



Peer support in Washington State

- Maureen “Mo” Bailey
- Amanda Polley
- Shelly Shor
- Kira Schneider
- Heather Maxwell-Rychart



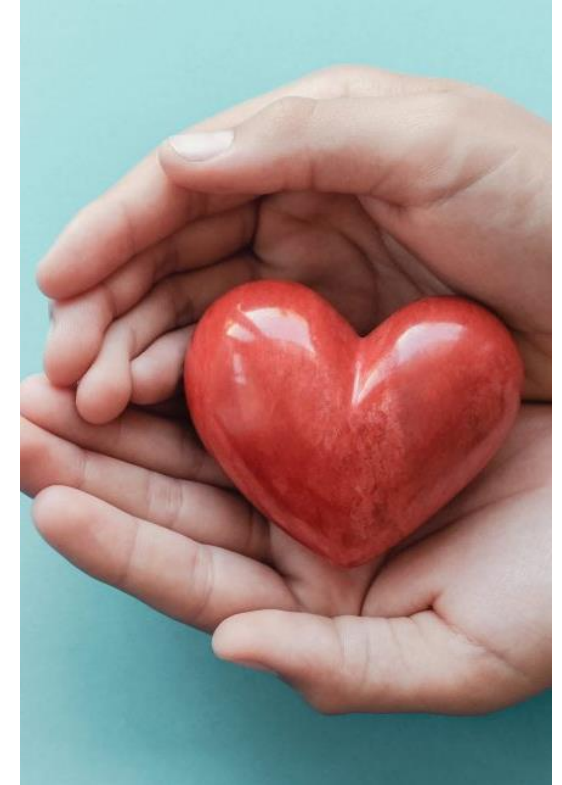
Our intentions:

- ▶ Discuss peer services in WA state
- ▶ Present the OPS program and training
- ▶ Share information on Recovery residence program in Washington State



Peer services in Washington State

- ▶ Maureen “Mo” Bailey
- ▶ Amanda Polley



History of Certified Peer Counselors in Washington State

- ▶ Washington State began offering Certified Peer Counselor trainings in 2005.
- ▶ Washington prides itself as one of the first states 11 states to deliver peer services, using Medicaid funding.
- ▶ As of July 1, 2019, Substance Use Peer Support Services are now a Medicaid benefit in Washington State.
- ▶ Since 2005, the state has trained over 6000 Certified Peer Counselors.

What do we mean by?

- ▶ **Peer-** A person with lived experience with behavioral health
- ▶ **Peer Counselor-**A person who provides peer support services
- ▶ **Certified Peer Counselor-** A person who has completed a State approved training and has passed the state exam
- ▶ **Youth Peer-** A person who 18-24 who has lived experience with behavioral health recovery
- ▶ **Parent Peer-** A person who is a parent or guardian of a person with behavioral health challenges
- ▶ **Peer Support Services-** Services provided to an individual by a peer counselor
- ▶ **Peer Support as a provider type-** Peers can provide services in other settings to include supported employment, supportive housing and others.

**Behavioral Health
Certified Peer Counselor
CPCs who work in a
behavioral health Medicaid
agency**

- ❖ Personal lived experience in recovery or parent of a child in services
- ❖ Must complete state training and pass state exam
- ❖ Required DOH AAC upon employment + DSHS background check
- ❖ Responsible for documentation
- ❖ Mandatory reporter
- ❖ Oversight by DBHR, DOH, and provider agency
- ❖ Continuing education recommended

**Community
Peer Counselor
Peers who work in non-
Medicaid agencies or
community organizations**

- ❖ Personal lived experience in recovery or parent of a child in services
- ❖ Services based on Organization's mission
- ❖ Volunteer and/or employed
- ❖ Documentation minimal/determined by org or funding requirements
- ❖ If required by agency
 - State CPC certification training and testing
 - Background checks depend on organization policy, funding, etc.
 - Minimal oversight

**Recovery Coach
People who have taken the
CCAR Recovery Coach
training and volunteer or
work in the community**

- ❖ Personal experience, parent or community member affected by SUD
- ❖ CCAR training
- ❖ Volunteer and/or employed
- ❖ Recovery community & network support
- ❖ Autonomy, oversight by RC community
- ❖ Flexibility to work with peer over time, regardless of treatment services
- ❖ Confidential, not tied to treatment or services or documentation
- ❖ Minimal barrier, background checks depend on org. policy, funding, etc.

