

# Conference Program

Wednesday, April 27, 2022

# Supervision of Peer Workforce



SHARE! the Self-Help And Recovery Exchange

6666 Green Valley Circle Culver City CA 90230

[www.shareselfhelp.org](http://www.shareselfhelp.org); (310) 846-5270

# Welcome to the Supervision of Peer Workforce Conference

Welcome to the Supervision of Peer Workforce Conference. Thank you all for your participation in this virtual conference. This is the second conference of its type, designed to bring up-to-date research to peer practitioners to improve the delivery of Peer Services in mental health and substance use disorders settings.

We hope that you find the conference inspiring and useful. All the sessions will be recorded and available for after the conference. The conference is made possible by a grant from the California Department of Health Care Services. To help meet our obligations for the grant, we ask that you fill out evaluation of the presentations you attend, links for which will be posted in the Chat.

## Trouble accessing?

Contact [libby@shareselfhelp.org](mailto:libby@shareselfhelp.org) or 310-425-6220



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## How to attend this conference

In this program you will find the **times of presentations in Pacific Daylight Time (PDT)** and the Zoom Meetings ID to participate in each session. During the conference:

- Control-click the Zoom link to enter the session you wish to attend. Please be on time.
- Mute yourself unless you are speaking.
- Presenters may take questions from Chat or allow participants to raise hands to ask questions.
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- Restart your computer and test your audio and video functionality.
- If you share bandwidth with others, ask them not to stream movies or do high-bandwidth activities during the conference.
- Minimize background noise in your space, such as closing doors, muting phones, turning off computer alarms, etc.
- Download the Zoom app and enter through the app, especially if you are using a Smartphone.
- If you are using an Apple device (iOS), see these handy tips: <https://www.payetteforward.com/zoom-not-working-on-mac-fix/>

# Supervision of Peer Workforce Conference April 27, 2022 Schedule

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

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8:30 am	<b>Welcome to the Supervision of Peer Workforce Conference</b> <a href="https://youtu.be/BqazUnKCKk">https://youtu.be/BqazUnKCKk</a>				
	<b>Serenity Room</b>	<b>Unity Room</b>	<b>Felicity Room</b>	<b>Tranquility Room</b>	<b>Harmony Room</b>
9 am	<b>Trauma-informed Developmental Model of Supervision</b>  <b>Jason Robison</b> , SHARE! Chief Program Officer  <a href="https://youtu.be/GxTnHY7U5JE">https://youtu.be/GxTnHY7U5JE</a>	<b>A Peer Lens on Supervision</b>  <b>Jessica Wolf</b> , Principal, Decision Solutions Consulting and Assistant Clinical Professor, Yale Department of Psychiatry  <a href="https://youtu.be/ZbJnTKXw_c">https://youtu.be/ZbJnTKXw_c</a>	<b>Why Peers Supervising Peers Is a Good Thing</b>  <b>Phillip Williams-Cooke</b> DDiv, CPRA, NYCPS-P  <a href="https://youtu.be/avxVvh_pmZY">https://youtu.be/avxVvh_pmZY</a>	<b>Peers with Purpose: How to Create a Peer Job Worth Doing</b>  <b>Lynnae Brown</b> , Howie The Harp Advocacy Center  <a href="https://youtu.be/s7kUO9IX_sU">https://youtu.be/s7kUO9IX_sU</a>	
10:15 am	<b>Preparing Your Workplace for Peer Integration</b>  <b>Stephanie Ramos</b> , Cal Voices Communications Director  PC users: Control click to activate link  <a href="https://youtu.be/WMuFZPdelrQ">https://youtu.be/WMuFZPdelrQ</a>	<b>Supervision Matters: Good supervision from a peer's perspective</b>  Findings of recent needs assessment related to the development of SB803 by the LACDMH. Findings emphasized the critical role of a supervisor.  <b>Laura Kerr, Joo Lee, Deborah Pitts</b> , Los Angeles County Dept. of Mental Health  <a href="https://youtu.be/prw9LK5qWqw">https://youtu.be/prw9LK5qWqw</a>	<b>Recovery International CBT Self-Help Mental Health Support System</b>  <b>Holly Weiss</b> , NYCPS-P, Recovery International  <a href="https://youtu.be/cKYMh_qj4YA">https://youtu.be/cKYMh_qj4YA</a>	<b>Ensuring Quality: Using Customer Evaluations in Peer Co-Reflection Supervision</b>  <b>Ann Kasper</b> , MA, CPSS  <a href="https://youtu.be/L78S9MNx61U">https://youtu.be/L78S9MNx61U</a>	<b>Role Model What? For Whom? Can Non-peer Supervisors Effectively Supervise Peer Support Workers?</b>  <b>Joanne Forbes</b> , Ph.D  <a href="https://youtu.be/C_uaphn6qqM">https://youtu.be/C_uaphn6qqM</a>
11:30 am	<b>Peer Hiring &amp; Career Ladders — What Actually Works</b>  <b>Jason Robison</b> , SHARE! Chief Program Officer  <a href="https://youtu.be/7dy5Tgk69JE">https://youtu.be/7dy5Tgk69JE</a>	<b>Essential Peer Support Supervision: A Supervision Format That Promotes Mutual Learning</b>  <b>Susan Musante and Matt Ladner</b> , Soteria-Alaska  <a href="https://youtu.be/CFYydm0WWg">https://youtu.be/CFYydm0WWg</a>	<b>Role Exchange as an Experiential Learning Strategy</b>  Building Understanding among Interdisciplinary Team Members  <b>Jessica Wolf and Jonathan P. Edwards</b> , Ph.D., LCSW, ACSW, NYCPS:  <a href="https://youtu.be/OiEz-15_cj8">https://youtu.be/OiEz-15_cj8</a>		<b>The Friendship Squad: From Idea to Manifestation</b>  <b>Dan Frey</b> , The Friendship Squad  <a href="https://youtu.be/OspW-I_FcNg">https://youtu.be/OspW-I_FcNg</a>

