Agenda

- Introduction
- Panelist Topics Overviews
- Breakout session
- Large group debrief
- Summary and closing

Housekeeping

Please be considerate of presenters!
- Mute off /Camera off when not presenting
- Use chat to interact
- Breakout session – this is the time to interact
- Large group presentation

Evaluation will come by email from conference committee
Gallery View vs. Speaker View

Click View (icon) in the top-right corner and select:

Introduce Yourself – Chat #1

Briefly, tell us about yourself

Who are you?
Where are you located?
What do you do (favorite role)?
Who is your hero or superhero?
Pivoting from the Pandemic: Re-visioning Peer Specialist Roles – A Roundtable Discussion

Objectives

For peer specialists to explore…
- Impact of the pandemic on self and others
- Current and near-term pandemic-related challenges

For agencies to explore…
- Importance of teamwork & skill development for all staff
Agenda

- Session Introduction (10 min)
- Panelists – Topic Overviews (20 min)
- Breakout Groups – Topic Discussion (20 min)
- Large Group – Panelist Roundtable (20 min)
- Summary and Closing (20 min)

Panelists

- Amy Spagnolo
- Maryam Husamudeen
- Clinton Green and Liz Breier
- Jeremy Reuling and Jessica Wolf

Host/Moderator: Rita Cronise
Pivoting from the Pandemic

Introduction

What Do We Mean By Pivoting from the Pandemic?

• In the beginning, we needed to pivot from ‘in person’ to offering peer support through technology.

• Before the pandemic, not everyone had access to peer support. For many, the pandemic created new opportunities that had not previously existed.

• Meeting people where they are: people want connection.

• Technology is just one means to that end (feeling of belonging and connectedness). It is an extender not a provider.
What Do We Mean By Pivoting from the Pandemic?

- Connection was a theme in our discussions.
- Although the service system sees peer support as engaging people to get into services, it (should be) about engaging people to get better on their own terms.
- While *Telehealth Peer Support* (or *Digital Peer Support*) are terms used in the system, *Teleconnection* is what we’re really talking about: human to human connection using person-centered language.

Pivoting from the Pandemic – CHAT #2

**Questions for Reflection**

What were your experiences during the pandemic?

How do you feel about what *happened to you* during the pandemic?

What do you envision going forward?
Pivoting from the Pandemic

Re-visioning Peer Specialist Roles – Panelists Give an Overview of the Topics

Panelist Topic Overviews

- Telehealth Peer Support -- Lessons learned from our survey and previews of our upcoming training (Amy)
- Telesupport – Experiences from the field (Maryam)
- Emotional safety and community inclusion (Clinton/Liz)
- Current and near-term challenges and opportunities for both peer and non-peer providers in light of uncertainty and ambiguity (Jeremy/Jessica)
Telehealth Peer Support – Lessons Learned
Amy Spagnolo, Ph.D., Rutgers University

Telehealth Peer Support (ThPS) Surveys for Peer Support Specialists and Managers/Supervisors of Peer Support Services

1) Demographics
2) Access to technology
3) Core competencies
4) Most frequent resources
5) Technology requirements

APS Advisors and SMEs
Telehealth Peer Support (ThPS) Surveys (continued)

Delphi Method

1) Minimum competencies
2) Primary outcomes
3) Resources
4) Technology
5) Additional resources needed

Digital Divide

Telehealth Peer Support (ThPS) Surveys (continued)

Competency statements:

1) Importance
2) Criticality
3) Frequency
Competency Categories:
1) Communication Techniques
2) Linking to Supports
3) Documentation & Technology
4) Wellness Promotion
5) Health Literacy

Responses:
- 313 Peer Support Specialists
- 164 Managers/Supervisors
  - 25% continue to need access to technology
  - 33% need training in the delivery of ThPS

Parallel Surveys
Telehealth Peer Support (ThPS) is a support service delivered by peer specialists through technology. A new training program is under development and will be offered in the Fall Term, 2021.

