



# Crisis Care Mobile Units (CCMU)

## Learning Collaborative 3

October 13, 2022



CRISIS CARE MOBILE UNITS PROGRAM

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# Welcome and Introductions

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**Monica Reeves**

Project Director | Crisis Care Mobile Units

# Webinar Policies

## Participation

We welcome your participation through the methods outlined in the housekeeping introduction. Please note that disruptive behavior is not aligned with the purpose of this session and will not be tolerated. Any individuals disrupting the meeting may be removed without warning. In the event of a security incident, this session will end immediately and will not resume. If this occurs, a separate email will be sent to all participants with further instructions. By using this chat box, you agree to keep your comments relevant to the topic of today's event. While a variety of diverse perspectives and opinions is welcome, disruptive comments are not aligned with the purpose of this meeting, and users creating disruption may be removed without warning.

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# Agenda

- » Welcome and Housekeeping
- » Opening & Revisiting the Importance of Visioning
- » BREAK
- » Panel Discussion: Peer Support Specialist Hiring, Training, and Certification
- » Small Group Breakout: Focused, Topical Discussions with Panel Faculty
- » Focused, Topical Breakout Discussions
- » Closing and Next Steps

# Opening & Revisiting the Importance of Visioning

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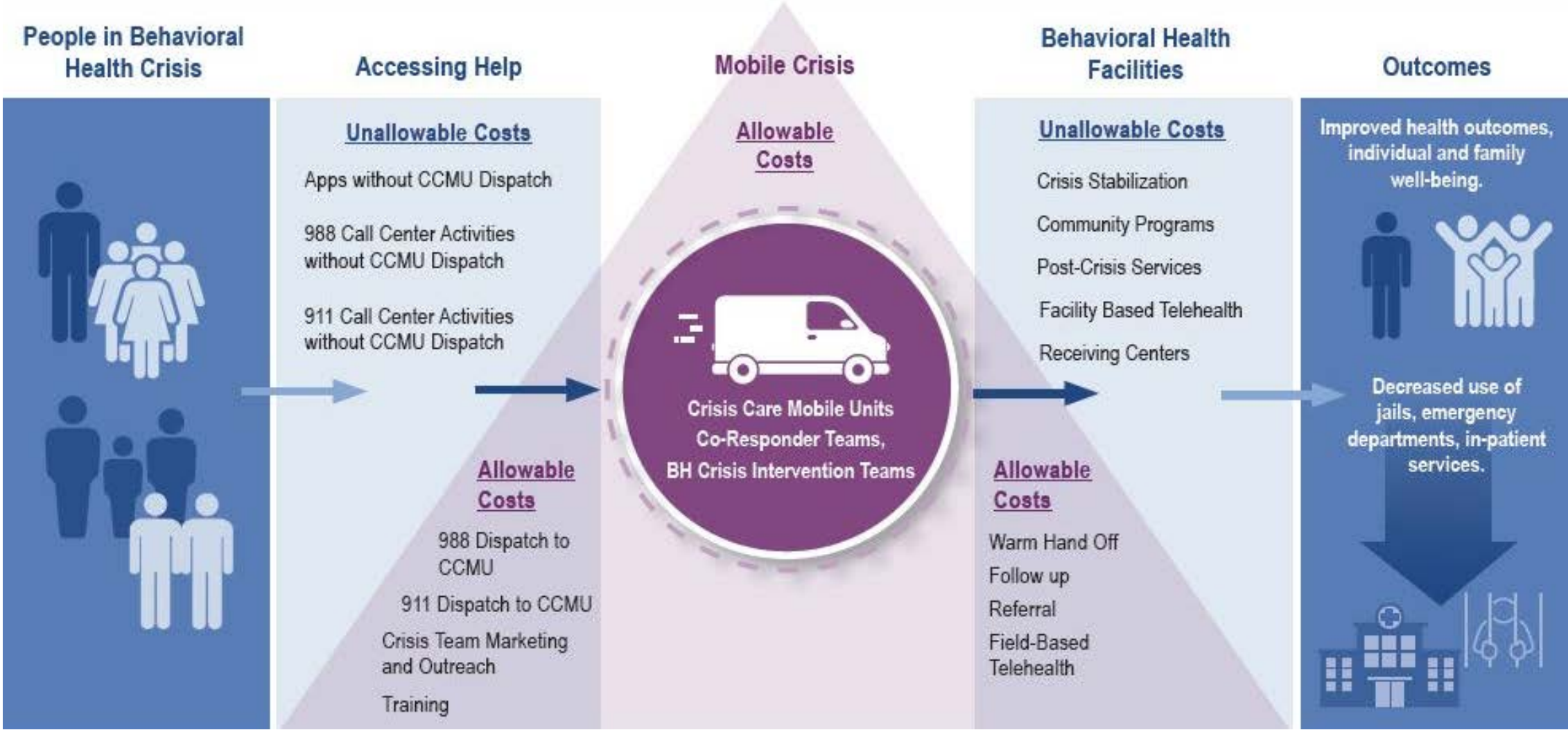
**Deborah (Deb) Werner**

