
Attachment H

CMS Letter on Peer Support Services

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-26-12
Baltimore, Maryland 21244-1850



Center for Medicaid and State Operations

AUG 15 2007

SMDL #07-011

Dear State Medicaid Director:

The purpose of this letter is to provide guidance to States interested in peer support services under the Medicaid program. The Centers for Medicare & Medicaid Services (CMS) recognizes that the mental health field has seen a big shift in the paradigm of care over the last few years. Now, more than ever, there is great emphasis on recovery from even the most serious mental illnesses when persons have access in their communities to treatment and supports that are tailored to their needs. Recovery refers to the process in which people are able to live, work, learn and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms.

Background on Policy Issue

States are increasingly interested in covering peer support providers as a distinct provider type for the delivery of counseling and other support services to Medicaid eligible adults with mental illnesses and/or substance use disorders. Peer support services are an evidence-based mental health model of care which consists of a qualified peer support provider who assists individuals with their recovery from mental illness and substance use disorders. CMS recognizes that the experiences of peer support providers, as consumers of mental health and substance use services, can be an important component in a State's delivery of effective treatment. CMS is reaffirming its commitment to State flexibility, increased innovation, consumer choice, self-direction, recovery, and consumer protection through approval of these services. The following policy guidance includes requirements for supervision, care-coordination, and minimum training criteria for peer support providers.

As States develop behavioral health models of care under the Medicaid program, they have the option to offer peer support services as a component of a comprehensive mental health and substance use service delivery system. When electing to provide peer support services for Medicaid beneficiaries, State Medicaid agencies may choose to collaborate with State Mental Health Departments. We encourage States to consider comprehensive programs but note that regardless of how a State models its mental health and substance use disorder service delivery system, the State Medicaid agency continues to have the authority to determine the service delivery system, medical necessity criteria, and to define the amount, duration, and scope of the service.

States may choose to deliver peer support services through several Medicaid funding authorities in the Social Security Act. The following current authorities have been used by States to date:

- Section 1905(a)(13)
- 1915(b) Waiver Authority
- 1915(c) Waiver Authority

Delivery of Peer Support Services

Consistent with all services billed under the Medicaid program, States utilizing peer support services must comply with all Federal Medicaid regulations and policy. In order to be considered for Federal reimbursement, States must identify the Medicaid authority to be used for coverage and payment, describe the service, the provider of the service, and their qualifications in full detail. States must describe utilization review and reimbursement methodologies.

Medicaid reimburses for peer support services delivered directly to Medicaid beneficiaries with mental health and/or substance use disorders. Additionally, reimbursement must be based on an identified unit of service and be provided by one peer support provider, based on an approved plan of care. States must provide an assurance that there are mechanisms in place to prevent over-billing for services, such as prior authorization and other utilization management methods.

Peer support providers should be self-identified consumers who are in recovery from mental illness and/or substance use disorders. Supervision and care coordination are core components of peer support services. Additionally, peer support providers must be sufficiently trained to deliver services. The following are the minimum requirements that should be addressed for supervision, care coordination and training when electing to provide peer support services.

1) Supervision

Supervision must be provided by a competent mental health professional (as defined by the State). The amount, duration and scope of supervision will vary depending on State Practice Acts, the demonstrated competency and experience of the peer support provider, as well as the service mix, and may range from direct oversight to periodic care consultation.

2) Care-Coordination

As with many Medicaid funded services, peer support services must be coordinated within the context of a comprehensive, individualized plan of care that includes specific individualized goals. States should use a person-centered planning process to help promote participant ownership of the plan of care. Such methods actively engage and empower the participant, and individuals selected by the participant, in leading and directing the design of the service plan and, thereby, ensure that the plan reflects the needs and preferences of the participant in achieving the specific, individualized goals that have measurable results and are specified in the service plan.

3) Training and Credentialing

Peer support providers must complete training and certification as defined by the State. Training must provide peer support providers with a basic set of competencies necessary to perform the peer support function. The peer must demonstrate the ability to support the recovery of others from mental illness and/or substance use disorders. Similar to other provider types, ongoing continuing educational requirements for peer support providers must be in place.

Please feel free to contact Gale Arden, Director, Disabled and Elderly Health Programs Group, at 410-786-6810, if you have any questions.

Sincerely,



Dennis G. Smith
Director

cc:

CMS Regional Administrators

CMS Associate Regional Administrators
Division of Medicaid and Children's Health

Martha Roherty
Director, Health Policy Unit
American Public Human Services Association

Joy Wilson
Director, Health Committee
National Conference of State Legislatures

Matt Salo
Director of Health Legislation
National Governors Association

Jacalyn Bryan Carden
Director of Policy and Programs
Association of State and Territorial Health Officials

Christie Raniszewski Herrera
Director, Health and Human Services Task Force
American Legislative Exchange Council

Debra Miller
Director for Health Policy
Council of State Governments

Attachment I

Measurement Tool Examples

An example of measurement tools for consumer involvement standards follow from the State of Oklahoma. Each level has two tools but that the state and community have one tool in common. This is because the State of Oklahoma primarily governs from the state level so the standards are directed more to a state governing body rather than a community level governing body. In addition only the individual level tools have been tested, all of the other tools are awaiting pilot sites.

