



WHAT IT TAKES: SUPERVISING PEER SUPPORT SPECIALISTS/ADVOCATES

Virtual Supervision Summit, 9 am – 4 pm on Friday March 15 and Friday March 22, 2024

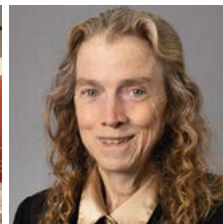
KEYNOTE SPEAKERS



Cherene Caraco



Jonathan Edwards



Margaret Swarbrick



Robert Lettieri



Improving access to Peer Support across the lifespan

A MESSAGE FROM LEADERSHIP

PEERTAC DIRECTORS



Rita Cronise, MS, ALWF
Coordinator Academy of Peer Services (APS) Virtual Learning Community



Yvette Kelly, LMHC
Director, Children Services and Healthcare Innovation, NYU McSilver Institute

an extensive library of resources, delivered online and in-person training, and provided technical assistance for behavioral health organizations to include or expand peer support programs in their array of services. Be sure to check out our website to learn more: www.peertac.org

The Importance of Executive Leadership and Supervision to Successful Peer Support Services

Throughout the development of PeerTAC resources and training, it became clear that effective supervision is essential to the success of Peer Support Services. At the same time, executive leadership sets the tone and priorities for the organization. Effective supervision can only be achieved when leadership is willing to invest the time and resources for Peer Support Services to be developed and offered with fidelity to the core peer practices of mutual support.

This Supervision Summit and Leadership Forum is an opportunity for both of these essential groups to benefit from the wisdom of experienced leaders and supervisors of Peer Support Services. Whether you are a CEO, executive director, senior manager, or supervisor, we have something that will be relevant for you.

Welcome to the inaugural PeerTAC Supervision Summit and Leadership Forum.

The Peer Support Services Technical Assistance Center (PeerTAC) was a vision of our partners at OMH for behavioral health organizations to be able to effectively include Peer Support Services for anyone across the lifespan to benefit from working with people who had lived through similar circumstances. Rutgers University and NYU McSilver Institute became partners in leading PeerTAC. Over the past eighteen months, our combined staff along with our organizational partners have created

What is PeerTAC?

The Peer Support Services Technical Assistance Center (PeerTAC) was established to provide training, technical assistance and consultation to mental health organizations serving people across the lifespan including children, youth, families, and adults/older adults living with mental health conditions. Our focus is on the expansion of Peer Support Services within mental health organizations.

Our Vision

Peer Support Services bring hope and a sense of healing to people who have experienced adversity due to mental health challenges. PeerTAC's vision is to ensure all people, regardless of age, race, socioeconomic status, stigma, or other factors that can limit the success of mental health services, have the option to receive Peer Support Services.

What does PeerTAC Offer?

PeerTAC offers a variety of trainings, educational resources and tools to support mental health organizations in the expansion and/or implementation of Peer Support Services that is reflective of peer support values and recovery and resilience-oriented practices.



Who is PeerTAC?

PeerTAC is led by NYU McSilver Institute for Poverty Policy and Research and Rutgers University Academy of Peer Services. PeerTAC is led and staffed by people with lived experience of mental health challenges who also have work experience of providing Peer Support Services.

NYU McSilver Institute runs the Managed Care Technical Assistance Center (MCTAC) and the Community Technical Assistance Center (CTAC) that provides the online training for credentialing Youth Peer Advocates (YPA-C) and Family Peer Advocates (FPA-C). Rutgers Academy of Peer Services runs the online training in New York State for Certified Peer Specialists (NYCPS).

peertac.org | info@peertac.org

AGENDA DAY 1

MORNING

TIME	TOPIC
9:00 – 9:15 AM	Welcome/Orientation
9:15 – 9:30 AM	Specialists, OMH Commissioner Ann Sullivan: The State of Supervision in the State
9:30 – 10:30 AM	KEYNOTE PRESENTER: CHERENE CARACO: Peer Support Makes You Competitive. Doing It Well Makes You Relevant. Making Mistakes Makes You Wiser, Which Basically Makes Me a Genius
10:30-10:45 AM	BREAK
10:45-12:00 PM	Workshop Sessions 1, 2, 3, 4 (75 min.)
Workshop 1	A Leadership Forum: No Dumb Questions – Practical Wisdom from Experienced CEOs
Workshop 2	Documentation: Strengthening Peer Support Documentation Practices
Workshop 3	Collaborative Approaches for Leaders of YPAs
Workshop 4	Supervision: Leading from the Lens of Cultural Competence and Racial Equity
12:00 – 1:00 PM	LUNCH BREAK
12:15 - 12:45	Regional and Statewide Breakouts: Meet your OMH and Peer Representatives

AFTERNOON

1:00 – 1:15 PM	Welcome Back, Special Presentation: N.A.P.S. NY Peer Advancement Network
1:15—2:15 PM	KEYNOTE PRESENTER: JONATHAN EDWARDS: Five Critical Functions of Supervision and the Competencies of Effective Supervisors of Peer Support Workers
2:15—2:30 PM	BREAK
2:30—3:45 PM	Workshop Sessions 5, 6, 7, 8 (75 min.)
Workshop 5	No, Nothing, None! Answers to Three Critical Questions about Supervision of Peer Support Workers AND End of Day Wrap Up
Workshop 6	Supervision of Peer Specialists/Advocates in the LGBTQIA+ Community
Workshop 7	Working with Peer and Family-Run Organizations (Part 1)
Workshop 8	Peer Supervision Listening Forum: Trials and Triumphs
3:45—4:00 PM	Wrap up Day 1: Announcements, Book Winners, and Partner Acknowledgements

