The Accreditation Plus Model for Peer Support Organizations

Texas Behavioral Health Institute
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Faces & Voices of Recovery

Accreditation 201: Understanding the Standards
What We Do

CAPRSS is a full-service organization, offering asset-based accreditation™ services.

Our approach is consultative rather than prescriptive, providing insights and strategies to help PRSS programs achieve and succeed.

What CAPRSS is Considering (Big Picture Behind the Standards)...
Values/ Principles

- Are you firmly grounded in the recovery community?
- Are relationships based on mutuality, integrity?
- Are you authentic in valuing the lived experience of persons in recovery?
- Are you welcoming to many pathways to recovery?
- Do you operate ethically?

How do you know?

Recovery Community Leadership and Engagement

- Is your board of directors representative of the recovery community?
- Do you engage persons with lived experience throughout the program and organization?
- Do you develop new leaders from the recovery community?
- Are you preparing people to be of service?
- Are you honoring/celebrating the work that they do?

How do you know?
Community Connections

- Do you have a mix of services that is based on community assets and meets community needs?
- Do you engage the community in your planning?
- Are you connected to other resources in the recovery community?
- Are you connected to key organizations in the community that can strengthen access to other resources that persons in recovery may need?

How do you know?

Participatory Process Throughout

- Do you use participatory processes in:
  - Identifying vision and values?
  - Community assessment?
  - Program planning?
  - Decision making?
  - Program evaluation?
  - Policy development?
  - Engaging the community in your work?

How do you know?
Skills Building

- Do peer participants have opportunity to build skills?
- Do peer leaders receive training, development, and ongoing support to serve in their role?
- Do peer supervisors receive training, development, and ongoing support to serve in their role?
- Do board members receive training and support in their governance role?
- Does all this skills building have an effect? How do you know?

Program Learning & Improvement

Do you:
- Ask peers about services they are interested in?
- Ask peers about the things they could teach or share?
- Ask peer leaders for ideas to make programs or services better?
- Change or update the programs you offer on a regular basis?
Effective Practices & Processes

- Do you have effective practices for:
  - good governance
  - fiscal management
  - human resources management
  - program management

- Do you have effective processes for:
  - Planning and improving support services?
  - Recruiting and selecting peer leaders?
  - Training, developing and supporting peer leaders?
  - Outreach to and engaging participants?
  - Supervising paid and/or volunteer peer leaders?
  - Evaluating program outcomes?
  - Keeping track of finances?
  - Document board decisions?

Recovery Capital

- Are you strengths-based?
- Do your peer supports build individual recovery capital?
- Do you build family and/or community recovery capital?
- Do you have stories of change that you will be able to share?

  How do you know?
Opportunity-rich Environment

- Do you offer a variety of peer supports?
- Do you provide opportunities for personal growth and development?
- Are participants in charge of their own recovery?

How do you know?

Outcomes Focused

- Are your peer services promoting recovery?
- Are participants getting to the outcomes that they want to achieve?
- Are you having a positive impact on families? In the community?

How do you know?
Share Your Strength

- Pick ONE “Looking For” area in which your program does really well
- Answer the questions for that area
- Give good examples for how you know
- Get feedback

The CAPRSS Standards
What are Standards?

an established guideline, model, or example that is used for the measurement of quality or value

CAPRSS standards come from the Recovery Community and reflect current practice in peer recovery support.

The Accreditation Taxonomy
Four functional areas:
1. Principles
2. People
3. Practices
4. Performance

Four functional areas
Seven core domains:
1. Recovery Principles, Culture, Climate
2. Ethical Framework for Service Delivery
3. Peer Leader Development
4. Peer Supervisor Development
5. Governance and Program Oversight
6. Management Systems
7. Peer Support Capacity: Core Competencies
CAPRSS Taxonomy

- Functional Area
  - Domain
    - Principles
      - Recovery Principles, Culture & Climate (RPCC)
      - Ethical Framework for Service Delivery (EFSD)
    - People
      - Peer Leader Development
      - Peer Supervisor Development
    - Practices
      - Governance and Oversight
      - Management Systems
    - Performance
      - Peer Support Capacity: Core Competencies

