

# Navigating On-Boarding & First Few Months of Work

Lunch & Learn Seminar Series for Employers of Young Adult Peer Mentors (Part 2 of 3)

2.14.19

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# Lunch & Learn Schedule

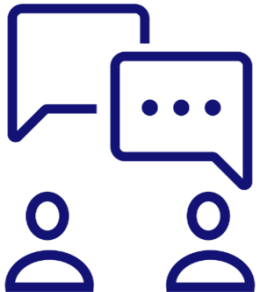


## 1. Best Practices in Recruiting & Hiring

(if you missed this, visit <http://www.cbhknowledge.center/>)

## 2. Navigating On-Boarding & First Few Months of Work - 2/14/19

- Developing strong working alliances between YAPM, supervisor & colleagues
- Laying a strong foundation for documentation
- Coaching YAPMs in shaping of their professional identity
- Supporting YAPMs in sharing their live experiences in a variety of ways to a variety of people in a variety of contexts



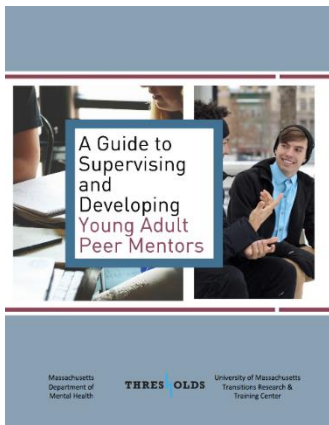
## 3. Supporting On-the-Job Wellness & Utilizing Reasonable Accommodations (Special Guest: Dr. Jon Delman) - 3/14/19

# Key Resources for Integrating & Supporting YAPMs



**CBH Website!**

<http://www.cbhknowledge.center/>



**YAPM  
Supervision  
Guide**



**Toolkit on  
Effective YA  
Peer Integration**

# Key Onboarding YAPM Practices

## Example YA Peer Mentor On-Boarding Checklist

**Disclaimer:** This is an example of the different topics that you will need to cover & discuss with YAPMs who are new to their role & your agency. These lists assume that your agency has at least 1 day of training that includes an orientation to the organization, an overview of key practices and policies, including HIPAA.

**Key Practice:** Make sure to set aside time at the end of each day to reflect individually as a new YAPM. Process the day and what you have learned (& what questions you have) with your supervisor, or one of your colleagues.

Week 1 Topics	Date(s)	With who?
<ul style="list-style-type: none"> <li>Professionalism expectations</li> </ul>		
<ul style="list-style-type: none"> <li>Become acquainted with <a href="#">YAPM practice profile</a></li> </ul> <p><b>Watch:</b> <a href="http://www.cbhknowledge.center/what-are-practice-profiles/">http://www.cbhknowledge.center/what-are-practice-profiles/</a></p>		
<ul style="list-style-type: none"> <li>Bonding with new colleagues</li> </ul>		
<ul style="list-style-type: none"> <li>Bio &amp; elevator speech development</li> </ul>		
<ul style="list-style-type: none"> <li>Practice introducing self to TAY &amp; colleagues</li> </ul>		
<ul style="list-style-type: none"> <li>Learn what supervision is &amp; how it works</li> </ul>		
<ul style="list-style-type: none"> <li>Review &amp; reinforce HIPAA</li> </ul>		
<ul style="list-style-type: none"> <li>On-the-job wellness planning &amp; practice</li> </ul>		
<ul style="list-style-type: none"> <li>Orient to technology; practice sending emails</li> </ul>		

Week 2 Topics	Date(s)	With who?
<ul style="list-style-type: none"> <li>Learn about working alliances &amp; mutuality</li> </ul>		
<ul style="list-style-type: none"> <li>Managing time &amp; organization</li> </ul>		
<ul style="list-style-type: none"> <li>Role modeling &amp; what this means on-the-job</li> </ul>		
<ul style="list-style-type: none"> <li>Ethics &amp; managing sticky situations</li> </ul>		
<ul style="list-style-type: none"> <li>Observing colleagues meeting with TAY individually &amp; in group activities</li> </ul>		
<ul style="list-style-type: none"> <li>Reflect &amp; practice writing notes</li> </ul>		
<ul style="list-style-type: none"> <li>Reasonable accommodations &amp; how to request</li> </ul>		
<ul style="list-style-type: none"> <li>Strategic storytelling</li> </ul>		
<ul style="list-style-type: none"> <li>Connect with others in peer role</li> </ul>		

