

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

Virtual Meeting via Zoom

April 23, 2025

10:00am-12:00pm

Members Present via Zoom (13/17): Lindsay Pacheco (Project Vision Hawai'i/Hawai'i HOME Project & Lived Experience Homelessness & Substance Use), Heather Lusk (Vice Chair), Cynthia Kaneshiro (Hawai'i Certified Peer Specialist), Malia Daraban (Hawai'i Families As Allies), Bridgette Bennett (Judiciary), Naomi Leipold (Office of Wellness and Resilience), Kayla Samson (EPIC 'Ohana), Reina Purvis (Statewide Office of Housing and Homelessness), Scott Shimabukuro (CAMHD), Samantha U'u (EPIC 'Ohana), Kathy Hammes (NAMI Hawai'i), Darryl Tanaka (DOH), Judy Mohr Peterson (med-QUEST Administrator)

Members Absent (4/17): Mike Lambert (Department of Law and Enforcement), Debbie Victor Macalino (Pu'a Foundation), Cynthia Chappell (Department of Education), DOH Designee

Guests Present (7) Laurie Tochiki (Pilina Pathways), Moanalia Falealili (EPIC 'Ohana), Andrew Sabanal (EPIC 'Ohana), Anisa Wiseman, (NAMI Hawai'i), Shanelle Lum (Hawai'i Families As Allies), Angelina Bezhenar (OWR), Kathleen Merriam (Adult Mental Health Division/DOH)

Support Staff Present (2): Kailene Nihipali-Sanchez (Co-Facilitator), Kim Nabarro (Co-Facilitator)

Agenda Item	Discussion	Recommendations/ Actions/ Conclusions
I. Call to Order; and Welcome and Opening Remarks	<p>Naomi Leipold (Designee) called the meeting to order at 10:02am. Quorum established with thirteen (13) working group members in attendance.</p> <p>Naomi Leipold (Designee) asked for any corrections, deletions, and comments to the March 24, 2025, meeting minutes.</p> <p>Welcome and Opening Remarks by Naomi Leipold (Designee).</p>	<p>Naomi called for a motion to approved March 24, 2024, PSSWG Meeting Minutes and all community meetings with technical corrections listed.</p> <ul style="list-style-type: none"> • Moved: Lindsay Pacheco • Second: Darryl Tanaka • Approved: by verbal statement of “aye” • Nay: none • Minutes have been approved
II. Agenda, Focus, & Goals for today and for the Peer Support Specialists Working Group	<p>Kailene Nihipali-Sanchez (Co-Facilitator) shared the agenda for this meeting:</p> <ul style="list-style-type: none"> • Permitted Interaction Groups (PIG) report outs • Collectively review draft of the framework • Public comment in the beginning and at the end of the meeting • 5.28.25 Working Group in-person meeting. Proposal to meet in person on Oahu. 9am – 1pm at Windward Community College. 	
III. Permitted Interaction Groups (PIG) report outs	<p>Kailene Nihipali-Sanchez (Co-Facilitator) reminded the Working Group how Act 88 (2024) requires the framework to be established for best practices, which led to the creation of the two PIGs: (1) credentialing and training for peer support specialists and (2) supervision and support for peer support specialists.</p>	

	<p>Kailene Nihipali-Sanchez (Co-Facilitator) reminded the Working Group about Sunshine Law and the rules surrounding the PIGs. During this meeting, the Chairs of Co-chairs of the PIGs will share the findings and recommendations. However, questions and discussions regarding the report cannot be made by the Working Group or the public until the next meeting.</p> <p>Darryl Tanaka, the Co-chair of credentialing and training for peer support specialists Permitted Interaction Group shared their report and findings. The Group met on March 28, 2025, and April 11, 2025. Recommendations for the certification process of peer support were discussed, such as using the SAMHSA National Model Standards as a guideline.</p> <p>Naomi Leipold added that the group also discussed what certification meant, how many hours are necessary to become certified, how to set up peer support specialists for success after they complete certification and training, and creating a hub that collects data about the certification/recertification process while collaborating with all the entities that participate in it.</p> <p>Heather Lusk and Cynthia Kaneshiro, the Co-chairs of the supervision and support for peer support specialists PIG, shared their report and findings. The Group met on April 3, 2025, and April 10, 2025. This included an inventory of peer supervision resources, a potential framework, and a survey of peers on what they want out of supervision. The main response of the survey was that peers want their supervisor to have lived experience. Peers also wondered if supervisors can be effective if they don't have that shared lived experience. This led to discussing what the qualities of a good supervisor are, what peers want out of supervision, what ideal supervision looks like, and what the important components of a supervision session are. The Group defined supervision as: when an experienced person actively oversees the professional development of someone else.</p>	
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	<p>Malia Daraban uplifted the importance of the survey and how much detail it offered.</p> <p>Kailene Nihipali-Sanchez (Co-Facilitator) added that there was discussion on individuals with lived experience, but not specifically lived experience in the role they are working in, and what that could entail. She also reminded the Working Group about the Sunshine Law regarding the PIGs and that further discussion about the PIG reports will be able to happen at the May 28, 2025 meeting.</p> <p>Naomi Leipold (Designee) dissolved the two Permitted Interaction Groups.</p>	
IV. Public Comment and Input: for anyone who cannot stay for the agenda item(s) in question	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.	No comments.
V. BREAK	<p>Kailene Nihipali-Sanchez (Co-Facilitator) reminds working group members about quorum and Sunshine Law.</p> <p>Returned from break at 10:51 a.m.</p>	
VI. May In-Person Meeting	<p>Kim Nabarro (Co-Facilitator) led the conversation about the meeting that will take place on May 28, 2025, from 9:00 a.m. – 1:00 p.m. at Windward Community College.</p> <p>The goal of the meeting is to:</p> <ul style="list-style-type: none"> • Discuss PIG report outs • Collectively review the draft of the framework • Connect with one another so that these conversations can continue, as well as this type of collaboration, after the Working Group dissolves 	<p>Kailene Nihipali-Sanchez invited public participants to put their questions or thoughts into the chat.</p> <p>Naomi Leipold asked Working Group members to share any suggestions or recommendations they may have about how to connect and collaborate with one</p>