Senior Program Director | AHP Center for Training, Technical Assistance, and Consulting

**Monica Reeves**

Project Director | Crisis Care Mobile Units

# BHCIP Crisis Care Mobile Units Program



# What services are you offering?

Team Model

Addressing  
SUD, SED, SMI

Language/Cultural  
Relevancy

Engagement

Screening/  
Assessment

De-Escalation

Crisis and  
Safety Planning

Referrals and  
Warm Handoffs

Transportation  
(to where)

Supports for  
Family/Friends

Mobile Services in  
Community  
without Dispatch

5150/5185 Process

Follow-up



# Key Questions

- » Who are the key partners?
- » What are your intended outcomes?
- » What are your and your key partners roles?
- » What are the access and referral pathways?
- » Who does what, when, where?

# Next Steps



Convene team members and share map



Identify strategies to create a project wide CCMU concept map



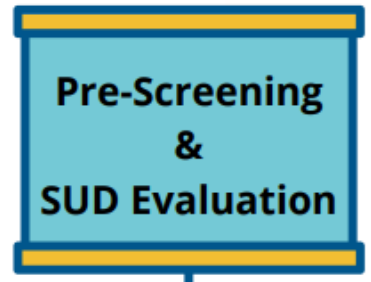
May also want to create team specific concept maps



Discuss concept map with your Implementation Specialist in coaching sessions and be prepared to present at next Learning Collaborative.



IMPERIAL COUNTY  
**Behavioral Health Services**  
 MENTAL HEALTH & SUBSTANCE USE RECOVERY



- Self Referrals
- Schools
- Mental Health
- Justice System
- Medical Providers
- Local Hospitals
- Families
- Community Agencies
- Non-Profits



Local Mall  
 School Activities  
 Community Events



Peer Support  
 Contingency Management



# Panel Discussion

Peer Support Specialist Hiring, Training, and Certification



**Miranda March, PhD**

TA Lead | Center for Applied Research Solutions (CARS)

**Danielle Raghieb, LCSW**

TTA Specialist | Center for Applied Research Solutions (CARS)

# Panelists



## **Jason Toro**

Chief Program Officer (CPO) | La Familia

## **Ragini Lal**

Director of Peer Workforce and Community Engagement | NAMI California

## **Christina Cagle, MSW**

Director of Family and Youth Partnership | Stanford Sierra Youth & Families

## **Milan Fisher**

Peer Healthcare & Wellness Advocate | California Mental Health Services Authority

# PEERS AS PROFESSIONALS: RECRUITMENT, RETENTION AND CAREER DEVELOPMENT FOR PEER SUPPORT SPECIALISTS

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Jason Toro

Chief Program Officer (CPO)

La Familia

# Who are Peer Support Specialists?

- » Peer Support Specialists are people who have had some form of lived experience,
- » Have been successful in overcoming those challenges and in their personal recovery process, and
- » Who use those experiences to help others experiencing similar situations.
- » **Lived Experience:** Personal experience in the criminal justice system, with substance use, mental illness and/or homelessness.

# Not an Entry-Level Position

- » PSPs bring a unique set of skills and abilities due to their lived experience
- » Ability to build positive and trusting rapport
- » Ability to assess for client needs and observe behaviors and attitudes
- » This set of skills affords PSPs a level of experience that the average entry-level staff person does not have.