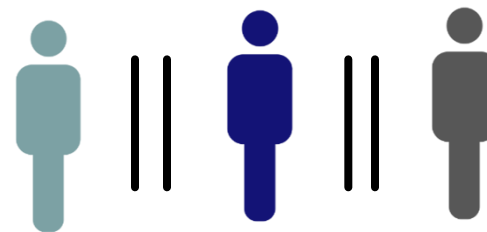
**Reflect daily at end of day by self & with supervisor!**

**Prep for individual & group activities & debrief afterward**

# Developing Strong Working Alliances between YAPMs, Supervisor & Colleagues



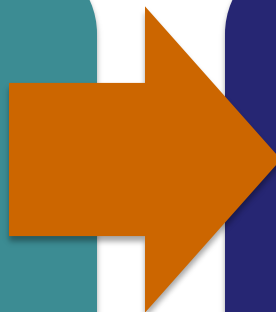
\*\*\*Important parallel processes between working alliances



# Why this working alliance philosophy?

\*See handouts for working alliance reflection exercises!

Healthy  
Relational  
Boundaries



Strong  
Working  
Alliances



**And, if  
not, why?**

## How do you do this as an agency administrator or YAPM supervisor?

- **Role Clarifying** – clear job description. clear expectations, & what partnerships look like
- **Educating** – process of helping others to understand the role & benefits of the role
- **Sharing** – Supporting mutuality & strategic sharing with one another on the team
- **Bonding** – Creating a fun environment where the team truly bonds

**Use the working alliance as a model for partnership,  
not just between YAPMs & TAY**

# A strong foundation for documentation

- Observe
- Shadow
- Reinforce reflection
- Practice



Tools and Resources

**Check out: A  
Guide to  
Supervising &  
Developing  
YAPMs**

What to Include in the Note	How to Write a Good Quality Note!	Example Statements to use in your Notes
<b>I. Problem &amp; Need Statement</b>		
<b>Identify presenting problem</b> or task & <b>associated mental health need</b> that the Peer Provider helped the YA Client with.	YA Client needs assistance with: <ul style="list-style-type: none"> <li>• interpersonal skills</li> <li>• conflict resolution</li> <li>• budgeting</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Joe needs assistance with cooking due to his excessive anxiety.</i></li> <li>• <i>Joe struggles with following directions due to his getting easily overwhelmed.</i></li> </ul>
	due to <ul style="list-style-type: none"> <li>• feeling hopeless</li> <li>• anxiety</li> <li>• lack of energy</li> <li>• disorganization</li> <li>• impulsivity</li> </ul>	
<b>II. What happened during the Meeting?</b> Focus on the <b>MOST IMPORTANT</b> thing!		
<b>A. YA Peer Provider Action.</b> What did the Peer Provider do in order to support the client in reaching their goals (aka: to address problem & need) <b>Guideline:</b> 1 "activity" or "intervention" per 15 minutes	[YA Peer Name] + <ul style="list-style-type: none"> <li>• demonstrated</li> <li>• shared</li> <li>• validated</li> <li>• supported</li> </ul>	<ul style="list-style-type: none"> <li>• <i>YA Peer helped Joe identify small steps needed to work towards applying for benefits.</i></li> <li>• <i>YA Peer coached Joe on ways to approach people in order to make friends.</i></li> <li>• <i>YA Peer reminded Joe about his upcoming appointment with his therapist to manage his anxiety.</i></li> </ul>
	+ [Client Name] <ul style="list-style-type: none"> <li>• life skills</li> <li>• budgeting</li> <li>• communication</li> </ul>	
	Specify how the action contribute to client's goals. <ul style="list-style-type: none"> <li>• 3. Add the "WHY"</li> </ul>	
<b>B. YA Client Action.</b> How did the client respond to the YA Peer action?	State what the client did or said during the meeting: <ul style="list-style-type: none"> <li>• [YA Client Name] did...</li> <li>• [YA Client Name] said</li> <li>• [YA Client Name] became</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Joe completed 50% of the SSI application.</i></li> <li>• <i>Joe became anxious while in the social activity with peers.</i></li> </ul>
<b>4. Show if Progress was made OR was not made.</b>	Member made progress/didn't make progress AEB (as evidenced by)...	<ul style="list-style-type: none"> <li>• <i>Joe made progress today AEB _____.</i></li> <li>• <i>Joe did not make progress AEB _____.</i></li> </ul>
<b>5. Specify the plan.</b>	What are some next steps to help support the member in working towards the identified goal?	Next week, staff will support Joe with completing the rest of the SSI application.

