



## Vaya Health's North Carolina Peer Support Specialist Training Program Application

### About this Training

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Vaya Health's North Carolina Peer Support Specialist training is a 50-hour program scheduled on six days. A brief graduation ceremony will be held on the final training day. Our current training curriculum meets the criteria set forth by the state of North Carolina.

*Attendees must be present and participate on ALL scheduled days and hours. If you are unable to attend all hours, please do not apply at this time. Participants who do not complete all 50 hours will not earn the certificate of completion, which is required for NC Peer Support Specialist Certification. If a training participant misses 3 hours or less of training time, they will be asked to make it up before the end of the training. If the participant misses more than 3 hours or up to a day (8 hours) of training time, they may make up the missed time in a future class within 3 months. If a participant misses more than a day of training time, they must retake the entire class at a future date.*

This training involves lectures, group activities, pre-work and homework assignments. The group activities require respect and support. In addition to providing education to participants, there will be skill-building exercises through role plays, take-home activities, and sharing of personal recovery experiences related to overcoming mental health and/or substance use disorder challenges.

While we anticipate that there will be employment opportunities throughout the state for certified peer support specialists in the coming years, and this course will provide you with the North Carolina state-required training for peer support specialist certification, completing this course provides NO guarantee of employment. You are responsible for applying for available positions and utilizing the necessary community supports for job-seeking skills you may need.

- \* You are required to have a minimum of **nine (9) months** of demonstrated, sustained recovery to be eligible for this training.
- \* To become a North Carolina Certified Peer Support Specialist, you must have a minimum of **one (1) year** of demonstrated, sustained recovery. Completing this approved 50-hour course does not entitle the training participant to the CPSS certification unless they have the required lived experience of a mental health and/or substance use disorder as well as all other criteria required by the NCCPSS certification program, listed online at [atpss.unc.edu](http://atpss.unc.edu).

## Your Application

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Date of this application:

For which PSS class are you applying? Date:

Location:

Classes fill quickly and there is often a waiting list. Are you open to attending classes in other locations?      Yes                      No

Your first and last name:

Your mailing address:

Your county of residence:

Your email address:

*\*If you do not have an email address, we strongly recommend obtaining one as we will communicate heavily before, during and after training via email.*

Your telephone number:

Your date of birth (must be at least 18 years of age):

Name and phone number for emergency contact:

How did you hear about this training?

Your answers to the following questions help the review committee choose between multiple applicants, so please fully answer all questions. Attach additional sheets as necessary.

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**Class participants must have their own experience of living with a mental health challenge and/or substance use disorder and be willing to disclose appropriately. Having received professional services is not a requirement. Please describe your personal experience:**

Are you willing to openly share your lived experience with others?  Yes  No

Have you completed the Wellness Recovery Action Plan® (WRAP®) class or correspondence course?  Yes  No      Do you have a WRAP®?  Yes  No

WRAP® is not required to participate in this PSS training.

Are you self-described as being in “recovery?”  Yes  No

If so, how long have you been in recovery?

What does recovery mean to you?

Describe what has been helpful in your recovery, such as wellness or support tools you use in your daily life?

Would you be able to support someone whose idea or pathway of recovery is different than yours? (Explain)

Peer specialists are models of recovery for others. In what ways do you demonstrate recovery and goals geared towards a full and meaningful life in the community?

**Tell us how you use natural supports (unpaid supports, such as friends, family, etc.) in your recovery.**

**Please share why you are interested in peer support services and the possibility of working as a Certified Peer Support Specialist.**

**Describe what strengths you may bring to a Peer Support position (s) and what skills you feel you need to develop.**

**This training is an intensive course built on interaction and sharing of behavioral health experiences. What will be your greatest challenge in attending the training and how will you address this challenge?**

**Additional comments (optional):**

## Important Notices

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### General contact information

- Email [PSStraining@vayahealth.com](mailto:PSStraining@vayahealth.com) or call 1-800-893-6246, ext. 3357 with general questions, comments or requests.
- For concerns about the course or trainer(s), please email [MemberEngagement@vayahealth.com](mailto:MemberEngagement@vayahealth.com) or call 1-800-893-6246, ext. 4401.

