

Peer Support
Services
Technical
Assistance
Center
(PeerTAC)





February 23, 2023



What are Peer Support Services Across the Lifespan?

Featuring

Robbie Lettieri and Nancy Craig (Families Together in NYS/Youth Power), Em Wasserman (NYPSCB), Rebecca Evansky (WCNY-IPA), Taina Laing (Baltic Street)

PeerTAC Introduction





Yvette Kelly, PeerTAC Co-Director





Tell us about you!

Indicate your primary role:

1. Clinic Leader or Manager
2. Non-Peer Provider
3. Supervisor
4. Peer Support Specialist/Advocate
5. Other

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What is our mission?



The Peer Support Services Technical Assistance Center (PeerTAC) was established to deliver training, technical assistance and consultation to *mental health organizations* serving people across the lifespan including children, youth, families, and adults/older adults living with mental health conditions. Our focus is on the expansion of Peer Support Services within mental health organizations.



Our objectives for today

- Explore differences between natural peer support and Peer Support Services
- Describe what Peer Support Services can look like in MHOTRS programs
- Recognize distinctions between services available for youth, families, adults, and older adults
- Identify the credentials required to become a Peer Specialist/Advocate

PeerTAC Peer Staff



Rita Cronise, PeerTAC Co-Director



Matthew McDonald, Program Associate



<https://youtu.be/wZZRkmAlwbU>

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Ambar Martinez, Youth Peer Support Training Specialist



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Today's Agenda

What is Peer Support?

Adults

Family

Youth

What Credentials are Needed?

What are Peer-/Family-Run Organizations?

What is Peer Support For Adults?



Celia Brown, OMH RAS



<https://youtu.be/5-ijWP-BhjI>

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Adult Peer Services in MHOTRS

- Engagement, Bridging and Transition Support
- Self-Advocacy, Self-Efficacy, and Empowerment
- Peer Recovery Supports and Peer Counseling
- Community Connections and Natural Supports
- Pre-crisis and Crisis Support Services

Adult Peer Services

- Peer support (natural) vs. Peer Support Services
- SAMHSA infographics describe the Value of Peer Services
- National Practice Guidelines for Peer Specialists and Supervisors
- SAMHSA BRSS TAC Competencies define the skills and knowledge
- Certification and supervision are defined differently by each state. You will learn more about the NYS certification for Adult Peer Services a bit later

What is Peer Support For Families?





Nancy (Craig) Pierce, Director of Community & System Engagement



Family Peer Advocacy



NYS Definition of Family Peer Support Services

- Family Peer Support Services (FPSS) are an array of formal and informal services and supports provided to families raising a child up to age 21 who is experiencing social, emotional, developmental and/or behavioral challenges in their home, school, placement, and/or community.
- The services provide a structured, strength-based relationship between a Family Peer Advocate and the parent/family member for the benefit of the child/youth. The purpose of this service is to support the parent/family member and enhance their skills so they can promote positive youth functioning and their child's ability to live successfully in their community.

**Family Peer Support, when provided by a
Credentialed Family Peer Advocate (FPA) is a
Medicaid billable service.**

The Family Peer Advocate is uniquely qualified to work with families based on their personal experience parenting a child with similar needs and the specialized training they receive.

Family Peer Support Services



Outreach and Information



Engagement, Bridging and Transition Support



Self-Advocacy, Self-Efficacy and Empowerment



Community Connections and Natural Supports



Parent Skill Development



Promoting Effective Family-Driven Practice

The Role of Family Peer Advocates is Not to:

- Tell parents/caregivers what to do
- Be the parent/caregiver's friend
- Be the parent/caregiver's chauffeur
- Be a therapist to parent/caregivers
- Be the spokesperson for parent/caregivers
- Be the only resource for parent/caregivers

The Role of Family Peer Advocates IS to:

- Share lived experience with purpose
- Build empowerment and self-efficacy
- Promote advocacy
- Provide individual support
- Promote inclusion
- Destigmatize human experiences
- Empower caregivers to take an active role in their child/youth's healing journey

Lived Experience Defined

The parent (biological/foster/adoptive) or primary caregiver of a child/youth, who has a significant social, emotional, developmental, medical, substance use and/or behavioral disability which manifested itself prior to age 21.



