

Is Your Health or Supportive Services Agency Ready to Implement Peer-delivered Services?

ORGANIZATIONAL READINESS ASSESSMENT

Instructions for Use: This readiness assessment is designed to help health care facilities and support services agencies consider elements that are crucial to implementing peer-delivered services. Review the items in the left column and check the appropriate response in the right column. Once the assessment is completed, review the extent to which your organization has these items in place, partially in place, or not in place. If the agency seeks to pursue integration of peer-delivered services, use page 6 to carefully consider how you will address any item that is not in place or is only partially in place.

Organization's Values and Participation			
Item	Current Status		
Organization's values and mission statement support roles for Peer Workers	In place	Partially in place	Not in place
A Peer Program design and implementation team is in place and includes members from administration, clinical services, Human Resources, treatment teams, and other professional staff (when and as appropriate)	In place	Partially in place	Not in place
Departments across agency have provided in-put on how Peer Workers might be best utilized	In place	Partially in place	Not in place
Treatment teams and other staff working with Peers have given input on how Peer Workers might be best utilized	In place	Partially in place	Not in place
All levels of staff oriented to and support integration of Peer Workers	In place	Partially in place	Not in place
Leadership is familiar with the process, timeline, and requirements of AI Peer Certification	In place	Partially in place	Not in place

Proposed Roles for Certified Peer Workers / Agency Need for this Role

Core Areas of Work for Certified Peer Workers Visit <u>www.hivtrainingny.org/PeerCert/CoreCompetency</u> for a comprehensive list of competencies associated with NYS certified HIV, HCV or Harm Reduction peer workers	Is this a possible role for Peer Workers at Our Agency?	
HIV Testing/Hepatitis C Screening	Yes	No
Engagement, Linkage and Retention to Care	Yes	No
HIV/HCV Treatment Readiness, Initiation & Adherence	Yes	No
Harm Reduction, Syringe Access & Health Promotion	Yes	No
Patient Navigation	Yes	No
PrEP and PEP Readiness, Initiation & Adherence	Yes	No
Client Self-Management	Yes	No
Supportive Services	Yes	No
Support Groups	Yes	No
Client Involvement in Quality Improvement	Yes	No
Health Insurance	Yes	No
Other (specify):	Yes	No

Fiscal Issues Related to Implementing Peer-Delivered Services

	In place	Partially in place	Not in place
Plan for Peer Workers as regular employees with “living wage” salaries and benefits	In place	Partially in place	Not in place
Plan for possible future Medicaid reimbursement for peer-delivered services	In place	Partially in place	Not in place
Fiscal resources identified for Peer Worker wages/ benefits/ stipends	In place	Partially in place	Not in place
a. Grant resources?	In place	Partially in place	Not in place
b. DSRIP resources?	In place	Partially in place	Not in place
c. Health plan/ Medicaid reimbursement?	In place	Partially in place	Not in place
Fiscal mechanism or plan for supporting peer workers during NYS-required Peer Certification Practicum (while still in training, not yet hired)	In place	Partially in place	Not in place
a. Stipend?	In place	Partially in place	Not in place
b. Incentives (Metrocard, etc)?	In place	Partially in place	Not in place
c. Other forms of compensation?	In place	Partially in place	Not in place
Plan for obtaining billing codes for Peer-delivered services	In place	Partially in place	Not in place
Tracking systems to capture reimbursement	In place	Partially in place	Not in place
Tracking systems to capture unit costs	In place	Partially in place	Not in place