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	Serenity	Unity	Felicity	Tranquility	Harmony
1:30 pm	<p><b>Five Evidence-Based Peer Practices for Supervisors</b></p> <p>Ruth Hollman, SHARE! Chief Executive Officer <a href="https://youtu.be/2RIQ66cHAO0">https://youtu.be/2RIQ66cHAO0</a></p>	<p><b>Five Critical Functions of Supervision</b></p> <p>Jonathan P. Edwards, Rita Cronise, Amy Spagnolo, Gita Enders, Joanne Forbes, NYDHMH, Baltic Street AEH, Rutgers University <a href="https://youtu.be/2RIQ66cHAO0">https://youtu.be/2RIQ66cHAO0</a></p>	<p><b>Stigma and Behavioral Health: Why It Matters and What You Can Do</b></p> <p>Jennifer Brown and Michael Madsen, On Our Own of Maryland, Inc</p>	<p><b>Orientation to WRAP as an Evidence-Based Peer Practice</b></p> <p>Waynette Brock, Melissa Wallace and Matthew Federici, Copeland Center for Wellness and Recovery <a href="https://youtu.be/dL7PTci2qil">https://youtu.be/dL7PTci2qil</a></p>	<p><b>Exploring New Approaches: Healing Centered Engagement</b></p> <p>Jesse Heffernan, RCP/HCEP, Helios Recovery Services <a href="https://youtu.be/UGlJtsUDuoY">https://youtu.be/UGlJtsUDuoY</a></p>
2:45 pm	<p><b>Reducing stigma in the workplace, becoming an ally</b></p> <p>Jason Robison, SHARE! Chief Program Officer <a href="https://youtu.be/3vQIZbZmdaQ">https://youtu.be/3vQIZbZmdaQ</a></p>	<p><b>Principles and practices for leading, coaching, and supervising a peer support workforce</b></p> <p>A fun, dynamic and experiential two-hour workshop <a href="https://youtu.be/ArYMc8OW4j0">https://youtu.be/ArYMc8OW4j0</a></p>	<p><b>Building and Maintaining Peer Teams</b></p> <p>Vanessa Ramos and Rayshell Chambers, Healing Heart Project and Painted Brain <a href="https://youtu.be/8fFGOcqWxCQ">https://youtu.be/8fFGOcqWxCQ</a></p>	<p><b>Changing Perspectives: From Deficits to Strengths</b></p> <p>Waynette Brock, Melissa Wallace and Matthew Federici, Copeland Center for Wellness and Recovery <a href="https://youtu.be/9fJ20bfDKQ">https://youtu.be/9fJ20bfDKQ</a></p>	<p><b>Peace Work: Team Wisdom--The Ultimate Supervisor</b></p> <p>A two-hour workshop Noelle Pollet, Peace Work <a href="https://youtu.be/u89FAQfQ41M">https://youtu.be/u89FAQfQ41M</a></p>
4 pm	<p><b>Panel Discussion: Peer Respite Supervision</b></p> <p>Theresa Hodges Shera Banbury — Insight; Adrian Bernard— Second Story; Jessica Miller--SHARE! Recovery Retreat, Gene Larkin—Soteria/Emanon, Todd Noack— Life Connections Recovery <a href="https://youtu.be/g3-p13EqioA">https://youtu.be/g3-p13EqioA</a></p>	<p>2nd hour</p> <p><b>Principles and practices for leading, coaching, and supervising a peer support workforce</b></p> <p>Chris Martin and James Ritchie, PhD, Crestwood Behavioral Health <a href="https://youtu.be/ArYMc8OW4j0">https://youtu.be/ArYMc8OW4j0</a></p>	<p><b>Supervising Employees with Disabilities</b></p> <p>Best Practices, Reasonable Accommodation and the Interactive Process TJ Hill, Disability Community Resource Center (DCRC) Executive Director <a href="https://youtu.be/KO75j5qY_Xg">https://youtu.be/KO75j5qY_Xg</a></p>	<p><b>Listening to the Voice of the Peer: You Don't Know What You Think You Know about a Veteran</b></p> <p>Kathy Cash, CPSS, DDiv, Strategies for Hope <a href="https://youtu.be/GG_bq-X-AVE">https://youtu.be/GG_bq-X-AVE</a></p>	<p>2nd hour</p> <p><b>Peace Work: Team Wisdom—The Ultimate Supervisor</b></p> <p>Noelle Pollet, Peace Work <a href="https://youtu.be/u89FAQfQ41M">https://youtu.be/u89FAQfQ41M</a></p>
5:pm	<p><b>Final Words &amp; Next Steps</b> <a href="https://youtu.be/N-x7295yHjQ">https://youtu.be/N-x7295yHjQ</a></p>				

# CONFERENCE PRESENTATIONS

8:30 AM PDT

Welcome to the Supervision of Peer Workforce Conference by Ruth Hollman, CEO, SHARE! the Self-Help And Recovery Exchange and Marlies Perez, California Department of Health Care Services (DHCS)

9:00 AM PDT

## Trauma-informed Developmental Model of Supervision

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)

