



Office of
Mental Health

Peer Credentialing & Training 101 for OMH Providers: NYS Certified Peer Specialist Certification & Youth and Family Peer Advocate Credentials

6/8/2022

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Webinar Logistics

- All participants are muted upon entry
- Enter questions or comments for the presenters in chat-send to **“everyone”** not just presenters
- Q&A will be at the end of the webinar
- If you want to ask a question verbally, **please use the raise hand** feature and you will be unmuted
- Stop video if you're not speaking for bandwidth considerations
- Presentation is being recorded.
- Recording and slides will be distributed to all registrants
- A FAQ will be distributed to registrants including questions and answers that we might not have time today to address



Office of
Mental Health

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Purpose of Webinar

- This webinar is intended for employers or prospective employers in an OMH-run program or in an Office of Mental Health-funded, -licensed, and -designated program to learn about the **training** and **certification/credentialing process** and **requirements** for all three OMH Peer Credentials.
 - New York Certified Peer Specialist
 - Youth Peer Advocate Credential
 - Family Peer Advocate Credential



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Today's webinar will NOT:

- Address specific questions about personal credentials. If you have a question about your certification or credential, please follow up with your credentialing or certification entity.
- Address the OASAS peer certification (CRPA). For more information, you can follow up with OASAS or New York Certification Board:
 - <https://oasas.ny.gov/recovery/become-certified-recovery-peer-advocate>
 - <http://nycertboard.org/>



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Order of Presentations

- 1. New York Certified Peer Specialist (adult mental health peer certification)**
 - Academy of Peer Services
 - New York Peer Specialist Certification Board
- 2. Youth Peer Advocate Credential**
 - Families Together of New York State
 - Community Technical Assistance Center
- 3. Family Peer Advocate Credentials**
 - Families Together of New York State
 - Community Technical Assistance Center
- 4. Questions & Answers**



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Peer Credentialing & Training for OMH Providers

Development & Evolution of the Academy of Peer Services



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APS is funded by OMH, and is operated by Rutgers University, in cooperation with NYAPRS.



New York Association of Psychiatric Rehabilitation Services, Inc.

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APS Team



Amy Spagnolo
Project Director



Rita Cronise
VLC Coordinator



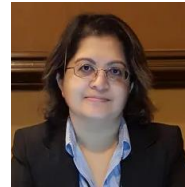
Karen Richards
Instructional Designer



Athena Anderson
Instructional Designer



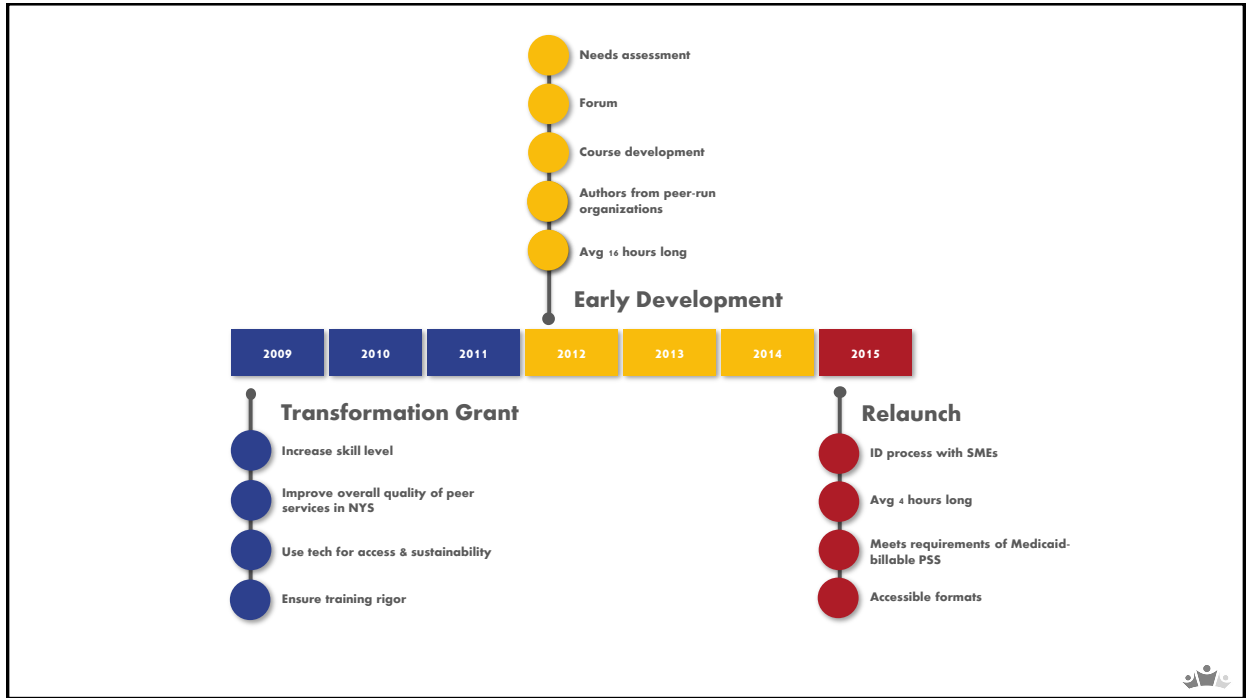
Maryam Husamudeen
User Support Specialist



