

Resources for the Client and Family Leadership Committee (CFLC) Peer Support Specialist Certification Implementation Guide (2/24/22)v.16

Purpose: This guide is intended to support California counties with their implementation of peer certification, per SB 803 of 2013. The guide includes helpful resources for peer certification implementation. The guide is organized around various resources, resource purpose statements, and links to resources.

Sections:

- 1-Client and Family Leadership Committee Suggested Resources
- 2-Mental Health Founding Principles and Common Language Resources
- 3-Peer Support Unique Roles Resources
- 4-Benefits of Peer and Family Support Resources
- 5-Competencies Resources
- 6-Job Description Resources
- 7-Peer Specialist Job Description Templates
- 8-Workplace Supports—Training for Providers with Lived Experience Resources
- 9-Public Domain (Free) Training Materials

Section 1—MHSOAC Client and Family Leadership Committee Suggested Resources

1. DHCS, Behavioral Health Information Notice No: 21-041.
Purpose: To provide the standards for implementing the Medi-Cal Peer Support Specialist Certification Program. https://www.dhcs.ca.gov/Documents/CSD_BL/BHIN-21-041.pdf

2. Disability Rights California, People First Language in Mental Health.
Purpose: Using People First Language when working in mental health.
<https://emmresourcecenter.org/system/files/2017-10/People-First-Fact-Sheet-English.pdf>
3. SHARE!, Draft SHARE! Guide to Best Practices in Supervising Mental Health Peer Services.
https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/guidelines-peer-supervision-3-resources-cp4.pdf
4. Lived Experience Research Network, Sharing Experience Learned Firsthand (Self) Project.
Purpose: The risks and benefits of self-disclosure of lived experience, the effects on collegial relationships, and the of service delivery.
<https://livedexperienceresearchnetwork.wordpress.com/sharing-experience-learned-firsthand-self/>
5. Webinar on SB 803. Purpose: Peer Specialist Certification Updates (recording)
<https://www.wiseup.work/webinars>

You can view this and past webinar recordings on our website. Link in our bio! #sb803 #peercertification #peer #recovery #advocacy #WISEUP #wise ...
6. National Association of Peer Supporters, National Practice Guidelines for Peer Specialists and Supervisors.
Purpose: Training and guiding peer workers on respecting and protecting the rights of people with mental disabilities worldwide. <https://www.peersupportworks.org/wp-content/uploads/2021/07/National-Practice-Guidelines-for-Peer-Specialists-and-Supervisors-1.pdf>
7. Psychiatry Online article, National Practice Guidelines for Peer Support Specialists and Supervisors. Psychiatric Services, Dana Fogelson, et. al., 13 Jul 2021.
<https://psychiatryonline.org/guidelines>
8. SHARE!, SHARE! Career Development Ladder.
Purpose: Peer Career Development Ladder.
<https://www.strategydriven.com/2017/10/06/career-development-climb-ladder-8-steps/>

9. World Health Organization (WHO), Quality Rights, WHO Quality Rights Module.
Purpose: To translate international human rights standards into practice by influencing policy and the knowledge and skills to implement person-centered and recovery-based approaches. <https://who.int/publications/i/item/9789241516815>
10. WHO, Guidance on Community Mental Health Services.
Purpose: Promoting person-centered and rights-based approaches for guidance on community mental health services.
<https://www.who.int/publications/i/item/9789240025707>
11. Mental Health Services Act (Updated version)
https://mhsoac.ca.gov/sites/default/files/MHSA%20Jan2020_0.pdf

Section 2—Mental Health Founding Principles and Common Language Resources

California Codes Regulations, Title 9, Chapter 14, §§3200
<https://ia902300.us.archive.org/17/items/gov.ca.ccr.09/ca.ccr.09.pdf>

California Department of Mental Health (DMH) Vision Statement and Guiding Principles for DMH Implementation of the Mental Health Services Act, February 16, 2005
<https://www.mendocinocounty.org/home/showpublisheddocument?id=2294>

California's Office of Statewide Health Planning and Development (OSHPD), 2014; WORKFORCE EDUCATION AND TRAINING (WET) Regulations <https://hcai.ca.gov/about/laws-regulations/>