Jason Robison



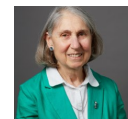
Training of supervisors is integral to developing a well-informed and competent staff. A strengths-based approach is presented that offers peer workers and their supervisors' practical skills towards implementing a trauma-informed Developmental Model of Supervision that creates a partnership between 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 is the Program Director at SHARE! the Self-Help And Recovery Exchange. Jason serves on the Board of Directors for CAMHPRO and is the Co-Chair of the National Recovery Month Steering Committee. He has worked in nonprofit management for 17 years, focusing on Peer Services, education, recovery, housing and health.*

## A Peer Lens on Supervision

[Meeting ID: 858 1098 0032](#) [Passcode: sharelove](#)

Jessica Wolf



Supervision is a means of managing relationships in many settings, including those employing peer support staff as well as traditionally trained clinical staff serving individuals with mental health and/or substance use conditions. Peer staff may be supervised by other peers and/or by non-peers. In the latter instance, a disconnect may occur between the lived experience, peer values-based practice of peer support, and clinical staff training and practice. Using a peer lens, we'll consider supervision of peer workers. We'll also review and discuss the BRSS TACS Supervisor of Peer Workers Self-Assessment.

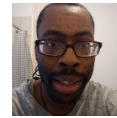
*Jessica Wolf, PhD, is Principal of Decision Solutions Consulting and Assistant Clinical Professor in the Yale Department of Psychiatry. She has actively promoted peer workforce development for many years. Jessica's lived experience of mental health conditions, trauma, and recovery informs her consulting and commitment to strengthen the peer workforce.*

## Why Peers Supervising Peers Is a Good Thing

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)

Phillip Williams-Cooke

Oftentimes, when peers enter the workforce as peer support professionals, they enter a work environment in which other staff, particularly clinical professionals, have little to no experience with peer professionals nor have at least a working knowledge of peer support and recovery-based practices. The goal of this workshop is for participants to learn what supervision is, what supervision isn't, what makes a good supervisor, and some of the best ways peer support professionals can utilize supervision in their work environments without compromising the values and practices of peer support.

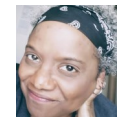


*Rev. Dr. Phillip Williams-Cooke, DDiv is a New York State-Certified Peer Specialist (provisional) and a Certified Recovery Peer Advocate with 13 years of experience providing peer support to hundreds of peers in New York State. Phillip serves on several boards and committees, promoting the values and principles of peer support and empowering peers in numerous ways to live successful, self-directed lives. Phillip works part-time at Fountain House and Baltic Street AEH and is an ordained minister.*

## Peers With Purpose: How to Create a Peer Job Worth Doing

[Meeting ID:867 2962 1195](#) [Passcode: sharelove](#)

Lynnae Brown



The presentation will provide an overview of the intention of peer support in a supportive service setting, how to create a peer position with purpose and meaning and what supervision

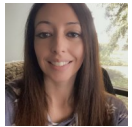
looks like overseeing the position.

*Lynnae Brown serves as Director of Howie The Harp (HTH) Advocacy Center – a peer led and staffed employment training program for people in mental health recovery. Based in Harlem, New York City HTH has trained hundreds of individuals across the metropolitan area to offer supportive services using their lived experience along with peer support principles. Lynnae is a NYS Certified Peer Specialist and her work was featured in BRIC TV's #BHheard Mental Health Series in 2018.*

10:15 AM PDT

## Preparing Your Workplace for Peer Integration

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)  
Stephanie Ramos



Employers require ongoing evaluation, guidance, strategies, tools, and support to achieve a truly integrated workforce that welcomes and values peers unique contributions. This webinar will provide a broad overview of how organizational leadership, managers, and supervisors can prepare or improve their workplace for integrating peer employees. Webinar participants will be able to: Identify competencies for peer employers, describe recovery orientation, and develop a plan to successfully prepare their workplace for peer employees

*Stephanie Ramos is a family member of someone living with a severe mental illness. Over her 17 years at Cal Voices, Stephanie has served as a Youth Advocate, Family Coordinator, and Director of Education, and is currently Cal Voices' Communications Director. In her role as Youth Advocate, Stephanie started the Youth Advocate Committee in Sacramento County and helped found the WISE program, where she developed over 20 original training modules and delivered hundreds of trainings to employers and peers.*

## Supervision Matters: Good supervision from a peer's perspective

[Meeting ID: 858 1098 0032](#) [Passcode: sharelove](#)  
Laura Kerr, Joo "Eric" Lee, Deborah Pitts

This presentation reflects on findings from a recent needs assessment related to the development of SB803 peer support specialist's certification program conducted by the Los Angeles County Department



of Mental Health. Findings from the assessment emphasized the need for an ongoing welcoming and supportive work environment

within LACDMH for peer staff to thrive, including the critical role of a supervisor "who gets it", meaning a supervisor who understands the unique role of the peer support specialists in relationship to non-peer providers. A peer specialist and a supervisor will share their experience.

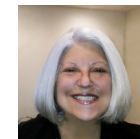
*Laura "Lori" Kerr, OWDS, GCDW works with the LACDMH Peer Resource Center. Her passion is to teach individuals to transition from Social Service to Business Service. She has over 20 years experience in Career and Workforce Development. She is a National Institute of Corrections Offender Workforce Development Specialist.*

*Joo Lee, MA, MFT has worked in the mental health field for the past 20 years and served as supervisor at LACDMH Peer Resource Center for 2 ½ years.*

*Deborah Pitts, PhD, OTR/L, BCMH, CPRP, FAOTA is an Associate Professor at the USC Chan Division of Occupational Science and Occupational Therapy. She has practiced, consulted, published and taught in the area of mental health practice with a focus on psychiatric rehabilitation for over 40 years.*

## Recovery International CBT Self-Help Mental Health Support System

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)  
Holly Weiss



For more than 80 years, Recovery International has helped adults achieve better mental health using a 4-step, self-help, evidence-based, peer-to-peer Method and cognitive-behavioral tools which are demonstrated and practiced in groups facilitated by trained peer leaders, and in participants' daily lives. Group practice promotes reporting a situation rather than complaining about it, and replacing insecure thoughts with cognitive behavioral tools learned in the program. The Recovery Method focuses on managing responses to daily trivial events that get us worked up so we can live more peaceful and productive

lives. This session will include a panel demonstration of the 4-Step Method.

