Certified Peer Support (CPS) Performance Standards

Scope: This provider alert applies to all programs and providers who provide Certified Peer Support Services with Certified Peer Specialists (CPS).

Purpose: To notify all programs and providers of the newly updated performance standards for Certified Peer Support Services.

Requirements: Community Care is issuing new performance standards for Certified Peer Support 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 performance standards by April 30, 2019.

These performance standards were developed in collaboration with several stakeholders including members, providers, and county partners, as well as being reviewed by the Office of Mental Health and Substance Abuse Services (OMHSAS). These incorporate peer support values, recovery and wellness principles, and are intended to emphasize the importance of implementing "best practice" peer support methods that promote recovery and wellness in youth and young adults, to increase the consistency of peer support services and to improve outcomes 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 supervision of staff, and improve outcomes for members and their families. In some instances, the standards set the bar higher than regulatory requirements. These standards reflect the commitment of all involved stakeholders to continually strive to improve the quality of peer support service delivery.

As with all performance standards developed by Community Care, these standards are intended to define the parameters of desired care for members. To that end, these should NOT be interpreted as regulations, or as requirements for specific interventions for specific individuals.
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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 for assistance.

HealthChoices Contracts:

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