



thrive
PEER SUPPORT
COMMUNITY. RECOVERY. LIFE

**Employing Peer Recovery
Supporters to restore hope and
foster trusting relationships**

What is Peer Support?

Peer Support services are community-based services for people with a mental health or substance use disorder diagnosis. Services are activities that promote recovery, self-determination, self-advocacy, well-being and independence.

In Ohio, **Peer Recovery Supporters** become certified by taking an in-person training, completing an online e-based academy, and passing the Ohio Department of Mental Health and Addiction Services Peer Recovery Services exam (or three years previous experience in a peer supporter role). Topics covered throughout training include trauma-informed care, cultural competency, and human trafficking. Additionally, individuals must pass a Bureau of Criminal Investigations (BCI) background check.

What does a peer achieve by working with a Peer Supporter?

- Reductions in:
 - Emergency Room visits/Hospital Stays/Re-hospitalization/Recidivism
 - A support system they can count on
 - Increased self esteem and confidence
 - Improved problem solving skills
 - Greater sense of empowerment
 - Stronger relationships and self confidence
 - Reduced self stigmatization
 - Enhanced growth opportunities
 - Personal/Education/Work
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IS PEER RECOVERY COACHING EFFECTIVE?

People who have worked with peer recovery coaches provide strong testimonies of the positive impacts of peer recovery support on their own recovery journeys. The research supports these experiences. While the body of research

is still growing, there is mounting evidence that people receiving peer recovery coaching show reductions in substance use, improvements on a range of recovery outcomes, or both. Two rigorous systematic reviews examined the body

of published research on the effectiveness of peer-delivered recovery supports published between 1995 and 2014. Both concluded that there is a positive impact on participants (Bassuk, Hanson, Greene, Richard, & Laudet, 2016; Reif et al., 2014).

Two rigorous systematic reviews examined the body of published research on the effectiveness of peer-delivered recovery supports published between 1995 and 2014. Both concluded that there is a positive impact on participants (Bassuk, Hanson, Greene, Richard & Laudet, 2016; Reif et al., 2014) ...Taken as a whole, the current body of research suggests that people receiving peer recovery support may experience:



Improved relationship with treatment providers
(Sanders et al., 1998; Andreas et al., 2010)



Increased treatment retention
(Mangrum, 2008; Deering et al., 2011; Tracy et al., 2011)



Increased satisfaction with the overall treatment experience
(Armitage et al., 2010)



Improved access to social supports
(O'Connell, ND; Boisvert et al., 2008; Andreas et al., 2010)



Decreased emergency service utilization
(Kamon & Turner, 2013)



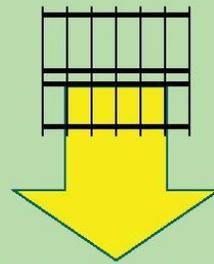
Reduced re-hospitalization rates
(Min et al., 2007)



Reduced substance use
(Bernstein, et al., 2005; Boyd et al., 2005; Kamon & Turner, 2013; Mangrum, 2008; O'Connell, ND; Rowe, et al., 2007; Armitage et al., 2010)



Greater housing stability
(Ja et al., 2009)



Decreased criminal justice involvement
(Rowe, et al., 2007; Mangrum, 2008)



Reduced relapse rates
(Boisvert et al., 2008)