AGENDA DAY 2

MORNING

TIME	TOPIC
9:00 – 9:15 AM	Welcome/Orientation
9:15 – 9:30 AM	Special Presentation: Workplace Wellness
9:30 – 10:30 AM	KEYNOTE PRESENTER: PEGGY SWARBRICK Tools and Techniques for Effectively Supervising Peer Support Specialists
10:30-10:45 AM	BREAK
10:45-12:00 PM	Workshop Sessions 1, 2, 3, 4 (75 min.)
Workshop 1	Tools and Techniques to Create a Workplace Wellness Culture
Workshop 2	Are you a Non-peer Supervisor? What the Research Says You Need to Do to Be Successful with Peer Staff
Workshop 3	Collaborative Approaches for Leaders of Family Peer Advocates (FPAs)
Workshop 4	Contracting (with a Peer/Family-Run Organization) for Supervision
12:00 – 1:00 PM	LUNCH BREAK
12:15 - 12:45	Regional Breakouts: Meet your OMH and Peer representatives

AFTERNOON

1:00 – 1:15 PM	Welcome Back, Special Presentation Peer Support Across the Lifespan
1:15—2:15 PM	KEYNOTE PRESENTER: ROBBIE LETTIERI The Art of Person-Centered Supervision
2:15—2:30 PM	BREAK
2:30—3:45 PM	Workshop Sessions 5, 6, 7, 8 (75 min.)
Workshop 5	Diagnostic Overshadowing in Peer Supervision AND End of Day Wrap Up
Workshop 6	Unlocking Futures: Keys to Supervising Justice-Impacted Individuals
Workshop 7	Working with Peer and Family Run Organizations Part 2
Workshop 8	Resource Room: A Demonstration of PeerTAC Tools, Training, and TA for Supervisors
3:45—4:00 PM	Wrap up Day 2: Announcements, Book Winners, and Partner Acknowledgements

For more detailed information on the Keynote presenters, see pages 6-9, and for Workshop Presenters, see pages 14-17

KEYNOTE PRESENTER DAY 1

MORNING / 9:30 - 10:30 AM



Cherene Caraco

“ Being a CEO myself for the last 20 years, being a national and international consultant for about 25 years, and being somebody who was diagnosed with mental health issues gives me a few things to share about my own lived expertise...”

WATCH VIDEO: <https://youtu.be/6iYKotXI12E>

Cherene Caraco, CEO, Promise Resource Network (PRN), Project Director, Promise Resource Network and Peer Voice NC

Cherene is an internationally recognized expert and entertaining presenter. Under Cherene's leadership, Promise Resource Network (PRN) was ranked as the 2nd Best Non-Profit in the Country to Work For, and she was named Mental Health Innovator of the Year in 2021 by the Bazelon Center for Mental Health Law. According to Cherene, she was first introduced to mental health services at the age of 13 when she was given the first of 8 mental health diagnoses along with a label of "severe and persistent mental illness." Cherene had to recover from the impact of pathology-based mental health services along with the trauma that led her to becoming a service recipient. Now, with nearly 3 decades of serving people and 2 decades as a consultant, Cherene uses her personal and professional experience to support service providers, states, managed care organizations, hospitals and systems to operationalize mental health recovery and trauma-informed organizational, practice and systems change.

Peer Support makes you competitive. Doing it well makes you relevant. Making mistakes makes you wiser, which basically makes me a genius.

Learning from your mistakes is the hallmark of lived experience and practical wisdom. In this keynote, internationally acclaimed CEO and consultant Cherene Caraco shares the wisdom she has gained and the things "not to do" when including peer support in various settings and programs. She shares an overview of the current landscape of peer support on the national scene, common challenges that she has seen across the country, the biggest mistakes she made along the way to establishing a successful and highly respected peer-run non-profit, and the importance of (foolishness of not) tapping into the lived experience of the peer support workforce.

Also check out Cherene's Workshop Presentation:

- No Dumb Questions – Practical Wisdom from Experienced CEOs: A Leadership Forum

KEYNOTE PRESENTER DAY 1

AFTERNOON / 1:15 - 2:15 PM



Jonathan Edwards

“ I developed the Five-Function Model of Supervision based on what I learned during many years of direct experience as a supervisor, public health advisor, workforce development consultant, licensed clinical social worker, certified peer specialist, and adjunct professor at Columbia University School of Social work...”

WATCH VIDEO: <https://youtu.be/E5-45mK28mg>

Five Critical Functions of Supervision and the Competencies of Effective Supervisors of Peer Staff

In this keynote, Dr. Edwards will discuss the Five Functions of Supervision, which expanded on an earlier supervision model developed by SAMHSA BRSS TACS. This expanded model not only has become familiar to supervisors and peer support specialists but is central to recently published research exploring the importance, criticality, and frequency of 71 competencies associated with these five supervision functions. The presenter will share about his personal and professional genesis of this model as well as situational vignettes to illustrate how these functions can be operationalized in practice.

