

AHCCCS Targeted Investments Program

Justice Quality Improvement Collaborative

Cameron Adams, MPP
George Jacobson, MPH

TIP Year 5: Session #4
September 21, 2021

Disclosures

There are no disclosures for this presentation

Agenda

| TIME | TOPIC | PRESENTER |
|---------------------|--|----------------------------|
| 11:30 AM – 11:32 AM | Agenda Review | Kailey Love |
| 11:32 AM – 11:35 AM | Common Themes | Facilitator: Cameron Adams |
| 11:35 AM – 11:55 AM | Expanding Internal Forensic Peer/Family Support | CHA SWBHS |
| 11:55 AM – 12:15 PM | Supporting Member Voice/Choice of Peer Supports | Terros VWH |
| 12:15 PM – 12:35 PM | Increasing Compliance with Community Supervision | SWBHS |
| 12:35 PM – 12:55 PM | Increasing Member Engagement for Needed Services | CHA Spectrum |
| 12:55 PM – 12:58 PM | Open Discussion and Q&A | All |
| 12:58 PM – 1:00 PM | Next Steps | Kailey Love |

| Org | Internal Forensic Peer Supports | | | External Forensic PPRO Contractors |
|----------|---------------------------------|-------------------------|--------------------|---|
| | # Employed | Interest in Adding? | Barriers | |
| CHA | 0 | Yes | Recruiting/Hiring | HOPE Inc, TLCR |
| Spectrum | 1 | Yes – Courts & 1:1 | Identifying/Hiring | NAZCARE |
| SWBHS | Many | Yes – Community Support | N/A | N/A |
| Terros | 1 | Yes | Retention | Recovery Innovations, Recovery Empowerment Network, Marc Community, SWBHS |
| VWH | 0 | Yes - MAT | Unkown | C.H.E.E.E.R.S, HOPE Inc, Hope Lives |

Common Themes

- Forensic PFROs provide different services based on member needs, services offered, areas served, and what they're asked to do
- Forensic PFROs are key element to all TIP justice clinics, particularly engagement- quicker rapport building and trust when working with someone who has shared experience.
- All participants are interested in expanding utilization of these organizations to reach members in one way or another, and all have various hurdles to clear to do so.
- All participants with external PFROs routinely meet with them to PDSA

| Theme Area | Discussion Questions | Presenter |
|---|--|-----------|
| Expanding Internal (Employed) Forensic Peer/Family Support | <ul style="list-style-type: none"> Please describe the challenges you've encountered in employing forensic peer/family supports and your attempts to overcome <ul style="list-style-type: none"> Expand Upon: recruitment (fingerprint clearance), retention | CHA |
| | <ul style="list-style-type: none"> Please describe best practices implemented by your rural clinic in recruiting, training, and retaining forensic peer/family supports <ul style="list-style-type: none"> Expand Upon: Recruitment, Training, Internal Vocational program, retention | SWBHS |
| Supporting Member Voice/Choice of Peer Supports | <ul style="list-style-type: none"> Please describe your approach to facilitating member voice/choice with your internal and external forensic PFROs <ul style="list-style-type: none"> Expand Upon: Ambassador council, referral preferences | Terros |
| | <ul style="list-style-type: none"> Please describe your approach to facilitating member voice/choice with your contracted PFROs statewide and coordinating these efforts <ul style="list-style-type: none"> Expand Upon: MOUs to assign/understand which services offered/ areas served by each contractor, monthly meetings to review and adjust | VWH |
| Increasing Compliance with Community Supervision | <ul style="list-style-type: none"> Please describe the challenges you've experienced and mitigation strategies <ul style="list-style-type: none"> Expand Upon: PO not as accepting of the forensic peers as those in the recovery environment, Forensic Peers working alongside individuals that have been within their circles (mitigation included in below response) Please describe your efforts and success with using PFROs related to Specialty Courts <ul style="list-style-type: none"> Expand Upon: IOPSA requirements, drug-court testimonies | SWBHS |
| Increasing Member Engagement for Needed Services | <ul style="list-style-type: none"> Please describe your approach to increasing engagement, and some of the challenges associated with this approach <ul style="list-style-type: none"> Expand Upon: co-location, intros as intake, challenges of warm handoffs during PHE | CHA |
| | <ul style="list-style-type: none"> Please describe your approach to increasing engagement <ul style="list-style-type: none"> Expand Upon: engage during incarceration and at court, transportation from jail (immediate engagement), understanding needs at time of intake | Spectrum |

Community Health Associates

Discussion Questions

- Please describe the challenges you've encountered in employing forensic peer/family supports and your attempts to overcome
 - Expand Upon: recruitment (fingerprint clearance), retention



