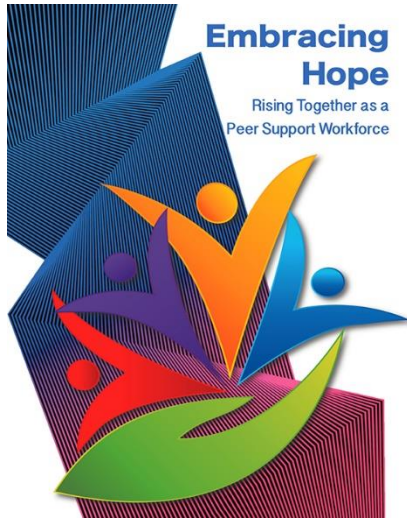




APS Virtual Learning Community

Community News | June 12, 2022



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SAVE THE DATES: July 21 and 28

16th Annual Conference for Working Peer Specialists. To view a welcome message and instructions to register for this free event by Celia Brown, [click here](#).



Academy News

We're more than halfway through Term 2. The Course Catalog and other information to help you get started can be accessed in the tabs across the top of the main [Academy of Peer Services \(APS\) website](#).

About Us	Terms of Use	Course Catalog	Getting Started	Getting Help	Site News	Virtual Learning Community	Certification Board
<p>About Us</p> <p>Describes APS and gives the Calendar of Term opening and closing dates.</p>	<p>Terms of Use</p> <p>Describes what is allowable use of the Academy and what is prohibited.</p>	<p>Course Catalog</p> <p>List of courses available categorized by type (Core, Elective, CE, Supervision)</p>	<p>Getting Started</p> <p>Frequently Asked Questions (FAQ) and the User Guides</p>	<p>Getting Help</p> <p>How to reach the APS User Support Specialist or other Support</p>	<p>Site News</p> <p>Current and past APS listserv messages</p>	<p>Virtual Learning Community</p> <p>Calendar, Job Bank, Blog, Resources and Events of Interest to the peer workforce</p>	<p>Certification Board</p> <p>A link to the Certification Board website for information about how to apply or where to go for assistance</p>

Getting Started with APS

If you are just getting started with certification, first visit [the New York Peer Specialist Certification Board website](#) to review the application for the required (core) courses and other requirements. APS provides online courses that can be applied toward the NYCPS provisional certification, upgrade to standard certification, or the renewal of one of those certifications, but the Certification Board reviews applications for certification and will not approve incomplete applications. APS and the Certification Board are separate organizations and questions about certification should be directed to the Certification Board. The **Ask Maryam** column at the end of the newsletter provides tips for accessing and completing the online courses.

Peer Credentialing & Training 101 for OMH Providers

If you are an OMH provider or supervisor of peer support workers who needs to know more about the three OMH credentials for adult, youth, and family peer support, you can review a recent webinar held by the OMH Office of Consumer Affairs. It included presentations by the Academy of Peer Services, the New York Peer Specialist Certification Board, Families Together in New York State, and the Community Technical Assistance Center (CTAC) on the three credentials for the certification of peers under OMH. For more, you can view the [Slides](#) | [Q&A](#) | [Recording](#).

Specialty Tracks for Peer Specialists

The Academy of Peer Services was recently awarded a contract through the Office of Mental Health and will be coordinating the development of five new specialty tracks of continuing education for the peer support workforce. The specialty tracks are for supporting:

- Justice-Involved Individuals
- Older Adults
- People in Crisis
- Health and Wellness Coaching
- Supervision of Peer Specialists

More information about these specialty tracks will be available in the coming months. If you have an interest in being involved in the development of one or more, send email with information about the area of interest and how you can help to academy.virtual.community@gmail.com.

Five Critical Functions of Supervision

For the past year, a workgroup through the National Association of Peer Supporters (N.A.P.S.) in collaboration with APS has been studying a five-function model of supervision. One key part of the study has been to identify and verify competencies associated with the Five Critical Functions of Supervision. A survey is now ready for peer specialists and supervisors to help the research team to identify the most frequent, important, and critical competencies in supervising peer specialists.

The team invites you to participate and to share the following survey:

INVITATION TO PARTICIPATE IN RESEARCH ON PEER SUPPORT SUPERVISION COMPETENCIES
PLEASE RESPOND [HERE](#) BY FRIDAY, JUNE 24th EOD

Dear Peer Support Specialist Workforce and Supervisors of Peer Support Specialists,

Despite various challenges that we continue to encounter and witness in our communities and throughout the world, we hope this finds you reasonably well. We recognize how full your schedules are and appreciate your willingness to consider taking part in this current phase of important research on peer support supervision competencies that we began to explore last year.

Following a series of focus groups we conducted during the past year to develop competency statements for a five-function model of supervision, we are now in the next phase of this exciting research project to advance knowledge about peer support specialist supervision. The overall project goals are to 1) Conduct a needs assessment of supervisors and peer support specialists that will inform the activities of the Community of Practice (CoP) and the curriculum design for future Academy of Peer Specialists (APS) courses for the Supervisor Track and eventual credential for supervisors who meet certification standards for supervising peer support staff; and 2) Employ a Delphi method by which we seek to validate the five-function model of supervision (The Five Critical Functions of Supervision) which has been included in many presentations, workshops, and a peer-reviewed journal article.

We are pleased to share with you the final competency statements developed by focus groups in which some of you participated. We are now conducting a larger survey to help inform this final phase. The survey will be available from Monday, 6/6 until Thursday, 6/24 and should take about 20 minutes to complete. The survey asks you to provide demographic information and to rate a series of competency statements for importance, frequency, and criticality. Your responses will enable us to complete this project and subsequently produce additional guidance for the peer support specialist workforce, supervisors of peer support specialists, and other stakeholders in your organization. We expect to share findings by early fall.

We are truly excited by this opportunity to collectively describe the breadth and depth of peer support specialist supervision! Thank you for interest, commitment, and support of this project. Please do not hesitate to contact me with any questions.

Deadline to respond: June 24

[Link to respond](#)

Jonathan P. Edwards and the Research Team (Amy B. Spagnolo, Rita Cronise, Gita Enders, and Joanne Forbes)

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Bureau of Alcohol and Drug Use Prevention, Care, and Treatment
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New APS Courses Launch This Week

Two new CE courses will be launching this week:

- SBP00 What is Peer Support (for New Supervisors)
- JPI05 Justice Peer Initiative – Technical Assistance

Watch for an announcement in the APS Course Listserv when they are ready.

APS Networking Special Event

On May 24, Gayle Bluebird gave a special presentation: Transforming My Life with the Arts for the Tuesday evening Networking group. For a recording of the session, [click here](#).

Support Groups for the Peer Support Workforce in NYC

On June 2, Patrice Peterson with the NYC Dept. of Health and Mental Hygiene Peer Workforce Consortium organized a workshop on Support Groups featuring the Justice Peer Initiative, Peer Workers United, and the NYC Recovery Peer Network, [click here](#).

APS Blog



In addition to this monthly newsletter, the APS Virtual Learning Community hosts a blog site, which is another way you can stay informed and get involved. The following list includes recent articles by guest writers as well as reposts of news items.

The most recent blogs:

- June 12, 2022 – [When I'm Sixty-Four by Howard Diamond](#)
- June 7, 2022 – [Statewide Trauma/Grief Support](#)
- June 1, 2022 – [June Wellness Institute Calendar](#)
- May 31, 2022 – [FACT SHEET: Biden-Harris Strategy to Address National Mental Health Crisis](#)
- May 31, 2022 – [National Children's Mental Health Awareness Day](#)
- May 29, 2022 – [The Friendship Squad](#)
- May 25, 2022 – [From Crisis to Revolution after COVID, A Mental Health Vision for NYC](#)
- May 24, 2022 – [Give Yourself the Gift of Yoga and Meditation](#)
- May 23, 2022 – [Underground Transmissions](#)
- May 21, 2022 – [Random Act by a Peer Specialist by Howard Diamond](#)
- May 21, 2022 – [Sunday New York Times Article Features Hearing Voices Network and Chacku Mathai](#)
- May 20, 2022 – [Journey to Wellness Guide by Dr. Peggy Swarbrick](#)
- May 20, 2022 – [OMH Celebrates Asian American and Pacific Islander Heritage Month](#)
- May 19, 2022 – [Addressing Community Grief and Trauma in the Wake of the Tragedy in Buffalo](#)
- May 12, 2022 – [Celebrating Older Americans Month](#)
- May 9, 2022 --- [First Chief Disability Officer – Priorities](#)
- May 8, 2022 --- [National Prevention Month](#)
- May 7, 2022 --- [Back to Basics](#)
- May 6, 2022 --- [Wildflower Alliance News](#)
- May 5, 2022 --- [OMH News, Spring](#)

May 3, 2022 --- [The Mental Health Coalition: May is Mental Health Month](#)

May 2, 2022 --- [NAMI NYS: May is Mental Health Month](#)

May 2, 2022 --- [Dangerous Gifts](#)

May 1, 2022 --- [Wellness Institute Calendar \(May\)](#)

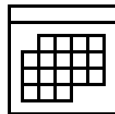
Share Your Creative Ideas and Writing!



We're always looking for guest bloggers or contributions of interest to the peer support workforce. Have you seen an article of interest or news to share? Let us know. We may be able to repost it.

Send email to academy.virtual.community@gmail.com.