Peer Support Specialist Certification Informational Brief, Working Well Together, 2014
<https://camphro.files.wordpress.com/2021/01/camhpro-brief-peer-support-certification.docx.pdf>

Sally Zinman, Sue Bud, Howie the Harp, Reaching Across: Mental Health Clients Helping Each Other, 1987
https://books.google.com/books/about/Reaching_across.html?id=dnFHAAAAMAAJ

SAMHSA's Working Definition of Recovery
<https://store.samhsa.gov/sites/default/files/d7/priv/pep12-recdef.pdf>

WWT Consumer, Youth, Family Member and Parent Key Definitions Draft from "Final Report: Recommendations from the Statewide Summit on Certification of Peer Providers", Appendix 3: 2013; Report prepared for CAMHPRO-PEERS under WWT
https://work.cibhs.org/sites/main/files/file-attachments/peer certification_recommendations_final_report_oshpd_approved_december_2013.pdf?1445012883

WWT Overcoming Stigma and Discrimination In The Behavioral Health Workplace (e-Learning): Youth & Family Consensus Statement on Resiliency and Children's Mental Health, 2010; Resiliency Leadership Ohio & Ohio Department of Mental Health
<http://www.cibhs.org/post/overcoming-stigma-and-discrimination-behavioral-health-workplace>
http://resiliencyohio.org/assets/resiliency_consensus_statement_2010.pdf

Zinman, Sally, The History of the Mental Health Consumer/Survivor Movement. SAMHSA Resource Center to Promote Inclusion Associated with Mental Health (ADS Center), Webinar, December 17, 2009.
<https://camphro.files.wordpress.com/2016/03/outreach-materials-mh-movement.pdf>

Section 3—Peer Support Unique Roles Resources

Center for Disease Control. The Importance of KSA's (Knowledge, Skills and Abilities) in the Federal Application Process
Purpose: Guidance for the federal personnel application process.
<http://www.cdc.gov/hrmo/ksahowto.htm>

Center for Medicaid Services. Clarifying Guidance on Peer Support Services Policy
Aug 25, 2020. Guidance for clarifications that peer to peer services are also available to families/legal guardians of Medicaid-eligible.
<https://www.hhs.gov/guidance/document/clarifying-guidance-peer-support-services-policy>

International Association of Peer Supporters. National Ethical Guidelines and Practice

Standards for Peer Supporters.

<https://na4ps.files.wordpress.com/2012/09/nationalguidelines1.pdf>

Jacobson, Nora, Trojanowski, Lucy and Dewa. What do peer support workers do? A job description.

Purpose: article on job description for peer support workers.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3483205/>

MN Department of Human Services, Children's Justice Initiative Alcohol and Other Drugs Project. A Handbook Framework to Forming a Parent Partner Network, 2005

https://ncsacw.samhsa.gov/files/MN_CommunicationStructure.pdf

National Federation of Families for Children's Mental Health. 2013 Exam Candidate Handbook for Certified Parent Support Provider <https://www.ffcmh.org/>

Resource Center for Independent Living Peer Specialist Job Description

<http://www.disabilitypartners.org/images/IndependentLivingSpecialistJobDescription.pdf>

Section 4- Benefits of Peer and Family Support Resources

Peer Specialist Supervision - PDF Free Download. Pillars of Peer Support Services Summit Six:

Peer Specialist Supervision The Carter Center Atlanta, GA October, 2014 Recommended

Citation: Daniels, A. S., Tunner, T. P., Ashenden, P., Bergeson, S., Fricks, L., & Powell, I. (2014).

<https://docplayer.net/13754900-Peer-specialist-supervision.html>

Davidson, L., Bellamy, C., Guy, K., & Miller, R. (2012). Peer support among persons with severe mental illnesses: a review of evidence and experience. *World Psychiatry*, 11(2), 123–128.

