Conference Program

Wednesday, March 25, 2020

SHARE! the Self-Help And Recovery Exchange

6666 Green Valley Circle Culver City CA 90230

www.shareselfhelp.org; (310) 846-5270

Welcome to the Supervision of Peer Workforce Conference

Welcome to the Supervision of Peer Workforce Conference—a virtual conference in the time of COVID-19. Thank you all for your participation and patience as we moved the conference from in person to virtual while at the same time converting all of SHARE!'s recovery services to meet the requirements of the pandemic response.

In February 2018, Emotional Health Association dba SHARE! the Self-Help And Recovery Exchange was awarded a contract from the California Statewide Office of Health Planning and Development (OSHPD) to train and provide technical assistance to employers in the Public Mental Health System in California. Specifically, SHARE! was to train and collaborate with mental health employers on strategies to support increasing and retaining peer workers with lived experience as consumers, family members, parents and caregivers.

SHARE! worked with peer, academic and management experts from all over the country to develop materials to increase and retain peer workers.

In 2018 and 2019 SHARE! offered four trainings which incorporated what we learned would support peer workers and their supervisors. They were:

1.Strategies for an Effective Peer Workforce
2.Trauma-informed Developmental Model of Supervision
3.Becoming an Ally
4.Stigma… in our work, in our lives

Half the supervisors and peer workers in the Los Angeles County Public Mental Health System were given the opportunity to attend the trainings. The other half made up a control group. We hope to be able to share results from our evaluation soon and further add to the best practices in supervising peer workers. Attend Dr. Louis Brown's presentation at 9:30 am to learn more.

The Supervision of Peer Workforce Conference is the culmination of this work and our attempt to bring people with expertise on supervising the peer workforce together to better inform everyone on best practices.

Inside this program you will find the **times of presentations in Pacific Daylight Time** and the Zoom Meetings ID to participate in each session. If you have never used Zoom before you need to go to Zoom.us and download their app before you can Join a Meeting and attend a session. Please do this before Wednesday, so that you do not miss any of the conference presentations.

We ask that you use the Mute button in the bottom left-hand corner of your screen when you enter the Meeting Room and keep it muted unless you are talking to the group. You may need to turn on your video by clicking the video button next to the mute button. You can use your hands to signify "yes" with a thumbs up or "no" with a thumbs down to questions. If you have a question, please raise your hand and the presenter will call on you at the appropriate time.

There are 15 minute breaks between presentations and an hour-long lunch break. You are welcome to stay in the Zoom meeting to talk up until the next presentation begins. If you want to talk longer, the Tranquility Room is available to network and talk throughout the Conference. Tranquility Room Zoom Meeting ID 928 170 091

How to use Zoom

Zoom is an easy–to-use video conferencing program that allows for multiple participants, audio and video sharing, screen sharing, working on a whiteboard and recording.

If you are using a smartphone, download the Zoom app for better functioning.

Go to zoom.us and click Join a meeting. Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting.

Check into the meeting beforehand so you can make sure that your audio and video are working correctly. Try to minimize background noise in the space you choose to join the Zoom meeting, such closing doors, muting phones, turning off computer alarms, etc. If you prefer to join via telephone, you can also call in.

Select if you would like to connect audio and/or video and click **Join**.

You can turn your camera on or off with the Start/Stop Video button. During the meeting, please mute yourself with the button in the lower left corner, so the training won't be disrupted by background noise. If you would like to speak, raise your hand so that it is visible in the Video and unmute yourself.

Supervision of Peer Workforce Conference March 25, 2020 Schedule

All times in Pacific Daylight Time (Los Angeles, CA, USA)

Enter the meeting by going to zoom.us, click Join Meeting and enter Meeting ID for the Room. Or call in at 1 (669) 900-9128 and then type in the Meeting ID#. The same ID is used for all the presentations in that Room