Also check out Jonathan's Workshop Presentation:

- No, Nothing, None! Answers to Three Critical Questions about Supervision of Peer Support Workers

Jonathan P. Edwards, Ph.D., LCSW, ACSW, NYCPS, Program Consultant, NYC Department of Health and Mental Hygiene

Dr. Jonathan P. Edwards is a social scientist, public health professional, Licensed Clinical Social Worker, Certified Peer Specialist, Certified Personal Medicine Coach, and serves on the faculty of Columbia University School of Social Work. He led the largest peer support workforce within the New York City Hospital system and significantly contributed to the development of the peer support workforce. Dr. Edwards has published research on job satisfaction and supervision practices; contributed to the development of National Practice Guidelines for Peer Support Specialists and Supervisors; presented on research and practice nationally and internationally; served on a technical expert panel to develop National Model Standards for Peer Support Certification, as well as a national recovery research agenda. He has received several awards and has co-authored numerous peer-reviewed articles, book chapters, and co-edited the recently published "What It Takes: Wisdom from Peer Support Specialists and Supervisors". Dr. Edwards received his M. Phil and Ph.D. in Social Welfare from CUNY Graduate Center; his MSW from Silberman School of Social Work at Hunter College; and his Bachelors in Industrial/Organizational Psychology from City College of CUNY.

KEYNOTE PRESENTER DAY 2

MORNING / 9:30 - 10:30 AM



Peggy Swarbrick

“ I’ve been involved for many years in designing Peer Support Services, including tools for supervisors to really help support the peer support workforce. We will focus on the Eight Dimensions of Wellness, which can help create and sustain a Wellness Culture... ”

WATCH VIDEO: <https://youtu.be/7guyijFLWwA>

Peggy Swarbrick Ph.D., FAOTA, Research Professor, Rutgers Graduate School of Applied and Professional Psychology and Associate Director of the Center of Alcohol & Substance Use Studies; Collaborative Support Programs of New Jersey Wellness Institute

Peggy Swarbrick, PhD, FAOTA, is a Research Professor in the Rutgers Graduate School of Applied and Professional Psychology and Associate Director of the Center of Alcohol & Substance Use Studies. She has worked for 26 years at the Collaborative Support Programs of New Jersey (CSPNJ) as the Wellness Institute Director. She has developed a model known as the Eight Dimensions of Wellness that has been used for various populations as a strength-based approach for whole health recovery and prevention. Dr Swarbrick has made significant contributions to the body of literature in occupational therapy, nursing, and community behavioral health care practice, focused on such topics as wellness coaching, peer support, and self-care. She has developed supervisor training resources for peer support workers including training manuals. Dr Swarbrick developed a Wellness Learning Collaborative program designed to support the wellness of the workforce and is a collaborator on peer support models for healthcare professionals and educators to prevent burnout.

Tools and Techniques for Effectively Supervising Peer Support Specialist

This session introduces skills and strategies for engaging Peer Specialists/Advocates in supervision. Implementing a collaborative strengths-based supervision process requires that staff be fully engaged as partners. Supervisors must respect the positive qualities and valued role of each type of Peer Specialist/Advocate, use effective communication skills, and create a safe and supportive supervision relationship that facilitates self-reflection. When staff can provide feedback and express needs, they can share what they need to perform effectively and feel satisfied. This session will review core skills and strategies and a structured format that can be readily applied.

Also check out Peggy’s Workshop Presentations:

- Tools and Techniques to Create a Workplace Wellness Culture

KEYNOTE PRESENTER DAY 2

AFTERNOON / 1:15 - 2:15 PM



Robert Lettieri

“ I will share some of my own personal experiences in the system, and I will also provide a simulation of what people in the system sometimes experience. As I reflect on those times, I will share the power and the importance of peer support as it relates to my own personal journey... ”

WATCH VIDEO: <https://youtu.be/G4aCmo6c2jw>

The Art of Person-Centered Supervision

This keynote will support attendees in understanding best practices to foster meaningful connections with peer staff. Robbie Lettieri will share his own personal narrative and his journey through the peer workforce. He will discuss person-centered, trauma responsive supervision while addressing the individual as a capable professional with gifts to share. We will also discuss common practices that lead to tokenism and high turnover rates v. practices that foster positive work environments where safety and autonomy are at the forefront. During the keynote Robbie will guide attendees through the Tourette’s Simulation: an activity where the facilitator will replicate the sensation of Tourette’s for all participants.

Also check out Robert’s Workshop Presentations:

- Diagnostic Overshadowing in Peer Supervision

Robert Lettieri, B.S. NYCPS, YPA-C, YPA-C, Long Island Regional Youth Advocacy Specialist II, NYS Office of Mental Health, Office of Advocacy and Peer Support Services (OAPSS)

Robert Lettieri is a national public speaker and advocate who is passionate about creating a more inclusive and supportive society. Growing up in both the health care and mental health system, Robert is dedicated to advocating for others who have endured both similar and abstract hardships. Being a part of multiple boards and committees on state and local levels, he consistently strives to advocate for the larger voice. With years of experience managing a statewide workforce and directing a statewide training program, Robert takes his passion for advocacy to new levels every opportunity he gets.



