

NORTH CAROLINA CERTIFIED PEER SUPPORT SPECIALIST PROGRAM

Course/Training Review Protocol



Behavioral Health Springboard (BHS)
School of Social Work
The University of North Carolina – Chapel Hill

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Introduction

As outlined in the Training Policies, all Approved Courses will be observed for quality improvement through unannounced visits. The training reviews aim to ensure that Certified Trainers (CT) of the approved courses utilize the instructor manual as their guide during training. It is noteworthy that the training review intends not to punish course owners or trainers but instead to seek areas for collaboration and support to enhance the training quality. Certified Peer Support Specialists (CPSS) would be better prepared to support persons with significant mental health and substance use disorders across North Carolina with improved training. The CPSS Training Technical Assistance Team will review face-to-face and online training.

CPSS Training Technical Assistance Team

Members of the Community Engagement and Empowerment Team (CEET) from the NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, in collaboration with Behavioral Health Springboard (BHS) and their contractors, will make up the CPSS Training Technical Assistance Team (TAT). The CPSS Training TAT will conduct unannounced visits to observe training (face-to-face and remote) and provide technical assistance. Course Owners are aware that reviewers may show up unannounced to review the class and, therefore, must formally inform their students at the start of class. Similarly, course owners of remote training are aware that the CPSS Training TAT may log online to review any scheduled class remotely. Therefore, course owners must provide training links in advance of the start date of the virtual class. To preserve the unannounced nature of TAT observations, links for remote training will be provided to BHS and should contain the login information (not a registration page link). Completing a registration to obtain the login link would effectively announce our TAT team's intent to observe a specific training.

Review Materials/Checklist

The CPSS Training Technical Assistance Team (TAT) will conduct these unannounced visits. To ensure a successful and productive site visit, course owners and CT must provide the following items on-site for the CPSS Training TAT. These items include the following:

- Instructor Manual - Two (2) copies of the instructor manual for the approved course for face-to-face training. The CPSS Training TAT has electronic copies of the instructors' manual for remote training.
- Student Manuals - Two copies of the student manual to enable the CPSS Training TAT to follow the CT's instructions.
- Updated Agenda - An updated agenda for the day for CPSS Training TAT to follow the day's plan
- Handouts and other resources: Copies of any handouts for class activities for the day.
- The course owner or CT must email all materials (agenda, handouts, and training link) to the CPSS Training TAT no later than 48 hours before the start of remote training.

Review Topics

To achieve the purpose of the TAT visits, the CPSS Training TAT completes a training view using a Review Tool. To ensure that course owners and CT better understand the training review process, here are some of the broad areas covered in the Training Review Tool:

- Technology Use: CT uses basic technology for face-to-face and remote training. For example, cueing videos, displaying and navigating a PowerPoint slide deck, using break-out rooms for discussions, etc. Each remote training must have an additional person (co-trainer or technical assistance) to assist with all the tech support to enable the CT to focus on content delivery.
- Instructors Manual: CT uses the course instructor's manual as a guide to content delivery and completing activities outlined in the teaching methods of the approved course. An alternative teaching method is used to teach the core concept if there is any deviation from the teaching methods.
- Homework/Assignment Review: CT assigns and assesses homework or assignments as outlined in the Instructors Manual
- Content Mastery and Delivery: CT displays a good grasp of the subject and uses the appropriate language to instruct participants to understand the core concepts.

- Class Engagement and Management: CT practices good time management skills, follows the schedule, and participants have enough time to process and complete activities. CT creates a safe environment that allows trainees to participate and feel valued in the class. In addition, the CT is adaptive to the class environment and able to respond to challenges swiftly and not derail the session.

Review Process

The Program breaks the training review into three parts: a) before the review, b) during the review, and c) after the review. Below outlines the steps in each review section.

