

RECOVERY-ORIENTED SYSTEM OF CARE (ROSC) TOOLKIT

JUNE 2022



FOREWORD

The Florida Department of Children and Families, Office of Substance Abuse and Mental Health, in partnership with the Florida Certification Board, is pleased to present this toolkit comprised of resources and best practices for Recovery-Oriented System of Care (ROSC).

The following criteria were used to identify resources for this compendium:

- Current, up-to-date, and relevant resources related to ROSC and peer-delivered support services
- Resources that are evidenced-based
- A broad range of ideas and approaches from differing philosophical perspectives



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OVERVIEW

What is ROSC?

ROSC is the acronym for a Recovery-Oriented System of Care. This system is applicable to all persons who are affected by mental health and/or substance use conditions. A ROSC puts an individual's strength, recovery, and resiliency at the forefront of services by integrating concepts such as: access to services, equity of services, and hope within a given community for the individuals receiving services. A ROSC recognizes that recovery is not always a linear, flawless journey; but, with the right resources, knowledge, and supports, an individual can improve their health and wellness, live a self-directed life, and strive to reach their full potential.

ROSC encompasses a menu of individualized, person-centered, and strength-based services within a self-defined network. It permeates the continuum of care through prevention, intervention, resource allocation, and community support. It helps individuals navigate the behavioral health system so that they can receive the appropriate services for their current needs regardless of where they enter the system with referrals, warm hand-offs, and linkage to services. Through ROSC, individuals can move from being overcome by challenges and barriers to a focus of strength and well-being.

In Florida, the Department of Children and Families, Office of Substance Abuse and Mental Health, in partnership with Florida leaders and behavioral health stakeholders, has worked collaboratively in recent years to shape the vision and future of Florida's prevention, treatment, and recovery support systems. The desired end goal of on-going efforts is a fully operationalized ROSC.

Florida law specifies that behavioral health services are to be based on recovery-oriented principles (Ch. 2016-241, Laws of Florida). This law provides statutory support for the values and principles that underpin a recovery orientation as well as the implementation of recovery-oriented practices throughout the State. Importantly, it fosters State priorities and regional differences while ensuring that communities and systems deliver high-quality care and services based on a recovery-orientation.

PROJECT SCOPE

This Toolkit will help organizations and communities identify the concepts and resources necessary to develop a Recovery-Oriented System of Care. This is not a how-to guide, rather it is a guide of existing tools and resources to help build and promote the continuing development of a Recovery-Oriented System of Care.

It is beyond the scope of this project to include all possible relevant resources and websites. Users are encouraged to explore comprehensive national or state resource websites for additional materials. Information is often time-sensitive as research and practices evolve. This toolkit will not identify specific community resources for your community, instead it will identify the services and provisions that can be instituted to assist organizations and communities with implementing and promoting a Recovery-Oriented Service of Care.

It is recommended that systems of care and service provider organizations consider policies, services, and supports to:

1. Create a Recovery Culture
2. Build Collaborative and Respectful Relationships with Persons Served
3. Affirm Autonomy and Self-Determination
4. Focus on Strengths and Personal Responsibility
5. Provide Person-First and Holistic Services
6. Be Responsive to Individualized and Diverse Needs
7. Build Community Partnerships for Support and Social Inclusion
8. Connect with Peers



OVERVIEW of ROSC

Title	Summary	Format	Source
<p>Creating a Recovery-Oriented System of Care in Florida</p> <p>A Winter 2017 Summary</p>	<p>A series of summits was held to generate buy-in and develop a shared vision for the transformation to a recovery-oriented system of care (ROSC) in Florida. This report summarizes key takeaways from these summits and associated activities, including regional webinars and the statewide implementation of the recovery-oriented Self-Assessment Planning Tool.</p>	<p>Research Report</p>	<p>Florida Department of Children and Families</p>
<p>https://www.flgov.com/wp-content/uploads/childadvocacy/CreatingaRecovery-OrientedSystemofCareinFlorida-2017.pdf</p>			
<p>DMHAS Initiatives Recovery Appendices including self-assessment checklists, recovery-oriented language, initiatives, and strengths-based approaches</p>	<p>This document provides a large index of information in the following areas:</p> <ul style="list-style-type: none"> ▪ Domain Self-Assessment Checklists ▪ Glossary of Recovery-Oriented Language ▪ Examples of Strength-Based Conceptualizations ▪ Source Documents from DMHAS Initiatives 	<p>Research and Guidance Document</p>	<p>Connecticut State Department of Mental Health and Addiction Services (DMHAS)</p>
<p>https://portal.ct.gov/-/media/DMHAS/Recovery/APPENDICESpdf.pdf</p>			
<p>Equipping Behavioral Health Systems & Authorities to Promote Peer Specialist/Peer Recovery Coaching Services</p>	<p>This report identifies the challenges of promoting peer specialist support services in the workplace, behavioral health programs, peer-run programs, behavioral health systems. It provides recommendations and the evidence base for peer-delivered services.</p>	<p>Report</p>	<p>Substance Abuse and Mental Health Services Administration (SAMHSA) Bringing Recovery Support to Scale Technical Assistance Strategy (BRSS TACS)</p>
<p>https://www.thenationalcouncil.org/wp-content/uploads/2021/04/Equipping_BH_Systems_-_Authorities_to_Promote_Peer_Specialists_Peer_Recovery_Coaching_Services.pdf</p>			
<p>Experiencing Recovery</p>	<p>William L. White YouTube channel with many videos based on a ROSC workshop session that was delivered by William White in Atlanta, Georgia, in 2009. Provides an overview of ROSC, how it relates to addiction, why ROSC is important, and how it can be implemented in communities and organizations.</p>	<p>Online Videos</p>	<p>William L. White</p>
<p>https://www.youtube.com/channel/UCi6p8_KWZd2xWCYHg9cdGTw</p>			

OVERVIEW of ROSC

Title	Summary	Format	Source
Guiding Principles and Elements of Recovery-Oriented Systems of Care: What do we know from the research?	The Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Substance Abuse Treatment (CSAT) held a national summit that identified a working definition of recovery, 12 guiding principles of recovery, and 17 elements of recovery-oriented systems of care. This publication reviews the recovery research and offers an appraisal of scientific literature discussing the recovery-oriented systems of care conceptual framework and literature on recovery-oriented service and systems implementation.	Research Report	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.naadac.org/assets/2416/sheedyckwhitterm2009_guiding_principles_and_elements.pdf			
Peer Recovery Center of Excellence	This webpage introduces the mission of the Peer Recovery Center of Excellence to enhance peer recovery support services. Led by persons with lived experience, the Center offers training, resources, and explainer videos on topics related to the recovery community.	Website	Funded by Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.peerrecoverynow.org/			
Recovery Focused Day Program Transformation: Start Up and Operational Guidebook	This guidebook is intended to serve as an operational manual that documents expectations governing the effective, ongoing provision of transformed day programs to support recovery and a life in the community “like everyone else”. The focus is on four key pillars: community inclusion, the development of peer culture and peer leadership, family inclusion, and recovery planning.	Guidebook	City of Philadelphia: Philadelphia Department of Behavioral Health
https://dbhids.org/wp-content/uploads/2015/07/Additional-resources-4.2.1.3-PDF-12.pdf			
Recovery-Oriented Systems of Care (ROSC) Addiction Technology Transfer Center (ATTC) Network	The ATTC Network is an international, multidisciplinary resource for professionals in the addiction treatment and recovery services field. This webpage defines recovery and ROSC, provides toolkits, best practices, videos, and monographs, and offers links to education, trainings, and related resources.	Website	Addiction Technology Transfer Center (ATTC) Network
https://attcnetwork.org/centers/global-attc/recovery-oriented-systems-care-rosc			

OVERVIEW of ROSC

Title	Summary	Format	Source
Recovery-Oriented System of Care (ROSC) Florida Department of Children and Families	This webpage defines what ROSC is as well as the vision behind the creation and implementation of a ROSC framework across Florida. It offers links to related resources for information on Managing Entities, Recovery Peer Specialists, Recovery Support Services, as well as tools and resources for providers.	Website	Florida Department of Children and Families
https://myflfamilies.com/service-programs/samh/rosc/index.shtml			
Role Clarity in Peer Recovery Support Services: Navigating the Terms	This document is designed to clarify key roles and terms in peer recovery support services such as peer leader, peer participant, peer leadership, and peer leader advisory councils.	Technical Assistance Tool	Peer Recovery Center of Excellence
https://peerrecoverynow.org/index.aspx https://peerrecoverynow.org/ResourceMaterials/Role%20Clarity%20in%20Peer%20Recovery%20Support%20Services_Final%20.pdf			
Technical Papers on Recovery Transformation	These documents help stakeholders align their behaviors and procedures with the vision of recovery. Included are a series of articles which explore several dimensions of providing recovery-oriented care, including monographs and papers by William White, recovery practice guidelines, and self-assessments for operationalizing recovery concepts.	Website	Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)
https://dbhids.org/recovery-transformation-papers/technical-papers-on-recovery-transformation/			

1. CREATE A RECOVERY CULTURE

The definition of recovery is “a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential” (SAMHSA). Our current culture continues to stigmatize and make judgments about individuals with behavioral health conditions. Acceptance of individuals with mental health and substance use emanates from understanding that almost everyone, at some point in life, will experience the impact of loss and recovery. In its definition of the recovery model, SAMHSA states, “communities have responsibilities to provide opportunities and resources to address discrimination and to foster social inclusion and recovery.”



