

# Agency Assessment for Integration of Peer Services

*This assessment was adapted from resources by Cheryl Gagne, the Louis de la Parte Florida Mental Health Institute, the Peer Education & Evaluation Resource Center, the Idaho Office of Consumer & Family Affairs, and Path to Prime, LLC.*

***Please reflect on your agency and the degree to which you agree with the following statements. Being honest about the culture at your agency will make this tool the most useful it can be.***

Readiness Factor: Commitment	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	Don't know or N/A
1. Our organization's staff and leaders have a strong understanding of peer support principles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Our staff understand the differences between CBRS, case management, and peer support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff in our organization believe that we can successfully implement peer support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff in our organization recognize the benefits of peer support for our clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff believe that employees with lived recovery experience add value to our organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Our organization will advocate for peer support inclusion into our existing array of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Our leaders dedicate time and resources to integrating peer providers on our team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Our organization will provide professional development for its peer support staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Our motive for integrating peer support is to bill for the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Our motive for integrating peer support is to enhance recovery support services for our clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. We understand that peer support is designed to help clients lead their own recovery process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. We understand that peer support is designed to be a temporary service for our clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

List the benefits of integrating peer staff into your organization:

List the challenges of integrating peer staff into your organization:

<b>Readiness Factor: Capacity</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree or Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know or N/A</b>
1. We have staff with the time and competence to lead the integration of peer support providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. We have staff with the knowledge/skills needed to recruit, hire and supervise peer providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Our organization has policies and procedures that are specific to peer support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A specific system of supervision is in place to support peer providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Our organization has a process in place for referring clients to peer support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Our organization has a plan to evaluate and improve its peer support program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Our organization understands Optum's authorization process for peer support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Our organization has the capacity to train new peer support employees on their job duties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Peer support staff has the opportunity to give feedback about the peer support program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Peer support staff will be integrated as equal team members with other staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Define the roles and responsibilities peer support staff have or will have in your organization:

How will/do you provide clients with information about your peer support program?

How will peer providers be trained on their job duties?

<b>Readiness Factor: Culture</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Disagree or Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Don't know or N/A</b>
1. Our staff believes in the possibility of recovery for all clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The service and support we provide is based on what our clients want for their own lives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Our organization promotes recovery-oriented knowledge, attitudes, and skills in its workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Supervision in our organization focuses on the delivery of recovery-oriented services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Staff at our organization use person-first language in verbal and written communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Staff use language with one another that is encouraging and hopeful in conversations regarding clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Our organization values the growth potential in its peer support staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Our organization values the growth potential in its clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Our clients are encouraged and supported in identifying their own recovery goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Our staff collaborate with each other to provide service to our clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Our organization seeks feedback from its clients about the services they receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Our organization treats people living with mental health challenges and addiction with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Our organization promotes teamwork among managers and employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Our organization has a positive track record in making organizational changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Staff at our organization view diversity in a positive light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Describe how your agency's staff and services are recovery oriented:

Describe how integrating peer support services promotes recovery in your organization:

# Creating a Culture that Promotes Peer Support

*This checklist was adapted from a resource created by the California Association of Social Rehabilitation Agencies*

Our agency promotes a non-stigmatizing environment through language and behaviors.

No                  Rarely                  Sometimes                  Always

Our agency policies and procedures articulate inclusiveness, recovery-oriented care, and a non-stigmatizing environment.

No                  Somewhat                  Working on it                  Yes

Our agency provides training for all staff on the benefits of hiring peers including roles and responsibilities, how to avoid potential pitfalls, and valuing lived recovery experience.

No                  Rarely                  Sometimes                  Often

Our leadership articulates the importance of hiring peer support staff and reinforces this concept with all staff.

No                  Rarely                  Sometimes                  Often

Staff meetings include peer support staff whose input is valued as an important contribution to the team's efforts.

No                  Rarely                  Sometimes                  Always

There are clear, written HR policies and procedures regarding recruitment, hiring, and retention of peer providers and supervisors receive training on these topics.

No                  Somewhat                  Working on it                  Yes

Peer providers have clear job descriptions which are disseminated to all staff along with all other job descriptions that are present within our agency.

No                  Somewhat                  Working on it                  Yes

More than one peer provider is employed within our agency.

No                  Rarely                  Sometimes                  Always

Compensation for peer providers is fair and competitive and a raise structure is clearly articulated.

No                  Somewhat                  Working on it                  Yes