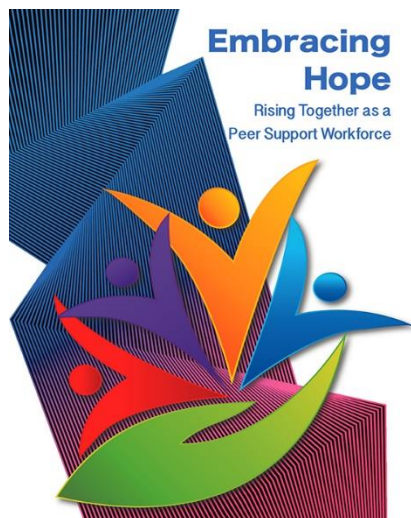
Community Calendar



Please Note:

Events in our **Community Calendar** and **Newsletter** are provided as a public service to our peer support and supervision community.

To find out whether an event is eligible for continuing education for a specific professional association, certification, or program, **ask the event organizer directly.**



Save the Dates 16th Annual Conference for Working Peer Specialists

Thursday, July 21, 9:00 am – 2:00 pm

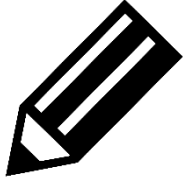
Thursday, July 28, 9:00 am – 2:00 pm

[Register on Eventbrite](#)

Community Calendar

These calendar entries were last updated **June 12, 2022**

(Note: We are providing listings from the beginning of the month, even though the newsletter is not coming out until mid-month. This is so you can see events that happened throughout the month.)



Be sure to mark your personal calendar with events you want to attend.

New announcements are added to our Community Calendar frequently.

Visit our online [Community Calendar](#) for the latest additions.

June

[Wellness Institute Newsletter](#)

Deadline to Apply: June 1

Howie the Harp Peer Advocacy Center Training

Community Access | [Learn More](#)

HALI Internship Application Available

Hands Across Long Island | [Learn More](#)

Recognizing The Inner Voice: Breaking The LGBTQIA+ Conversation Barrier

June 1, 12:00 pm ET

PsychU | [Learn More](#)

Long Island Peer Networking Meeting

June 1, 4:00 - 5:00 pm ET

AMHW | [Learn More](#)

Intentional Peer Support Core Training

June 2, 9:00 am - 1:00 pm ET (10 Sessions)

Intentional Peer Support | [Learn More](#)

Supporting Peers in the Workplace

June 2, 10:00 - 11:30 am ET

The Coalition for Behavioral Health | [Learn More](#)

Intermediate Motivational Interviewing (MI): Exploring & Resolving Ambivalence

June 2, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Youth Education Engagement

June 2, 10-1 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Harm Reduction Pathway

June 2, 3 and 9, 9:00 - 4:00 pm ET
Recovery Coach University | [Learn More](#)

Supportive Housing Virtual Learning Community

June 2, 11:00 - 12:30 pm ET
(First Thursday of the Month)
MHTTC Region 2 | [Learn More](#)

SUPPORT GROUPS FOR THE PEER WORKFORCE IN NYC

June 2, 12:00 - 1:30 pm ET
NYC DOHMH Peer Workforce Consortium | [Learn More](#)

Access to Recovery (A2R) Coalition Meeting

June 2, 3:30 - 5:00 pm ET
(First Thursday of each Month)
Access to Recovery (A2R) | [Learn More](#)

Intermediate Motivational Interviewing (MI): Traps & Pitfalls to Avoid

June 3, 10:00 - 12:00 pm ET
The Coalition for Behavioral Health | [Learn More](#)

Implementation of Peer Support Specialists in Mental Health Centers

June 3, 12:00 - 1:00 pm ET
SMI Advisor | [Learn More](#)

A Night Without Suicide: Overnight Suicide Walk

June 4, Overnight
American Foundation for Suicide Prevention | [Learn More](#)

Centered Belonging: Creating Space for Embodied Connection

June 5, 12-3 pm
Institute for the Development of Healing Arts (IDHA) | [Learn More](#)

Recovery Coach Training (5 Days)

June 6-10, 9:30 - 4:30 pm (30 Hours)
Phoenix House | [Learn More](#)

Pennsylvania Peer Support Coalition Annual Conference

June 6-17, 2022 ([Flyer](#))
PAPSC | [Learn More](#)

Spiritual Bypassing and Love and Light

June 6, 10:00 - 12:00 pm ET
The Coalition for Behavioral Health | [Learn More](#)

HALI (APS) Learning Collaborative
June 6, 3-4 pm ET
Hands Across Long Island | [Learn More](#)

Peer Workers United
June 6, 6:00 - 7:30 pm ET ([Flyer](#))
City Voices | [Learn More](#)

WiseCrackers (Group for Over 50)
June 6, 7 - 8:30 pm ET
WiseCrackers | [Learn More](#)

American Psychiatric Association Annual Meeting
June 7-10, 2022
(Social Determinants of Health)
[Learn More](#)

Peer Workforce Workgroup (Rockland)
June 7, 12:00 - 1:00 pm ET
MHA of Rockland County | [Learn More](#)

APS Networking Group
June 7, 5:15 – 6:30 pm ET
Every Tuesday Networking/Support Group
Academy of Peer Services | [Learn More](#)

Inclusion: Is Life Like Everyone Else's in the Community?
June 8, 10-1 pm Eastern
The Coalition for Behavioral Health | [Learn More](#)

Peer Credentialing & Training 101 for OMH Providers: NY Certified Peer Specialist, Youth Peer Advocate Credential, Family Peer Advocate Credential
June 8, 11:30 - 1:00 pm
OMH | [Learn More](#)

Career Chat 2.0
June 8, 12-1:30 pm ET
NYAPRS | [Learn More](#)

Increasing Cultural Connection with Hispanic and Latinx Clients
June 8, 1-2:15 pm ET
Northwest MHTTC | [Learn More](#)

Webinar with Dr. Tom Insel | Healing: Our Path from Mental Illness to Mental Health
June 8, 3-4 pm ET
The College for Behavioral Health Leadership | [Learn More](#)

Support for Peer Workers

June 8, 4:00 - 5:00 pm ET
2nd Wednesday of each month
AMHW | [Learn More](#)

Hope and Healing Conference of Western New York

June 9, 2022
[Learn More](#)

**Credible Messenger Justice Center
National Conference**

June 9, 2022
[Learn More](#)

Mental Health America

June 9-11, 2022
Forward Together: Recovery, Healing, Hope
[Learn More](#)

Supporting Peers in the Workplace

June 9, 10:00 - 11:30 am ET
The Coalition for Behavioral Health | [Learn More](#)

Through the Human Lens of Storytelling: The Recovery Journey

June 9, 10-11:30 am Eastern
The Coalition for Behavioral Health | [Learn More](#)

Peer-Focused Learning Collaborative - Supporting Peers in the Workplace

June 9, 10-11:30 am Eastern
The Coalition for Behavioral Health | [Learn More](#)

Spring to Wellness: Discussions on Best Practices and Recovery. – Session 1

SP-TIE: Suicide Prevention – Training, Implementation, Evaluation

June 9, 11:00 - 12:15 pm ET
CPI ACT Institute | [Learn More](#)

History Matters: Using ACEs Research to Conduct a Family Genealogy

June 9, 12-1:00 pm ET
CTAC | [Learn More](#)

**Dyadic Developmental Psychotherapy: An Evidence-Based Developmental Approach to Treating
Complex Trauma and Disorders of Attachment**

June 9, 12-1:30 pm ET
CTAC | [Learn More](#)

Soteria New York: Bringing an Innovative Approach to Psychiatric Crisis to New York

June 9, 1-2:30 pm ET

The College for Behavioral Health Leadership | [Learn More](#)

Power of Positive Transformation (Conference)

Credible Messenger

June 9, 1-3:30 pm ET

Credible Messenger Justice Center (CMJC) | [Learn More](#)

The Protective and Healing Role of Spirituality in Mental Health Recovery: Utilizing a Spiritual Health Framework to Improve Patient Engagement

June 9, 3:00 - 4:00 pm ET

SMI Advisor | [Learn More](#)

Statewide Organizing Meeting

June 9, 6:00 pm ET

Center for Community Alternatives | [Learn More](#)

1st Annual Certified Recovery Peer Advocate (CRPA) Conference (Virtual)

June 10 and 11, 2022 | [Flyer](#)

Queensborough Community College | [Learn More](#)

2022 Leadership Conference

June 10, 8:00 - 4:30 pm ET

[Register](#)

The Coalition for Behavioral Health | [Learn More](#)

Intro to "From Crisis to Calm: Verbal De-escalation Skills to Support Resiliency"

June 10, 10-1 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Ethics (3 Days)

June 13-15, 9:30 - 4:30 pm (16 Hours)

Phoenix House | [Learn More](#)

Namaste, Cultural Appropriation & Imperial Feminism

June 13, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Impact vs. Intent: How Individuals (Can) Cause Harm to Each Other

June 13, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Responding to Stigma: Learning Collaborative (Day 1)

June 13 12:00 - 1:30 pm ET

The Coalition for Behavioral Health | [Learn More](#)

HALI (APS) Learning Collaborative
June 13, 3-4 pm ET
Hands Across Long Island | [Learn More](#)

WiseCrackers (Group for Over 50)
June 13, 7 - 8:30 pm ET
WiseCrackers | [Learn More](#)

Creative Wellness Opportunities
Week of June 14, 2022
Schedule of Activities
Rochester MHA | [Learn More](#)

NAMI National Convention
June 14-16, 2022
NAMIcon: Together for Mental Health
NAMI | [Learn More](#)

Peer Workforce Workgroup (Rockland)
June 14, 12:00 - 1:00 pm ET
MHA of Rockland County | [Learn More](#)

APS Networking Group
June 14, 5:15 – 6:30 pm ET
Every Tuesday Networking/Support Group
Academy of Peer Services | [Learn More](#)

Raising Boys in an Unstable Society
June 14, 6:30 pm ET
Tuesday Talks for Single Parents
CCSI | [Learn More](#)

