

PEER INTEGRATION WITH CRISIS INTERVENTION SERVICES



WHO

Monroe County Office of Mental Health,
Forensic Intervention Team (FIT),
Liberty Resources & ROCoverly Fitness

WHAT

FIT integrated four certified peer support specialists into the program to provide compassionate, responsive care to individuals in crisis, refer to external resources, and guide individuals through the stages of change.

WHERE

Monroe County: City of Rochester, NY
and surrounding suburbs.

WHY

The value of peer services is widely accepted as it has shown to have a positive impact on engagement and overall health outcomes. Peers who have lived experiences can relate to, and assist, people in crisis. Peers provide follow up support, including referrals to resources based upon the needs of the individual.

HOW

FIT Program Clinicians referred individuals (after a crisis event) who were open to speaking with a peer

96%

of referred individuals were contacted by peer within 2 business days of referral

70%

of referred individuals engaged with their assigned peer

56%

of engaged individuals progressed to a more advanced stage of change while working with a peer



Peers provided non-clinical services based on individual needs

- Strengths-based recovery and emotional support through shared lived experiences
- Person-centered referrals to SDoH resources
- Modeling recovery-focused community integration

88%

of engaged individuals received a referral

501 OUT OF 533

outreach attempts by peers were successful



Outreach Consisted of Face to Face, Telephone, and Text Messaging



Top 5 Referral Types:

- Social Supports
- Recovery Supports
- Housing
- Mental Health Treatment
- Spiritual Supports

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“We had so many positive interactions with the individuals that we were able to connect with. Supporting them in their recovery by connecting them to a number of resources including treatment, twelve step, fellowship, etc.”
- Peer Support Specialist

“The clinical and peer staff worked together well, educated on and respected one another’s approaches, and were able to support...clients in an integrated manner.”
- FIT Clinician