The Alliance for Rights and Recovery

Formerly NYAPRS

The Alliance for Rights and Recovery, formerly NYAPRS, is a state and national change agent dedicated to improving services, public policies, and social conditions for people with mental health, substance use, and trauma-related challenges, by promoting health, wellness, recovery, with full community inclusion, so that all may achieve maximum potential in communities of choice.

Visit our website: rightsandrecovery.org/

System Transformation Training: rightsandrecovery.org/transformation-training/

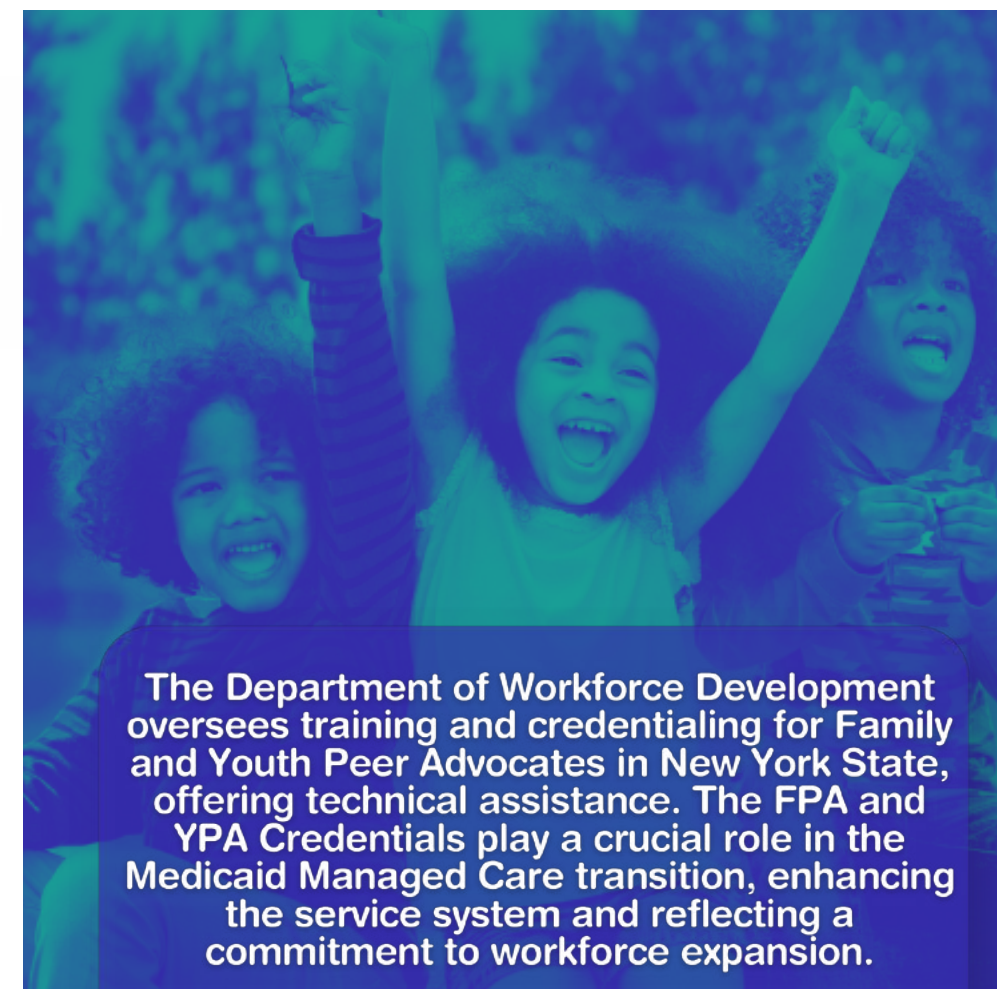
Families Together in New York State

WORKFORCE DEVELOPMENT

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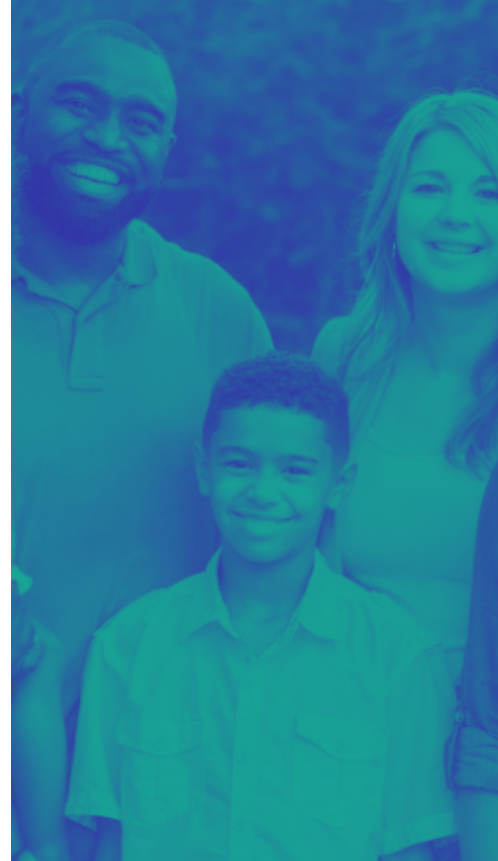


@ftnys



The Department of Workforce Development oversees training and credentialing for Family and Youth Peer Advocates in New York State, offering technical assistance. The FPA and YPA Credentials play a crucial role in the Medicaid Managed Care transition, enhancing the service system and reflecting a commitment to workforce expansion.

