

Recovery Support Services

Authority: Florida Peer Services Handbook, Department of Children and Families, Office of Substance Abuse & Mental Health; the essential elements of a coordinated system of care as specified in section 394.4573(2), F.S.

Requirement: Contract

Frequency: Ongoing

Description:

The State of Florida is committed to a more effective delivery of services that reflect recovery-oriented and peer-involved approaches. A behavioral health system that contains recovery-oriented and peer-involved approaches within its framework offers a flexible array of services that meet each individual's needs and emphasizes their strengths. Peer-to-peer recovery support services are made available through state-contracted funding known as Recovery Support Services. Network Service Providers in the Northeast and North Central Region of the LSF Health Systems catchment area who bill for Recovery Support Services will ensure they are person-led and family-driven. They must be provided by staff who are state-certified with a Certified Recovery Peer Specialist credential, or who will be certified within a year of hire date. In addition, family members, caregivers, friends, and other allies will be incorporated in recovery planning and recovery support in the community.

The Department relies on Managing Entities to provide training and oversight of best practices throughout the provider network. Technical assistance and follow-up implementation are designed to bolster the roles of peer support specialists through structured peer supervision and the ongoing integration of the provider workforce with certified recovery peer individuals. LSF Health Systems refers Network Services Providers and their employees to the [Florida Peer Services Handbook, 2016](#), to better understand the role of a peer specialist. Clarity around the characteristics and actions a peer has within service delivery is paramount to both the peer providing the service and the peer receiving the service. When peer services are implemented correctly, the positive outcomes of peer support are realized.

Definitions:

Peer support – Giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful. Peer support is not based on psychiatric models and diagnostic criteria. It is about understanding another's situation through the shared experience of emotional and psychological pain.

Peer specialist – An individual who:

- Self-identifies as a person who has direct personal experience living in recovery from mental health and/or substance use conditions.
- Has a desire to use their experiences to help others with their recovery.
- Is willing to publicly identify as a person living in recovery for the purpose of educating, role modeling and providing hope to others about the reality of recovery, and
- Has had the proper training, including a review of ethics and boundaries, and the experience to work in a provider role.

- A family peer specialist self-identifies as a person who has direct, personal experience as a family member or caregiver of a person living with mental health and/or substance use condition. Military veteran and youth-certified specialists also attest to lived experience commensurate with the credential track they are seeking. LSF Health Systems refers providers to the [guidelines established by the Florida Certification Board for the CRPS credentials](#).

The Network Service Provider and any applicable subcontractor shall:

- Utilize Peer Support Services in lieu of more intensive services. These services may be delivered in a substance abuse or mental health facility or hospital setting, in the served individuals' home or in the community, thereby broadly expanding the outreach of peer services.
- Initiate peer support services after voluntary consent when there is reason to believe such services will help the member's recovery, build resilience and assist the member to live successfully in their community with greater purpose.
- Support peer specialists on-staff to be resource-knowledgeable in linking individuals to community resources.
- Document peer support services. Examples of documentation include a wellness plan, S.M.A.R.T. goal notes, progress notes and/or a recovery care plan. Tools and templates such as the Recovery Capital Scale to assist individuals in identifying strengths and to build "recovery capital" in their community are recommended.
- Maintain and update internal policies and procedures reflecting best practices and standards for delivery of recovery peer support and supervision.
- Develop specific job descriptions that reflect the core competencies of peer recovery as applied to the program where the peer staffer will be working.
- Coordinate with other mental health and substance abuse professionals, housing and employment agencies, who are engaged with the persons served when appropriate.
- Ensure individuals receiving peer support are developing self-advocacy skills whenever possible.
- Provide a transition out of services when the individual is no longer accepting of peer support services, or when the individual has met the goals and objectives associated with receiving peer support services.
- Respond to Corrective Action Plans when deficiencies are cited within the timeframes set forth in the Network Service Provider contract with the Managing Entity.

The Network Service Provider shall provide supervision:

- In a structured format that occurs biweekly on an individual basis, and monthly for a group or reflective session. The supervisor will meet the requirements of Florida statute for state-funded peer support supervision; and
- Encourage professional development through opportunities to attend community trainings, in addition to available conferences aimed at their role.

Restrictions:

- Services for unsuccessful attempts to contact the individual served are not reimbursable, e.g. a home visit when the recipient is not at home, a phone call when the recipient does not answer, or leaving a message on voicemail, email or an answering machine.
- All other restrictions are outlined on 65E-14, Florida Administrative Code

More information on Peer Support Services and Best Practices can be found at:

<https://www.myflfamilies.com/>

[DBHIDS Peer Support Toolkit](#)