

# Best Practice Guidelines

1. Introduction
  - a. Purpose of the guidelines
  - b. Definition of peer work
  - c. History of Peer movement
2. Overview of Peer Work in Behavioral Health Settings
  - a. Benefits of peer workers in behavioral health settings
  - b. Unique needs and challenges of peer workers in behavioral health settings
3. Recruitment and Hiring
  - a. Identifying job requirements and qualifications
  - b. Conducting interviews and selecting candidates
  - c. Establishing a welcoming and inclusive workplace culture
  - d. Compensation and benefits: Employers should ensure that peer workers receive fair compensation and benefits.
4. Training and Professional Development
  - a. Providing initial and ongoing training
  - b. Supporting continuing education and professional development opportunities
  - c. Code of Ethics for Medi-Cal Peer Support Specialist
5. Peer Support Services
  - a. Types of peer support services
  - b. Best practices for delivering peer support services
  - c. Role of advocacy
    - i. Patient rights
    - ii. Self-advocacy
  - d. Documentation and record-keeping
  - e. Evidence-based peer practices:
    - i. The Helper Therapy Principle
    - ii. Peer Listening and Disclosing
    - iii. Recovery Planning
    - iv. Self-Help Support Groups
    - v. Peer Bridging
6. Supervision and Support
  - a. Providing regular and effective supervision
  - b. Addressing performance concerns and offering feedback
  - c. Offering emotional support and encouragement
  - d. Providing resources for self-care and burnout prevention
  - e. Supervision of peer workers training
7. Working with Consumers
  - a. Peer to Peer matching
  - b. Establishing rapport and building trust
  - c. Peer support principles and practices
  - d. Encouraging self-determination, choice, and empowerment
  - e. Active listening and effective communication

- f. Crisis intervention and de-escalation
- 8. Work Environment
  - a. Providing a safe and supportive work environment
  - b. Addressing discrimination and harassment
  - c. Encouraging team collaboration and communication
  - d. Offering flexible work arrangements
  - e. Encouragement of self-care
  - f. Opportunity for career advancement
- 9. Collaborating with Providers and Organizations
  - a. Advocating on behalf of peer
  - b. Working within the behavioral health system
    - i. Multidisciplinary treatment teams
    - ii. Care coordination models
    - iii. Care plans and targeted goals
  - c. Building relationships with other treatment providers and organizations
  - d. Addressing conflicts and challenges
- 10. Policies and Procedures
  - a. Developing and implementing policies and procedures that support peer work
  - b. Addressing confidentiality and privacy concerns
  - c. Ensuring fair compensation and benefits
  - d. Creating a feedback mechanism for peer workers to provide input on policies and procedures
- 11. Conclusion
  - a. Recap of best practices for employers of peer workers in behavioral health settings
  - b. Encouragement to continually assess and improve support for peer workers
  - c. Importance of valuing and empowering peer workers in the behavioral health system
  - d. Importance of ongoing professional development and learning
  - e. Encouragement to share best practices with others in the field
- 12. Appendix
  - a. Glossary of Terms
  - b. Readiness checklist
  - c. Code of Ethics for Medi-Cal Peer Support Specialists
  - d. 17-core competencies for Medi-Cal Peer Support Specialists

Need clarity:

Additional Recommendation from Stakeholder Advisory Council:

- Ideally there would be an overview of curricula from the 21 training vendors that would structure the elements and language in each section.

Glossary of terms

1. Consumer
2. Client
3. Peer