The Future of Peer Support is Here

N.A.P.S. Webinar
September 23rd, 2020
Vince Caimano, PhD
Rosemary Weaver, CPSS
Introductions

Vince Caimano
- CEO & Co-Founder, Peer Support Solutions
- 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
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

September 23rd, 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.

Specialties

Addiction Recovery, Bipolar Disorder, Caregivers, Depression, General Support, Life Skills, Mental Health, Military Veterans, Ministry, Parenting, Peer 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 | Register |
| Friday, September 25 | 06:00 PM | Becoming a Mental Health First Aider Introduction Class Suicide Loss | Register |
| Sunday, September 27 | 05:00 PM | HeyPeers! Certified 1:1 Peer Recovery Coaching with Ted General | Register |
| Monday, September 28 | 03:00 PM | Targeted Resilience Coaching with Ted General | Register |
| Wednesday, September 30 | 03:00 PM | QPR Suicide Prevention Training Suicide Loss | Register |
| | | Adult Attention Deficit Series #1 of | Register |
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
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’s Impact on Peer Supporter Employment

• Lost employment
• Working less hours
• Working more hours
• Job/Career changes
  o Working from home full/part time
  o Not able to meet clients face-to-face
  o Schedules, positions, and duties changed
COVID’s Impact on How Peer Supporters Work Has Changed

- I USE THE PHONE: 71%
- I USE VIDEO: 64%
- WORKING FROM HOME: 42%
- I USE CHAT OR TEXT: 38%
- HAVE A NEW ONLINE SYSTEM: 16%
- GOING TO OFFICE: 12%
- SMARTPHONE APP: 8%
- IT HASN’T CHANGED: 4%

September 23rd, 2020

www.PeerSupportSolutions.com
www.HeyPeers.com
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

- Video, Telehealth: 43%
- Computer, Technology: 23%
- Interpersonal Skills: 18%
- Self-Care, Support for Peer Supporters: 7%
COVID’s Lasting Impact on Peer Support

- Telehealth Combined with In-Person: 65%
- Greater Appreciation for Peer Support: 11%
- Less face to face, more social distancing, more remote peer work: 11%
• 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 \(\Leftrightarrow\) higher pay
• Opportunity for entrepreneurship
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

<table>
<thead>
<tr>
<th>IS NO LONGER</th>
<th>NOW IS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Strictly face to face</td>
<td>• Mixture of F2F and Virtual</td>
</tr>
<tr>
<td>• 9 to 5, Monday to Friday</td>
<td>• Peer support when needed</td>
</tr>
<tr>
<td>• Telephone skills</td>
<td>• Computer, video, people juggling</td>
</tr>
<tr>
<td>• Zoom</td>
<td>• Integrated services platform</td>
</tr>
<tr>
<td>• Any website</td>
<td>• HIPAA, Section 508</td>
</tr>
<tr>
<td>• Whoever shows up</td>
<td>• Serving your audience</td>
</tr>
<tr>
<td>• Structured roles</td>
<td>• Flexible, versatile worker</td>
</tr>
<tr>
<td>• You assessing clients</td>
<td>• Clients assessing you</td>
</tr>
<tr>
<td>• Business as usual</td>
<td>• Fulfilling your mission</td>
</tr>
</tbody>
</table>
Q & A

• For more information:
  
  • Become an Independent 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