# Building a Recruitment Pipeline

- » Partner with a workforce development organization
- » Creating inclusive job announcements and descriptions
- » Pay a competitive wage



# Supporting PSPs for Success

- » OJT
- » Professional Development
- » Coaching
- » HR Practices – Restorative Practices



# Developing Career Ladders for PSPs

- » PSP I: Non-Certified
- » PSP II: State Certification + Experience
- » Lead Position
- » PSP to Supervisor



# Intentionality (My Mantra)

**If we are going to be intentional about hiring people with lived experience, we have to be intentional about supporting their success.**

- » Many come with trauma
- » Many do not come fully prepared to function in a professional work environment
- » As managers, we need to come from a place of healing and support

# Presenter Information

**Jason Toro**

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# PEER WORKFORCE: BEST PRACTICES FOR HIRING, TRAINING, AND SUPERVISION

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Ragini Lal

Director of Peer Workforce and Community Engagement  
NAMI California

# Overview

## **Peers in the Workforce**

- » Importance of Peer Support in Workforce
- » Benefits of Hiring Peer Workers
- » Best Practices and Competencies for Peer Specialists

## **Peer Supervision**

- » Benefits of Employing Peer Supervisors
- » Best Practices for Peer Supervisors

## **Peer Training in California**

- » Peer Support Specialist Training Overview

# Peers in the Workforce

## Importance of Peers Support in Workforce

### **Peer supporters “speak the same language”**

- » Peer support specialists or peer workers interact and are involved in the community more frequently.
- » Critical for cohesive, whole health services
- » Promote confidence and support in leadership
- » Are able to build credible and trusting relationships that develop positive peer-to-peer or professional-to-client interactions



# Peers in the Workforce

## Importance of Peers Support in Workforce

- » For the individual, peer support increased the number of social relationships, and provides education and coping behaviors and skills, resources, etc.
- » Can empower and hold the organization accountable while building their own confidence and strength
- » Critical in preventing crisis
- » Serve as a liaison between individual and health professional
- » “Strength in voices”- build better and stronger advocacy in public health

# Peers in the Workforce

## Benefits of Hiring Peer Workers

- » Peer support is an evidence-based practice for individuals with mental illnesses.
- » Peer support specialists or peer workers provide advocacy, support, encouragement, affirmation, acceptance, resources and hope to consumers in a non-discriminatory and trauma-informed way from a lens of personal mental health challenges.
- » Their work involves all of the above and sharing personal experiences, education on navigating the public mental health systems of care, sharing and engaging in recovery and treatment process.
- » They break down barriers and empower people to find and follow their own recover path.

# Peers in the Workforce

## Best Practices for Peer Specialists

**According to SAMHSA, Core Competencies for peer workers reflect certain foundational principles identified by members of the mental health consumer and substance use disorder recovery communities. These are:**

- » Recovery Oriented
- » Person-Centered
- » Voluntary
- » Relationship-Focused
- » Trauma-Informed

# Peers in the Workforce

## Core Competencies for Peer Specialists

**To build mutuality, build resiliency, and encourage recovery, peer workers' roles and responsibilities are guided by the Medi-Cal Code of Ethics developed by DHCS. Principles include:**

- » Inspiring hope
- » Supporting and focusing on the person and/or child
- » Promoting family members and children voices
- » Practicing in a holistic manner that considers whole health
- » Practicing honest and direct communication

# Peers in the Workforce

## Core Competencies for Peer Specialists

- » Sharing lived experiences
- » Acknowledging and providing culturally responsive services
- » Respecting individual experiences
- » Act with the highest standards of integrity
- » Advocating individually, as a community member, and through public policies
- » Respecting rights, privacy and offering confidentiality

# Peers in the Workforce

## Core Competencies for Peer Specialists

- » Protecting the client and their best interests with professional boundaries
- » Educating themselves and community
- » Engaging in mutual responsibility
- » Ensuring reciprocal relationship
- » Providing strength-based services
- » Promote wellness and recovery such as self-care

