



WELLNESS • RECOVERY • RESILIENCE



**Mental Health Services
Oversight & Accountability Commission**

RESOURCE GUIDE

Client and Family Leadership Committee

PEER SUPPORT SPECIALIST CERTIFICATION IMPLEMENTATION

Chair, Commissioner Khatera Tamplen

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A MESSAGE FROM OUR CHAIR, COMMISSIONER, KHATERA TAMPLÉN

This space is left for the Chair to address their mission and/or messages about Peer Support Specialist Certification and Implementation. Please request and/or provide a photo of the Chair, at their discretion, and also add their formal signature at the end of this message section.

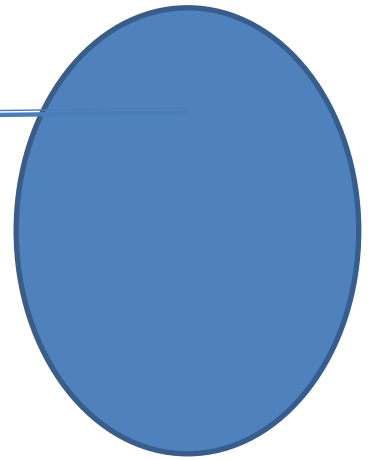


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Peer Support Specialist Resource Guide Summary



This guide is intended to support California counties and providers with the implementation of Peer Support Specialist Certifications. This guide is not an exhaustive compilation of resources, yet one that has been utilized, recommended and/or vetted by the Mental Health Services Oversight and Accountability Commission's (MHSOAC) Client and Family Leadership Committee (CFLC). The resource guide includes helpful resources for peer support specialist certification, education and

training, job descriptions and templates, as well as relevant sources of agency contact information and helpful tools, statistics and data, and links in regards to supportive services and the history of the peer support specialist movement in California.

Resources provided in this document are not in any ascending, descending or chronological order, if not noted, but are included to allow the reader and consumer to obtain information at any point along the continuum of either peer advocacy or peer certification.

Peer Support Certification History

Peers and peer services have been a long-standing tradition in mental health services; however, these services have not been acknowledged through regulation until the Mental Health Services Act (MHSA) in 2004. The MHSA added incentive to the peer movement by requiring counties to develop mental health services with input from peers and family members along with the members of the public that traditionally had been included in development of Medi-Cal programs. The MHSA furthered defined community engagement, made engagement a requirement of services, provided funding and detailed a process for counties to conduct services. Additionally, the MHSA provided funding for "identification of shortages in personnel to provide services.. and the additional assistance needed from the education and training programs.." (MHSA 5847(b)(3)). It was envisioned that by preparing the current work force and consumers of mental health services, the identified shortages in county workforces would be addressed and funds would be distributed for this need.

This concept was first developed through the statewide *Working Well Together* (WWT) collaborative between peer-led, county and state agencies and ultimately made a part of the legislation with the passage of SB 803. Along the road to development of Peer Support Specialists, other local partners and stakeholders were engaged. Among them include: MHSOAC, Department of Health Care Services (DHCS), Substance Abuse and Mental Health Services Administration (SAMSHA), Department of Health Care Access and Information ((HCAI), formally known as Office and Statewide Health Planning and Development (OSHPD)), and the California Behavioral Health Planning Council (CBHPC).

In September 2020, Senate Bill (SB) 803 (Beall, Chapter 150, Statutes of 2020), was chaptered, requiring government agencies to seek federal approval to establish Peer Specialist as a provider type and to provide distinct peer support services under the SMHS and DMC-ODS programs. SB 803, 2020, was enacted at the end of a long history of peer involvement and advocacy for a specialized certification process. While services provided by peers may currently be claimed under the provider type "other qualified provider" within the Medi-Cal Specialty Mental Health Services (SMHS) program, and recovery services provided by peers may be claimed within the Drug Medi-Cal Organized Delivery System (DMC-ODS) programs, DHCS proposed to add peers as a unique provider type within specific reimbursable services and to allow counties to opt-in to provide this valuable resource. As of July 1, 2021, DHCS determines the peer certification standards in alignment with the provisions of SB 803, and in accordance within the guidance of Centers for Medicare & Medicaid Services (CMS) as of January 1, 2022.

Who are Peer and Family Support Specialists?

Peers have long acted as a part of the prevention, early intervention, treatment, and recovery process for individuals living with Mental Health (MH) conditions and Substance Use Disorders (SUD.) As individuals with either lived experience, or as the parents, caregivers and family members of individuals living with MH and/or SUD conditions, peers personally understand the experiences of the individuals they serve and can help clarify the most effective set of services for each individual's recovery needs. Within our mental health service programs, providers that utilize lived experiences to connect with persons of MH and/or SUD conditions, are able to demonstrate the use of their strengths, encourage, and inspire those they support. Peers are able to tell strategic stories of their personal recovery in relation to current struggles faced by those who are being supported, and model recovery behaviors at work and act as ambassadors of recovery in all aspects of their responsibilities.

In addition, Parent Peer or Family Support Specialists are persons whom either have previously or is currently raising a child with MH conditions or behavioral health care needs, or is a close guardian, family member or friend of someone that has been affected by MH conditions and SUD or abuse. These Specialists have current knowledge of behavioral health care resources, as well as child welfare, juvenile justice and educational resources in the community. A Parent Peer Support Specialist engages parents more fully in case planning and the service delivery process through the following: providing information to parents and primary caregivers about the behavioral health care system, how the behavioral health system interfaces with other child/youth serving systems, and the parents' rights and responsibilities within these systems. They also provide meaningful engagement with families and primary caregivers through support and advocacy.

Parent Peer or Family Support Specialists provide evidence-based practices information to families so they can make informed decisions on asking for treatment options and recognize there are racial disparities in the various agencies, and the goal of a Specialist is to drive a diverse, culturally responsive and linguistically appropriate workforce. They also recognize the inherent power differential between parents and family members, primary

caregivers and professionals, and how to mitigate this power differential by connecting families to other parents and primary caregivers who have experienced the behavioral health care system so they may mentor, encourage and instill hope for the journey ahead.

Importance and Benefits of Peer and Family Support Specialists

Throughout the process of developing certification standards, DHCS and many other collaborative departments and organizations have engaged peer workers, organizations, and associations to provide feedback and recommendations towards the improvement of Peer Support Specialist certification and guidelines. The personal experiences of peers have shaped certification guidelines, resource tools and Behavioral Health Informational Notices (BHIN) and will continue to impact the rollout of this important effort throughout California. Currently, 48 states have certification programs and include peers as part of their Medicaid Behavioral Health Network. As a ruling authority, DHCS is utilizing knowledge and efforts of other states while also adapting to the unique needs of Californians. Medicaid Peer Certification Programs ensure consistent and high-quality care, underscore the importance of peer support services, and respect the work of peers in the field for many years.

