Peer Credentialing & Training 101 for OMH Providers:
NYS Certified Peer Specialist Certification & Youth and Family Peer Advocate Credentials

6/8/2022

Webinar Logistics

- All participants are muted upon entry
- Enter questions or comments for the presenters in chat-send to “everyone” not just presenters
- Q&A will be at the end of the webinar
- If you want to ask a question verbally, please use the raise hand feature and you will be unmuted
- Stop video if you’re not speaking for bandwidth considerations
- Presentation is being recorded.
- Recording and slides will be distributed to all registrants
- A FAQ will be distributed to registrants including questions and answers that we might not have time today to address
Purpose of Webinar

- This webinar is intended for employers or prospective employers in an OMH-run program or in an Office of Mental Health-funded, -licensed, and -designated program to learn about the **training** and **certification/credentialing process** and **requirements** for all three OMH Peer Credentials.
  - New York Certified Peer Specialist
  - Youth Peer Advocate Credential
  - Family Peer Advocate Credential

Today’s webinar will NOT:

- Address specific questions about personal credentials. If you have a question about your certification or credential, please follow up with your credentialing or certification entity.
- Address the OASAS peer certification (CRPA). For more information, you can follow up with OASAS or New York Certification Board:
  - [https://oasas.ny.gov/recovery/become-certified-recovery-peer-advocate](https://oasas.ny.gov/recovery/become-certified-recovery-peer-advocate)
  - [http://nycertboard.org/](http://nycertboard.org/)
## Order of Presentations

| 1. | New York Certified Peer Specialist (adult mental health peer certification) |
|    |    | Academy of Peer Services |
|    |    | New York Peer Specialist Certification Board |
| 2. | Youth Peer Advocate Credential | Families Together of New York State |
|    |    | Community Technical Assistance Center |
| 3. | Family Peer Advocate Credentials | Families Together of New York State |
|    |    | Community Technical Assistance Center |
| 4. | Questions & Answers |   |

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**Peer Credentialing & Training for OMH Providers**

Development & Evolution of the Academy of Peer Services
APS is funded by OMH, and is operated by Rutgers University, in cooperation with NYAPRS.

APS Team

Amy Spagnolo
Project Director

Rita Cronise
VLC Coordinator

Karen Richards
Instructional Designer

Athena Anderson
Instructional Designer

Maryam Husamudeen
User Support Specialist

Varsha Kamat
Web & Data Analyst
Transformation Grant:
- Increase skill level
- Improve overall quality of peer services in NYS
- Use tech for access & sustainability
- Ensure training rigor

Early Development:
- Needs assessment
- Forum
- Course development
- Authors from peer-run organizations
- Avg 16 hours long

Relaunch:
- ID process with SMEs
- Avg 4 hours long
- Meets requirements of Medicaid-billable PSS
- Accessible formats

Core Competencies:
- Values & Principles
- Evaluation & Outcomes
- Core Skills
- Advocacy & Rights Protection
- Cultural Competency
Universal Design for Learning

Multiple engagement strategies

Multiple content delivery methods

Multiple opportunities for meeting objectives
70+ Subject Matter Experts

Open Source
All courses are open source (no proprietary information)
Online & on-demand
Core 24/7 during terms
CE available year-round
Free for learners
90 courses
13 core
28 elective

44 continuing education
2 supervision
3 development
Terms

Three 12-week terms per year

Core and electives closed for 4 weeks between terms
  • Review/replace test items
  • Fix broken links
  • Revise course content based on user feedback

CE courses open between terms

Virtual Learning Community

Online Learning

Virtual Learning Community

Practical Skills
Virtual Learning Community

- Website
- Calendar
- Job Bank
- Newsletter
- Resources
- Collaboration
- Research
- Webinars

Virtual Learning Community

Weekly meetings
Share passion
Learn with others
Join us!
Community Training Groups

In-person and “live” virtual options
Instructor-led

Peer-to-peer interactions
Best of both worlds

Group & individual support for learning

User Support

Email support
Phone & text support
Tracking
Level 2 tech support
Follow up
Reporting
Thanks!