Before the Review

Training reviews are scheduled based on a list of scheduled training of the approved courses managed by the NCCPSS Program. To ensure that the CPSS Training TAT has an updated schedule, the NCCPSS Program staff will follow these steps:

- Request Course Owners (CO) to submit training schedules to BHS and post each training on the PSS website in advance. The plan must have exact dates, times, location (or remote platform), and contact person for training.
- Update the NCCPSS Program Training schedule and share it with CEET monthly.
- The CPSS Training TAT will schedule technical assistance visits using the NCCPSS Training schedule.
- CO will submit information on training cancelations to the NCCPSS Program.
- CO will email links to access all CPSS Remote Learning sessions to the CPSS Training TAT members at least two weeks before the class.
- CO will email all electronic materials used in the CPSS Remote Learning sessions to the CPSS Training TAT members at least two weeks before the class. These materials may include handouts and appendices if they are not included in the Trainer's Manual.
- CO will provide the telephone number and email address of the NCCPSS Program to all training participants to provide positive or negative feedback regarding the online training.

During the Review

The CPSS Training TAT may review face-to-face or virtual training.

Face-to-Face Training: If the CPSS Training TAT is reviewing face-to-face training, the following guidelines will be adhered to:

- CEET and BHS staff (CPSS) will arrive early enough to introduce themselves to the CT and be reassuring, emphasizing the review's nature.
- The CPSS Training TAT will let the trainers decide how to introduce the reviewers to the group, or they can let them introduce themselves.
- The CPSS Training TAT will introduce themselves to the group and explain why they are there, but they will sit outside the group and not participate. They will strive to be unobtrusive.
- The CPSS Training TAT may go back for further observation if needed.

Remote Training: If the CPSS Training TAT is reviewing a training remotely, the following steps will be adhered to during the review:

- The CPSS Training TAT will follow the same protocol as face-to-face training.
- The CPSS Training TAT will introduce themselves to the group.
- The CPSS Training TAT will explain that they will not be displaying their camera during the training to conserve bandwidth and remain unobtrusive and turn off their camera after this explanation.

After the Review

Upon completion of the review, the CPSS Training TAT will complete a review report. They will use the following steps to complete the review report:

- The CPSS Training TAT will not give feedback on the training day, only information about the next step in the process.
- The CPSS Training TAT will send their completed observation checklist to each other within one business day.

- The CPSS Training TAT will submit a narrative report based on the observation to the CPSS Training TAT lead within five business days after the review.
- The CPSS Training TAT lead will forward the report to the NCCPSS Program after review within three business days.
- BHS staff will send the report to the Course Owner within two business days after receipt and offer a follow-up call with the reviewers.

Addressing Review Report Questions

If a course owner has questions about the review report and reaches out to the NCCPSS Program, the following steps will guide the development of a response to the course owner:

- BHS staff will forward the question to the CPSS Training TAT that completed the review within one business day.
- The CPSS Training TAT will meet and develop a response to the course owner and copy the BHS staff within five business days.
- BHS staff will follow up on any requested information within the time stipulated in the review report.

Introduction Script

To the Certified Trainer(s):

Hello, I am _____, and I work for the NC DMH/DD/SAS on the Community Engagement and Empowerment Team (or a contractor with BHS). I am here today to merely observe this training, as it has been approved as a certification course for persons wanting to become Certified Peer Support Specialists. Please know that my purpose is to observe how the approved course is implemented in the community and not evaluate you as a trainer or participant. Within the next week or so, I will give feedback to the NCCPSS Program, which will be shared with the Course Developer.

Modification of NCCPSS Program Course/Training Review Protocol

The NCCPSS Program reserves the right to amend and modify the Course/Training Review Protocol. When the NCCPSS Program makes any changes, the Program staff will post all changes on the PSS website. The Program staff will notify all Course Owners by email of the changes made and when changes become effective.

If you have any concerns or questions, you may submit them to:

NCCPSS Program

Behavioral Health Springboard

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