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
- Submitting documentation online
- Using technology to engage one-on-one
- Supporting the person to engage one-on-one digitally/virtually
- Accessing the Electronic Health Record

**Wellness Promotion & Health Literacy**

**COMPETENCIES**
1. Providing health information
2. Teaching others how to access health information
3. Teaching health promotion skills
Telesupport – Experiences from the Field
Maryam Husamudeen, APS User Support / NYAPRS

APS Online Support Groups
Networking Meeting Prior to COVID
• 2018 Attendance: 113
• 2019 Attendance: 194
Networking Meeting During COVID
• 2020 Attendance: 1160

Pivoting from the Pandemic (Spagnolo, Cronise, Husamudeen, Breier, Green, Wolf & Reuling)
Facilitator Group
At the start of the COVID pandemic APS held meetings to create a guide for facilitators of online peer support groups

Tips for Facilitating Online Peer Support Groups

“In times of crisis people want to know that you care, more than they care what you know.”

Tips for Facilitating Online Peer Support Groups

• Group continued to meet after the guide was written / shared leadership model
• Closed group for greater connection
• Tried out new techniques and group processes
• More feelings of safety and ability to open up and share (and try out new things) because of the shared leadership and closed group
Telesupport – Experiences from the Field

“Regulars” decided to have a closed meeting to keep practicing skills (both technical and techniques)

- Shared Leadership
- Variety of formats and exercises
- Worthy women!

Telesupport – Experiences from the Field

- Types of calls
- Emotional as well as technical support
- Supporting the peer support learners needs to be a good example of peer support
- Skill as a peer bridger has really helped to reach people and make them feel ‘safe’ and supported
Emotional Safety and Community Inclusion
Liz Breier and Clinton Green

- Injury Versus Illness Framework / Psychiatric Rehabilitation
- Emotional Safety
- Community Inclusion
- Connecting Back to Life Versus Connecting to Services

Pivoting from the Pandemic (Spagnolo, Cronise, Husamudeen, Breier, Green, Wolf & Reuling)
Questions to consider

Challenges and Opportunities (Current and Near-Term)
Jeremy Reuling and Jessica Wolf

Questions to Consider

• How do we manage uncertainty regarding "what happens next"
• Currently, when is it appropriate to use telehealth/connection vs. when direct person-to-person contact?
• What do we think services will look like in the immediate future and longer term?
Questions to Consider (cont.)

• How can we collaborate or partner with clinical staff and other types of providers to be most helpful to individuals in our services

• What can we do to support each other and work together to advocate for reasonable compensation and career development

• In what ways can we promote the use of supervisors who have been peer support specialists themselves or (at least) trained in peer values and recovery concepts
Breakout Rooms

ROOM 1: Telehealth Peer Support (ThPS) – Lessons Learned (Amy)

ROOM 2: Telesupport for Peer Supporters – Experiences from the Field (Maryam)

ROOM 3: Emotional Safety and Community Inclusion (Liz and Clinton)

ROOM 4: Current and Near-term Challenges and Opportunities for Peer Specialists (Jeremy and Jessica)

Pivoting from the Pandemic

Re-visioning Peer Specialist Roles – A Roundtable Discussion
Panelist Roundtable

**TOPIC 1**: Telehealth Peer Support (ThPS) – Lessons Learned *(Amy)*

**TOPIC 2**: Telesupport for Peer Supporters – Experiences from the Field *(Maryam)*

**TOPIC 3**: Emotional Safety and Community Inclusion *(Liz and Clinton)*

**TOPIC 4**: Current and Near-term Challenges and Opportunities for Peer Specialists *(Jeremy and Jessica)*

Q & A

Do you have questions or comments for our panelists?

Please put them in the Chat.
Pivoting from the Pandemic

Re-visioning Peer Specialist Roles – Summary and Closing

Presenter Contacts

Liz Breier: lbreier@coalitionny.org
Rita Cronise: rita.cronise@rutgers.edu
Clinton Green: cgreen@coalitionny.org
Maryam Husamudeen: maryamh@nyaprs.org
Jeremy Reuling: reulingj@mhawestchester.org
Amy Spagnolo: spagnoam@sdependence.org
Jessica Wolf: jwolfds@gmail.com
Pivoting from the Pandemic

Re-visioning Peer Specialist Services

THANK YOU

To the 15th Annual NYC Conference for Working Peer Specialists, the Sponsors, our Panelists, and you!