Creating a recovery culture begins with shifting assumptions about individuals from a deficit focus to a strength-based focus. In other words, such a shift means assessing people and organizations through the lens of possibility and strength. To incorporate a recovery-oriented culture, organizations and communities must fundamentally shift how they share power and responsibility (Jacobson and Curtis, 2000). Recovery cultures are dynamic and energizing because they provide opportunities for everyone to learn and grow in a safe environment. Recovery culture develops when individuals who are recovering from substance use or mental health disorders, and others who want to help improve the public discourse around behavioral health, work together to form a culture that promotes healthy alternatives.

In a Recovery-Oriented System of Care, we strive to recondition individuals' mindsets, expectations, and behaviors to realign their outlook with positive goals, agility, and hope. Recovery occurs via many pathways. A strengths-based approach requires providers and community members to learn about the individual, their experiences, values and beliefs, goals, and preferences.

Empowering individuals, offering choices, allowing for failure, and offering forgiveness are positive culture changes for recovery – along with honoring the principles of respect, cultural humility, and recognition of trauma. Individuals who have struggled with an unhealthy family life, trauma, mental health symptoms, or addictive behaviors often possess many strengths that promote effective progress and healing. A recovery culture creates a different but distinct way for individuals to take the strengths they already have, refine them, and use them in a healthy manner.

CREATE A RECOVERY CULTURE

Title	Summary	Format	Source
Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS)	BRSS TACS supported programs, systems, states, territories, and tribes as they implemented effective recovery supports and services for children, youth, families, young adults, adults, seniors, and other diverse populations with mental health or substance use disorders.	Website	Substance Abuse and Mental Health Services Administration (SAMHSA) - Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS)
https://www.samhsa.gov/brss-tacs/about			
Building and Sustaining Peer Support Services in Practice: Tips from the Field	Speakers share key issues and lessons learned when building and strengthening peer support services for people experiencing serious mental illness or substance use disorders.	Educational Video	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.youtube.com/watch?v=VrYC1VmgdeE			
Fostering Resilience and Recovery: A Change Package for Advancing Trauma-Informed Primary Care	Implementing trauma-informed approaches within primary care marks a fundamental shift in care delivery that supports improved utilization of services, improved patient outcomes, increased staff satisfaction, and healthier work environments. This toolkit identifies six (6) principles of a trauma-informed approach and offers five (5) trauma-informed areas for action (or Change Concepts). It includes implementation tools, checklists, sample scripts, and case examples.	Toolkit	The National Council for Mental Wellbeing
https://www.thenationalcouncil.org/ https://www.thenationalcouncil.org/wp-content/uploads/2022/02/FosteringResilienceChangePackage_Final.pdf https://www.thenationalcouncil.org/wp-content/uploads/2019/12/Step1_Change_Management_Strategies.pdf https://www.thenationalcouncil.org/wp-content/uploads/2019/12/ChangeConcept2_Develop_a_Trauma_Informed_Workforce.pdf https://www.thenationalcouncil.org/wp-content/uploads/2019/12/ChangeConcept3_Build_Compassion_Resilience_in_the_Workforce.pdf https://www.thenationalcouncil.org/wp-content/uploads/2019/12/ChangeConcept4_Identify_and_Respond_to_Trauma_Among_Patients.pdf https://www.thenationalcouncil.org/wp-content/uploads/2019/12/ChangeConcept5_Finance_and_Sustain_Trauma_Informed_Approaches_in_Primary_Care.pdf			

CREATE A RECOVERY CULTURE

Title	Summary	Format	Source
Guidelines for Recovery-Oriented Practice Hope. Dignity. Inclusion.	This manual provides guidelines for many areas of recovery-oriented practice including culture and language of hope, person-first recovery, holistic services, diverse needs, and inclusion.	Curriculum Guidelines	Mental Health Commission of Canada
https://www.mentalhealthcommission.ca/wp-content/uploads/drupal/MHCC_RecoveryGuidelines_ENG_0.pdf			
Meaningful Roles for Peer Providers in Integrated Healthcare: A Guide	The purpose of this toolkit is to provide information, helpful tips, and examples of how integrated care settings can best hire, train, integrate, and retain health-trained peer support specialists on multi-disciplinary teams for the benefit of individuals with co-occurring behavioral health and healthcare conditions.	Toolkit	California Association of Social Rehabilitation Agencies - Meaningful Roles for Peer Providers in Integrated Healthcare
https://casra.org/docs/casra-meaningful-roles-for-peer-providers-in-integrated-healthcare-toolkit-11-13-14.pdf			
Peer Support Toolkit	This toolkit is designed to support behavioral health treatment agencies with the process of integrating peer providers into their service settings. It is structured as an interactive PDF that is presented in four (4) modules: Module 1: Preparing the Organizational Culture Module 2: Recruiting and Hiring Peer Staff Module 3: Service Delivery Module 4: Supervision and Retention	Toolkit	Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)
https://dbhids.org/peer-support-toolkit/			
Recovery Core Values	This webpage provides an overview of Connecticut's Recovery initiative as part of their building of a recovery-oriented system of care. Various associated resources are identified to include policy statements on recovery, education and training opportunities, reports and position papers, recovery presentations and other related links.	Website	Connecticut State Department of Mental Health and Addiction Services
https://portal.ct.gov/DMHAS/Initiatives/Recovery/Recovery-Core-Values			

CREATE A RECOVERY CULTURE

Title	Summary	Format	Source
Recovery Initiative	This webpage provides an overview of Connecticut’s Recovery Initiative for building of a recovery-oriented system of care. Various associated resources are identified, including policy statements on recovery, education and training opportunities, reports and position papers, recovery presentations, and other related links.	Website	Connecticut State Department of Mental Health and Addiction Services
https://portal.ct.gov/DMHAS/Initiatives/Recovery/Recovery-Initiative			
Recovery and Recovery Support	This webpage provides an overview of the guiding principles and major dimensions of recovery. Topics include Recovery and Resilience, Recovery and Relationships, Recovery Support, and Cultural Awareness. Competency Related projects and resources are also identified.	Website	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.samhsa.gov/find-help/recovery			
Supervision of Peer Practice: The Challenges and Opportunities for Organizations with Peer Recovery Support Services Programs	Eight (8) principles of supervision are presented, along with corresponding supervision practices, knowledge, and skills for developing processes, structures, and training to create the quality supervision that peer practitioners want, need, and deserve.	Report	Altarum Institute: Systems Research for Better Health
https://www.nationalcouncildocs.net/wp-content/uploads/2021/09/Supervision-of-Peer-Practice-Challenges-and-Opportunities_final.pdf			
Supervision of Peer Workers	This document provides resources to help supervisors understand how to supervise peer workers in behavioral health services.	Document	Substance Abuse and Mental Health Services Administration (SAMHSA) Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS)
https://www.samhsa.gov/sites/default/files/brss-tacs-peer-worker-supervision.pdf			

CREATE A RECOVERY CULTURE

Title	Summary	Format	Source
TI-ROC Climate of Equity Assessment	This tool was created to assist organizations in assessing their current climate to understand and improve diversity, equity, and inclusion practices. The information gathered from this assessment will aid organizational leadership and staff in process improvement activities including modifications, and subsequent supports to create safe and equitable spaces for staff.	Assessment Tool	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/TI-ROC-Equity-Climate-Assessment_FINAL.pdf			
Toolkit for Designing and Implementing Care Pathways	Care pathways provide standardized guidelines for identifying client needs and adopting appropriate clinical best practices. This toolkit provides guidance, tools, and worksheets to provide organizations with a framework for the development and deployment of care pathways.	Toolkit	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/Toolkit-for-Designing-and-Implementing-Care-Pathways.pdf			
Tools for Transformation Series: Extended Recovery Support	One of a series of resource packets, this document promotes a greater understanding of extended recovery support for persons in recovery, family members, and providers. It offers: <ul style="list-style-type: none"> ▪ A self-assessment checklist for providers to evaluate their own practice in extended recovery support ▪ A checklist for people in recovery to consider how their provider is supporting them and develop ideas for improvement ▪ A checklist for people in recovery to explore their progress and identify ways to enhance their recovery 	Technical Assistance Tool Publication	The Philadelphia Department of Behavioral Health and Mental Retardation Services (DBHMRS)
https://dbhids.org/wp-content/uploads/2015/07/The-Tools-for-Transformation-Series-4.2.1.3-PDF-10.pdf			

CREATE A RECOVERY CULTURE

Title	Summary	Format	Source
Training and Resources for Health Workers and Mental Health	This webpage provides training and resources for health workers and mental health, including stress, fatigue, burnout, substance use, and suicide. Specific topics include Protecting Health Worker Mental Health: A Call-to-Action and Caring for Yourself While Caring for Others.	Website	Centers for Disease Control and Prevention (CDC) The National Institute for Occupational Safety and Health (NIOSH)
https://www.cdc.gov/niosh/topics/healthcare/workstress-resources.html			
Trauma-Informed Care Screening and Assessment Toolkit for Community Mental Health and Substance Use Care Organizations and Mobile Crisis Units	Trauma-informed and resilience-oriented (TIRO) screening and assessment measures provide clear guidance for care organizations and mobile crisis units to support not only the individual receiving services but also the staff delivering care. This toolkit outlines the trauma screening and assessment process for community-based care organizations and mobile crisis units and the impact of TIRO care. It includes guidance, tools, and associated resources.	Toolkit	The National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/092721_TI-ROSC-Toolkit.pdf			
Trauma-Informed Recovery-Oriented System of Care Toolkit	Recovery-oriented systems of care provide comprehensive behavioral health services and support person-centered and person-directed long-term recovery. This toolkit provides information, resources, and tools to guide the integration of trauma-informed approaches into recovery-oriented systems of care.	Toolkit	National Council for Behavioral Health for the Indiana Family and Social Services Administration
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/IN-gov_TI-ROSC_Toolkit_Final_4.20.pdf			

2. BUILD COLLABORATIVE AND RESPECTFUL RELATIONSHIPS WITH PERSONS SERVED

Positive regard refers to the need for acceptance, empathy, and respect from other people. Individuals, no matter what their background or circumstance, want to be treated with respect in all situations and exchanges. To be respectful, both verbal and nonverbal interactions should be sensitive to another's situation, their culture, and needs. To hold positive regard, continuously collaborate with individuals and give them a voice. Ask the individual about their preferences, goals, needs, values, and priorities. Revisit these preferences and choices often as they can change over time.