9 am	**Welcome to the Supervision of Peer Workforce Conference** Zoom Meeting ID 404 838 383				
	Serenity Room Zoom meeting ID 404 838 383	**Felicity Room** Zoom meeting D 141 238 100	**Unity Room** Zoom meeting ID 826 513 747	**Prosperity Room** Zoom meeting ID 246 336 539	**Harmony Room** Zoom meeting ID 135 862 733
9:30 am	Tailoring the Client-Focused Considering Work Model to an HIV peer program Erin McKinney-Prupis, Assistant Director, Alliance for Positive Change, New York Zoom ID 404 838 383	An Intervention to Improve Peer Supervision Louis Brown, Associate Professor of Health Promotion and Behavioral Sciences, University of Texas Zoom ID 141 238 100	Knowledge does not equal understanding Richie Tannerhill, Recovery Supports Outreach Coordinator, Addiction Professionals of North Carolina Zoom ID 826 513 747	Peer Resource Center "StoryCorps": A Supervisor and Peer Staff Talk About Working Together Joo "Eric" Lee, Supervisor, & Lori Kerr, Mental Health Advocate, Peer Resource Center, Los Angeles County Department of Mental Health Zoom ID 246 336 539	
10:45 am	Supervision and the Development of Core Competencies for Peer Workers Cheryl Gagne, Senior Associate, C4 Innovations, Massachusetts Zoom ID 404 838 383	Reducing Stigma in the workplace--Becoming an Ally Jason Robison, Program Director, SHARE!, Los Angeles, California Zoom ID 141 238 100	Peer Values in Action Robyn Priest, Live Your Truth, Winnipeg, Manitoba Zoom ID 826 513 747	Supporting Peer Partners in the Workforce: Weekly Supervision and Vicarious Trauma Group Work Ebony Chambers & Christina Cagle, Family Partner Managers, Stanford Sierra Youth and Families Zoom ID 246 336 539	Supervision of Peer Support Workers: Is Supervision By Non-peer Supervisors a Mismatch? Joanne Forbes & Rita Cronise Department of Psychiatric Rehabilitation, Rutgers University Zoom ID 135 862 733
12 noon	**Lunch—on your own. Hang out in the Tranquility Room** Zoom Meeting ID 928 170 091				

Supervision of Peer Workforce Conference March 25, 2020 Schedule

All times are in Pacific Daylight Time (Los Angeles, CA USA)

Enter the meeting by going to zoom.us, click Join Meeting and enter Meeting ID for the Room. Or call in at 669-900-9128 and then type in the Meeting ID#. The same ID is used for all the presentations in that Room

	Serenity	Felicity	Unity	Prosperity	Harmony
1 pm	Peer Work—Can't pour from an empty cup. Keeping yourself full and well for your clients Lisa Cohen, Executive Director, & Jeffrey Cohen, Recovery Coalition of Maryland Zoom ID 404 838 383	National Practice Guidelines for Peer Specialists and Supervisors Rita Cronise, Instructional Designer, Rutgers University & Jessica Wolf, Assistant Clinical Prof. of Psychiatry, Yale University Zoom ID 141 238 100	Evidence-based Peer Practices for Supervisors Ruth Hollman, Executive Director SHARE!, Los Angeles, California Zoom ID 826 513 747		You do what, how well? Integrating the peer's voice and data in supervision George Braucht, Chief Mission Officer, Brauchtworks Zoom ID 135 862 733
2:30 pm	Peer Supervision Practices for an Accountable Capable Workforce and/or Trauma Informed HR Practices Lynnae Brown, Director, Community Access Inc., Howie The Harp Advocacy Center Zoom ID 404 838 383	Trauma-informed Developmental Model of Supervision Jason Robison, Program Director, SHARE!, Los Angeles, California Zoom ID 141 238 100	Credentialing Lived Experience—The Peer Support Practice Shannon McCleerey-Hooper, Peer Policy & Planning Manager, Riverside University Health System Zoom ID 826 513 747	Growing & Sustaining the Peer Workforce: HR Best practices Jessica Wolf, Assistant Professor of Psychiatry, Yale University Zoom ID 246 336 539	Recovery 1st; Family 2nd; Work 3rd: Supervising & Supporting Peers Stacy Rivera, Oregon Parent Advisory Council & Linda May Wacker, Program Director, Morrison Child & Family Services, Portland, Oregon Zoom ID 135 862 733
4 pm	The Fusion Model for Excellence in Crisis Services Lisa St George & Charles "Chuck" Browning, Recovery Innovations, Phoenix, Arizona Zoom ID 404 838 383	SUD Peer Supervision Competencies curriculum Linda May Wacker, Program Director, Morrison Child & Family Services, Portland, Oregon Zoom ID 141 238 100	State Framework for Lived Experience (peer) Workforce Development—Australia, Queensland Louise Byrne, Fulbright Fellow, Royal Melbourne Institute of Technology	Career Ladders and Accountability Jason Robison, Program Director, SHARE!, Los Angeles, California Zoom ID 246 336 539	Supervisor Safeguard on Moral Injury for Peers Adria Powles, Program Director, University of Arizona, Department of Family and Community Medicine Zoom ID 135 862 733

