

# Peer Support: The “Secret Sauce” on the Path toward Recovery

---

TOM LANE, NCPS, CRPS

TOM WALKER, MA

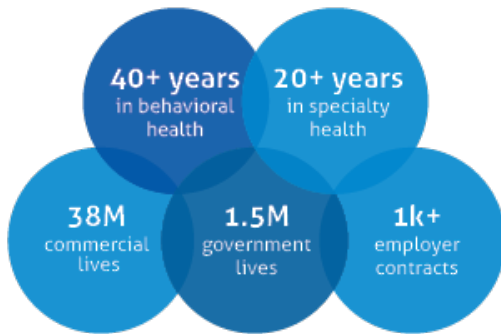
MAGELLAN HEALTHCARE



**Magellan**  
HEALTHCARE<sup>SM</sup>



## Magellan HEALTHCARE<sup>SM</sup>



### Improving Outcomes for Complex Populations

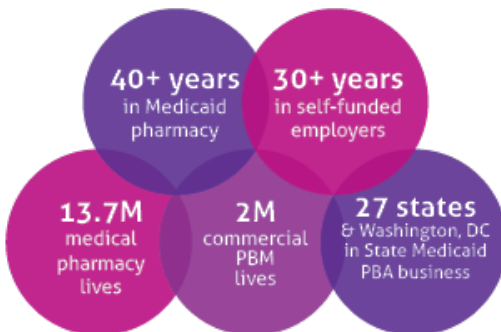
#### Customers:

- Employers
- Health plans
- Provider groups
- State governments
- Federal government

#### Solutions:

- Behavioral health
- Specialty medical
- Employee assistance programs
- Full-service specialty health plans
- Complex populations

## Magellan Rx MANAGEMENT<sup>SM</sup>



### Solving Complex Pharmacy Challenges

#### Customers:


- Employers
- Managed care organizations
- Unions
- State & local governments
- Medicare & Medicaid

#### Solutions:

- Core PBM capabilities
- Targeted clinical programs
- Traditional & specialty drug management
- Insights & analytics
- Member engagement programs



## Tom Lane



**Tom Lane, NCPS, CRPS**, is the senior national director, community and recovery supports for Magellan Healthcare. He provides leadership and guidance in promoting the concepts of recovery, resilience, wellness, and community inclusion throughout systems of


care. Tom is an expert on the intersections of these areas, as well as adjunct support systems. He has 19 years of experience developing and implementing peer-operated programs, services, and supports in the community and within publicly funded and commercial payer and provider settings, including inpatient and state hospital settings.

Tom leads Magellan's internal peer support programs and initiatives, and provides technical assistance to provider and community-based organizations about evidence-based peer support.

# Presenters



**Tom  
Walker**



**Tom Walker**, senior account executive for Magellan Behavioral Health of Pennsylvania, Inc., is a graduate of Duquesne University and has an advanced degree in psychology.

Tom led the Allentown City Ten Year Plan to End Chronic Homelessness, and worked closely with law enforcement, emergency services, and city planners to build solutions for people caught in a revolving door between the streets or shelters and jails, as well as other institutional settings.



## Understand

the role and impact of peer support in health care and criminal justice systems



## Address

the need for including peer support along the continuum of criminal justice systems (“sequential intercept” points)



## Discuss

opportunities and solutions to expand peer support in criminal justice systems

# What is peer support?



Peer support can be characterized as practical, social, and emotional support from a person with shared affiliation, lived experiences, or situations



# Types of peer support



**Mental health focus**  
(certified peer specialists)

**Substance use disorder focus**  
(certified recovery specialists)

**Specialty track for peer  
workforce expansion**  
(forensic peer specialists)



# Peer support: Mutual self-help

- 1 **Over 1,000** national self-help groups, including online support groups
- 2 **Local groups affiliated** with national organizations
- 3 **'Grassroots'** support groups
- 4 **Health conditions, addictions**
- 5 **Common affinities** and other shared experiences
- 6 **Life spectrum**





# Evidence-based and promising practices

» Peer support is recognized as an evidence-based practice

---

» 200+ studies examining peer support

---

» WRAP® - Wellness Recovery Action Planning

---

» Peer Support Whole Health and Resiliency (PSWHR)

