

# The Future of Peer Support is Here

N.A.P.S. Webinar

September 23<sup>rd</sup>, 2020

Vince Caimano, PhD

Rosemary Weaver, CPSS



# Introductions

## Vince Caimano

- CEO & Co-Founder, Peer Support Solutions
  - Founded [www.SupportGroupsCentral.com](http://www.SupportGroupsCentral.com) 2009
  - Co-Founder [www.HeyPeers.com](http://www.HeyPeers.com) 2019
- Lived Experience
- N.A.P.S. Board Director
- Aerospace HR Executive; Consultant: Opinion Research Corp, Accenture, Human Performance
- Mindfulness-Based Cognitive Therapy for Depression Instructor
- DBSA Chapter Founder
- PhD Organizational Psychology, Washington University in St. Louis

## Rosemary Weaver

- NCPSS
- CRPS
- ROSC Consultant
- WRAP Facilitator
- Founder, Holland House Drop-in Center
- DBSA Chapter Founder
- Member of NC Peer Support Workgroup
- Lived Experience of both mental and physical health challenges

# Participant Poll

1. What time zone are you from?

- a) Eastern
- b) Central
- c) Mountain
- d) Pacific
- e) Other

2. I was involved in virtual peer support before the pandemic

- a) Yes
- b) No

# Webinar Learning Objectives

Participants will be able to:

1. Describe three major changes in peer support that have come about as a result of COVID-19
2. Explain how one new peer support tool, program or technology can be used in their work
3. Summarize the key competencies that Peer Supporters need to continue to enjoy career success

# Webinar Agenda



1. The Development of Remote Peer Support
2. The COVID-19 Booster Rocket for Remote Peer Support
3. COVID-19 Peer Supporter Survey Results
4. What the Survey Didn't Say
5. Peer Supporter Competencies Needed Now and Tomorrow
6. The Future of Peer Support Is
7. Q & A

# 1.The Development of Virtual Peer Support



Face-to-Face



Phone Support -  
Hotlines, Warmlines



Forums - "Online  
Support Groups"



Chatrooms



Video-based  
Services

## 2. The COVID-19 Booster Rocket for Remote Peer Support

- **Before** the pandemic
  - Few organizations willing to experiment
  - Our research showed that virtual peer support impacts outcomes
    - 34% reduction in symptoms
    - 50% reduction in ER / Urgent Care
    - 69% reduction in hospital readmissions
- **Now**
  - Our subscriber base has gone from 39,000 at the end of 2019 to 58,000 today
  - We currently host over 700 meetings a month
  - We provide high compensation opportunities for Peer Supporters

Vince Caimano

Search for a Topic

Chats

Groups

Peer Supporters

PEER SUPPORTERS

+ Add

Cblackwell

Laurarose

Josh22r

Daniyalbasit

RB Admin

Rosemary Weaver

Hailey

Terry Ball

Farley\_Calhoun

Michelle

Ted Thomas

Diana

Chance Daniel - Just In Time Coaching

Melissa Tang

Amyboone17

Puneh

Search for Peer Supporter



**Melissa Tang**  
I'm a Professional Certified Coach, helping individuals through Peer Support and Personal Coaching. I have a wealth of knowledge around relationship effectiveness, personal development, clear communication, self-

Profile



**Ted Thomas**  
For me, finding a balanced life in an unbalanced world is important. That is what I focus on a lot. Mine hasn't always been truly balanced, but it's an ongoing journey. I walk alongside others on their path while exploring and

Profile



**Jacqueline Wolfgang**  
I have been a Certified Peer Specialist since 2014. I have facilitated groups since 2012. I have been an online facilitator for four years with peers support solution. I work with individuals that live with mental illness and

Profile



**Rosemary Weaver**  
I believe that peer support is more than an occupation or certification - it's a way of life. Although my professional certifications include National Certified Peer Specialist, Certified Recovery Peer Specialist and a Copeland

