

iNAPS: STATE OF THE PEER SUPPORT WORKFORCE

MARTHA BARBONE, Interim
Director of Operations

DANA FOGLESONG, MSW,
NCPS, President, Board of
Directors

MHIA
Mental Health America
B4Stage4

About iNAPS



NATIONAL ASSOCIATION OF PEER SUPPORTERS

- Trade association for the peer support profession
- Members include peer support specialists, supervisors, and allies
- Mission is to grow the peer support profession by promoting the inclusion of peer support specialists throughout healthcare and other community systems

Learning Objectives

PARTICIPANTS WILL:

1. Review data on **EDUCATION, COMPENSATION, AND SATISFACTION**
2. Describe the **NATIONAL PRACTICE GUIDELINES FOR PEER SPECIALISTS AND SUPERVISORS**
3. Describe how and why we developed a **STANDARD OCCUPATIONAL CLASSIFICATION**

Peer Support Studies

THE EVIDENCE

Certification

Wolf, J. (2018). National trends in peer specialist certification.

iNAPS National Practice Guidelines

Website: www.peersupportworks.org

World Health Organization. (2019). One-to-one peer support by and for people with lived experience. WHO Quality Rights guidance module.

Education, Satisfaction & Pay

INAPS (2016). A report on U.S. Peer Support Provider Levels of Education, Compensation, and Satisfaction.

Organizational Climate

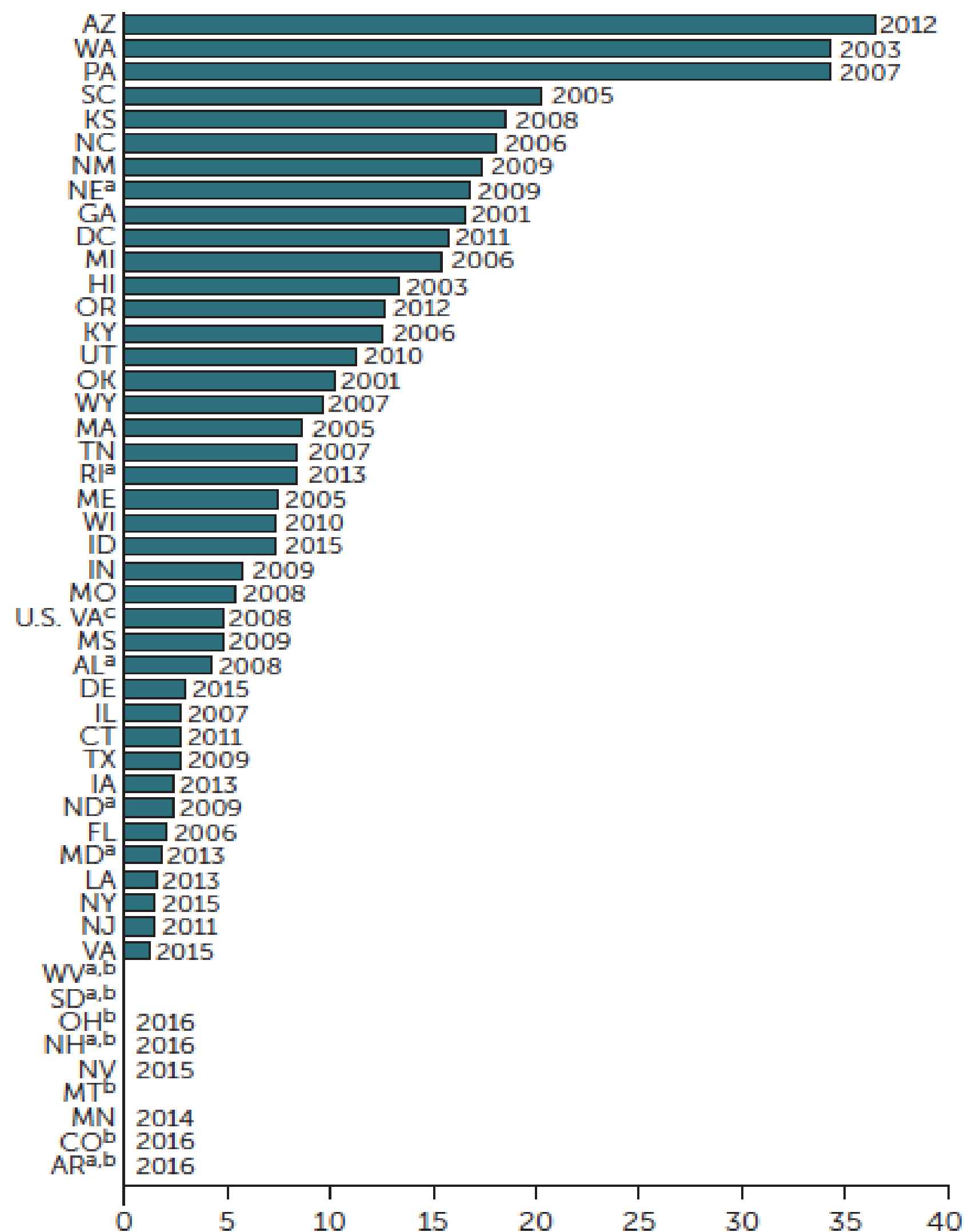
Jones, N., Teague, G. B., Wolf, J., & Rosen, C. (2020). Organizational Climate and Support Among Peer Specialists Working in Peer-Run, Hybrid and Conventional Mental Health Settings.