5:15 pm   Final Words & Next Steps   Zoom ID 404 838 383

9 AM PDT

Welcome to the Supervision of Peer Workforce Conference by Ruth Hollman, Executive Director, SHARE! the Self-Help And Recovery Exchange

9:30 AM PDT

Tailoring the Client-Focused Considering Work Model to an HIV peer program—Erin McKinney-Prupis in the Serenity Room

This study describes the experiences of participants in an HIV peer program in NYC through the lens of Goldblum and Kohlenberg's (2005) "Client-Focused Considering Work Model for PLWH."   With the expanded use of certified peers in in healthcare, the authors conducted five focus groups of HIV peers to assess if the model could fit with HIV peer programs that train and prepare individuals for the workforce. The analysis explored how well peers' experiences of considering work fit the model and refined the model to reflect peers' perspectives and tools used in typical peer programs.

Erin McKinney-Prupis is Assistant Director at Alliance for Positive Change in New York, New York

An Intervention to Improve Peer Supervision —Louis Brown in the Harmony Room

   The Supervision of Peer Workforce project, led by SHARE!,the Self-Help and Recovery Exchange, sought to maximize the efficacy of both peer workers and their supervisors, thereby improving outcomes for individuals receiving mental health and substance use services.

   To evaluate this project, we conducted a cluster-randomized trial with 85 clinics who hired and supervised over 200 peer workers. Half of the clinics received a series of four trainings on: a) best practices in Peer Services, b) becoming an ally to address discrimination, c) a trauma-informed developmental model of supervision, and d) an anti-stigma workshop. This presentation will explore preliminary findings from the evaluation.

Louis Brown is trained as a community psychologist and works as an Associate Professor at the University of Texas Health Science Center at Houston. He studies community-based interventions that promote mental and behavioral health, with active lines of research in self-help and mutual support, community prevention coalitions, and Hispanic health.

Knowledge does not equal understanding—Richie Tannerhill in the Unity Room, Description & Bio to be added

Peer Resource Center "StoryCorps": A Supervisor and Peer Staff Talk About Working Together—Joo "Eric" Lee & Lori Kerr in the Prosperity Room

   This presentation will provide an overview of the Los Angeles County Department of Mental Health Peer Resource Center which is a newly developed peer-support based community center. It will discuss how LAC DMH Peer Resource Center has bridged the gap between non-peer supervisors with a clinical approach to service provision and peers with lived experiences. It will share how PRC has integrated peer-support practice, resolved philosophical differences in serving community, empowered peers, and improved worker & customer satisfaction. Lastly, it will discuss positive progresses that PRC has made by incorporating these practices, current challenges, and future directions.

   Joo is a Licensed MFT who has worked in the mental health services field since 2003. He has worked as a housing case manager, vocational rehabilitation counselor, Wellness Center coordinator, and Full Service Partnership (FSP) clinician/team leader at a LACDMH contracted agency for over 10 years.
   Laura "Lori" Kerr is a Mental Health Advocate with the LACDMH Peer Resource Center, where she provides community members with linkage and a warm handoff to community organizations.

10:45 AM PDT

Supervision and the Development of Core Competencies for Peer Workers—Cheryl Gagne in the Serenity Room

This workshop will present strategies for helping peer workers develop the competencies they want and need for their work. Developing competencies is a collaborative process between supervisors and workers that involves setting competency goals, developing learning plans and supporting learning activities. The process begins with an assessment and self-assessment of the workers' current level of competency and an exploration of the barriers to performance of the competency. Peer workers need to drive their own professional development and supervisors are critical in assisting workers in discovering their own power to develop the peer practice skills they want.

