



PROVIDER ALERT

Peer Services Opportunities and Updates

Dec.1, 2020

Alert Summary: This announcement includes information about a new optional training opportunity for supervisors of all Peer Services, the availability of coaching for providers and supervisors of Peer Services and a summary of related changes coming to the Provider Manual.

Dear Provider,

Below are updates for providers and supervisors of Peer Services, which encompasses Peer Support, Youth Support, Family Support and Recovery Coaching:

Supervisor Training

If you currently supervise providers of Peer Services or plan to do so in the future, we encourage you to participate in order to enhance your knowledge of recovery-oriented approaches. Optum Idaho has worked with our training partners (En Route, Path to Prime and the Federation of Families) to develop an optional training designed to assist supervisors of all Peer Services. This training is available on-demand in Relias, takes approximately two hours to complete, and provides two Continuing Education Units (CEUs). To access the course, please go to [Relias Online Learning](#) > Assignments, then search for Peer Services Supervisor Training > Enroll.

Topics covered include:

- Similarities and differences of the roles of Peer Support, Youth Support, Family Support and Recovery Coaching
- Appropriate referrals for Peer Services
- Essential supervisory skills, functions and challenges
- Agency readiness for Peer Services

Coaching after Training

Once you have successfully completed the supervisor training or if you are a credentialed/endorsed Peer Services provider, you will be eligible to enroll in coaching with En Route. Coaching may be appropriate if your agency is seeking opportunities for your leaders and staff members to think about and plan around how to put into practice what you've learned in training or to improve your implementation and delivery of Peer Services.

Goals include:

- Identifying strengths and needs related to implementation and delivery of services
- Providing constructive feedback about organizational structure that supports implementation and service delivery

- Noting specific strategies for Peer Services professionals for applying skills learned in training to the real world
- Developing additional training and workforce development plans based on needs

To enroll for coaching or find out more about it, please click on the applicable link below, based on your agency's primary location:

- Regions 1-2: Tuesday, Jan. 5, 2021, 12:00-1:00 MT <[click here](#)>
- Regions 3-4: Tuesday, Jan. 19, 2021, 12:00-1:00 MT <[click here](#)>
- Regions 5-7: Tuesday, Jan. 19, 2021, 2:00-3:00 MT <[click here](#)>

Provider Manual

Some of the revisions coming to the Provider Manual include the following additional guidance for Youth Support:

- Providers collaborate with the youth to formally review the recovery plan every 90 days
 - The youth's CANS results should inform the recovery plan
- Service should be provided in accordance with the Level of Care Guidelines
- The service is intended for youth who have the capacity and ability to understand their diagnosis, needs, strengths, behaviors and symptoms to be an active participant in making decisions for their individualized care
- An outline to help showcase how groups can be helpful
- Clarifications on appropriate sizes for group: Youth Support groups consist of four to 12 participants and the minimum ratio is one facilitator to six participants. Groups exceeding six participants would require two facilitators or must be conducted as separate groups. Both facilitators must be endorsed Youth Support providers.

If you have any questions, please reach out to your Provider Relations Advocate.

Thank you,
The Optum Idaho Team