

Certified Peer Specialist Outcomes in Pennsylvania

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Peer Support As a Best/Emerging/Promising Practice

- Solid theory base
- Evidence policy support
 - Surgeon General’s report, NASMHPD, state and local systems funding programs
- “Growing albeit limited body of research that has found consistently positive results for various CDS.”

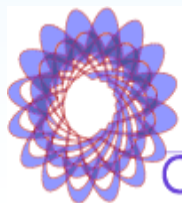
PA CPS Initiative

OMHSAS, in collaboration with the MHASP, obtained a grant from the Center for Medicaid and Medicare Services in 2004 to do the following:

- 1) Provide three demonstrations to promote the development and expansion of Certified Peer Specialist Programs in each region of the state;
- 2) Train at least sixty (60) consumers across the state to become Certified Peer Specialists in their local service delivery systems; and
- 3) Develop and submit a State Medicaid Plan Amendment to allow reimbursement of psychiatric rehabilitation and peer specialist services.

CPS Training Associated with Personal Growth

- Hutchinson et al. (2006) found that graduates of Meta Services training reported higher levels of empowerment and stronger recovery attitudes after the training compared to before
- Ratzlaff et al. (2006) found that a peer support training program in Kansas was associated with greater levels of hope, self-esteem, and advancement in their recovery.

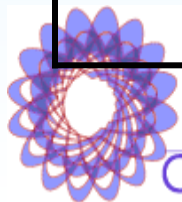


PA CPS Study

- Lead Investigators
 - Mark Salzer
 - Jason Katz
 - Betsy Kidwell
 - Matthew Federici
 - Carol Ward-Colasante
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PA CPS Study Questions

Training Demand	Training Outcomes	Supervision/ Administrative Outcomes	Employment Outcomes
What is the level of interest in CPS training?	Does the CPS training result in new knowledge gains?	Are supervisors supportive?	What % of CPS are employed 1-year after the training?
	What % of people successfully complete the 2-week training program?	How welcoming is the environment?	How satisfied are people with their PSS positions?
		What is the frequency of supervision?	

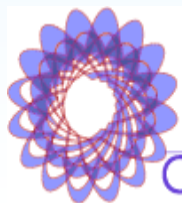


CPS Regional Training

- Central, Northeast, and Western regions were selected for the initiative
- Implementation plan based on the knowledge and experience gained from the CPS initiative in Montgomery County, Pennsylvania starting in 2002
- Strategy
 - CPS training is rigorous, experiential, and supportive
 - Two-week curriculum with 75-hours of didactic and experiential training that focused on communication skills, cultural competency, outreach, engagement strategies, problem solving skills, how to build one's own self-directed recovery tools (e.g., Wellness Recovery Action Plan), and how to navigate the workplace
 - Environmental preparation
 - Training administrators and staff in recovery perspectives, the role of peer support in programs, assisting them in developing job descriptions, awareness of workplace and personal challenges associated with hiring CPS, teaching effective supervisory skills, and creating long-term peer support among CPS.
 - Defined peer specialist roles and responsibilities

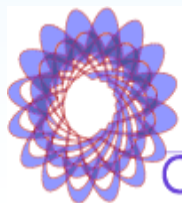
PA CPS Implementation

- Implementation started with a statewide kickoff in October 2004
- Four regional CPS trainings involving up to 20 trainees occurred between March 2005 and July 2006.
- Numerous meetings and phone contacts occurred between Institute staff and regional planning teams (i.e., various stakeholders such as County administrators, individuals in recovery, mental health agencies, and advocates and family members) to identify and recruit potential applicants and prepare the environment for their CPS workforce.