Clarifying Peer Roles

3 Types of CPC trainings

▶ **Standard CPC Training**

- ▶ Targeted to train adults who will be supporting adults
- ▶ 5-day in person training (10-day virtual)

▶ **Youth and Family CPC Training**

- ▶ Targeted to train youth and parents/guardians who will be working in WISE teams
- ▶ 5-day in person (10-day virtual)

▶ **The Bridge Training**

- ▶ Intended for Recovery Coaches who have completed the CCAR training to become CPCs
- ▶ 3-day in person training

▶ **All trainings result in the same certification**

CPC Certification Process

Online CPC Training
Certificate of completion

Online Application
Receive approval

Standard or Y&F
CPC Training

Written & Oral CPC
Exam
Letter of Cert. from DBHR

Certified Peer
Counselor

CCAR Recovery Coach
Training
Certificate of completion

Online CPC Training
Certificate of completion

Online Application
Receive approval

Bridge Training

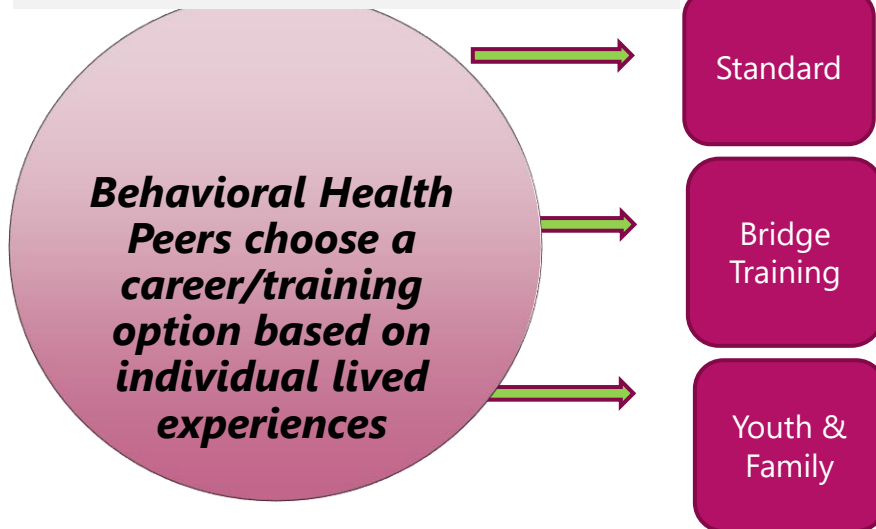
Written & Oral CPC
Exam
Letter of Cert. from DBHR

Certified Peer
Counselor

All Certified Peer Counselors who work providing Medicaid reimbursable peer services must be able to obtain an Agency Affiliate Counselor Credential from the Department of Health and pass all required background checks.

Behavioral Health Peer Support Career Paths

Training Pathways to State Certification



Areas of Employment

Generalist	Peer Bridger
Supportive Housing	Supported Employment
WiSe Teams	PACT Teams
Parent Partner	Youth Partner
SUD Peer Services	Peer Pathfinders (ED Departments)
Community Peer	HARPS Teams
PATH Teams	OCRPs Teams
Recovery Coaches	Crisis Teams

And so many more and areas continue to grow

Support and resources for peers

1
Monthly Peer blend webinars

2
Peer to Peer newsletter

3
Individual support as needed

The OPS program (Operationalizing peer support)

▶ Shelly Shor



The OPS program

1

Understanding the peer services are essential in providing recovery-oriented care

2

Understanding that supervision is essential as well as having an in-house peer champion

3

Realizing that even superheroes need support sometimes

The OPS training

The basics
of peer
services

Groundbreakin
g

Supervisio
n topics

**The basics of
peer services**



Groundbreaking

```
graph TD; A[Groundbreaking] --> B[Org culture and staff involvement]; A --> C[Contracting for services]; B --> D[Recovery oriented approach]; B --> E[Trauma informed care]; B --> F[Diversity and inclusion];
```