# Peer Supervision

## Benefits of Employing Peer Supervisors

**Supervisors play a key role in the successful integration of peer workers in the workplace.**

- » Provides opportunities to reflect on peer support practice
- » Delivers better outcomes through learning that comes from exploring and discussing work issues
- » Enhances problem-solving skills
- » Improves clarity and objectivity in decision making
- » Supervision empowers, motivates and increases worker satisfaction

# Peer Supervision

## Benefits of Employing Peer Supervisors

**Supervision is a tool that can be used to achieve the agency's mission and objectives.**

- » Improves performance and helps to manage resources
- » Serves as mediator and liaison between agency and worker
- » Increase organization morale and improve retention



# Peer Supervision

## Best Practices for Peer Supervisors

### Core beliefs and attitudes.

- » **Hope.** Belief in the possibility of Attitudes recovery
- » **Person-driven.** Process is directed by the person's own goals
- » **Respect.** For multiple pathways of recovery and for all
- » **Growth-oriented.** A focus on personal and professional development
- » **Knowledge.** Learn about details of worker's role, navigating of administration of the agency, and disabilities and illnesses of the workers
- » **Boundaries.** Understand code of conduct, limitation, ethical and morale policies, professional attitudes and development, limiting transference and countertransference

# Peer Supervision

## Best Practices for Peer Supervisors

**Supervisors play a key role in the successful integration of peer workers in the workplace.**

- » Understand the variety of peer roles
- » Holistic view of person
- » Deep understanding of core competencies of peer workers
- » Endorse and enact recovery-oriented practices and values
- » Believe in the capacity of peer works to grow and develop professional

# Peer Supervision

## Best Practices for Peer Supervisors

- » Frame difficulties as learning opportunities
- » Strategies problem-solving unique to peer workers
- » Support individual and professional development
- » Support integration of peer workers and recovery values
- » Provide Strength-based affirmations
- » Give constructive and tailored feedback reflecting the individual's growth

# Peer Supervision

## Peer Support Specialist Training Overview

- » CALMHSA is the Certifying Entity and will issue certification for persons who meet requirements for certification.
- » CALMHSA is funding multiple agencies (NAMI CA, MHASF, Painted Brain, etc.) to provide training for Peer Support Specialists that are eligible to sit for the exam and certification.
- » CALMHSA is also providing Medi-Cal Peer Support Specialist Supervisor Training (upcoming).

# Peer Supervision

## Peer Support Specialist Training Overview

**To seek Certification as Medi-Cal Peer Support Specialist an individual must meet the following qualifications:**

- » Be at least 18 years of age.
- » Possess a high school diploma or equivalent degree.
- » Be self-identified as having experience with the process of recovery from a mental illness or substance use disorder, either as a consumer of these services or as the parent, caregiver or family member of a consumer.
- » Be willing to share their experience.
- » Have a strong dedication to recovery.
- » Agree, in writing, to adhere to the Code of Ethics.
- » Successfully complete the training requirements for a peer support specialist.
- » Pass the certification examination.

# Peer Training in California

## Peer Support Specialist Training Overview

**Participants learn behavioral health skills covering the 17 Department of Health Care Services (DHCS) Peer Specialist core competencies taught by Peer Support Specialists. Topics covered include:**

- » The Recovery model
- » Communication skills
- » Trauma-Informed care
- » Transference and Countertransference
- » Med-Cal PSS Career Planning
- » Medi-Cal code of ethics
- » Cultural competency
- » Motivational Interviewing
- » Suicide Prevention and Crisis Planning
- » And more!

# Presenter Information

## **Ragini Lal**

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# PEER SUPPORT SERVICES: FINDING PEERS TO SUPPORTING CERTIFICATION

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**Christina Cagle, MSW**

Director of Family and Youth Partnership  
Stanford Sierra Youth & Families



# Agenda

- » Recruitment of Peers
- » Hiring of Peers
- » Retention of Peers
- » Peer Specialist Certification

# RECRUITMENT

# Recruitment of Peer Workforce

## Where are we looking?

- » Those who have successfully completed services and those who have recovered well
- » Cultural and linguistically Diverse groups
- » Other Peer lead groups
- » Schools

## How are we attracting Peers?

- » Consider the reputation of your system of care
- » Where are we having positive connections with consumers and elevating family voice and choice
- » Culture of your organization, agency, department, etc.