Profile



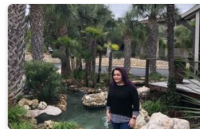
**Chance Daniel - Just in Time Coaching**  
I am a certified peer and family support specialist, and certified life coach. I currently serve as a facilitator for Support Groups Central, where I've led groups on addiction, depression and anxiety. I developed the

Profile



**Diana**  
A bit about me: Professional: Certified Peer Specialist (8+ years), WRAP<sup>®</sup> facilitator (11+) Advanced Level WRAP<sup>®</sup> facilitator (6 years) Support Group Central Lead Facilitator (4+ years) 1 to 1 facilitator (4+ years)

Profile



**amyboone17**  
My name is Amy. I've worked in the field in one capacity or another for about 10 years. I have certifications in mental health and substance use. I'm the team lead for an assisted outpatient treatment team for the LMHA

Profile



**Farley\_Calhoun**  
I am a Certified Peer Support Specialist with over 15 years of experience working with groups and individuals who live with a variety of mental health wellness challenges, such as addictions, depression, anxiety and

Profile



**MicheleBibby**  
My name is Michele Bibby. I believe in the power of Peer Support. The gold standard of Peer Support is the authenticity of shared lived experience. I am a Certified Peer Specialist certified by the Texas Health and Human

Profile



**chrissy Peirsol**  
I am currently employed as a peer support specialist and has been for about a decade. I was Oregon's first Youth Peer support Specialist. I have also been volunteering in my community for over ten years for all different types

Profile



**Thomara Shoulders**  
Hey Peers! I am certified by the Virginia Certification Board as a Peer Recovery Specialist. I am also registered with the Virginia Department of Health Professions. I started my peer journey in 2013 when I started

Profile



**Valerie Harris**  
I am a fellow peer who has struggled with mental illness, Eating disorder, weight management, addiction, PTSD, and domestic violence. I have been in recovery for 12 years and know that having someone who has

Profile



**ChristinaMarie**  
I am a peer facilitator with over a decade of lived experience. I have worked with people living with various mental illnesses, including those hearing voices, recovering from various substances, dealing with

Profile



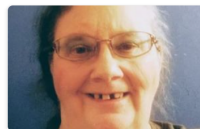
**Eric Ferguson**  
I am a Certified Peer Specialist in the state of Georgia. At various times I have been diagnosed with Generalized Anxiety Disorder, Depression with Psychotic Features, Mild Depression, Schizoaffective Disorder and

Profile



**ehsfoundation**  
I am an internal medicine doctor from Spain. I was trained in Clinical Research at the University of Pittsburgh (United States) and I have more than 25 years experience in patient engagement. We delivered a group

Profile



**morgen**  
I am a Certified Peer Support Provider, certified by the State of Idaho Department of Health and Welfare. I have lived experience with Bi-polar, depression, and anxiety. Both of my parents self medicated with alcohol, and

Profile



**dianepns**

Profile



**Alex\_W**  
Hey! Im Alex. I am a North Carolina Certified Peer Support Specialist. I currently work on an inpatient unit at a major hospital in Charlotte, NC. I am a father to a daughter, I enjoy travel, and locally I like to go to the

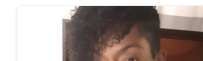
Profile



**Mason Pilevsky**  
Mason is a trained expert on LGBT, YA, and family/friends issues, and has lived experience with



**Louis Altschuler**  
I'm a Certified Peer Specialist from the state of Florida. I'm a group facilitator for both Nami and DBSA. Also a



**Melinda Williams**  
Melinda Williams is a Certified Recovery Peer Specialist, Advocate, and Expressive Arts Facilitator. She has



### Ted Thomas

Certified Peer Supporter

📍 Accepting New Connections

🗣️ Willing to help others find local resources

🗣️ English

Member since February 17, 2020

#### About Ted Thomas



#### Biography

For me, finding a balanced life in an unbalanced world is important. That is what I focus on a lot. Mine hasn't always been truly balanced, but it's an ongoing journey. I walk alongside others on their path while exploring and discovering better options and opportunities toward recovery and wellness. I am a combat veteran having served in the Gulf War. My passion drives me to help guide others to a better life-- professionally, personally, family, marriage, faith/spiritually, financially, health and wellness. My credentials include WRAP, OOLA Coach, DISC, Spiritual Gifts Coach, Leadership Speaker & Trainer.