	<ul style="list-style-type: none"> • Pilina building opportunities <p>Naomi Leipold added that transportation will be covered for inter-island Working Group members. She invited community members and public attendees to attend the meeting if they are interested.</p> <p>Darryl Tanaka stated that he will be attending the meeting.</p> <p>Judy Mohr Peterson asked if there was going to be a more detailed agenda about the meeting sent out.</p> <p>Naomi Leipold responded that there would be an agenda sent out on Friday, April 25, 2025, to all PSSWG members and public attendees that shared their emails.</p> <p>Malia Daraban offered her assistance with setting up the meeting if needed.</p> <p>Naomia Leipold said that the facilitators will reach out if any assistance is needed.</p> <p>Kathy Hammes asked if a draft of the framework would be shared ahead of time.</p> <p>Naomi Leipold said that a draft would be available for review at least a week before the next meeting. She highlighted that the implementation of the framework is going to be the next step, which will require connection and collaboration with one another.</p> <p>Cynthia Kaneshiro suggested approaching the Legislature with a request for funding to continue the PSSWG.</p>	<p>another to the gov.peers@hawaii.gov email.</p>
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	<p>Kathy Hammes asked if the Group can hear more about the various agencies that are involved at the next meeting, which can help with staying connected in the future.</p> <p>Kim Nabarro responded by saying that creating an inventory is one of the tasks of the Working Group in order to stay connected and network with one another.</p> <p>Heather Lusk asked if the next meeting will be designated towards creating the final report that is due in June or if there will be additional time for that.</p> <p>Naomi Leipold said that there is technically no due date for the final report to the legislature, but the goal is to create and submit one by June 25, 2025, by adopting a final framework.</p> <p>Kathy Hammes asked if the Working Group has been able to find enough information about the current status of peer support in the state. For example, data showing how many agencies are using them, how many people are there, and how long they have been working there.</p> <p>Naomi Leipold responded by saying that the Inventory that was created is going to be cleaned up based on the PIG recommendations, therefore people can access the document to find information regarding getting involved with peer support and training options. The plan is to make the Inventory available to the public through the Office of Wellness and Resilience website.</p> <p>Cynthia Kaneshiro suggested that a link of the final report should also be available through the (Adult Mental Health Division) AMHD and through agencies and departments that the Working Groups members are at.</p>	
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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> <p>Kathleen Merriam said that the AMHD used to have two positions for peer support specialists at every community mental health center, but they were renamed as “Social Service Assistants”. This led to the position being filled by individuals that aren’t peer support specialists. She is asking if there could be advocacy and support for getting those positions back.</p> <p>Naomi Leipold responded by saying that this topic may be part of the post-framework implementation piece. Advocacy and policy change is part of the plan for implementing the recommendations of the framework.</p> <p>Cynthia Kaneshiro said that during her time at a Mental Health Center she also noticed that the peer support specialists positions went away and that having those positions implemented again would be great.</p> <p>Kathleen Merriam agreed and stated that State Mental Health Clinics are the perfect venue for peer support specialists and that it is necessary to have this support.</p> <p>Heather Lusk also agreed and stated that a recommendation for the framework should be for state systems to prioritize having peers.</p>	
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IX. Closing and Adjournment	<p>Kim Nabarro (Co-Facilitator) thanked everyone for their participation and summarized the meeting which included:</p> <ul style="list-style-type: none"> • Discussing PIG report outs • Hearing the results of the Peer Supervision survey • Dissolving the two PIGs • Had a request for the framework drafting <p>Kim Nabarro reminded the PSSWG about the in-person meeting on May 28, 2025.</p> <p>Naomi Leipold (Designee) adjourns the meeting at 11:14 a.m.</p>	<p>Kim Nabarro recommended that if anyone wants specific things added to the agenda for the next meeting, they can send the request to the peer support email at: gov.peers@hawaii.gov</p>
Public Comments made during the duration of the meeting:	<p>The following are public comments made throughout the discussion of the meeting:</p> <p>Malia Daraban: Will the findings of the survey be sent out, it has great detailed information that could help all that are doing the work.</p> <p>Kathy Hammes: Thank you Cynthia and Heather for your report out! I'm looking forward to reading the comments on the survey as I think they will be very helpful to me in my volunteer work.</p> <p>Noami Leipold: We will email out the survey results and will also post them on our website https://owr.hawaii.gov/peersupport/</p> <p>Kathy Hammes: Some of the agencies represented are familiar or very familiar to me, some less so. Can we hear about the various agencies at the meeting? Or perhaps get ideas how they might want to work together.</p> <p>Kathy Hammes: It could be a strong statement if the OWR got positions for PSS and then loan them to the DOH?</p>	

The Credentialing and Training for Peer Support Specialists PIG report:

- Meetings were held March 28th and April 11th
- PIG was led by Darryl Tanaka (AMHD) and Debbie Macalino (Pu'a Foundation) and participants included individuals from Office of Wellness and Resilience, EPIC Ohana, Dept. of Health, NAMI, HFAA, Papa Ola Lōkahi

What does “Certification” mean?

- Certification is requiring peer to serve as a “professional”
- Identifying and defining what is considered lived experience and peer support while showing that the person has learned and demonstrated that they can utilize the lived experience to serve others
- SAMHSA National Model Standards for Peer Support Certification as a guideline

Certification offered now (some examples)

- Dept. of Health, Adult Mental Health Division Hawai`i's Certified Peer Specialist (HCPS) program
 - 40 hour in-person, week-long training and 120 hours of internship within a 3-month period
 - ISH, VA, Castle, Aloha Care, NAMI, HHRC are some places that have accepted interns
 - Provides platform for support group meeting for peer support specialists to meet every last Wednesday of month
- Pu'a Foundation's peer support training certification
 - 40 hour in-person, week-long training and 120 hours of internship
 - Training is certified by SAMHSA and includes important topic areas such as Ethics, Conflict of Interest, Trauma-informed care, Pathways of Recovery, Understanding Addiction and Treatment
 - Strong emphasis on setting up the interns for success and getting them hired
 - Pu'a works closely with the internship site to ensure work site and the trainees we send over are a good match. Sometimes training sites need education on what peer support is. Need to share code of ethics.
 - Recertification and continued education: If a peer has completed 16 hours a year, they are recertified. Pu'a holds a once-a-year conference which would cover the required hours for recertification.
 - Those who have shown opportunity for growth will be asked if they want to take train-the-trainer training.

Workforce development and continued education

- Group discussed how workforce development is critical when thinking of the training and internship process for the peers.
- Tracking of training, continued education hours, and recertification is an administrative burden

Infrastructure for certification and credentialing

- The PIG proposes for there to be one core-certification curriculum that people take and then take additional certification that are needed for the specific populations needs.
- The hope is that whatever the PSWG decided as a group can become standard and function as the “foundation” so that agencies can use it as template and not have to recreate the wheel.
- There could be an office that serves as the center hub of peer support specialists for Hawai’i that provides either training or a place for people to come together to share what is going on. It could be one-on-one, where conversations between peer specialists, supervisors, or leaders of agencies can come. This could build a community of support within this field. This agency ought to be based on collaboration and is inclusive of all peer support working agencies.

The Supervision and Support for Peer Support Specialists PIG report:

Supervision and Support PIG

4/3/25 1:00pm – 2:30pm

Co-Chairs: Heather Lusk and Cynthia Kaneshiro

*red lettering indicates Working Group Members

Participants:

Malia Daraban, HFAA

Greg Uwono, Judiciary Specialty Courts

Kathy Hammes, NAMI

Anisa Wiseman, NAMI

Bridgette Bennet, Judiciary

Asha Autele, EPIC 'Ohana

CJ Chapel, DOE

Heather Nakao, HHHRC Kathleen Merriam, DOH

Deanna Gonda, EPIC 'Ohana

What are the important qualities of a Peer Supervisor?

- Consistent intentional space to show the peer they are important and a priority; peer directed
- Role model and advocate, compassionate and vision of hope (I did it, you can too) -They should be a peer as well, knowing what they are going through and coming from those spaces as well to identify with the challenges, and solutions
- Gives peer space to do what they know how to do best, within the structures created for them for a feeling of safety in all they do to perform the job
- Empathy, and giving a chance to excel in their profession (opportunities for advancement)
- Understanding of the work, the uniqueness of the workforce and approaches
- Providing support, PD, connections; being that bridge in taking the lived experience and advocating and supporting it to work with other people
- Motivational interviewing and trauma-informed care training for peers and the supervisor
- Shared lived experience is key to keeping the connection going; listening skills and the ability to express appreciation, provide hope, and encouragement to be compassionate and flexible

What does Peer Supervision look like to you (if you had to share that with others):

- Judiciary can't define as supervising them since may have lived experience, but it would have to be in the job description in order for them to count it as supervision – would need to be specific to criminal justice

