

The slide features a white background with dark blue geometric shapes in the corners. A large dark blue triangle is in the top-left corner, and a large dark blue triangle is in the bottom-right corner. A smaller, lighter blue triangle is positioned between the top-left and bottom-right corners, creating a diagonal line across the slide.

Welcome to  
Peer Specialist  
Academy!

# Agenda and Expectations

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- Meet your Facilitator
- What is a Peer Support Specialist?
- What role does a Peer Specialist play in a mental health organization?
- How do you get trained and certified as a Peer Specialist?
- How did San Antonio Clubhouse integrate Peer Specialists into their organization?
- Q&A

# Meet your Facilitator

## Short Bio:

Kiley Jon Clark has worked for over 16 years in Social Services. He is the Peer Support Supervisor of Connection Center at San Antonio Clubhouse. Kiley is a Certified Peer Support Specialist, Certified Peer Support Supervisor, Certified Intentional Peer Support Specialist, NAMI Facilitator, Peer Specialist Training Facilitator, Advanced WRAP Facilitator and Lead Meditation Teacher at Woke-House.org. He lives with his wife and two dogs in Floresville, Texas. Email: [Kiley@SAClubhouse.org](mailto:Kiley@SAClubhouse.org)

(My Recovery Story)



What is a Peer Support  
Specialist?

# Behavioral Health Peer Support Specialist

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# SAMHSA

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The Substance Abuse and Mental Health Services Administration is a branch of the United States Department of Health and Human Services

“Social exclusion remains a persistent problem in mental health services and has its roots in the provider-patient relationship. Professionals and peers can be skeptical of each other’s motives, but they also remain deeply intertwined and share the burden of missed opportunities to develop services that inspire hope, impart skills, and lead to a bright future for people served in behavioral health settings.

One role of the Peer Specialist is to serve as a liaison between communities and healthcare agencies. Peers can help eliminate the social exclusion that surrounds mental health services by serving as a bridge between professionals and consumers. At a local level, peers can help other consumers navigate the healthcare system, accompany consumers to appointments, and help them develop positive relationships with their care providers.”

“The people that came before you...are always with you. Honor those that shed blood, sweat, and tears to make Peer Support a reality.” -KJC

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### Early Pioneers

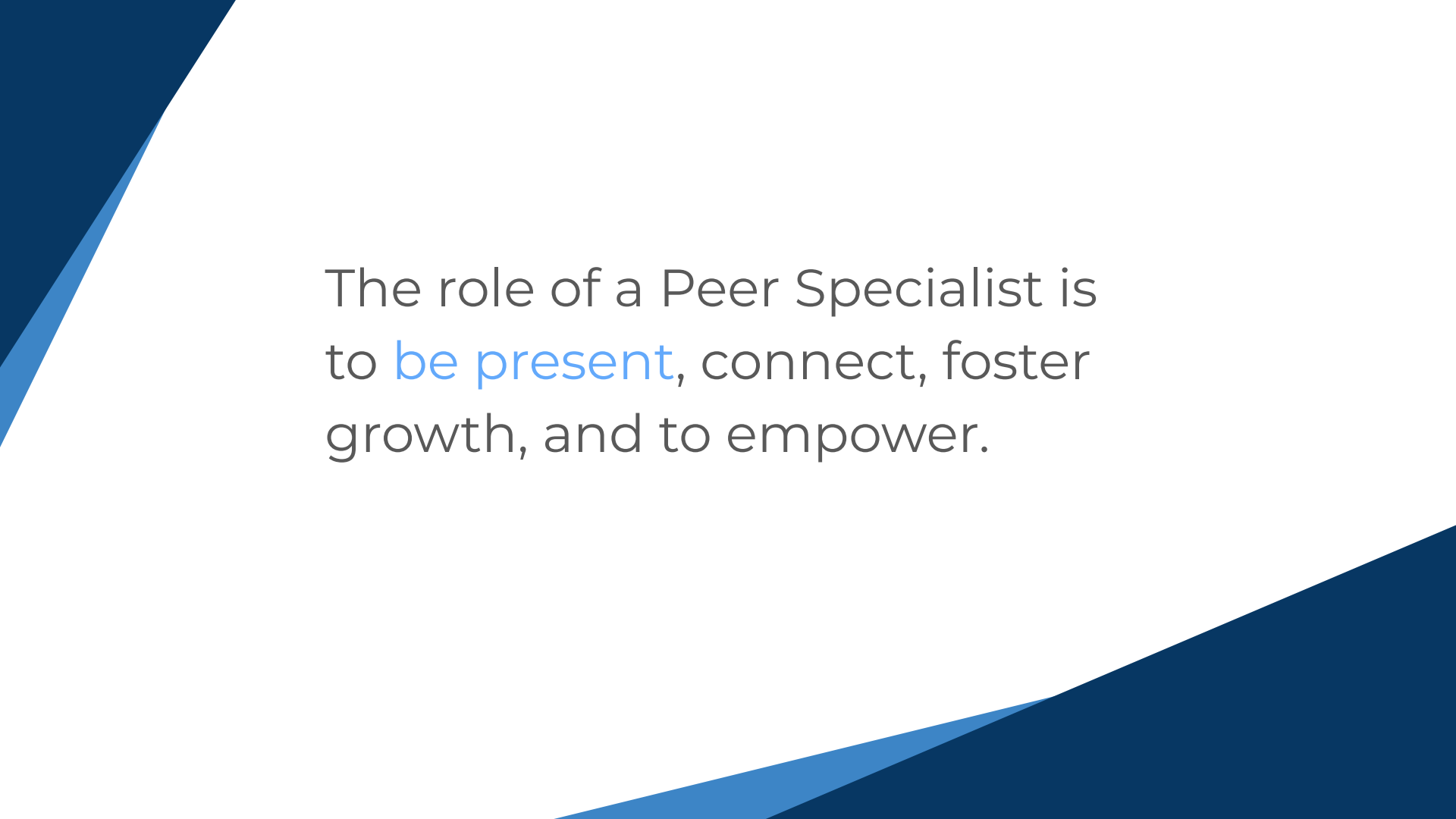
Jean Baptiste Pussin  
John Thomas  
Perceval  
Elizabeth Packard  
Clifford Beers