The following charts lists benefits of the following Specialist Services:

Peer Support Specialist Services	Parent/Family Peer Support Services
<ul style="list-style-type: none"> • Less in patient use • More time and engagement with community • Better treatment engagement • Greater satisfaction with life • Greater quality of life • Greater hopefulness • Better social functioning • Fewer problems and needs • Decreased substance use • Decreased symptoms • Increased coping skills • Increased life satisfaction • Reduces ongoing need for mental health services 	<ul style="list-style-type: none"> • Improved youth functioning and lower parental stress • Improved family member's ability to cope and feelings of empowerment • Reduced anxiety, improved problem-solving, improved coping and knowledge • Reduction of parental stress • Reduced symptoms of anxiety • Reduced symptoms of depression • Significant decreases in behavioral problems of the child • Increased engagement in service initiation and continuation • Decreased symptoms or severity of illness of the child • Decreases in negative parental reactions as well as more likely to maintain contact with other parents and to obtain additional therapy for their child

Research: Clarke, Klein, Landers and Zhou, Craig, Sells, Felton, Chamberlin, Humphreys, Raiff, Davidson, Chinman, Simpson & House, Becker & Kennedy, Dickson, Lucksted, Davis & Spurr, McCleary & Ridley, Sonuga-Barke, Treacy, McKay, Barret, Cohen & Mannarino, Feinfield & Baker, Pavuluri, Pfeffer, Shortt, Valdwerhug, Deblinger

Common Language and Acronym List

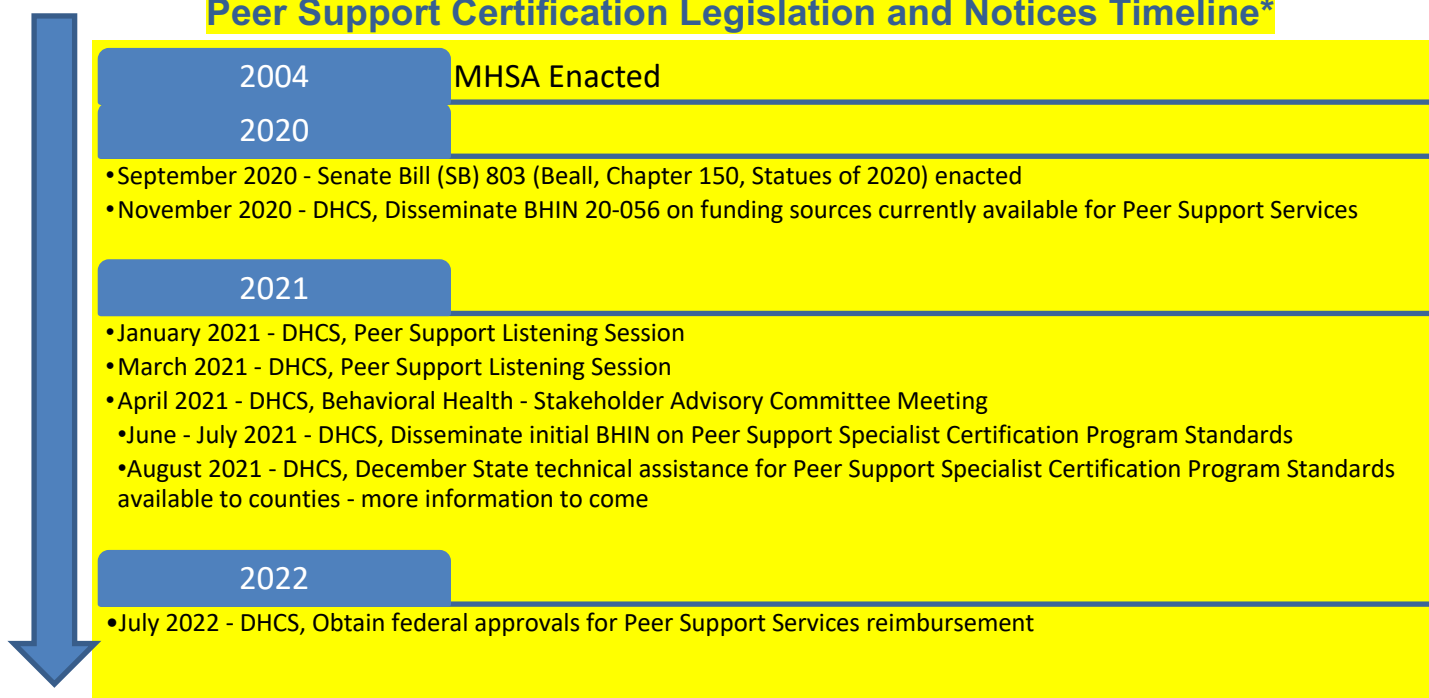
Common Language and Terms Resources	
MHSA Transparency Glossary	MHSOAC: MHSA Glossary
Disability Rights California, California's Protection & Advocacy System: <i>People First Language in Mental Health</i> . <u>Purpose:</u> To provide guidance on using People First Language when working in mental health.	People First Fact Sheet Contact Information: Toll Free: (800) 776-5746
SAMHSA's Working Definition of Recovery <u>Purpose:</u> To provide (illustrate) and define various aspects of recovery	SAMHSA's Working Definition of Recovery: 10 Guiding Principles of Recovery

Peer Support Specialist Common Acronyms List

<i>(Acronyms listed alphabetically)</i>	
3YP	3-Year Plan
BHIN	Behavioral Health Information Notice, distributed by DHCS
BHSA	Behavioral Health Services Association
CalHope	CalHOPE delivers crisis support for communities impacted by a national disaster.
CalMHSA	California Mental Health Services Authority
CAMHPRO	California Association of Mental Health Peer Run Organizations
CBHPC	California Behavioral Health Planning Council
CFTN	Capitol Facilities and Technological Needs
CiMH	California Institute for Mental Health
CMS	Centers for Medicare & Medicaid Services
Consumer	A person who is obtaining treatment or support for a disorder or condition.
Core Competency	Competencies are defined as the integration of knowledge, skills, and attitudes that contribute to the quality of a person's work performance.
CPRP	Certified Psychiatric Rehabilitation Practitioner
CSI	Client & Service Information
CSS	Community Services and Support
DHCS	Department of Health Care Services
DMC	Drug Medi-Cal
DMC-ODS	Drug Medi-Cal Organized Delivery System
FSP	Full Service Partnership Services
GSD	General System Development
HCAI	Department of Health Care Access and Information
HIPAA	Health Insurance Portability and Accountability Act
MHSA	Mental Health Services Act, Proposition 63
MHSOAC	Mental Health Services Oversight and Accountability Commission
MHSSA	Mental Health Student Services Act

NAMI	National Alliance on Mental Illness
OSHPD	Office and Statewide Health Planning and Development
PEI	Prevention Education Intervention
Prop 63	Proposition 63, Mental Health Services Act
Provider	Professional persons or entity that diagnose disorders and conditions and provide treatment.
PSS	Peer Support Specialist
SAMHSA	Substance Abuse and Mental Health Services Administration
SB	Senate Bill
SMHS	Drug Medi-Cal Specialty Mental Health Services
UACF	United Advocates for Children and Families
WET	Workforce Education and Training
WIC	California Welfare and Institutions Code (WIC)
WWT	Working Well Together

Peer Support Certification Legislation and Notices Timeline*



*Peer Support Certification Legislation and Notices Timeline is subject to change

MHSOAC Client and Family Leadership Committee (CFLC) Resources

The Client and Family Leadership Committee utilizes a number of documents contained in this section for both its operational vision and in the commission of its responsibilities. Resources or links to documents in this section will provide the reader background information on community driven practices for peer development, guidance as to implementation of peer related services, guidance and national sources for best practices for peer related services.