Strengthening Families, Empowering Communities

Justice QIC

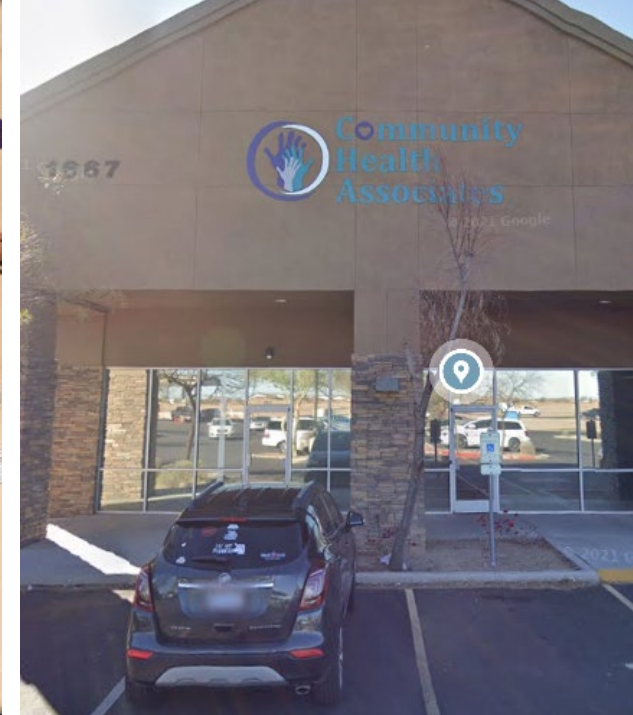
Matthew Lenertz
Stephanie Crawford

Locations

Yuma

Casa Grande

Tucson



**THE MOST
VALUABLE LESSONS
AREN'T TAUGHT.
THEY'RE
EXPERIENCED.**

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EXPANDING INTERNAL FORENSIC PEER / FAMILY SUPPORT

“Please describe the challenges you’ve encountered in employing forensic peer/family supports and your attempts to overcome”

Recruitment Barriers: Forensic peer support personnel may not qualify for Level 1 Fingerprint Clearance.

Retention issues: we’ve struggled in the past 18 months with significant turnover & retention issues.

Our Efforts: We have used multiple on-line recruiting websites as well as print ads in local newspapers in our smaller communities – all to no avail.

Southwest Behavioral Health Services

Discussion Questions

- Please describe best practices implemented by your rural clinic in recruiting, training, and retaining forensic peer/family supports
 - Expand Upon: Recruitment, Training, Internal Vocational program, retention



**SOUTHWEST BEHAVIORAL
& HEALTH SERVICES**

Impacting People, Improving Communities

The Role of Peer Support within TIP Justice Clinics

Justice TI Programs

Dominic Miller
April Thornton
Edward O'Brien

Employment Opportunities

- ▶ Our Justice Clinic employs Certified Peer Support Specialists (Peer Supports) to assist members and families in meeting unique forensic related needs.
 - ▶ The ever-present need for Peer Support and the effective outcomes are primary reasons for offering these services.
 - ▶ Peer Support helps build trust between the member and formal systems of care. A Peer Support accomplishes this through empathetic member engagement and consistent support.
- ▶ High Demand
 - ▶ Members who have developed these trusting relationships with Peer Supports understand the value of their involvement in treatment. As a result, Peer Support is one of the most requested services we encounter.
 - ▶ Peer Support position vacancies can contribute to a justice involved member's uncertainty, hesitancy, and fear of navigating the behavioral health system.
 - ▶ We believe Peer Support has a vital role in the continuum of integrated care and holistic recovery of the individual.



Recruitment

- ▶ Recruitment occurs in three ways
 - ▶ Internally, through our vocational training program. Members are provided an opportunity to become Peer Support certified on site. We cover the cost of the certification.
 - ▶ Members work with our vocational coordinator and develop job skills.
 - ▶ Members are able to attend the on-site Peer Support training program held at Kingman OP.
 - ▶ HR posts the opening to the public for the opportunity to apply and become certified after the onboarding.
 - ▶ Many times individuals and enrolled members are already certified and eager to find open peer support positions.

- ▶ Word of mouth between members and staff allows for discovery of employment opportunities. they find to meet the qualities of a great peer support.
 - ▶ As members reach their goals, some may stand out in extraordinary ways:
 - ▶ Leading groups
 - ▶ Active in the community
 - ▶ Sustained recovery
 - ▶ Mentoring others



Ladder of Success



- ▶ Thoughtful Promotion Process:
 - ▶ One of the greatest testaments to the Peer Support recruitment process is the ladder of success.
 - ▶ Opportunities for continued education.
 - ▶ Internal promotions to case managers, engagement specialists, care coordinators, the opportunities are endless!