#### Specialities

- Addiction Recovery
- Bipolar Disorder
- Caregivers
- Depression
- General Support
- Life Skills
- Mental Health
- Military Veterans
- Ministry
- Parenting
- Peer Worker Support
- PTSD
- Sleep
- Stress & Anxiety
- Suicide Loss

#### Recovery Story

#### Upcoming Meetings

Thursday, September 24

06:00 PM	HeyPeers! Certified 1:1 Peer Recovery Coaching with Ted General	<a href="#">Register</a>
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Friday, September 25

06:00 PM	Becoming a Mental Health First Aider Introduction Class Suicide Loss	<a href="#">Register</a>
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Sunday, September 27

05:00 PM	HeyPeers! Certified 1:1 Peer Recovery Coaching with Ted General	<a href="#">Register</a>
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06:00 PM	Targeted Resilience Coaching with Ted General	<a href="#">Register</a>
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Monday, September 28

03:00 PM	QPR Suicide Prevention Training Suicide Loss	<a href="#">Register</a>
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Wednesday, September 30

	Adult Attention Deficit Series #1 of 7 Group Workshops: Medication...	<a href="#">Register</a>
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### 3. COVID Survey: Topics

1. Impact on Peer Supporter Employment
2. Impact on How Peer Supporters Work
3. Peer Support Work Pluses
4. Peer Support Work Minuses
5. Driven Skill Development
6. Lasting Impact on Peer Support



