Peer Mentors
& The ABI and MFP Waivers
Think Outside the Facility
Overview: Home and Community Based Services (HCBS) Waivers

Community Care for Individuals Requiring Facility Level of Care
Our Peers here today are part of the ABI/MFP Waiver Program!

What IS the ABI/ MFP WAIVER PROGRAM??
Requirements for ABI/MFP Waivers:

- Require a facility level of care (LOC)
- Have an ongoing need for, and receive waiver services at least once a month
- Be able to be safely served in the community with available waiver and State Plan services
- Waiver services must be authorized through a person-centered waiver plan of care
Residential Waivers

- **MFP Residential Supports (MFP-RS) Waiver - DDS**
  - Participants require supervision and staffing 24/7 and receive services in provider-operated and staffed settings
  - DDS Service Coordinators coordinate waiver services

- **ABI Residential Habilitation (ABI-RH) Waiver DDS**
  - Participants require supervision and staffing 24/7 and receive services in provider-operated and staffed settings
  - DDS Service Coordinators coordinate waiver services
  - Participants have an ABI
Community Non-Residential Waivers

- **MFP Community Living (MFP-CL) Waiver - MRC**
  - Participants do not need 24 hour supports or supervision
  - MRC Case Managers coordinate waiver services
  - Includes a limit of 84 hours per week of in-home supports, e.g., personal care services, homemaking, etc.

- **Acquired Brain Injury Non-Residential Habilitation (ABI-N)-MRC**
  - Participants do not need 24 hour supports or supervision
  - MRC Case Managers coordinate waiver services
  - Includes a limit of 84 hours per week
  - Participants have an Acquired Brain Injury
NOTE: Not all waiver services are included in every waiver
Residential Services

- **Residential Habilitation**
  - Care, supervision, and skills training in a provider-operated group setting (typically 4-5 residents)

- **Shared Living**
  - Participant lives with a caregiver who provides skills training, personal care assistance, and household tasks with oversight by a provider agency

- **Assisted Living Services**
  - Participant resides in a certified assisted living residence that includes assistance with personal care, homemaking, meals, and access to 24-hour on-site staff
Day Services

- Structured, site based, group programs provide socialization, assistance with functional and prevocational skills, etc.

Prevocational Services

- Prepare a participant for paid or unpaid employment, e.g. attention span, task completion, attendance

Supported Employment Services

- Training and ongoing support to maintain paid employment
Additional Waiver Services

- **In-Home Supports**
  - Personal care
  - Homemaker, chore, laundry, and grocery shopping services
  - Home delivered meals

- **Skills Training Services**
  - Individual Support and Community Habilitation
  - Peer support

- **Therapies**
  - Occupational, Physical, and Speech

- **Transportation services**
Additional Waiver Services

- Home Modifications
- Vehicle Modifications
- Assistive Technology and Specialized Medical Equipment
- Orientation and Mobility Services
- Transitional Assistance Services
  - Set-up expenses for individuals moving from a nursing home or other facility to the community, including essential household furnishings, security deposits, etc.
Home Modifications

Before

After
Outdoor Stair Lift

Before

After
Portable Aluminum Ramp
Interior Stair Glide
Lift Kar - Motorized One Person Assist
Vertical Platform Lifts

Interior Overhead Lift

External Lift
EOHHS has charged MRC and DDS with responsibility for facility outreach for the ABI & MFP Waivers

- **Goals:**
  - Raise awareness of the ABI/MFP waivers among residents and families as well as among professional staff
  - Provide support to applicants through the application process
MRC/DDS staff will:

- Assist interested individuals to complete the one-page waiver application form for the waiver(s) of interest

- Conduct targeted outreach to individuals who:
  - ASAP nurses identify in the course of MassHealth long-term care evaluations as having a brain injury, or
  - Have a brain injury diagnosis and indicate interest in transitioning back to the community (MDS Section Q)

MRC and DDS staff are regularly in each SNF facility in the state
Bringing People Home

Sharing the News & Supporting Individuals in Finding a Road to the Community
<table>
<thead>
<tr>
<th>Waiver</th>
<th>Total Slot Availability</th>
<th>Available Slots, 3/9/18</th>
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<tbody>
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<td>ABI-N</td>
<td>110</td>
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<tr>
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<td>ABI-RH</td>
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<tr>
<td>MFP-RS</td>
<td>304</td>
<td>0</td>
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</tbody>
</table>
Is There Room For Me?