National Trends in Peer Specialist Certification

(Wolf, 2018)

Nationwide in
2016, 25,317
Mental health
certified peer
specialists

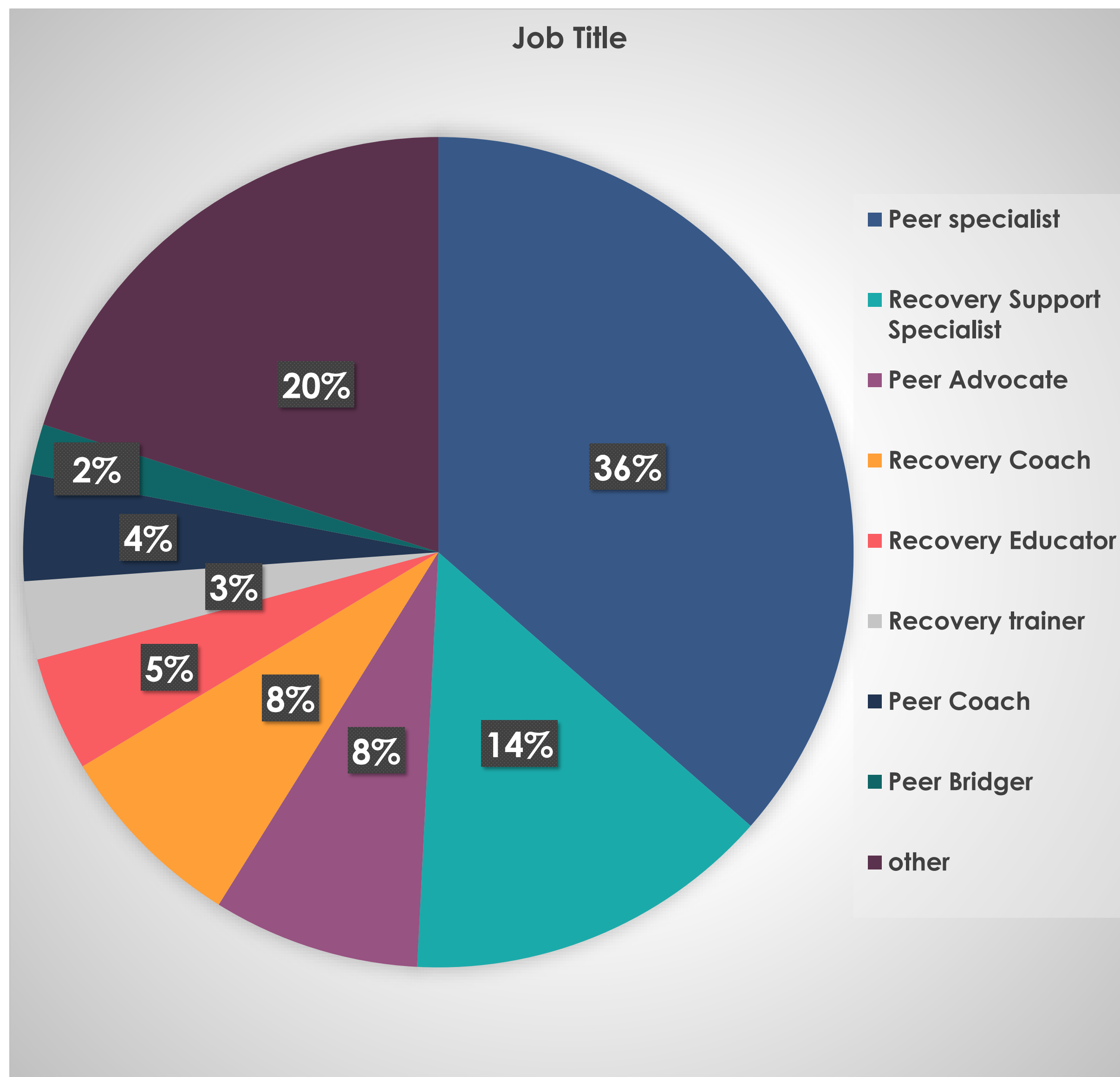
FIGURE 1. Certified peer specialists per 100,000 population, by year of program adoption and state



