

**Peer Support Specialists Working Group**  
**Office of Wellness and Resilience**  
**Office of the Governor, State of Hawai'i**

**Virtual Meeting via Zoom**

**March 24, 2025**

**10:00am-12:00pm**

**Members Present via Zoom** (10/17): Lindsay Pacheco (Project Vision Hawai'i/Hawai'i HOME Project & Lived Experience Homelessness & Substance Use), Heather Lusk (Vice Chair), Judy Mohr Peterson (med-QUEST Administrator), Cynthia Kaneshiro (Hawai'i Certified Peer Specialist), Debbie Victor Macalino (Pu'a Foundation), Cynthia Chappell (Department of Education), Malia Daraban (Hawai'i Families As Allies), Mike Lambert (Department of Law and Enforcement), Bridgette Bennett (Judiciary), Naomi Leipold (Office of Wellness and Resilience)

**Members Absent** (7/17): Kathy Hammes (NAMI Hawai'i), Darryl Tanaka (DOH), Samantha U'u (EPIC 'Ohana), Kimmy Takata, Reina Purvis (Statewide Office of Housing and Homelessness), Scott Shimabukuro (CAMHD), DOH Designee

**Guests Present** (15) Vivian Kim Seu (EPIC 'Ohana), Tiffany Ramos-Duh (EPIC 'Ohana), Blakelee Estacio (EPIC 'Ohana), Keira Arcangel (EPIC 'Ohana), Laurie Tochiki (Pilina Pathways), Deanna Gonda (EPIC 'Ohana), Moanalia Falealili (EPIC 'Ohana), Andrew Sabanal (EPIC 'Ohana), Amberly Gould (EPIC 'Ohana), Kela Pulawa (Pu'a Foundation), Barb Low (DOH-CAMHD), Lilinoe Kauahikaua (Papa Ola Lokahi), Charlene Takeno (CAMHD),

**Support Staff Present** (3): Kailene Nihipali-Sanchez (Co-Facilitator), Kim Nabarro (Co-Facilitator), Telesia Pasese (OWR)

| Agenda Item   | Discussion  | Recommendations/<br>Actions/<br>Conclusions |
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| I. Call to Order; and<br>Welcome and Opening<br>Remarks   | <p>Naomi Leipold (Designee) called the meeting to order at 10:04am. Quorum established with ten (10) working group members in attendance.</p> <p>Welcome and Opening Remarks by Naomi Leipold (Designee).</p>   |   |
| II. Agenda, Focus, &<br>Goals for today and for<br>the Peer Support<br>Specialists Working<br>Group     | <p>Kailene Nihipali-Sanchez (Co-Facilitator) shared the agenda for this meeting:</p> <ul style="list-style-type: none"> <li>• Review of timeline of the Working Group</li> <li>• Review of discussions had thus far and what yet needs to be discussed per Act 88 (2024 SLH)</li> <li>• Review of discussion that still needs to be held by Working Group: Credentialing and training, supervision, implementation</li> <li>• Last meeting in June: collective review of report</li> <li>• 5.28.25 Working Group meeting. Proposal to meet in person on Oahu. 9am – 1pm. Location on Oahu.</li> </ul> |   |
| III. Review of the<br>Timeline of the Working<br>Group  | <p>Kailene Nihipali-Sanchez (Co-Facilitator) reviewed the PSSWG timeline which spanned from September 25, 2024, to June 25, 2025.</p>   |   |
| IV. Public Comment<br>and Input: for anyone<br>who cannot stay for the<br>agenda item(s) in<br>question | <p>Kailene Nihipali-Sanchez (Co-Facilitator) asked attendees who may not be able to stay for the duration of the meeting, if they would like to comment to please use Zoom to “raise your hand” so a facilitator can invite them to share.</p>  |   |

