New York State Certified Peer Worker
Supervisor Practicum/Work Experience Evaluation Form

Directions for supervisors completing this evaluation:

This form should be completed by the direct supervisor of an individual seeking Certification as NYS Peer Worker. Please review all directions carefully.

Applicant Practicum Information

Name of Peer Worker Seeking Certification:

Name of Supervisor:

Name of Agency:

Title Held by Peer Worker:

Responsibilities Carried Out:

Please indicate the dates the peer worker has provided services under your supervision and the numbers of hours of work he/she completed under your supervision.

Start Date:

End Date:

Hours Completed:

Did the peer worker complete a minimum of 500 hours of work? ◉ Yes ○ No

Did the peer worker complete all 500 hours of work under your supervision?

◉ Yes ○ No

If no- **Please provide the supervisor's name, former agency, and number of hours for where the peer worker completed the first portion of hours of his/her practicum**(If he/she received additional hours of work experience to complete the 500 hours with a different supervisor at a different agency, you will need to confirm with the former supervisor/agency that the peer worker completed the additional hours prior to working with you.):

Name:

Agency:

Hours Completed:

Please select the Track(s) you are evaluating the peer worker on: ☐ HIV | ☐ HCV | ☐ HR * *(you must select at least one)*

Practicum Evaluation

For each of the areas outlined in items 1-8, please provide a rating by checking the box that best corresponds with your assessment and provide written comments to substantiate your rating.

1. Ability to learn and openness to supervisor's feedback

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

2. Quality of work

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

3. Level of productivity/ work habits

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

4. Ability to establish positive rapport with clients

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

5. Ability to work well with other professionals

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

6. Attendance and punctuality

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

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7. Ability to follow all agency policies and procedures

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

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8. Overall Rating

☐ Unacceptable ☐ Needs Improvement ☐ Satisfactory ☐ Exemplary

Comments:

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Evaluation of Competencies

Prior to beginning this online evaluation form, we suggest that you review the list of Core Competencies for the track the peer worker you are evaluating is applying (HIV/HCV/HR), available here: http://hivtrainingny.org/Home/PeerCertification

Please Note: If the peer worker is applying for certification in more than one track, you will need to provide feedback for 25 competencies from each track for which you have supervised them, in addition to the General Competencies. Only evaluate the competencies you have observed. If you have not supervised the peer in a role that has duties related to a certain track (i.e., you supervise them in an HIV Peer Navigator Role, but they also have work experience as a Harm Reduction Educator Capacity, for which they are seeking their dual certification), please do not provide an evaluation for those competencies

General Competencies: *Click here to expand*

Please provide evaluation on all of the Core Competencies. Click the statement you are evaluating the peer worker on, and then "meets", "making progress", or "does not meet".

1. Shares their personal experience in a strategic, compassionate and responsive manner and comfortably discloses status
   ☐ meets ☐ making progress ☐ does not meet

2. Demonstrates a commitment to personal self-management of health conditions and treatment regimens
   ☐ meets ☐ making progress ☐ does not meet

3. Addresses health literacy needs of clients to ensure client understanding of messages delivered
   ☐ meets ☐ making progress ☐ does not meet

4. Communicates using a person-centered approach such as active listening, stages of change, motivational interviewing and/or harm reduction counseling
   ☐ meets ☐ making progress ☐ does not meet

5. Upholds agency confidentiality policies and procedures
   ◯ meets ◯ making progress ◯ does not meet

6. Recognizes own vulnerabilities and emotional responses to work-related matters and identifies strategies for managing the situation, including asking for help from supervisor(s) and/or other available supports
   ◯ meets ◯ making progress ◯ does not meet

7. Recognizes the limits of their knowledge and seeks assistance from staff when needed
   ◯ meets ◯ making progress ◯ does not meet

8. Seeks opportunities to increase knowledge and skills for peer support
   ◯ meets ◯ making progress ◯ does not meet

9. Employs self-care strategies to wellness and prevent "burn-out"
   ◯ meets ◯ making progress ◯ does not meet

10. Demonstrates effective oral, written and non-verbal communication skills appropriate for the work setting
    ◯ meets ◯ making progress ◯ does not meet

11. Develops awareness of and manages own personal biases and triggers when dealing with participant, as required for their specific worksite
    ◯ meets ◯ making progress ◯ does not meet

12. Relates to clients via their shared lived experience, despite the differences that may exist between them
    ◯ meets ◯ making progress ◯ does not meet

Please select at least 3 subcategories from the list below, and rate a minimum of 25 competencies per track you are evaluating.

Click the statement you wish to evaluate the peer worker on, and "meets", "making progress", or "does not meet". Please only fill out items that are relevant to the services you have observed your peer providing

HCV Testing

☐ Works as part of a multi-disciplinary team to conduct HCV testing

   ◯ meets ◯ making progress ◯ does not meet

☐ Explains key points of information about HCV testing, including the differences between the two HCV tests (i.e., HCV antibody screening test and HCV RNA test)
   ◯ meets ◯ making progress ◯ does not meet

☐ Reinforces the need for the second HCV test (HCV RNA) to diagnose HCV if the HCV antibody screening test is positive
   ◯ meets ◯ making progress ◯ does not meet

☐ Shares personal experiences in a strategic manner to demonstrate to the client the importance of knowing one's HCV status
   ◯ meets ◯ making progress ◯ does not meet

☐ Refers clients to testing sites and accompanies as needed

   ◯ meets ◯ making progress ◯ does not meet

For clients with a positive/reactive HCV test result

☐ Explains that client has HCV antibodies, was exposed to HCV at some time, and is probably infected, but additional testing is needed to know for sure
   ◯ meets ◯ making progress ◯ does not meet

