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Managing Partner, WCNY-IPA
CEO, Mental Health Empowerment Project

The WCNY-IPA is....

- ✓ A unique, statewide Independent Practice Association that acts as a single contractor and point of collaboration and accountability for genuine, geographically diverse, peer support organizations and programs.
- ✓ Offers peer support programs assistance to meet or exceed SAMHSA's national best practice benchmarks based on definitions, standards, practices, fidelity and service models.

WCNY-IPA Goals

- ✓ Develop, nurture and support collaboration and share strengths.
- ✓ Expand the availability of peer support services statewide.
- ✓ Increase the quality of peer support services throughout NYS.
- ✓ Increase favorable outcomes of the practice of peer support.

Services and Supports Provided by Peer Supporters

Services/Supports	Settings	Populations
Peer support	Home	Youth and young adults
Outreach	Recovery housing	Older adults
Housing services and supports	Street outreach	Family members
Transportation	Shelters	People with criminal justice involvement
Food, clothing, basic needs	Emergency rooms	People who are homeless
Parenting training	Inpatient settings	Homeless youth
Child care	Outpatient programs	People living with HIV
Recovery skills training and support	Health centers	People with physical health comorbidities
Life skills training	Primary care settings	People with mental health and substance use disorders
Employment coaching	Courts, jails, prisons	Mothers with children
Educational support	Community spaces	Pregnant women
Legal services	Social service centers	High users of emergency services
Evidence-based practices	Sports and recreation centers	
Recreation	Recovery high schools	
Service navigation	College campuses	
Health and wellness support	Job sites	

Peer Support Standards and Tools include.....

Tools

- Peer Specialist Certification
- NYCPS Code of Ethics & Scope of Activities (2015)
- FACIT
- POPS

Standards

- INAPS National Ethical Guidelines and Practice Standards

Practices

- SAMHSA's Consumer Operated Services Program KIT

**NEW YORK PEER SPECIALIST
CERTIFICATION**

Who Benefits from Certification?

- ✓ Certification assures competent, professional services
- ✓ Certification promotes standards of training and competency that will meet standards required for third-party payers.
- ✓ Certification provides recognition of competency that will enhance the role of the professional.

Ethics: Moral principles that govern a person's behavior or the conducting of an activity.

The NYPSCB Code of Ethical Conduct sets forth the standards which professionals are required to observe and discussions of selected standards.

NYPSCB Code of Ethical Conduct & Disciplinary Procedures



New York Peer Specialist Certification Board
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Phone: 518.426.0945
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FACIT

Fidelity Assessment Common
Ingredients Tool

FACIT: Fidelity Assessment Common Ingredients Tool

- Fidelity assessment tool for Consumer–Operated Services.
- Includes six “common ingredients” that distinguish Consumer-Operated Services from other services.
- Determines how closely aligned a peer support program is to national best practice standards.

Ingredient	Definition	Anchored Scale	Assigned Score
1. STRUCTURE			
1.1. Consumer Operated			
1.1.1. Board Participation	Consumers constitute the majority (at least 51%) of the board or group that decides policies and procedures.	<ul style="list-style-type: none"> • No member of the board is self-identified as a consumer. • Up to 50% of the board members self-identify as consumers. • 51% of the board members self-identify as consumers but less than 51% of the officers self-identify as consumers. • 51% or more of the board self-identify as consumers and more than 51% of the officers self-identify as consumers. • 90-100% of the board members self-identify as consumers and all of the officers self-identify as consumers. 	
1.1.2. Consumer Staff	With limited exceptions, staff consists of consumers who are hired by and operate the consumer-operated service.	<ul style="list-style-type: none"> • No staff member self-identifies as a consumer. • Up to half of staff self-identifies as consumers. • 51% or more of staff self-identifies as consumers, but less than 51% of administrators self-identify as consumers. • 51% or more of the staff self-identifies as consumers and more than 51% of administrators self-identify as consumers. • 80-100% of staff self-identifies as consumers and all administrators self-identify as consumers. 	
1.1.3. Hiring Decisions		<ul style="list-style-type: none"> • Consumers are not involved in any hiring decisions. • Consumers have some involvement in hiring decisions. • Consumers are responsible for making most of the hiring decisions (50% or more). • Consumers are responsible for making all hiring decisions. 	
1.1.4. Budget Control	Consumers have control of the consumer-	<ul style="list-style-type: none"> • Consumers are not involved in the development or control of the budget. • Consumers have some involvement in the development and control of the budget 	

POPS

Peer Outcomes Protocol Survey

The POP....