• Waiver slots are available for individuals with brain injuries
  - Residential slots open in ABI-RH
  - Non-residential slots open in MFP-CL

• Waiver slots are available for individuals with disabilities other than brain injury
  - Non-residential slots open in MFP-CL
…..speaking with the voice that is most easily heard…..

Peer-to-Peer
Family-to-Family
Peer visits - discussion

- Peers help us with Outreach, by visiting patients in nursing homes and telling them about our program.
Peer-To-Peer, Family-To-Family

- A mentorship program part of larger outreach efforts by EOHHS, carried out by MRC and DDS.

- “Peer mentors” are individuals who have successfully transitioned out of a nursing facility.

- “Peer mentors” are able to meet with and provide their voice of lived experience to individuals considering transitioning back into the community.
“I too was afraid of leaving, I was uncertain.”

Stephon
Living back in the community since 2014
What Are Peer Support Services & What Is A Peer?

Peer Support is an individualized, recovery-focused service that allows individuals the opportunity to learn to manage their own recovery and advocacy process. Interventions of Peer Support staff serve to enhance the development of natural supports, as well as coping and self management skills.

...individual who has attained disability related experiences, knowledge, and coping skills, to assist others with their disability related experiences.
Origin of the Peer Support Movement

Peer:
Equal, colleague, contemporary, friend, match, like, partner, associate, mate, fellow, cohort
Beginnings of Peer Support

Late 18th century France:

• The governor of Bicêtre Hospital in Paris, Jean Baptiste Pussin, recognized the value of employing recovered patients as hospital staff.

• The chief physician at the hospital, Philippe Pinel, praised these peer staff for being “gentle, honest, and humane”, “averse from active cruelty”, and “disposed to kindness”.

http://peersforprogress.org/pfp_blog/a-brief-history-of-peer-support-origins/
Consumer Movement

- In the 1970s, big state hospitals across the country were closed.

- Patients with severe mental illnesses moved into the community, often with inadequate support.

- Patients began to speak out about systematic mistreatment and denial of civil liberties.

- Once released, former patients sought relief through autonomous peer and mutual support groups.
Peers Engaging with the System

• In the 1980s, the Mental Health Consumer movement began to change and reach out to governmental and professional organizations

• This period of re-engagement led to:
  • Improved mental healthcare practices
  • Increased funding for technical assistance and training programs
  • An increase in the use of peer support services
Peers in the System

- Peer support specialists in the mental health field were among the first to be certified, and qualify for state and Medicaid reimbursement.
Peer support is getting help from someone who has been there. People with similar experiences may be able to listen, give hope and guidance toward recovery in a way that is different, and is just as valuable, as professional services.
Making Connections: The Goal

Increasing the number of individuals receiving community services through the ABI/MFP Waivers, particularly for individuals with brain injuries and the underutilized waivers.
Making Connections

We do this by:

- Creating awareness of the waiver programs among nursing home residents and staff.
- Encouraging nursing home residents to explore community options by sharing transition success stories.
- Our “peer mentors” exemplify successful transitions back into the community.
Peer-To-Peer Program

Benefits

Everyone can benefit from supporting this program!
Peer-To-Peer Program Benefits

Peer Mentors:

• Have the opportunity to “give back” to the community and explore volunteer work in a personally meaningful way.

• Feel confident and inspired by sharing their story of success.

