

## CARE COORDINATORS AND PEER SUPPORT SPECIALISTS

The roles of the Care Coordinator and Peer Support Specialist are distinct and complimentary to each other.

CARE COORDINATOR (CC)	PEER SUPPORT SPECIALISTS(PSS)
<ul style="list-style-type: none"> <li>✓ Accepts referral, completes initial intake and assessments, per provider policies</li> <li>✓ Builds initial care plan and monitors for progress</li> <li>✓ Meets participants in person at least once per month(outlined in guidance)</li> <li>✓ Collaborates with PSS to answer monthly outcomes</li> <li>✓ Accountable for services and care</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completes initial intake and assessments, per provider policies</li> <li>✓ Meets with participant weekly or as outlined in provider guidance for level of service.</li> <li>✓ Advocates</li> <li>✓ Assists with navigation and connection to resources within the community</li> <li>✓ Monitors care plan for progress and updates</li> <li>✓ Responsible for ongoing services and care</li> </ul>
<h3 style="text-align: center;">SHARED ROLES</h3> <div style="display: flex; justify-content: space-between;"> <div data-bbox="155 1045 737 1171"> <ul style="list-style-type: none"> <li>✓ Communicates effectively with care team to assess ongoing progress towards individual goals, links to resources and appropriate referrals in monthly staff meetings.</li> </ul> </div> <div data-bbox="870 1045 1425 1138"> <ul style="list-style-type: none"> <li>✓ Documents meetings and work done on behalf of participants through case notes and care plans.</li> </ul> </div> </div>	



### MONTHLY STAFFING

To ensure the needs of participants are being met, professionals should meet as a team to review goals, activities to achieve goals, address unique barriers, resources and referrals being utilized, and assist each other to overcome struggles participants may be experiencing.

Best practice is through a structured monthly staffing process to ensure coordinated efforts which would avoid duplication and ensure appropriate level of care is being provided. Keeping in mind that at times, urgent meetings may arise based upon the participants needs.

A person-centered health system is described as one which "identifies and responds to the needs of the individual, is planned and delivered in a coordinated way, and helps individuals to participate in decision making to improve their health."



### KEY QUESTIONS TO ANSWER

- How is your agency incorporating a formal multi-disciplinary staffing?
- Are you staffing each participant monthly?
- Who else is part of the participants care team?
- Are you working with outside entities to ensure coordinated efforts to provide the best care?