☐ Explains that the presence of HCV antibodies does not protect from reinfection or super-infection
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Emphasizes the need for getting the second HCV RNA test to confirm (or rule out) active infection
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Works as part of a multi-disciplinary team to arrange and link client to an appointment for follow-up HCV testing and care, following best practices outlined below
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ When applicable, uses his or her experience with HCV testing, linkage to care and treatment to help the client understand the importance of attending the follow-up appointment and that HCV is a curable condition for most people
    ⭕ meets   ⭕ making progress   ⭕ does not meet

For clients with a negative/nonreactive HCV test result

☐ Explains that it can take up to six months for antibodies to become detectable after an HCV exposure
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Explains the need for follow-up testing, if a recent exposure occurred
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Explains that a negative test result does not protect from getting infected in the future
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Explains options for HCV prevention, including safer injection practices and other relevant harm reduction strategies
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Uses a harm reduction approach to help the client choose options that are acceptable to the client and which reduce their risk of HCV infection
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Refers clients who use drugs to syringe exchange program and ESAP
    ⭕ meets   ⭕ making progress   ⭕ does not meet

Engagement, Linkage and Retention to Care

☐ Uses their personal experience of HCV treatment to explain the importance of participating in HCV health care
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Conducts outreach to people at risk for or living with HCV in the community
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Initiates contact with clients who have missed appointments, discontinued care or who have yet to engage in health care services
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Meets and greets clients who are new to the organization
    ⭕ meets   ⭕ making progress   ⭕ does not meet

☐ Provides a tour of the health care facility, introducing the client to appropriate staff, the location of reception, waiting room and exam   rooms
     〇 meets   〇 making progress   〇 does not meet

☐ When engaging and linking a client to an initial health care appointment, accurately communicates, verbally and in writing, the following information: the date, time, location, provider name, information about what to bring to the appointment and any other facility-specific information needed to have a successful appointment
     〇 meets   〇 making progress   〇 does not meet

☐ Based on knowledge of the facility practices, explains to the client what to expect during their first HCV medical appointment, including physical exam, lab work and interactions with staff
     〇 meets   〇 making progress   〇 does not meet

☐ Based on knowledge of the facility practices, explains the procedures to follow when arriving for a health care appointment, including checking in with the receptionist, taking a seat in the waiting room, what to expect as the length of waiting time and shares ideas about what to do while the client is waiting
     〇 meets   〇 making progress   〇 does not meet

☐ Accompanies clients to health care appointments in accordance with job description and agency policies
     〇 meets   〇 making progress   〇 does not meet

☐ Makes follow-up calls regarding attendance at health care appointments including: reminding clients of an appointment; exploring reasons for missing an appointment; assisting clients with re-scheduling an appointment
     〇 meets   〇 making progress   〇 does not meet

☐ Explains the concept of sustained virologic response (SVR) and how achieving SVR will promote the client's health and reduce the chance of transmission to partners
     〇 meets   〇 making progress   〇 does not meet

☐ Informs client about newer therapies that are available, which are interferon-free, have fewer side effects and shorter treatment duration. Explain that cure is possible, and many of these therapies have high cure rates
     〇 meets   〇 making progress   〇 does not meet

☐ Reaches out to engage clients across the whole continuum of the treatment process
     〇 meets   〇 making progress   〇 does not meet

☐ Distributes or refers clients to appropriate hepatitis C educational resources
     〇 meets   〇 making progress   〇 does not meet

Hepatitis C Treatment

☐ Uses their experience of HCV treatment options and adherence to motivate the client and demonstrate that a high level of treatment completion is achievable
     〇 meets   〇 making progress   〇 does not meet

☐ Clarifies HCV treatment misconceptions
     〇 meets   〇 making progress   〇 does not meet

☐ Explains that HCV is a curable condition
     〇 meets   〇 making progress   〇 does not meet

☐ Reinforces medical provider's explanation about newer therapies that are available, which are interferon-free, have fewer side effects and shorter treatment duration. Explains that cure is possible, and many of these therapies have high cure rates
⭕ meets ⭕ making progress ⭕ does not meet

☐ Reinforces the client's understanding that if the client is cured that does not mean that the client cannot be reinfected. For clients who achieve a cure, provides various interventions and resources to prevent HCV reinfection
⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains that not taking HCV medication as prescribed can result in: 1) poorer health, 2) the medications not working, 3) medication resistance: reduced options for future treatment, and 4) increased likelihood of transmitting the virus to others
⭕ meets ⭕ making progress ⭕ does not meet

☐ Collaborates with clients to overcome behavioral, structural, and psychosocial barriers to taking their medications
⭕ meets ⭕ making progress ⭕ does not meet

☐ Works at part of the multi-disciplinary clinical team to provide tools and strategies using a client-centered approach to support clients in taking their medications every day as prescribed
⭕ meets ⭕ making progress ⭕ does not meet

☐ Refers clients back to health care providers to discuss any issues (i.e. side effects, discontinuation of medication without doctor's knowledge) that may be affecting their ability to adhere to a treatment regimen
⭕ meets ⭕ making progress ⭕ does not meet

☐ Works as part of a multi-disciplinary team to assess the readiness of the client to begin treatment (other health issues present, mental health, trauma, commitment to treatment, safe place to live while on treatment or keep medications, access to healthy food, time off work, social support, insurance coverage or financial assistance)
⭕ meets ⭕ making progress ⭕ does not meet