---

» Intentional peer support

---

» Peer-run respite and recovery homes

---

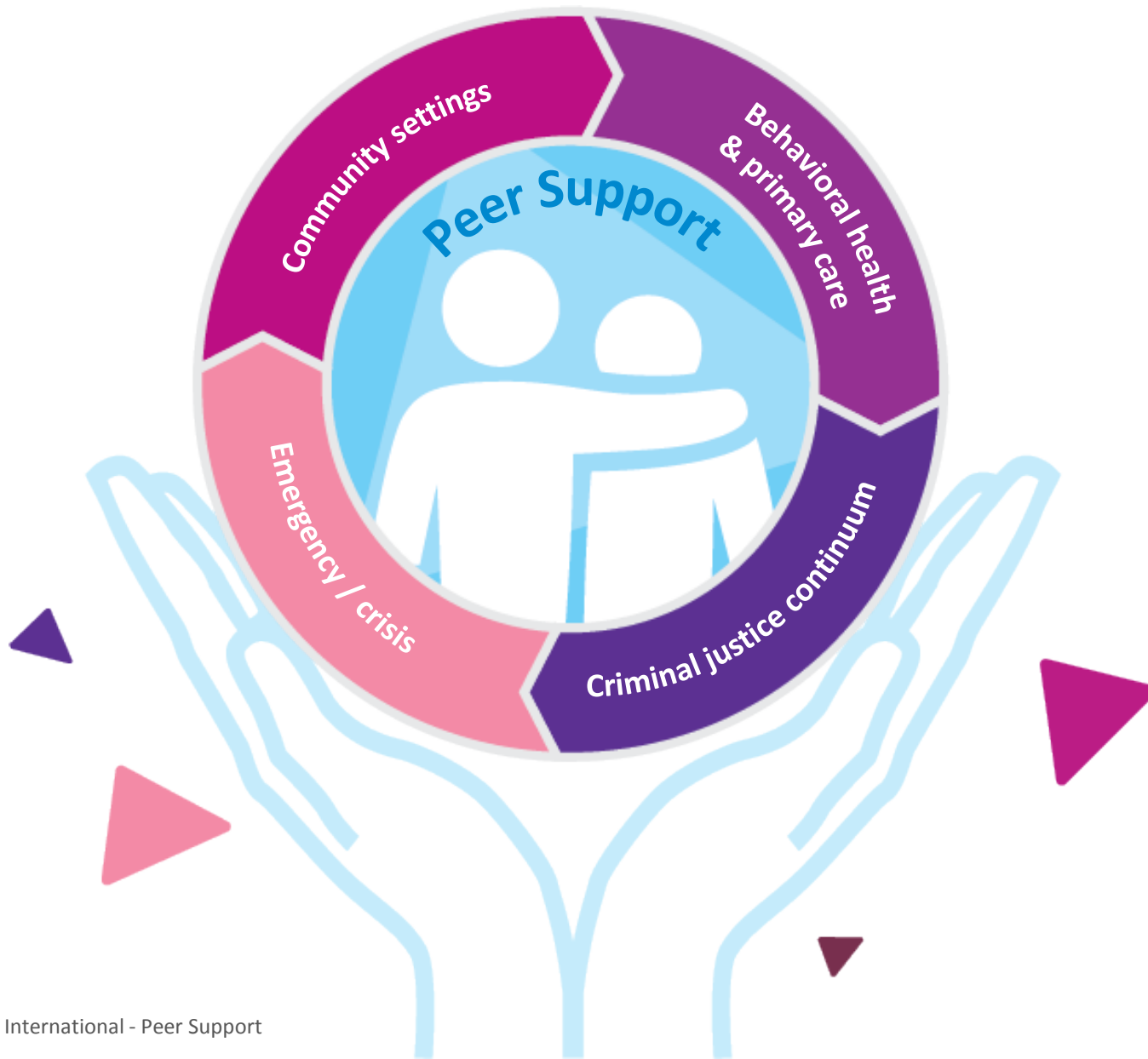
» Transition-age youth

---

» Transitions and 'bridging'

- Healthcare systems: level of care, etc.
- Behavioral, physical, and ancillary health
- Military: deployment/return from deployment, transitions after separation, etc.
- Criminal justice system transitions