Job Titles

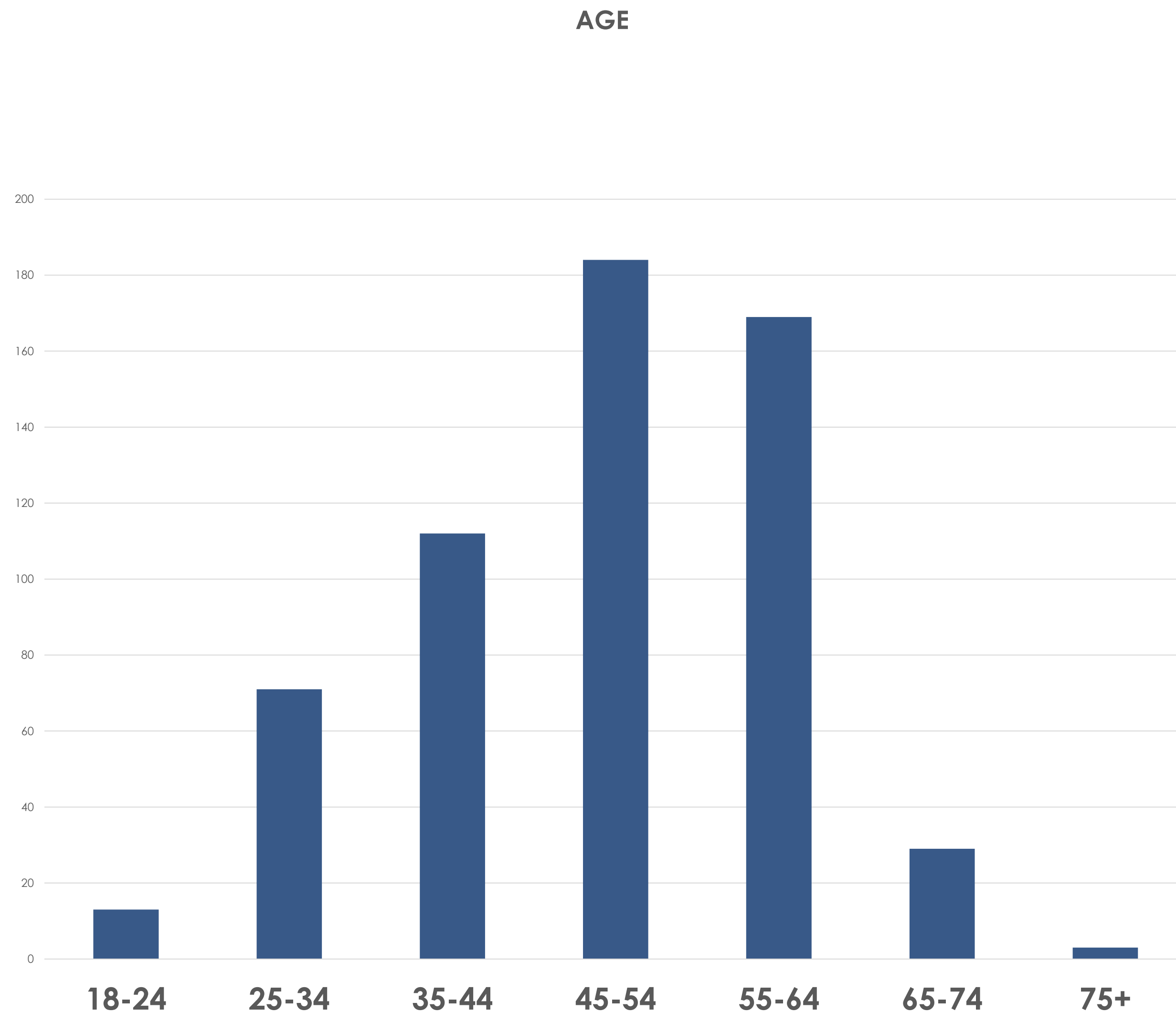
INAPS, 2016

- 665 Responses
- 219 unique job titles were provided to iNAPS in earlier surveys of over 800 peer specialists during the development of the National Practice Guidelines for peer support providers.