Tools at each level:

- Individual Level Tools – These tools were developed to be asked of the consumer and also of the provider to find areas where consumers and providers rate provider services similarly and areas where there is a difference of opinion. It is the intent of the Consumer Involvement Study Team to work with providers and find solutions for areas that are rated low by one or both groups:
 - Consumer Tool
 - Provider Tool
- Community Level Tools – These tools were developed to gain insight into activities occurring at the community level. These tools would be completed when a community expresses interest in developing a program to work with consumers:
 - Community Tool
 - CIAG Tool – This tool is used at both the Community Level and the State Level
- State Level Tools – These tools were developed to be asked of a Consumer Involvement Advisory Group (comprised of consumers from across the state) and also of state agencies to find areas where agencies can improve in their efforts to include consumers in services they oversee. It is the intent of the Consumer Involvement Study Team to work with state agencies and find solutions for areas that are rated low by one or both groups:
 - CIAG Tool – This tool is used at both the Community Level and the State Level
 - State Tool

Individual Level Tools:

Consumer Involvement Standards - Consumer Tool

Introduction

The Individual Level Consumer Involvement Standards are as follows:

- 1) Planning Recovery – The individual consumer is the most important participant in the development of his/her individual recovery.
- 2) Support – Individual consumers have the information to choose/select their support systems and or treatment options.
- 3) Consumer Concerns – Individuals know who to contact about concerns and complaints and how to resolve these issues.
- 4) Access – Consumers are admitted at a single site for mental health, substance abuse and/or other addictive disorders (no wrong door).
- 5) Advocacy – Individual consumers know what advocacy organizations will represent them to address their needs, concerns and or complaints and how to contact those agencies to resolve their issues.

Advocacy

1. Were you given contact information about advocacy agencies available to help you locate other services?

- Yes
 No

2. Do you have any comments about the previous question and the way it is worded?

Treatment Advocate

3. Were you given information about your right to have someone of your choice help you understand your treatment options?

- Yes
 No

4. Do you have any comments about the previous question and the way it is worded?

CPRSS

Consumer Involvement Standards - Consumer Tool

5. Did you have a Credentialed Peer Recovery Support Specialist (CPRSS) (a person with lived experience) available to you?

- All of the Time
- Most of the Time
- Some of the Time
- None of the Time

6. Do you have any comments about the previous question and the way it is worded?

7. Did you use the assistance of a Credentialed Peer Recovery Support Specialist (CPRSS)?

- Yes
- No

8. Do you have any comments about the previous question and the way it is worded?

Treatment Planning and Participation

9. Were you given information about what a treatment plan is and how you could participate?

- Yes
- No

10. Do you have any comments about the previous question and the way it is worded?

11. Were you given the opportunity to assist in developing your treatment/recovery plan?

- Yes
- No

Consumer Involvement Standards - Consumer Tool

12. Do you have any comments about the previous question and the way it is worded?

Medications

13. Were you given information about available medications that could help you and the side effects they may cause?

- Yes
- No
- Not Applicable

14. Do you have any comments about the previous question and the way it is worded?

15. If you chose a treatment plan that includes medication, were you given information about possible side effects?

- Yes
- No
- Not Applicable

16. Do you have any comments about the previous question and the way it is worded?

Medication Side Effects

17. Were you given information about what to do if you have problems or questions about your medication?

- Yes
- No

18. Do you have any comments about the previous question and the way it is worded?

Supports Information

Consumer Involvement Standards - Consumer Tool

19. Were you given information about how to look for and use additional support groups including internet resources?

Yes

No

20. Do you have any comments about the previous question and the way it is worded?

21. If you expressed interest in employment, were you given information about employment related training?

Yes

No

Not Applicable

22. Do you have any comments about the previous question and the way it is worded?

23. If you expressed interest in seeking employment, were you given information about state and federal laws that will help you manage work and health issues (such as reasonable accommodations, discrimination, EAP, effects on benefits, etc.)?

Yes

No

Not Applicable

24. Do you have any comments about the previous question and the way it is worded?

Information Resources

For the purposes of this survey the term informational resources will be used to represent information about diagnosis, support groups, medication, treatment, services, and state services benefits (which may include: peer specialists, internet access, employment information, brochures, etc.).

Consumer Involvement Standards - Consumer Tool

25. Did the agency you receive services from have an informational resource room?

- Yes
- No
- I Don't Know

26. Do you have any comments about the previous question and the way it is worded?

Information Resources - Continued

27. Was the informational resource room available when you needed it?

- All Of The Time
- Most Of The Time
- Some Of The Time
- None Of The Time

28. Do you have any comments about the previous question and the way it is worded?

29. If you accessed the informational resource room, what did you use it for?

30. Do you have any comments about the previous question and the way it is worded?

31. Was the informational resource room staffed by a person with lived experience in recovery?

- Yes
- No
- I Don't Know

Consumer Involvement Standards - Consumer Tool

32. Do you have any comments about the previous question and the way it is worded?

Informational Resources - Continued

33. Although no informational resource room was available were informational resources available for you to access?

- Yes
 No
 I Don't Know

34. Do you have any comments about the previous question and the way it is worded?

Concerns and Complaints

35. Outside of your agency do you know where to report concerns and complaints about issues relating to your treatment?

- Yes
 No

36. Do you have any comments about the previous question and the way it is worded?

Reasonable Accommodations

37. Did you receive reasonable accommodations for any physical disabilities you have?

- Yes
 No

If No Please Explain:

Consumer Involvement Standards - Consumer Tool

38. Do you have any comments about the previous question and the way it is worded?

Client Satisfaction Surveys

39. Were you given an opportunity to fill out a client satisfaction survey?

Yes

No

40. Do you have any comments about the previous question and the way it is worded?

Client Satisfaction Surveys - Continued

41. Were you given privacy in order to fill out the client satisfaction survey?

Yes

No

42. Do you have any comments about the previous question and the way it is worded?

Diagnosis Information

43. Did you receive information about your diagnoses in a way you could understand?

All Of The Time

Most Of The Time

Some Of The Time

None Of The Time

44. Do you have any comments about the previous question and the way it is worded?

Consumer Involvement Standards - Consumer Tool

45. Did you receive information on your tests and assessments in a way that you could understand?

- All Of The Time
- Most Of The Time
- Some Of The Time
- None Of The Time

46. Do you have any comments about the previous question and the way it is worded?

No Wrong Door

47. Did you receive all of your treatment services with a single treatment provider?

- Yes
- No
- I Don't Know

If No Please Explain:

48. Do you have any comments about the previous question and the way it is worded?

No Wrong Door - Continued

Consumer Involvement Standards - Consumer Tool

49. Did the treatment provider coordinate treatment services from other providers, in order to assist you in obtaining all of the services you needed, while maintaining contact with you?