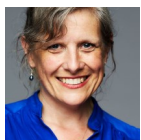
*Holly Weiss is employed as a NY Certified Peer Specialist and serves on the NYC Area Leader Team and as Group Leader, and Outreach and Programming Committee member, with Recovery International, a peer-to-peer self-help mental health support system demonstrating and utilizing CBT techniques, where she has been a practicing member for 35 years.*

## **Ensuring Quality: Using Customer Evaluations in Peer Co-Reflection Supervision**

[Meeting ID:867 2962 1195](#) [Passcode: sharelove](#)

Ann Kasper

Effective peer support can improve lives. Knowing what your peer support recipients think about their services is important for all. The Oregon Senior Peer Outreach Program uses quarterly customer surveys.



In this participatory workshop, we will discuss using real life examples:

- Co-reflection peer supervision skills
- How to create and conduct a customer evaluation survey for peers
- Best timing for surveys
- How to bring customer data to peers being supervised, and
- How to keep it strengths-based for all involved.

Participants will be able to start to compose their own customer evaluations.

*Ann Kasper, MA, CPSS, is a digital senior peer outreach specialist, mental health policy advocate, and preschool Japanese instructor. She provided peer support on a warmline and in residential and inpatient hospital settings. She is on the Global Mental Health Peer Network Executive Committee and a WiseCracker peer group co-founder.*

## **Role Model What? For Whom? Can Non-peer**

## **Supervisors Effectively Supervise Peer Support Workers?**

[Meeting ID: 811 5465 0174](#) [Passcode: sharelove](#)

Joanne Forbes



This workshop explores issues that may impact the supervision of peer support workers (PSW) by non-peer supervisors. PSW supervision is a primary source of skill development. and also, a modality for addressing challenges PSW face while integrating into multi-disciplinary work settings. In many states PSW supervisors are required to be licensed mental health workers: For the most part non-peers. Non- peer supervisors are guiding persons in roles, such as sharing the personal experience of treatment and recovery, they have never been in themselves. If we are going to provide the most effective possible supervisory support, understanding these differences is critical.

*Joanne Forbes PhD, CPRP is a graduate of Rutgers University's Department of Psychiatric Rehabilitation. She has years of experience in the field of mental health as an advocate, educator, administrator, and supporter of peers. Her research into peer supervision is in publication and is considered a seminal work in the field. She is a frequent presenter at conferences and is the author of the book, Madness: Heroes Returning from the Front Lines. In the 1980's she started a peer-run Customer Service Department in a large metropolitan psychiatric hospital which evolved into Baltic Street AEH, Inc., one of the largest national peer-run agencies. She is a national trainer and expert not only in peer services but also transforming mental health systems to a recovery orientation. She has been widely recognized by state and national organizations as a visionary and advocate for those diagnosed with mental illness.*

11:30 AM PDT

## Peer Hiring & Career Ladders — What Actually Works

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)

Jason Robison



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 is the Program Director at SHARE! the Self-Help And Recovery Exchange. Jason serves on the Board of Directors for CAMHPRO and is the Co-Chair of the National Recovery Month Steering Committee. He has worked in Non-profit management for 17 years, focusing on Peer Services, education, recovery, housing and health.*

## Essential Peer Support Supervision: A Supervision Format That Promotes Mutual Learning

[Meeting ID: 858 1098 0032](#) [Passcode: sharelove](#)

Susan Musante and Matt Ladner



Many states and organizations by regulation or policy require a masters level clinician for oversight and supervision of peer support. Clinicians may or may not have experience/ full understanding of the role of peer support workers. Other programs may have peer support supervisors who do not come from a clinical framework who must interface with clinical teams. This one-hour workshop discusses and models a team approach that promotes shared supervision and mutual learning. Successes and challenges in supervision and fully integrating peer support into teams will be explored.

*Susan Musante, MS, LPCC, founding director of Soteria-Alaska, prior director of CHOICES (a peer directed alternative to community mental health services) has years of experience in promoting peer support. Currently, she consults with peer support workers, their supervisors and works to develop effective alternatives to the conventional mental health system.*

## Role Exchange as an Experiential Learning Strategy

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)

Jonathan P. Edwards, Jessica Wolf



As the mental health and substance use peer support workforce continues to grow, transformation of behavioral health organizations requires full partnerships and collaboration of lived experience workers and clinical staff. An evidence base exists

for benefits of experiential learning in numerous settings. "Walking in another person's shoes" engenders empathy and understanding. This interactive workshop will demonstrate and participants will experience role exchange to illustrate how experiential learning fosters increased awareness and recognition of differing perspectives. Role exchange is an experiential learning strategy that can be used in many settings to promote increased collaboration, teamwork, and interdisciplinary practice.

