Welcome to Webinar 45: COVID-19 A Catalyst for Change

Please introduce yourselves in the chat:

• Name
• Where are you located?
• What do you hope to get out of the webinar today?

The webinar will begin at 10am Pacific, 11am Mountain, noon Central, 1:00pm Eastern
About iNAPS

National Association of Peer Supporters

• Membership association for the peer support profession
• Members include peer specialists, supervisors, and allies
• Our mission is to grow the peer support profession by promoting the inclusion of peer specialists throughout healthcare and other community systems
Recording in Progress

These webinars are recorded and available on the iNAPS website for future viewing. As a participant in the webinar, your name, if you choose to provide it in the chat function may be included in the recording.
Please mute your device and No video cameras, please…

Participants video cameras and background noise interfere with the presentation.

If your video and/or sound is on, please click the video camera/microphone in your toolbar to turn it off.
Accessing the Chat Feature:

Your audio will be muted throughout the webinar

- Submit questions and comments during the webinar using the Chat Feature at the bottom of your screen. You can select “everyone”, or an individual. Chats are recorded.
Opinions expressed in this webinar series are those of the presenters and do not necessarily reflect those of iNAPS

Thank you for your participation!
Webinar #45
COVID-19: A Catalyst for Change

Presented by
Clarence Jordan, MBA, CPS
Lisa Kugler, PsyD
Covid-19 A Catalyst for Change
(Virtual Peer Support Group)
<table>
<thead>
<tr>
<th></th>
<th>Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Impact of Covid-19</td>
</tr>
<tr>
<td>2</td>
<td>Peer Specialist Strong</td>
</tr>
<tr>
<td>3</td>
<td>Peer Support Groups, How it Works</td>
</tr>
<tr>
<td>4</td>
<td>Outcomes</td>
</tr>
<tr>
<td>5</td>
<td>Discussion</td>
</tr>
</tbody>
</table>
Goals for Today

• Understand of Covid-19 on Peer Delivery
• A review of the Strength of Peer Specialist
• How to build a Virtual Peer Support Group
• Understand outcomes associated with Virtual Peer Support Groups
Chapter 01

Impact of Covid-19
Individuals report that they are experiencing emotional, physical, and financial impact as a result of COVID-19

**Emotional**
- 41% feel more stressed
- 45% report emotional well-being has worsened
- 34% increase in antianxiety medication prescriptions
- 55% feel more lonely

**Physical**
- 14% report physical health has worsened
- 24% report the ability to protect the health of their household has gotten worse
- 31% report the ability to access care has gotten worse

**Financial**
- 11.1% is the unemployment rate as of June 2020
- 79% worry the pandemic will trigger a recession

*KFF.org – Coronavirus (COVID-19) Axios-Ipsos Coronavirus Index*
Emotional toll

• The single most prevalent reason for depression is isolation.
• We are seeing an increased number of people who are struggling with remaining calm and managing their frustrations and emotions.
• There has been an uptick in domestic violence, anger, substance use, and suicide.
• The most vulnerable people are those:
  o With chronic medical and/or behavioral health illness, including substance use disorders
  o Those with economic hardship
  o Those without social support
One of the hardest hit areas in the United States for the Coronavirus was New York. As per Hopkins and the interactive COVID materials there were (as per Wednesday April 8, 2020):

- 149,401 total cases in New York State
- 6,268 deaths from the coronavirus in the state
- 81,803 cases in New York City, including 4,571 deaths
- 20,474 people with COVID-19 are hospitalized, including 4,376 in intensive care — 12,187 coronavirus patients have been discharged
Chapter 02

Peer Support Specialist Strong
Mutual support / 12 Step Program experience

“The therapeutic value of one ___ helping another is without parallel.” This helper therapy principle (HTP) observes the helper’s health benefits is derived from helping another with a shared malady. This HTP can be found in wide ranging mutual support groups from: gambling, to shopping; from cancer survival to over eaters; mental illness to marital divorce. This shared foundational principle is supported by readily recognizable; tenants, principles, steps that provide the framework for a variety of mutual support groups.
The most significant of these guidelines focuses on; what’s strong not what’s wrong:

- Peer supporters focus on the strengths of those they support.
- Peer supporters use their own experiences to demonstrate the use of one’s strengths.
- Peer supporters encourage others to explore dreams and goals.
- Peer supporters operate from a strength-based perspective and acknowledge the strengths, informed choices and decisions of peers as a foundation of recovery.
- Peer support is mutual and reciprocal
Peer Support Groups, How it Works
Traditional Support Groups

- Most support programs are modeled on the format of Alcoholics Anonymous
- Groups are conducted face to face
- You need to travel to a meeting site
- Most support Groups rely upon just one facilitator
- Typically only a single support therapeutic is offered
- Most mutual support groups are deficit based (stop: drinking, drugging, gambling and or aberrant sexual behavior,
- Passing the collection plate
Co-Facilitation In Virtual Space

It is like dancing in pairs, their names are Task and Maintenance. It requires practice, intuition and excellent communication. You look beautiful and funny and engaging with free-flowing moves. The impact on the Group is stimulating, purposeful, engaged and fulfilled, when you got!  

*Co-facilitation maximizes adult learning principles.*
Benefits

- Fluid information exchange ~ the digital format of online groups better supports the exchange of important information
- Continuous availability ~ for those experiencing a traumatic life event or chronic illness.
- Greater access ~ Like telemedicine has helped patients in rural or remote areas access care, support groups can provide help for those unable to travel to in-person meetings
- More anonymous ~ some people seeking help may not want to make themselves known to others, for any number of reasons
- Provide the same support ~ another upside to support groups is that they provide the same kind of emotional care as in-person meetings.
- Additional support ~ virtual support groups can also be harnessed as a supportive tool, in addition to in-person meetings or other therapeutic interventions,
Elements Beacon Virtual Peer Support Group Pilot

- Virtual Peer Support Pilot Pre/Post Assessment
- Virtual Peer Support Group Criteria
- Virtual Peer Support Training Outline for Facilitators
- Virtual Peer Support Informed Consent Form
- Virtual Peer Support Brochure
- Virtual Peer Support Suggested Topics List
- Virtual Peer Feedback Survey
Intervention

• To support those members who were currently engaged with ICM services, Beacon began a virtual peer support group
• The group was co-facilitated with two peers
• The group was designed to reduce loneliness scores and to support members on the issues that they are addressing
• 50 individuals were offered the group
  • 22% of those individuals engaged in at least one group
Challenges- Changes to Protocol

• Limited attendance during the first several weeks
  • Began texting a reminder 2 hours prior to the group
• Due to the low attendance during the first few weeks expanded to 8 sessions versus 6
By the Numbers

• 100% of the individuals that attended at least 4 sessions reported that they felt the groups were helpful

• 100% of the individuals that attended at least 4 sessions felt that the group assisted with loneliness

• Net Promoter Score was 0
Conclusion

- The group was helpful to those that participated
- Facilitators appreciated the experience
- The results need to be interpreted with caution as this was a small n
- Co-Facilitator Competence Enhancements
Chapter 05

Discussion

Lisa Kugler, PsyD
Vice President Clinical- Beacon Care Services
Lisa.kugler@beaconhealthoptions.com

Clarence Jordan, MBA
Vice President, Wellness and Recovery
Beacon Health Options
Clarence.jordan@beaconhealthoptions.com
Certificates are a Member Benefit

If you are a member of iNAPS, you can send an email requesting a quiz for webinar #44 to: membership@inaops.org

After you complete the quiz, you will receive a certificate. Allow 1-2 weeks for the certificate to be processed.
Thank You

Martha Barbone

membership@inaops.org
www.peersupportworks.org