## Demographics

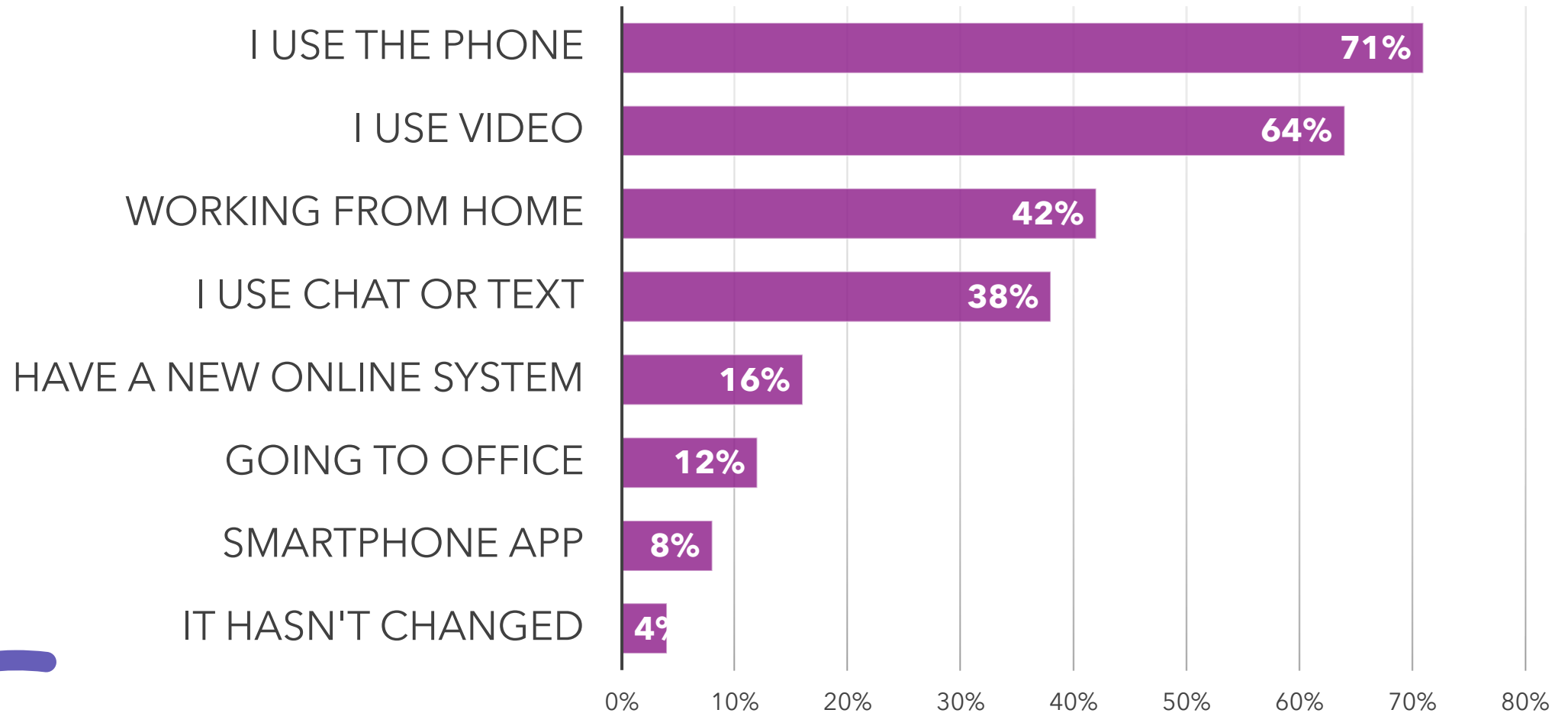
- 119 Responses from 30 states
- Race: W-78%, B-11% H-5%, N.Am.-2%
- Age: 50+ 63%, 30-49 34%, >29 3%
- Male: 22% Female: 73% Trans: 1% Gender Variant: 2%
- 42% East Coast, 29% West Coast, 28% Central
- 85% Certified Peer Specialist / Recovery Coach

COVID-19  
Peer  
Supporter  
Survey  
Respondents

# COVID's Impact on Peer Supporter Employment

- Lost employment
- Working less hours
- Working more hours
- Job/Career changes
  - Working from home full/part time
  - Not able to meet clients face-to-face
  - Schedules, positions, and duties changed