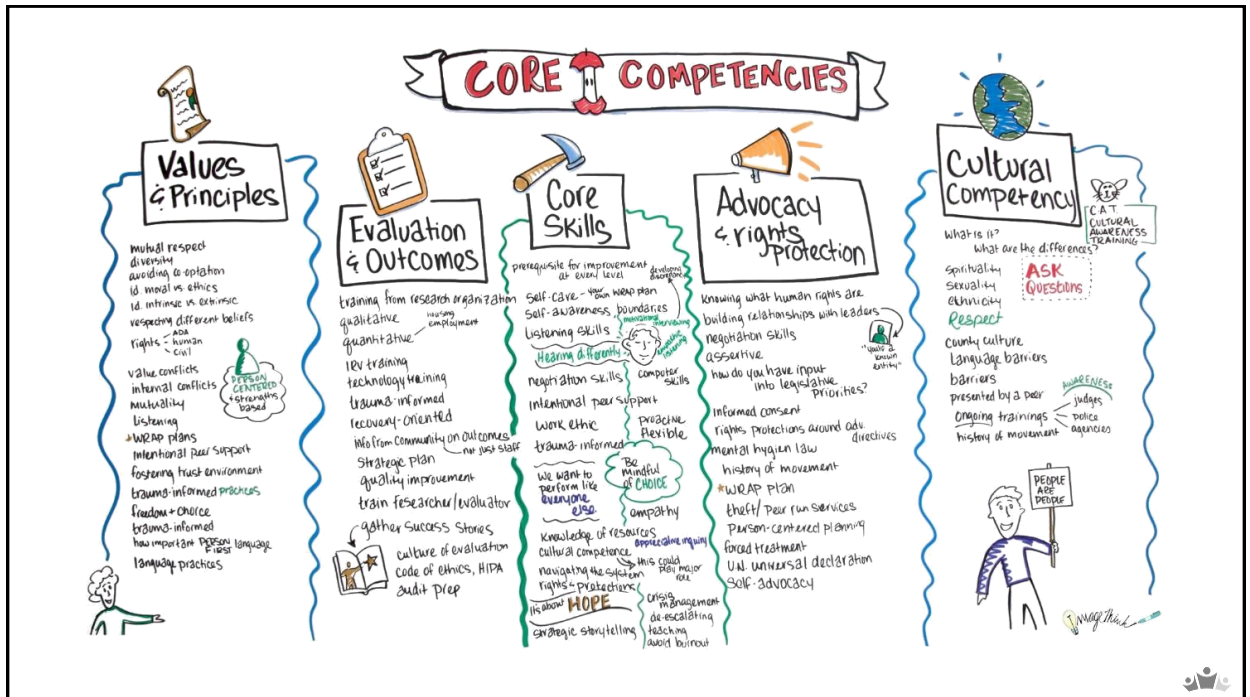
Varsha Kamat
Web & Data Analyst



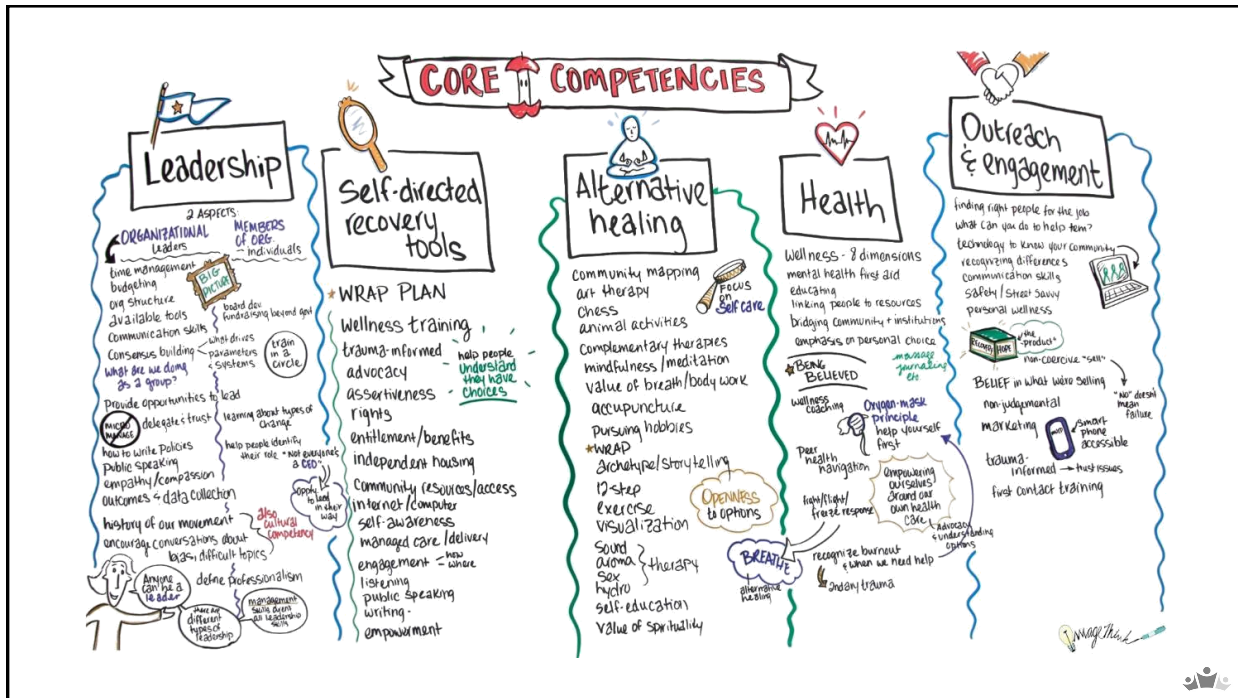
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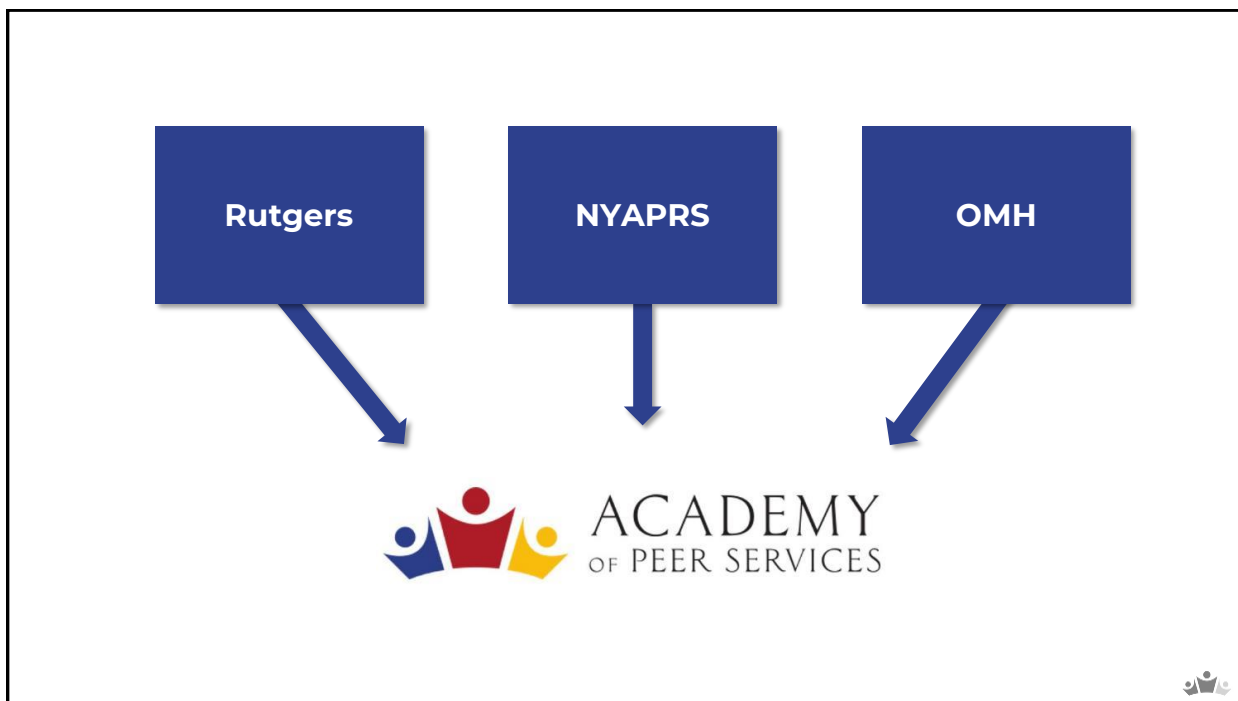
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RUTGERS
School of Health Professions