Empowering Families.
Coordinating Systems.



FAMILIES TOGETHER

Manages PEP Training since 2009, revamped in 2018, with 700+ advocates earning FPA Credentials. The Family Peer Advocate Credential, launched in 2011, has seen over 400 FPAs credentialed statewide.

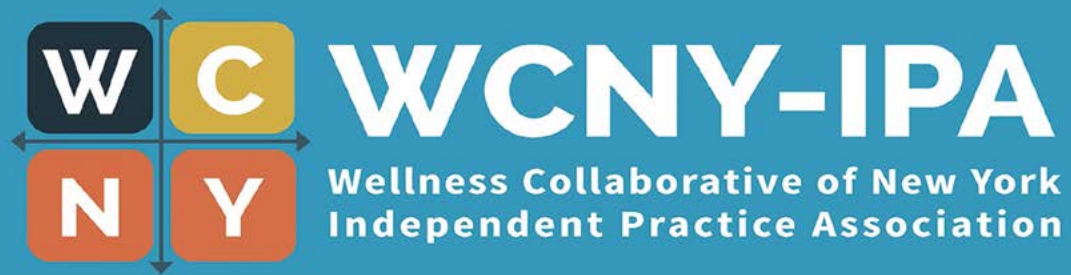
YOUTH POWER

Supports Youth Peer Advocates' training and credentialing since 2015, updated in 2018. Over 150 advocates have earned YPA Credentials, surpassing 100 credentialed Youth Peer Advocates statewide.

Learn more at
www.ftnys.org/workforce

FPAcredential@ftnys.org | YPAcredential@ftnys.org

737 Madison Avenue, Albany, NY 12208
www.ftnys.org (518) 432-0333 x 18



WHERE
PEER SUPPORT
COMES TOGETHER

Statewide network of genuine peer and family run organizations.

- Training and technical assistance
- Best practices for peer support
- Collaboration & capacity building programs
- Referral network to field experts
- Transitional, crisis diversion & wellness services
- Community connection at ground level

IPA MEMBERS



www.wcnyipa.com | (518)434-1393



Join the New Peer Advancement Network

ABOUT

NY-PAN is an initiative funded by the New York Office of Mental Health and led by the National Association of Peer Supporters that aims to support certified New York peer supporters, including CPS, FPA-C, and YPA-C in their career journeys by offering free resources.

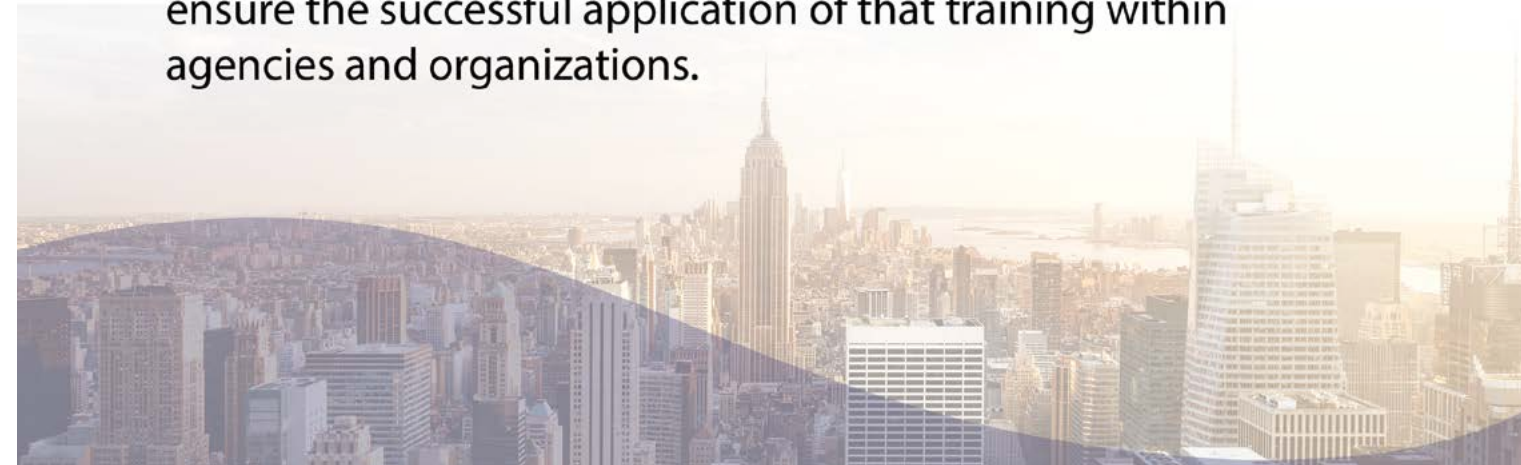
PEERSUPPORTWORKS.ORG/NY

OFFERINGS

- Online Job Board
- Networking & Monitoring
- Online Resource Hub
- Peer Advisory Committee



In a rapidly changing healthcare environment, CPI delivers a wide array of training to increase the competencies of the NYS behavioral health workforce and implementation supports to ensure the successful application of that training within agencies and organizations.



