

## Young Adult Peer Mentoring Practice Profile

### Implementation Ideas

The items below are “idea starters” for how Young Adult Peer Mentoring (YAPM) providers, managed care entity (MCE) staff members, trainers, supervisors, and/or state agency (e.g. MassHealth, DMH, Caring Together team) staff members can use the YAPM practice profile. It is not an exhaustive list as providers and other stakeholders may have their own creative ideas for how to best support implementation. Some of the activities below might be best accomplished by a state agency representative while others are best completed by provider agency staff members while some might be done by more than one group.

#### Engaging system partner activities

- Use the practice profile to create presentations and/or develop other informational materials (e.g. videos, brochure, flyer, info sheet) for various stakeholders (e.g. outpatient providers, CSAs, families, young adults, etc.) about YAPM.
- Schedule a meeting(s) with local system partners to help them understand the core elements of YAPM practice.
- Create a survey for system partners (including families) to learn about how the program’s YAPMs are doing on one or more of the core elements.
- Identify activities or practices of systems partners that might be getting in the way of “ideal practice” and engage them in discussions about how to work together to mitigate those barriers.

#### Selection and staff member recruitment activities

- Develop job interview questions specific to each of the YAPM core elements from the practice profile.
- Ask job candidates to review the practice profile prior to a first or second interview and to come prepared to discuss their impressions of areas where they believe they are strong and areas that might be challenging.
- Develop some interview questions (or create a tool to be used to screen candidates) to assess if a candidate can distinguish ideal, developmental, and unacceptable YAPM practices.
- Review current job descriptions for clinicians and outreach workers and update to align with practice profile core elements and skills necessary to provide “ideal” YAPM practice.

- Create a presentation and/or a brochure/flyer/handout using the practice profile core elements to be used to recruit new YAPMs and use these materials at career fairs, to present to classes, for posting in career centers, etc.

### Onboarding and initial training activities

- Integrate the practice profile into a manual or some other training resource for new employees.
- Use the practice profile as a basis for new hire orientation.
  - Create new training materials organized around the core elements.
  - Develop vignettes (for reading and discussion during orientation training and/or to be used in role plays) using examples of ideal, developmental, and unacceptable practices.
  - Use the practice profile as a basis for a self-assessment that a new hire will complete and discuss with their supervisor to identify areas for professional development and skill building.
  - Create a “knowledge check” to see if new staff can distinguish ideal, developmental, and unacceptable practices in the core element areas and discuss the results in supervision or with other new hires (or existing staff) during training/orientation.

### Ongoing training and professional development activities

- Use the practice profile to create a survey to help identify priority training topics.
- Organize regional or area (or provider level) meetings where one core element is focused on in-depth each month to help structure training, support or supervision meeting agendas.
- Create refresher trainings organized around the core elements.
- Develop role plays for use at staff meetings that highlight examples of ideal, developmental, and unacceptable practices for each of the core element areas.
- Use staff meetings to focus in on a core element and discuss where staff members think the program (or their own practice) is in terms of idea, developmental, or unacceptable practice(s).
- Identify outside trainings/trainers who are skilled in certain core elements (e.g. risk assessment and safety planning, practicing cultural relevance, etc.) and bring them in to conduct in-service trainings.
- Connect with other providers or systems partners with specialized areas of training/expertise to learn how to move practice to “ideal” in the area of cultural responsiveness (or any other core element).

### Coaching and supervision (including field observation) activities

- Identify staff members who are particularly skilled at certain core elements and have them serve as “mentors” to staff members who need to develop skills in that area.
- The supervisor and supervisee both conduct an assessment of the supervisee’s practice using the practice profile as a guide and discuss during supervision. Identified areas for professional growth and development can be used to develop a plan for ongoing supervision.
- Dedicate supervision time to role play or practice activities within certain core elements.
- Supervisors observe staff in the field and provide feedback during supervision about examples they observed of ideal, developmental, or unacceptable practices.
- Create a supervisor/coaching plan for staff that can be used to move staff from developmental to ideal practice.
- Create group supervision sessions focused around certain core elements (or practices within a core element).

### Performance assessment activities

- Review current staff evaluation forms/documents (in collaboration with HR department) to realign them to cover core elements of YAPM practice.
- Create a phone interview for systems partners that is organized around the core elements to learn about ideal, developmental, and unacceptable practice. Contact a sample of system partners for a staff member with the information to be used to inform supervision plans or staff evaluations.

### Quality improvement (including using data) activities

- Create a phone interview script/questions organized by the core elements to inquire about youth/young adult and family experiences in each of those areas (and/or a survey that focuses specifically on one area of practice that the program is looking to improve upon).
- Create a youth/family survey organized by the core elements (and/or a survey that focuses specifically on one area of practice that the program is looking to improve upon).
- Create a staff survey organized by the core elements to identify where to focus quality improvement activities.
- Review existing (or develop) an exit interview tool that includes questions about organizational support for practice in the core elements (e.g. *What could our program do better to support YAPMs in the area of role modeling?*).

## Engaging agency leadership activities

- Use the practice profile to create a presentation for senior administrators about the role and core practice elements for YAPMs.
- Identify agency practices (e.g. forms, policies, actions) that might be getting in the way of ideal practice and engage in a discussion with agency leadership about how to mitigate these barriers to ideal practice.
- Engage agency leadership in discussions about how the agency can support the YAPMs to move toward ideal practice in a core element(s).

## Site/program operations and administration

- Conduct a “[walk-through](#)” of the program (e.g. call to schedule a mock appointment, go through the assessment process) to learn about practices that might be interfering with engagement and/or to identify ways to improve to ideal practice.
- Review existing forms/tools/assessments to ensure they align with ideal practice.