A parent or primary caregiver is the person who is primarily responsible for the day-to-day care of a child.

The broadness of this definition gives us the opportunity to be inclusive of non-traditional family arrangements.

*For this definition, Primary Caregiver does not include providers

Why Family Peer Support?

- Expands possibilities for caregiver involvement at multiple levels & cultivates a community of peer support
- Facilitates knowledge, understanding & connections to services, agencies, training and other families
- Supports caregivers in identifying needs and strengths of their youth and family
- Bridges successes of the past with options for future continued success
- Helps to remove stigma and feelings of isolation by showing caregivers they are not alone in their struggles

Why Family Peer Support?

- Caregivers gain skills in parenting, advocating and making decisions
- Increases self-efficacy by providing current information, resources, & appropriate interventions to help caregivers in their decision-making
- FPAs listen without judgement to families ideas, preferences & decisions while acknowledging families struggles, efforts and successes; accepts and honors differences
- Opportunity for caregivers to relate and connect with someone who went through similar experiences

What is Peer Support For Youth?



Robbie Lettieri, Director of Youth Training, Families Together in NYS



Youth Peer Advocacy

**Families
Together**

in NYS **YPA**

What Does Youth Peer Support Include?

Youth Peer Support is a Medicaid billable service. A Youth Peer Advocate (YPA) is able to offer all five categories listed below based on individual needs and preferences of the young person. *Please note, only a Credentialed YPA can provide Medicaid reimbursable services.*

1. Skill Building
2. Coaching
3. Engagement, Bridging & Transition Support
4. Self-Advocacy, Self-Efficacy, & Self-Empowerment
5. Community Connections & Natural Supports

Principles of Youth Peer Support

- Youth Guided
- Partner with Young People
- Promote Independent Recovery
- Provides Mentoring
- Promotes Advocacy
- Culturally Curious/Humble
- Makes Connections
- Is Individualized
- Strength-Based



The Role of a Youth Peer Advocate is Not to:

- Tell young people what to do
- Be the spokesperson for the youth
- Be the young persons only resource
- Be a chauffeur for the youth
- Be the youth's babysitter
- Be a friend to the young person
- Police the youth

The Role of a Youth Peer Advocate IS to:

- Build hope
- Share with purpose
- Destigmatize human experiences
- Promote inclusion
- Build relationships
- Provide individualized support
- Empower young people to take an active role in their healing journey

Defining Lived 'Experience'

Lived experience relates to personal experience navigating one or more child service systems/services such as:

- Mental Health
- Special Education
- Child Welfare
- Substance Use
- Juvenile Justice
- Criminal Justice
- Intellectual or Developmental Services
- Complex Healthcare Needs
- Vocational Services

Why Youth Peer Support?

- Leads to an increased number of youth members/participants within programs and organizations
- Development of a social support network, social connection, and community engagement
- Opportunity for the youth to truly understand, relate and connect with an older youth who went through similar experiences
- Helps to remove stigma and feelings of isolation

Why Youth Peer Support?

- Young people are more likely to turn to their peers for support before they turn to adults
- Supports young people in gaining skills, knowledge, self-esteem and connectiveness
- Increases hope and belief in the possibility of recovery
- Builds confidence by showing them they are not alone in their struggles

What Credentials or Certification is Required



Families Together in NYS

The Department of Workforce Development oversees **Training and Credentialing Activities** for Family Peer Advocates and Youth Peer Advocates.

We develop and provide **Continuing Education** options for advocates and their supervisors and **Technical Assistance** is available to agencies who currently provide, or are interested in providing, Family Peer Support and/or Youth Peer Support.

Why a Credential?



