



# Peer Support: Supervision Fidelity Peer Drift

August 28, 2024

Ellen M. Healion, MA Ed  
Director of Peer Bridger Services  
National Technical Assistance Provider

## Welcome

- Welcome to the PeerTAC Supervision Learning Network!
- Facilitator’s Introduction
- A Word on Learning Collaboratives



**SUPERVISION  
LEARNING NETWORK**



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## About the Supervision Learning Network

A frequent request among supervisors – opportunity to share challenges and solutions with each other

- Growing from Regional to Statewide
- Identify supervisors doing noteworthy work
- Share innovative and exemplary practices
- Recruiting next year's presenters for the Summit

*The Supervision Learning Network is a place to get connected and to find out what's happening in the world of supervision*

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## YOUR PRESENTER

Ellen Healion, MS Ed  
 Director of Peer Bridger Services and  
 Technical Assistance

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## Role Call

Introductions: Who's in The Room?

- Are you a clinician supervisor who does not identify as a peer?
- Are you a clinician supervisor who identifies as a peer?
- Are you a peer supervising peers?
- Are you a peer receiving supervision by a clinician?
- Are you a peer receiving supervision by a peer?
- Other?

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## Role Preparation

If you responded “yes” to being a supervisor:

- Did you **volunteer** to be a supervisor? (Yes / No)
- Did you receive **any special training** for the role of supervisor? (Yes / No)
- Were any of your other **responsibilities removed** when you became a supervisor? (Yes / No)

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## More about the supervisor who is a peer

If you responded “yes” to being a supervisor who identifies as a peer:

- Do you yourself receive adequate supervision? (Yes / No)
- Do you disclose to your supervisees? (Yes / No)
- Do you find yourself in more ethical dilemmas than the average supervisor? (Yes / No)

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**The Alliance  
for Rights  
and Recovery**  
Formerly NYAPRS

## The Alliance Mission Statement

*The Alliance for Rights and Recovery is a state and national change agent that has been dedicated to improving services, public policies, social conditions for people with mental health, substance use and trauma-related challenges by promoting health, wellness, recovery and rights, with full community inclusion, so that all may achieve maximum potential in communities of choice.*

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# The Alliance (formerly NYAPRS) was founded in 1981. Since 1993, our focus has been to:

**Advocate:** we support upwards of 750 self and system advocates to act via an Annual Albany Legislative Day and support and deliver ongoing state and national advocacy throughout the year; we are also a respected source of timely national advocacy & policy information for our community, field and the media.

**Educate:** We host highly acclaimed training events, conferences and webinars that support organizations, systems and states to implement effective recovery support and services for a broad diversity of individuals with mental, substance use and trauma related challenges.

**Innovate:** We created the NYAPRS Peer Bridger Model™ in 1994 and have developed numerous adaptations.

**Celebrate:** We host a nationally acclaimed Annual Conference that draws over 700 attendees.

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## Technical Assistance Across the Nation

- Alabama
- Alaska
- California
- Colorado
- Maine
- Massachusetts
- Nebraska
- New Jersey
- North Carolina
- North Dakota
- Ohio
- Oregon
- Pennsylvania
- Utah
- Virginia
- Washington State
- Wisconsin
- Mississippi

United Behavior Health Community Plan  
Optum Health Plan

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# Our Focus for Today

Supervision

Fidelity

Peer Drift

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# SUPERVISION

A PROFESSIONAL AND COLLABORATIVE ACTIVITY BETWEEN A SUPERVISOR AND A WORKER

PROVIDES GUIDANCE AND SUPPORT TO THE WORKER TO PROMOTE COMPETENT AND ETHICAL DELIVERY OF SERVICES

ENSURES THE CONTINUING DEVELOPMENT OF THE WORKER'S APPLICATION OF ACCEPTED PROFESSIONAL PEER WORK KNOWLEDGE, SKILLS, AND VALUES.

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# Good Supervision is Based in TRUST

Do the peers I supervise feel comfortable to:

- Ask for clarification of policies and procedures
- Request additional training specific to the Peer role
- Sharing feelings toward issues that arise in the work
- Talk about the relationship between peer worker and peer being served
- Discussing peer worker's needs to work effectively (accommodations)
- Open dialogue about work performance and decision making



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# Do I Provide Supportive Supervision?