☐ Conveys appropriate expectations for time and other administrative issues it may take to initiate HCV treatment
⭕ meets ⭕ making progress ⭕ does not meet

Patient Navigation

☐ Provides information about available programs and services when engaging or enrolling clients in the community
⭕ meets ⭕ making progress ⭕ does not meet

☐ Provides a tour of the facility where the patient will receive services
⭕ meets ⭕ making progress ⭕ does not meet

☐ Provides educational and organizational materials
⭕ meets ⭕ making progress ⭕ does not meet

☐ Accompanies clients to community activities and appointments and participates in community activities with clients as assigned and approved by supervisor
⭕ meets ⭕ making progress ⭕ does not meet

☐ Informs new clients about available services and processes
⭕ meets ⭕ making progress ⭕ does not meet

☐ Assesses barriers and obstacles that may prevent a client from being linked to care. Assists client in taking appropriate action to overcome identified barriers
○ meets   ○ making progress   ○ does not meet

☐ Engages providers from HCV care and treatment program and other services, to meet the needs of clients
○ meets   ○ making progress   ○ does not meet

☐ Connects and introduces clients to providers, providers to clients and to other HCV clients, as needed while always remembering to ask permission to disclose any of a client's personal health information to others
○ meets   ○ making progress   ○ does not meet

☐ Shares information about how to get to the facility via public transportation, car or walking
○ meets   ○ making progress   ○ does not meet

☐ Explores any concerns the client may have regarding personal safety while getting to, or navigating around, the health care facility
○ meets   ○ making progress   ○ does not meet

Client Self-Management

☐ Relates their own and/or others' life experiences (while respecting privacy) to clients to inspire hope and empowerment
○ meets   ○ making progress   ○ does not meet

☐ Models positive self-management behaviors
○ meets   ○ making progress   ○ does not meet

☐ Works as part of the care team to help the client develop self-management goals, provide coaching and track progress meeting these goals
○ meets   ○ making progress   ○ does not meet

☐ Assists clients in voicing concerns or questions to members of the care team
○ meets   ○ making progress   ○ does not meet

☐ Educates clients about health, wellness, treatment adherence, sustained virologic response (SVR), and available support services
○ meets   ○ making progress   ○ does not meet

☐ Recognizes treatment adherence and completion
○ meets   ○ making progress   ○ does not meet

☐ Validates client's life experiences and feelings and celebrates client's efforts and accomplishments
○ meets   ○ making progress   ○ does not meet

☐ Recognizes and responds to the complexities and uniqueness of each peer's process of treatment adherence, including stage of disease and treatment outcomes, and tailors services and support to meet the preferences and unique needs of clients
○ meets   ○ making progress   ○ does not meet

☐ Recognizes and responds to competing priorities and life events that may impact self-management, such as: co-morbid conditions; child care; employment; legal issues, substance use
○ meets   ○ making progress   ○ does not meet

☐ Implements peer-run, evidence based self-management interventions as determined by the agency
　　　⬤ meets ⬤ making progress ⬤ does not meet

Harm Reduction, Syringe Access and Health Promotion

☐ Promotes and provides referrals to a wide range of harm reduction and health promotion resources including those related to syringe exchange, safer injection practices, opioid overdose prevention, counseling about alcohol use, safer sex practices, condom availability, smoking cessation, educational information, social services, and others as needed by the client
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Provides information on risk of relapse and re-infection. Provides education and reinforces harm reduction messaging
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Researches, develops and maintains up-to-date information about community, health and other resources and services, both informal and formal
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Recognizes signs of harm, crisis or distress that may interfere with medical care or treatment adherence. Takes action to alert or engage other members of the care team to address the situation by using local resources, services or client support
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Provides information on opioid overdose prevention and opioid substitution and supporting others
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Works with a multi-disciplinary team to address difficulties a client may experience due to active substance use, such as appointment keeping and treatment adherence
　　　⬤ meets ⬤ making progress ⬤ does not meet

Support Groups

☐ Markets support group to recruit clients
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Serves as facilitator or co-facilitator of a support group, along with another staff person
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Acts as a liaison between peers and co-facilitator, to bridge gaps and ensure groups are meeting the needs of the participants
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Leads by example by strategically sharing personal experience/stories
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Encourages active participation and client sharing of information
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Establishes and enforces support group rules to ensure confidentiality and that the group is a "safe space"
　　　⬤ meets ⬤ making progress ⬤ does not meet

☐ Meets needs of participants, offering information about additional supportive services or groups that may be beneficial
  ○ meets ○ making progress ○ does not meet

☐ Makes statements that show understanding, compassion, sympathy, and concern
  ○ meets ○ making progress ○ does not meet

☐ Encourages peer members to listen and provide supportive feedback\
  ○ meets ○ making progress ○ does not meet

Supportive Services

☐ Works as part of a multi-disciplinary team to identify supportive services that meet the needs of the client. Acts as a liaison between the client and multi-disciplinary team
  ○ meets ○ making progress ○ does not meet

☐ Educates clients about the range of behavioral health services available and works to destigmatize use of these services
  ○ meets ○ making progress ○ does not meet

☐ Works as part of a multi-disciplinary team to provide targeted referrals and linkages to essential services outside of agency
  ○ meets ○ making progress ○ does not meet

☐ Assists clients with making appointments for supportive services or arranges appointments for them
  ○ meets ○ making progress ○ does not meet

☐ Accompanies clients to supportive services appointments
  ○ meets ○ making progress ○ does not meet

Case Conferencing

☐ Works as member of multi-disciplinary team to retain clients in care by addressing barriers to the provision of service delivery and needed supportive services
  ○ meets ○ making progress ○ does not meet