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|   | <p>Naomi Leipold (Designee) mentioned that the framework that will be presented to the state is going to be an evolving document. She asked for input for what could be shared on paper and what should be on the lookout for the future.</p> <p>Malia Daraban asked if there was a projected date for the Working Group meeting in May that will take place on Oahu.</p> <p>Kailene Nihipali-Sanchez responded by saying yes, it will be on May 28, 2025. She mentioned that once the location is established, it will be shared with Working Group members.</p>   |  |
| V. Guest presentation on best practices to establish, administer, and support peer support specialists programs | <p>Kim Nabarro (Co-Facilitator) introduced the speaker for the day, Janie Gullickson, who is a leader in peer support best practice from the Mental Health and Addiction Association of Oregon.</p> <p>Janie Gullickson gave a brief overview of her struggles with addiction and mental health struggles, which led her to being involved in the work she does. She discussed the history of peer support, the various forms it can take, the SAMHSA's core concepts for peer workers, the sequential intercept model and how peer support fits into it. She touched on the certification process that is required for peer support specialists in Oregon. She also talked about peer support services in practice, such as in healthcare, housing, crisis response, outreach and more. She finished the presentation by talking about potential challenges and the takeaways from the information given.</p> <p>Kim Nabarro opened the floor for any questions regarding the presentation.</p> <p>Naomi Leipold asked why Oregon has two different pathways to certification and why the state decided to separate the two.</p> | <p>The Presentation Slides can be viewed through the following link: <a href="https://owr.hawaii.gov/peersupport/">https://owr.hawaii.gov/peersupport/</a></p> <p>Naomi asked public participants and community members who are interested in this topic to email <a href="mailto:gov.peers@hawaii.gov">gov.peers@hawaii.gov</a> so that they can be invited to participate in the Permitted Interaction Groups.</p> |

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|  | <p>Janie Gullickson responded by saying that the physical aspects of recovery and healthcare were expanded on, so the Peer Wellness Specialist Designation was created which requires 80 hours of training instead of the 40 hours of training that is provided to get a peer support specialist or a certified recovery mentor certification.</p> <p>Cynthia Kaneshiro asked for a brief outline of the types of grants they go after.</p> <p>Janie Gullickson said that they go for all types of grants, including federal, those from the Department of Labor, SAMSA, Bureau of Justice Administration, OHA, Medicaid, country grants, system grants, summer, and multi-year proposals that have submitted.</p> <p>Cynthia Kaneshiro asked a follow-up question about whether they have full-time grant writers on board.</p> <p>Janie Gullickson said that they did grow their administration enough that they were able to hire an individual that does the grant writing, but before that she did all the writing.</p> <p>Kailene Nihipali-Sanchez asked Janie what fills her cup on the days that she feels drained and how she also fills the cups of her staff when they need it as well.</p> <p>Janie Gullickson said that they have wellness days, robust healthcare benefits, paid time off, and an incentive 401k. Having transparency, openness, and communication is also important. Checking-in with others regularly, such as having EAP employee assistance programs also helps.</p> |  |
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| VI. BREAK  | <p>Kim Nabarro (Co-Facilitator) reminds working group members about quorum and Sunshine Law.</p> <p>Returned from break at 11:05 a.m.</p>   |   |
| VII. Discussion on Evaluation of Peer Support Programs | <p>Kim Nabarro (Co-Facilitator) asked if anyone would like to share their ideas and how they know that a Peer Support Specialist Program is working or not.</p> <p>Heather Lusk shared three things that are important for her. (1) The metrics of how the peers themselves are doing, including things such as wellness, which ensures that the job isn't causing any stress or trauma. (2) The people that the peers are serving. Making sure their voices are being heard and that they are feeling a connection. (3) Agency wide metrics, such as observing if clients are making appointments more frequently or if they have support with transportation.</p> <p>Malia Daraban also highlighted the importance of how the peer feels, if they are reaching their self-identified goals, and if they are receiving the support they need. Feedback from other providers, such as getting more referrals, shows that it is working.</p> <p>Cynthia Kaneshiro added that it will be a matter of engagement. In other words, there is a spark of inquisitiveness that shows that there is proper engagement happening.</p> <p>Kim Nabarro shared that in the Peer Support Program that she provides support, that they demonstrate effectiveness by partnering with medical clinics and similar places. They can then track whether there is an increase in appointments attended.</p> <p>Vivian Kim Seu (EPIC 'Ohana) shared how she was able to collect the metrics of success through engaging with past</p> | <p>Kailene Nihipali-Sanchez invited public participants to put their questions or thoughts into the chat.</p> |

