

Peer Support Specialist Funding Scheme

What is it?

Who is eligible to
apply?

When to apply?

How much is it?

Social Inclusion Team
Service Planning and Funding Group
National Council of Social Service
17 December 2020

Agenda

1. Introduction to Peer Support Specialist (PSS)
2. Peer Support Specialist Funding Scheme
3. Eligibility Criteria
4. Details of the PSS Funding Scheme
5. Application Details
6. Annexes

1. Introduction to Peer Support Specialist (PSS)

Who are Peer Support Specialists?

- Peer Support Specialists are persons with mental health conditions who have been trained and certified to work in multi-disciplinary teams. They leverage on their lived experiences to provide formalised and structured support to others on their recovery journeys.

Why are Peer Support Specialists important in recovery?

- Studies have shown that compared to persons with mental health conditions without peer support, those with peer support enjoy a higher Quality of Life as they are able to relate to someone who has gone through a similar recovery journey. Benefits include improved social functioning and reduced self-stigma.
- The involvement of a Peer Support Specialist has also shown to contribute to a significant decrease in the average number readmissions by 71-79% and length of hospital stays by at least 44-73%.*

*Peer Bridger Project (2008). Retrieved from New York Association of Psychiatric Rehabilitation Services, Inc.

* Peer Support Services help reduce Hospitalisations, Curb Costs. Retrieved from National Power Centre.

*Peer Bridger Programs. (2012). *Leaders4health*. Retrieved from Optum Health Peer Bridgers.

*Begerson, S. (n.d.). *Cost Effectiveness of Using Peers as Providers*. Retrieved from New York Association of Psychiatric Rehabilitation Services, Inc.

1. Introduction to Peer Support Specialist (PSS)

Where and how can Peer Support Specialists be deployed?



Community-based support services

Provide recovery support, including psycho-education in Illness Management Recovery and Wellness Recovery Action Plan, triage and peer support groups.

Possible settings: Residential services, Day Care Centres, Drop-in Centres, Case management, Home-based support teams, Community treatment teams



Employment support services

Complement Employment Specialists by providing job readiness training and on-the-job support. Peer Support Specialists trained in HR can also provide advisory support to employers, e.g. scoping of jobs.

Possible settings: Supported employment, Vocational rehabilitation, Employment support services



Hospital-based

Accompany people during the intake process and discharge, provide peer support, lead support groups, and provide psycho-education.

Possible settings: In-patient, Out-patient, Emergency rooms



Youth-related

Offer a range of support to youth and young adults with mental health conditions, including recovery support and mentoring, peer support groups, helping them connect with other youth and navigate community resources that meet their needs and aspirations in various areas from education and training to employment.

Possible settings: Youth mental health agencies, Young Adult Transition Services, Institutes of Higher Learning



Crisis and respite

Provide respite, accompany those in police care for involuntary inpatient commitment, and receive training to be part of crisis teams to ensure that the individual's views are listened to and respected in decision making.

Possible settings: Crisis helplines, Acute wards, Emergency services, Mobile crisis response teams, Police crisis teams



Forensic

Receive special training to assist offenders with psychiatric and/or addiction-related conditions in avoiding future incarceration. Assist psychological staff to build recovery skills and develop resilience in peers, and help those awaiting release to develop post-release recovery plans.

Possible settings: Prisons and related settings



Transition from institutions to community

Support individuals to make successful transitions and reduce readmissions and recidivism.

Possible settings: Psychiatric hospitals, step-down facilities and prisons

1. Introduction to Peer Support Specialist (PSS)

Examples of PSS roles in different phases of support

Prevention

- Raise awareness of mental health and encourage help seeking
- Reach out to unengaged peers and motivate them

Early Detection

Treatment

- Co-create recovery plans with patients
- Conduct wellness management or psychoeducation (e.g. medication compliance)

Community Wellness & Rehab

- Provide transitional support for discharged patients
- Co-produce and conduct wellness management and recovery training
- Facilitate Peer Support Groups

Suicide Intervention

- Develop self-help plans
- Organise and lead suicide bereavement support groups
- Operate suicide warm lines

2. Peer Support Specialist Funding Scheme

Aim

- The Peer Support Specialist Funding Scheme aims to catalyse the incorporation of and increase the long-term adoption rate of peer support specialists.

How does the Scheme work?