*Jonathan P. Edwards, Ph.D., LCSW, ACSW, NYCPS is the Acting Director for the Overdose Education and Naloxone Distribution Unit, NYC Dept. of Health and Mental Hygiene, an adjunct professor of social work at Columbia University, consults nationally advancing peer support workforce development, and identifies as a person in long-term recovery.*

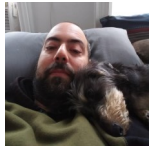
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## The Friendship Squad: From Idea to Manifestation

[Meeting ID: 811 5465 0174](#) [Passcode: sharelove](#)

Dan Frey



The Friendship Squad pairs people together who have similar lived experiences with mental health and/or substance use challenges, who have navigated the mental health, substance use and/or criminal justice systems. The emphasis of our project is to foster peer-to-peer friendships that generate hope, trust, mutual learning, stability, community involvement and growth. Each volunteer's main purpose is to support friends through attentive listening, mutuality, and engaging in healing conversation. Fostering a nurturing friendship is a volunteer's only responsibility, and they are not responsible for traditional service delivery, advocacy assistance, or connection to services. If a person expresses a need for housing or medical services, the volunteer brings these issues to supervision, who may help with identifying helpful resources.

*Dan Frey is a person with lived experience who is an advocate and educator within the mental health community. He runs City Voices [cityvoicesonline.org](http://cityvoicesonline.org) and has a number of other projects, including The Friendship Squad, designed to help his peers to be more engaged with life.*

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1:30 PM PDT

## Five Evidence-Based Peer Practices for Supervisors

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)

Ruth Hollman



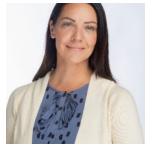
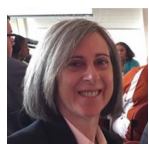
Supervisors of peer workers often are unfamiliar with Peer Services and how they work. This workshop presents five evidence-based peer services and guides for recognizing high and low performance in each.

*Ruth Hollman is the Founder and Chief Executive Officer of SHARE! the Self-Help And Recovery Exchange in Los Angeles, CA which has been providing peer services for 28 years with 54 employees in three locations.*

## Five Critical Functions of Supervision New Research on the Supervision of Peer Specialists

[Meeting ID: 858 1098 0032](#) [Passcode: sharelove](#)

Jonathan P. Edwards, Joanne Forbes, Gita Enders, Amy B. Spagnolo, Rita Cronise



This workshop introduces the Five Critical Functions of Supervision, a model that creates new opportunities within the supervisory relationship for the unique role of the peer specialist to be explored and developed. Core competencies within the Five Critical Functions have been identified using a Delphi method and an extensive literature search and confirmed through surveys of working peer specialists and supervisors. Drawing upon research on the supervision of peer specialists, this session will share the findings of the research, to date, and invite attendees to participate in the final stage of research.

*Jonathan P. Edwards, Ph.D., LCSW, ACSW, NYCPS, Acting Director of Overdose Education and Naloxone Distribution Unit, New York City Dept. of Health and Mental Hygiene Jonathan serves as Acting Director for the Overdose Education and Naloxone Distribution Unit with New York City Department of Health and Mental Hygiene, Bureau of Alcohol and Drug Use Prevention, Care, and Treatment and also consults*

*nationally advancing peer support workforce development including supervision and certification in mental health and substance use treatment settings. Jonathan identifies as a person in long-term recovery, which is the driving force behind his worldview, advocacy, scholarship, and professional direction.*

*Joanne Forbes, Ph.D., CPRP, Chair Baltic Street AEH. Joanne's research into peer supervision is in publication and is considered a seminal work in the field. She is a frequent presenter at conferences and is the author of the book, Madness: Heroes Returning from the Front Lines She is a national trainer and expert not only in peer services but also transforming mental health systems to a recovery orientation. She has been widely recognized by state and national organizations as a visionary and advocate for those diagnosed with mental illness*

*Gita Enders, LMSW, MA, CPRP, NYCPS, Director of Peer Services, NYC Health + Hospitals Gita oversees numerous health care delivery system activities and concerns impacting individuals who use mental health, substance use, and co-occurring treatment services. She spearheaded the development of, and provides oversight to, the NYC H+H Peer Academy. Prior to joining NYC H+H, Gita provided services ranging from board membership to directing training at peer-run agencies in Arizona. She presents locally and nationally on programming and supervision.*

*Amy B. Spagnolo, Ph.D., Associate Professor, Rutgers University Amy's experience includes over 20 years of curriculum design, staff training and consultation for the behavioral health sector. She also brings a decade-long commitment to training and educating the peer support provider workforce. Currently, in her role as the Program Director for the Academy of Peer Services for the New York Peer Specialist Certification she oversees the development and quality improvement process for over 90 online courses for the certification of peer specialists in New York. It is the only platform of its kind in the world. Amy has provided remote and in person supervision for nearly 10 years and trains organizations on the use of supervision strategies.*

*Rita Cronise, MS, ALWF, Coordinator Academy of Peer Services Virtual Learning Community, Rutgers University. Rita is an instructional designer with lived experience of a major mental health diagnosis with over 20 years of offering mutual support and recovery education Rita was the acting director of operations for the National Association of peer Services (N.A.P.S.) for two years and continues to serve on a national workgroup on the supervision of peer specialists and other workforce issues. She is a frequent lecturer on peer support values, practice, and supervision.*

**Stigma and Behavioral Health: Why It Matters and**

## What You Can Do

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)

Jennifer Brown, Michael Madsen

What is stigma? How does it play out? And what can we do about it? Now more than ever, support is needed for mental health and substance use issues. People are more anxious, traumatized, and stressed than ever, exacerbated by recent upheavals in our communities, and changes to our way of life. And stigma is the biggest barrier to recovery from behavioral health challenges. Learn about how behavioral health stigma plays out in our lives and environments, and how we can begin to address it to minimize harm.