Truly listen to what the person is saying, ensure you understand the message with active listening, and then provide suggestions and resources with support, kindness, and positive regard. Use a collaborative approach and positive communication strategies for treatment planning and documentation. Explore alternatives when disagreements arise and respectfully offer guidance, education, and support. Refrain from judgment and work with individuals by sharing decisions and helping them make their own choices. Unconditional positive regard involves showing complete support and acceptance of a person no matter what that person says or does, however it is important to note that such acceptance does not constitute permissiveness or an endorsement of all behaviors.

BUILD COLLABORATIVE AND RESPECTFUL RELATIONSHIPS WITH PERSONS SERVED			
Title	Summary	Format	Source
Building Collaborative Capacity Series	This website provides seven (7) PDF modules that identify general principles for collaboration and communication strategies and provides some population-specific information on services with families.	Website	National Center on Substance Abuse and Child Welfare
https://ncsacw.acf.hhs.gov/collaborative/building-capacity.aspx			

BUILD COLLABORATIVE AND RESPECTFUL RELATIONSHIPS WITH PERSONS SERVED

Title	Summary	Format	Source
Clinical Best Practice Guidelines: Engaging Clients Who Use Substances	This document provides resources for evidence-based nursing practice to enhance decision making for nurses working with individuals who use substances. Practice and education recommendations are made, along with suggestions for system, organizational, and policy change. Guiding frameworks and models Topics include stigma and discrimination, social determinants of health, Transtheoretical Model (TTM) of Change, harm reduction, trauma informed care, cultural competence, and integrative and collaborative management services.	Guidelines	Registered Nurses' Association of Ontario
https://rnao.ca/sites/rnao-ca/files/Engaging_Clients_Who_Use_Substances_13_WEB.pdf			
Collaborative Documentation	This webpage provides resources for behavioral health collaborative documentation, including training videos, manuals, and handouts	Website	Los Angeles County Department of Mental Health
https://dmh.lacounty.gov/qa/collaborative-documentation/			
Collaborative Documentation: Reducing the Time Burden for Clinical Documentation	This PowerPoint presentation focuses on behavioral health documentation as a collaboration between the worker and the person receiving services. The benefits of collaborative documentation are presented, along with strategies to introduce and implement it.	PowerPoint from Webinar	Cascade Pacific Action Alliance/AIMS Center University of Washington Psychiatry and Behavioral Services
https://aims.uw.edu/wastate/sites/default/files/Collaborative%20Documentation_08202020%20FINAL%20Presentation%20Handout.pdf			
100 Ways to Support Recovery	This is a guide for mental health staff to work in a recovery-oriented way. It provides a conceptual framework to identify what types of support may be useful and provides action points or strategies for both organizational and individual staff.	Guide	Rethink Mental Illness
https://www.rethink.org/advice-and-information/living-with-mental-illness/treatment-and-support/100-ways-to-support-recovery/			

BUILD COLLABORATIVE AND RESPECTFUL RELATIONSHIPS WITH PERSONS SERVED

Title	Summary	Format	Source
Patient-Centered Documentation: Collaborative Documentation	This PowerPoint addresses the purpose and benefits of collaborative documentation, the importance of strong language for progress notes, and linking documentation from assessment through treatment planning.	PowerPoint from Webinar	National Council for Behavioral Health
https://mthcf.org/wp-content/uploads/2017/03/NatCon-Webinar-Patient-Centered-Documentation_2.4.19.pdf			
The Recovery Self-Assessment-Revised (RSA-R) Administrator/Manager Version	The Recovery Self-Assessment-Revised (RSA-R) is designed to gauge the degree to which a program implements recovery-oriented practices. This version is for CEOs and directors.	Handout Website	Yale Program for Recovery and Community Health
https://medicine.yale.edu/psychiatry/prch/tools/rsa_administrator_204211_284_23933_v1.pdf			
https://medicine.yale.edu/psychiatry/prch/tools/rec_selfassessment/			
The Recovery Self-Assessment-Revised (RSA-R) Family Member/Significant Other Version	The Recovery Self-Assessment-Revised (RSA-R) is designed to gauge the degree to which a program implements recovery-oriented practices. This version is for family members and/or significant others.	Handout Website	Yale Program for Recovery and Community Health
https://medicine.yale.edu/psychiatry/prch/tools/rsa_family_advocate_204209_284_23933_v1.pdf			
https://medicine.yale.edu/psychiatry/prch/tools/rec_selfassessment/			
The Recovery Self-Assessment-Revised (RSA-R) Person in Recovery Version	The Recovery Self-Assessment-Revised (RSA-R) is designed to gauge the degree to which a program implements recovery-oriented practices. This version is a self-reflective tool for the person in recovery.	Handout Website	Yale Program for Recovery and Community Health
https://medicine.yale.edu/psychiatry/prch/tools/rsa_person_in_recovery_204208_284_23933_v1.pdf			
https://medicine.yale.edu/psychiatry/prch/tools/rec_selfassessment/			

BUILD COLLABORATIVE AND RESPECTFUL RELATIONSHIPS WITH PERSONS SERVED

Title	Summary	Format	Source
The Recovery Self-Assessment-Revised (RSA-R) Provider Version	The Recovery Self-Assessment-Revised (RSA-R) is designed to gauge the degree to which a program implements recovery-oriented practices. This version is for the provider agency.	Handout Website	Yale Program for Recovery and Community Health
https://medicine.yale.edu/psychiatry/prch/tools/rsa_provider_204210_284_23933_v1.pdf https://medicine.yale.edu/psychiatry/prch/tools/rec_selfassessment/			
Warm Handoffs for In-person and Virtual Services	This document offers tips for in-person and virtual exchanges for warm handoffs. Emerging practices are presented along with links for associated resources.	Technical Assistance Brief	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2021/11/Warm-Handoffs-for-In-Person-and-Virtual-Services.pdf			

3. AFFIRM AUTONOMY AND SELF-DETERMINATION

Shared decision-making affirms autonomy and self-determination in a recovery-oriented system of care. Individuals have the right to determine their own treatment and path of care. They have a choice in their own medical and behavioral health care - even when being held for an involuntary examination (except when the safety of self or others is at risk). Individuals receiving behavioral health care must be well informed of their choices and treatment options. They need to play an active role in their own care. They have a right to clearly understand the benefits and risks associated with various treatments and must be knowledgeable and informed about the service or treatment offered. Allowing individuals to determine their own path of care, with information and support from the provider, tends to enhance the individual's experience, increase treatment retention, and improve overall outcomes.

AFFIRM AUTONOMY AND SELF-DETERMINATION			
Title	Summary	Format	Source
Charting the LifeCourse Nexus	This site helps organizations to assess, enhance, develop, and evaluate policies, practices and procedures to ensure person- and family-centered supports that lead to good lives. The CtLC principles and tools can be integrated into existing processes with individuals, families, and staff, and can also be used for supporting organizational strategic thinking and planning.	Website	Institute for Human Development at the University of Missouri –Kansas City, a University Center for Excellence (UCEDD).
https://www.lifecoursetools.com/			
Guide to Long-Acting Medications for Clinicians and Organizations	This document explores the role of Long-Acting Medications (LAMs) as a first-line treatment option to modify or prevent risk factors that lead to poor outcomes for persons receiving services. It promotes the need to include the person receiving services in the discussion of LAMs, as well as strategies to empower them in shared decision-making.	Guide	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2021/12/2022.02.02_NC_Updated-Guide-To-LAMs.pdf			

AFFIRM AUTONOMY AND SELF-DETERMINATION

Title	Summary	Format	Source
In the Driver's Seat: A Guide to Self-Directed Mental Health Care	<p>This three-part comprehensive guide to self-directed mental health care addresses the following:</p> <p>Part 1 - Understanding Self-Directed Care</p> <p>Part 2 - Strategies and Tactics for Advocating for Self-Directed Care Policies and Initiatives</p> <p>Part 3 - An In-Depth Look at Self-Directed Care</p> <p>The appendices include fact sheets and readings on self-directed care.</p>	Guide	Bazelon Center for Mental Health Law & UPENN Collaborative on Community Integration
https://storiesfromtheroad.typepad.com/files/in-the-drivers-seat.pdf			
Patient Decision Aids	<p>The Ottawa Decision Support Framework (ODSF) asserts that decision support interventions that address patients' needs improve the quality of the decision, decision making process, and outcome. This webpage provides links to development and implementation toolkits.</p>	Website	The Ottawa Hospital
https://decisionaid.ohri.ca/odsf.html			
Shared Decision-Making Tools	<p>This webpage defines shared decision-making as an emerging best practice in behavioral and physical health that aims to help people in treatment and recovery have informed, meaningful, and collaborative discussions with providers about their health care services. Resources are provided for service users and providers, including weblinks for Medication-Assisted Treatment (MAT) and antipsychotic medications.</p>	Website	Substance Abuse and Mental Health Services Administration (SAMHSA) - Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS)
https://www.samhsa.gov/brss-tacs/recovery-support-tools/shared-decision-making			

