



**The Alliance  
for Rights  
and Recovery**  
formerly NYAPRS

# CORE Peer Navigator Project

*Finding a Way*





**The Alliance  
for Rights  
and Recovery**  
Formerly NYAPRS

*The Alliance for Rights and Recovery is a state and national change agent dedicated to improving services, public policies and social conditions for people with mental health, substance use and trauma-related challenges, by promoting rights, health, wellness, recovery, with full community inclusion, so that all may achieve maximum potential in communities of choice.*





**The Alliance  
for Rights  
and Recovery**  
Formerly NYAPRS

- 40-year-old statewide partnership that supports:
  - recovery as an expectation for all and
  - people with lived experience are uniquely qualified to offer support to their peers.
- Creator of Peer Bridger model, statewide Training Collective, and the NY Psychiatric Rehabilitation Training Academy (NYPRTA)



# OMH CORE PEER NAVIGATOR PROJECT

Background

# CORE Peer Navigator Purpose

Our CORE Peer Navigators educate and connect eligible individuals to a new set of OMH mobile services that support them to improve their:



Health



Recovery



Independence



Community participation and  
tenure

# OMH CORE Utilization

	HARP Eligible	HARP Enrolled	Recipients Rec'd CORE in Past 12 Months
NYC	90,349	79,592	2,151
	100%	88%	3%
Rest of State	95,435	80,382	4,019
	100%	82%	5%

# CORE Service Array

Mobile therapy and treatment services

Community  
Psychiatric  
Support and  
Treatment

Psychosocial  
Rehabilitation

Skill building to support living, working, learning, and socializing

Education and training for family of choice

Family Support  
and Training

Empowerment  
Services – Peer  
Support

Support from individuals with lived experience



Office of  
Mental Health

Office of Addiction  
Services and Supports

## What is a Health and Recovery Plan (HARP) and who is eligible?

*Real-world example of a HARP eligible individual*



I am...

- age 21 or older
- an individual who experiences mental health or substance use struggles
- enrolled in Managed Medicaid
- insured **ONLY** by Medicaid\*
- a valuable member of my community with hopes, dreams, strengths, and goals

\*Except in rare circumstances where a person, dually eligible for Medicaid and Medicare, is enrolled in the IB-Dual program

### HOW CAN ENROLLING IN HARP HELP ME?

- HARP makes me eligible for **additional services** not available through mainstream Medicaid
- These include:
  - Health Home Care Management
    - Community Oriented Recovery and Empowerment (CORE) services
  - Home and Community Based Services
- Services available through HARP provide support to help me live, learn, work, and socialize in the community



**855-PEERNAV**  
855-733-7628



[peernav@rightsandrecovery.org](mailto:peernav@rightsandrecovery.org)



## How can OMH's Community Oriented Recovery and Empowerment (CORE) services help me reach my goals?

*Real-world examples of connection and growth*

### Community Psychiatric Support and Treatment (CPST)

- A therapist meets with me at a local park.
- My prescriber comes to my home to meet with me about my medications.

### Psychosocial Rehabilitation Services (PSR)

- A supporter comes to my home and studies with me for my driver's license exam.
- We visit a local college together and then work on my application.
- We volunteer or attend a job fair together.

### Family Support and Training (FST)

- A supporter comes to my home to help my partner and I learn to communicate better.
- A supporter goes for a walk with my parents and me. We talk about how I want to explore independent living.

### Empowerment Services- Peer Support

- A peer supporter and I take the bus into town together and try a new coffee shop.
- We cook a recipe together in my home.
- We attend a community event together- baseball game, yoga class, art exhibit, history museum, festival... explore my interests!



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The image features three red location pins of varying sizes on a blue, textured surface. The pins are arranged from left to right, with the smallest on the left, a medium-sized one in the center, and the largest on the right. The background is a clear blue sky with a soft gradient. The text is overlaid on the lower portion of the image.

# OMH CORE PEER NAVIGATOR PROJECT

Process and Expectations

# Process Overview

Individual calls the Navigator Line (855)-PEERNAV



Navigator Line Specialist connects them with a regional Peer Navigator



Peer Navigator supports individual in identifying goals and connections to CORE services



# Calling the Navigation Line



Greeted by a live person from 8am-5pm,  
Monday through Friday



Collect basic information about the  
potential participant



Inform the caller about the CORE Peer  
Navigator Project



Match the participant with a Peer  
Navigator in their region

# Additional Ways To Connect

Individual can:

- Call with a referring provider
- Send an e-mail to [PeerNav@rightsandrecovery.org](mailto:PeerNav@rightsandrecovery.org)
- Scan the QR code below to complete a short form online



<https://forms.office.com/r/SRHyeS3zng>

# Working with a Peer



Identify goals and match CORE services to individual's goals



Explore CORE providers available to the individual



Provide support throughout the referral, engagement, and service delivery process