Cheryl Gagne, ScD, develops training for diverse US and global healthcare providers, behavioral and public health programs; directs training for Massachusetts addiction professionals; serves as an expert training and technical assistance provider for substance use, mental health, and recovery initiatives; and also develops skill-based curricula for providers including peer workers.

Reducing Stigma in the workplace--Becoming an Ally—
Jason Robison in the Felicity Room

Stigma in the workplace reduces the effectiveness of peer services and the mental health of peer workers and their supervisors. This workshop presents evidence-based practices that effectively counter bias and discrimination without alienating the people who hold the biased views.

Jason Robison majored in Women's Studies at UC Davis and has been the Program Director at SHARE! the Self-Help And Recovery Exchange with five programs and 43 employees for nearly 14 years.

Peer Values in Action—Robyn Priest in the Unity Room

Peer support is becoming increasingly popular in both the healthcare sector and workplaces worldwide. Training for peer supervisors discusses the values of peer support - but how do we know if peer support workers are actually delivering against those values? The Centre for Innovation in Peer Support developed a tool that evaluated the integrity, quality and impact of "true" value-based peer support. This presentation discusses the development, implementation and results associated with this tool.

Robyn Priest, Robyn Priest LIVE YOUR TRUTH, has been involved in peer support for over 20 years in numerous countries. She has extensive experience training Peer Supervisors and collaborates with the Centre for Innovation in Peer Support around peer supervision and on peer support staying true to its values.

Supporting Peer Partners in the Workforce: Weekly Supervision and Vicarious Trauma Group Work—
Ebony Chambers & Christina Cagle in the Prosperity Room

Constantly sharing and using your lived experience as a tool to engage with others can be both exhausting and challenging. A trauma informed weekly supervision as well as group support, are necessary components for employees' success. This workshop shares one agency's success in utilizing a consultative tool that addresses staff's professional development, self-care, cultural responsiveness and vicarious trauma. In addition to the weekly consultation tool, the structure and goals for group support will also be shared that support staff in developing self-care plans and an opportunity to deepen the connection with other peer team members.

Providing Youth and Family Services for over 17 years, Ebony Chambers brings both professional and personal life experiences to her work. As a mother who has worked through and navigated multiple systems with her own child, she brings that experience to her work and provides the oversight of advocacy and support to families in the greater Sacramento, Yolo, El Dorado and Placer communities.

Christina Cagle has 16 years of experience of working in the youth and family provider field. In her lived experience as a mother and adult sister/caregiver she has touched the child welfare, juvenile justice, and mental health systems. Her lived experience assisted in training and supporting new resource parents understanding the necessity for biological family's reunification plans.

(Continued)

Supervision of Peer Support Workers: Is Supervision By Non-peer Supervisors a Mismatch?—Joanne Forbes & Rita Cronise in the Harmony Room

Supervision in the context of behavioral health services is most commonly practiced as clinical supervision. Clinical supervision of a peer support worker by a non-peer supervisor may not fit into the generally accepted understanding of clinical supervision. How do clinical supervision and peer supervision differ? Preliminary findings of research in the development of a doctoral dissertation suggest some intriguing answers to the questions swirling around peer supervision.

Joanne Forbes, BSN, MA, ABD, CPRP, Doctoral Student, Rutgers University Dept. of Psychiatric Rehabilitation

Rita Cronise, MS, Distance Faculty, Rutgers University Dept. of Psychiatric Rehabilitation, Academy of Peer Services and Virtual Learning Community

1 PM PDT

Peer Work—Can't pour from an empty cup. Keeping yourself full and well for your clients— Lisa Cohen & Jeffrey Cohen in the Serenity Room;
Description & Bio to be added

National Practice Guidelines for Peer Specialists and Supervisors—Rita Cronise & Jessica Wolf in the Felicity Room

The National Practice Guidelines for Peer Specialists and Supervisors provide direction to supervisors of peer support workers to educate and support their staff in providing services that align with the core values of peer support. This workshop includes an overview of the practice guidelines with a demonstration scenario and a small group activity with vignettes where peer support workers and their supervisors are given opportunities to put the guidelines into practice. A vital ingredient to an effective peer support workforce is the ongoing education of and informed action by the supervisors. These guidelines provide opportunities for both.

Rita served as Director of Operations for the International Association of Peer Supporters (iNAPS) coordinating development of the National Practice

Guidelines for Peer Supporters prior to accepting a faculty position with Rutgers University on the Academy of Peer Services, the certification training and testing platform used in New York State.