- **Existing employers of peer support specialists and agencies that have not hired certified PSS to create NEW ROLES within the agency and/or programmes**
- The Scheme provides agencies with up to a maximum of 24 months of funding support to hire peer support specialists.
- The funding support would be tiered with agencies supported at 80% in the first year and 60% in the second year (refer to next slide)
- Disbursement of funds will **commence on 1 April 2021 and end on 31 March 2023.**

2. Peer Support Specialist Funding Scheme

How does the Scheme work?

1st Year



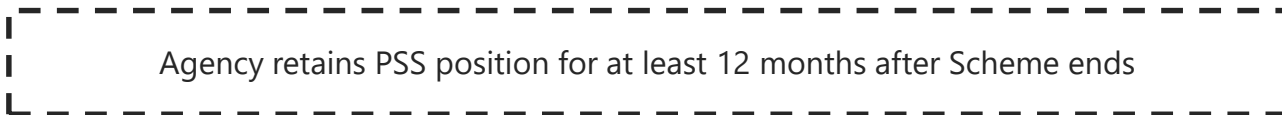
80%

2nd Year



60%

3rd Year



Agency retains PSS position for at least 12 months after Scheme ends

Legend:

Co-funded by NCSS

Co-funded by Agency

3. Eligibility Criteria

1. Social service agencies and public healthcare agencies that are providing mental health services.
2. Agency is registered with the Commissioner of Charities (COC), Registry of Societies (ROS) or Accounting and Corporate Regulatory Authority (ACRA).
3. The funding support is only for new peer support specialist roles/ position.
4. Agency is required to hire certified peer support specialist who have completed the Certificate in Peer Support Specialist Programme offered by NCSS.
5. Agency is willing to work with NCSS on a case study documentation of the peer support specialist role(s) for the evaluation of the Scheme.
6. Funding should be used to defray the remuneration of the peer support specialist.
7. Agency should at least have reserves equivalent to one year of operating expenditure. Agency is required to integrate peer support specialist role for ≥ 1 year in agency's headcount after the Scheme ends.

4. Details of the PSS Funding Scheme

What can my agency use the Scheme for?

- Agencies can use the funding to hire certified Peer Support Specialist for **NEW** peer support specialist roles within existing and/or new programmes in the agency.
- The scheme is NOT applicable for agencies to hire more peer support specialists in existing roles
- Illustration :

What agency currently has	What agency is applying for under the Scheme		
Programme A	Programme A	Programme A	Programme B
Existing Peer Support Specialist (PSS) in Programme A	Same or Enhanced job description as PSS A	Different job description from PSS A	Same job description as PSS A
	Application is not accepted	Application is accepted	Application is accepted

4. Details of the PSS Funding Scheme

Who can I hire under the Scheme?

- Agencies are required to hire certified Peer Support Specialists.
- To facilitate the hiring process :
 - Agencies who have successfully applied and are keen for NCSS to inform PSS alumni, NCSS will share with the PSS alumni on the job vacancy and the PSS alumni could approach the hiring agencies directly.
 - AMKFSC Community Services is the administrator for the Apprenticeship Scheme. Hiring agencies could inform AMKFSC Community Services to publicise their job vacancy to the PSS alumni. (Refer to Annex on the Apprenticeship Scheme).

4. Details of the PSS Funding Scheme

How much funding would each agency be eligible for and how can I benefit most from the scheme?

- For the PSS Funding Scheme, the funding amount is capped at the salary of Social Service Assistant (Grade 2), as per the FY2020 Salary Guideline for the Social Service Sector.
- The amount of funding depends on when the hiring agencies come on board to the Scheme and progress of hiring position.
- Refer to next slide on possible scenarios of amount of funding that hiring agencies can expect and the period of disbursement.

4. Details of the PSS Funding Scheme

How much funding would each agency be eligible for and how can I benefit most from the scheme?