# Recruitment of Peer Workforce

## What does the pay say?

- » Peer are the tools
- » Lived Experience and Education
- » Peer Specialist Certification
- » Hiring Bonus



**HIRING**

# Hiring Peers

- » Hiring those that align with Mission, Vision, Values: Cultural match to organization
- » Compensation is equitable
- » Asking important proactive questions
- » Being mindful of trauma history and healing journey
- » Listening for their choice of words, tone of voice, body language

**RETENTION**

*Communications*

*Recognition*

**Better  
Retention**

*Engagement*

*Growth*

*Respect*



# Support Plan/Retention

- » Supervising through a Trauma Informed Lens
- » Supervised by a Peer (Someone with Lived Experience)



# Support Plan/Retention

## » Supervision and Group Support

- Weekly consultation
- Twice a month Team meetings
- Vicarious Trauma Group
- Agency Cross Collaboration – Intervention Group
- Position specific connection groups
- Lead support office hours
- Recovery Connection Group

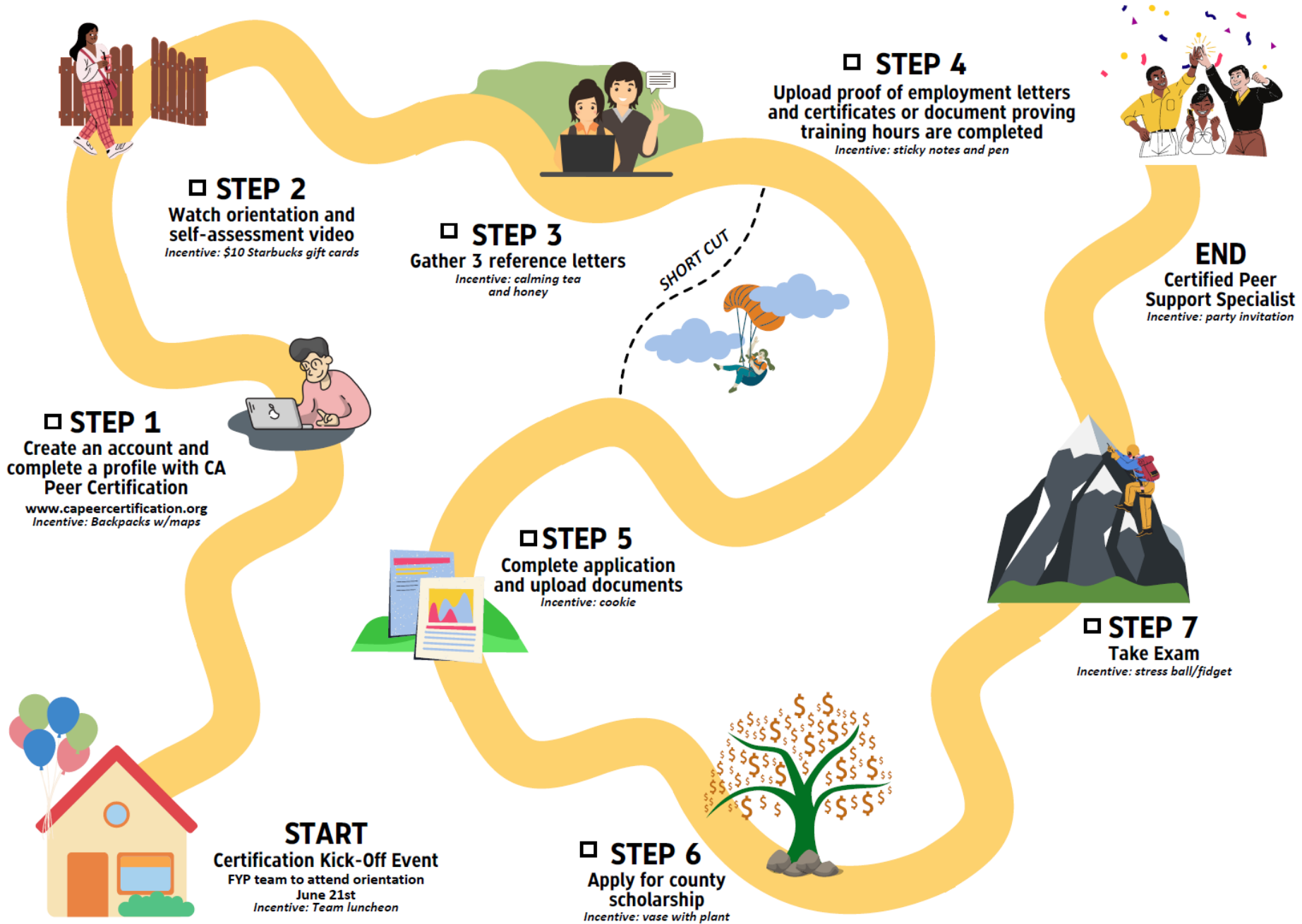


# WHAT'S NEW

## Peer Certification Kickoff

# Peer Specialists Certification

- » **Make it fun.** Have a theme.
- » **Be Organized.** Recommendation letters, login
- » **Make it Easy to Follow.** Develop a map or checklist.
- » **Be Creative.** Provide an incentive for each step on the map.
- » **Create time** for group work.
- » **Provide Office Hours** for support.



# Stanford Sierra Youth & Families - Peer Certification Map

# Thank You!



# Presenter Information

**Christina Cagle, MSW**

Director of Family and Youth Partnership  
Stanford Sierra Youth & Families

[ccagle@ssyaf.org](mailto:ccagle@ssyaf.org)

# PEER CERTIFICATION PROCESS, SPECIALIZATIONS, TRAININGS: WHAT'S TO COME

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**Milan Fisher**

Peer Healthcare & Wellness Advocate  
California Mental Health Services Authority



# Overview

- » The Certified Medi-Cal Peer Support Specialist
- » Specialization Paths After Certification
- » Supervision of Peer Work and Training
- » The Future of Certified Medi-Cal Peer Support Specialists