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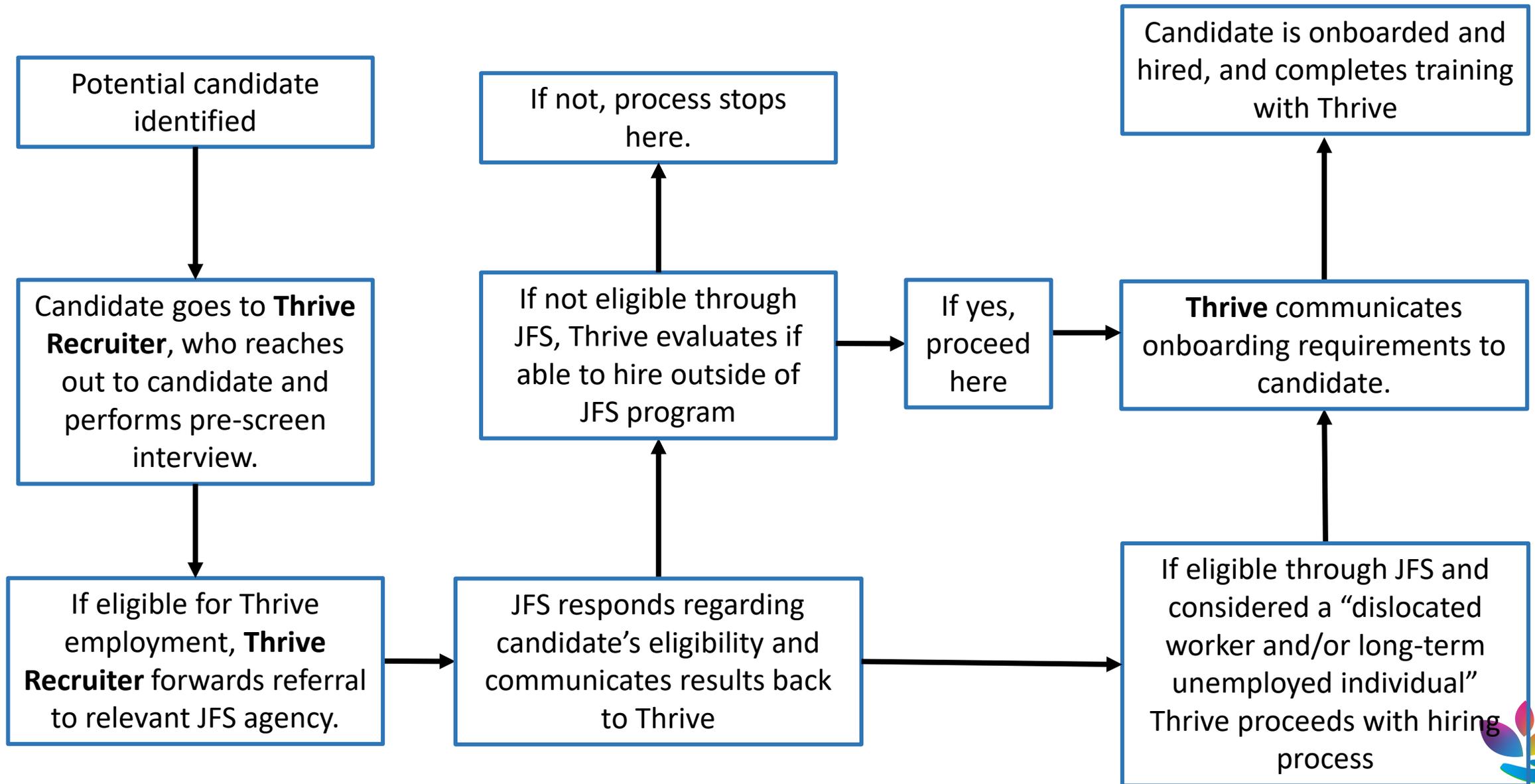
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What does a Peer Supporter Do?

- Through identifying as a person in recovery and intentionally sharing their recovery story; use this as appropriate means to assist clients, provide hope, and help in changing patterns and behaviors
- Help peers understand recovery, as well as identify and achieve their own recovery needs, wants and goals
- Conduct outreach to peers to engage them in peer support services
- Provide information and opportunities for individuals to direct their own recovery and advocacy processes - individualized recovery action plans will be utilized to assist and guide individuals toward their own personal goals
- Assist clients in finding resources for harm reduction, detoxification treatment, family support, and support groups
- Teach and support acquisition and utilization of skills needed to sustain recovery from substance abuse
- Responsible for maintaining accurate records and notes, confidentiality, and compiling timely reports

What does a Peer Supporter Do?

