



NC TIDE 2016 FALL CONFERENCE

Greensboro, NC

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**North Carolina's Certified
Peer Support Specialist Program**

*An initiative of the NC Division of Mental
Health, Developmental Disabilities and
Substance Abuse Services*



UNC
SCHOOL OF SOCIAL WORK

Presenters

- Ken Schuesselin, Jr. MPA
Consumer Policy Advisor
N.C. Division of Mental Health, Developmental
Disabilities and Substance Abuse Services,
North Carolina Department of Health and
Human Services
- Ronald L. Mangum, Clinical Assistant Professor
Behavior Health Springboard – UNC – SSW

Purpose Statement

- It is our contention, that there continues to be a misunderstanding of the value of peer support in the behavioral health setting, as well as overt and covert stigma around the illnesses we are treating and the people we are serving. These attitudes spur organizations towards creating processes that can end up creating the very outcomes they are trying to avoid.
- This presentation is designed to create an opportunity for you(Leadership) to identify the extent to which misunderstanding and stigma exist in your organization, and to provide you with some tools to begin to partner with Certified Peer Support Specialists to challenge and change them.
- The payoff, is an organization that is better able to identify opportunities of service and capitalize on those opportunities.

Objectives

- Assist managers in understanding the role of Peer Support and its impact on the entire treatment and recovery continuum
- Assist Leadership in assessing organizational readiness to develop and implement Peer Support
- Provide guidance to Human Resource professionals in the development of job descriptions
- Establishing realistic expectations for Peer Support
- Examine the recruitment and interviewing process
- Examine issues concerning supervision
- How to address concerns in the workplace and how responses can either reduce or perpetuate stigma and discrimination
- Issues of unaddressed stigma and discrimination in the workforce

Defining Your Organizational Culture

- How would you define your organizational culture?
- Does your organization welcome and accept differences?
- Does Cultural Competency extend to Peer Support?
- Are you able to measure your organizations cultural competency?
- Is a system in place to implement change?

Organizational Culture Defined

- The values and behaviors that contribute to the unique social and psychological environment of an organization.

Organizational culture includes an organization's expectations, experiences, philosophy, and values that hold it together, and is expressed in its self-image, inner workings, interactions with the outside world, and future expectations. It is based on shared attitudes, beliefs, customs, and written and unwritten rules that have been developed over time and are considered valid.

Cultural Competency

- Cultural competence refers to a trait wherein a person is able to coordinate, work, or interact with other people that are of different cultures and social backgrounds. A person is said to be cultural competent when he/she brings efficiency in terms of dealing with people of different ethnicity or backgrounds. This particular trait is especially useful for some professions wherein people regularly meet and interact with different groups of people with different cultures.

Defining Stigma

A set of negative, unfair beliefs and inaccurate assumptions that a society or group of people have about something.

- What might be ways that an organization might stigmatize Peer Support?
- What might be ways that an organization might stigmatize Peer Supporters?
- How might an organization address stigma?

Is your Organization Ready

Organizational Readiness Tool

- What insights were gained from this exercise?
- What else is needed to implement Peer Support?