- Different facets to the different orgs providing peer to peer (cws, jj, amhd, substance, dv, etc) – supports would need to be offered for that specific genre they are serving (training, supervision and implementation will look different for AMHD and CWS) -Your experience is what you are hired for and just because you are working in that space now does not mean the experience and the feelings around that go away
- Help them through how they are doing the work (debriefs, additional supports made just for peers trained to do that work)
- Reminder that the personal story is being used to service others and this needs to be considered when looking at supervision and supports
- No degree is needed; if we really understand the barrier to education then a degree should not be a requirement for this position
- AMHD had a supervisor manual where they ended up meeting with peers through group supervision to share experiences, helping supervisors develop the skills to be a great supervisor for peers specifically to best support them
- How about an and/or... professional experience and/or lived experience or experience within the org.
- If the supervisor is a peer then extra supports are needed to ensure they are in the right space to support others
- Great support when the supervisor is a peer and understands the peer more than others may, and can see things before they occur as well
- Don't create barriers for them to be in these positions
- Coaching to see where they need more supports and creating the space where they are transparent and open to sharing when they need this help
- Want to be sure people are still allowed to do things the way it works for them in supervision and hiring even though we have some basics/groundings through the report the WG will be producing
- Relapse is part of recovery (substance, MH) and how can we be sure to provide supports for when this does happen – to keep them sustainable
- Person-centered supervision and support
- Trained to hear the language they are speaking in, to know what may be behind the words and how to dispel that to the peer support provider doing the work (judgement, stigma, etc)

- Building pilina with peer support to know them outside of their experiences/circumstances, modeling for them how to work with those they serve -Notes not being in clinical lens, but from a peer lens (still written in a way to be medicaid billable and reflects the true peer-to-peer work)
- Supervisors should know the TEAM's story for connection amongst each other to support each other
- Supervision should include work and life skills supports and development (from budgeting to PD)

If you were a supervisor with a peer/group of peers, would making liberal use of self-care support yours and their work:

- Yes, its woven in as required for EPIC 'Ohana; they determine what their self-care is including therapy to be counted as work time
- Hard days is when this is needed even more and peers are encouraged to take the time they need to get back into the right space -Self-care discussion happens in supervision as well
- Opportunity to help them build better lives they may not have known how to do before
- (providing a sanctuary for peers) – outward work with the community/family, inward work to ensure our peer supports are balanced and whole (not just taking from them but ensuring they are filled up also)
- Give space and time for growth and development to happen

****Wellness Recovery Action Plan (WRAP)**

Summary categories:

1. Overarching philosophy/values to do this
2. Qualities/competencies of supervisor
3. Components of supervision
4. Wellness and Self-care

Survey

To hear directly from the peers themselves to see what works/what doesn't/what else is needed

Allows us to share this with all peers we come into contact with this next week to review and discuss at our 4/10 PIG meeting
*email out to all participants to share with peer supports

- Are you currently working or previously worked as a peer support specialist or utilizing your lived experience as part of your work?
- On a scale of 1-10, how important is supervision to you?
- How often would you like to have supervision?
- What type of supervision – 1:1, group, both?
- Does your supervisor have lived experience in your area of peer support work?
- What are the most important qualities of an effective peer supervisor?
- As a Peer, do you receive accommodations and support specific to being a peer, if so, what are they?
- What would enhance your current supervision?
- What would an ideal supervision session look like for you?
- What else do you want to share about peer supervision?

Supervision and Support PIG

4/10/25

Co-Chairs Heather Lusk, Cynthia Kaneshiro

***red = Working Group Members**

Kathy Hammes, NAMI

Kathleen Merriam, DOH

Malia Daraban, HFAA

Anisa Wiseman, NAMI

Lilinoe Kauahikaua, Papa Ola Lokahi

Heather Nakao, NAMI

Christine Montague-Hicks, HIDEOE

Corinna Sosa, EPIC 'Ohana

Sharon Simms, SAS Services LLC

Andi Sabanal, EPIC 'Ohana Youth Peer Support Specialist

Jackie Jackson, HFAA

Deanna Gonda, EPIC 'Ohana

Kayla Samson, EPIC 'Ohana Peer Support Specialist

Summary of the Main areas of focus, from 4/3/25 PIG Meeting:

- **Philosophy and values**
 - what are the values that are the foundation of supervising peers?
 - Parallel process with peer support
 - Cultural acceptance – all of the person welcome
 - Trauma – responsive with a focus on wellness and resilience
- **Wellness and self-care (perhaps WRAP?) are at the center of all efforts to support peers**
 - Ensuring this is not an add on, but required in every connection
 - Baked into job description
- **Qualities and competencies**
 - What are the qualities of effective supervisors and what skills and competencies are needed to fully support peers?
 - Peer supervisor certification?
 - Must have training which should include the peer training the peers went through.

What resonated for you from the 4/3/25 meeting, for those who attended

- Lived experience is up there next to those with college credentials
- We have shared power amongst each other
- Peer supports are everywhere
- Peer supports need accessible supervisors and supports
- Need to make sure we reduce as many barriers as possible for our peer supports, providing accommodation when needed
 - i.e. if need B.A. then maybe have a scholarship for them to get that peer support position

- Need to have ways to support peer support specialists when relapse/something terrible happens to help them heal and move forward
 - relapse is a part of recovery
- The survey was great to put together to hear from all those part of peer support work ◦ from the new spaces and the seasoned spaces
- Different perspectives of what supervision is and looks like was shared and appreciated

What are qualities of effective peer supervision, for those who were not at the 4/3/25 meeting

- Supervision is set to provide supports for the Peer Support Specialist through the work they do with others
- Whole identity should be covered in supervision ◦ cultural anchoring pieces, spiritual pieces, etc. ◦ being honored and used as a helpful tool to release what may be going on within them
- Supervision should provide a space for understanding and healing ◦ not “othering” them
 - having similar people to connect and talk with that understand what they are going through
- Being trauma-informed to create safety and trust ◦ ensuring they are collaborating where the Youth Peer feels empowered in their work
- Seeking to understand when things seem “off” with the peer support
- Boundaries to ensure you are not a therapist, but can help in ensuring they have the supports they need to address what is going on
- Creating peer supports within peer supports
- Not just about the work of the Peer Support Specialist, but about their living and the work
- Need a supervisor who has the experience and knowledge to hear behind the words ◦ without bias
- If there is no supervision in place an organization or agency should not do this work ◦ It is dangerous without supervision support for everyone
- Supervisors need to be open with their team on their lived experiences so they know their Supervisor understands them
 - Can also use the supervisor as a model to show how to utilize their story in the right way
 - If you do this work you understand how much your sharing will help the peer support staff grow even more
 - If they can’t share their story, it shows they are not in a position to support other peers at this time
 - Without transparency you can’t build trust and transparency

- Can't expect others to follow us as a supervisor if we won't go there with our own story
- Supervision should be defined more clearly, as well as what it means to be a Supervisor of Peer Supports
 - More than just a 1:1 meeting
- Peer Support is part of trauma-informed care ○ In the role of peer support, we end up re-traumatizing peers through their work
- Most Supervisors are not trained to be Supervisors and many times gets pushed to the side
 - ○ To ensure this does not happen
- Supervisors need to know the role of their Peers to ensure they are not pulled into spaces that are not for them to be in
- Supervisors should receive regular check-ins and supervision to support them in their roles as supervisors

