



# Nebraska's Transformation Transfer Initiative:

2/4/2014

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Public Policy Center  
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# Transformation Transfer Initiative

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- Peer Support Facilitator Training
  - Vicarious Trauma/Compassion Fatigue Training
  - Trauma Across the Lifespan Conference
  - Trauma Literature Review
  - Peer Support Survey
  - Peer Support Focus Groups
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# NE IPS Facilitator Training

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- Trainers: Chyrell Bellamy, Chris Hanson, Steven Morgan, Paige Hruza, Susan Hancock
  - August 26-30, 2013
  - Region 6 Offices - Omaha
  - 10 Participants
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# NE IPS Facilitator Training

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- Principles and core skills of adult education
  - Overview of the stages and practices of group work
  - History of the Consumer/Survivor/Peer Movement
  - The mechanics of facilitation, training and education
  - The principles, practices and skills of Intentional Peer Support (IPS)
  - The principles, philosophy and practice of person-centered planning
  - Dealing with difficult situations
  - Working in the mental health system
  - Self and Relational Care
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# Compassion Fatigue/Vicarious Trauma Training

- Kay Glidden & Beth Reynolds
  - Purpose: Understand signs of compassion fatigue/vicarious trauma/burnout and tools for combatting
  - August 16, 2013
  - 22 Participants
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# Compassion Fatigue/Vicarious Trauma Training

<b>Quality/Relevance of Information</b>	<b>3.82</b>
<b>Organization</b>	<b>3.64</b>
<b>Presenters</b>	<b>3.88</b>
<b>Materials</b>	<b>3.64</b>
<b>Likely to Apply What Learned</b>	<b>3.85</b>
<b>Overall</b>	<b>3.79</b>

*Ratings ranged from "1" Poor to "4" Excellent*

# Compassion Fatigue/Vicarious Trauma Training - Evaluation

- Like the use of different media (video, audio, yoga)
  - Liked interacting with others/discussion
  - Upbeat and interactive
  - Presenters were enthusiastic and knowledgeable
  - Great job!
  - Didn't like: No lunch, too rushed, no breaks
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# Compassion Fatigue/Vicarious Trauma Training - Evaluation

## How will use the information

- Pay more attention to self care
  - Be more mindful of my actions
  - Put oxygen mask on myself before helping others
  - Train my co-workers
  - Share great handouts with others
  - Not slime anyone
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# Trauma Across the Lifespan

<b>Pre-Arrival</b>	<b>4.47</b>
<b>Arrival</b>	<b>4.66</b>
<b>Location/Facility</b>	<b>4.29</b>
<b>Sharon Wise</b>	<b>4.80</b>
<b>Bruce Perry</b>	<b>4.72</b>
<b>Nathan Ross</b>	<b>4.80</b>
<b>Panel Presentation</b>	<b>4.65</b>
<b>Friday Afternoon Speakers</b>	<b>4.07</b>
<b>Overall Conference</b>	<b>4.56</b>

*Ratings ranged from "1" strongly disagree to "5" strongly agree*

# Trauma Across the Lifespan – Most Meaningful

- Sharon Wise, Bruce Perry, Nathan Ross
  - Personal Stories
  - Research
  - Panel Discussion
  - Whole Conference
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# Trauma Across the Lifespan – Suggestions for Improvement

- More time for main speakers
  - More time for questions/panel/discussion
  - Copies of Power Points
  - Policy Makers/Now What?
  - Parking Costs/Break Lines/Lunch/Water
  - Tables/Cramped/Seating/Sound/Bathroom
  - None “Fantastic Conference!”
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# Trauma Literature Review

- Peer Support Specialists have high incidence of past personal trauma
  - Peer Support Specialists, like other helping professions, have high risk of experiencing vicarious trauma and compassion fatigue
  - Trauma is associated with substance abuse, poor health outcomes, job burnout, lower trust and self esteem
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# Trauma Literature Review

