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Faces and Places of Peer Support Series

*July 26, 2019
12:15 PM - 1:00 PM*


Excellence in peer support programs and practices

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**Workforce Integration of Peer and Community Health Worker Roles:
a needs-based toolkit to advance organizational readiness**

NYC Peer and Community Health Worker Workforce Consortium

Presented by Aviva Cohen, LMSW
Consortium Coordinator



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Objectives



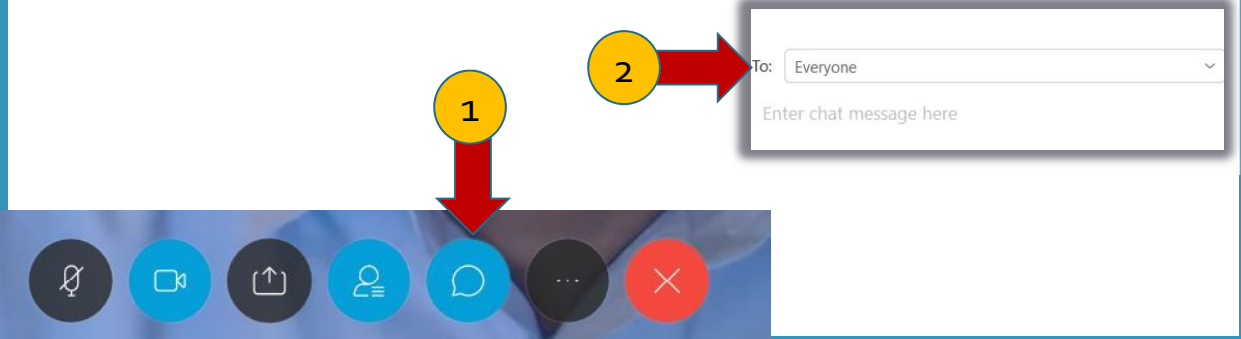
Strengthen understanding of

- How evidence was gathered to shape the toolkit's development and the nine practice areas identified as drivers of workplace integration
- How a collaborative approach to organizational readiness can advance the support of peers and community health workers in the workplace
- How the increasingly diverse needs of organizations can be addressed through this customized approach

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Webex Chat feature

1. Click the "speech bubble" at the bottom of the screen.
2. In the drop down box, select **Everyone**.



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A Quick Check In: Toolkit Awareness

Heard of the Toolkit?

Clicked on the Link and opened up the Toolkit?

Gone through some or all of the Organizational Self-Assessment?

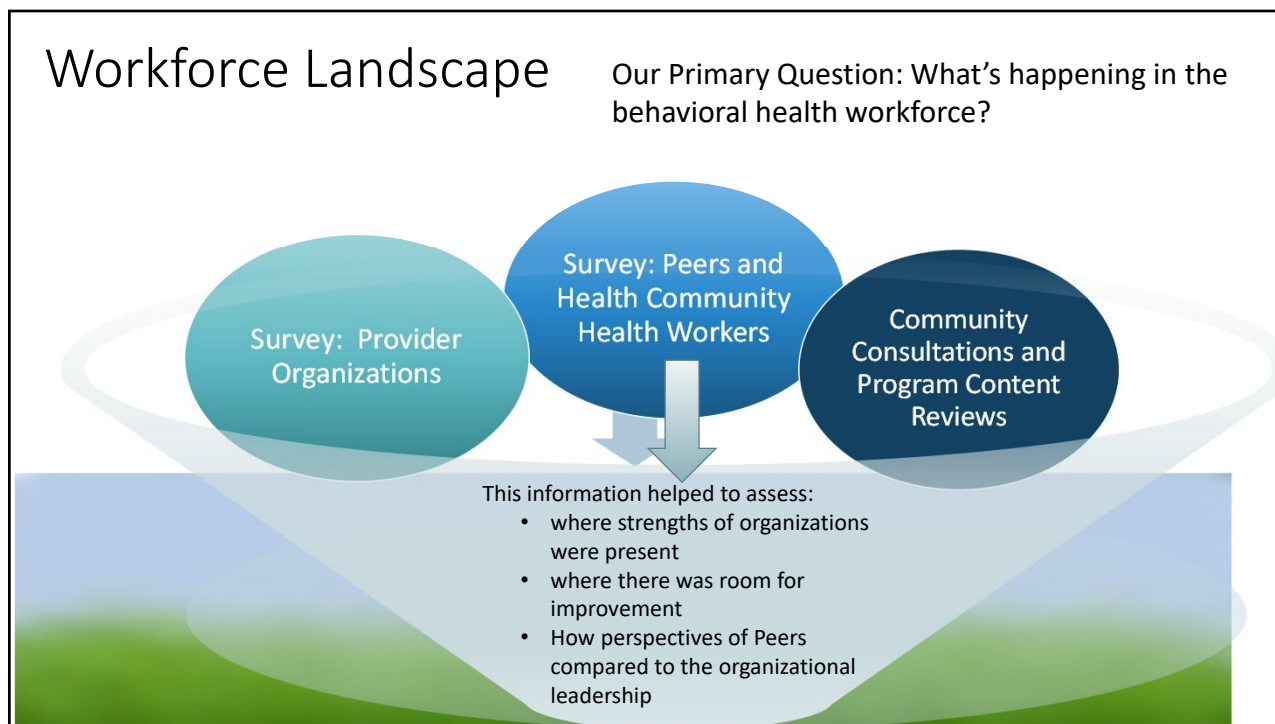
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What is the NYC Peer and Community Health Worker Workforce Consortium?

