

# WHAT IS PEER SUPPORT?

Peer Support is a voluntary service centered around each person's unique needs and goals. Support looks different for everyone. Through encouragement, understanding, and shared life experiences, Peer Support Specialists help individuals manage challenges, build confidence, and move toward recovery.

**Services focus on increasing independence, community involvement, and overall well-being.**

Peer Support Specialists and Peer Recovery Coaches are individuals who have personal experience with mental health and/or substance use challenges. They use their lived experiences to offer hope, guidance, and support to others on their recovery journey.

All Peer Support Specialists and Peer Recovery Coaches are trained and certified through the Michigan Department of Health & Human Services (MDHHS). Youth Peer Support Specialists are trained and certified through the Association for Children's Mental Health (ACMH).

“Just because no one else can heal you or do your inner work for you, doesn't mean you can, should, or need to do it alone.

~Lisa Olivera



Pivotal is proud to be St. Joseph County's premier Certified Community Behavioral Health Clinic (CCBHC). As a CCBHC, we provide an excellent system of care by focusing on wellness, hope, and recovery.

## Ready to Get Started?

### Main Office

677 E. Main Street  
Centreville, MI 49032

### Three Rivers Office

1020 Millard Street  
Three Rivers, MI 49093

### Sturgis Office

1555 E. Chicago Rd., Suite A  
Sturgis, MI 49091

**Direct Phone:** 269-467-1000

**Customer Service:** 1-855-203-1730

**Crisis Line 24/7:** 1-800-622-3967

**Fax:** 269-467-3075

**TTY:** Michigan Relay Service at 7-1-1

**Life-threatening Emergency:** 911

**Suicide and Crisis Lifeline 24/7:** 988



[PivotalStJoe.org](http://PivotalStJoe.org)

**ATENCIÓN:** Si habla español, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-855-203-1730 (TTY: 7-1-1)

We are accredited by Commission of Accreditation of Rehabilitation Facilities.



# Peer Support Services

**WE'VE BEEN THERE. WE CAN HELP.**

Empowering Recovery  
Through Shared Experience

☎ 269-467-1000 • [PivotalStJoe.org](http://PivotalStJoe.org)

## HOW TO GET STARTED

If you are already receiving services through Pivotal, talk with your primary clinician or treatment team about adding Peer Support to your Individualized Plan of Service (IPOS).

Peer Support is already included in some Pivotal programs, including ACT (Assertive Community Treatment) and DBT (Dialectical Behavior Therapy).

Your care team can help you understand what services may be available for you and how Peer Support can fit into your recovery journey.



“It's important that we share our experiences with other people. Your story will heal you, and your story will heal somebody else.

~Lyanla Vanzant

## ADULT PEER SUPPORT

Meet one-on-one with a Peer Support Specialist who understands the challenges of mental health and recovery through their own lived experience. Peer Support offers hope, encouragement, and guidance while helping you build on your strengths and move toward your personal goals. Support includes:

- Coping skills
- Self-care and self-confidence
- Healthy relationships
- Building social supports
- Employment and education goals
- Housing and transportation resources
- Applying for benefits
- Navigating community resources
- Self-advocacy
- Crisis planning and advance directives
- Relapse prevention

## YOUTH PEER SUPPORT

Youth Peer Support gives young people and their families the chance to connect with other families or someone close in age who has lived experience with mental health or life challenges. Youth Peer Support Specialists provide encouragement, understanding, and guidance in a safe and supportive environment.

Services are designed to help youth build confidence, develop healthy coping skills, strengthen relationships, and work toward personal goals at home, in school, and in the community.

## RECOVERY COACHING

Recovery Coaching provides support, encouragement, and guidance for individuals working toward recovery from substance use challenges. Recovery Coaches use their own lived experience in recovery to help others build hope, stay motivated, and move forward in their personal recovery journey.

Recovery Coaching is person-centered and focused on your individual goals, strengths, and needs. Coaches work alongside individuals to help them identify barriers, build healthy routines, strengthen coping skills, and connect with supports in the community. Recovery Coaches are not counselors or therapists. Instead, they serve as mentors, advocates, and trusted supports who understand the recovery process firsthand.



**7 DAYS A WEEK | 10AM. - 2AM.**

**1-888-PEER-753**

1-888-733-7753

**FOR ALL MICHIGANDERS**

Michigan residents can contact the MDHHS Peer Support Warmline between the hours of 10:00am to 2:00am seven days a week.

The Warmline offers a listening ear to anyone who needs additional support in order to avoid escalating into crisis. Certified Peers are available for two 20-minute calls each day.