- Maintain records and provide assistance with appropriate documentation in files and computer database
- Achieve all performance goals in regard to client outreach, engagement and services provided
- Enter all peer notes in an accurate and timely manner including phone notes
- Provide recovery resources to individuals and their family members
- Advocate for the needs of each individual
- Complete caseload management including all necessary documentation
- Communicate with healthcare staff to build a rapport and coordinate care

Employment with Thrive

Thrive Peer Support is proud to offer our employees a comprehensive Total Rewards package that includes:

- Competitive rate starting at \$14.00/hour increasing to \$17.50/hour when certified
- Employer sponsored Medical/Rx
- Voluntary Dental & Vision Options
- 401K with Company Match
- Competitive PTO package including holidays
- Professional Development opportunities



Hiring Process

Before someone can be considered for a Peer Support position with Thrive, they must meet certain criteria:

- Must have at least two consecutive years of successful recovery
- Must be able to pass a BCI background check to meet Ohio Medicaid and OHMHAS adjudication guidelines
 - These guidelines can be found on the OHMHAS website under Health Professionals > Peer Supporters > Peer Supporter Certification and Re-Certification > “Disqualifying Offense”

Training Process

In order to become a Certified Peer Supporter, candidates must complete several trainings and apply with OHMHAS:

- Must complete 16 hours of E-Based Academy training
- Must complete in person training – state trainings have begun again virtually following COVID-19, however booked through the end of the year
- Thrive is now offering CCAR training, which qualifies as the in-person training requirement for OHMHAS
- Once onboarded, new hires go through a week of orientation and shadowing to prepare for job success

Staffing Peer Supporters

- The increased demand for Peer Recovery services has required Thrive Peer Support to significantly increase its workforce. Currently, Thrive hosts two orientations per month for internal employment.
- We currently staff Peer Supporters in the community setting, in Emergency Departments, in the inpatient hospital setting, and in county jails. We have drastically increased our capacity to staff Peer Supporters in the hospital setting throughout 2020, expanding from 3 Emergency Departments in January 2020 to 9 Emergency Departments in July 2020.
- There is currently no funding available to support the recruiting and onboarding of Peer Recovery Supporters. Our onboarding process provides extensive training in cultural competency, trauma informed care, ethics, narrative therapy, motivational interviewing, and technology instruction.
- A large portion of the costs can be attributed to the shadowing period we have built into our orientation. The shadowing component of Peer Support training is critical for success.



Contract Structures

- One option for a contract is a reimbursement model. Thrive hires individuals, and then sends them over to the county to review for “dislocated worker and/or long-term unemployed individual” status. If they meet the criteria, once the person has been onboarded and goes through orientation, Thrive submits an invoice with appropriate documentation (pay stubs, proof of orientation) and the county reimburses Thrive for a set dollar amount to offset recruiting and onboarding costs.
- Another option is where the county reimburses an eligible individuals wages for a set amount of time following hire. These hours are submitted via an invoice back to the county and Thrive is reimbursed for these wages.

The Challenge

In implementing this workflow, we have also come up against several challenges.

- One issue is finding candidates who meet both Thrive’s eligibility requirements (Two years of successful recovery and ability to pass the BCI) as well as meet the definition of a “Dislocated Worker and/or long-term unemployed individual”.
- Another issue is keeping the candidate engaged through the entire process, as going through the Thrive process, as well as the county process can be cumbersome and take a while.
- Due to COVID-19, we have also experienced some difficulty getting in front of key players in the county including treatment agencies and drug courts. We would look to the counties to assist in opening some of those doors with already built relationships.

Lessons Learned

As we have implemented various program in several counties, here are some of the things we have learned along the way

- Open communication is key. There must be strong dialogue between the agency and Thrive to ensure all are on the same page.
- This program may not be for everyone. There will be challenges along the way, especially in finding the right candidates, but can be rewarding and beneficial when we do.
- A collaborative partnership will be imperative to the success of this program. This takes work on both sides to opening doors in your regions and finding the right candidates for success.



Contact Us

If you have any questions or are interested in getting more information about a program like this, here is our contact information:

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Questions?



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