# The Certified Medi-Cal Peer Support Specialist

## A Very Brief History Lesson

### **Senate Bill 803. “Mental Health Services: Peer Support Specialist Certification Program Act of 2020.”**

- » A result of over 50 years of advocacy by peers, peer supporters, and advocacy organizations
- » Authored by Senator Jim Beall and signed into law by Governor Newsom on **September 25, 2020**
- » Established statewide standards for specialists while intensifying the validity and respect for the provider.

# The Certified Medi-Cal Peer Support Specialist

## A Very Brief History Lesson

### California Department of Health Care Services (Implementation Oversight & Guidance)

- » Behavior Information Notice 21-041 provided the structural guidance for the implementation of SB 803
- » Review and select “Certification Programs/Entity” to establish a base curriculum and core competencies for the new provider type
- » Ensure Certification Programs make “Areas of Specialization” training available to Certified Peer Support Specialists

# The Certified Medi-Cal Peer Support Specialist

## A Very Brief History Lesson

### California Mental Health Services Authority (CalMHSA) ‘Certifying Entity’

- » Execute the requirements set forth in BH-IN 21-041 for the implementation of the new provider type
- » Identify and implement curriculum, certification requirements, training entities, Peer SME’s, examination and reporting requirements, etc.
- » Implement the 4 areas of specialization

# The Certified Medi-Cal Peer Support Specialist

## Standardized Statewide Certification (Summation)

### **“Generalist Certification” for Medi-Cal Peer Support Specialists via 2 Paths**

- » Grandparent or Out-of-State Reciprocity
- » Initial Certification Training via an approved Medi-Cal Peer Support Specialist Training Entity

# The Certified Medi-Cal Peer Support Specialist

## Standardized Statewide Certification (Summation)

### Initial Certification Training & Examination

- » Provides an opportunity for the new and/or established peer to hone their skills needed to become a Certified Medi-Cal Peer Support Specialist.
- » Peer's select an approved training entity of their choice, successfully pass at least 80 hours of training, and sit for examination.