WORKSHOP PRESENTATIONS DAY 1

MORNING 10:45 am - 12:00 PM

A LEADERSHIP FORUM: No Dumb Questions – Practical Wisdom from Experienced CEOs

Presenters: Cherene Caraco, CEO, Promise Resource Network, Edye Schwartz, DSW, LCSW-R, Edye Schwartz Consulting, Lori Ashcraft, PhD, Crestwood Recovery and Resilience Solutions

Are you a CEO, executive director or business leader? If so, this Leadership Forum is for you.

Three seasoned CEOs of behavioral health organizations briefly share their history with developing peer support programs over the years and then lead small and large group discussions about the challenges and business opportunities associated with including peer support services within their organization.

Strengthening Peer Support Documentation Practices

Presenters: Yvette Kelly, LMHC, Director, Children Services and Healthcare Innovation, NYU McSilver Institute and Co-Director PeerTAC, Maria Fuentes, FPA-C, Family Peer Support Training Specialist, NYU McSilver/PeerTAC

In this session, you will explore best practices in documenting peer support services in mental health service settings. You will review the connection between assessment, service planning and progress notes; detail essential information to be included in progress notes; discuss strategies for remaining current and timely, and identify strategies to support these practices.

Collaborative Approaches for Leaders of YPAs

Presenters: Meghann Simpson, YPA-C, Youth Training Coordinator, Families Together in NYS, Cassandra Morse, Teen Services Coordinator, AspireHope NY, Inc

In this session, you will discover collaborative approaches for leading YPAs as their supervisor. Participants will explore topics including hiring and building rapport, establishing role dynamics, accommodations and support for peer status, and growth opportunities.

Supervision: Leading from the Lens of Cultural Competence and Racial Equity

Presenters: Sara I. Taylor BSW, MS, FPA-P, CEO, Positive Steps, Lenora Reid-Rose, MBA, Senior Director of Strategic Initiatives, Partnerships, and Community Connectedness at Coordinated Care Services, Inc. (CCSI)

In this session, you will learn why supervision is crucial and the kinds of activities that make supervision effective. By exploring the intersectionality of cultural factors and mental health, participants will better understand how diverse cultural backgrounds impact clients' behavior and experiences. This knowledge allows supervisors to provide culturally sensitive and effective guidance, fostering trust and rapport with supervisees from different cultural backgrounds. Furthermore, understanding the nuances of cultural competence and racial equity in supervision enhances the ability to create inclusive and supportive environments for both clients and supervisees, ultimately improving the quality of care and professional development.



WORKSHOP PRESENTATIONS DAY 1

AFTERNOON 2:30 - 3:45 PM

No, Nothing, None! Answers to Three Critical Questions about Supervision of Peer Support Workers

Presenters: Joanne Forbes Ph.D., Consultant, Author, Founding Board Member Baltic Street Wellness Solutions, Inc, Jonathan P. Edwards, Ph.D., LCSW, ACSW, NYCPS, Program Consultant, NYC Department of Health and Mental Hygiene, Gita Enders, LMSW, MA, NYCPS, Director of Peer Services, NYC Health + Hospitals

This session explores three critical questions related to the supervision of Peer Specialists/Advocates. With a growing focus on peer supervision across the country, there are national efforts to understand and align supervision with peer support values. These strategies are critical to the success of the peer support workforce, whether at a peer-run organization or on an integrated, multi-disciplinary team in a traditional service setting. A national well-informed research perspective suggests answers to three compelling questions as added dimensions for success. This session focuses on providing a perspective on successful supervision and dispels some of the myths surrounding this practice.

Supervision of Peer Specialists/Advocates in the LGBTQIA+ Community

Presenters: Elise Diamond, NYCPS, LGBTQIA+ Cultural Responsiveness Trainer and Consultant, Recovery Specialist and Trainer with OnTrackNY, Beth Bloom, BFA, Peer Coach II, East House

This session, led by two peer support specialists in the LGBTQIA+ community, explores structural inequities faced by LGBTQIA+ peer supporters and service users. It explores what is needed by supervisors, supervisees, and service users. The aim is to challenge stereotypes, encourage empathy, and provide practical tools for supervisors to empower LGBTQIA+ peer supporters, and those who are providing peer support to those in the LGBTQIA+ community. By focusing on communication, collaboration, community building, and structural competence, attendees will be able to use supervision to serve the goals of collective healing and liberation.

Working with Peer and Family-Run Organizations (Part 1)

Presenters: Rebecca Evansky, Executive Director, Wellness Collaborative of NY Independent Practice Association (WCNY-IPA), Shannon Higbee, BA, CEO, Recovery Options, Jeremy Reuling, LCSW, NYCPS, Program Coordinator, Yonkers Mobile Crisis Response Team, People USA, Tammy Bush, BA, NYCPS, CPMC, Deputy Director S.T.E.P. by S.T.E.P., Inc./RPN Central Region Coordinator, Taina Laing MSW, NYCPS, CEO, Baltic Street Wellness Solutions, Tyrus (TJ) Curtis, FPA-C, Family Training Coordinator at Families Together in NYS, Meghann Simpson, YPA-C, Youth Training Coordinator Families Together in NYS

In this session, you will learn about working with peer-led and family-led organizations, and strategies for involving peer providers in your practice or organization in a variety of ways. It will include a review from panel members of the successes and challenges in contracting or consulting with these organizations to help improve practices. The session will explore collaborative approaches for leading peers from a supervisory perspective. Participants will explore topics including hiring and building rapport, establishing role dynamics, accommodations and support for peer status, and growth opportunities.

