



Depression and Bipolar
Support Alliance

We've Been There. We Can Help.

Transformational Technical Assistance: Implementing Certified Peer Specialists

Depression and Bipolar Support Alliance
Appalachian Consulting Group

Presenters:

Larry Fricks, Appalachian Consulting Group

Sue Bergeson, President, DBSA

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"Who then can so softly bind up the wound
of another as he who has felt the same
wound himself?"
- Thomas Jefferson



Certified Peer Specialists use the power of peers to support, encourage, and model recovery from mental illness in ways that are specific to the needs of each individual.

Why Certified Peer Specialists?

- Person driven, recovery oriented services are the watchword for quality mental health treatment
(President's New Freedom Commission, IOM Quality Chasm Reports, Surgeon Generals Reports)
- Peer support enhances recovery /decreases adverse events *(Campbell, 2004)*
- Using peers allows a more culturally sensitive approach
- In sync with CMHS evidence based practices

Georgia

- 1999 approval from the Centers for Medicaid and Medicare Services to offer peer support as a billable service
- Comprehensive training and certification program
- Ongoing support and quality assurance includes continuing education, a Code of Ethics, confidentiality training, and a detailed web resource including chat and bulletin boards
- Over 300 peer specialists have been certified to date and the number of consumers served exceeds 3000. Medicaid billings exceed \$10 million per year



- Specialists are employed by Peer Support Centers or within comprehensive mental health service agencies
- Operate under the supervision of a professional mental health provider

- The job description for a Peer Specialist lists 17 specific supportive activities including:
 - Starting and sustaining mutual support groups,
 - Promoting recovery dialogues
 - Teaching and modeling symptom management skills
 - Teaching and modeling problem-solving skills
 - Supporting efforts to find and maintain paid employment
 - Uses the “5 Stages in Recovery” to promote self-determination

- An evaluation study compared 160 consumers served by peer specialists during 2003 with 488 consumers enrolled in traditional day treatment services
- Separate rating scales assessed current symptoms (psychosis, mood, substance use, anxiety, danger to self/others), daily living skills (parenting, social skills, hygiene), and access to resources (housing, transportation, family support)

- Within group comparison for those receiving peer support services found significant improvement over time on all three measures
- In a between-group comparison (peer support consumers vs. traditional day treatment consumers), improvement in the peer support group was significantly greater than in those receiving traditional services for all three measures
- Costs were over 50% lower for those receiving peer support services vs. traditional services

So who is providing this TA ?

- The Depression and Bipolar Support Alliance
 - Matt Mattson, MS
 - Lisa Goodale, LSW, ACSW
 - Sue Bergeson, MBA
- Appalachian Consulting
 - Larry Fricks, MS
 - Ike Powell, PhD



- Patient run national organization
- 4+ million/year people request & receive help
- 1,000+ peer-run support groups across America
- 90+ million/year website visitors
- 3,000+/month personally answered calls
- 80,000+/month downloaded brochures
- 1+ million patient centered, recovery oriented, educational brochures distributed free of charge each year
- DBSA's message of hope help and support was placed in the media a mind boggling 1,603,598,454 times last year



**TA is built on the Georgia
Consumer Peer Specialists
program developed by Larry
Fricks and Ike Powell**

Other important influences include:

- The Wellness Recovery Action Program developed by Mary Ellen Copeland
- Motivational Interviewing approaches originally developed by Miller and Rollnick
- The peer-led Chronic Disease Self-Management Program developed by Kate Lorig
- Cognitive and behavioral skills training developed by Drs. Ludman and Simon
- Telephone outreach and follow-up programs developed by Drs. Simon and Ludman to support management of mental illnesses



Level 1 Technical Assistance

The initial level of technical assistance provided by DBSA and Appalachian Consulting group includes a 2 day on-site consultation and training with key stakeholders involved in recruiting, training, employing, and supervising Certified Peer Specialists in the State system.

TA Outcomes (*Level 1*)

- An analysis of where certified peer specialists can be most effectively and easily implemented within the current systems
- A plan for implementing Certified Peer Specialists within these identified sites based on insights and recommendations of consumer/family and staff in these systems
- Job descriptions based on needs identified by consumers/families and staff within systems identified as ready for Certified Peer Specialists
- Recommended support systems and supervisory systems to ensure Certified Peer Specialists are successful based on consumer/family and staff consensus

Level 2 Technical Assistance

The second level of technical assistance for implementing Certified Peer Specialists into states includes a 5 day Certified Peer Specialist Training program for up to 30 participants. Also included is certification testing by DBSA. These Peer Specialists will be prepared to serve in paid and/or volunteer roles within the state.

Level 3 Technical Assistance

The third level of technical assistance for implementing Certified Peer Specialists into states includes a 1 day post-employment consultation with practicing Certified Peer Specialists. This consultation further develops the skills of practicing Peer Specialists, and helps to smoothly integrate these professionals into their roles by supporting their efforts based on the experiences of the TA providers.



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Q & A



Thank You

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