Support Uniform Competency



Promotes Leadership and Professionalism



Expands Reimbursement Options

YPA Credential Requirements

Provisional Credential

- Lived Experience
- Level 1 Training
- 18-30 years old
- High School Diploma or equivalent (Education Waiver for eligible candidates)
- 2 Letters of Recommendation
- Statement of Lived Experience
- Signed Code of Ethics
- Valid for 18 months

Professional Credential

- Level 2 Online Training & Virtual Training including Coaching Calls
- Supervisor Letter of Recommendation
- Documented Work Experience
 - 600 hours for YPAs
- Signed Code of Ethics
- Renewed every 2 years with 20 hours of Continuing Education

FPA Credential Requirements

Provisional Credential

- Lived Experience
- Level 1 Training
- 18 or older
- High School Diploma or equivalent (Education Waiver for eligible candidates)
- 2 Letters of Recommendation
- Statement of Lived Experience
- Signed Code of Ethics
- Valid for 18 months

Professional Credential

- Level 2 Online Training & Virtual Training, including Coaching Calls
- Supervisor Letter of Recommendation
- Documented Work Experience
 - 1,000 hours for FPAs
- Signed Code of Ethics
- Renewed every 2 years with 20 hours of Continuing Education

For information & questions about the
Family Peer Advocate Credential:

Carrie Ann Rollier, FPA-C

Director of Workforce Development & Training
crollier@ftnys.org or FPAcredential@ftnys.org

For information & questions about the
Youth Peer Advocate Credential:

Robert Lettieri, YPA-C

Director of Youth Training
rlettieri@ftnys.org or YPAcredential@ftnys.org

FTNYS.ORG

Em Wasserman, OMH Trainer, Certification Board Coordinator



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Adult Certified Peer Specialist

Overview:

- Certification identifies minimum standards for professionals, allows peer specialists to bill Medicaid
- Academy of Peer Services provides online training, testing, and tracking
- Mental Health Empowerment Project manages the application process
- Certification Board reviews and approves completed applications for certification

Adult Certified Peer Specialist

Types of Certification – NYCPS-P:

- **Provisional Certification**
 - H.S. diploma/equivalent
 - 13 core APS courses
 - Reference letters
 - “lived experience”
 - Over 18 years of age

Adult Certified Peer Specialist

Types of Certification – NYCPS:

- **Standard (Full) Certification**

Same as provisional with 15 additional hours of training and 2000 hours of required work experience

Adult Certified Peer Specialist

Renewal Standards

- **Renewal is required every two years**
- 10 hours per year of continuing education
(20 hours for the full two-year renewal)

Adult Certified Peer Specialist

New York Peer Specialist Certification Board website:

www.nypeerspecialist.org

Stay tuned for updates - they're coming!

Contact:

New York Peer Specialist Certification Board

3 Atrium Drive, Suite 205

Albany, NY, 12205

Phone: (518) 426-0945

Email: info@nypeerspecialist.org

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What are Peer-Run Organizations?



What are Peer- and Family-Run Organizations?

Taina Laing and Rebecca Evansky describe peer-run organizations and ways they can partner with and help to educate MHOTRS programs about peer services

Nancy (Craig) Pierce describes the benefits of working with family-run organizations.



Taina Laing, CEO
Baltic Street, AEH



Rebecca Evansky
Director, WCNY-IPA



What are Peer-Run Organizations?

Peer-run organizations are organizations that are run by people who have lived experience with mental health, substance use, or other related challenges.

These organizations are often founded and operated by people who have experienced difficulties accessing appropriate care, support, and resources, and who seek to provide these services to others who may be facing similar challenges.

How can Peer-Run Organizations Collaborate with MHOTRS?

There are several ways that peer-run organizations can partner with and help to educate Mental Health, Outpatient Treatment and Rehabilitative Services (MHOTRS) programs:

1) **Providing training and education**

Peer-run organizations can offer training and education to MHOTRS programs on topics such as peer support, recovery-oriented practices, trauma-informed care, and cultural competence. These trainings can help MHOTRS staff better understand the experiences and needs of the people they serve and provide more effective and inclusive care.

How can Peer-Run Organizations Collaborate with MHOTRS?

