BUILDING RESILIENT SUPERVISORY SUPPORT NETWORKS:

PART 1: ~~SUPERVISING AND~~ SUPPORTING PEER SUPPORT

BY PAUL KOMAREK

PART 2: STRATEGIES FOR EFFECTIVE LEADERSHIP AND COLLABORATION

BY MITCHELL SHERMAN CPS IPS ECPR

~~Supervising and~~ Supporting Peer Support

Paul Komarek

St. Louis County Human Services Conference 2023

Peer Support is a Force of Nature

Treatment is a Work in Progress

Administrative segregation prisoners take part in a group therapy session at San Quentin state prison in San Quentin, California, June 8, 2012.

Photo: MSNBC

Peer Support

("Informed Friendship")

is a technology now...

There is money in it.

Professionalization of **informed friendship**: Healthcare funding drives professionalization.

Mental health protest leads to self-care movements and nonmedical strategies.

- Clifford W. Beers *A Mind That Found Itself* (1923) led to founding of Mental Health America.
- Judi Chamberlin *On Our Own* – 1978 – documents grassroots self-support.
- Clinical systems – professional-run peer support in 1980s, which connects to Medicaid in Georgia in 1999.
- Warmlines, Clubhouses, Peer Respites – effective peer models, but not well funded even today.

Substance use mutual support leads to professionalization of peer workforce.

- Alcoholics Anonymous – 1930s.
- Hazelden "Minnesota Model" 1949 – "a place of nature strolls, easy chairs, long conversations over coffee and a holistic approach to healing the body, mind and spirit."
- Synanon and Therapeutic Communities - 1960s.
- Medicaid reimbursement drives professionalization of peer counselors – 2000s.
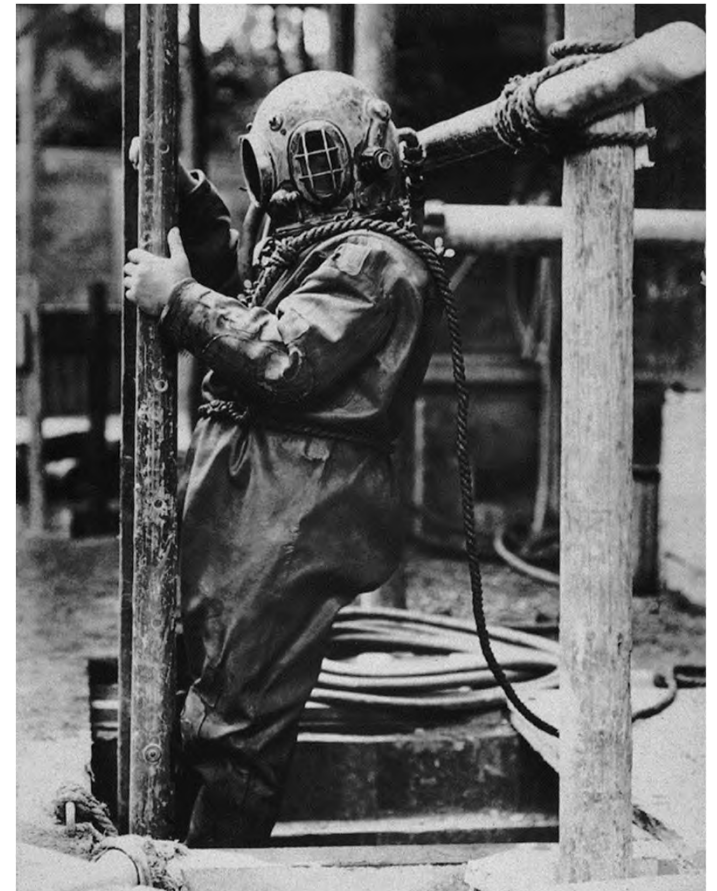
Realms of Peer Support

- HIPAA WORLD

- SERVICE WORLD

- DISABILITY WORLD

- INNOVATION WORLD

- SOCIAL WORLD

Friendship is effective no matter the realm. Adaptation to realm is like dressing for the situation.

Peers in HIPAA World
More preparation.
Artificial environment.
Constraints on activities.
Documentation workload.
Errors have consequences.

Service World. Peers have skills, and use them.