# Peer support touchpoints



# Peer support in the criminal justice system

1

Forensic peer specialists

4

Complex systems navigation

2

Cross-systems:  
Focus on BH and CJ

5

Self-disclosure is expected

3

“Boundary spanner” role

# Peer support roles and sequential intercept points



# Forensic peer support services in Pennsylvania (FPS)



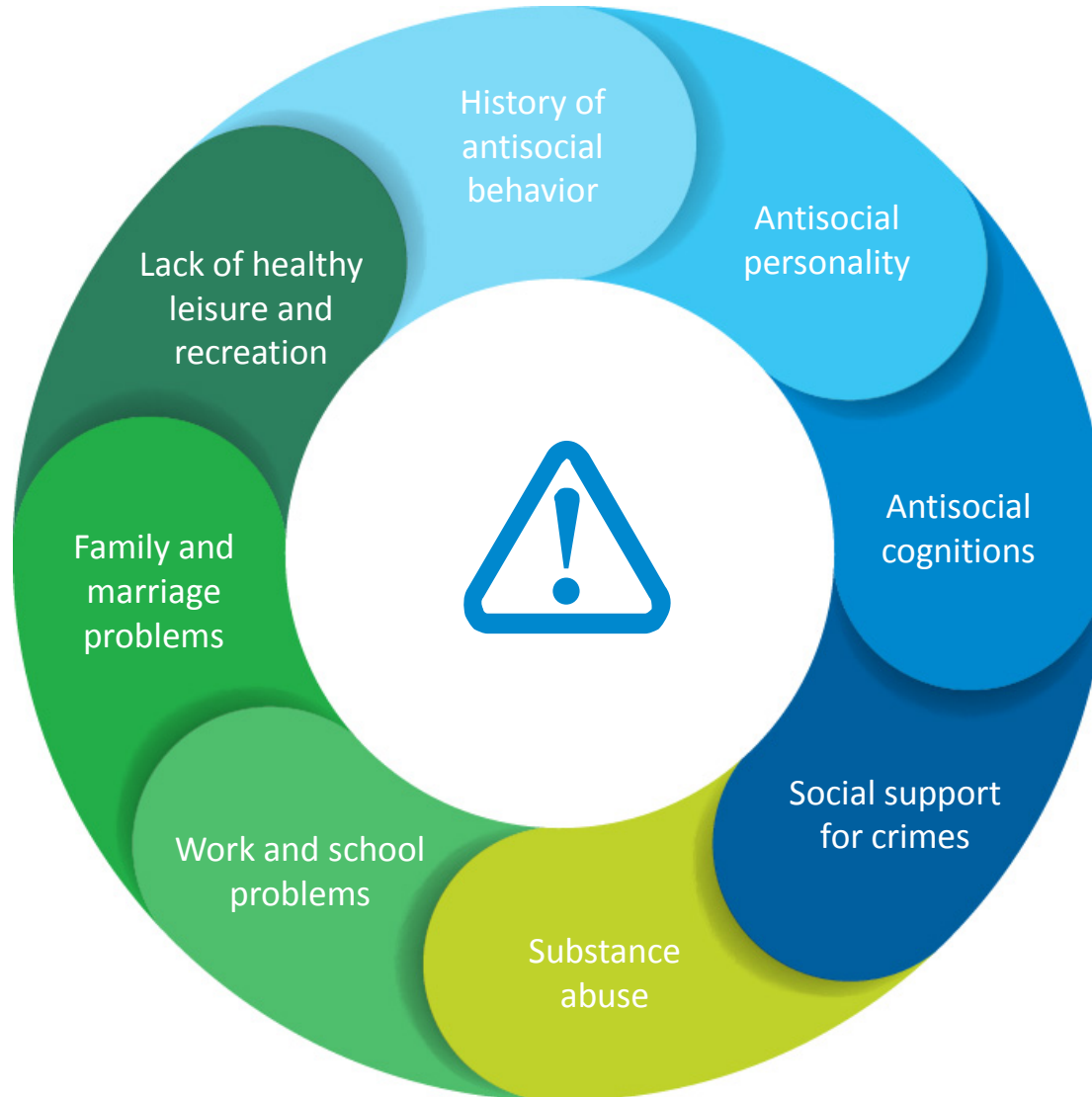
..... **FPS is one of the strategies aimed at addressing the ongoing needs of our forensic/justice-involved members.** .....

## **FPS has the following goals:**

- Provide and instill hope through role modeling
- Provide maintenance of recovery through supporting engagement in treatment services, supports, and developing life skills
- Provide support in areas such as access to care, jobs, housing, and transportation
- Develop a sense of citizenship and social responsibility
- Reduce recidivism and re-incarceration



# Eight risk factors for recidivism



Andrews, D. A., & Bonta, J. (2010). *The psychology of criminal conduct* (5th ed.). New Providence, NJ: LexisNexis Matthew Bender.