SUCCESSFULLY RUNNING THE ACADEMY OF PEER SERVICES (APS) FOR **10 YEARS**

20,000+
ANNUAL COURSE REGISTRATIONS

50+
VOLUNTEER APS LEARNERS BETA-TEST COURSES

2,000
UNIQUE LEARNERS REGISTERED EACH TERM

15
ADVISORY COUNCIL MEMBERS

> 70
SMEs DEVELOP COURSE-WORK

> 50
Online Courses

> 15 CE Offerings

5
WOMEN RUN OUR TEAM, REPRESENTING A DIVERSITY OF ETHNICITIES & AGES

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Universal Design for Learning

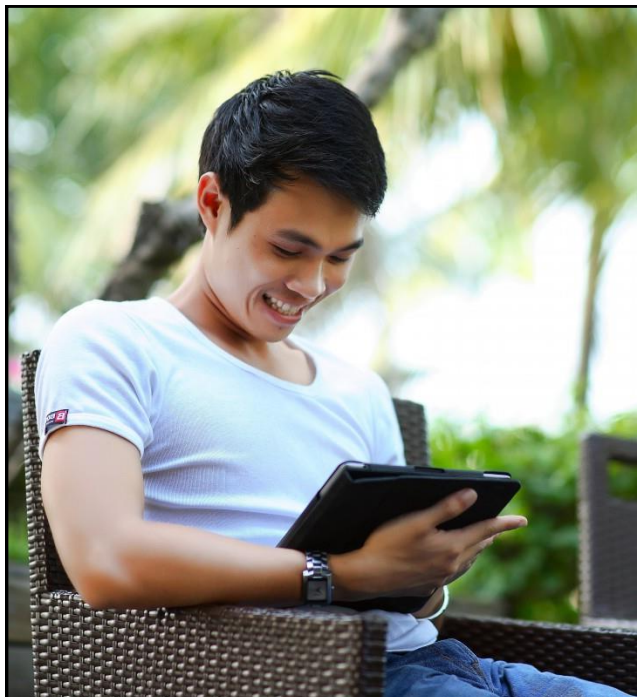
- Multiple engagement strategies
- Multiple content delivery methods
- Multiple opportunities for meeting objectives

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70+ Subject Matter Experts



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Open Source

All courses are open source
(no proprietary information)

Online & on-demand

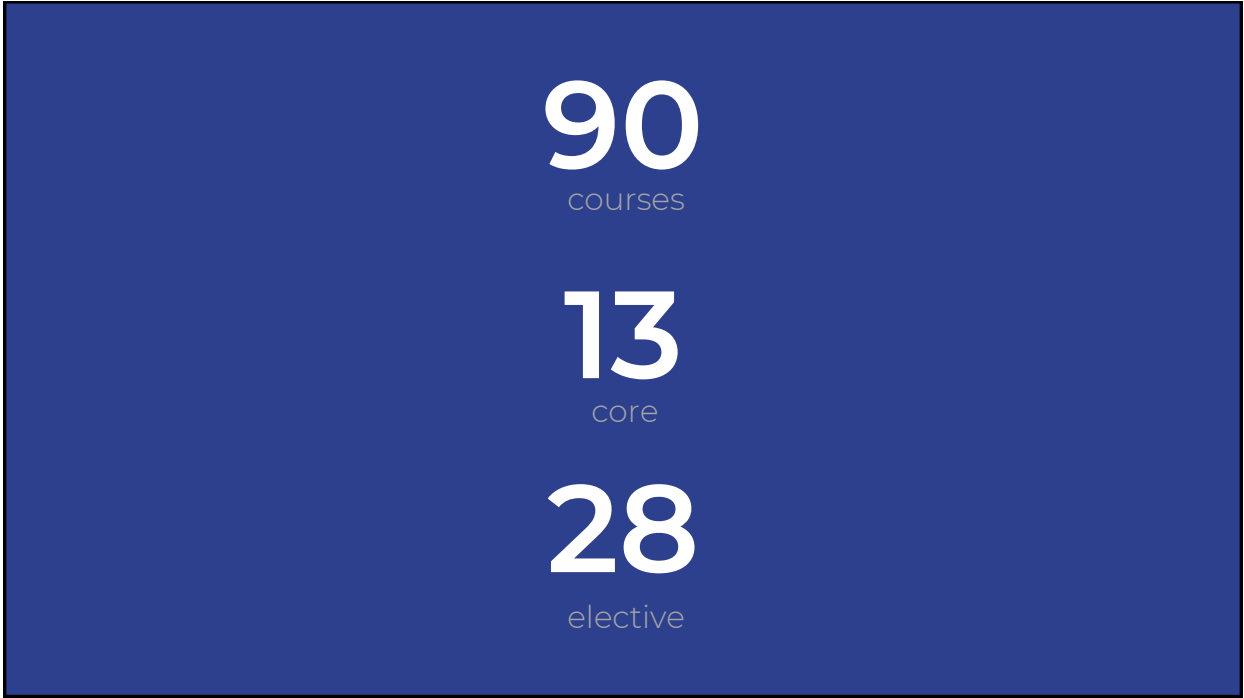
Core 24/7 during terms

CE available year-round

Free for learners



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Terms

Three 12-week terms per year

Core and electives closed for 4 weeks between terms

- Review/replace test items
- Fix broken links
- Revise course content based on user feedback

CE courses open between terms



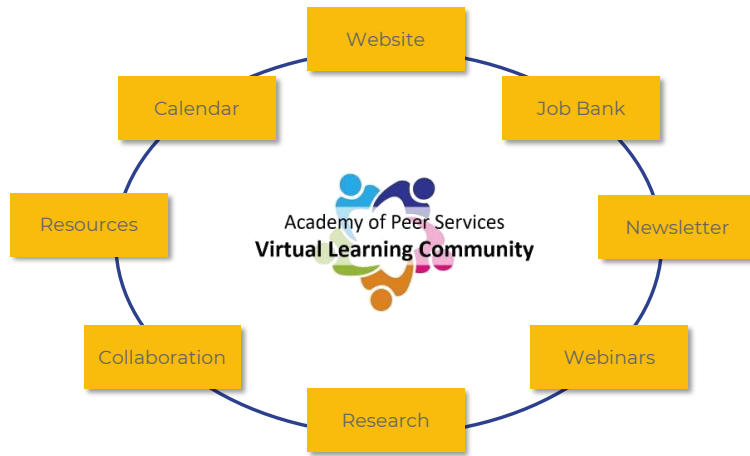
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Virtual Learning Community



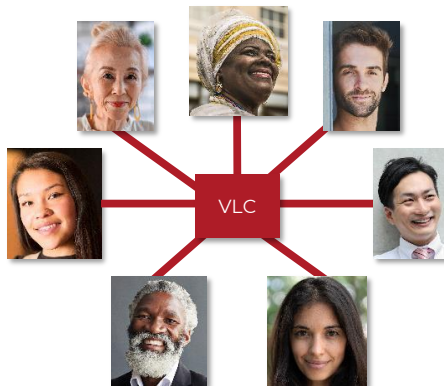
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Virtual Learning Community



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Virtual Learning Community



Weekly meetings

Share passion

Learn with others

Join us!



