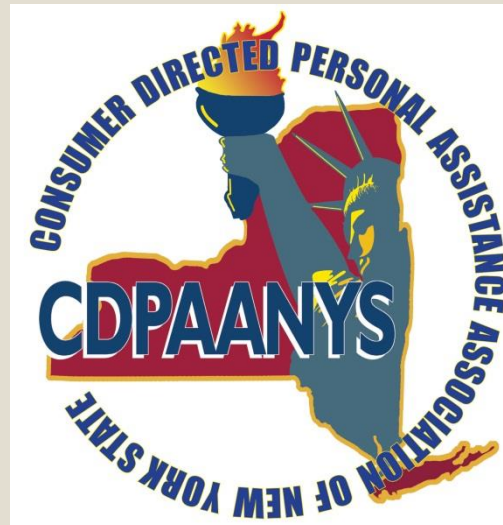


# Peer Mentoring in Consumer Directed Personal Assistance



**A PROGRAM OF THE CONSUMER DIRECTED  
PERSONAL ASSISTANCE ASSOCIATION OF  
NEW YORK STATE**





# What is CDPAP



- CDPAP is not a traditional home care program.
- CDPAP provides personal care and home health services for assistance with **Activities of Daily Living**, such as bathing and dressing, as well as **health-related tasks**, such as catheterization.



# CDPAP Advantages



- Research clearly demonstrates increased member satisfaction
- One worker regardless of task means simplicity in billing.
- Unmet need is lower, meaning better outcomes
- According to DOH, CDPAP is \$2.16/hr. less expensive than traditional personal care
- The level of care can be higher, because the worker, if paid well enough, stays longer and knows the needs of that particular member better



# Consumer



- Solely responsible for supervisory and management responsibilities (e.g. recruiting, hiring, training, scheduling, dismissing)
- Notifying the Fiscal Intermediaries of changes in the employment status of assistant
- Notifying the plan of changes in health status or social circumstances
- Attesting to the accuracy of time sheets
- Arrange for back-up coverage



# What Makes CDPAP Different Can Make CDPAP Intimidating



- Assistants work for the consumer rather than for a contracted agency
- Assistants may be approved to perform skilled tasks that would otherwise require nurse coverage or certified home health aides
- Consumers choose, train and supervise assistants



# Potential Challenges in CPDAP



- May lack skills in supervision
- May be unfamiliar with rights and responsibilities
- May feel isolated, especially initially
- Tendency towards “worst first” response



# Previous Pilot



- In 2011, CDPAANYS piloted peer mentoring through a small DOH grant
- Goal was to serve 50-75 consumers new to the program
- Served 133 - 81 of whom were existing consumers
- Identified a strong desire for services



# Current Project



- Using BIP, CDPAANYS seeks to build upon the peer mentoring program previously piloted
- Previous project demonstrated need
- Attempting to demonstrate efficacy





# Defining Success



- Increase participation in CDPA by those not currently enrolled
- Increase the success rate of consumers just entering CDPA, those in the program for less than 90 days
- Reduce worker turnover
- Improve continuity of care and quality of care in consumers using CDPA for over 90 days



# What is Peer Mentoring?



Peer Mentors are individuals who use CDPAP and have undergone and intensive training in order to provide support to individuals considering or currently using CDPAP



# Peer Mentors



- Research has shown peers establish a more credible rapport
- Peer Mentors can teach specific skills from experience (they know the pitfalls)
- Peers can present options and problems in a way that those who do not use the program cannot



# Peer Mentors In CDPAP



- Draw on their own experience
- Complete extensive training
- Help members new to the program
- Help your members who have been long-time CDPA consumers.



# What Peers Do For Consumers



- Provide education
- Increase confidence in their ability to succeed
- Aid as they adapt to the role of employer.
- Build effective supervision techniques
- Help build communication skills
- Increase quality of care by making ineffective employees effective.
- Strengthen continuity of care by reducing worker turnover.