Measures core outcomes related to members' growth and program satisfaction outcomes

You can find this tool at:

<http://www.cmhsrp.uic.edu/nrtc/pophome.htm>



Peer Outcomes Protocol Project

Peer Outcomes Protocol (POP): Questionnaire

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This protocol was developed as a project of the University of Illinois at Chicago, National Research and Training Center on Psychiatric Disability, directed by Judith A. Cook, Ph.D. The Center is supported by the National Institute on Disability and Rehabilitation Research, U.S. Department of Education, and the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration (Cooperative Agreement #H133B000700). The opinions expressed herein do not necessarily reflect the position, policy, or views of either agency, and no official endorsement should be inferred.

National Practice Guidelines for Peer Supporters

In an effort to create broader understanding, reduce workplace tensions and frustrations and develop effective peer support roles, a draft set of universal practice standards was developed.

National Practice Guidelines for Peer Supporters

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

*~SAMHSA Working Definition of Recovery
(Last updated in 2011).*

The belief that **recovery is possible** for all who experience psychiatric, traumatic, or substance use challenges is fundamental to the practice of peer support. The likelihood of long-term recovery is increased with effective support. Peer support has been demonstrated through research and practical application to be highly effective.

In addition to the SAMHSA Working Definition and Guiding Principles of Recovery, the following core values have been ratified by peer supporters across the country as the core ethical guidelines for peer support practice:

1. Peer support is voluntary
2. Peer supporters are hopeful
3. Peer supports are open minded
4. Peer supporters are empathetic
5. Peer supports are respectful
6. Peer supporters facilitate change
7. Peer supporters are honest and direct
8. Peer support is mutual and reciprocal
9. Peer support is equally shared power
10. Peer support is strengths-focused
11. Peer support is transparent
12. Peer support is person-driven

The peer support workforce is at a critical time in its development. Research reveals that peer support can be valuable to those overcoming mental health and substance addiction challenges and their families. Thousands of peers have been trained and are working in a wide variety of settings, but questions remain regarding peer roles, duties and philosophies.

In an effort to create broader understanding, reduce workplace tensions and frustrations and develop effective peer support roles, a universal set of practice standards is necessary. Such standards will enable peer support workers, non-peer staff, program administrators and developers, systems

ETHICAL & PRACTICE GUIDELINES

ETHIC: Peer Support is Voluntary

Recovery is a personal choice. The most basic value of peer support is that people freely choose to give or receive support. Being coerced, forced or pressured is against the nature of genuine peer support. The voluntary nature of peer support makes it easier to build trust and connections with another.

PRACTICE: Support Choice

1) Peer supporters do not force or coerce others to participate in peer support services or any other service.

2) Peer supporters respect the rights of those they support to choose or cease support services or use the peer support services from a different peer supporter.

ETHICAL & PRACTICE GUIDELINES

ETHIC: Peer Supporters are Hopeful	PRACTICE: Share Hope
<p>Belief that recovery is possible brings hope to those feeling hopeless. Hope is the catalyst of recovery for many people.</p> <p>Peer supporters demonstrate that recovery is real—they are the evidence that people can and do overcome the internal and external challenges that confront people with mental health, traumatic or substance use challenges.</p>	<ol style="list-style-type: none">1) Peer supporters tell strategic stories of their personal recovery in relation to current struggles faced by those who are being supported.2) Peer supporters model recovery behaviors at work and act as ambassadors of recovery in all aspects of their work.3) Peer supporters help others reframe life challenges as opportunities for personal growth.

Toolkit Sections:

1. How to Use the EB Practices KITs
2. Getting Started
3. Building Your Program
4. Training Frontline Staff
5. Evaluating Your Program
6. The Evidence
7. Using Multimedia

You can find this toolkit here:
<https://store.samhsa.gov>



An Organizational Approach

- Define and clarify the peer specialist role for all staff – start before hiring
- Enhance capacity to recruit and hire peer specialists
- Promote workplace culture that supports peer specialists, identifies/clarifies key functions of the position and aligns culture that supports peer support values
- Educate and support non-peer staff and enhance critical elements of the organizational infrastructure that will drive needed systems transformation

An Organizational Approach

- Establish effective supervisory practices that swiftly address job challenges faced by peer specialist
- Promoting employee wellness, resilience, and self-care: Universal design
- Job descriptions and best practice tools for the peer specialist that include job qualifications, best practice standards and expectations

CONTACT US!

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The Peer Specialist Certification Process in New York State

New York Peer Specialist Certification Board

Tanya Stevens

Deputy Director, MHEP

NYAPRS Executive Seminar

April 12, 2019

Training and Certification- Overview



MHEP

Offers In-Person Training to support the online courses offered by the Academy, grant funded through the NYS Office of Mental Health



APS

Training platform that offers **free** online courses required for NYCPS certification- funded through the NYS Office of Mental Health



NYPSCB

Offers free NYCPS and NYCPS-Provisional Certification to those who meet the requirements. Funded through the NYS Office of Mental Health.

What is the APS?