- Yes
- No
- I Don't Know

Please Explain

50. Do you have any comments about the previous question and the way it is worded?

Thank you for taking time to tell us about your treatment experience. Your feedback is valuable and will help to shape treatment services in the future.

Provider Level Tools:

Provider Level Consumer Involvement Standards

Introduction

In an effort to better understand the level of involvement consumers have in their treatment the ODMHSAS has developed a short survey to request you to rate your agency in areas consumers have identified that they would like to have involvement. Please rate your facility as you believe that it should be rated in each area.

The Individual Level Consumer Involvement Standards are as follows:

- 1) Planning Recovery – The individual consumer is the most important participant in the development of his/her individual recovery.
- 2) Support – Individual consumers have the information to choose/select their support systems and or treatment options.
- 3) Consumer Concerns – Individuals know who to contact about concerns and complaints and how to resolve these issues.
- 4) Access – Consumers are admitted at a single site for mental health, substance abuse and/or other addictive disorders (no wrong door).
- 5) Advocacy – Individual consumers know what advocacy organizations will represent them to address their needs, concerns and or complaints and how to contact those agencies to resolve their issues.

Type of service provided:

- Mental Health
- Substance Abuse
- Both Mental Health and Substance Abuse
- Other (please specify)

Type of community primarily served:

- Urban
- Rural

Individual Level Consumer Involvement Standards Feedback - Provider

Provider Level Consumer Involvement Standards

How well do you feel your agency addresses consumer involvement issues.

Does your agency:

	Never	Rarely	Sometimes	Most of the Time	Always	Not Applicable
1) Provide contact information about advocacy agencies available to help consumers locate other services?	<input type="radio"/>					
2) Provide information about the consumers right to have someone of their choice assist in understanding their treatment and treatment options?	<input type="radio"/>					
3) Explain what a treatment plan is and how the client can participate in the process?	<input type="radio"/>					
4) Fully engage consumers in their treatment plan development?	<input type="radio"/>					
5) If you provide medication services, does your agency provide information about available medications and the side effects they may cause?	<input type="radio"/>					
6) If you do not provide medication services, does your agency provide referrals to meet the medication needs of the consumer?	<input type="radio"/>					
7) If you do not provide medication services, does your agency schedule appointments to meet the medication needs of the consumer?	<input type="radio"/>					
8) Provide information about how to self advocate where medications are concerned?	<input type="radio"/>					
9) Provide information about how to look for and use additional support groups including internet resources?	<input type="radio"/>					
10) Provide information about employment related training (if the client is interested)?	<input type="radio"/>					
11) Provide information about state and federal laws that help consumers manage work and health issues (such as reasonable accommodations, discrimination, EAP, work effects on Medicaid/Medicare benefits, etc.)?	<input type="radio"/>					
12) Provide a resource center (room, wall, internet station, desk, etc.) where consumers can obtain current information about their illness, medications, support groups, etc.?	<input type="radio"/>					
13) Employ persons with lived experience in recovery to be available for consumers and assist them in addressing their recovery needs at every level.	<input type="radio"/>					
14) Provide information about how consumers can report concerns and complaints, outside of your agency, about issues relating to their treatment?	<input type="radio"/>					
15) Provide opportunities to fill out client satisfaction surveys in private?	<input type="radio"/>					
16) Provide information about the consumer's diagnosis in a way that they can understand?	<input type="radio"/>					
17) Provide information about the consumer's	<input type="radio"/>					

Provider Level Consumer Involvement Standards

...costs and assessments in a way that they can understand?

Finished

Thank you for completing the Consumer Involvement Survey.

Community Level Tools:

Community Level Consumer Involvement Standards

1. Introduction

2. Standard 1

Standard 1 - Community Boards - Boards (relating to mental health, substance abuse and/or other addictive disorder services) adopt ongoing strategies that ensure consumer involvement.

Have you accessed the Consumer Involvement Advisory Group (CIAG) for training for the development of community level support groups?

Yes

No

3. Standard 2

Standard 2 - Support Groups - Consumer support group strategies and service delivery are based on continuous, on-going consumer involvement.

Community Level Consumer Involvement Standards

	Are you aware of this support group in your community?	Total number you are aware of that are in your community	Total number in your community that are ADA compliant (accessible)?
Alcoholics Anonymous (AA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Cocaine Anonymous (CA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Crystal Meth Anonymous (CMA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Marijuana Anonymous (MA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Nicotine Anonymous (NicA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Narcotics Anonymous (NA)	<input type="text"/>	<input type="text"/>	<input type="text"/>
LifeRing Secular Recovery (LSR)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Moderation Management (MM)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Narconon (Church of Scientology)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pagans In Recovery (PIR)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Secular Organizations for Sobriety (SOS)	<input type="text"/>	<input type="text"/>	<input type="text"/>
SMART Recovery	<input type="text"/>	<input type="text"/>	<input type="text"/>
Women For Sobriety (WFS)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Other (please specify)

Total number of behavioral health outreach activities designed with the involvement of consumers?

