



**California Health and Human Services Agency (CalHHS)
988-Crisis Peer Supporter Workgroup, Meeting 2
Meeting Summary
August 6, 2024, | Virtual Meeting**

Meeting Materials and Recording are available on the [988-Crisis Policy Advisory Group website](#). Public Zoom chat from the meeting is included as an Appendix to this summary.

Workgroup Members in Attendance:

- **Co-Chair, Rayshell Chambers***, Painted Brain
- **Co-Chair, Keris Jän Myrick***, Inseparable
- **Deborah Diaz de Leon***, NAMI
- **Gwen Schrank***, Peer Connect, Collaborate Coalition
- **Jana Spaulding***, MD, Setup4Success
- **Kendra Zoller***, MHSOAC
- **Kenna Chic***, CA Healthcare Foundation
- **Lei Portugal Calloway***, Telecare Corporation

Non-Workgroup, Policy Advisory Group Members in Attendance:

- **Michelle Cabrera***, CBHDA

Project Staff in Attendance:

- **Ali Vangrow***, CalHHS
- **Hailey Shapiro***, CalHHS
- **Heidi Arthur***, Health Management Associates
- **Betsy Uhrman***, Health Management Associates
- **Nicholas Williams***, Health Management Associates

Workgroup Members Not in Attendance:

- **Jason Robinson**, SHARE
- **Lori Fischer**, Telecare AOT/CARE Act
- **Michelle Tanner**, REI/Pacific Clinics
- **Stephen McNally**, Brain Health 247
- **Susan Gallagher**, Cal Voices
- **Tiffany Murphy**, Consumers Self Help Center
- **Tina Robinson**, Owning My Own Truth
- **Vanessa Ramos**, Disability Rights USA
- **Wendy Cabil**, Independent MH Professional

*Attended virtually

Review of Agenda and Session Objectives

Betsy Uhrman, Associate Principal, Health Management Associates, began the workgroup meeting by explaining Zoom functionality, noting Peer Supporter Workgroup Meeting 2 objectives, and introducing the co-chairs and the focus for this particular workgroup.

Discussion of Peer Supporters in the Crisis System

Heidi Arthur noted that the aim of this workgroup is to discuss peer supporter roles that exist within the crisis continuum, and places where peer supporter roles should be introduced to improve the crisis system. She shared what facilitators heard from workgroup members in the previous meeting, including:

- The need for the roles and responsibilities of peer supporters on multidisciplinary teams to be clearly defined
- The need for structures to be created within organizations to support peer supporters
- There should be opportunities for advancement for peer supporters
- Access to family peer support specialists should not replace peer supporters
- The value of peer supporters should be articulated through research, stories, and testimonials to increase utilization across systems.

Discussion: Review of Draft Recommendations for the Five-Year Implementation Plan

Betsy Uhrman shared the draft implementation plan framework, which is comprised of the four goals: A) Public awareness of 988 and behavioral health services, B) Statewide infrastructure and technology, C) High quality 988 response, and D) Integration of 988 and the continuum of services, with cross-cutting factors running across all four of these. She then provided a draft set of recommendations for the workgroup's consideration; recommendations elevate areas where the state can play a role in advancing the integration of peers across the crisis continuum. Feedback included:

- Recommendations related to peer support should be one of the cross-cutting factors, alongside funding and data; recommendations related to peers span all four goal areas.
- Clarification is needed on the role peers will play on 988 crisis lines, be that conduits to crisis lines and/or working as peer operators.
- In thinking about spaces where peers can play a role, they stressed the need to consider alternative settings (e.g., peer respite, Recovery/Care Cafes, homeless shelters). They also suggested that the state should look to what other states are doing as models/inspiration, including opportunities for more expansive designation of peer roles across the continuum (e.g., in other states peers are regular staff in locked units).
- The workgroup affirmed the need to gather and share information on billable Peer Supporter roles/activities and other funding/reimbursement opportunities, notably through commercial insurance, public managed care plans, and Medicare.
- The workgroup elevated the need to gather and share timely data to provide a picture of the current state of the system and opportunities for improvement; this includes understanding of where there is divergence in uptake and practice across counties. This could also include maintaining an up-to-date list of peer warm lines (and encouraging transfers to those lines, as appropriate).
- There was discussion of the importance of being able to provide peer support services without having to rely on government funding, and the need to find innovative and creative ways to integrate that into the

crisis services continuum.

