
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Health Home Learning Collaborative

Peer & Family Support

02/20/2023

Agenda

- Introductions
- Topic of the month.....Amerigroup
- Questions.....All
 - Coming Up
 - *March 20, 2023 – Trauma Informed Care*
 - *April 25, 2023 – Spring Face to Face Learning Collaborative*
 - *May 15, 2023 – Annual InterRAI Training*

This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid

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Logistics

- Mute your line
- Do not put us on hold
- Attendance and engagement is expected
- Type your questions in the chat as you think of them. Time permitting, we will address questions at the end of the presentation.

Learning Objectives

- Learn about the history of Peer and Family Support both nationally and within Iowa
- Learn about the variety of ways that Peer and Family Support can be utilized within an IHH Team
- Learn about resources and support available for Peer and Family Support

Background

Definitions

“A Peer Support Specialist is a trained professional with lived experience of mental health and/or substance use recovery offering non-clinical support to persons with mental health, substance use, and/or trauma related challenges.”

“A Family Support Specialist is a trained professional with lived experience of being the parent or primary caregiver of a child with a SED Diagnosis.”

Peer & Family Support Background

- Long tradition among Alcoholics Anonymous community, and those with cancer, heart disease, grief communities, etc.
- An Evidence Based Practice
- 1915 B-3 Medicaid billable service for members enrolled in Managed Care
- Core service in the Mental Health and Disability Services (MHDS) Regions
- Iowa started training Family\Peer Specialists in 2005

Unique Role of Family & Peer Support

- Demonstrate the reality of Recovery through their lived experience inspiring hope
- Strengthen natural supports and connection to the community
- Role model personal responsibility, self care, and other wellness tools
- Combat discrimination/stigma

System Level Benefits of Peer & Family Support

- Low barrier & economical service
- Expands community-based services
- Less Inpatient & ER use
- Helps identify gaps in service system
- Reduces strain on overburdened workforce
- Supports re-entry into workforce

Where Is Peer & Family Support Offered?

Currently

- Community Mental Health Centers
- Wellness Centers
- Mobile Crisis
- Warm Line
- Peer-run Respite
- Assertive Community Treatment (ACT) Teams
- Integrated Health Homes
- Access Centers

The Future

- Hospitals (ERs & Inpatient Units)
- Residential Care Facilities (RCFs)
- Federally Qualified Health Centers (FQHCs)
- Law enforcement
- Prisons & Jails

Is there Peer or Family Support offered in your community outside of the IHH?

Within an IHH

Individual and Family Support

Peer Support or Family Peer Support Specialist, may assist with the following individual and Family support services:

- Providing assistance to members in accessing needed self-help and peer/family peer support services
- Advocacy for members and families
- Family support services for members and their families
- Assisting members to identify and develop social support networks
- Support medication adherence efforts
- Identifying community resources that will help members and their families reduce barriers to their highest level of health and success
- Linkage and support for community resources, insurance assistance, waiver services
- Connection to peer advocacy groups, family support networks, wellness centers, NAMI and family psycho educational programs

Comprehensive Care Management

Peer Support Specialist or Family Support Specialist may assist or contribute information to support the Comprehensive Assessment or Person-Centered Plan.

Care Coordination

Peer Support Specialist or Family Support Specialist may assist with the following Care Coordination services:

- Outreach
- Follow-up monitoring
- Assist the member to schedule appointments
- Attending joint staffing treatment meetings
- Support coordination of care with providers and specialist

Health Promotion

Peer support specials may assist with this service through peer lead programs:

- Wellness Recovery Action Plan (WRAP)
- Whole Health Action Management (WHAM)
- Partner with local Recovery Center
- Refer to\Partner with local organizations (Y, HyVee, ISU Extension, Faith Community, Farmers Market, Community College)

Comprehensive Transitional Care

Peer support specialist may assist with this service through peer lead programs service activities include, but are not limited to:

- Engage member and/or caregiver as an alternative to emergency room or hospital care
- Participate in development of crisis plans (WRAP)
- Monitor for potential crisis escalation/need for intervention
- Follow-up phone calls and face-to-face visits with members/families after discharge from the emergency room or hospital

Referral to Community and Social Support Services

Peer Support Specialist or Family Support Specialist

- Support the member to participate in social supports

Peer & Family Support are not ...

- Mini Clinicians
- Assistant Care Coordinators
- Administrative Assistants

How do you use Peer and Family Support?

Resources

WRAP (Wellness Recovery Action Plan)

- Created by a person with lived experience
- Evidence Based Practice
- Leverages Peer Support
- Crisis & Post Crisis Planning
- Life Connections provides training in Iowa
- In the SPA, an example of increasing health literacy and self-management skills (Health Promotion)

www.mentalhealthrecovery.com/wrap-is

<https://lifeconnectionsrecovery.org/program-services/wrap>

U of I Peer Support Training

- Training for Adult & Family Support Specialists
- Supervisor Training
- Ethics Training
- Continuing Education
- Workforce Development

<https://iowapeersupport.sites.uiowa.edu/>

Iowa Peer Network

- Online Monthly Meetings
- Peer Support for Peer Support Group
- Peer Support Summit on May 19th & 20th

<https://iowapeernetwork.org/>

AbbeHealth IHH Experiences

Todd Lange

- Email\Phone\Video consultation
- Peer Support Resource Kit
- Peer Support Inventory
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Are there resources that you could use?

Questions?

Thank you!