Implementing Peer Support

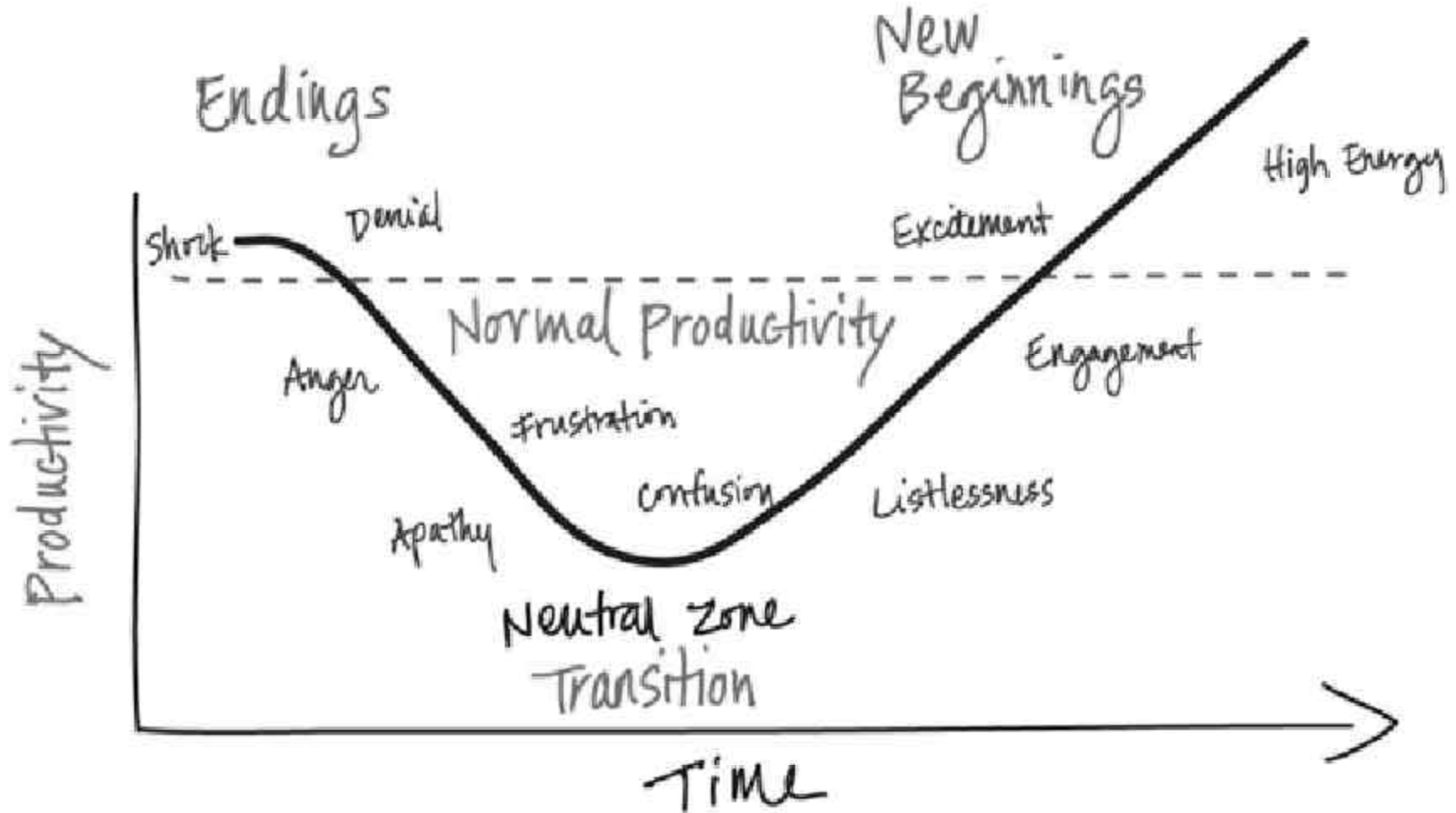
- Has a PSS champion been identified?
- Does your champion have leadership support?
- Is there a system in place to manage change
- What is your organizational view of Peer Support
- Are there barriers in your organization needing to be addressed
- Are changes necessary to embrace Peer Support

Stages Of Change

Plan & Analyze	Design	Build & Test	Deploy and Transition
<ul style="list-style-type: none"> • Inform stakeholders • Communicate project timeline, intended audience, and system to be implemented • Inform stakeholders about where they can obtain program information 	<ul style="list-style-type: none"> • Inform stakeholders how they will work with the new changes • Communicate system and business process changes • Inform stakeholders of training to be provided 	<ul style="list-style-type: none"> • Inform stakeholders about the upcoming implementation • Communicate all rollout activities • Inform stakeholders of training timeline and enrollment process 	<ul style="list-style-type: none"> • Inform stakeholders of key project milestones • Communicate issues and resolutions • Inform stakeholders of ongoing support processes
Change Commitment Curve			
Awareness		Acceptance	
Understanding		Commitment	
<ul style="list-style-type: none"> • Explain the goals, purpose, and rationale for the project • Explain the benefits 	<ul style="list-style-type: none"> • Explain the impact to their role • Understand the need for change • Use change network to communicate key change measures 	<ul style="list-style-type: none"> • Explain changes to the business processes • Explain how it will be implemented • Explain how they will use it to do their jobs 	<ul style="list-style-type: none"> • Explain the benefits • Use the new system to do their job • Participation in support activities and followup

Stages of Change - FISCAL Change Management Office Wave 2 Kick Off
http://www.fiscal.ca.gov/documents/W2_Analyze_Kickoff_forDepts_v2.pdf