Do I

- Create an environment of trust
- Understand the Ethics and Values of Peer Supporters
- Understand the actual stressors of the work
- Talk about the relationship between peer worker and peer being served
- Discuss the peer worker's needs to work effectively (accommodations)
- Open dialogue about work performance and decision making



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# FIDELITY TO PEER SERVICES

VALUES

ETHICS

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## ETHICS & STANDARDS

- EMPATHETIC
- RESPECT
- VOLUNTARY
- FACILITATE CHANGE
- HOPEFUL
- OPEN-MINDED
- TRANSPARENT
- MUTUAL & RECIPROCOL
- STRENGTHS FOCUSED
- EQUALLY SHARED POWER
- HONEST AND DIRECT
- PERSON-DRIVEN

### Principles and Values are the Foundation of ETHICS & STANDARDS

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# Peer Specialist Code of Ethics and Boundaries

Purpose is to guide the role of the Peer Specialist

Addresses the Ethics and Boundaries of Peer Specialists regarding Peer Drift

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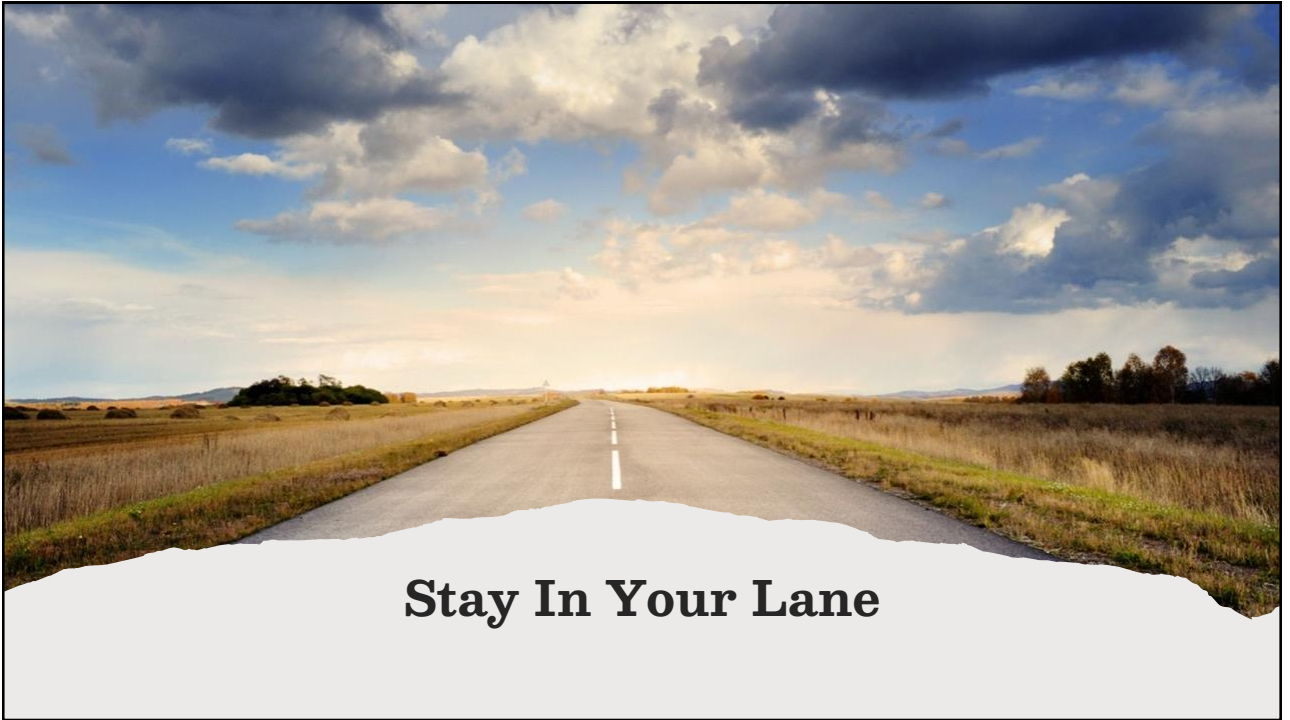
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## NYS CERTIFIED PEER SPECIALIST Codes of Ethics Relating to Peer Drift

- A NYCPS shall not engage in conduct that does not meet generally accepted standards of practice.
- A NYCPS shall not perform services outside his or her area of training, expertise, competence, or scope of practice unless otherwise educated and trained, licensed or certified to do so.
- A NYCPS has a duty to accurately inform the persons they support in recovery and healing that some information they provide may be shared with other team members.
- NYCPS is to be knowledgeable of the importance of personal confidentiality, confidentiality of clinical records, and the procedure to help persons whom they support in recovery and healing and access their clinical records.

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## WHAT IS PEER DRIFT?

