

Peer Support
Services
Technical
Assistance
Center
(PeerTAC)





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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Take our Survey!



<https://redcap.link/f58v0quu>

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A large orange circle is positioned on the left side of the slide, partially overlapping the white background. The text 'OMH Vision' is written in white, sans-serif font inside the circle.

OMH Vision

“OMH’s vision is to ensure the promise of recovery and resiliency for all. Peer support services are essential to the behavioral health system. OMH is committed to continually evaluating and evolving the inclusion of Peer Support Services in mental health programming. OMH values the partnership and feedback from the peer community service recipients, families, and advocates to further inform our policy and program development and enhancement.”

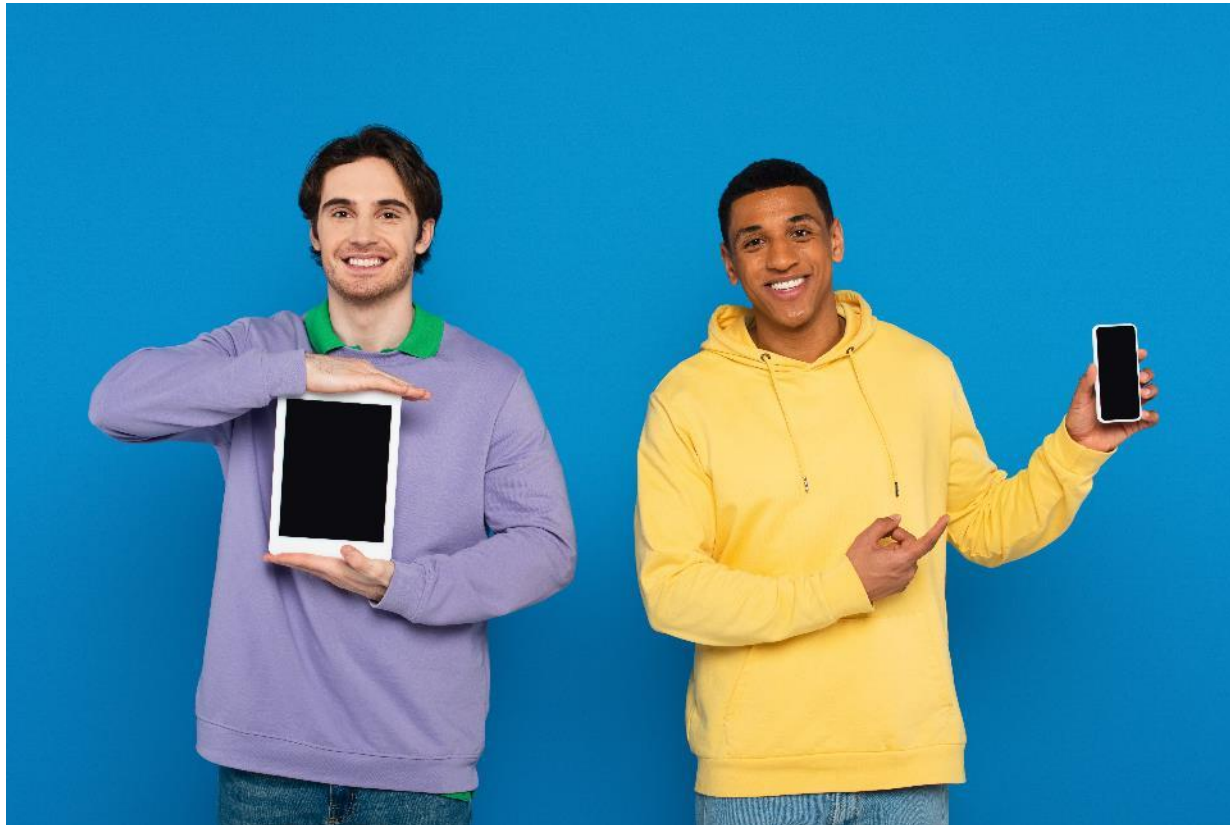


What is Peer Support?



“Simply put, peer support is a natural human response when people in a particular circumstance reach out to help others in the same or a very similar circumstance. It is the act of a person who has experienced a particular challenge helping someone else to deal with that same life challenge.”

What is Peer Support? (continued)



Naturally occurring peer support offers a person the hope of facing a challenge with the support of someone who has been there. It is not limited to mental health or substance use recovery.

-- Steve Harrington, Founder of the National Association of Peer Supporters (N.A.P.S.)

What are Peer Support Services?



While there are similarities, there is a difference between *naturally occurring* peer support and Peer Support Services. When providing peer support as a service, there are added responsibilities like job tasks, documentation, reporting, working with a variety of colleagues and working under supervision.

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What are Peer Support Services? (continued)



Those who provide Peer Support Services are usually paid, which makes the relationship with a person more complex, but the benefits of reaching and building trusting relationships with people through the service can be as rewarding as naturally occurring peer support.