At a 2016 Workforce Summit, a group of peer workforce experts suggested the formation of a centralized team to:

- Engage and partner with stakeholders
- Identify best practices, key competencies and functions
- Increase the capacity for employers to be supportive of workforce integration and growth.

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A significant amount of data was collected and analyzed

Some of the topics assessed included:

- Training needs
- Types of tasks assigned, and appropriateness for the role
- Satisfaction with job
- Supervision received
- Types of opportunities offered for training and skill-building
- Nature and extent of the impact of the employee on the organization
- Organizational factors that may impact work performance

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Areas identified

Based on the information gathered, we identified 9 domains of organizational practices that are recommended to address the gaps in support, expansion, and understanding of the peer workforce:

1. Recruitment
2. Attitudes and Beliefs
3. Diversity and Inclusion
4. Finances and Sustainability
5. Role Clarity and Workflows
6. Career Advancement Opportunities
7. Supervision
8. Orientation and On-Boarding
9. Program Monitoring and Evaluation

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Examples of practices included in the identified domains

Career Advancement Opportunities

- Organizations should have advanced positions (e.g., supervisors, mentors, workplace advisers) for peers who demonstrate success and experience in their roles.
- Organizations should inform peers of training opportunities that align with their needs and interests.

Finances and Sustainability

- Rates of pay relative to work performed should be as reasonable as the rates for other roles within the organization.
- Organizations should be familiar with New York State standards for billing and Medicaid reimbursement of Peer services.

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Important takeaway: The growth of the peer workforce is not just a matter of size

<p>More peers are being hired</p> <p>In the 300 organizational self-assessments completed : Over 77% report current employment of peers</p> <p>...recall that when the survey data was gathered, it was only at 47% of respondents!</p>	<p>Across a wider variety of service settings</p> <p>Several factors, including Medicaid reimbursement, have encouraged growth.</p> <p>Recognition of the following has grown:</p> <ul style="list-style-type: none">• unique strengths of peers• value of shared experience• The ways peers can support many different types of programs• (criminal justice involvement, housing, etc.)	<p>This presents increasingly diverse organizational needs</p> <ul style="list-style-type: none">• Across different program types• Different levels of experience and familiarity with the peer workforce
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To support organizations, we need to provide guidance that meets *their* needs

Ultimate goal:
Enhance organizational readiness for employment of peers that is more supportive and collaborative, drawing on integration practices within the workplace and between disciplines

<p>We want to empower and strengthen organizations with the tools to recognize their needs, and address them</p>	<p>We created a comprehensive toolkit with informational resources and activities to address the nine domains identified</p>	<p>We understand that not all of these resources are needed by all organizations</p> <p>To drive organizational change within a program, it is important that each organization's gaps be identified by the organization itself</p>
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How?

An Organizational Self-Assessment has been built into the toolkit

- The self-assessment is the process used to automatically provide a needs-based toolkit to each organization.
- The self-assessment helps to identify areas for readiness improvement.
- Relevant toolkit contents are displayed immediately following the assessment according to the responses that were entered in the assessment.



