

**New Jersey Department of Human Services  
Division of Aging Services**

**Peer Leader Guidance Manual 2014**

**For**

**Take Control of Your Health:**

**Chronic Disease Self-Management Program**

**Diabetes Self-Management Program**

**Tomando Control de su Salud**



Congratulations on becoming a Take Control of Your Health

**Peer Leader**

This guidance manual will assist you to successfully carry out the CDSMP, DSMP, and Tomando Control de su Salud workshops.

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## Chronic Disease Self-Management Program Peer Leader Training

Date of Training:

Master Trainers:

As a certified CDSMP Peer Leader you are operating under an agency license granted by Stanford University. A copy of the license must be placed in your Peer Leader manual.

Name (agency) of license holder: \_\_\_\_\_

**Contact information for questions/support and to submit forms:**

(Complete as directed by Master Trainer).

Name:

Address:

Phone:

**NOTE:** It is recommended a Peer Leader hold a community workshop within two (2) to four (4) months of being trained.

Peer Leaders must continue to facilitate one workshop every year in order to remain certified.

Peer Leaders who have not led a class in 12 months may attend the Peer Leader Refresher to maintain their status as a Peer Leader in good standing. Peer Leaders who have not led a class in 24 months are not eligible for refresher and must be re-trained and attend the full four-day Peer Leader Training.

Attendance at Refresher Training can not continually extend the Peer Leader status. Peer Leaders must facilitate a workshop within 12 months of attending the refresher. If the Peer Leader does not facilitate a workshop within 12 months of attending the Refresher Training they must be re-trained and attend the full four-day Peer Leader Training.

## Workshop Overview

- The Take Control of Your Health, Chronic Disease Self-Management Program (CDSMP) is a community workshop designed to give people with chronic conditions (such as arthritis, heart disease, cancer, diabetes, asthma, etc.) and/or their caregivers the knowledge and skills needed to take a more active role in their health care. Participants learn healthier ways to live, gain confidence and motivation to manage their health and feel more positive about life.
- The Diabetes Self-Management Program is a workshop for people with type 2 diabetes, or their caregivers. These workshops are also scripted and conducted similarly to CDSMP. It teaches the skills needed in the day-to-day management of diabetes and to maintain and/or increase life's activities.
- Tomando Control de su Salud is not a translation of the Chronic Disease Self-Management Program; instead, it was developed separately in Spanish. Subjects covered are similar, but they are presented in ways that are culturally appropriate. Spanish-speaking people with different chronic health problems attend together. Workshops are given in Spanish without translators.
- The program goal is to help people choose healthy behaviors they would like to follow and design strategies for incorporating these behaviors into daily life.
- Setting weekly goals: making an action plan, giving feedback and sharing, is 25-35% of each workshop session.

## Setting up a Workshop

### □ Location/Timing

- Identify a class location; a room able to accommodate up to 20 people in a circle or U shape. *Tip: Suggested locations: senior centers, libraries, churches, community centers or VFW halls may be appropriate.*
- Rooms should be handicapped accessible, safe, have comfortable chairs, have liability insurance, be open to having anyone from the community attend, and provide adequate space for the peer leaders, participants, and flip charts. The room must provide privacy for the class to be held without interruption.
- Select sites that can easily be accessed by the target population and, if possible, provide transportation to people who might not otherwise attend.
- Set dates and times; be aware of the needs of the population you are targeting. *Tip: Be aware of holidays and regularly scheduled events within the target community.*
- Classes are 2 ½ hours, including a mandatory break, once a week for 6 week.