Davidson L, Bellamy C, Guy K, Miller R. *World Psychiatry*. 2012 Jun;11(2):123-8. doi:

10.1016/j.wpsyc.2012.05.009. <https://pubmed.ncbi.nlm.nih.gov/22654945/>

C. Gagne, J. Olivet, L. Davis. Equipping Behavioral Health Systems and Authorities to Promote Peer Specialist/Peer Recovery Coaching Services: Expert Panel Meeting Report. Jun 01, 2018

<https://www.sciencedirect.com/science/article/pii/S0749379718316374>

National Association of State Mental Health Program Directors (NASMHPD). Enhancing the Peer Provider Workforce: Recruitment, Supervision and Retention (2014)

<https://www.nasmhpd.org/content/enhancing-peer-provider-workforce-recruitment-supervision-and-retention>

National Federation of Families for Children's Mental Health Policy Paper. (2012). Effectiveness of Family Organizations in Maintaining Children's Mental Health and Wellness.

<https://facesandvoicesofrecovery.org/wp-content/uploads/2019/06/Effectiveness-of-Family-Organizations-in-Maintaining-Childrens-Mental-Health-and-Wellness.pdf>

New Zealand National Association of Mental Health Services Consumer Advisors (NAMHSCA), 2014. Competencies for the mental health and addiction service user, consumer and peer workforce. <https://www.tepou.co.nz/uploads/files/resources/peer-support-competencies-2014.pdf>

U.S. Centers for Medicare and Medicaid Services (CMS). (2007). Letter to State Medicaid Directors. CMS, SMDL #07-011.]Center for Medicaid and State Operations – CMS. Centers for Medicare & Medicaid Services 7500 Security Boulevard, Mail Stop S2-26-12 Baltimore, Maryland 21244-1850 Center for Medicaid and State Operations SMDL #07-011

<https://www.cms.gov/>

Section 5- Source on Competencies Access

Competencies for the mental health and addiction service user, consumer and peer workforce, The National Association of Mental Health Services Consumer Advisors (NAMHSCA), New Zealand (2014) <https://www.tepou.co.nz/uploads/files/resources/peer-support-competencies-2014.pdf>

Competency Models: A Review of the Literature and The Role of the Employment and Training Administration (ETA) Pilots and Demonstration Team Division of Research and Evaluation Office of Policy Development and Research, Employment and Training Administration, U. S.

Department of Labor;(2008) Michelle R. Ennis

http://www.careeronestop.org/competencymodel/info_documents/OPDRLiteratureReview.pdf

DACUM competency profile for Behavioral Health Peer Specialist 2007, California Community College Economic and Workforce Development Program Health Initiative, Butte College.

[https://ca-hwi.org/public/uploads/pdfs/Behavioral Health Peer Specialist.pdf](https://ca-hwi.org/public/uploads/pdfs/Behavioral%20Health%20Peer%20Specialist.pdf)

Final Report: Recommendations from the Statewide Summit on Certification of Peer Providers, 2013; Report prepared for CAMHPRO-PEERS under Working Well Together (WWT), Lucinda Dei Rossi, MPA, CPRP and Debra Brasher, MS, CPRP

http://archive.mhsoac.ca.gov/Meetings/PriorMeetings_2013/docs/Meetings/2013/CFLC_1016_13_Tab3_SummitRecommOnPeerCert.pdf

Hendry, P., Hill, T., Rosenthal, H. Peer Services Toolkit: A Guide to Advancing and Implementing Peer-run Behavioral Health Services. ACMHA: The College for Behavioral Health Leadership and Optum, 2014. https://www.mhanational.org/sites/default/files/Peer_Services_Toolkit_4-2015.pdf

STRATEGIES FOR DEVELOPING COMPETENCY MODELS, Anne F. Marrelli, Janis Tondora, and Michael A. Hoge (2005) Administration and Policy in Mental Health, Vol. 32, Nos. 5/6, May/July 2005 (2005) DOI: 10.1007/s10488-005-3264-0 <https://pubmed.ncbi.nlm.nih.gov/16082796>

Hoge M.A., Morris J.A., Laraia M., Pomerantz A., & Farley, T. (2014). Core Competencies for Integrated Behavioral Health and Primary Care. Washington, DC: SAMHSA - HRSA Center for Integrated Health Solutions. https://www.thenationalcouncil.org/wp-content/uploads/2018/10/Integration_Competencies_Final.pdf?dof=375ateTbd56

Long-term Care, Supports, and Services Competency Model
<https://www.careeronestop.org/competencymodel/competency-models/long-term-care.aspx>

