

PEER-TO-PEER VOCATIONAL SUPPORT PROGRAM

A. The Contractor shall provide vocational support services to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring psychiatric and substance use disorders, and who are medically indigent, through the use of consumers. Consumers are defined as individuals who have self identified as having a psychiatric diagnosis and history of receiving mental health services. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the Contractor and no access to, or eligibility for, such coverage. These supports shall foster peer-to-peer (consumer-to-consumer) assistance to transition individuals with psychiatric disabilities toward stable employment and economic self-sufficiency.

B. Specifically, the Contractor shall, through the use of trained mentors, provide individuals with psychiatric disabilities opportunities that will result in:

1. The development and pursuit of vocational goals consistent with the individual’s recovery;
2. Assistance with finding, obtaining, and maintaining stable employment; and
3. The experience of an environment of understanding and respect, in which the individual is supported in their recovery.

C. Additionally, the Contractor’s Peer-to-Peer Vocational Support Program shall provide services such as, but not limited, to the following:

1. Consumer-directed Vocational Support Services - Peer mentors hired and trained by the Contractor will assist individuals with psychiatric disabilities in developing leadership, employment skills, individual empowerment, and in the development of a person-centered and directed employment plan reflecting the individual’s goals and self-identified support needs; and
2. Peer/Mentor Support Groups - Individuals who are themselves in recovery shall be trained by the Contractor to facilitate support groups that assist in recovery activities; provide peer mentoring and supportive relationships; vocational and educational planning, which shall include, access to career and educational counseling, vocational skills training, basic computer literacy courses, understanding the culture of work, preparing a resume, practicing interviewing, job search skills, conducting informational interviews, exploring child care and transportation options; and post-employment peer supports.

D. The services shall be provided at the following location, with the capacity and hours of operation as described below:

Location	Capacity	Hours of Operation

E. The Contractor’s services shall meet the required utilization rate for Peer-to-Peer Vocational Support. Peer-to-Peer Vocational Support shall be measured by the number of supports provided and the number of individuals receiving supports as reported to the Department’s information system. Such information shall be verified by the Department. The minimum acceptable level of utilization for the Peer-to-Peer Vocational Support is 90% of the total capacity as indicated in section D. above.

F. The Contractor shall implement the services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department's information systems and/or in observations through site visits. The Department's outcome indicators for the Contractor's funded services are as follows:

PERFORMANCE OUTCOME MEASURES

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OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments' data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will maintain or improve their employment status.	At least 60% of individuals served annually will maintain or increase their amount of competitive employment.