Supervisory Skills to Promote Psychological Safety
June 15, 10-11:30 am Eastern
The Coalition for Behavioral Health | [Learn More](#)

Healing Connections Support Group
June 15, 4:00 - 5:00 pm ET (New Time)
3rd Wednesday of each month
AMHW | [Learn More](#)

Deadline: June 16
OMH SURVEY ON UNDERSTANDING ATTITUDES, BELIEFS, AND BEHAVIORS FOR RECIPIENTS OF MENTAL
HEALTH SERVICES
[Paper Version](#)
OMH | [Learn More](#)

Perspectives in Crisis: Alternatives for Preventing & Responding to Crisis

June 16, 10-11:30 am Eastern

MHTTC | [Learn More](#)

Effective Supervision through a Peer Lens, Part A

June 16, 10:30-12:00 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Deadline to Submit: June 17

Call for Workshop Proposals

National Association of Peer Supporters Conference

(Conference Dates: October 19-21; Dallas, TX)

N.A.P.S. | [Learn More](#)

Holding Difference: Moving Toward Liberatory Futures through Conflict

June 19, 12-3 pm

Institute for the Development of Healing Arts (IDHA) | [Learn More](#)

Getting to Know Your Nervous System: Safety and the Stress Response

June 17, 10:30 - 12:00 pm

The Coalition for Behavioral Health | [Learn More](#)

HALI (APS) Learning Collaborative

June 20, 3-4 pm ET

Hands Across Long Island | [Learn More](#)

Peer Workers United

June 20, 6:00 - 7:30 pm ET

[\(Flyer\)](#)

City Voices | [Learn More](#)

WiseCrackers (Group for Over 50)

June 20, 7 - 8:30 pm ET

WiseCrackers | [Learn More](#)

Recovery Coach Academy Training (5 Days)

June 21, 22, 24, 28 and 29, 9:00 - 4:00 pm ET

Recovery Coach University | [Learn More](#)

Spirituality and Harm

June 21, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Engagement and Outreach

June 21, 10:00 - 1:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Peer Workforce Workgroup (Rockland)

June 21, 12:00 - 1:00 pm ET

MHA of Rockland County | [Learn More](#)

Tuesday Talk: Transforming Crisis Response Systems

June 21 | 12:00-1:30 pm ET

CCSI | [Learn More](#)

APS Networking Group

June 21, 5:15 – 6:30 pm ET

Every Tuesday Networking/Support Group

Academy of Peer Services | [Learn More](#)

Digital Strategies to Foster Family Engagement in Addiction and Mental Health Support

June 22, 2-3 pm ET

NFSTAC | [Learn More](#)

Microaggressions: Unpacking the Impact

June 22, 9:00 - 5:00 pm ET

MassPRC | [Learn More](#)

Advanced Motivational Interviewing (MI): Eliciting “Change Talk”

June 22, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Overview of the New York State OMH Field Offices

June 22, 1:00 - 3:00 pm ET

Families Together in NYS | [Learn More](#)

Work Incentive Seminar Event (WISE): Ticket to Work and Mental Health

June 22, 3-4:30 pm ET

Work Incentives Seminar Event | [Learn More](#)

Peer Workforce Ongoing Education

June 22, 4:00 - 5:00 pm ET (New Time)

4th Wednesday of each month

AMHW | [Learn More](#)

Trauma Informed Care for Recovery Professionals

June 23, 9:00 - 4:00 pm ET

Recovery Coach University | [Learn More](#)

Effective Supervision through a Peer Lens, Part B

June 23, 10:30-12:00 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Supporting the Mental Health of Refugee and Asylee Communities

June 23 and 24, 1:00 PM Eastern

Mental Health Technology Transfer Center | [Learn More](#)

Supporting the Workforce on Providing Affirming Services to LGBTQ+ People

June 23, 1-2:30 pm ET

NFSTAC | [Learn More](#)

Legal Action Center LGBTQI ATI/Re-entry Workgroup Convening

June 23, 2-3:30 pm ET

Academy for Justice-Informed Practice | [Learn More](#)

Long Island Peer Specialist Community of Practice

Thurs. June 23, at 3:00 pm

[Mission, Vision, Values](#)

Long Island COP | [Learn More](#)

Deadline: June 24

SURVEY ON SUPERVISION OF PEER SUPPORT SPECIALIST COMPETENCIES

APS | [Learn More](#)

Spirituality for Recovery Coaches

June 24-25, 2022

Recovery Coach University | [Learn More](#)

University of Youth Power

June 24-27, 2022

The College of St. Rose in Albany

Youth Power | [Learn More](#)

How to Create Moral Safety & Post-Traumatic Growth

June 24, 11-12:30 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Overview of Trauma-Responsive and Resiliency-Based Culture

June 24, 1-2:30 pm Eastern

The Coalition for Behavioral Health | [Learn More](#)

Wellness and Recovery Story Circles: Build Relationships Across Cultural Differences

June 25, 12-1:30 pm ET

NYAPRS | [Learn More](#)

A Coach Approach

June 27, 9:00 - 4:00 pm ET

Recovery Coach University | [Learn More](#)

Justice Involved Peer Support Training

June 27, 9:00 am - 3:00 pm ET

Deadline to Apply: June 17 - [Application](#)

Northampton County Mental Health | [Learn More](#)

Who is Missing from Your Wellness Space?

June 27, 10:00 - 12:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Responding to Stigma: Learning Collaborative (Day 2)

June 27, 12:00 - 1:30 pm ET

The Coalition for Behavioral Health | [Learn More](#)

HALI (APS) Learning Collaborative

June 27, 3-4 pm ET

Hands Across Long Island | [Learn More](#)

WiseCrackers (Group for Over 50)

June 27, 7 - 8:30 pm ET

WiseCrackers | [Learn More](#)

Working with Justice involved Youth: Cultivating Youth Artistry

June 28, 10:00 - 1:00 pm ET

The Coalition for Behavioral Health | [Learn More](#)

Peer Workforce Workgroup (Rockland)

June 28, 12:00 - 1:00 pm ET

MHA of Rockland County | [Learn More](#)

Peer Support Across the Continuum of Community Mental Health Center Services

June 28, 3:00 - 4:30 pm ET

SAMHSA Sponsored (MHA) | [Learn More](#)

APS Networking Group

June 28, 5:15 – 6:30 pm ET

Every Tuesday Networking/Support Group

Academy of Peer Services | [Learn More](#)

Co-Creating Dynamic Documentation with Individuals You Support

June 29, 10-11:30 am Eastern

The Coalition for Behavioral Health | [Learn More](#)

Peer Workforce Coalition (PWC) Support Circle

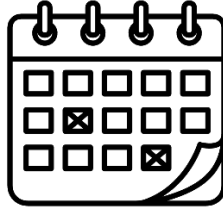
June 29, 6-8 pm ET

(Last Wednesday of every month)

NYC PWC | [Join Meeting](#)

Advanced Motivational Interviewing (MI): Responding to “Sustain Talk”

June 30, 10:00 - 12:00 pm ET
The Coalition for Behavioral Health | [Learn More](#)



Events Beyond June 2022

Long Island Peer Networking Meeting

July 6, 4:00 - 5:00 pm ET
AMHW | [Learn More](#)

HALI (APS) Learning Collaborative

July 11, 3-4 pm ET
Hands Across Long Island | [Learn More](#)

WiseCrackers (Group for Over 50)

July 11, 7 - 8:30 pm ET
WiseCrackers | [Learn More](#)

Talking with Intention: Effective Communication and Purposeful Self-Disclosure

July 12 and 13, 12:00 - 3:00 pm ET
Copeland Center | [Learn More](#)

Working with Hearing Voices & Unusual Beliefs (6 sessions)

July 12-14, and 26-28 (times vary)
Wildflower Alliance | [Learn More](#)

CCAR Ethical Considerations (3 Days)

July 12, 13 & 15, 9:00 - 3:00 pm ET
Recovery Coach University | [Learn More](#)

Support for Peer Workers

July 13, 4:00 - 5:00 pm ET
2nd Wednesday of each month
AMHW | [Learn More](#)

Statewide Organizing Meeting

July 14, 6:00 pm ET
Center for Community Alternatives | [Learn More](#)

OMH Regional Advisory Committee (RAC) Meeting

July 18, 2022, 8:30 – 12:30 pm
Statewide Meeting
OMH Office of Consumer Affairs

[Learn More](#)

HALI (APS) Learning Collaborative

July 18, 3-4 pm ET
Hands Across Long Island | [Learn More](#)

Peer Workers United

July 18, 6:00 - 7:30 pm ET ([Flyer](#))
City Voices | [Learn More](#)

WiseCrackers (Group for Over 50)

July 18, 7 - 8:30 pm ET
WiseCrackers | [Learn More](#)

Tuesday Talk: Racial Equity and Data Innovation

July 19 | 12:00-1:30 pm ET
CCSI | [Learn More](#)

Healing Connections Support Group

July 20, 4:00 - 5:00 pm ET (New Time)
3rd Wednesday of each month
AMHW | [Learn More](#)

NYC Conference for Working Peer Specialists (Day 1)

July 21, 9:00 am – 2:00 pm
(Day 2 is on July 28)

[Register](#)

WiseCrackers (Group for Over 50)

July 25, 7 - 8:30 pm ET
WiseCrackers | [Learn More](#)

Anti-Oppression Training

July 27-29, 9:00 am - 5:00 pm ET
In-Person Training in West Springfield, MA
Wildflower Alliance | [Learn More](#)

Peer Workforce Ongoing Education

July 27, 4:00 - 5:00 pm ET (New Time)
4th Wednesday of each month
AMHW | [Learn More](#)