4. Standard 3

Standard 3 - Health Services - Communities will work with local healthcare providers to promote cross training of in Credentialed Peer Recovery Support Specialist's primary health care.

Community Level Consumer Involvement Standards

Are you aware of local health care providers who provide training to Credentialed Peer Recovery Support Specialists (CPRSS) to cross train them into primary care or other health care settings?

Yes

No

5. Standard 3

Standard 3 - Health Services – Communities will work with local healthcare providers to promote cross training of in Credentialed Peer Recovery Support Specialist's primary health care.

How many local health care providers train Credentialed Peer Recovery Support Specialists to integrate them into the local health care system?

How has your community promoted the cross training of Credentialed Peer Recovery Support Specialists (CPRSS) into primary health care?

6.

Would your community be interested in working with the Consumer Involvement Advisory Group (CIAG) to promote Credentialed Peer Recovery Support Specialists (CPRSS) cross training?

Yes

No

Already Provide This Service

7.

Community Level Consumer Involvement Standards

Please provide the following information so that your community may be contacted by the Consumer Involvement Advisory Group (CIAG) about Credentialed Peer Recovery Support Specialist (CPRSS) cross training:

Name:

Company:

Address:

Address 2:

City/Town:

ZIP/Postal Code:

Email Address:

Phone Number:

8.

Thank you for taking time to inform us about your community.

Community Level Tools and State Level Tools:

Consumer Involvement Advisory Group Survey

1. Introduction

2. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Standard 1:

Is there an independently funded Consumer Involvement Advisory Group (CIAG) established?

Yes

No

In Progress

3. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Standard 1:

Please describe the progress that has been made in meeting the Consumer Involvement Advisory Group (CIAG) development?

4. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Consumer Involvement Advisory Group Survey

Standard 1:

Has the Consumer Involvement Advisory Group (CIAG) met the following criteria (note: a single individual may fulfill more than one requirement):

	Yes	No
The Consumer Involvement Advisory Group (CIAG) is comprised of behavioral health consumers	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Northeastern Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Northwestern Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Southeastern Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Southwestern Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Tulsa Metropolitan Area	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Oklahoma City Metropolitan Area	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Rural Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Urban Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Culturally and Ethnically Diverse Populations within Oklahoma	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Incarcerated Populations	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Child Population	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Youth Population	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Young Adult Population	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Adult Population	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for the Senior Adult Population	<input type="radio"/>	<input type="radio"/>
There is at least one representative to speak for Historically Underserved Populations (for example: Veterans, Deaf and Hard of Hearing)	<input type="radio"/>	<input type="radio"/>
The Consumer Involvement Advisory Group (CIAG) has a minimum of 20 voting members	<input type="radio"/>	<input type="radio"/>
The Consumer Involvement Advisory Group (CIAG) has a membership at large	<input type="radio"/>	<input type="radio"/>
The Consumer Involvement Advisory Group (CIAG) officers rotate yearly	<input type="radio"/>	<input type="radio"/>
The Consumer Involvement Advisory Group (CIAG) meets at a minimum of quarterly (or as needed if more frequent meetings are required)	<input type="radio"/>	<input type="radio"/>

Comments:

5. Standard 1

Consumer Involvement Advisory Group Survey

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Standard 1:

The Consumer Involvement Advisory Group (CIAG) utilizes Electronic Communication for full participation:

- Yes
 No
 In Progress

6. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Standard 1:

Consumer Involvement Advisory Group (CIAG) members have access to the following tools and are provided information on how to access and use this technology

	Consumers Have Access	Consumers Have Information
Internet Capability	<input type="text"/>	<input type="text"/>
Teleconference Equipment	<input type="text"/>	<input type="text"/>
Computer Equipment	<input type="text"/>	<input type="text"/>

Comments:

7. Standard 2

Funding and Allocations – CIAG/Advocacy Organizations are directly involved in behavioral health strategic planning to include grant application submissions, funding and distribution processes.

Consumer Involvement Advisory Group Survey

Standard 2:

Provide the following information based on behavioral health grant information for the fiscal year:

Total number of grant applications received?

Total number of grant applications received within 30 days of submission deadline?

Total number of grant applications the Consumer Involvement Advisory Group (CIAG) was involved in developing?

Total number of grant awards for which the Consumer Involvement Advisory Group (CIAG) was notified?

Total number of grant awards for which the Consumer Involvement Advisory Group (CIAG) was notified within in of 30 days of award?

Total number of grants awarded that had Consumer Involvement Advisory Group (CIAG) involvement?

Comments:

8. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health programs:

involved consumers throughout the planning process?

involved consumers throughout the development process?

involved consumers throughout the evaluation process?

involved consumers when addressing program issues?

Comments:

9. Standard 3

Policy Development and Program Implementation – To ensure effective program development and

Consumer Involvement Advisory Group Survey

implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health legislative initiatives:

involved the Consumer Involvement Advisory Group (CIAG) throughout the legislative initiative process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the evaluation process?

involved the Consumer Involvement Advisory Group (CIAG) when addressing legislative initiative issues?

Comments:

10. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health policies:

involved the Consumer Involvement Advisory Group (CIAG) throughout the policy planning process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the evaluation process?

involved the Consumer Involvement Advisory Group (CIAG) when addressing policy issues?

Comments:

11. Standard 4

Consumer Involvement Advisory Group Survey

Needs Assessment and Evaluation – Consumers are involved, through the CIAG, in the development of state-level behavioral health needs assessment.

