

Results from a National Survey of Certified Peer Specialist Job Titles and Job Descriptions

Evidence of a Versatile Behavioral Health Workforce



Temple University
Collaborative
On Community Inclusion of Individuals with Psychiatric Disabilities

Edward B. Schwenk, B.A.
Eugene Brusilovskiy, B.A.
Mark Salzer, Ph.D.



Temple University Collaborative

On Community Inclusion of Individuals with Psychiatric Disabilities

www.tucollaborative.org

The contents of this publication were developed under a grant from the Department of Education, NIDRR grant number H133B031109 (Salzer, PI). However, the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

If you wish to use any material from this document, we recommend the following citation:

Schwenk, E.B., Brusilovskiy, E., & Salzer, M.S. (2009). *Results from a National Survey of Certified Peer Specialist Job Titles and Job Descriptions: Evidence of a Versatile Behavioral Health Workforce*. The Temple University Collaborative on Community Inclusion: Philadelphia, PA.

Other manuscripts and documents from the authors on this topic:

Katz, J., & Salzer, M.S. (2006). Certified peer specialist training program descriptions. Prepared by the Temple University Collaborative on Community Inclusion. Available at www.tucollaborative.org

Salzer, M.S., Schwenk, E.B., & Brusilovskiy, E. (2010). Certified Peer Specialist Roles and Activities: Results from a National Survey. *Psychiatric Services*, 61(5), 520-523.

Salzer, M.S., Katz, J., Kidwell, B., Federici, M., & Ward-Colasante, C. (2009). Pennsylvania Certified Peer Specialist Initiative: Training, Employment, and Work Satisfaction Outcomes. *Psychiatric Rehabilitation Journal*, 32, 293-297.

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Purpose

Peer-delivered services have been around for decades, such as self-help/mutual-aid groups, stand-alone programs (i.e., consumer-operated programs), and more rarely, peers hired as part of traditional programs (e.g., case management, vocational, inpatient, partial). The emergence of Medicaid funding for peer support services provided by “Certified Peer Specialists” (CPS) has generated great interest among people in recovery, providers, administrators, and funders to discover the types of roles and responsibilities that peers can play as part of the system. The excitement expressed by peers for training and paid roles to provide peer support, and by providers and systems who are increasingly valuing the benefits of peer support and the unique “ways of knowing” and motivation brought into programs and systems by CPS suggests that we are on the cusp of the emergence of the CPS as an important member of the behavioral health workforce. This impending revolution also brings confusion, often based on outdated perspectives, about the roles that CPS can play in the system. The end result of this may be CPS who are hired in roles that do not maximize their skills and abilities or the fact that they can play many roles in many types of settings. As an aside, one could argue that this might be similar to what happens with other disciplines in the behavioral health workforce (i.e., psychiatrists viewed as only prescribers; nurses as only providing first aid and health education; psychologists as only doing therapy; and social workers as only doing case management). The purpose of this report is to present the job titles and descriptions that were provided by 274 respondents who responded to a brief online survey of certified peer specialists (CPS) working in paid positions in the United States. The goal is to give peers and other stakeholders a sense of the wide variety of job titles that people have and the description of their jobs, in their own words.

Methods

We entered our instrument into Survey Monkey, an online survey vendor, enabling individuals with Internet access to complete it. Five respondents printed the survey and submitted it by mail. There was a written announcement about the survey on numerous websites and listservs that target CPS. The survey was available from June 5, 2008 to March 23, 2009 during which time 347 people completed it. Of these, 73 were excluded for any of the following reasons: 1) they were not working as a CPS; 2) they were working on a voluntary basis; 3) they were not living/working in the U.S.; 4) they did not provide their job titles or descriptions. The survey asked respondents to provide their job title, give an open-ended description of their jobs, indicate the type of program in which they are employed, and answer questions about the average number of hours they work per week, the length of employment as a CPS, race and gender. Furthermore, it included a number of questions about the location, modality and specific supports that the CPS provided, which are discussed in detail and analyzed in one of the manuscripts listed above (Salzer, M.S., Schwenk, E.B., & Brusilovskiy, E., 2010). For the current report, the job descriptions were edited for clarity and any information that could be used to identify the individual or the agency was removed. The job titles and descriptions were grouped by the type of program in which the CPS worked.

Sample

(10.9% were Black or African American, 8 (3.3%) were Hispanic or Latino, 1 (1.3%) was Asian, Pacific Islanders or Hawaiian Natives, 3 (1.3%) were Native American and 10 (4.2%) were Multicultural. The average respondent has been employed as a CPS for 24.6 months (SD = 23.6) and worked 29.8 hours per week (SD=11.4). The number of individuals in every program type is presented in the table below.

Program	Frequency
Independent Peer Support Program	68
Case Management	52
Inpatient	19
Drop-In Center	18
Education/Advocacy	15
Clubhouse	13
Residential Program	13
Administrative	10
Partial Hospital/Day Program	9
Vocational Rehabilitation (Focused on Work)	6
Therapeutic Recreation/Socialization Program	6
Outpatient	5
Psychiatric Rehabilitation/Recovery	4
Medication Management	3
CRISIS	2
Other/Could Not be Coded/Miscellaneous	31

Job Descriptions

Program Type: Case Management

Job Title	Description
Assistant Case Manager	I take clients to and from the doctor's offices. I write progress notes. I conduct educational groups.
Certified Peer Specialist	I work directly with a case load of 20 peer consumers to facilitate and support their own personal recovery plans from mental health challenges. This includes completing all necessary documentation for both face-to-face and telephone contact. I also handle closing summaries when peer consumers have met their goals.
Certified Peer Specialist	I provide community service to individual consumers, documenting skills taught to manage symptoms, medication, side effects, and recovery on a peer-to-peer basis. I link them to community resources, when and where available, and offer support in any and every appropriate manner. I also co-facilitate a two hour skills group four times per week.
Certified Peer Specialist	I offer Peer Support Services as a therapeutic alternative to and in addition to the new recovery model of service which is transforming mental health practice. I assist individuals in exploring and utilizing their own skills in four principal categories: social, vocational, self-maintenance and educational. I also assist and support individuals in facing their day by-day challenges, especially the Hispanic population which, in part because it is a minority, is in great need of support. I help individuals with appointments, searching for housing, assistance with program information, etc.
Certified Peer Specialist	I provide recovery coaching for individuals. I assist them in establishing goals and reaching the goals that they have set for themselves in their recovery plan. I participate in activities. I offer hope that there is recovery from mental illness by sharing my story when appropriate. I also provide support and assist with writing safety plans.
Certified Peer Specialist	I am a certified peer specialist. My role is 1) to model recovery through my actions, words and deeds and 2) to help other veterans in our program with their own recovery journeys. I do groups, 1-1 visits, and other activities as determined by my supervisor.

Certified Peer Specialist

I establish trust between consumers and team members. I assist in implementation of goals and objectives identified in treatment plan by providing designated services. I interact with consumers as peers by sharing common experiences. I assist consumers in connecting with self-help groups when appropriate. I help consumers in understanding and managing their illness and symptoms. I aid consumers in gaining access to local programs and services. I assist consumers with understanding their rights and responsibilities as a recipient of mental health services. I participate in team meetings as appropriate. I complete all necessary documentation within program time limits. I maintain consumer confidentiality at all times.

Certified Peer Specialist

I attend staff meetings, visit clients in their homes, provide support and resources, and assist with finding out about housing, jobs and schools. I also make referrals to alternate programs, role-play appropriate behavior, and practice making menus, shopping lists and going shopping. I help with budgeting, creating an awareness of human rights, pointing out abilities, and aid in making choices. Finally, I demonstrate and practice daily living skills, assist in obtaining services from agencies, encourage self-advocacy, WRAP Planning, etc., etc.

Certified Peer Specialist

I frequently talk with peers and try and coordinate outings and activities. Sometimes the peers make suggestions, and other times I might make a suggestion. Often I will arrange a cookout, or a trip to a local lake or park. Sometimes I take a people out to rent a movie, and I also help by taking people out to buy groceries or other needed items. Additionally I provide peer support by being an active listener, and by sharing from my own experience of living with Mental Illness. Occasionally I bring in a musical instrument, and play a few songs with several of the clients. I often explain some basics about playing the instrument to anyone who is interested in learning. It is important work, and I want people to see that there are opportunities for individuals with challenges. I think a big challenge is for people to find something interesting to do every day. That is why I try to get people, as many as possible, involved with the program they are in, and to also get them involved with the other peers, and to spend their time in a meaningful way. Once people notice me, and see that they can have fun and participate and get to go places, and do things as a group, they often look forward to the days I work. When people see me they ask, "What are we doing today?" Sometimes they

even will say that they were looking forward to me coming in so that they could do something. These remarks are what make my work a rewarding experience.

Certified Peer Specialist

In the past I have done mental health outreach, helping consumers overcome obstacles to recovery such as budgeting, negative self-talk, depression, isolation. I also advocate for consumer rights with staff. I conduct trainings for consumers using the NAMI Peer-to-Peer Education Course, NAMI C.A.R.E. I am a group facilitator providing training for consumer support groups. I am currently involved in training staff and consumers on W.R.A.P. and assisting consumers in formulating their own W.R.A.P.s.

Certified Peer Specialist

I help do the recovery groups for a few counties in my state. I look for materials that will help in those groups. I also do peer support with crisis management and work closely with peers who have co-occurring disorders.

Certified Peer Specialist

My job involves community integration. I build communities among the people that I work with and allow them to do their own work building communities once they have the tools in place. I arrange for socializing. I get people to the doctor's office. I assist any staff member who needs my help. My main focus is on wellness. I serve as a role model. I do have people who are very happy that this service has come into their lives.

Certified Peer Specialist

I will be working with "TAY," Transitional Age Youth (18-25). Different programs provide a range of services to consumers in their homes. In my case, it's talking, goal-planning, or just getting out of the house. What I was really hired for, however, was a new program they're developing for TAY. I will be on hand to provide CPS services to several young people who will be living together on their own, in a house or apartment, under an organization.

Certified Peer Specialist

I direct client contact, assist in community living, participate in treatment planning, crisis management, housing, etc.

