



# EXCELLENCE IN PEER LEADERSHIP

***Presented by:***

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# Learning Objectives

- Learn key strategies for hiring and developing strong peer professionals
- Identify early challenge indicators and learn how to respond with empathy and accountability
- Learn how to have hard conversations in a way which promotes resiliency and growth
- Recognize and nurture high achievers to become successful peer leaders



# Peer Services at The Center

- Centralized Peer Services in 2023
- De-siloed programs and certifications to improve collaboration and voice
- Revamped trainings, focusing on peer excellence and integration
- Promoted peer service inclusion as best practice to support consumer engagement and progress through recovery
- Brought peer voice on key committees to drive culture change focusing on person-centered and recovery-oriented practices



# The Co-Supervision Model at The Center

## Peer Leadership

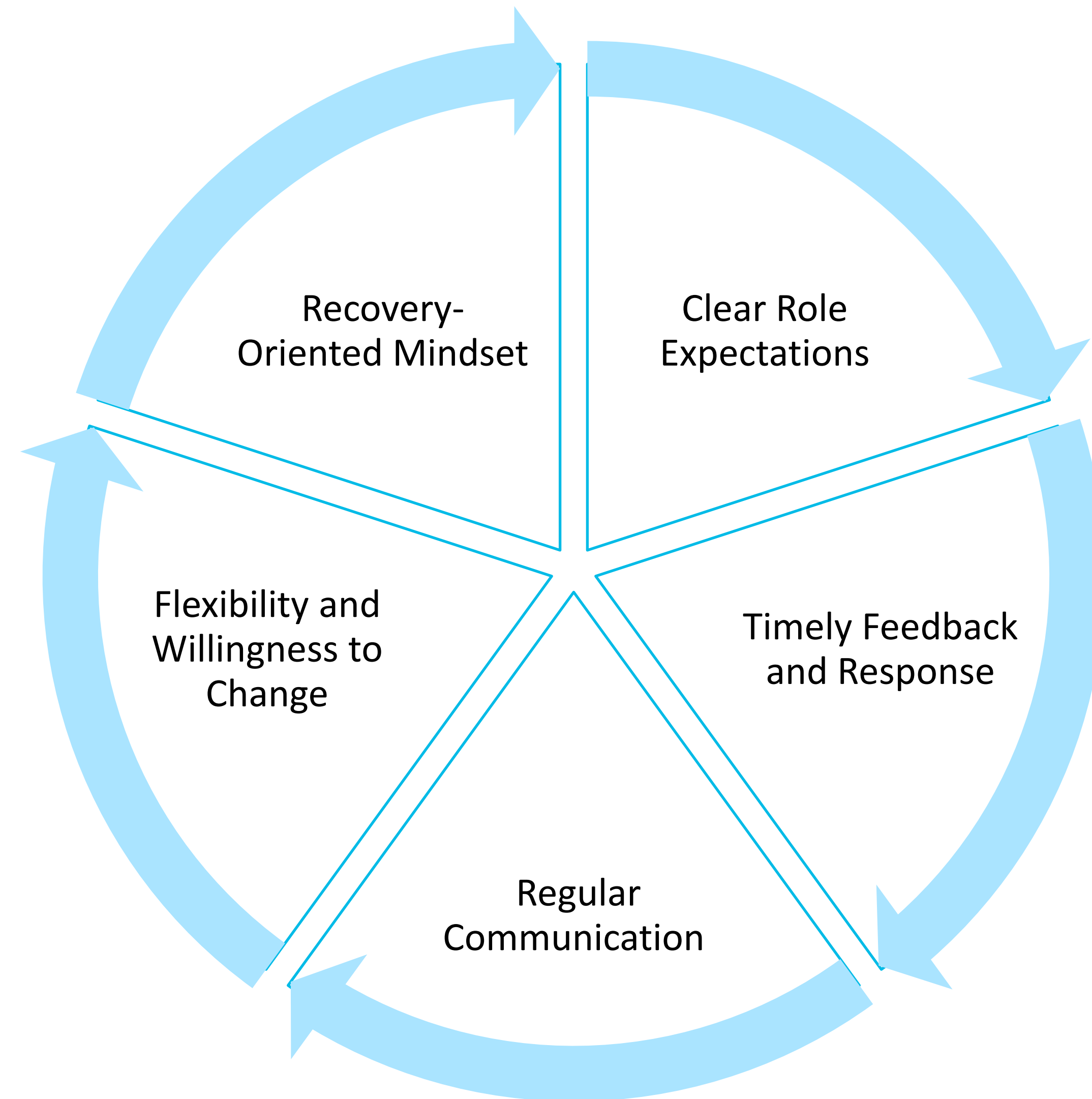
Training  
Supervision  
Accountability  
Mentorship  
Documentation Review  
Output Monitoring

## Unit Leadership

Unit Operations  
Care Team Integration  
Contract Oversight



# Co-Supervision in Action



# ROADMAP TO EXCELLENCE IN PEER SUPPORT



1

## PRE-HIRE

Identifying lived experience prior to interview. Gauging readiness, story telling and space in personal recovery.

2

## ONBOARDING

Support from the first day focused on personal wellness, goal setting and growing with intentionality.

3

## TRAINING

State certification training integrated into NEO process. Immediate integration with larger peer team to promote inclusion and peer support.

4

## SUPERVISION

Weekly supervision structure preventing siloing and providing timely response to challenges. Individual supervision, focused on individual goals and outputs.