Standard 4:

How many behavioral health needs assessment and evaluation studies using national data sets:

were presented to the Consumer Involvement Advisory Group (CIAG)?

were posted on a publicly accessible website in which the Consumer Involvement Advisory Group (CIAG) was notified of the posting and the location?

Standard 4:

How many behavioral health:

studies were presented to the Consumer Involvement Advisory Group (CIAG)?

studies results were posted on a publicly accessible website in which the Consumer Involvement Advisory Group (CIAG) was notified of the posting and the location?

studies involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

Comments:

12. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Standard 5:

A Media Work Group (MWG) has been established with between five and ten voting members.

Yes

No

In Progress

13. Standard 5

Consumer Involvement Advisory Group Survey

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Standard 5:

Statewide theme:

14. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Have you developed an Outreach Information Exchange Network (OIEN)?

Yes

No

In Progress

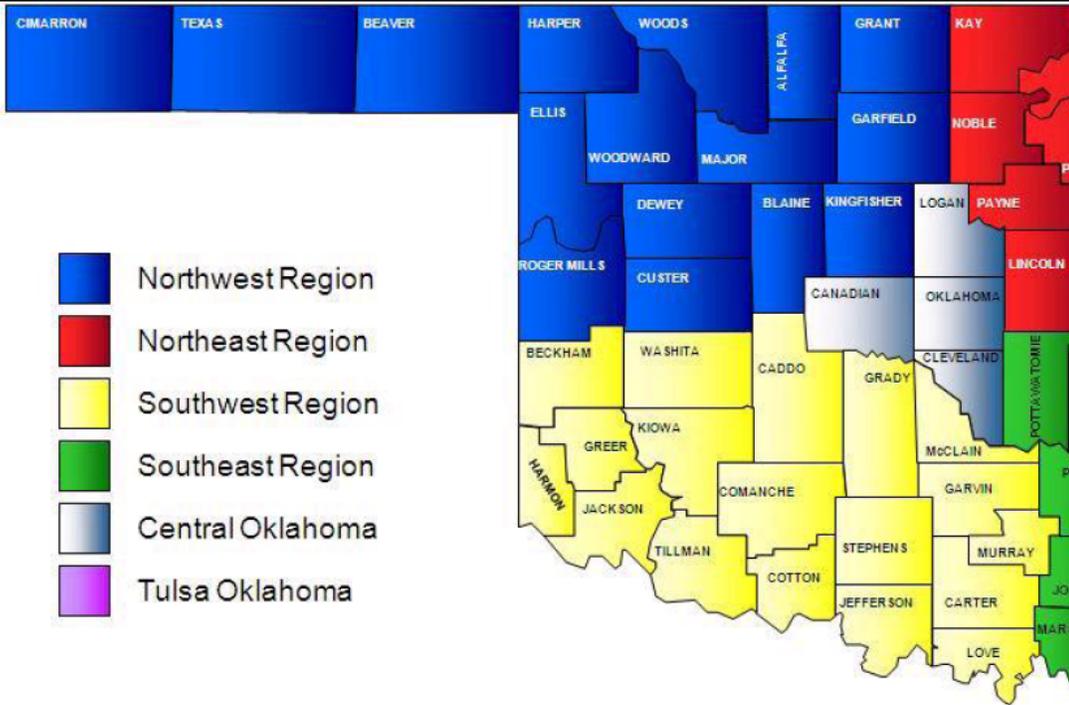
Total number of communities enrolled in the Outreach Information Exchange Network (OIEN)?

Total number of communities who worked with the Consumer Involvement Advisory Group (CIAG) to access training for the development of community level support groups?

15. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Consumer Involvement Advisory Group Survey



Standard 5:

For each region (please see map for region description) please indicate the number of consumer run messages delivered via:

	Northeastern Oklahoma	Northwestern Oklahoma	Southeastern Oklahoma	Southwestern Oklahoma	Oklahoma City Metropolitan	Tulsa Metropolitan
Public Service Announcements	<input type="text"/>	<input type="text"/>				
Radio Programs	<input type="text"/>	<input type="text"/>				
Television Programs	<input type="text"/>	<input type="text"/>				

Comments:

16. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Consumer Involvement Advisory Group Survey

Total number of:

communities identified for behavioral health
community outreach?

communities in which behavioral health specific
media strategies have been developed?

behavioral health specific media strategies
were co-designed with the Consumer
Involvement Advisory Group (CIAG)?

17. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Standard 5:

How many education/media community workgroups:

were active during the study period?

were lead by Consumer Involvement Advisory
Group (CIAG) regional representatives?

Comments:

18. Standard 6

Ethics and Civil Rights – A comprehensive process for the legal protection of individual rights and grievance procedures is developed and maintained with involvement from the CIAG.

Standard 6:

Did the Consumer Involvement Advisory Group (CIAG) collaborate with the Oklahoma Law Disability Center for education/support?

- Yes
- No
- In Progress

19. Standard 7

Early Intervention/Prevention – Consumers, through the CIAG, are involved in the development and implementation of intervention and prevention strategies for behavioral health disorder programs.

Consumer Involvement Advisory Group Survey

Total number of:

consumer run wellness centers developed?

consumer run wellness centers developed with
Consumer Involvement Advisory Group (CIAG)
involvement?

Does the Consumer Involvement Advisory Group (CIAG) collaborate with:

	Yes	No
the Council on Law Enforcement Education and Training to develop behavioral health law enforcement training standards?	<input type="radio"/>	<input type="radio"/>
the Oklahoma State Department of Education to develop behavioral health education strategies?	<input type="radio"/>	<input type="radio"/>

Comment:

20. Standard 8

Consumer Satisfaction and Rating Services – Behavioral Programs in collaboration with the CIAG will develop tools and processes to obtain annual feedback from consumers to measure the effectiveness of agency programs, which will be used to improve program performance.