☐ Provides a brief summary of their work with the client, including reporting on psycho-social issues, and barriers or facilitators to care
  ○ meets ○ making progress ○ does not meet

☐ Conveys their point of view in a respectful way when working with colleagues
  ○ meets ○ making progress ○ does not meet

☐ Recognizes the limits of their knowledge and seeks assistance from others when needed
  ○ meets ○ making progress ○ does not meet

Facilitating client involvement in continuous quality improvement (QI) efforts

☐ Engages and encourages clients to participate in facility-level QI activities
  ○ meets ○ making progress ○ does not meet

☐ Participates in QI activities as part of their role as members of the care team
  ○ meets ○ making progress ○ does not meet

☐ Represent the voices and perspectives of clients in the QI process

⭕ meets ⭕ making progress ⭕ does not meet

☐ Participates in agency efforts to reduce and eliminate stigma, prejudice and discrimination of people who have HCV and persons who use drugs

⭕ meets ⭕ making progress ⭕ does not meet

☐ Actively participates in efforts to improve the organization

⭕ meets ⭕ making progress ⭕ does not meet

Health Coverage

☐ Explains that the New York's Health Exchange website (https://nystateofhealth.ny.gov/), is the place to visit to assess eligibility for health insurance coverage

⭕ meets ⭕ making progress ⭕ does not meet

☐ Understands and identifies local resources that can assist clients with enrollment in a range of health coverage options

⭕ meets ⭕ making progress ⭕ does not meet

☐ Reinforces the need to work with staff such as a health benefits specialist, case manager or social worker to ensure health coverage needs are met

⭕ meets ⭕ making progress ⭕ does not meet

☐ In conjunction with the multi-disciplinary team, provides information about the prior authorization process, requirements and documentation needed to obtain approval. Provides information about appeal process, if needed and links client to appropriate staff and services in the event of a denial

⭕ meets ⭕ making progress ⭕ does not meet

☐ Works as part of the multi-disciplinary team to ensure health coverage and medication access needs are met and informs clients about relevant patient assistance programs (for high co-pays and HCV medications)

⭕ meets ⭕ making progress ⭕ does not meet

☐ Advocates for client and facilitates referrals for additional assistance

⭕ meets ⭕ making progress ⭕ does not meet

☐ Understands how employment effects his or her own benefits and coverage

⭕ meets ⭕ making progress ⭕ does not meet

Documentation and Record-Keeping

☐ Respects confidentiality of client records and follows all agency policies for handling client records

⭕ meets ⭕ making progress ⭕ does not meet

☐ Interprets data and patient information regarding the care of the patient, in consultation with care team as needed

⭕ meets ⭕ making progress ⭕ does not meet

☐ Documents services provided to the client in the client record, in accordance with agency policies

⭕ meets ⭕ making progress ⭕ does not meet

☐ Documents time and effort as needed for billing/ reimbursement practices, in accordance with agency policies

⭕ meets ⭕ making progress ⭕ does not meet

Please select at least 3 subcategories from the list below, and rate a minimum of 25 competencies per track you are evaluating.

Click the statement you wish to evaluate the peer worker on, and "meets", "making progress", or "does not meet". Please only fill out items that are relevant to the services you have observed your peer providing

Harm Reduction Competencies

☐ Effectively conveys the principles of harm reduction and how it applies to different areas of risk (i.e., drug use, sex work, health behavior change, etc.)
○ meets ○ making progress ○ does not meet

☐ Has a basic understanding of sexual risk and associated harm reduction strategies
○ meets ○ making progress ○ does not meet

☐ Promotes and provides referrals to a wide range of harm reduction and health promotion resources including those related to syringe exchange, safer injection practices, opioid overdose prevention, alcohol use, safer sex practices, condom availability, PrEP/PEP, smoking cessation, prevention information, social services, and others as needed by the participant
○ meets ○ making progress ○ does not meet

☐ Provides education and reinforces harm reduction messaging
○ meets ○ making progress ○ does not meet

☐ Researches, develops and maintains up-to-date information about community, health and other resources and services, both informal and formal
○ meets ○ making progress ○ does not meet

☐ Recognizes signs of harm, crisis or distress that may interfere with medical care or treatment adherence. Takes action to alert or engage other members of the service delivery team to address the situation by using local resources, services or participant support
○ meets ○ making progress ○ does not meet

☐ Provides information on opioid overdose prevention and response, Opioid Agonist Therapies and other supportive services
○ meets ○ making progress ○ does not meet

☐ Is a Trained Responder in the Opioid Overdose Prevention Program
○ meets ○ making progress ○ does not meet

☐ Works with a multi-disciplinary team to address issues that impact participants' ability to engage in services due to drug use and/or high risk sexual behaviors/sex work (i.e. HIV/STD/HCV co-infection, stigma and other social inequalities, etc.)
○ meets ○ making progress ○ does not meet

Promoting access to sterile injection equipment and supplies
Syringe Exchange Programs (SEPs)

☐ Has the ability to provide an overview of policies, procedures, and essential elements of SEP operations
○ meets ○ making progress ○ does not meet

☐ Has a clear understanding of the SEPs policies and procedures including different threshold criteria/legal requirements for enrolling individuals into SEP based on age (under 18 vs. over 18)
○ meets ○ making progress ○ does not meet

☐ Explains to drug users and others the general services available at an SEP and describes who is eligible for these services

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Exhibits a basic understanding of penal and public health laws & NYS regulations that allow for syringe access in NYS, and conducts peer delivered syringe exchange (PDSE) accordingly