# COVID's Impact on How Peer Supporters Work Has Changed



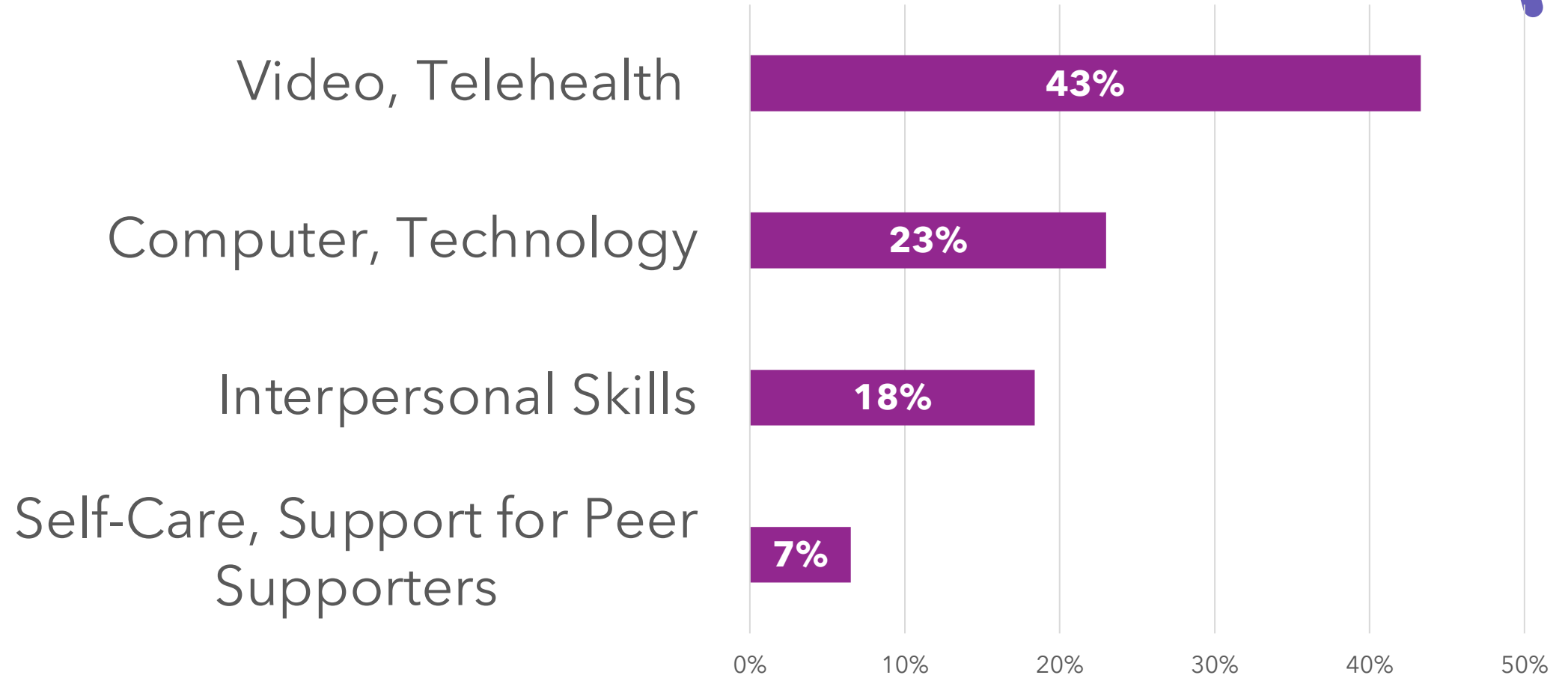
# COVID Peer Support Work Pluses

- Work from home (more time for family, make own schedule, etc.)
- Got to learn new skills
- New career opportunities
- Everyone's hygiene/sanitizing improved
- Able to teach clients new skills/get more creative
- New opportunities for professional growth
- Helping clients to become more self-sufficient/resilient
- Learning new ways of engaging clients
- Hazard pay
- Get to work in my pajamas
- No longer being used outside my scope of practice
- Working with clients all over the country

