Advancing Peer Support Through Technology (GCF Global and APS)

July 22, 2021

15th Annual NYC Conference for Working Peer Specialists

Mascot
In Search of a Name

ADVANCING PEER SUPPORT THROUGH TECHNOLOGY

Basic Computer Skills Certificates Accepted for APS Credit

15th Annual NYC Conference for Working Peer Specialists
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RECORDING IN PROGRESS

LIVE WEBINAR

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Recording in Progress

During the Presentation
• Mute / Video Off
• Speaker View
• Participate in Chat

Information about Continuing Education will be provided at the end of the workshop

Gallery View vs. Speaker View

Click View (icon) in the top-right corner and select:
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By the end of this workshop, you will be able to:

• Explore your comfort level with learning and teaching technology.

• Describe Telehealth Peer Support (ThPS), a new continuing education program soon to be available through the Academy of Peer Services (APS).

• Learn about Goodwill Community Foundation (GCF) Global Learning.

• Locate GCF Global online learning courses and lesson plans to increase your own computer skills and your ability to help those you support to be successful in the current technology-based world.

**YOUR COMFORT ZONE**

**POLL #1**

Comfort with Technology

How comfortable are you in using technology? (Computer, smart phone, internet)

- I don’t have access to technology
- I have access but am not comfortable with technology
- I am comfortable with technology for basic tasks
- I am comfortable with technology for most tasks
- I am comfortable with using and teaching technology for most tasks
**THEIR COMFORT ZONE POLL #2**

Comfort with Technology (Those You Support)

How comfortable are the people you support in using technology?

- Most of them don't have access to technology
- Most of them have access but are not comfortable with technology
- Most of them are comfortable with technology for basic tasks
- Most of them are comfortable with technology for most tasks
- Most are comfortable with using and teaching technology to others

**TEACHING COMFORT ZONE POLL #3**

Teaching Technology

1. How comfortable are you in teaching technology?

- I don't have access to technology
- I am not comfortable with teaching technology
- I am comfortable with teaching basic tasks
- I am comfortable with teaching most tasks
- I am very comfortable with teaching technology
What gets in the way of using or teaching technology?

Telehealth Peer Support (ThPS) is a support service delivered through technology.

A new training program will be offered in the Fall, supported by courses offered by Goodwill Community Foundation (GCF Global).
Outreach & Engagement

COMPETENCIES
1. Outreaching people who could benefit from peer support
2. Orienting people to peer support
3. Re-engaging with people less connected during COVID

Communication Techniques

COMPETENCIES
1. Demonstrating empathy
2. Using active listening & reflective responding skills
3. Asking open-ended questions
4. Summarizing the meeting/discussion
5. Planning for the next meeting/discussion
6. Scheduling the next meeting/discussion
7. Developing follow-up steps
Providing/Linking to Needed Supports & Services

COMPETENCIES
1. Referring people to crisis response teams
2. Referring people to warmlines/hotlines
3. Identifying healthcare providers
4. Referring people to healthcare providers
5. Connecting people to virtual support groups
6. Facilitating virtual support groups

Documentation & Technology

COMPETENCIES
- Completing documentation 1.
- Submitting documentation online 2.
- Using technology to engage one-on-one 3.
- Supporting the person to engage one-on-one digitally/virtually 4.
- Accessing the Electronic Health Record 5.
Wellness Promotion & Health Literacy

COMPETENCIES

1. Providing health information
2. Teaching others how to access health information
3. Teaching health promotion skills

Take Courses

Computer Basics

Five GCF Global courses are recommended with the APS Telehealth Peer Support series (available for credit):

• Computer Basics
• Internet Basics
• Internet Safety
• Email
• Online Communications
We believe that we all have the right to access opportunities that allow us to develop our maximum potential, decide for ourselves, and access job opportunities that enable us to have a good quality of life. For these reasons, we create programs and courses with which our users can develop skills necessary to face its current context and what the future may demand.
STORIES
NEW SKILLS | ABLE TO DREAM

MORE ABOUT US

Shane Keller
Website Lead
(English Content Leader)
GCF Global Learning
Advancing Peer Support Through Technology (GCF Global and APS)

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GETTING STARTED

OPERATING SYSTEMS

COMPUTER BASICS

Getting Started

Create an Account

To receive credit through Academy of Peer Services, you will need to obtain a certificate of completion from GCF Global’s site: edu.GCFGlobal.org

Here are the steps to create an Account.
Wait, what if you ARE a robot?

You don’t have to create an account to take advantage of our free, self-paced tutorials. But it’s the only way to track your learning history so you can earn an Achievement of Completion certificate for each tutorial you finish. Don’t worry – We’ll never share your information with any outside agency.

Username
Email
Password
Confirm Password

United States

☐ I have read and agree to the Terms of Use at GCFLearnFree.org.

Create Account

GCFGlobal
Creating Opportunities for a Better Life

YouTube
Search

Internet Tips
13 videos • 104,619 views • Last updated on Apr 13, 2021

In this video playlist, you’ll learn the basics of using the Internet more effectively. Visit https://www.gcflearnfree.org/internet... for our text-based tutorial.

1. [New Course: Internet Tips] GCFLearnFree.org
   [1:25]

2. [Forgot Your Password?] GCFLearnFree.org
   [2:29]

3. [Understanding App Permissions] GCFLearnFree.org
   [2:33]

4. [Basic Search Strategies] GCFLearnFree.org
   [3:36]
Starting next week, you will be able to submit certificates from GCF Global computer courses for continuing education credit in the APS.
DOWNLOAD CERTIFICATE

To Save or Print the certificate, use the icons in the upper right corner of the screen

You will need to submit a saved version of the certificate to receive credit for APS continuing education.
If you have an account with the Academy of Peer Services (APS) your Dashboard will open automatically.

If you do not yet have an account with the Academy of Peer Services, log in and follow the directions to create an account.

On the APS Dashboard there is a new selection: Request Credit.
Using the information from the GCF Global certificates

Fill in the blanks on the Request Credit form

REQUEST CREDIT

- Fill in the date (on the certificate)
- Choose the course name from the drop-down menu
- Enter a description of the training
- The training provider (Goodwill Community Foundation or GCF)
- The number of credits per training (4) and upload a copy of the certificate.

After the form is filled in and the certificate uploaded, click the Request Credit button
REMINDER

COMPUTER BASICS

Five GCFGlobal courses are recommended as a starting point for the APS Telehealth Peer Support series

- Computer Basics
- Internet Basics
- Internet Safety
- Email
- Online Communications

NEXT STEPS

Introducing the ThPS Program and GCF Courses

APS Summer Session: GCF Global certificates will be accepted for CE Credit

Fall Session Beta Launch: ThPs training – through APS and the Trainer and Support Network

APS ThPS Learning Collaborative (Developing the Content)

APS Fall Session: daily sessions with NY-CPS tutors using GCF Global Lesson Plans and Teacher Guides

January 2022: Launch of the full ThPS Training Series
CHAT

What do you think?
Will these resources be helpful when you are using or teaching technology?

Q&A

Do you have questions or comments for any of our presenters?
Our mascot will serve as a narrator and guide through our ThPS series and is intended to help ‘put a friendly face’ on technology -- to make it less intimidating for those who take our courses.

CHAT: What should we name our mascot?
GETTING CONFERENCE CONTINUING EDUCATION FOR THIS SESSION

Watch for an email with an evaluation of the afternoon workshop. You will need to complete the evaluation in order to receive your certificate for continuing education.

THANKS

any questions?