Night school for Italian men at settlement house- Internet Archive- from Sons of Italy by Antonio Mangano

Miami Valley Works

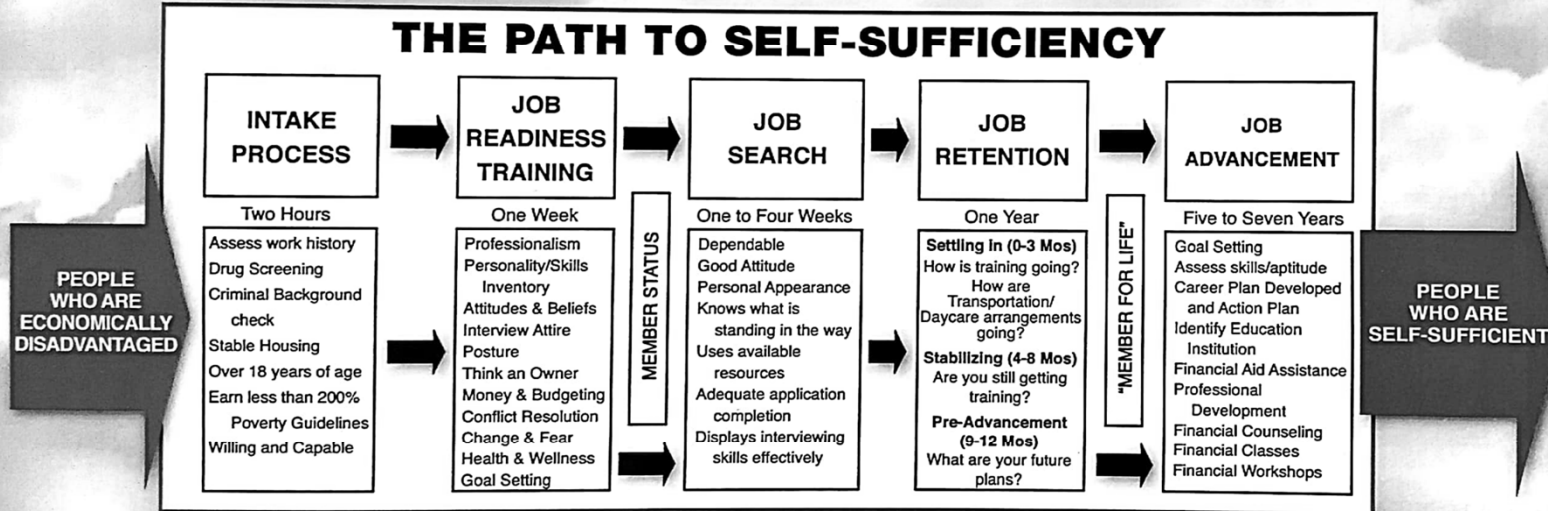A Service of **Goodwill** | **Easter Seals** Miami Valley ®

OUR MISSION → EMPOWER PEOPLE IN POVERTY TO ACHIEVE SELF-SUFFICIENCY THROUGH LONG-TERM EMPLOYMENT AND CAREER DEVELOPMENT

OUR VISION → ELIMINATE CHRONIC GENERATIONAL POVERTY IN DAYTON AND THE MIAMI VALLEY

THE PATH TO SELF-SUFFICIENCY

PEOPLE WHO ARE ECONOMICALLY DISADVANTAGED →

INTAKE PROCESS	JOB READINESS TRAINING	JOB SEARCH	JOB RETENTION	JOB ADVANCEMENT
Two Hours	One Week	One to Four Weeks	One Year	Five to Seven Years
Assess work history	Professionalism	Dependable	**Settling In (0-3 Mos)**	Goal Setting
Drug Screening	Personality/Skills	Good Attitude	How is training going?	Assess skills/aptitude
Criminal Background check	Inventory	Personal Appearance	How are Transportation/	Career Plan Developed and Action Plan
Stable Housing	Attitudes & Beliefs	Knows what is standing in the way	Daycare arrangements going?	Identify Education Institution
Over 18 years of age	Interview Attire	Uses available resources	**Stabilizing (4-8 Mos)**	Financial Aid Assistance
Earn less than 200% Poverty Guidelines	Posture	Adequate application completion	Are you still getting training?	Professional Development
Willing and Capable	Think an Owner	Displays interviewing skills effectively	**Pre-Advancement (9-12 Mos)**	Financial Counseling
	Money & Budgeting		What are your future plans?	Financial Classes
	Conflict Resolution			Financial Workshops
	Change & Fear			
	Health & Wellness			
	Goal Setting			

MEMBER STATUS | **"MEMBER FOR LIFE"**

→ **PEOPLE WHO ARE SELF-SUFFICIENT**

MEMBER - When an applicant successfully completes the one-week Job Skills Readiness Training workshop
MEMBER FOR LIFE - When a member successfully is employed for one full year.