Scenario	When agency applies for the Scheme*	1st full 12 months of hired position		2 nd 12 months of hired position	
		Funding period	Estimated funding support#	Funding period	Estimated funding support
1	Application in FY20 Agency applies by 29 January 2021 (Max 24 mths of funding support)	1 Apr 2021 – 31 Mar 2022	Up to estimated \$30K at 80% funding	1 Apr 2022 – 31 Mar 2023	Up to estimated \$23K at 60% funding
2	Application in FY21 Agency applies after 29 January 2021 e.g. Sept 2021	1 Sept 2021 – 31 Aug 2022	Up to estimated \$30K at 80% funding	1 Sept 2022 – 31 Mar 2023	Up to estimated \$13K for the remaining months of hired position till March 2023 at 60% funding
3	Application in FY22 e.g April 2022	1 Apr 2022 – 31 Mar 2023	Up to estimated \$30K at 80% funding		

* Processing time may take up to 2.5 mths. Examples given in scenario 2 and 3 have not taken into consideration the processing time.

The 80% funding will end only when agency has filled the full 12 months of hired position.

Note: For agencies who plan to tap on the Apprenticeship Scheme and PSS Funding Scheme, please discuss with NCSS before submitting the applications.

4. Details of the PSS Funding Scheme

How much do I need to pay for the salary of the peer support specialist that I hire?

- It is encouraged that agency in its best endeavours to implement competitive compensation and benefits for its staff and align to the recommended salaries stated in the prevailing salary guidelines issued by NCSS for social service agencies. Minimum salary should be pegged at Social Service Assistant (Grade 2). Please refer to the NCSS website for the FY2020 Salary Guidelines for the Social Service Sector for more information.
- The salary of PSS is dependent on the role of the PSS. Specific job responsibilities will vary depending on the education and experience of the individual and the departments that they are working in.

4. Details of the PSS Funding Scheme

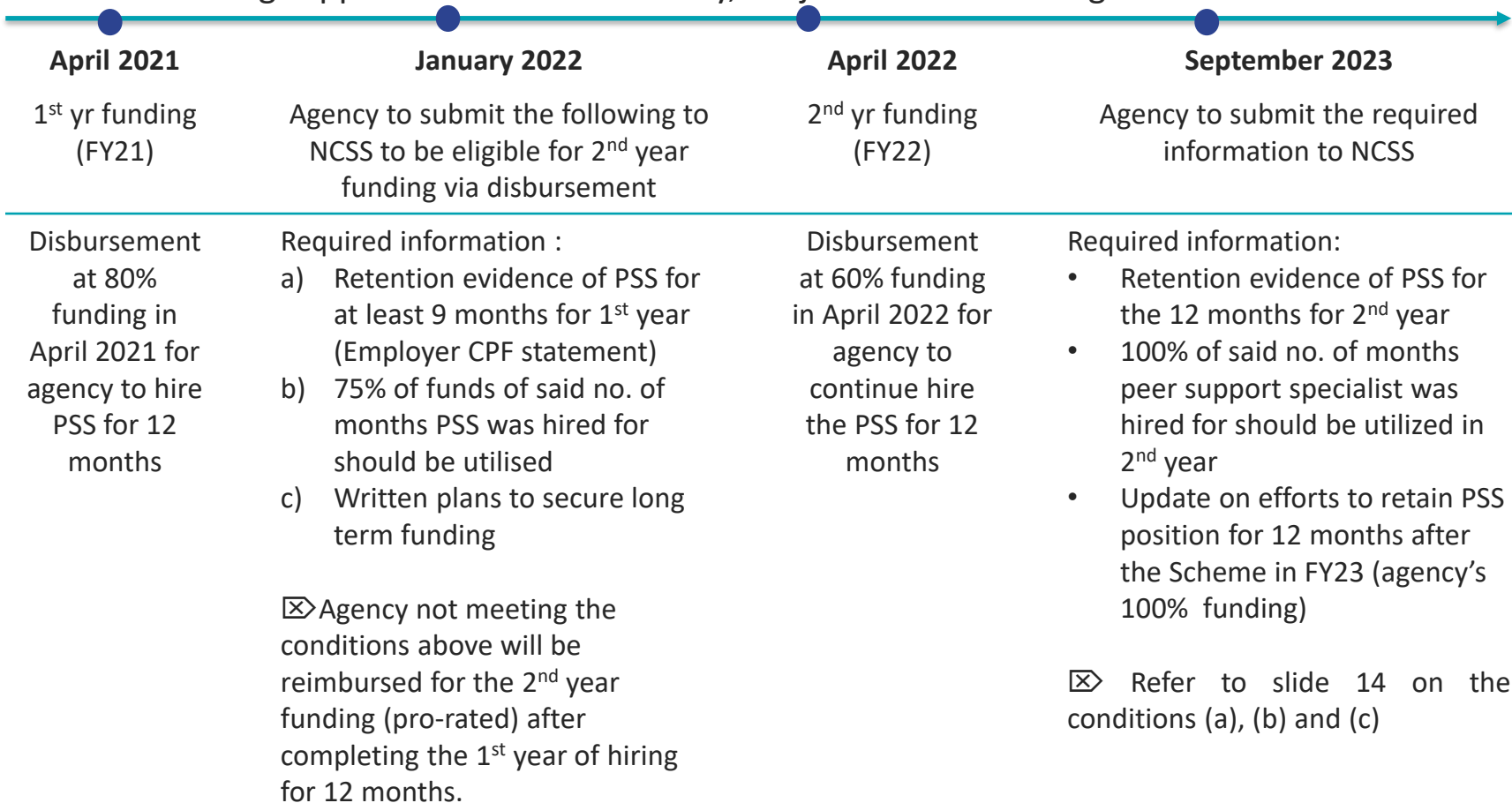
What are the conditions for my agency to fulfil for the funding?