The Academy of Peer Services is an online training platform designed for individuals delivering peer support services in NYS.

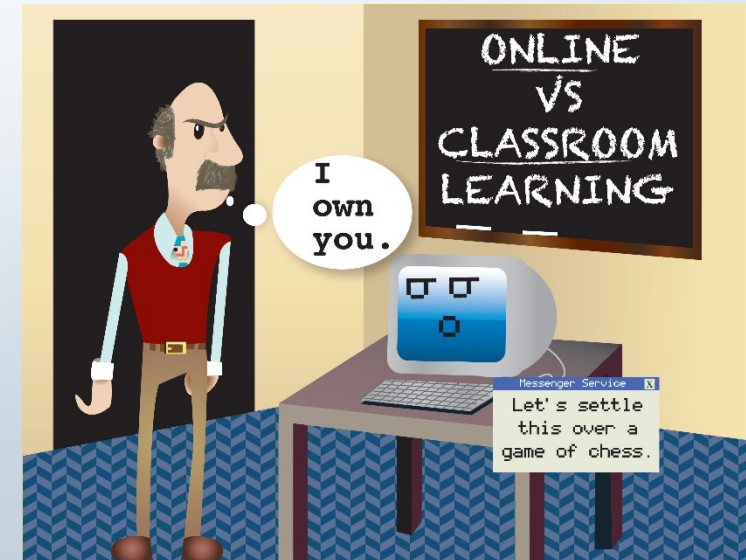
Trainings are free of charge to persons working in or who wish to work in the NYS Mental Health System.

Courses are designed by peer leaders in NYS and developed in partnership with an academic partner- Rutgers University.

You can access APS coursework online at:

www.academyofpeerservices.org

APS Coursework is offered in 3 Terms (semesters) per year.
Within this framework, you can take classes and/or exams on
your own schedule, 24/7.



Core Courses Required For Certification

Successful completion of the posttests of the 12 Core Courses and 1 prerequisite

(13 courses total) is required to be certified as a peer specialist in New York State.

Peer Certification

To deliver Medicaid reimbursable peer support services you must be certified.

Certification requires documentation of:

- Education
- Training
- Work experience

Programs utilizing certified professionals to provide peer support services may be qualified to bill Medicaid

By becoming a New York Certified Peer Specialist, you are recognized as a qualified professional working with individuals in the mental health system based on “*The Shared Personal Experience*” paradigm.

History of the NY Peer Specialist Certification Process- How did we get here?

- The NYS Office of Mental Health began to develop a Peer Specialist Certification in consultation with peer leaders from across NY State to ensure continued opportunities for peer services.
- The Academy of Peer Services, online courses which fulfill the training requirement of the certification, was created in collaboration with these peer leaders and Rutgers University (formerly UMDNJ).
- The Academy of Peer Services was officially launched in January 2014.

The New York Peer Specialist Certification Board (NYPSCB)- Early Stages



- OMH convened a group of peer leaders representing all regions of NY State, many of whom had been involved in creating the Academy, to develop the certification process and begin to form the certification board.
- NYPSCB - New York Peer Specialist Certification Board officially began to meet in 2015 in order to issue NYCPS certification.
- MHEP (Mental Health Empowerment Project) was awarded the contract to administer support to the NYPSCB beginning January 2018.

The contract was previously held by ASAP (Alcoholism and Substance Abuse Providers of NY State.)



NYPSCB Mission Statement

To preserve the integrity of Peer Support through the development of standards of competency and practice

Certification- What is it?

Certification:

- Identifies minimum standards for training and experience.
- Promotes a skilled workforce.
- Identifies professionals who are specialists in their field.
- Designed to recognize the skills and experience acquired by peers qualifying them to assist others in their recovery journey.

How do I become Certified???

To become certified as a **New York Certified Peer Specialist (NYCPS)** one must:

- Meet *all* standards for NYCPS Certification.
- Complete either the NYCPS or NYCPS-Provisional application and submit it and *all required documentation* to the NYPSCB.
- Read and agree to abide by the Code of Ethical Conduct and Disciplinary Procedures.

Tip- Use the checklist on Page One of the application to make sure you are submitting all of the documentation required.

NYCPS and NYCPS-Provisional Certification

Two levels of certification are currently available, reflected by two separate applications on the NYPSCB website.

They are: New York Certified Peer Specialist (NYCPS) and the NYCPS-Provisional (which does not require work experience.)

Tip: Trying to decide which level is the best fit for you?

Review the Requirements on Page 4 of each application!

Keep in mind- both levels of certification are professional certifications.

