

Peer Navigators Program Fidelity Measure

CRITERION	DATA SOURCE Key at end of document	ANCHORS					Check here if no anchor met
		1	2	3	4	5	
PROGRAM DESIGN: Facilitation of Peer Navigators program by trained facilitators.							
Peer Navigators qualified as a person with lived experience with MI and is in-recovery.	TMC	Less than 33% of PNs qualified	About half of PNs qualified	More than 2/3 of PNs qualified	More than ¾ of PNs qualified	More than 90% of PNs qualified	
Peer Navigators taught to conceptualize health care needs and commensurate treatment goals within self-determined care paradigm	TMC	Less than 33% of PNs use items taught regarding healthcare needs and treatment goals in their work.	About half of PNs use items taught in regards to healthcare needs but do not apply them to clients treatment goals	More than 2/3 of PNs use items taught regarding healthcare needs and treatment goals half of the time	More than ¾ of PNs use items taught regarding healthcare needs and treatment goals most of the time	More than 90% of PNs utilizes items taught regarding healthcare needs and treatment goals all of the time	
Peer navigators taught Cultural Competency is part of the initial training and continuing education.	TMC	Less than 33% of PNs participate in Cultural Competency training or continuing education	About half of PNs participate in Cultural Competency training but did not participate in continuing education opportunities	More than 2/3 of PNs participated in Cultural Competency training and minimal continuing education opportunities	More than ¾ of PNs participate in Cultural Competency training and continuing education opportunities	More than 90% of PNs participate in Cultural Competency training and continuing education opportunities and exhibits this knowledge in their work.	
Peer Navigators taught about healthcare resources for physical, mental, and substance abuse needs	TMC	Less than 33% of PNs participate in training on healthcare resources for physical, mental, and substance abuse needs	About half of PNs participate in training on healthcare resource for physical, mental, and substance abuse needs, but does not utilize this in his/her work	More than 2/3 of PNs participate in training on healthcare resources for physical, mental, and substance abuse needs, and utilizes in his/her work somewhat appropriately	More than ¾ of PNs participate in training on healthcare resources for physical, mental, and substance abuse needs, and utilizes in his/her work appropriately	More than 90% of PNs participate in training on healthcare resources for physical, mental, and substance abuse needs, and utilizes in his/her work and seeks out opportunities for further expertise.	
Peer Navigators training is experiential and provides in-the-field transition into Peer Navigator role	TMC	Only parent organization provides training	Parent organization and informal training provided	Structured training provided of at least 6 hours	Structured training over multiple days with situational role-plays	Training is 20-hours with windshield tours and interaction with targeted community members	
Peer Navigators receive Continuing education	TMC	Infrequent continuing education opportunities offered	Bi-yearly continuing education opportunities offered	Quarterly continuing education opportunities offered	Monthly continuing education opportunities offered	Bi-weekly opportunities for continuing education are offered	
Peer Navigators deemed competent with an appropriate assessment and certification	TMC	Less than 33% of PNs certified	About half of PNs certified	More than 2/3 of PNs certified	More than 3/4 of PNs certified	More than 90% of PNs certified	
Peer Navigators taught street smarts	TMC	Mindful of surroundings, valuables kept safe, avoid oversharing personal information, and knows how to deal with being a victim of a crime less than 33% of the time.	Mindful of surroundings, valuables kept safe, avoid oversharing personal information, and knows how to deal with being a victim of a crime about half of the time	Mindful of surroundings, valuables kept safe, avoid oversharing personal information, and knows how to deal with being a victim of a crime more than 2/3 of the time	Mindful of surroundings, valuables kept safe, avoid oversharing personal information, and knows how to deal with being a victim of a crime more than ¾ of the time	Mindful of surroundings, valuables kept safe, avoid oversharing personal information, and knows how to deal with being a victim of a crime more than 90% of the time	
Peer Navigators taught office etiquette	TMC	PNs office etiquette is acceptable less than 33% of the time	PNs office etiquette is acceptable about half of the time	PNs office etiquette is acceptable more than 2/3 of the time	PNs office etiquette is acceptable more than ¾ of the time	PNs office etiquette is acceptable more than 90% of the time	
Peer Navigators taught time management skills	TMC	PNs management of time if acceptable less than 33% of the time.	PNs management of time if acceptable about half of the time.	PNs management of time if acceptable more than 2/3 of the time.	PNs management of time if acceptable more than ¾ of the time.	PNs management of time if acceptable more than 90% of the time.	
Ongoing supervision is provided on a regular basis to Peer Navigators	DOC	Supervision is provided on an irregular or unplanned basis	Scheduled and completed Q3mos	Scheduled and completed monthly	Scheduled and completed bi-weekly	Scheduled and completed weekly and PRN.	
CONDUCT: Facilitation of field work.							