Age

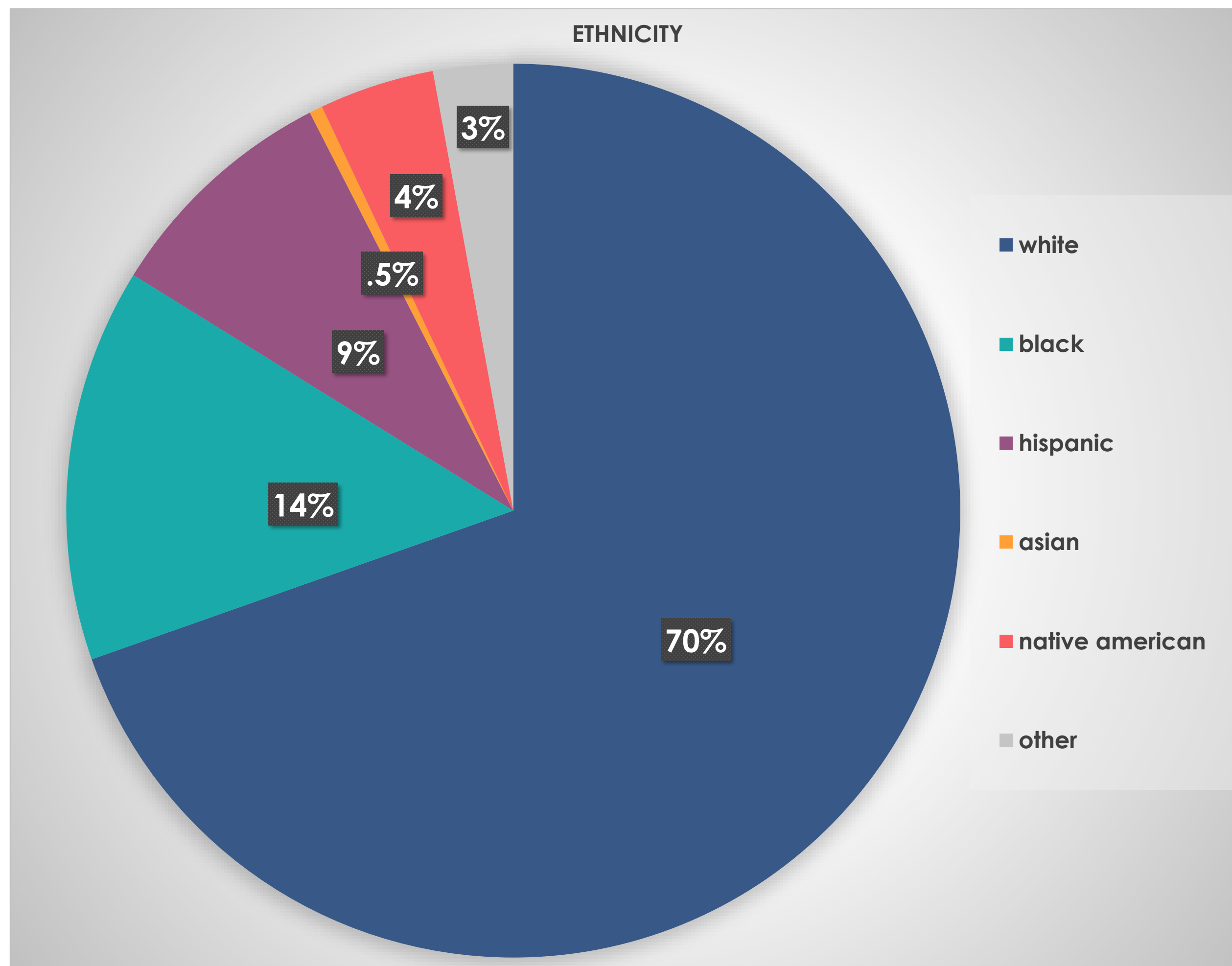
INAPS, 2016



RACE/ETHNICITY

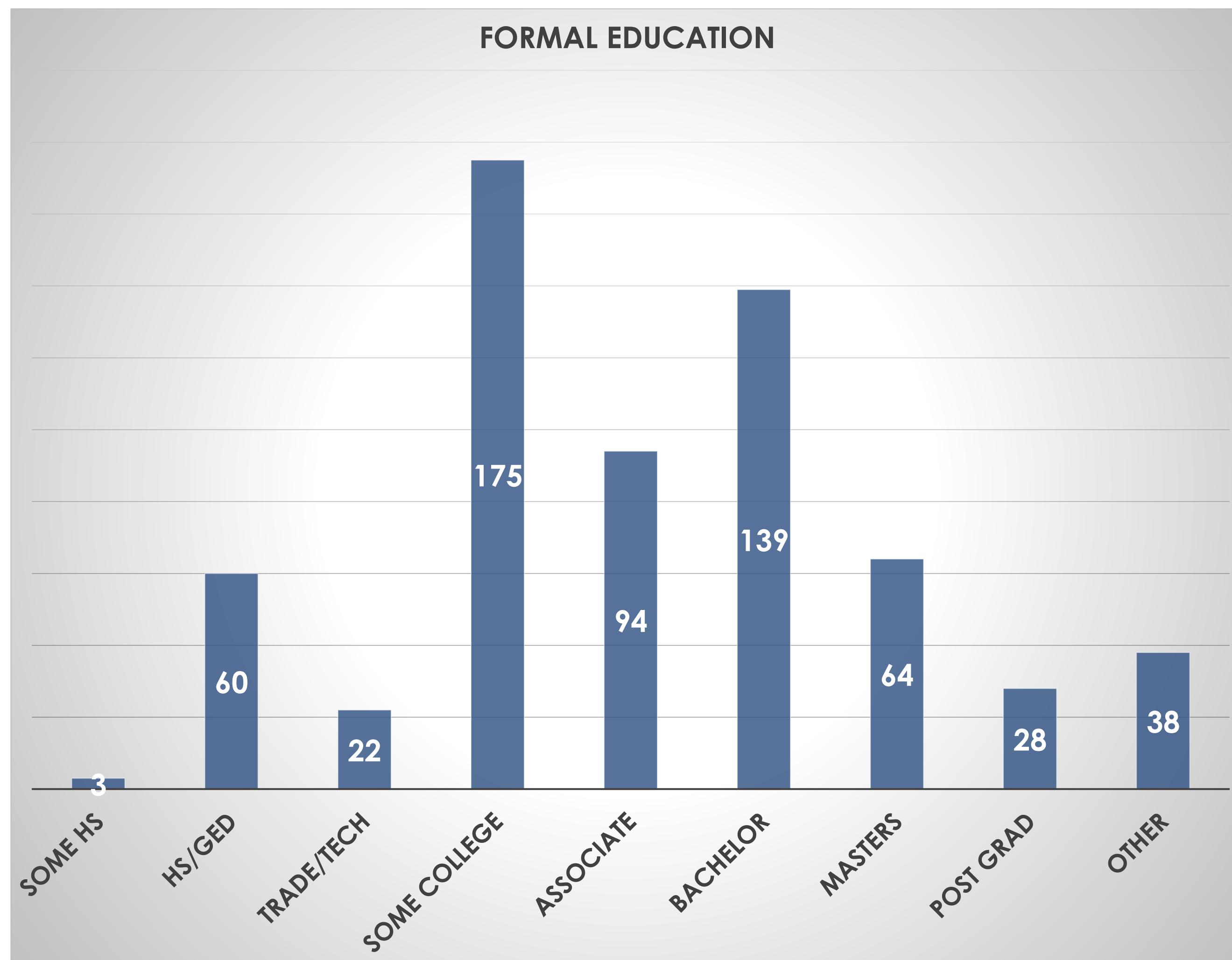
577 Responses

- Asian 0%
- Black 14%
- Hispanic 9%
- Native American 4%
- Other 3%
- Included, two or more races, black and white, Chicano, Mexican American
- White 70%