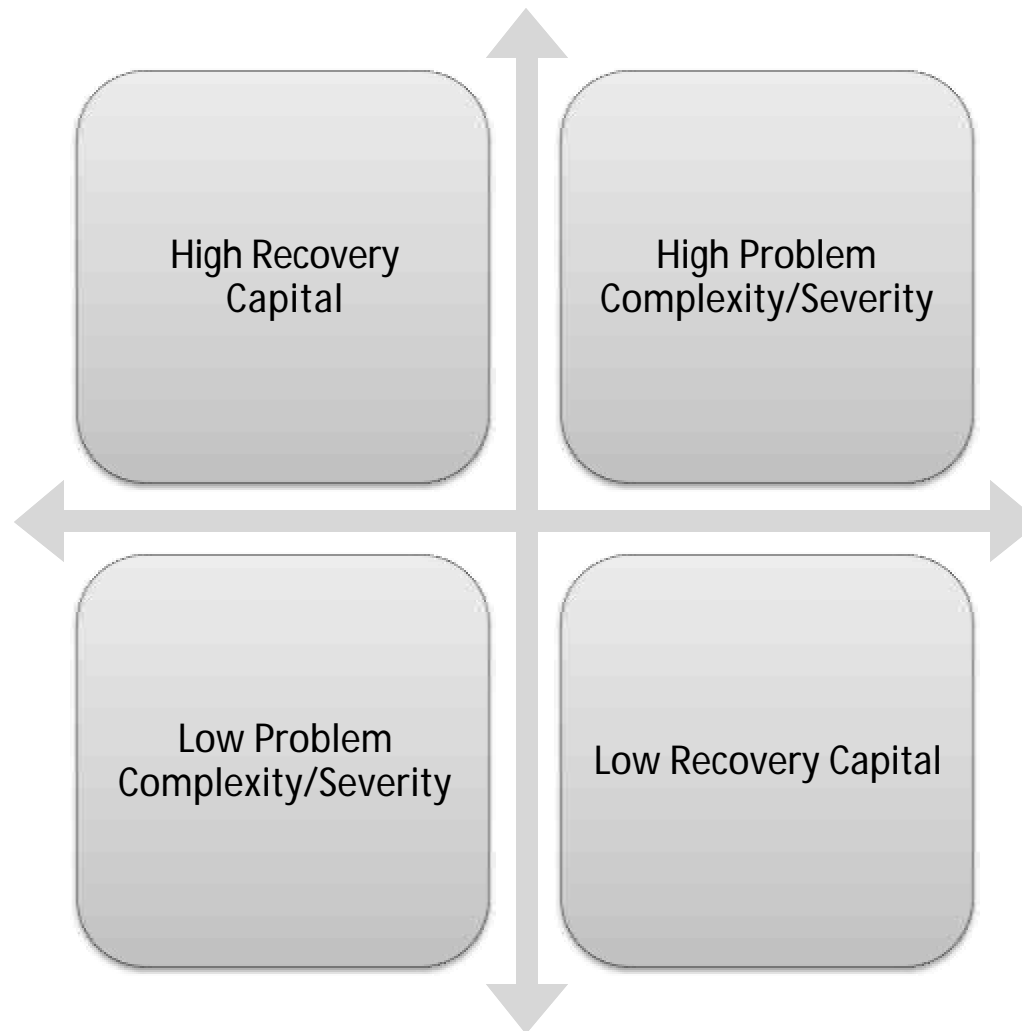
William Bridges Change Model



Recovery Capital

- How would you define Recovery Capital?
- What is Recovery Capital?
- Define Recovery Capital.
- Why is Recovery Capital Important?
- Recovery Capital Scale.

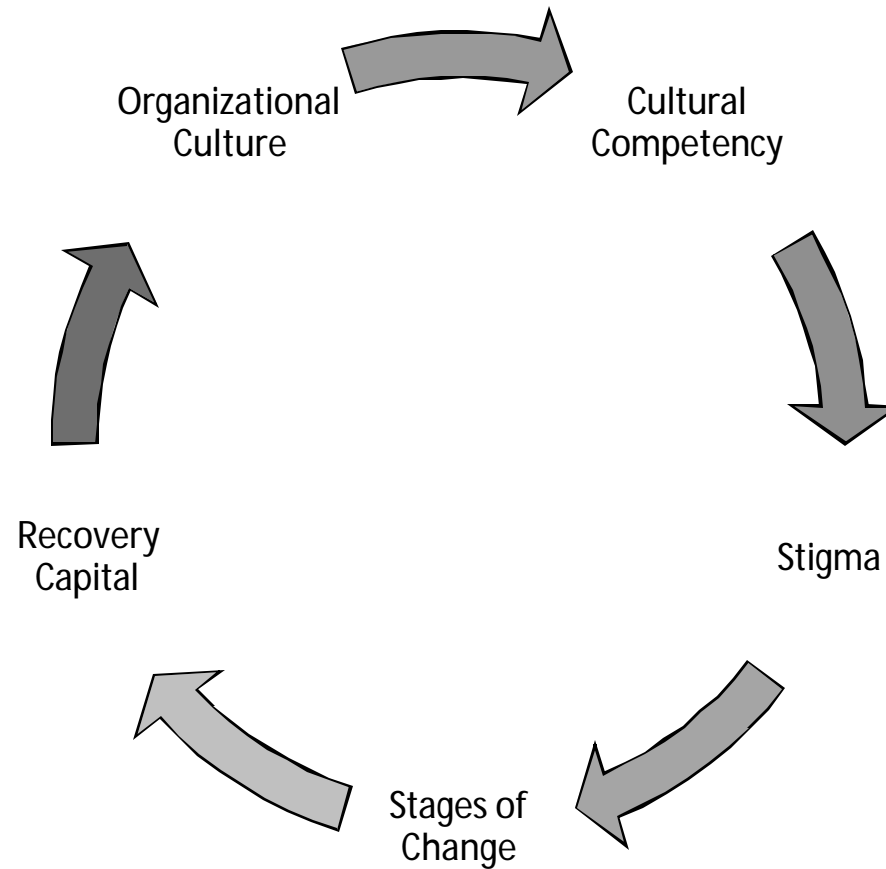
Recovery Capital Scale (Granfield and Cloud)