# What Peers Don't Do



- Peers do not give “the right answer”
- Peers do not have “the right answer”
- Peers do not offer thoughts , positive or negative, about particular FIs or plans

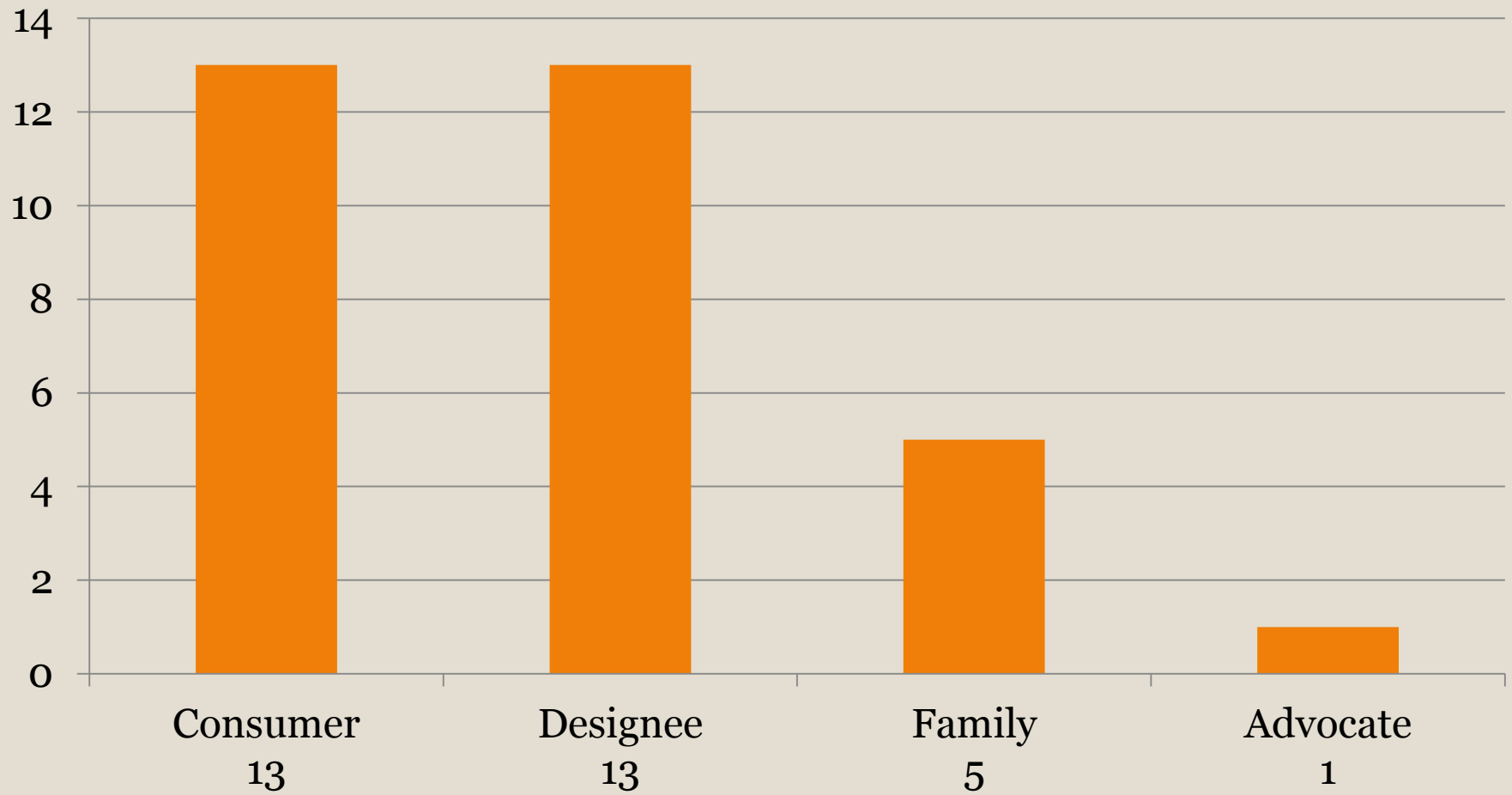