Jessica is Principal of Decision Solutions consulting and Assistant Clinical Professor in the Yale Department of Psychiatry. She founded the MERGE Mental Health Certificate Program in Bridgeport, CT. Jessica is passionate about peer workforce and career development. Her lived experience enhances her understanding of workforce challenges and opportunities.

Evidenced-based Peer Practices for Supervisors—Ruth Hollman in the Unity Room

Supervisors of peer workers often are unfamiliar with Peer Services and how they work. This workshop presents five evidence-based peer services and guides for recognizing high and low performance in each.

Ruth Hollman is the Founder and Executive Director of SHARE! the Self-Help And Recovery Exchange in Los Angeles, CA which has been providing peer services for 27 years with 43 employees in three locations.

You do what, how well? Integrating the peer's voice and data in supervision—George Braucht in the Harmony Room

Performance support (supervision) is essential for getting better at what we do by promoting immediately experienced and cumulative career growth. This session introduces the Partners for Change Outcome Management System (PCOMS) as a routine outcome monitoring process that is informed by the peer's voice. Seven randomized controlled trials show that PCOMS added to existing individual, couple, family and/or group services improves retention rates and outcomes in public behavioral health systems in the US and in several other countries. Download paper versions of the PCOMS scales, free for individual service provider use, at Better Outcomes Now.

Chief Mission Officer at Brauchtworks: Applying science to practice, Mr. Braucht's applied community psychology experience focuses on professional and peer workforce development plus continuous program quality and outcome improvement in the behavioral health, crisis management or resilience and criminal justice fields. He co-founded the Certified Addiction Recovery Empowerment Specialist (CARES) Academy and the Forensic Peer Mentor Ready4Reentry training.

2:30 PM PDT

Peer Supervision Practices for an Accountable Capable Workforce and/or Trauma Informed HR Practices—Lynnae Brown in the Serenity Room

Hiring the right applicant for a (peer) job can be hard - but holding (peer support) employees accountable for their performance can be even harder. Finding the right (peer) job can be hard – being held accountable for not meeting performance expectations can be even harder. This workshop will identify strategies, questions and conversations to have with job applicants and new hires to help ensure their performance aligns with agency expectations; outline trauma informed considerations and conversations for employers who need to address performance issues with (peer) employees; and offer strategies and considerations to (peer) employees facing poor performance review and/or corrective action.

Lynnae Brown is Director of Howie The Harp Advocacy Center, a leading peer-run program that offers a comprehensive classroom training for people in mental health recovery to choose, get and maintain employment as a peer provider in New York City. Since 2010, she has trained hundreds of peer specialists and employers of peers to better understand and utilize the peer role in supportive services.

Trauma-informed Developmental Model of Supervision—Jason Robison in the Felicity Room

Training of supervisors is integral to developing a well-informed and competent staff. A strengths-based approach is presented that offers peer workers and their supervisors' practical skills towards implementing a trauma-informed Developmental Model of Supervision that creates a partnership between supervisor and supervisee. Supervisors will learn how to ensure that supervisees are providing competent and values-based peer services to the individuals served, as well as how to ensure administrative, policy and other aspects of the job are met.

Jason Robison has been the Program Director at SHARE! in Los Angeles, CA for nearly 14 years. SHARE! has two self-help centers and a peer respite. Jason supervises 5 supervisors and 34 peer workers using the Trauma-informed Developmental Model of Supervision.

Credentialing Lived Experience - The Peer Support Practice —Shannon McCleerey-Hooper in the Unity Room

When providing education to supervisors and administrators that work in behavioral health or integrated care systems, that wish to add a peer workforce to their systems, system leaders often struggle with their role with their peer employees. There is often a disconnect on how to affectively hire them, train them and support them to support their services systems, without creating an environment that marginalizes the mental health consumer provider. Supervisors, who are often licensed clinical practitioners, struggle with their role with the peer provider, often creating difficult boundary challenges of their role as a well-meaning supervisor vs. their role as a therapist or social worker.

Shannon began her career with Riverside County, California as a Peer Support Specialist. Upon promotion to Program Administrator in 2013, her consumer peer staff consisted of 82 members. Her program has grown to roughly 160 full time, fully benefited and union-represented Consumer Peer Support Specialists and 17 Senior-level Peer Support Specialists.