Total number of:

behavioral health service providers who developed an annual consumer/client satisfaction survey in collaboration with the CIAG.

behavioral health service providers conducting an annual consumer/client satisfaction survey with input from the CIAG?

consumer/client satisfaction survey results provided to the CIAG within 120 days.

consumer/client satisfaction survey results for which the CIAG provided input within 120 days?

21. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

What is the current OUR?

22. Finished

Thank you for completing the Consumer Involvement Advisory Group survey.

State Level Tools:

State Agency Consumer Involvement Survey

1. Introduction

For the purposes of this survey and the Consumer Involvement Standards the following terms are defined as:
Consumer Involvement Advisory Group (CIAG) - A behavioral health consumer organization whose purpose is to aid state agencies providing behavioral health services in involving behavioral health consumers in decision making and policy development.

Credentialed Peer Recovery Support Specialist (CPRSS) - A behavioral health consumer who has attended training enabling them to provide professional support services to behavioral health consumers.

Optimal Utilization Ratio (OUR) - A ratio used to identify the appropriate client to Credentialed Peer Recovery Support Specialist ratio.

Employee Assistance Program (EAP) - A program provided to employees of agencies to assist them with issues of a personal nature.

2. Agency

Is your agency:

- the behavioral health authority?
 not the behavioral health authority?

3. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

* Standard 1:

Is there an independently funded Consumer Involvement Advisory Group (CIAG) established?

- Yes
 No
 In-Progress

4. Standard 2

Funding and Allocations – CIAG/Advocacy Organizations are directly involved in behavioral health strategic planning to include grant application submissions, funding and distribution processes.

State Agency Consumer Involvement Survey

Standard 2:

Provide the following information based on behavioral health grant information for the fiscal year:

Total number of grants applied for during the year?

Total number of grant applications provided to the Consumer Involvement Advisory Group (CIAG) within 30 days of the submission date?

Total number of grants applied for that included the Consumer Involvement Advisory Group (CIAG) throughout the application process?

Total number of grants awarded during the fiscal year?

Total number of grant awards received, in which the Consumer Involvement Advisory Group (CIAG) received notification within 30 days of the award?

Total number of grants awarded that included the Consumer Involvement Advisory Group (CIAG) throughout the grant process?

Comments:

5. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health programs:

were developed?

involved the Consumer Involvement Advisory Group (CIAG) throughout the planning process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the evaluation process?

involved the Consumer Involvement Advisory Group (CIAG) when addressing program issues?

State Agency Consumer Involvement Survey

Comments (Please list all behavioral health programs developed):

6. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health legislative initiatives:

were initiated?

involved the Consumer Involvement Advisory Group (CIAG) throughout the planning process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the evaluation process?

involved the Consumer Involvement Advisory Group (CIAG) when addressing issues relating to the initiative?

Comments (Please list all behavioral health legislative initiatives):

7. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

State Agency Consumer Involvement Survey

Standard 3:

How many new behavioral health policies:

were developed?

involved the Consumer Involvement Advisory Group (CIAG) throughout the planning process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

involved the Consumer Involvement Advisory Group (CIAG) throughout the evaluation process?

involved the Consumer Involvement Advisory Group (CIAG) when addressing policy issues?

Comments (Please list all behavioral health policies):

8. Standard 4

Needs Assessment and Evaluation – Consumers are involved, through the CIAG, in the development of state-level behavioral health needs assessment.

Standard 4:

How many behavioral health needs assessment and evaluation studies using national data sets:

were conducted?

were posted on a publicly accessible website?

were presented to the Consumer Involvement Advisory Group (CIAG)?

Standard 4:

How many behavioral health:

evaluation/study instruments were developed?

how many evaluations/studies were updated?

studies involved the Consumer Involvement Advisory Group (CIAG) throughout the development process?

studies were presented to the Consumer Involvement Advisory Group (CIAG)?

studies were posted on a publicly accessible website?

State Agency Consumer Involvement Survey

Were all existing assessment instruments sent to the Consumer Involvement Advisory Group (CIAG) for review?

Yes

No (please specify)

Comments:

9. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Standard 5:

How many state or federally funded education/media campaigns:

were designed during the year?

were co-designed with the Consumer Involvement Advisory Group (CIAG)?

10. Standard 6

Ethics and Civil Rights – A comprehensive process for the legal protection of individual rights and grievance procedures is developed and maintained with involvement from the CIAG.

Standard 6:

Total number of state operated/contracted providers:

currently providing services?

with a grievance process in place?

with grievance procedures prominently posted?

with two or more consumers on the grievance team?

Comments:

11. Standard 7

Early Intervention/Prevention – Consumers, through the CIAG, are involved in the development and implementation of intervention and prevention strategies for behavioral health disorder programs.

State Agency Consumer Involvement Survey

Standard 7:

Total number of:

consumer run wellness centers developed?	<input type="text"/>
consumer run wellness centers developed with involvement from the Consumer Involvement Advisory Group (CIAG)?	<input type="text"/>
behavioral health service providers with Credentialed Peer Recovery Support Specialists (CPRSS) available?	<input type="text"/>
behavioral health service providers with training for wellness coordinators?	<input type="text"/>
behavioral health service providers with training developed in collaboration from the Consumer Involvement Advisory Group (CIAG)?	<input type="text"/>
behavioral health service providers offering training for primary care providers?	<input type="text"/>
behavioral health service providers offering training for primary care providers developed in collaboration from the Consumer Involvement Advisory Group (CIAG)?	<input type="text"/>

Standard 7:

The CIAG collaborates with:

	Yes	No	In Progress
the Council on Law Enforcement Education and Training (CLEET) to develop a behavioral health law enforcement training standard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the Oklahoma State Department of Education to develop behavioral health education strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment	<input type="text"/>		

12. Standard 8

Consumer Satisfaction and Rating Services – Behavioral Programs in collaboration with the CIAG will develop tools and processes to obtain annual feedback from consumers to measure the effectiveness of agency programs, which will be used to improve program performance.

