NFSTAC PRESENTS

BEYOND THE GREAT RESIGNATION

Expanding and Supporting Family Peer Staff

March 24, 2022
1:30 p.m. – 2:30 p.m. ET

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DISCLAIMER

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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

GED Application
Relapse Prevention Plan
Social Services
College Enrollment
Childcare Programs
Drivers License
Vocational Training
Resume Assistance
Job Interviewing Skills
Housing Resources
Recovery Workbook
MAT Referral
Support in Court Systems
Psychiatric Referral
Emotional Support
Trade School Enrollment
Support Network
Financial Literacy Skills
SMART Goals
Recovery Meetings
Budgeting
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 PROGRESS

Satisfaction and Outcomes

A breakdown of our successes
ThriveED: Connecting with Members in Need

2021 ThriveED Referrals (N=3,414) vs. Percent Connected (Average=77%) by Month

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

2,623 lives
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
Number of Unique Peers Served by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Peers Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>272</td>
</tr>
<tr>
<td>2019</td>
<td>1707</td>
</tr>
<tr>
<td>2020</td>
<td>2796</td>
</tr>
<tr>
<td>2021 Expected</td>
<td>3036</td>
</tr>
</tbody>
</table>

Steady Growth
Steps of the Referral and Intake Process

1. Referral agency identifies individual who may benefit from peer support services.

2. Referral agency visits the ‘referrals’ tab on our website-thrivepeersupport.com.

3. Referral agency fills out referral form for peer, attaching an assessment and treatment plan if available.

4. Referral goes to Intake Coordinator, who verifies Medicaid benefits.

5. Referral is sent to the Clinical Team to complete an assessment if needed and develop a treatment plan.

6. The Community Manager then assigns a Peer Supporter based upon current caseload, geographical location, and gender of peer.

7. The Peer Supporter reaches out to the peer to introduce themselves and build rapport.

8. Peer Support services are provided.
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
UPCOMING EVENT ANNOUNCEMENT

April Office Hours

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

Thursday April 28th at 1:30 EDT

Register here.
Thank you for joining us!

Please complete the SAMHSA-required feedback survey you will be directed to when the webinar ends.
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Thank you for joining us!