Peer Workforce Coalition (PWC) Support Circle

July 27, 6-8 pm ET

[\(Flyer\)](#)

NYC PWC | [Join Meeting](#)

NYC Conference for Working Peer Specialists (Day 2)

July 28, 9:00 am – 2:00 pm

[Register](#)

Kracking Up: In a Good Way

July 29, 7 pm ET

(Stand Up for Mental Health) Virtual and In-Person

Fountain House, 425 W. 47th Street, New York, New York

[Register Here](#)

Michelle Hammer | [Learn more](#)

Deadline to Apply July 31

Navigator Certificate in Human Services and Community Justice

John Jay College Institute for Justice and Opportunity

[Learn More](#)

Intentional Peer Support Core Training

August 2, 9:00 am - 1:00 pm ET (10 Sessions)

Intentional Peer Support | [Learn More](#)

Tuesday Talk: Innovation and Transformation in Education through Trauma-Responsive, Equity-Focused Practice

August 16 | 12:00-1:30 pm ET

CCSI | [Learn More](#)

Spirituality for Recovery Coaches

August 26-27, 2022

Recovery Coach University | [Learn More](#)

WRAP Facilitator Training

August 29-September 2, 2022

San Juan Bautista, CA

The Copeland Center | [Learn More](#)

WRAP Facilitator Training

Sept. 19-23, 2022

Brattleboro, VT

The Copeland Center | [Learn More](#)

OMH Regional Advisory Committee (RAC) Meeting

September 19, 2022, 8:30 – 12:30 pm

Statewide Meeting

OMH Office of Consumer Affairs

[Learn More](#)

Tuesday Talk: Building Resilient Organizations Through Adaptive Leadership

September 20 | 12:00-1:30 pm ET

CCSI | [Learn More](#)

In My Mind Conference

LGBTQ+ Older Adults of Color Mental Health

Tenacity and Agelessness in Healing

October 7, 2022

In My Mind | [Learn More](#)

National Association for Rights Protection and Advocacy (NARPA)

2022 Annual Rights Conference

October 26-29, 2022

Newark, New Jersey

NARPA | [Learn More](#)

The International Conference on Trauma and Mental Health

November 3-4, 2022

[Learn More](#)

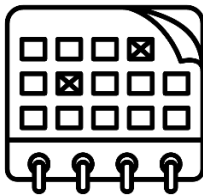
OMH Regional Advisory Committee (RAC) Meeting

November 21, 2022, 8:30 – 12:30 pm

Statewide Meeting

OMH Office of Consumer Affairs

[Learn More](#)



Are we Missing Anything?

The Virtual Learning Community online [Community Calendar](#) is updated regularly. If you have announcements or corrections for the online Calendar, send them at any time to academy.virtual.community@gmail.com.

Get Involved



988 - Sign Up for the Newsletter

The first edition of our 988 Updates and Education newsletter is now available. It explains what 988 is and how you can play a role. View in [English](#) or in [Spanish](#). If you have not signed up already, you can receive future editions directly to your inbox. Sign up by sending email to: listserv@svc.ny.gov

Access to Recovery (A2R) / Urban Justice is Seeking HARP Members

Access to Recovery (A2R) is seeking people with lived experience to help shape HARP services. HARP is a Medicaid Plan that provides extra services (like peer support) to individuals. A2R is a coalition of people who are directly impacted by these services to advise OMH on policies and practices around HARP. To learn more and apply, [click here](#). | If you are an Ally of people seeking services, [click here](#).

Be a Penpal to a Prisoner in Need

It's called unconditional freedom (<https://unconditionalfreedom.org/>) - a wonderful opportunity to write to lonely and vulnerable people who are incarcerated in the prison system. There is a brief enrollment process where you will watch three wonderful videos and take a short quiz. This program allows you to enrich your life and the lives of others in a safe way by following a few simple guidelines.

[Learn More](#)

Center for Community Alternatives (CCA) is Seeking Advocates

CCA has been a leader in community-based alternatives to incarceration for over 40 years. We promote reintegrative justice and a reduced reliance on incarceration through advocacy, services, and public policy development in pursuit of civil and human rights. There are many active campaigns. | [Learn More](#)

Long Island Peer Supervisor Learning Collaborative is Seeking Members

Series of Presentations on Supervision | [Series Flyer](#)

National Association of Peer Supporters (N.A.P.S.) is Seeking Board Members

National Board of Director Search - The National Association of Peer Supporters is opening the application process for new Members of the Board of Directors. Nominees MUST be members of N.A.P.S. to be considered. Multiple nominations will be accepted. We ask that you nominate yourself and encourage others that you would like to see on the board to nominate themselves. The length of a term for members of the Board of Directors lasts for (2) two years, with the ability to serve a total of (3) three consecutive terms. Currently the N.A.P.S. Board of Directors is a working board, with a direct goal

of transitioning into a governing board. ([Submit your nomination here.](#)) If you would prefer to volunteer on a committee or in another way, please be on the lookout for a Volunteer application soon.

National Justice-Involved Peer Support Council is Seeking Members

Council Mission: to provide national support and networking to advance the benefits, values, and diverse access of peer-supported, peer-operated, and peer-led initiatives for justice-involved individuals/returning citizens. Doors to Wellbeing | [Learn More](#)

New York City, DOHMH Consumer Advisory Board is Seeking Members

The mission of the CAB is to review and make recommendations for existing and future DOHMH policies, programs, services, and issues that impact individuals with mental health needs. The CAB will strive to educate, protect human rights and dignity, and further cultural competency for individuals with mental health needs. For the application, [click here.](#)

NYC Justice Peer Initiative is Seeking Members

News from the White House: Biden-Harris Administration Expands Second Chance Opportunities for Formerly Incarcerated Persons! The Justice Peer Initiative (JPI) does not endorse or have any political considerations but when areas are initiated that involve us - WE DESERVE TO BE IN THE KNOW! Sign up to Join our Community: <https://mailchi.mp/707473840384/nyc-justice-peer>
Or schedule a meeting with the JPI Director - <https://calendly.com/nyc-jpi-exec-dir>

NYS Rehabilitation Council Seeks Applicants for 2023-25 Term

The New York State Rehabilitation Council is currently seeking diverse membership representation for its next 3-year term. Representing New Yorkers with disabilities, the State Rehabilitation Council (SRC) works collaboratively with ACCES-VR to provide valued advice and guidance on vocational rehabilitation services to the New York State Board of Regents and the Commissioner of Education. The SRC membership is made up of at least 51% of members with a disability and is inclusive of membership of all races and ethnicities, genders, ages, and sexual orientations. [Attached please find the application.](#)

NYS Trauma-Informed Network Seeks Contributors and Participants

Our goal is to support champions of trauma responsive practices across the state with improved connection and access to quality resources. Here you can connect with other organizations around New York State, search resources and events on a variety of topics, and post resources and events that promote trauma-responsive practices. Together we can increase the collective understanding of trauma, improve practice, and support resilience throughout New York State. Not sure where to begin? Consider using the Trauma-Responsive Understanding Self-assessment Tool (TRUST), a free online assessment to determine where your organization might have the greatest opportunity for change. Visit the site: <https://www.traumainformedny.org/Home>

Reclaiming Employment

Live & Learn, Inc. is now recruiting users for a free, new interactive platform for budding entrepreneurs with mental health challenges related to work. Our goal is to prepare users for the logistics and emotional ups and downs of self-employment. For a brochure, [click here](#). Find out more at www.reclaimingemployment.com or email info@reclaimingemployment.com

Share Your Relapse Story: It Might Help Shape Policy

We're accepting Anonymous Relapse Stories in order to help others understand how we want to be treated by our loved ones, caregivers, and employers. Please reply to CityVoices1995@gmail.com with your story. To learn more, [click here](#).

Share Your Tobacco Story: It Might Help Others

We're accepting stories from people who have stopped or reduced tobacco use in ways that can inspire others. We'll work with you to video record your story and create a gallery of Talking About Tobacco Champions. To learn more, send email to academy.virtual.community@gmail.com

The Copeland Center is Seeking Members

It's A Great Time to Become a Member of the Copeland Center Community. We have Something for Everyone! | [Learn More](#)

Youth Peer Services Advisory Council is Seeking Members

The Youth Peer Services Advisory Council is made up of youth, young adults, Youth Peer Advocates, and adult allies across the state who have personal experience as a young person with a disability, emotional and/or behavioral health challenge, or experience in New York State systems such as mental health, special education, juvenile justice, foster care, addiction recovery, health care, etc. Our Mission: To utilize our personal lived experience and training to promote voice and choice for young people to be actively engaged in their own services and the service delivery system. We do this by ensuring the integrity of training and credentialing for Youth Peer Advocate (YPA) services. | [Learn More](#)

Veteran Resources

Post deployment resources for Veterans
MHTTC | [Learn More](#)

Youth Peer Services Advisory Council

The Youth Peer Services Advisory Council is made up of youth, young adults, Youth Peer Advocates, and adult allies across the state who have personal experience as a young person with a disability, emotional and/or behavioral health challenge, or experience in New York State systems such as mental health, special education, juvenile justice, foster care, addiction recovery, health care, etc. Our Mission: To utilize our personal lived experience and training to promote voice and choice for young people to be actively engaged in their own services and the service delivery system. We do this by ensuring the integrity of training and credentialing for Youth Peer Advocate (YPA) services. | [Learn More](#)

Research and Groups Conducting Surveys



**INVITATION TO PARTICIPATE IN RESEARCH ON PEER SUPPORT SUPERVISION COMPETENCIES
PLEASE RESPOND [HERE](#) BY FRIDAY, JUNE 24th EOD**

Dear Peer Support Specialist Workforce and Supervisors of Peer Support Specialists,

Despite various challenges that we continue to encounter and witness in our communities and throughout the world, we hope this finds you reasonably well. We recognize how full your schedules are and appreciate your willingness to consider taking part in this current phase of important research on peer support supervision competencies that we began to explore last year.