Org culture
and staff
involvement

Contracting
for services

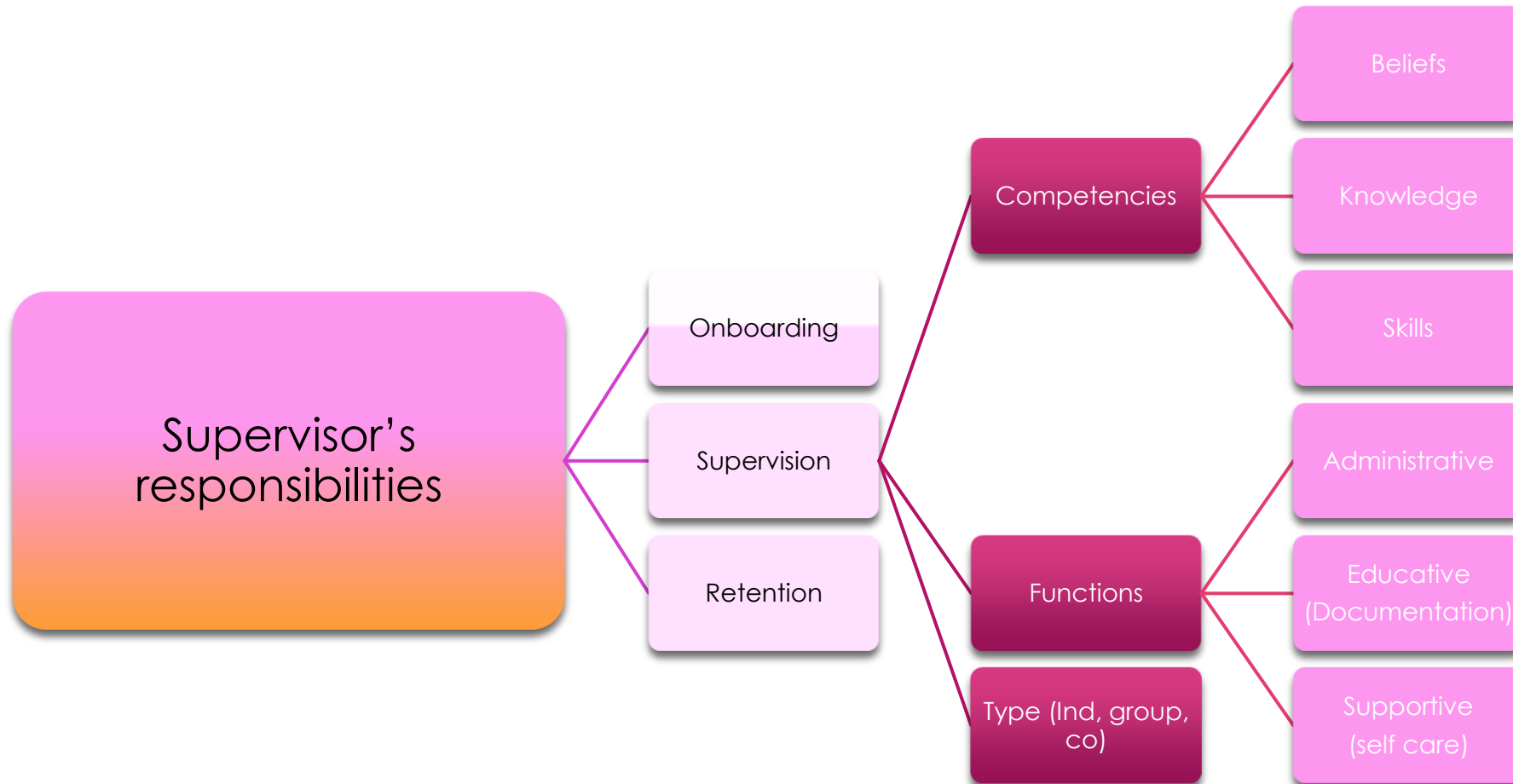
Recovery
oriented
approach

Trauma
informed
care

Diversity and
inclusion

BIPOC proviso

- ▶ A one-time basis funding solely for maintaining and increasing resources for peer support programs and for the authority to contract with an organization to assist with the recruitment of individuals to work as behavioral health peers with a specific focus on black, indigenous, and people of color communities.