Peer Navigator travels to community and advocates for client in encounters with healthcare staff and professionals		Street-smarts employed	Meet client in community setting	Meet client in community setting and travel to clinics	Accompany client to healthcare setting and accompany in discussions	Accompany person, act with the person, react to concerns, and manage discussion with healthcare professional and client	
Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing		Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing less than 33% of the time	Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing about half of the time	Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing more than 2/3 of the time	Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing more than ¾ of the time	Peer Navigator is self-aware of personal needs; manages burnout and personal wellbeing more than 90% of the time	
Peer Navigator is proactive in engagements with clients and in goal setting		PN is proactive in engagements with clients and goal setting less than 33% of the time	PN is proactive in engagements with clients and goal setting more than half of the time	PN is proactive in engagements with clients and goal setting more than 2/3 of the time.	PN is proactive in engagements with clients and goal setting more than ¾ of the time.	PN is proactive in engagements with clients and goal setting more than 90% of the time.	
Peer Navigator utilizes shared decision making and self-determination in their interactions with participants		PN uses shared decision making and self-determination in their interactions with participants less than 33% of the time	PN uses shared decision making and self-determination in their interactions with participants about half of the time	PN uses shared decision making and self-determination in their interactions with participants more than 2/3 of the time	PN uses shared decision making and self-determination in their interactions with participants more than ¾ of the time	PN uses shared decision making and self-determination in their interactions with participants more than 90% of the time	
Peer Navigators embodies basic values in role facilitation	PNP	Accepting	Empathic	Proactive and Diplomatic	Diplomatic, boundaries known /respected, and problem solving skills used	All previous, embody strengths model with passion and motivation to engage folks with demonstrated leadership	
Peer Navigators engaged in team efforts in fieldwork and office encounters	PNP SUP	PN is not engaged in team efforts in fieldwork and office encounters	PN is engaged but does not display teamwork	Displays teamwork	Understands role, goals, and make plans	Proactive, leads by example, shares resources and knowledge;	
STAFFING: Program staff and leadership includes diverse people with lived experience.							
Peer Navigators have lived experience with health and/or mental health conditions.	DOC INT	NO				YES	
Peer Navigators demonstrates knowledge of health issues to provide appropriate services.	DOC INT	PN demonstrates knowledge of health issues and is able to connect participants to appropriate services less than 33% of the time	PN demonstrates knowledge of health issues and is able to connect participants to appropriate services about half of the time	PN demonstrates knowledge of health issues and is able to connect participants to appropriate services more than 2/3 of the time	PN demonstrates knowledge of health issues and is able to connect participants to appropriate services more than ¾ of the time	PN demonstrates knowledge of health issues and is able to connect participants to appropriate services more than 90% of the time	
Peer Navigators demonstrates knowledge of barriers that participants face and how to provide support	DOC INT	PN demonstrates knowledge of barriers and how to provide support less than 33% of the time	PN demonstrates knowledge of barriers and how to provide support about half of the time	PN demonstrates knowledge of barriers and how to provide support more than 2/3 of the time	PN demonstrates knowledge of barriers and how to provide support more than ¾ of the time	PN demonstrates knowledge of barriers and how to provide support more than 90% of the time	
Leadership have lived experience with health issues	DOC INT	NO				YES	
Peer support is provided to Peer Navigators	DOC INT	Peer support is provided irregularly	Peer support is provided at monthly meetings	Peer support is provided at bi-monthly meetings	Peer support is provided at weekly meetings	Peer support is provided daily or PRN	
COMMUNICATIONS							
Peer Navigators are informed, resourced, and networked with the community in which they work	INT	Less than 33% of PNs are informed, resourced, and networked with the community in which they work	More than half of PNs are informed, resourced, and networked with the community in which they work	More than 2/3 of PNs are informed, resourced, and networked with the community in which they work	More than ¾ of PNs are informed, resourced, and networked with the community in which they work	More than 90% PNs are informed, resourced, and networked with the community in which they work	
Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals.	PNP	Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals less than 33% of the time	Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals more than half of the time	Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals more than 2/3 of the time	Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals more than ¾ of the time	Peer Navigators manage encounters with clients effectively and collaboratively embodying values and goals more than 90% of the time	