## □ **Recruitment**

- Recruit participants through senior centers, senior housing, churches, retirement communities, libraries, physician offices, etc. Methods to reach participants include: flyers, newsletters, flyers in grocery bag, public service announcements, press releases, church newsletters, face to face, etc. Be creative. *Tip: The more personal the publicity and contact, the more effective.*
- Recruitment materials: Your Master Trainer and NJDHS (New Jersey Department of Human Services) have sample brochures and other recruitment materials for your use. Programs can also be marketed via DHS' extensive listserv network. Contact DHS at 609-588-2517.
- Presentations on the workshop to senior groups can help recruit participants. Available are ½ hour and 10 minute presentations that can be used to recruit participants. *Tip: It is recommended that a "pre-class", also known as "Class Zero", be held to provide potential participants with an overview of the program.*

## □ **Notify Your Master Trainer of Planned Workshops**

- Notify your Master Trainer and DHS of date, time and location of all new workshops scheduled using the Notification of Upcoming Workshop Form. The sheet must be submitted when your class is arranged.
- If you are unsure who is your Master Trainer or licensed agency, contact NJDHS, 609-588-2517.
- Submitting the form allows NJDHS to keep track of programs and provide appropriate support and marketing.

## □ **Class Size/Registration**

- 10-16 is the ideal class size.
- Register up to 20 people as there may be drop-off. If class registration is less than 10, reschedule the class and do more recruitment, as a major benefit of the program is group sharing and support.
- New participants can start the 1<sup>st</sup> or 2<sup>nd</sup> class, however new participants should not be admitted after week two. The group has bonded, skills are practiced each week, and it breaks the flow to add participants after week two.

## **Holding the Workshop**

### **□ Peer Leaders**

- Workshop must be facilitated by two peer leaders. You may have three co-leaders with a large number of participants. A substitute Peer Leader can be used if a workshop leader is unable to attend a particular session.
- The Peer Leaders should meet prior to the 1<sup>st</sup> session to divide up the activities and discuss style. It is recommended the activities be alternated between the peer leaders.
- The person who is not leading the activity should record on the flip chart.

### **□ Forms/Data Collection**

- The Attendance Log includes the site name, keeps track of participant attendance, and is returned to NJDHS upon completion of the series.
- The Group Leader Script is to be read prior to handing out forms.
- Participant Information Survey is to be completed by each participant at session 1 or 2. Please ensure the form is complete and return to NJDHS upon completion of the series.
- Workshop Evaluation is completed by each participant at the end of session 6 and retained by the Master Trainer or Host Organization.
- Workshop Information Cover Sheet used as a cover sheet for completed data forms to return to NJDHS.
- **ALL** Forms are available on the NJDHS Website at <http://www.state.nj.us/humanservices/doas/home/cdsmpresources.html>

### **□ Forms/Data Collection for Diabetes Self Management**

- The Diabetes Self Management Program utilizes the same forms as the Chronic Disease Self Management Program.

## □ Forms/Data Collection for Tomando Control de su Salud

- The Tomando Control de su Salud (Spanish Language version) are available in Spanish on the NJDHS website at <http://www.state.nj.us/humanservices/doas/home/cdsmpresources.html>

## Class Attendance

- Encourage participants to call the site if they cannot attend.
- Sessions 2 through 6 should be held regardless of the number of people attending. They have made a commitment and have managed to attend. *Tip: If in advance, more than half of the participants notify you they cannot attend, you may postpone a session for another week.*
- Use the buddy system to provide support and establish lasting relationships among participants. Participants may be resistant to buddies. You may ask them if they would like a call from the Peer Leader, if appropriate.
- Certificates of completion - People who attend 4 or more sessions should receive a certificate of completion. Contact your Master Trainer or NJDHS for templates.

## Materials

### Materials needed

- Flip charts
- Full set of written charts 24x36 size (no power point)
- Easels
- Dark Colored Markers (large tip)
- Name tags
- Tissues
- Paper/pens
- Living a Healthy Life Participant Books (optional)
- Certificates of completion (last session)

## □ Order Information for Books

- The “Living a Healthy Life with Chronic Conditions” book is optional for non-funded agencies. If books are not being distributed, we suggest that the host organization maintain a small supply of books for participants to use during workshop sessions.
- Order from Bull Publishing, 1-800-676-2855, or online at [www.bullpub.com](http://www.bullpub.com). Discounts are available for bulk purchase. Used copies are available on Amazon.com.
- Contact your Master Trainer for books. At times, DHS has books available for agency use. Please have your Master Trainer contact DHS to inquire.