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Community Training Groups

In-person and
“live” virtual
options

Group & individual
support for
learning

Instructor-led

Best of both
worlds

Peer-to-peer
interactions



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User Support

Email support

Phone & text support


Tracking

Level 2 tech support

Follow up


Reporting

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Thanks!

Please include questions for the Academy of Peer Services in the Chat Box.



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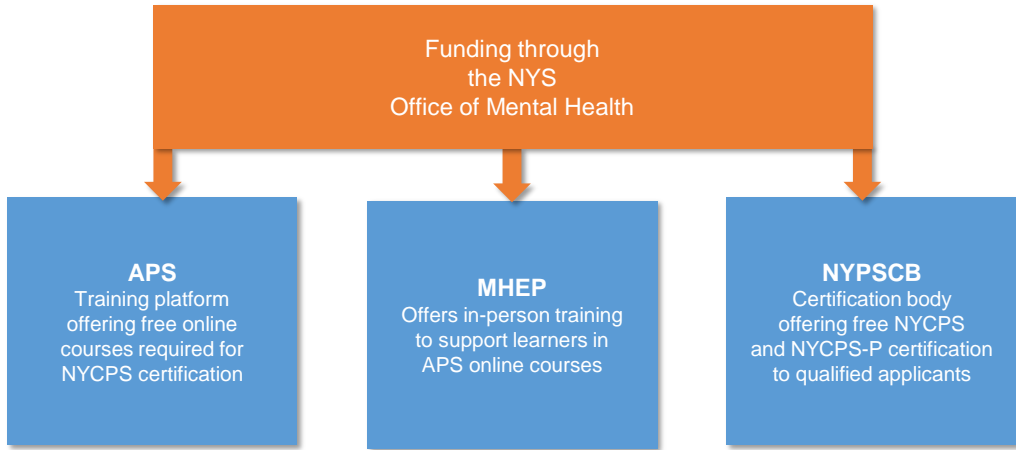
The Development of the Peer Specialist Certification in New York State

Tanya Stevens
Deputy Director, Mental Health Empowerment Project
and Certification Board Director



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Training & Certification Overview



What is Certification?

Identifies minimum standards for training and experience

Promotes skilled workforce

Identifies professionals who are specialists in their field

Designed to recognize the skills & experience acquired by peers that qualifies them to assist others in their recovery journey

Peer Certification

You must be certified to deliver Medicaid-reimbursable peer support services.

Certification requires documentation of:

- Education
- Training
- Work experience



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By earning **New York Peer Specialist Certification**, you're recognized as a qualified professional in the mental health system, based on the *shared personal experience* paradigm.



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History of Peer Specialist Certification in NY

NYS OMH received a Transformation Transfer grant for the development of peer-run Recovery Centers

MHEP and OMH convened peer leaders from across NYS to determine core competencies required for peer staff and managers to be successful

The NYPSCB officially began meeting toward the development of a peer specialist certification (NYCPS)



A needs assessment was conducted in collaboration with peer leaders and Rutgers University and NYAPRS about the most important, critical, and frequent competencies needed by Recovery Center staff and managers

The Academy of Peer Services was launched

NYCPS certification was officially launched

MHEP awarded contract to support NYPSCB

NYPSCB Mission

To preserve the integrity of peer support through the development of standards of competency and practice



About the Certification Board

Board Roles

The NYPSCB sets the standards of the Peer Specialist Certification as well as the criteria by which applications are reviewed and certifications issued.

Staff Roles

Staff provide administrative support to the board, review and prepare applications for the board's review, etc.

Only the Board is authorized to approve applications.

The certification board sets standards - staff implement them.



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NY Peer Specialist Certification Purpose

- Established qualifications for the workforce
- Set the standards for the skills and training required
- Provided a credential for Medicaid reimbursement for peer support services



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Two Levels of Certification

NY Certified Peer Specialist (NYCPS)

2000 hours supervised work experience

NY Certified Peer Specialist-Provisional (NYCPS-P)

No work experience

<http://nypeerspecialist.org>
info@nypeerspecialist.org

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How to Become Certified

- Meet all standards for NYCPS Certification
- Complete either the **NYCPS** or **NYCPS-P** (provisional) application and submit it and all required documents
- Read and agree to abide by the Code of Ethical Conduct and Disciplinary Procedures

TIP: Use the checklist on page 1 of the application to make sure you submit all required documents



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NYCPS (Full) Requirements

Application is the same as NYCPS-Provisional *with added:*

Training and Education

Successfully complete all 13 Core Courses of the Academy of Peer Services:

AND

Complete a minimum of 5 additional Electives (15 hours of training total)

AND

Supervised Work/Volunteer Experience

Document 2000 hours of peer specialist experience under the supervision of a qualified supervisor



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NYCPS-P Renewal

To renew the NYCPS-P, you will need to submit:

- 20 hours of Peer Specialist specific training every 2-years (10 hours per year of certification)
- The training must have been completed after initial NYCPS-P certification date
- Training can be fulfilled by taking additional, not previously completed, APS Elective Courses or other board approved workshops or training.

All renewal documents and certificates must be submitted to <http://nypeerspecialist.org/> or mailed to:

New York Peer Specialist Certification Board
3 Atrium Drive, Suite 205
Albany, Ny 12205



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Upgrade to NYCPS (Full)

In addition to the NYCPS-P, you need to submit:

Training – An *additional 15 hours (minimum) of board approved continuing education*

Letter of Recommendation – Signed letter of recommendation *from current or most recent supervisor* expressing perception of the experience and knowledge of applicant's ability and performance as a Peer Specialist

Work/Volunteer Experience - 2000 hours of documented peer work/volunteer experience under the supervision of a qualified supervisor on Experience Verification Form



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Renewal Questions

My Renewal date is coming up- should I apply for the Upgrade?

If your renewal date is approaching- focus on your Renewal before Upgrading.