### Early Groups

WANA – We Are  
Not Alone (1948)  
Howie the Harp  
(1970's)  
Mental Patients  
Liberation Front  
(1970's)

### Civil Rights Leaders

Judi Chamberlin  
(1970s)  
Sally Zinman  
(1970s)  
Pat Deegan (1980s)  
Dan Fisher (1980s)



The role of a Peer Specialist is to **be present**, connect, foster growth, and to empower.





**Walk alongside another person in whatever journey they're on...without judging them, making them feel inadequate, trying to fix them, or trying to impact the outcome."**

—Heather Plett

# Person-Centered

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Individuals will connect to services through the relationships they develop with their Peer Specialist. We connect with the person first and resources and services come later.

# Peer Roles

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## Relationship

Intentional

Mutual/Reciprocal

Authentic





The role of a Peer Specialist is to be present, **connect**, foster growth, and to empower.

# Peer Specialist Objective:

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To Simply connect and relate through human experience and strength- regardless of diagnosis, circumstances, or outcomes.

It is not about the goal, it's about the journey

# Interpersonal Communication

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Skills, abilities, and attributes include:

- a personal demeanor that is warm, empathetic, and non-judgmental, demonstrating a genuine interest in the peer and valuing the peer as an equal and whole person
- communication and listening skills that encourage honesty, openness, trust and clarity for full understanding of the situation being discussed
- interactions that respect the peer's right to self-determination and empower the peer to explore options and create new ideas on how to proceed, rather than providing advice or having a personal agenda of what should be accomplished

Peer Specialists make a personal Connection with the people they serve. Peer Specialists do this via relationship-building. They try to create a safe space to openly discuss limiting thoughts, beliefs, and feelings. And they are also there to celebrate small successes!



What role does a Peer Specialist play in an organization?



# Bridge the gap between staff and clients

## What we Expect for Them

- ✓ Compliance with treatment
- ✓ Decreased symptoms/Clinical stability
- ✓ Better judgment
- ✓ Increased Insight...Accepts illness
- ✓ Follows team's recommendations
- ✓ Decreased hospitalization
- ✓ Abstinent
- ✓ Motivated
- ✓ Increased functioning
- ✓ **Residential Stability**
- ✓ **Healthy relationships/socialization**
- ✓ Use services regularly/engagement
- ✓ Cognitive functioning
- ✓ Realistic expectations
- ✓ Attends the job program/clubhouse, etc.