*Tip: We suggest waiting until week 2 to distribute the books as some people may decide after week one that the program is not for them.*

## Tips to Defray Costs of Books and Materials.

- Some communities may charge a nominal fee to be used to cover the cost of the program. If fees are charged, scholarships for low-income participants are encouraged.
- Local businesses may be willing to sponsor a workshop.
- Books can be housed in a lending library at the site.
- Provide each participant with a book (recommended at session 2) at no charge. Individuals can then either return the book at the end of the workshop or purchase the book for \$20 and keep it. The money could be used for future purchases.

## Resource Materials

- A resource table may be made available each class or at the end of the 6 weeks but additional resources, materials and classes cannot be discussed during the workshop.

## Stick to the Script

- The Leaders Manual has been developed after careful testing. **Stick to the Script!** *Tip: Outcomes of this evidence-based program are based on material being presented according to script and following the process taught in training. As a Peer Leader, you are committed to following the program as written.*
- There are Appendixes in the Leader’s Manual which review teaching techniques, strategies for dealing with different types of people, and action plan and feedback flow charts.



## **Last Session/After the Workshop**

- Peer Leaders and/or participants may bring healthy snacks for the last class or hold a “party” for attendees.
- Distribute certificates of completion to participants who attend 4 or more sessions. Distribute certificates of attendance to participants who are present on the last day but attended fewer than four sessions.
- The group may want to meet for a reunion or continue the process. This is fine. However, as it is a self-management class, the Peer Leader can offer support this effort but should not organize such future sessions.
- Send all forms to your Master Trainer or directly to DHS within 2 weeks of completing the workshop.

## **Summary of Forms**

- Notification of Upcoming Workshop. PL completes prior to workshop.
- Attendance Log. PL completes the log and marks weekly attendance with an X.
- Group Leader Script. Read to participants prior to handing out forms.
- Participant Information Survey. Participants complete at session 1 or 2.
- Workshop Evaluation. Participants complete at end of session 6.
- Workshop Information Cover Sheet. PL completes at conclusion of workshop.

### **NJDHS Mailing Address:**

NJ Department of Human Services  
Division of Aging Services  
PO Box 807  
Trenton, NJ 08625  
Attention: Andrea Brandsness

## Observation Visit by a Master Trainer

- Peer Leaders will be observed at least once, during the first workshop they co-lead, by a Master Trainer.
- In addition to an observation visit, Peer Leaders may be given a Peer Leader Feedback Form. This form allows the Peer Leader to provide feedback to the Master Trainer regarding the strengths/weaknesses of the workshop. Memorable moments and success stories are also captured. Submit to the Master Trainer at the end of the six-week workshop.
- The purpose of the Peer Leader observation is to support the Peer Leader and share ideas to ensure fidelity. It is an opportunity to strengthen the Peer Leader model and to maintain quality of the Take Control of Your Health program.
- Available fidelity tools include a Peer Leader Feedback Form, Overview of the Observation Visit by a Master Trainer and a Take Control of Your Health Checklist.
- The workshop checklist details all aspects of the 6-week program. It is a step-by-step guide for delivering the program and may serve as a useful checklist for program delivery. The checklist will be used to conduct the observation. Observation visits will take place only on sessions 2 through 5.

## Resources

Contact the Master Trainer for support, questions and assistance in setting up community workshops, data collection, etc.

Stanford Patient Education Center's website provides information on the CDSMP.

<http://patienteducation.stanford.edu/programs/cdsmp.html>

The Center for Healthy Aging's website provides information on model health programs.

<http://www.ncoa.org/improve-health/center-for-healthy-aging/chronic-disease/>

The NJ Department of Human Services – Division of Aging Services provides statewide guidance and oversight for CDSMP. Contact 609-588-2517 for program implementation and questions. Our website, <http://www.state.nj.us/humanservices/doas/services/control/index.html> offers statewide resources and will include information on CDSMP.