Legislation Related to Peer Support Specialists

Mental Health Services Act (MHSA), Proposition 63	California voters passed Proposition 63, also known as the Mental Health Services Act (MHSA), in November 2004 to expand and improve public mental health services and establish the Mental Health Services Oversight and Accountability Commission (MHSOAC) to provide oversight, accountability and leadership on issues related to public mental health.
September of 2020, Senate Bill (SB) 803 (Beall, Chapter 150, Statutes of 2020)	Implementation of Senate Bill (SB) 803 (Beall, Chapter 150, Statutes of 2020) chaptered into law September 2020, requires DHCS to seek federal approval to establish Peer Specialist as a provider type and to provide distinct peer support services under the SMHS and DMC-ODS programs. Review the MHSA Fact Sheet for more information.
California Codes Regulations (CCR), Title 9	The California Code of Regulations (CCR), is the official compilation and publication of the regulations adopted, amended or repealed by state agencies pursuant to the Administrative Procedure Act (APA). Properly adopted regulations filed with the Secretary of State have the force of law. The CCR is compiled into Titles and organized into Divisions containing the regulations of state agencies.
California Welfare and Institutions Code (WIC)	The California Welfare and Institutions Code is one of 29 Codes that contain state statutes. The Code establishes programs and public social services for promoting the public welfare. The Welfare and Institutions Code contains 20 Divisions. There are also numerous parts, chapters, and articles containing hundreds of code sections, or individual statutes. The following is a broad overview of the Welfare and Institutions Code.
Behavioral Health Information Notices (BHIN), DHCS	DHCS disseminates Information Notices and Letters for county and contractors to inform them of changes in policy or procedures at the Federal or State level.

Legislative Resources and Notices

Senate Bill 803

Senate Bill (SB) 803, September of 2020, (Beall, Chapter 150, Statutes of 2020)

State of California,
Legislative Council Bureau
[SB 803, Sept. 2020](#)

Mental Health Services Act (MHSA), Proposition 63

Purpose: To ensure all people get the help they need, state voters in 2004 approved Prop 63, also known as the MHSA. This law calls for transformation and improvement of the mental health system and the quality of life for Californians with Mental Health challenges.

[MHSA, January 27, 2020](#)

California Codes Regulations (CCR), Title 9, Chapter 14, §§3200

Purpose: To provide information on the regulatory requirements of the MHSA and to situate the rationale for peers in community mental health programs

Barclays Official California Code
of Regulations
[Title 9, Chapter 14](#)

Department of Health Care Services

*Behavioral Health Information Notice (BHIN)
No: 21-041, July 22, 2021*

[DHCS, BHIN No. 21-041](#)

<p>Purpose: To provide the standards for implementing the Medi-Cal Peer Support Specialist Certification Program.</p>	<p>Contact Information: https://www.dhcs.ca.gov/ Email: Peers@dhcs.ca.gov</p>
<p><i>Behavioral Health Information Notice (BHIN)</i> No: 21-045, July 29, 2021</p> <p>Purpose: To provide guidance for DMC-ODS counties to establish peer support services rates.</p>	<p>Contact Information: https://www.dhcs.ca.gov/ Email: Peers@dhcs.ca.gov</p>
<p><i>Behavioral Health Information Notice (BHIN)</i> No: 21-075, December 17, 2021</p> <p>Purpose: To provide DMC-ODS program requirements pursuant to CalAIM, effective January 2022 through December 2026, including program updates, which replace the Section 1115 Standard Terms and Conditions used to describe the DMC-ODS program for the years 2015-2021.</p>	<p>DHCS, BHIN No. 21-075</p> <p>Contact Information: https://www.dhcs.ca.gov/ Email: Peers@dhcs.ca.gov</p>
<p><i>Behavioral Health Information Notice (BHIN)</i> No: 22-026, May 6, 2022</p> <p>Purpose: To provide guidance regarding the submission of an opt-in letter and claiming requirements for Peer Support Services in the DMC, DMCODS and SMHS Programs.</p>	<p>DHCS, BHIN No. 22-026</p> <p>Contact Information: https://www.dhcs.ca.gov/ Email: Peers@dhcs.ca.gov</p>
Welfare and Institutions Code (WIC)	
<p><i>Section 14045.19 - Demonstration or pilot projects</i></p> <p>Purpose: Details regulation regarding the demonstration of pilot projects including peer support specialists as a Medi-Cal Provider.</p>	<p>WIC, Section 14045.19 Via CaseText</p>
<p><i>Section 14045.21 - Rulemaking authority</i></p> <p>Purpose: Details regulation regarding rulemaking authority over providers.</p>	<p>WIC, Section 14045.21 Via CaseText</p>
<p><i>Section 14184.401 - Continue implementation of the Drug Medi-Cal organized delivery system (DMC-ODS) program</i></p> <p>Purpose: Details regulation regarding the implementation of the Drug Medi-Cal organized delivery system (DMC-ODS) program.</p>	<p>WIC, Section 14184.401 Via CaseText</p>

Mental Health Founding Principles, Guidelines and Statistics

Departments, Agencies and Committees	
<p>MHSOAC: Proposition 63, approved by California voters in 2004, created the Mental Health Services Oversight and Accountability Commission to drive transformational change across the state’s mental health system. The Commission oversees the implementation of the far-</p>	<p>Contact Information: https://mhsoac.ca.gov</p> <p>Mailing Address:</p>