Following a series of focus groups we conducted during the past year to develop competency statements for a five-function model of supervision, we are now in the next phase of this exciting research project to advance knowledge about peer support specialist supervision. The overall project goals are to 1) Conduct a needs assessment of supervisors and peer support specialists that will inform the activities of the Community of Practice (CoP) and the curriculum design for future Academy of Peer Specialists (APS) courses for the Supervisor Track and eventual credential for supervisors who meet certification standards for supervising peer support staff; and 2) Employ a Delphi method by which we seek to validate the five-function model of supervision (The Five Critical Functions of Supervision) which has been included in many presentations, workshops, and a peer-reviewed journal article.

We are pleased to share with you the final competency statements developed by focus groups in which some of you participated. We are now conducting a larger survey to help inform this final phase. The survey will be available from Monday, 6/6 until Thursday, 6/24 and should take about 20 minutes to complete. The survey asks you to provide demographic information and to rate a series of competency statements for importance, frequency, and criticality. Your responses will enable us to complete this project and subsequently produce additional guidance for the peer support specialist workforce, supervisors of peer support specialists, and other stakeholders in your organization. We expect to share findings by early fall.

We are truly excited by this opportunity to collectively describe the breadth and depth of peer support specialist supervision! Thank you for interest, commitment, and support of this project. Please do not hesitate to contact me with any questions.

Deadline to respond: June 24

[Link to respond](#)

Jonathan P. Edwards and the Research Team (Amy B. Spagnolo, Rita Cronise, Gita Enders, and Joanne Forbes)

Participants Needed for a Research Study: The Effect of Social Influence on Physical Activity in Adults with Psychiatric Disabilities

Description of Project: The purpose of this study is to understand how relationships with friends, family, and healthcare providers as well as the community affect how people diagnosed with mental health conditions perform physical activity.

We are looking for 200 participants to take part in the research.

To Be Eligible: 1) participant must be 18 years of age or older, 2) have a mental health diagnosis of major depressive disorder, bipolar disorder, schizophrenia, schizoaffective disorder, or generalized anxiety disorder and, 3) be fluent in English (able to read, write, and speak).

What you will do:

You may complete a survey about your physical activity, how your relationships and community influence your physical activity, and provide information about your physical and mental health. The survey is expected to take between 20 and 30 minutes to complete.

To Participate:

You may complete the survey by clicking the link below or scanning the QR code in the attached invitation. https://rutgers.ca1.qualtrics.com/jfe/form/SV_77Fnz6gEVSIQcE6

If you have questions or would like assistance with completing the surveys, please contact the principal investigator of the study, Sean Karyczak, at karyczse@rutgers.edu or 908 (889) 2501.

Participants will be compensated a \$10 gift card for their participation in the study.
IRB Approved ([View QR code and invitation](#)).

Coaching and Advancement for Peer Providers (CAPP)

The Center for Psychiatric Rehabilitation at Boston University is developing and testing a coaching service called Coaching and Advancement for Peer Providers (CAPP). We need Peer Support Specialists (PSS) to participate in our study. You will get \$25 each time you fill out a survey (\$100 total/4 surveys.) [Learn More](#)

Credible Messenger Survey

For the last year, we've been building a robust survey to examine how COVID-19 has impacted the work of Credible Messengers, in collaboration with the New School's Center for New York City Affairs. | [Learn More](#)

Developing a Culturally Relevant Wellness Model for Young Black Adults!

We are interested in creating a wellness model informed by the lived experience of young Black adults that may, in the future, be integrated into mental health, substance use, and trauma peer led wellness programs to potentially improve well-being outcomes among this population. We are recruiting participants to provide feedback on a newly developed wellness model, created for and by young Black adults. You don't need to be a researcher to offer ideas. | [Learn More](#)

Emergency Preparedness Access-A-Ride Survey

The Access-A-Ride Reform Group (AARRG!) would like to know about any safety issues you've had while using Access-A-Ride during the ongoing COVID pandemic. It should take you less than five minutes to complete this survey, and your answers will allow us to advocate for better conditions for Access-A-Ride customers. | [Learn More](#)

Supporting Each Other Survey (Wildflower Alliance)

This survey is intended to take a look at what sorts of responses actually feel supportive. The results will be shared in 2022 and will help guide us in our work and training approaches.

[Learn More](#)

Supported Education Survey (Courtesy The Key Update)

Do you operate a program that provides dedicated supported education services for individuals with psychiatric disabilities/mental health conditions? If so, you are invited to complete a survey to help create a National Supported Education Database (NSEdD). | [Learn More](#)

World Psychiatric Association

Working Group on Providing Mental Health Care for Refugees and Migrants invites you to complete a survey on attitudes towards cultural psychiatry and psychotherapy. | [Learn More](#)

Researchers: Do you Need Participants for a Study or Survey?



If you are a researcher, work for a research institute, or are conducting a survey of the peer support workforce (and related populations) and are seeking participants send a description of your study to academy.virtual.community@gmail.com.

Resources



Addressing Community Grief and Trauma in the Wake of the Tragedy in Buffalo

OMH held a statewide community webinar, “Addressing Community Grief and Trauma in the Wake of the Tragedy in Buffalo.” The presentation was designed to help community leaders - such as clergy, education officials, local government, public safety leads, and behavioral health providers - with understanding how to assist individuals, families, and youth coping with the grief and trauma caused by this horrific event. The presentation provided general information about the mental health effects of racism and violence, crisis response, and helping others cope with grief and trauma. Specific information focused on children and youth. While we discussed the impact of the tragic event in Buffalo, the focus was statewide. We were encouraged to see that more than 1,000 individuals who are interested in assisting with New York State’s healing process attended online.

If you weren’t able to attend, you can find a recording of the proceedings at:

<https://www.youtube.com/watch?v=nVmjFYnQPDM>.

Presentation slides: https://omh.ny.gov/omhweb/disaster_resources/buffalo-tragedy-webinar.pdf

Additional resources for New Yorkers impacted by the Buffalo shooting are available at:

https://omh.ny.gov/omhweb/disaster_resources/emergency-mental-health-resources.html

For a statement issued by NYAPRS following the shooting, [click here](#).

For an article (distributed through NYAPRS ENews) on [Societal Factors that Should Be Considered in Wake of Buffalo Shooting](#), [click here](#).

For resources from the Center for the Study of Traumatic Stress (provided by the NYS Trauma-Informed Network), see the following:

- [Information for First Responders on Emotional Reactions to Human Bodies in Mass Death](#)
- [Leadership Communication: Anticipating and Responding to Stressful Events](#)
- [The Debriefing Debate](#)
- [Restoring a Sense of Well-Being in Children After a Disaster](#)
- [Grief Leadership: Leadership in the Wake of Tragedy](#)
- [Safety, Recovery and Hope after Disaster - Helping Communities and Families Recover](#)
- [Coping with Stress Following a Mass Shooting](#)

[National Child Traumatic Stress Network - Resources in Response to the Buffalo Supermarket Hate Crime](#)

2-1-1 - Need Help? Unsure Where to Go?

2-1-1 is a number to call for free and confidential community referral for food, shelter, rent assistance, childcare options, and other types of community assistance. | [Learn More](#)

988 – A Guide to 988

The main purpose of the 988 number is to simplify access to suicide prevention services and mental health crisis counselors. To achieve this legislation was introduced in 2020 to create a nation-wide three-digit number (988) that will be routed through the existing National Suicide Prevention Lifeline. 988 will be available across the country by July 16, 2022. By creating a mental health crisis number, law enforcement's involvement in mental health crises may be reduced. This shift in mental health crisis response has the potential to break the cycle of ER visits, involvement in the criminal justice system, and experiences with homelessness, which disproportionately affect historically marginalized communities. This guide highlights benefits of 988, reviews key pieces of the federal legislation, and describes state-level efforts. MHTTC | [Learn More](#)

Access to Recovery (Recordings)

- Introducing CORE: Community Empowerment 1/28/22
- Medicaid 101, HARP 101, A2R 2/16/22 | [Learn More](#)

Asian American and Pacific Islander Heritage Month

May was [Asian American and Pacific Islander \(AAPI\) Heritage Month](#), a time to celebrate AAPI individuals in the United States. Older adults make up 10% of the AAPI population in the U.S., and AAPI older adults face barriers—such as linguistic isolation—which can affect their access to health care, economic opportunities, and social services. | [Learn More](#)

Asian American and Pacific Islander Heritage Month – OMH Celebration!

(A letter to the community from Matt Canutson, OMH Diversity and Inclusion Officer) As we celebrate Asian American and Pacific Islander Heritage Month this month, we would like to honor and recognize the remarkable contributions and commitment that OMH's Asian American and Pacific Islander employees make to the mental health field, every single day. We recognize the current and historic disparities that exist for these communities and as an Agency remain committed to ensuring that supports and services are put in place to promote equity and inclusivity for all.

