



**Behavioral Health Webinar  
September 15<sup>th</sup> , 2016**



## **Agenda**

**Roll Call**

**Heather Beal**

**Introductions**

**Heather Beal**

**Using Peers in the Workforce**

**Barbara Scherrer, RN, BSN and Sarah  
Milam, LCSW**

**Questions and Answers**

**All**



# Using Peers in the Workforce

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Care Integration

# Overview

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- Changing the Culture
- Recruitment and Hiring Peers
- Training
- Supervision and Support
- Challenges



# Changing the Culture

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- Learn to value peers in the workforce
  - Educate staff on what peers can bring to the team
  - Supply information on training, job descriptions, and roles to current staff
  - Discuss & review “recovery model” of care
  - Find a Peer Champion

# Recruitment and Hiring

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- Job posting and interview questions should be in a Recovery Framework
- Peers need to be stable in own recovery to support others
- Interview questions- Ask about how they have used their personal recovery to help others
- Job duties need to be clear and valuable to the team & clients

# Recruitment and Hiring

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- Qualities
  - Good self care
  - Good boundaries: personal and professional
  - Good judgment
  - Good Communication skills : verbal and written



# Training

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- WHAM training (SAMHSA recommended)
- Local Peer training (Goodwill, etc..)
- Does your state or county have a certificate program?
- Training should include:
  - Advocating Skills
  - Strength based approach



# Training

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- Learn all organizations policies and procedures
- Essential job duties
- Documentation in Health Record
- Coordination of care and local resources

# Support and Supervision

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- Treated as a member of the team
- Regular individual check-in's
- Utilizing a recovery model in supervision
- Career ladder – Position should be viewed as a career not a role

# Challenges

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- Hiring the right person
- Required more one-on-one support and encouragement
- More coaching on boundaries –stay job specific
- Culture change is slow



# Resources

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- California Association of Social Rehabilitation Agencies Toolkit-  
[http://www.casra.org/docs/peer\\_provider\\_toolkit.pdf](http://www.casra.org/docs/peer_provider_toolkit.pdf)
- Behavioral Health and Wellness Program Toolkit-  
<https://www.bhwellness.org/toolkits/Peer-Support-Program-Toolkit.pdf>
- WHAM training-  
<http://www.integration.samhsa.gov/health-wellness/wham>

Region 10 Learning Collaborative  
Behavioral Health Monthly  
Webinar  
September 15<sup>th</sup>, 2016

Provider	Participant
MCA	Kathleen Sweeney
Cook Children's	-
TCPH	-
MHMRTC	Mahie Ghoraiishi, Melanie, Navarro, Edna Chism-Nicholas, Camille Patterson, Megan Wilcox, Shantelle Collins, Sheree Abro, Kirk Broome
NHH	Kathleen Sweeney
PMC	Kathleen Sweeney
Huguley	-
THFW	-
THSW	Charisse Huey
THS	-
Ennis Regional	Edwina Henry, Edwina Miner, Jareka Anderson
Lakes Regional	-
JPS Hospital	Heather Beal, Dawn Zieger
UT Southwestern Moncrief Cancer Institute	-
THAZ	-
Helen Farabee	-
Wise Regional	Shane Jones
THAM	-
Pecan Valley	Anthony Mason
THC	-
Baylor	-
THHEB	-
Dallas Children's	Adriana Vega
UNTHSC	-
JPS PG	-
Methodist Mansfield	-

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Wise PG	Shane Jones
Glen Rose	-
Texas Health Alliance	-

Other Stakeholders

Provider	Participant
Barbara Scherrer	Santa Rosa Community Health Centers
Sarah Milam	Santa Rosa Community Health Centers
David Salsberry	V2V Healthcare Advisors
Adrian Larson	Navarro Regional Hospital