- a) Agencies must retain the peer support specialist role(s) for at least 12 months (in FY23) after the Scheme ends on 31 March 2023, regardless of when the agency successfully comes on board the Scheme.
- b) For retention of PSS in FY23
 - Agency must be committed to sustain the job position created beyond the end of the subsidy period and have the position filled for 12 months.
 - If the agency decides to cease the job position without fulfilment of this agreement, agency will be required to return up to 25% of the subsidy disbursed.
- c) On termination of partnership during funding scheme (FY21-FY22)
 - For partnerships that are terminated due to unforeseen circumstances, agency must return the unutilised funding to NCSS, where applicable.
- d) Agencies must work with NCSS on a case study documentation of the peer support specialist role(s).
- d) For NCSS funded programmes: agencies may work with NCSS to review and incorporate peer support specialists into existing staffing models.

4. Details of the PSS Funding Scheme

What are the information that my agency to submit?

- Funding support is disbursed annually, subject to the following:



5. Application Details

When do I need to apply and when can my agency receive the funding?

- Application opens on 17 December 2020
- Agencies who apply by 29 January 2021 can expect the outcome of their application by early March 2021. The successful agency can expect the first 12 months of funding at 80% by April 2021 and the second 12 months of funding at 60% by April 2022, subject to terms and conditions (as per slide 15).
- For applications after 29 January 2021, NCSS will inform the outcome accordingly. Generally, NCSS will take 2.5 months to process the application,

5. Application Details

How to apply? Do I need to submit the softcopy and hardcopy application form?

- Please refer to the NCSS website for the Peer Support Specialist Funding Scheme to download the application form.
- For agencies to enjoy maximum 24 months of funding support in FY21 – FY22, complete applications must be submitted to NCSS via email by 29 Jan 2021.
- Only the signed softcopy of the application form is required. To enable us to expedite the processing of applications, please provide all the required details in the form.
- Incomplete applications will be rejected.

5. Application Process

How will my application be assessed?

- Agencies will be assessed based on the following

Level of support	Role of Peer Support Specialist	Supervision	Team Preparation	Retention of Peer Support Specialist Role
<ul style="list-style-type: none">Strong support from the agency's Board of Directors, Executive Director and senior management	<ul style="list-style-type: none">The role(s) of the peer support specialist must be new.Clear job description that reflects the role of the peer support specialist (at least 60% of the role provides peer support directly to clients).The peer support specialist will work together with the other programme staff in serving the client.	<ul style="list-style-type: none">The peer support specialist has a dedicated supervisor.The peer support specialist will receive adequate supervision in order to fulfil his/her role well.There is adequate support for the peer support specialist to transit into his/her role	<ul style="list-style-type: none">The agency has adequately prepared the team to incorporate the role of the peer support specialist.The team has no significant concerns in working with the peer support specialist.	<ul style="list-style-type: none">The agency has clear and sustainable plan to retain the peer support specialist role for one year (12 months) in FY23 in agency's headcount after the Funding Scheme ends in March 2023.The agency has a viable plan to retain the peer support specialist role for one year.