National Alliance of Direct Support Professionals: Core Competencies <https://nadsp.org/wp-content/uploads/2017/07/National-Direct-Support-Professional-Competency-Areas-Brochure-FINAL.pdf>

National Council for Public Procurement and Contracting (NCPPC) Identifying Position Domains in Public Sector Procurement: Towards the Establishment of Standardized Job Descriptions for the Profession <https://ncppc.files.wordpress.com/2017/08/ncppcjobdescriptionreport.pdf>

O*NET Online Summary Report for 21-1093.00 - Social and Human Service Assistants
<http://www.onetonline.org/link/summary/21-1093.00>

O*net Toolkit for Business <http://www.onetcenter.org/toolkit.html>

O*NET® Questionnaires <http://www.onetcenter.org/questionnaires.html>

The Competency Model Clearinghouse (CMC) US Department of Labor
http://www.careeronestop.org/CompetencyModel/userguide_competency.aspx

THE FUNDAMENTALS OF WORKFORCE COMPETENCY: IMPLICATIONS FOR BEHAVIORAL HEALTH; Michael A. Hoge, Janis Tondora, and Anne F. Marrelli; Administration and Policy in Mental Health, Vol. 32, Nos. 5/6, May/July 2005
https://www.researchgate.net/publication/7676888_The_fundamentals_of_workforce_competency_implications_for_behavioral_health

The Greater Bay Area Mental Health and Education Workforce Collaborative and the CiMH, "MENTAL HEALTH COMPETENCIES PROJECT" Report (2014), Donna M. Wigand, LCSW and Dr. Susan A. Taylor, Ph.D, MSW, for CiMH. See link for slide presentation

<https://healthforce.ucsf.edu/publications/greater-bay-area-mental-health-and-education-workforce-collaborative-evaluation>

The O*NET® Content Model <http://www.onetcenter.org/content.html>

The Occupational Information Network (O*NET) US Department of Labor/Employment and Training Administration <http://www.onetcenter.org/>

The Provider's Handbook On Developing & Implementing Peer Roles, Lyn Legere Consulting (2014)

http://www.psresources.info/images/stories/A_Providers_Handbook_on_Developing_Implementing_Peer_Roles.pdf

Utah's FAMILY RESOURCE FACILITATOR PROJECT

[https://dsamh.utah.gov/pdf/frf_project/2015%20Revisions/FRF%20Forms/UFC-025%20Protocol%20\(English\).pdf](https://dsamh.utah.gov/pdf/frf_project/2015%20Revisions/FRF%20Forms/UFC-025%20Protocol%20(English).pdf)

Veteran Peer Specialist training curriculum of DBSA (US Veteran's Administration approved Peer Specialist Training) http://www.dbsalliance.org/pdfs/peer_training/DBSA-VA-Curriculum.pdf

Section 6- Job Description Resources

O*Net (Career Info Net) provides a step-by-step template for completing a job description at: <http://www.careerinfonet.org/jobwriter/default.aspx>.

Guidelines for Writing Job Descriptions in the Aurora University Format. Aurora University offers their format as an example of a job description (commonly called a JD) that describes the purpose, duties, responsibilities, tasks, and relationships of a particular job.

https://www.indeed.com/hire/how-to-write-a-job-description?utm_term=%20job%20descriptions&utm_campaign=job%20description_general_bmen_US_0&utm_medium=cpc&msclkid=bcc44f285f9219380e112d3ee8917a6d&utm_source=bing&utm_content=job%20descriptions

Each position in an organization, whether paid or volunteer, should have a written job description that clearly states the responsibilities and key expectations. Ontario's Community Literacy Agencies offer another sample of developing a sound job description.

<https://www.thebalancesmb.com/how-to-write-job-description-volunteers-will-love-2502599>

Section 7- Peer Specialist Job Description Template

A fill in form for the development of a standard peer specialist job description is offered by Magellan.

