



Parent Peer Support – Strengthening families, enhancing services, and improving outcomes

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FREDLA

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Family-Run Executive Director
Leadership Association

- > The *only* national association of family-run organizations dedicated solely to all children, youth, and young adults with social, emotional, substance use, and multi-systems challenges, their families, and the agencies serving them
- > Represent over 120 family-run organizations across the country
- > Partner in national technical assistance centers, goal specific initiatives, and research collaborations
- > Provide support, consultation, and training within five primary areas:

Strategic Solutions

Workforce Readiness

Research & Outcomes

Training & Resources

Family-Run Organizations



Parents & Caregivers

Youth

Accessible services

Provider collaboration

Consistent & continuous care

Personal Fulfillment

Well-trained providers

Cultural responsiveness

Accountable service systems

Knowledge, resources & tools

Effective communication

Less judgment & stigma

Individualized care

Support & encouragement

Feeling respected

Improved functioning

Being understood

Improved relationships

Being heard

Improved self-control

Ability to trust

Positive rapport with providers

Partnership occurs on a continuum – families want to be partnered with at all levels



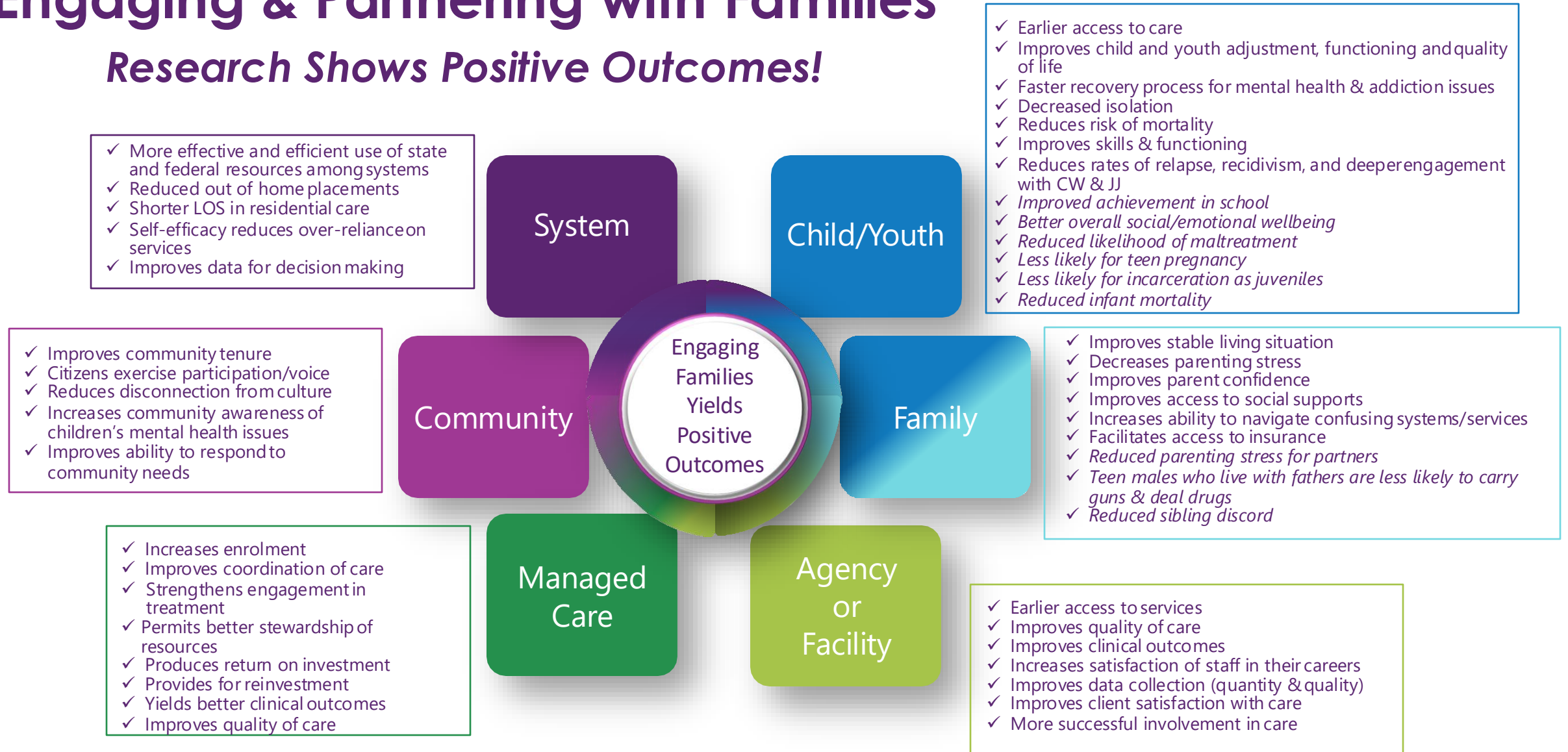
Family Involvement {individual family level}

