

**PEER ENGAGEMENT**

A. The Contractor shall provide Peer Engagement Specialists to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring psychiatric and substance use disorders, who are medically indigent. Peers 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. Peer Engagement Specialists shall work with a multi-disciplinary community-based treatment team comprised of psychiatrists, social workers, and case managers to assist individuals with mental illness who have not been responsive to traditional forms of treatment.

B. Specifically, the Contractor shall:

1. Provide, at a minimum, two full-time Peer Engagement Specialists;
2. Provide outreach, support, and follow-up services to individuals in the community including, but not limited to, locations such as emergency rooms, jails, homeless shelters, and outpatient services;
3. Act as peer advocates for services or resources that meet individual needs and preferences;
4. Advocate for the individual’s choice regarding voluntarily participation in treatment services;
5. Assist individuals to access resources and supports that include, but are not limited to, treatment services, housing, vocational services, medical and dental services, social, recreational and financial support services;
6. Serve as peer and role models;
7. Develop creative individualized recovery plans with individuals with mental health disorders or mental health and substance use disorders who have been difficult to engage;
8. Participate in team conferences designed to establish individualized service strategies;
9. Consult with Contractor staff and/or external treatment staff on issues related to engagement support strategies;
10. Participate in treatment team and staff meetings;
11. Facilitate the development of partnerships between individuals being served and treatment team members;
12. Teach life and interpersonal skills to promote the building of personal and community support systems; and
13. Assist case managers with the ongoing process of engaging and linking individuals to treatment services.

C. The services shall be provided at the following location and with hours of operation described below:

Location	Hours of Operation

D. 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, 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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OUTCOME	MEASURE
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 <sup>th</sup> 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.