

DACUM Research Chart for Peer Support Specialist

Produced for



DACUM Panel

DiAna Carsola, Wellness Advocate
Remember to Imagine
Venice, CA

Kimberly Robman, Community Health Worker
LA County Department of Mental Health
Hollywood, CA

Andrea LaVoy Wagner, ACCESS California
Ambassador, Behavioral Health Counselor
Cal Voices/Butte County Behavioral Health Crisis
Services
Chico, CA

Sam Woolf, Program Manager
San Fernando Valley Community Mental Health
Center, Inc.
North Hollywood, CA

DACUM Facilitators

Wendy Deras
Julie Holt
Ozzie Lopez
Tina Wagner, Team Leader

Produced by



THE OHIO STATE UNIVERSITY

CENTER ON EDUCATION AND
TRAINING FOR EMPLOYMENT

DACUM International Training Center
Columbus, OH

November 21-22, 2019

DACUM Research Chart for Peer Support Specialist

DUTIES

TASKS

A. Create Safe Recovery-Centered Environment	A.1 Perform individual mediation	A.2 Establish accessible facility hours	A.3 Assist individual to normalize behavior	A.4 Provide multiple recovery options
	A.10 Perform emergency services (e.g., CPR, first aid, 911)	A.11 Assess individual changes (e.g., behavior, life situation)	A.12 Provide welcome orientation (e.g., greeting, food, basic needs)	A.13 Promote comfort agreements (e.g., individual, community)
B. Promote Individual Wellness and Recovery	B.1 Provide variety of options/choices (e.g., groups, meals, outings)	B.2 Teach individual money management skills	B.3 Teach individual to navigate transportation (e.g., public, rideshare, Access)	B.4 Role model social skills
	B.10 Facilitate offsite activities	B.11 Support individual definition of wellness	B.12 Accompany individual to external appointments (e.g., medical, legal, government)	B.13 Facilitate peer groups (e.g., anger management, DRA)
	B.19 Demonstrate accessing resources	B.20 Conduct field-based triage	B.21 Coordinate mobile resources	B.22 Prepare individuals for potential emergencies (e.g., weather, natural disasters)
C. Assess Individual Recovery Needs	C.1 Perform individual needs assessment (e.g., support system, goals, basic needs)	C.2 Assess individual risk for suicide	C.3 Assess individual health needs (e.g., hygiene, injury, grooming)	C.4 Observe social interactions (e.g., individual, group)
	C.10 Assess individual for SUDS	C.11 Assess individual community engagement	C.12 Facilitate individual in identifying strengths toward recovery	C.13 Provide harm reduction education
D. Coordinate Individual Supportive Care	D.1 Assist individual in obtaining documentation (e.g., birth certificate, medical information)	D.2 Advocate for individual needs	D.3 Respond to warm line calls	D.4 Provide linkage to healthcare (e.g., medicine management, dental appointments)
	D.10 Participate in individual treatment plan meetings (e.g., individual supervision,	D.11 Assemble network of resources	D.12 Coach self-directed individual care	D.13 Assist in intake process

November 21-22, 2019

A.5 Facilitate safety drills	A.6 Perform facility security walkthrough	A.7 Develop safety policy and procedures	A.8 Train security personnel on recovery	A.9 Provide trauma informed milieu
A.14 Role model cultural competency/humility				
B.5 Facilitate individual goal setting	B.6 Provide individual coping skills education	B.7 Provide self-care education	B.8 Create comfort agreements (e.g., individual, community)	B.9 Provide individual job coaching
B.14 Assist individual to determine strengths	B.15 Establish individual recognition activities (e.g., art, talent, poetry)	B.16 Advocate for individual autonomy (e.g., decision making, independent thought)	B.17 Participate in event planning	B.18 Facilitate problem solving methods
B.23 Conduct mental health outreach				
C.5 Perform MOR assessment	C.6 Assess individual hobbies, interests and groups	C.7 Identify individual goals (e.g., personal, professional, recovery)	C.8 Gather individual prior records (e.g., benefits, medical, legal)	C.9 Schedule individual appointments
D.5 Provide linkage to legal resources	D.6 Provide linkage to basic needs (e.g., housing, food, financial plan)	D.7 Provide linkage to government agencies	D.8 Facilitate supportive strategies (e.g., internal, external)	D.9 Provide crisis intervention
D.14 Participate in debriefing process (e.g., co-workers, individual)	D.15 Assist in health navigation	D.16 Request individual reasonable accommodations (e.g. bottom bunks, afternoon	D.17 Follow up on referrals (e.g., individual, agency, organization)	