My renewal is past due, and I need more time to submit my renewal. What should I do?

Request an extension to be given additional time to complete your Renewal.

How can I request an extension?

Extension requests should be submitted in writing by email to info@nypeerspecialist.org



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Questions?

New York Peer Specialist Certification Board

3 Atrium Drive, Suite 205

Albany, New York 12205

Phone: 518.426.0945

www.nypeerspecialist.org

NYPSCB Coordinator, MHEP

info@nypeerspecialist.org



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**Questions for the New York Peer
Specialist Certification Board can be
placed in the chat**



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Training and Credentialing for YPAs and FPAs... What You Need to Know

Presenters:

Susan Burger, FTNYS
Robbie Lettieri, FTNYS
Lydia Franco, CTAC



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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 and Training.



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Families Together in NYS

PARTNERSHIP



goals



collaboration



growth



ideas



teamwork



success

Community Technical Assistance Center



POWERED BY NYU MCSILVER



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Community Technical Assistance Center

- Part of New York University's McSilver Institute for Poverty Policy and Research
- Training and TA for NY Behavioral Health Providers
- Dual focus on supporting the Family and Youth Peer Advocate workforce + supporting agencies' to effectively implement peer services
- Online training for Family and Youth Peers and their supervisors on the CTAC Self-Learning Center
- Partner closely with Families Together in New York State and Youth Power in all of this work



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Why a Credential?

- Supports Uniform Competency
- Promotes leadership and professionalism
- Expands reimbursement options



Youth Peer Advocacy



Definition of Youth Peer Services

YPS are provided by a trained and credentialed Youth Peer Advocate (YPA) who is uniquely qualified to work with **youth & young adults** based on their personal **lived experience** navigating a child serving system and the specialized training they receive.

Youth Peer Services can be provided through individual and group face-to-face work in various settings (e.g. family's home, community, office, virtual, telephone.)

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in New York State

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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 & IN PERSON/Virtual Training
- 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

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Youth Peer Advocate Applications

Provisional

Youth Peer Advocate Provisional Credential Application [online](#)

Youth Peer Advocate Provisional Credential Application ([print version](#))

Professional

Youth Peer Advocate Professional Credential Application [online](#)

Youth Peer Advocate Professional Credential Application ([print version](#))

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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

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Level-1 YPA Training

Level 1 Required Online Training Modules

- 1.1 Introduction to the Youth Peer Advocate Role
- 1.2 Developing Self Efficacy
- 1.3 Cultural Competence
- 1.4 Professional Expectations
- 1.5 Small Group Facilitation
- 1.6 Navigating the System
- 1.7 Documenting Your Work



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Level-2 YPA Training

Level 2 Required Online Training Modules

- 2.1 Working Across Systems
- 2.2 Service Systems Part 1
- 2.3 Service Systems Part 2
- 2.4 Education to Careers
- 2.5 Understanding Marginalized Populations



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Level 2 Training Continued

In-Person/Virtual Training

- 1.5-hour Orientation
- Four 4-hour training days

Coaching Calls

- Five 1.5-hour calls to reinforce application of skills and competency in practice

In-Person YPA Training

The In-Person/Virtual YPA Training covers several different topics. Some of those topics include:

- **Clarifying the Youth Peer Advocate Role**
- **Building Positive Connections**
- **Mentoring and Coaching**
- **Cultural Competency**
- **Interdependence**
- **Professional Expectations**
- **Documentation**

Consultation Calls

As part of the Level 2 Training, one must complete 5 Consultation Calls (1 hour 30 minutes each).

1. Personal & Professional Self Care
2. Role Clarity
3. Working with a Team
4. Building on Strengths Through Cultural Humility
5. Utilizing Your Skills to Empower Young People

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The screenshot shows the homepage of the Families Together in New York State website. At the top, there is a navigation bar with links for 'About', 'Partnerships', 'Membership', and 'Join Our Mailing List'. Below this is a secondary navigation bar with links for 'Policy & Advocacy', 'News & Events', 'Workforce Development', 'Youth Power', 'Family Peer Support', and 'Resources'. The main content area features a large banner with the Families Together logo and the tagline 'Empowering Families. Coordinating Systems.' The banner includes illustrations of people holding signs that say 'NO CUTS', 'FAMILIES FIRST!', 'STA DIG CENT', and 'RAISE THE AGE'. A dropdown menu is open, showing options like 'PEP Training', 'FPA & Supervisor Resources', 'YPA Training', 'Youth Peer Advocate (YPA)', 'Orientation Training for Supervisors', and 'Employment'.

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How Do I Access the Youth Peer Advocate Training?


When you click the button below you will be redirected to the Self-Learning Center hosted by our partners from the Community Technical Assistance Center of New York (CTAC). This is where you will access the online training modules.

[CLICK HERE](#) for a 'Getting Started' guide. You will need to enter this **unique Access Code** to enroll in the training: **YPA Training**

More information about each level of the YPA Training is available in the menus below.

CTAC Self-Learning Center

- YPA Level 1 Online Training
- YPA Level 2 Online Training
- YPA Level 2 In-Person/Virtual Training



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What is a Youth Peer Advocate?

Youth Peer Advocates are individuals between 18-30 years of age who self-identify as a person with first-hand experience with a social, emotional, medical, developmental, substance use, and/or behavioral challenges as a young person or have received services in any one of the child-serving systems (juvenile justice, foster care, special education, or addiction recovery). YPAs use their lived experience to promote resiliency, recovery, wellness, and self-efficacy in young people and promote the practice of youth-guided and family-driven approaches.

YPST Scope of Work

- Youth Peer Advocate Provisional Credential
- Youth Peer Advocate Professional Credential
- Youth Peer Advocate Credential Renewal
- Youth Peer Advocate Code of Ethics

English



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The Steps to a Professional Credential

- **Level 1 Training**
 - Online modules
- **Apply for a Provisional Credential**
- **Level 2 Training**
 - Online modules
 - 4 Day Virtual Training
 - 5 Consultation Calls
- **Apply for a Professional Credential**
- **Renew every 2 years**

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6 Steps to a Youth Peer Advocate Professional Credential



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Family Peer Advocacy

**Families
Together**
in NYS **FPA**

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in New York State

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Definition of FPSS

FPSS are provided by a trained and credentialed Family Peer Advocate (FPA) who is uniquely qualified to work with families based on his/her personal experience parenting a child with similar needs and the specialized training they receive.

FPSS can be provided through individual and group face-to-face work in various settings (e.g. family's home, community, office, telephone.)