Data Collection

- Institute staff provided data on the number of applicants, number accepted for training, and number who successfully completed the training program
- The evaluation team and Institute staff created a 60-item knowledge test based on the CPS training curriculum. Institute training staff administered a pretest and posttest to all 74 individuals who were accepted into the program. Answers were submitted anonymously to the evaluation team.
- The evaluation team conducted interviews to ask questions about employment, supervision, and job satisfaction



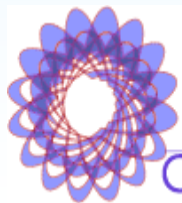
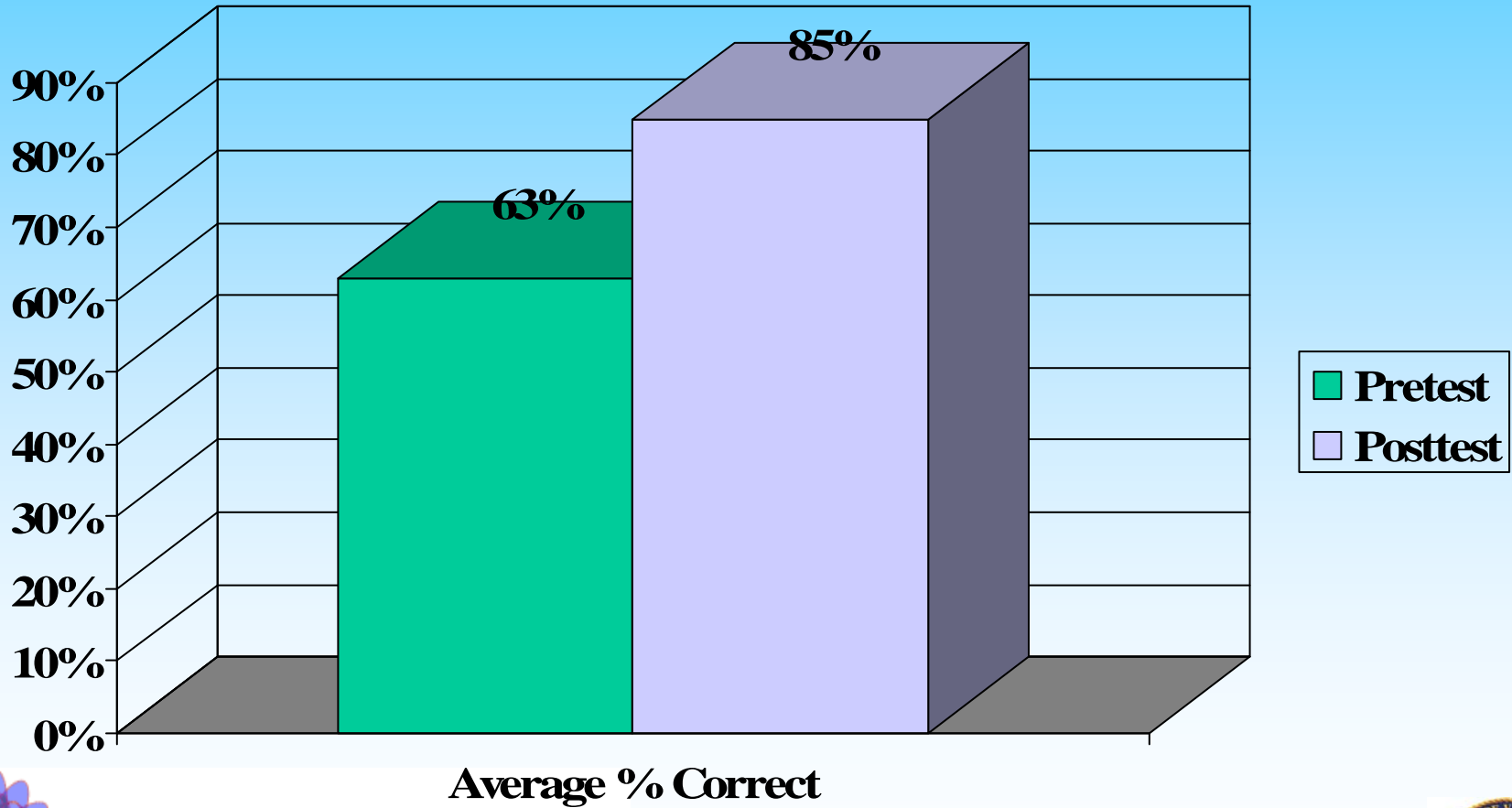
Data Collection