Growing & Sustaining the Peer Workforce: HR Best practices—Jessica Wolf in the Prosperity Room

This workshop will consider evidence-based HR approaches for recruiting, training and retaining peer workers, including Peer Specialists, Parent Partners, Peer Bridgers and others with lived experience job qualifications. We will also consider peer employment, supervision and career advancement together with agency leadership and commitment to recovery values and practices. Objectives include evaluating lived experience and peer training in recruiting qualified peer workers; demonstrating cultural competence in HR peer worker practices; understanding five peer services best practices; learning how to avoid peer drift; dealing effectively with stigma in employment of peer workers; understanding key HR roles in peer worker career development.

Principal of Decision Solutions consulting and Assistant Clinical Professor in the Yale Department of Psychiatry, Jessica has extensive public mental health administrative experience; founded the MERGE Mental Health Certificate Program; and has undertaken numerous peer workforce and career development projects. Her lived experience enhances her understanding of peer workforce challenges.

2:30 PM PDT (continued)

Recovery 1st; Family 2nd; Work 3rd: Supervising & Supporting Peers—Stacy Rivera & Linda May Wacker in the Harmony Room

Two supervisors from a highly successful peer services program in Portland, Oregon will share supervisory practices that support a trauma-informed team environment. Participants will learn practices for fostering a Recovery-Oriented workplace, building team connectedness, and building effective supervisory relationships. Participants will create an individualized Supportive Supervision checklist for application in their work.

Stacy Rivera, CRM, has 10 years of sobriety, five years of peer mentoring experience and one year supervising peers. She is an active member of the Parent Advisory Council in Oregon, which provides policy & practice recommendations to the Director of DHS Child Welfare.

Linda May Wacker, M Ed. is Program Director of Morrison Child & Family Services' Parent Mentor Program, which provides peer recovery support to Child-Welfare involved parents in six counties in Oregon.

4 PM PDT

The Fusion Model for Excellence in Crisis Services—Lisa St George & Charles "Chuck" Browning in the Serenity Room

Accomplishing fusion on Earth has been a holy grail quest for clean bountiful energy. Scientists continue efforts to overcome the barrier of bringing two atoms together on earth. In crisis care, like much of health care in general, we see resistances to merge culture and strategies between biomedical or hospital models and the recovery and peer supports model. We offer the Fusion Model, the transformative model that occurs from successfully integrating peer-powered culture and peer support with national best practices in crisis care. We hope to share the challenges and rewards of working on this fusion as well as the lessons /tools used in supporting and training peer supports in the crisis field.

Lisa St. George, MSW, CPRP, serves as the Director of Recovery Practices for RI International. With Master's and Bachelor's degrees in Social Work, Ms. St. George has been instrumental in the planning, development and start-up of RI's peer-run programs since September 2000. An expert in developing a recovery culture in systems providing mental health care; she has provided training, consultation, and program development for mental health systems as far away as the UK, Singapore and New Zealand.

Dr. Charles "Chuck" Browning is the Chief Medical Officer of RI International. He has held leadership positions in public and private systems of care including Crisis System Care, Assertive Community Treatment Team, rural community behavioral health care company, and Opioid Treatment Programs. Dr. Browning has also practiced in NC prison psychiatric system and his own private practice.

SUD Peer Supervision Competencies curriculum —Linda May Wacker in the Felicity Room

Description to be added.

Linda May Wacker, M Ed. is Program Director of Morrison Child & Family Services' Parent Mentor Program, which provides peer recovery support to Child-Welfare involved parents in 6 counties in Oregon.

State Framework for Lived Experience (peer) Workforce Development - Australia, Queensland

—Louise Byrne in the Unity Room

The Queensland Framework for Lived Experience (peer) Workforce Development is comprised of a suite of tools which together provide a comprehensive package to cover different aspects of peer workforce development and provide sign posts to identify effective peer practice and employment. Areas of focus include: Understanding and Defining the roles, Organizational Commitment, Workplace Culture, Diversity and Inclusion, Human Resources policies and practices, Professional development and training, and Ongoing Development. The presentation will include discussion of the process, including engagement, as well as the key messages of the Framework.

