

# Supervisors Guide to Peer Support



**Instructor(s):** Kristen Duffy & Maria Arnold

## Instructor Information:

Kristen Duffy- She co-wrote Riverside Counties DMC-ODS Waiver Peer Support Plan. She has authored "Self Care" Presentations which has been presented at International conferences, she coauthored Riverside Counties Building Peer Leaders- A Medi-Cal Peer Support Specialist Certification Training, she has provided recovery model training to all job classes within the Riverside County System and has participated in training of new employees.

Maria Arnold- Parent Support & Training Program Manager

In her first years as a Parent Partner, Maria was the youngest in her role in the Department. For many years since, Maria Arnold has advocated for parents and families who struggle when their child is having emotional difficulties. Mental health recovery and resiliency, for a child in crisis, is a family affair

## Course Description:

This workshop will review the supervision expectations as they pertain to peer support in addition to reviewing the historical implementation of the law in training requirements. In addition, this workshop will review the roles of Peer Support Specialists across county programing. Lastly reviewing some common challenges as supervisors.

**Date:** October 12, 2023

**Time:** 8:30pm – 5:00pm

**Location:** 2085 Rustin Ave Riverside Ca 92507 Entrance 1 Conference center

RUHS-BH Staff - Please register for this course via COR at  
<http://corlearning.sumtotal.host>

All other interested partners, please visit [www.rcdmh.org/wet](http://www.rcdmh.org/wet)

This course is not approved for Continuing Education Units

If you need a reasonable accommodation/alternative format for this training event, please contact the Rustin Conference Center at (951) 955-7270 at least fourteen business days (14) prior to the course date.

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### **Instructor Information:**

**Kristen Duffy** has been living and enjoying a life of recovery for over 27 years now, and was working in the treatment field, before certifications were required. Other Health Care Agencies have actively sought information and presentations from Kristen and the department on consumer billing and recovery documentation, such as, CASRA (California Association of Rehabilitation Agencies), “Pathways to Client-Centered Care” at the University of Southern California, Tulare County, Contra Costa County and Working Well Together. She co-wrote Riverside Counties DMC-ODS Waiver Peer Support Plan, She has authored “Self Care” Presentations which has been presented at International conferences, she coauthored Riverside Counties Building Peer Leaders- A Medi-Cal Peer Support Specialist Certification Training, she has provided recovery model training to all job classes within the Riverside County System and has participated in training of new employees. Kristen is a Copeland Center Advanced Level WRAP Facilitator, CPI Nonviolent Crisis Intervention Instructor, Co-Occurring Disorder Treatment Facilitator, Advanced Peer Practices Facilitator, just to name a few of her specialties. She is an active participant in the California Peer Certification movement. Kristen openly shares her recovery of mental health and substance abuse challenges, so that others may find their own recovery journey.

### **Maria Arnold** Parent Support & Training Program Manager

In her first years as a Parent Partner, Maria was the youngest in her role in the Department. For many years since, Maria Arnold has advocated for parents and families who struggle when their child is having emotional difficulties. Mental health recovery and resiliency, for a child in crisis, is a family affair. Maria’s expertise lies in her familiarity with the complex challenges families face to access the multi-agency supports offered to children and their families. Maria oversees the Parent Support and Training Unit; Parent Partners in the RUHS-BH system of care who provide parent-to-parent peer support, education and resources, that assist the entire family to discover their resiliency, and watch their child learn to thrive.

**Audience:** Staff who supervise Peer Support Peers.

Level of presentation: Introductory –this is a new topic for audience

**Seat #:** 30

**Location:** 2085 Rustin Ave Riverside Ca 92507  
Entrance 1 Conference center

This is an ADA compliant course. If you require accommodations, please contact the Rustin Conference Center at (951) 955-7270 fourteen days (14) prior to the course date.

**Educational Goals:**

- Participants will gain a better understanding of peer support specialist roles as they pertain across county programming.

**Learning Objectives:**

- Participants will be able identify supervisory role in supporting a Peer Support.
- Participants will accurately describe history of peer support.
- Participants will identify success strategies in partnership with Sr. Peer Support Specialist.

**Course outline:**

- History of Peer Support
- Medi-Cal Peer Support Certification
- Peer Support Roles & Duties
- Strategies for Successful Partnerships with Senior PSSs
- Senior PSS Roles & Duties
- Understanding the Practice of Peer Support
- Strategies for Successful Recruitments of New PSSs
- Wellness at Work & Turnover Prevention
- Addressing Challenges

**\*\*\*This course does not offer continuing education units/credits/hours\*\*\***

**Requesting Certificates of Participation:** Participants interested in receiving a certificate of participation should contact Sujei Larkin via email at [glarkin@ruhealth.org](mailto:glarkin@ruhealth.org). Please include the following information in your email request: full name and title of training. For in-person courses, certificates will be issued immediately after the completion of the course. For distance learning courses, certificates will be issued via email or by mail within five (5) business days after the completion of the course and receipt of required documentation.

**Attendance Policy:** Participants who arrive to the course after the scheduled start time may not be admitted. To receive continuing education credit for a course, participants must attend the entire scheduled time. Participants who arrive late, leave early or return late from lunch/breaks will not receive continuing education credit. To receive credit, participants cannot miss more than 15 minutes total of instruction. **There is no partial credit issued.**

**Enrollment/Registration Policy:** RUHS-BH Staff should register for this course via COR Learning Management System (<http://corlearning.rc-hr.com/>). The enrollment deadline is three (3) calendar days prior to the course start date (excluding holidays and weekends). All other interested partners, please visit [www.rcdmh.org/wet](http://www.rcdmh.org/wet)

**Cancellation and Refund Policy:** Registration must be cancelled on or before three (3) calendar days prior to the course start date (excludes holidays and weekends). Riverside University Health System-Behavioral Health does not currently charge fees for continuing

education courses or activities sponsored by our agency. Therefore, no refund policy or procedure is currently in affect.

**Grievances:** Please contact Workforce Education and Training at 951-955-7270 for questions or concerns about this activity or facilities, or to request a copy of our grievance policy and procedures. Riverside University Health System-Behavioral Health follows all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101-12213 (2008).