AFFIRM AUTONOMY AND SELF-DETERMINATION

Title	Summary	Format	Source
Shared Decision-Making in the Treatment of Serious Mental Illness and Opioid/Substance Use Disorders	Presenters focus on shared decision-making and how peers as well as peer-run, recovery community, and family organizations can support people as they prepare for more satisfying, effective alliances with their providers.	Educational Video	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.youtube.com/watch?v=RTbatWxWpCI&list=PLBXgZMI_zqfSRZVtxRBWg7cDja_qy2e-M&index=13			
The Share Approach	The Agency for Healthcare Research and Quality's SHARE Approach is a five-step process for shared decision-making that includes exploring and comparing the benefits, harms, and risks of each option through meaningful dialogue about what matters most to the person served. This webpage offers the SHARE Approach four (4) module curriculum that includes a trainer's module.	Website	Agency for Healthcare Research and Quality (AHRQ)
https://www.ahrq.gov/health-literacy/professional-training/shared-decision/index.html			

4. FOCUS ON STRENGTHS AND PERSONAL RESPONSIBILITY

A strengths-based approach requires providers to learn about the individual, their experiences, values, goals, and preferences. Treatment and services should be focused on what the individual's goals are, rather than what the professionals think the goals should be. Individuals generally seek help because their current situations, symptoms or resources are unmanageable, making it difficult to overcome the challenges they are experiencing. However, their experience, strengths, and resources are a huge asset to their resilience, healing, and positive transformation. Resilience is a protective process which enables individuals to reach good outcomes even though they have endured significant adversities (DBHMRS, 2015). Identifying and assessing strengths sometimes takes practice for both the provider and individual. Once recognized and identified, however, those strengths can be adapted, modified, and applied to different situations in recovery for healthier outcomes. This can make all the difference in transforming someone struggling in survival mode to someone thriving in healing and growth. Recovery requires the individual to take responsibility for their own actions and decisions and let go of those over which they have no control. This often involves explaining healthy boundaries and choices, and offering resources, to educate and empower those who may be living in unhealthy situations - whether physical or emotional. The practitioner's role is educating, identifying, and cultivating strengths with validation, support, and resources. It is the individual's responsibility to put new knowledge and skills into practice.



FOCUS ON STRENGTHS AND PERSONAL RESPONSIBILITY

Title	Summary	Format	Source
Mental Health Recovery Resources: Resources for Recovery Toolkit	This website identifies resources designed for people with schizophrenia or schizoaffective disorder to support mental health recovery discussions.	Website Toolkit	Choices in Recovery: Support and Information for Schizophrenia and Schizoaffective Disorder
https://www.choicesinrecovery.com/treatment-team-center/resources-for-recovery-toolkit.html			
Practice Implementation: Assessing Strengths and Priorities	This video discusses two (2) accessible tools for organizations to assess strengths and prioritize areas for change and workforce development.	Educational Video	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.youtube.com/watch?v=opZTXlh_r6l			
Proposed Model of Addiction Recovery and Recovery-Oriented Services	This document details the following recovery dimensions: <ul style="list-style-type: none"> ▪ Supportive Relationships ▪ Renewing Hope and Commitment ▪ Finding Your Niche in the Community ▪ Redefining Self ▪ Incorporating Illness ▪ Overcoming Stigma ▪ Assuming Control ▪ Managing Symptoms 	Technical Assistance Tool Publication	Connecticut State Department of Mental Health and Addiction Services Official Website
https://portal.ct.gov/-/media/DMHAS/Recovery/MHmodelpdf.pdf			

FOCUS ON STRENGTHS AND PERSONAL RESPONSIBILITY

Title	Summary	Format	Source
Proposed Model of Addiction Recovery and Recovery-Oriented Services	This document details the following recovery dimensions: <ul style="list-style-type: none"> ▪ Understanding How My Behaviors Affect My Recovery ▪ Hope, Confidence, and Commitment ▪ Understanding and Accepting Self ▪ Relationships with Family, Friends, and Supportive Others ▪ Maintaining Recovery ▪ Supports in the Community to Enhance Recovery ▪ Promoting Recovery ▪ Becoming an Empowered Citizen 	Technical Assistance Tool Publication	Connecticut State Department of Mental Health and Addiction Services Official Website
https://portal.ct.gov/-/media/DMHAS/Recovery/SAmodelpdf.pdf			
Strength-Based Approach	This document outlines six (6) standards for determining a strengths-based approach, nine (9) principles of the strength-based approach, and 50 strength-based example questions.	Informational Handout	National Institute of Corrections
https://info.nicic.gov/sites/default/files/Strength-Based Approach.pdf			

5. PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Person-centered care focuses care on the needs of the individual, ensuring that their preferences, needs, and values guide clinical decisions, and that care is respectful of and responsive to them. Person-first services recognize that the individual is the primary focus of service delivery. In the past, a diagnosis, system, or organization was often the focus – placing the individual into an already pre-determined treatment model. Implementing person-first services requires building the “model”, or services, around the individual. Begin with using person-first language like “you are a person who struggles with depression” instead of “you are a depressed person”. While this may seem like a minor change in verbiage, it impacts how a person responds and how they perceive themselves. Using person-first language and other techniques can help the individual and provider focus on the person’s strengths before looking at their challenges.

Holistic services consider the entire person and involves evaluating them to determine strengths, challenges, resources, and barriers. Holistic elements and services include:

- An individual’s health, including physical health and behavioral health
- Physical and intellectual development, abilities, and needs
- Environmental conditions and safety
- Spiritual beliefs and spiritual relationships
- The health, access, and use of a social support system
- Financial security, including access to and security of basic needs
- Occupational and educational involvement, opportunities, and relationships

The holistic approach takes into consideration the critical role culture plays in health and well-being. When working holistically, one is using a variety of approaches to support the development of wellness and health rather than only focusing on symptom management.

It recognizes that there are many dimensions to recovery. For example, consider someone who is struggling with increased medical bills due to a newly diagnosed disability. Depending on the person’s financial security, support system, spirituality, housing conditions, and other basic needs this could be a devastating diagnosis or one where the individual uses their strengths, skills, and resources to overcome the “disability.”



PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
Acceptance and Commitment Therapy: A Transdiagnostic Behavioral Intervention for Mental Health and Medical Conditions	As a transdiagnostic and flexibly delivered approach, ACT represents a promising way to meet the heterogeneous needs and treatment preferences of patients with a broad range of problems, including mental health, medical, behavioral, and co-occurring mental and physical health symptoms.	Online Publication	National Library of Medicine – National Center for Biotechnology Information
https://pubmed.ncbi.nlm.nih.gov/28271287/			
Advancing Integration of General Health in Behavioral Health Settings: A Continuum-Based Framework	People with mental illness and substance use disorders have high rates of medical morbidity and mortality, largely due to significant disparities in access to high quality primary and preventive health care. This framework describes a series of concrete implementation steps that behavioral health organizations can employ to advance evidence-based integration practices.	Framework	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2020/08/GHI-Framework-Issue-Brief_FINALFORPUBLICATION_7.24.20.pdf?daf=375ateTbd56			
Dimensions of Quality Supportive Housing	Champion for Supportive Housing (CSH) designed the Dimensions of Quality Supportive Housing for a wide variety of stakeholders including developers, landlords, service providers, funders, tenant leaders, housing managers, property managers, government officials, and health care organizations. This guidebook provides strategies for supportive housing that is tenant-centered, accessible, coordinated, integrated, and sustainable.	Guidebook	Champion for Supportive Housing: The Source for Housing Solutions
https://www.csh.org/wp-content/uploads/2013/07/CSH_Dimensions_of_Quality_Supportive_Housing_guidebook.pdf			
HIV Nexus	Effective HIV prevention and treatment occurs across a continuum of care. This website provides a variety of interventions and resources for HIV prevention and treatment, including information and guidelines on the newly released PrEP treatment.	Website	Centers for Disease Control and Prevention
https://www.cdc.gov/hiv/clinicians/index.html			

PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
Key Principles and Practices of Person-Centered Care	This document outlines principles and key concepts related to the practice of person-centered planning.	Information Sheet	Connecticut State Department of Mental Health and Addiction Services Official Website
https://portal.ct.gov/-/media/DMHAS/Recovery/pccpdf.pdf			
National Approaches to Whole-Person Care in the Safety Net	This report introduces the reader to the need for whole-person care through a six-dimension framework: <ul style="list-style-type: none"> ▪ Target Population ▪ Person-Centered Care ▪ Coordination of Services Across Sectors ▪ Shared Data ▪ Financial Flexibility ▪ Collaborative Leadership 	Research Report	California Association of Public Hospitals & Health Systems and the California Health Care Safety Net Institute
https://www.dhcs.ca.gov/provgovpart/Documents/Waiver%20Renewal/Workforce1_WPC_JSI.pdf			
Person-Centered Approach	This webpage offers links to resources for the following: <ul style="list-style-type: none"> ▪ Person-Centered Planning Research Projects ▪ Person-Centered Planning Consultation ▪ Person-Centered Planning Tools 	Website	Yale Program for Recovery and Community Health
https://medicine.yale.edu/psychiatry/prch/personcentered/			
Person-Centered Practice Approach	This approach is designed to assist in the promotion, communication, and delivery of person-centered approaches. It is intended to support a whole of organization approach to person-centered work, directly with clients and their support networks. This document provides an overview of this approach, along with defining the associated principles, as well as identifying areas of focus, practice tools, and resources.	Information Handout	Life Without Barriers
https://www.lwb.org.au/assets/Uploads/Person-Centred-Practice-Approach.pdf			

PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
Person- and Family-centered Care and Peer Support	This webpage offers an overview of person- and family-centered care and peer support, person- and family-centered treatment planning, and peer- and family-support services. Other related projects and resources are located here as well.	Website	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.samhsa.gov/section-223/care-coordination/person-family-centered			
Practicing Recovery: Expanding Person-Centered Care	The overarching goal of the Recovery to Practice (RTP) project is to operationalize recovery principles into concrete guidelines for treatment and recovery support services. This newsletter offers practical steps for developing peer-provided recovery supports, personal recovery stories, and useful tips, and resources for practitioners.	Newsletter	Substance Abuse and Mental Health Services Administration (SAMHSA) - Recovery to Practice (RTP): Resources for Behavioral Health Professionals
https://www.ahpnet.com/files/Newsletter_1_Jan_2015.pdf			
Providers Clinical Support System (PCSS)	This webpage provides resources and information on various forms of treatment for opioid use disorder, including buprenorphine, methadone, naltrexone, chronic pain, overdose, and withdrawal symptoms.	Website	Substance Abuse and Mental Health Services Administration (SAMHSA) - Providers Clinical Support System (PCSS)
https://www.samhsa.gov/providers-clinical-support-system-pcss			
Recovery, Resiliency, & Person-First Language	This training defines recovery, resiliency, and person-first language, and explores ways to promote these principles and practices in the workplace. Additionally, information is presented on becoming a Recovery Champion, as well as other related resources.	Training Document	Magellan Healthcare
https://www.csa.virginia.gov/content/pdf/Recovery_and_Resiliency.pdf			

PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
SMART Recovery Toolbox	This webpage offers various toolboxes for persons to self-manage their substance use recovery, as well as a toolbox for family and friends. These toolboxes contain information, worksheets, and exercises that promote the development of cognitive thinking skills to support substance use recovery.	Website	SMART Recovery
https://www.smartrecovery.org/smart-recovery-toolbox/			
The National Center on Advancing Person-Centered Practices and Systems (NCAPPS)	An initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services that helps States, Tribes, and Territories implement person-centered thinking, planning, and practice in line with U.S. Department of Health and Human Services policy. Many educational, informational and practice resources are available.	Website	Administration for Community Living and the Centers for Medicare & Medicaid Services.
https://ncapps.acl.gov			
Tools for Transformation Series: Holistic Care	<p>Holistic care encompasses a variety of wellness approaches. This packet focuses on complementary and alternative approaches.</p> <p>This document offers:</p> <ul style="list-style-type: none"> ▪ Self-assessment checklist for providers ▪ Self-assessment checklist for people in recovery to assess their provider's support ▪ Self-assessment checklist for people in recovery to explore how they are doing in their recovery ▪ Resource list 	Resource Packet	The Philadelphia Department of Behavioral Health and Mental Retardation Services (DBHMRS)
https://dbhids.org/wp-content/uploads/2015/07/The-Tools-for-Transformation-Series-holistic.pdf			

PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
Tools for Transformation Series: Person-First Assessment and Person-Directed Planning	<p>The topics of person-first assessment and person-directed planning are presented here in one comprehensive packet.</p> <p>This document offers:</p> <ul style="list-style-type: none"> ▪ Self-assessment checklist for providers ▪ Self-assessment checklist for people in recovery to assess their provider's support ▪ Self-assessment checklist for people in recovery to explore how they are doing in their recovery ▪ Resource list 	Resource Packet	The Philadelphia Department of Behavioral Health and Mental Retardation Services (DBHMRS)
https://dbhids.org/wp-content/uploads/2015/07/The-Tools-for-Transformation-Series-personFirst.pdf			
Trauma-Informed Care in Behavioral Health Services Treatment Improvement Protocol (TIP) Series No 57	<p>This SAMHSA TIP provides evidence-based and best practice information for behavioral health service providers and administrators who want to work more effectively with people who have been exposed to acute and chronic traumas and/or are at risk of developing traumatic stress reactions.</p>	Technical Assistance Publication	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.ncbi.nlm.nih.gov/books/NBK207201/			
UMass Memorial Health Center for Mindfulness	<p>Mindfulness uses one's own internal resources and abilities to respond more effectively to stress, pain, and illness. This webpage lists course information and schedules for mindfulness programs at the University of Massachusetts.</p>	Website	UMASS Memorial Health
https://www.ummhealth.org/center-mindfulness			
What is a Person-Centred Approach?	<p>This information sheet defines person-centred approach and contrasts it with the service/system-centred approach.</p>	Factsheet	National Disability Practitioners
https://www.ndp.org.au/images/factsheets/346/2016-10-person-centred-approach.pdf			

PROVIDE PERSON-FIRST AND HOLISTIC SERVICES

Title	Summary	Format	Source
What is a Person-Led Approach?	This website has short videos and documents explaining the person-centered approach as well as other health-related resources.	Website	NSW Health
https://www.health.nsw.gov.au/mentalhealth/psychosocial/principles/Pages/person-centred.aspx			
When the Going Gets Tough, the Tough Get Mindful: A Toolkit Based on the Principles of Acceptance and Commitment Therapy	This toolkit is based on an approach to treatment called Acceptance and Commitment Therapy (ACT). This approach is about learning new skills to deal with painful thoughts and feelings. Topics include, Pain, Suffering, & Control, Mindfulness & Defusion, and Values & Committed Action.	Toolkit	Help with Act
https://docs.google.com/document/d/1yIJa82yrYluo3eCfdf4x-brz7LuDZhZ8aZu3yws0IsE/edit			

6. BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Recovery occurs via many pathways. Recognize the individuality of each person receiving services. This may be challenging - particularly when people share similar stories, struggles, and needs. However, be responsive by working with the person to identify their unique experiences, strengths, and requirements for individualized treatment. The longer the person receives services, the more individualized their goals, objectives, and interventions should become.

When someone tells you their story, be mindful that this may be the first time or the one hundredth time they have shared it. Be open and receptive to their narrative. Individuals may not know what their needs are, or they may be very much in tune with what they need. Based on individualized experiences, environments, beliefs, sexual orientation, cultures, and special populations, preferences for service delivery are very diverse. Actively listen to the individual and try to establish a person-centered plan that is crafted just for them. Keep in mind that culture can influence the way information is processed and acknowledged. Exercise cultural sensitivity and humility in all your interactions by learning how the person identifies with their culture(s) and whether they feel accepted or marginalized.

One of the most important considerations for responding to others is to be trauma informed. It is not uncommon for people to be reluctant about sharing their trauma(s) such as domestic violence and sexual abuse. Therefore, all interventions should be trauma-sensitive and recognize the unique needs of children, adolescents, adults, and older adults.