Survey Updates

- Surveys were sent to peer supports in various areas, to hear directly from them
- Instant feedback with high numbers submitting (32 as of this meeting)
- Lots of feedback on reflective supervision
- Feedback is similar to what the group talked about during last week's meeting
- Some shared they would like to see more around helping Peers become supervisors
- High percentage of peers that did not know their supervisor had lived experience themselves, or what that was
- 8.8 is the average out of 10 for the importance of supervision
- 8.3 is the average rating of the support you get from supervisor
- How easy to get support? 52% say very easy, 36% say somewhat easy and 8% and 4% not so easy and not at easy.
- How often would you like supervision? 32% once a week, 24% every other week, 16% once a month, 28% on as needed basis
- Prefer 1:1, group or both? 28% said 1:1 and 72% said both
- 60% said their supervisor has lived experience, 24% said they do not and rest were not sure
- 72% of peers indicated they do get accommodations - examples were given
- Important qualities of supervisor: empathic, non-judgmental, empowering, flexible, easy to talk to and reach, keeps their word, separation of tasks and reflective supervision, resourceful, lived experience, compassion, trust, willing to listen always, ethical

- Components of supervision solution focused, at times outside agency, laughter and tears, allowing peer to set agenda, feedback, coaching and tools, talk story, review client encounters for strengths and challenges, outside the box thinking
- Other feedback: helping peers become supervisors, more resources, better listening

What is Supervision

- Wrap around support
 - Formal and informal, group and individualized
 - What are we setting up for a formal structure
 - How do supervisors actively connect with peers outside of formal supports
- Strengths-based, focusing on the strength of the peer
 - Voluntary
 - Overviews peer work
 - Provides all supports / resources that may be needed
- Trauma-informed
- Advocacy
 - Within their spaces and with partners working with the peers
- Consistent
 - Not just scheduled, but when you also see a need for it
- Guiding PSS in their professional development based on their strengths, lived experience and interests
 - encouraging PSS in ethical or challenging situations that arise in PSS work and interactions with their work team
- Peer Supervision is how we support those who utilize their lived experience in their work
- Supervision includes:
 - Individual meetings with staff
 - Groups supervision
 - formal and informal check-ins
 - Retreats (planning and relationship building)
 - Debriefs
- Supervision should be strength-based, trauma-informed and should:
 - Offer Support (address self-care, offer peer support)
 - Offer Education (personal and professional Development)
 - Address how to navigate systems
 - Offer Administrative Support (know the work - policies and procedures)

- Providing Conflict Resolution in a compassionate way
- Supervisors should know their limits and when to reach out for more support for themselves
- Supervision addresses:
 - Job performance
 - Job satisfaction
 - Teamwork
 - Strengths
 - Areas for growth
 - Self-care
 - LOA
 - Needs (personal and professional development, growth)
 - Boundaries
- From SAMHSA: recovery is "A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential."

What does Training for Supervisors of Peers look like, what is needed, what's important:

- Quality Assurance
- Some sort of certification to state you are certified to supervise peer supports

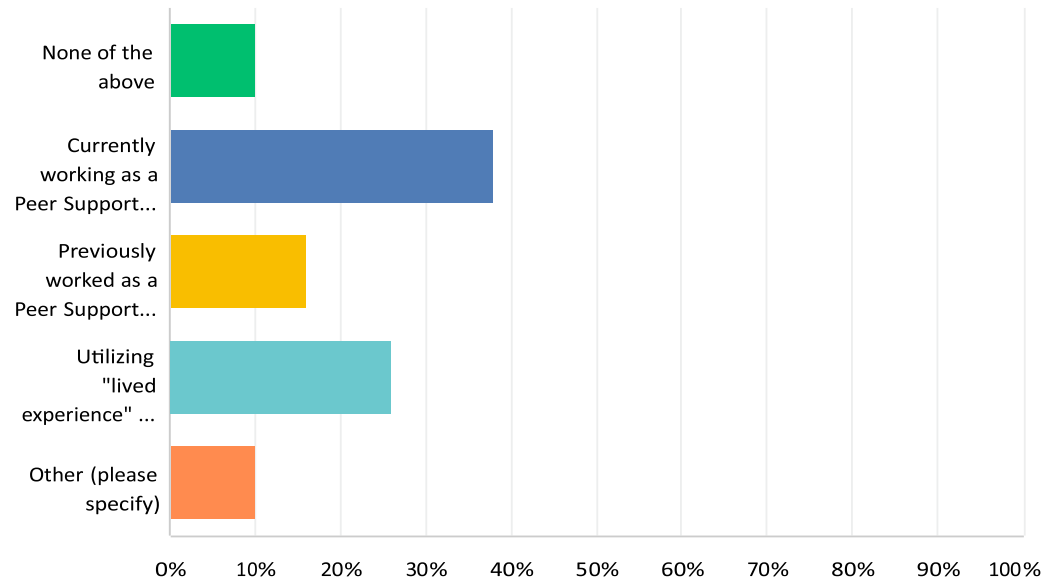
How do we help Peers now become Supervisors

- EPIC 'Ohana created tiers with Youth Partners and Youth Partner Leads who have been doing the work about 1-2 years and now have taken the next step to being a mentor to the new Peer Supports
 - Youth Partner Leads meet weekly for new Youth Partners, and bi-weekly for seasoned Youth Partners
 - Supervisor and Manager check in with Peer Supports weekly as well
- Building more Peer Supervisors also includes navigating new spaces with them
 - Going from peers to supervising their peers/friends
 - Sometimes those they work with are their only social capital

The Peer Supervision Survey results:

Q1 Please select all that apply to your current work situation.

Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
None of the above	10.00%	5
Currently working as a Peer Support Specialist	38.00%	19
Previously worked as a Peer Support Specialist	16.00%	8
Utilizing "lived experience" as part of work skills	26.00%	13
Other (please specify)	10.00%	5

TOTAL	50
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#	OTHER (PLEASE SPECIFY)	DATE
1	Both previously worked as peer support specialist and utilizing lived experience as part of work	4/12/2025 3:27 AM
2	I just recently became a certified peer support specialist. I am also an ASIST provisional others. I am the Executive Director of Hawaii Vet2Vet, Hawaii State Coordinator of TWV HI, President of The Guardian Foundation, Chair of Rotary Club of Hilo SMVF & First Responders Club, NECOVSA Board Member & numerous others	4/10/2025 6:40 PM
3	Consultant supporting organizations who have peer supports	4/10/2025 1:49 PM
4	Train HCPS, use my lived experience to help others who need direction from various like jails and Mental Health and SUD	4/10/2025 12:21 PM
5	Volunteer as peer and family peer support	4/9/2025 7:58 AM

Q2 On a scale of 1 (not important at all) to 10 (very important), how important is supervision to you, personally?

8.7★
 Answered: 38 Skipped: 12

average rating



1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
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S	0.00%	0.00%	0.00%	0.00%	10.53%	2.63%	7.89%	13.16%	13.16%	52.63%		
	0	0	0	0	4	1	3	5	5	20	38	8.74

Q3 Overall, on a scale of 1 (terrible) to 10 (outstanding), how would you rate the support you receive from your supervisor?