2) Peer support services

Peer-run organizations can partner with MHOTRS programs to provide peer support services to clients. This can involve providing peer support specialists who work alongside MHOTRS staff to provide support and encouragement to clients in their recovery journeys.

How can Peer-Run Organizations Collaborate with MHOTRS?

3) Community outreach and engagement

Peer-run organizations can help MHOTRS programs to engage with the broader community and connect with people who may be in need of services. Peer-run organizations can provide outreach services, attend community events, and participate in health fairs to raise awareness about mental health and substance use issues and the services that are available.

How can Peer-Run Organizations Collaborate with MHOTRS?

4) **Advocacy and policy change**

Peer-run organizations can partner with MHOTRS programs to advocate for policy change and system improvements that better support people with mental health and substance use challenges. Peer-run organizations can provide a powerful voice for the needs and concerns of the people they serve and can help to drive meaningful change at the local, state, and national levels.

How can Peer-Run Organizations Collaborate with MHOTRS?

Overall, peer-run organizations play an important role in the mental health and substance use landscape, providing unique and valuable services and perspectives to MHOTRS programs and the broader community.

By partnering with peer-run organizations, MHOTRS programs can better meet the needs of their clients and work towards more effective, equitable, and recovery-oriented care.



Nancy (Craig) Pierce, Director of Community & System Engagement



What are Family-Run Organizations?



What are Benefits of Working with Family-Run Organizations?

There is a network of family-run organizations throughout the state.

- Family-run organizations can likewise create synergy between the MHOTRS program and family-run organizations
- Ensure family peers have input, buy-in, and guidance on program design and implementation
- Acknowledge and address power differential between clinical and family peer staff
- Address stigma and structural racism and discrimination throughout the organization
- Elevate the value of family peer advocates as trained and experienced professionals
- Ensure representation by family peer advocates at every level of the organization
- Measure outcomes that demonstrate recovery and community inclusion
- Maintain fidelity to peer support values and practices

Wrap Up



Summary

In this session we covered:

What is Peer Support?

Adults

Family

Youth

What Credentials are Needed?

What are Peer-/Family-Run Organizations?

Questions

Submit any final questions through the Chat

Unanswered questions will be shared with the presenters
and brought to next week's consultation session

Next Week

Consultation Session Format

Next week we will hold a consultation session from 12-1:15 pm with the presenters from today's webinar.

That consultation session will include the opportunity to join a breakout room with the presenter of your choice.

You'll be able to ask more questions at that session

Upcoming Sessions

Recruiting, Hiring, and Onboarding (3/9/23)

Consultation (3/16/23)

Creating a Culture of Success (3/23/23)

Consultation (3/30/23)

Supervision (4/13/23)

Consultation (4/20/23)

Recording

The recording for this session will be available by Friday and will be posted on www.PeerTAC.org

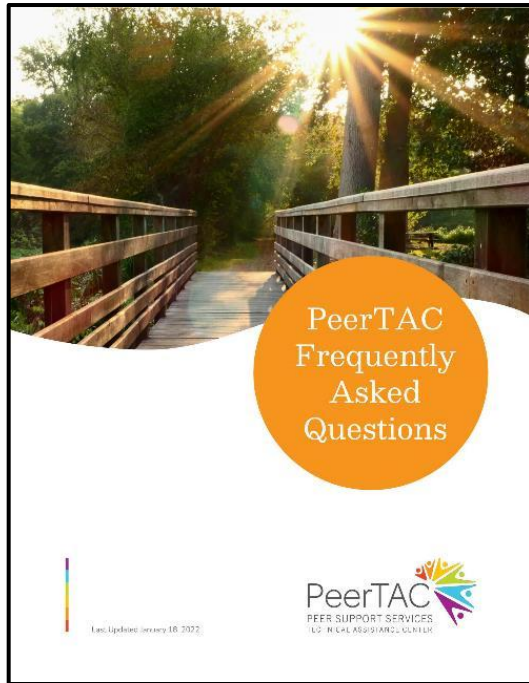
Continuing Education

Continuing education will be available for this session for NYCPS through the Academy of Peer Services (APS). Take the test and complete the course evaluation for a certificate.