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS			
Title	Summary	Format	Source
Adapting Trauma Focused CBT for Individuals with Intellectual and Developmental Disabilities	This document explores the use of cognitive behavior therapy for children with intellectual or developmental disabilities, including those who experience abuse and neglect.	Training Document	Aurora Mental Health Center
http://www.reachacrossla.org/wp-content/uploads/2016/09/Adapted-Trauma-Treatment-for-Individuals-With-IDD-1.pdf			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
Advancing Supportive Housing Solutions to Reduce Homelessness for People Impacted by the Criminal Legal System	This report explores realigning housing resources for justice impacted populations. It lays out the three main actions for New York City leadership to expand supportive housing and reduce homelessness and racial disparities for people impacted by the criminal legal system.	Research Report	Champion for Supportive Housing (CSH): The Source for Housing Solutions
https://www.csh.org/wp-content/uploads/2022/02/Reduce-Homelessness-for-People-Impacted-by-the-Criminal-Legal-System.pdf			
A Provider's Introduction to Substance Abuse Treatment for Lesbian, Gay, Bisexual, and Transgender (LGBT) Individuals	This document informs administrators and clinicians about appropriate diagnosis and treatment approaches that will help ensure the development or enhancement of effective LGBT-sensitive programs. As both a reference tool and program guide, it provides statistical and demographic information, prevalence data, case examples and suggested interventions, treatment guidelines and approaches, and organizational policies and procedures.	Guidance Document	Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Substance Abuse Treatment
https://store.samhsa.gov/sites/default/files/SAMHSA_Digital_Download/sma12-4104.pdf			
Association for Contextual Behavioral Science (ACBS) Online Learning and Research Community	This webpage provides information on Acceptance and Commitment Therapy (ACT), Relational Frame Theory (RFT), and Contextual Behavioral Science.	Website	Association for Contextual Behavioral Science (ACBS)
https://contextualscience.org/			
Behavior Support Plan Template	The District of Columbia Developmental Disabilities Administration (DDA) Behavior Support Plan Template is used to provide behavior support planning to people with intellectual and other developmental disabilities.	Template	District of Columbia Developmental Disabilities Administration
https://dds.dc.gov/sites/default/files/dc/sites/dds/publication/attachments/BSP%20Template%2008-9-2013_1.pdf			
https://dds.dc.gov/book/behavior-support-policy-and-procedures/behavioral-support-plan-template			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
Building Health Equity and Inclusion	This webpage provides various resources to help individuals understand the impact of culture and identity in prevention efforts.	Website	Prevention Technology Transfer Center Network (PTTC)
https://pttcnetwork.org/centers/global-pttc/cultural-responsiveness			
Cultural Humility Primer-Peer Support Specialist and Recovery Coach Guide to Serving and Supporting Diverse Individuals and Their Recovery Journeys	This primer explores the topic and principles of cultural humility, using scenarios, and suggests culturally sensitive approaches with various populations.	Training Document	Northwest Addiction Technology Transfer Center (ATTC) Network
https://attcnetwork.org/sites/default/files/2020-11/Peer%20Primer%20FINAL.pdf			
Cultural Humility Scale	This tool is for agencies considering implementing culturally humble practices. It is a customer-rated measure of a staff member's cultural humility that assesses the customer perceptions of staff's cultural humility.	Assessment Tool	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/TI-ROC-Cultural-Humility-Scale-FINAL.pdf			
Deflection and Pre-Arrest Diversion: Integrating Peer Support Services	A growing number of deflection and pre-arrest diversion (DPAD) programs recognize the value of peer support services (PSS) for people who use drugs (PWUD) and people with substance use disorders (SUDs) at risk of criminal justice system involvement. This document explores the value and best practices for integrating peer services in deflection and pre-arrest diversion programs.	Guidance Document	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/NC_3_DPAD_IntegratingPeerSupportServices.pdf			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
<p>Digital Technology's Promise for Better Health Care Delivery: How emerging technologies will drive the transformation</p>	<p>This document examines how digital technology is impacting quality and outcomes, communication, and job satisfaction today, as well as the expectations that executives, clinical leaders, and clinicians have for the future. Real-world advice for how to garner more support for digital technology in your own organization is offered.</p>	<p>Information Page</p>	<p>New England Journal of Medicine (NEJM) Catalyst</p>
<p>https://store.nejm.org/media/assets/catalyst/register/ebook2022/pdf/Digital_Technology_s_Promise_for_Better_Health_Care_Delivery_1.pdf</p>			
<p>Focusing on Structural Racism to Address Social Determinants of Health</p>	<p>This report provides examples of how structural racism in housing has affected inequities in social determinants of health (SDOH) and health outcomes. It explores how structural racism is a primary driver of inequities in the conditions in which people of color are born and live. Partnership strategies, and solutions are discussed.</p>	<p>Research Report</p>	<p>Champion for Supportive Housing: The Source for Housing Solutions</p>
<p>https://www.csh.org/wp-content/uploads/2022/02/Health-Equity-Addressing-Structural-Racism-Paper-2022.pdf</p>			
<p>Healthy Aging in Supportive Housing</p>	<p>This toolkit is for those who want to develop housing solutions for vulnerable elders by creating, enhancing, and delivering quality supportive housing.</p>	<p>Toolkit</p>	<p>Champion for Supportive Housing: The Source for Housing Solutions</p>
<p>https://cshorg.wpengine.com/resources/healthy-aging-in-supportive-housing-toolkit/</p>			
<p>Improving Access to Children's Mental Health Care</p>	<p>This webpage explores how the CDC works to identify policies and practices that connect more families to mental health care. Various resources include journal articles, reports, and other websites.</p>	<p>Website</p>	<p>Centers for Disease Control and Prevention (CDC)</p>
<p>https://www.cdc.gov/childrensmentalhealth/access.html</p>			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
ITCT-C: Integrative Treatment of Complex Trauma for Children	This information sheet offers an overview of Integrative Treatment of Complex Trauma for Children, ages 5 to 12, including Essential Components, Clinical & Anecdotal Evidence, Outcomes, Implementation, Training Materials, and Pros & Cons/Qualitative Questions.	Fact Sheet	The National Child Traumatic Stress Network
https://www.nctsn.org/sites/default/files/interventions/itctc_fact_sheet.pdf			
Mental Health Disparities: Diverse Populations	This webpage provides several mental health fact sheets for diverse populations, including: <ul style="list-style-type: none"> ▪ African Americans ▪ American Indian/Alaska Natives ▪ Appalachian People ▪ Diverse Populations ▪ Gay Populations ▪ Hispanics and Latinos/as ▪ Lesbian, Gay, Bisexual, Transgender, Queer/Questioning (LGBTQ) ▪ Muslim Americans ▪ Questioning/Queer Populations ▪ Refugees, Asylum-seekers, and Survivors of Forced Displacement ▪ Women 	Website	American Psychiatric Association
https://www.psychiatry.org/psychiatrists/cultural-competency/education/mental-health-facts			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
Mental Health in the Workplace	<p>This issue brief offers information and resources on the following topics related to mental health and stress management in the workplace:</p> <ul style="list-style-type: none"> ▪ Mental Health Issues Affect Businesses and Their Employees ▪ Employers Can Promote Awareness About the Importance of Mental Health and Stress Management ▪ Strategies for Managing Mental Health and Stress in the Workplace 	Issue Brief	Centers for Disease Control and Prevention (CDC)
<p>https://www.cdc.gov/workplacehealthpromotion/tools-resources/workplace-health/mental-health/index.html</p> <p>https://www.cdc.gov/workplacehealthpromotion/tools-resources/pdfs/WHRC-Mental-Health-and-Stress-in-the-Workplac-Issue-Brief-H.pdf</p>			
National American Indian & Alaska Native Addiction Technology Transfer Center (ATTC) Network	<p>This webpage includes a downloadable resource guide with many resources for behavioral health providers who are Native and/or are working with American Indian and Alaskan natives. Topics include self-care, diversity and equity, and telehealth services.</p>	Website	National American Indian & Alaska Native Addiction Technology Transfer Center (ATTC) Network
<p>https://attcnetwork.org/centers/national-american-indian-and-alaska-native-attc/product/resource-guide-native-american</p>			
National Hispanic and Latino Addiction Technology Transfer Center (ATTC) Network	<p>This webpage provides evidence-based resources and promising practices to improve the capacity of the workforce serving Hispanic and Latino communities in behavioral health prevention, treatment, and recovery. Trainings, toolkits, and videos are offered.</p>	Website	National Hispanic and Latino Addiction Technology Transfer Center (ATTC) Network
<p>https://attcnetwork.org/centers/national-hispanic-and-latino-attc/home</p>			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
Preparing Patients for Telehealth	The transition to telehealth is an adjustment for persons seeking services as well as health care providers. This webpage offers various resources regarding the use of telehealth.	Website	U.S. Department of Health and Human Services (HHS) - Health Resources and Services Administration (HRSA)
https://telehealth.hhs.gov/providers/preparing-patients-for-telehealth/			
TIP 42 Substance Use Disorder Treatment for People with Co-Occurring Disorders	This updated (March 2020) SAMHSA TIP is intended to provide addiction counselors and other providers, supervisors, and administrators with the latest science in the screening, assessment, diagnosis, and management of co-occurring disorders (CODs).	Technical Assistance Publication	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://store.samhsa.gov/product/tip-42-substance-use-treatment-persons-co-occurring-disorders/PEP20-02-01-004			
Trauma-Focused Cognitive Behavioral Therapy: A Primer for Child Welfare Professionals	This information sheet discusses trauma-focused cognitive behavioral therapy (TF-CBT) as an evidence-based treatment approach designed to reduce negative emotional and behavioral responses following trauma, including child sexual abuse and other maltreatment, domestic violence, traumatic loss, mass disasters, multiple traumas, and other traumatic events.	Fact Sheet	US Department of Health and Human Services Administration on Children, Youth, and Families Children's Bureau
https://www.childwelfare.gov/pubPDFs/trauma.pdf			
Trauma-informed Approaches to Peer Support: Putting Peer Principles into Practice	This document explores trauma-informed approaches to peer support and includes the following learning objectives: <ul style="list-style-type: none"> ▪ Describe the impact of trauma on peer support participants ▪ Compare how the core principles of recovery-oriented peer practice align with those of trauma-informed approaches ▪ Provide examples of how trauma-informed approaches can enhance peer work/ peer practice 	Training Document	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2022/02/TI_Peer-Support.pdf			

BE RESPONSIVE TO INDIVIDUALIZED AND DIVERSE NEEDS

Title	Summary	Format	Source
Trauma Interventions for Children	This webpage offers intervention fact sheets for treating child traumatic stress evidence-based service approaches for children who have experienced trauma.	Website	The National Child Traumatic Stress Network

<https://www.nctsn.org/treatments-and-practices/trauma-treatments/interventions>



7. BUILD COMMUNITY PARTNERSHIPS FOR SUPPORT AND SOCIAL INCLUSION

Working with community organizations and building partnerships, collaborations, and other relationships helps the individuals receiving services while raising community awareness of needs, services, and collaborative associations. How services are designed, delivered, and advertised often determines who can take advantage of them. Sharing information and increasing awareness about services improves access to services and eliminates barriers.

