

# RECOVERY SUPPORT SERVICES:

## Peer Recovery Support Coaching

<b>Target Population</b>	<p>Adults with serious mental illness and/or a chronic substance use disorder; and/or adults who self-identify as having a mental health or substance use problem; and/or transitional aged youth with severe emotional disturbance or serious mental illness and/or chronic substance use disorder.</p>
<b>Expected Outcomes</b>	<p>Individuals receiving this service should demonstrate the following outcomes:</p> <ul style="list-style-type: none"> <li>• Measured accomplishments, including demonstrated ability to more independently meet basic needs</li> <li>• Increase in personal recovery capital</li> <li>• Increased coping skills</li> <li>• Success and quick turn-around in re-engaging the individual in treatment and/or recovery support following any episodes of drug or alcohol use or lapses in recovery</li> <li>• Decrease in substance use or cessation of returning to use</li> <li>• Increase education/employment</li> <li>• Decreased criminal justice involvement</li> <li>• Improved quality of life</li> <li>• Sense of purpose and meaning</li> <li>• Increased comfort in social settings</li> <li>• Relationship repair or development</li> <li>• Empowerment</li> <li>• Increased optimism that recovery is possible</li> <li>• Decreased isolation</li> <li>• Increased participation in community activities, natural supports, families</li> <li>• Increased self-efficacy (optimism, hope, altruism, etc)</li> <li>• Stability in housing</li> <li>• Increased resources to sustain recovery</li> </ul>
<b>Service Definition</b>	<p>Peer Recovery Support Coaching is a set of non-clinical, peer-based activities that engage, educate and support an individual successfully to make life changes necessary to recover from disabling mental illness and/or substance use disorder conditions. The activities that comprise this service are education and coaching. A key element contributing to the value of this service is that Peer Recovery Support Coaches appropriately highlight their personal experience of lived experience of recovery. Peer Recovery Support Coaches</p>

	<p>act as a recovery and empowerment catalyst: guiding the recovery process and supporting the individual's goals and decisions.</p> <p>Peer Recovery Support Coaches act as a liaison by:</p> <ul style="list-style-type: none"> <li>• Directly initiating the individual to recovery community environments, and</li> <li>• Linking the individual to needed services and assist in navigating systems and addressing barriers to independence and recovery</li> <li>• Directly accompanying the individual and “walking them through new environments, services, and systems, when appropriate and necessary</li> </ul>
<p><b>Service Requirements</b></p>	<p>This service should be delivered primarily face-to-face, secondarily by telephone, or via social media. There are times when the individual may give permission for the Peer Recovery Support Coach to perform an activity for them, i.e. dealing with bureaucracy, trauma reactors (advocate).</p> <p>Service activities defined under Peer Support Coaching:</p> <ul style="list-style-type: none"> <li>• Are based on the mutual relationship (one on one relationship) in which an individual in recovery is linked with a person with more successful recovery experience than the service recipient to develop trust, encourage, motivate and support the individual in making informed choices and guided decisions to establish or strengthen his/her own recovery</li> <li>• Build on the individuals strengths, needs, interest and capabilities</li> <li>• Assist the person in their recovery needs</li> <li>• Link the person to professional treatment when necessary</li> <li>• Support (as appropriate) involvement with self help groups (AA, NA DBSA, Schizophrenic anonymous, etc.)</li> <li>• Engage or re-engage the participant with his/her natural supports (family, friends and other loved ones, landlords, employers, neighbors, etc.)</li> <li>• Identify service needs and assertively links the individual to community resources (employment, education, housing, social services, etc.)</li> </ul>
<p><b>Staffing Requirements</b></p>	<p>Providers should have lived experience in recovery for serious mental illness and/or substance use conditions and have sufficient education, training and experience to develop and demonstrate core competencies including:</p> <p><i>Required Knowledge Areas</i></p> <ul style="list-style-type: none"> <li>• Science of recovery from addiction and/or mental health conditions</li> <li>• Recovery process and various recovery-promoting services, supports,</li> </ul>

	<p>and strategies</p> <ul style="list-style-type: none"> <li>• Practice of recovery values: primacy of recovery, authenticity, participatory process, diversity and inclusion, self-determination, etc.</li> <li>• Stage-appropriate pathways that support recovery</li> <li>• Ethics, confidentiality, boundaries and self-care: as practiced in non-clinical settings</li> <li>• Cultural sensitivity and practice</li> <li>• Trauma and its impact on recovery from mental and substance use disorders</li> <li>• Community resources</li> <li>• Delivering Peer Recovery Support Coaching in an agency/organizational setting</li> <li>• Recovery plans, strength-based recovery planning, and recovery goal setting</li> </ul> <p><i>Skills</i></p> <ul style="list-style-type: none"> <li>• Outreach and engagement</li> <li>• Motivational enhancement</li> <li>• Active listening and communication</li> <li>• Conflict resolution</li> <li>• Crisis intervention</li> <li>• Recovery enhancement and re-engagement</li> <li>• Written and oral communication</li> <li>• Community liaison and advocacy</li> <li>• Ability to provide emotional support</li> <li>• Ability to assess recovery capital on individual, family, and community levels</li> <li>• Ability connect individuals with necessary resources: including natural supports, recovery communities, and allied systems of care</li> <li>• Ability to work with diverse populations and cultural backgrounds, including different cultures of recovery</li> <li>• Ability to work comfortably in diverse community settings, as assigned</li> </ul>
<p><b>Location Requirements</b></p>	<p>Peer Support Coaching can be delivered wherever behavioral health participants may obtain services including:</p>

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	<ul style="list-style-type: none"> <li>• Free standing peer recovery support locations such as Peer Recovery Support Centers</li> <li>• Facilities where other outpatient mental health and substance use disorder services are provided, such as clinics, psychosocial rehabilitation center, treatment centers, etc.</li> <li>• Natural community settings where mobile services may appropriately meet the individual, such as coffee shops or a person’s home, library, college settings or job site</li> <li>• Facilities where inpatient services are provided, such as hospitals, crisis centers, detoxification units</li> <li>• Prisons, jails, forensic facilities</li> <li>• Other community-based settings</li> <li>• Acute and primary care settings as well as emergency rooms</li> <li>• Telephonic and other electronic communication</li> </ul>
<b>Recommended Duration</b>	<p>Frequency of service depends on where the person is in their stage of recovery, but no less than monthly.</p>
<b>Service Exclusions</b>	<p>Clinical counseling or treatment and drug testing should be avoided as part of this service. Diagnosis of symptoms and disorders should not be done. Additionally giving advice and/or doing for an individual what he or she can do for themselves should NOT occur in this service.</p>
<b>Documentation Requirements</b>	<p>Required documents should include documentation of Individualized Recovery/Wellness Plans that are updated quarterly, and progress notes.</p>