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Engaging *all* employees in the self-assessment process enhances efforts to improve readiness



Create an organizational culture that values input of employees



Awareness of processes within the organization--Avoid intra-disciplinary tunnel vision



Highlight areas of strong consensus as well as those on which perspectives diverge



Shared priorities for creating change vs. imposed response to a directive



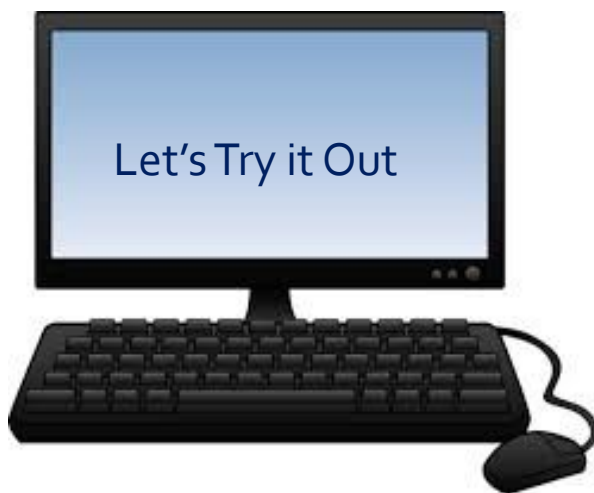
The idea of workforce integration—and its challenges—become real. As relevant dynamics manifest in the process new insight to these issues can guide self-assessment

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To Access the toolkit

Visit the Needs-Based Toolkit online:

<https://www1.nyc.gov/site/doh/providers/resources/supporting-peers-and-community-health-workers-in-their-roles.page>

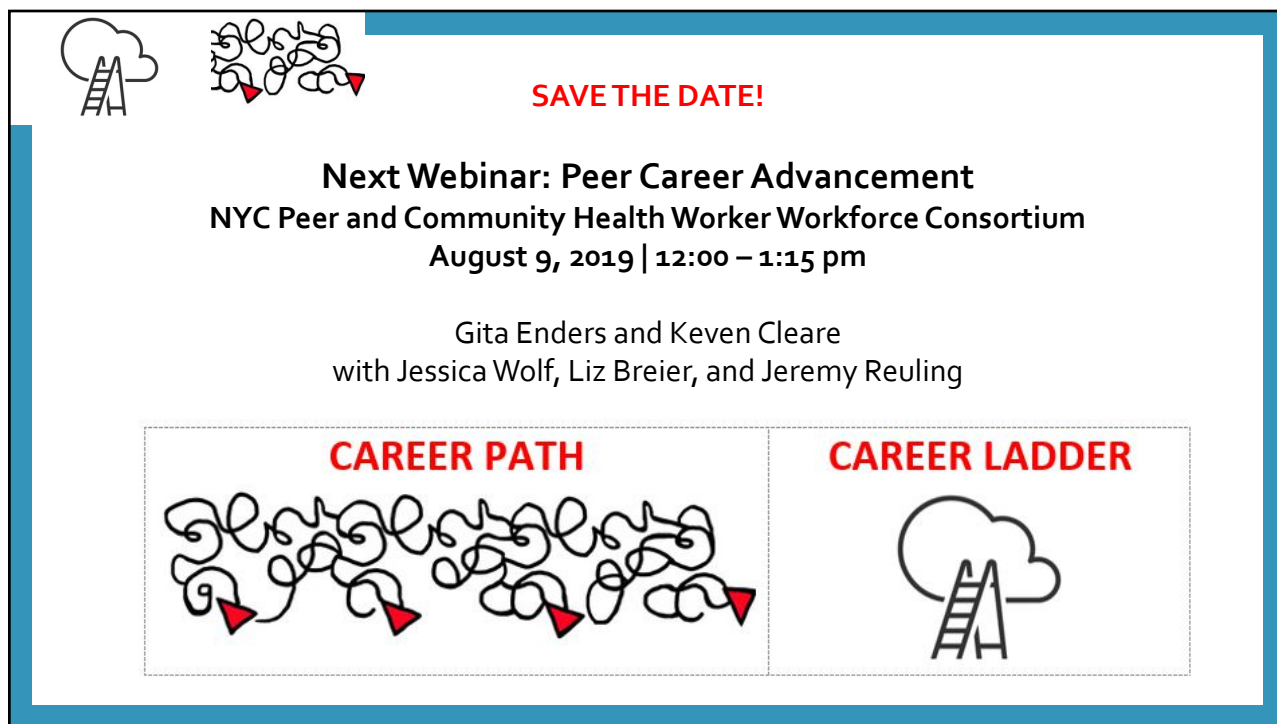


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Please contact me with any questions, comments or concerns at acohen3@health.nyc.gov

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SAVE THE DATE!

Next Webinar: Peer Career Advancement
NYC Peer and Community Health Worker Workforce Consortium
August 9, 2019 | 12:00 – 1:15 pm

Gita Enders and Keven Cleare
with Jessica Wolf, Liz Breier, and Jeremy Reuling

CAREER PATH

CAREER LADDER

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Thank you

Faces & Places of Peer Support with technical assistance from

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Academy of Peer Services, Virtual Community
And
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