- Participation in the interviews was completely voluntary. Institute staff obtained consent to participate from 69 out of the 72 individuals who were certified (96%).
 - Western Region
 - 20 out of 20 (100%) provided consent to contact
 - 17 out of 20 (85%) were successfully contacted one year subsequent to training
 - Central Region
 - 29 out of 31 (94%) provided consent to contact
 - 24 out of the 29 (83%) were successfully contacted
 - Northeast Region
 - 20 out of 21 (95%) provided consent to contact
 - 16 out of 20 (80%) were successfully contacted
- Overall, we successfully contacted 57 out of the 69 (83%) who agreed to be contacted one-year after their CPS training

CPS Training Demand

- 151 individuals applied for the training and 74 (49%) were accepted
 - Northeast had 83 applicants (22 accepted)
 - Central had 35 applicants (31 accepted)
 - Western had 33 applicants (21 accepted)

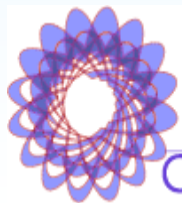
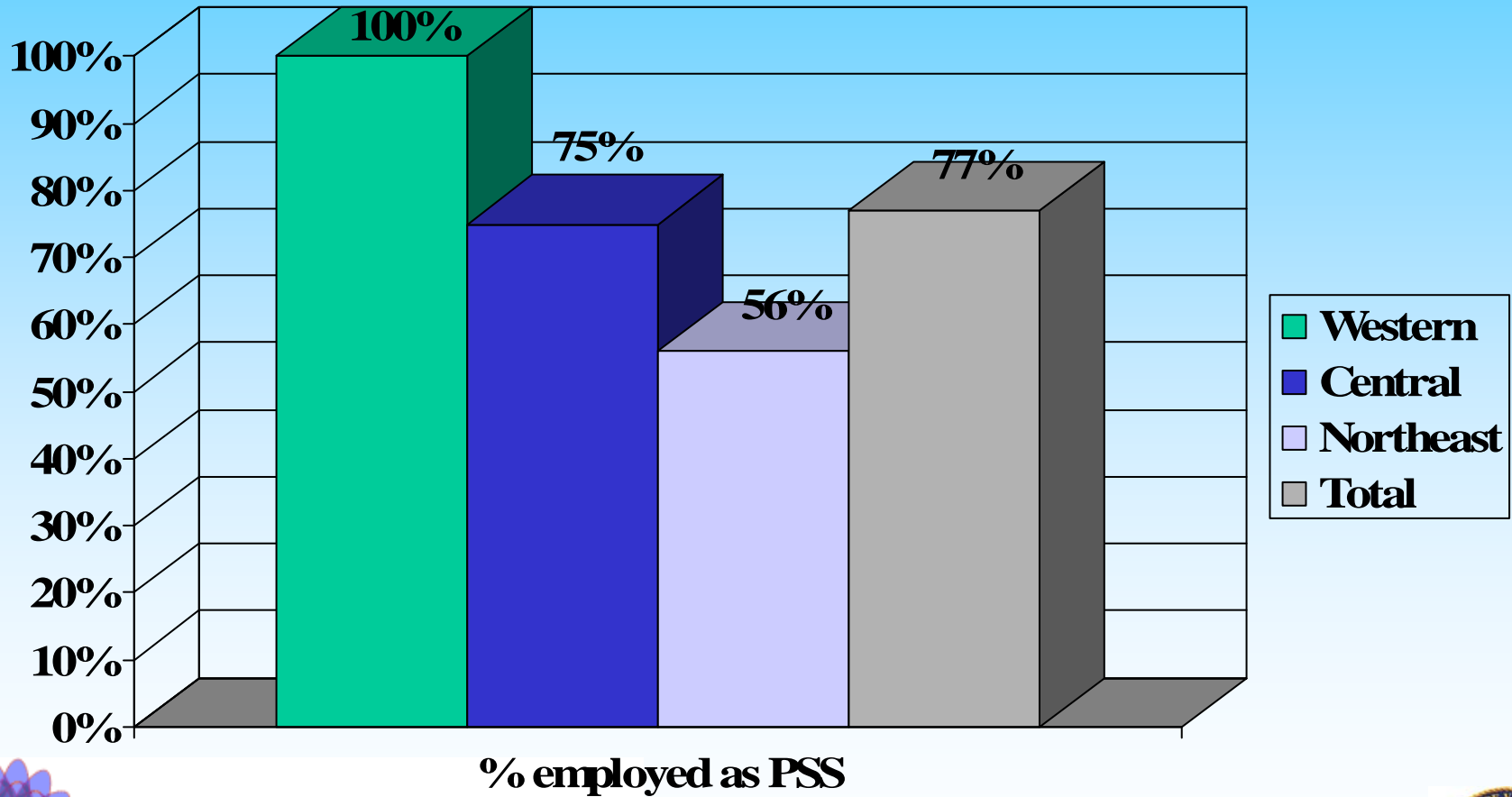
Knowledge Gain