- There was discussion of the value of training and ongoing supervision for peers. There was interest in encouraging more organizations to utilize the existing peer trainings and to review and revisit exiting regulations for peer supervision, including co-supervision and co-facilitation models (clinical and peer co-supervision). Regarding supervision, there was the discussion of the need for debriefing processes/protocols.
- In the context of a conversation as to whether organizations should require peer certification (to ensure a baseline quality standard), there was mention that current peer certification has minimum education requirements that create a barrier to entry for some peers (specifically the required H.S./GED diploma) . One workgroup member wondered whether the state could have a role in modifying policy to enable more peers to pursue certification.
- One workgroup member noted the need to ensure that Crisis Centers' definitions/expectations of "lived experience" don't create barriers to peer involvement.
- In terms of public awareness, workgroup members noted that peers should participate in the development of campaigns. They also noted the need to increase consumer awareness of the availability of peer support (beyond public mental health).

Public Comment Period

Betsy Uhrman shared instructions for how to make public comment and said that comments can also be submitted at any time via email at AB988Info@chhs.ca.gov.

There were no public comment sign-ups.

Meeting Wrap-Up and Next Steps

Betsy Uhrman mentioned that the next Policy Advisory Group Meeting will be held on August 14th.

APPENDIX I: PUBLIC ZOOM CHAT

13:57:33 From Gwen Schrank – Schrank's Clubhouse/Peer Connect and Collaborate Coalition to Hosts and panelists:

Good Afternoon!

13:58:23 From Betsy Uhrman, HMA to Everyone:

Thanks for joining! We'll get started a little after 1pm/

14:00:49 From Betsy Uhrman, HMA to Everyone:

Welcome; here's the agenda for today's conversation:

<https://www.chhs.ca.gov/wp-content/uploads/2024/07/Peer-Workgroup-Meeting-Notice-and-Agenda-080624.pdf>

14:06:14 From Devon Schechinger to Everyone:

You are welcome to DM me if you'd like to make a public comment

14:12:47 From Devon Schechinger to Everyone:

AB 988 Info Email Address: AB988Info@chhs.ca.gov

14:13:19 From Gwen Schrank – Schrank's Clubhouse/Peer Connect and Collaborate Coalition to Hosts and panelists:

Good point Keris! Thanks for adding that.

14:14:21 From Gwen Schrank – Schrank's Clubhouse/Peer Connect and Collaborate Coalition to Hosts and panelists:

Or fee for service

14:16:21 From Devon Schechinger to Everyone:

988-Crisis Policy Advisory Group website:

<https://www.chhs.ca.gov/home/committees/988-crisis-policy-advisory-group/>

14:21:31 From Deborah Diaz de Leon – NAMI to Hosts and panelists:

Peers definitely fit into the Equity element that is cross cutting.

14:25:37 From Kenna Chic to Hosts and panelists:

Clarification question: are we thinking of having the 988 lines be run by peer supporters, volunteers, or another category?

14:27:26 From Kenna Chic to Hosts and panelists:

Sorry, I meant whether the calls would go to peers

14:47:56 From Gwen Schrank – Schrank's Clubhouse/Peer Connect and Collaborate Coalition to Hosts and panelists:

Thanks for sharing that Rayshell.

14:49:35 From Nicholas Williams to Hosts and panelists:

Is this the report Keris?

<https://store.samhsa.gov/sites/default/files/financing-peer-recovery-report-pep23-06-07-003.pdf>

14:50:09 From Keris Jän Myrick - Inseparable to Hosts and panelists:

Yes and I will double check about any others but I think that is the most recent

14:50:42 From Betsy Uhrman, HMA to Everyone:

Report Keris referenced:

<https://store.samhsa.gov/sites/default/files/financing-peer-recovery-report-pep23-06-07-003.pdf>

15:04:25 From Keris Jän Myrick - Inseparable to Hosts and panelists:

Yes to Jana and in this and other things so much variability because of county authority versus the state. Welcome to CA

15:21:30 From Nicholas Williams to Everyone:

Here is the public notice for next week's meeting:

<https://www.chhs.ca.gov/wp-content/uploads/2024/08/Public-Notice-and-Agenda-PAG-Meeting-081424.pdf>

15:22:42 From Deborah Diaz de Leon - NAMI to Hosts and panelists:

Thank you for hosting the great convo!

15:22:47 From Gwen Schrank - Schrank's Clubhouse/Peer Connect and Collaborate Coalition to Hosts and panelists:

thank you!