DACUM Research Chart for Peer Support Specialist

DUTIES

TASKS

E. Promote Community Mental Health Awareness	E.1 Distribute promotional materials	E.2 Create messaging campaigns (e.g., political, social awareness, fund raising)	E.3 Participate on boards and committees	E.4 Participate in recovery panels
	E.10 Network with community and government organizations	E.11 Participate in national/state accreditation process	E.12 Provide professional development community opportunities	E.13 Provide facility tours
F. Participate in Professional Development	F.1 Participate in training (e.g., mandatory, voluntary)	F.2 Participate in subject matter meetings	F.3 Participate in work-related social functions (e.g., holiday party, funeral)	F.4 Facilitate recovery-based presentations
	F.10 Participate in performance review process			
G. Perform Administrative Tasks	G.1 Create promotional materials (e.g. newsletters, pamphlets)	G.2 Complete service documentation	G.3 Complete time sheets	G.4 Manage office inventory
	G.10 Implement security protocols (e.g., HIPPA, filing)	G.11 Provide access to protocols and procedures (e.g., patient rights, grievance process)	G.12 Coordinate food bank services	

November 21-22, 2019

E.5 Participate in community events (e.g., tabling, public speaking)	E.6 Coordinate public events/celebrations	E.7 Participate in public planning process (e.g., government, advisory)	E.8 Facilitate mental health training	E.9 Build community partnerships
F.5 Participate in mentorship programs	F.6 Participate in staff and supervision meetings (e.g., group, individual)	F.7 Participate in certification programs	F.8 Participate in mental health advocacy events (e.g., political, organizational, community)	F.9 Create peer networks
G.5 Create online accounts (e.g., SSI, GR)	G.6 Request reasonable accommodations (e.g., ramps, head set)	G.7 Complete vehicle documentation (e.g., inspection, maintenance)	G.8 Complete office documentation (e.g., petty cash, supplies)	G.9 Update online presence (e.g., social media, website)

General Knowledge and Skills

Skills

Organizational
Active listening
Time management
Conflict resolution
Disclosure
Infection control
Coaching
Observation
Reframing
Rapport building
Communication - verbal, written
Reflective listening
Self advocacy
Warm line
Avoid assumptions

Knowledge

Lived experience
Individual legal rights
Trauma informed
Power dynamics
Physical boundaries
Harm reduction techniques
Role-strain
De-escalation techniques
Validation techniques
Evidence-based practice
Systems and procedure
Recovery model
Values
Core competencies
Advocacy

Behaviors

Creative
Assertive
Patient
Resourceful
Respectful
Resilient
Passionate
Attentive
Calm
Tenacious
Kind
Compassionate
Supportive
Culturally sensitive
Humble
Inclusive
Responsive
Nurturing
Charismatic
Caring
Congenial
Self-aware
Hopeful
Process-oriented
Composed
Welcoming
Culturally competent
Empathic
Self-advocate
Purpose-driven

Acronyms

CPR	Cardio Pulmonary Resuscitation
HIPPA	Health Insurance Portability and Accountability Act
SSI	Social Security Insurance
MOR	Milestones of Recovery
SUDS	Subjective Units of Distress
FA	First Aid
GR	General Relief
DRA	Dual Recovery Anonymous
MHSA	Mental Health Services Act

Tools, Equipment, Supplies and Materials

Computer
Walkie talkie
Art supplies
Software:
* MS Office
* Avatan
* Electronic Health Record
First aid kits
Tent
Bottled water
Recreational equipment
Hygiene kits
Backpacks
Sleeping Bags
Bus tokens
Easel/white board
Lockers
Calendars/planners
Stress relieving tools
CRISCO (Clarify, review, identify, select, carry out)
Internet/intranet
Release of Information form
Baseline assessment tool
Phone
Fax
Printer
Clipboard
General office supplies
Personal protective equipment
Vehicles/vans
Confidentiality screens

Future Trends and Concerns

Global warming
Volatile political climate
Affordable Care Act: changing who can access healthcare and where
Increase in homelessness
Increase in suicide rates
Trend in California seeking certification for peer counseling
Lack of affordable housing
Safety and health risk exposure increasing due to homelessness
Increase of peer involvement in mental illness
Transitional Age Youth contributing to rise in homelessness
Gap in available qualified mental health professionals compared to people needing help
Equity in pay
Limited upward mobility
Changing MHSA funding legislative policies
Drug crisis
Increased underserved mental health population
Increased peer respite homes
Coercion and forced treatment debate
Increase in peer run industries
Increase in training opportunities and curriculum