PERFORMANCE STANDARDS FOR
Peer Recovery Support Services - Certified Peer Specialists

For all Programs/Providers who provide Certified Peer Support services to members.

Community Care is issuing new Performance Standards for Certified Peer Specialist services. This document can be used immediately to guide service delivery by all Community Care Contracts/Counties. All providers should be in compliance with the standards by February 15, 2015.

These standards, developed with input from providers and stakeholders while incorporating Recovery/Resiliency Principles, are intended to emphasize the importance of implementing “best practice” treatment and recovery methods, to increase the consistency of Certified Peer Specialist services and to improve outcomes across all levels of care for members.

These standards are intended to provide a foundation and serve as a tool to promote continuous quality improvement and progression toward best practice performance, increase the consistency of service delivery, and improve outcomes for adults and their families. In some instances, the standards set the bar higher than regulatory requirements. However, these standards reflect the commitment of all involved stakeholders to continually strive to improve the quality of Certified Peer Specialist service delivery.

As with all Performance Standards developed by Community Care, these Standards are intended to define the parameters of desired care for most members. To that end, these should NOT be interpreted as regulations, or as requirements for specific interventions for specific individuals. All individuals receiving services should have individual recovery plans developed to address their individual strengths and needs.

In order to review these Performance Standards, please access the Community Care website:


If you have any questions regarding the Performance Standards, please do not hesitate to contact Customer Service immediately for assistance.