## Writing Excellent Notes in Electronic Health Records



# Coaching YAPMs in Shaping their Professional Identities ...So much more than Sharing one's "story"

- It's who these young people ARE! And it's our job to help them develop their professional identity on-the-job
- **Questions I Pose (& Reinforce)**
  - **Who defines who you are on the job? ...YOU!**
  - **Who decides what to share about your life experiences? ...YOU!**
- **Make career development part of supervision** – at least a monthly dedicated one-on-one

**See handout for guidance!**

- **Creating & regularly refining bios**
  - Few versions for different audiences
  - Helps others to understand who one is (& their role)

# Role modeling as a core part of YAPM job:

- Passionate & a capacity to inspire others
- A clear set of values
- A commitment to community
- An acceptance of others
- An ability to overcome obstacles



Role Modeling

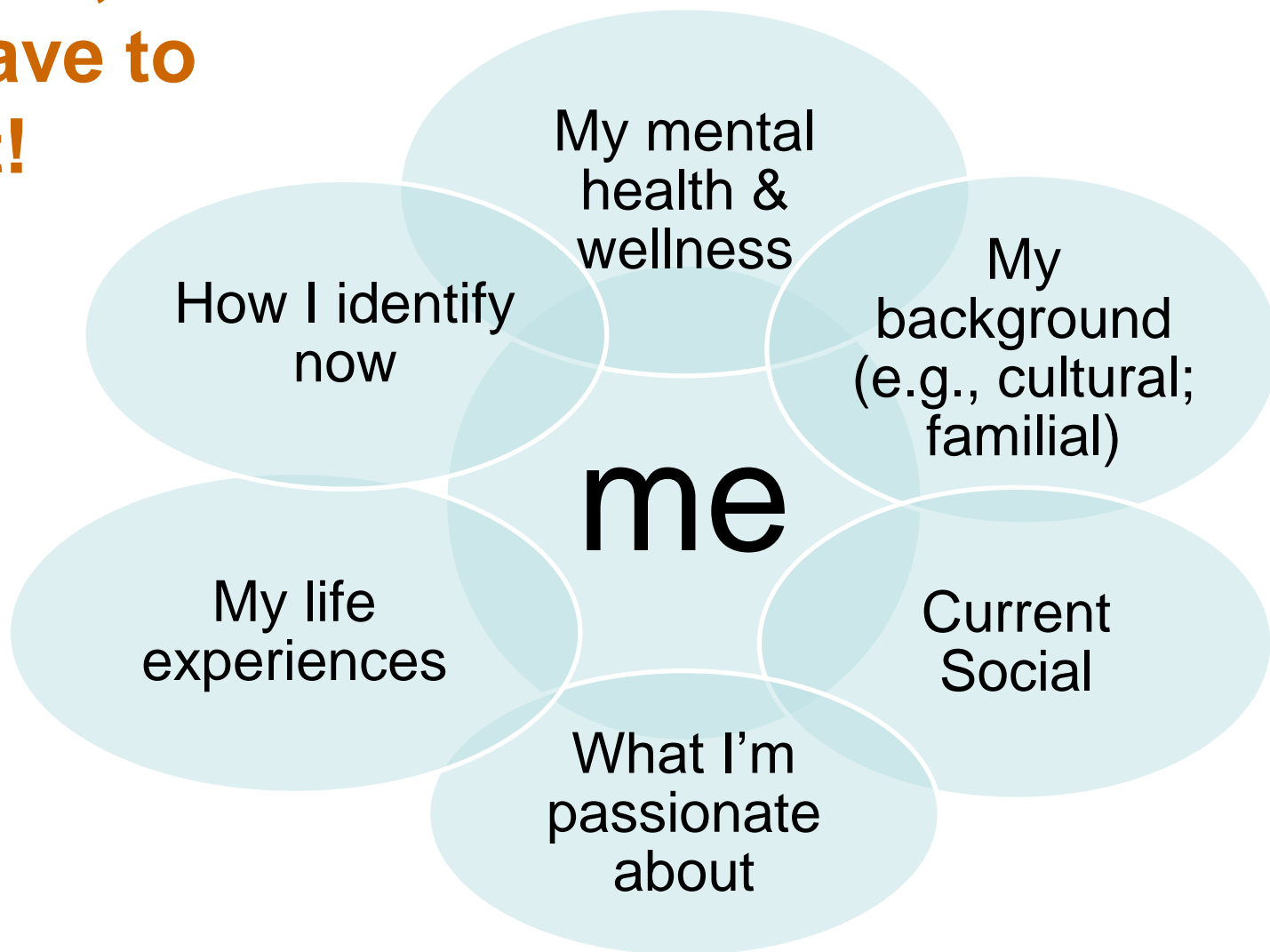
The screenshot shows a web browser window displaying the website [www.cbhknowledgecenter.org/yapm-role-modeling](http://www.cbhknowledgecenter.org/yapm-role-modeling). The page header includes the CBH Knowledge Center logo and a navigation menu with links: About The Center, Evidence-Based Programs, Practice Profile Library, Workforce, Hot Topics, Resources, Events, and Contact. The main content area is titled "YAPM Core Element: Role Modeling" and features a "DOWNLOAD THIS SECTION" button. Below this is a green icon of two people on stairs, labeled "Role Modeling". To the right of the icon is a text block describing role modeling: "Role modeling is demonstrating, through actions, words, and manner, the types of behavior that will contribute to young adults' success and personal growth. Modeling a range of skills in communication contributes to establishing a young adult voice. Modeling strong, confident, reliable behavior demonstrates the YAPM's capacity to