Peer Navigators demonstrate strong verbal communication skills	PNP	Peer Navigators demonstrate strong verbal communication skills less than 33% of the time	Peer Navigators demonstrate strong verbal communication skills more than half of the time	Peer Navigators demonstrate strong verbal communication skills more than 2/3 of the time	Peer Navigators demonstrate strong verbal communication skills more than 3/4 of the time	Peer Navigators demonstrate strong verbal communication skills more than 90% of the time	
Peer Navigators demonstrate appropriate non-verbal communication skills	PNP	Peer Navigators demonstrate appropriate non-verbal communication skills less than 33% of the time	Peer Navigators demonstrate appropriate non-verbal communication skills more than half of the time	Peer Navigators demonstrate appropriate non-verbal communication skills more than 2/3 of the time	Peer Navigators demonstrate appropriate non-verbal communication skills more than ¾ of the time	Peer Navigators demonstrate appropriate non-verbal communication skills more than 90% of the time	
Peer Navigators demonstrate high quality, competent care	PNP	Peer Navigators demonstrate high quality, competent care less than 33% of the time	Peer Navigators demonstrate high quality, competent care about half of the time	Peer Navigators demonstrate high quality, competent care more than 2/3 of the time	Peer Navigators demonstrate high quality, competent care more than 3/4 of the time	Peer Navigators demonstrate high quality, competent care more than 90% of the time	
SERVICE QUALITY: High quality care connecting clients to the correct resources at the right time.							
Peer Navigators build relationships with clients and follow through to maintain connection to clients		Peer Navigators build relationships with clients and follow through to maintain connection to clients less than 33% of the time	Peer Navigators build relationships with clients and follow through to maintain connection to clients about half of the time	Peer Navigators build relationships with clients and follow through to maintain connection to clients more than 2/3 of the time	Peer Navigators build relationships with clients and follow through to maintain connection to clients more than ¾ of the time	Peer Navigators build relationships with clients and follow through to maintain connection to clients more than 90% of the time	
Peer Navigators recognize and respond to relapse management		Peer Navigators recognize and respond to relapse management less than 33% of the time	Peer Navigators recognize and respond to relapse management more than half of the time	Peer Navigators recognize and respond to relapse management more than 2/3 of the time	Peer Navigators recognize and respond to relapse management more than ¾ of the time	Peer Navigators recognize and respond to relapse management more than 90% of the time	
Peer Navigators respond appropriately to mental health crises		Peer Navigators respond appropriately to mental health crises less than 33% of the time	Peer Navigators respond appropriately to mental health crises more than half of the time	Peer Navigators respond appropriately to mental health crises more than 2/3 of the time	Peer Navigators respond appropriately to mental health crises more than ¾ of the time	Peer Navigators respond appropriately to mental health crises more than 90% of the time	
Peer Navigators respond appropriately to physical health crises		Peer Navigators respond appropriately to physical health crises less than 33% of the time	Peer Navigators respond appropriately to physical health crises more than half of the time	Peer Navigators respond appropriately to physical health crises more than 2/3 of the time	Peer Navigators respond appropriately to physical health crises more than ¾ of the time	Peer Navigators respond appropriately to physical health crises more than 90% of the time	
Peer Navigators provide trauma informed care		Peer Navigators provide trauma informed care less than 33% of the time	Peer Navigators provide trauma informed care more than half of the time	Peer Navigators provide trauma informed care more than 2/3 of the time	Peer Navigators provide trauma informed care more than ¾ of the time	Peer Navigators provide trauma informed care more than 90% of the time	
Peer Navigators utilize harm reduction in their work with participants		Peer Navigators utilize harm reduction in their work with participants less than 33% of the time	Peer Navigators utilize harm reduction in their work with participants more than half of the time	Peer Navigators utilize harm reduction in their work with participants more than 2/3 of the time	Peer Navigators utilize harm reduction in their work with participants more than ¾ of the time	Peer Navigators utilize harm reduction in their work with participants more than 90% of the time	

ATT	attend appointment	DOC	document review: program policy and procedures; budget	INT	interviews with leadership, peer navigators, and staff
NEEDS	needs assessment and partnership plan	OUT	outreach materials; brochures, flyers, e-material	PNP	Peer Navigator Practitioner Skills fidelity measure rating
SUP	supervision	TMC	training materials and curriculum		