<https://alphacarecms.magellanhealth.com/training2/peersupport/magellanmodule1/graphics/job.pdf>

New Job Analysis Questionnaire

The purpose of this questionnaire is to help incumbents describe their jobs and the conditions under which they carry it out so it may be analyzed. The questionnaire is also used by Managers and Supervisors to describe a new job. <http://www2.hamilton.ca/NR/rdonlyres/C5171500-BE85-4DD6-8DF0-70F962CFDCD5/0/ATU107JAQ.pdf>

Developing Effective Job Descriptions for Small Businesses and Farms

This resource portrays a well-developed job description that identifies the position's essential tasks and how combining these tasks with performance standards can provide criteria useful in reviewing an employee's performance. <http://www.extension.purdue.edu/extmedia/EC/EC-728.pdf>

Section 8- Workplace Supports—Training for Providers with Lived Experience

Canadian Peer Support Training Manual 2005 MHA BC Division Consumer Development Project
<http://schizophrenia.com/pdfs/psmanual.pdf>

Handbook For Individuals Working in Peer Roles; Sera Davidow of the Western Mass Recovery Learning Community (2014) Western Mass Peer Network, 2014
http://www.psresources.info/images/stories/peer_role_booklet_peer_side.pdf

International Association of Peer Supporters (INAPS) Optum Sponsored webinars
<http://inaops.org/>

Magellan offers DBSA e-learning courses for continuing education clock hours/credits for the e-learning courses listed. Peer Support & Supervision for licensed-- all free
https://sites.magellanhealth.com/media/1297598/continuing_education_policy_and_faqs.pdf

North Carolina Peer Support Specialist

<https://docs.google.com/viewerng/viewer?url=http://www.cardinalinnovations.org/docs/PSS%2520Manual%2520Master-3.pdf>

Ohio Peer Support Training, Ohio Advocates for Mental Health WE CARE Network, Inc, 2005.

<https://mha.ohio.gov/community-partners/peer-supporters>

Recovery To Practice Next Steps: Continuing Education for Peer Support Providers (8 Modules) Participant Workbook, April, 2014 <http://rtp4ps.org/participant-workbook/>

Utah Family Coalition-2015 Family Resource Facilitator (FRF) Policy & Training Manual in 7
https://www.dsamh.utah.gov/pdf/frf_project/2015%20Revisions/Policy%20and%20Training%20Manual%20Sections/Section%203.pdf

Veteran's Peer Specialist Training, New England MIRECC Peer Education Center
<http://www.mirecc.va.gov/visn1/education/peer.asp>

Section 9- Other Relevant Trainings or Resources

Emotional CPR (eCPR) is a public health education program designed to teach people to assist others through an Emotional crisis by three simple steps: C = Connecting, P = emPowering, and R = Revitalizing. <https://www.emotional-cpr.org/>

Peer Specialist Training and Certification Programs: A National Overview Kaufman, L., Brooks, W., Bellinger, J., Steinley-Bumgarner, M., & Stevens-Manser, S. 2014.. Texas Institute for Excellence in Mental Health, School of Social Work, University of Texas at Austin.
<https://sites.utexas.edu/mental-health-institute/files/2014/07/Peer-Specialist-Training-and-Certification-Programs-A-National-Overview-2014-Update.pdf>

Peer Support Resource Training List Training list <http://www.psresources.info/links#training>

Supervisor Guide: Peer Support Whole Health and Wellness Coach; Tucker, S. J., Tiegreen, W., Toole, J., Banathy, J., Mulloy, D., & Swarbrick, M. (2013). Decatur, GA: Georgia Mental Health Consumer Network.
https://dbhdd.georgia.gov/sites/dbhdd.georgia.gov/files/related_files/site_page/Supervisor%20Guide%20to%20Peer%20Support%20Whole%20Health%20and%20Wellness%20%28c%29%202013.pdf

Directory of Consumer-Driven Services <http://www.cdsdirectory.org/>

National Mental Health Consumer Selfhelp Clearinghouse <http://www.mhselfhelp.org>

Whole Health Action Management (WHAM), Peer Support Training In person 2 day
<https://www.thenationalcouncil.org/press-releases/2-day-in-person-trainings-in-whole-health-action-management/>

Participant Guide, published by the SAMHSA-HRSA Center for Integrated Health Solutions, April 2012.

https://www.center4healthandsdc.org/uploads/7/1/1/4/71142589/wham_participant_guide.pdf

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