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Conducts outreach to active drug users in the community

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Works as part of the SEP team or individually conducts initial assessment/screening to determine an individual's needs and eligibility for services through the SEP

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Works as part of the SEP team or individually issues Participant Identification Cards and explains how to use the ID card in the event of an interaction with Law Enforcement

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Has the ability to engage and educate community members and communicate the services of their program and their duties as a peer

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Has the ability to respond to Law Enforcement questions, concerns and challenges

　　⭕ meets　⭕ making progress　⭕ does not meet

Expanded Syringe Access Program (ESAP)

☐ Explains how NYS ESAP works, including:
- ○ educating individuals on minimum age eligibility for ESAP
- ○ educating individuals about how to locate and identify a participating pharmacy
- ○ educating individuals about how to purchase syringes at participating pharmacies
- ○ educating individuals about how to obtain syringes from health care or other sites that may participate in ESAP
- ○ educating individuals how to use ESAP voucher programs
- ○ educating individuals about how to address issues with Law Enforcement or problems with a pharmacy

　　⭕ meets　⭕ making progress　⭕ does not meet

Safer injecting practices

☐ Remains informed and aware of current trends in drug use as they related to the needs of participants in their program

　　⭕ meets　⭕ making progress　⭕ does not meet

☐ Educates participants on safer injecting practices including, but not limited to:
- ○ The importance of using new sterile injection equipment and works and the health risks of reusing dull or overused syringes
- ○ How to select an injection site, taking into consideration vein health and previous injections
- ○ The importance of cleaning the injection site
- ○ The importance of injecting on a clean surface, free of exposure to blood, other toxins or germs
- ○ How to avoid exposure to another person's blood products during the injection process
- ○ How to clean works as a last resort.
- ○ How to avoid or address some of health risks of injecting including abscesses, endocarditis, MRSA, etc.
- ○ Strategies for alternatives to injecting and/or frequency of injecting
- ○ Alternative types of injecting, including intramuscular (IM) and skin-popping

⬤ meets ⬤ making progress ⬤ does not meet

Promoting safe syringe disposal

☐ Explains the importance of safe disposal of used syringes

⬤ meets ⬤ making progress ⬤ does not meet

☐ Describes ways to dispose of syringes safely, including:
- ○ Returning used syringes to a syringe exchange program or other site (i.e. hospitals, nursing homes, residential sharps program)
- ○ Informing participants of any disposal kiosks available in the community
- ○ Educate participants about disposing of syringes in hard plastic bottles, for example bleach or detergent bottles
- ○ Provides alternative strategies for safer disposal in the absence of the above options

⬤ meets ⬤ making progress ⬤ does not meet

Safe Handling of syringes

☐ Handles new and used syringes in a safe manner in accordance with agency policies and procedures

⬤ meets ⬤ making progress ⬤ does not meet

☐ Follows agency policy and procedure in the case of an accidental needle stick

⬤ meets ⬤ making progress ⬤ does not meet

☐ Educates participants about how to safely handle syringes to avoid accidental needle sticks for themselves and others in the environment

⬤ meets ⬤ making progress ⬤ does not meet

Preventing Opioid Overdose

☐ Describes the symptoms of an opioid overdose

⬤ meets ⬤ making progress ⬤ does not meet

☐ Educates participants about how to avoid overdose, sharing information including, but not limited to, the following:
- ○ Changes in purity/potency of drugs being used
- ○ Changes in individual tolerance, including after periods of abstinence
- ○ Risks of using alone
- ○ Dangers of mixing drugs
- ○ Reports of increased toxicity or tainted drugs in the local community

🔘 meets   🔘 making progress   🔘 does not meet

☐ Explains that there is a medication that can reverse an opioid overdose

🔘 meets   🔘 making progress   🔘 does not meet

☐ Refers participants to Opioid Overdose Prevention Programs for training and/or provides this training when appropriate.

🔘 meets   🔘 making progress   🔘 does not meet

☐ Explains the importance of calling 911 in cases of a suspected overdose

🔘 meets   🔘 making progress   🔘 does not meet

☐ Explains that the Good Samaritan Law provides protection from charges and prosecution for certain drug related charges, for the person who calls and the person who ODs

🔘 meets   🔘 making progress   🔘 does not meet

Making Service Referrals

☐ Follows agency policies for referring participants to a wide range of needed services including, but not limited to:
- ○ HIV/HCV/STD testing, care and treatment
- ○ Detox, in-patient rehab, out-patient rehab, Opioid Agonist Therapy (Buprenorphine, methadone)
- ○ Supportive services such as harm reduction counseling, evidence based interventions, support groups, AA/NA, mental health counseling, etc.
- ○ Social services including housing, shelters, domestic violence services, food pantry, free meals, clothing, entitlements and other services as needed

🔘 meets   🔘 making progress   🔘 does not meet

☐ Follows-up with participants regarding their referral experiences and outcomes, including addressing situations where an appointment was not kept

🔘 meets   🔘 making progress   🔘 does not meet

☐ Provides escort for participants for referrals when appropriate or needed

🔘 meets   🔘 making progress   🔘 does not meet

☐ Understands and identifies local resources that can assist participants with enrollment in a range of health coverage options

🔘 meets   🔘 making progress   🔘 does not meet

Participant Self-Management

☐ Relates their own and/or others' life experiences (while respecting privacy) to participants to inspire hope and empowerment

🔘 meets   🔘 making progress   🔘 does not meet

☐ Models positive self-management behaviors

⬤ meets ⬤ making progress ⬤ does not meet

☐ Recognizes and responds to competing priorities and life events that may impact self-management, such as: co-morbid conditions; child care; employment; legal issues, substance use

