IS YOUR HEALTH OR SUPPORTIVE SERVICES AGENCY READY TO IMPLEMENT PEER-DELIVERED SERVICES?

ORGANIZATIONAL READINESS ASSESSMENT

Directions: 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, carefully consider how you will address any item that is not in place or is only partially in place.

Proposed Roles for Certified Peer Workers and Agency Need for this Role	
Organization's Values and Participation	**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
Certified Peer Worker Core Competency Below is a list of NYS competencies that NYS certified HIV or HCV peer workers should possess. It may be helpful to review these competencies as you consider peer worker roles and responsibilities.	**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
Patient Navigation	☐ 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

Fiscal Issues Related to Implementing Peer-Delivered Services	
Item	**Current Status**
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 (see "*Careful Selection of Job Titles,*" p. 51.)	☐ In place ☐ Partially in place ☐ Not in place
Review of policies that may impact hiring Peer Workers (see "*Agency "Fire-Walls" to Peer Employment")*	☐ 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, have peer worker job description(s) 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

Item	Current Status
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
Support is available for the supervisor	☐ In place ☐ Partially in place ☐ Not in place
Identified "Clinical Supervisor" (In-house, or Consultant)	☐ 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
Process for evaluating the performance of the peer (see "*AI Peer Worker Supervisor Practicum or Work Experienced Evaluation*" on page ___	☐ In place ☐ Partially in place ☐ Not in place
System in place to provide routine feedback to Peers on their progress and early indication if hiring is in jeopardy	☐ 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

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

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Task Box

1. What needs to be done to respond to items not currently fully in place?

2. What resources will be needed to implement change?

3. Who will accomplish the activity?

4. What is the timeline for the completion of the activity?