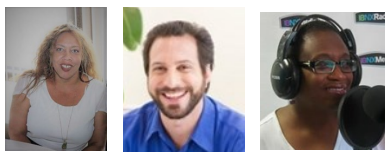
*Jennifer Brown, Director of Training, On Our Own of Maryland, Inc. Jennifer has more than 24 years of experience in the behavioral health advocacy field, serving as a trainer, facilitator, designer, project director, training director, and video producer. Under her leadership, The Anti-Stigma Project has become a nationally known model for stigma reduction.*

## Orientation to WRAP as an Evidence-Based Peer Practice

[Meeting ID:867 2962 1195](#) [Passcode: sharelove](#)

Waynette Brock, Matthew Federici, Melissa "MLuv" Wallace

The Wellness Recovery Action Plan (WRAP®) is a personalized wellness and recovery system born out of and rooted in the principle of self-determination. WRAP® is a wellness and recovery approach that helps



people to: 1) decrease and prevent intrusive or troubling feelings and behaviors; 2) increase personal empowerment; 3) improve quality of life; and 4) achieve their own life goals and dreams. Working with a WRAP® can help individuals to monitor

uncomfortable and distressing feelings and behaviors and, through planned responses, reduce, modify, or eliminate those feelings. A WRAP® also includes plans for responses from others when an individual cannot make decisions, take care of him/herself, and/or keep him/herself safe. This workshop will cover what is and is not part of the evidence-based practice.

*Matthew Federici, M.S. is the executive director of the Copeland Center for Wellness and Recovery, which operates the National Consumer Technical Assistance Center Doors to Wellbeing. Matthew has served in the public mental health sector for the past 23 years. He also serves as a consultant with the Temple University Collaborative on Community*

*Inclusion; received his M.S. in Rehabilitation Counseling from Rutgers University and was formerly the Program Director for the Institute for Recovery and Community Integration, a training, and technical assistance program that developed and implemented Pennsylvania's first Certified Peer Specialist workforce. In 2007 Matthew and his colleagues published Training, Employment, and Work Satisfaction Outcomes Associated with the Pennsylvania Certified Peer Specialist Initiative, in the Psychiatric Rehabilitation spring journal. Matthew's has provided keynote presentations, training programs and webinars on recovery, community inclusion, and peer supports in over 45 different states in the US as well as in Japan, Ireland, Scotland, Canada, Hong Kong, and the Netherlands .*

*Waynette Brock has led peer teams focusing on high-risk individuals and under-served populations such as those that are incarcerated, individuals seeking recovery from substance use disorder, and those with life threatening illnesses, as well as anyone who wants to make positive life changes. Waynette lives in Northern California and is the Director of Training for the Copeland Center for Wellness & Recovery and Chief Executive Officer of One New Heartbeat, Inc*

*Melissa "MLUV" Wallace is the Director of Programs and Lead Peer Mentor for One New Heartbeat and lives in Northern California.*

## Exploring New Approaches: Healing Centered Engagement

[Meeting ID: 811 5465 0174](#) [Passcode: sharelove](#)

Jesse Heffernan

This workshop will focus on the shift from the term "trauma-informed care" as it does not encompass the totality of one's experience and focused only on harm, injury, and trauma. Current formulations of



trauma-informed care presume that the trauma is an individual experience, rather than a collective one. Based on the article from Shawn Ginwright Ph.D. entitled "The Future of Healing: Shifting From Trauma-Informed Care to Healing Centered Engagement", this workshop will provide tools for an approach that allows practitioners to approach trauma with a fresh lens that

promotes a holistic and cultural view of healing from traumatic experiences and environments. This approach is called Healing Centered Engagement.

Understand key differences between a healing centered and a trauma-informed approach to care.

Identify 3 ways to address the root causes of trauma in communities

Identify 3 ways to improve strategies and outcomes with clients

using HCE

*Jesse Heffernan is a person in long-term recovery, CCAR Recovery Coach Professional, and Certified Healing Centered Engagement Practitioner. Throughout his professional career, he has worked as the Program Director of the Iris Place, one of Wisconsin's mental health peer-run mental health respite facilities, the Outreach and Empowerment Coordinator for Faces & Voices of Recovery, and Program Leader for Goodwill NCW LGBTQ+ Youth Services. In 2015, he co-launched an internationally recognized training and consulting business called Helios Recovery Services LLC. In addition to his work at Helios, he currently serves as the Co-Chair of The Privilege Institute, Vice-Chair of Rise Together, and sits on the committee for the International Association of Recovery Coach Professionals. He lives in WI with his partner and 4 children, enjoying all things in geek culture, basketball, and coffee. It is his belief that Recovery is the process of returning to inherent worth and dignity.*

2:45 PM PDT

## Reducing stigma in the workplace, becoming an ally

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)

Jason Robison

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 is the Chief Program Officer at SHARE! the Self-Help And Recovery Exchange. Jason serves on the Board of Directors for CAMHPRO and is the Co-Chair of the National Recovery Month Steering Committee. He has worked in non-profit management for 17 years, focusing on Peer Services, education, recovery, housing and health.*

## Principles and practices for leading, coaching, and supervising a peer support workforce

A fun, dynamic and experiential two-hour workshop

[Meeting ID: 858 1098 0032](#) [Passcode: sharelove](#)

Chris Martin, James Ritchie

This fun, dynamic, and experiential workshop will provide participants with an overview on the fundamental principles and practices for

leading, coaching, and supervising a peer support workforce.



Participants will assess their own leadership style and identify some key characteristics required for an effective recovery leader. They will also examine how a recovery environment within a work team and organization is fundamental to the success of peer support service work and optimal recovery outcomes. The workshop features interactive PowerPoint, videos, and a break-out session for a team sharing. And finally, participants will begin to draft a professional recovery leadership action plan.