**Contact us with any questions at:
info@nypeerspecialist.org**

To download the applications visit: nypeerspecialist.org

NYCPS-Provisional Certification Standards

Peer Status

- Must identify as actively in recovery from a mental health condition or major life disruption *and* self-disclose one's mental health recovery journey

Education

- A minimum of a high school diploma or the equivalent

Training and Education

- Complete all 13 Core Courses of the Academy of Peer Services:
www.AcademyofPeerServices.org

Successfully complete post-tests for all Core Courses

Professional References

- Submit three signed references from individuals able to speak to your ability as a peer specialist directly to the NYPSCB

NYCPS Certification Standards

Standards are the same as NYCPS-Provisional *except:*

Training and Education

- Complete all 13 Core Courses of the Academy of Peer Services:
Successfully complete post-tests for all Core Courses
- AND*
- Complete a minimum of 5 additional APS Electives (15 hours of training total)

Supervised Work/Volunteer Experience

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

NYCPS Application Review Process

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.

NYCPS-Provisional Renewal Standards

Training Requirement:

- 10 hours of Peer Specialist specific training annually (20 hours total)
- Must have been completed after initial NYCPS-P certification date
- The NYPSCB has launched our simple online Renewal Form, access it here: <http://nypeerspecialist.org/renewal>
- Training requirement can be fulfilled by taking APS Elective Courses
- The NYPSCB is working to identify what additional peer specialist specific training may be accepted towards renewal

NYCPS-P Renewal or Upgrade to NYCPS?

Upgrade Requirements

For candidates who hold/ meet the requirements for NYCPS-Provisional certification, the additional documentation required for the Upgrade to full NYCPS is:

- **Training** - Complete all 12 Core Courses of the Academy of Peer Services (APS) *PLUS an additional 5 APS courses (15 hours minimum)*
- **Letters of Recommendation** – Three signed letters of recommendation *including a letter from current or most recent supervisor*
- **Work/Volunteer Experience** - Document 2000 hours of peer work/volunteer experience under the supervision of a qualified supervisor

New York Peer Specialist Certification 2015-18 In Summary

Accomplishments since the Launch of NY Peer Specialist Certification

- More than 3000 applications have been received
- ***Most importantly, over 2100 professionals have been issued certifications as New York Certified Peer Specialists!***
- ***Held our Inaugural Peer Specialist Conference in October 2017 and our 2nd Annual in October 2018***

NYCPS-Provisional Renewal Process

Certified Professionals who hold the NYCPS-P will be required to renew their certification at the end of a two year period, unless they meet the criteria for the Upgrade to NYCPS and submit all documentation required before that time.

The NYPSCB Renewal Process has been designed to be easy to use.

Training and Education

- Complete 20 hours of peer specialist-specific training (10 hours per year).

Training must have been completed AFTER your initial NYCPS-P certification date in order for it to be applied towards renewal.

Only peer specialist-specific training will be accepted.

APS Electives taken after your certification was issued is a free, convenient way to fulfill the training requirement.

NYCPS-Provisional Renewal Process

Online Renewal Form

- Once it is close to your renewal date, fill out the online NYCPS-P Renewal Form which can be found on the NYPSCB website.

Upload Training Certificates

- Upload documentation of training (PDF of the training certificates) with your online NYCPS-P Renewal Form. You must submit 20 hours (or more) of training in order to renew your NYCPS-P certification.

Please do not submit your renewal form without the required training documentation.

Update Your Contact Information with the NYPSCB

- It is your responsibility to ensure the NYPSCB has your updated contact information. Please email info@nypeerspecialist.org if your address, email, phone number or legal name has changed since the initial issuance of your NYCPS-P.

NYCPS-Provisional Renewal Standards

Training Requirement:

- 10 hours of Peer Specialist-specific training annually (20 hours total)
- Must have been completed after initial NYCPS-P certification date
- The NYPSCB has launched our simple online Renewal Form, access it here: <http://nypeerspecialist.org/renewal>
- Training requirement can be fulfilled by taking APS Elective Courses
- The NYPSCB is working to identify what additional peer specialist specific training may be accepted towards renewal.

More Details will be Announced Soon!

NYCPS-Provisional 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 do I request an extension?

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

Upgrade to NYCPS?

Upgrade Requirements

For candidates who hold/ meet the requirements for NYCPS-Provisional certification, the additional documentation required for the Upgrade to full NYCPS is:

- **Training** - Complete all Core Courses of the Academy of Peer Services (APS) *PLUS an additional 5 APS elective courses (15 hours minimum)*
Please note- the Rehabilitation Act Course cannot be applied as it was already required.
- **Letters of Recommendation** – Three signed letters of recommendation *including a letter from current or most recent supervisor*
- **Work/Volunteer Experience** - Document 2000 hours of peer work/volunteer experience under the supervision of a qualified supervisor
Please note- The Experience Verification form must be used to document work/volunteer experience.

Please visit the eNews section of the NYPSCB website for information regarding NYCPS-Provisional Renewal or the Upgrade to NYCPS.