Peer Supervision Listening Forum: Trials and Triumphs

Presenters: Emily Childress, MPA, NYCPS-P, Director, CORE Peer Navigator Program, Alliance for Rights and Recovery, Cameron Farash, LMSW, Divisional Director, Liberty Resources, Ellen Healion, MA.Ed, NYCPS, Director of Peer Bridger Services & National Technical Assistance Provider, Alliance for Rights and Recovery, Carrie Ann Rollier, FPA-C, Director of Training and Workforce Development, Families Together in NYS

In this session, the panel will offer best practices for supervising peer workers. Session participants will be invited to share their successes and struggles with peer supervision. The panel of presenters will offer their experiences supervising peers and provide consultation to attendees.

WORKSHOP PRESENTATIONS DAY 2

MORNING 10:45 am - 12:00 PM

Tools and Techniques to Create a Workplace Wellness Culture

Presenters: Victor Luna BA, CEO, Collaborative Support Programs of New Jersey (CSPNJ), Peggy Swarbrick Ph.D., FAOTA, Research Professor, Rutgers Graduate School of Applied and Professional Psychology and Associate Director of the Center of Alcohol & Substance Use Studies; Director, CSPNJ Wellness Institute

Participants will be exposed to strategies and methods for creating a positive workplace wellness culture and how to support Peer Specialists/Advocates and other members of the team self-care. The session will offer examples of how agencies and supervisors aim to create and sustain a workplace wellness culture, the role of the supervisor in using the engagement tool, resources, and structure. Participants will engage in small group brainstorming to generate plans for supporting staff self-care and creating a workplace wellness culture, including how to empower themselves to create and sustain a workplace wellness culture.

Are you a Non-peer Supervisor? What the Research Says You Need to Do to Be Successful with Peer Staff

Presenter: Joanne Forbes Ph.D., Consultant, Author, Founding Board Member Baltic Street Wellness Solutions, Inc

Experience and research suggest that integrating peer support workers (PSW) into behavioral health care systems can encounter barriers and challenges. The literature suggests that supervision and training are appropriate remedies for many of these. However, supervision in the context of behavioral health services is most commonly practiced as clinical supervision. Research into the experiences of PSWs supervised by non-peer supervisors discovered intriguing answers to the questions swirling around peer supervision; this discussion will share these findings. This session highlights common issues with clinical supervision and practical ways for supervisors to offer peer-informed supervision that is more in alignment with the expressed needs of PSWs.

Collaborative Approaches for Leaders of Family Peer Advocates (FPAs)

Presenters: Tyrus (TJ) Curtis, FPA-C, Family Training Coordinator at Families Together in NYS, Carrie Ann Rollier, FPA-C, Director of Training and Workforce Development, Families Together in New York State

This session will explore several collaborative approaches for collaborating with Family Peer Advocates (FPAs) as their supervisor. During this session, participants will explore topics including hiring and building rapport, establishing role dynamics, accommodations and support for peer status, and growth opportunities

Contracting (with a Peer/Family-Run Organization) for Supervision

Presenter: Shannon Higbee, BA, CEO, Recovery Options

This session will support organizations in contracting with peer supervision experts for high quality peer supervision that will support the growth and professional development of peer staff. It will describe common models of contracting including the benefits of each model to assist organizations in identifying a model that meets their needs. It will also offer practical tools and a roadmap of what to expect when developing a contracting relationship with a peer run organization.



WORKSHOP PRESENTATIONS DAY 2

AFTERNOON 2:30 - 3:45 PM

Diagnostic Overshadowing in Peer Supervision

Presenters: Melissa Wettengel, MPH, NYCPS, CEO, Hands Across Long Island (HALI), Robbie Lettieri, B.S. NYCPS, YPA-C, Long Island Regional Youth Advocacy Specialist II, NYS Office of Mental Health, Office of Advocacy and Peer Support Services (OAPSS)

In this session, you will learn about the concept of diagnostic overshadowing in peer supervision. Similar to diagnostic overshadowing among medical doctors, it has been documented among supervisors that the perception that their employees have a mental health diagnosis may unintentionally “overshadow” the unique strengths peer staff bring to the workplace. In this session, this parallel will be explored, utilizing video clips from a recent anti-stigma film project. The group will discuss the structural stigma peer employees may experience, and ways supervisors can provide an equitable, empowering environment and avoid veering into clinical or therapeutic supervision styles. This allows peer support employees to thrive, improving the supervisory relationship and increasing peer employee retention.

Unlocking Futures: Keys to Supervising Justice-Impacted Individuals

Presenters: Helen ‘Skip’ Skipper, BS, NYCPS, Executive Director, The NYC Justice Peer Initiative, Precious Lugo, YPA, Statewide Youth Engagement Specialist, Families Together in NYS

This session, led by a led by criminal and juvenile justice reform advocates with firsthand experience of the system, explores effective strategies for supervising justice-impacted individuals. Through a blend of personal insights and evidence-based practices, participants will learn how to foster an environment that supports reintegration and personal growth. The session aims to challenge stereotypes, encourage empathy, and provide practical tools for supervisors to empower those impacted by the justice system. By focusing on transformational leadership and community building, attendees will leave the session equipped to make a meaningful difference in the lives of justice-impacted individuals and contribute to broader criminal justice reform efforts.