Family Engagement {programmatic level}

Family Driven
{organizational level}

Engaging & Partnering with Families

Research Shows Positive Outcomes!



Value of Family Partnership

Changes

- Institutional culture
- Institutional practice

Builds

- Awareness, understanding, and self-efficacy
- Sense of community
- New practices and policy for better servicing youth and families

Improves

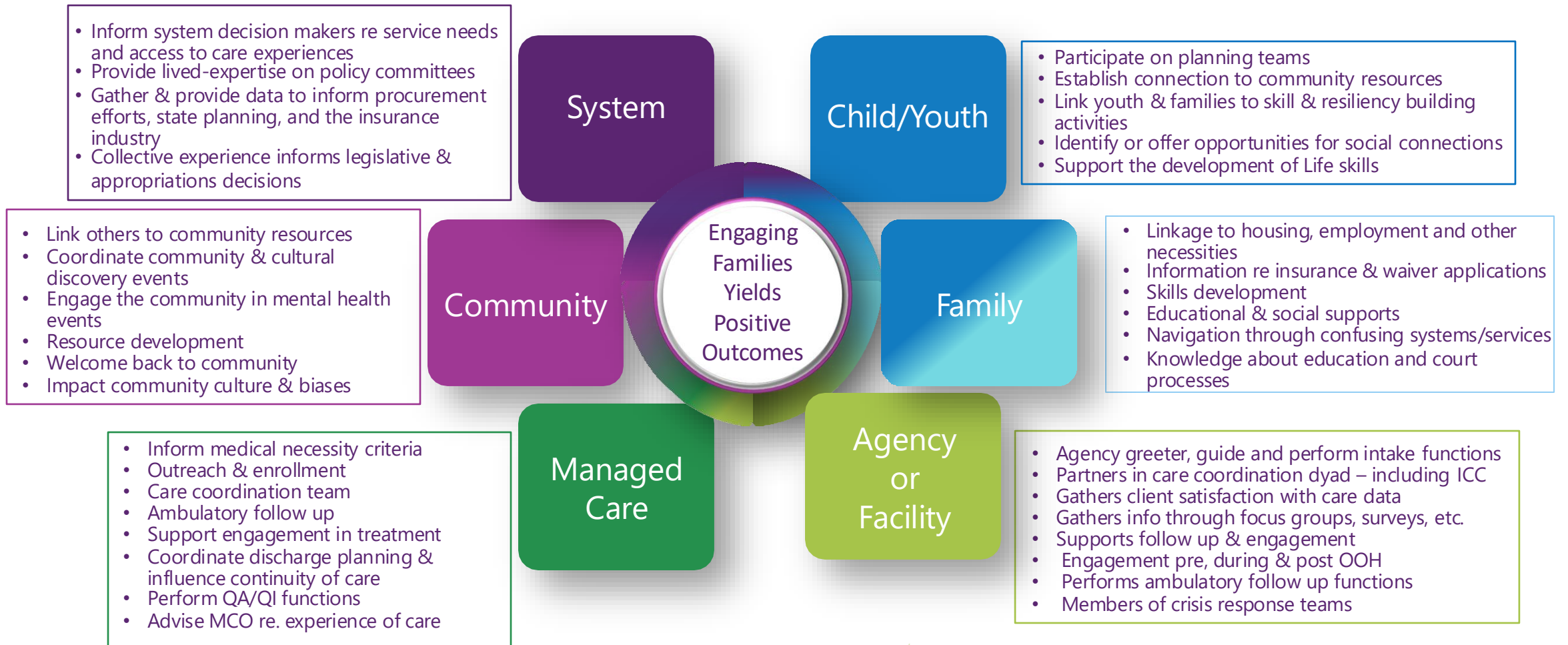
- Individual outcomes
- Organizational outcomes

Informs

- Resource realignment and service development
- Research and evaluation
- Public policy

One of the most effective
ways to engage families?

