

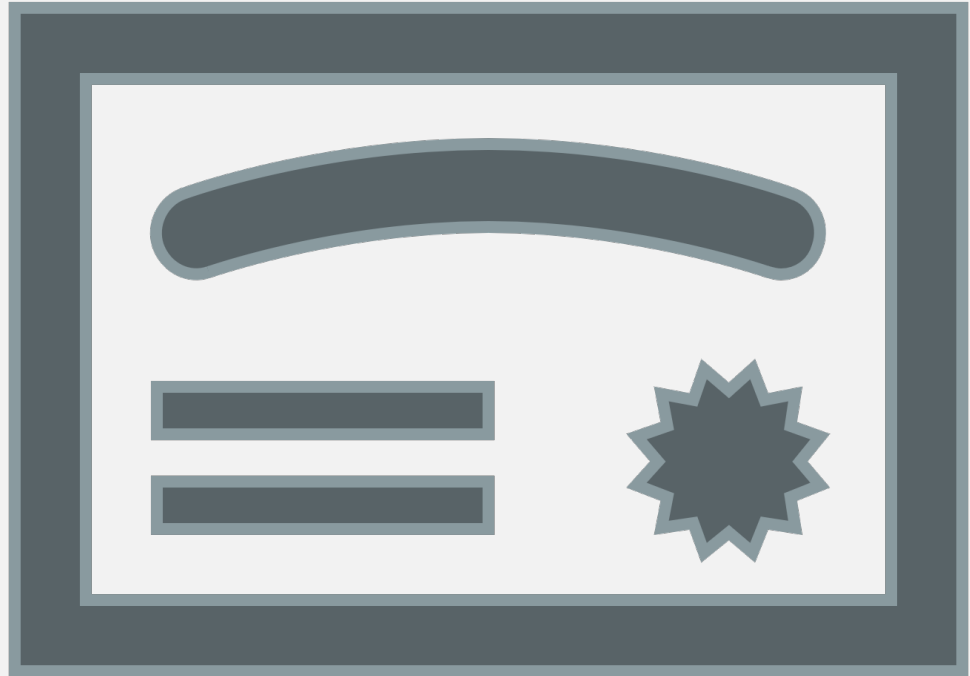
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August 12, 2020  
AMCHP/SPHARC  
Peer to Peer Exchange

# CERTIFICATION FOR IOWA FAMILY PEER SUPPORT SPECIALISTS

START OF  
CERTIFICATION  
PROCESS  
SPRING 2019

- Why certify Family Navigators?
- How do we move toward certification?
- How do we maintain certification?



# CERTIFICATION RATIONALE

- Credentialing lends legitimacy to the profession of Family Navigators
- Continuing education requirements encourage professional growth
- Certification boards establish codes of ethics



# 1ST STEP PILOT PROJECT APRIL 2019

## Purpose

- To assess the interest of Family Navigators in pursuing Family Peer Support Specialist certification
- To assess the value of completing the online curriculum and exam

## Participants

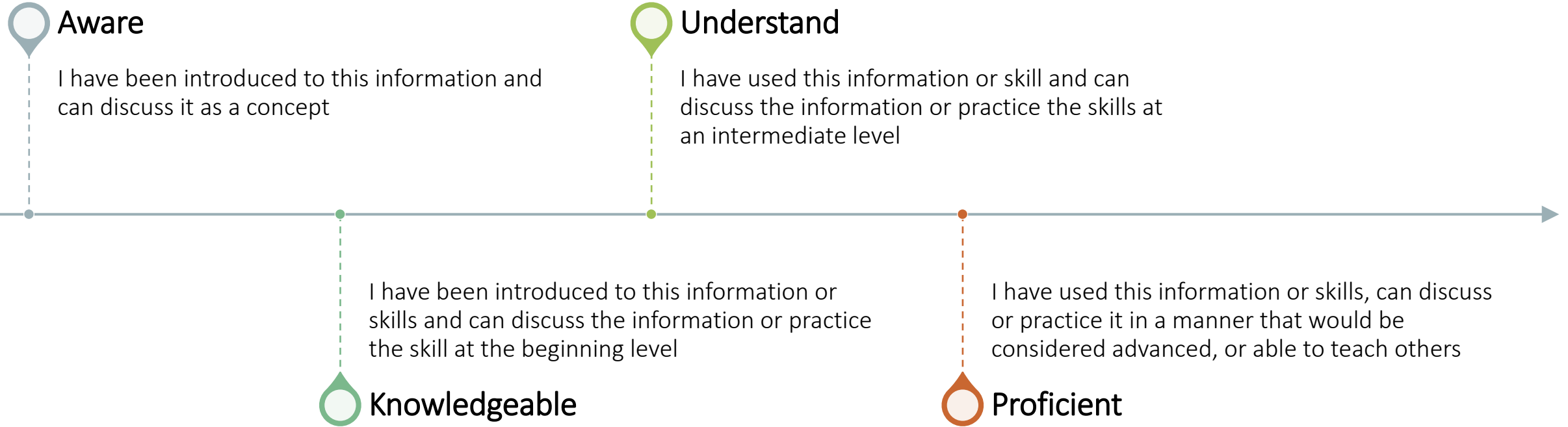
- 24 Family Navigators
- 2 Program Coordinators who were former Family Navigators



## ONLINE CURRICULUM

- System of Care
- Family Peer Support Specialist Role
- Ethics
- Laws and Regulations
- Professionalism
- Cultural Competency
- Advocacy
- Assisting the Family
- Understanding Mental Illness
- Special Education
- Wellness
- Trauma-Informed Care
- Parenting