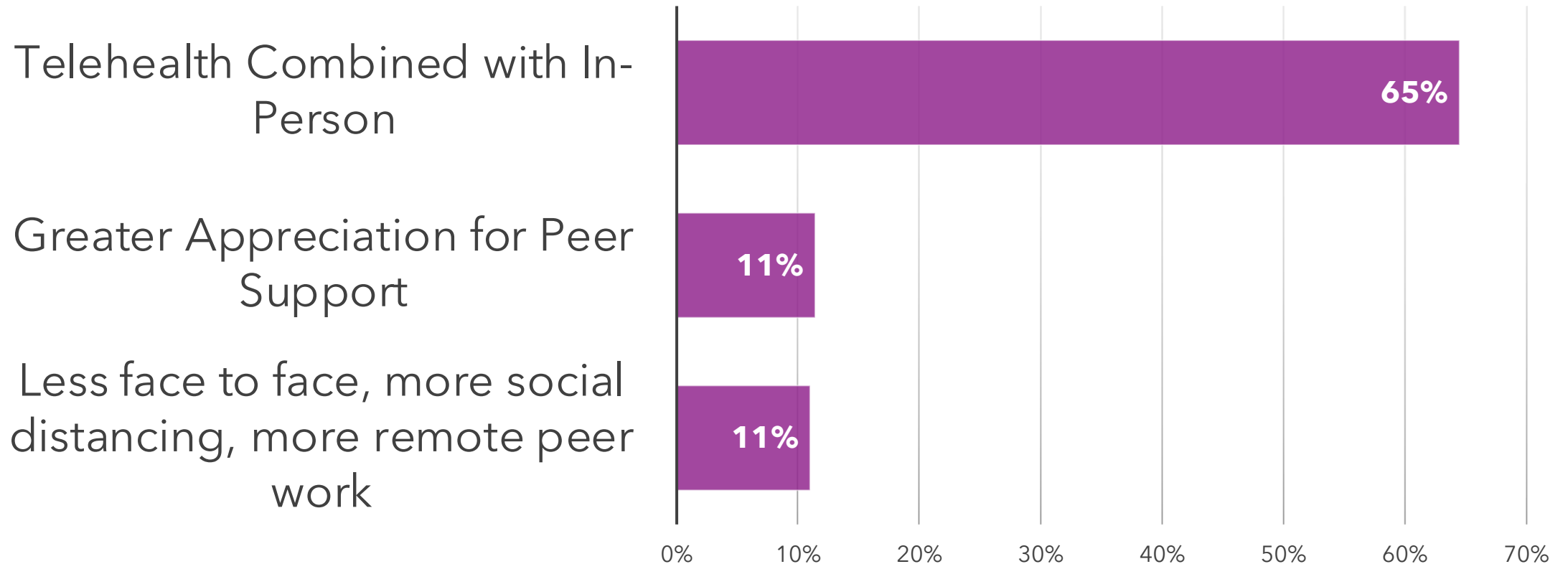
# COVID Peer Support Work Minuses

- More depression, anxiety, isolation for me and clients
- Miss in-person interactions with clients and co-workers
- Working w/technology more restrictive/problems with internet
- Holding in-person groups while social distancing
- Limited PPE and sanitizer
- More overdoses in ER
- Lack of access to office equipment
- Lack of supervision
- Lack of communication with co-workers

# COVID Driven Skills



# COVID's Lasting Impact on Peer Support





- How to create effective, engaging, helpful virtual services
- How to measure the impact of peer support
- How Peer Supporters are getting support for their own issues
- Expanded Peer Supporter job technical requirements ≈ higher pay
- Opportunity for entrepreneurship

## 4. What the Survey Didn't Say

# 5. Peer Supporter Competencies Needed Now and Tomorrow

## Now

- Computer skills
- Video meeting skills
- Peer support and technology supervision skills
- Online etiquette

## Tomorrow

- Criminal justice system knowledge (online court sessions / forensic PSS)
- Entrepreneurial / marketing skills
- Understand impact of self-employment on benefits (SSI/SSDI)
- Integrated healthcare
- Duty to warn

# 6. The Future of Peer Support

## **IS NO LONGER**

- Strictly face to face
- 9 to 5, Monday to Friday
  - Telephone skills
    - Zoom
  - Any website
- Whoever shows up
  - Structured roles
- You assessing clients
  - Business as usual

## **NOW IS**

- Mixture of F2F and Virtual
- Peer support when needed
- Computer, video, people juggling
- Integrated services platform
- HIPAA, Section 508
- Serving your audience
- Flexible, versatile worker
- Clients assessing you
- Fulfilling your mission

# Q & A



- For more information:
  - Become an Independent Peer Supporter  
[https://heypeers.com/become\\_peer\\_supporter](https://heypeers.com/become_peer_supporter)
  - Organizational Service Inquiry  
<https://www.PeerSupportSolutions.com/contact>
  - Request a copy of our virtual peer support study report  
<https://mailchi.mp/peersupportsolutions.com/whitepaper>
  - General [www.PeerSupportSolutions.com](http://www.PeerSupportSolutions.com)



**Hey Peers!**