<p>reaching initiative, which imposed a 1 percent income tax on wealthy residents to pay for mental health services and established a framework for continuous improvement of mental healthcare in the state. Partnering with public and private mental health agencies at all levels, the Commission works to ensure that people get the care they need in a timely, comprehensive, effective, and culturally competent manner. In everything, it vigorously promotes community collaboration.</p>	<p>1812 9th Street Sacramento, CA 95811 Phone: (916) 500-0577 Fax: (916) 623-4687</p>
<p>DHCS: The mission of DHCS is to provide Californians with access to affordable, integrated, high-quality health care, including medical, dental, mental health, substance use treatment services and long-term care. Our vision is to preserve and improve the overall health and well-being of all Californians.</p>	<p>Contact Information: http://www.dhcs.ca.gov</p> <p>Review the following link to be directed to the Department's Contact Lists: DHCS Contact List</p>
<p>CalMHSA: CalMHSA pioneers cutting edge research, providing counties an independent administrative and fiscal intergovernmental structure. We help fund, develop, and implement mental health services and educational programs at the state, regional, and local levels. A central component of CalMHSA's vision is to continually promote systems and services arising from a commitment to community mental health and to the values of the California Mental Health Services Act.</p>	<p>Contact Information: http://www.calmhssa.ca.gov</p> <p>Mailing Address 1610 Arden Way, Ste. 175 Sacramento, CA 95815 Phone: 1 (888) 210-2515 Email: info@calmhssa.org</p>
<p>SAMHSA: The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.</p>	<p>Contact Information: http://www.samhsa.ca.gov</p> <p>SAMHSA Headquarter: 5600 Fishers Lane Rockville, MD 20857 Phone: 877-726-4727 TTY: 800-487-4889 Email: SAMHSAInfo@samhsa.hhs.gov</p>
<p>HCAI (Formerly OSHPD): OSHPD officially becomes the Department of Health Care Access and Information. The recently signed budget legislation in 2021 includes the Children and Youth Behavioral Health Initiative for improving services for California's youngest residents. Under this initiative, HCAI will invest in and build out a behavioral health workforce to provide culturally and linguistically proficient age-appropriate services.</p>	<p>Contact Information: http://www.hcai.ca.gov</p> <p>Mailing Address: 2020 West El Camino Ave, #800 Sacramento, CA 95833</p> <p>Review the following link to be directed to the Department's Contact Lists: HCAI Contact List</p>
<p>CFLC: The Client and Family Leadership Committee is made up of peer providers, consumers, family members, and representatives from diverse populations. It explores best practices in implementing Peer Support Specialist</p>	<p>Contact Information: CFLC Info Website</p> <p>Phone: (916) 500-0577</p>

<p>Certification by interacting with representatives of other states that have launched certification processes in the past.</p> <p>The Committee works with the Department of Health Care Services to support the creation of program standards that protect the unique work of peer providers in our mental health system and ensure that the skills of peer providers are appropriately included in local mental health plans.</p>	<p>Fax: (916) 623-4687 Email: MHSOAC@mhsoac.ca.gov</p>
<p>CMS: The Centers for Medicare & Medicaid Services, CMS, is part of the Department of Health and Human Services (HHS). CMS serves the public as a trusted partner and steward, dedicated to advancing health equity, expanding coverage, and improving health outcomes.</p>	<p>Contact Information: http://www.cms.gov</p> <p>Review the following link to be directed to the Department's Contact Lists: CMS Contact Info</p>
<p>CAMHPRO: To build on the current foundation, CalMHSA will collaborate with the California Association of Mental Health Peer-Run Organizations (CAMHPRO) to provide technical assistance and development of Stakeholder Advisory Council. The specific purpose of CAMHPRO is to promote the work and mission of peer run organizations devoted to advocacy and empowerment for mental health consumers.</p>	<p>Contact Information: http://www.camhpro.org</p> <p>Review the following link to be directed to the Department's Contact Lists: CAMHPRO Contact Info</p>
<p>CBHPC: The California Behavioral Health Planning Council (CBHPC) is a majority Consumer and Family member advisory body to state and local government, the Legislature, and residents of California on mental health services in California. The vision and mission of the CBHPC guides its evaluation of California's system of behavioral health care through targeted committee studies, community site visits, and General Session forums and presentations.</p>	<p>Contact Information: CBHPC Website</p> <p>Mailing Address CA Behav. Health Plan. Council P.O. Box 997413, MS 2706 Sacramento, CA 95899-7413</p> <p>Phone: (916) 701-8211 Fax: (916) 319-8030 E-Mail: Inbox@cbhpc.dhcs.ca.gov</p>

Practical Guidelines and Resources	
<p>MHSOAC, History of Peer Certification, K. Lettau, MS. CAMPPRO</p> <p>Purpose: A presentation on the brief developed in the early stages of consideration of peer certification. It explains rationale for peer certification and provides definitions.</p>	<p>History of Peer Certification Presentation (MHSOAC, 2016)</p>
<p>DHCS, <i>Medi-Cal Peer Support Specialist Roles and Responsibilities</i>, 2021.</p> <p>Purpose: This chart identifies roles and responsibilities for county behavioral health agencies, certification programs (county-run or designated certification entity), and DHCS</p>	<p>Medi-Cal Peer Support Specialist Roles and Responsibilities</p>

<p>in launching and maintaining the Medi-Cal Peer Support Specialist Certification program.</p>	
<p>US Department of Health & Human Services, <i>Clarifying Guidance on Peer Support Services Policy</i></p> <p><u>Purpose:</u> Center for Medicaid Services, clarifying guidance on peer support services, policy, and peer to peer services for families and for person who are Medicaid eligible.</p>	<p>Clarifying Guidance on Peer Support Services Policy Guidance Portal (hhs.gov)</p>
<p>California Department of Mental Health (DMH) Vision Statement and Guiding Principles for DMH Implementation of the Mental Health Services Act</p> <p><u>Purpose:</u> Vision statement and guiding principles and requirements the Three-Year Program and Expenditure Plan of the Mental Health Services Act, to include community participation and to explain new way of providing mental health services in the community.</p>	<p>California Dept. of Mental Health: 3-Year Program and Expenditure Plan Requirements: FY 2005-08</p>
<p>Peer Support Works.org, National Association of Peer Supporters, National Practice Guidelines for Peer Specialists and Supervisors.</p> <p><u>Purpose:</u> To provide information and guidance on training and guiding peer workers on respecting and protecting the rights of people with mental disabilities worldwide.</p>	<p>National Practice Guidelines for Peer Specialists and Supervisors</p>
<p><i>The Provider's Handbook on Developing & Implementing Peer Roles</i>, Lyn Legere Consulting (2014)</p> <p><u>Purpose:</u> This manual strives to: Provide you with best practices in peer support, offer tips based on the experiences of other programs that have been studied, and provide a "Nuts and Bolts" toolbox for peers and providers.</p>	<p>The Provider's Handbook on Developing and Implementing Peer Roles</p>
<p>The National Association of Mental Health Services Consumer Advisors (NAMHSCA)</p> <p><u>Purpose:</u> Provides guidelines in regards to Medicaid Funding for Family and Youth Peer Support Programs in the United States.</p>	<p>Medicaid Funding for Family and Youth Peer Support Programs in the United States</p>
<p>American Psychiatric Association (APA), <i>National Practice Guidelines for Peer Support Specialists and Supervisors</i>. Psychiatric Services, Dana Fogelsong, et. al., 13 Jul 2021.</p> <p><u>Purpose:</u> Provides partial inventory of resources, articles, textbooks on guidelines for peer support/specialists</p>	<p>American Psychiatric Association Practice Guidelines</p>
<p>Final Report: <i>Recommendations from the Statewide Summit on Certification of Peer Providers</i>, 2013; Report prepared for CAMHPRO-PEERS under Working Well Together (WWT), Lucinda Dei Rossi, MPA, CPRP and Debra Brasher, MS, CPRP</p>	<p>Final Report: Recommendations from the Statewide Summit on Certification of Peer Support</p>

