

---

# **Community Care Behavioral Health Organization**

**NYAPRS ANNUAL CONFERENCE**  
**September 16, 2015**

---

# CPS Functions

---

**Peer Support Specialists are living examples that recovery is not only possible but probable.**

- Provide opportunities for peers to direct their own recovery
- Teach and support use of recovery skills
- Support self-advocacy
- Share knowledge of resource and service options
- Promote the use of natural community resources
- Help develop a sense of wellness and self-worth.



# What are CPS Performance Standards?

---

Focus on Certified  
Peer Specialist  
services

A Guideline for best  
practice service  
delivery

A Tool for continuous  
quality improvement



# Service Initiation Highlights in PA

---

## Admission Criteria

- Referral by Practitioner of Healing Arts
- Diagnosis of serious MI Adult Priority Group\*
- Functional impairment in at least 1 area:
  - Educational
  - Social
  - Vocational
  - Wellness/Self-maintenance

## Continued Stay Criteria

- A. Continues to meet admission criteria **and**
- B. Benefits from PSS **or**
- C. Stopping PSS would result in loss of gains or goals



# Service Initiation, Planning, & Delivery

---

Assessment

Recovery  
Planning

Coordination  
of Care

Service Delivery

Discharge-  
Discontinuation



# Assessment Highlights

---

- Orient to Services – informed, shared decisions
- Review interest in peer support
- Engage in mutual assessment – Relationship is critical in this process
- Review all life domains and individual's interests, needs, & dreams
- Strengths focus – assets, recovery capital
- Clear time frames
- Signature of person in recovery and CPS



# Recovery Planning Highlights

---

- Individualized, focused on recovery
- Strengths incorporated into Goal Areas:
  - Wellness and Recovery
  - Education-Learning
  - Employment-Working
  - Crisis Planning and Support
  - Housing-Living
  - Social Network
  - Self-Determination and Advocacy
- Preferences for managing symptoms, treatment included (e.g., WRAP, Advanced Directive, Crisis Support Plan, Safety Plan)
- Focused on a **Discharge Vision**



# Coordination of Care Highlights

---

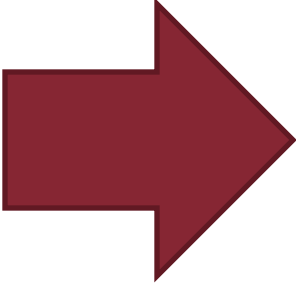
- Collaborate between Supports and Individual
  - Natural and Community Supports
    - Family and Friends
    - Neighbors, Local Organizations, Activities
    - Churches, Businesses
  - Professional and Service Systems Supports
    - Mental Health and Substance Use Services
    - Rehabilitation and Medical Services
    - Legal, Social, Educational Services
- Linkages to Natural and Community Supports
- Educate others about role of Peer Recovery Support





# Service Delivery Highlights

---

- Mentor
  - Coach
  - Teach
  - Support
  - Share
  - Document
- 
- Self-Direction
  - Recovery Skills
  - Use of Natural and Community Supports
  - Choice of Meaningful Activity or Work
  - Use of Service Systems
  - Personal Lived Experience



# Discharge-Discontinuation

---

- Create a DISCHARGE VISION from the start
  - What would self-direction, self-sufficiency look like?
- Review and Update WRAP-Advanced Directive-Crisis-Support Plans
- Identify services, supports, recovery and wellness activities the individual plans to use
- Prepare Discharge-Discontinuation Summary
  - Services Provided
  - Progress, achievement of Goals
  - Reason for Discharge-Discontinuation
  - How to become re-involved if needed
  - Signatures of Person in Recovery, CPS, MH Professional
- Final copy of Individual Recovery-Service Plan



# Quality Assurance Highlights

---

- **Written Quality Management (QM) Plan**
  - Submitted to Community Care for credentialing
  - Updated Annually
- **QM Plan includes at least one measurement in Process, Satisfaction, Outcomes Measurement**
- **Quality Assurance Activities:**
  - Significant Member Incident
  - Provider Performance reporting
  - Record Reviews
  - Site Visits
  - Comprehensive Provider Evaluations
  - Consumer and Family Satisfaction Team surveys



# Outcomes Measurement Highlights

---

- Community Tenure
- Use of Community Services, Resources
- Active Participation in Community activity
- Sobriety, Recovery Management
- Satisfaction with services, life
- Desired change in living, learning, working status
- Hopefulness
- Achievement of personal goals



# Resources

---

- Community Care CPS Performance Standards - <http://www.ccbh.com/providers/phealthchoices/performancestandards/index.php>
- OMHSAS PS Bulletin/regulations and examples: [http://www.parecovery.org/services\\_peer.shtml](http://www.parecovery.org/services_peer.shtml)
- Recovery Library – home page this month on Peer Support - <https://recoverylibrary.com/>

