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# Welcome

We will begin promptly at 12:05



Webinar 1: Getting the conversation started

Webinar 2: Building a plan

Action Planning and Implementation Webinar Series

Webinar 3: Keeping the Action Active

Webinar 4: How did it go? Evaluation of your implementation


Webinar 4

Please introduce yourself in the chat

- Your Name
- Your Role
- Your Organization

To access the WebEx Chat:

1. Scroll across the bottom of the screen.
2. Click the "speech bubble" at the bottom of the screen.
3. In the dropdown box, select **Everyone**.



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## Moment of Reflection on Collective Action

- This last week has been marked by peaceful protests to demand change to unjust and racist systems.
- Voices have been heard, people have been seen, and some change has been made and some legislation has passed in a very short period of time. Let's celebrate that.
- AND - How do we continue to advocate for the change that our society needs?
- **What have you been doing to make sure your voices are heard, that change happens?**
- **Share your actions in the chat.**

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## Re-cap of the webinar series

- We have been following along with the [\*\*Workforce Integration of Peer and Community Health Worker Roles: Action Planning and Implementation Guide\*\*](#)
- Here's how to find it:
- Go to NYC department of health / DOHMH and search peer.
- Find and click the link.

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## Self-assessment toolkit

- The implementation guide works best if you and your organization have utilized the **Organizational Readiness Toolkit**
- Here's how to find it:
- Go to NYC department of health / DOHMH and search peer.
- Find and **click the link.**
- **Take the assessment.**

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## Developing a peer integration goal

- There are 9 domains for the peer workforce integration.
- Use the toolkit assessment and your passion to choose an area of focus.
- The NYC Peer & CHW Workforce Consortium has 3 areas of focus
  - Establishing new peer roles
  - Making sure peer jobs are good jobs
  - Better integration of peers onto care teams

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## SMART Goals as a Tool for Measuring Success

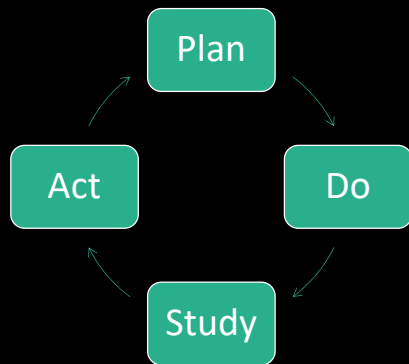
- **SPECIFIC** What will be accomplished? What actions will you take?
- **MEASURABLE** What data will measure the goal? (How much? How many? How well?)
- **ACHIEVABLE** Is the goal doable? Do you have the necessary skills and resources?
- **RELEVANT** How does the goal align with broader goals? Why is the result important?
- **TIME-BASED** What is the timeframe for reaching the goal?
- **Use the chat function. How can I turn this area of focus - Making sure peer jobs are good jobs - into a SMART Goal?**
  - **Making sure peer jobs are good jobs – How can I write that to make it specific, measurable, achievable, relevant, and time based goal?**

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## A Continuous Quality Improvement (CQI) Framework

Needs are continuously evolving, and the process of creating change is continuous and ongoing. CQI is an ongoing cycle to address the changes taking place



The stages of **Plan** (your action plan development) and **Do** (the active implementation) have now taken place.

As you now **Study** the outcomes, you will determine the next steps and what is needed to **Act** in response

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## What are we measuring?

### How we did something: Process measures

- Did we take the steps we determined would create change in the area of focus?
- Did we adhere to the way (frequency, individuals involved, length of time, etc.) we determined would be needed?

### What the process resulted in: Outcome measures

Did these actions result in the change that we intended to impact with the process?

### Evaluating both the process and the outcome helps to pinpoint where strengths and barriers may lie

For example:

- If the desired outcomes did not occur, is and the process was successfully implemented, adaptation of the process and its strategies may be considered
- If there was difficulty with the process, what were the barriers to implementation, and does this help us understand why certain outcomes were not successful?

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## Debriefing about the Implementation Experience

- Feedback helps to assess how the implementation process was experienced and identify its strengths and needs.
- Collect information through a specific form, interviews or smaller debriefing sessions.



Who is your favorite person to debrief with? Why? Answer in the chat function.

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## Tips on developing SMART goals

### **SMART GOALS for Academy Courses:**

- Specific: 3-5 course learning objectives
- Measurable: Target is an 80% pass rate on first test
- Achievable: 80% or higher pass rate regardless of prior education
- Relevant: We partner with content experts / peer practitioners
- Time-based: Courses are self-paced, but delivered within a semester system

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## Tips on (CQI)

### Continuous Quality Improvement (CQI) for the Academy Courses:

- Plan: Develop a new course with peer practitioners
- Do: Deliver the new course to the learners
- Study: Require course evaluations from the learners
- Act: Change the courses based on learner feedback

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### Another look at Continuous Quality Improvement and Strategic Planning

- “What could we do?”
- “What should we do?”
- “What will we do?”
- “How will we know we’ve done it?”



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## Peer integration happens with YOU!

- What are your ideas for peer integration initiatives that you will work on?

1. Jeanette Toledo and Helen Skipper

2. Todd French

3. **Want to share with the group?** Volunteer to be a guest speaker and share your peer integration ideas by writing, **“I would like to share my idea for....”** in the chat.

- As our guests speak, **what questions and tips** do you have about these ideas? Share your questions and feedback in the chat!

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## Peer integration happens with YOU!

**Want to share with the group?** Volunteer to be a guest speaker and share your peer integration ideas by writing, **“I would like to share my idea for....”** in the chat.

**Do you have other questions or comments for the group?** Share your thoughts in the chat

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## Final thoughts

- The dedication, creativity, thoughtfulness, and caring in this community is palpable and beautiful.
- Thank you to Rita, Aviva, OMH, all our guest speakers, and everyone who made this series a success.
- Thank YOU all for joining the webinar series and for your active and intelligent engagement
- Thank you all for the work that you do

Let's keep growing the peer movement and supporting each other.  
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### **Academy of Peer Services**

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### **The NYC Peer and CHW Workforce Consortium**

is a project of the New York City Dept. of Health and Mental Hygiene (NYC DOHMH)

Learn more at <https://www.academyofpeerservices.org/>

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