Certified Peer Support Specialist

I work one on one with clients and also run groups. I do client affairs work such as helping clients find resources in the community to help them such as food banks, help with bills etc. I run the client advisory board, attend the center's quality Improvement meeting, and the center's board meetings among other things

Certified Peer Support Specialist

I support case managers. I stay up to date by attending trainings. I am piloting a new program. I help, guide and

	support consumers with whatever they feel will help them gain insight for a better quality of life.
Certified Peer Support Specialist	Support coordinators refer clients to me. I engage clients and empower them to find resources and become more involved in the community.
Certified Peer Support Specialist	My job entails a variety of little jobs. I often sit in on clients' appointments with psychiatrists when the case managers can't. I help fill medication boxes. When an intake supervisor does an intake, I sit in on the last part to introduce myself and work on a "functional assessment" plan. This way, clients are encouraged that they will have someone available to help them besides their case manager. I file paper work, do encounter notes when I see a client, and make myself available to the case managers for "other" jobs. I oftentimes help case managers with keeping their client grid up to date.
Certified Peer Support Specialist	The purpose of my job is to be a support staff member who helps consumers complete the goals on their person-centered-plans. The plans are created by consumers with the help of a treatment team. The majority of my day is spent in the community with consumers locating resources, educating them until they are ready to change, and attending doctor appointments on time. What I enjoy the most is reducing their stressors, getting rid of their legal problems, and gathering information for their disability benefits.
Certified Peer Support Specialist	I visit consumers in the community, provide education on mental health Specialist and substance abuse issues, distribute medications, offer education on medication, participate in the integrated dual diagnosis and treatment program (lead groups, help consumers with mental illness and substance abuse, motivational interviewing, etc.), lead DBT skills group, and do after hours DBT phone coaching.
Community Partner Specialist	I work with individuals developing WRAPs and help with any other activities outlined in their treatment plans.
Community Support Worker	As a community support worker, I provide services that support consumer-centered and consumer driven-recovery. I work with consumers toward the attainment of self-sufficiency and am involved efforts to engage consumers and/or their families in achieving the consumer's service plan goals. I work with a high degree of autonomy assisting an assigned number of consumers gain and maintain access to community services. Given the consumers identified areas of concern (subsistence, housing, mental health, substance

use, medical, career or employment, education, family, social, legal and other issues), I assist and/or work with the consumer to achieve the consumer's service plan goals.

Consumer Case Manager

I work as a case manager/ case aide. I work with clients that have not been assigned a permanent case manager or were refused service for one reason or another. I help people apply for and maintain benefits. There are times I take on emergency cases for people that are homeless. I work out in the community linking people to different providers that will help satisfy their immediate needs. I assist other case managers with their clients. I also do field calls to provide information about community resources. I do carry a small case load of my own clients that live on their own and need to have some case management services provided. I am the benefits specialist in my department. I often am a quest speaker at the day program here. I help people apply for social security disability. When someone has been on SSI or SSD and wants to go back to work I explain how his or her benefits will be affected so they can make informed decisions. I work on budgeting when someone is on a fixed income. I also share my own personal experiences to inspire and give hope to the sometimes hopeless. When needed, I get people engaged in treatment and talk about the importance of medication compliance. Basically I do what is necessary to help individuals understand their disabilities and learn how to manage their symptoms to lead productive, independent lives.

Consumer Services and Outreach Supervisor, CPS Supervisor

I provide homeless outreach to people living in camps and under bridges. I offer advocacy and access to mental health, legal and community services. My work involves the distribution of essential needs. My responsibilities entail helping 140+ consumers in a dropin center gain access to needed monies, services and resources re: I.D., medication counseling, detoxification, employment, housing assistance, crisis intervention. I provide one-on-one peer support. I chair meetings ranging from women's support groups to health and wellness studies. My work involves planning activities. I build relationships with community agencies, landlord and leaders to make new resources available to clients. I follow through with newly housed tenants. I am a certified WRAP facilitator. My work involves teaching at local housing programs and giving presentations on homelessness. I am involved with motivational speaking. My duties include tracking all contacts with progress reports and handling billable contacts through Medicaid. My work entails preparing monthly reports for my supervisor and supervising my staff. I do research on available housing and

	new jobs. I supervise volunteers and community service workers.
Credentialed Peer/Recovery Support Specialist	I am a consumer advocate working with new intake individuals recently released from the hospital and individuals entering the mental health system for first time. I also work with non-compliant consumers in various crisis situations who are seeking help in our outpatient clinic I educate existing clients about self-advocacy and to become educated and informed consumers. I work with clients teaching them about treatment advocates and psychiatric advance directives and facilitate WRAP groups.
Health Tech/Peer Support Specialist	I work with veterans who are referred to me. I advocate for them, help with WRAP plans and provide transportation to appointments. Also, I am a mentor and show from my own experiences with mental health issues that recovery is possible. I also help with socialization and life skills.
Intake Coordinator	I do intake assessments with consumers new to services or returning to services. Also, I supervise a peer support program and I do case management with approximately twenty out-patients.
PACT Peer Support Specialist	My work is similar to that of a case manager--taking clients to the grocery store and on outings, doing medication deliveries, etc. But I also do one-on one WRAP sessions. I have a small caseload, because I work with all 80+ of our clients and not just a select few.
Parent Partner Coordinator	I provide support and resources to parents or caregivers of children that have severe emotional problems. I provide advocacy for parents and caregivers, and help them obtain services that are needed.
Peer And Family Advocate III	I provide support for first responder teams that are sent to emergency crisis intervention calls as part of the child and adolescent unit intervention team. I am adept in helping individuals to understand and overcome social and emotional problems. I structure, schedule and follow through with home visitations. I obtain and deliver support services to children, adolescents and families. I do case management – in home and phone contact, and follow up support until the family has other support services in place. I am involved with anger management, therapy, and parenting, I work in collaboration with the department of children's services. I maintain a resource directory and information for collaborative support. I maintain

relationships with collaborative organizations for referral purposes as part of the tools for recovery.

Peer Counselor

I meet with peers in the community and in their homes to provide peer support and education about recovery. I develop relationships, listen to what is meaningful and important to my peers, and assist with problem solving and goal setting through dialog about needs, desires, hopes, and dreams. I teach skills that clients can use to grow and change. I connect consumers with available resources. I offer support by relating facts about recovery, using WRAP and personal testimony. I help peers know themselves and believe in the potential of their own recovery by sharing our life experiences. I share about the existence of peer support programs in our state and connect with trainings and other meetings. I facilitate WRAP trainings and provide individual education in WRAP. I work within my agency and my team to educate peers about recovery and to provide a personal perspective on recovery. I develop strong working relationships with other peer specialists in the agency and with the members of my treatment team. I promote an agency-wide recovery-based perspective through a recovery task force committee that includes clients, another peer specialist, and providers working together to conduct agency-wide trainings.

Peer Counselor

I meet with select consumers weekly for social outings and to monitor symptoms. I report to the treatment team at daily meetings on the condition of consumers. I write progress notes. I provide transportation to consumers.

Peer Counselor

I co-facilitate a substance abuse group. I take clients on outings, to the grocery store and to various appointments. I relate experiences with mental illness, medications, and recovery. I deliver medications.

Peer Mentor

I work with people in the regional state hospital. I follow them out into the communities where they go after discharge. I support them in reaching the goals they set for themselves.

Peer Specialist

I participate in all treatment team functions, except on-call responsibility. When appropriate, I advocate for individuals. I provide feedback for the team leader and staff. I coordinate with peer-led community groups.

Peer Specialist

I am responsible for a lot of case management duties, e.g., grocery shopping, doctors' appointments, etc. I also do symptom management and assessment, medication

observation and delivery as well as mental health education and prevention. I don't always have a lot of time to provide peer support services, but when I can, I like to facilitate groups on various topics related to mental health recovery. I also do quite a bit of one-on-one peer counseling with persons who are having symptoms of depression, suicidal thoughts, or getting ready to be hospitalized, etc.

Peer Support Advocate I work with team members to help individuals with serious mental illness gain access to community resources so they can continue to live independently in the community. I compose progress notes daily on each client I visited that day. I attend mandatory trainings as required for my position.

Peer Support Advocate I work with team members to help individuals with serious mental illness gain access to community resources so they can continue to live independently in the community. I compose progress notes daily on each client I visited that day. I attend mandatory trainings as required for my position.

Peer Support Specialist I work with people with mental illnesses to get them back in the community. I teach coping skills and responsibility.

Peer Support Specialist I help folks diagnosed with severe and persistent mental illness to become integrated into the community. I visit folks in their homes, accompany them to court, vocational rehabilitation, probation, and medical and other appointments in the community.

Peer Support Specialist I meet with peers, co-facilitate WRAP and team solution groups, and staff the community (peer) council. I have worked to develop what we believe will be a new evidence based program (it blends a recovery/psychoeducational model of care with the traditional medical model in a recovery based public mental health system). I also serve on a couple of county work groups. I serve on my state's mental health planning and advisory council which is involved in federal block grant oversight. I also sit on various subcommittees. My colleagues and I often go to colleges and other agencies to speak on recovery and peer support specialists.

Peer Support Specialist I basically do whatever it takes to help the consumer become independent in the community including attending self-help groups and going to court or financial appointments. I help them become oriented with outreach services.

Peer Support Specialist I take clients to doctors' appointments, shopping for groceries, and out to lunch, I bring clients into the Assertive Community Team office for injections. I help fill pillboxes with medication.

Peer Support Specialist The team that I work on works with people who are coming out of or being diverted from hospitals. We are a short term program, one to two months. We connect folks with long term services, such as substance abuse treatment, or other mental health services. We also help folks apply for social service programs, and housing, and to connect to community supports, Sometimes we just provide a person to listen when needed.

Peer Support Specialist I primarily help clients with socialization and finding housing.

Peer Support Specialist In my role I wear many different hats. One part of my job is to meet with peers who self-refer or are referred by their case managers or therapists. I have meet with peers seeking solutions or assistance with homelessness, housing, Section 8, filing for Social Security, obtaining drivers licenses, applications for health care for disabled workers, Medicare Part D, doing research on schools, filing out scholarship requests and applications to become peer counselors themselves. There is no one single reason any person or group of folks come to see me. I also facilitate several groups. One called "team solutions" has been distributed by one of the pharmaceutical companies. Peers enjoy it and learn so much from it that they actually repeat it a second time. It has both a psycho-educational focus as well as a physical wellness component to it. I am co-facilitating a WRAP class and even co-facilitated an additional special WRAP for co-occurring disorders which was very well received last fall by folks who have dual diagnoses. I staff an advisory council, which has direct access to the CEO of our organization and the director of adult services, who both attend monthly. Here peers are listened to and participate in activities that are suggested which include purchasing sports equipment, holding a women's group, groups on male boundaries, relationships, spirituality and mental health or groups for women who have been sexually abused. We have car washes to earn money so the council hold activities or purchase materials without going through the "system". We have an annual picnic and awards when WRAP and our peer counseling course are completed. When we lose a person through death we celebrate their life through a community service.