Five Key Principles Guide -NIATx Model

- Research conducted in Europe, the United States, and Canada generated a list of 80 factors critical to fostering change (Gustafson and Hundt, 1995).
- Tests for statistical significance revealed that only five of these factors consistently influenced efforts to overcome barriers to process improvement:
 1. Understand and involve the customer
 2. Fix key problems; help the CEO sleep
 3. Pick a powerful Change Leader
 4. Get ideas from outside the organization or field
 5. Use rapid-cycle testing to establish effective changes

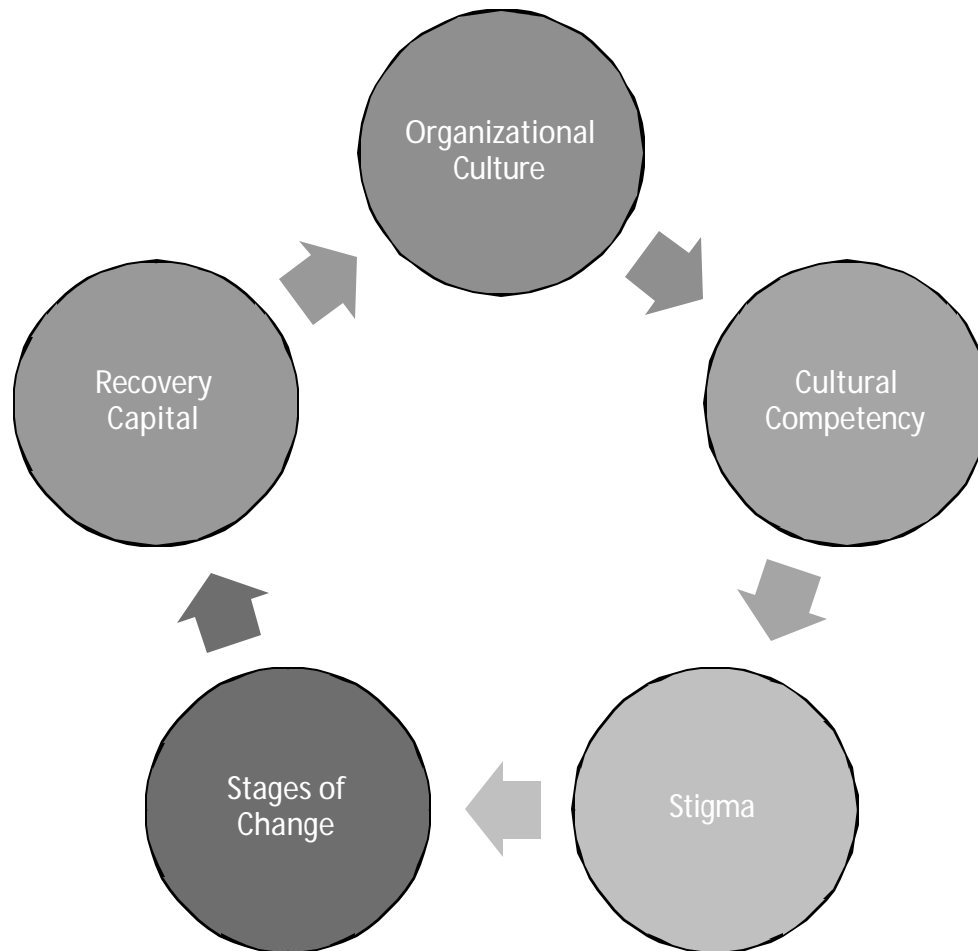