Education

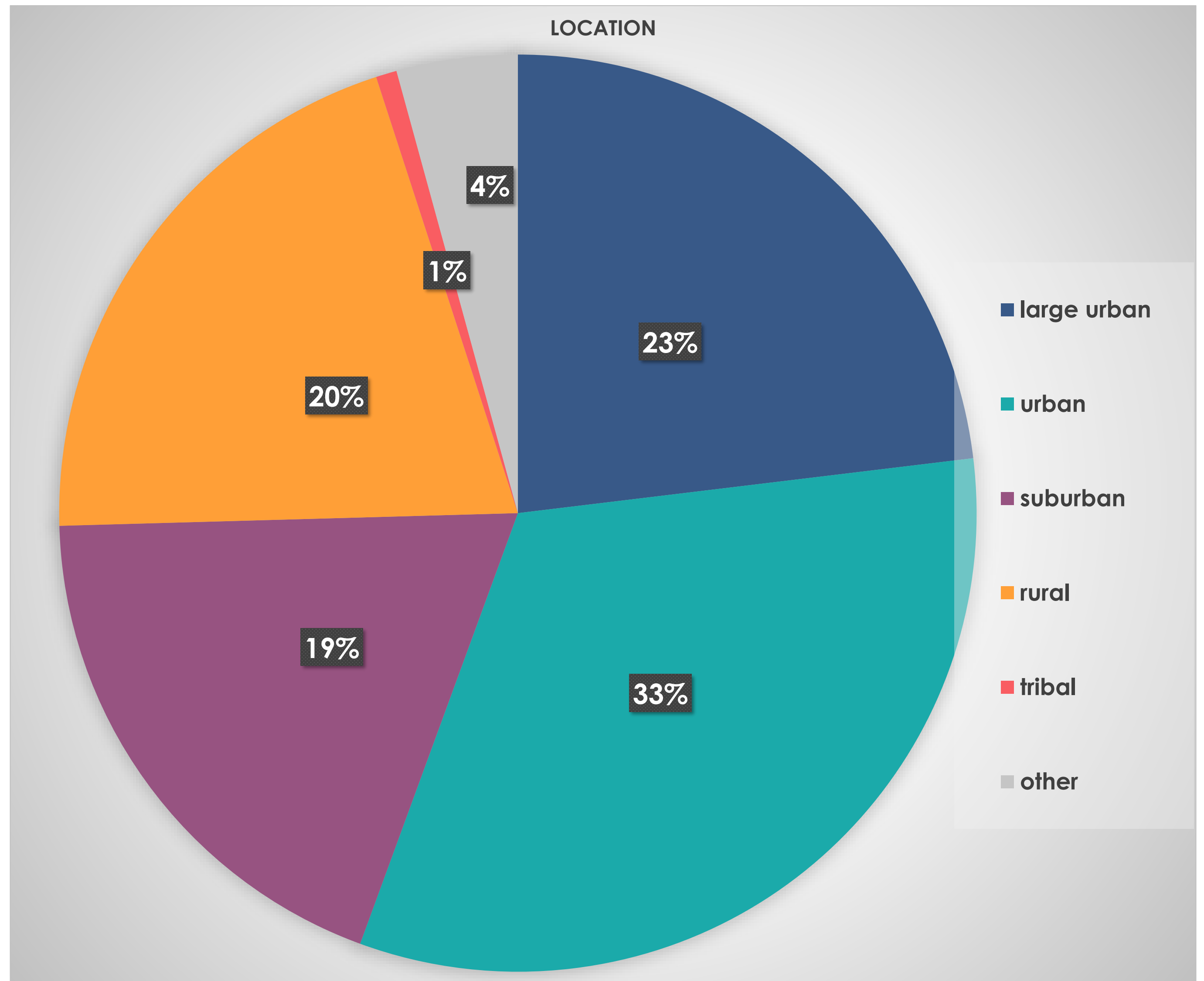
INAPS, 2016



Location

INAPS, 2016

The location where I practice peer support...



A Report on U.S. Peer Support Provider Levels of Education, Compensation, and Satisfaction, 2014, iNAPS

Year of Survey	Average Hourly Wage	Average Weekly Hours	Average Years on the Job	Average # of Peers Served per Week	Percent Received job training
2007 n=173	\$12.13	29.5	2.8	16.7	82.7%
2014 n=288	\$13.53 n=288	32.2 n=570	3.8 n=515	19.75 n=523	93.3% n=524

A Report on U.S. Peer Support Provider Levels of Education, Compensation, and Satisfaction, 2014, iNAPS

Peer Support providers rate their overall job satisfaction as:

Year of Survey	Always (Satisfied)	Mostly (Satisfied)	Somewhat (Satisfied)	Not at All (Satisfied)
2007 n=173	31.5%	60.7%	7.1%	0.6%
2014 n=516	55.4% n=286	33.0% n=171	5.6% n=29	2.1% n=11

A Report on U.S. Peer Support Provider Levels of Education, Compensation, and Satisfaction, 2014, iNAPS (1)

The greatest reward for working as a peer support provide was reported as:

Year of Survey	Money	Helping Others	Having Something to do	Helping With My Own Recovery
2007 n=171	5.5%	73.5%	5.9%	16.7%
2014 n=521	2.1% n=11	86.0% n=446	1.9% n=10	10.4% n=54

A Report on U.S. Peer Support Provider Levels of Education, Compensation, and Satisfaction, 2014, iNAPS (2)

Peer support providers reported feeling respected by their supervisor and colleagues at work (as an equal member of the team and not a patient or client):

Year of Survey	Frequently (strongly agree)	Sometimes (Agree)	Rarely (disagree)	Never (strongly disagree)
2007 n=173	65.2%	30.5%	3%	1.2%
2014 n=512	44.3% n=226	35.0% n=180	7.4% n=38	2.8 n=14

Impact of Organizational Climate and Support

Jones, Teague,
Wolf, & Rosen,
2020

In direct comparisons, peer-run programs outranked all other groups in the areas of perceived organizational climate, supports for career development and perceived service quality.

Findings showed that peer specialists reporting greater depth and breadth of participation in roles/responsibilities in areas of organizational leadership and representation as opposed to emphasis on involvement in supporting direct services—e.g., higher rates of ‘case management’ responsibilities - were more likely to be based in organization types that offered more positive climate and support.

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National Practice Guidelines for Peer Supporters

- Member surveys-2007
- Situational analysis - 2010
- Task force -2012
- Task force recommendations
- Substance use recovery buy-in
- 98% agreement on core values (1000+ surveyed)
- Published in 2013
- Included in WHO guidance in 2019