Peer Support Specialist	I initiate weekly visits with and deliver medications to peers in four local counties. I also started a food bank, and led a support group when another peer had to be hospitalized. I type progress notes.
Peer Support Specialist	I do peer counseling, help with resources, run groups, do outreach to clients, do WRAPS with people.
Peer Support Specialist	I assist clients in completing an acute severity index, which is a computer program used to assess whether the clients have been free from substance abuse. I provide one-on-one peer support. I will soon be conducting a wellness recovery group.
Peer Support Specialist	Most of our work is transporting clients.
Personal Skills Coach	I teach classes. I help with the drop-off and pick-up of medication. I take consumers shopping for food and do other household things
Certified Peer Specialist	I run/facilitate groups, for instance, the computer and the WRAP groups, twice a week, and co-facilitate other groups. I also assist in community outreach and home visits and accompany members on individual community exploration outings.
Day Program Provider	I handle documentation. I assist members with setting and attaining goals.
Program Supervisor	I supervise a team of 6 case managers (about 70 consumers) and the house manager of our supported residential program (7 male residents). I do all the usual administrative work. I am preparing the team for success in fee-for-service work. I am also teaching the team the recovery model and how to operationalize it. I have redesigned paperwork. I meet with consumers although not on a regular schedule. I have helped staff to start running a few groups. I am available to speak to consumers as needed.
Peer Advocate	Every week, I facilitate three in house groups: personal wellness and growth, recovery dialogues, and wellness bingo. I also do two offsite groups. We attend the local Y and exercise. And I do an offsite budget awareness group where we create budgets and go out to shop. I am responsible for keeping everyone up to date on what is new with community resources. I've run many different groups because I was hired to provide peer support. I meet individually with peers

	to discuss what is going on in their lives, ways to become involved in the community and other issues such as rights.
Peer Advocate / MHP / Certified Recovery Support Specialist	I have taught many computer and art classes. I have also taught WRAP. I have led a relaxation class. I fill in for counselors when they are away. I also assist in groups doing progress notes and taking attendance for billing. I am a part of the treatment team at the agency where I work.
Peer Support Counselor	I facilitate groups. I do research on the web to present to groups. I train other peer support specialists.
Peer Support Specialist	As part of the team I work with the most challenging clients. In order to be a client of the team a person must have a severe mental illness including psychosis and may also have a co-occurring disorder. I work on a team with seven other people (therapists, a doctor and nurse and one other peer support specialist) providing support, helping teach skills to manage mental illness, teaching WRAP and assisting our clients in meeting their daily needs. I help provide transportation and encourage family members to support our clients.
Peer Support Specialist	I meet with people who are referred to me by their primary therapist. There are several requirements to check including: medical assistance, 12-step help, moral support (someone caring and receptive to talk to at times). I also do research on empowerment (not doing the work of recovery for clients but, having them as involved as much as possible) jobs, drivers license, housing, the office of vocational rehabilitation, GED, funds for college (FAFSA), etc.
Peer Support Specialist	I attend a treatment meeting on a daily basis, introduce new peers to the partial program environment and staff, co-facilitate community meetings, facilitate two to three groups weekly on recovery based topics and community resources. I meet with each new peer for about ten to fifteen minutes, and follow up with other peers as they request or need it on a daily basis. I assist with filling out and completing online county assessment forms, and interface with case managers. I share my lived experience with other team members when applicable. I attend agency peer support meetings with other program directors on a bi-weekly basis, as well as take part in peer support program development. I set up the hospitality table (coffee and breakfast foods) in the morning.
Program Specialist	I monitor consumers and take notes on their progress. I help consumers with most of the issues that they may have. I also listen to clients' problems and concerns.

Program Type: Inpatient

Job Title	Description
Certified Peer Specialist	I work in peer support and 12-step programs and do various group interactive presentations. I do teen counseling after hours, focusing on anger management, violence reduction, substance abuse and addiction evaluation and treatment. I teach about STDs and prevention, and require family involvement in my work with teens
Certified Peer Specialist	The treatment teams at the regional hospital where I work refer peers to our program. If the peers meet the criteria we have established for employment, we begin to work with the peers and then follow them out into the community. We serve as a support system for the peers who may or may not have links to community resources. At the very least the peer specialists have life experiences to share with peers that might help the peers and the peer specialists grow and learn from each other.
Certified Peer Specialist	As Certified Peer Specialist I take time with the peers on the unit, getting to know them, which allows me to better access those things that they need. I complete WRAP's with peers, as well as have one class per week strictly related to Peer Support. On occasion I assist with other groups if a staff member is not available to do the group, I also assist some peers with everyday coping skills, helping them to find their strengths, relating with them in some aspects of their lives. I have assisted some peers in filling out various forms, such as Section 8 housing applications online, etc. As Certified Peer Specialist I help other peers cope.
Certified Peer Specialist	I help with transportation, psycho-education groups, cooking meals, writing charts on individuals, and WRAP.
Certified Peer Specialist	I serve as a role model of personal recovery for patients and staff. I am a part of the team that assists and supports peers in identifying, developing and participating in the services needed for their individual recovery.
Certified Peer Specialist	My job requires me to go into three target hospitals and provide peer support services to persons who are receiving

inpatient treatment. My goal is to help educate them about recovery and hopefully help them transition out of the hospital to some form of outpatient treatment of their choice. I check in daily with my supervisor.

Certified Peer Support Specialist

I provide support, and monitor and chart the activities of clients.

Certified Peer Support Specialist

I work directly with the clients. I hold recovery groups. I do lots of trainings. I arrange social breaks. I assist staff, and attend weekly meetings with peers and supervisors. I welcome new clients and I encourage and assist with WRAP.

Certified Recovery Support Specialist

I facilitate a number of recovery orientated groups and I interact with consumers on an individual basis. I also work with the consumer council. I participate in hospital administration meetings. Most recently we have added the opportunity twice a month for family members to learn more about Recovery. A unique feature of my job is that I do a piece of orientation for all medical students, physicians' assistance students, interns and residents who are assigned to our program. We do several different role plays. The student takes the role of a consumer trying to make a simple telephone call and various staff members deny the request. We also take a look at the freedom of choice staff have vs. the limited amount of choices consumers have once they cross the threshold of the hospital.

Consumer Services Assistant II

I provide consumer testimony and tips on recovery to inpatients as well as outpatients. I do a minimum of three groups per day. I administer inpatient quality assurance surveys. I conduct groups on mental illness and stigma. I also work on the psychiatric observation unit four days per week. I'm also an advocate serving in an advisory capacity on two Medicaid medications review boards. One other advocacy duty includes serving on the mental health and developmental services advisory board where I am the chairperson.

External Advocate

I assist court ordered individuals regarding their rights. I help them complete WRAPs, and start MHADs. I work with professionals to see how recovery can happen and work with individuals who need support.

Peer Services Director

I am the administrator of the program where I work. I supervise fifteen peer specialists involved in a range of

activities. My job duties include: training hospital staff, helping develop training curriculum for staff and clients, policy development and revision, quality improvement reports, reviewing all client grievances and tracking hospital compliance with responding to grievances, Also, I attend executive leadership and clinical leadership meetings and sit on an advisory board and several committees. I attend any other committee that requires department heads or consumers involvement. I work on consumer satisfaction surveys, and low level advocacy. I attend client treatment meetings. I am involved in all aspects of client care.

Peer Specialist

I am involved in one-on-one peer support, community integration, promoting personal responsibility in treatment, and symptom management.

Peer Support Specialist

I work with residents in residential recovery and with problems with substance abuse at my site. Our program is a short term facility to help these people on the way back to recovery. I teach WRAP groups at times and do other things as needed. I also do work at our regional state hospital trying to get clients out into and acclimated to the community at discharge, typically working with long-term clients. Currently, I am working with two consumers that have NGRI status but I am coming to the end of my work with them shortly and hope to have them both out.

Peer Support Specialist

I work with clients who have substance abuse and/or mental health issues. I provide help with crisis planning, identification of triggers and warnings, and recovery techniques.

Peer Support Specialist

I handle admissions to the hospital where I meet and greet the clients. I also attend team meetings there. I am also available on the unit to just sit and talk or play games with the clients if that is what they want to do. I also work as a low level advocate. I also do groups on our treatment mall.

Peer Support Specialist

I counsel patients with mental health issues. I teach crisis planning, and about triggers and warning signs and help clients develop crisis plans. I also act as support staff for doctors, nurses and the social workers, e.g. bringing clients to the emergency room or other designated places as determined by the staff.

Peer Support Specialist

I work at a sixteen-bed facility. The average stay is about three weeks. We teach recovery classes. We do one-on-one talks with clients. Trainings are part of our job. We are expected to know first aid and maintain confidentiality. At times we give clients transportation. There are three peer support specialists working here and we're getting ready to hire a fourth peer support specialist. Getting people integrated into the community is a big part of our job here.

Program Type: Vocational Rehabilitation (Focused on Work)

Job Title	Description
Certified Peer Specialist	I run men's peer groups, and help with stress management, coping skills, WRAP plans, cooking, facilitation of groups, community integration and travel training.
Recovery Specialist	My duties include facilitating WRAP groups, editing and organizing the patient newsletter, serving as a mentor to the patient advisory committee, individual support and representing patient concerns at various meetings and boards.
Consumer Affairs Liaison	My work is to provide supports for certified peer specialists to ensure successful employment. I organize support groups and offer personal support, organize courses to teach people to become WRAP facilitators and provide updated lists on employment opportunities as they are made available. I also organize trainings for re-certification of peer specialists.
Consumer Resource Coordinator	I assist with vocational groups and when needed I run groups. I assist clients with any information they need on the Internet or in book form, make appointments online, and fill out applications. I am putting together a WRAP group for September.
Peer Specialist	I assist other consumers
Vocational Specialist	I help clients go to job training and get jobs, counsel them, job shadow clients and offer case management.

Program Type: Independent Peer Support Program

Job Title	Description
Advocate	I do three things: I provide support to individual adult mental health customers with self-advocacy issues; I give self-advocacy trainings along with my coworkers (two customers & one family member); I also participate on county- or regional- level committees having to do with the mental health system. When people need support with self-advocacy somewhere in their lives, they can call us or meet us in person. They can talk to us about problems with their mental health services, utility companies, landlords, family members, whatever they choose. I try to provide them with a nonjudgmental person to talk to, and often they just need an interested peer to provide feedback, or some problem-solving suggestions, or information on resources. Sometimes they need supporters to go with them to meetings with authorities in their lives (residential staff, case managers), and we can do that. We also give self-advocacy trainings, where we help customers of services improve their advocacy & negotiation skills.
Assistant To The Director	I work at one institute for two days a week for four hours a day. Also work at a county jail one hour a week. Then I work answering phones for callers who need someone to talk to. I also attend trainings and conferences and am on the board for an advocacy program.
Associate Director	My job is to work with drop-in centers around the state. We provide staff and boards with training, support, education and other services as needed. In addition we help to develop and maintain support groups at the centers. We do this by training people who regularly come to the centers to facilitate these groups. In addition we work with hospital staff who serve as liaisons to these consumer run organizations.
Certified Peer Specialist	I work directly with peers providing support and encouragement, leading groups on skills development, treatment plans, daily summary notes, self-advocacy, empowerment skills, self-help skills problem solving skills, job development skills, and linkage to community resources. I am the program leader under the supervision of a mental health professional.

Certified Peer Specialist

I am a peer to young adults between the ages of 18 and 23. I am charged with the duty of assisting them in re-integrating into the community.