## What We Expect for Us


- ✓ Life worth living
- ✓ A spiritual connection to God/others/self
- ✓ A real job, financial independence
- ✓ Being a good mom...dad...daughter
- ✓ Friends
- ✓ Fun
- ✓ Nature
- ✓ Music
- ✓ Pets
- ✓ **A home to call my own**
- ✓ **Love...intimacy...sex**
- ✓ Having hope for the future
- ✓ Joy
- ✓ Giving back...being needed
- ✓ Learning

Tondora, J. (2012). Introduction to Person-centered planning: From theory to practice. Yale Program for Recovery and Community Health.

- 
- Be in the present.
  - Be self aware.
  - Give yourself permission to not know the answer or be able to “fix” this.

IT'S **NOT**  
ABOUT  
THE  
NAIL





**Reflective listening:** is a communication strategy involving two key steps: seeking to understand a speaker's idea, then offering the idea back to the speaker, to confirm the idea has been understood correctly.

Tondora, J. (2012). Introduction to Person-centered planning:  
From theory to practice.  
Yale Program for Recovery and Community Health

# Reflective Listening:

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“That sucks, man. I hear you. Sounds to me like you feel stuck in this situation, am I right?”

# A Snippet is...

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- A small piece of your personal recovery story; often a shared experience
- One or two brief sentences that build a connection with someone
- Intentionally chosen for a specific purpose
- A way to validate a person's experience

# Snippets

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A snippet is a method of sharing your lived experiences in order to connect with someone and validate their emotions.

It includes the elements of authenticity, respect and mutuality



The role of a Peer Specialist is to be present, connect, foster growth, and to empower.





It's about building  
discontent ...

...which is the fuel for  
change.

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***Stages  
in the  
Journey***






**No Growth in the Comfort Zone and...**

**No Comfort in the Growth Zone!**


Reinforcing Positive Messages  
until it gets through

Unlearning





“We support each other with  
dignity, compassion, respect,  
and **unconditional high  
regard.**”



The role of a Peer Specialist is to be present, connect, foster growth, and to **empower**.

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# What

is wrong with

vs.

happened to

# You

# Overview of Trauma

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Individual trauma results from an event, series of events, or set of circumstances experienced by an individual as physically or emotionally harmful or life-threatening with lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.



# Trauma

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Trauma influences the way a person views the world and reacts to it, and can impact many aspects of a person's life

Trauma can result from many different kinds of experiences

# Trauma

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The role of a Peer Specialist is not to assess trauma, but to be aware of its presence and the implications of it.

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Encouraging **Self-Advocacy** is -  
and should always be - a very  
important part in what we do.

# PICBBA

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- A Problem-Solving Tool
- A concrete problem- or one that can be narrowed down to a concrete issue
- One step in the process of change

# PICBBA

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P  
Problem

I  
Impact

C  
Cost

B  
Benefit

B  
Brainstorm

A  
Action

# Steps to Healthy Helping

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1. Holding Space - Just letting people vent.
2. Reflective Listening - “Wow, I can see how that could be frustrating”.
3. Snippet - “There was a time in my life when...this is what I did”.
4. Question - What would you like to do about this?
5. PICBBA + A
6. What is the actual problem? Might be not the surface problem - Drill Down Explore
7. What Impact is this problem having on your life?
8. What will it cost you to not find a solution to this problem?
9. What is the benefit of finding a solution to this problem?
10. Let's Brainstorm together to find several ways of addressing this problem.
11. What are you willing to do to take positive action steps toward solving this problem?  
Agreement. “Ok, so we both agree that you are going to address this issue by doing step 1, step 2, and step 3. After you do that, we agree to meet again to discuss, is that right?”

# Challenges for Peer Specialists

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## Boundaries and Self-Care

# Challenges for Peer Specialists

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Thinking that it's my job to fix things for people.

Assuming that something that works for me will work for you.

Not realizing when my self-esteem, ego, or attitude is driving how I work with someone. "Triggered" - (Big Heart, Small Brain Syndrome)

Not feeling the confidence to ask for help. (Call in the Calvary)

Having trouble understanding the complicated dynamics of meeting someone where they are at.



# Boundaries

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People may not like your boundaries or even understand them, but it is your personal responsibility to set them and stand by them.

**Setting boundaries helps you keep interpersonal issues out of the workplace**

# Boundaries

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When navigating boundaries, remember to be clear about your boundaries because people's perceptions are different due to lived experiences

# Examples of boundaries

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- Giving out your phone number
- Showing public affection (hugs)
- Sharing social media information
- Sharing personal information
- Hanging out outside of work

# Boundaries

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Establishing personal boundaries is not only healthy for you, but it encourages others to set healthy boundaries as well.