*Chris Martin has a 50-year lived recovery experience and 25+ years of work experience as an educator in peer support and recovery services. He is the co-author with Lori Ashcraft on Peer Support Learning for the 21<sup>st</sup> Century and Recovery Practices for Leaders- Peer Supervision. He's also authored many other recovery-oriented materials.*

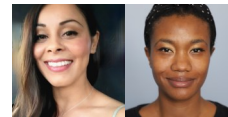
*James Ritchie, Ph.D. has 37 years of lived recovery and 25 years as a college instructor. He is a certified trainer in several Behavioral Health areas. James is on the Crestwood Behavioral Health, Inc. team and facilitates peer support and related training across the State of California and beyond.*

## Building and Maintaining Peer Teams

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)

Vanessa Ramos, Rayshell Chambers

This presentation is about reinventing ourselves while healing my heart. For the peer reintroducing themselves to the workplace after years of life on the streets, it may be hard yet needed. Working requires that we suit up and show up. Showing up is not always easy. It is not easy, even when we want to show up. We explore how to share the gift of vulnerability with others as they navigate employment. Dedicated to Tina Wooton.



*Vanessa Ramos is founder of The Healing Heart Project. She is a mother, partner and friend. Vanessa teaches mindfulness exercises and is a yoga teacher that is developing a yoga curriculum. She lives a life in recovery with over ten years clean. She supports her mental wellbeing through holistic approaches.*

*Rayshell Chambers is the co-founder of Painted Brain, a mental health tech nonprofit based in Los Angeles, that provides peer-based services and practice training in technology and clinical mental health. She is also an independent consultant that provides capacity building support and grant writing for small nonprofits that serve communities of color. She has dedicated her personal and professional pursuits to designing and advocating for comprehensive health and human service programs that enhance the human condition of the most vulnerable populations.*

## Changing Perspectives: From Deficits to Strengths

[Meeting ID:867 2962 1195](#) [Passcode: sharelove](#)

Waynette Brock, Matthew Federici, Michelle "Mluv" Wallace

Finding strengths in those we cross paths with is key for peers. However, it is not always easy and requires practice. Expect exercises and self-reflection to create space to see people for what's strong rather than what's wrong. Learning Objectives: • Describe how peer values of mutual respect, support, and connection can empower others. • List triggers that get in your way of connecting in a strengths-based way and create action plans. • List 3 common keys to healing trauma.

*Waynette Brock has led peer teams focusing on high-risk individuals and under-served populations such as those that are incarcerated, individuals seeking recovery from substance use disorder, and those with life threatening illnesses, as well as anyone who wants to make positive life changes. Waynette lives in Northern California and is the Director of Training for the Copeland Center for Wellness & Recovery and Chief Executive Officer of One New Heartbeat, Inc*

*Matthew Federici, M.S. is the executive director of the Copeland Center for Wellness and Recovery, which operates the National Consumer Technical Assistance Center Doors to Wellbeing. Matthew has served in the public mental health sector for the past 23 years. He also serves as a consultant with the Temple University Collaborative on Community Inclusion; received his M.S. in Rehabilitation Counseling from Rutgers University and was formerly the Program Director for the Institute for Recovery and Community Integration, a training, and technical assistance program that developed and implemented Pennsylvania's first Certified Peer Specialist workforce. In 2007 Matthew and his colleagues published Training, Employment, and Work Satisfaction Outcomes Associated with the Pennsylvania Certified Peer Specialist Initiative, in the Psychiatric Rehabilitation spring journal. Matthew's has provided keynote presentations, training programs and webinars on recovery, community inclusion, and peer supports in over 45 different states in the US as well as in Japan, Ireland, Scotland, Canada, Hong Kong, and the Netherlands*

## Peace Work: Teamwork—The Ultimate Supervisor (2 hour)

[Meeting ID: 811 5465 0174](#) [Passcode: sharelove](#)

Noelle Pollet

Peace Work (based on the Alternatives to Violence Project format) is a structured model of group engagement that uses interactive activities to affirm, invite communication, collaboration, etc. and thereby invites participants into joyful connection and a sense of bonded trust. A very productive state for gaining insight into our own and other's behaviors, as well as for learning new skills!

Participants will experience the extraordinary connection of the model, while exploring how it might be utilized – in part, or wholesale – in service of forming healthy, bonded teams at work, as well as an enhanced sense of "peer"-equality in one-on-one supervision.

*Noelle Pollett has been involved with Peace Work as a means of transformation, purpose and joy for decades ...as peer supporter, peer and staff educator (including SAMHSA's Nation-wide "Recovery to Practice" trainings), mediator... Peace Work Outreach Ministries is a newborn nonprofit, aiming toward global movement.*



4 PM PDT

## Panel Discussion: Peer Respite Supervision

[Meeting ID: 874 6185 6199](#) [Passcode: sharelove](#)

Theresa Hodges, Shera Banbury —Insight peer respite in Nevada County

Adrian Bernard— Second Story peer respite in Santa Cruz

Jessica Miller--SHARE! Recovery Retreat peer respite in Los Angeles

Gene Larkin—former volunteer and employee of Soteria House and subsequently Emanon in San Francisco

Todd Noack—Life Connections Recovery

Panelists will explore the challenges and advantages of supervising a peer respite home.