<p><u>Purpose:</u> This three-year effort has included thorough state-wide and national research and extensive stakeholder involvement and has yielded seventeen recommendations for the development of Peer Support as an integral service within the public mental health system.</p>	
<p>National Ethical Guidelines for Peer Supporters.</p> <p><u>Purpose:</u> National practice guidelines and standards for Peer Supporters.</p>	<p>National Ethical Guidelines and Practice Standards</p>
<p>“What Do Peer Support Workers Do?” A job description. Jacobson, Nora, Trojanowski, Lucy and Dewa.</p> <p><u>Purpose:</u> Article on job description for peer support workers, including background information.</p>	<p>National Library of Medicine: What Do Peer Support Workers Do?</p>
<p>Lived Experience Research Network (LERN), <i>Sharing Experience Learned Firsthand (Self) Project</i>.</p> <p><u>Purpose:</u> To provide guidance and information on the risks and benefits of self disclosure of lived experience, the effects on collegial relationships, and the of service delivery.</p>	<p>Sharing Experience Learned Firsthand (SELF) Lived Experience Research Network</p>
<p>World Health Organization (WHO), <i>Guidance on Community Mental Health Services</i>.</p> <p><u>Purpose:</u> To provide information on promoting person-centered and rights-based approaches for guidance on community mental health services.</p>	<p>Guidance on Community Mental Health Services: Promoting Person-Centered and Rights-Based Approaches</p>
<p>Sally Zinman, Sue Bud, Howie the Harp, <i>Reaching Across: Mental Health Clients Helping Each Other</i>, 1987</p> <p><u>Purpose:</u> Early (1987) and pre-MHSA information about the peer movement and rationale for use of peers in providing services.</p>	<p>Reaching Across: Mental Health Clients Helping Each Other</p>

Mental Health and Peer Support Specialist Data and Statistics

Insert statistics here

Counties Participating in Peer Support Services			
COUNTY	DELIVERY SYSTEM	COUNTY	DELIVERY SYSTEM
<i>Delivery System Key: DMC-ODS = SMHS=</i>			
Alameda	DMC-ODS & SMHS	Orange	DMC-ODS & SMHS
Alpine	<i>No Services Listed</i>	Placer	DMC-ODS & SMHS
Amador	SMHS Only	Plumas	<i>No Services Listed</i>
Butte	DMC State Plan & SMHS	Riverside	DMC-ODS & SMHS
Calaveras	<i>No Services Listed</i>	Sacramento	DMC-ODS & SMHS
Colusa	SMHS Only	San Benito	<i>No Services Listed</i>
Contra Costa	DMC-ODS & SMHS	San Bernardino	DMC-ODS & SMHS

Del Norte	DMC State Plan & SMHS	San Diego	DMC-ODS & SMHS
El Dorado	<i>No Services Listed</i>	San Francisco	SMHS Only
Fresno	DMC-ODS & SMHS	San Joaquin	DMC-ODS & SMHS
Glenn	SMHS Only	San Luis Obispo	DMC-ODS & SMHS
Humboldt	DMC-ODS & SMHS	San Mateo	DMC-ODS & SMHS
Imperial	<i>No Services Listed</i>	Santa Barbara	DMC-ODS & SMHS
Inyo	DMC State Plan & SMHS	Santa Clara	DMC-ODS & SMHS
Kern	DMC-ODS & SMHS	Santa Cruz	DMC State Plan & SMHS
Kings	DMC State Plan & SMHS	Shasta	DMC-ODS & SMHS
Lake	DMC State Plan & SMHS	Sierra	DMC State Plan & SMHS
Lassen	DMC-ODS & SMHS	Siskiyou	DMC-ODS & SMHS
Los Angeles	DMC-ODS & SMHS	Solano	DMC-ODS & SMHS
Madera	SMHS Only	Sonoma	DMC State Plan & SMHS
Marin	DMC-ODS & SMHS	Stanislaus	DMC-ODS & SMHS
Mariposa	DMC State Plan Only	Sutter/Yuba	DMC State Plan & SMHS
Mendocino	DMC-ODS & SMHS	Tehama	<i>No Services Listed</i>
Merced	DMC State Plan & SMHS	Trinity	DMC-ODS & SMHS
Modoc	DMC-ODS & SMHS	Tulare	DMC-ODS & SMHS
Mono	SMHS Only	Tuolumne	<i>No Services Listed</i>
Monterey	DMC-ODS & SMHS	Ventura	DMC-ODS & SMHS
Napa	<i>No Services Listed</i>	Yolo	DMC-ODS & SMHS
Nevada	SMHS Only		

Insert statistics here

Peer Support Job Descriptions and Unique Roles

Documents and links in this section can be used for the development of job descriptions for peers, provide guidance for the development of policy, practices, standards of practice and technical assistance for peer support specialists.

Peer Support Job Description Templates and Resources	
<p><i>CareerOneStop, O*NET Toolkit (Career Info Net).</i></p> <p><u>Purpose:</u> Provides a step-by-step template and toolkit for completing a job description.</p>	<p>America's Career InfoNet Toolkit CareerOneStop</p>
<p>Pathways for the Future, Inc., DBA, DisAbility Partners Asheville Office, <i>Independent Living Specialist Job Description.</i></p> <p><u>Purpose:</u> Independent Living Specialist Job Description, Full-Time, Non-Exempt</p>	<p>Independent Living Specialist Job Description (disabilitypartners.org)</p>
<p>Magellan Health, <i>Peer Specialist Job Description Template.</i></p>	<p>Microsoft Word - Peer Specialist Job Description Generic.doc (magellanhealth.com)</p>