Dr Louise Byrne is a researcher with deep knowledge of organisational issues relevant to peer employment. Louise is employed at RMIT University Australia. Louise has previously been awarded a Fulbright Fellowship to conduct research on peer employment in the United States, based at Yale University with Professor Larry Davidson.

Career Ladders and Accountability—Jason Robison in the Prosperity Room

Well-defined career ladders are essential for the career development of a robust peer workforce. Articulating peer entry level, supervisorial and management roles supports the alignment of peer values and recovery-oriented programs throughout an organization. The SHARE! Career Ladder which has seven distinct tiers will be presented with job descriptions, competencies, skills and experience needed for each role.

Jason Robison has been the Program Director at SHARE! in Los Angeles, CA for nearly 14 years. SHARE! has 43 full-time peer employees and uses its Career Ladder to train and motivate its employees.

Supervisor Safeguard on Moral Injury for Peers—Adria Powles in the Harmony Room

Peer Supports face competing value systems due to the increasingly profit-focused healthcare environment and their commitment to non-clinical recovery oriented peer support practices. The results of managing such internal conflicts may mimic burnout or compassion fatigue, however this presentation proposes an alternative framework called Moral Injury. Supervisors of the peer workforce can learn to identify moral injury and implement strategies to mitigate moral distress and increase employee self-awareness and retention. In a roundtable presentation, supervisors will engage in discussion and employ critical thinking to evaluate the applicability of moral injury versus burnout or compassion fatigue.

Adria is a Licensed Social Worker and Family Support Specialist with 16 years of service in the behavioral health field. She worked with peer and family supports in multiple capacities as a co-worker, job developer and supervisor. She serves on statewide policy committees to advocate for a legitimized peer workforce.

APPRECIATIONS

Funder

California Office of Statewide Health Planning and Development
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    BRSS TACS
Jennifer Brown, On Our Own of Maryland
Casey Saylor, Mental Health Association of Maryland
Cliff Brown, Recovery International

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Training site locations

AFSCME 36, Los Angeles
Glendale Library
Americana at Brand, Glendale
Longo Toyota, El Monte
Ruth Temple Health Center, Los Angeles
St. Anne's, Los Angeles

Participating Agencies

Amanecer Community Counseling Service SPA 4

Amanecer Community Counseling Service SPA 6
American Indian Counseling Center
Antelope Valley MHC and Wellness Center
Arcadia Mental Health Center
Augustus F. Hawkins Family Mental Health
Aviva Family and Children's Services Lynwood
Aviva Family and Children's Services Van Nuys
Aviva Family and Children's Services Wilshire
BHS Hollywood Recovery Center
California Mentor Family Support Services SPA 6
California Mentor Family Support Services SPA 7
Child and Family Guidance Center
Child and Family Guidance Center-Antelope Valley
Children's Bureau Lancaster
Children's Bureau of Long Beach
Children's Bureau Palmdale
Coastal Asian Pacific Islander Family Mental Health Center
Compton Mental Health
CORE LA
D'veal Family and Youth Services
Disability Community Resource Center
DMH VALOR Program/LA County
DMH/ Service Area 5/ Mobile Triage Team
DMH-TAY
Dorothy Kirby Center
East San Gabriel Valley MHC
Edelman Community Mental Health
El Centro de Amistad
Exodus Recovery
Exodus Recovery Outpatient Mental Health Clinic in Redondo Beach
Genesis- Facts Older Adult Outpatient Services
Helping Hands of Lompoc
Kern Behavioral Health and Recovery Services
LA DMH Outpatient Services
LA LGBT Center - Youth Center on Highland
Long Beach Asian Pacific-Islander Family Mental Health Center
Long Beach Mental Health Services (MHS) Adult (SAAC 8)
Northeast Mental Health Center & Northeast Wellness Center, District Chief location
Northeast Mental Health Center & Northeast Wellness Center, Via Marisol Clinic