Answered: 38 Skipped: 12

8.1★

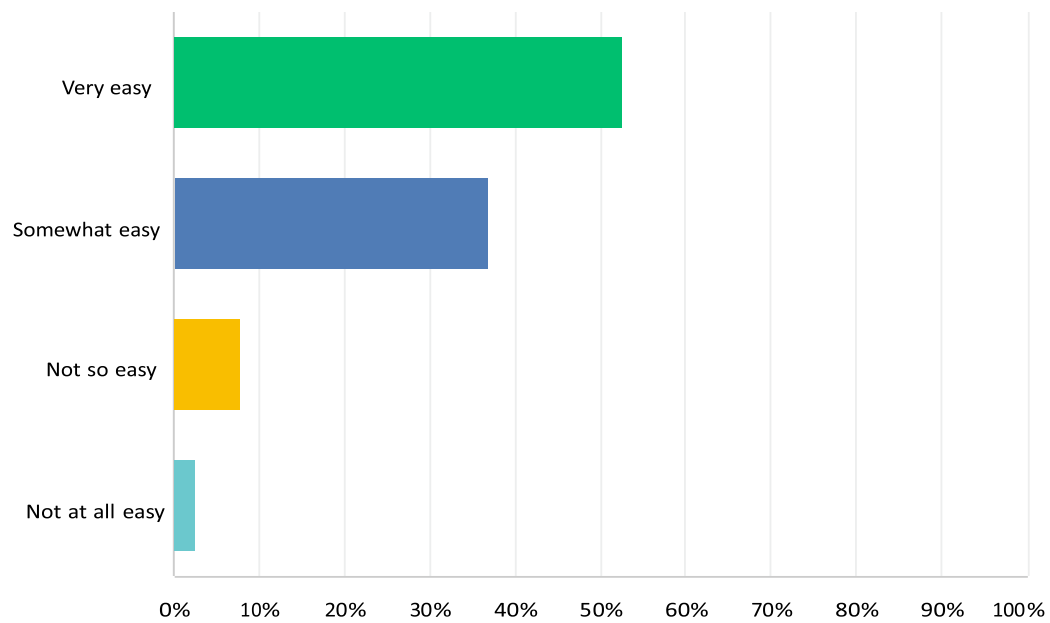
average rating



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
S	0.00% 0	2.63% 1	0.00% 0	7.89% 3	5.26% 2	7.89% 3	7.89% 3	13.16% 5	18.42% 7	36.84% 14	38	8.05

Q4 How easy is it to get help from your supervisor when you want it?

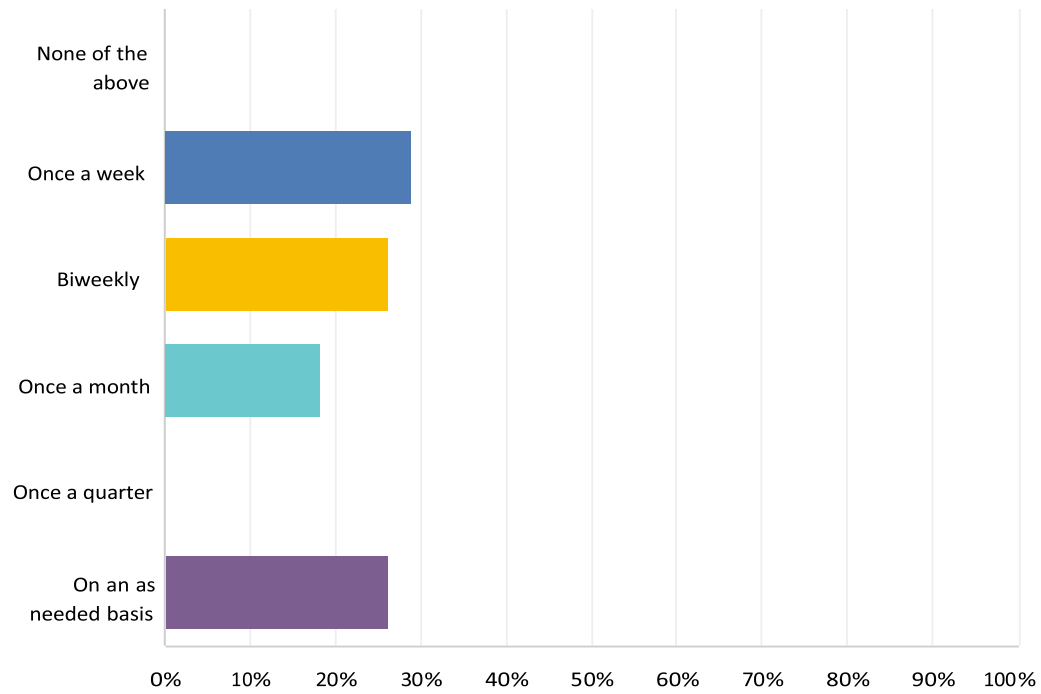
Answered: 38Skipped: 12



ANSWER CHOICES	RESPONSES	
Very easy	52.63%	20
Somewhat easy	36.84%	14
Not so easy	7.89%	3
Not at all easy	2.63%	1
TOTAL		38

Q5 How often would you like to have supervision?

Answered: 38Skipped: 12



ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Once a week	28.95%	11
Biweekly	26.32%	10
Once a month	18.42%	7
Once a quarter	0.00%	0

On an as needed basis

26.32%

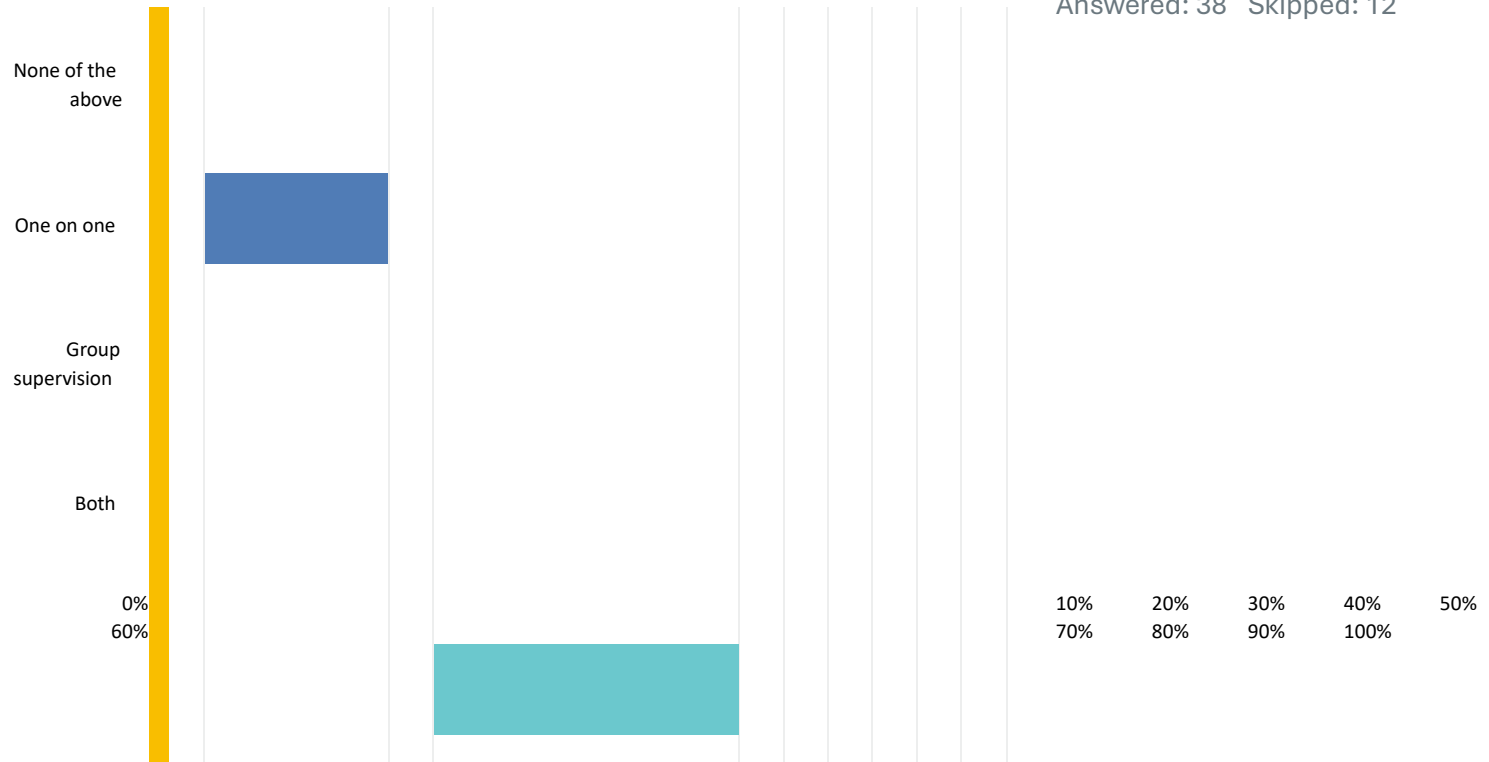
10

TOTAL

38

Q6 What type of supervision do you prefer?