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|                             | <p>participants and reconnecting with them by participating in an outdoor activity. Data collection could be listening to the families and how aftercare can provide information too.</p> <p>Tiffany Ramos-Duh (EPIC 'Ohana) said that in Youth Peer support, they conduct a closing survey that asks questions such as: "What was your favorite thing?", "What was your least favorite?", "What could we have done more to help you?".</p> <p>Kim Nabarro shared a story about a client that didn't know how to get connected with services and how after the case was closed, Kim witnessed the client conducting her own appointment scheduling and being effective in her own care. This shows the success was demonstrated.</p> <p>Malia Daraban said that it may be hard to create a matrix that reflects the levels of success that is being experienced. Some self-identified needs that are created by asking parents and youth certain questions could be used to measure success. These questions include: "If I am feeling overwhelmed, do I have someone to talk to?", "Do I feel valued", "Am I able to find resources in my community when I am overwhelmed?".</p> |   |
| VIII. Public Comment        | <p>Kim Nabarro (Co-Facilitator) opens the meeting for public comment. She asked attendees that if they would like to comment to please use Zoom to "raise your hand" so a facilitator can invite them to share.</p>   | No comments.  |
| IX. Closing and Adjournment | <p>Kailene Nihipali-Sanchez (Co-Facilitator) summarized the meeting and thanked everyone for their participation and involvement in the meeting.</p> <p>Kailene Nihipali-Sanchez (Co-Facilitator) summarized the meeting which included:</p>  | <p>Kailene Nihipali-Sanchez mentioned that if anyone is interested in joining either the Credentialing and Training PIG or the Supervision and Support PIG to email: gov.peers@hawaii.gov</p> |

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|  | <ul style="list-style-type: none"> <li>• Reviewing the PSSWG Timeline</li> <li>• Listening to the presenter Janie Gullickson</li> <li>• Discussing the evaluation of Peer Support Programs</li> </ul> <p>Kailene Nihipali-Sanchez (Co-Facilitator) reminded the PSSWG that the next meeting will take place on April 23, 2025, where a conversation regarding group share-outs of the two PIGs will take place. She also reminded the Working Group that there be an in-person meeting on May 28, 2025, where conversations about those reports can take place. Additionally, discussions about making sure that all tasks are aligned with Act 88 can happen.</p> <p>Naomi Leipold (Designee) asked that if anyone is interested in the PIGs, or knows of anyone that may be interested in being involved, to email the PSSWG.</p> <p>Naomi Leipold (Designee) adjourns the meeting at 11:27 a.m.</p>  |  |
| Public Comments made during the duration of the meeting: | <p><b>Facilitators asked participants to leave comments regarding ideas on how they know if a peer support specialist program is working or not. What are the metrics of success and how can data be collected?</b></p> <p>Laurie Tochiki: I think engagement metrics are important - does the supported peer participate in services. I think that qualitative measures, like does the supported peer feel heard, respected.</p> <p>CJ Chappell: It would be great to develop a tiered metrics and training... i.e... 10 hours of common training/metrics, 10 hours of specialization to equal 20 hours and then I like the adding of 20 more hours for Wellbeing Specialist. Metrics can be established for each tiered Peer Support level. Just a thought.</p> <p>Laurie Tochiki: I love this story!! Thank you, Kim! sometimes the seeds planted might not be during the actual "intervention".</p> |  |

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|  | <p>Deanna Gonda: In relation to capturing the data of the incredible work peers are doing- I also would suggest exploring peer capacity, the levels of intensity for various cases, case loads etc.</p> <p>CJ Chappell: Like it, also maybe a systems metrics, a self metrics and a client metrics to see the various outcomes.</p> <p>Heather Lusk: I second some kind of acuity or intensity scale to match with number of folks peer is supporting.</p> <p>Deanna Gonda: Future topics: what peer support supervision looks like/should include and creating psychologically safe workplace environments for peers.</p> |
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