BREAKING DOWN OBSTACLES
Behavioral Health Issues (GESMV)
Financial Counseling (Graceworks)
Emotional Stamina (Chaplain)
Transportation (Greater Dayton RTA)
Legal Aid (Legal Aid of Western Ohio)
Childcare (4C for Children)
Mentoring (MVW Employment Coaches)
Clothing (GESMV & Clothes that Work)
Dental (Miami County Dental Clinic)

OUR PARTNERS - STAR EMPLOYERS
Cultivate relationships
Be an extension of employers HR Department
Provide job ready, drug screened, qualified candidates to meet job requirements
Reduce turnover costs by
  Proactive troubleshooting job problems
  Providing ongoing support services
Provide ALL services free to our employers

ADVANCEMENT SERVICES
Sinclair Community College at GESMV
(GESMV & C4 Collaborative)
  Certified Nursing Assistant
  Hospitality Representative
Miami Valley Career Technology Center
(MVCTC) at GESMV
Independent Advancement
Choices and Opportunities

CONTACT:
Michelle Feltz
Program Supervisor
937.528.6496
m.feltz@gesmv.org
OR
Rick Wegmann
Executive Director
937.528.6484
r.wegmann@gesmv.org

Miami Valley Works
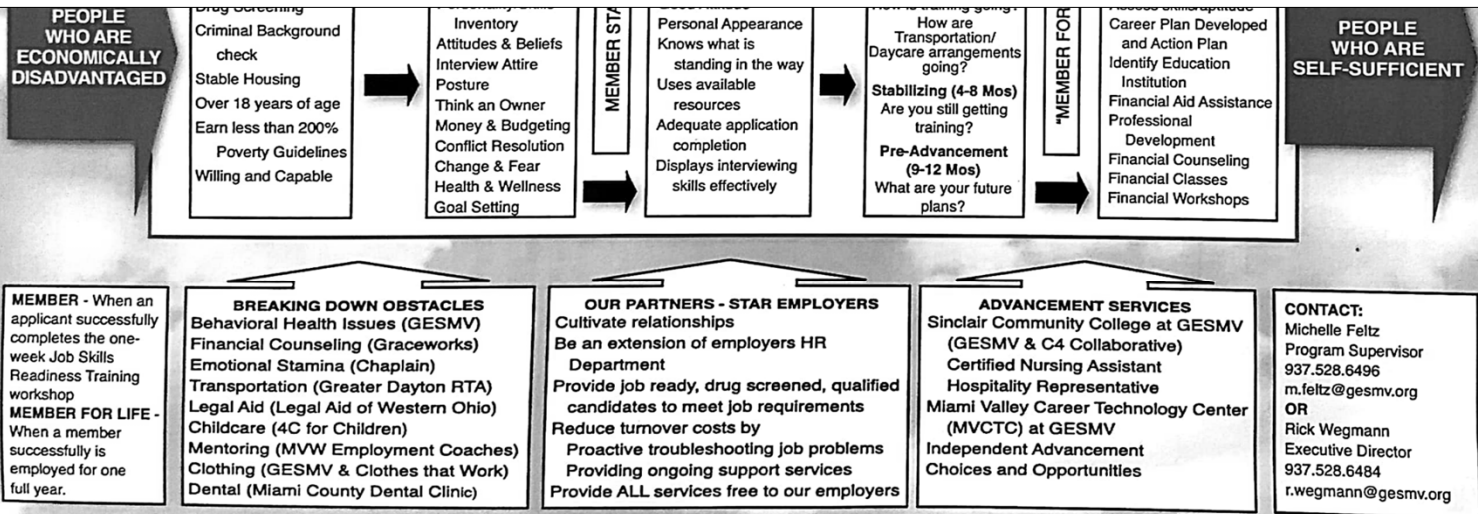
A Service of **Goodwill** | **Easter Seals** Miami Valley ®