Organizational Process



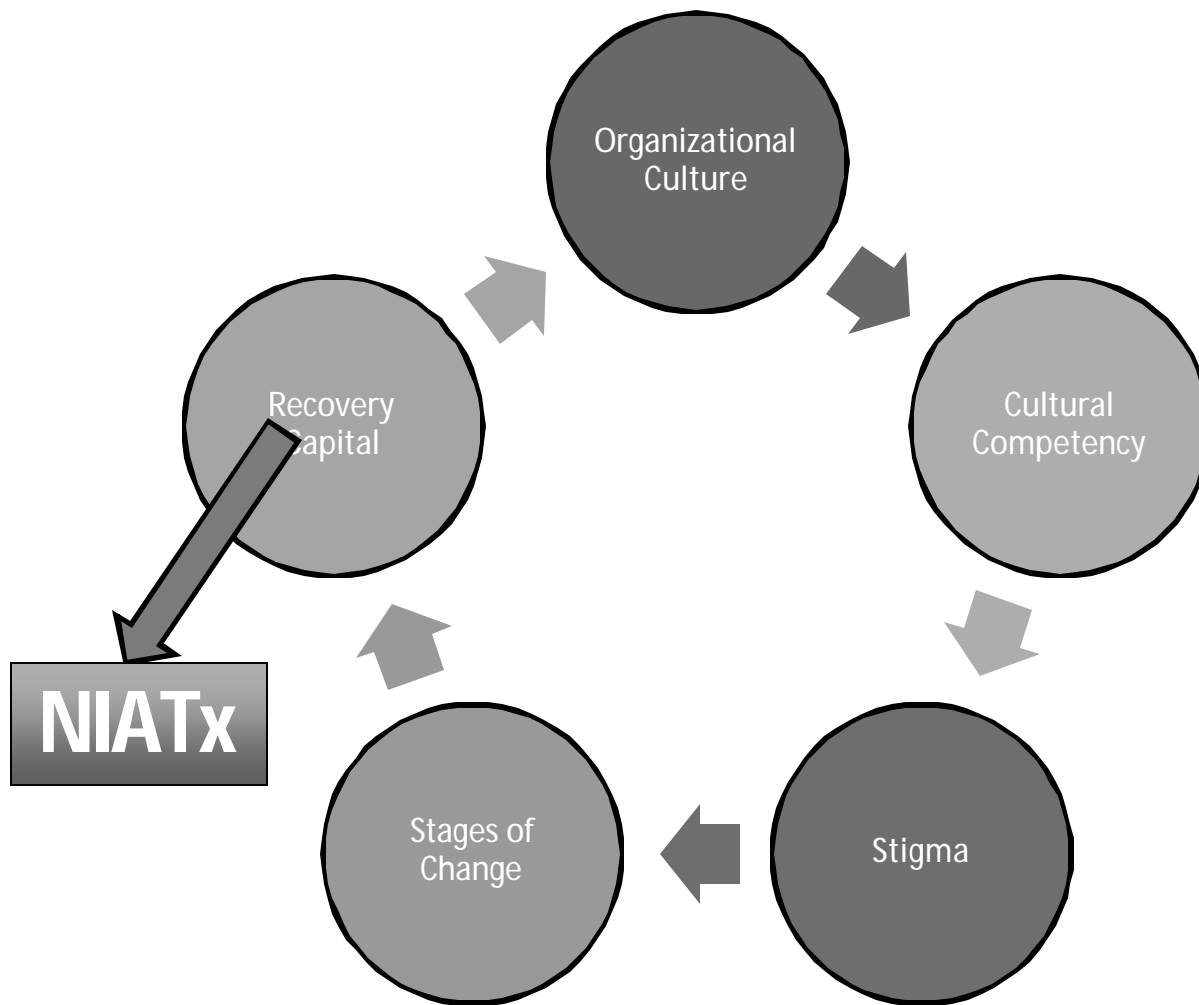
Organizational Process



Organizational Process



Organizational Process



Questions



Resources

Managing Transitions: Making the Most of Change By William Bridges

http://teachingcommons.cdl.edu/ccssm/resources/documents/Divided_Bridges_Excerpt.pdf

http://www.wmbridges.com/books/books-mt_chpt_2.html

NIATx

<http://www.niatx.net/Content/ContentPage.aspx?PNID=2&NID=15>

Contact Information

- Ken Schuesselin, Jr. MPA
919-733-7011 office
ken.schuesselin@dhhs.nc.gov
- Ronald L. Mangum, MA
919-843-7583
rlmangum@email.unc.edu