

**Enhancing Services  
for People Living  
With HIV and AIDS**

**Peer Advocates as  
Essential Members of  
Multi-Disciplinary  
Healthcare Teams**

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## Peer Advocates as Essential Members of Multi-Disciplinary Healthcare Teams

Your agency is able to receive innovative training and technical assistance to establish best practices on integrating Peer Advocates in multi-disciplinary teams that deliver health care for Persons Living with HIV. The goal is for Peer Advocates to work as valued members of HIV healthcare teams and thereby contribute to improvements in healthcare access, comprehensiveness, continuity, quality and cost.

Please review the following information and, if your agency is able to make the required commitment, complete the Contact Form.

### Overview

Each Peer Advocate offers unique perspectives and experiences that are generally complementary to healthcare teams. Well-trained and appropriately supervised Peer Advocates can help clients and healthcare teams effectively and efficiently address persistent issues in care management such as outreach and recruitment, intake and assessment, engagement and retention, treatment planning, care coordination and medication adherence. However, integrating Peer Advocates into HIV healthcare teams can be challenging without proper training and follow-up assistance for key personnel responsible for implementing and sustaining Peer Advocate capacities.

This project provides training and technical assistance to Peer Advocates, Peer Supervisors and Clinic Managers. It covers strategies and skills needed to build multi-disciplinary teams that include Peer Advocates as essential members.



## Contact Form

to be completed by authorized supervisor or executive director

Your Name \_\_\_\_\_

Position \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

What type of Ryan White Care Act Funds does your agency receive?

Title A \_\_\_\_\_ B \_\_\_\_\_ C \_\_\_\_\_ D \_\_\_\_\_ Contract # \_\_\_\_\_

How long has your agency had a peer advocacy program?

\_\_\_\_\_

If not yet, when are you planning on implementing a peer advocacy program? \_\_\_\_\_ (Date)

You will be contacted by CAI project staff upon review of the application.

To register, please complete, detach and mail or fax registration form to:

**Miriam Grill-Abramowitz,**

**Cicatelli Associates Inc.** 505 Eighth Avenue, 16<sup>th</sup> Floor, NY, NY 10018

Fax (212) 629-3321 Phone (212) 594-7741

Visit our web site at [www.cicatelli.org](http://www.cicatelli.org)



## Application Process

### Who is eligible?

Health Clinics and HIV/AIDS service organizations that employ Peer Advocates.

### Who should attend?

For the training, we recommend **two** Peer Advocates to Days 1-3 of training and the Peer Advocates' Supervisor to Days 3-4 of training. In addition, we highly recommend that the Clinic Manager or someone from the clinical team also attends Days 3-4 of the training program.

For the technical assistance, the individuals to participate will be decided depending on the need being addressed.

### How to Apply:

Please complete a copy of the attached contact form. Upon receipt and review of your application, CAI project staff will contact you to discuss your application and the selection process.

### For further information, please contact:

Miriam Grill-Abramowitz at (212) 594-7741 ext. 215 or [mgrill@cicatelli.org](mailto:mgrill@cicatelli.org)  
Cicatelli Associates Inc., 505 Eighth Avenue, 16th floor, NY, NY 10018  
Fax: 212.629.3321 www.cicatelli.org



## Training Program Outline

5 The training program will be four consecutive days with Peer Advocates attending the first three days, and Peer Supervisors as well as Clinic Managers attending the last two days; providing one day (Day 3) when all trainees will be together (See outline on pgs. 3 & 4). The primary focus of the first two days of the training program will be on increasing the knowledge, skills and abilities of Peer Advocates to work effectively with clients and as members of multi-disciplinary HIV healthcare teams. Peer Supervisors and Clinic Managers will join Peer Advocates for Day 3 of the program to work together on common issues. The final day of training (Day 4) will be for Peer Supervisors and Clinic Managers, and will address issues related to the supervision of Peer Advocates and their integration into HIV healthcare teams.

## Technical Assistance Outline

The technical assistance can include telephone consultations, distribution of resource materials and virtual learning classrooms. In addition, a few participating agencies will be selected to receive onsite technical assistance including multi-disciplinary team staff development activities.

Individuals can also utilize the **Technical Assistance Tool Kit** for integrating Peer Advocates into HIV healthcare teams. The Tool Kit will provide practical, user-friendly educational and problem solving resources for Peer Advocates, Peer Supervisors and Clinic Managers and other healthcare team members, and will add significantly to the sustainability of participating agencies' efforts to build and maintain their capacity to involve Peer Advocates. The toolkit is available at \_\_\_\_\_

**Peer Advocates only**

Day One	Day Two
<p><b>Role of Peer Advocates in Patient Navigation</b></p> <ul style="list-style-type: none"> <li>• Roles &amp; responsibilities of Peer Advocates</li> <li>• Enhanced outreach strategies for access &amp; retention</li> <li>• Patient navigation through primary and ancillary services to improve utilization of referrals and other healthcare services</li> <li>• Peer education &amp; support strategies</li> <li>• Confidentiality &amp; boundary issues</li> </ul>	<p><b>Role of Peer Advocates on HIV Healthcare Teams</b></p> <ul style="list-style-type: none"> <li>• Adherence issues (medication, appointments, referrals, etc.)</li> <li>• Working as a team member</li> <li>• Problem solving</li> <li>• HIV/AIDS 101</li> <li>• Values Clarification</li> </ul>

**Peer Advocates, Peer Supervisors and Clinic Managers**

**Peer Supervisors and Clinic Managers**

Day Three	Day Four
<p><b>Effective HIV Healthcare Teams</b></p> <ul style="list-style-type: none"> <li>• How HIV healthcare teams work</li> <li>• Overview of Cultural competency</li> <li>• Building trust</li> <li>• Professionalism</li> <li>• Continuous Quality Improvement (CQI)</li> <li>• Feedback</li> <li>• Communicating expectations</li> <li>• Care coordination</li> <li>• Gantt Chart</li> </ul>	<p><b>Supervision of Peer Advocates</b></p> <ul style="list-style-type: none"> <li>• Defining roles of Peer Advocates</li> <li>• Competencies &amp; skills development</li> <li>• Coordinating skills</li> <li>• Problem solving</li> <li>• Cultural competency</li> <li>• Recruit peers with the skills to serve effectively</li> <li>• Retain peers as committed members of the HIV healthcare team</li> <li>• Roles &amp; responsibilities of Peer Supervisor and Clinic Manager</li> </ul>