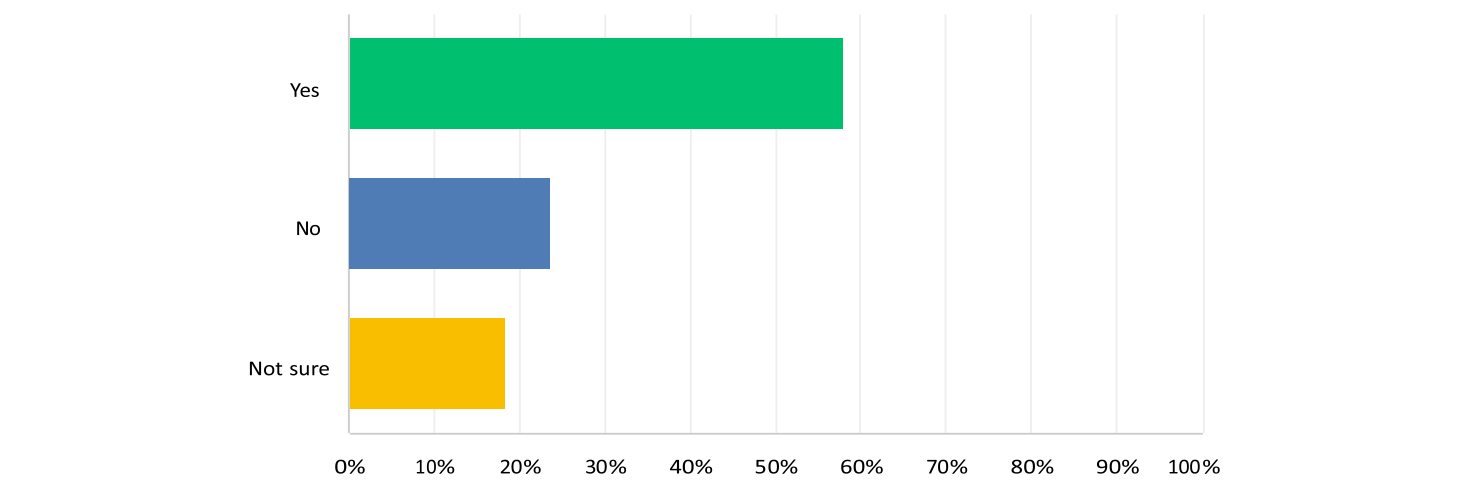
Answered: 38 Skipped: 12



ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
One on one	31.58%	12
Group supervision	2.63%	1
Both	65.79%	25
TOTAL		38

Q7 To your knowledge, does your supervisor have lived experience in your area of peer support work?

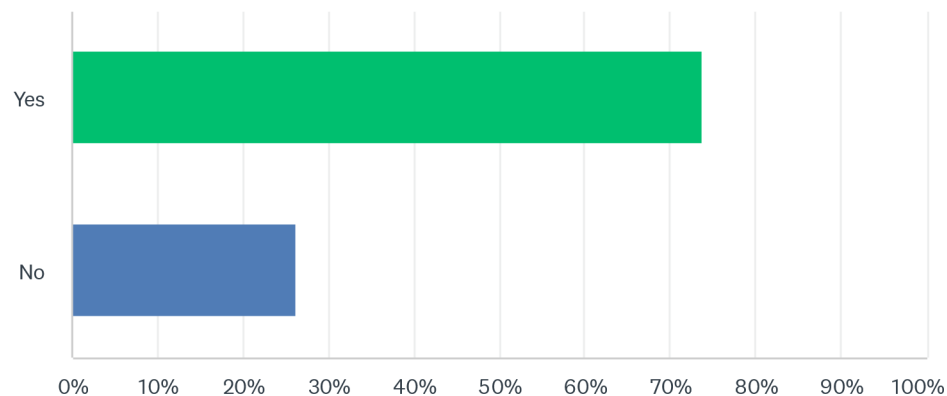
Answered: 38Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	57.89%	22
No	23.68%	9
Not sure	18.42%	7
TOTAL		38

Q8 As a peer, do you receive accommodations and support specific to being a peer?

Answered: 38 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	73.68%	28
No	26.32%	10
TOTAL		38

Q9 If you are receiving accommodations and support specific to being a peer, what are they?

Answered: 22 Skipped: 28

7	N/A	4/10/2025 4:49 PM
8	SSDI	4/10/2025 4:39 PM
9	Phone support, resources and rides to appointments	4/10/2025 9:08 AM
10	Trainings and implementation - motivational interview - DAP Notes - Being a specialist - Trauma Informed - Steps on working on our own steps of self care when faced with own trauma in workplace Any and all informative training that can help	4/9/2025 6:10 PM
11	Not specific accommodations, though I know if something were to come up, my supervisor would be very respectful and kind.	4/9/2025 5:36 PM
12	Days off, mental health days, and selfcare supports, understanding if I need to take time off for my mental health or my childs	4/9/2025 4:45 PM
13	Reduced workload, practical supports, encouragement, appreciation.	4/9/2025 8:05 AM
14	Ability to be flexible with working from home or in the field when we are not in direct service work and doing systematic work. Flexibility with work hour times... Personal accommodations and understanding when it comes to child care and being a single parent, example in my child is sick or on school break I have option to work from home so I can work and watch child... Travel opportunities to get training and learning on a national spectrum...ex peer pacylapse, child abuse of American training..	4/9/2025 7:27 AM
15	Well having a script on being on a panel or in a setting on being a presenter going over the ask and meeting to see if we are comfortable for me	4/7/2025 10:57 PM
16	Travel expenses covered, supervisor available to me any time	4/7/2025 8:39 PM
17	Support specific to gaining insight on what types of challenges I may be facing or simply things that are working.	4/7/2025 6:11 PM
18	Time allotted towards therapy, PTO	4/7/2025 4:35 PM
19	Assistents with clients in behavior and approach	4/7/2025 2:43 PM
20	Additional professional development. Dream Manager program.	4/7/2025 1:57 PM
21	When I was working as a peer I was on parole and they were accommodating to my scheduled and restrictions	4/7/2025 1:21 PM
22	Reflective supervision, wellness, recovery, action, planning (WRAP),	4/7/2025 12:14 PM

Q10 In your opinion, what are the most important qualities of an effective peer supervisor?