### Class size and cancellations

- Classes with only one approved course trainer must be limited to a maximum of 15 participants. If a class size is more than 15 participants, the NCCPSS program requires the owners of approved 50-hour courses to have two certified course trainers. Maximum class size is 22 participants.
- If less than five people are present on the first day of class, class will be cancelled.
- If a class must be cancelled, Vaya will contact training participants by phone or verified email contact within 48 hours of the cancellation decision.

### Refunds

- The fee charged to applicants who are enrolled in this course covers the cost of participant manual. If you receive the course participant manual, the manual must be returned to Vaya Health, 200 Ridgefield Court, Suite 218, Asheville, NC 28806 before an eligible refund is issued.
- Your refund request or request to apply the course fee to a future training date must be submitted in writing (secure email or letter).
- A refund may be issued for the following reasons:
  - Class is cancelled in advance by the course owner;
  - A class cannot be completed by the training entity due to unforeseen circumstances (e.g., weather event, sickness, etc.);
  - A training participant withdraws in writing at least three weeks before the first day of class; or
  - Other unforeseen circumstances where justice requires a refund (extenuating medical circumstances where immediate communication is not available)
- If you attend any portion of the course, or do not communicate your cancellation prior to the start date, you will not be eligible for a refund.

### ADA accommodations

- Vaya will provide any and all reasonable accommodations (under the ADA) within our ability and will assist prospective students in acquiring other accommodations as needed to complete the course application process or participate in the course. Request these accommodations by email to [PSStraining@vayahealth.com](mailto:PSStraining@vayahealth.com) or calling 1-800-893-6246, ext. 3357.

## **Complaints**

- Vaya Health follows a “no wrong door” approach for submitting grievances or complaints. You can file a grievance or complaint in any of the following ways:
  - BY PHONE:
    - Member and Recipient Services Line: 1-800-962-9003
    - Grievance Resolution and Incident Team: 1-800-893-6246, ext. 1600
    - 24/7 Compliance Hotline: 1-866-916-4255 (allows anonymous reporting)
  - BY MAIL: Vaya Health, Attn: Grievance Resolution and Incident Team, 200 Ridgefield Court, Asheville, NC 28806
  - BY EMAIL: ResolutionTeam@vayahealth.com
  - ONLINE: [www.vayahealth.ethicspoint.com](http://www.vayahealth.ethicspoint.com) (Allows for anonymous reporting)
- Training participants can also submit complaints to the NCCPSS Program using information posted online at [pss.unc.edu/contact-us](http://pss.unc.edu/contact-us) or calling the NCCPSS Program at 919-843-3018.

**By signing below, I certify that I understand the above information and, if selected, plan to be present and actively participate in the Vaya Health’s Peer Support Specialist Training Program. I understand that I must have lived experience of a mental health and/or substance use disorder to receive the North Carolina's Certified Peer Support Specialist Certification for which this course is a pre-requisite.**

**Further, I give permission for the trainer to contact my references to verify the information provided.**

**Applicant’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**Printed Name: \_\_\_\_\_**

**Thank you for your application. Program participants will be selected based upon qualifications and availability. Two reference letters are required (see attached letter form). Please note your relationship to the person providing the reference. The letters may be submitted by former or present employers, teachers, volunteer supervisors, clergy, or staff who have provided your services/treatment or who may attest to your qualifications.**



Your application must be submitted in its entirety, including both reference letters and with all questions answered completely to be considered for this class.

**Please mail your completed application and references to:**

**Vaya Health  
Attention: Peer Support Training  
825 Wilkesboro Blvd. SE  
Lenoir, NC 28645  
PSSTraining@vayahealth.com**

**There is a \$30 fee for this training to cover the cost of our materials. Please do not send payment with your application. Upon selection, you will be asked to send payment.**