



Long Island RPC Peer Supervision Learning Collaborative
Thursday, 5/21/2020, 10:30 am – 11:30 am
Held thru Go To Meeting

MINUTES

Attendance: Alyssa Gleason, RPC Coordinator, Sherri Kaplan, Tracy Puglisi, Susan Wilner, Alexis Jinks, Liz Perry, Sarah Walsh, Keisha Graham-Wilson, Jana Maynard, Brian Matonti, Alex Frisina, Jeff McQueen, Adam Berkowitz, Yvonne Rivera, Michelle Tighe

How are Peer Services Continuing to Look? How are your peer providers doing? Any new challenges emerging?:

- Discussion around the anxiety that peers have been experiencing doing telemental health and the mental exhaustion they have been experiencing working at home as compared to the office. Encouraging them to take their benefit leave time to care for themselves.
- Discussion surrounding use of audio/visual for communication with clients. A few agencies have found that clients prefer this and are seeing good outcomes from this modality.
- New challenge identified as visits are occurring for less time, but more frequently, which has led to some of the heightened anxiety. Also difficult to build rapport with new clients when not face to face.
- Alex F – Youth Power had a training on boundaries for youth advocates. Focused on helping YPA's to build boundaries for themselves and with their supervisors. Alex can discuss the training with anyone interested.
- Family Peer Advocates needed time to adjust to telehealth, but they have been doing more groups through Microsoft Teams. Able to offer respite to parents through telehealth while they engage in the group.

Peer and Client Feedback on Telehealth: Alyssa asked the group what their feedback on the best way to get information from the clients to assist with pushing forth guidance and policy on telehealth.

- Survey would probably work for those who are comfortable and engaging in the telehealth through audio/visual, but others may need a mailing or even calls.
- Some agencies are already surveying their clients and getting data. Susan Wilner at Stony Brook spoke about what they've seen in these surveys at Stony Brook. She also added that their no show rate is under 1% with telehealth.

- Survey should focus on their satisfaction with the service through telehealth. The way questions will be worded is important to get the correct data and that it is an accurate snapshot of client feedback.
- Discussion around technology on client end. There was difficulty getting things started as it was so quick and staff had to help clients set their technology up remotely. For future this would be easier since the set up can occur in-person. There needs to be training and preparation for agencies and staff regarding how to most effectively do telehealth.
- Discussion around this bringing to light socioeconomic disparities. Those with Medicaid phones can't do the audio/visual as they aren't given phones with this capability.
- Concern vocalized as feeling like discussion is about "us vs. them" and that everyone is experiencing tragedy and uncomfortable, not just peer staff. Members responded that when they used the term "provider" they were including peers and not distinguishing peers from others. In this group peers are considered providers. This was recognized and group welcomed feedback on how we can improve in this area for the future.

Any New Resources:

- MHAW – Peer Support Line and Healing Connections Peer Support Line continue. Doing Team Meetings/Supervision. Staff are doing well and this is really hard on everyone. Ensuring they have time in supervision to talk about it all.
- MHA Nassau – Partnered with MHAW for Mental Health Awareness Month. Follow on social media for more info. Trainings and activities throughout the month.

Education Event: Discussed type of education event that would be the most beneficial to focus on. Group feels that education for agencies that employee peer services is the most important at this time. Will look in to the tool kit that had been previously presented by Aviva Cohen. Will create an ad hoc group to help create the training.

Meeting closed at 11:27 AM.