When the role of the peer specialist begins to deviate from the practices that distinguish peer support workers from clinical providers.

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# How Does Peer Drift Happen?

Role confusion and ambiguity around the duties and functions of the peer



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## TWO CATEGORIES OF PEER DRIFT:

ORGANIZATIONAL

INDIVIDUAL

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## Organizational Peer Drift:

When non-peer colleagues marginalize peer support workers



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## INDIVIDUAL PEER DRIFT:

- Individual Peer Drift:
  - When peer support workers' tasks inadvertently take on the characteristics of their non-peer colleagues (drifting toward the clinical)
  - Are perceived as a form of other support by the individuals with whom they work (sponsor, informal therapist, etc.)

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## What Peer Support Workers DO:

- Serve As A Role Model
- Provide Support During Hospitalization, Transition, Crisis, And In The Community
- Help With Goal Setting And Wellness Planning
- Make Connections with other Supports
- Support In Communicating With Clinicians
- Support In Asking Questions, Reviewing Treatment Plans And Discharge Plans

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## WHAT PEER SUPPORT WORKERS DO NOT DO

01

Act as a Sponsor, Therapist or Clinician

02

Assess, Diagnose, or Treat an Individual

03

Influence individuals towards medication or treatment the person does not want

04

Assimilate into other roles

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**PEER  
SPECIALISTS  
ARE NOT  
'ANTI' CLINICAL**

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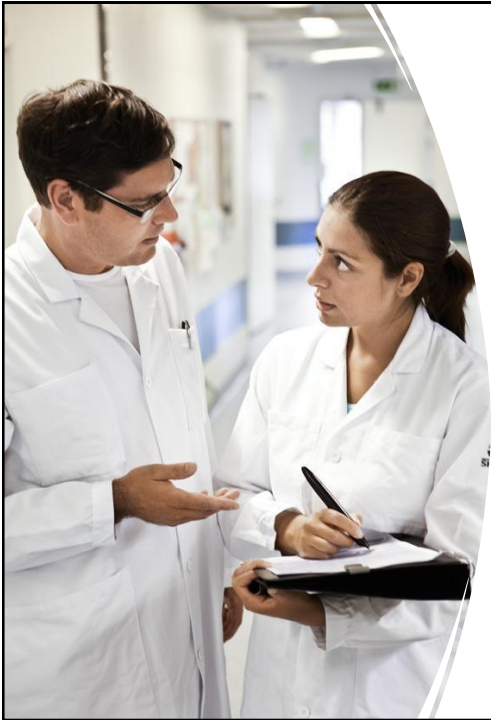
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**PEERS HAVE  
DIFFERENT  
RELATIONSHIPS  
WITH PEOPLE**

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# Clinical Relationships/Focus'

- Medication Compliance
- Treatment Compliance
- Power Differential
- Consequence Driven

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## PEER SPECIALIST'S RELATIONSHIPS



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## MAINTAINING ROLE INTEGRITY FOR ORGANIZATIONS

- Clear Job Descriptions and career ladders with opportunities for advancement for peer support workers to help reduce confusion around the role of peer support workers.
- Involve peer support workers in program planning and training so that administrators and managers are familiar with services provided by peer support workers.



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## MAINTAINING ROLE INTEGRITY FOR ORGANIZATIONS

Provide training and/or education for non-peer staff members on how to work with, supervise, and support peer support workers.

Create and uphold a defined code of ethics and scope of practice in accordance with the state's certification requirements.