Please include questions for the Academy of Peer Services in the Chat Box.

The Development of the Peer Specialist Certification in New York State

Tanya Stevens
Deputy Director, Mental Health Empowerment Project and Certification Board Director
Training & Certification Overview

Funding through the NYS Office of Mental Health

APS
Training platform offering free online courses required for NYCPS certification

MHEP
Offers in-person training to support learners in APS online courses

NYPSCB
Certification body offering free NYCPS and NYCPS-P certification to qualified applicants

What is Certification?

Identifies minimum standards for training and experience

Identifies professionals who are specialists in their field

Promotes skilled workforce

Designed to recognize the skills & experience acquired by peers that qualifies them to assist others in their recovery journey
**Peer Certification**

You must be certified to deliver Medicaid-reimbursable peer support services.

Certification requires documentation of:
- Education
- Training
- Work experience

By earning **New York Peer Specialist Certification**, you’re recognized as a qualified professional in the mental health system, based on the *shared personal experience* paradigm.
History of Peer Specialist Certification in NY

- NYS OMH received a Transformation Transfer grant for the development of peer-run Recovery Centers
- MHEP and OMH convened peer leaders from across NYS to determine core competencies required for peer staff and managers to be successful
- The NYPSCB officially began meeting toward the development of a peer specialist certification (NYCPS)
- A needs assessment was conducted in collaboration with peer leaders and Rutgers University and NYAPRS about the most important, critical, and frequent competencies needed by Recovery Center staff and managers
- The Academy of Peer Services was launched
- NYCPS certification was officially launched
- MHEP awarded contract to support NYPSCB

NYPSCB Mission

To preserve the integrity of peer support through the development of standards of competency and practice
About the Certification Board

**Board Roles**
The NYPSCB sets the standards of the Peer Specialist Certification as well as the criteria by which applications are reviewed and certifications issued.

**Staff Roles**
Staff provide administrative support to the board, review and prepare applications for the board’s review, etc.

*Only the Board is authorized to approve applications.*
The certification board sets standards - staff implement them.

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**NY Peer Specialist Certification Purpose**

- Established qualifications for the workforce
- Set the standards for the skills and training required
- Provided a credential for Medicaid reimbursement for peer support services
Two Levels of Certification

NY Certified Peer Specialist (NYCPS)

2000 hours supervised work experience

NY Certified Peer Specialist- Provisional (NYCPS-P)

No work experience

http://nypeerspecialist.org
info@nypeerspecialist.org

How to Become Certified

• Meet all standards for NYCPS Certification

• Complete either the NYCPS or NYCPS-P (provisional) application and submit it and all required documents

• Read and agree to abide by the Code of Ethical Conduct and Disciplinary Procedures

TIP: Use the checklist on page 1 of the application to make sure you submit all required documents
How to Become Certified (cont.)

Before applying review the Requirements on Page 4 of the application!

Contact us with any questions at: info@nypeerspecialist.org
To download an application visit: nypeerspecialist.org

NYCPS-P Requirements

Peer Status
Must identify as actively in recovery from a mental health condition or major life disruption and self-disclose one’s mental health recovery journey

Education
A minimum of a high school diploma or the equivalent

Training and Education
Complete all 13 Core Courses of the Academy of Peer Services:
www.AcademyofPeerServices.org
Successfully complete post-tests for all Core Courses

Professional References
Submit three signed references from individuals able to speak to your ability as a peer specialist directly to the NYPSCB
NYCPS (Full) Requirements

Application is the same as NYCPS-Provisional with added:

Training and Education
Successfully complete all 13 Core Courses of the Academy of Peer Services:

AND
Complete a minimum of 5 additional Electives (15 hours of training total)

AND
Supervised Work/Volunteer Experience
Document 2000 hours of peer specialist experience under the supervision of a qualified supervisor

NYCPS-P Renewal

To renew the NYCPS-P, you will need to submit:

- 20 hours of Peer Specialist specific training every 2-years (10 hours per year of certification)
- The training must have been completed after initial NYCPS-P certification date
- Training can be fulfilled by taking additional, not previously completed, APS Elective Courses or other board approved workshops or training.

