

NFSTAC PRESENTS

# BEYOND THE GREAT RESIGNATION

Expanding and Supporting Family Peer Staff

---

**Brian Bailys**

CEO, Co-Founder

Thrive Peer Recovery Services

**Brandon Bailys**

Clinical Director

Thrive Peer Recovery Services

**Emily Pastorius**

Human Resources Director

Thrive Peer Recovery Services

**March 24, 2022**

1:30 p.m. – 2:30 p.m. ET

# DISCLAIMER

The National Family Support Technical Assistance Center of Excellence (COE) Grant #1H79F6000160-Fam-CoE is supported by SAMHSA of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award with 100% funding by SAMHSA/HHS.

The contents herein are those of the author(s) and do not necessarily represent the official views, nor are an endorsement of, SAMHSA/HHS or the U.S. government. The National Federation of Families and the National Family Support Technical Assistance Center do not endorse any product presented.



# ABOUT THRIVE PEER RECOVERY SERVICES

- Thrive Peer Recovery Services is the largest provider of peer services in the state of Ohio.
- Thrive Peer Recovery Services is contracted with Medicaid and all MCOs and certified by the Ohio Department of Mental Health and Addiction Services to provide Type 84 Mental Health Peer Support and Type 95 Substance Use Disorder Peer Support.
- Thrive Peer Recovery Services was formed in May 2018 through a combination of Thrive Behavioral Health and the live peer support component of Ascent.
- Since May 2018, we have grown from a staff of six to a staff of 150, 100+ of whom are Certified Peer Recovery Supporters.
- We currently provide peer support services to individuals in all 88 Ohio counties.
- Thrive is now in-network with Anthem commercial insurance for peer support.



# PEER SUPPORT SERVICES



## Peer Support

GED Application    Childcare Programs    Support in Court Systems

Relapse Prevention Plan    Drivers License    Psychiatric Referral    Budgeting

Social Services    Emotional Support    Recovery Meetings

College Enrollment    Vocational Training    Trade School Enrollment

Resume Assistance    Support Network

Job Interviewing Skills    Financial Literacy Skills

Housing Resources    SMART Goals

Recovery Workbook

MAT Referral

## Recovery



# WHERE ARE PEER SUPPORTERS?



Where are  
Thrive certified  
peer recovery  
supporters?