# The Certified Medi-Cal Peer Support Specialist

## Standardized Statewide Certification (Summation)

### Grandparenting, Reciprocity, & Examination

- » **Grandparenting.** Honors the providers (employed as a peer as of January 1, 2022) who already possess credentials and have been actively “doing the work” (Time limited opportunity, December 31, 2022).
- » **Out-of-State Reciprocity.** Same as above with no sunset date.

# The Certified Medi-Cal Peer Support Specialist

## Standardized Statewide Requirements to Seek Certification

1. Be at least 18 years of age.
2. Possess a high school diploma or equivalent degree.
3. Be self-identified as having experience with the process of recovery from a mental illness or substance use disorder, either as a consumer of these services or as the parent, caregiver or family member of a consumer.
4. Be willing to share their experience.
5. Have a strong dedication to recovery.
6. Agree, in writing, to adhere to the Code of Ethics.
7. Successfully complete the training requirements for a peer support specialist.
8. Pass the certification examination.



# Specialization Paths

Specialization	Parent, Caregiver, Family Member Peers	Crisis Services	Forensic (Justice Involved)	Unhoused (Homelessness Lived Experience)
Expected Date of Implementation	“Upon implementation of the Peer Support Specialist Certification Program (2022)”	January 1, 2023	January 1, 2023	January 1, 2023
Should I be a “peer” of any of these identified areas when obtaining specialization/expertise training?	<p>Yes</p> <p><b>Children’s System of Care:</b> Be a parent or primary caregiver with lived experience who has raised or is currently raising a child with emotional, behavioral, mental health or substance use disorder needs</p> <p><b>Adult System of Care:</b> Have lived experience as a primary natural support for an adult with emotional, behavioral, mental health or substance use disorder needs</p>	<p>Yes</p> <p>Subject matter experts to be identified and competencies to be distinguished via focus groups facilitated by a 3<sup>rd</sup> party.</p>	<p>Yes</p> <p>Subject matter experts to be identified and competencies to be distinguished via focus groups facilitated by a 3<sup>rd</sup> party.</p>	<p>Yes</p> <p>Subject matter experts to be identified and competencies to be distinguished via focus groups facilitated by a 3<sup>rd</sup> party.</p>

# Supervision of Peer Work & Training



The US Department of Health & Human Services

Substance Abuse & Mental Health Services Administration



Bringing Recovery Supports to Scale Technical Assistance Center Strategy" (BRSS TACS)

