Peer Recovery Support
Process Improvement

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Participant Engagement - Dates

- **May 8**: Internal Staff Focus Group – Mapping
- **May 18 and May 21**: External Focus Groups
- **May 29**: Training Application Summit
- **May 31**: Certification Application Summit
- **August 6**: Participant Quarterly Update
- **May 15**: Peer Supporters Focus Group – Mapping
- **July 9**: Preview for Associations
Focus Groups: What customers are saying…

“My son just joined the Peace Corps and it wasn’t this hard. And he had to learn Spanish!”

“A storm you have to get through to do the good work.”

“This isn’t just a job for these people, they feel like they have a calling.”

“This is the least consumer friendly process.”

“A long and winding road.”

“I’m not even sure if I’m certified.”
## Process Mapping: Current State

<table>
<thead>
<tr>
<th></th>
<th>Training Process</th>
<th>Certification Process</th>
<th>Combined Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks</td>
<td>52</td>
<td>46</td>
<td>98</td>
</tr>
<tr>
<td>Decision Points</td>
<td>8</td>
<td>12</td>
<td>20</td>
</tr>
<tr>
<td>Functions</td>
<td>5</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Delays and Waste</td>
<td>32</td>
<td>27</td>
<td>59</td>
</tr>
<tr>
<td>Points of Entry</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Loopbacks</td>
<td>3</td>
<td>10</td>
<td>13</td>
</tr>
</tbody>
</table>
Process Mapping: Future State

<table>
<thead>
<tr>
<th></th>
<th>Training Process</th>
<th>Certification Process</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Tasks</td>
<td>17</td>
<td>22</td>
<td>36*</td>
</tr>
<tr>
<td>Decision Points</td>
<td>4</td>
<td>7</td>
<td>11</td>
</tr>
<tr>
<td>Functions</td>
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<td>2</td>
<td>3</td>
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<tr>
<td>Delays and Waste</td>
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<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Points of Entry</td>
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<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Loopbacks</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Recommendations

• Technology-based solution
• Forms re-design
• Website centralization/re-design

• E-base certificates
• Increased communication
Technology-based Solution

• Automate the external and internal processes related to OhioMHAS Integrated Peer Recovery Supporter Training and Certification.
• Design, develop, test and implement a web-based application
• Goals:
  • Reduce application and processing times
  • Reduce complaints and increase number of people that can become trained and certified
Website & Forms

- Current work: new look and clean style
- Fillable forms with Submission buttons:
  - Training application
    - Reference form
    - Facilitator Training Evaluation forms
  - Certification application
    - Work Experience Verification Form
  - Re-certification application
  - Code of Ethics
  - Conflict of Interest

http://workforce.mha.ohio.gov/Workforce-Development/Job-Seekers/Peer-Support
What does this mean to me?

<table>
<thead>
<tr>
<th>Pre-LEAN</th>
<th>Post-LEAN (August 6, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Website – multiple ways to access peer information</td>
<td>• Website – OhioMHAS Peer information has been revised, and will be coordinated and consistent with Ohiopeers.org</td>
</tr>
<tr>
<td>• Information was not user-friendly</td>
<td>• FAQ will be available, monitored and updated as needed</td>
</tr>
<tr>
<td></td>
<td>• Information is being compiled into a stand-alone Peer manual.</td>
</tr>
<tr>
<td></td>
<td>• Centralizing communications through email addresses that have been created that will be monitored by at least 2 people on the team</td>
</tr>
<tr>
<td>• Peer team receives phone calls about the training and/or certification process</td>
<td>• Automatic email responses</td>
</tr>
<tr>
<td></td>
<td>• Fillable forms have been created for training references and work experience. These can be completed and automatically submitted.</td>
</tr>
<tr>
<td>• Peer team makes phone calls to validate training references and certification work experience. This often results in ‘phone tag’ and delay in application process</td>
<td>• Fillable forms can be completed and automatically submitted with ‘submit’ button</td>
</tr>
<tr>
<td>• Handwritten applications and manual submissions processes</td>
<td>• Completion of training certificate is confusing</td>
</tr>
<tr>
<td>• Completion of training certificate is confusing</td>
<td>• Language has been modified</td>
</tr>
<tr>
<td>• Training facilitator evaluation of participants cumbersome</td>
<td>• Fillable form created, can be completed and automatically submitted.</td>
</tr>
</tbody>
</table>
Additional Changes

- Leverage a single point of entry for all Peer-related applications and support documents (training, certification, re-certification)
- Confirm training applicant interest and update information as necessary
- Work to incorporate E-based training certificates
Action Plan Summary

1st Quarter
(July – Sept 2018)
Modified Peer Recovery Supports landing pages and supplemental pages/coordinate with Ohiopeers.org
Streamline/modify Forms
Begin to use new forms
Increase communication and accountability
Explore technology-based solution

2nd Quarter
(Oct – Dec 2018)
Maintain/coordinate updates to webpages
Maintain increased communication and accountability
Update associations and participants quarterly
Review changes needed & adjust accordingly
Continue work towards technology-based solution

3rd Quarter
(Jan – Mar 2019)
Maintain/coordinate updates to webpages
Maintain increased communication and accountability
Update associations and participants quarterly
Review changes needed & adjust accordingly
Continue work towards technology-based solution

4th Quarter
(Apr – June 2019)
Maintain/coordinate updates to webpages
Maintain increased communication and accountability
Update associations and participants quarterly
Continue work towards technology-based solution

Next Fiscal Year
Maintain communication and accountability
Review plans and adjust plans accordingly
Works towards completion of technology-based solution
Communication and Expectations

- Centralized email will be monitored and can be responded to by multiple OhioMHAS staff:
  - Training - peerservices@mha.ohio.gov
  - Certification – ohiopeercertification@mha.ohio.gov
  - Re-certification – recertification@mha.ohio.gov

- Inquiries will be answered as soon as possible with the goal of responding within 2 business days