• Are able to reflect on their experience in a positive light.
Peer-To-Peer Program Benefits

Individuals in facilities:

- Learn about community services that they may not have known existed.
- Have a chance to ask questions about waiver services in a no-pressure environment.
- Can receive feedback on their hopes & fears from someone who has been there.
Support Staff:

• Provide Support to Peers as they make their visits.
• Are able to share a meaningful experience with the peer and participant
• Help guide the peer mentor through preparation process, and the visit experience
We discussed the idea of using Peer Mentors with the ABI/MFP/TBI Stakeholders Committee.

• Stakeholders supported the concept.

• Stakeholders taught us several important lessons, and helped us develop the basic “steps”.

• Several stakeholders who are participants volunteered to test out the process.
Outreach principles shared by Stakeholders:

“No” doesn’t always mean no.

It might mean:

- “I’m frightened”
- “I don’t know if I can do this”
- “My family wants me to stay here”
- “I have no more hope”
The Peer Mentor role is flexible.

- Each peer mentor will be prepared with a “story outline” describing their experience.
  - Story outline does not need to be memorized, is more of a guideline for the presentation.

A Peer Mentor may ...

- Have one-to-one conversations with individuals in nursing homes.
Peer-To-Peer: Peer Mentor Role

A Peer Mentor may ...

• Meet with larger groups of residents or staff to share their experience.

• Answer questions regarding transition.

• Help with Outreach by speaking with groups such as Ombudsman

• May visit with a nursing home again if requested by the resident.
Peer-to-Peer: Supporter Training

- Supporter training was developed by MRC, and provided to:
  - State Agency staff
  - Residential Program staff
  - Employment Program staff
  - Community Support staff - ISCH, Adult Companion

- Training included the following ideas and concepts:
Peer-to-Peer: Supporter Training

Where are we going?

• Participants come from **Skilled Nursing Facilities**. These provide three types of services:
  
  o **Skilled nursing** or medical care and related services;
  
  o **Rehabilitation** needed due to injury, disability, or illness;
  
  o **Long term care** when health-related care and services (above the level of room and board) not available in the community, needed regularly due to a mental or physical condition.
Peer-to-Peer: Supporter Training

Why are we going?

- Your peer mentor is visiting the nursing facility in a volunteer capacity.
- The peer mentor will meet with individuals who are recuperating after acquiring a brain injury, or other disability.
Peer-to-Peer: Supporter Training

Why are we going?

▪ The individual being visited is interested in eventually leaving the facility and moving home. (“Home” could be a group home community residence, their own apartment, or their family’s home).

▪ Peer mentors are visiting to provide reassurance, encouragement, and information on what life after the nursing facility can look like.
Peer-to-Peer: 
Supporter Training

Who are we meeting?

- The family or staff of the person you are visiting
- The Director of Social Services, or Social Worker
- The Director of Nursing, Nurse On-Call, Nursing Aide/Attendant
- The Administrator or Executive Director
Outreach Principles:

- Meet each Peer where they are for preparation.
- Repetition helps
- You can go home
- Support for Peers is crucial
Peer-to-Peer: Videos

In addition to Peers visits, Peer videos can help!

- It’s Massachusetts - transportation limitations
- Some participants were not willing to go to facilities, but were willing to share their stories
- Outreach case managers and service coordinators can share Peer videos, and answer complex questions too.
Peer-to-Peer: The Basics

• We contacted ABI-MFP Coordinators and Case Managers, asking them to pass the word to participants, and assist in completing and returning a Peer Mentor application.

• Today we have 27 Peers with supporters, ready to meet with potential applicants and their families, and another 25 “in the process”.

Waiver Participant Story: Christa
Questions about Outreach?

- Call the Mass Rehab Commission at Tel: 617-204-3747

Questions about the ABI or MFP Waivers or the Application process?

- Call the UMass Medical School ABI/MFP Waiver Unit at Tel: 855-499-5109
THINK OUTSIDE THE FACILITY

**ABI**
ACQUIRED BRAIN INJURY WAIVER PROGRAM

**MFP**
MOVING FORWARD PLAN WAIVER PROGRAM

Massachusetts Home and Community Based Services Waivers