State Agency Consumer Involvement Survey

Standard 8:

Total number of behavioral health service providers:

who conduct an annual consumer/client satisfaction survey?

who developed an annual consumer/client satisfaction survey in collaboration with the Consumer Involvement Advisory Group (CIAG)?

who have provided the results of the consumer/client satisfaction survey to the Consumer Involvement Advisory Group (CIAG) within 120 days?

who received input on the results of their consumer/client satisfaction survey provided from the Consumer Involvement Advisory Group (CIAG) within 120 days?

13. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

What percent of contracts have the Optimal Utilization Ratio (OUR) stipulated?

Standard 9:

Total number of state agency contracts reporting their Optimal Utilization Ratio (OUR)?

Total number of behavioral health service providers operating at:

Optimal Utilization Ratio (OUR) standard?

75% - 99% of Optimal Utilization Ratio (OUR) standard?

50% - 74% of Optimal Utilization Ratio (OUR) standard?

below 50% of Optimal Utilization Ratio (OUR) standard?

Standard 9:

Total number of behavioral health service providers with a plan to address Optimal Utilization Ratio (OUR) standards?

State Agency Consumer Involvement Survey

14. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Has the Credentialed Peer Recovery Support Specialist (CPRSS) credentialing agency develop a public website with input from the Consumer Involvement Advisory Group (CIAG)?

Yes

No

In Progress

15. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Does the public website include:

	Yes	No	In Progress
the benefits of becoming a Credentialed Peer Recovery Support Specialist (CPRSS)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
education on the benefits of hiring Credentialed Peer Recovery Support Specialists (CPRSS)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credentialed Peer Recovery Support Specialists (CPRSS) training and Continuing Education Units opportunities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
information about scholarships available conferences, including contact information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Opportunities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credentialed Peer Recovery Support Specialists (CPRSS) Employer Training?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)			

16. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

State Agency Consumer Involvement Survey

Standard 9:

Total number of programs the state:

has active to incentivize consumers to become Credentialed Peer Recovery Support Specialists (CPRSS) in Oklahoma?

is developing to incentivize consumers to become Credentialed Peer Recovery Support Specialists (CPRSS) in Oklahoma?

has active to incentivize Credentialed Peer Recovery Support Specialists (CPRSS) to seek further education in the behavioral health field?

is developing to incentivize Credentialed Peer Recovery Support Specialists (CPRSS) to seek further education in the behavioral health field?

17. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Total number of retention strategies that state agencies have developed to maintain the Credentialed Peer Recovery Support Specialist (CPRSS) Optimum Utilization Ratio (OUR)?

18. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Do you make available Credentialed Peer Recovery Support Specialists (CPRSS) through your Employee Assistance Programs (EAP)?

Yes

No

Comment:

State Agency Consumer Involvement Survey

Standard 9:

Do you/Does your Employee Assistance Program (EAP) provide workshops and support groups conducted by individuals with lived experience equally with clinical or professional speakers?

Yes

No

Comment:

Standard 9:

Do you/Does your Employee Assistance Program (EAP) provide Recovery Relapse support groups?

Yes

No

Comment:

19. Standard 1

Development of a Consumer Involvement Advisory Group (CIAG) – An independently funded CIAG will be developed with assistance of state agencies and will be provided with advisory and support staff as requested.

Standard 1:

Please describe the progress that has been made in meeting the Consumer Involvement Advisory Group (CIAG) development?

20. Standard 2

Funding and Allocations – CIAG/Advocacy Organizations are directly involved in behavioral health strategic planning to include grant application submissions, funding and distribution processes.

State Agency Consumer Involvement Survey

Standard 2:

Provide the following information based on behavioral health grant information for the fiscal year:

Total number of grants applied for during the year?

Total number of grants applied for that included consumer involvement throughout the application process?

Total number of grants awarded during the fiscal year?

Total number of grants awarded that included consumer involvement throughout the grant process?

Comments:

21. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health programs:

were developed?

involved consumers throughout the planning process?

involved consumers throughout the development process?

involved consumers throughout the evaluation process?

involved consumers involvement when addressing program issues?

Comments (Please list all behavioral health programs developed):

22. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

State Agency Consumer Involvement Survey

Standard 3:

How many new behavioral health legislative initiatives:

were initiated?

involved consumers throughout the planning process?

involved consumers throughout the development process?

involved consumers throughout the evaluation process?

involved consumers when addressing issues relating to the initiative?

Comments (Please list all behavioral health legislative initiatives):

23. Standard 3

Policy Development and Program Implementation – To ensure effective program development and implementation consumers are involved, through the CIAG, in the development of state agency behavioral health policies, legislative initiatives, and strategies.

Standard 3:

How many new behavioral health policies:

were developed?

involved consumers throughout the planning process?

involved consumers throughout the development process?

involved consumers throughout the evaluation process?

involved consumers when addressing policy issues?

Comments (Please list all behavioral health policies):

24. Standard 4

Needs Assessment and Evaluation – Consumers are involved, through the CIAG, in the development of state-level behavioral health needs assessment.