# What Peers Do For Plans



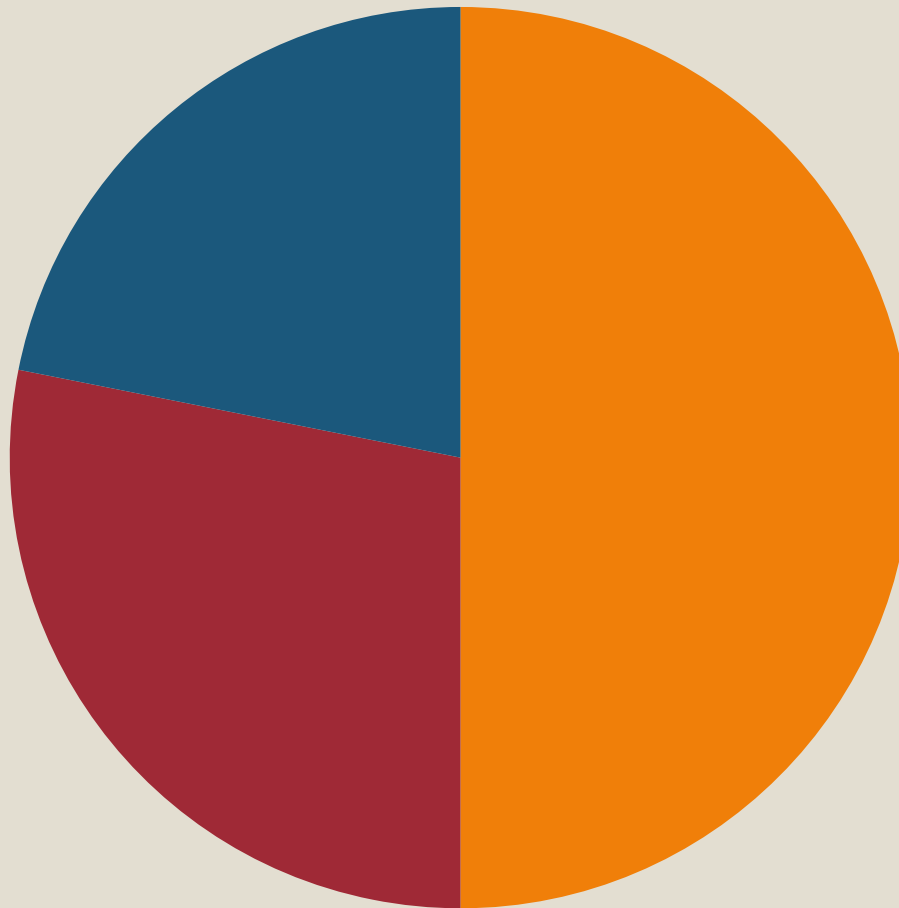
- Address member fears that prevent them from choosing CDPA
- Increase member's ability to manage program, minimizing chance of failure or hospitalization
- Increase member's satisfaction with services they are receiving