Training Outcome

- Trainees were required to attend all of the training sessions, demonstrate competence on the various skills, and obtain an acceptable score on the exam to be certified.
- 72 out of the 74 trainees (97%) obtained the CPS

Employment Outcomes

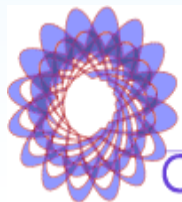


New Employment and Positions?

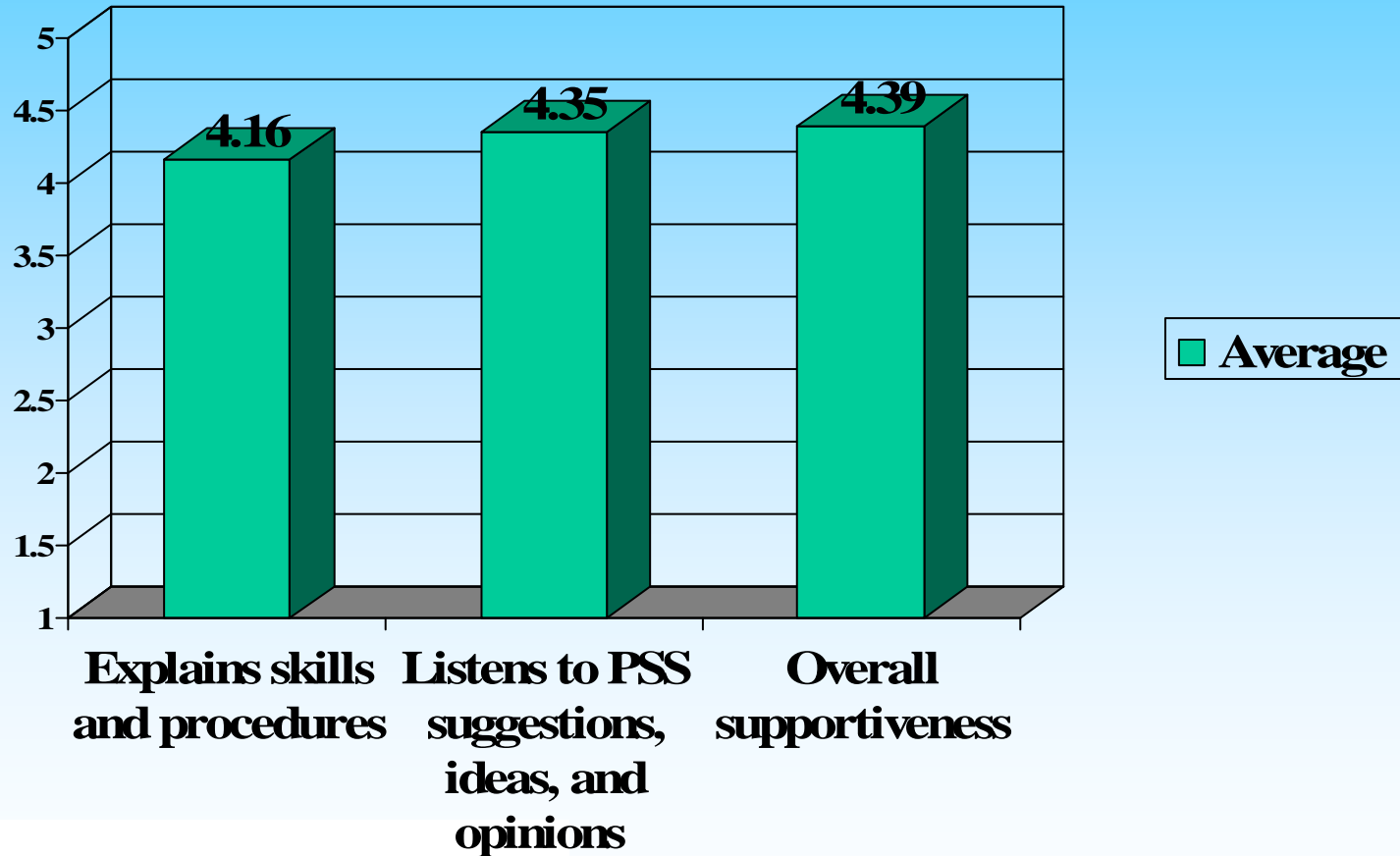
- Did this create new employment opportunities?
 - 74% of CPS were employed prior to training
 - 10 out of 15 (67%) who were unemployed prior to CPS training were employed one-year later
- Did this create new peer support specialist positions?
 - 64% of PSS were already employed in the same capacity and with the same employer as when they received the CPS
 - 36% (16) new PSS positions were created