All renewal documents and certificates must be submitted to http://nypeerspecialist.org/ or mailed to:

New York Peer Specialist Certification Board
3 Atrium Drive, Suite 205
Albany, Ny 12205
Upgrade to NYCPS (Full)

In addition to the NYCPS-P, you need to submit:

**Training** – An additional 15 hours (minimum) of board approved continuing education

**Letter of Recommendation** – Signed letter of recommendation from current or most recent supervisor expressing perception of the experience and knowledge of applicant’s ability and performance as a Peer Specialist

**Work/Volunteer Experience** - 2000 hours of documented peer work/volunteer experience under the supervision of a qualified supervisor on Experience Verification Form

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Renewal Questions

**My Renewal date is coming up- should I apply for the Upgrade?**
If your renewal date is approaching- focus on your Renewal before Upgrading.

**My renewal is past due, and I need more time to submit my renewal. What should I do?**
Request an extension to be given additional time to complete your Renewal.

**How can I request an extension?**
Extension requests should be submitted in writing by email to info@nypeerspecialist.org
Questions?

New York Peer Specialist Certification Board
3 Atrium Drive, Suite 205
Albany, New York 12205
Phone: 518.426.0945
www.nypeerspecialist.org

NYPSCB Coordinator, MHEP
info@nypeerspecialist.org

Questions for the New York Peer Specialist Certification Board can be placed in the chat
Training and Credentialing for YPAs and FPAs... What You Need to Know

Presenters:
Susan Burger, FTNYS
Robbie Lettieri, FTNYS
Lydia Franco, CTAC

Families Together In NYS

The Department of Workforce Development oversees Training and Credentialing Activities for Family Peer Advocates and Youth Peer Advocates.

We develop and provide Continuing Education options for advocates and their supervisors and Technical Assistance is available to agencies who currently provide, or are interested in providing, Family Peer Support and/or Youth Peer Support and Training.
Families Together in NYS

PARTNERSHIP

goals  collaboration  growth  ideas  teamwork  success

Community Technical Assistance Center

- Part of New York University's McSilver Institute for Poverty Policy and Research
- Training and TA for NY Behavioral Health Providers
- Dual focus on supporting the Family and Youth Peer Advocate workforce + supporting agencies' to effectively implement peer services
- Online training for Family and Youth Peers and their supervisors on the CTAC Self-Learning Center
- Partner closely with Families Together in New York State and Youth Power in all of this work

Community Technical Assistance Center
Why a Credential?

- Supports Uniform Competency
- Promotes leadership and professionalism
- Expands reimbursement options

Youth Peer Advocacy

Families Together in New York State
Definition of Youth Peer Services

YPS are provided by a trained and credentialed Youth Peer Advocate (YPA) who is uniquely qualified to work with youth & young adults based on their personal lived experience navigating a child serving system and the specialized training they receive.

Youth Peer Services can be provided through individual and group face-to-face work in various settings (e.g. family’s home, community, office, virtual, telephone.)

YPA Credential Requirements

**Provisional Credential**
- Lived Experience
- Level 1 Training
- 18 – 30 years old
- High School Diploma or equivalent (Education Waiver for eligible candidates)
- 2 letters of Recommendation
- Statement of Lived Experience
- Signed Code of Ethics
- Valid for 18 months

**Professional Credential**
- Level 2 Online Training & IN PERSON/Virtual Training
- Supervisor Letter of Recommendation
- Documented Work Experience
  - 600 hours for YPAs
- Signed Code of Ethics
- Renewed every 2 years with 20 hours of Continuing Education
Youth Peer Advocate Applications

Provisional
Youth Peer Advocate Provisional Credential Application online
Youth Peer Advocate Provisional Credential Application (print version)

Professional
Youth Peer Advocate Professional Credential Application online
Youth Peer Advocate Professional Credential Application (print version)

Defining Lived ‘Experience’
Lived experience relates to personal experience navigating one or more child service systems/services such as:

- Mental Health
- Special Education
- Child Welfare
- Substance Use
- Juvenile Justice
- Criminal Justice
- Intellectual or Developmental Services
- Complex Healthcare Needs
- Vocational Services
Level-1 YPA Training

