous quality improvement process for the delivery of all training provided by the Collaborative
Spring 2016 Continuing Education
offerings

* February Ethics training (6 hours to meet new IBC Peer Recovery Specialist certification requirement)
* Youth Mental Health First Aid
* Mental Health First Aid
* Cultural competence
* Adverse Childhood Experience (ACES)

* Online training development in Year One – Bullying; Post-Secondary Transition Planning; Supporting Young Adults (18-25)

Continued collaboration goals

* Ongoing engagement with persons with lived experience, peer/family peer support specialists, providers, and other stakeholders
* Continue to work with our advisory committees
* Under DHS leadership, forge partnerships with Regions, MCOs, other state agencies and providers to enhance professional development opportunities and maximize effective use of resources
* Assure that our work supports peer-run organizations and peer-led activities
Questions and Comments?

Lisa D’Aunno, Training Director
Lisa-daunno@uiowa.edu
319-335-4932

Diane Funk, Project Coordinator
diane-funk@uiowa.edu
319-467-5034