State Agency Consumer Involvement Survey

Standard 4:

How many behavioral health needs assessment and evaluation studies using national data sets:

were conducted?

were posted on a publicly accessible website?

Standard 4:

How many behavioral health:

evaluation/study instruments were developed?

how many evaluations/studies were updated?

studies involved consumers throughout the development process?

studies were posted on a publicly accessible website?

Were all existing assessment instruments sent to the Consumer Involvement Advisory Group (CIAG) for review?

Yes

No (please specify)

Comments:

25. Standard 5

Outreach – Outreach activities and public educational campaigns related to behavioral health are developed with involvement from consumers, through the CIAG.

Standard 5:

How many state or federally funded education/media campaigns:

were designed during the year?

were co-designed with the consumers?

26. Standard 6

Ethics and Civil Rights – A comprehensive process for the legal protection of individual rights and grievance procedures is developed and maintained with involvement from the CIAG.

State Agency Consumer Involvement Survey

Standard 6:

Total number of state operated/contracted providers:

currently providing services?	<input type="text"/>
with a grievance process in place?	<input type="text"/>
with grievance procedures prominently posted?	<input type="text"/>
with two or more consumers on the grievance team?	<input type="text"/>

Comments:

27. Standard 7

Early Intervention/Prevention – Consumers, through the CIAG, are involved in the development and implementation of intervention and prevention strategies for behavioral health disorder programs.

Standard 7:

Total number of:

consumer run wellness centers developed?	<input type="text"/>
consumer run wellness centers developed with involvement from consumers?	<input type="text"/>
behavioral health service providers with Credentialed Peer Recovery Support Specialists (CPRSS) available?	<input type="text"/>
behavioral health service providers with training for wellness coordinators?	<input type="text"/>
behavioral health service providers with training developed in collaboration from consumers?	<input type="text"/>
behavioral health service providers offering training for primary care providers?	<input type="text"/>
behavioral health service providers offering training for primary care providers developed in collaboration from consumers?	<input type="text"/>

Standard 7:

The CIAG collaborates with:

	Yes	No	In Progress
the Council on Law Enforcement Education and Training (CLEET) to develop a behavioral health law enforcement training standard.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the Oklahoma State Department of Education to develop behavioral health education strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment

State Agency Consumer Involvement Survey

28. Standard 8

Consumer Satisfaction and Rating Services – Behavioral Programs in collaboration with the CIAG will develop tools and processes to obtain annual feedback from consumers to measure the effectiveness of agency programs, which will be used to improve program performance.

Standard 8:

Total number of behavioral health service providers:

who conduct an annual consumer/client satisfaction survey?

who developed an annual consumer/client satisfaction survey in collaboration with consumers?

who received input on the results of their consumer/client satisfaction survey provided from consumers?

29. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

What percent of contracts have the Optimal Utilization Ratio (OUR) stipulated?

Standard 9:

Total number of state agency contracts reporting their Optimal Utilization Ratio (OUR)?

Total number of behavioral health service providers operating at:

Optimal Utilization Ratio (OUR) standard?

75% - 99% of Optimal Utilization Ratio (OUR) standard?

50% - 74% of Optimal Utilization Ratio (OUR) standard?

below 50% of Optimal Utilization Ratio (OUR) standard?

State Agency Consumer Involvement Survey

Standard 9:

Total number of behavioral health service providers with a plan to address Optimal Utilization Ratio (OUR) standards?

30. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Has the Credentialed Peer Recovery Support Specialist (CPRSS) credentialing agency develop a public website with input from consumers?

- Yes
- No
- In Progress

31. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Does the public website include:

	Yes	No	In Progress
the benefits of becoming a Credentialed Peer Recovery Support Specialist (CPRSS)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
education on the benefits of hiring Credentialed Peer Recovery Support Specialists (CPRSS)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credentialed Peer Recovery Support Specialists (CPRSS) training and Continuing Education Units opportunities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
information about scholarships available conferences, including contact information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Opportunities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credentialed Peer Recovery Support Specialists (CPRSS) Employer Training?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)			

32. Standard 9

State Agency Consumer Involvement Survey

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Total number of programs the state:

has active to incentivize consumers to become Credentialed Peer Recovery Support Specialists (CPRSS) in Oklahoma?

is developing to incentivize consumers to become Credentialed Peer Recovery Support Specialists (CPRSS) in Oklahoma?

has active to incentivize Credentialed Peer Recovery Support Specialists (CPRSS) to seek further education in the behavioral health field?

is developing to incentivize Credentialed Peer Recovery Support Specialists (CPRSS) to seek further education in the behavioral health field?

33. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Total number of retention strategies that state agencies have developed to maintain the Credentialed Peer Recovery Support Specialist (CPRSS)

Optimum Utilization Ratio (OUR)?

34. Standard 9

Consumer Employment – With the assistance of the CIAG, state agencies that provide behavioral health services will develop and implement strategies for all levels of the workforce to remove stigma and discrimination practices related to behavioral health.

Standard 9:

Do you make available Credentialed Peer Recovery Support Specialists (CPRSS) through your Employee Assistance Programs (EAP)?

Yes

No

Comment:

State Agency Consumer Involvement Survey

Standard 9:

Do you/Does your Employee Assistance Program (EAP) provide workshops and support groups conducted by individuals with lived experience equally with clinical or professional speakers?

Yes

No

Comment:

Standard 9:

Do you/Does your Employee Assistance Program (EAP) provide Recovery Relapse support groups?

Yes

No

Comment:

35. Finished

Thank you for completing the Consumer Involvement Advisory Group survey.