Certified Peer Specialist

I work with individuals living in the community by helping to empower them, to build their own WRAP'S if they wish, and by offering hope and sharing my own life with them. I emphasize the uniqueness of each individual, and encourage their recovery to be self-directed.

Certified Peer Specialist

I work directly with a case load of thirteen to eighteen peers to facilitate and support their recoveries from mental health challenges. My work includes doing research and providing materials on topics related to a variety of consumer groups, treatment plans, and rehabilitation and recovery. I lead or co-lead consumer groups and counsel consumers one-on-one. My duties include completion of all necessary documentation for both face-to-face and telephone contact. I handle closing summaries when peers have met their goals. My responsibilities involve filing charts, completing e-cet notes on consumers and finishing billing sheets. My job entails assisting consumers with transportation and housing, and with independent living when appropriate. I organize and establish activities devoted to community integration. I assist consumers with gaining access to community resources and refer consumers to supportive employment programs, food programs, and subsidized programs. My work involves coordination of meetings of consumers, family and staff and service as a liaison between family and consumers. I post weekly groups schedules, monthly lunch schedules, and community calendars for consumers. I answer phones, record phone messages and transfer calls. My responsibilities include assisting my supervisor, director and co-workers. I maintain my CPS certification by following updated training requirements. My work involves renewing and maintaining my skills in defensive driving, CPR and first aid. I attend other staff trainings for renewal of certification. I advocate, support, motivate, and encourage consumer input in the decision-making process. It is my duty to treat consumers with dignity and respect. My job includes turning in monthly transportation and mileage sheets. I transport consumers to doctors' appointments. I accompany clients to statewide consumer conferences and conventions, and provide community resources to consumers. I fill in for absent co-workers. My duties include locking-up and securing the building,

activating and de-activating the alarm system. I fax pertinent materials, Xerox, and staple group materials. My work includes a variety of other duties at the day treatment center.

Certified Peer Specialist I assist peers in accessing resources in the community and accompany them to doctor's appointments, etc. when needed. I assist in the development of social skills and prepare them to live independently. I assist with job opportunities and educational endeavors. I do paperwork as required by my office.

Certified Peer Specialist I work with my peers to help them realize a life that is rewarding and fulfilling by their own definition.

Certified Peer Specialist I travel to offsite locations to visit peers, visit with peers at the office, take CPS to visit peers at jail, and do job training for elder care. I also attend staff meeting, do paperwork documenting work with peers, and provide support for the other CPS.

Certified Peer Specialist Right now we have just developed a brochure and are making our program. Later, most of our time will be with individuals in recovery, supporting their goals of developing natural supports, self-advocacy, acquiring and maintaining employment, contact with community resources, self-esteem, creating social supports, recovery, crisis management, developing a WRAP, personal wellness, and other items.

Certified Peer Specialist As a certified peer specialist/peer mentor, my primary focus is to see peers in their residences and/or in the community. The peer mentoring is primarily social, but the certified peer specialist role is to set goals and follow up on the progress toward the goals in one of the following domains: educational, vocational, social, living (self/daily maintenance) or self-maintenance (managing illness and wellness). The certified peer specialist is a relatively new position. A large portion of my week is spent presenting the services provided by the company along with similar services by another provider in our county with the purpose of providing choice to peers—one of the aims of recovery. When I am in the office, the majority of time is on the telephone or completing documentation. In addition, one hour a week is devoted to a peer support group meeting.

Certified Peer Specialist	I work with peers in the community on goals that we have established. These goals are in the living, learning, social or wellness environments.
Certified Peer Specialist	I facilitate a pathways-to-recovery group, focusing on coping skills and various recovery techniques. I also work with individuals to promote independence and community integration.
Certified Peer Specialist	I am involved with crisis management, and do paperwork, lots of it.
Certified Peer Specialist	Our job is to provide first line support for individuals trying to recover from mental illnesses. We share our lived experiences in our battle to recover. We listen, coach, teach, provide a model and connect our peers with community resources available to them. We are also the friend that many don't have.
Certified Peer Specialist	Our job is to provide first line support for individuals trying to recover from mental illnesses. We share our lived experiences in our battle to recover. We listen, coach, teach, provide a model and connect our peers with community resources available to them. We are also the friend that many don't have.
Certified Peer Specialist	I am sometimes assigned to take calls on the helpline. I also meet with peers assigned to me, individuals who are dealing with mental health issues for whom I endeavor to offer a sympathetic ear, validation, encouragement, support, and help in realizing what options are available, thinking things through and supporting them in their decisions. We try to meet once a week for an hour. I meet once a week with my supervisor and co-workers to be given instructions, to discuss concerns, to make plans, and to offer support to each other in our work and in our personal lives.
Certified Peer Specialist	Peer specialist services are conducted by self-identified current or former consumers of behavioral health services who are trained and certified to offer support and assistance to others in their recovery. Services are based on the principles of respect, shared responsibility and empowerment. They are voluntary and person-centered.
Certified Peer Specialist	My job duties include a great deal of self-disclosure to peers in order to build the rapport necessary for peers to

understand the process of recovery and to have their own recoveries to come to fruition. The tool I use most often is the WRAP to assist peers to learn about themselves and find more effective ways in which to live, cope, and deal with their particular illnesses.

Certified Peer Specialist

I helped initiate and implement recovery day support for consumers with mental health issues. My duties include creating and facilitating classes, engaging in individual peer support, and helping consumers create Wellness Recovery Action plans (WRAP). My responsibilities include documenting consumer classes on the computer paperless program and teaching other CPS how to use the program. I teach nutrition class and educate consumers about medication and the importance of being stable so they can recover. I also help consumers through peer support and assist consumers in regaining control over their own lives and their own recovery processes.

Certified Peer Specialist

My job as a Peer Support Specialist encompasses many tasks and I wear many hats. I strongly believe that recovery is possible. My own recovery story is amazing. It is hard to tell you in words how I feel in helping my peers to begin recovery and stay in recovery. My enthusiasm and dedication show each time I meet with a peer. I will do what is necessary for a peer to have all the resources and information needed so that no one will fall through the cracks of the mental health system as I did. I have over 3 years of college and a wealth of life experiences to help me in my job. Unfortunately, I do not get paid well where I am working. However, to me the job is so much more important than monetary value. Seeing accomplishments from someone I support is the greatest satisfaction for me. Thank you!

Certified Peer Specialist

The program I work in is new. In conjunction with two CPS from another agency, we present the program to providers and hospitals in the county. I serve 8 to 12 peers with an individual recovery plan (presently 5 peers). I meet with each peer up to 2 hours/week (presently 1 hour/week). We set goals in the following domains: vocational, educational, social, living skills, and self-maintenance (wellness). I also help train peer mentors for my agency and work as a peer mentor in my remaining time.

Certified Peer Specialist

I assist everyone who has a mental illness with anything with which he or she may need assistance.

Certified Peer Specialist	I assist my peers in their recovery and to become self-sufficient. I support peers in organizing their homes, finding transportation (both para-transit and public transportation), making and accompanying them on appointments for budgeting and with socialization. I also accompany peers who are learning to drive to a new place of employment, by practicing the drive as many times as is necessary for them to feel comfortable and learn the route.
Certified Peer Specialist	I set goals with my peers in three domains: social, living, and wellness. Then I encourage and assist in achievement of those goals. When goals are reached we set more goals.
Certified Peer Specialist Trainer	I work as a CPS and advanced level Wellness Recovery Action Plan (WRAP) trainer. My role is not only to teach the curriculum but also engage and model the values, ethics, principles that envelop the CPS curriculum. This position also entails a lot of one-on-one CPS work prior, during and after the classes.
Certified Peer Specialist/Case Manager	I manage case load of approximately 15-20 consumers. I lead recovery based groups, creative expression groups, physical wellness groups, and discuss volunteering and pre-vocational opportunities. I share from my personal experience a little – it's not all about me. I serve consumers by respecting their wants and needs. I do strengths based interventions. I work with family members and personal care providers as much as possible, especially if the family etc. is helpful and is looking out for that consumer.
Certified Peer Support Advocate	I work with other peers in the community. I help them utilize their own skills, and help them increase their self-esteem and confidence. I assist with finding and maintaining employment and help them become more familiar with the community
Certified Peer Support Specialist	I teach, listen to, and console clients. I provide emergency transport etc.
Certified Peer Support	I provide hope, support and recovery skills to peers who have mental Specialist health issues of which we have shared experiences. I write recovery support plans to target peers' needs and work toward recovery. I help with portions of the WRAP to develop coping skills to deal with mental health issues.

Certified Peer Support Specialist	At first, my job was all about doing presentations to get the word out that we were here and to tell everyone exactly what we were all about. It took a while but the referrals finally started to come in slowly but surely. Now what I do on my job depends upon the goals of my peers. I could be going with peers to appointments, or helping them to find a job teaching a peer the bus system, or just listening to them and "being there" with them.
Certified Peer Support Specialist	I do one-on-one peer counseling, facilitate group discussions, and provide access to resources in the community.
Certified Peer Support Specialist	I collaborate with clients to develop plans best suited to their needs according to the objectives assigned by the cases managers. I share my experiences as appropriate for the recovery of my clients. I guide, lead, teach, enhance, empower them with the tools and skills I receive through my continuing training. I try to understand and show empathy for their plights. I'm compassionate and have learned to be assertive whenever needed. I'm a listener and observer. These are qualities I had before I became a CPS and learning them in training only re-enforced my need to be a CPS. I discuss, share, assist with, provide, and offer whatever resources needed to help clients--all of whom are worthy of recovery--move toward recovery. Recovery not only made me aware that I was worthy, but it allowed me regain my beliefs and values I held dear to me. Now I know I'm worth a lot, not necessarily to others, but to myself. I had to face facts and stop playing the victim. By accepting responsibility for my own actions, I feel I can encourage others to do so in time. I live by faith and not by sight. I believe that I can be an asset to others with similar illnesses and the tool that they need to recover.
Certified Peer Support Specialist	I take referrals from service providers for individual counseling. I also participate in social rehabilitation groups, put on weekly recovery group, and attend workshops, conferences, and inter-agency meetings. I am currently collaborating to produce a spring fundraiser
Certified Peer Support Specialist	I teach two WRAP classes and provide peer support to 3-5 consumers. I participate on regional and local consumer boards. I participate in consumer operated program activities.

