

Peer Support Intake Agreement

What is Peer Support at NAMI Southeast Minnesota?

Peer Support is a supportive relationship between people who have a lived experience with mental illness.

It emphasizes the acquisition, development and enhancement of skills needed by an individual with a mental illness to move forward in their recovery.

Peer support services are self-directed and person-centered, meaning the peer and peer support provider are equal partners in planning, developing and monitoring care to make sure it is meeting needs.

Peer Supporters listen, validate experiences and share relevant stories from their own journey to wellness, but they do not direct the peer's path. They offer non-judgmental support and share coping strategies, information and resources.

The Goals of Peer Support:

- To help peers discover and build on coping strategies that work for them
- To promote a broader sense of community by helping peers identify the people and systems who can support their recovery
- To help people overcome challenges and discover greater wellness
- To complement clinical approaches

Peer Supporters Are Not:

- Mental Health Professionals: They do not diagnose, provide therapy, create treatment plans
- Available 24/7: Peer Supporters are available to peers during scheduled appointment times. Peers may contact them between appointments and expect a response within 2 business days. Peer Supporters will provide all peers crisis resources if help is needed when the Peer Supporter is not available.

How You're Matched with Your Peer Support:

NAMI SE MN requires new peers to complete two questionnaires upon intake. Peers are matched with Peer Supporters based on the information gathered in these questionnaires, which help NAMI SE MN understand your challenges and recovery resources.

Please note: NAMI SE MN's ability to respond to peer requests may be limited by available resources, funding contracts that limit services to a particular community/group and organization policies and procedures. If NAMI SE MN is unable to provide service at the time requested, the potential peer will be notified by the Intake Coordinator and offered alternative resources.

Electronic Records

NAMI SE MN uses TheraNest, a HIPAA compliant database, to store intake documents and progress notes. All data is encrypted and securely stored. You will receive instructions on how to setup a TheraNest Client Portal to submit documents securely online.

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Equal partners work as a team to achieve goals that are designed around the peer's needs, wants and perspectives. Effective partnerships depend on clear expectations and shared accountability, outlined below.

What to Expect from Your Peer Supporter and NAMI Southeast Minnesota (NAMI SE MN):

- To receive high-quality service
- To be treated with respect and dignity
- To have your information kept private and confidential in accordance with the NAMI SE MN HIPAA policy
- To be listened to and have your Peer Supporter work with you to make a plan to address your concerns and needs
- To get information and support to help you make decisions that improve your situation
- To be served without discrimination
- To answer any questions you may have and respond to any concerns/complaints
- To consider up to two requests to change your assigned Peer Support if there is another person available who can address your issues and your request is reasonable - discriminatory requests will not be considered

What Your Peer Supporter and NAMI SE MN Expect from You:

- To treat all staff and volunteers at NAMI SE MN with courtesy and respect
- To give your Peer Support notice if you cannot make it to a scheduled appointment
- To actively work on the goals you set with your Peer Supporter

NAMI SE MN has the responsibility to make judgments about the advisability of providing services and reserves the right to limit, refuse or withdraw service when:

- There is a perceived danger to the staff, whether a risk to their personal safety or to their health
- A peer demonstrates a risk of harm or violence to self or others
- Staff cannot sustain a productive relationship with the peer
- NAMI SE MN programs and services are no longer beneficial to the peer
- A peer uses discriminatory or harassing language or exhibits discriminatory or harassing behavior, including the refusal to work with a particular Peer Support because of race, sexual orientation, creed, sex, gender identity, ethnic origin or any other grounds
- The request for service is beyond the limits of NAMI SE MN resources

I have read the Peer Support Intake Agreement and received satisfactory responses to any questions or concerns that I raised. I agree to work with a Peer Supporter under these guidelines.

Signature: _____ Printed Name: _____

Date: _____