# Who is Calling?



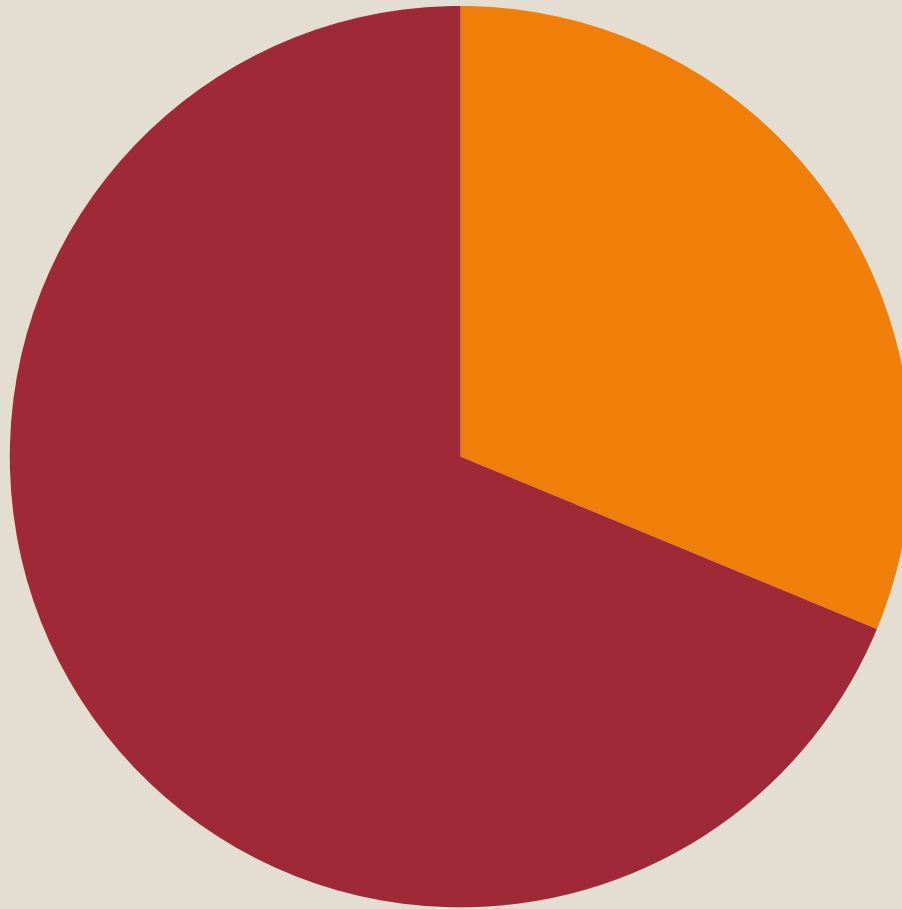


# Calls by Time in CDPA



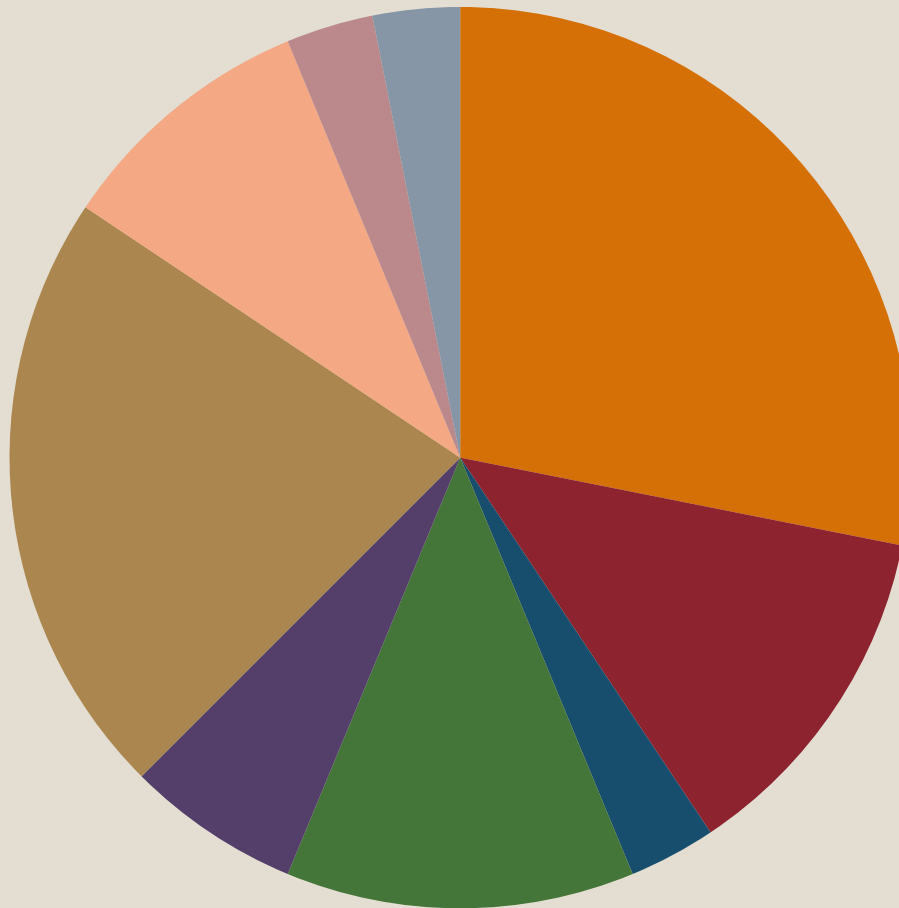
- Not in CDPA 16
- Under 90 Days 9
- Over 90 Days 7

