Welcome
Housekeeping

• Participant lines are muted during this presentation.
• This webinar is being recorded.
• Submit questions or comments in the Q&A chat box.
• Questions will be answered at the end of the presentation.
• Please notify us of technical issues via the Q&A chat box.
Agenda

• Peer Support Services Background
  – Ken Schuesselin Jr., DMH/DD/SAS

• Overview of Proposed Peer Support Services Definition Draft
  – LeJay Parker, MSW, LCSW & June Freeman, MSW, LCSW

• Participant Q&A
Objectives

• Provide an overview of the proposed Peer Support Services draft definition.

• Generate input regarding the design of the service definition.
Peer Support Services Background

• History
• Timeline
• Process
Peer Support Services (PSS)

• Evidenced-based mental health model of care that provides community based recovery services.

• Based on belief that beneficiaries with serious mental or substance use disorders can and do recover.

• Provides structured, scheduled activities that promote recovery, self-determination, self-advocacy, engagement in self-care and wellness and enhancement of community living skills.

• Can be provided in combination with other approved mental health or substance use services or as an independent service.
Peer Support Services Activities

- Activities are provided by Certified Peer Support Specialist (CPSS) who have identified as a person(s) in recovery from mental illness or substance use disorder.
- Activities are based on beneficiary’s needs and the relationship of mutuality between the beneficiary and CPSS; and coordinated within the Person-Centered Plan.
Peer Support Services Activities (Cont.)

• Structured activities may include:
  – Peer Mentoring or Coaching (one-on-one)
  – Recovery Resource Connecting
  – Skills Building Groups
  – Building Community
Service Eligibility & Criteria
Eligibility Criteria

• DSM-5 Diagnosis (Mental Health or SUD); AND

• Documented identified needs in three of the following areas (related to diagnosis):
  
  – Limited ability to integrate recovery and wellness practices into daily activities.

  – Recent crisis episode requiring intervention through Mobile Crisis Management, Facility Based Crisis, Emergency Department, or detoxification services.
Eligibility Criteria (Cont.)

- History of difficulty using traditional services (missing office appointments, difficulty maintaining medication schedules, etc.).

- Limited ability to identify and utilize community services and supports without assistance.

- Limited ability to develop and maintain relationships, including natural supports; maintain housing, physical health, school, job, or volunteer activity
Entrance Criteria

• Comprehensive Clinical Assessment that demonstrates medical necessity.
  – Must be completed prior to the provision of this service.
Continued Stay Criteria

- Desired outcome or level of functioning has not been restored; AND
- Continuation of service is supported by documentation of beneficiary's progress toward goals within the beneficiary's PCP.
Transition & Discharge Criteria

• Beneficiary meets the criteria for discharge if any one of the following applies:
  − Level of functioning has improved with respect to the goals outlined in the PCP, inclusive of a transition plan; OR
  − Achievement of positive life outcomes that support stable & ongoing recovery; OR
  − Not making progress or is regressing and all reasonable strategies have been exhausted; OR
  − No longer wishes to receive PSS.
Limitations
Limitations

• Beneficiary can only receive PSS from one provider.

• Family members or legally responsible person(s) are not eligible to provide the service.

• Beneficiaries receiving Innovations Wavier services, ACTT or CST are not eligible.

• PSS may be authorized during last 30-days of an authorization for ACTT or CST for transition of beneficiary to PSS.

• PSS may not be billed at the same time as another service.
Activities Not Covered

- Transportation
- Habilitation activities
- Recreational activities
- Clinical and administrative supervision
- Interventions not identified in PCP
- Services without prior authorization
- Services provided to family (children, spouse, etc.)
Prior Approval

• Required prior to provision or rendering of services.
Peer Support Services Program
Program Requirements

• PSS program is provided by qualified providers and under the direction of a Qualified Professional.

• PSS program has the ability to offer this service any time of the day including evening or weekends.

• Service is provided by certified NC Peer Support Specialist.

• Program adheres to the NC Peer Support Specialist Code of Ethics and Values
Program Requirements (Cont.)

• Maximum program staff ratios:
  – QP to CPSS: 1:6
  – CPSS to beneficiary: 1:25
  – CPSS group facilitator to beneficiary: 1:12
Program Staffing

Peer Support Services Program Supervisor

• Coordinate assessments

• Collaborate with beneficiary(s) and CPSS to develop recovery oriented PCP

• Conduct at least one face-to-face contact with beneficiary within 30 days of PSS being initiated and no less than every 60 days thereafter to monitor progress and effectiveness of the program

• Plan work assignments, monitors, reviews and evaluates performance
Program Staffing (Cont.)

• Provide administrative and supportive supervision
• Determine caseload
• Facilitate Family Team meetings if needed
Program Staffing (Cont.)

Certified Peer Support Specialist

• Share lived experience
• Possess recovery-oriented skills and knowledge
• Model and mentor recovery values, attitudes and beliefs
• Promote opportunity for personal growth
• Model and share decision-making tools
• Provide examples of healthy social interactions
Program Staffing (Cont.)

• Recognize and appropriately respond to conditions that constitute an emergency
• Provide support in navigating systems
• Promote self-advocacy
## Training

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Training Required</th>
<th>Who</th>
<th>Total Minimum Hours Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 30 days of hire to provide this service</td>
<td>• 3 hours Peer Support Services Policy Component&lt;br&gt;• 3 hours of Comprehensive Prevention and Intervention Crisis Plan Training&lt;br&gt;• 3 hours of PCP Instructional Elements&lt;br&gt;• 3 hours of Documentation Training</td>
<td>All Staff</td>
<td>12 hours</td>
</tr>
<tr>
<td>Within 90 days of hire to provide this service</td>
<td>• 13 hours of Introductory Motivational Interviewing* (MI) (mandatory 2-day training)&lt;br&gt;• 12 hours of Person Centered Thinking&lt;br&gt;• 6 hours Crisis Response&lt;br&gt;• 3 hours Peer Support Supervision</td>
<td>All Staff&lt;br&gt;Peer Support Services Program Supervisor</td>
<td>31 hours&lt;br&gt;3 hours</td>
</tr>
<tr>
<td>Annually</td>
<td>10 hours of continuing education</td>
<td>All Staff</td>
<td>10 hours</td>
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Peer Support Services program staff shall participate in additional hours of training that is appropriate for the population being served.

Additional training may include: Trauma Informed Care; WRAP; WHAM; Basic Mental Health and Substance Use 101; Mental Health First Aid; Housing First, Permanent Supportive Housing, Tenancy Support Training.
Additional Policy Considerations

• Self-recovery assessment/tool to measure outcomes of service

• Expansion of Peer Support Services array to include Certified Family Support Partner service (direct caregiver-to-caregiver support)
Family Partner Support Services

• Upcoming Webinars or Meetings:
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