



# Overview of ICM/Peer Behavioral Health Model

9/23/16

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Beacon Health Options

# ICM/Peer Engagement Process

- Intensive Care Manager/Peer arrange an initial meeting with a member who is a candidate for our services.
- Settings for initial meetings include:



# ICM/Peer Engagement Process

Initial meeting with member consists of the following:



# Care Plan Development

- ICM Performs the Acuity Assessment, following a face to face interview with the member to fully capture the scope and severity of the member's needs including:
  - Safety
  - Mental Health / Substance Use Disorder Status
  - Medical health conditions
  - Medication knowledge and adherence
  - Treatment Participation
  - Care Coordination needs
  - Financial, transportation, housing needs
  - Cultural issues and social support
- Documented in Care Connect and printed for the member

# Care Plan Development

- Based on Acuity Assessment the ICM/Peer and member generate long term and short term goals together
  - Care plans are documented within our electronic system and a hard copy is printed for the member
  - Care plans are developed during the initial engagement phase which can be up to 30 days from initial contact
  - Care plans are updated in real time by the ICM/Peer as progress is achieved
  - Care plans are fluid and new goals can be added at anytime while achieved goals will be marked completed

# Member's Role in Care Planning

- Care Plans are Member centric
  - Goals are phrased in first person language reflecting their stated goals ex: “I am receiving the treatment and support resources I need.”
  - Members have a choice in which goals they want to work on
  - Sometimes basic needs (such as housing, food etc.) are of primary importance and member may not be ready to accept formal treatment
  - ICM/Peer would engage with goal of basic needs and continue to utilize Motivational Interviewing techniques to enhance the member's readiness to participate in a change process

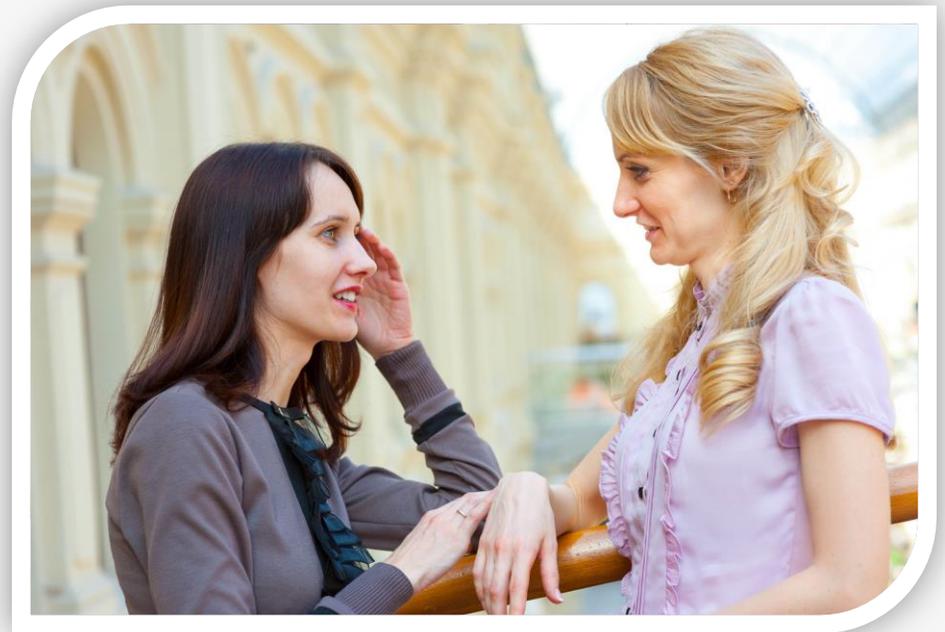
# Coordination and Collaboration

- Peer/ICM activities to assist members in connecting to community providers and supports:
  - Assess member needs and make referrals to appropriate treatment providers, supports and other care management entities
  - Assess barriers and support member to ensure connection to appropriate services
  - Meet with providers/supports/member to develop short and long-term recovery plans and establish who will be working on which goals
  - Contact collaterals to ensure aftercare plans are understood and followed

# ICM role

## ICM (Intensive Care Manager)

- Licensed Behavioral Health Clinician
- Research member-specific clinical history and outcomes
- Assess clinical needs based on history and member-drive follow-up plan
- Complete Acuity Assessment
- Coordinate care with identified providers and supports



# Peer Specialist Role

- Peer Specialists are people who have been able to move through the behavioral health and substance abuse system for themselves, or in support of someone in their lives.
- Peer Specialists work to assist children, families, and individuals in connecting to treatment, locating resources, information, and provide overall support for recovery and wellness.

# Training, Credentials, and Supervision

- Peer Specialists receive training in Motivational Interviewing, Wellness Recovery Action Plan (WRAP), Wraparound Milwaukee, community safety, professional boundaries, documentation, and other topics as needed.
- Certification as a Recovery Support Specialist (RSS) is offered through Advocacy Unlimited's Recovery University.
- CT Community for Addiction Recovery (CCAR) offers certification as a Recovery Coach through Recovery Coach Academy.
- The Director of Peer Services is a licensed clinician who also has lived experience with behavioral health. The Director provides supervision, oversight and support to peer staff.