Answered: 34 Skipped: 16

5	Brainstorming solutions together instead of just offering advice. Curious about the whole well being instead of just work.	4/11/2025 7:09 AM
6	Appreciation and gratitude	4/10/2025 8:14 PM
7	To be there when needed. I'm not the micromanaging type. I don't do that in all of my organizations and I don't expect that of me in projects as well.	4/10/2025 6:52 PM
8	- They seek to understand - They hold you accountable - They are empathetic - They offer feedback - Offer opportunities to grow in my role	4/10/2025 5:39 PM
9	- kindness - openness - respect - grace	4/10/2025 4:49 PM
10	Empathy, attention to detail, proactiveness, positivity.	4/10/2025 4:42 PM
11	Listen	4/10/2025 4:39 PM
12	Grace, kindness, insight, and empathy to a degree	4/10/2025 4:08 PM
13	Having the ability to empower the Peer Specialist as well as not being lead by their own emotions	4/10/2025 12:29 PM
14	Easy to reach and talk to, someone who follows up and keeps their word.	4/10/2025 9:08 AM
15	Reflection, separation of task meetings and reflective supervision and understanding when you are being triggered or need help with a specific peer	4/9/2025 11:24 PM
16	- Resourceful - Meeting on a weekly basis - Providing feedback and improvements - On call for emergency calls for support - Training opportunities - Years of experience in field - Cultural awareness - Trauma Informed - Respectful and Empathetic - Knows the jobs inside and out - Have prior experience themselves related to peer support	4/9/2025 6:10 PM

17	Empathetic, non judgmental, supportive of me as both a parent peer support provider and a parent of a child with challenges. An important quality also is that a supervisor is approachable and trusted, making me feel safe and validated during our supervision meetings.	4/9/2025 5:36 PM
18	Lived experience, experience being a peer support, knowing that peer work is not easy and can offer support and tools to help when I'm in the field	4/9/2025 4:45 PM
19	Meeting people where they're at with no judgement.	4/9/2025 3:18 PM
20	Experience and understanding.	4/9/2025 12:49 PM
21	Listening & outside of the box thinking	4/9/2025 9:32 AM
22	Flexibility, compassion, commitment to supervising peers, lived experience, mission driven, someone who enjoys leading others as a servant leader.	4/9/2025 8:05 AM
23	Trust being able to feel comfortable and safe to open up and be honest without judgement or getting in trouble, freedom to speak freely and know I can even speak about my personal life barriers without feeling like I'm going to get in trouble. being able to have transparency, time for reflection on cases and receive support on possible trainings to support or idea. Having a supervisor that always looks out for your best interest and guide with love such as a protective parent, loving understanding but will lead and direct in right direction because they want better but also hold us accountable if you do something wrong with way to fix or a next steps on how to not make an error in the future but all done out of love. Someone who is willing to go to bat for you if a conflict arises and a peer is being mistreated in a protective but solution focused way. Someone that is dependable and available. In times of crisis willing to stop doing immediate task to help support the parent leader or self	4/9/2025 7:27 AM
24	Patient compassion and kindness in addition to being direct	4/8/2025 7:38 PM
25	being able to see what's available to me as a Parent Partner and my supervisor always make me feel comfortable in the ask on things that I need to do	4/7/2025 10:57 PM

26	Willing to listen to what I encounter with my peer and able to give me positive feedback on order for me to support my peer 100%	4/7/2025 8:39 PM
27	Realistic guidance and honest advice.	4/7/2025 6:11 PM
28	Empathy, lived experience in the field you are working in	4/7/2025 4:35 PM
29	Someone with minimum 5+yrs lived experience, someone with empathy, compassion, mercy 4/7/2025 2:46 PM and open minded. Also someone who actually has a passion to help others and doing it from their heart and not their wallet	
30	Hes Sympathy and patience with behavior and how working with others 4/7/2025 2:43 PM	
31	Allotting additional supervision time and more availability to have supervision or ask questions.4/7/2025 1:57 PM Establishing addition staff to provide consultation when supervisor is not available	
32	1. Feedback- constructive criticism helps me refine my skills and apply knowledge with 4/7/2025 1:21 PM encouragement and recognition for work done well 2. Autonomy- a hands off supervision process helps me to find my niche and how I best serve others as opposed to micro managing where I am forced to fit in a one size fits all box 3. New learning opportunities- even ones that don't fit in the traditional sphere or work, these opportunities helped me to expand my thinking and create new ideas to serve others in ways that fit them	
33	Ethical, Respectful, Fair, Champion, Supportive 4/7/2025 12:14 PM	
34	Good Listener, empathetic, takes action, decisive, progressive thinker, creates positive work 4/7/2025 11:12 AM culture, believes in recovery	

Q11 What would an ideal supervision session look like for you?

Answered: 34 Skipped: 16

#	RESPONSES	DATE
1	To help me be on tasks and help to hold me accountable. Helping me to come up with better figure things out with my young adults. Giving me constructive feedback during these on how I can be and do better. Checking in on my mental health too.	4/14/2025 9:13 AM
2	In person, one hour. Check in with each other on how they're doing with employment and if affecting them that needs further discussion of possible accommodations. Peer brings questions/concerns to discuss, offers their perspective. Peer supervisor offers their constructive feedback and sets mutual goals for peer's next steps. Goals set with next steps and next supervision scheduled.	4/12/2025 3:39 AM
3	For me when I have a concern that I just don't know exactly what I should do, I will ask my supervisor and she will give me different scenarios and strategies for me to help my peer..	4/11/2025 12:29 PM
4	Sharing and talking story and an understanding of my skills that I use to assist others in their mental health issues. Listening to each other and taking steps to correct issues that are different than other coworkers. Explaining what is needed but not expecting us to take on roles of a social worker, transportation, answering phones, or clerical duties alone. My skills are talking story with a consumer and not having to divulge their personal issues unless they are really a danger to themselves or others. Writing in personal files should not have to be in detail and allowing different times to help those in need of support to advocate with their doctors, support groups, or learning skills, such as catching the bus or getting used to other environments, such as housing and living situations.	4/11/2025 7:47 AM
5	An ideal supervision is when I leave feeling confident in my ability to navigate cases in purpose.	4/11/2025 7:09 AM
6	Positive feedback	4/10/2025 8:14 PM
7	Just open communication, new ideas, new ways or approaches to solutions, freedom to speak ones mind.	4/10/2025 6:52 PM
8	Growing opportunities	4/10/2025 5:39 PM
9	Going over cases, check ins	4/10/2025 4:49 PM
10	A mix of sharing and supervision.	4/10/2025 4:42 PM
11	Listening then talking. Sharing ideas. An open conversation.	4/10/2025 4:39 PM

12	Quality time, input on big picture, ability to grasp concepts	4/10/2025 4:08 PM
13	For me an ideal session would allow for discussion of past encounters as well as some encouragement with the possibility of reviewing and adding tools to our toolkits.	4/10/2025 12:29 PM
14	Being able to meet in a close to my area location, talk story get things done	4/10/2025 9:08 AM
15	I hr to review what has come up for me with certain peers and helping me to find strategies	4/9/2025 11:24 PM
16	My prior supervisor was well informed and took the time to adjust to my needs and how I learn to retain information. Role playing and practice what I learned was key for me as a visual learner.	4/9/2025 6:10 PM
17	We would talk either in person, on phone, Zoom, Facetime.... whatever works for both of us. I can share things that I've been working on with families or my professional development and growth as a parent peer support person. I can also ask for support and guidance with a certain problem or challenge . My supervisor would be directly focused on our interaction and they would know it's very important at that moment to connect with me and offer supervision.	4/9/2025 5:36 PM
18	Review of peers being supported with strategies, tools/approaches, system and agency updates information sharing(trends/trainings etc.), tools from our peer practice/training model, supportive, selfcare check-in. These things are currently how my supervision and I meet.	4/9/2025 4:45 PM
19	30mins-1 hour long session.	4/9/2025 3:18 PM
20	someone meeting with me who is very caring, kind, and supportive.	4/9/2025 12:49 PM
21	Convenient for my schedule, thorough in checking on me first then my cases	4/9/2025 9:32 AM
22	Focus on positive, sensitivity to effectively address opportunities for improvement, afterwards I feel motivated to move forward positively.	4/9/2025 8:05 AM
23	Space to open up and talk about any concerns or barrier related to direct work or personal life...space to receive healthy feedback on correctly immediate concern. And space to go over direct service work and brainstorm ideas Time	4/9/2025 7:27 AM