# PRE- AND POST-SURVEYS

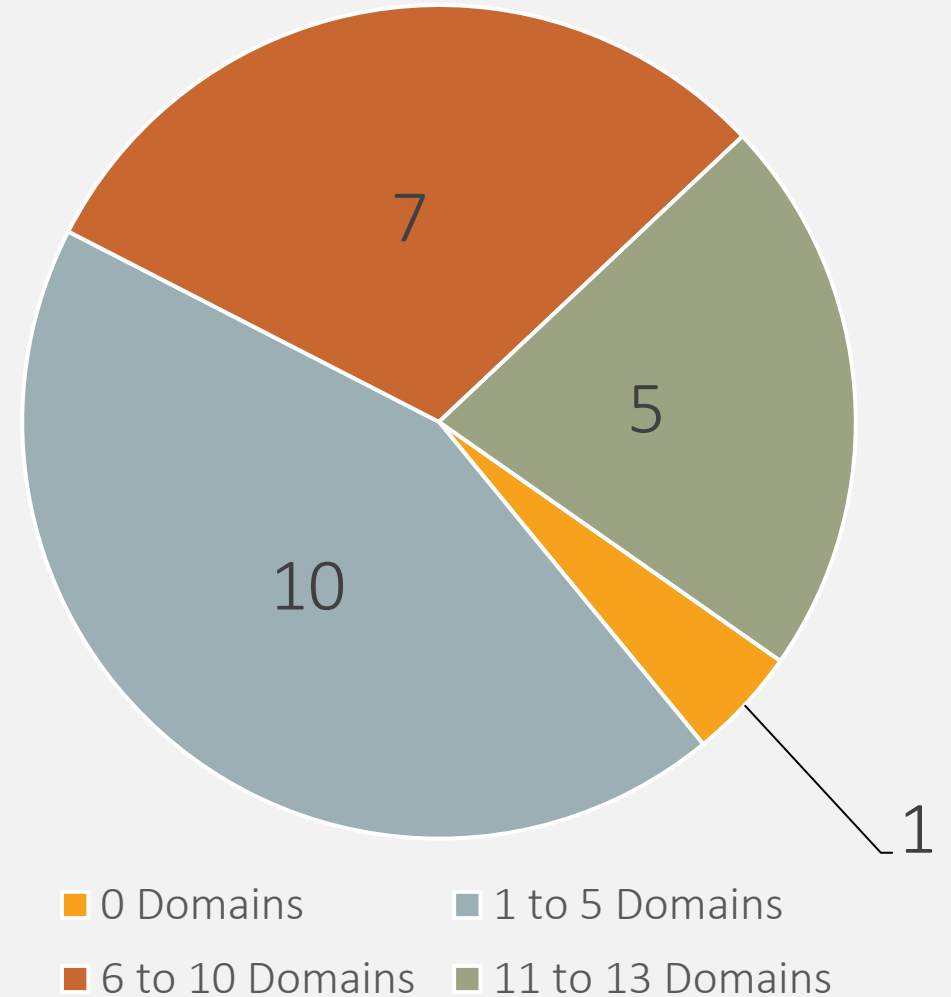
## PILOT PROJECT RESULTS

24 out of 26 participants completed the exam and all passed

23 participants completed the pre- and post-surveys

22 participants reported growth in their proficiency

Number of Participants Showing Growth in Proficiency (n = 23)





COMMENTS  
FROM  
PARTICIPANTS

- This was an incredible opportunity. Reviewing prior to testing helped in gaining a better understanding of what I know in these domains and what I need to learn more about.
- Always learning more...
- Reviewing the new training materials was helpful.
- Some of this was hard to categorize because of my new position as a Family Navigator blended with my long history of volunteer and paid work in the social work field.
- There are always areas where I can increase my knowledge base.
- Taking time to review the material was a great opportunity to fine-tune skills and information regarding family support services. Lots of information to review and retain for testing, I found the process beneficial and helpful to my work.



## NEXT STEPS

- Division encouraged the completion and maintenance of certification for all current Family Navigators
- All Family Navigators hired after May 2019 were required to complete and maintain certification
- Division supported the costs (\$60 for initial certification, \$50 for recertification)
- Division supported the costs of continuing education. \$100 per Family Navigator per year
- Individual programs assumed the cost of Youth Mental Health First Aid Training
- Certification did not change the Family Navigator Scope of Practice

A person in a white shirt is handing a certificate to a person in a dark suit. The certificate is held in both hands, and the person in the white shirt is pointing at it. The background is a blurred office setting.

## VALUE OF CERTIFICATION

Increased knowledge base and sense of professionalism among Family Navigators

Increased confidence among Family Navigators to serve families in crisis

Continuing education opportunities aligned with clear Scope of Practice

Increased awareness of the Family Navigator role within the Division and among stakeholders

## CERTIFICATION REQUIREMENTS

- High School Diploma or GED
- Certificate of completion for online curriculum
- Certification of completion for Mental Health First Aid
- Score of 70% or higher on exam
- Completion of 500 hours of work experience
- Completion of 25 hours of face-to-face supervision

Developed in collaboration with the Iowa Board of Certification and the Iowa Family Peer Support Training Program

## RECERTIFICATION REQUIREMENTS

- Completion of 20 hours of Continuing Education every two years
- Six of the 20 hours must be in Ethics
- No more than 10 hours can be earned through online or distance learning
- Topics must be relevant to the Family Navigator role
- Trainings that are not offered by the Iowa Board of Certification require a processing fee
- Family Navigator monthly calls/webinars are cost-efficient (\$15 for all staff)
- Other Division calls/webinars may qualify
- Family Navigators are required to keep their own certificates and re-certify

# WHERE ARE WE NOW?

29 Family Navigators have completed the certification process

Eight Family Navigators are currently completing the requirements

Developing additional Continuing Education opportunities



QUESTIONS?