5

## ACCOUNTABILITY

Addressing expectations and challenges promptly and in alignment with agency and certification guidelines.

6

## DEVELOPMENT

Always seeking, providing and responding to opportunities for personal and professional growth.





# Screening and Interviewing

- Identify type of lived experience – certification qualifications
- Gauge readiness to use lived experience in professional way
- Story telling ability and appropriateness
- Space in personal recovery and wellness





# Screening and Interviewing

## Do Ask

If they are comfortable sharing about their lived experiences.

What lived experience do they most connect with.

If they feel comfortable working with people who are experiencing similar challenges.

If they have more than one year in a place of wellness.

## Don't Ask

Details about criminal history, diagnosis or DOC.

If they are or have been a consumer.





# Lessons Learned

## Green Flags

- Person-centered language
- Recovery-oriented language
- Joining/Connecting language
- Knowledge on multiple pathways
- Growth readiness

## Yellow Flags

- Oversharing
- Defensiveness
- Quick activation
- Guarded sharing

## Red Flags

- Stigmatizing language
- Othering language
- No areas of improvement
- Avoids sharing lived experience





# Onboarding

- Peer presentation
- Supervisor luncheon
- Goal setting
- Team integration





# Training

- Core training integrated into NEO
- Supplemental training within the first 60 days
- Peer training developed and presented by peers
- Ongoing mentorship from a variety of peers
- Utilizing external trainings to enhance skillset
- Quarterly all-staff training





# Supervision





# Accountability

Peer staff are held to the same expectation as any other team member. Supervisors should follow agency handbook, code of conduct and administrative directives for guidance. Additionally, certified peers are required to uphold their professional ethics in accordance with their certification board’s requirements.

**Failure to treat peer staff the same as other staff results in soft discrimination.**

## Peer Specialist Code of Ethics

*The principles in the following Code of Ethics guide Texas Certified Peer Specialists in their roles, relationships, and levels of responsibility in which they function professionally.*

1. The primary responsibility of Certified Peer Specialists is to help individuals achieve their own needs, wants, and goals. Certified Peer Specialists will be guided by the principle of self-determination for all.
2. Certified Peer Specialists will maintain high standards of personal conduct. Certified Peer Specialists will also conduct themselves in a manner that fosters their own recovery.
3. Certified Peer Specialists will openly share their recovery stories, and will likewise be able to identify and describe the supports that promote their recovery.
4. Certified Peer Specialists will, at all times, respect the rights and dignity of those they serve.
5. Certified Peer Specialists will never intimidate, threaten, harass, use undue influence, physical force or verbal abuse, or make unwarranted promises of benefits to the individuals they serve.
6. Certified Peer Specialists will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, gender, gender identity, gender expression, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, military status, or any other preference or personal characteristic, condition or state.
7. Certified Peer Specialists will advocate for those they serve that they may make their own decisions in all matters when dealing with other professionals.
8. Certified Peer Specialists will respect the privacy and confidentiality of those they serve.
9. Certified Peer Specialists will advocate for the full integration of individuals into the communities of their choice and will promote the inherent value of these individuals to those communities. Certified Peer Specialists will be directed by the knowledge that all individuals have the right to live in the least restrictive and least intrusive environment.
10. Certified Peer Specialists will not enter into dual relationships or commitments that conflict with the interests of those they support.
11. Certified Peer Specialists will not engage in sexual/intimate activities with those to whom they are currently providing support, or have worked with in a professional role in the past two years.
12. Certified Peer Specialists will not provide services to another when under the influence of alcohol or when impaired by any substance, whether or not it is prescribed.
13. Certified Peers Providers will keep current with emerging knowledge relevant to recovery, and openly share this knowledge with their colleagues.
14. Certified Peer Specialists will not accept gifts of significant value from those they serve.

**A peer specialist may not:**

- a) practice psychotherapy, make clinical or diagnostic assessments, or dispense expert opinions;
- b) engage in any service that requires a license;
- c) falsify any documentation related to application, training, testing, certification, or services provided under this subchapter;
- d) retaliate against any person who, in good faith, makes a complaint or files a grievance against the peer specialist regarding services provided under this subchapter;



# Ethical Concerns

1. The primary responsibility of Certified Peer Specialists is to help individuals achieve their own needs, wants, and goals. Certified Peer Specialists will be guided by the principle of self-determination for all.

- Advocating for - not with
- Making choices without the person present



# Ethical Concerns

2. Certified Peer Specialists will maintain high standards of personal conduct. Certified Peer Specialists will also conduct themselves in a manner that fosters their own recovery.

- Call outs disguised as “self-care days”



# Ethical Concerns

3. Certified Peer Specialists will openly share their recovery stories and will likewise be able to identify and describe the supports that promote their recovery.

- Oversharing
- Participating more than facilitating





# Ethical Concerns

4. Certified Peer Specialists will, at all times, respect the rights and dignity of those they serve.

- Loss of objectivity in documentation
- Gossiping
- Othering language
- Opinions



# Lessons Learned

- Practice open feedback from interview
- Support an environment where it is safe to learn and seek guidance
- Encourage mentorship at all levels
- Share information
- Be timely with addressing issues





# Development

- Internal growth
- Advocacy opportunities
- Community education
- Academic pursuits
- Career plans





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# QUESTIONS?



# THANK YOU

*Connect with us: [peerservices@chcsbc.org](mailto:peerservices@chcsbc.org)*