	to go over workload and up coming sure obligations. Space to review personal issues and be to get immediate supper	
24	At the one on one, good rapport, patience, and understanding. In a group setting, all of the above, plus being able to work with the group dynamics.	4/8/2025 7:38 PM
25	We open up on how each other doing if I have an pressing thing to discuss and then we get down to business on things that is happening and see if I am available or interested	4/7/2025 10:57 PM
26	Lots of laughter and positive encouragement	4/7/2025 8:39 PM
27	Not only hearing challenges but also providing options and doable solutions.	4/7/2025 6:11 PM
28	Allowing me to set the agenda	4/7/2025 4:35 PM
29	Someone who gives my the room to do my work, but to ve available when I'm stuck and need the help.	4/7/2025 2:46 PM
30	Solution's to help with thinking and understanding how to cope with the challenges that arise better than before	4/7/2025 2:43 PM
31	Have a semi-structured agenda, having enough time in case discussion does not stay fully on topic. Honest and hopeful praise along side of all feedback and corrections. Allow patience for peer support to share and occasionally asking same question more than once in case peer support is nervous to share when being called once.	4/7/2025 1:57 PM
32	A walk outside to "chat", I prefer a less formal approach so that I am more confident in bringing up new ideas and voicing concerns	4/7/2025 1:21 PM
33	Checking in on cases and challenges, thought partner, reflective feedback, projects, goals review, balance, offer support if needed	4/7/2025 12:14 PM
34	Explores my challenges and helps with problem solving, celebrates my accomplishments, reviews schedule	4/7/2025 11:12 AM

Q12 What could your supervisor start doing, or do more of, to be more effective in their role?

Answered: 34 Skipped: 16

#	RESPONSES	DATE
1	I'm not sure at the moment.	4/14/2025 9:13 AM
2	See peer as integral part with clients in recovery, not as an extension to case manager or assigned duties unrelated to peer support specialists.	4/12/2025 3:39 AM
3	I feel well supported and feel that she listens well and understands where I am coming from.	4/11/2025 12:29 PM
4	Read up on national code of ethics or the Hawaii Certified Peer Specialist manual and listen to everyone's concerns and fears of having a peer as staff, which does not impede or takeover other staff jobs. Dealing face to face with peers are our best assets and sharing our lived experiences but not breaking the confidentiality if others are involved so that peers feel that there is someone they can trust and look to other options instead of attending clinics or clubhouses for the rest of our lives. Understanding career options in education, employment, and support.	4/11/2025 7:47 AM
5	Act like a peer support themselves instead of a manager.	4/11/2025 7:09 AM
6	Stop micromanaging	4/10/2025 8:14 PM
7	Nothing. I only have 1 person in a "semi" supervisory position as I am the boss or main go to person in all of my other jobs in the various organizations I am involved with. This "supervisor" is great! Allows for open dialog & sharing. A trust is there & a lot of learning by me I feel is done because of the openness & willingness to be vulnerable & share.	4/10/2025 6:52 PM
8	n/a	4/10/2025 5:39 PM

9	N/A	4/10/2025 4:49 PM
10	Be more attentive to the needs of the participants.	4/10/2025 4:42 PM
11	My supervisor is a hard worker and goes above and beyond what is required !	4/10/2025 4:39 PM
12	Doing there best	4/10/2025 4:08 PM
13	Be a better listener so that they hear what is said.	4/10/2025 12:29 PM
14	Have resources that are updated	4/10/2025 9:08 AM
15	More opportunities for group reflection	4/9/2025 11:24 PM
16	Provided resources and have steps for emergency situations that occur to call on for support.	4/9/2025 6:10 PM
17	My supervisor is the best. I really couldn't ask for anything more at this time.	4/9/2025 5:36 PM
18	Can't think of anything right now	4/9/2025 4:45 PM
19	N/a	4/9/2025 3:18 PM
20	Nothing. I am satisfied with the support I receive.	4/9/2025 12:49 PM
21	Better communication	4/9/2025 9:32 AM
22	Can't think of anything.	4/9/2025 8:05 AM
23	Spend more time with me directly without any distractions More face to face check in's	4/9/2025 7:27 AM
24	Not only correct what I'm not doing well but also giving me positive reinforcement	4/8/2025 7:38 PM
25	none we being doing okay	4/7/2025 10:57 PM
26	My previous supervisor at Mental Health Kokua Anna was the absolute BEST	4/7/2025 8:39 PM

	SUPERVISOR.Altho she had someone above her she always made sure that I was comfortable with the Peers I supported and would go above and beyond to provide me with extra support if I needed it	
27	Not sure	4/7/2025 6:11 PM
28	Listen	4/7/2025 4:35 PM
29	Hear what I'm saying and strongly take my suggestions and recommendations into consideration	4/7/2025 2:46 PM
30	Takeing care of needs to help us with the needs like saport to achieve our goals in helping each other	4/7/2025 2:43 PM
31	Each take a type of strength and personality assessment as peer support may still be developing their social and professional skills and regular praise and encouragement will support that growth.	4/7/2025 1:57 PM
32	Clearly outlining the deliverables expected from me and my work. I don't need to be told HOW to do it but WHAT the proposed outcome should be/look like.	4/7/2025 1:21 PM
33	Structure,	4/7/2025 12:14 PM
34	Review and follow up on issues I have brought to their attention	4/7/2025 11:12 AM

Q13 What else, if anything, do you want to share about peer supervision?

Answered: 26 Skipped: 24

#	RESPONSES	DATE
1	Nothing else to share.	4/14/2025 9:13 AM
2	Peer supervision, always makes me feel that I have been listened to and supported. I am given strategies to help with my work with peers.	4/11/2025 12:29 PM
3	The supervisor does not have to share their own personal trauma, but have an understanding of what peer support really is about, which is unique than any other role of other staff members. The trust and hope given to peers are essential to assist others going through a crisis or even the mental health environment.	4/11/2025 7:47 AM
4	When I feel burnt out I wish it didn't feel like they're checking boxes. I really just need validation and support to figure things out on my own.	4/11/2025 7:09 AM
5	None	4/10/2025 8:14 PM
6	It has allowed me to expand my repertoire in communications and skills in facilitation. I feel confident in my groups.	4/10/2025 6:52 PM
7	N/A	4/10/2025 4:49 PM

15	I have nothing else to share.	4/9/2025 12:49 PM
16	It is not easy but it's very worthwhile.	4/9/2025 8:05 AM
17	Nothing	4/8/2025 7:38 PM
18	None	4/7/2025 10:57 PM
19	Having a supervisor who listens and encourages their team is what makes all the difference	4/7/2025 8:39 PM
20	No	4/7/2025 6:11 PM
21	Nothing more at this time	4/7/2025 2:46 PM
22	I'm learning more about myself understanding how to use my ability to learn new ways and to see things in new ways thinking and patience empty to share with other's	4/7/2025 2:43 PM
23	Peer supervisors should be aware that many peer supports may have received mental health services or may have never received these services to address a need. Offering and incorporating staff mental health services or hygiene within org. or outside org. will be helpful from the beginning of employment, especially to manage sensitive work such as peer support.	4/7/2025 1:57 PM
24	I believe that successful supervision allows both parties opportunities to learn and grow. It inspires new thought processes, ideas and the confidence to propose and follow through with them	4/7/2025 1:21 PM
25	Peer supervisor should also be supported as much as the peers they oversee. Reflective supervision, should be trained in SUD and how to support those in recovery	4/7/2025 12:14 PM

26

I would like to be asked if there is anything I need such as accommodation, training, etc.

4/7/2025 11:12 AM