Consumer Recovery Liaison	I develop and direct the consumer operated programs (COP) for the agency for which I work. All COP programs are staffed by and provide services to consumers. This program assists people in obtaining and retaining employment.
Housing Services Coordinator/Peer Employment Training Coordinator Manager	I assist peers in finding housing which is suitable for their situation. I also coordinate peer employment trainings in the county.
Consumer Recovery Liaison	I develop and direct the consumer operated programs (COP) for the agency for which I work. All COP programs are staffed by and provide services to consumers. This program assists people in obtaining and retaining employment. We also conduct classes on WRAP and medication management as well as art and exercise (wellness) that incorporate principles of recovery. We operate drop in-centers. We serve as consultants on policy changes and developments in the areas of recovery. I am responsible for providing leadership to the entire agency in the area of recovery based services. I supervise four other peer support specialists, and I serve as the facilitator for the consumer advisory council.
Director	I provide support for my peers by listening, trouble shooting, and sharing experiences. I assist with daily living skills, help getting to appointments, moving, filling out paper work, help with shopping lists and budgets, I also facilitate WRAP and psychiatric advance directives, and others things as they come up. I prepare daily and monthly schedules for an effective member driven peer to peer support center. I provide individual staff-to-peer sessions as needed, and lead groups and classes. I advocate for and empower members. I shop, and budget for day to day operations. I am a liaison between the support center and local aid agencies. I handle all paperwork necessary to comply with federal, state & other regulations.
Mental Health Recovery Specialist	My work involves the establishment and maintenance of communications with mental health providers within our service area. I encourage networking to sustain good working relationships with other agencies. My duties include research for and the annual implementation of classes and workshops on evidence-based initiatives. I develop and implement annually an event to educate and assist persons with mental illness in their recoveries. It is

my responsibility to provide information about and referral to, and to conduct peer counseling/support services (as needed). I engage in community and systems advocacy for the rights of people with disabilities to help break down barriers in employment and service options. I do research and grant writing to build program funding. My work includes oversight of mental health support groups.

Peer Advocate

I have case management duties and attend the adult drug court and family treatment court. I am a consumer representative at weekly meetings, and a facilitator for the county co-occurring disorder work group, among other things.

Peer Bridger

I work one-on-one with residents at an enhanced board and care. I help them to reintegrate into the community and to connect with another human being in a non-therapy context.

Peer Mentor

I work with young adult females, from 18 to 26 years of age. I work with them on anything they would need help with. It could be learning how to read, get a job, build a resume, cook, prepare a budget, control anger, keep an apartment on their own, or travel on the train. I meet the participants at their homes once a week for a maximum of 4 hours.

Peer Mentor

I am a peer mentor who works with others who, like me, struggle with mental health challenges. The main focus of the program where I work is assisting others to become more independent in the community. It is a very goal oriented program. In the approach I take with the clients I work with, I try and establish a solid and powerful relationship with those I serve. From that starting point, I then attempt to support and encourage my clients' hopes and dreams as well as be there when struggles and challenges arise.

Peer Specialist

I facilitate two mutual self-help support groups per week. One I created and have been running for years. The second is in a clubhouse. I also counsel and troubleshoot for clients with various challenges--assisting with support, listening and finding resources for further help. As co-editor, of our quarterly newsletter, which has a wide circulation and is also posted on a website, I sometimes suggest topics for each issue, putting out a call for articles to our staff and others. I do research for or help others

	prepare articles --either first-hand accounts or research. I edit and proofread the articles, choosing their order and placement, find appropriate graphics and help assemble the newsletter for printing.
Peer Specialist	I work on coordination of care, teaching daily living skills and finding and maintaining employment.
Peer Specialist	I travel to various locked facilities and hold groups that focus on recovery, advocacy, personal growth, discharge planning, and other topics related to moving on with one's life with hope and confidence.
Peer Specialist	I empower clients to cope with everyday problems and the symptoms of their disease so they can get back into the community and lead happy productive lives.
Peer Specialist	I work with clients to help them gain empowerment. We focus on getting back into the community if that is their choice. I offer different ways to cope with mental illness. I provide creative problem solving techniques
Peer Specialist	I am a telephone counselor.
Peer Specialist	I work as peer support telephone counselor. I sometimes do community outreach by going to group homes to offer peer support face-to-face.
Peer Support Coordinator	I get together with my clients once a week. My main goal is to help keep people out of the hospital. I am there to support our consumers, to get them to get out and socialize, to let them know that they are in charge of their lives, that they have the power to create their own recoveries. I give my clients hope that they can change because we as specialists have been there at one time too. I tell my consumers they aren't the only ones who have feelings that result from mental illness, that peer specialists have had the same feelings. I challenge them to do things that other people say that they are too fragile to do. I give my clients the extra boost for them to grow.
Peer Support Specialist	I do outreach in the communities of four counties.
Peer Support Specialist	I facilitate recovery support groups, lead art activities, teach shopping and cooking skills, offer one-on-one support, and plan and facilitate stress reducing activities.
Peer Support Specialist	I work on the cope line. I help callers solve problems, and make decisions about their daily living situations.

Peer Support Specialist	I work on crisis plans and advanced directives. I drive clients to appointments, bring medications, visit clients and go shopping.
Peer Support Specialist	I have daily contacts with consumers. I get a complete rundown on their target symptoms and what coping skills they are using to manage their illnesses. We transport clients to and from appointments as well as go in with them for support. I take medication to consumers.
Peer Support Specialist/CLS Provider	I have two positions. I am a CLS provider. In that capacity, I integrate people into the community. As a peer specialist, I do such things as visit people at home, provide supervision in the kitchen, and monitor people's progress and aid in job and volunteer placement.
Recovery Education Specialist / Peer Support Specialist	I am responsible for developing and maintaining formal curricula for each course offering in the recovery education centers. I am responsible for peer support training and WRAP facilitator training. I teach one or two WRAP classes per week providing direct recovery education to clients. I develop partnerships with colleges and other community resources, such as vocational rehabilitation sites. I maintain course catalogs, the recovery education center libraries, and engagement materials and media centers.
Recovery Mentors	As a recovery mentor, I work one-on-one with individuals with severe mental health issues to reduce isolation and improve coping skills. My focus is to build relationships with people and support them in being as active in their communities as possible. Activities include going to the library or out to eat, teaching interpersonal skills, etc.
Recovery Specialist	I work with people in personal care homes. I assist them in focusing on goals, helping them achieve their dreams. Clients often want to talk out problems and I lend a sympathetic ear. We share life's struggles and try to look forward to happier days. We work together trying to live life to the fullest, experiencing new things and finding new ways to handle situations.
Recovery Support Worker	This is a new peer specialist program. I work closely with the program coordinator in developing it. We are remodeling a building to open a peer specialist service center which is where I will be primarily working. We plan to have a noon meal, educational groups, recovery groups,

computer classes, GED classes, exercise groups, etc. I currently see about eight clients in home visits as referred to the program by their supported community living worker, therapist, doctor, etc. I often facilitate the bridges group which has been meeting for several years and will be transferred to the service center. I do research on peer support, write progress notes, attend staff meetings and transport clients.

Self Help Center Manager

I feel that my job incorporates both operational and emotional tasks. My accountability to my employer is more operational where as my accountability to the center's membership (facilitator or not) is more emotional. I feel that my job is to be able to demonstrate the possibility of recovery and its maintenance. The inclusion of paperwork, outreach to the community, trainings and meetings keep my plenty busy.

Self-Help Self-Injury
Facilitator

I field referrals from hospitals, counselors and MFT's to the self-help group for people who self-injure. I talk with the individuals who are referred to give them an idea of issues regarding confidentiality and the size of the group. As an active listener I allow them to talk through some of their immediate concerns, and I e-mail or send literature they can read until the next meeting. The group is 1 1/2 hours long with no more than six at one time in the evening. We start by describing the parameters of a self-help group. We say that it should not take the place of a counselor. Everyone who wishes to share may and then at the end we read a list of affirmations.

Senior Director

Basically I am in charge of working with individuals in jails with a focus on those who are likely to move into the community. I help them prepare for this big step in their lives. As far as friendship is concerned, we offer peer support to callers in the county. The calls are part of a warm line. We support clients with their dreams and hopes and offer them referrals to help them achieve their goals.

Senior Peer Manager

My program is for consumers who are on the inpatient units of a state mental health center who are being discharged into the community. Our goal is to provide support services that can help them, first, to successfully leave the hospital and, second, and to be able to stay out in the community. We do this through group activities, (self-help peer run groups) and we also will work individually will our (bridger) clients to do one-on-one support. All our

services are based on the recovery model of empowerment and advocacy.

**Speaker; Author; Educator
& Mentor**

At this time I am focused on college educated clients, clients in senior management and entrepreneurs.

Transition Provider 1

I work with peers that are a state hospital as a peer specialist. I work with these peers either one-on-one or as a group. The biggest part of my job is at our transitional house. There are two two-bedroom apartments there that are available to those that are independent but stay in the hospital because they lack housing. We help the clients in transition to achieve their discharge goals.

**Certified Peer Support
Specialist**

I am involved with client advocacy, empowerment, and patient education. I instill hope.

Residential Aide

I instruct consumers in independent living skills including but not limited to mobility, personal safety, communication, self-care, hygiene, home economics, nutrition, behavior in public, and money management. My duties include leading consumers in social and leisure activities. I educate consumers with WRAP training and recovery principles. My job may involve physically assisting consumers who have limited mobility. I provide peer-to-peer support. I refer problems to appropriate staff members as required.

Program Type: Therapeutic Recreation /Socialization Program

Job Title	Description
Certified Peer Specialist	I counsel people who work and live together. I will take people to twelve step meetings, the YMCA, to coffee as well as monitor house meetings.
Certified Peer Specialist	I supervise the peer support program. I'm responsible for the documentation of the provider services offered on a daily basis which is used for billing Medicaid. The services are basically training on issues of recovery and activities to allow for socialization.
Director Of Centers	I oversee program centers and supervise staff at the center where I work. My responsibilities include peer support and the development and implementation of new groups. My duties also include offering WRAP training in the community. I work closely with the underserved population (especially with the Latino population). I am constantly in training to obtain new and updated services for the community. My goal is to help peers grow in recovery through wellness.
Mental Health Assistant	My duties include visiting consumers in their homes or in the community and bringing them medications or taking them to appointments. Occasionally my work involves providing transportation for clients to shop for groceries. I facilitate a social group that meets once a week.
Peer Support Specialist	I help people in crisis deal with everyday stressors through counseling, socialization and other creative means.
Certified Peer Specialist	I am involved with medication management, shopping, doctor's visits and help in obtaining free food and clothes. I also encourage clients to socialize at various drop-in centers.
Peer Support Specialist	First of all I work as a peer specialist in a rural area that has special and rewarding challenges. I co-facilitate WRAP class in the county for two hours each week. We have anywhere from two to six people attending this informative class; The rest of my time I am part of the team in the role of peer support. My role along with other

staff on the team is to make home visits teaching skills of daily living, relationships, coping skills, monitoring medications, relapse prevention and crisis intervention. We strive to maintain folks living in and being part of the community, being the best they can be and functioning on a level that challenges and supports their growth and wellness. My job is very rewarding, fulfilling and stressful all at the same time. I love what I am doing today.

Associate Director

Advocacy, fundraising, education, supervising, working with providers, and spreading information regarding Peer Specialists.

Center Manager

I manage a recovery center, provide peer support services, run groups and activities, and educate members.