Coordination and Best Practices

- ▶ Challenges:
 - ▶ Probation office is not as accepting of the forensic peers as those in the recovery environment.
 - ▶ Some have been previous probationers
 - ▶ Some are still on probation
 - ▶ Individuals who were at their worst may have had direct assignment to a person that they are now expected to be a team member to.
 - ▶ Often it is reciprocal. These relationships have strain, damage, or even trauma from past experiences on both sides.
 - ▶ Forensic Peers working alongside individuals that have been within their circles.
 - ▶ These are “friends”, acquaintances, dealers, family, etc.
 - ▶ Understanding boundaries for their own self-preservation as well as the benefit of their member requires continual supervision.
 - ▶ Recovery is an ongoing and fluid process that looks different for every individual.



Thank you!

Terros

Discussion Questions

- Please describe your approach to facilitating member voice/choice with your internal and external forensic PFROs
 - Expand Upon: Ambassador council, referral preferences



Supporting Member Voice/Choice of Peer Supports

Ray Young, Lori Jones, Lani Horiuchi

Please describe your approach to facilitating **member voice/choice** with your internal and external forensic PFROs

December 2019- First TIP Justice Member Forum Ambassador Council

Monthly- continued during Covid via WebEx



Member stories



Member feedback



Preventive Care Education



Terros Health Services Overview



Health Plan OIFA information

Led to Opportunity for UHC Intensive Peer Support Pilot Implementation


Please describe your approach to facilitating **member voice/choice** with your internal and external forensic PFROs

UHC Intensive Peer Support Pilot Implementation goals

The pilot is an opportunity to test the idea of utilizing specially trained Peer Supports/Navigators to build a successful model of Peer Support Services that address the “whole health care” of an individual (Physical Health, Behavioral Health and Social Health)

Please describe your approach to facilitating member voice/choice with your internal and external forensic PFROs

- Internal
- External


Peer-Run Organizations

What is a Peer-Run Organization?

Peer-run organizations are service providers owned, operated and administered by persons with lived experiences of mental health and/or substance use disorders. These organizations are based in the community and provide support services.

AHCCCS members have the right to request services provided by and/or participate in programs at a peer-run organization.

Here are some of the things you can find at a peer-run organization:

| | | |
|--------------------------|----------------------------------|----------------------------------|
| • 1-on-1 peer support | • Health and exercise programs | • Meeting new people |
| • Daily support groups | • Creative arts | • Personal development, and |
| • Social outings | • Resources | • Empowerment |
| • Meals | • Advocacy | • Extended hours and/or weekends |
| • Employment programs | • Volunteer opportunities | |
| • Learning opportunities | • Youth and young-adult programs | |

How to Access Services from a Peer-Run Organization

- Contact a peer-run organization in your area to learn what services they offer.
- Request the service be added to your service plan at the peer-run organization of your choice. Once the service has been requested, services should be initiated within 45 days.

| | | |
|---|--|---|
| <p>Recovery Empowerment Network Phoenix renaz.org 602.248.0368</p> <p>Helping Ourselves Pursue Enrichment (HOPE), Inc. Tucson, Yuma, Apache Junction hopearizona.org 520.770.1197</p> <p>Northern Arizona Consumers Advancing Recovery by Empowerment (NAZCARE) Prescott, Benson, Globe, Show Low, Bullhead City, Kingman, Eagar, Parker, Yuma, Casa Grande, Apache Junction, Cottonwood nazcare.org 928.442.9205</p> | <p>Center for Health Empowerment Education Employment Recovery Services (CHEEERS) Phoenix cheeers.org 602.246.7601</p> <p>Stand Together and Recover (STAR) Centers Avondale, Phoenix, Mesa thestarcenters.org 602.231.0071</p> <p>Hope Lives/Vive La Esperanza Phoenix, Flagstaff vivehope.org 1.855.747.6522</p> | <p>Wellness Connections Sierra Vista, Douglas, Safford, Nogales wellness-connections.org 520.452.0080</p> <p>Coyote TaskForce – Our Place Clubhouse /Café 54 and Truck 54 Tucson ourplaceclubhouse.org 520.884.5553</p> <p>Transitional Living Center Recovery (TLCR) Yuma, Casa Grande tlrcrecover.yaz.com 928.261.8668</p> |
|---|--|---|