⬤ meets ⬤ making progress ⬤ does not meet

☐ Recognizes and responds to the complexities and uniqueness of each participant and tailors services and support to meet the preferences and unique needs of participants

⬤ meets ⬤ making progress ⬤ does not meet

☐ Works as part of the service delivery team to help the participant develop self-management goals, provide coaching and track progress meeting these goals

⬤ meets ⬤ making progress ⬤ does not meet

☐ Educates participants about health, wellness, and available support services

⬤ meets ⬤ making progress ⬤ does not meet

☐ Validates participant's life experiences and feelings and celebrates participant's efforts and accomplishments

⬤ meets ⬤ making progress ⬤ does not meet

☐ Assists participants in voicing concerns and questions to members of the service delivery team.

⬤ meets ⬤ making progress ⬤ does not meet

Facilitating involvement in continuous quality improvement (QI) efforts

☐ Actively participates in efforts to improve the organization

⬤ meets ⬤ making progress ⬤ does not meet

☐ Engages and encourages participants to contribute to facility-level QI activities

⬤ meets ⬤ making progress ⬤ does not meet

☐ Participates in QI activities as part of their role as members of the service delivery team

⬤ meets ⬤ making progress ⬤ does not meet

☐ Represent the voices and perspectives of participants in the QI process

⬤ meets ⬤ making progress ⬤ does not meet

☐ Participates in agency efforts to provide services in ways that reduce stigma, prejudice and discrimination of persons who use drugs and/or engage in high risk sexual behaviors/sex work

⬤ meets ⬤ making progress ⬤ does not meet

Documentation and Record-Keeping

☐ Respects confidentiality of participant records and follows all agency policies for handling participant records

⬤ meets ⬤ making progress ⬤ does not meet

☐ Documents services provided to the participant in the participant record, in accordance with agency policies, including documenting referrals and follow-up activities

⬤ meets ⬤ making progress ⬤ does not meet

☐ Documents time and effort as needed for billing/ reimbursement practices, in accordance with agency policies
   ⭕ meets ⭕ making progress ⭕ does not meet

Please select at least 3 subcategories from the list below, and rate a minimum of 25 competencies per track you are evaluating.

Click the statement you wish to evaluate the peer worker on, and "meets", "making progress", or "does not meet". Please only fill out items that are relevant to the services you have observed your peer providing

HIV Testing

☐ Works as part of a multi-disciplinary team to conduct HIV testing following NYS HIV testing laws, including obtaining informed consent before the HIV test is conducted
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains key points of information about HIV testing
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Shares personal experiences in a strategic manner to demonstrate to the client the importance of knowing one's HIV status
   ⭕ meets ⭕ making progress ⭕ does not meet

For clients with a preliminary positive rapid HIV test result

☐ Works as part of a multi-disciplinary team to explain the meaning of the test result and that additional testing is needed to know for sure
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Works as part of a multi-disciplinary team to arrange for blood draw for additional testing
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Offer accompaniment and support to access confirmatory testing in accordance with job responsibilities
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Makes a follow-up appointment to provide the client the final test result
   ⭕ meets ⭕ making progress ⭕ does not meet

For clients with a confirmed positive HIV test result

☐ Works as part of a multi-disciplinary team to review all NYS required follow-up actions for clients with a confirmed positive HIV test result
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Works as part of a multi-disciplinary team to arrange and link client to an appointment for HIV care, following best practices outlined below
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains the importance of partner services and makes an effective referral to the appropriate partner services program
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ When applicable, uses his or her personal experience with partner notification to assist the client in understanding the range of options for notifying an at-risk partner
   ⭕ meets ⭕ making progress ⭕ does not meet

☐ When applicable, uses his or her experience with engagement and linkage to care and HIV treatment options to help the client understand that he or she can live a healthy life with HIV
⭕ meets ⭕ making progress ⭕ does not meet

For clients with a negative or indeterminate test result

☐ Explains that the window period is the length of time after infection but before an HIV test is able to detect the presence of infection
⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains the need for follow-up testing
⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains options for HIV/STD/hepatitis prevention including: abstinence, male and female condom use, PEP, PrEP, safer sex, safer injection practices and other harm reduction strategies
⭕ meets ⭕ making progress ⭕ does not meet

☐ Refer and link clients to a range of prevention services
⭕ meets ⭕ making progress ⭕ does not meet

☐ Uses a harm reduction approach to help the client choose options that are acceptable to the client which reduce his or her risk of HIV/STD/viral hepatitis infection
⭕ meets ⭕ making progress ⭕ does not meet

☐ Explains the location and functioning of syringe exchange program and ESAP to all clients who use drugs
⭕ meets ⭕ making progress ⭕ does not meet

Engagement, Linkage and Retention to Care

☐ Uses his or her personal experience of HIV treatment to explain the importance of participating in HIV health care
⭕ meets ⭕ making progress ⭕ does not meet

☐ Conducts outreach to people at risk for or living with HIV/HCV in the community
⭕ meets ⭕ making progress ⭕ does not meet

☐ Initiates contact with clients who have missed appointments, discontinued care or who have yet to engage in health care services
⭕ meets ⭕ making progress ⭕ does not meet

☐ Meets and greets clients who are new to the organization
⭕ meets ⭕ making progress ⭕ does not meet

☐ Provides a tour of the health care facility, introducing the client to appropriate staff, the location of reception, waiting room and exam rooms
⭕ meets ⭕ making progress ⭕ does not meet