[Learn More](#)

Behavioral Health News Update

The Triumph of Recovery. Note: Steve Miccio is being recognized for the Behavioral Health Advocacy Award | [Current Issue](#)

Cooling Assistance Benefit (HEAP)

If you are eligible, you may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help your home stay cool. In circumstances where an air conditioner cannot be safely installed, a fan will be provided. Only one air conditioner or fan, not to exceed \$800 with installation, will be provided per applicant household. No additional HEAP cash benefits are available. | [Learn More](#)

CCSI Rooted in Resilience

30 Years of Impact Video Series, CCSI | [Learn More](#)

CORE Pre-recorded Webinar

New York State's (NYS) Office of Mental Health (OMH) and Office of Addiction Services and Supports (OASAS) recorded a webinar for all providers of CORE Psychosocial Rehabilitation (PSR) focused on how PSR can be used to support an individual's educational and employment goals. This webinar provides a brief introduction to the Supported Employment and Educational components of CORE PSR, Centers for Medicare & Medicaid Services (CMS) rules around service delivery and allowable interventions under Medicaid, changing how we think about employment and educational goals, the differences between BH HCBS and CORE PSR, training requirements for staff and supervisors providing CORE PSR, and CORE PSR billing information. [Learn More](#)

CTAC | It All Starts with Engagement

Engaging youth and families is the first step in building a positive working relationship. Click on the links below to check out some of our offerings on the [Self-Learning Center](#) at [CTACNY.org](#) (To access the Self-Learning Center, use the same credentials you would use to log into our Registration System or [CTACNY.org](#)).

Credible Messenger National Report

A Gathering Movement" New Research on Credible Messenger Mentoring Across the US | [Learn More](#)

CUCS (Center for Urban Community Services)

Academy for Justice-Involved Practitioners - [Newsletter](#) | [June Catalog](#)

Deegan - Using Medication Optimally to Support Recovery

Patricia Deegan, Ph.D. published a thought-provoking column in the journal Psychiatric Services called "The Journey to Use Medication Optimally to Support Recovery." In this column, Pat identified eight common challenges people face on this journey. You can access this article [here](#).
Center for Practice Innovation | [Learn More](#)

East Side Institute

The East Side Institute for Group and Short-Term Psychotherapy is an international educational, and research center for developing and promoting alternative and [radically humanizing approaches](#) in psychology, education and community building.

[View their Calendar](#) | [Learn More](#)

En Español Webpage

Sobre Nosotros, Productos en Español, Recursos de COVID-19, Iniciativa de salud mental escolar del [MHTTC](#).

Equity as a Foundation for Leadership
The College for Behavioral Health Leadership

Leaders must embody equity as an operating principle – as a mindset – to transform behavioral health systems. To learn more about the experiences of and recommendations for developing equity-grounded leaders and prioritizing health equity, see the [report](#). | [Learn More](#)

Equity, Diversity and Inclusion: Inclusive Language Guidelines (APA)
[Learn More](#)

Evidence Based Practices - Keeping It Practical: Core Skills

Evidence-based practices are often the gold standard for supporting recovery for people with severe mental illness. But, we are not all working in environments with the staffing and/or financial capacity to achieve full fidelity to these models. The on-demand recordings from this 6-part series features leading experts as they review the core aspects of several evidence-based practices and focus on practical skills that participants can do now to make a difference. Click on the links below to watch the on-demand recordings. MHTTC | [Learn More](#)

HIV and Aging Resources

Recently, a brochure was created and made available about the importance for older adults over the age of 50 to “Stay Connected”. | [Learn More](#)

Housing and Homeless Resource Center

This resource provides guidance on helping individuals who are experiencing homelessness obtain identification (ID) documents, including birth certificates, Social Security cards, state-issued IDs, DD214s, and Green Cards. (Repeating the February Newsletter with Toolkit) | [Learn More](#)

Live & Learn Newsletter

This month, our Live & Learn newsletter is focused on acknowledging and supporting the important work of mental health professionals. We're featuring news, resources and offerings from some relevant organizations, so read on, enjoy, and feel free to share. Thank you for joining us. | [Learn More](#)

Maternal Mental Health Hotline

HHS Launches New Maternal Mental Health Hotline - On May 6, the U.S. Health and Human Services Department’s Health Resources and Services Administration (HRSA) announced the launch of the Maternal Mental Health Hotline, a new, confidential, toll-free hotline for expecting and new moms experiencing mental health challenges. The hotline is accessible by phone or text at 1-833-9-HELP4MOMS (1-833-943-5746) in English and Spanish. For more information, click [here](#).

MHTTC | 2021 Needs Assessment Findings

Mental Health Technology Transfer Center (MHTTC) Network (Repeating the Findings) | [Learn More](#)

National Association of Peer Supporters (N.A.P.S.)

News and Opportunities. | [Learn More](#)

Office for New Americans

New York State Office for New Americans (ONA) Webinar: Trauma-Informed Care for Immigrant Service Providers & Legal Advocates held on May 24, 2022.

- [Recording link](#)
- [PowerPoint slides](#)
- [Q&A for questions submitted in the Webinar Exit Poll](#)
- Articles shared by Keighly Rector, webinar presenter
 - [Vicarious Trauma](#)
 - [Trauma-informed Lawyering](#)

New York State Office for New Americans (ONA) - 1-800-566-7636 | <https://dos.ny.gov/office-new-americans>

Older Adults

NCLER (Elder Law) Fact Sheet --Preparing for Medicaid Changes When the Public Health Emergency Expires (Applies to many Medicaid Beneficiaries) | [Learn More](#)

NCLER Digest -- National Center on Law & Elder Rights | [Learn More](#)

National Coalition on Aging - Connect Older Adults to Lifelines - | [Learn More](#)

Older Americans Month

Happy [Older Americans Month](#)! Every May, the Administration for Community Living (ACL) leads the celebration of Older American's Month, and this year's theme, Age My Way, focuses on how older adults can age in their communities, living independently for as long as possible and participating in ways they choose. Visit the [National Center on Law and Elder Rights \(NCLER\)](#). [Learn More](#)

Pathways for Reentry, Employment, and Parenting (PREPARE)

Prepare offers a range of opportunities to fathers and those who serve in father figure roles to increase their parenting skills while strengthening their relationships. Our programs include job readiness training and employment assistance to increase economic stability for fathers and their families. | [Learn More](#)

Peer Credentialing & Training 101 for OMH Providers

On June 8, 2022, the Office of Mental Health hosted a webinar with the Academy of Peer Services, New York Peer Specialist Certification Board, Families Together in New York State and CTAC on the three credentials for the certification of peers under OMH.

[Slides](#) | [Q&A](#) | [Recording](#)

(Peer) Perspectives on Crisis

Perspectives in Mental Health Crisis is a four-part series examining the experiences of Certified Peer Specialists (CPS) as they navigate, utilize, and provide crisis services.

MHTTC | [Learn More](#)

Provider Wellness

The Northeast & Caribbean MHTTC is committed to supporting the wellness and recovery of helping professionals such as teachers, mental health providers, and health providers. Helping professionals are critical to supporting others and may experience compassion fatigue and exhaustion. This webpage houses resources that were created to support wellness, thriving, and flourishing for helping professionals in their own lives and work. | [Learn More](#)

Racial Equity and Motivational Interviewing

CCSI's 2021 Consulting Services webinar – “Starting a Dialogue: Consciously Integrating Racial Equity into Motivational Interviewing and Trauma Informed Care”. | [Dialog](#) | [Partnership](#) | [Recording](#)

Reflective Supervision

Curious about what Reflective Supervision (RS) sounds like? Interested in a quick take on why “drive-by” supervision isn’t the best supervision? Wondering how you might apply RS to a paperwork issue or other administrative challenge? | [Learn More](#)

Reimagining Wellness: Preventing Suicide Among Black Boys

An increasing number of Black boys ages 5-12 are dying by suicide at disturbing rates. The Central East Mental Health Technology Transfer Center partnered with media company Never Whisper Justice to produce Reimagining Wellness: Preventing Suicide Among Black Boys, a new four-part vignette series that addresses this acute trend. These short films feature interviews with experts — a policymaker, school-based mental health program director, senior social impact advisor, and community capacity building manager — who share their unique perspectives on improving well-being and reducing mental health disparities among Black male youth. | [Learn More](#)

Resilience in Youth and Families

What makes someone resilient? Is it their inner strengths? The systems that they are embedded in or their culture? Or is it the support of family and significant others? The truth is that everyone is resilient and all of those factors help us adapt to the challenges that we face.
CTAC Self-Learning Center | [Learn More](#)

Rights and Protections Under Parity Law

New HHS Resources to Help People Seeking Care to Understand and Access Protections Offered Under the Parity Law for Mental Health and Substance Use Disorder Benefits | [Learn More](#)

Rites & Rituals- Bringing a Cultural Lens to Positive Youth Development for Black Girls

Positive Youth Development (PYD), adopted as a theory in the 1990’s has been used to engage youth, focusing on mutually beneficial relationships within their social worlds, but unabridged, lacks the cultural aspects that can make this practice useful to Black girls. This reference guide addresses varying challenges in the development of Black girls that should be taken into consideration for a more diverse

and inclusive use of the practice. In addition, this guide provides examples of programs that are utilizing PYD interventions that consider aspects of development that are unique to Black girls, utilizing “rites of passage” frameworks as the antidote. | [Learn More](#)

SAMHSA 2020 Behavioral Workforce Report

The “Behavioral Health Workforce Report” consists of four parts. First, it describes various types of evidence-based models of care. Each description discusses the various staffing models for both mental health and substance use models of care. Under workforce supply and demand, the report anticipates the need for 1,103,338 peer specialists to meet the demand in the coming years. | [Learn More](#)

Self-Care Portal for Behavioral Health Professionals

The Central East MHTTC has launched a new online platform that offers a comprehensive approach to workplace well-being. This interactive tool will enable behavioral health providers and organizations to assess and improve both individual and collective well-being. The Central East MHTTC created the platform in collaboration with the University of Maryland School of Medicine, MedStar Health, Georgetown University Hospital and 3C Institute. [Take the assessment](#) | [Learn More](#)