Other Employment Outcomes

- The average number of people the PSS worked with was 17 (range of 14-24 across regions)
- They worked an average of 27 hours/week
- Average salary of \$10.85
- The estimated average weekly gross pay (avg. hours per week X hourly wage) came out to \$292.95.
- The estimated annual salary was \$14,647.50 for 50 weeks of work.



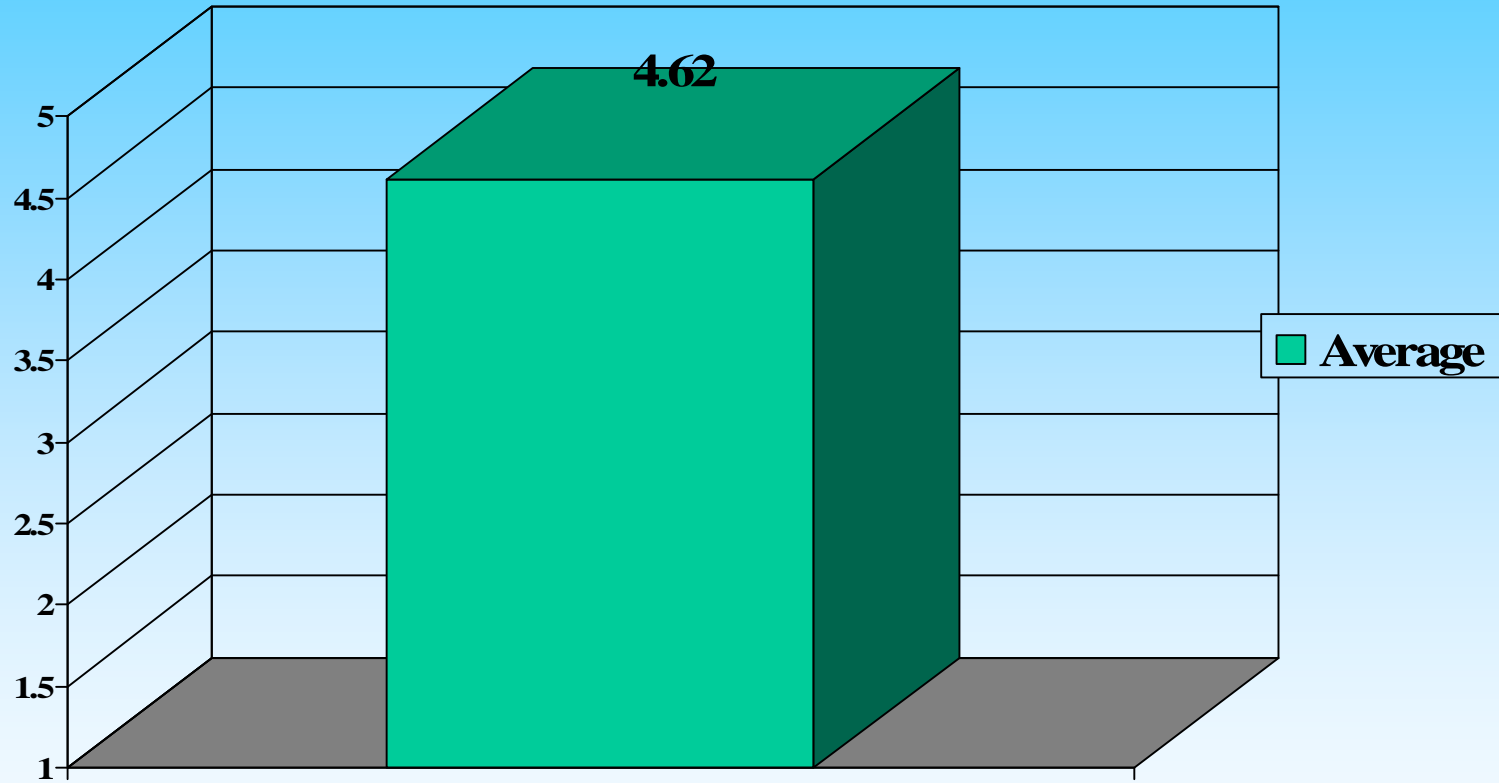
Supervisor Outcomes



Supervision Outcomes

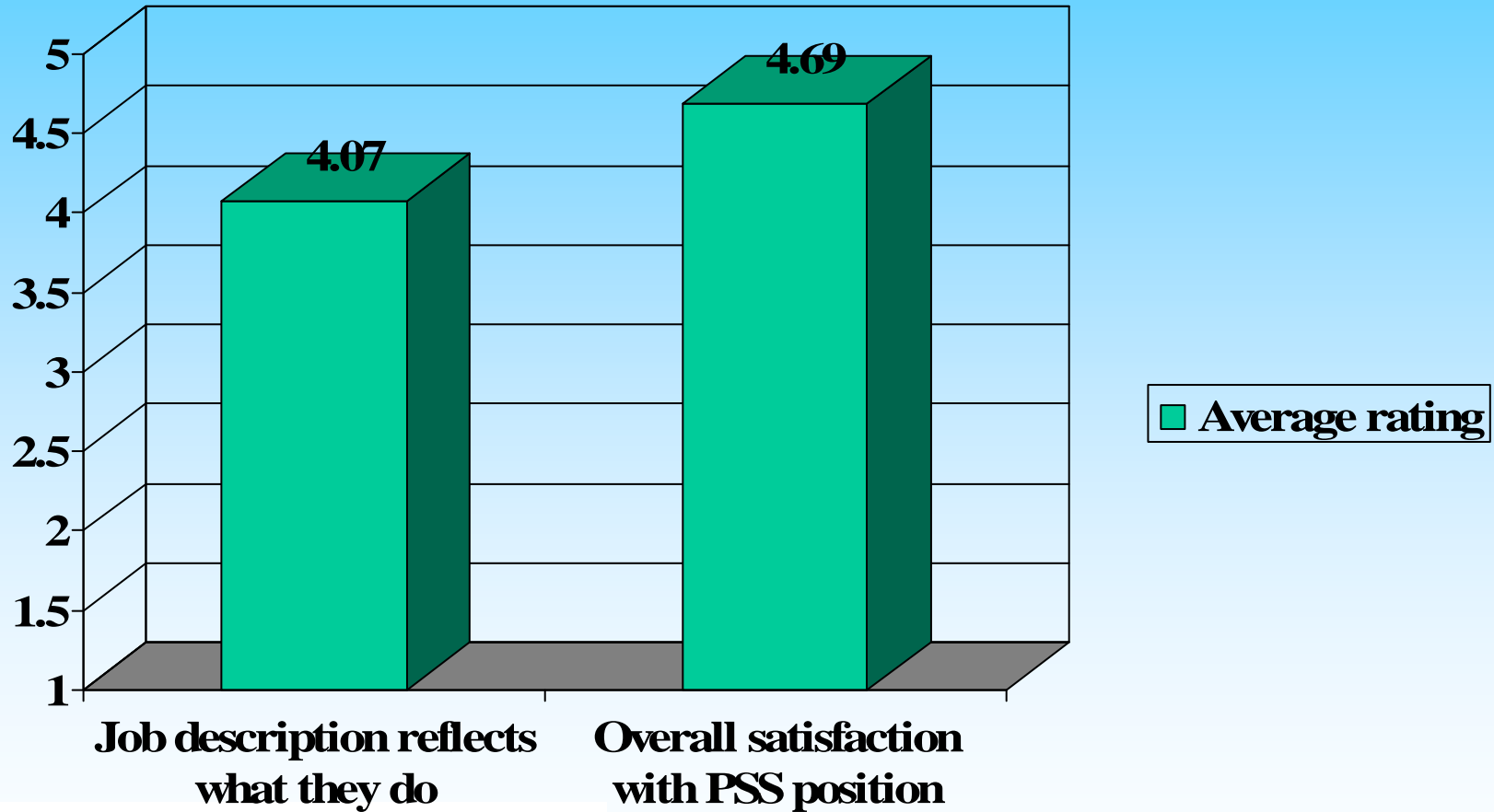
- 30 out of 44 (68%) PSS received daily or weekly supervision
- 14 out of 44 (32%) received supervision once a month or less.