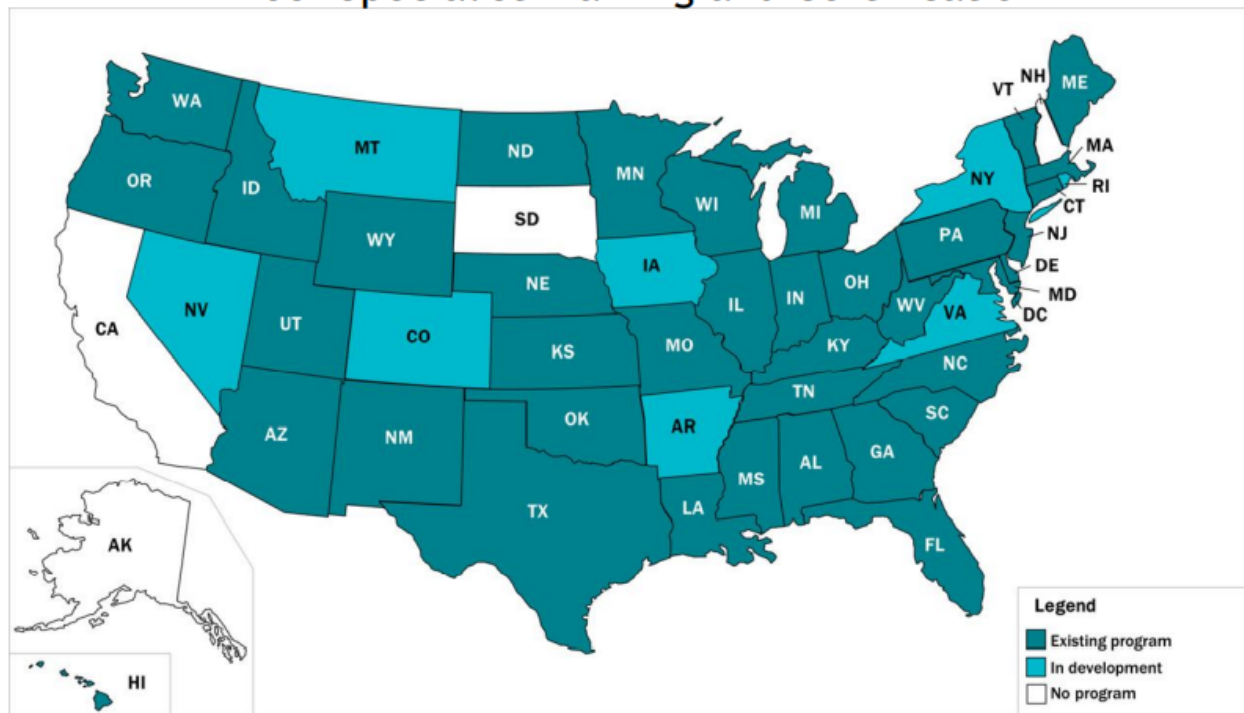
<p><u>Purpose:</u> A fill in form for the development of a standard peer specialist job description</p>	
<p>The City of Hamilton, <i>New Job Analysis Questionnaire</i></p> <p><u>Purpose:</u> The purpose of this questionnaire is to help incumbents describe their jobs and tell us the conditions under which they carry it out so it may be analyzed. The questionnaire is also used by Managers and Supervisors to describe a new job</p>	<p>Job Analysis Questionnaire (hamilton.ca)</p>
<p>Purdue University: <i>Developing Effective Job Descriptions for Small Businesses and Farms</i></p> <p><u>Purpose:</u> 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.</p>	<p>Developing Effective Job Descriptions for Small Businesses and Farms EC-728 (purdue.edu)</p>
<p><i>Guidelines for Writing Job Descriptions in the Aurora University Format.</i></p> <p><u>Purpose:</u> 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.</p>	<p>How to Write a Job Description [Updated for 2022] Indeed for Employers</p>
<p><i>Ontario's Community Literacy Agencies</i></p> <p><u>Purpose:</u> 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.</p>	<p>How to Write a Job Description That Your Volunteers Will Love</p>
Peer Supervision Resources	
<p>SAMHSA, <i>Resources for the Supervision of Peer Workers</i>. Bringing Recovery Supports to Scale, Technical Assistance Center Strategy (BRSS TACS)</p> <p><u>Purpose:</u> This is a technical assistance resource center. The resources on this list provide education on peer support practices, best practices in supervision, and recovery-oriented services.</p>	<p>BRSS TACS: Guidelines and Resources for the Supervision of Peer Workers</p>
<p>CAL VOICES, Wise U. <i>Employer Resources</i>.</p> <p><u>Purpose:</u> To provide information to employers on Peer Specialist Certification updates and information.</p>	<p>WISE U Call Voices Employer Resources</p>
<p>O*NET Toolkit for Business, Employer's Resources.</p> <p><u>Purpose:</u> The O*NET Toolkit for Business provides a wealth of background information on the features of O*NET. It details O*NET's many uses for human resource professionals and employers</p>	<p>O*NET in Action at O*NET: Resource Center for Business Employers</p>

Peer Support Competencies and Exams Summary

Documents and links included in this section include how to determine a “how to”, step by step process for establishing competencies for peer support positions. Various resources provide listing of competency areas traditionally assigned to the peer support position, examples of tasks technology, knowledge and skills associated with the peer support position, and identifies licensure requirements and performance evaluation samples.

Currently, 42 States and D.C. have State Certified Peer Specialist Certifications and 14 states have State Certified Family or Parent Specialists. The International Association of Peer Specialists (INAPS) develops competencies for international Peer Certifications and SAMHSA has drafted 62 Competencies for Peer Support workers in behavioral health in California as of 2015. Becoming a Certified Specialist builds on today’s peer support work through mutual aid, community-based organizations, county contracted or county run programs and offers an additional pathway for Peers and Peer Supporters. Billing Medicaid for Peer Services is the primary impetus at this time and certification offers an additional pathway for federal reimbursement for providers and counties. This practice also supports the workforce development in behavioral health programs.

Peer Specialist Training and Certification



(Kaufman, Brooks, Bellinger, Steinley-Bumgarner, & Stevens-Manser, 2014; Page 3)

Peer Support Trainings, Competencies and Exams Resources

California Mental Health Services Authority (CalMHSA)

Peer Certification Resources.

Purpose: CalMHSA website details resources for peer certification.

[CalMHSA Peer Certification Resources](#)

Contact Information:
PeerCertification@calmhsa.org

Initial Peer Support Specialist Certification.

Purpose: Individuals not eligible for the grandparenting process but interested in becoming certified as a Medi-Cal Peer Support Specialist may also apply through the initial certification process.

[Becoming Certified as a Medi-Cal Peer Support Specialist](#)

The Grandfathering Process.

Purpose: California recognizes that peers have long functioned as a part of the prevention, early intervention, treatment, and recovery process for individuals living with mental health conditions and/or substance use disorders. The grandparenting process takes a person's work experience and training into consideration for meeting the Medi-Cal Peer Support Specialist certification.

[The Grandfathering Process](#)

California Mental Health Services Authority (CalMHSA), Areas of Specialization.

Purpose: Specialized training to support individuals who are unhoused, justice-involved, or in need of crisis services, and for parent/caregiver/family member peers will be made available. However, these areas of specialization are not required for certification as a Medi-Cal Peer Support Specialist.

Training Curriculum Core Competencies (Landscape Analysis):

- [Peer Certification](#)
- [Parent, Caregiver, Family Member](#)
- [Supervision of Peers](#)

Other Trainings, Competencies and Exams Resources

DHCS Peer Certification Resources

[Department of Health Care Services | Peer Support Services Resources](#)

Contact Information:
Peers@dhcs.ca.gov

Peer Services Toolkit: A Guide to Advancing and Implementing Peer-run Behavioral Health Services. ACMHA: The College for Behavioral Health Leadership and Optum, 2014. Hendry, P., Hill, T., Rosenthal, H.