☐ When engaging and linking a client to an initial health care appointment, accurately communicates verbally and in writing, the following information: the date, time, location, provider name, information about what to bring to the appoint and any other facility-specific information needed to have a successful appointment
⭕ meets ⭕ making progress ⭕ does not meet

☐ Based on knowledge of the facility practices, explains to the client what to expect during his or her first HIV medical appointment, including physical exam, lab work and interactions with staff

⃝ meets ⃝ making progress ⃝ does not meet

☐ Based on knowledge of the facility practices, explains the procedures to follow when arriving for a health care appointment, including checking in with the receptionist, taking a seat in the waiting room, what to expect as the length of waiting time and shares ideas about what to do while the client is waiting

⃝ meets ⃝ making progress ⃝ does not meet

☐ Accompanies clients to health care appointments in accordance with job description and agency policies

⃝ meets ⃝ making progress ⃝ does not meet

☐ Makes follow-up calls regarding attendance at health care appointments including: reminding clients of an appointment; exploring reasons for missing an appointment; assisting clients with re-scheduling an appointment

⃝ meets ⃝ making progress ⃝ does not meet

☐ Explains the concept of viral suppression and how achieving viral suppression will promote the client's health and reduce the chance of transmission to partners.

⃝ meets ⃝ making progress ⃝ does not meet

☐ Reaches out to engage clients across the whole continuum of the treatment process

⃝ meets ⃝ making progress ⃝ does not meet

Anti-retroviral Therapy (ART) Initiation and Treatment Adherence

☐ Uses his or her experience of HIV treatment options and adherence to motivate the client and demonstrate that a high level of adherence is achievable

⃝ meets ⃝ making progress ⃝ does not meet

☐ Explains that not taking ART medication regularly can result in: 1) poorer health, 2) the medications not working as well, 3) reduced options for future treatment, and 4) increased likelihood of transmitting the virus to partners

⃝ meets ⃝ making progress ⃝ does not meet

☐ Reinforces the client's understanding of HIV-related lab results, including the meaning of viral load and CD4 count

⃝ meets ⃝ making progress ⃝ does not meet

☐ Collaborates with clients to overcome behavioral, structural, and psychosocial barriers to taking their medications

⃝ meets ⃝ making progress ⃝ does not meet

☐ Works at part of the multi-disciplinary clinical team to provide tools and strategies using a client-centered approach to support clients in taking their medications every day as prescribed

⃝ meets ⃝ making progress ⃝ does not meet

☐ Refers clients back to health care providers to discuss any issues (i.e., side effects) that may be affecting his or her ability to adhere to a treatment regimen

⃝ meets ⃝ making progress ⃝ does not meet

Patient Navigation

☐ Provides a tour of the facility

⃝ meets ⃝ making progress ⃝ does not meet

☐ Provides educational and organizational materials

○ meets ○ making progress ○ does not meet

☐ Accompanies clients to community activities and appointments and participates in community activities with peers as assigned and approved by supervisor

○ meets ○ making progress ○ does not meet

☐ Informs new clients about available services and processes

○ meets ○ making progress ○ does not meet

☐ Engages providers from HIV treatment and other services to meet the needs of clients

○ meets ○ making progress ○ does not meet

☐ Shares information about how to get to the facility via public transportation, car or walking

○ meets ○ making progress ○ does not meet

☐ Explores any concerns the client may have regarding personal safety while getting to, or navigating around, the health care facility

○ meets ○ making progress ○ does not meet

Client Self-Management

☐ Relates their own and/or others' life experiences (while respecting privacy) to clients to inspire hope and empowerment

○ meets ○ making progress ○ does not meet

☐ Models positive self-management behaviors

○ meets ○ making progress ○ does not meet

☐ Works as part of the care team to help the client develop self-management goals, provide coaching and track progress meeting these goals

○ meets ○ making progress ○ does not meet

☐ Assists clients in voicing concerns or questions to members of the care team

○ meets ○ making progress ○ does not meet

☐ Educates clients about health, wellness, treatment adherence, viral suppression, and available support services

○ meets ○ making progress ○ does not meet

☐ Recognizes treatment adherence and viral suppression accomplishments

○ meets ○ making progress ○ does not meet

☐ Validates client's life experiences and feelings and celebrates client's efforts and accomplishments

○ meets ○ making progress ○ does not meet

☐ Recognizes and responds to the complexities and uniqueness of each client's process of treatment adherence and viral suppression, and tailors services and support to meet the preferences and unique needs of clients

○ meets ○ making progress ○ does not meet

☐ Recognizes and responds to competing priorities and life events that may impact self-management, such as: co-morbid conditions; child care; employment; legal issues, substance use

○ meets ○ making progress ○ does not meet

☐ Implements peer-run, evidence based self-management interventions as determined by the agency
⭘ meets ⭘ making progress ⭘ does not meet

Harm Reduction, Syringe Access and Health Promotion

☐ Promotes and provides referrals to a wide range of harm reduction, health promotion and social services including syringe exchange, safer injection practices, opioid overdose prevention, counseling about alcohol use, safer sex practices, condom availability, smoking cessation, STD screening and treatment and others as needed by the client
⭘ meets ⭘ making progress ⭘ does not meet

☐ Distributes or refers clients to HIV/STD/viral hepatitis educational resources, evidence based prevention interventions and other prevention services/ resources
⭘ meets ⭘ making progress ⭘ does not meet

☐ Researches, develops and maintains up-to-date information about community, health and other resources and services, both informal and formal
⭘ meets ⭘ making progress ⭘ does not meet