Working with Peer and Family Run Organizations Part 2

Presenters: Rebecca Evansky, Executive Director, Wellness Collaborative of NY Independent Practice Association (WCNY-IPA), Aviva Cohen, LMSW, NYCPS-P, Chief Strategy Officer, Hands Across Long Island (HALI), Jeremy Reuling, LCSW, NYCPS, Program Coordinator, Yonkers Mobile Crisis Response Team, People USA, Tammy Bush, BA, NYCPS, CPMC, Deputy Director S.T.E.P. by S.T.E.P., Inc./RPN Central Region Coordinator, Taina Laing, MSW, CEO, Baltic Street Wellness Solutions, Tyrus (TJ) Curtis, FPA-C, Family Training Coordinator at Families Together in NYS, Meghann Simpson, YPA-C, Youth Training Coordinator Families Together in NYS, Maria Fuentes, FPA-C, Family Peer Support Training Specialist, NYU McSilver/PeerTAC

This session takes a deeper dive into working with peer led organizations and peer providers and will review highlights from Summit Day 1, Part 1: Working with Peer Run Organizations. The session will include a panel discussion of the best practices in collaboration and implementing new skills to best support peer professionals, while advancing the profession across the care continuum. During this session, participants will learn about working in conjunction with peers (adult, youth, and family advocates), and inspiring your team of peers.

Resource Room: A Demonstration of PeerTAC Tools, Training, and TA for Supervisors

Presenters: Rita Cronise, MS, ALWF, Co-Director PeerTAC, Faculty Rutgers University, Joanne Forbes Ph.D., Consultant, Author, Founding Board Member Baltic Street Wellness Solutions, Inc, Emily Childress, MPA, NYCPS-P, Director CORE Peer Navigator Program, Alliance for Rights and Recovery, KC Carpenter, Coordinator New York Peer Advancement Network, National Association of Peer Supporters (N.A.P.S.), Carrie Ann Rollier, FPA-C, Director of Training and Workforce Development, Families Together in NYS

Members of PeerTAC and its partner organizations describe and demonstrate resources that support the supervision of certified peer specialists, family peer advocates, and youth peer advocates. As an emerging profession, peer support brings a new and diverse set of skills, values, and perspectives to already existing behavioral health teams. This session is an opportunity for participants to access resources that can be used to gain greater knowledge and practical skills in peer-informed supervision.

ORGANIZATIONAL PARTNERS



RECORDINGS & RESOURCES

Watch for recordings, presentation slides, and presenter resources will be posted within 30 days. Check the link below.

Recordings and Resources from the Supervision Summit will also be searchable in the PeerTAC Resource library.

Visit: <https://peertac.org/special-event/what-it-takes-supervising-peer-support-specialists/>



WHAT IT TAKES: WISDOM FROM PEER SUPPORT SPECIALISTS AND SUPERVISORS



By registering for the Summit, you will be eligible for a drawing to receive a copy of the book, which is a compendium of articles by and for peer supporters and supervisors.

The book is a fundraiser and all proceeds go to the ongoing work of the National Association of Peer Supporters (N.A.P.S.). To learn more about the Association, visit: <https://www.peersupportworks.org>.

The book can also be ordered on Amazon.

PLEASE JOIN THE PEERTAC LIST SERV for the most up-to-date information [here](#)

IF YOU HAVE ANY QUESTIONS please feel free to contact us at info@peertac.org

CONTINUING EDUCATION UNITS AVAILABLE

Sessions are approved for continuing education (CE) hours for CPRP, LMSW, LCSW, LMHS, and NYS Peer Certification.

All Summit Keynotes, Forums, and Workshops are eligible for CE credit.

- Keynotes are eligible for 1 CE hour
- Forums and Workshops are eligible for 1.25 CE hour

To receive a Certificate of Attendance that can be submitted for CE credit, you must be registered for one or both days of the Summit, attend the full keynote or workshop for which you are seeking CE credit, and complete a workshop evaluation for each session you attend.

The workshop evaluation will be sent to you by email from the Alliance for Rights and Recovery.

The Alliance/PeerTAC will not be able to provide CEs to webinar registrants who only participate via the phone. Additionally, in order to receive CEs, you must complete the course evaluation within 48 hours of receipt. The Alliance/PeerTAC will NOT be able to provide any webinar participant with CEs if we receive the evaluation more than 48 hours from its dissemination.

Certificates will be sent via email within 45 days of the event.

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Coordinating Team:

Eileen Crosby (Alliance), Emily Childress (Alliance), Matthew McDonald (Rutgers), Michelle Longmore (Rutgers), Marie Vogel (Rutgers), Rita Cronise (Rutgers), Gita Enders (Rutgers Consultant), Rebecca Evansky (IPA), Maria Fuentes (NYU McSilver Institute), Yvette Pate (NY-PAN), KC Carpenter (NY-PAN), Yvette Kelly (NYU McSilver Institute), Angelique Rodriguez (NYU McSilver Institute), Carrie Ann Rollier (Families Together in NYS), TJ Curtis (Families Together in NYS), Meghann Simpson (Families Together in NYS)