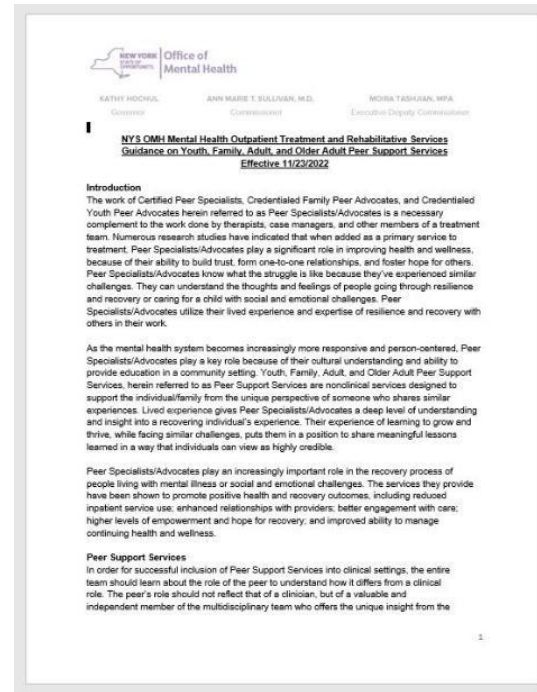
<https://www.academyofpeerservices.org/>

For YPA and FPA, save the email you receive from this event to confirm your attendance. Submit with your renewal application to obtain continuing education credit.

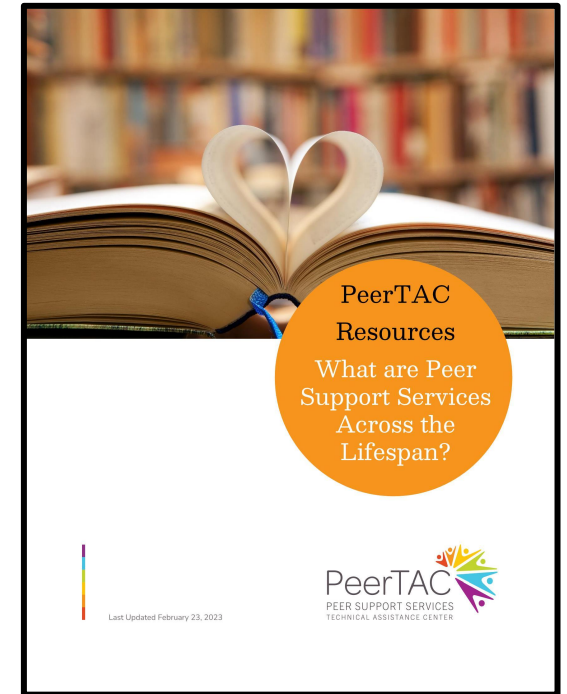
Resources for More Information



[PeerTAC Frequently Asked Questions \(FAQ\)](#)



[Part 599 Clinic \(MHTORS\) Guidance on Peer Support Services](#)



[Webinar Resources](#)

Take our Survey!



<https://redcap.link/f58v0quu>

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Contact our presenters

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Contact Us



Website:

<https://peertac.org>

Reach us by Email:

info@peertac.org

Join our Listserv:

<https://confirmsubscription.com/h/y/CFD10914D119AAF1>

Frequently Asked Questions:

<https://peertac.org>

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OMH
Introduction

**The Promise of Resiliency and
Recovery for All:
Peer Support Services are
essential to the behavioral
health system.**

OMH is committed to continually evaluating and evolving the integration and utilization of Peer Support Services in mental health programming.

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OMH Introduction

OMH values the partnership and feedback from the peer community, service recipients, families and advocates to further inform policy and program development and enhancement.

To learn more about this initiative, view the OMH Webinar on Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS) Program: Peer Support Services, broadcast on October 13, 2022 and available on the CTAC website.