Element of Performance
- Design of peer support is based on recovery strengths and resiliency
- Program gives a positive face and voice to people in recovery
- Signage uses recovery language
• Four functional areas
• Seven domains
• 30 core standards
  □ Each with criteria and elements of performance
**Principles**

**Recovery Principles, Culture, and Climate**

- **RPCC-1.0**: Core Recovery Principles
- **RPCC-2.0**: Core Recovery Culture
- **RPCC-3.0**: Recovery Culture/Environment

<table>
<thead>
<tr>
<th>Recovery Principles, Culture and Climate</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RPCC-1.0 Core Recovery Principles</td>
<td>The program is grounded in the values of the recovery community—both local community and the national movement.</td>
</tr>
<tr>
<td>RPCC-2.0 Core Recovery Culture and Values</td>
<td>The program incorporates key practices that support and enhance recovery.</td>
</tr>
<tr>
<td>RPCC-3.0 Recovery Climate/Environment</td>
<td>The program establishes a welcoming climate that is conducive to facilitating personal recovery.</td>
</tr>
</tbody>
</table>
### Ethical Framework for Service Delivery

<table>
<thead>
<tr>
<th>EFSD-1.0</th>
<th>Code of Ethics</th>
<th>The program has guidelines, policies, procedures, and practices related to ethics that are consistent with peer values, protecting both providers and recipients of peer services.</th>
</tr>
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<tr>
<td>EFSD-2.0</td>
<td>Ethics Training and Support</td>
<td>The program ensures that training and guidance are provided on the implementation of ethical guidelines.</td>
</tr>
<tr>
<td>EFSD-3.0</td>
<td>Confidentiality</td>
<td>The program has guidelines, policies, procedures, and practices related to maintaining confidentiality of personal information.</td>
</tr>
<tr>
<td>EFSD-4.0</td>
<td>Boundary Setting</td>
<td>The program provides supervision, support, and learning opportunities to address boundary-related conflict before, during, and after conflict happens.</td>
</tr>
</tbody>
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Peer Leader Development

- PLD-1.0: Recruitment
- PLD-2.0: Selection & Orientation
- PLD-3.0: Training & Development
- PLD-4.0: Retention

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<td>PLD-1.0 Recruitment</td>
<td>The program uses efficient and effective processes to recruit quality peer leaders.</td>
</tr>
<tr>
<td>PLD-2.0 Selection and Orientation</td>
<td>The program has clearly defined processes for screening, selecting, and orienting new peer leaders (peer workers) to the PRSS program.</td>
</tr>
<tr>
<td>PLD-3.0 Training and Development</td>
<td>The program provides peer leaders (peer workers) with training to help them gain the knowledge and skills necessary for their assigned jobs, to help them develop within the organization.</td>
</tr>
<tr>
<td>PLD-4.0 Retention</td>
<td>The program has clearly defined methods for increasing peer leader (peer worker) retention.</td>
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Peer Supervisor Development

- PSD-1.0: Recruitment
- PSD-2.0: Selection & Orientation
- PSD-3.0: Training, Mentoring & Support

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<th>Peer Supervisor Development</th>
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<td>PSD-1.0</td>
<td>Recruitment</td>
<td>The program uses efficient and effective processes to recruit quality peer supervisors.</td>
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<tr>
<td>PSD-2.0</td>
<td>Selection and Orientation</td>
<td>The program has clearly defined processes for identifying needed qualifications, screening, and selecting peer supervisors.</td>
</tr>
<tr>
<td>PSD-3.0</td>
<td>Training, Mentoring, and Support</td>
<td>The program provides peer supervisors with training, development opportunities, and ongoing support that will enable them to acquire the knowledge, skills, experience, attitudes, and attributes necessary to effectively supervise peer leaders/peer workers in a non-clinical context.</td>
</tr>
</tbody>
</table>
Governance & Program Oversight