What are Peer Support Services? (continued)



Whether provided for youth, family, adult, or older adults these services combined are known as **Peer Support Services** and the people providing the services are known as **Peer Specialists/Advocates**.

What are Peer Support Services? (continued)



Those who provide Peer Support Services are cultural and recovery ambassadors - they promote connection and inspire hope.

What are Peer Support Services? (continued)



As members of an integrated care team, Peer Specialists/Advocates make contributions that assist with engagement, practical assistance to achieve and sustain skills, development of coping mechanisms, empowerment, and building relationships.



Benefits of Peer Support Services

Increased Self-Esteem and Confidence

Increased Engagement and Activation in Treatment

Increased Social Support and Social Functioning

Increased Sense of Control

Decreased Substance Use and Depression

Reduced Hospital Admission Rates

Increased Empathy and Acceptance

Decreased Self Stigma

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Actively Partners
with Families

Increased
Engagement in
Services

Increased Social
Supports and
Fosters Community

Strength Based

Increases
Self-Efficacy

Removes Stigma
and Feelings of
Isolation

Embraces Diversity

Creates Purpose
and Fosters Hope

Benefits of Family Peer Support Services



Benefits of Youth Peer Support Services

Proactive
v.
Reactive

Increased
Engagement in
Services

Increased Social
Supports and
Fosters Community

Fosters Hope and
Recovery

Youth are More
Likely to Seek
Support from
Peers than Adults

Removes Stigma
and Feelings of
Isolation

Embraces Diversity
by Representing
Young People

Creates Purpose
and Fosters Hope

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What is PeerTAC?



Peer Support Services Technical Assistance Center (PeerTAC) was established for the inclusion of OMH peer support services, including Certified Peer Specialists (CPS), Credentialed Family Peer Advocates (FPA-C), and Credentialed Youth Peer Advocates (YPA-C), to support the full array of mental health services across New York State.

Who is involved in PeerTAC?



POWERED BY NYU McSILVER



Other peer-run organizations
coming soon!



Who is served by PeerTAC?



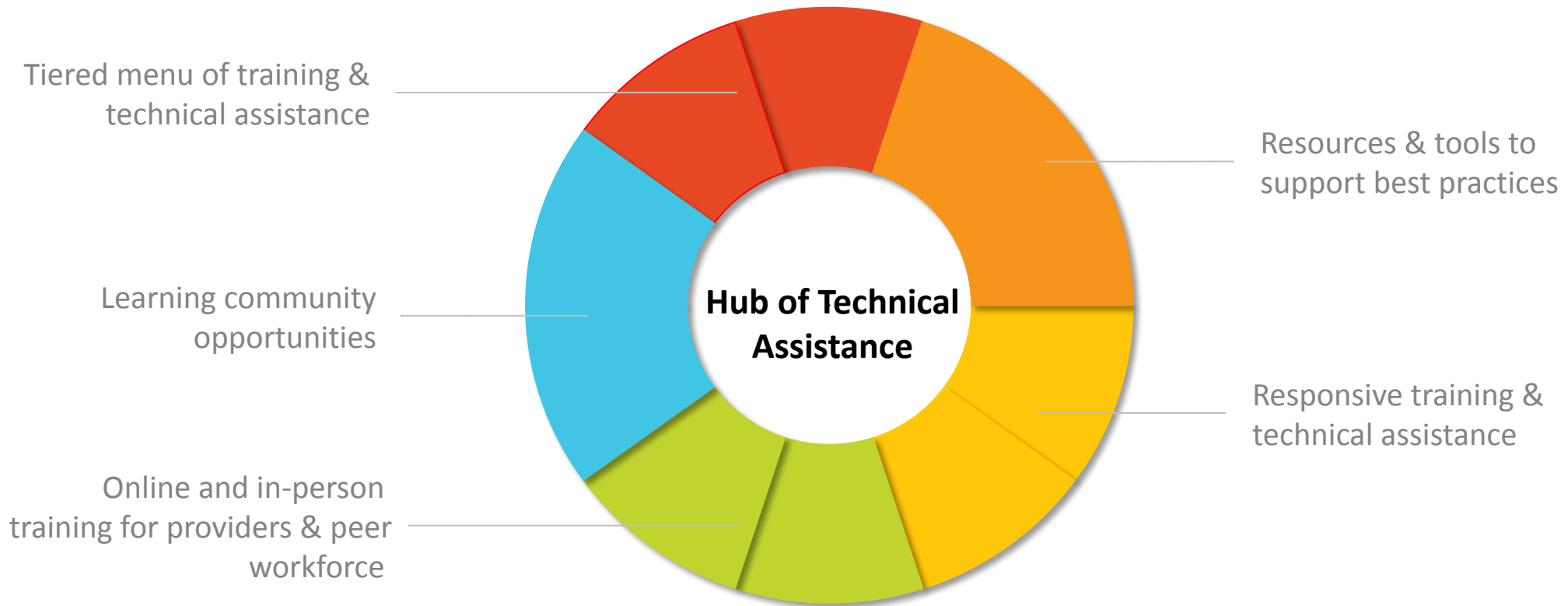
We provide training, technical assistance, and consultation to organizations that are offering peer support services across the lifespan including support for children, families, youth, adults, and older adults.

