



NC Department of Health and Human Services
Division of Health Benefits

Peer Support Services Definition Draft Stakeholder Engagement Webinar

October 10, 2018



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

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- **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

Time Frame	Training Required	Who	Total Minimum Hours Required
Within 30 days of hire to provide this service	<ul style="list-style-type: none"> • 3 hours Peer Support Services Policy Component • 3 hours of Comprehensive Prevention and Intervention Crisis Plan Training • 3 hours of PCP Instructional Elements • 3 hours of Documentation Training 	All Staff	12 hours
Within 90 days of hire to provide this service	<ul style="list-style-type: none"> • 13 hours of Introductory Motivational Interviewing* (MI) (mandatory 2-day training) • 12 hours of Person Centered Thinking • 6 hours Crisis Response 	All Staff	31 hours
	<ul style="list-style-type: none"> • 3 hours Peer Support Supervision 	Peer Support Services Program Supervisor	3 hours
Annually	10 hours of continuing education	All Staff	10 hours

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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