Certified Peer Counselor

My job entails a variety of duties. At the center I am employed I assist people with accessing community resources, emotional support, crisis intervention, case management, assistance filling out forms, conflict resolution, and transportation.

Certified Peer Specialist

I provide peer-to-peer help to consumers with problems that they are having, problems that maybe I already have or had. I like to help people, It gives me great satisfaction and it helps me at the same time. The more I learn about mental illness, the more I want to learn. It is very exciting to me. If consumers see me and meet me they will know they can recover too. Recovery will be a process that we will live every day for the rest of our lives.

Certified Peer Support Specialist

I provide peer support and advocacy for members with mental illnesses.

Community And Peer Support Specialist

The organization where I am employed is a consumer run, recovery orientated community and drop-in center. Here it is my job to provide support to our community and to individuals on their journeys toward recovery. I also am responsible for making sure each and every individual who walks through our doors is greeted and that we hear what they are seeking in terms of support. I am also a mental health educator certified to provide WRAP education. I facilitate many varied topic groups.

Community Support Worker

I staff the local drop-in center.

Director

Our center provides a safe, healthy, and nurturing environment for the purpose of developing friendships and

peer support focusing on wellness and recovery. The drop-in center provides a place for community education, socialization, and networking to help eliminate stigma and discrimination. The following peer based services are offered: peer support groups, wellness and recovery workgroups, addiction recovery support, housing assistance, computer lab Internet access, volunteer opportunities, Wellness Recovery Action Plans (WRAP), leadership academy, skills teaching, social events, advocacy, employment opportunities, and linkage to resources.

Director

My job is to create opportunities for and direct socialization for individuals with mental health issues. I supervise the work of our team of four certified peer specialists and other employees. I also have two peers that I meet with weekly, outside the work I do at the drop-in center.

Hiring Specialist For Consumers

I work with consumers who would like a job with organizations. I teach consumers how to obtain work and what they should know about work. I help consumers in need of peer support.

Mental Health Aide

I facilitate groups and one on one peer support, offering assistance as needed. I also mediate conflicts, and put recovery programs together

Peer Counselor

I help organize activities and prepare snacks for the drop-in center where I work. I ride along when we pick people up in the bus and help people who need help get on. Then I help facilitate activities. After this I fill out a production log and write statements concerning each member of the community that participated in the drop-in center. Occasionally I do house visits for some of our clients to check how they are and give them someone to talk to. I would like to do more of this.

Facilitator

I buy the food for the center where I work and I sometimes help the cook. I also listen to anyone who may need to talk. I make sure the snacks and coffee are out. There is a shower and laundry list we maintain. We must keep the people on track to make sure everyone that wants to wash can and is also able to take a shower because we are open a limited time each day.

Peer Support Specialist

I do one-on-one counseling and peer support. I listen, encourage and solve problems with center members. I

facilitate small groups such as meditation, journaling, emotional support, spirituality, etc. I do center tours, telephone work and clerical duties, such as copying, work on the computer, filing, etc. In addition, I coordinate social activities, disseminate mental health/conference/education information, and lead team meetings.

Peer Support Specialist

I lead dual recovery meetings, peer-to-peer support groups, and one-on-one support. I conduct deep breathing and meditation groups, budgeting groups and connections group, and help with games, movies, field trips.

Recovery Support Specialist
Supervisor

I oversee the club house and supervise six volunteer peer specialists.

Self-Help Center Manager

I am the manager of a self-help center that serves approximately 100 persons.

Training Specialist

I train (teach) the organization's peer support programs. I give these trainings at our recovery centers throughout the state and for another association. Next month we will be starting to teach our program at the guidance clinics. I also help to develop our programs.

Program Type: Clubhouse

Job Title	Description
Certified Peer Specialist	I counsel individuals on their positions at work. I assist people with issues of concern to them.
Certified Peer Support Specialist	I work with the homeless on finding housing and grants to maintain their independence. I help them fill out applications, view the locations and help maintain the apartment. I help peers with keeping appointments, grocery shopping, looking for work and so many more things.
Certified Peer Support Specialist	I work with 20 different peers in my county. I do whatever it takes to work with them toward their goals
Human Services Specialist I	I teach life skills classes i.e. improving self-esteem, learning to set and meet appropriate goals, reducing stress, recognizing and reacting to triggers, etc. My work is usually with individuals or small classes. I work with clients to advocate on all sorts of individual issues from problems with housing and landlords, to finding resources in the community, to role playing exercises on how to be assertive and avoid being taken advantage of, etc. I deal with many issues.
Certified Peer Support Specialist	I teach a class on what it takes to live independently. The lessons cover communications skills, medications, money management, completing a job application, assertiveness skills, understanding symptoms, self-determination, problem solving, nutrition and the like.
Paraprofessional, (Peer Support Specialist)	I help our members to socialize.
Peer And Family Advocate II	I do everything: case management, office work, meetings, committees, conferences, clubhouse government, mentoring, leading groups, writing proposals, and everything else.
Peer Specialist	I do case management for clients in need. I do intakes, and housing applications. I run recovery groups twice a week.
Peer Specialist	I lead and co-lead groups such as computer training, mental health, and menu planning. I devise clerical tasks for members so they can assist me with the daily operation of the clubhouse. I assist with the clubhouse newsletter which I

will soon take over and work on with other members. I also participate in meetings such as recovery, staff, etc. at the clubhouse.

Peer Support Specialist

I assist members with orientation and outreach, as well as advocate for members in the community with work, filling out forms, etc.

Peer Support Specialist

I am just there to support the recoveries of consumers at different stages of recovery.

Peer Specialist

I have day to day contacts with our consumers. I facilitate a smoking cessation rap group and a healthy diet rap group, both once a week. We get good response to these groups. I do off-site visits to a local YMCA for a workout. When consumers feel ready we help them apply for an assistance scholarship to the YMCA where they can enjoy their own memberships. I also assist with special events, e.g. a family and friends gathering with a barbeque, featuring entertainment and testimonials about people's experiences in the system and in particular here at the clubhouse and the services we offer, or about the consumers' experiences with recovery from mental illness. We do very personal consumer oriented services, and I am included in this effort and trusted with the responsibility to do my best for the members.

Program Coordinator

I set and run the day-to-day program requirements for a program utilizing volunteers to do peer specialist work. I teach about peer specialists and do one-on-ones with most of the volunteers. I am their peer specialist.

Program Type: CRISIS

Job Title	Description
Crisis Certified Peer Specialist	I help people when they are in crisis so they do not sink deeper into the difficulties that brought them into the crisis center where I work.
Mental Health Outreach Worker Trainee	My responsibilities include assisting professional and paraprofessional staff in teaching basic mental health information and coping skills to clients and families. I provide referrals to community resources. My work may involve assisting staff to teach basic mental health concepts of support, relationships, crisis management, medication management, vocational involvement and related areas. I gather and assemble related information and prepare reports and maintain appropriate records and files. My job includes learning to provide information regarding rights. I assist in providing outreach to locate persons who may need additional support and services to maintain and develop optimal functioning in the community.

Program Type: Residential Program

Job Title	Description
BHPP	I am an in-home support specialist working with adults with disabilities.
Certified Peer Specialist	I empower individuals in their recovery by assisting them with reaching their goals, helping with, for instance, school, and housing. I also plan activities for individuals, escort individuals to appointments, and handle business matters.
Certified Peer Specialist	I work at a state run nursing facility as the external advocate. I get to use my certified peer specialist skills every day at my job to demonstrate recovery in action.
Certified Peer Specialist	I support consumers transitioning from state hospital or consumers in need of intensive approach. My work is with consumers, family members, state hospital staff, friends or others involved in the consumer's life. I provide opportunities for exploration of the new community the consumer is transferring into. My job includes the exploration of consumer's needs and wants without interference of anyone else (family). I transport the consumer as necessary.
Peer Advocate	I am a front-line operator for a call center, in which I answer questions on housing and, at the same time, share my recovery story with many consumers. I assist in maintaining a current resource directory. I do 1-1 interviews to determine how housing or the lack of it relates to survival.
Peer Specialist	In the activities of the day, I use every happening as a recovery teaching opportunity.
Peer Specialist	I bring a focus on recovery to residential programs.
Peer Support Advocate	I assist consumers with decisions about housing, help develop budgets, teach daily living skills, participate in person centered planning, and work in collaboration with housing coordinators, case managers and other support staff.
Peer Support Specialist	I attend peer support meetings and trainings on recovery.
Peer Support Specialist	My job is as part of a team that serves individuals living in group homes. I work individually with people on substance

use and mental health issues. My work may require me to take people into the community to help them regain their independence. I often teach skills such as learning to ride the bus, grocery shopping, cleaning and self-advocacy with guardians etc. One of my accomplishments is the creation of a music group, which uses music to talk about recovery, build social skills and as a hobby.

Peer Support Specialist

I work in a program which secures Sect. 8 housing for mental health consumers. I assist our clients in various ways. I do everything from finding adequate housing, assistance in filling out paperwork, follow-up when clients get their housing, even helping them move and making sure they have what they need to succeed

Recovery/Peer Specialist

My job is to help peers with activities they most would like to do such as doctor's appointments, taking them on outings, etc. I try to get their opinions on what would be good for them.

Team Leader

I supervise a team of certified peer specialists that provides supportive housing. My responsibilities include the management of a large budget. I am in charge of the hiring and firing of team members. My job involves scheduling the team members' work time. I provide support, direction and motivation to the team, and ensure that the team members have the resources needed to accomplish their tasks including educational opportunities and needed supplies. My work includes the scheduling and maintenance of a mini-van used by the team. In short, as team leader, I am responsible for success of the team members, individually and collectively. The team provides peer support and counseling at specific housing sites operated by other agencies. We assist with daily living skills, coordinate services with other organizations, and provide needed household items such as cleaning supplies and personal care items. The team connects the residents with mental health and other health services, and with community services, activities, and natural supports as requested by the residents. We accompany residents to appointments. The peer housing support team provides a full array of supported housing services delivered peer-to-peer. The members of the team assist consumers wanting to move into site specific homes. We assist residents wanting to move to other housing from specific sites housing. On a limited basis, the team assists consumers seeking to move to other housing options instead of the specific sites. We, on occasion, assist consumers not living in the specific sites to access system and community resources.

The team helps consumers to gain access to emergency shelter. Members of the team represent the association on committees, forums, and other housing related venues.