OUR MISSION	EMPOWER PEOPLE IN POVERTY TO ACHIEVE SELF-SUFFICIENCY THROUGH LONG-TERM EMPLOYMENT AND CAREER DEVELOPMENT
OUR VISION	ELIMINATE CHRONIC GENERATIONAL POVERTY IN DAYTON AND THE MIAMI VALLEY

"Our Peer Support Specialist will work with you to provide supports during your job search and after you've obtained employment to support your growth and long-term job retention. We want to support you as you work towards a better life for you and your family."

PEOPLE WHO ARE ECONOMICALLY DISADVANTAGED

- Drug Screening
- Criminal Background check
- Stable Housing
- Over 18 years of age
- Earn less than 200% Poverty Guidelines
- Willing and Capable

→

- Inventory
- Attitudes & Beliefs
- Interview Attire
- Posture
- Think an Owner
- Money & Budgeting
- Conflict Resolution
- Change & Fear
- Health & Wellness
- Goal Setting

MEMBER ST[A]

- Personal Appearance
- Knows what is standing in the way
- Uses available resources
- Adequate application completion
- Displays interviewing skills effectively

→

- How are Transportation/ Daycare arrangements going?
- **Stabilizing (4-8 Mos)** Are you still getting training?
- **Pre-Advancement (9-12 Mos)** What are your future plans?

"MEMBER FOR

- Career Plan Developed and Action Plan
- Identify Education Institution
- Financial Aid Assistance
- Professional Development
- Financial Counseling
- Financial Classes
- Financial Workshops

PEOPLE WHO ARE SELF-SUFFICIENT

MEMBER - When an applicant successfully completes the one-week Job Skills Readiness Training workshop
MEMBER FOR LIFE - When a member successfully is employed for one full year.

BREAKING DOWN OBSTACLES
- Behavioral Health Issues (GESMV)
- Financial Counseling (Graceworks)
- Emotional Stamina (Chaplain)
- Transportation (Greater Dayton RTA)
- Legal Aid (Legal Aid of Western Ohio)
- Childcare (4C for Children)
- Mentoring (MVW Employment Coaches)
- Clothing (GESMV & Clothes that Work)
- Dental (Miami County Dental Clinic)

OUR PARTNERS - STAR EMPLOYERS
- Cultivate relationships
- Be an extension of employers HR Department
- Provide job ready, drug screened, qualified candidates to meet job requirements
- Reduce turnover costs by
    - Proactive troubleshooting job problems
    - Providing ongoing support services
- Provide ALL services free to our employers

ADVANCEMENT SERVICES
Sinclair Community College at GESMV (GESMV & C4 Collaborative)
- Certified Nursing Assistant
- Hospitality Representative
Miami Valley Career Technology Center (MVCTC) at GESMV
- Independent Advancement
- Choices and Opportunities

CONTACT:
Michelle Feltz
Program Supervisor
937.528.6496
m.feltz@gesmv.org
OR
Rick Wegmann
Executive Director
937.528.6484
r.wegmann@gesmv.org

Disability World:
People control their own fate.

In Mental Health Disability World, peer support means self-determination, power

Trusting People as Experts of Themselves: Sera Davidow on the Wildflower Peer Support Line

An interview with Sera Davidow, Executive Director of Wildflower Alliance on their Peer Support Line and the founding principles of not tracing calls or contacting police without consent.

Peer Support in the **Realm of Innovation:** Supervision of Peer Support in Wisconsin

Q: "My question for you is whether any policy changes around supervision are expected in the course of the next year or so. And if so, then what policies are advancing towards implementation?"

A: "It has been discussed in the preliminary planning at the state level. The process will take until 2025."