6. Annex A : Schemes to support agency to create PSS roles

1. The Apprenticeship Scheme
2. Consultancy Services for Peer Roles Integration

Background On The Apprenticeship Scheme



The Apprenticeship Scheme provides Peer Support Specialists with training allowances during a period of work trial before they transit into formal employment.

This allows employers to assess job fit of the Peer Support Specialists through a cost-free short-term work trial stint.

Components of the Scheme

- ✓ Incentives during work trial, pre-employment
- ✓ Incentives during employment
- ✓ Employment Support

Who can apply

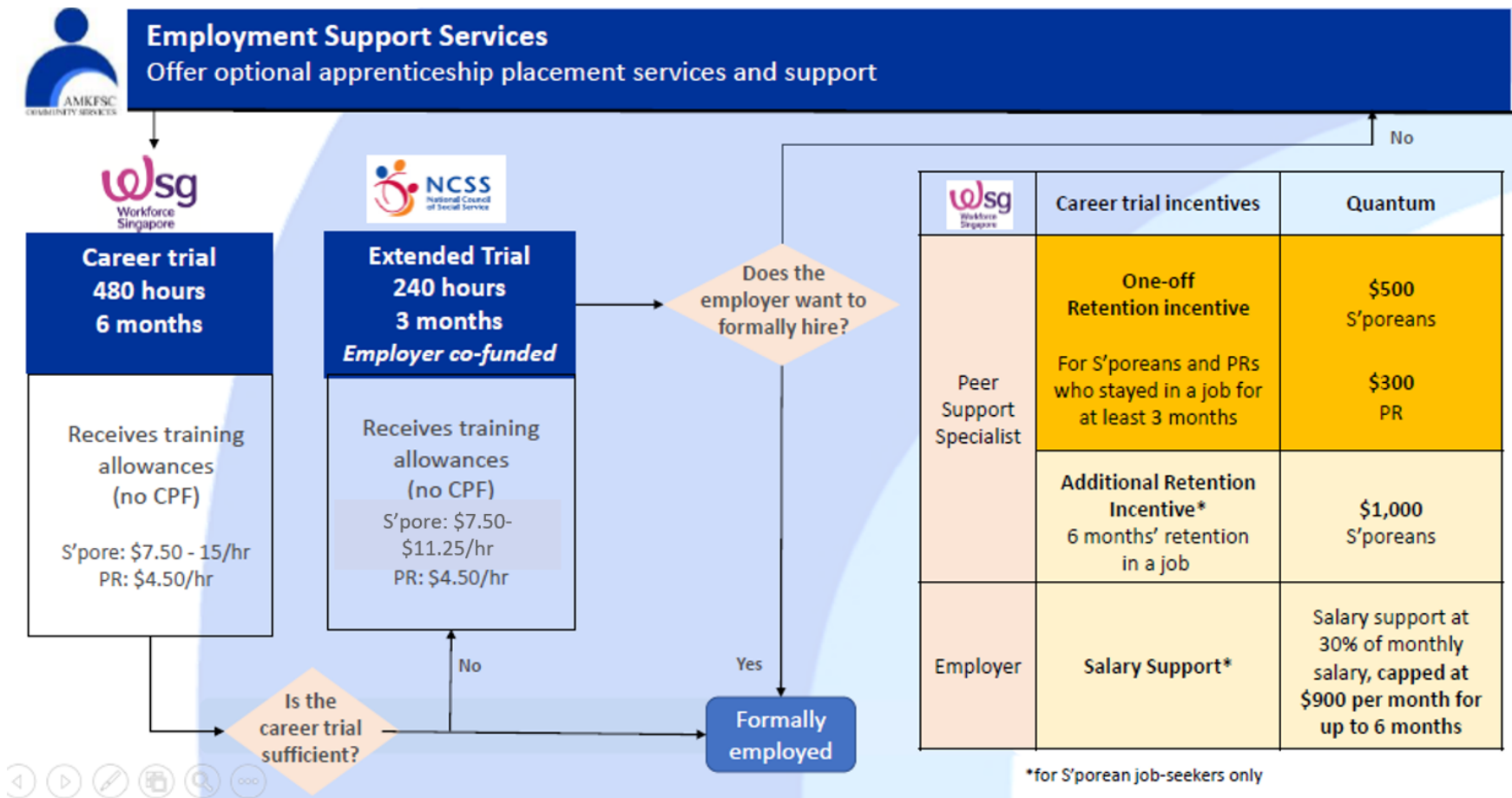
Peer Support Specialists

- Singapore Citizen or Permanent Resident aged 21 yrs and above
- Must not be employed before commencing Apprenticeship
- Peer Support Specialists must be trained in Peer Support

Employers (Healthcare & Social Sector)

- All employers registered or incorporated in SG

How The Apprenticeship Scheme works



For more information on how to apply, please refer to the NCSS website for the Peer Support Apprenticeship Scheme.