<http://nypeerspecialist.org/resources-publications>

What's Next?????

- More information on renewal standards coming soon
- Continue to develop Renewal Program; expand trainings that will be approved for renewal
- Develop Training Approval process
- Supervisor certification being developed



Questions?
We're here to help!

New York Peer Specialist Certification Board

3 Atrium Drive, Suite 205

Albany, New York 12205

Phone: 518.426.0945

www.nypeerspecialist.org

Tanya Stevens, Deputy Director, MHEP

tstevens@mhepinc.org



BALTIC STREET AEH, INC.

A PEER RUN AGENCY

ISAAC S. BROWN – CEO/PRESIDENT



BALTIC STREET ADVOCACY, EMPLOYMENT AND HOUSING, INC.

**Baltic Street is New York City's only peer run agency
with a long, nationally acclaimed record for
providing a broad array of
innovative, peer bridger, employment, advocacy,
housing, geriatric, and wellness services**

BALTIC STREET AEH, INC. – A PEER-RUN AGENCY

- Peer Initiatives are defined as **peer-run** when:
 - The program is staffed by a majority of peers, including leadership and management positions
 - peers supervise all non-peers
 - All personnel decisions are made solely by the peer program
 - All program decisions are made solely by the peer program
 - All financial decisions are made solely by the peer program

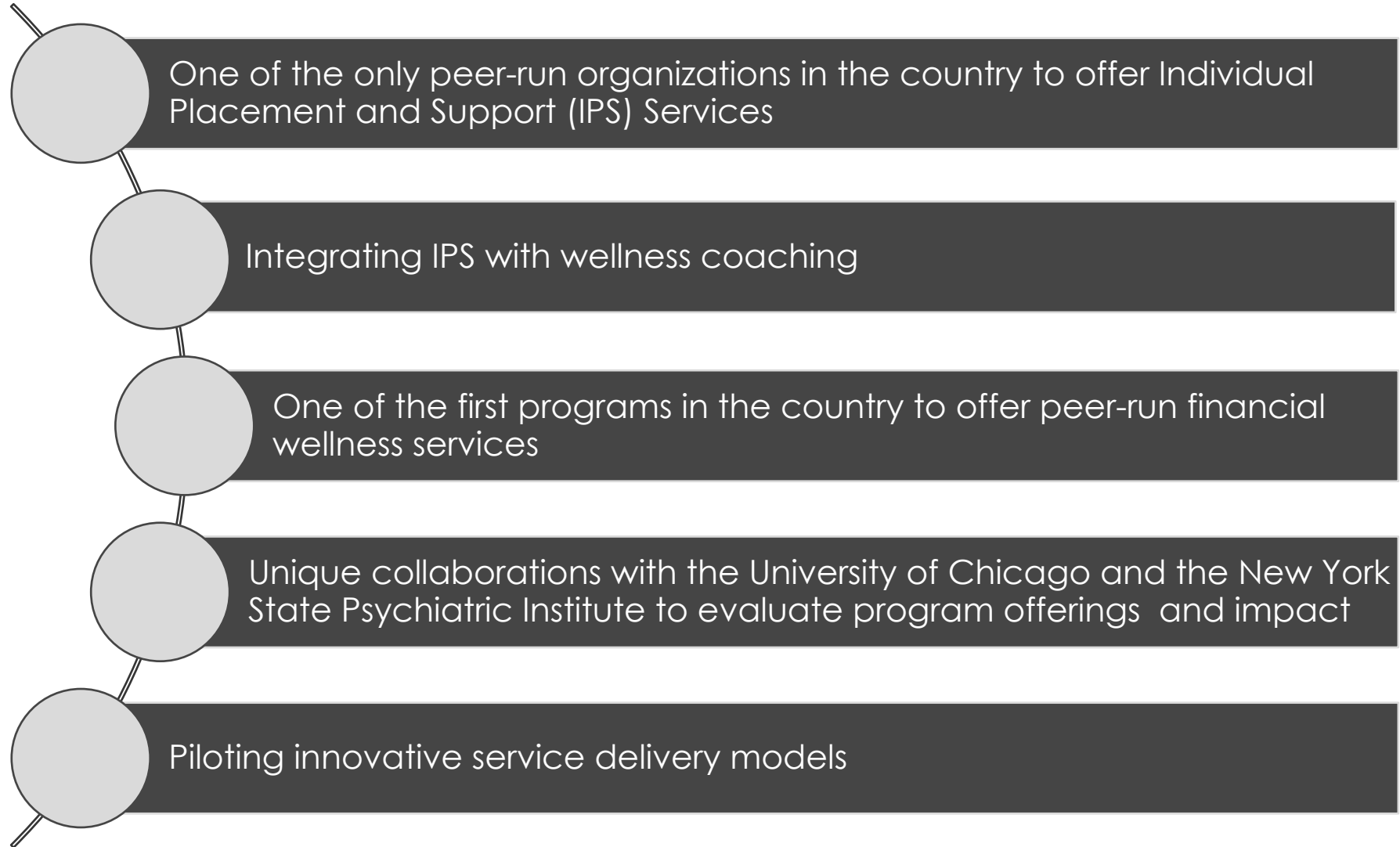
THE 2018 SAMSHA RECOGNITION OF EXCELLENCE WINNERS



**Baltic Street AEH, Inc.'s
NetWORKplus
*New York***



BALTIC STREET AEH INC. INNOVATION



BALTIC STREET AEH, INC.