The Community



Health Systems-  
ER & Inpatient



Jails



Recovery  
Housing



MAT Clinics



Detox Centers



Drug Courts



# THRIVE SUCCESSES



# TRACKING OUR SATISFACTION AND OUTCOMES PROGRESS

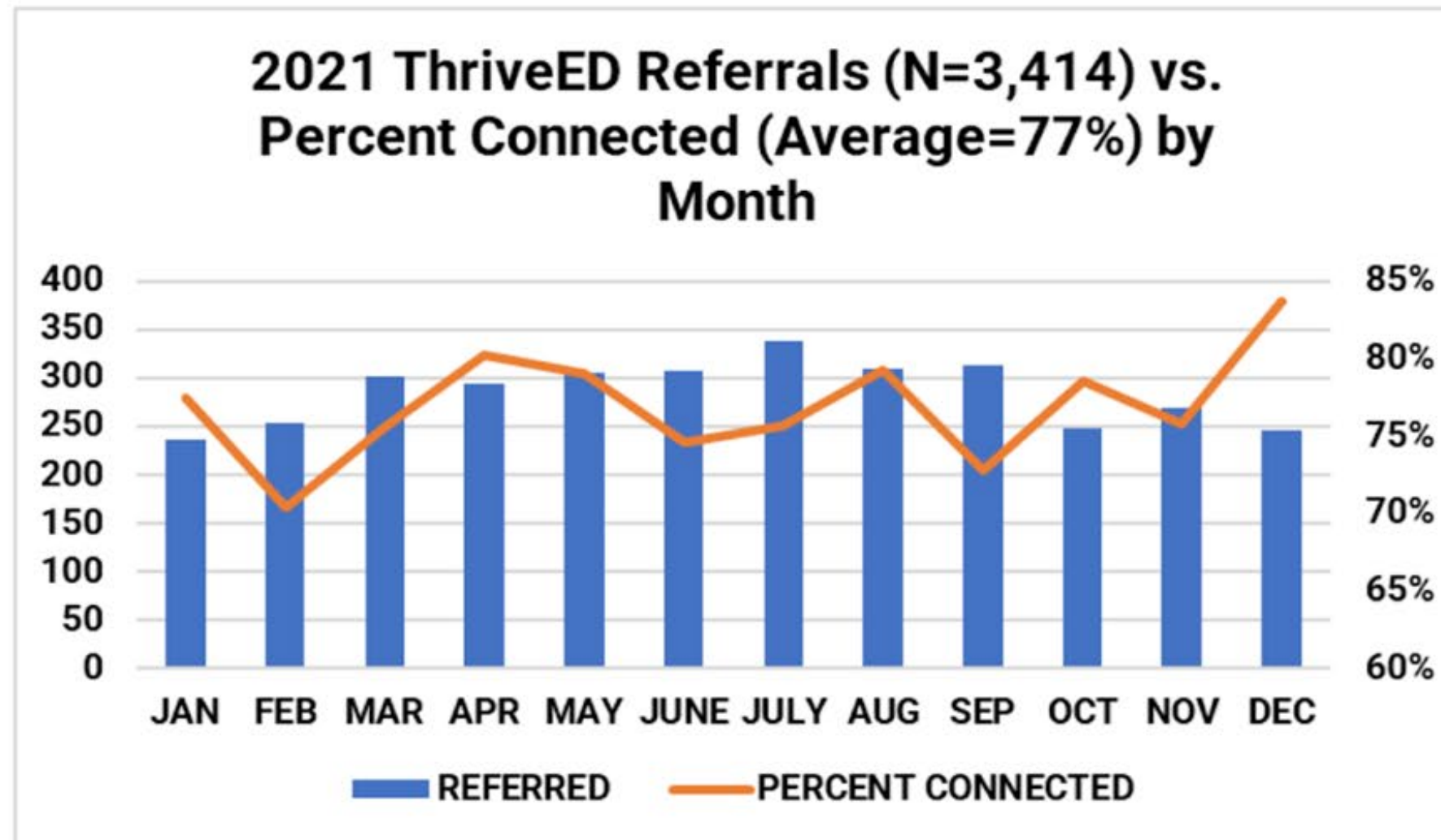


A breakdown of  
our successes



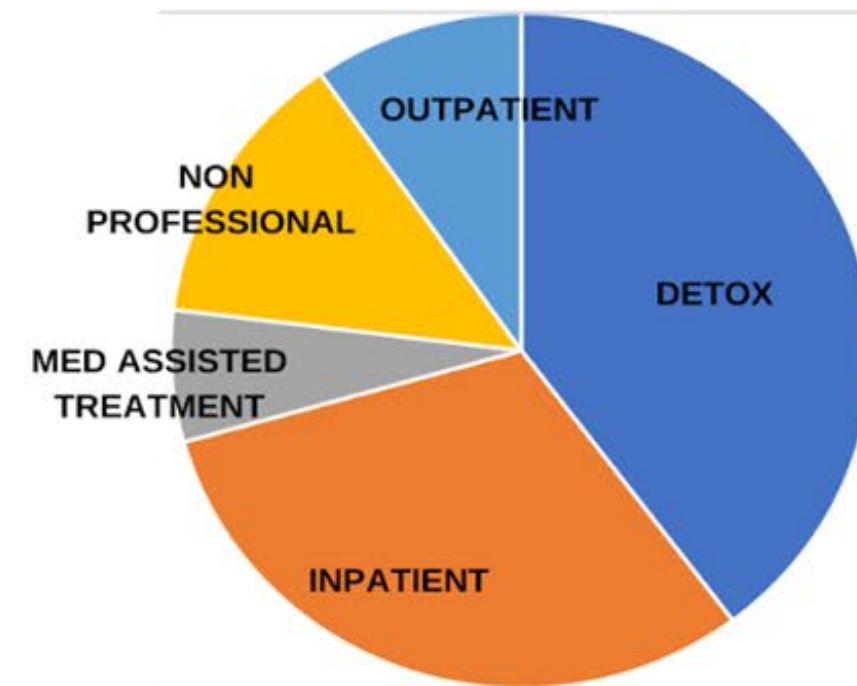


## ThriveED: Connecting with Members in Need



**77% of members** were connected to continuing care in 2021.