☐ Recognizes signs of harm, crisis or distress that may interfere with treatment adherence and takes action to alert or engage other members of the care team and address the situation by using knowledge of local resources, services or client support
⭘ meets ⭘ making progress ⭘ does not meet

Support Groups

☐ Markets support group to recruit clients to join the group
⭘ meets ⭘ making progress ⭘ does not meet

☐ Serves as facilitator or co-facilitator of a support group, along with another staff person
⭘ meets ⭘ making progress ⭘ does not meet

☐ Acts as a liaison between peers and co-facilitator, to bridge gaps and ensure groups are meeting the needs of the participants
⭘ meets ⭘ making progress ⭘ does not meet

☐ Leads by example by strategically sharing personal experience/stories
⭘ meets ⭘ making progress ⭘ does not meet

☐ Encourages active participation and client sharing of information
⭘ meets ⭘ making progress ⭘ does not meet

☐ Establishes and enforces support group rules to ensure confidentiality and that the group is a "safe space"
⭘ meets ⭘ making progress ⭘ does not meet

☐ Makes statements that show understanding, compassion, sympathy, and concern
⭘ meets ⭘ making progress ⭘ does not meet

☐ Encourages clients to listen and provide supportive feedback
⭘ meets ⭘ making progress ⭘ does not meet

Supportive Services

☐ Works as part of multi-disciplinary team to identify supportive services that meets the needs of the clients
   ○ meets ○ making progress ○ does not meet

☐ Work as part of a team a multi-disciplinary team to provide targeted referrals and linkages to essential services outside of agency
   ○ meets ○ making progress ○ does not meet

☐ Educate clients about the range of behavioral health services and works to destigmatize these services
   ○ meets ○ making progress ○ does not meet

☐ Assists clients with making appointments for supportive services or arranges appointments for them
   ○ meets ○ making progress ○ does not meet

☐ Accompanies clients to supportive services appointments
   ○ meets ○ making progress ○ does not meet

Case Conferencing

☐ Works as member of multi-disciplinary team to retain clients in care by addressing barriers to the provision of service delivery and needed supportive services for client
   ○ meets ○ making progress ○ does not meet

☐ Provides a brief summary of their work with the client, including reporting on psycho-social issues, barriers or facilitators to care
   ○ meets ○ making progress ○ does not meet

☐ Conveys their point of view in a respectful way when working with colleagues
   ○ meets ○ making progress ○ does not meet

☐ Recognizes the limits of their knowledge and seeks assistance from others when needed
   ○ meets ○ making progress ○ does not meet

Facilitating Client Involvement in Continuous Quality Improvement Efforts

☐ Engages and encourages clients to participate in facility-level QI activities
   ○ meets ○ making progress ○ does not meet

☐ Participates in QI activities as part of their role as members of the care team
   ○ meets ○ making progress ○ does not meet

☐ Represent the voices and perspectives of clients in the QI process
   ○ meets ○ making progress ○ does not meet

☐ Participates in agency efforts to reduce and eliminate prejudice, stigma and discrimination against people who have HIV
   ○ meets ○ making progress ○ does not meet

☐ Actively participates in efforts to improve the organization
   ○ meets ○ making progress ○ does not meet

Health Coverage

Health Coverage

☐ Explains that the New York's Health Exchange website (https://nystateofhealth.ny.gov/) is the place to visit to assess eligibility for health insurance coverage.

☐ meets ☐ making progress ☐ does not meet

☐ Understands and identifies local resources that can assist clients with enrollment in a range of health coverage options

☐ meets ☐ making progress ☐ does not meet

☐ Explains what ADAP is and provide information about how to contact ADAP

☐ meets ☐ making progress ☐ does not meet

☐ Works as part of the team to inform clients about relevant patient assistance programs to ensure health coverage and medication access needs are met

☐ meets ☐ making progress ☐ does not meet

☐ Understands how employment effects his or her own benefits and coverage

☐ meets ☐ making progress ☐ does not meet

Documentation and Record-Keeping

☐ Respects confidentiality of client records and follows all agency policies for handling client records

☐ meets ☐ making progress ☐ does not meet

☐ Works with other members of the care team to interpret data and patient information to make appropriate decisions regarding the care of the patient

☐ meets ☐ making progress ☐ does not meet

☐ Documents services provided to the client in the client record, in accordance with agency policies

      ☐   meets   ☐   making progress   ☐   does not meet

☐ Documents time and effort as needed for billing/ reimbursement practices, in accordance with agency policies

      ☐   meets   ☐   making progress   ☐   does not meet

When you have provide all requested information, click "Complete" to convert the online form to a print-friendly format. (Be advised, the screen's appearance will change, but the data you provided will remain). Print the form.

Peer Workers should be given the opportunity to provide feedback on the evaluation they have received. Please review the printed form with the peer worker and allow them to comment before you both sign it. The peer worker will need to scan and upload his/her completed evaluation to his/her online application on https://www.hivtrainingny.org/Home/PeerCertification

Once you are complete, click here, and then right click to print a printer-friendly version of the evaluation.

⊙ CLICK TO COMPLETE FORM ⊙
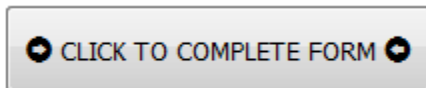
Applicant Acknowledgement of Receipt of Evaluation

I acknowledge receipt of this evaluation. I have been provided an opportunity to add my comments to this evaluation. Any comments are written in the space below.

Signature of Applicant_____

Applicant Comments:

Supervisor Signature: _____ Date: _____

Peer Worker Signature: _____ Date: _____