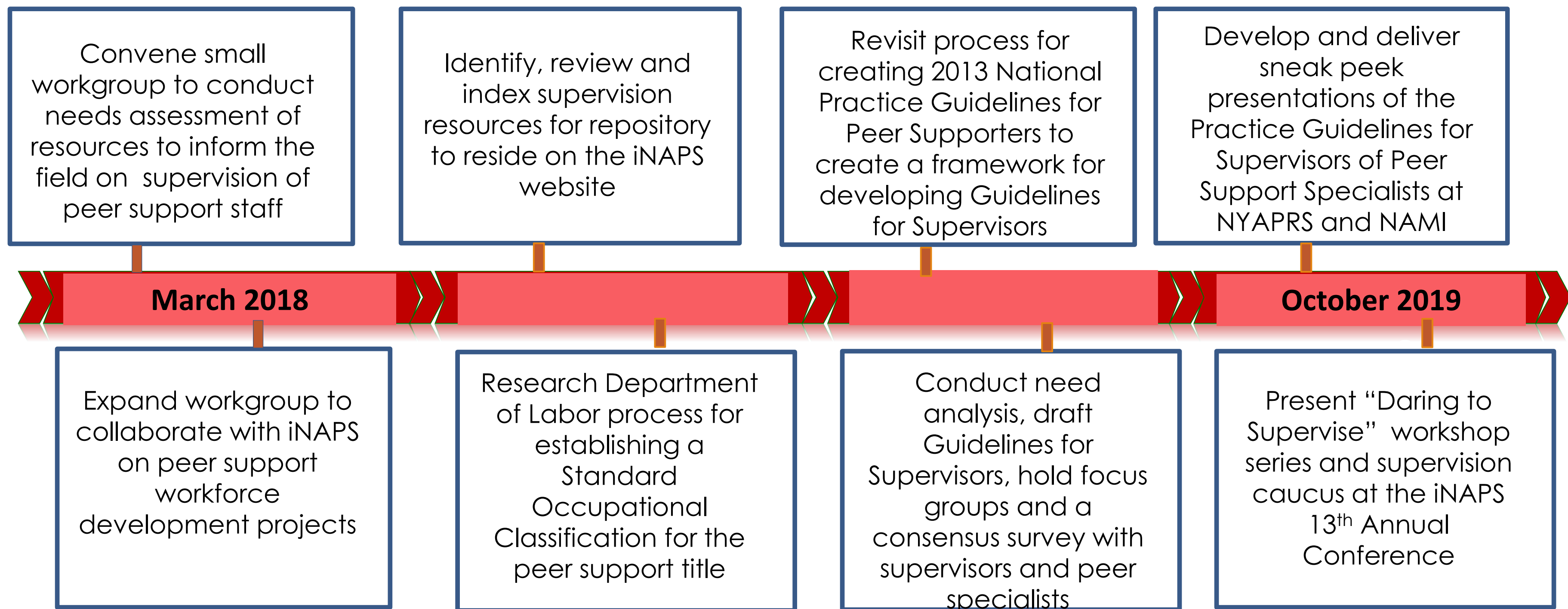


National Practice Guidelines

Core Values

1. Peer support is voluntary
2. Peer supporters are hopeful
3. Peer supporters are open minded (nonjudgmental)
4. Peer supporters are empathetic
5. Peer supporters are respectful
6. Peer supporters facilitate change
7. Peer supporters are honest and direct
8. Peer support is mutual and reciprocal
9. Peer support is equally shared power
10. Peer support is strengths-focused
11. Peer support is transparent
12. Peer support is person-driven

Timeline: Developing Guidelines for Supervisors



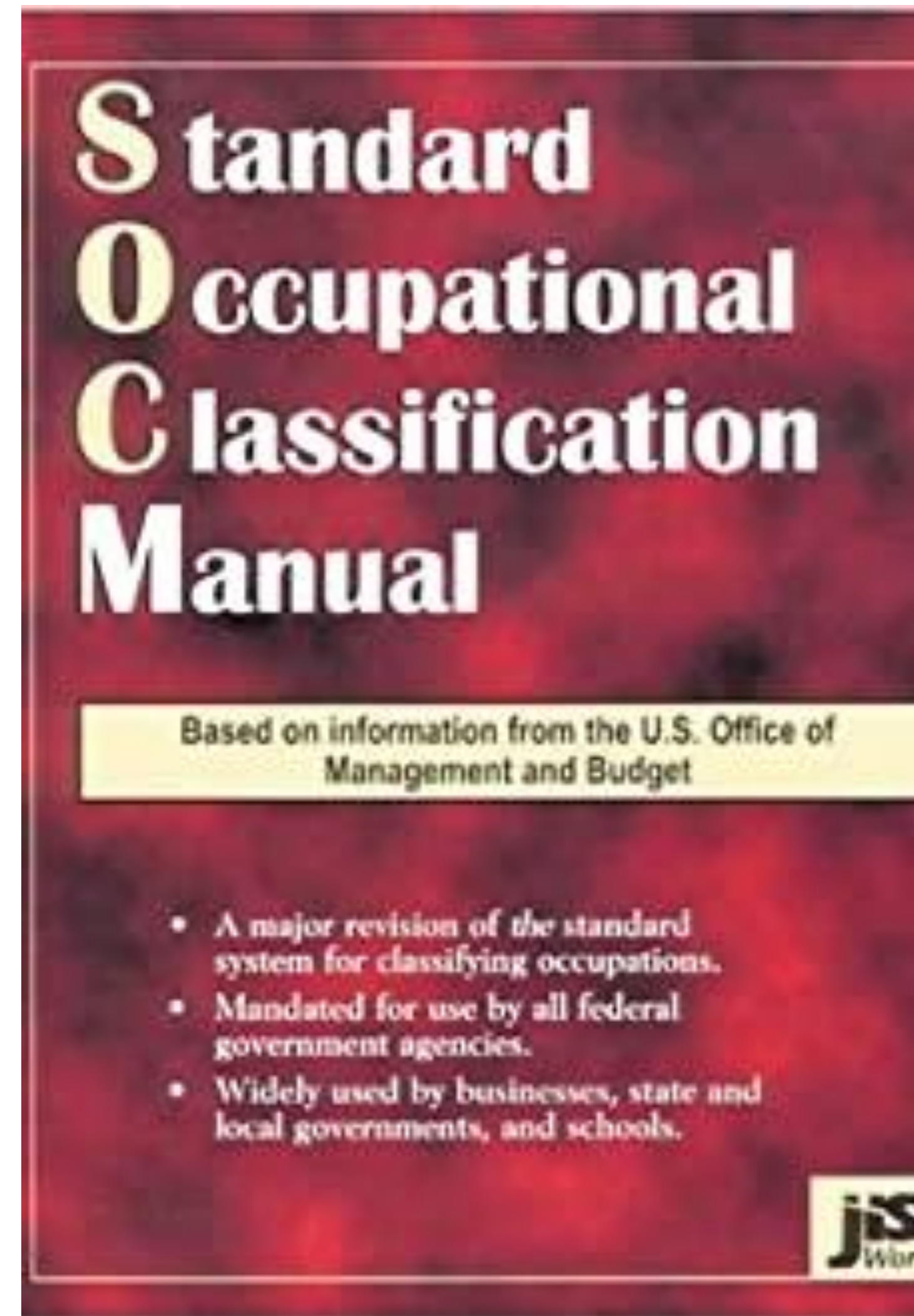
Using the National Practice Guidelines for Peer Specialists and Supervisors