Level 1 Required Online Training Modules

1.1 Introduction to the Youth Peer Advocate Role
1.2 Developing Self Efficacy
1.3 Cultural Competence
1.4 Professional Expectations
1.5 Small Group Facilitation
1.6 Navigating the System
1.7 Documenting Your Work

Level-2 YPA Training

Level 2 Required Online Training Modules

2.1 Working Across Systems
2.2 Service Systems Part 1
2.3 Service Systems Part 2
2.4 Education to Careers
2.5 Understanding Marginalized Populations
Level 2 Training Continued

In-Person/Virtual Training

- 1.5-hour Orientation
- Four 4-hour training days

Coaching Calls

- Five 1.5-hour calls to reinforce application of skills and competency in practice

In-Person YPA Training

The In-Person/Virtual YPA Training covers several different topics. Some of those topics include:

- Clarifying the Youth Peer Advocate Role
- Building Positive Connections
- Mentoring and Coaching
- Cultural Competency
- Interdependence
- Professional Expectations
- Documentation
Consultation Calls

As part of the Level 2 Training, one must complete 5 Consultation Calls (1 hour 30 minutes each).

1. Personal & Professional Self Care
2. Role Clarity
3. Working with a Team
4. Building on Strengths Through Cultural Humility
5. Utilizing Your Skills to Empower Young People
How Do I Access the Youth Peer Advocate Training?

When you click the button below you will be redirected to the Self-Learning Center hosted by our partners from the Community Technical Assistance Center of New York (CTAC). This is where you will access the online training modules.

CLICK HERE for a ‘Getting Started’ guide. You will need to enter this unique Access Code to enroll in the training: YPATraining

More information about each level of the YPA Training is available in the menus below.

CTAC Self-Learning Center

YPA Level 1 Online Training

YPA Level 2 Online Training

YPA Level 2 In-Person/Virtual Training

What is a Youth Peer Advocate?

Youth Peer Advocates are individuals between 18-30 years of age who self-identify as a person with first-hand experience with a social, emotional, medical, developmental, substance use, and/or behavioral challenges as a young person or have received services in any one of the child-serving systems (juvenile justice, foster care, special education, or addiction recovery). YPAs use their lived experience to promote resiliency, recovery, wellness, and self-efficacy in young people and promote the practice of youth-guided and family-driven approaches.

YPST Scope of Work

Youth Peer Advocate Provisional Credential

Youth Peer Advocate Professional Credential

Youth Peer Advocate Credential Renewal

Youth Peer Advocate Code of Ethics
The Steps to a Professional Credential

- Level 1 Training
  - Online modules

- Apply for a Provisional Credential

- Level 2 Training
  - Online modules
  - 4 Day Virtual Training
  - 5 Consultation Calls

- Apply for a Professional Credential

- Renew every 2 years
Family Peer Advocacy

Definition of FPSS

FPSS are provided by a trained and credentialed Family Peer Advocate (FPA) who is uniquely qualified to work with families based on his/her personal experience parenting a child with similar needs and the specialized training they receive.

FPSS can be provided through individual and group face-to-face work in various settings (e.g. family's home, community, office, telephone.)
Credential Requirements

<table>
<thead>
<tr>
<th>Provisional Credential</th>
<th>Professional Credential</th>
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<tbody>
<tr>
<td>• Lived Experience</td>
<td>• Level 2 Training</td>
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<td>• Level 1 Training</td>
<td>• Supervisor Letter of</td>
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<td>• 18 or over</td>
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<td>• High School Diploma or equivalent (Education Waiver for eligible candidates)</td>
<td>• Documented Work Experience</td>
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<td>• 2 Letters of Recommendation</td>
<td>• 1000 hours</td>
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<tr>
<td>• Lived Experience Statement</td>
<td>• Signed Code of Ethics</td>
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<td>• Signed Code of Ethics</td>
<td>• Renewed every 2 years with 20 hours of Continuing Education</td>
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Lived Experience Defined

The parent (biological/foster/adoptive) or primary caregiver of a child/youth, who has a significant social, emotional, developmental, medical, substance use and/or behavioral disability which manifested itself prior to age 21.