## Supervising Employees with Disabilities—Best Practices, Reasonable Accommodation and the Interactive Process

[Meeting ID: 842 4706 5332](#) [Passcode: sharelove](#)

TJ Hill

*TJ Hill is the Executive Director of the Disability Community Resource Center, an Independent Living Center located in Mar Vista, CA that serves people with disabilities across Western Los Angeles County. Mr. Hill comes to DCRC from the Association of Community Human Service Agencies*



*(ACHSA) where he served as the Mental Health Policy Director for almost 10 years representing non-profit provider agencies in the LA County mental health system. Before that, he worked at the Disability Rights Legal Center, where he served as Director of Options Counseling and Lawyer Referral Service, supervising and coordinating the agency's legal intake process. Prior to the Disability Rights Legal Center, he was a Congressional Legal Intern for Senator Tom Harkin of Iowa in Washington, D.C. where he worked on special education policy, healthcare and labor issues. Mr. Hill received his Juris Doctor degree from the Washington University School of Law in St.*

*Louis and his Bachelor of Arts degree in Psychology from the University of Arizona. He also has worked as a rehabilitation specialist for adults with developmental disabilities and traumatic brain injuries. He currently also serves as a Commissioner on the City of Santa Monica Disabilities Commission and as Board President of the California Foundation for Independent Living Centers.*

## **Listening to the Voice of the Peer: You Don't Know What You Think You Know about a Veteran**

[Meeting ID:867 2962 1195](#) [Passcode: sharelove](#)

Kathy Cash

Peer Support for Veterans has been alive and well throughout the community for many years. How does a Peer support the Veteran? How does a supervisor support the Peer in this environment? What makes a Veteran different? There are many ups and downs in the supervision world surrounding the supporting of a Veteran and we look to explore some of these avenues.



In this presentation, we will identify the unique role of Peers in the Veteran community, explore the role of the supervisor of a peer, address peer drift, and define ways the supervisor can provide support to the peer.

*Kathy Cash, CPSS, DDiv, is a Veteran of the United States Army, Founder/CEO of Strategies 4 Hope, Pastor/Founder of Determined to Know Christ Ministries, and a Certified Peer Support Specialist. Dr. Cash is a subject matter expert on the value of Peer Support in the care of Veterans and has been an invited participant of Veteran panel discussions and research projects across the country. She is also a Wellness Recovery Action Plan (WRAP) Facilitator wherein she supports Veterans in developing his/her own recovery plan. A strong advocate for Women Veterans, Dr. Cash facilitates Women Veteran support groups; mentors and coaches Veterans through Vet to Vet, a national peer support program that focuses on meeting the needs of Veterans and their families; and she strives to gather and disseminate as much information as is available in support of all Veterans.*

## **How to attend this conference**

In this program you will find the **times of presentations in Pacific Daylight Time (PDT)** and the Zoom Meetings ID to participate in each session. During the conference:

- Control-click the Zoom link to enter the session you wish to attend. Please be on time.
- Mute yourself unless you are speaking.
- Presenters may take questions from Chat or allow participants to raise hands to ask questions.
- There are 15 minute breaks between presentations and an hour-long lunch break. You are welcome to stay in the Zoom meeting to talk until the next presentation begins.
- All presentations will be recorded and available after the conference.

### **Optimize your conference experience. Before attending:**

- Restart your computer and test your audio and video functionality.
- If you share bandwidth with others, ask them not to stream movies or do high-bandwidth activities during the conference.
- Minimize background noise in your space, such closing doors, muting phones, turning off computer alarms, etc.
- Download the Zoom app and enter through the app, especially if you are using a Smartphone.
- If you are using an Apple device (iOS), see these handy tips: <https://www.payetteforward.com/zoom-not-working-on-mac-fix/>

# APPRECIATIONS

## Project Team

Ruth Hollman, CEO, SHARE!

Jason Robison, Chief Program Officer, SHARE!

Libby Hartigan, Training Manager, SHARE!

Lynn Westafer, Program Manager, SHARE! BHWD Peer Training

Camille Dennis, Director of Behavioral Health, SHARE!

Maria Gonzalez, Director of Housing Program, SHARE!

Marco Granados, Program Coordinator, SHARE! Culver City

Jessica Miller, Program Coordinator, SHARE! Recovery Retreat

Constance Kim, TTA Manager, SHARE! BHWD

Kathleen Myers, Grants Program Coordinator, SHARE! BHWD

Kathryn Faith, Project Coordinator, SHARE! BHWD

Dasha Hopson, Conference Manager, SHARE! BHWD

Cynthia Lieberman, Marketing and Communications Manager, SHARE!

Bryan Harrison, Social Media Peer Specialist, SHARE!

Marlies Perez, California Department of Health Care Services (DHCS)

Ilana Rub, DHCS

SAMHSA

Kathleen West, Advocates for Human Potential Inc. (AHP)

Ellen Radis, AHP

Kayla Halsey, AHP

Marques Davis, AHP

Rosy Larios, AHP

Kaitlin Cox, AHP

Tammy Bernstein, AHP

## Presenters:

Johnathan P. Edwards	TJ Hill	Michael Madsen	Vanessa Ramos
Shera Banbury	Theresa Hodges	Chris Martin	James Ritchie
Adrian Bernard	Ruth Hollman	Jessica Miller	Jason Robison
Waynette Brock	Celinda Jungheim	Susan Musante	Amy Spagnolo
Lynnae Brown	Ann Kaspar	Todd Noack	Melissa Wallace
Jennifer Brown	Lori Kerr	Kelly O'Keefe	Holly Weiss
Kathy Cash	Matthew Ladner	Deborah Pitts	Phillip Williams-Cooke
Rayshell Chambers	Gene Larkin	Noelle Pollet	Jessica Wolf
Rita Cronise	Joo Lee	Stephanie Ramos	