**2,623 lives**

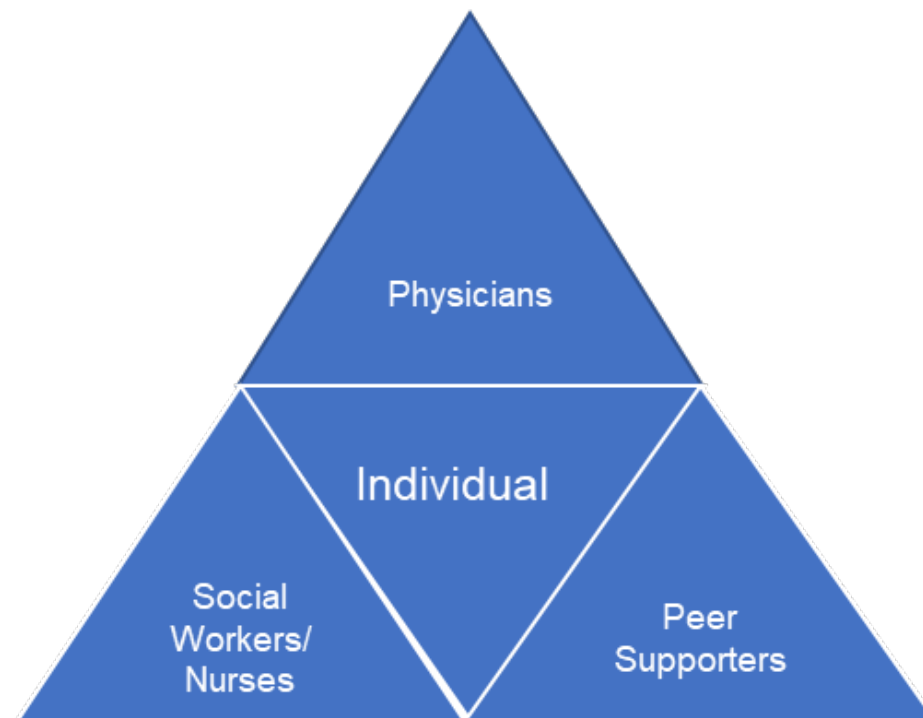


# THRIVE ED



**23** hospital settings

**3,500** served annually



## ThriveED - Peer Support in the Hospital Setting

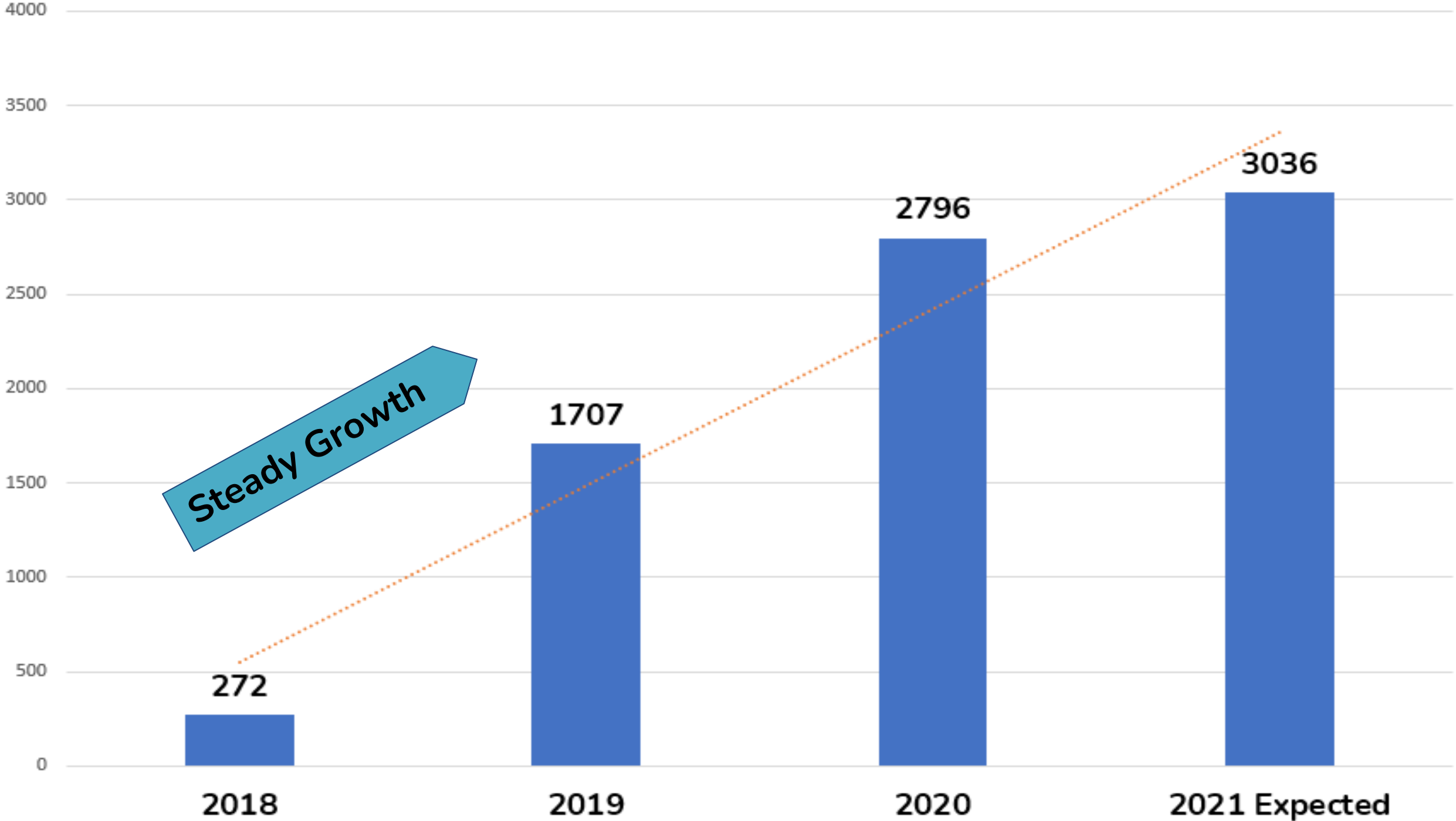
- Promotes an **integrated system of care** leading to collaborative decision making
- **Person-centered approach** to encourage individuals to exercise their choice over which pathway is most appropriate to meet their recovery goals.
- Therapeutic, **trusting relationship** for the individual meant to inspire hope and set the groundwork for change
- **Decreases emergency department visit time**, total visits, and physician burnout by providing support and **linkage to additional support** options