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What does PeerTAC offer?



How does PeerTAC involve stakeholders?



- Advisory Council (peers, supervisors, and organizational leadership)
- Stakeholder and listening forums with:
 - Executive leadership of clinics and targeted agencies
 - Program management, service providers, and supervisors
 - Peer support specialists

What can
you expect
to see in
2023?



- **Website**
- **Webinar series**
- **Toolkits and resources**
- **Learning communities**
- **Quality Improvement Tools**

Website





Website



Hub of information about Peer Support Services

- Training
- Resources
- FAQ
- Ask PeerTAC

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Webinars



Planned Webinars



Topic Areas

- What are Peer Support Services
- Creating a Culture for Success
- Hiring and Onboarding
- Supervision

Toolkits & Resources





Toolkits and Resources



- Peer Support Services Guidebook
- NYC Organizational Self-Assessment
- Hiring Toolkits
- Supervision Checklists
- Evaluation Tools
- Glossary
- FAQ

Learning Communities





Learning Communities



- Stakeholder Forums
- Inclusion of Peer Support Services
- Preparing the Culture
- Hiring and Onboarding
- Peer Networking
- Supervision

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Quality Improvement






Quality Improvement Tools



- Fidelity Measures
- Organizational Self-Assessment
- Outcome Measures
- Continuous Quality Improvement

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Frequently Asked Questions

The Frequently Asked Questions (FAQ) document provides a wealth of information and answers to questions.

It is mainly derived from the OMH Guidance on Peer Support Services for MHOTRS.

Frequently Asked Questions

Why offer Peer Support Services?

“Numerous research studies have indicated that when added as a primary service to treatment, Peer Specialists/Advocates play a significant role in improving health and wellness, because of their ability to build trust, form one-to-one relationships, and foster hope for others.”

Peer Specialists/Advocates know what the struggle is like because they’ve experienced similar challenges. They can understand the thoughts and feelings of people going through resilience and recovery or caring for a child with social and emotional challenges. Peer Specialists/Advocates utilize their lived experience and expertise of resilience and recovery with others in their work.

“Their experience of learning to grow and thrive, while facing similar challenges, puts them in a position to share meaningful lessons learned in a way that people receiving services view as highly credible.”

Frequently Asked Questions

Are Peer Support Services a required service?

No, “Peer Support Services are optional, and do not require OMH prior approval to provide these services. They are not listed on Operating Certificate and do not need to be listed on the license.”

Frequently Asked Questions

Where can Peer Support Services be offered?

Peer Support Services may be provided in individual or group settings, at the Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS) program site or offsite, as well as via telehealth. “When Peer Support Services are delivered, the peer perspective must be integrated into the interdisciplinary team-based approach to care.”

Frequently Asked Questions

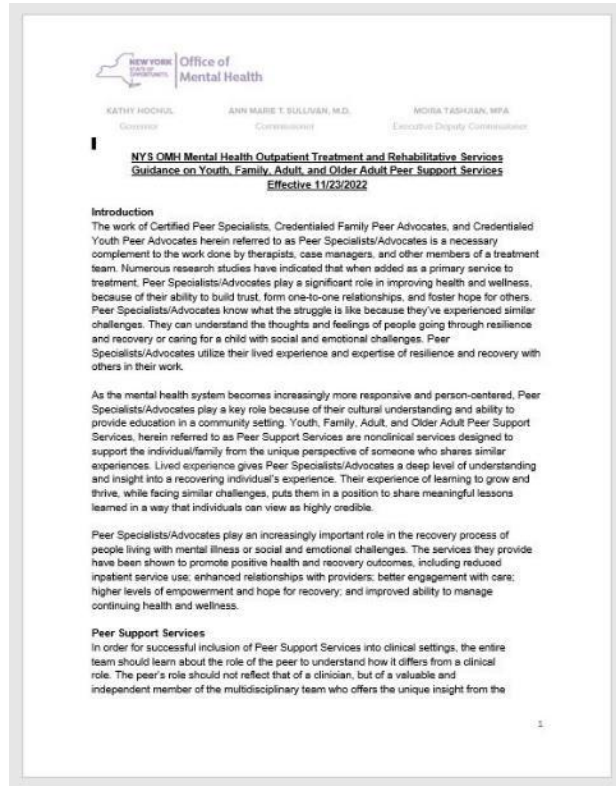
How are Peer Support Services defined in clinic programs?