Services should be designed to address the needs of all community members, including individuals who are often marginalized or underserved. Using a person-first approach, community organizations can build partnerships to collaborate rather than compete with one another to improve overall individual and community outcomes. Organizations can work together on committees and have Memorandums of Understanding on how they will collaborate and work to provide specific services to unique and general populations in communities.

There are many ways a community can improve access to services and overall outcomes, including:

- Warm handoffs as a best practice for making referrals to a new provider. Whether transferring an individual or adding services with a new provider, include the individual receiving services in the referral process. A warm handoff involves more than a provider making a phone call on behalf of a client, sending records, or requesting an appointment. A warm handoff directly involves the client in the referral process and allows them to be a part of the referral conversation whether it occurs in person or by phone. Involving the individual in the referral facilitates the client's self-determination, recognizes their preferences, and provides an opportunity for the individual to correct or add relevant information, ask questions before initiating services with a new provider.
- Low barrier shelters improve shelter access by reducing the challenges people often face when trying to secure housing. Low barrier shelters may reduce entry requirements such as possession of a picture identification card, substance use or background checks. Addressing housing needs helps reduce other physical, behavioral health or risk factors.
- The No-Wrong-Door approach provides an individual access to services at any community organization regardless of need. That is, if the organization does not or cannot provide the necessary services to the individual, an immediate referral (preferably through a warm hand-off) will be made so services can be accessed through the appropriate agency and level of care.

Providers should be sharing resources and knowledge to strengthen and expand services. Working together benefits providers, individuals, and communities.

BUILD COMMUNITY PARTNERSHIPS FOR SUPPORT AND SOCIAL INCLUSION

Title	Summary	Format	Source
A Playbook for Fostering Hospital-Community Partnerships to Build a Culture of Health	This document, supplemented by a video presentation, provides a framework for cultivating effective partnerships between hospitals and community organizations, with valuable and practical tools, easily accessible worksheets, and actionable strategies to build consensus and accountability among the partners.	Research Document and Video	Health Research & Educational Trust (HRET) - American Hospital Association (AHA)
<p> https://www.aha.org/system/files/hpoe/Reports-HPOE/2017/A-playbook-for-fostering-hospitalcommunity-partnerships.pdf https://www.youtube.com/watch?v=kpwGjbgvJMM </p>			
Asset-Based Community Development Institute	This webpage provides several resources for how to build and strengthen communities including training guides, slides, and other publications.	Website	DePaul University
<p> https://resources.depaul.edu/abcd-institute/publications/Pages/default.aspx </p>			
Centering Equity in Health and Housing Partnerships in Times of Crisis and Beyond	This document provides background on the factors contributing to racial and ethnic inequities in health and housing. It also provides recommendations for health and housing system partners to center racial equity in their work. Case examples are used.	Research Document	Champion for Supportive Housing (CSH): The Source for Housing Solutions
<p> https://www.csh.org/wp-content/uploads/2020/08/CSH_Centering-Equity-in-Health-and-Housing-Partnerships-in-Times-of-Crisis.pdf </p>			
Community Tool Box Toolkits	This webpage offers outlines on various type of community work toolboxes including: <ul style="list-style-type: none"> ▪ Creating and Maintaining Coalitions and Partnerships ▪ Analyzing Problems and Goals ▪ Building Leadership ▪ Enhancing Cultural Competence ▪ Applying for Grants 	Website	Community Tool Box
<p> https://ctb.ku.edu/en/toolkits </p>			

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Creating Effective Partnerships to Improve Behavioral Health Outcomes	This document offers a guide for creating effective community partnerships to improve behavioral health outcomes.	Guidance Document	Kansas Maternal & Child Health/Kansas Department of Health and Environment
https://www.kdhe.ks.gov/DocumentCenter/View/2924/Creating-Effective-Partnerships-for-Improving-Behavioral-Health-Outcomes-Guide-PDF			
Creating Recovery-Oriented, Person-Centered Plans with Community Resources	This video discusses integrating community resources into the process of person-centered planning. This webinar explores the value of community resources and supporting recovery and how to incorporate recovery supports and personal recovery plans.	Video	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.youtube.com/watch?v=_L_n3emWRUs			
Examples from the Field: Regional Networks of Behavioral Health Improving Access to Care	This series of case studies featuring the innovative work of hospitals and health systems and their community partners, details how creative collaborative solutions can enhance access to behavioral health care, reduce fragmented care, improve outcomes, and deliver positive returns on investment in a variety of ways.	Website	American Hospital Association
https://www.aha.org/regional-networks-behavioral-health-improving-access-care			
Faith and Community Roadmap to Recovery Support: Getting Back to Work	This guide offers congregations and communities ways they may walk alongside individuals and families challenged by the experience and consequences of Substance Use Disorders (SUDs) and other addiction challenges.	Guidance Document	The Partnership Center: Center for Faith and Opportunity Initiatives - U.S. Department of Health and Human Services
https://www.hhs.gov/sites/default/files/faith-community-roadmap-to-recovery-support-march2020.pdf			

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<p>“Hard To Be Out There If We Are Focused on Here”: Moving From Center-Based Communities To Community Inclusion</p>	<p>This document is designed to support organizations better serve persons in their pursuit of meaningful, community-based participation. Strategies are offered to expand the role of informal spaces, (i.e., Clubhouses, Drop-in Centers, Consumer Centers, Peer Centers, Recovery Centers, Wellness Centers, etc.) to increase opportunities for community inclusion.</p>	<p>Research Report</p>	<p>Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities</p>
<p>http://www.tucollaborative.org/wp-content/uploads/Hard-to-be-out-there-final.pdf</p>			
<p>Jump-Starting Community Living and Participation: A Toolkit for Promoting Inclusion in Community Life</p>	<p>This toolkit discusses methods and resources for promoting community living and participation with behavioral health service programs. It is designed to help local behavioral health programs ‘implement policies, programs, and practices that support individuals with mental illnesses in participating more fully in the activities that define everyday community life.</p>	<p>Toolkit</p>	<p>Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities</p>
<p>http://www.tucollaborative.org/wp-content/uploads/Jump-Starting-Community-Living-and-Participation.pdf</p>			
<p>One Voice, One Community: Building Strong and Effective Partnerships Among Community and Faith Organizations</p>	<p>This guide outlines steps for finding common ground and establishing a foundation for sustained strategic partnerships among community and inter-faith leaders to support prevention, treatment, and recovery needs in communities. It covers six critical areas:</p> <ul style="list-style-type: none"> ▪ Building a Case for Sustainable Partnerships between Secular and Faith-Based Organizations ▪ The Planning Phase ▪ Organizational Structure ▪ Membership ▪ Leadership ▪ Leveraging Community Resources 	<p>Guidance Document</p>	<p>Substance Abuse and Mental Health Service Administration (SAMHSA)</p>
<p>https://www.store.samhsa.gov/sites/default/files/d7/priv/sma13-4739.pdf</p>			

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Title	Summary	Format	Source
Organizational Self-Assessment (OSA): Integrating Peer-delivered Services in Certified Community Behavioral Health Clinics (CCBHCs)	The Organizational Self-Assessment (OSA) is a performance improvement resource to help engage Certified Community Behavioral Health Clinics (CCBHCs) in a self-reflective process to enhance partnerships to integrate peer-delivered services.	Guidance Document	National Council for Behavioral Health
https://www.nationalcouncildocs.net/wp-content/uploads/2021/09/CCBHC-Peer-Services-Organizational-Self-Assessment_Final.pdf			
Resource Referral Planning Guide	This guide is intended to help youth-serving providers identify the right referral partners based on the needs of their community and to help providers develop a process for working together to best address the needs of shared clients. Links to additional resources are provided.	Guidance Document	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/wp-content/uploads/2021/11/Resource-Referral-Planning-Guide.pdf			
Road to Recovery - Recovery Support: Collaboration, Coordination, and Recovery	This video addresses the elements that contribute to long-term recovery and how advances in improved collaborations, service coordination, and recovery management have led to more effective systems of support. It also highlights effective models for providing this support, such as recovery-oriented systems of care (ROSC), peer-to-peer support, and recovery-related resources.	Video	Substance Abuse and Mental Health Services Administration (SAMHSA)
https://www.youtube.com/watch?v=4LX5VD19oSI			

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Title	Summary	Format	Source
Roadmap to the Ideal Crisis System	This webpage offers detailed guidance and outlines measurable criteria for design and implementation to help communities address every point in the continuum of crisis services. The brief document, <i>Psychiatric Leadership in Crisis Systems: The Role of the Crisis Services Medical Director</i> , provides additional guidance for how crisis system medical directors can be most effective in their roles.	Website	National Council for Mental Wellbeing
https://www.thenationalcouncil.org/resources/roadmap-to-the-ideal-crisis-system/			
7 Strategies to Engage the Health Sector to Advance Supportive Housing and End Homelessness	This document presents seven (7) strategies for the supportive housing field's engagement with the health sector. Topics include developing partnerships, guiding health care investment, and the aging population.	Guidance Document	Champion for Supportive Housing (CSH): The Source for Housing Solutions
https://www.csh.org/wp-content/uploads/2022/02/CSH-Health-Strategy-2022-02.pdf			
Temple University Collaborative on Community Inclusion	The Temple University Collaborative on Community Inclusion is engaged in research and knowledge development activities that are translated into practical information to support full and meaningful community participation of individuals with mental illnesses. This webpage includes trainings, publications, and technical assistance projects.	Website	Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities
http://www.tucollaborative.org/			
The Value of Community Partnerships	Community engagement is the process of working collaboratively with and through groups of people or organization to address issues affecting the well-being of community members. Geared toward employers, this brief discusses the benefits of community partnerships for the workplace and improving health outcomes in the community overall and your readiness to partner. Examples, strategies, and resources for building community resources are offered.	Brief	Centers for Disease Control and Prevention (CDC) – National Center for Chronic Disease Prevention and Health Promotion
https://www.cdc.gov/workplacehealthpromotion/tools-resources/pdfs/issue-brief-no-3-community-partnerships-03062013.pdf			