- Share guidelines with employers / supervisors
- Focus on putting one per week into practice
- Use the guidelines in supervision sessions
- Share examples with your peers
- Debrief challenges with your peers

CORE VALUE	PEER SUPPORTER GUIDELINES <i>What this core value looks like in practice</i>	SUPERVISOR GUIDELINES <i>How supervisors promote this practice</i>
3) PEER SUPPORTERS ARE OPEN MINDED	PRACTICE: WITHHOLD JUDGMENT ABOUT OTHERS	THE SUPERVISOR ROLE IS TO:
<p>Being judged can be emotionally distressing and harmful. Peer supporters “meet people where they are at” in their recovery experience even when the other person’s beliefs, attitudes or ways of approaching recovery are far different from their own.</p> <p>Being nonjudgmental means holding others in unconditional positive regard, with an open mind, a compassionate heart and full acceptance of each person as a unique individual.</p>	<ul style="list-style-type: none"> • Peer supporters embrace differences of those they support as potential learning opportunities. • Peer supporters respect an individual’s right to choose the pathways to recovery individuals believe will work best for them. • Peer supporters connect with others where and as they are. • Peer supporters do not evaluate or assess others. 	<ul style="list-style-type: none"> • View differences as an opportunity for learning. Refrain from seeing differences as pathology (symptoms); consider “what happened?” rather than “what’s wrong?” • Learn with and from peer support specialists about different pathways to recovery and alternate perspectives about individuals. • Respect peer support specialists’ individual recovery journeys and knowledge of recovery approaches.

Development of a Standard Occupational Classification (SOC) for Peer Support Specialists

- What is an SOC? Used by federal agencies to classify workers into occupational categories for the purpose of collecting, calculating, or disseminating data. Can result in increased funding and also to advocate for higher wages, training, etc.
- Currently, peer support specialists are likely classified with Community Health Workers - examples: lay health advocate, peer health promoter, promotor
- Process to add a new SOC definition takes several years



Proposed SOC Definition for Peer Support Specialist

1. Provide non-clinical support services to individuals and/or groups that align with established guiding principles and core competencies
2. Disclose personal experiences of overcoming challenges in ways that inspire hope, empowerment, and positive action.
3. Engage individuals in personalized, peer-to-peer relationships that support development and use of skills to manage crises and achieve recovery, wellness, and life goals.
4. Use personal knowledge to navigate systems and link individuals to resources and services including education, employment and social activities that can help them to achieve their goals.
5. May educate individuals and/or groups, as well as their family members, about health, wellness, and recovery.
6. May use lived experience to educate colleagues on using person-centered, recovery-oriented practices when interacting with individuals and/or groups to enhance the provision of services and supports.
7. May engage in facilitating individual rights and systems advocacy.
8. **Excludes** Community Health Workers (21-1094)

American Community Survey (ACS)

Census form that collects
information on
occupation

Our ask – Write Peer
Support Specialist for
Occupation

e. What was this person's main occupation?
(For example: 4th grade teacher, entry-level plumber)

f. Describe this person's most important activities or duties. *(For example: instruct and evaluate students and create lesson plans, assemble and install pipe sections and review building plans for work details)*

Join Us on October 13th - 17th!



www.peersupportworks.org



Thank You



Martha Barbone
Interim, Director of Operations

Dana Foglesong
President, Board of Directors



info@peersupportworks.org



www.peersupportworks.org