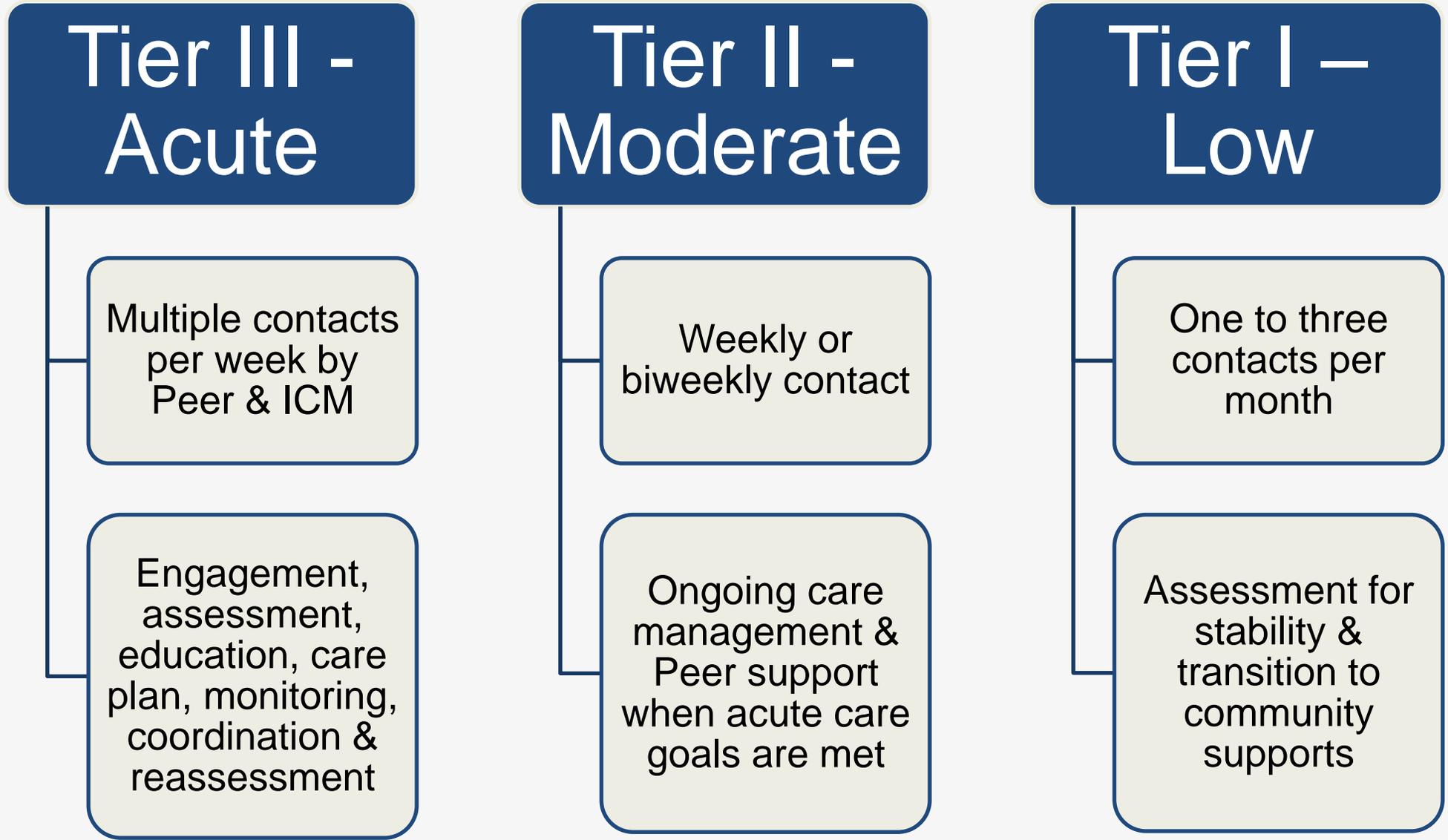
# Administrative Oversight and Support of Peers

- In order for a program that utilizes Peer Specialists to be successful, several things must be in place:
  - Individual and group/team supervision to the fidelity of evidence-based models
  - Ongoing training and “refresher” training
  - Support around obtaining certifications:
    - Advocacy Unlimited: Recovery Support Specialist
    - CCAR: Recovery Coach
  - Promotion to Care Coordinator or Clinical position with degree
  - Education of all other engagement center staff on the Peer role
  - Collaboration with clinical staff (ICMs)
  - Supporting Peers in their personal recovery and wellness goals

# Goals of Peer Specialist Support

- Peer Specialists work towards goals that are identified by the members they serve. Member goals may include:
  - Maintaining sobriety/recovery and wellness
  - Receiving permanent, stable, and safe housing
  - Successful connection of a member to treatment/after care
  - Obtaining of more permanent supports within one's community (social clubs, faith-based organizations, extended family)
  - Connecting to appropriate treatment to address medical needs

# ICM/Peer Tiered Approach



# Questions?