Peer & Family Career Academy

Growing Skills, Building Careers

17th ANNUAL SUMMER INSTITUTE
Presenters:

Kathy Bashor, MC
Bureau Chief, Office of Individual and Family Affairs
AHCCCS

Susan Junck
Health Care Advocacy Coordinator, Office of Individual and Family Affairs, AHCCCS

Jana Spalding, MD, CPSS
Program Coordinator, PFCA
Center for Applied Behavioral Health Policy, ASU

Isabel Garcia, MSW
Research Specialist, Research and Evaluation Team
Center for Applied Behavioral Health Policy, ASU

Video Credit: Jeanine Lewis
PFCA Graduate, Human Rights Advocate, Office of Human Rights, AHCCCS

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Agenda

- What is the PFCA?
- Accomplishments
- Lessons Learned
- Looking to the Future
- Our students speak
part I: what is the PFCA?
What is the PFCA?

Advanced training academy for certified peer & recovery support specialists (P/RSS) with at least **one year** of work experience
Goals of PFCA

- Increased knowledge in subject area
- Enhanced skills
- Career advancement
- Lifelong learning
Overview of the PFCA

4 courses

- Housing Peer Support
- Advocating for Persons with SMI
- Introduction to Health and Wellness
- Introduction to Supported Employment
“No matter how beautiful the strategy you should occasionally **look at the results.**”

WINSTON CHURCHILL
part II: what did we accomplish?
Evaluation: Questions

- Who participated during **Year 1**?
- Did students experience a **change** in course **knowledge** and **skills**?
- How do students plan to **apply** the course knowledge and skills **back in the workplace**?
Evaluation: Instruments

- Participant Entry Questionnaire
- Beginning of Course Questionnaire
- End of Course Questionnaire
Evaluation

The evaluation was informed by the Evaluation Advisory Committee.
## Evaluation: Course Outputs

<table>
<thead>
<tr>
<th></th>
<th>Housing Peer Support</th>
<th>Advocating For Persons With SMI</th>
<th>Intro To Health And Wellness</th>
<th>Intro to Supported Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students Enrolled</strong></td>
<td>18</td>
<td>14</td>
<td>31</td>
<td>18</td>
</tr>
<tr>
<td><strong>Students Completed</strong></td>
<td>17</td>
<td>14</td>
<td>27</td>
<td>14</td>
</tr>
<tr>
<td><strong>Job Shadowing Students</strong></td>
<td>4</td>
<td>6</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Number of Instructors</strong></td>
<td>8</td>
<td>12</td>
<td>7</td>
<td>14</td>
</tr>
</tbody>
</table>

### Agencies of Guest Instructors

- Marc Community Resources
- ABC Housing
- Community Legal Services of Arizona
- Recovery Innovations
- Department of Behavioral Health Services Office of Human Rights
- Frazier, Ryan, Goldberg & Arnold, LLP
- Center for Law in the Public Interest
- Arizona Center for Disability Law
- Vantage Behavioral Resources
- Crestline Advisors
- OptumHealth
- Marc Community Resources
- Lifewell
- Community Bridges
- RSA-VR
- Marc Community Resources
- Coyote Task Force
- Ability360
- Focus Employment Services
- Arizona Center for Disability Law
- Our Place Clubhouse
Evaluation: Demographics

51% males

49% females

Average age: 44 years

20% Black/African American

20% Hispanic/Latino

73% White
Evaluation: Employment

90% working full-time

Average 4 different roles/responsibilities

49% earn $12-16/hour
85% have college experience

41% have a college degree

20% enrolled in community college or university
Evaluation: skills, knowledge, abilities

Students across the 4 courses indicated that they experienced an increase in the knowledge and skills of each course topic.
Evaluation: skills, knowledge, abilities

Strategies to implement new learning on the job

- Educate, Advocate, Empower
- Influence Organizational Change
Evaluation: Quality Improvement

PFCA Instructors used **student feedback** to inform **on-going changes** to curricula and course design.
Student Accomplishments

6 people in new jobs

4 promoted: higher paying positions

2 employed: unemployed while students

1 student enrolled in nursing school
PFCA Accomplishments

Systems Transformation

- Provider agency requesting technical assistance to make services more recovery-oriented

- Academic rigor combats stigma — demonstrates that peers can excel!!!
Jeanine Lewis
Human Rights Advocate
Division of Health Care Advocacy and Advancement
AHCCCS
part III: lessons learned
Lessons Learned
Lessons Learned

Recommendations from Students

- More time (days) to learn course content
- More interactive/experiential learning
- Opportunities to learn from each other
- Benefited from guest instructors
Lessons Learned

Barriers Encountered

- Minimal time given by employers for on-going training
- Heavy workloads (no time to study, distracted with work during courses)
- Transportation to course locations
part IV: looking to the future
The Future for PFCA

- Forensic Peer Support – *NEW COURSE*
- Leadership and Supervision – *NEW COURSE*
- Trainings-of-the-Trainer
- Disseminate state-wide
- Family Support Training
Looking to the Future

Track Career Advancement

Promotions
Educational enrollment
Graduate accomplishments
Looking to the Future

Inviting **you to collaborate** with the PFCA
part V: our students speak
Positive Feedback

What our students said…

growth

training

SKILL Potential
Positive Feedback

- Students in **all 4 courses expressed satisfaction** with the courses
- Students indicated that overall, the **courses were effective**
- **96% of students would recommend** the courses to others in their position
“Grateful to be here! Tuned up my skills. Reinforced my confidence. Taught me a great deal about myself, my role, my future, about those I serve, how to improve.”

“I received a better sense of ‘self’ after practicing some of what was taught. I feel more confident in my skills as a peer support [specialist].”

“I really enjoyed every module that was presented in each [of] our class sessions.”
Visit the PFCA website @ cabhp.asu.edu/pfca

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jana.spalding@asu.edu
ANY QUESTIONS?