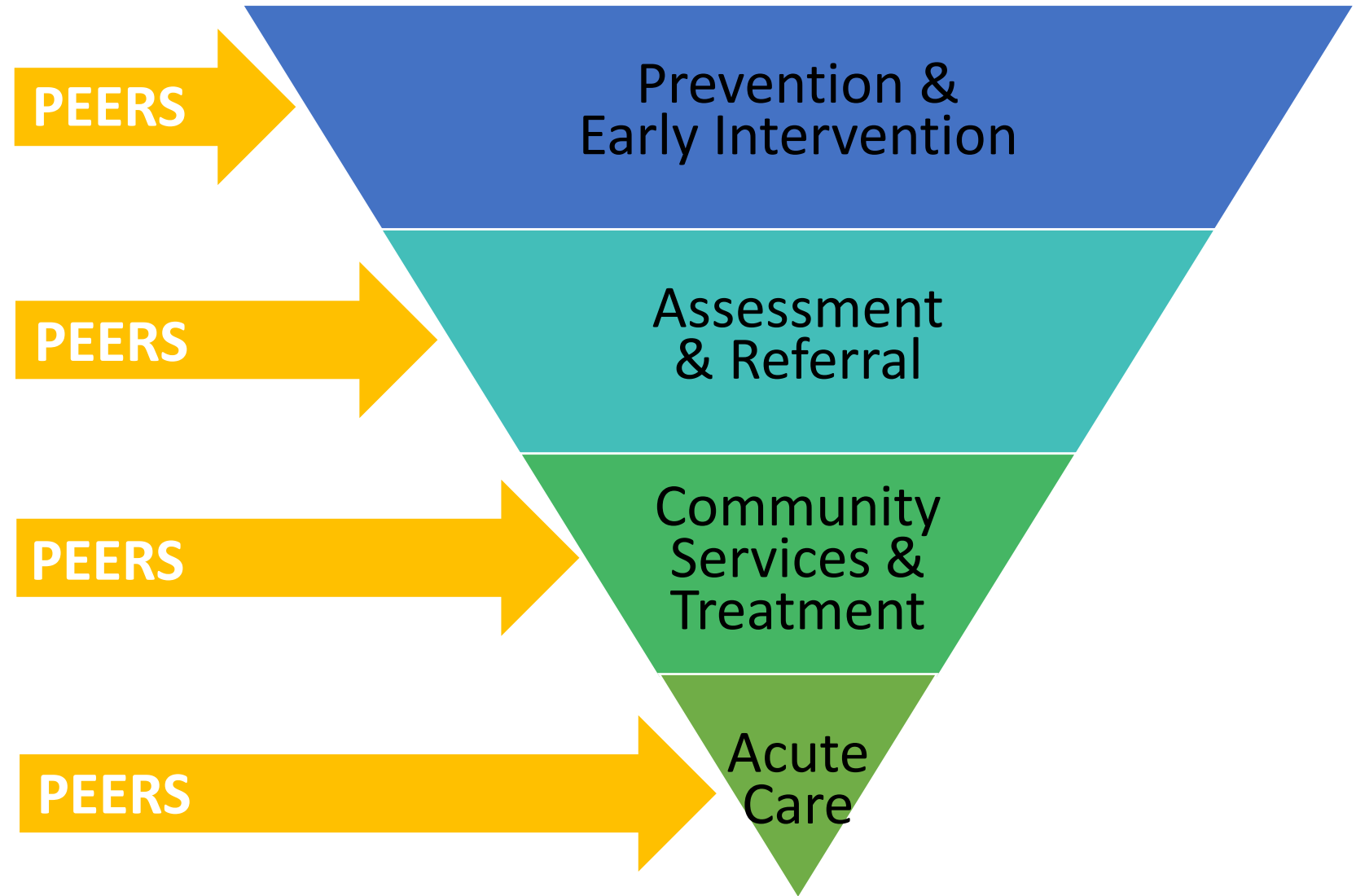


Supervision of Medi-Cal Peer Support Specialist Worker Curriculum



# The Future of Certified Medi-Cal Peer Support Specialists

**Peer  
Providers  
Have a Seat  
at the Table!**



# For More Information...

## **Certified Medi-Cal Peer Support Specialist Certification Website**

[www.CaPeerCertification.org](http://www.CaPeerCertification.org)

## **Certified Medi-Cal Peer Support Specialist Certification Email Address**

[PeerCertification@Calmhsa.org](mailto:PeerCertification@Calmhsa.org)

## **California Mental Health Services Authority (CalMHSA) RFP's & Announcements**

[www.calmhsa.org/the-future/bids-and-contracting-opportunities](http://www.calmhsa.org/the-future/bids-and-contracting-opportunities)

## **DHCS Medi-Cal Peer Support Services Specialist Program – Frequently Asked Questions**

<https://www.dhcs.ca.gov/Pages/Medi-Cal-Peer-Support-Services-Specialist-Program-Frequently-Asked-Questions.aspx>

## **Behavioral Health Information Notice 21-041 (Medi-Cal Peer Support Specialist Certification Program Implementation)**

[https://www.dhcs.ca.gov/Documents/CSD\\_BL/BHIN-21-041.pdf](https://www.dhcs.ca.gov/Documents/CSD_BL/BHIN-21-041.pdf)

# Presenter Information

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# Closing Remarks and Next Steps



**Monica Reeves**

Project Director | Crisis Care Mobile Units

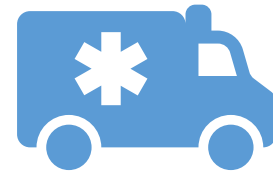
# Next Steps



Convene team members and share map



Identify strategies to create a project wide CCMU concept map



May also want to create team specific concept maps



Discuss concept map with your Implementation Specialist in coaching sessions and be prepared to present at next Learning Collaborative.

**Appreciation!**

*Thank you*



# Contact Us

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