| Plan Name | Member Service | Contact |
|--|----------------------------------|--|
| ...HEALTH PLANS | | |
| ...y Care | Member Service 1-800-624-3879 | mercycazeaz.org |
| ...llian Complete Care | Member Service 1-800-424-5891 | mccofix.com |
| ...rd Healthcare Community Plan | Member Service 1-800-348-4058 | hcccommunityplan.com |
| ...prehensive Medical Dental Program | Member Service 1-800-201-1795 | a.gov/cmddp |
| ...AHCCCS CLINICAL RESOLUTION UNIT (SHIP/ADOPTIVE) | | |
| | | ...-867-5808 a.gov |
| ...PROGRAM CONTRACTORS) | | |
| ...y Care LTC | Member Services 1-800-624-3879 | mercycazeaz.org |
| ...tment of Economic Security/ | Member Service 1-800-770-9500 | azdes.gov/ddd/ |
| ...SECURITY (RBHA) HEALTH PLANS | | |
| Arizona Complete Health - Complete Care Plan RBHA | Customer Service 1-888-788-4408 | www.azcompletehealth.com/completecare |
| Mercy Care RBHA | Customer Service 1-800-564-5465 | www.mercycazeaz.org |
| Health Choice Arizona RBHA | Customer Services 1-800-322-8670 | www.stewardhealthchoiceaz.com |

Valleywise Health

Discussion Questions

- Please describe your approach to facilitating member voice/choice with your contracted PFROs statewide and coordinating these efforts
 - Expand Upon: MOUs to assign/understand which services offered/ areas served by each contractor, monthly meetings to review and adjust

TIP September Justice QIC

Jose Luis Madera
Melissa Thomas

Overview of TI Justice Engagement Process

Recently released offenders attend orientation at the Mesa and Phoenix Parole Offices

PROs conduct onsite engagement at Parole Offices

Goal is to meet with offender and schedule first PCP appointment

Overview of Forensic Peer Support offered

Which forensic peer/family support services do you offer at, around, or through TIP Justice clinics?

Services are provided internally (behind the wall) and externally (at Parole Offices) with our contracted partners through C.H.E.E.E.R.S., Hope Lives and, Hope Inc. Individuals are also connected with services at the PRO. These PROs are experts in linking to TIP Justice members to community resources.

- **If you had to pick one, which service has been the most impactful? Why?**
The collaboration with Peer Run Organizations (PROs) who have peer and family support specialists have been the most beneficial. This causes a quicker rapport building and trust when working with someone who has shared experience.
- **Which/Are there any services you'd like to offer? What are the barriers?**
We are currently trying to develop relationships with other transitional living organizations to provide support once released.

Do you employ forensic peer/family support staff? Why/not?

Valleywise Health has contracts for specialized services and/or to formalize responsibilities between PROs. We have MOUs with the C.H.E.E.E.R.S., Hope Lives and, Hope Inc. We do not have Peer Support Specialists in the Integrated Behavioral Health department, we do have 3 Support Specialists in our Specialty Behavioral Health Clinics. We hope to hire peer supports for future programs that will provide MAT services.

Which (if any) external PFROs do you refer justice-involved members to?

We use our current relationships with our three PROs and refer to them if we need their support.

Member Engagement

- **How/Do you leverage forensic peer/family support to engage justice-involved members for initial services and/or ongoing services?**

The PRO organization that we collaborate with provides all the support prior to entering at Valleywise Health. Once receiving medical care at Valleywise will take over for additional needs that cannot be provided by the PROs. The use of the PROs is an instrumental part of our program.
- **How/Do you maximize member's uptake/utilization of forensic peer/family support services?**

We maximize the use of the PROs as being the initial person they work with and go to person if they need support. Having the PRO as part of the team provides a different perspective in providing care and has helped shaped the way we support those coming through TIP Justice.
- **How/Do you facilitate the member's voice and choice of forensic peer/family service provider or organization?**

We meet bi-weekly with the PROs and solicit feedback from TIP Justice participants. There have been changes done internally and externally to support the PROs and TIP Justice participants, regular meetings have facilitated flexibility in making these changes. The PROs provide different services and are in different parts of the valley. We all TIP Justice members choice based on their needs and location.

Coordination and Best Practices

- What (if any) challenges have you experienced coordinating forensic peer/family support services? How did you overcome or mitigate these challenges?
We have not had any challenges to report in coordinating care with the PRO's. There have been challenges of engaging TIP Justice members as healthcare is not always their highest priority.
- How do care managers incorporate forensic peer/family support services into the justice-involved member's integrated care plan?
In creating the individualized service plan many TIP Justice members are interested in being trained as peer support specialists. If there are other supports needed that a PRO can provide, Valleywise staff will refer and incorporate accordingly.
- What other best practices (related to forensic peer/family support services) do you recommend?
The ability for PROs to bill for services prior of the creation of an Individual Service Plan (e.g., addressing SDOHs especially given challenges with engaging in being released from ADOC).