Program Type: Education/Advocacy

Job Title	Description
Advocacy Coach	I teach a twelve week class on recovery skills. I provide useful information and teach coping strategies for people who are dealing with a mental illness. I created the curriculum that we are using and am always trying to improve the materials. I am also a trainer for peer specialists, trained by a mental health support alliance, though that job is separate from the mental health association job.
Certified Peer Specialist Trainer	I facilitate workshops for Certified Peer Specialist training and other topics on recovery.
Certified Peer Specialist Trainer	I facilitate the certification training for Peer Specialists. I also follow-up with CPSs to support them in their job search and on the job if they already are employed.
Certified Peer Support Specialist	I help people fill out their paperwork, whether it be for Social Security Disability, Medicare or Medicaid. I talk to people who won't help themselves and let them hear my story. I do a lot of community outreach and am at most of our events as a liaison.
Community Education Specialist	I have just changed jobs. The last two years, I worked in direct client care helping people with substance abuse disorders and people determined to have serious mental illnesses, or dual diagnoses. I worked with clients on all aspects of recovery, from just trying to stay clean and sober, to managing symptoms of their illnesses, to housing and job placement. My new job is to educate the public on recovery and to help the community understand there is a large group of people that want to work, but are reluctant to do because they do not want to lose benefits.
Family Support Specialist	My job has diverse duties. I work with parents who have mental health concerns and their families in a specialized family resource center. My responsibilities include teaching classes, such as empowerment, parenting, wellness and recovery. Additionally I develop creative outlets and activities for special events, i.e. family night, annual events, etc. My work is with people one-on-one, and in small groups. I also work with children - using creativity to teach coping skills, life skills, etc. My job encompasses everything from

crisis intervention to doing the dishes. I'm pretty much a jack of all trades.

Outreach Coordinator

I am a presenter. My responsibilities include coordination of other speaking opportunities. I facilitate recovery support groups. My work takes me to health fairs and ethnic festivals in the region. I am a speaker at faith-based programs. My duties include the organization of a local candlelight vigil for mental illness awareness week. I organize a walks team. My work entails advocacy for persons with mental illness and family members who are affected. I educate others on mental illnesses through peer to peer programs for consumers and family members.

Peer Support Specialist

I work with peers referred to by case managers. I deal with issues ranging from activities of daily living, to socialization at the clubhouse, to health issues, to teaching WRAP. I have even coached peers for GED tests and conducted orientation classes for peers new to the substance abuse program. We usually visit the peers in the community or the local hospital. I will support peers dealing with work or personal issues, health and family issues as well as transportation shortfalls. Certified peer specialists are brand new to this state. There has been moderate skepticism mainly because we were never introduced to the rest of the agency, but we have slowly grown and I find the variety and peer relationships very rewarding.

**Peer Support Specialist/
Recovery Educator**

I facilitate classes for wellness, as well as engage in individual peer support. My work includes entering data into the computer, as well as updating files on students for whom I am the primary recovery educator. I follow up with phone contacts for students that miss school to check on their safety and wellness. There are times I provide transportation to and home from the center. Transportation is a big problem in this rural area.

**Peer Support Coalition
association Coordinator**

I am responsible for organizing a professional membership association (coalition) for peer specialists and other peer providers. The coalition is in its formative stages, so I'm currently focused on developing infrastructure and protocols for the coalition. The purpose of the coalition is to ensure that peer support services are consumer-driven, and to provide resources and support for individuals who provide peer support. At this point (early in the development of the coalition), I do the following in my job: meet with an interim steering committee of the coalition; meet with state policy makers; collaborate with training vendors; travel; listen to

peer support workers about their needs; do research for grants; create databases, literature, email lists; promote/explain the coalition in various venues; and find resources that may be of use to peer support workers. I am the first peer support coalition coordinator in my state, and I just started the position. I imagine the job will evolve considerably over time. Prior to this job, I worked as a CPS providing one-on-one peer support through a traditional mental health agency.

Program Counselor

I teach WRAP classes and peer employment classes. I assist with the peer support center and the recovery education center. I provide training and testing for certification. My duties include offering continuing education for peers specialists and also supporting certified peer specialists who encounter difficulties in the workplace. I serve as a resource for those in other states who are attempting to begin training for certification in their home states.

Project Director

I am responsible for organizing a professional membership association (coalition) for peer specialists and other peer providers. The coalition is in its formative stages, so I'm currently focused on developing infrastructure and protocols for the coalition. The purpose of the coalition is to ensure that peer support services are consumer-driven, and to provide resources and support for individuals who provide peer support. At this point (early in the development of the coalition), I do the following in my job: meet with an interim steering committee of the coalition; meet with state policy makers; collaborate with training vendors; travel; listen to peer support workers about their needs; do research for grants; create databases, literature, email lists; promote/explain the coalition in various venues; and find resources that may be of use to peer support workers. I am the first peer support coalition coordinator in my state, and I just started the position. I imagine the job will evolve considerably over time. Prior to this job, I worked as a CPS providing one-on-one peer support through a traditional mental health agency. I teach WRAP classes and peer employment classes. I assist with the peer support center and the recovery education center. I provide training and testing for certification. My duties include offering continuing education for peer's specialists and also supporting certified peer specialists who encounter difficulties in the workplace. I serve as a resource for those in other states who are attempting to begin training for certification in their home states.

**Wellness Recovery Plan
Coordinator**

I facilitate recovery trainings such as certified peer specialist training, WRAP, WRAP facilitator trainings, and other recovery education. I attend and present workshops at conferences. I coordinate WRAP trainings and trainees. I do grant reporting. I mentor team trainers.

Program Type: Administrative

Job Title	Description
Certified Peer Specialist	My work is divided between the office and the field. I am in the office for approx. two-two and a half days per week, attending meetings, completing paperwork, returning e-mails and phone calls, and setting up appointments. In the field my job requires me to visit members in inpatient facilities, drop in centers and other public places. We discuss recovery and I provide whatever assistance I can by directing them to community supports and resources. My responsibilities also include attendance at county meetings, networking and support meetings, trainings and conferences, as well as work on any number of special projects.
Community Health Assistant II	I do outreach for the Spanish-speaking community for a behavioral health service.
Customer Service Specialist	I work in a customer service position. My job duties include: orientation to the agency (families and consumers), assistance with intake paperwork, forms and, referrals, and information regarding person centered planning, I assist in the resolution of conflicts by referring people to the recipient rights/grievance and appeals committee as necessary. I monitor consumer satisfaction and perceptions. My work requires me to coordinate/or assist with advisory and/or advocacy activities. My job also includes providing information on access to services, and about benefits which might be available. I assist with problems and inquiries. I process, track and record mandated information. My work is involved with supplemental representation on various committees. I publish the agency consumer newsletter. I assist with psychiatric advance directives. My job requires that I provide leadership, promote interaction and involvement.
Director of Consumer Relations and Recovery Section	I provide support to peer support programs statewide. It is my job to promote, implement, and coordinate cemetery restoration at the organization. I provide recovery based trainings for hospitals. My work involves the promotion of the shift to recovery at the division level. I lead action planning for cultural competence. My duties require me to

service, design and contract management for peer support and recovery (crisis) respite. I address consumer complaints. My job requires me to inform consumers and parents about wellness and recovery resources. My work allows me to be involved in statewide coordination for the national campaign for mental health recovery. I work with the career mentoring program. I participate in the statewide consumer conference planning and am involved with strategic planning. My job involves the promotion of consumers' top priorities. I work with budget proposals and budget justification. I sit on advisory councils for numerous groups I represent my section at conferences and meetings. My job entails the supervision of certified peer specialists. I work with the state's peer support institute project directors

Director As administrator of peer initiatives, I provide administrative services for our peer support center. In addition I am in senior management and work on a six county systems transformation project.

Family Support Specialist In this state, parents of children with a mental illness are also considered consumers. After years of providing direct support to parents in a local juvenile court, I received a promotion and now provide support and advocacy for families and a voice at the county level. I provide information and training for families of people with a mental illness (children and adults) and those who work with them. I also serve on local and state committees.

Project Director I coordinate all aspects of a three-day training offered twice times a year to mental health consumers to inspire hope for recovery. My job involves teaching self-directed recovery skills. I demonstrate the benefits of peer support. I understand what recovery-oriented services look like so that clients can ask for and advocate for these services in the public mental health system. I also coordinate activities of the state consumer council, which include an annual ceremony to honor those who lived, died and were buried on state hospital grounds, and oversight of cemetery ground improvements.

Quality Review Tech, Certified Peer Support Specialist/Certified WRAP Facilitator I do interviews and surveys with consumers and/or their guardians which are part of state and federal audits.

Quality Review Tech, Certified Peer Support The CPS works as a vital member of the quality management department. The CPS works directly with the coordinators,

Specialist/Certified WRAP
Facilitator

accompanying them as they visit programs within the agency and in the community of agencies contracted by county community mental health; performs related work as required. Statement of tasks for the CPS: • The CPS accompanies the team, or transports self, to site of quality care visit; • The CPS interviews designated clients and/or their families, natural supports, legal guardians, and designated others, using a scripted protocol; • The CPS performs an inspection of the environment in which consumers are served (e.g., office- based, clinic, home, clubhouse, etc.), using a checklist of standards; • The CPS provides a written report of the outcome of the interviews and inspections.

Recovery Services Field
Representative

I provide field-based training, technical assistance, fidelity monitoring, and support to providers and others in the implementation of services that promote recovery. I remain current on all aspects of evidence based and best practices that promote and support recovery. Through regular on-site visits to community based programs, my work allows me to review implementation plans and services delivered via document and direct observation, to assure compliance with the state department of mental health and substance abuse services standards for treatment. I have written the request for proposal for a peer-run drop in center. I am on the implementation committee for the alternatives to seclusion and restraint grant that the state department of mental health and substance abuse services has received.

Program Type: Psychiatric Rehabilitation/Recovery

Job Title	Description
Community Aide II	I facilitate psychological rehabilitation groups in nutrition, healthy living, money management, time management, life skills and the development of wellness tool boxes. I recently started to do social rehabilitation intakes.
Peer Specialist	I am expected to work as a team member. I provide highly individualized services in the community that result in the increased functioning for people who have psychiatric disabilities. These consumers are integrated into environments in which they choose to live, learn, work and socialize.
Peer Support Specialist	I help teach different kinds of groups. I also give one-on-one support if somebody needs or want it.
Self-Help Advocate	I facilitate self-help groups with inpatients and outpatients at a state psychiatric center. I offer my opinion on various committees in the hospital.

Program Type: Outpatient

Job Title	Description
Certified Peer CPS Specialist	I help facilitate a recovery group for a center. I assisted the center with getting their department started. Now I assist a county with mental health, drug and alcohol abuse and behavioral health management so that the county's programs might become recovery oriented. My job involved work on a county peer support paper. I am presently on a committee that is organizing the next CPS training. My work allows me to have an office where I accept phone calls and email from applicants. We have interviewed applicants. I am facilitating WRAP workshops. I am on various county committees.
Certified Peer Support Specialist	The recovery coordinator serves a critical role promoting the organization's system transformation and achieving the goal that it be recognized as a system of excellence built upon recovery. In this role the recovery coordinator shall provide leadership to keep the organization dedicated to creating and maintaining a culture that "expects recovery". The recovery coordinator shall assist in the creation a recovery-oriented environment (comfortable, involved, active, and participating) by addressing barriers and negative messages and making recommendations for improvement. The recovery coordinator is a resource to providers who can refer consumers. Consumers can also refer themselves to move their individual recoveries forward using specific supports, training, activities, resources, mentoring, advice, information and inspiration.
Certified Peer Support Specialist	I assist the persons with whom I work with direct face-to-face peer support. This support involves help with med boxes and transportation for medical reviews, and injections. My work involves me in Social Security evaluations, and referrals to food banks. I facilitate a weekly dual diagnosis support group. My job, in part, entails sitting on a recovery council. I attend conferences and trainings statewide and quarterly meetings of a county peer alliance. I attend weekly integrated dual diagnosis and treatment meetings. I have many other tasks.
Peer Counselor	I work with, give hope to, and speak with adults with severe and persistent mental illnesses.