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Credential Requirements

Provisional Credential

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

Professional Credential

- Level 2 Training
- Supervisor Letter of Recommendation
- Documented Work Experience
 - 1000 hours
- Signed Code of Ethics
- Renewed every 2 years with 20 hours of Continuing Education

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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**

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Training Requirement for Family Peer Advocate Credential



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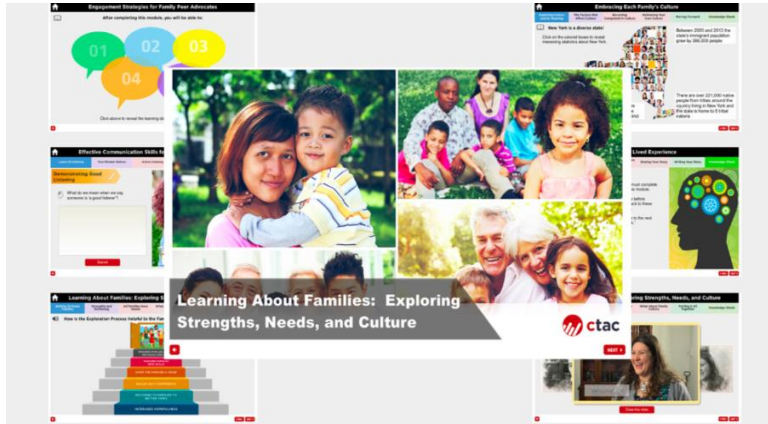
Parent Empowerment Program (PEP) Training Activities

- **Level 1**
 - 14 online modules
- **Level 2**
 - 6 online modules
 - 2 Day In-person Training
 - 12 weekly Coaching Calls

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Online Modules



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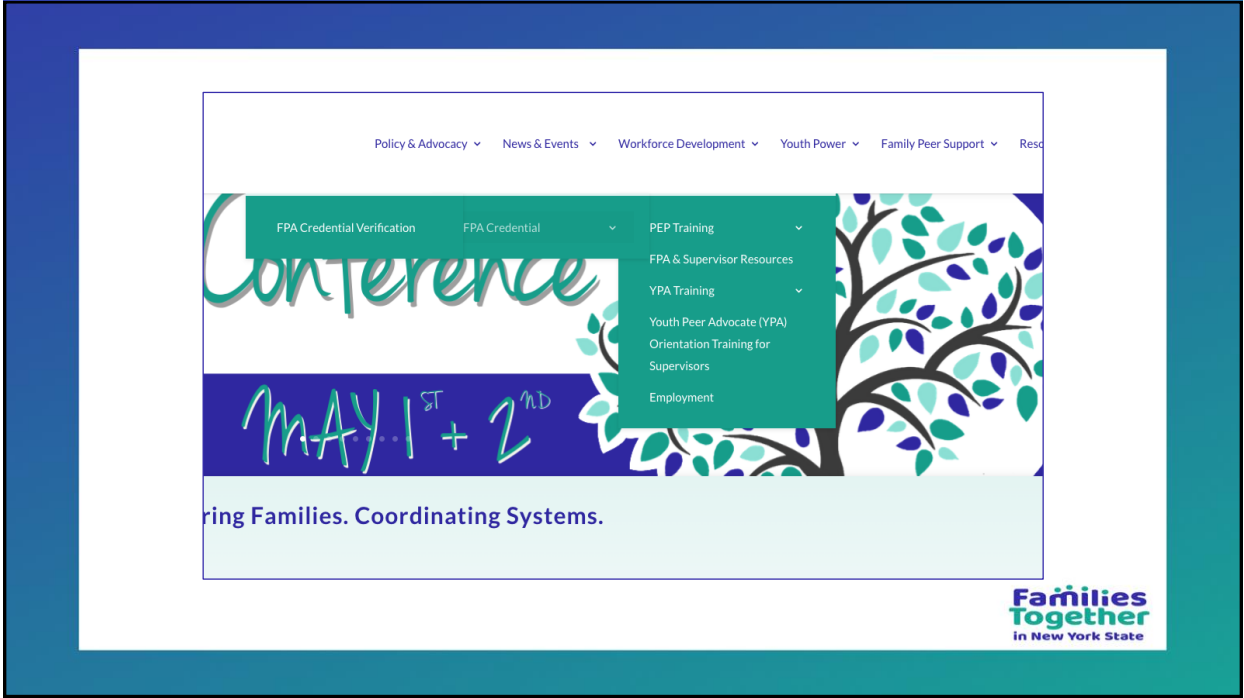
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Outline of PEP Training

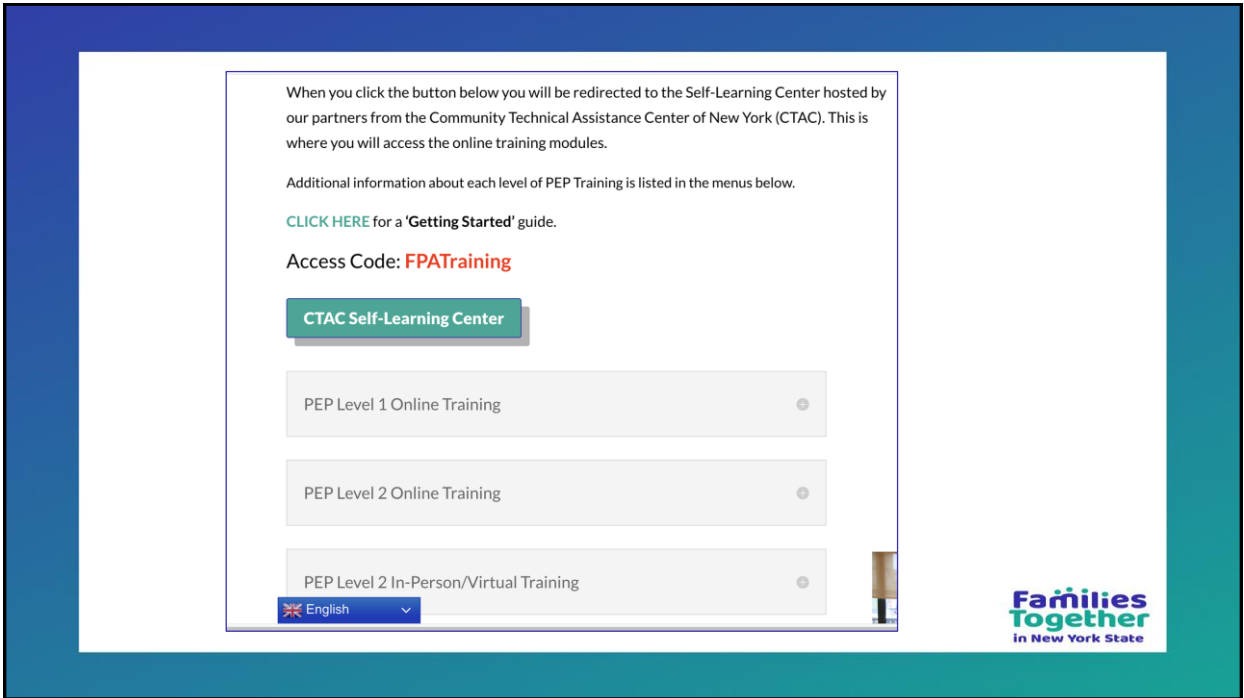
Parent Empowerment Program (PEP) Family Peer Advocate Training	
	Level 1 Training
	Orientation Resources
	Getting Started Guide
	PEP Credentialing Requirements Overview
	Level 1 Required On-Line Training Modules
	1.1 Family Peer Support Services and the Family Peer Advocate Role
	1.2 Family Drives Care
	1.3 The Power of Lived Experience
	1.4 Embracing Both Family's Culture
	1.5 Effective Communication Skills for Family Peer Advocates
	1.6 Engagement Strategies for Family Peer Advocates
	1.7 Learning About Families: Exploring Strengths, Needs, and Culture
	1.8 Creating a Plan to Support Families
	1.9 Empowerment Strategies for Family Peer Advocates
	1.10 Developing Effective Partnerships
	1.11 Recognizing and Responding to Crisis and Safety Concerns
	1.12 Professionalism
	1.13 Education
	1.14 Mental Health
	Level 2 Training
	A. Required On-Line Training Modules
	2.1 The Importance of Self-Care
	2.2 Documenting Your Work
	2.3 Measuring the Impact of Your Work with Families
	2.4 Building Community Connections Through Groups
	2.5 Empowering Parents in their Parenting Role
	2.6 Trauma Informed Care
	B. In-Person Training (2 days)
	Engagement, Communication and Empowerment Strategies
	Putting It All Together: Assessment, Goal Development, Progress Evaluation, Plan Revision, Structures for Self-Sufficiency
	C. Coaching Calls
	12 hour-long calls to reinforce application of skills and competency in practice
	Continuing Education Modules
	C1 Supporting Parents of Transition Age Youth
	C2 Building Community Connections and Natural Supports
	C3 Early Intervention
	C4 Juvenile Justice
	C5 Child Welfare
	C6 Substance Use
	C7 Kinship Care