Frequently Unasked Questions – PK's View

- **Is Peer Support clinical?** Sometimes yes, sometimes no.
- **Is Peer Support social?** Typically yes, even within clinical systems.
- **Can a clinician be a Peer Support person?** Not if the clinical role prohibits self-disclosure and is most comfortable with "objectivity" and distancing. Clinical roles are seldom compatible with strong social connection. Also, many clinical disciplines have longstanding hangups around issues of personal disability. As a result, there are many "closeted clinicians."
- **Are peer relationships meant to reinforce clinical plan objectives, or to reinforce the power of the person who is undergoing treatment or receiving care?** It's time to have this chat.
- **Is there a "best way" to do Peer Support, or a "standard" around how it should take place?** No. Innovation around Peer Support is happening right now, in multiple contexts and realms.
- **What's the best way to move forward?** The Peer Support community will need to figure this out.

Lessons from research on high-performing groups.
Leaders of successful groups **focus on the team**

Daniel Coyle. (2018). The Culture Code: The Secrets of Highly Performing Groups New York: Bantam Books

Skill I. **Build Safety.** Signals of connection generate bonds of belonging and identity.

Skill 2. **Share Vulnerability.** Habits of mutual risk drive trusting cooperation.

Skill 3. **Establish Purpose.** Narratives create shared goals and values.

"The three skills work together from the bottom up, first building group connection and then channeling it into action."

Thank you.

Paul Komarek

Human Intervention LLC

komarek@humanintervention.net

www.humanintervention.net

Human Intervention

BRIEF TIME LINE

1 **1973:** Truax and Carkhuff's study found that peer supervision was associated with a 15% increase in counselor effectiveness and client improvement compared to non-peer supervision.

2 **2014:** Lovell and colleagues found that non-peer supervision could be potentially damaging to the worker's confidence and sense of identity, leading to reduced job satisfaction compared to peer supervision.

3 **2018:** Persson and colleagues found that peer supervision was associated with a 5.5% increase in clinical outcomes, a 10% increase in self-efficacy, and a 23% decrease in job dissatisfaction and self-efficacy among peer support workers with non-peer supervision. Persson and colleagues found that non-peer supervision was associated with lower job satisfaction and self-efficacy among peer support workers. The study found a 23% decrease in job dissatisfaction and a 20% increase in job satisfaction with peer supervision compared to non-peer supervision, a 12.5% decrease in self-esteem, and a 10% decrease in confidence compared to those with peer supervision.

HISTORY

- Peer supervision by peers is a critical component of effective peer support work. Studies consistently show that peer supervision by peers is associated with improved clinical outcomes, greater job satisfaction and self-esteem, and increased professional growth and development. Non-peer supervision of peers can have detriments, including reduced job satisfaction and self-efficacy.

- Studies on peer supervision by peers have been conducted over several decades, and the findings consistently support the effectiveness of this approach.

- Peer supervision by peers provides a supportive and non-judgmental space for practitioners to receive feedback, enhance their skills, and reduce burnout.

Peer Supporter Outcomes of Supervision, a Review of the Evidence and History
By: Mitchell Sherman CPS IPS ECPR

CPIPE: CARING FOR PROVIDERS TO IMPROVE PATIENT EXPERIENCES

(1) Training

- Person-centred maternity care
- Understanding stress and burnout and developing positive coping mechanisms.
- Introduction to mindfulness
- Bias awareness and mitigation
- Dealing with difficult situations
- Emergency obstetric and neonatal care
- Teamwork and communication
- Mentorship and peer support

(2) Peer support groups

Groups for providers to meet with other providers of their cadre, and discuss issues they are facing, brainstorm solutions, and provide support to one another.

(3) Mentorship

Mentor-mentee relationships that provide the opportunity to coach junior providers on professional development, work-life balance, clinical skills, career advancement and other topics. Mentors develop their mentorship and leadership skills.

(4) Embedded champions

To facilitate ongoing engagement and sustainability at the facility level, we identified facility champions who lead in organizing and facilitating peer support groups and refreshers at their facilities and serve as role models

(5) Leadership engagement

Engagement of County leadership at the onset of the project through a community advisory board, regular updates of the study and findings, and discussing systemic gaps that impact provider stress and bias.

RESOURCES

Peer Supporter Outcomes of Supervision, a Review of the Evidence and History

By: Mitchell Sherman CPS IPS ECPR

EMAIL: mitchellsherman777@yahoo.com

CPIPE: CARING
FOR PROVIDERS
TO IMPROVE PATIENT
EXPERIENCES

www.Puresupport.us/
supportive-resources/