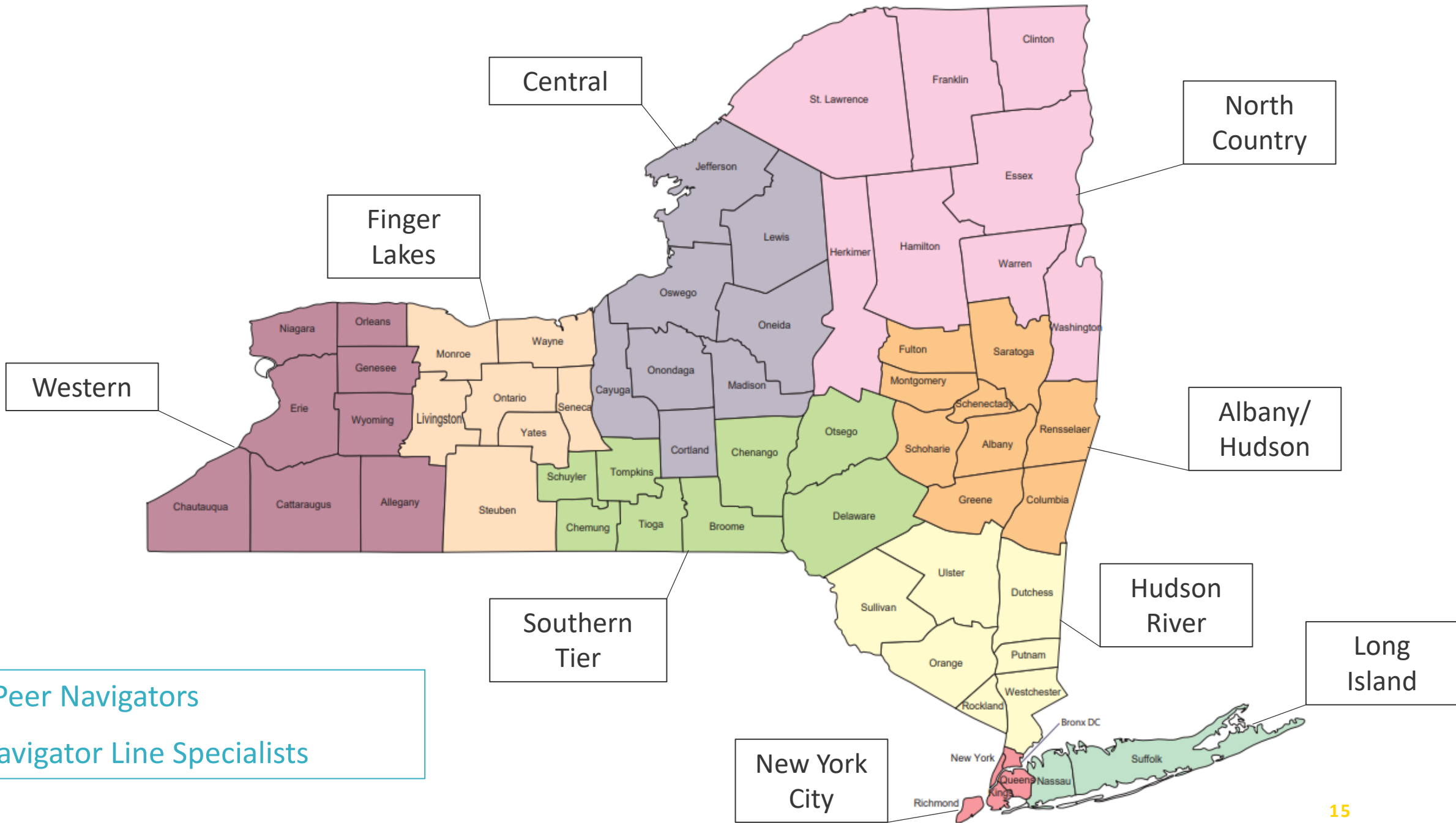


Support provided via text, phone, Zoom, or face-to-face



# Project Highlights

- Staffed 100% by peers
- “No wrong door”
- Protected Health Information (PHI) is not collected
- Spanish-speaking Navigation support available
- Non-billable support, allowing Peer Navigators flexibility in providing education and support
- Offer participant update for referring providers





# OMH CORE PEER NAVIGATOR PROJECT

Collaboration



# Your HARP Members

- Frequently seek inpatient or emergency department care
- Often have multiple behavioral, physical, and SDOH needs requiring prioritization of services
- May struggle to manage all aspects of their care



# Why Collaborate with us?

- Peers provide a unique opportunity for connection with individuals that struggle to connect with other providers
- Peer Navigators have lived expertise as being a recipient of services
- OMH CORE Peer Navigators can ease the burden of Care Managers by educating and connecting members to community-based services, allowing individuals to recover on their terms at home



The ongoing success of the  
CORE Peer Navigator  
Project is dependent upon  
partners like you.