- Trauma Treatment
    - Psychological Debriefing
    - Cognitive Behavioral Therapy
    - Psychopharmacology
    - Eye Movement Desensitization and Reprocessing
    - Psychosocial Rehabilitation
    - Creative Therapies
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# Trauma Literature Review

- Trauma-Informed Care
    - Understand early warning signs
    - Reduce other stressors
    - Professional supervision and consultation
    - Professional training on trauma
    - Skill development in caregiving, professional boundaries, conflict resolution, resiliency skills
    - Objective and regular assessment
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# Trauma Literature Review

- Self Care
    - Work system support
    - Adequate time off
    - Relaxation techniques
    - Healthy lifestyle changes
    - Social time
    - Balanced life
    - Spirituality/mindfulness
    - Reducing personal stress
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# TTI Survey/Focus Group Results

	<b>Adult Consumer</b>	<b>Family Consumer</b>	<b>Adult Peer Specialist</b>	<b>Family Peer Specialist</b>
<b>Number of Valid Surveys</b>	70	34	16	26
<b>Number of Focus Group Participants</b>	57	34	25	31



# TTI Survey Results

Type of Trauma	Adult Consumer	Family Consumer	Adult Peer Specialist	Family Peer Specialist
Trauma	81.1% (30)	70.6% (24)	93.8% (15)	96.2% (25)
Vicarious Trauma	45.7% (16)	47.1% (16)	87.5% (14)	76.0% (19)
Compassion Fatigue	54.1% (20)	57.6% (19)	75.0% (12)	80.8% (21)
Any Trauma	84.2% (32)	85.3% (29)	100% (16)	100% (26)

*Percent of respondents indicating they experienced trauma*

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# Trauma Scales

Trauma Scale	Adult Consumer (N=32)	Family Consumer (N=29)	Adult Specialist (N=16)	Family Specialist (N=26)	All Groups Combined
<b>POST TRAUMATIC GROWTH TOTAL SCORE</b> Range=0–105	66.97 (22.90)	68.39 (25.12)	79.07 (21.26)	77.16 (14.97)	71.83 (21.89)
<b>PTSD Symptom Checklist TOTAL SCORE</b> Range = 17 – 85	58.04 (15.74)	45.77 (19.01)	38.23 (10.41)	35.38 (14.64)	45.23 (18.05)
<b>I have increased my use of <i>alcohol or drugs</i>.</b>	1.17 (1.30)	1.07 (0.37)	1.07 (0.26)	1.12 (0.43)	1.28 (0.23)

Mean scores and (standard deviations) - Higher scores indicate more growth and more symptoms

# Focus Group Results - Trauma

- Trauma training – peer support specific
- Vicarious trauma/compassion fatigue
- Self care
- Employers need to understand trauma
- How not to trigger trauma
- Training on trauma screening tools
- Trauma training for providers/systems

# Satisfaction Scales

<b>Satisfaction Dimension</b>	<b>Average (1-5) (Standard Deviation)</b>	<b>Scoring all “5”s</b>	<b>Percent greater than “3”</b>
<b>Access</b>	<b>4.22 (0.81)</b>	<b>25.9%</b>	<b>93.2%</b>
<b>Quality &amp; Appropriateness</b>	<b>4.19 (0.74)</b>	<b>23.3%</b>	<b>92.3%</b>
<b>Outcomes</b>	<b>3.78 (0.77)</b>	<b>8.9%</b>	<b>87.9%</b>
<b>Participation in Services</b>	<b>4.03 (1.05)</b>	<b>34.4%</b>	<b>81.1%</b>
<b>General Satisfaction</b>	<b>4.41 (0.75)</b>	<b>43.5%</b>	<b>93.4%</b>
<b>Ability to Cope</b>	<b>3.93 (0.83)</b>	<b>15.4%</b>	<b>89.0%</b>
<b>Social Connectedness</b>	<b>3.39 (0.90)</b>	<b>19.8%</b>	<b>83.5%</b>