# SELF-CARE

Peer Specialist understand that  
Self-Care is a Personal  
Responsibility, and that you can not  
pour from an empty glass.



How do you get trained and Certified as  
a Peer Specialist?

# Steps to become a Certified Peer Support Specialist

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To become a Certified Peer Support Specialist in Texas you must...

# Steps to become a Certified Peer Support Specialist

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- Complete a 1- Day MHPS or Recovery Peer Core-Training.
- Complete 5-Day MHPS or Recovery Specialist Training.
- Apply to Texas Peer Support Certification Board for State Certification.
- Get a Personal FBI Background Check.
- Complete 250 Hours of “OTJ” in Peer Support. (Tracked by a Certified Peer Support Supervisor.)
- Once Certified, maintain 20 hours of CEUs during a two year period with 3 CEUs in Ethics Training to Recertify.





How did San Antonio Clubhouse  
integrate Peer Specialists into their  
organization?

# Integrating Peer Support at the Clubhouse

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June 2018 - Piloted Connection Center with 1 Peer Specialist)

July 2018 - Paid to have 8 Members trained to become Peer Specialists

Sept 2018 - Received 12-months of grant funding for Connection Center program

Dec 2018 - Hired 5 of the peer students into the 90-day pilot program.

Apr 2019 - Extended long-term offers of employment to 2 members as Peer Specialists

Apr 2019 - Today – Hired two more Peer Support Specialists, provide Peer Support Training, and an Internship for Peer Students to get their mandatory 250 hours of OJT for State Certification.

We help our Trained, Peer Support Interns find employment in the peer field. (Helps Employer with turn-over?)

What else do we do.....

# Connection Services Today!

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## Emotional Health Peer Supports:

### **COVID Zoom Cafe!** (Online)

Monday's @ 2pm (cst)

"A non-professional, open talk about our struggles during this pandemic."

Registration Link:

<https://us02web.zoom.us/meeting/register/tZAscO2pqz8vE9Jp-mSodUMnct33c-w7IDvr>

### **Peer Specialist Cafe!** (Online)

Tuesday's @ 2pm (cst)"A chill online place to discuss all things Peer Support, share resources, ideas, and self-care ideas!" Registration Link:

<https://us02web.zoom.us/meeting/register/tZAodeivqDwqE9Fo09KW3WltQqQMxiW9tvtp>

### **NAMI Connections Group!** (Online)

Wednesday's @ 11AM (cst)- "NAMI Connection Recovery Support Groups are peer-led groups for people dealing with mental health challenges. For more information and to express interest in attending, contact Verna Lister by email at [verna.l@nami-sat.org](mailto:verna.l@nami-sat.org) or call her at 210-734-3349 ext 103. A zoom link will be provided once you are registered. More Info at <https://nami-sat.org/calendar/>

# Connection Services Today!

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## **CHW Cafe! (Online)**

Thursday @ 1230pm (cst) "A safe space for Community Health Workers to openly discuss common stressors in their work. It is a welcoming space to seek emotional support, vent, compare notes, share resources, and just make a human connection with others in the CHW field!" Registration link:

[https://us02web.zoom.us/meeting/register/tZUtdOyqgz8tGtFW9RYyv7I6hsP5\\_P4MPJKg](https://us02web.zoom.us/meeting/register/tZUtdOyqgz8tGtFW9RYyv7I6hsP5_P4MPJKg)

## **WRAP Cafe! (Online)**

Friday's @ 2pm (cst) "A chill online place to discuss all things Self-Care, Wellbeing, Optimism, and Wellness Recovery Action Planning!" Registration Link:

[https://us02web.zoom.us/meeting/register/tZMudu6qqTosEtMc\\_339yIk6YLLeRgtSq5Db](https://us02web.zoom.us/meeting/register/tZMudu6qqTosEtMc_339yIk6YLLeRgtSq5Db)

## **1-Day Emotional Wellness Workshops! (WRAP) (Online)**

Weekly @ 9am (cst) "Learn about staying well, optimistic, and centered during times of high stress."

[SAConnectioncenter.org](https://SAConnectioncenter.org)

## **Mental Health Peer Support Specialist Training (Online)**

Monthly - "Peer Support Training is for people with lived experience with a mental health diagnosis that want to work with others in the mental health field."

<https://saclubhouse.org/peer-support-certification/>

# In Closing

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**Peer Support is all about...**





# Connection Center at San Antonio Clubhouse

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Q&A