Building A Peer Support Program From The Ground Up

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Today

• Share our journey from recruitment to implementation
• Share lessons learned
• Highlight consortium involvement
• Highlight fiscal considerations
• Discuss data collection strategies
• Share some thoughts on sustainability
Getting Started

• FirstHealth is non-for-profit health care system in South, Central North Carolina
• Serve as backbone organization for opioid efforts
• Established the Sandhills Opioid Response Consortium
• Focus area identified was lack of peer support specialists in the region
Recruitment

• Identified UNC School of Social Work peer support specialist certification (40 hours plus 20 additional hours)

• Sought individuals with opioid specific lived experience

• Consortium partners key to success (treatment providers)

• To date, 24 individuals have completed initial training

• 10 completely certified
Fiscal Support and Considerations

- Cover training course
- Application fee for certification
- Peer Support Coordinator positions
- Hourly compensation for PSSs
- MOU with two consortium partners to host peer programs
- Consider additional trainings (WRAP)
Training Tips

• Initial thought to send peers to other trainings
• Identified company to host training
• Important to have group of individuals complete the 40 hour training class together for bonding
• Offered other opportunities for 20 hours (consortium partners – Mental Health First Aid and Cultural Competency)
Peers in Action – Peer Placement

• Engaged Consortium partners to identify opportunities
  • MAT clinics
  • Department of Social Services
  • Daymark
  • Treatment Centers
  • Homeless Shelter
  • Transitional housing
  • Correctional facilities
  • Emergency Departments
  • EMS teams
  • Rapid response teams
Consistency in Peer Services

• Role of peer support coordinators
  • Placing right peer in the right place (group vs. individual settings; triggers; environments)
  • Time tracking
  • Data collection

• Guide workflows in clinical settings

• Established recovery curriculum (train peers as facilitators)

• Stigma trainings for law enforcement, medical providers and community

• All peers invited to Consortium meetings and engaged with all aspects of work

• Provide feedback on marketing materials

• Recovery is Possible – media campaign – focused on peers
Data Collection

• Challenge – collecting data from numerous peers
• Solution – Qualtrics
• Worked with peers to develop monthly report template
• Push survey one time per month
• Eliminate opportunities for data errors with slider features for numbers
• Program will allow track and trending for future sharing
Sustainability

- Demonstrating value
- Partner feedback/host site feedback on peer support program
- Reimbursement model for peers in clinical settings
Learning As We Move Forward

• Peers are in recovery
  • build in support their recovery
  • adjusted criteria to two years active recovery
• Peer support is essential to every aspect of the work
• Peers are key to addressing stigma
Questions?

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