A parent or primary caregiver is the person who is primarily responsible for the day-to-day care of a child. The broadness of this definition gives us the opportunity to be inclusive of non-traditional family arrangements.

*For this definition, Primary Caregiver does not include providers*
Training Requirement for Family Peer Advocate Credential

Parent Empowerment Program (PEP) Training Activities

- **Level 1**
  - 14 online modules
- **Level 2**
  - 6 online modules
  - 2 Day In-person Training
  - 12 weekly Coaching Calls
Online Modules

Learning About Families: Exploring Strengths, Needs, and Culture

Outline of PEP Training

Parent Empowerment Program (PEP)
Family Peer Advocate Training

Level 1 Training

<table>
<thead>
<tr>
<th>Orientation Overview</th>
<th>Setting Clear Goals</th>
<th>Learning About the Parent Empowerment Process</th>
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<tbody>
<tr>
<td>Level 2 Training: Online Training Modules</td>
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<tr>
<td>1.1</td>
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<tr>
<td>Family Peer Advocate Role</td>
<td>Family Story Time</td>
<td>The Power of Shared Experience</td>
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<tr>
<td>1.4</td>
<td>1.5</td>
<td>1.6</td>
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<tr>
<td>Embracing Your Parent Culture</td>
<td>Effective Communication Skills for Family Peer Advocate</td>
<td>Learning About Families: Exploring Strengths, Needs, and Culture</td>
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<td>1.7</td>
<td>1.8</td>
<td>1.9</td>
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<td>Building Healthy Relationships and Family Culture</td>
<td>Developing Family Culture Through Parenting</td>
<td>Developing a Family Culture</td>
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<tr>
<td>Developing Effective Parenting Skills</td>
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Level 2: Training

| Required On-Line Training Modules |
|-------------------|------------------|
| 2.1 | 2.2 |
| Understanding the Impact of Trauma and Positive Practices | Developing Positive Practices in Parent Education and Training |
| 2.3 | 2.4 |
| Developing Community Connections Through Networking | Using a Family-Centered Approach to Service Delivery |
| 2.5 | 2.6 |
| Supporting Parents in Their Parenting Role | Supporting Parents in Their Parenting Role |
| 2.7 | 2.8 |
| Engaging Families in Community Change | Engaging Families in Community Change |

Quality Care

Consulting Roles

Outlining Effective Family Advocate Roles and Strategies

Outlining Effective Parental and Professional Strategies

Outlining Effective Parental and Professional Strategies

Outlining Effective Parental and Professional Strategies

Continued Learning Modules

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<tr>
<th>Module 1</th>
<th>Module 2</th>
<th>Module 3</th>
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<tr>
<td>Parenting Skills for Success</td>
<td>Parenting Skills for Success</td>
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<td>3.1</td>
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<tr>
<td>Supporting Community Connections and Mutual Support</td>
<td>Supporting Community Connections and Mutual Support</td>
<td>Supporting Community Connections and Mutual Support</td>
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<td>3.4</td>
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<td>3.16</td>
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<tr>
<td>Family Care</td>
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</tbody>
</table>
When you click the button below you will be redirected to the Self-Learning Center hosted by our partners from the Community Technical Assistance Center of New York (CTAC). This is where you will access the online training modules.

Additional information about each level of PEP Training is listed in the menus below.

CLICK HERE for a ‘Getting Started’ guide.

Access Code: FPATraining
CTAC Self-Learning Center

PEP Level 1 Online Training

PEP Level 2 Online Training
Choose this pathway if...
- You have completed the PEP Level 1 Online Training.
- Access will be automatically granted upon completion of the Level 1 post-training self-efficacy questionnaire and post-training knowledge survey.

PEP Level 2 In-Person/Virtual Training

Continue with this pathway if...
- You hold a current FPA Provisional Credential; and,
- You have completed ALL of the Level 1 and Level 2 online modules; and,
- You are currently providing services that fall within the role of a FPA (employment or volunteer); and,
- You are available to participate in the full training along with weekly coaching calls (schedule TBD).