Northeast Mental Health Center & Northeast Wellness Center, Wellness Center - HP
Olive Crest
Pacific Clinics
Pathways Community Services Downey
Penny Lane Centers Commerce
Penny Lane Centers Lancaster
Penny Lane Centers North Hollywood
Prevention Bureau/ LA County
Project Return Peer Support Network - Core Program & Warm Line
Project Return Peer Support Network - Hacienda of Hope
Rio Hondo MHC / Centro De Bienestar Cerritos
Rosemary Children's Services>> Now Victor Treatment Centers
San Fernando MHC/LA County
San Fernando Valley Community Mental Health Clinics
San Fernando Valley Mental Health Center North Hollywood
San Fernando Valley Mental Health Center Van Nuys - Hamlin
San Fernando Valley Mental Health Center Van Nuys - Woodman
San Pedro MHC
Santa Clarita Valley Mental Health Center
South Bay Wellness Center
Southern California Health & Rehabilitation Program
SSG/Asian Pacific Counseling and Treatment Centers
SSG-BACUP
Stars Behavioral Health Group
Step Up on Second
Tarzana Treatment Centers SPA 2
Tarzana Treatment Centers-Antelope Valley
Tessie Cleveland Community Services
The Children's Center of the Antelope Valley
The Guidance Center
The Institute for Multicultural Counseling and Education Services, Inc.
The Village Family Services Corporate location & Drop-In Center - NOHO
The Whole Child
The Whole Person Care-DMH - SPA 1
The Whole Person Care-DMH - SPA 2
The Whole Person Care-DMH - SPA 3
The Whole Person Care-DMH - SPA 4
The Whole Person Care-DMH - SPA 5
The Whole Person Care-DMH - SPA 6
The Whole Person Care-DMH - SPA 7
The Whole Person Care-DMH - SPA 8
Topanga West Guest Home
West Central MH
West Valley MHC

SHARE! Programs

SHARE! Collaborative Housing is a public-private partnership providing affordable, permanent, supportive housing to disabled people in single-family houses throughout Los Angeles County. The owner furnishes the house, pays for all the utilities, does not collect a Security Deposit. Residents attend weekly support groups, help with neighborhood projects, provide support for other residents and share a room with one roommate of their choice. SHARE! connects people needing housing with owners who have houses, finds weekly support groups near the houses fitting residents' needs and visits each house regularly to develop and maintain a culture of recovery.

Self-Help Support Group Referrals Countywide referrals to 12,000 self-help meetings representing more than 500 different programs. Our Self-Help Specialists can find a meeting in your neighborhood that is right for you.
Call 1 (877) SHARE-49

SHARE! Self-Help Centers SHARE! operates two self-help centers, in Culver City and in the Skid Row District of Downtown Los Angeles, that provide meeting space for self-help support groups of all kinds such as anger management, depression, self-esteem, communications and relationships, incest survivors, alcoholics, drug addicts, smoking, reaching goals, etc. Together they host more than 100 self-help group meetings a week. Meetings pay a percentage of their donations so that there is no rent pressure and it is easy to start a new meeting. Each meeting room is furnished like a living room, with the exception of our writing room, which has a conference table and chairs. Open 365 days a year, we provide space for sober dances, self-help marathon meetings and conferences.

SHARE! Peer Specialist Training Based on SHARE!'s 27 years serving people in need, SHARE! trains people with lived experience of mental health issues, and/or family, parents and caregivers, to work in mental health using evidence-based practices. The training is free. See http://shareselfhelp.org/training/ to register for it.

Volunteer-to-Job Program gives anyone a meaningful job at SHARE!—no matter how limited their skills or debilitating their symptoms. SHARE! trains and encourages Volunteer-to-Job participants until they develop the skills and confidence to obtain an unsubsidized job either at SHARE! or in the community.

Technical Assistance for new and ongoing self-help support groups. We can help with formation, meeting content, format, publicity, problems, etc.

Open Literature Policy SHARE! accepts any and all materials for distribution at our centers. Just send them to us or drop them off.

Volunteer Opportunities for ordinary people or for those doing court-ordered community service. We accept all volunteers even those with limited skills or felony convictions.

SHARE! is supported by the Los Angeles County Department of Mental Health, the Los Angeles Homeless Services Authority (LAHSA), the California Office of Statewide Health Planning and Development (OSHPD), the Los Angeles County Department of Health Services (DHS), Optum and private donations. SHARE! is a project of the Emotional Health Association, a California non-profit 501(c) 3 corporation. Donations to SHARE! are tax-deductible.

SHARE! the Self-Help And Recovery Exchange
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shareselfhelp.org