



## Certified Peer Counseling

**Pattie Marshall, BS, CPC, RC**

*Peer Support Training & Certification Program Administrator*

*HCA/DBHR/Recovery Supports Unit*

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/peer-support>



Welcome

Introductions



# Objectives

1. Behavioral Health Peer Support 101
2. Updates for 2019
3. SUD Peer Services
4. Roles and Definitions
5. Operationalizing Peer Services

## What is unique about all Behavioral Health Peers?

*The Power is in Our Stories!*

*Self Disclosure = Hope & Inspiration*



- ▶ Lived experiences create connections
- ▶ Actively promotes Principles of Recovery & Resiliency
- ▶ Work to reduce stigma in community and systems

# HCA Certified Peer Counselor (CPC) Training Program

- Peer Support Certification classes started in 2005 initial years averaged 6–9 trainings per year.
- Washington was one of the first 11 states to begin Peer Services
- Initially only mental health peer services were in the CMS contract (as of July 1, 2019 SUD Peers are included in State plan.)

Currently...

- CPC team expanded!
- 2019 ~ 31 CPC trainings
- Over 400 peers receive DBHR sponsored continuing education
- We have 425 peers attended the 2019 Peer Pathways Conference
- Updated Application and new database

Peer services continue to grow and change...

# CPC Trainings: The Numbers

2014 & 2015: 14 trainings average #300 per year

2016: 23 trainings, about #380 people trained

16 DBHR (7 standard/9 Y&F), 7 BHO

2017: 16 trainings, #354 people trained

9 DBHR (5 standard/4 Y&F), 7 BHO

2018: 21 trainings, #487 people trained

13 DBHR (6 standard/2 SUD Pilots/ 5 Y&F), 8 BHO

2019: ***estimate: 31 trainings .... # 650-700***

23 DBHR (14 Stand/SUD, 6 Y&F, 3 Bridge) 6 BHO, 2 other

# Data Base Development

- Goals:
  - Online application
  - Efficiency & Organization
  - Reports: Demographics & Statistics
  - Training list
  - .... Big Dreams, starting in phases

# Current Process to Become a Certified Peer Counselors

Anyone can apply and go through the certification process

- Qualified Peer Counselor: a personal lived experience as MH/SUD consumer who is in/or qualifies for services or parent of child who is in/or qualifies for services.
- Online Pre-requisite Course
- Application/approval process
- Training: 5 days (or 3 days for Recovery Coaches)
- Testing: oral & written
- Required DOH credential / AAC upon employment
- Continuing education topics recommended: WRAP, Boundaries, Trauma Informed, etc.





**Adding SUD  
Peer Services:  
many moving  
parts!**

# Adding Peer Services for People in recovery from Substance Use (SUD Peer Services)

Many moving parts....

- 2018 Budget Proviso 213(5)(ss) (SSB 6032)
- HB 1907
- State Plan Amendment
- Adding Peer Services to WAC
- Preparing Agencies & Developing Workforce
- Application, Training & Curriculum Updates

## Behavioral Health (Mental Health and SUD) Certified Peer Counselor

**“CPC”** These are peers working a Behavioral Health Medicaid agency

- Personal lived experience as MH/SUD consumer or parent of child in services
- Application/approval process
- Training: Online & 40 hour
- Testing: Oral & written
- Required DOH credential/ AAC upon employment + DSHS background
- Part of a clinical Team, responsible for documentation
- Peer Services connected to treatment goals
- Mandatory reporters
- Oversight by DBHR, DOH & agency
- Continuing education recommended: WRAP, boundaries, Trauma informed, etc.