- provides services and supports that improve and sustain the overall health, wellness and life quality of people with behavioral health conditions through:
- *peer support,*
- *health literacy,*
- *acquisition of essential self-management skills,*
- *access to desired housing, educational and employment supports and resources, and*
- *inclusion in full community living*

PRINCIPLES OF PEER SUPPORT

- Opportunities for connection and knowledge
- Building mutually responsible relationships
- Changing patterns and getting 'unstuck'
- Willingness to challenge each other
- Willingness to take risks
 - The dignity of risk and the right to fail – Dr. Patricia Deegan



THEORIES THAT UNDERLIE THE EFFECTIVENESS OF PEER SUPPORT

- 1. Social support
- 2. Experiential knowledge
- 3. Helper-helpee principle
- 4. Social Learning Theory
- 5. Social Comparison Theory

PROGRAMS & SERVICES

- Baltic Street AEH, Inc. provides services in a partnership between individuals labeled with mental illness and peers that have dedicated themselves to helping people accomplish their particular recovery goals
- Through our comprehensive self-help and advocacy, bridger, housing, supported education and employment services, our mission is to be a part of the person's *wellness team*
- We work to help the individual develop a life in the community of their choosing: an apartment, a job, a support system, a skill, and education of other tasks the person has identified as their goals toward a satisfactory life
- All of our services are offered through a person-centered, strengths-based, recovery-oriented lens

ADVOCACY

Sites:

- **Brooklyn Peer Advocacy Center**
- **Bronx Peer Advocacy Center**
- **Staten Island Peer Advocacy Center**
- **Geriatric Peer Advocacy Services**

Services:

- All of our advocacy offices offer concrete services such as filing for entitlements, assistance with housing applications, and referrals to community resources
- Additionally, all of our services are offered through a strengths based, recovery oriented lens. We've recently instituted an assessment based on SAMSHA's Eight Dimensions of Wellness and staff are trained to guide individuals through the process of creating a personal WRAP (Wellness Recovery Action Plan)

Contacts/Admissions:

Prg.	FY 17	FY 17	FY 18	FY 18
BrPAC	3221	304	2049	243
BxPAC	2266	150	2436	221
SIPAC	1921	441	2131	369
GPAC	464	120	553	87

EMPLOYMENT

Sites:

- **Network Plus**
- **Network Plus West**

Services:

- Goal setting
- Volunteer opportunities
- Vocational counseling
- Job Development
- Skills training
- Job coaching
- Work readiness activities
- Follow along services
- Paid internships
- Benefits management

Contacts/Admissions:

Prg.	FY 17	FY 17	FY18	FY 18
Net 1	505	76	956	57
Net 2	301	77	302	45

HOUSING

Sites:

- **Brooklyn HomeWorks**
- **Bronx HomeWorks**

Services:

- Tenants receive services such as:
- Quarterly apartment visits
- Classes on tenant rights
- Money management training
- Healthy eating and lifestyle groups
- Community awareness opportunities
- Social connections
- Apartment maintenance

Our specialists stay connected to community resources, take care of crises, and work with landlords to maintain and improve the quality of the apartments.

Contacts FY17-18/Bed:

BrHW			BxHW		
FY17	FY18	Beds	FY17	FY18	Beds
709	726	27	1705	1899	60

PROJECT RE-ENTRY

Our newest project coming online boasts sites at Maimonides Hospital and 3 upcoming sites: Interfaith Hospital, Wyckoff Hospital, and Brookdale Hospital.

In March of 2018 Baltic Street partnered with Community Care of Brooklyn, to provide peer services to patients living with mental illness. Peers will be working throughout the CCB network, meeting patients both at hospitals and in the community.

Peers provide recovery-oriented services; such as job services, social supports, education, vocational training, linkage to medical, mental health and obtaining entitlement benefits.

The program has reached out to 242 individuals and has enrolled 98 in the program to date.

