

COUNTY OF SAN DIEGO



HEALTH AND HUMAN SERVICES AGENCY BEHAVIORAL HEALTH SERVICES

Drug Medi-Cal Organized Delivery System Peer Support Plan



Drug Medi-Cal Organized Delivery System Peer Support Planning Guide

1. Client Plan Development, Documentation, Supervision, and Oversight:

A. Behavioral health peer support services will be provided as recovery services within the context of a comprehensive, individualized recovery plan to an individual who has completed a substance use disorder treatment program. As per the direction of the Substance Abuse and Mental Health Services Administration (SAMHSA), peer staff providing support for individualized recovery plan development are most effective when they:¹

- Understand their own personal values and culture and how they may contribute to biases, judgements, and beliefs;
- Appreciate and respect the cultural and spiritual beliefs and practices of the client and their family;
- Recognize and respond to the complexities and uniqueness of each client's process of recovery; and
- Tailor services and support to meet the preferences and unique needs of the client and their family

Additionally, the amount, duration, and scope of the services will be specified in the individualized recovery plan. The scope of services in the individualized recovery plan will include how peer support staff will:

- Engage in a collaborative and caring relationship;
- Provide support;
- Share lived experiences of recovery;
- Personalize peer support;
- Support key activities such as recovery monitoring, relapse, and substance abuse assistance;
- Link to resources, services, and supports;
- Provide information about skills related to health, wellness, and recovery;
- Help to manage crises;
- Value communication;
- Support collaboration and teamwork; and
- Promote leadership and advocacy

B. Peer support staff will implement a person-centered treatment planning process to promote beneficiary participation in the development and implementation of the individualized recovery plan by:

- Developing and maintaining up-to-date information about community resources and services;
- Assisting the client to investigate, select, and use needed and desired resources and services;
- Helping the client to find and use health services and supports;
- Accompanying the client to community activities and appointments when requested; and
- Participating in community activities with peers when requested

C. Peer support staff will actively engage and empower the beneficiary, and/or individuals selected by the beneficiary, in assisting with the direction of the individualized recovery plan, ensuring that the plan reflects the needs and preferences of the beneficiary in achieving specific, individualized goals that have measurable results. The Peer Support staff will accomplish this by:

- Assisting and supporting peers to set goals and to dream of future possibilities;

¹ S. (2015, December 7). Core Competencies for Peer Workers in Behavioral Health Services. Retrieved from https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tac/core-competencies_508_12_13_18.pdf

- Proposing strategies to help a peer accomplish tasks or goals;
- Supporting the client to use decision-making strategies when choosing services and supports;
- Helping the client to function as a member of their treatment/recovery support team; and
- Researching and identifying credible information and options from various resources

D. Supervision will be provided to peer support staff in the following ways:

- County of San Diego BHS shall contract with a provider to conduct training for supervisors on how to oversee peer staff;
- Direct supervisor will work at same program site as peer staff, to assist in coordinating services with other program staff and participants;
- County of San Diego BHS will contract with a provider to conduct the Peer Support Staff trainings. The contractor will be an additional resource for Peer Support Technical Assistance and Advocacy; and
- External supports will include monthly Peer Specialist meetings to provide continuing education and on-site Recovery Coaching

E. The County of San Diego's Health and Human Services Agency (HHSA) maintains a policy on exclusion, debarment, and Medi-Cal screening for ineligible contractors (reference HHSA-G-3.14). HHSA Agency Contract Support performs initial exclusion, debarment and Medi-Cal screening of potential contractors, as well as current contractors, to ensure that HHSA:

- Does not contract with any individual, including peer support staff, or entity, under sanction or exclusion by the federal government or the State of California;
- Contractors (subrecipients and vendors) are screened against the OIG Excluded list and SAM databases, and Medi-Cal Suspended or Ineligible list prior to contract execution and again at least twice annually;
- Any potential or current contractors, including peer support staff, who become designated as an ineligible entity shall be removed from responsibility for, participation in, or involvement with, HHSA contracts until such time as the entity is reinstated into participation in federal and/or State programs.

2. Training and Designation:

A. The County of San Diego's process to ensure peer support staff complete training and receive a County Peer Support designation before providing services will include the following:

- Complete a minimum 75-hour peer support training program; and
- Have a high school diploma, GED or higher; and
- Have a minimum of one year of recovery from lived experience in SUD and/or co-occurring mental health disorders (self-attested)

B. The County of San Diego has identified training in the following curriculum areas as the methodology to assure peer support staff obtain a basic set of competencies necessary to perform and document the peer support functions:

- Documentation:
 - Didactic and skill building sessions to master and apply DMC-ODS documentation standards for all services provided by peer support staff
- Advocacy Skills:
 - How to promote leadership;
 - Skills needed to advocate for the needs and desires of the client in treatment team

- meetings, community and services, living situations, and with family; and
 - Development of knowledge of legal resources and advocacy organization to build an advocacy plan
- Ethical issues:
 - Dual-relationships and appropriate boundaries as a peer support staff;
 - Confidentiality and privacy regulations; and
 - Code of conduct as a paraprofessional
- Development of personal recovery skills:
 - How and when to relate their own recovery stories to inspire hope (i.e. when to share, when to listen);
 - Recognition of the need for ongoing personal efforts to enhance health, wellness, and recovery; and
 - Use of personal recovery practices to help the client discover recovery practices that work for them
- Communication Skills:
 - Use of respectful, person-centered, recovery-oriented language in written and verbal interactions with the client, family members, community members, and others;
 - Use of active listening skills;
 - Use of clarifying questions to demonstrate understanding; and
 - Skills for clear articulation of peer perspectives when working with colleagues
- Diversity:
 - Assessment and understanding of his/her own personal values and culture and how these may contribute to biases, judgments and beliefs;
 - Developing appreciation and respect for the cultural and spiritual beliefs and practices of the client and their family;
 - Recognizing and responding to the complexities and uniqueness of each client's process of recovery; and
 - Tailoring services and support to meet the preferences and unique needs of the client and their family
- Trauma/resilience:
 - How to recognize signs of distress and threats to safety among peers and in their environments;
 - Providing reassurance to peers in distress;
 - How to create safe spaces when meeting with peers;
 - When to address distress or a crisis by using knowledge of local resources, treatment, services and support preferences of peers; and
 - Assisting peers in developing advance directives and other crisis prevention tools

C. The County of San Diego's method to evaluate the peer's ability to support the recovery of beneficiaries includes the following:

- Demonstrated competencies as noted in participation of Peer Certification;
- Skills and competencies assessed at hire and reviewed annually through performance reviews;
- Contracted provider will assist in Recovery Coaching for Peer Specialist and to educate supervisors on skills for supervising peers; and
- Behavioral Health Services chart reviews to include review of peer support staff documentation