# Current Peer Support Services

	Adult Peer Specialist	Family Peer Specialist
<b>What proportion of your work time do you currently spend providing peer support services?</b>		
<b>0-25%</b>	<b>14.3% (2)</b>	<b>8.3% (2)</b>
<b>26-50%</b>	<b>35.7% (5)</b>	<b>12.5% (3)</b>
<b>51-75%</b>	<b>7.1% (1)</b>	<b>25.0% (6)</b>
<b>76-99%</b>	<b>28.6% (4)</b>	<b>37.5% (9)</b>
<b>100%</b>	<b>14.3% (2)</b>	<b>16.7% (4)</b>

*Percent by respondent category*

# Current Peer Support Services

	Adult Peer Specialist	Family Peer Specialist
<b>What proportion of your time is spent working with individuals with mental health and/or substance abuse issues?</b>		
<b>Mostly mental health</b>	40.0% (6)	36.4% (8)
<b>Mostly substance abuse</b>	0% (0)	0% (0)
<b>Mostly co-occurring mental health and substance abuse</b>	26.7% (4)	40.9% (9)
<b>Equally divided among mental health, substance abuse and co-occurring disorders</b>	33.3% (5)	22.7% (5)

*Percent by respondent category*

# Current Peer Support Services

	Adult Peer Specialist	Family Peer Specialist
<b>How many years have you provided peer support services?</b>		
<b>0-5 years</b>	66.7% (10)	66.7% (16)
<b>5-10 years</b>	26.7% (4)	20.8% (5)
<b>10-15 years</b>	0% (0)	8.3% (2)
<b>Over 15 years</b>	6.7% (1)	4.2% (1)

*Percent by respondent category*

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# Current Peer Support Services

	Adult Peer Specialist	Family Peer Specialist
<b>How would you characterize the agency you work for?</b>		
<b>Consumer Organization</b>	26.7% (4)	4.2% (1)
<b>Family Organization</b>	0% (0)	87.5% (21)
<b>Provider Organization/Other</b>	73.3% (11)	8.4% (2)

*Percent by respondent category*

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# Focus Group Results

- Peer support specialists feel supported – state, region, agencies
- 24 hour peer warm line/drop in centers
- Program evaluation
- Facilitator Circle – longer/larger
- Expand/more resources
- Access (e.g., transportation)

# Focus Group Results

- Need for greater communication
  - State/regional trainings
  - Social media
  - Web page forum
  - Networking about resources/lessons learned
- Marketing
  - Providers
  - System partners/Funders
  - Consumers/Public

# Adult Peer Support Training Needs

<b>Competency Areas (Rating from 1 - not valuable to 4 – very valuable)</b>	<b>Adult Peer Specialist Means</b>
<b>Commitment to recovery, growth, evolution, inspiring hope</b>	<b>3.57</b>
<b>Personal and relational accountability</b>	<b>3.29</b>
<b>The power of language (e.g., using language free of jargon, judgments, etc.)</b>	<b>3.21</b>
<b>Direct honest respectful communication</b>	<b>3.36</b>
<b>Consciousness raising/critical learning</b>	<b>3.23</b>
<b>Worldview/diversity/holding multiple truths/trauma informed</b>	<b>3.57</b>
<b>Mutual responsibility: Belief in the power of relationship</b>	<b>3.64</b>
<b>Shared risk (e.g., ability to negotiate fear, anger, conflict)</b>	<b>3.64</b>
<b>Moving towards the positive</b>	<b>3.62</b>
<b>Creating community/social change</b>	<b>3.62</b>
<b>Code of Ethics</b>	<b>3.36</b>

# Family Peer Support Training Needs

<b>Competency Areas (Mean scores - Rating from 1 - not valuable to 4 – very valuable)</b>	<b>Family Peer Specialist</b>
<b>Effective use of lived experience</b>	<b>3.33</b>
<b>Listening skills and cultural competence</b>	<b>3.25</b>
<b>Confidentiality and ethics</b>	<b>2.83</b>
<b>Effective assertive written and verbal communication</b>	<b>3.00</b>
<b>Mentoring leadership in others</b>	<b>3.29</b>
<b>Cultural diversity and use of family-driven/youth-guided resiliency/recovery oriented approach to emotional health</b>	<b>3.42</b>
<b>Current issues in child developmental, emotional, behavioral, or mental health</b>	<b>3.42</b>
<b>Parenting for resiliency and wellness</b>	<b>3.46</b>
<b>Coaching for personal change and crisis prevention</b>	<b>3.50</b>