Purpose: Definitions, background, code of ethics, job descriptions provided by members and supporters of ACMHA: The College for Behavioral Health Leadership who shared a lived experience of recovery from mental health and substance use related conditions and formed the ACMHA Peer Leaders Interest Group (PLIG). Building

[Peer Services Toolkit](#)

<p>on ACMHA’s mission, the PLIG has sought to provide the peer recovery community with a “premier forum for the development of leaders and the exchange of innovations that impact the health and wellness of communities and people with mental health and substance use conditions”</p>	
<p>CAL VOICES, Wise U. <i>Medi-Cal Peer Support Specialist Certification Training</i>. Webinar on SB 803, December 2020.</p> <p><u>Purpose:</u> To provide information on Peer Specialist Certification Updates. This is a recording, other information about this and past webinar recordings on website.</p>	<p>Medi-Cal Peer Support Specialist Certification Training: WISE U Cal Voices</p>
<p>California Community College Economic and Workforce Development Program Health Initiative, Butte College. <i>DACUM Competency Profile for Behavioral Health Peer Specialist</i>, 2007</p> <p><u>Purpose:</u> Graphic of duties tasks associated with position as well as information about KSA’s, worker characteristics and future trends for consideration</p>	<p>Competency Profile for Behavioral Health Peer Specialist</p>
<p>The Competency Model Clearinghouse (CMC) US Department of Labor.</p> <p><u>Purpose:</u> Organizes the competencies needed to perform successfully in a particular work setting, such as a job, occupation, or industry. Competency models can be used as a resource for developing curriculum and selecting training materials, identifying licensure and certification requirements, writing job descriptions, recruiting and hiring workers, and evaluating employee performance</p>	<p>Competency Model Clearinghouse: Competency Models - User Guide</p>
<p>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</p> <p><u>Purpose:</u> Literature review of significance, history and importance of establishing competencies for job positions.</p>	<p>Career One Stop: Competency Models Review of Literature Role of Employment and Training Administration (ETA)</p>
<p><i>The Importance of K.S.A.s</i></p> <p><u>Purpose:</u> Details the importance of KSA’s (Knowledge, Skills and Abilities) in the Federal Application Process</p>	<p>CDC.Gov The Importance of KSAs (cdc.gov)</p>
<p>Office of Personnel Management (OPM) The Importance of KSA’s (Knowledge, Skills and Abilities) in the Federal Application Process</p> <p><u>Purpose:</u> Guidance for the federal personnel application process. Includes various competencies and expectations for programs</p>	<p>Competencies (opm.gov)</p>

<p>Anne F. Marrelli, Janis Tondora, and Michael A. Hoge (2005) "STRATEGIES FOR DEVELOPING COMPETENCY MODELS," Administration and Policy in Mental Health, Vol. 32, Nos. 5/6, May/July 2005 (2005)</p> <p><u>Purpose:</u> This article is designed to inform those efforts by presenting a step-by-step process for developing a competency model. An introductory overview of competencies, competency models, and the legal implications of competency development is followed by a description of the seven steps involved in creating a competency model for a specific function, role, or position</p>	<p>Strategies for Developing Competency Models</p>
<p>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 – Health Resources and Services Administration (HRSA) Center for Integrated Health Solutions.</p> <p><u>Purpose:</u> A "gold standard" of core competencies needed to deliver integrated care representing the long-term goal of workforce development for professionals with careers in integrated care.</p>	<p>HRSA Core Competencies</p> <p>Contact Information: Technical Assistance 1400 K Street NW, Suite 400 Washington DC, 20005 Phone: (202) 684-7457</p>
<p>Long-term Care, Supports, and Services Competency Model</p> <p><u>Purpose:</u> The model is designed as a resource supporting workforce development efforts to prepare the workers who make it possible for the aging population and those with disabilities to live their lives with independence and dignity.</p>	<p>Competency Model Clearinghouse - Long-term Care, Supports, and Services Industry Competency Model (careeronestop.org)</p>
<p>National Alliance of Direct Support Professionals: Core Competencies</p> <p><u>Purpose:</u> A list of fifteen competency areas that have been approved by the NADSP Board of Directors in 2016. They provide the framework by which direct support professionals meet industry demand for quality by setting expectations for job performance and a basis for objective performance evaluation.</p>	<p>National-Direct-Support-Professional-Competency-Areas-Brochure-FINAL.pdf (nadsp.org)</p>
<p>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</p> <p><u>Purpose:</u> Study of job analysis general data sets, (not related to peers specifically) as well as places where specific tasks can be demarcated and evaluated</p>	<p>NCPPC Job Description Report</p>
<p>O*NET Online Summary Report for 21-1093.00 - Social and Human Service Assistants Purpose: tasks, technology</p>	<p>21-1093.00 - Social and Human Service Assistants (onetonline.org)</p>

and skills, work activities and type of training related to social and human service assistants	
D. Wigand, LCSW and Dr. S. Taylor, Ph.D, MSW, The Greater Bay Area Mental Health And Education Workforce Collaborative and The CIMH, " <i>Mental Health Competencies Project</i> " Report (2014)	Greater Bay Area Mental Health and Education Workforce Collaborative Evaluation Health force Center at UCSF
<u>Purpose:</u> The Greater Bay Area Mental Health & Education Workforce Collaborative (the Collaborative), is a regional partnership of mental health providers, educators, advocacy and consumer groups, and other stakeholders who are engaged in a collaborative process to improve the mental health workforce in the Bay Area and throughout the state.	
The O*NET® Content Model	
<u>Purpose:</u> Embodies a view that reflects the character of occupations (via joboriented descriptors) and people (via worker-oriented descriptors). The Content Model also allows occupational information to be applied across jobs, sectors, or industries (cross-occupational descriptors) and within occupations (occupational-specific descriptors).	The O*NET® Content Model at O*NET Resource Center

Other Relevant Peer and Family Support Resources

Native American and Immigrant Services	

Disability Access and Assistance	

Geriatric or Older Adult Assistance and Resources	
The National Association of Mental Health Services Consumer Advisors (NAMHSCA)	
<u>Purpose:</u> A Cross-Systems Approach to Addressing the Mental Health Needs of Older Americans, COAPS, May 6, 2015	A Cross-Systems Approach to Addressing the Mental Health Needs of Older Americans

Education Services and Offices	
<i>Peer Support Scholarships.</i>	
<u>Purpose:</u> The Department of Health Care Services has allocated limited funding for scholarships for peers	Funding for Peer Support Scholarships

seeking certification, available only to counties that have elected to implement the peer support benefit.		