# Calls by Gender



■ Male 10  
■ Female 22

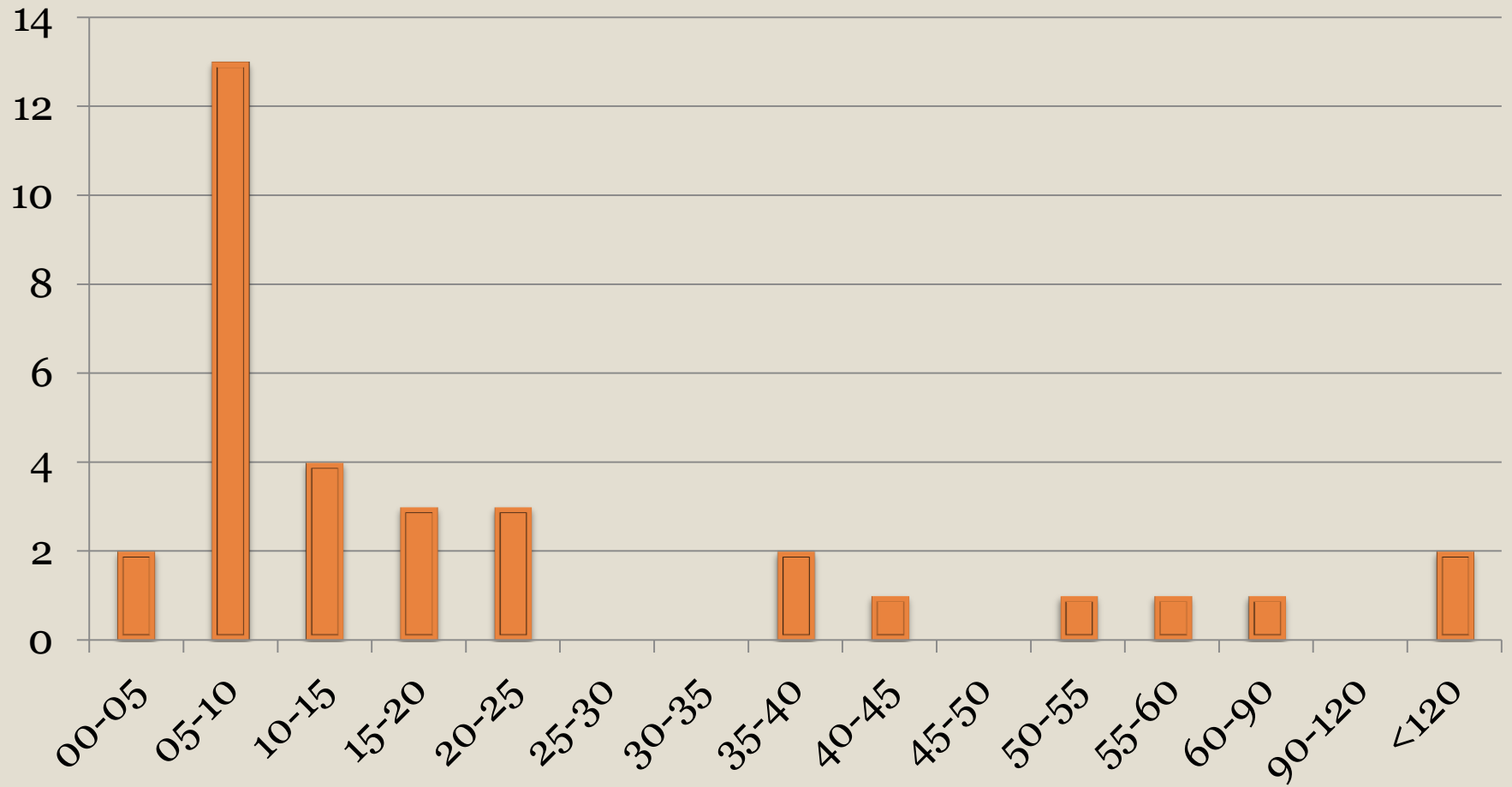
# Number of Calls by County



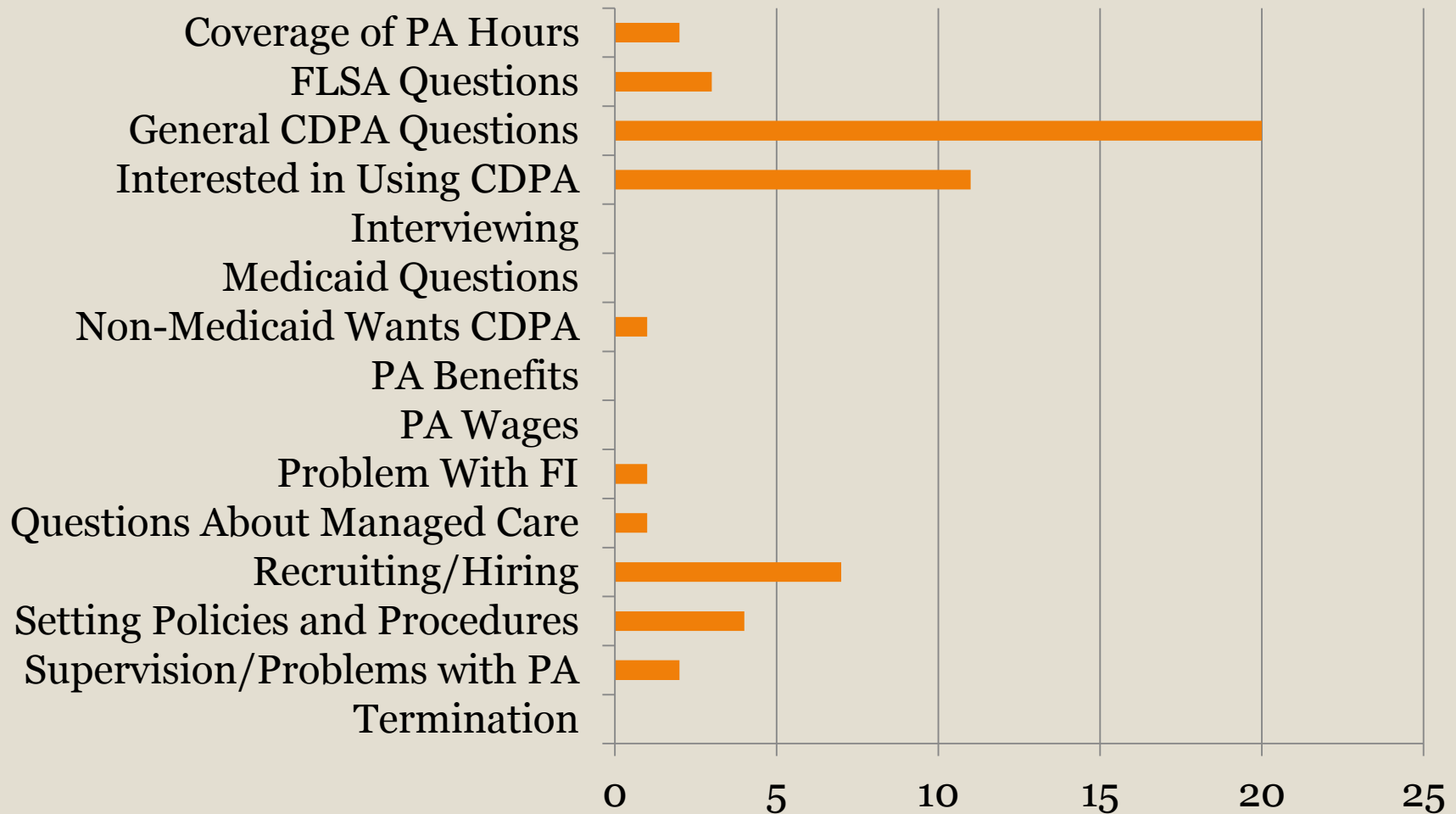
Albany	9
Columbia	4
Nassau	1
Rensselaer	4
Saratoga	2
Schenectedy	7
Suffolk	3
Ulster	1
Warren	1

# Time Spent Per Call

(In Minutes)



# Areas of Assistance – One Month



# To Refer a Member



**CALL TOLL FREE:  
1-855-4CPD-PEER  
(1-855-433-7733)**

**EMAIL:  
[PEERS@CDPAANYS.ORG](mailto:PEERS@CDPAANYS.ORG)**

**TRANSLATION SERVICES  
AVAILABLE**



# QUESTIONS?



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