

SAMHSA's [Core Competencies for Peer Workers in Behavioral Health Services](#) outline 12 categories of 62 core competencies that reflect the following principles identified by the behavioral health recovery communities.

1. “Peer workers hold out hope to those they serve, partnering with them to envision and achieve a meaningful and purposeful life. Peer workers help those they serve identify and build on strengths and empower them to choose for themselves, recognizing that there are multiple pathways to recovery.
2. Peer recovery support services are always directed by the person participating in services. Peer recovery support is personalized to align with the specific hopes, goals, and preferences of the individual served and to respond to specific needs the individuals has identified to the peer worker.
3. Peer workers are partners or consultants to those they serve. They do not dictate the types of services provided or the elements of recovery plans that will guide their work with peers. Participation in peer recovery support services is always contingent on peer choice.
4. The relationship between the peer worker and the peer is the foundation on which peer recovery support services and support are provided. The relationship between the peer worker and peer is respectful, trusting, empathetic, collaborative, and mutual.
5. Peer recovery support utilizes a strengths-based framework that emphasizes physical, psychological, and emotional safety and creates opportunities for survivors to rebuild a sense of control and empowerment.”

Supervision, essential for getting better at what we do by promoting immediately experienced and cumulative career growth, consists of three interrelated functions that are delivered ideally by people in distinct roles: administration, education and support. Administrative supervision fundamentally monitors job performance based on an organization's vision, mission, values and objectives that inform specific job descriptions and systematic feedback. Two cornerstones of effective feedback and the other supervision functions are information technology support plus service process and outcome metrics that include the vital view of the supervisee. While many formats exist, this [Direct Supervisor 30-Minute One-On-One](#) outlines how to reciprocally monitor key performance indicators. Importantly, this interaction outline models the recovery-oriented, person-directed and outcome-informed parallel processes of both peer services and performance support for peer service providers.

Recovery coach educators are responsible for monitoring training effectiveness and their social-emotional training competencies to not default to the traditional pedagogy of lecture and discuss or death-by-PowerPoint. Self-reflection and assessment, the essential element of performance support (and recovery or resilience) must be modeled with students/supervisees to build mutually supportive and mutually challenging relationships and learning communities. An example of a rudimentary set of trainer skills is contained in this [Advancing Presentation Skills Manual](#).

Elements of administration and education functions inform ongoing performance support that increases service provider competence while earning confidence via a combination of individual, group and co-supervision interactions. Grounded in tracking service delivery metrics and



reflecting on self- and other-feedback - especially from those we serve, service providers enhance their cultural competence by deepening social empathy skills for diverse relationships that are safe and respectful for both or all participants. Often overlooked are additional performance support elements for sustaining resilience or recovery: celebrating people who evidence progress including service recipients and providers and, when progress is not occurring or stalls, considering options for doing things differently. This directly impacts retention rates and outcomes. An exemplary tool for collecting practice-based evidence of effectively using evidence-based practices is [Better Outcomes Now \(BON\)](#). The online application of the Partners for Change Outcome Management System (PCOMS) has been implemented in public behavioral health systems in the US and provincially or nationally in several other countries. Paper versions of the PCOMS scales are free from BON. An alternative is this [PCOMS Performance Support](#) Excel file. Additionally, the [REC-CAP](#) is an emerging recovery capital assessment and planning tool that bridges treatment to self-directed recovery with peer support.

A critical principle for effective and efficient peer support, service providers and associated organizations is the truism that people support what they help create. Building and sustaining appreciative performance support processes requires within-system buy-in by the Board of Directors and C-suite to program managers, supervisors, service providers and the peer being served although not necessarily in that order. Likewise, successful performance support learning communities are enhanced by between-organizations' collaboration that enhances recovery-oriented systems of care.

While many organizations have useful materials, begin with these from SAMHSA.

- [Peer services and supervision materials](#) including its peer supervisor training curriculum
- [Recovery Tools - Decisions in Recovery: Treatment for Opioid Use Disorder](#)

Below are some of the free service delivery, performance support and training materials available from brauchtworks.com and brauchtworks.com/toolkit.

General information

1. [Alcohol and Other Drug Testing](#)
2. [Brief Opioid Overdose Knowledge \(BOOK\) Questionnaire](#)
3. [Drug Intoxication and Withdrawal Symptoms](#)
4. [Understanding of Alcoholism Scale](#)

Systems and roles

5. [Addiction Treatment vs Recovery Support Practices](#)
6. [Counselor, Recovery Coach and Sponsor Role Distinction Exercise](#)
7. [Knowing a Recovery Culture When You See One](#)
8. [Recovery Expectations Scale](#)
9. [Recovery Definitions](#)
10. [Recovery-oriented Systems of Care Principles](#)

Ethics

11. [Boundary Management and Intimacy Issues Worksheet](#)
12. [Catalogue of Organizational Practices and Ethics \(COPE\) Checklist](#)
13. [Certified Addiction Recovery Empowerment Specialist \(CARES\) Code of Ethics](#); see the [Georgia Council on Substance Abuse](#) for information on the CARES Academy



14. [Ethical Decision-making Worksheet](#)

Service guides

15. [Evaluating the Quality of Sponsorship and Other Peer Guidance Relationships](#)
16. [Mutual Aid/12 Step Fellowship Involvement Monthly Questionnaire](#)
17. [Post-trauma Growth Inventory](#)
18. [Recovery Capital Assessment and Plan \(ReCAPS\)](#)
19. [Strengths Inventory and Narrative \(SIGN\)](#)
20. [Personal Recovery, Individual Development and Expectations \(PRIDE\) Ally Monthly Progress Report - Outpatient](#)
21. [Resident PRIDE plus Overnight Recovery Exploration Outing \(OREO\) Request](#)
22. [Recovery Support Matching Checklist](#)
23. [Self-care Assessment and Plan](#)
24. [Self-completed Overview of Recovery Experience \(SCORE\) Board](#)

Service provider performance support

25. [CARES Core Competencies Self-assessment and Development Plan](#)
26. [Consent for Session Recordings](#)
27. [First Interaction Roles and Goals Self-assessment and Feedback](#)
28. [Fundamental Relationship Enhancement Skills \(PINK OARSI\)](#)
29. [Human Relations Survey](#)
30. [Peer Reception and Opportunity to Begin Empowerment \(PROBE\) Form](#)
31. [Recovery Check-in Overview and Form](#)
32. [Understanding of Alcoholism Scale](#)

Facilitating groups

33. [All Recovery Meeting Facilitator Guide](#)
34. [Recovery Action and Progress \(RAP\) Group Handout](#)
35. [Recovery Action and Progress \(RAP\) Group Facilitator Guidelines](#)
36. [Recovery Action and Progress \(RAP\) Group Preparation Checklist](#)
37. [Recovery Action and Progress \(RAP\) Group Ten Considerations](#)
38. [Whole Health Action and Management \(WHAM\) Resiliency & Recovery Facilitator Guide](#)

Organizational development, strategic planning and activity

39. [Asset-based Community Development \(ABCD\) Overview and Exercises](#)
40. [Strategic Organizational Activity and Planning \(SOAP\)](#)
41. [Wilder Collaboration Factors Inventory](#)

[Partners for Change Outcome Management \(PCOMS\)](#)-informed resources

42. [Appreciative PCOMS-informed Performance Support Guide](#)
43. [Competence Assessment of PCOMS Skills \(CAPS\)](#)
44. [PCOMS-informed Interactions Practice Scripts](#)
45. [PCOMS-informed Performance Support Spreadsheet](#)
46. [Three PCOMS-informed Services Skills](#)