..... FPS requires special attention to the needs of justice-involved people with mental illness and/or co-occurring substance use disorders .....

- Recognition of trauma and post-traumatic stress disorder, prevalent in this population
- The purpose of FPS is to instill hope and serve as a role model of the possibility of recovery
  - Problem-solving
  - Prevent or curtail relapses
  - Focus on attitudes, beliefs and behaviors learned as coping mechanisms
  - Providing practical support (i.e., accompanying the person to probation meetings, treatment appointments, referrals to potential employers or landlords)
  - Negotiate/minimize further criminal sanctions while making progress in recovery



# Forensic peer support in Pennsylvania



## Roles and responsibilities in solutions courts

- Northampton County, PA: All individuals have access to a Certified Peer Specialist (CPS) or Certified Recovery Specialist (CRS) and must meet regularly with them
- Peer support services participate in case staffing and review hearings
- Peer support services appear with a client in court

### CRS duties in drug court



- Relapse prevention
- Weekly report
- Meets at a recovery center
- Provides linkage to services
- Jobs/resume development
- Case management

### CPS duties in mental health court



- Encourages hope, optimism and healthy living
- Resource broker
- Problem-solver
- Wellness Recovery Action Plans



# Forensic peer support in Pennsylvania



## Roles and responsibilities of peer services with law enforcement personnel

Treatment providers are increasingly becoming part of the law enforcement solution. Their involvement has shown a reduction in crimes associated with addiction, as well as an increase in community partnership and trust in law enforcement

- Modeled after the Angel Initiative, Gloucester Police Department, The Police Assisted Addiction & Recovery Initiative (PAARI)
- Part of a pre-arrest addiction and recovery program. Begins with the commitment that any individual walking into the police station can request help getting into treatment and will not be arrested
- CRS follows up as a ride-along with officers after use of nasal naloxone (police, fire dept. or law enforcement). Helps opioid drug users to get into treatment

# Magellan CPS survey results (N=266, five PA counties)



## Linkage to services and community support

My CPS helps me find and use resources near where I live

» **98.8%** Agree / strongly agree

My CPS helps me learn about mental health services

» **98.3%** Agree / strongly agree

## Well-being & sense of identity / self-esteem

My CPS helps me to believe I can grow as a person

» **98%** Agree / strongly agree

My CPS makes me feel better about myself

» **98.1%** Agree / strongly agree

# Additional domains



## Quality of life

My CPS helps me have hope about the condition of my life

» **98.8%** Agree / strongly agree

My CPS helps improve the quality of my life

» **98%** Agree / strongly agree

## Recovery

My CPS helps me feel hopeful about my recovery

» **98%** Agree / strongly agree

My CPS has helped me stay out of the hospital

» **95.7%** Agree / strongly agree

# Additional domains



## Impact of peer support on other services

Playing an active role in decisions about my mental health

» **67.3%** Agree / strongly agree

Keeping appointments with other mental health professionals

» **57.6%** Agree / strongly agree

## Impact on member-specific goals: My CPS helps me in...

Getting and keeping good relationships with family and friends

» **95.1%** Agree / strongly agree

Encouraging me to exercise, find hobby groups, attend movies

» **94.3%** Agree / strongly agree

# Barriers



Restrictions on eligibility of peers with prior convictions

Accruing required hours for certification

Lack of forensic peer specialist standards and practices

Lack of member familiarity with peer support

Inadequate workforce capacity



# Opportunities



**Strengthen relationships with peer support programs**

**Open dialogue with peer supporters: How can we help?**

**Forensic peer specialist standards and practices**

**Educate justice-involved individuals about peer support**

**Increase capacity for forensic peer support**

A large light gray triangle is positioned on the left side of the slide, pointing towards the center. Several smaller, colorful triangles (orange, lime green, purple, magenta, and cyan) are scattered around the gray triangle, some overlapping its edges.

# Thank you!

QUESTIONS ABOUT THIS TRAINING? PLEASE CONTACT  
[PUBLICSECTORSOLUTIONS@MAGELLANHEALTH.COM](mailto:PUBLICSECTORSOLUTIONS@MAGELLANHEALTH.COM)

**Magellan**  
HEALTHCARE<sup>SM</sup>

# Confidentiality statement



*By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.*

*The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.*