- Provide one on one and /or group support during hospitalizations continued short-term-support services following discharge.
- Work with individuals upon discharge to identify and engage with a range of community based services and support.
- Teach community adjustment and wellness self-management skills
- Provide education and resources that support wellness self-management, self-determination and self-advocacy
- Assist patients with developing a Wellness Recovery Plan
- Assist patients with identifying and engaging in community based support services following hospital discharge

PEER BRIDGER PROGRAMS

Sites:

- **Bridger 1 – Kingsboro Psychiatric Center**
- **Bridger 2 – South Beach Psychiatric Center**
- **Bridger 3 Transitional – South Beach Psychiatric Center**

Services:

- Support and planning for toward discharge into the community
- Assistance in applying for or navigating entitlements
- Workshops and activities centered around recovery and living successfully in the community
- Skills development: Budgeting, Self care, Coping skills, etc.
- Peer support on and around the 8 dimensions of wellness

Contacts/Admissions:

Prg.	FY 17	FY 17	FY 18	FY 18
Bridger 1	1118	55	445	68
Bridger 2	1757	120	549	81
Bridger 3	341	28	340	27

SELF-HELP

Sites:

- **Brooklyn Self-Help**
- **Manhattan West Self-Help**

Services:

- Support around Mental health issues
- Peer support
- Wellness discussions
- Advocacy referrals
- Self-help groups
- Facilitation training
- Stress management
- Dual Recovery Anonymous ©
- Wellness Recovery Action Plan ©
- Vocational Education Group
- Early Sobriety (What to do?) Group
- Social Support Group
- Relationship Issues Group
- Men's Group

Contacts/Admissions:

Prg.	FY 17	FY 17	FY 18	FY 18
BSH	774	62	1068	59
MWSH	5123	54	5031	30

RESOURCE AND WELLNESS CENTER

The focus is on holistic healing through the use of the creative arts such as:

- Music – recording/guitar/voice lessons/music mixing
- Painting
- Photography
- Meditation/yoga
- Exercise
- Mutual/peer support/self-help groups
- as well as...
- WRAP training
- Computer classes
- GED classes/tutoring
- Healthy lifestyles discussions

Drop-in Contacts			
FY 17	FY 17	FY 17	FY 18
Unique	Contacts	Unique	Contacts
338	846	489	1701

COMMUNITY LINKS – EDUCATIONAL SUPPORT

Program:

Community Links is a Supported Education (SED) service which assists individuals living with mental health conditions in pursuing education goals and successfully completing TASC (GED), college, certification, licensing, or vocational degrees. Community Links supports participants in realizing their full potential through educational achievements which promote independence and improve long-term work opportunities.

Services:

- TASC Services
- Post-Secondary Readiness
- Accessing Post-Secondary Programs
- Financing Education
- Academic Skills Development
- Accessing Campus Resources
- Mediation and Advocacy
- Wellness and Self-care
- General Skills Development

Contacts/Admissions:

FY 17	FY 17	FY 18	FY 18
122	36	287	31

ADULT HOMES INITIATIVE

Baltic Street AEH Inc., Adult Home Initiative is here to serve you as part of the class action lawsuit, United States of America Vs. New York State (2013).

Baltic Street AEH Inc., has dedicated over 20 years of experience & service in Advocacy, Employment & Housing . Our peer services are geared in assisting those in achieving success that have lived experience of trauma & a recipient of mental health services.

We believe that all can achieve great success in their personal journey to recovery.

Baltic Street Peer Bridgers are tasked with assisting the fellow class members to identify & achieve their personal goals.

Educate the class members around an array of different services that will allow them to be able to make an informed decision insuring a successful integration back into the community.

Baltic Street will work with you to achieve your goals utilizing a person-centered approach, the 8 dimensions of wellness and the WRAP plan.



AUTHENTIC PEER-OPERATED SERVICES EMBODY CRITICAL VALUES

- which include:
 - The sharing of a common bond among people providing services and people using services rooted in their common experience
 - Giving people participating in services a significant voice in the planning, development and evaluation of the services they utilize
 - Mutuality between staff and volunteers providing services and the people using those services
 - An environment that is distinguished by voluntariness, openness, personal choice, the sharing of common experiences, respect for individual dignity and a spirit of liberation
 - A governing and operating structure typified by shared decision-making, flexibility, ethical integrity and confidentiality

BALTIC STREET AEH, INC.

- Has lived up to strict Department of Health and Mental Hygiene audit standards for *twenty years* both fiscally and programmatically
- Has been utilizing electronic health record technology since 2005
- Has trained, certified and dedicated staff
- Contracted with OPTUM in a Peer Bridger pilot project (2012-2013) yielding the following outcomes:
 - 96% participant satisfaction
 - 47.9% decrease of inpatient utilization
 - 62.5% decrease in number of inpatient days
 - 28% increase in number of outpatient visits

PEER SUPPORT SERVICES WITHIN THE CONTINUUM OF CARE CATEGORIES, DEFINITIONS & SAMPLE SERVICES

RIGHTS PROTECTION

Definition:

Ensure a practice of reasonable Accommodation, supported decision making, and attempts to establish, expand, protect and enforce the human, legal and civil rights of people engaged by the mental health system.