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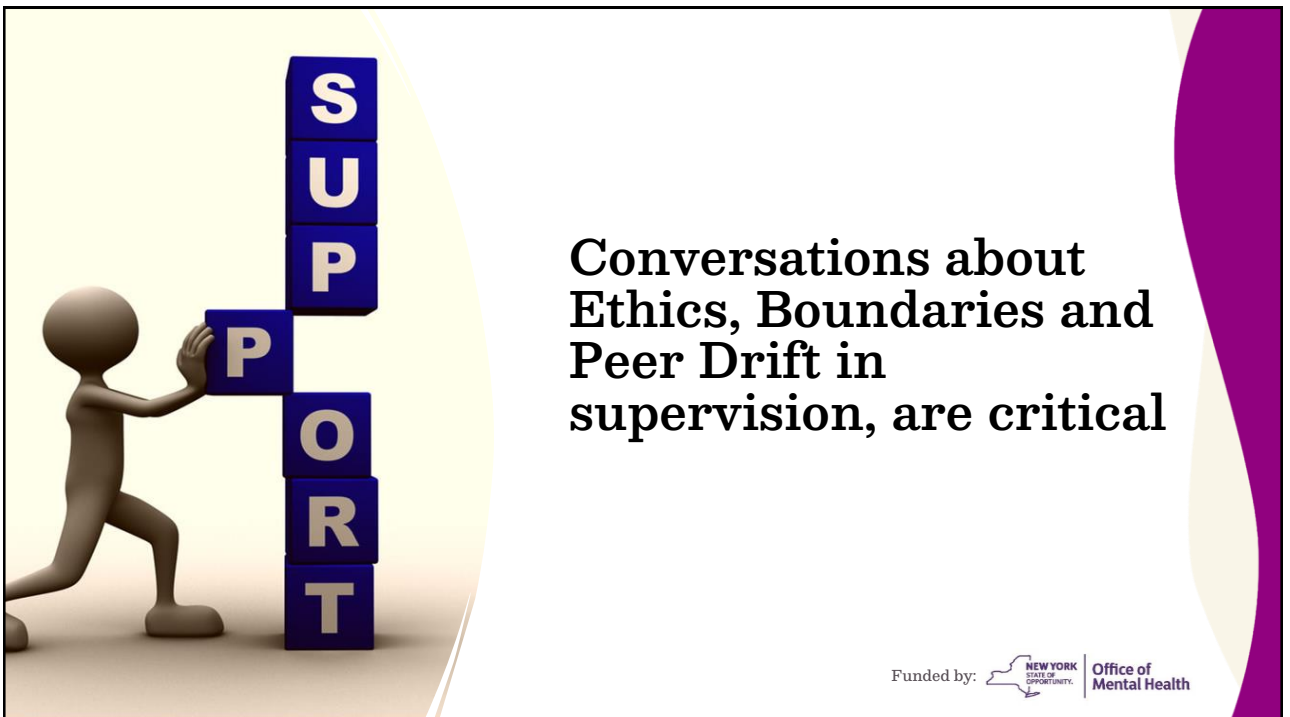


## MAINTAINING ROLE INTEGRITY FOR SUPERVISORS

Supervisors should monitor the roles of peer support workers closely to ascertain drift early on and address it before the drift becomes normalized.

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**Conversations about Ethics, Boundaries and Peer Drift in supervision, are critical**

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# Contact Info

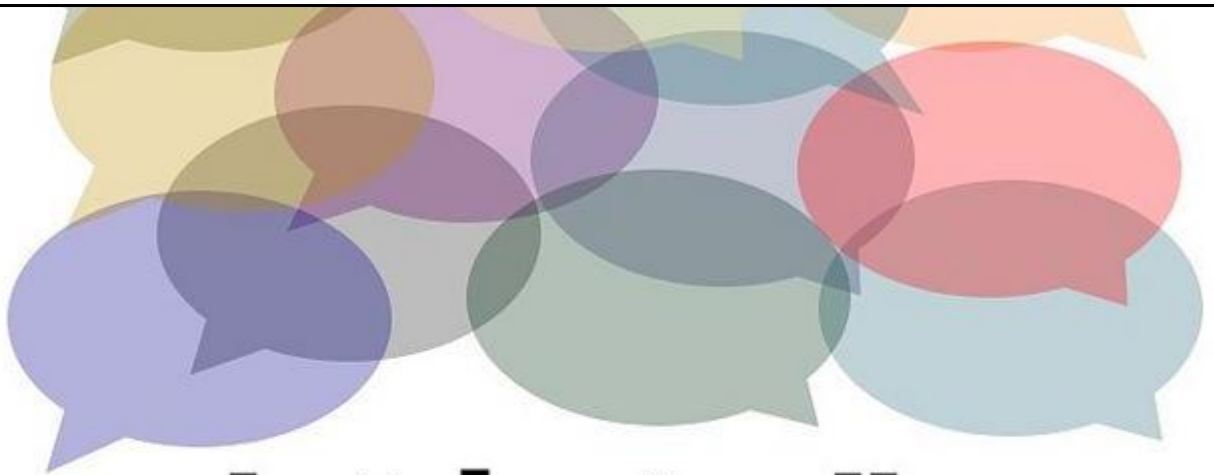
*Ellen Healion, MA Ed*  
518-729-9054  
EllenH@rightsandrecovery.org



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# let's talk

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- Substance Abuse and Mental Health Services Administration (SAMHSA). *Peer Support Services in Crisis Care*. Advisory. SAMHSA Publication No. PEP22-06-04-001. Published June 2022
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