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Title	Summary	Format	Source
Tools for Transformation Series: Community Integration	<p>This packet offers complementary and alternative approaches to community integration for persons in recovery.</p> <p>This document includes:</p> <ul style="list-style-type: none"> ▪ Community Integration Concept to Practice Paper ▪ Document for People in Recovery ▪ Provider Checklist ▪ Person in Recovery Working with Provider Checklist ▪ Resource list 	Resource Packet	The Philadelphia Department of Behavioral Health and Mental Retardation Services (DBHMRS)
https://dbhids.org/wp-content/uploads/2015/07/The-Tools-for-Transformation-Series-4.2.1.3-PDF-9.pdf			
Young Professional Peer Support: Strategies and Recommendations to Strengthen the Next Generation of Behavioral Health Leadership	<p>This report provides recommendations and strategies to behavioral health organizations, systems, and policymakers, on how to engage the next generation of peer support.</p>	Research Report	Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities
http://www.tucollaborative.org/wp-content/uploads/Young-Professional-Peer-Support_FINAL-1.pdf			



8. CONNECT WITH PEERS

Peer-to-peer services have increased in popularity over the years due to increasing evidence that professionals and peers provide different services, relationships, and connections with beneficial outcomes. Historically, peer-to-peer services emerged with Alcoholics Anonymous (AA) and other mutual aid groups where individuals meet with others with similar conditions for direction, guidance, and support without the presence of a professional. Peer-to-peer support is grounded in personal experience and individuals sharing about their own recovery journey. Contrary to formalized, professional services, no direct advice is given. This method of recovery support allows an individual to exercise personal preferences and self-determination. Peer support groups include rules and structure to help enforce boundaries, discourage advice-giving, and prohibit interruption and cross-talk.

Over time, peer support has evolved and been adopted by behavioral health and health care organizations as part of treatment. Policy and funding now exist for peer support services in many professional fields and settings. Peer support workers are often certified and formally employed.

Peer support also exists among family, friends, and acquaintances of individuals with behavioral health conditions (i.e., NAMI). Sharing stories and learning from one another's experiences helps the individual hearing the story and is healing for the person telling their story. Connecting peers promotes positive outcomes in recovery for all involved.

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Title	Summary	Format	Source
Attraction Versus Promotion in Recovery Support Services	This article presents how persons in recovery involved in the delivery of recovery support services outside the arena of recovery mutual aid groups require reorientation to the degree of assertiveness required for engaging those with the least recovery capital and the most severe, complex, and prolonged substance use disorders. The webpage offers additional associated resources.	Website Research Article	William L. White Emeritus Senior Research Consultant Chestnut Health Systems
https://www.chestnut.org/Blog/Posts/419/William-White/2021/12/Attraction-versus-Promotion-in-Recovery-Support-Services/blog-post/			

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Title	Summary	Format	Source
Evidence for Peer Support	<p>This document presents research to support the following benefits of peer support:</p> <ul style="list-style-type: none"> ▪ Reduced re-hospitalization rates ▪ Reduced days inpatient ▪ Increased use of outpatient services ▪ Increased quality of life outcomes ▪ Increased engagement rates ▪ Increased whole health 	Research Document	Mental Health America
https://www.mhanational.org/sites/default/files/Evidence%20for%20Peer%20Support%20May%202019.pdf			
Find Support Groups	<p>Provides a summary of different peer-based support groups, some with online access and others with in-person meetings. Additional resources are also available such as informational documents and national hotlines.</p>	Website	Mental Health America
https://www.mhanational.org/find-support-groups			
HEROES in Recovery	<p>This webpage presents stories of recovery in an attempt to break the stigma of addiction through the power of storytelling.</p>	Website	Foundations Recovery Network
https://heroesinrecovery.com/stories/			
In the Rooms: A Global Recovery Community	<p>Provides an online platform for individuals in recovery to meet online and offer and receive peer support in their recovery process.</p>	Website	In the Rooms - A Global Recovery Community
https://www.intherooms.com/			
Mutual Aid Resources	<p>Provides a summary of different mutual aid support groups, some with online access and others with in-person meetings.</p>	Website	Faces and Voices of Recovery
https://facesandvoicesofrecovery.org/resources/mutual-aid-resources/			

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Title	Summary	Format	Source
Peers for Progress: Peer Support Around the World	Peers for Progress seeks to promote peer support as a key part of health, health care, and prevention around the world. The mission of Peers for Progress is to accelerate the availability of best practices in peer support. This webpage offers associated resources such as research, training guides, newsletters, and program development.	Website	University of North Carolina at Chapel Hill
http://peersforprogress.org/			
Peers Recovery Support: Evolving Roles and Settings	This literature review explores: <ul style="list-style-type: none"> ▪ Defining addictions peer support workers (PSWs) core roles and tasks ▪ Determining settings where PSWs are engaged ▪ Identifying cultural considerations for providing and receiving peer recovery support services ▪ Identifying gaps in research and need for future research and resource development 	Literature Review	Peer Recovery Center for Excellence
https://www.peerrecoverynow.org/documents/PeerRecoverySupport-LiteratureReview_Final-Nov2021.pdf			
Peer Specialist Toolkit: Implementing Peer Support Services in Veterans Health Administration (VHA)	This toolkit defines peer support, presents research outcomes, and explores misconceptions about peer support providers. Steps to implementing peer support are outlined, including topics related to peer specialist roles, hiring considerations, building support for peers within the organization, training needs, as well as supervision tips and responsibilities. Documentation and supervision outlines and templates are also included.	Toolkit	VISN 1 New England MIRECC Peer Education Center and the VISN 4 MIRECC Peer Resource Center
https://www.mirecc.va.gov/visn4/docs/Peer_Specialist_Toolkit_FINAL.pdf			
Peer Support	This document offers a definition of peer support, identifies what a peer support worker does, and explores how peer support helps.	Information Sheet	Substance Abuse and Mental Health Services Administration (SAMHSA) Bringing Recovery Support to Scale Technical Assistance Strategy (BRSS TACS)
https://www.samhsa.gov/sites/default/files/programs_campaigns/brss_tacs/peer-support-2017.pdf			

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Title	Summary	Format	Source
Peer Support Coalition of Florida	<p>This webpage offers a variety of information designed to promote peer support services. It offers information and links to the following:</p> <ul style="list-style-type: none"> ▪ Career Center for peers and employers ▪ Library of resources ▪ Technical assistance ▪ Training and events 	Website	Peer Support Coalition of Florida
https://www.peersupportfl.org/			
Special Topics and Resources: Peer-Based Recovery Support	<p>This webpage offers an article exploring three (3) types of mutual-aid or peer-based recovery support groups. Additional resources and key readings are also provided.</p>	Website	Recovery Research Institute
https://www.recoveryanswers.org/resource/peer-based-recovery-support/			
The Value and Use of Peer Support Within the Behavioral Health System	<p>This document identifies the value of peer support and how organizations can prepare for, employ, and supervise peer staff.</p>	Training Document	Mental Health America
https://dhhs-dbhtraining.unl.edu/wp-content/uploads/2021/03/Handout-Value-and-Use-Peer-Support-1-slide-per-page.pdf			
Tools for Transformation Series: Peer Culture/Peer Support/Peer Leadership	<p>This packet focuses on peer culture by recognizing that everyone in the “community” has knowledge and skills that can be used for solving whatever challenges they face together.</p> <p>This document includes:</p> <ul style="list-style-type: none"> ▪ Peer Leadership Concept to Practice Paper ▪ Peer Leadership Document for People in Recovery ▪ Peer Leadership Provider Checklist ▪ Person in Recovery Working with Provider Checklist ▪ Resource list 	Resource Packet	The Philadelphia Department of Behavioral Health and Mental Retardation Services (DBHMRS)
https://dbhids.org/wp-content/uploads/2015/07/The-Tools-for-Transformation-Series-4.2.1.3-PDF-8.pdf			

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Title	Summary	Format	Source
Using Peer Support In Developing Empowering Mental Health Services: Peer Support Worker Training Manual and Workbook (Field Version)	The training consists of 12 core modules: Recovery, My Tree of Life, Peer Support, Communication, Supporting Recovery, Building on Strength, Community and New Perspectives, Triologue, Role Description, Group Facilitating, Work Preparation and Peer Network. Module handouts and templates for reflection are also included.	Training Document	UPSIDES consortium
https://www.researchintorecovery.com/wp-content/uploads/2020/10/2020-UPSIDES-Peer-Support-Training-Manual-and-Workbook.pdf			
WRAP: Wellness Recovery Action Plan	Provides an online community of peer support as well as additional WRAP resources including sample WRAPs, books, blogs, and articles.	Website	Advocates for Human Potential, Inc.
https://www.wellnessrecoveryactionplan.com/			



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