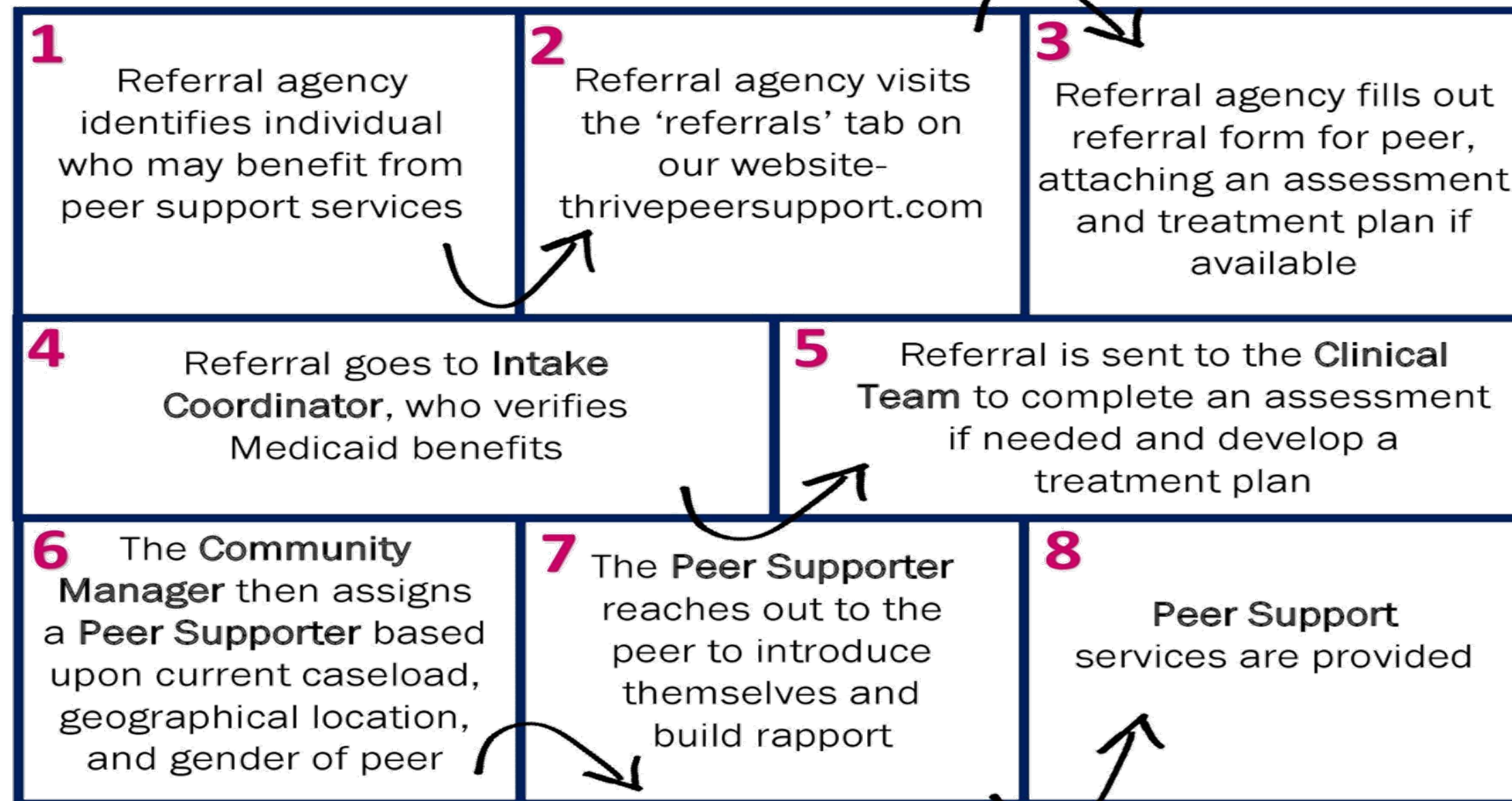
# PEERS SERVED

## Number of Unique Peers Served by Year



# REFERRAL / INTAKE PROCESS

## Steps of the Referral and Intake Process



# UNIQUE CHALLENGES TO EMPLOYING PEER SUPPORTERS

## Employees are in recovery themselves

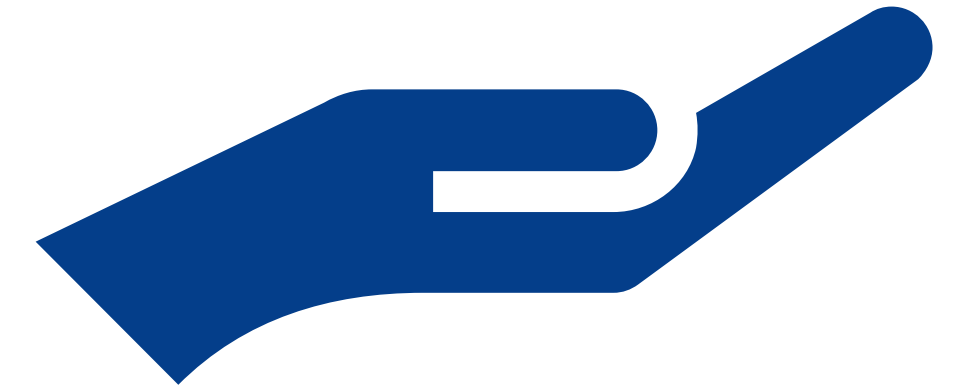
- Ensure a recovery-supportive workplace
- Peer Supporters recovery must come first

## Staffing shortages in behavioral health

- Find unique ways to attract and retain staff

## Extensive background requirements

- COVID and staffing delays at BCI level have impacted the turnaround time of backgrounds
- Assisting candidates through process when their background is prohibitive of employment (CQE process)



# CREATIVE SOLUTIONS TO THESE CHALLENGES

## Mentorship program

- Fosters community within peer supporters, offers them support during their employment – consistent communication, team building

## Support for all levels of the organization

- Ongoing training & development opportunities, including managers
- Build the right infrastructure
- Employee Assistance Program (EAP) for employees



# IMPORTANT FOR SUCCESS IN HR



## Infrastructure

- Avoid staff burnout by making sure they have a strong team surrounding them, each an expert in what they do

## Culture

- Create an environment where people want to be
- Take action when feedback is given (when it makes sense)

## Adaptability/Flexibility

- Change is here to stay



# FOLLOW UP AND NEXT STEPS

**In our follow up email, within 3-5 business days, look for:**

- A link to the recording of today's presentation
- Today's presentation slides
- Invitations to upcoming events
- Additional resources
- Ways to stay connected with us
- A letter of participation

[www.nfstac.org](http://www.nfstac.org)



# UPCOMING EVENT ANNOUNCEMENT

## April Office Hours

***"Developing Organization Policies that Work for Today and Beyond"***  
***A CONVERSATION WITH INDUSTRY LEADERS***

**Thursday April 28<sup>th</sup> at 1:30 EDT**

Register [here](#).



# FEEDBACK SURVEY



**Thank you for joining us!**

Please complete the SAMHSA-required feedback survey you will be directed to when the webinar ends.

*Thank You!*





# CONTACT INFORMATION

**Lynda Gargan, Principal Investigator, NFSTAC**

[lgargan@ffcmh.org](mailto:lgargan@ffcmh.org) | [www.nfstac.org](http://www.nfstac.org)

**Gail Cormier, Project Director, NFSTAC**

[gcormier@nfstac.org](mailto:gcormier@nfstac.org) | [www.nfstac.org](http://www.nfstac.org)

**Lachelle Wade-Freeman, Project Manager, NFSTAC**

[lwfreeman@ffcmh.org](mailto:lwfreeman@ffcmh.org) | [www.nfstac.org](http://www.nfstac.org)

**Thank you for joining us!**