# Focus Group Results - Training

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- Suicide/self harm
  - Recovery
  - Communication with other professionals
  - Consumer/Family Engagement
  - Self Care/Trauma
  - Listening/Motivational Interviewing
  - Medication management
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# Focus Group Results - Training

- Working with schools
  - Chemical dependency
  - Coaching skills
  - Rural models
  - Cultural needs of special populations
  - Conflict resolution
  - Court systems
  - Family dynamics
  - Sharing lived experience/boundaries
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# Nebraska Certification Study

## **Clarification of Terms:**

- Current Certification Process
  - Certification Process Through Formal Regulations Process
  - Licensure
  - Accreditation
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# Nebraska Certification Study

## **Methods:**

- Literature Review
- Review of Certification Technical/ Legal Standards
- Survey
- Focus Groups

## **Recommendations**

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# Nebraska Certification Study

## Current OCA Certification Process:

- TTI Development of Training Curriculum and Two Rounds of Train the Trainer
  - Any Person with Behavioral Health Lived Experience and 40 Hours Training is Eligible
  - 34-Item Written Test (74% pass rate)
  - Interview with Three Reviewers
  - Continuing Certification Recommendations: Continuing Education and Co-Supervision
  - No Certification Process for Family Peer Support
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# Family Peer Support Certification

<b>Certification Organization (Mean scores Rating from 1 - not valuable to 4 – very valuable)</b>	<b>Family Peer Specialist</b>
<b>Nebraska certification for family peer support</b>	<b>3.36</b>
<b>National certification for family peer support</b>	<b>3.27</b>
<b>Certification from a private agency for family peer support</b>	<b>3.32</b>

# Adult Peer Support Certification

<b>Perceived Value of Certification Areas</b> (Mean scores - Rating from 1 - not valuable to 4 – very valuable)	<b>Adult Peer Specialist</b>
<b>State/region sponsored initial Nebraska Intentional Peer Support Training</b>	<b>3.54</b>
<b>The written quiz administered after the training</b>	<b>3.00</b>
<b>The oral quiz administered after the training</b>	<b>2.54</b>
<b>State/regional continuing education opportunities (e.g., state conference, webinars)</b>	<b>3.54</b>
<b>State sponsored quarterly co-supervision sessions</b>	<b>2.09</b>

# Focus Group: Family Peer Support Certification

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- Certification promotes quality of service, provides structure for training, and legitimizes the service
  - Needs to be tailored to unique aspects of Nebraska family support
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# Focus Group: Adult Peer Support Certification

- Nebraska has made great progress
- NE IPS is good
- Testing is hard but fair

# Focus Group: Adult Peer Support Certification

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- WRAP as prerequisite to IPS
  - Background checks
  - Three IPS trainers
  - Break up IPS training
  - Test immediately after training
  - Humanize oral exam
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# Focus Group: Adult Peer Support Certification

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- Track CEUs
  - Recorded trainings/links to online training
  - Pre-determine CEU credits
  - Minimum CEU requirements/topics
  - Co-supervision – in-person/interactive
  - More networking/training
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# Peer Support Certification Recommendations

- Continue working on family peer support certification
- WRAP as a prerequisite to Nebraska Peer Support Training
- Increase access to Nebraska Peer Support Training
- Formal appeals and complaint process



# Peer Support Certification Recommendations

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- Establish recertification process
  - Certification revocation process
  - Co-supervision and supervision processes
  - Evaluation and Continuous Quality Improvement
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# Peer Support Certification Recommendations

- Certification through formal regulatory process
- Separation of certification from training
- Consider how competencies fit with broader behavioral health competencies
- Consider national/other state certification & program accreditation
- Consider financial sustainability