Background on Consultancy Services for Peer Roles Integration

The consultancy aims to equip organisations with the necessary competencies, frameworks and structures to develop a recovery-oriented organisational system and integrate peer support roles within the organisation.

**Timeline: FY17 – FY22
(4 programmes per year,
18 months project and agencies to be on board the scheme by FY21)**

Target Audience

- Organisations which are keen to develop recovery oriented services and incorporate peer roles in the service delivery

Criteria for selection

- Each organisation can apply for up to 3 programmes over the service period
- Organisation must be committed to create at least one new peer role within the programme. NCSS would discuss with each organisation to set a mutually agreed target on the number of peer support specialists

Profile of Consultant



- ImROC supports the development of Recovery focused services in the UK and internationally.
- Worked with 80% of mental health Trusts in England and many more in Australasia, Eastern and Western Europe and beyond to change the culture of services and introduce new Recovery focused interventions such as peer support, recovery colleges, reducing restrictive practice and improving the life of people with mental health conditions outside services.

Some areas that Consultancy can address:

Recovery-oriented practices (IMROC 10 key challenges)

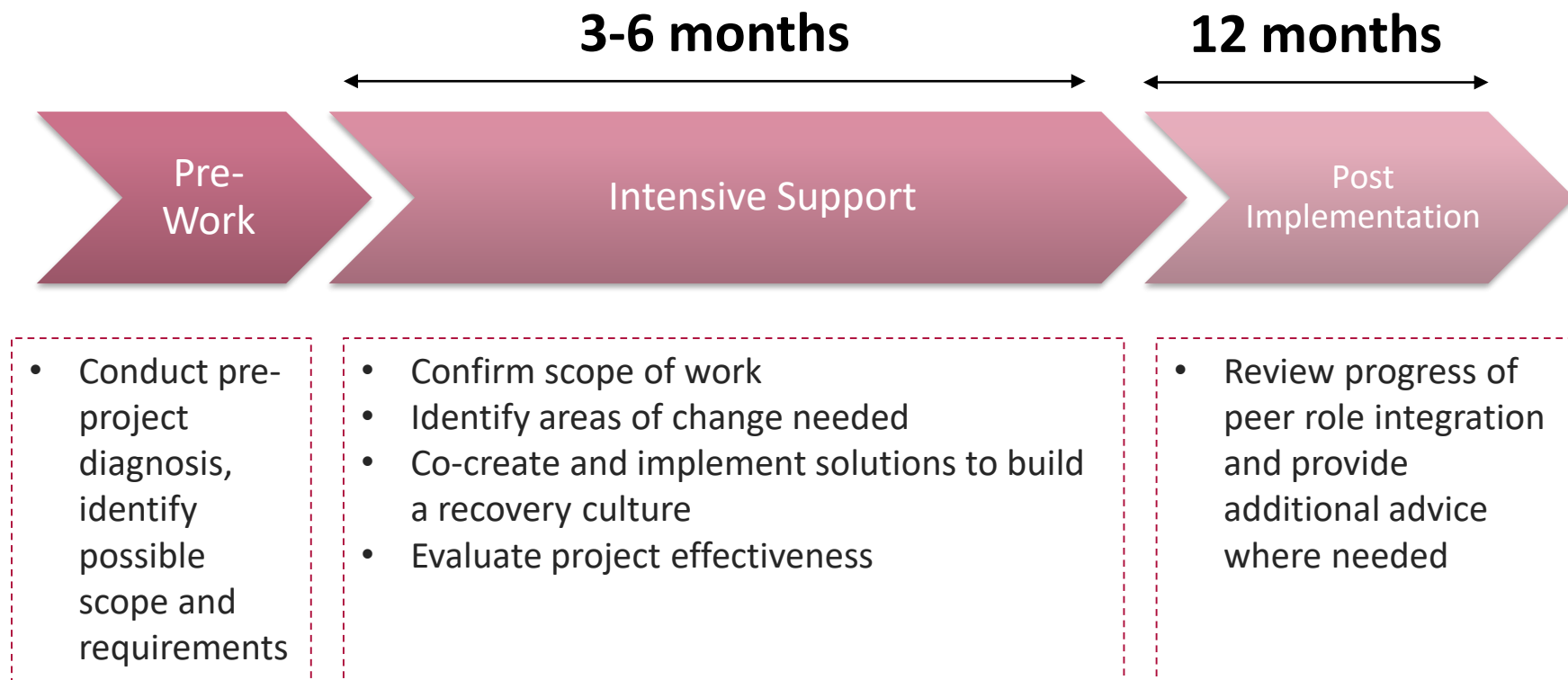
- 1) Changing the nature of day-to-day interactions
- 2) Co-produced learning and development opportunities are available for staff, people using services and their families to learn together
- 3) Co-produced, Recovery-focused learning opportunities are available for everyone using the service where people with mental health issues, the staff and families who support them and others in local communities can share expertise and learn together
- 4) Recovery focused leadership at every level and a culture of Recovery
- 5) Increasing personalisation and choice
- 6) Reducing restrictive practice; changing conceptions of risk as something to be avoided towards working together to improve safety
- 7) User-involvement is replaced by fully resourced co-production so that the views, experiences and aspirations of people using services and their family members are accorded the same value as the views of staff in the organisation
- 8) Transforming the workforce ('peer support specialists')
- 9) Supporting staff to cope effectively with the stressors that are inevitable in working in mental health services
- 10) Prioritisation of life goals (full citizenship and community integration) in all care planning processes

