

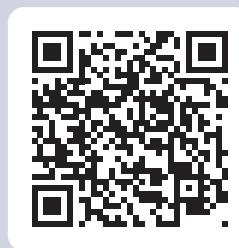
Success Stories:

The following are a few success stories we've heard so far:

- Prior to engaging with INSET, one participant spent 75 percent of the year in inpatient mental health settings, shelters, or overnight in the emergency department. INSET engaged with them and assisted them in finding housing and they have not returned to the hospital.
- One participant started working with INSET after having been incarcerated, on AOT, and having multiple hospitalizations. Since INSET, they have not had further hospitalizations or legal issues, enrolled in a peer training course and hope to become a Recovery Specialist once certified.
- In the year prior, one participant was hospitalized several times and spent about 115 days inpatient. After engaging with INSET, they accessed their passions in the community, including their love for art. They are active in the local community center and have avoided hospitalization.



More Information:



<https://omh.ny.gov/omhweb/advocacy-peer-support/inset/>

“ Being with INSET has helped me tremendously. I went from four hospitalizations a year to currently none for over a year. Before INSET, I couldn't maintain that type of stability. I am grateful for them. They're my buddies, my peers. **”**



Office of
Mental Health

Intensive and Sustained Engagement Teams (INSET)



Office of Advocacy and Peer Support Services

**NOTHING ABOUT US
WITHOUT US**

INTENSIVE AND SUSTAINED ENGAGEMENT TEAMS

What is INSET?

INSET is a peer-led engagement approach that supports individuals on their recovery journey. The program is for people with a mental health condition who are underserved, unserved, or who haven't had success in the traditional mental health system. It is also for people at risk of involuntary treatment such as AOT, hospital stays, or criminal justice involvement.

“ I would not be alive today if not for the incredible support of New York State’s INSET program... My peer specialist didn’t expect me to trust him right away, but he earned that trust through his consistent and compassionate support. ”

“ INSET has been great. My peer has been consistently showing up and supporting me during some really difficult times. I’ve been very happy with the INSET Program ”

Who Qualifies?

INSET is for adults who could benefit from ongoing and reliable access to mental health supports.

Eligible participants are:

- Willing and interested in taking part in INSET
- 18 years of age or older
- Identified as “high risk” or with serious and/or complex mental health or substance use needs
- People with recurring systems involvement, such as hospitalizations or criminal justice involvement
- Currently in or have a history of court-ordered Assisted Outpatient Treatment

Goals of INSET

INSET builds trust, hope, and connection through ongoing engagement with participants. INSET centers each person’s voice, choice, self-determination, and quality of life.

INSET aims to:

- Support participants in identifying and reaching their life goals
- Help individuals navigate local and state systems
- Connect individuals with chosen supports and communities
- Reduce hospitalizations, lengths of stay, and incarcerations
- Cut costs connected to physical health issues