SOAR: SSI/SSDI Outreach, Access, and Recovery

SSI/SSDI Outreach, Access, and Recovery (SOAR) is funded by the [Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#) and is a national program designed to increase access to the disability income benefit programs administered by the [Social Security Administration \(SSA\)](#) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. | [Learn More](#)

SSI Online Tool

We are pleased to tell you about a new [tool](#) people can use to tell us they, or someone they are helping, wants to apply for [Supplemental Security Income \(SSI\)](#) and other benefits. The process takes only 5 – 10 minutes and asks for basic information about the person who wants to apply for SSI. A Social Security representative will schedule an appointment and send the appointment information by mail (or email, if provided). In some cases, a Social Security representative may call to schedule the appointment. | [Learn More](#)

Social Security Disability Insurance and Retirement Benefits

Advocates can support older adults by helping them access a broad range of benefits and programs. [This Practice Tip](#) will discuss the possibilities and considerations for early retirement beneficiaries who may be able to increase their monthly income and access to health benefits by filing for Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI). **NCLER** | [Learn More](#)

SSI Basics - Additional NCLER Resources:

- NCLER Training: [SSI Basics](#)
- NCLER Issue Brief: [SSI Basics](#)

- NCLER Training: [Pandemic-Related Disaster Assistance for SSI Recipients](#)
- NCLER Practice Tip: [Important Change for SSI Recipients and Applicants](#)
- NCLER Training: [Social Security Overpayments and Low-Income Clients](#)

NCLER Events: On April 1st and April 4th, the Social Security Administration is hosting presentations for advocates who would like to hear more about the expanded reopening of Social Security Administration field offices for in-person service. They will also provide an update on their new Electronic Protective Filing Tool and their People Facing Barriers Initiative. These presentations will be offered in two separate Microsoft Teams presentations. Please use the information below to join either session. | [Learn More](#)

Supporting Entrepreneurs with Psychiatric Disabilities

New published research from Live & Learn, Inc. (2021) finds that self-employed individuals with psychiatric disabilities may face unique challenges to running a business. | [Learn More](#)

Talking About Tobacco

APS Series on becoming a champion for helping people to explore options around tobacco use is available for continuing education credit, or to be customized and provided to your organization. [Learn More](#)

Telehealth Peer Support Training

APS Series on Telehealth Peer Support is available for continuing education credit, or to be customized and provided to your organization. [Learn More](#)

Telehealth Policy Education

Do you need to understand more about Telehealth Policy? The following series from the Center for Connected Health Policy (CCHP - The National Telehealth Policy Resource Center) provides the basics. [Telehealth Policy Video Learning Series](#)

TI-ROSC Community Transformation Academy (CTA) Application Trauma-Informed Recovery-Oriented System of Care

To address opioid use more effectively and/or stimulant use in your community, the National Council for Mental Wellbeing, in partnership with the American Academy of Addiction Psychiatry and the Opioid Response Network, invites you to apply to the Community Transformation Academy (CTA). Through existing community coalitions, or through building new community coalitions, community groups can create and implement a trauma-informed, recovery-oriented system of care (TI-ROSC) that supports and enhances substance use prevention and treatment efforts in your community. | [Learn More](#)

Trauma-Informed Expressive Arts Toolkit (MHTTC)

Artistic expression can be healing. Expressive Arts Therapy is the intentional use of multiple arts modalities--such as visual art, creative writing, music, movement, and theater--to promote psychological growth and well-being. Use the Pacific Southwest MHTTC's new [Trauma-Informed Expressive Arts Therapy Toolkit](#) to foster healing and growth through the creative process.

Trauma Responsive Practices in Education Training of Trainers

This 3-day (20 hours) interactive in-person training was facilitated by Resilient Futures and grounded in the evidence-informed Healthy Environments and Response to Trauma (HEARTS) framework developed in 2008 at the University of California, San Francisco (UCSF). The HEARTS framework is grounded in neuroscience, resilience, and attachment theory focusing on the protective factors that build resilience as defined by the evidence-based Attachment, Self-regulation, and Competency (ARC) model (Blaustein & Kinniburgh, 2006). To learn more about Resilient Futures, [click here](#).

Hosted by MHTTC | [Learn More](#)

TU Collaborative Free Resources for Remote Community Participation

[Keeping Connected While Staying Apart](#)

UIC Solutions Suite for Health & Recovery

"The UIC Center offers tools, curricula, and implementation manuals for free use in community-based programs, peer-run programs, or one's own life. You can introduce the entire complement of products to foster improved health, wellness, and mental health recovery. Or you can choose the ones that will work best for your program or your life. | [Learn More](#)

Veteran Resources

Post deployment resources for Veterans, MHTTC | [Learn More](#)

Weitzman - 3 Amigos of Mental Health

Michael Weitzman, [View Recording](#) | [Listen to Podcast](#) | [Podcast 2](#)

Well-Being Information and Strategies for Educators (Classroom WISE)

3-part training package that assists K-12 educators and school staff in supporting the mental health of students in the classroom. Developed by the MHTTC Network in partnership with the National Center for School Mental Health, this training package offers evidence-based strategies and skills to engage and support students experiencing adversity and distress. Access the learning objectives and a list of the evidence-based components of Classroom WISE [here](#).

Wellness Institute Monthly Calendar ([View Calendar](#))

National Mental Health Awareness Month You can find resource kits for Mental Health Awareness Month 2022 For posters on person-first language, visit the American Hospital Association website.



Other News

Looking for more news?

[The Key Update](#)

Check the National Mental Health Consumers' Self-Help Clearinghouse Newsletter
The June Edition features:

1. "False diagnoses and bad drug recommendations are now just a few hashtags away, new research warns"
2. MFI to Present "Viewing the Suicide Prevention Industry Through a Critical Lens"
3. *NY Times* Reports: "Doctors Gave Her Antipsychotics. She Decided to Live With Her Voices."
4. TU Collaborative's Parenting Through Leisure Series Continues on June 2
5. June 3 Is Gun Violence Awareness Day. Wear Orange! More Americans Died of Gun-Related Injuries in 2020 Than in Any Other Year on Record.
6. "Courageous Conversations: Cultivating Cultural Humility and Managing Biases with Families Facing Serious Mental Illnesses and Serious Emotional Disturbances"—Session One of Three
7. NYAPRS to Host Three Free Webinars in June
8. Reclaiming Employment™ Platform Offers Self-Employment Support
9. Latest N.A.P.S. Newsletter Offers Opportunities for Peer Supporters!
10. AHRQ Invites Public Comment on a Potential Service-Recipient Survey to Assess Inpatient Mental Health Care
11. HHS Announces Its First-Ever Behavioral Health Recovery Innovation Challenge
12. Poor People's and Low-Wage Workers' Assembly & Moral March on Washington June 18
13. NARPA Announces Exciting Keynoters to Speak at Its 2022 Annual Rights Conference, October 26-29
14. Free Webinar: "Integrating Faith & Spirituality into Trauma Recovery"
15. Doors to Wellbeing Will Host the Next Free Webinar in its Monthly Series on June 28
16. TU Collaborative Offers a Free Publication on "Why Mattering Matters"
17. Save the Date: National Latino Behavioral Health Conference
18. National Safety Council Offers a Free Webinar Series Focusing on Mental Health in the Workplace
19. The June 2022 Digest of Articles Offering Healthy Lifestyle Advice
20. The June 2022 Digest of Articles about the Criminal Justice System, in Which Many Individuals with Mental Health Conditions Are Incarcerated (*and the Key Update continues after this Digest*)

Read it here! <https://www.mhselfhelp.org/the-key-update-latest>

What's your favorite newsletter or blog site?

You can help to promote the work of your group or your favorite peer-organization.

Send links to newsletters to: academy.virtual.community@gmail.com

Job Openings



Please note:

Job Openings and Open Jobs Reports are provided as a public service for our learners, our alumni, and the larger community of peer support workers, supervisors, and colleagues of those who provide peer support services.

For more information about a specific job, please contact the employer directly.

Current Job Openings

The jobs listed in the newsletter are current as of June 12, 2022. We receive new job openings from employers regularly. For the latest jobs that have been submitted to the Academy of Peer Services, visit the [Job Seekers page](#) on our website. This page lists positions submitted directly to us by employers looking for qualified peer support and supervision candidates. (For Youth and Family Peer Advocate postings, check the listings on [Families Together in NYS](#).)

Openings are listed in order of submission. Most recent jobs are listed at the top.
These are updated regularly.

Virtual (some travel)

[Director of Workforce Development](#)

Families Together in NYS

Syracuse

[Peer Specialist](#)

CirCare

Central Islip

[Executive Admin Assistant](#)

Hands Across Long Island

Corning

[Peer Specialist, and Social Skills Counselor](#)

Pathways, Inc.

Albany, Rensselaer, and Westchester/Rockland counties

Peer Support Mentors

Mental Health Empowerment Project (MHEP)

Hudson River Field Office

Regional Advocacy Specialist 2

NYS Office of Mental Health

Bronx (updated salary)

Peer Specialist – Intensive Treatment Living Residence (Full Time)

Peer Specialist – Intensive Treatment Living Residence (Part Time)

Program Description

St. Joseph’s Medical Center

Bronx, Upper Queens, and Far Rockaways

Peer Bridger- AHI Full Time

Peer Bridger – AHI Part Time

Community Access

Rockland

Peer Bridger (full time)

To apply, download and complete this [competency scale](#)

NYAPRS located at Rockland PC

Queens

Peer Bridger (part time)

To apply, download and complete this [competency scale](#)

NYAPRS located at Creedmoor

Long Island

Peer Bridger (part time)

To apply, download and complete this [competency scale](#)

NYAPRS located at Pilgrim

Brooklyn

Peer Counselor

[NYU Langone Health](#)

New York City

Project Manager

Research Foundation for Mental Hygiene, Inc. (RFMH)

New York City

[NYS Employment Executive Director](#)

NYS Office of Language Access

Remote

[Peer Support Supervisor \(Overnight\)](#)

Vibrant Emotional Health (NYC)

Remote

[Forum Moderator \(part time, contract\)](#)

Live and Learn

Virtual

[Director of Workforce Development](#)

(Some travel to NYC and Albany, but mostly remote)

Families Together of NYS

Bronx

[Young Adult Assertive Community Treatment \(YA ACT\)](#)

CASES

Remote

[Super Moderator](#)

Live & Learn, Inc.