Peer Support Specialist

After doing direct service, I started to work with the county advocacy program project manager in my State. On my job, I provide, in conjunction with the project manager, technical assistance to the community based agencies that have implemented services involving peer support. My work allows me to participate in the planning and program development for the project within the public mental health system in the county. I measure agency performance to assure that the project meets model standards. I have provided consumer-oriented input into system-level policies and procedures for the project. My duties included the development of relationships with community resources and service providers that may be of assistance to project consumers. I collaborate with and support the peer support staff of the provider agencies to assure that the peer support part of the project meets model standards and supports recovery and resiliency for project participants. I've provided information, trainings, and presentations for consumers and their families related to the project, what they can expect from services, and how to connect with other helpful community services. At the moment my work has me in the process of gathering information and data for the purposes of identifying participants' needs and desires for services to assist in assuring that the project is effectively addressing the needs of the consumers participating in the project. I participate on the project advisory committee and support other consumer participation on the Advisory Committee. I coordinate with the county's quality review team's efforts to improve the quality of consumer support, education and involvement in the public mental health system.

Certified Peer Specialist

I provide consumer resource management to link consumers and their families to the helpful organizations and programs in their area. I also teach numerous workshops and mentor individuals and groups in advocacy, both individual and legislative.

Certified Peer Specialist

I work with peer specialists in the county, hold networking meetings, one on ones with CPS, and help with job searches. I provide background support to trainers and technical support to clients. I do presentations about CPS. My responsibilities include acting as a member of the CPS advisory committee in the county as well. I am also on a vocational providers committee for the county and community support program.

Certified Peer Specialist

I am a peer working with peers, because I have had some of the same problems as they have. And the problems can be the same and different. But we can support them, because we have been in their shoes. I can't think of anyone better to support our Peers, because we understand!!!!

**Certified Peer Specialist
Program Coordinator**

I provide supervision of CPS. I do paperwork. I handle scheduling. I am involved in community education. I work with peer recruitment. I do trainings. I offer support to my colleagues. I provide face-to-face peer support. I write reports and e-mails. I am involved with forensic peer networking. I do helpline coordination. I do other duties as assigned.

Program Type: Other/Could Not be Coded/ Miscellaneous

Job Title	Description
Certified Peer Specialist	I develop programs. I facilitate groups. I keep up appointments and schedules.
Certified Peer Specialist	I help people receiving services for mental health conditions or drug and alcohol abuse to improve the way they help themselves and others, to be on every God given day the best and what do and how they can better their lives!!!
Certified Peer Support Counselor	I facilitate an enrichment & wellness group. My work includes assisting clients to take an active part in their recovery and to become engaged in the community. I provide supportive counseling based on my experience as a consumer at this agency where I am currently employed. I also assist and encourage clients become aware of their natural supports. Overall my job is to encourage hope and work together in partnership to assist individuals to accomplish their goals regarding mental wellness, however big or small. Each step is a step in the direction to their own personal success.
Certified Peer Support Specialist	I set up appointments and do follow-ups with individuals who may have completed a WRAP. I facilitate a depression group and hold an out-and-active group at the local park where we engage in a different physical activity each week. I hold a fitness group and lead a softball team comprised of people receiving services, their families and staff. I facilitate WRAP. I also schedule and organize outings and activities in my spare time, as well as share recovery information with the drop in on any individuals that may be interested.
Certified Peer Support Specialist	My work is with consumers--listening, sympathizing and perhaps sharing short personal stories that relate to the consumers' problems. I can assist consumers with paperwork. Four hours a week are spent at our drop-in center talking to people. I work with the dual diagnosis group and other projects as assigned. We have a small library here and I have just finished inventorying the books and other items in it.
Certified Peer Support Specialist	I work with the homeless after they have been placed in the supportive housing program. Depending on their needs, I teach them the coping skills, cleaning skills, hygiene, and

goals that they have set on their person centered plan. I work closely with the clients and their case managers to make sure I am providing the right services for the clients. I generally see clients once a week at their residences.

Certified Peer Support Specialist

I work in direct contact with consumers, assisting them with their goals, and discovering their strengths and abilities. It is my responsibility to mentor change for a better quality of life. I connect consumers to appropriate community resources. I share my experience (recovery story) in the mental health system. My work provides proof and show that recovery is possible for everyone. I assist clients in achieving goals, community inclusion, increased productivity and independence.

Certified Peer Support Specialist

Unfortunately, I am a glorified bus driver and check writer

Consultant

My work involves, in part, telling different aspects of my recovery and community integration story at different trainings. I offer support at a homeless shelter. One of my accomplishments is the design of a program for unemployed peer specialists to work with residents of the shelter and receive supervision and job search support from me. I have written some curricula for the ongoing education of certified peer specialists. I am available to facilitate WRAP trainings.

Director

I conduct self-directed recovery trainings to consumers receiving state mental health services.

Director Of Advocacy And Recovery

I help families and consumers solve problems. I try to provide answers to people who have questions about accessing and navigating the mental health delivery system. It is my job to link folks to and network with key people who can assist in resolving issues and questions. I educate consumers and families about resources and professionals who can help them. I do informal counseling and also public speaking.

Director, Recovery Services

My work involves the provision of training and technical assistance to staff, programs and the community at large in the areas of recovery, empowerment and the rights of persons served. I support professional development of people who identify as mental health consumers within the organization's workforce. I facilitate input and participation by family members and others in supporting recovery of persons served. Another task is to co-supervise key divisional staff who are persons in recovery along with directors of

service and vice presidents. I serve as liaison to family and consumer advocacy groups. I present at professional conferences, etc.

Family Member Peer Specialist

I give support to family who have a child under 21 with a mental illness.

Health Tech

I started my job before the center where I work opened. We came up with ideas on what our program should be. We discussed these ideas with the members (veterans). We also wanted to see what they want in programming. I now run classes (groups) on different topics of interest to the members. I advocate for the members and I help the members with goals that they might have. I have one-on-one discussion with members who can't express themselves in a class room setting.

Peer Mentor/Specialist

I provide peer support to a chronically mentally ill, substance abuse, dual diagnosis population through individual meetings with clients and weekly groups. I also provide invaluable information from personal experience to treatment team members.

Peer Specialist

My responsibilities include giving an eight week course in WRAP. I also take clients to doctor and dentist appointments. I observe clients refill their med planners and observe clients self-administer medication. It is my job to take consumers to receive food and clothes. I visit clients in the hospital and at their homes. My work includes assisting with housekeeping and cooking skills. I take clients grocery shopping. I take clients to the Social Security office to apply for benefits.

Peer Specialist

I do seven to eight groups a week that include but are not limited to self-advocacy, stigma reduction, rights and responsibilities, empowerment, and a WRAP support group. I am involved in a depression and bi-polar support group, a dual diagnosis support group, and dual diagnosis skill management. I network with community support agencies and groups, co-chair the state self-advocacy support group, and sit on the state mental health planning counsel. I promote cultural competency, work as a program advisor, attend the quarterly CQI meeting and do much more. My work involves one-on-one visits with clients. I work with clients who have serious and persistent mental illnesses or dual diagnoses (substance abuse and mental diagnosis).

Peer Specialist

I greet consumers upon release from jail. It is my job to get them to an assisted living facility with their medications and

jail property. I escort them to the psychiatrist, the Social Security office for benefits, etc. My job entails visiting them at their homes and relating to them as a peer. I educate and encourage them to take medications and go to their doctors, and outpatient programs, and comply with conditions of probation when applicable. Our job description is not written. Because our jobs are new, we develop them as we go along. The essence of our function is to provide our peers with emotional support and more to end the cycle of arrest-incarceration-release-stop taking medications decompensation-arrest-etc.

Peer Support Specialist My primary job is to provide peer services for approximately 35 people in a program. I help with finding clients a place, securing them furniture, and moving them in to their apartment (I drive the van, they move the furniture). Once the clients are in, I make sure they know the area - where the stores, libraries etc. are. I try to help them find a way to do more with their days than just staring at the walls. I have just started spending part of my time in straight case management for one case. I am going to try and help my client, who wishes to go to school to learn to be a welder, find the proper school and hopefully find scholarship money.

Peer Support Specialist The group I work with provides many different services, including case management, offering support in either group or individual settings, vocational assistance, and social programs.

Peer Support Specialist Working with individuals with co-occurring disorders, and in recovery myself, much of my time is spent simply in encounters with my peers over coffee, providing encouragement and support. If, for instance, my job requires transporting peers to/from the hospital or the agency, my personal experiences in "The System" come into play. I have started three dual recovery anonymous groups (only two of which are now happening) and am on two co-occurring disorders committees and involved in the co-occurring disorders system transformation project.

Peer Support Specialist As a peer support specialist, I provide mental health support to those dealing with mental health issues. I try to show compassion and concern for those in need. I also try to get callers to empower themselves, to make plans for and to take action in their own recoveries.

Peer/Family Outreach I work as an outreach motivational specialist at six recovery centers in my state. My work involves facilitating groups,

Specialist	training trainers, and assisting with program coordination. I am also a liaison to mental health clinics, establishing peer support training programs with treatment clinics. It is my job to help with job rehabilitation, and living skills, I assist center managers with their peer employees and their programs, among other things
Peer Support Specialist	I work one-on-one in the community with persons with mental illnesses. It is my Engagement Specialist job to provide empowerment and education for use with struggles and for self-awareness I offer presentations to public groups on mental illness and recovery. My work takes me to a hospital setting one day a week where I provide support and education. Another part of my job is facilitating WRAP classes throughout the community in a variety of agencies.
Certified Peer Specialist	I participate as part of interdisciplinary team with a psychiatrist, a psychologist, and a nurse to implement a pilot program designed to transform an academic department of psychiatry at a medical school so that it follows a recovery orientation. As part of this work, I provide peer support services (individual and group) working with faculty, residents, interns and medical students. I deliver lectures, write and co-author articles, prepare reports, train mental health professionals in local, regional and national workshops, and perform other duties.
Certified Peer Specialist	I provide peer support (group and individual, inpatient and outpatient); train/teach medical and allied health residents, students, faculty, and community professionals; and write curriculum and articles.
Certified Peer Specialist	I teach residents, medical students, and nurses about the recovery model, facilitate groups, and attend conferences that will enhance my ability to do my job.