More
supervision
topics
covered in
the training:

The peer role

Reasonable accommodations

Supervising a protected class

Ethics and boundaries

Scenarios for discussion

Common concerns and open dialogue



Important practices in providing peer supervision

1. Provide diverse types and structures of supervision
2. Ensure that supervision is consistent, accessible and helpful
3. Collaboratively assess strength and areas for growth
4. Familiarize yourself with common concerns of peer staff
5. Help peers with development of time management skills and documentation skills
6. Hold peers accountable for recovery values
7. Support continuing education and career mobility
8. Promote self care
9. Watch for and redirect “peer drift”

Ways to receive OPS support

1

Webinars: Once monthly

2

Weekly “Office hours”

3

Individual support as needed

Recovery Residence Overview

- ▶ Kira Schneider
- ▶ Heather Maxwell-Rychart



Background

House Bill 1528 passed by the Legislature in 2019

- Purpose of bill was to address the quality of recovery housing in the state of Washington.
- Reduces the potential for fraudulent and unethical recovery housing operators as seen recently in other states.
- Resulted in RCWs 41.05.760-762, and 41.24.660

House Bill 1528 required the Health Care Authority to implement the following:

- Registry of HCA approved recovery residences.
- Provide technical assistance to recovery residence operators through the state affiliate of the National Alliance of Recovery Residences (NARR).
- Create and manage an operating revolving loan fund.

Types of recovery homes

Recovery residence:

- A sober, safe, and healthy living environment that promotes recovery from alcohol and other drug use and associated problems.
- Multiple levels of recovery residences ranging from level 1, similar to an Oxford House to level 4, residential treatment facility.

Recovery house:

- DOH licensed residential treatment facility offering specific services specifically described in [WAC 246.341.112](#).

Recovery home:

- Generic term used to describe recovery residences, Oxford House, licensed recovery houses, and tribal recovery homes.

RECOVERY RESIDENCES IN THE CONTINUUM OF RECOVERY

Four Distinct Levels



RCW 41.05.761: technical assistance

Washington Alliance of Quality Recovery Residences (WAQRR) is providing the following technical assistance to anyone interested in recovery residences:

- 1:1 technical assistance with owners/operators of recovery residence
- Webinars which cover multiple topics on best practices and support for emerging issues
- In-person events focusing on Recovery House licensing through DOH and Medicaid reimbursement
- All-day intensive overview of Recovery Residences, NARR model, emerging issues, licensing and reimbursement.
- Train the reviewer events to train people to provide fidelity reviews for WAQRR recovery residences
- Fidelity reviews for upcoming and current WAQRR recovery residences.

WAQRR is also providing expertise to the HCA on recovery residences and the NARR model.

RCW 41.05.760: recovery residence registry



Registry will be housed and managed by HCA

Allows for a "one-stop" shop for all recovery homes

- WAQRR, Oxford House and Tribal
- HCA's Recovery Residence Registry



Creates a list of eligible SUD recovery homes for future funding streams and access to the revolving loan funds.



Includes an interactive map which allows those using it to sort by different filters, find contact information and vacancy information.



As of January 1, 2023; substance use disorder providers will only be allowed to refer patients to the recovery homes on the registry.

RCW 41.24.660: referrals to recovery housing



As of January 1, 2023; substance use disorder providers will only be allowed to refer patients to the recovery homes on the registry.



[Health Care Authority's Recovery Housing Registry](#)



To add your recovery residence reach out to the Washington Alliance of Quality Recovery Residences at certification@waqrr.org



Referrals are for those individuals who would benefit and want to go to recovery housing.

RCW
41.05.762
operating
revolving
loan fund

Modeled after the Oxford House revolving loan fund

\$500,000 total fund

Loans of \$4000 to repaid over 2 years

Application can be found on the [HCA Recovery Residence webpage](#)

Applications started being accepted March 1, 2021

Funds available for any non-profit on the registry

Can be used for operating start-up costs such as:

Rent and mortgage payments

Security deposits

Salaries for on-site staff

Minimal maintenance costs

Pay for licensing and certification

Oxford House [vacancy list for Washington](#)

Resources – Oxford House

Oxford House Inc. [National Website](#)

Washington State [Association of Oxford Houses](#)

Resources – recovery residences



For information on WAQRR certification or events, please go to the [WAQRR website](#)



For information from NARR, please go to the [NARR website](#)



For information on DOH “recovery house” licensing, please go to the [DOH website](#)



HCA’s [website](#) for recovery residences

Contact information

Maureen Bailey, Recovery support services supervisor

maureen.bailey@hca.wa.gov

Amanda Polley, Peer support program administrator

amanda.polley@hca.wa.gov

Shelly Shor, Operationalizing peer support program manager

shelly.shor@hca.wa.gov

Kira Schneider, SUD Recovery Support Services Program Manager

kira.schneider@hca.wa.gov

Heather Maxwell-Rychart, Recovery residences and Oxford house program manager

heather.maxwell-rychart@hca.wa.gov