(Based in California, but the position can be done from anywhere)

Brooklyn

[Patient Navigators](#)

[Pilot Project \(description\)](#)

NYU Langone Health

Interested in a Career with New York State?

They are always hiring. | Search [StateJobsNY](#)

Also, check this listing of upcoming [Civil Service Exams](#)

Visit our Job Search Strategies Page

Still looking? For more recent job openings submitted to the Academy of Peer Services, visit the [Job Seekers page](#) on our website. These are updated regularly.

There are many more openings available than those listed. You can check through temporary staffing companies and employment agencies like Indeed, Job Zone, Career Builder, and the Dept. of Labor (DOL). To do a search specific to the type of job that you are looking for, review the information below.

Job Search Help

If you want to manually search various employment agencies and staffing companies, use the search terms below that are most relevant to the position you are seeking and enter them with the employment agencies listed below:

Terms used in the Search

- Family Advocate
- Family Peer
- Forensic Peer
- Housing Peer
- Justice Peer
- Outreach Specialist
- Peer Advocate
- Peer Coordinator
- Peer Coach
- Peer Companion
- Peer Counselor
- Peer Educator
- Peer Mentor
- Peer Navigator
- Peer Specialist
- Peer Support
- Peer Supervisor
- Recovery Peer
- Respite Care
- Respite Specialist
- Respite Worker
- Supportive Housing Specialist
- Youth Peer Advocate

Employment Agencies to Search (starter list)

<https://dol.ny.gov/find-job-0>
<https://www.careerarc.com>
<https://www.careerbuilder.com>
<https://www.dejobs.org>
<https://www.glassdoor.com>
<https://www.indeed.com>
<https://www.jobzone.ny.gov/views/jobzone/guest.jsf>
<https://www.monster.com/>
<https://www.simplyhired.com>
<https://www.usajobs.gov/>
<https://www.workforcenow.adp.com>
<https://www.ziprecruiter.com>
[nyc.gov/jobs](https://www.nyc.gov/jobs)

LinkedIn Basics (video):

<https://edu.gcfglobal.org/en/linkedin/searching-for-jobs-on-linkedin/1>

Funding Opportunities



Deadline: May 17, 2022

Benefits & Work Incentives Navigators

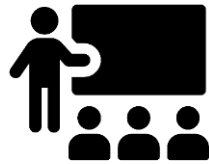
The New York State Office of Mental Health is providing one-time targeted investments to train **Benefits & Work Incentives Navigators** in OMH-licensed, funded, and designated programs to improve consumer experience and outcomes. [Learn More](#)

This information is also available in the New York State Contract Reporter at:

<http://www.nyscr.ny.gov/adsOpen.cfm?ID=12EAC2C3-6B3C-44C6-A68A-EBD512321476>.

APS Training/Support Network

APS has established a network of training and support organizations that meet regularly to share strategies, approaches, and best practices in delivery of live peer support training. These organizations are listed on the Virtual Learning Community website and can advertise upcoming training opportunities through the Virtual Community calendar and newsletter.



[View the Training/Support Network Page](#)

Training Organizations offering Peer Support Training

Instructor-Led Peer Specialist Training Opportunities
(Organizations that offer certification preparation based on APS)



Several organizations around the state offer instructor-led peer specialist training based (at least in part) on APS courses. Many of these training programs provide an opportunity to learn in a group environment and to help you to be better prepared to take the tests in the Academy of Peer Services.

Association for Mental Health and Wellness (AMHW)

Long Island

Peer Workforce Readiness Basics and Peer Specialist Training
Careers in Recovery and Wellness Training Center
8-week training offered live online through Zoom

AMHW | [Learn More](#)

Howie the Harp

16 Week Sessions with 12 Week Internship
Employment Support
Community Access | [Learn More](#)

Hands Across Long Island (HALI)

APS Learning Collaborative / Term 2
Preparation for the APS Tests toward NYCPS Certification

[Learn More](#) | [Schedule](#) | [Office Hours](#)

Institute for the Development of Human Arts (IDHA)

View their latest video and year-end report

[Learn More](#)

LaGuardia Community College

Mental Health Peer Specialist Training Program
Preparation for the APS Tests toward NYCPS Certification

[Learn More](#)

MHA Rochester Peer Academy

One-month sessions (every other month)
Monday-Friday, 10:00 - 2:00 pm

Goals: Professional Development, Work Readiness and Individual Wellness

[Apply Now!](#)

MHA Westchester Peer Specialist Training

Monday, Wednesday, Friday: 2:00 - 4:00 pm
Preparation to take the NYS Peer Exams

[Program Brochure](#)

Mental Health Empowerment Project (MHEP)

Empowerment Exchange (Troy)
RISE Center (Mt. Vernon)
8-week peer specialist training

[Learn More](#)

New York City Health + Hospitals

NYC H + H Peer Academy

Free training toward NYCPS and CRPA

[Learn More](#)

Does your organization offer instructor-led or peer facilitated training to help learners prepare for the NYCPS certification? To learn more about joining the Training/Support Network, send email to academy.virtual.community@gmail.com

About the Academy of Peer Services



The Academy of Peer Services (APS) is free of charge and open to anyone who has an interest in learning about peer support services. To access APS: <https://www.academyofpeerservices.org>

Through the generous support of the New York State Office of Mental Health, APS offers over 90 online self-paced courses, 13 of which are approved for the initial application to attain a New York Certified Peer Specialist NYCPS or NYCPS-P (Provisional) certification.

All of our courses are approved by the New York Peer Specialist Certification Board (NYPSCB) for continuing education on current topics related to peer support services and supervision. To learn more about APS, including the Terms of Use, Frequently Asked Questions (FAQ), and User Guide, [click here](#).

About the Virtual Learning Community



The Virtual Learning Community is a companion to the Academy of Peer Services that is intended to help create a bridge from online learning to real world practice. Our Virtual Learning Community website is: <https://aps-community.org>. The website News, Calendar, Job Bank, Webinar, Support, Research, Resources, and other pages are updated regularly.

If you have questions or anything else to add to our website or newsletter, send email to academy.virtual.community@gmail.com.

To receive updates, join our free Virtual Learning Community mailing list. If you are not already a member of the Virtual Learning Community, sign up for our free mailing list. To sign up, [click here](#).

APS Networking Meetings



The APS Virtual Networking Meeting is held on zoom every Tuesday evening from 5:15 – 6:30 pm Eastern.

Facilitators: Rita Cronise and Maryam Husamudeen, with guest speakers and facilitators welcome! | [Register in advance](#)

APS End User Support

If you have questions related to the Academy of Peer Services online courses, contact Maryam by email: academyofpeerservicesnyomh@gmail.com or by phone during business hours (M-F, 9 AM-5 PM)



Monthly Column: Ask Maryam

When you send an email for support, Maryam Husamudeen answers your questions. As a regular feature of the newsletter, Maryam will answer some of the most frequent questions she receives from our learners.

Question: What kind of support do you offer?

For a recent webinar for OMH providers, I presented on different aspects of my role in APS:

1. Email Support

When a learner sends an email request to academyofpeerservicesnyomh@gmail.com or maryamh@nyaprs.org, I am the one to respond and address your needs for assistance with your account access, reset password, address change, and allow pop-ups just to name a few.

2. Phone and text Support

I am aware that some learners are not comfortable with sending emails, so I welcome text communication. Depending on what assistance the learner needs respond with as much support as I can. I even provide step by step pictures of the process they need me to address if it is helpful. I also give support on those moments the Peer just needs an ear. I have found that many times words get lost in translation when it is emailed or texted so making a phone call is always welcomed.

3. Tracking

I keep a daily record of each call/text/email I receive. From peers to Advocates to persons interested in APS for themselves or their program members. The system I use is called Excel. Monthly I report my Excel to my APS Director and my Supervisor of NYAPRS. This allows them to review my work, the issues I am addressing, and the support requested by learners and programs.

4. Level 2 Technical or Course Content Support

When there is an issues or concern that I can't address there is another level of support in place to assist and review the concern. This level reviews problems with the platform, accessibility issues, or questions about the content of a particular course or test. Other team members in APS are available to assist with these issues.

5. Follow Up

When a call or email is referred to Level 2 tech support or others in the team, I follow up to ensure the issues or concerns were addressed. We discuss issues during our Staff meeting and concerns found by learners are addressed by the appropriate team member to offer assistance and feedback. If a learner has an issue I need to refer, I make every attempt to keep the learner up to date on the process or status of their concern.

6. Reporting

On a monthly basis I provide a report of all the calls, text messages and emails I receive daily from learners and agencies. This report gives useful trends about those who are accessing APS, challenges they are having with the site or the overall certification process, and issues people may be having one or more of the courses. This provides the APS course designers an opportunity to consider changes that will make the courses easier to access and use. The monthly reports also provide useful information for our funders.

'Ask Maryam'. If you have a question for the next issue of the newsletter, send it to "Ask Maryam" at academy.virtual.community@gmail.com (the newsletter email address). For other questions you can reach Maryam via the APS User Support email: academyofpeerservicesnyomh@gmail.com or call during business hours (M-F: 9-5) at 917-837-1957.