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CTAC Self-Learning Center

PEP Level 1 Online Training -

PEP Level 2 Online Training -
 Choose this pathway if...

- You have completed the PEP Level 1 Online Training.
- Access will be automatically granted upon completion of the Level 1 post-training self-efficacy questionnaire and post-training knowledge survey.

PEP Level 2 In-Person/Virtual Training -



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PEP Level 2 In-Person/Virtual Training -

Continue with this pathway if...


- You hold a current **FPA Provisional Credential**; and,
- You have completed ALL of the Level 1 and Level 2 online modules; and,
- You are currently providing services that fill within the role of a FPA (employment or volunteer); and,
- You are available to participate in the full training along with weekly coaching calls (schedule TBD).


Availability is limited to the first 12 eligible registrants. If you do not yet meet training requirements, your registration will be cancelled.

SUMMER 2022 OFFERINGS

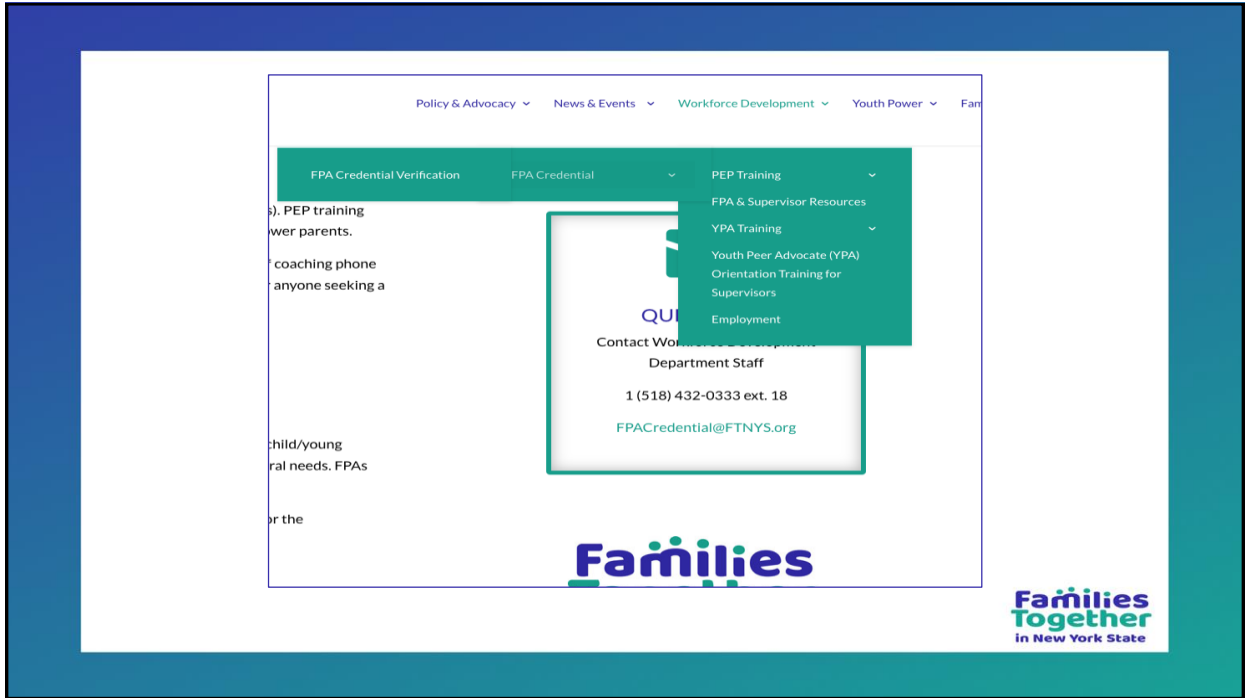
1-hour orientation: June 15 @ 9:30am - 10:30am
 4 days of training: June 21-24 @ 9:30am - 2:00pm