Southwest Behavioral Health Services

Discussion Questions

- Please describe the challenges you've experienced and mitigation strategies
 - Expand Upon: PO not as accepting of the forensic peers as those in the recovery environment, Forensic Peers working alongside individuals that have been within their circles (mitigation included in below response)
- Please describe your efforts and success with using PFROs related to Specialty Courts
 - Expand Upon: IOPSA requirements, drug-court testimonies



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Overcoming the Challenge

- ▶ Overcoming the Challenges:
 - ▶ Developing relationships with justice stakeholders and the programs we provide to demonstrate the effectiveness and obtain their buy-in. This leads to mutually respectful relationships.
 - ▶ Respect the integrity of collaboration through understanding boundaries that are appropriate and holding meetings to discuss issues when there is conflict.
- ▶ Frequent supervision to discuss cases, community, self-care, concerns, and triumphs.
- ▶ Internal commitment to teamwork to support Peer Supports when difficult situations may arise.



Community Health Associates

Discussion Questions

- Please describe your approach to increasing engagement, and some of the challenges associated with this approach
 - Expand Upon: co-location, intros as intake, challenges of warm handoffs during PHE



Strengthening Families, Empowering Communities

Justice QIC

Matthew Lenertz
Stephanie Crawford

INCREASING MEMBER ENGAGEMENT FOR NEEDED SERVICES

“Please describe your approach to increasing engagement, and some of the challenges associated with this approach”

Co-Location: PFRO staff on-site made referral and inclusion simple and easy.

Intros at Intake: PFRO staff were often included and introduced during the member's intake – allowing the peers to sell themselves

Challenges of warm-handoffs during PHE: Since COVID-19, we've continued to work with our PFRO partners – but zoom isn't the same as live co-location.



Spectrum

Discussion Questions

- Please describe your approach to increasing engagement
 - Expand Upon: engage during incarceration and at court, transportation from jail (immediate engagement), understanding needs at time of intake

Spectrum

PEER SUPPORT AND MEMBER ENGAGEMENT FOR JUSTICE MEMBERS

Lisa Sherril

A solid green horizontal bar at the bottom of the slide.

Overview of Forensic Peer Support offered

Which forensic peer/family support services do you offer at, around, or through TIP Justice clinics?

- Peer Supports
- Employ Certified Forensic Peer
- Provide Transportation to Mental Health Court Clients to Court Every Other Week
- Provide Local Transports for Justice Clients as Needed

If you had to pick one, which service has been the most impactful? Why?



- Transportation is the most impactful because it assists the client with engaging in treatment.



Overview of Forensic Peer Support offered

Which/Are there any services you'd like to offer? What are the barriers?

Spectrum would like to offer:

- More individual peer support to justice clients
- Peer support and/or DSP to participate in specialty courts, such as drug court and mental health court

Barriers:

- Staffing (Spectrum is working on hiring staff who can provide these services)

Do you employ forensic peer/family support staff? Why/not?

- Yes. We have one but we have recently hired more peers and would like to have more forensic trained.



Recruitment is mostly through internal clients who would like to do the Peer Support Training through NAZCARE (external PFRO).

Member Engagement

How/Do you leverage forensic peer/family support to engage justice-involved members for initial services and/or ongoing services?

- Speak to the clients about peer forensic services when they are transported from the jail

How/Do you maximize member's uptake/utilization of forensic peer/family support services?

- Justice care managers assess client's needs when they initially meet. They then will determine if a client can benefit from Peer services and make appropriate referral.

How/Do you facilitate the member's voice and choice of forensic peer/family service provider or organization?

- Through adult recovery team meetings and the client's choice. Clients are asked at time of initial assessment what their needs and choices are.



Coordination and Best Practices

What (if any) challenges have you experienced coordinating forensic peer/family support services? How did you overcome or mitigate these challenges?

- Hiring peer staff with forensic experience
- Spectrum actively seeks such individuals and speaks to them about the role and the peer support training

How do care managers incorporate forensic peer/family support services into the justice-involved member's integrated care plan?

- Add the peer support codes of 0038 and case management of 1016 with the needs for a forensic peer along with the units

Open Discussion and Q&A

Next Steps

- Questions or concerns?
 - Please contact ASU QIC team at TIPQIC@asu.edu if questions or concerns regarding performance data

Thank you!

TIPQIC@asu.edu