



Deflection Engagement and Coordination **Presenter Q&A Notes and Deflection Success Stories**

Q&A portions are not recorded in the posted videos after presentations to preserve the learning collaborative atmosphere, but key points from Q&A are described here. If you are following along and not enrolled in the ECHO, please start with watching the recorded ECHO presentation and then explore these Q&A notes for more detail.

Session Number: 5

Date of Session: 12/18/24

Presenter: Janie Gullickson

Q&A Notes:

Is there a difference between peer navigators and peer support, or is it just terminology? Are they the same?

- “Peer navigator” or simply “Navigator” is a term used in some deflection programming
- But there is no certification in Oregon for peer navigators (therefore, it is just terminology)
- It is the scope of the practice that determines if it is a peer support specialist role or peer case management role.
- National partners in our deflection TA, TASC Center for Health and Justice, use the title deflection engagement specialist for this position actually.
- Having different levels of professional skills training and lived experience within deflection teams can be very valuable. Not everyone has to have lived experience or a certain credential.

Comment:

- Talking about the struggle between talking to the client versus law enforcement is important because it can get tricky balancing different styles of communicating.

Follow up: There will be different ways to communicate with different people within the deflection team as well as varying clients. Peer support workers can practice transitioning to clinical language and communication styles when talking with law enforcement.

Is it reasonable to have an expectation that peer services across different agencies have a similar set of services? (So that the deflection program as a whole has continuity, even if relying on separate peer organizations)

- The goal for deflection programs oftentimes is that there is that continuity among peer services provided regardless of the organization
- With different agencies comes different resources on hand, different supervisory structures, and the peers therefore can operate a bit differently.
- The organizational structure also has a major impact on how peers operate

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What feels the most challenging with your role as a peer?

- Finding different ways to communicate with people within the deflection team versus the client
- When it is slow finding ways to be productive and stay busy

Recommendation: Go on ride-alongs with law enforcement can be one way to build relationships/engagement if there is downtime and encourage more deflection referrals at the same time.

Deflection programs are encouraged to consider adopting more expansive enrollment criteria or expanding to new referral pathways if the treatment/services team has additional capacity.

What has been one of your successes with your role as a peer?

- Being a part of the client's recovery

Deflection Successes:

- One county had their first deflection client who was high risk, high needs who will be completing his 12 week program next week. Even with ups and downs he has made a ton of progress, for example has now been abstinent for 3 weeks. He also plans to stay engaged with their outpatient program.

Highlight: Being able to show clients that it is not too late to get assistance, and there is hope for all of us. Staying persistent and staying positive can be helpful to both you and the client.

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