Examples of Tools and Services:

- Peer Advocacy Services
- Advance Directives
- Systems Advocacy
- Benefits & Entitlements education
- Rights Education

OUTREACH & ENGAGEMENT

Definition:

Practices that seek to build a relationship of trust and support with people who are experiencing significant challenges in their lives, including being homeless, disenfranchised and/or experiencing co-occurring health issues. These services should be offered in the spirit of choice, companionship, partnership and mutuality.

Examples of Tools and Services:

- Peer Wellness Coaches
- Health Home Peer Support

RECOVERY SUPPORTS

Definition:

Support a person on a process of change whereby he or she strives to live a meaningful life in the community of their choice while working to achieve their full potential.

Examples of Tools & Services:

- Recovery Centers
- Peer run supported housing
- Peer Support Groups
- Creative expression and exploration
- Community exploration
- Education and skills development

TRANSITIONAL SUPPORTS

Definition:

Work with a person to build a bridge to their community of choice by working with them to develop critical personal supports and linkages to essential resources that promote successful transition.

Examples of Tools & Services:

- Bridging from institutions to home
- Bridging from home to community

FACTS & FIGURES

- According to the National Council on Disability's Deinstitutionalization Toolkit⁽¹⁾
 - The cost of maintaining a person in a state institution is estimated to be \$337,625. per year in New York State
 - The cost of maintaining a person accessing Home and Community Based Services (HCBS) in the community is estimated to be \$69,752. per year in NYS
- Over the past five years, BSAEH Bridgers have bridged approximately 200 people into the community
- Using the figures above, that would result in a savings of \$54,574,000.00

TRAINING & CERTIFICATIONS

- NYS Certified Peer Specialist
 - This is a requirement of all Baltic Street direct service staff
- Wellness Recovery Action Plan facilitators (WRAP)
- Whole Health Action Management (WHAM)
 - Working towards full staff training
- Peer Wellness Coaching – Rutgers or CUNY
- 8 Dimensions of Wellness - Swarbrick
- OASAS-certified Addiction Recovery Coaches
- Certified Psychiatric Rehabilitation Practitioners

8 DIMENSIONS OF WELLNESS OUTCOMES

All Consumers in All Programs for FY '19 (7/1/2018 through 3/26/2019) - Supportive Services											
8 Dimensions Service Type		Emotional	Environmental	Financial	Intellectual	Occupational	Physical	Social	Spiritual	Grand Totals	
Breakdown	On Initial Plan	37	217	20	18	172	18	20	9	511	
	On Plan Review	52	612	40	20	300	135	48	248	1455	
	Total	89	829	60	38	472	153	68	257	1966	
Plan Review Outcomes	Completed	29	133	12	16	66	47	19	21	343	
	Progress Made	10	121	4	1	28	16	8	5	193	
	No ProgressMade	0	25	2	0	7	1	2	0	37	
	Not Worked On	4	18	5	2	17	0	5	1	52	
	Reconsidered	23	21	9	4	12	2	12	5	88	
	Total	66	318	32	23	130	66	46	32	713	
Consumer Count										2655	

FIDELITY METRICS

Agency Census	Total	Notes Generated	Total
Unique Individuals	3823	Plan linked Notes	6926
Total Enrolled	4187	Collateral Notes	11937

ARTICLES & RESEARCH ABOUT BALTIC STREET AEH, INC.

- Crazy Enough to Care – The American Scholar – Brad Edmondson – 2012
 - <https://theamericanscholar.org/crazy-enough-to-care/#.WQyrdNLys2w>
- Lessons Learned in Peer Workforce Development – Behavioral Health Executive – Lori Ashcraft, PhD and William Anthony, PhD – Feb 2012
 - <https://www.behavioral.net/article/lessons-learned-peer-workforce-development>
- Characteristics and Service Use of Participants in a Large Consumer-Operated Service Agency – Philip T. Yanos, PhD et al - Psychiatric Rehabilitation Journal – Mar2014, Vol. 37 Issue 1, p58-61
 - <https://www.ncbi.nlm.nih.gov/pubmed/24490767>
- "Just Be a Light": Experiences of Peers Working on Acute Inpatient Psychiatric Units – T. E. Smith et al - Psychiatric Rehabilitation Journal – Oct2016
 - <https://www.ncbi.nlm.nih.gov/pubmed/27736114>
- Madness: Heroes Returning from the Front Lines: Baltic Street AEH, Inc.: An Unlikely Story of Respect, Empowerment, and Recovery – Joanne L. Forbes





REFERENCES

- ¹Deinstitutionalization Toolkit – National Council on Disability



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