Register here: <https://www.surveymonkey.com/r/PEPJune2022>

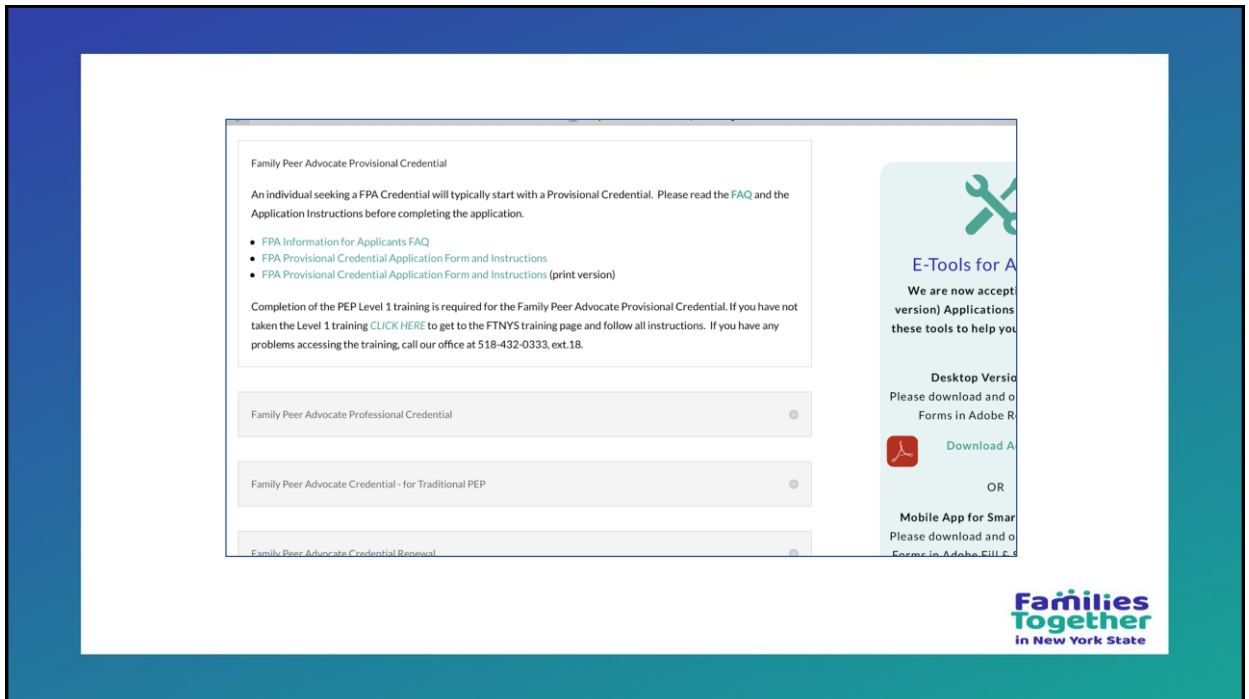




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The Steps to a Professional Credential

- **Level 1 Training**
 - Online modules
- **Apply for a Provisional Credential**
- **Level 2 Training**
 - Online modules
 - 4 Day Virtual
 - 12 Weekly Coaching Calls
- **Apply for a Professional Credential**
- **Renewals every 2 years**



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6 Steps to a Family Peer Advocate Professional Credential

- Step 1** Complete Level 1 Training
 - Visit the FTNYS website. Under the Workforce Development tab, select the Parent Empowerment Program page. Be sure to read the entire page carefully and print out the Getting Started Guide.
 - Complete the PEP Level 1 Online modules and print out a Certificate of Completion.
- Step 2** Apply for a Family Peer Advocate Provisional Credential
 - On the FTNYS website, under the Workforce Development tab, select Family Peer Advocate Credential.
 - Scroll down to the NYS Family Peer Advocate Provisional Credential section.
 - Complete the Provisional application and submit to FTNYS. After approval, the FPA Credential is valid for 18 months.
- Step 3** Complete Level 2 Online Training
 - Go Back to CTACNY.org and click on the Self Learning Center tab.
 - Go to the My Training tab. If all of the requirements of Level one are completed you will immediately have access to Level 2.
 - Complete the Level 2 Online Modules and print out a Certificate of Completion.
- Step 4** Register for Level 2 In-Person Training
 - On the FTNYS website, under the Workforce Development tab, select Parent Empowerment Program.
 - Scroll down to the In-person Training Registration and follow the link to the pre-registration form for the training you plan to attend.
- Step 5** Complete Level 2 In-Person Training
 - Take the two-day, in-person training.
 - Participate in 12 Weekly Coaching Calls.
 - Complete the Post Training Survey.
- Step 6** Apply for a Family Peer Advocate Professional Credential
 - On the FTNYS website, under the Workforce Development tab, select Family Peer Advocate Credential.
 - Scroll down to the NYS Family Peer Advocate Professional Credential section.
 - Complete the Professional application and submit to FTNYS. After approval, valid for 2 years.

Access all links and documentation for the Family Peer Advocate Credential at www.ftnys.org
 Questions? Please email us at FPAcredential@ftnys.org



The Steps to a Family Peer Advocate Credential Handout



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Additional Supports Available



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Parent Advisors

Central Region

Sue Lewis

Kathleen Leidka

Hudson River Region

Barbara Callahan

Charles Anthony Rice

Long Island

Cheryl Williams

Heather Tafuro

New York City

Diana Mendez

Priscilla Romero

Western

Pam Brennan

Jenny Laney

Link to PA page for contact information:
www.ftnys.org/about/parent-advisors

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Regional Youth Partners

Long Island: Laura Romanoff, Lromanoff@ftnys.org

New York City: Mariama Toe-Freeland, MTFreeland@ftnys.org

Hudson: Jaclyn Turner, JTurner@ftnys.org

Central: Katlyn Whatman, KWhatman@ftnys.org

Western: Interim Katlyn Whatman, kwhatman@ftnys.org



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Community Engagement

- **Advisory Committees**
 - YPSAC
 - FPACAC
- Databases
- Credential **Validation** Tool
- **Job** Opportunities page
- Individual focused **Outreach**, Encouragement and Technical Assistance



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Continuing Education and TA Activities for YPAs and FPAs

- [Continuing Education](#) modules for Credentialed Advocates
- [Webinars, Learning Communities and Special Topic Learning Series](#) in partnership with CTAC
- Regional training and support for advocates and the agencies they work in
- [Statewide Monthly Technical Assistance](#) meetings for Family Peer Support Programs
- [FTNYS Website-Workforce Development Tab](#)

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Technical Assistance for Supervisors

- FTNYS offers [individual assistance to agencies/programs](#) on YPA and FPA training & credentialing, including questions related to integrating YPAs and FPAs into the workforce
- YPA and FPA [Orientation Training](#) for Supervisors

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Additional CTAC Resources

CTAC Website www.ctacny.org

- CTAC Self-Learning Center
- Calendar of Upcoming Events
- Access to Recorded Webinars, Playlists and Tools
- Special Initiative pages for:
 - [Family Peer Support](#)
 - [Youth Peer Support](#)

While you are there, look around. There are many resources that will support your work!

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Family and Youth Peer Advocate Hiring Toolkits

Available on the CTAC Self-Learning Center!

A collection interviews, tools and tips to support your organization to hire, onboard and support Family and Youth Peer Advocates.

Includes sample job descriptions, interview questions, onboarding suggestions, organizational culture self-assessment tools, etc.



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Office of
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