Translating the Outcomes to the Roles & Functions of Parent Peer Support & Family Organizations



PPS is a growing profession nationally

- Caregivers hired to work with other families across systems, based on life experience, not degree
- Peer to peer support that facilitates effective service connection and delivery
- Modeling of advocacy and collaboration skills
- Fulfilling variety of roles, infusing family voice at all levels of service delivery and addressing gaps in access

PPS is not clinical but a complementary service that enhances the work of the family and other providers on the family's team

The PPSP's lived experience is *expertise*, has *value*, and is an *asset* in children's mental health

- **Their experience as a parent/family member**
 - > They have lived it, 24/7
 - > Something that cannot be learned in a class
- **Their experience navigating the system**
 - > Have learned how to work through the procedures/processes and made contacts within the system
- **Their experience as a consumer of the services of the system**
 - > Can provide a customer's view that is valuable to system administrators - they *need* family feedback for continued funding, program improvement and development, etc.
- **Their passion to make a change**
 - > This is more than a job for them, so the commitment level is different - PPSPs tend to be more consistent and persistent to make things better for other families and youth

States vary in implementation...

- Competency areas vary although there is national set of core competencies
- Variety of certifications (state, national) and curricula (state, organization, individual developer)
- Diverse models for implementation – and types of roles for PPS continues to grow

The definition of PPS Provider may be defined through statute, certification or credentialing, Medicaid reimbursement language, by the state or county, or by an organization.

Parent Peer Support Provider Activities



Connect

Connect with the family through shared lived experience



Engage

Engage in policy-making & advisory groups



Support

Reduce isolation, provide validation and foster resiliency



Educate

Provide education, information, problem-solving and skill-building



Navigate

Facilitate access to services and supports for the child and family



Evaluate

Participate in evaluation, research, & CQI activities



Train

Provide training for families, providers and communities



Advocate

Model effective advocacy and collaboration skills

Parent Peer Support Provider Roles

PPS Providers have roles at all levels of service intensity, from community outreach to inpatient hospitalization, infusing family voice and family support at all levels.



Least Intensity Level Services

- Education, information and referral
- Peer supervision and program management
- Policy-making and advocacy
- Data collection and evaluation

Low Intensity Level Services

- Training
- Support groups
- Information and referral
- Intake
- Peer supervision and program management
- Data collection and evaluation
- Policy-making and advocacy

Medium Intensity Level Services

- Individual advocacy, information and system navigation, intake and assessment
- Parent peer support (individual and/or team)
- Care coordination
- Training
- Support groups
- Respite and crisis planning
- Peer supervision and program management
- Policy-making and advocacy
- Data collection and evaluation

High Intensity Level Services

- Partner in intensive in home services (such as High Fidelity Wraparound, HomeBuilders, etc.)
- Parent peer support (part of a treatment team or additional service) in hospitals, residential treatment programs and emergency rooms
- Respite and crisis planning
- Training
- Support groups
- Peer supervision and program management
- Policy-making and advocacy
- Data collection and evaluation

Challenges (and solutions!)

Parent Peer Support Providers

- Face situations with families that can be activating based on own experience
- Situations with own child(ren) will still arise
- May have been out of the workforce due to caregiving for child with complex needs
- Maintaining identity and role in workplace that does not understand PPS
- Stigma and historically negative views of parents
- Lack of workplace support, including policies

Organizational

- Organizational readiness for lived experience workforce
- Inadequate compensation and lack of career ladder
- Lack of appropriate supervision (and training for supervisors)
- Misunderstanding of the role and activities
- Consistent funding – need to diversify, fund what you value

Systemic

- Reimbursement rates
- “lumping” of all types of peer support
- Lack of understanding of the role
- Resistance to parents in professional role
- Hiring practices

Contact Information

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April 1-3, 2025

1:00 - 4:00 pm Eastern Time

Information, tools, networking and more!

This virtual annual event is part of FREDLA's dedication to the parent peer workforce, the people who supervise them, and the policy and funding agencies that support their programs.

REGISTRATION FEE \$200



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