- GPO-1.0: Program Oversight
- GPO-2.0: Board of Directors
- GPO-3.0: Organizational Policies & Practices
- GPO-4.0: Community Linkages

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<tr>
<th>GPO-1.0</th>
<th>Program Oversight</th>
<th>The program oversight is inclusive of and responsive to local communities of recovery.</th>
</tr>
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<tbody>
<tr>
<td>GPO-2.0</td>
<td>Board of Directors</td>
<td>The board of directors is appropriately representative of and responsive to local communities of recovery.</td>
</tr>
<tr>
<td>GPO-3.0</td>
<td>Organizational Policies and Practices</td>
<td>The board of directors ensures that the organizational policies and practices are consistent with the principles of good governance.</td>
</tr>
<tr>
<td>GPO-4.0</td>
<td>Community Linkages</td>
<td>The board of directors facilitates linkages with other organizations to strengthen the larger community's network of support for recovery.</td>
</tr>
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Management Systems

- **MS-1.0: Fiscal Management**
  - The organization is a good steward of financial resources, accountable to the recovery community, funders, and donors in its use of funds.

- **MS-2.0: Human Resource Mgt**
  - The organization uses best practices in human resources management to create a safe and healthy work environment.

- **MS-3.0: Quality Assurance**
  - The organization establishes ongoing, data-driven, quality assessment and improvement processes and methods.

- **MS-4.0: Peer-compatible Recordkeeping**
  - The organization establishes record keeping processes and methods that are compatible with peer-led efforts.

- **MS-5.0: Confidentiality of Records**
- **MS-6.0: Participant Protection**
- **MS-7.0: Cultural Competence**
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<tr>
<th>MS-5.0</th>
<th>Confidentiality of Records</th>
<th>The organization establishes record keeping processes and methods that ensure compliance with state and federal regulations related to confidentiality and privacy.</th>
</tr>
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<tr>
<td>MS-6.0</td>
<td>Participant Protection</td>
<td>The organization is committed to providing a safe, secure, and respectful environment.</td>
</tr>
<tr>
<td>MS-7.0</td>
<td>Cultural Competence</td>
<td>The organization has clear goals, policies, and oversight practices to provide culturally and linguistically appropriate peer services.</td>
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**Performance**

**Peer Support Capacity:**

**Core Competencies**

- PSCC-1.0: Determining Community Strengths & Needs
- PSCC-2.0: Planning
- PSCC-3.0: Offering Support
- PSCC-4.0: Supervising Peers
- PSCC-5.0: Evaluating the Supports
### Peer Support Capacity: Core Competencies

<table>
<thead>
<tr>
<th>PSCC-1.0</th>
<th>Determining Community Strengths and Needs</th>
<th>The program uses participatory processes to assess community strengths and needs.</th>
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</thead>
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<tr>
<td>PSCC-2.0</td>
<td>Planning</td>
<td>The program plans to offer PRSS that will have a measurable impact, based on community assets and needs.</td>
</tr>
<tr>
<td>PSCC-3.0</td>
<td>Offering Support</td>
<td>The program is an opportunity-rich recovery environment that builds individual and community strengths (recovery capital) and addresses individual and community needs.</td>
</tr>
<tr>
<td>PSCC-4.0</td>
<td>Supervising Peer Leaders</td>
<td>The program provides regular guidance, support, and skills-building through non-clinical supervision to all peer leaders/peer workers, whether supports/services are provided at the program site or elsewhere in the community.</td>
</tr>
<tr>
<td>PSCC-5.0</td>
<td>Evaluating the Supports/ Services</td>
<td>The program uses evaluation data as a management tool.</td>
</tr>
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Elements of Performance

Examples of the activities, actions, or processes that an organization might do that in meeting a particular criterion or standard.

“The program maintains a warm and welcoming space”:

- The physical site is pleasant and attractive
- The space is safe and clean
- The site is conveniently located
- Visitors to site are welcomed in a warm and friendly manner

You are encouraged to give other elements of performance that fit the criteria.
Questions?

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