Peer Support Services are broken down into components to serve three separate populations:

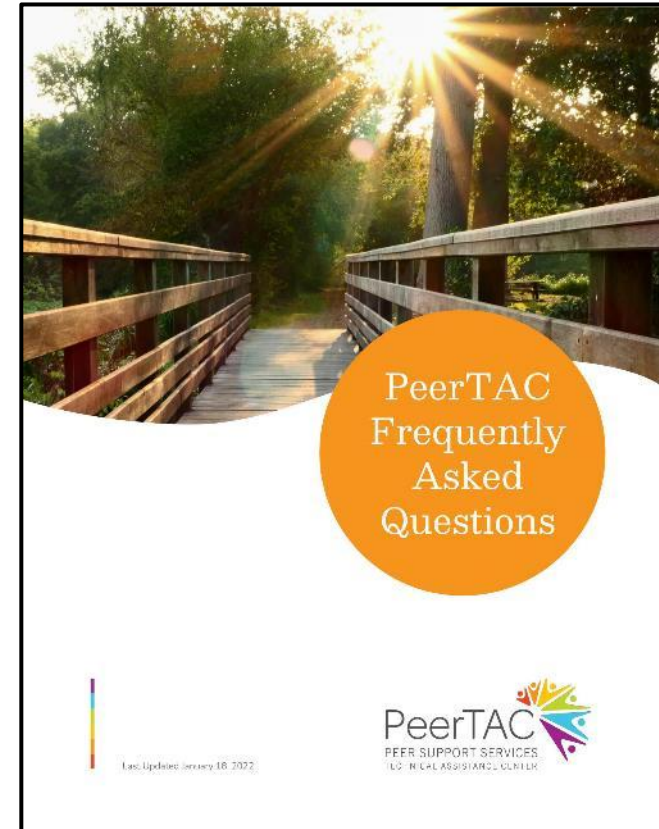
- Youth
- Family
- Adult/Older Adult

Each service component has a unique service definition, scope of practice, and specialized staff qualifications.

Resources for More Information



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



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



Questions?





Contact Us



Website:

<https://peertac.org>

Reach us by Email:

info@peertac.org

Join our Listserv:

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

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Frequently Asked Questions

Expand on the qualifications for Adult, Youth, and Family Providers of Peer Support Services

<<< Next Slides >>>

Frequently Asked Questions

What qualifications are required to provide Adult Peer Support Services?

“Qualified Individuals who may provide **Adult Peer Support Services** include OMH New York Certified Peer Specialists (NYCPS) or provisionally certified (NYCPS-P) who:

- a. Identify as being actively in recovery from a mental health condition and intentionally self-disclose one’s mental health recovery journey;
- b. Possess a certification from, or are provisionally certified as, a New York Certified Peer Specialist by an OMH-approved Certified Peer Specialist certification program; and
- c. Are supervised by any professional staff as defined in 599.4.

“Peer Specialists/Advocates can be hired directly by MHOTRS or can be contracted to provide Peer Support Services.”

Frequently Asked Questions

What qualifications are required to provide Youth Peer Support Services?

“Qualified Individuals who may provide **Youth Peer Support Services** include Credentialed Youth Peer Advocate (YPA-C) or **provisionally credentialed (YPA-P)**

- a. Who is an individual 18 to 30 years old who has self-identified as a person who has first-hand experience with, emotional (mental health), behavioral challenges, and/or co-occurring disorders;
- b. Who is able to use lived experience with a disability, mental illness, and involvement with juvenile justice, special education, substance use disorder, and/or foster care to assist in supporting youth in their resiliency/recovery and wellness;
- c. Possess a credential from, or are provisionally credentialed as a Youth Peer Advocate by an OMH-approved credentialing program; and
- d. Are supervised by any professional staff as defined in 599.4.

“Youth Peer Advocates can be hired directly by MHOTRS or can be contracted to provide Peer Support Services.”

Frequently Asked Questions

What qualifications are required to provide Family Peer Support Services?

“Qualified Individuals who may provide **Family Peer Support Services** include Credentialed Family Peer Advocate (FPA-C) who:

- a. Demonstrate lived experience as a parent or primary caregiver who has navigated multiple child-serving systems on behalf of their child(ren) with social, emotional, developmental and/or behavioral healthcare needs;
- b. Possess a credential from, or are provisionally credentialed as a Family Peer Advocate by an OMH-approved credentialing program; and
- c. Are supervised by any professional staff as defined in 599.4.

Families Together in NYS in partnership with NYU’s McSilver Institute offer the [FPA training and credential](#). There are six steps toward certification that you can learn about on the CTAC & Families Together site