support young adults' progress toward independence, wellness, emotional regulation, successful problem-solving, self-advocacy, healthy interpersonal interactions, and meaningful community life. Using lived experience with purpose and intent to function". Below the text is a video player with a play button and the text "Practice Profiles: Edd ROLE MODELING".

Includes links to some great resources on role modeling and a video of a YAPM discussing an example of role modeling in his work!!

## Support YAPMs in sharing their lived experiences... get your team sharing:

- **F**amily & friends – social network including who they get support & provide support to; who they have fun with! Etc.
- **O**ccupation – work, school, caretaking, volunteering, etc.
- **R**ecreation – FUN! Not life sucking! Sports, arts, music, any hobby!
- **M**otivation – inspires, feeds soul, makes one feel alive, etc. etc. etc.
- **A**PPs – smart phone applications
- **L**iving Situation – where you live; where you are from; who you live with, etc.

To share,  
you have to  
reflect!



## Support YAPMs in sharing their lived experiences ... with some key principles...

- Many ways to share one's story
- Strategic use of self
- What to share vs. not what to share (**\*\*see handouts for exercise!**)
- When it feels uncomfortable, discuss with supervisor (or someone you trust)
- Practice how to respond
- Remain aware of macroaggressions

# Questions?

## Thank you!

If you have questions, comments, or ideas, please email me at:  
[Vanessa.Klodnick@thresholds.org](mailto:Vanessa.Klodnick@thresholds.org)

The following will be made available on the CBH website:

- 1) Working alliance & characteristics reflective exercises
- 2) Example on-boarding process
- 3) Personal bio exercises
- 4) What to share vs. not what to share exercise

**Join me again on 3/14/19:  
Navigating On-Boarding & First Few Months of Work  
with YA Peer Mentors**