## Clarifying Peer Definitions & Roles

### Community Peer

These would be peers working in non-Medicaid agencies or community organizations

- Personal lived experience as MH/SUD consumer or parent of child in services
- Services based on organizations mission
- Relationship based on availability of peers/agency funding
- Volunteer and/or employed
- Documentation minimal/determined by org and/or funding requirements.
- If required by organization:
- Training: online & 40 hour
- Testing: Oral & written
- Background checks depend on org. policy, funding, etc.
- Minimal required oversight

### Recovery Coach

These are people who have been through the CCAR recovery coach training and work or volunteer in their community

- Personal experience, parent or community member affected by SUD
- CCAR training
- Volunteer and/or employed
- Recovery Community & network support
- Continuing education: boundaries, culture, etc.
- Autonomy, oversight by RC community.
- Flexibility to work with peer over time, regardless of treatment or services
- Confidential, not tied to treatment/services/documentation
- Minimal barrier: Level of background checks depend on org. policy, funding, etc.

# Bridging from Recovery Coach to CPC

## Similarities

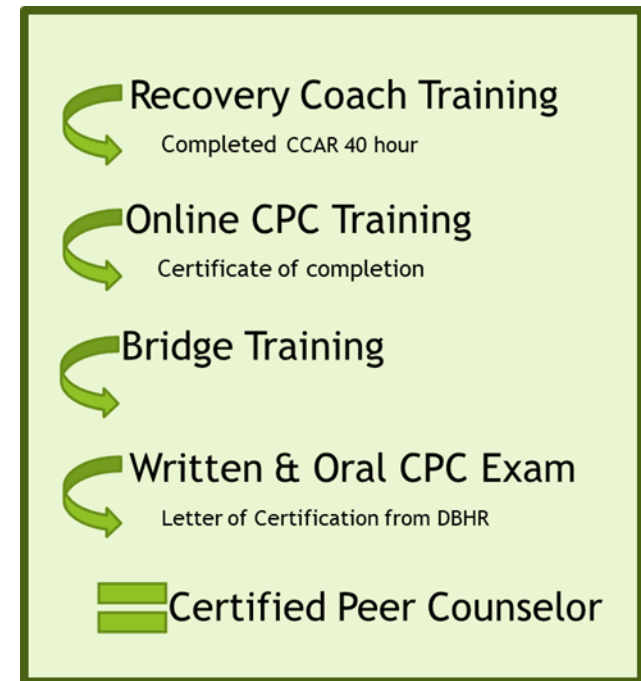
Recovery Coach & Peer Support have similar Core Principles of Recovery and similar trainings.

- Person-Centered Approach
- The relationship is the foundation
- Begin with welcoming – outreach and engagement
- Both trainings includes:
  - Trauma Informed
  - Ethics and Boundaries
  - Recovery options
  - Communication
  - Outreach
  - Person Centered
  - Goal setting
- Personal recovery is central from beginning to end
- Peer support & coaching is voluntary; people engage or disengage as they choose

## Bridge Training

This 3 day bridge training is part of the SUD Peer workforce strategic plan and includes additional training/skills needs to become a CPC.

- Appropriate use of personal story
  - Ethics and boundaries for clinical work
  - Documentation
  - Mandatory Reporting
  - Supervision Requirements
  - Working on a treatment team
- Plus
- Online CPC course
  - Pass written and oral exam



**Certified Peer Counselors who are employed by a Behavioral Health Agency will need to obtain an Agency Affiliated Counselor Credential from Department of Health and pass all required background checks.**

## ➤ Operationalizing Peer Support

Agency & community technical assistance



- Recovery Culture
- Hiring practices
- Supervision
- Documentation
- Ongoing Support

**Contact info:**

<https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/peer-support>

**Pattie Marshall** / DBHR Peer Support Program

360.725-1963 Cell: 360-338-2184

[Pattie.Marshall@hca.wa.gov](mailto:Pattie.Marshall@hca.wa.gov)

**CPC Applications and Training**

**Mary Chambers** / DBHR/ Peer Support Program

360-725-1325

[peersupportapps@hca.wa.gov](mailto:peersupportapps@hca.wa.gov) @hca.wa.gov

**Operationalizing Peer Support**

**Stephanie Lane** / WSU Peer Workforce Alliance

206-434-2954

[Stephanie.lane@wsu.edu](mailto:Stephanie.lane@wsu.edu)

<https://www.peerworkforcealliance.org>

**Foundational Community Supports**

<https://www.myamerigroup.com/washington-fcs/home.html>