Availability is limited to the first 12 eligible registrants. If you do not yet meet training requirements, your registration will be cancelled.

SUMMER 2022 OFFERINGS
1-hour orientation: June 15 @ 9:30am – 10:30am
4 days of training: June 21-24 @ 9:30am – 2:00pm
Register here: https://www.surveymonkey.com/r/PEPJune2022
The Steps to a Professional Credential

- **Level 1 Training**
  - Online modules

- **Apply for a Provisional Credential**

- **Level 2 Training**
  - Online modules
  - 4 Day Virtual
  - 12 Weekly Coaching Calls

- **Apply for a Professional Credential**

- Renewals every 2 years

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6 Steps to a Family Peer Advocate Professional Credential

Step 1: Complete Level 1 Training

Step 2: Apply for a Family Peer Advocate Provisional Credential

Step 3: Complete Level 2 Online Training

Step 4: Register for Level 2 In-Person Training

Step 5: Complete Level 2 In-Person Training

Step 6: Apply for a Family Peer Advocate Professional Credential

Accredited by the Family Advocates of America (FAA)
Additional Supports Available

Parent Advisors

**Central Region**
Sue Lewis  
Kathleen Leidka

**Hudson River Region**
Barbara Callahan  
Charles Anthony Rice

**Long Island**
Cheryl Williams  
Heather Tafuro

**New York City**
Diana Mendez  
Priscilla Romero

**Western**
Pam Brennan  
Jenny Laney

Link to PA page for contact information: [www.ftnys.org/about/parent-advisors](http://www.ftnys.org/about/parent-advisors)
Regional Youth Partners

**Long Island:** Laura Romanoff, lromanoff@ftnys.org

**New York City:** Mariama Toe-Freeland, MTFreeland@ftnys.org

**Hudson:** Jaclyn Turner, JTurner@ftnys.org

**Central:** Katlyn Whatman, KWhatman@ftnys.org

**Western:** Interim Katlyn Whatman, Kwhatman@ftnys.org

Community Engagement

- **Advisory Committees**
  - YPSAC
  - FPACAC
- **Databases**
- **Credential Validation Tool**
- **Job Opportunities page**
- **Individual focused Outreach, Encouragement and Technical Assistance**
Continuing Education and TA Activities for YPAs and FPAs

- Continuing Education modules for Credentialed Advocates
- Webinars, Learning Communities and Special Topic Learning Series in partnership with CTAC
- Regional training and support for advocates and the agencies they work in
- Statewide Monthly Technical Assistance meetings for Family Peer Support Programs
- FTNYS Website - Workforce Development Tab

Technical Assistance for Supervisors

- FTNYS offers individual assistance to agencies/programs on YPA and FPA training & credentialing, including questions related to integrating YPAs and FPAs into the workforce

- YPA and FPA Orientation Training for Supervisors
Additional CTAC Resources

CTAC Website www.ctacny.org

- CTAC Self-Learning Center
- Calendar of Upcoming Events
- Access to Recorded Webinars, Playlists and Tools
- Special Initiative pages for:
  - Family Peer Support
  - Youth Peer Support

While you are there, look around. There are many resources that will support your work!

Family and Youth Peer Advocate Hiring Toolkits

Available on the CTAC Self-Learning Center!

A collection interviews, tools and tips to support your organization to hire, onboard and support Family and Youth Peer Advocates.

Includes sample job descriptions, interview questions, onboarding suggestions, organizational culture self-assessment tools, etc.
Contact Information

For YPA Information:

Robert Lettieri - Youth Peer Services Training and Credentialing Manager
Email: RLettieri@ftnys.org or YPA Credential@ftnys.org
Cell: (585) 866-9333

For FPA Information:

Cortney Lovell - Director, Workforce Development
Email: clovell@ftnys.org or FPACredential@ftnys.org

Visit our website at:
www.ctacny.org
Questions?

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Special Assistant to the Commissioner
Director of Office of Consumer Affairs
Amanda.saake@omh.ny.gov