Hiring Issues			
Item	Current Status		
Clear roles and expectations established for Peer Workers outlined in job descriptions	In place	Partially in place	Not in place
Agreed-upon personal characteristics for prospective peers	In place	Partially in place	Not in place
Appropriate job title selected for Peer Worker	In place	Partially in place	Not in place
Review of policies that may impact hiring Peer Workers	In place	Partially in place	Not in place
Employee policies are flexible enough to apply to peers while accommodating peer-specific needs within reason (e.g., flexible sick time, time to complete certifications trainings during work hours)	In place	Partially in place	Not in place
HR is aware of potential Peer Worker's current status regarding disability, benefits, Medicaid, etc.	In place	Partially in place	Not in place
HR is prepared to orient Peer Worker to any changes in benefits from employment status	In place	Partially in place	Not in place
NY City Agencies: HR is aware of special considerations for HASA clients that are employed as Peer Workers	In place	Partially in place	Not in place
NY City Agencies: Have letter affirming Peer Worker's employment status as working in HIV services for HASA	In place	Partially in place	Not in place
If unionized, peer worker job description(s) have been approved by union	In place	Partially in place	Not in place
Clear criteria for hiring or not hiring established	In place	Partially in place	Not in place
Scheduling plan in place	In place	Partially in place	Not in place

Supervision Issues			
Supervisor identified understands and values role of peers in healthcare and supportive services teams	In place	Partially in place	Not in place
Format of supervision established (meeting with Peer Worker, shadowing Peer, observing Peer/Patient interactions, etc.)	In place	Partially in place	Not in place
Supervisor has experience working with diverse clients and conditions and assisting others with this	In place	Partially in place	Not in place
Supervisor has experience coaching new staff, interns, or others	In place	Partially in place	Not in place
Supervisor has experience explaining and enforcing appropriate boundaries between staff and patients	In place	Partially in place	Not in place
Supervisor has experience providing critical feedback to assist staff with improving performance	In place	Partially in place	Not in place
Supervisor will be able to provide more intensive and frequent supervision during practicum period	In place	Partially in place	Not in place

Supervision Issues			
Support is available for the supervisor	In place	Partially in place	Not in place
Identified “Clinical Supervisor” (In-house, or Consultant) for both peer and supervisor	In place	Partially in place	Not in place
Role for “Clinical Supervisor” established (ex: consultations for patients with mental health or substance use disorders)	In place	Partially in place	Not in place
Supervisor is familiar with the requirements of the NYSDOH Peer Certification process	In place	Partially in place	Not in place
Process for evaluating the Peer’s job performance regularly and offering feedback	In place	Partially in place	Not in place
System in place to provide routine feedback to Peers on their progress	In place	Partially in place	Not in place
Mechanism for reporting evaluation results to Peer Certification Program	In place	Partially in place	Not in place
System in place to provide Peer opportunities for professional growth	In place	Partially in place	Not in place

Integration of Peer Workers within Overall Operations			
Item	Current Status		
Is the agency culturally competent regarding patients, staff and peers?	In place	Partially in place	Not in place
Administration has achieved “buy-in” from all areas of the organization	In place	Partially in place	Not in place
Roles and expectations for Peers have been communicated to treatment teams and divisions	In place	Partially in place	Not in place
All services and departments have been oriented to roles of peer workers	In place	Partially in place	Not in place
Mechanism to provide staff with updates on Peer Services?	In place	Partially in place	Not in place
Decision has been made on Peer Worker access to patient records	In place	Partially in place	Not in place
a) During practicum / training period?	In place	Partially in place	Not in place
b) As an employed Peer Worker	In place	Partially in place	Not in place
c) If no access, is there an alternative way for Peers to document interactions?	In place	Partially in place	Not in place
Plan to notify/market Peer Services to community	In place	Partially in place	Not in place
Plan to orient patients to option of Peer Workers	In place	Partially in place	Not in place
Procedures for patients to provide feedback on Peer-delivered services	In place	Partially in place	Not in place
Tracking systems to capture Peer productivity	In place	Partially in place	Not in place
System for data collection	In place	Partially in place	Not in place
System for documentation of Peer-delivered services	In place	Partially in place	Not in place

Task List

Directions: Complete this form for all items marked “Partially in Place” or “Not in Place” on pages 1-4.

Item	Actions Needed	Resources Needed	Person(s) Responsible	Expected Completion Date

Notes