Financial Assistance		

General Assistance		

Infant, Youth & Family Resources		
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<p>National Federation of Families for Children’s Mental Health.</p> <p><u>Purpose:</u> Various links to services and support, as well as advocacy technical assistance, policies and support resources</p>		<p><u>National Federation of Families, Family Voice, Family Peer Support</u></p>
<p><i>Youth and Family Consensus Statement on Resiliency and Children’s Mental Health</i>, 2010 Resiliency and Leadership Ohio and Ohio Department of Mental Health</p> <p><u>Purpose:</u> To define various terms in the consumer/peer movement.</p>		<p><u>Youth and Family Consensus Statement on Resiliency and Children’s Mental Health</u></p>
<p>National Federation of Families for Children’s Mental Health Policy Paper. (2012). <i>Effectiveness of Family Organizations in Maintaining Children’s Mental Health and Wellness</i>.</p> <p><u>Purpose:</u> Guidance on how to tap the resource of parent-to-parent peer support to augment staffing shortages</p>		<p><u>Effectiveness of Family Organizations in Maintaining Children’s Mental Health and Wellness</u></p>

Legal Services and Medical Assistance		
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<p>CMS.gov 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 Purpose:</p>		<p><u>Home - Centers for Medicare & Medicaid Services CMS</u></p>
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National and Out of State Resources		
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<p>As of June 2022, the National Certified Peer Specialist (NCPS) certification has transitioned to a program operated by the National Certification Board for Behavioral Health Professionals, a wholly owned subsidiary of the Florida Certification Board (FCB).</p>		<p><u>National Certified Peer Specialist (NCPS) Certification</u></p>
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<p>Mental Health America is committed to the advancement of lived experience and peer support at all levels of mental health. To learn more about how we are working on peer support, check out our Center for Peer Support, Public Policy, and Webinars.</p>	
<p>Canadian Peer Support Training Manual 2005 MHA BC Division Consumer Development Project</p> <p><u>Purpose:</u> The Consumer Development Project (CDP) based in Kelowna, is funded by the Interior Health Authority. The CDP is currently contracted to complete projects and provide information that will support consumers and mental health communities in the Okanagan region</p>	<p>Peer Support Manual</p> <p>Contact Information: http://schizophrenia.com/</p>
<p>MN Department of Human Services, Children’s Justice Initiative Alcohol and Other Drugs Project.</p> <p><u>Purpose:</u> Crosswalk/chart for various positions, responsibilities, communications and next steps.</p>	<p>Minnesota Children’s Justice Initiative – Alcohol and Other Drugs Project Communication Structure and Protocol</p>
<p>Utah’s Family Resource Facilitator Project.</p> <p><u>Purpose:</u> The WFI-4 Evaluation outlines a procedure that the Family Resource Facilitators will follow in order to show high fidelity to the wraparound model that we have chosen to use from the National Wraparound Initiative.</p>	<p>Utah Family Resource Facilitator Project Guide and Protocol</p>
<p>Pillars of Peer Support Services Summit Six: Peer Specialist Supervision The Carter Center Atlanta, GA October, 2014</p> <p><u>Purpose:</u> Manual regarding Peer Specialist Supervision - PDF Free Download.</p>	<p>The Carter Center: Atlanta, GA Peer Specialist Supervision</p>

<p style="text-align: center;">Other Relevant Peer Support Resources</p>	
<p>Davidson, L., Bellamy, C., Guy, K., & Miller, R. (2012). <i>Peer Support Among Persons with Severe Mental illnesses: A Review of Evidence and Experience</i>. World Psychiatry, 11(2), 123–128.</p> <p><u>Purpose:</u> Abstract of article and other related resources and studies in regard to severe mental illness and disabilities.</p>	<p>Peer Support Among Persons with Severe Mental Illnesses: A Review of Evidence and Experience</p>
<p>Equipping Behavioral Health Systems and Authorities to Promote Peer Specialist/Peer Recovery Coaching Services: Expert Panel Meeting Report. Jun 01, 2018, C. Gagne, J. Olivet, L. Davis</p> <p><u>Purpose:</u> Journal relating to the growth of the peer workforce in behavioral health services and bringing opportunities to organizations and institutions that serve</p>	<p>Peer Workers in the Behavioral and Integrated Health Workforce: Opportunities and Future Directions</p>

people living with mental and substance use disorders and their families.	
California Institute for Behavioral Health Solutions, <i>Overcoming Stigma and Discrimination In The Behavioral Health Workplace</i> (e-Learning): <u>Purpose</u> : This module is designed to facilitate an understanding of how to value all individuals within the mental health and integrated workforce, in particular those employees with lived experience as consumers, parents and family members.	Overcoming Stigma and Discrimination in the Behavioral Health Workplace - California Institute for Behavioral Health Solutions
O*NET® Questionnaires <u>Purpose</u> : Details procedures to collect data using questionnaires.	O*NET® Questionnaires at O*NET Resource Center (onetcenter.org)

Transportation Services	

Veterans Services	

Workforce Training and Relevant Guides for Providers	
Strategy Driven, Career Development Ladder. <u>Purpose</u> : To provide information on the Peer Career Development Ladder.	Strategy Driven: Career Development: Climb That Ladder in 8 Steps
World Health Organization (WHO), Quality Rights, <i>WHO Quality Rights Module</i> . <u>Purpose</u> : To translate international human rights standards into practice by influencing policy and the knowledge and skills to implement person-centered and recovery-based approaches.	WHO - Quality Rights Module on Transforming Services & Promoting Peer Support Rights
The Occupational Information Network (O*NET) US Department of Labor/Employment and Training Administration <u>Purpose</u> : O*NET's Resource guide for Peer Support Specialists	O*NET Resource Center for Peer Support Specialists
DHCS Work Force Education and Training (WET), Workforce and Employment Committee <u>Purpose</u> : The purpose of the Workforce and Employment Committee (WEC) is to address the workforce shortage in the public behavioral health system, mental health workforce training needs, employment of individuals with	DHCS: Workforce and Employment Committee

<p>psychiatric disabilities, and the future of funding for workforce efforts.</p>	
<p>National Association of State Mental Health Program Directors (NASMHPD). <i>Enhancing the Peer Provider Workforce: Recruitment, Supervision and Retention</i> (2014)</p> <p><u>Purpose:</u> Intended to increase the successful capacity of the peer provider workforce within behavioral health systems and authorities through recruitment and hiring, and supervision and retention efforts in the Medicaid system.</p>	<p>Enhancing the Peer Provider Workforce: Recruitment, Supervision and Retention National Association of State Mental Health Program Directors</p>
<p>Michael A. Hoge, Janis Tondora, and Anne F. Marrelli. <i>The Fundamentals Of Workforce Competency: Implications For Behavioral Health; Administration and Policy in Mental Health</i>, Vol. 32, Nos. 5/6, May/July 2005</p> <p><u>Purpose:</u> This article outlines the forces that drive the current focus on competency of the healthcare workforce. Relevant history, principles, definitions, and models that have evolved through research and application in business and industry are reviewed. From this analysis, recommendations are offered to guide future work on competencies in behavioral health.</p>	<p>The Fundamentals of Workforce Competency: Implications for Behavioral Health</p>

Frequently Asked Questions (FAQS)

MHSOAC FAQ Questions

<p>DHCS FAQs</p>
<p>SAMHSA FAQs</p>
<p></p>

Contact The Commission

Thank you for your continual support of the Commission and your feedback!
If you would like to contact us directly, please review the following information:



Contact us to correspond with:
MHSOAC, Commissioners, and
Requests for public access to information
under the California Public Records Act
(GOVT. CODE §§ 6250 – 6276.48).
[Guidelines to Access Public Records](#)

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*The email inbox is targeted to questions and comments related to the implementation of SB 803.
For general inquiries regarding existing peer support services, trainings, or other resources
please contact your local county mental health plan.*