Some areas that Consultancy can address:

HR-related areas

- Role definition of peers, progression pathway
- Salary guidelines, contractual terms
- HR practices (e.g. onboarding process, coaching and performance management)
- Team preparation

Scope of Consultancy Services



Outcomes

- Create and incorporate the agreed no. of peer roles within the consultancy period
- Programme had sustained peer roles as part of their service delivery for at least 6 months
- Implemented the action plans stated in the implementation report

For more information on how to apply, please refer to the [NCSS website for Consultancy Services on Peer Role Integration](#).

6. Annex B : Peer Support Specialist Programme Modules



**INSTITUTE
of MENTAL
HEALTH**



In collaboration with Mental Health Organisations

The 'Peer Support Specialist Programme' was launched in 2016 by the National Council of Social Service (NCSS) with strong support from the Institute of Mental Health (IMH) and mental health organisations. It is Singapore's first national training programme to prepare individuals for the role of a Peer Support Specialist by empowering them to leverage their lived experiences to support others on their recovery journeys. The programme consists of two modules as shown below.

1

Preparatory
Training for Potential
Peer Support Specialist
(16-hour)

2

Certificate in Peer
Support
(80-hour classroom &
100-hour practicum)

Preparatory Training for Potential Peer Support Specialist

Upon completion of this module, learners are expected to:

1. Upon completion of this module, learners are expected to:
2. Be able to explain the mental health service delivery system in Singapore.
3. Summarise the role of a Peer Support Specialist in a mental health setting in Singapore.
4. Explain the principles of recovery and resilience.
5. Associate peer support interaction with the possibility of recovery and resilience in persons with mental health conditions.
6. Explain the approach of sharing and writing a recovery story.
7. Write a Resilient Learning Plan.
8. Identify appropriate wellness and self-care techniques.

Certificate in Peer Support

Upon completion of this module, learners are expected to:

1. Apply recovery and resilience principles to support their peers in their recovery journeys.
2. Demonstrate peer support practice through the role of a peer support specialist.
3. Relate the purpose of recovery and resilience documentation to peer support practice.
4. Share a recovery/resilience story.
5. Apply the practice of peer support and resilient conversation in culturally diverse situations.
6. Apply ethical standards to peer support scenarios.
7. Prepare a primary self-healthcare survey.
8. Facilitate a resilient conversation with peers facing challenging situations.
9. Practice trauma informed care with peers.
10. Practice peer support with peers facing addiction challenges.
11. Prepare for career readiness as a Peer Support Specialist.

For more information on how to apply, please refer to the SSI website for the Peer Support Specialist Programme.

Thank you