Environmental Outcomes



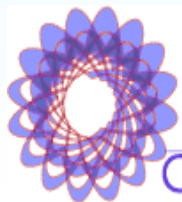
Feels accepted and respected by co-workers

Work Satisfaction



Future Research Questions?

- What are PSS doing?
 - Working in traditional programs
 - Working in new roles/programs
- What unique outcomes do they produce?
 - Hope? Recovery? Empowerment? Greater personal expectations? More community participation?
- What is the long-term connection of the PSS in the behavioral health workforce?
 - Is there a career ladder or a dead end?
- Does the presence of the PSS change individual worker attitudes and program, agency, and system environment?

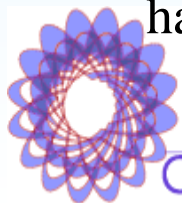


Moving from “Patient” to “Person” Schemas as an Indicator of Recovery-Oriented Transformation?

- Gathered stories from participants in the October 2004 kickoff
- Please spend the next 10-15 minutes writing a story about John, who is 38-years-old, has been diagnosed with schizophrenia, and lives in your county. Your story about John can include information about who he is, what he does, and things he thinks about. Feel free to elaborate as a writer in order to make a believable story. Give the story a beginning, a middle, and an ending. To help you start, begin your story with the following phrase, “Once upon a time....”

John the Patient

- John was released from the hospital. John got a room at the YMCA. Once a month he would get a phone call from his caseworker. John would spend most of the day sitting in his room. John was afraid to go outside as he felt people were looking at him or talking about him. When John was in the hospital he sometimes felt the same way but not always. At the hospital they gave him pills and there were people who talked to him, sometimes this made him feel better. John had Dr. appointments once a month at the clinic, sometimes he would go sometimes he wouldn't because he forgot. They would also give him pills which he would take sometimes but other times he would forget or he couldn't find them. John thought people were breaking into his room and stealing them. As John got lonelier and more scared he just stayed in his room. He didn't bathe or shave or wash his clothes. When he did leave his room people would point and talk about him because he was dirty and smelled. One day John went out and when people started pointing at him he yelled at them and threatened them. They called the police who arrested him. After a few days in jail John had a hearing and was sent back to the hospital. This made John feel better. He once again had people who cared about him.



John the Person

- John lived in his country home with his parents and three older siblings. As the youngest child, with three older sisters, he was the center of his family's attention for many years and enjoyed being the focus of their lives. He was not at all thrilled with the idea of leaving this nurturing environment to enter school, where other children often made fun of him and teased him, but he did! His high school years weren't especially enjoyable (especially compared to his beginning life experiences within his family), so he was excited about the opportunity to begin working at the local McDonald's after graduation. John is not very interested in talking about the time of high school graduation until now, saying that it has been a very difficult struggle... one in which he watched both of his parents die of cancer within 2 years of each other, and his other three sisters become further distant in his life. He talks briefly about receiving a dx. of schizophrenia, the many doctors/counselors and hospitals, all of which had different labels and treatments for the problems he kept finding himself in... but he prefers now to focus on his new, one-room apt. that he's just moved to... and the fact that he is the short-order cook at the local Friendly's (15 hrs/wk). John thinks about asking, Mary, a waitress on a date... going to his sister's home for a Memorial Day picnic, and saving enough money to buy a cassette player. John is a 38 yr. old man who dreams about finding a girlfriend, working more hours, managing his finances, seeing his sisters more, and keeping his current apartment.

