

Intro

This survey asks for your feedback about some of the skills that Peer Support Specialists need for working with older youth and young adults who have experienced psychosis.

Note: We use “PSS” to refer to the Peer Support Specialist/Peer Mentor role and “participant” to refer to the youth/young adult that the PSS is working with.

Providing complete feedback may take between 40 minutes and an hour or more. You may “quit” the survey and return to it any time by clicking on the unique link from your email again. We will share our findings with you after this phase of the feedback process is complete.

At the end of the survey, you'll have the opportunity to choose whether you want your incentive via Venmo, or via electronic gift card.

If you have any questions, please contact [contact info]

Skill area 1: Drawing out participants' preferences, perspectives and ideas

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Overall Description: PSSs consistently support participants to explore their own values, preferences, thoughts and ideas. PSSs do this in a way that is non-judgmental and shows genuine curiosity and interest in what participants express. During conversations or other types of interactions, PSSs do not try to convince participants what to do, say or think. PSSs follow participants' lead regarding if and when to meet, and what to do or talk about.

Key skills in this area are listed below. For each, please indicate how important it is for a PSS to have this skill in order to work effectively with participants.

	Extremely important	Very important	Moderately important	Slightly Important	Not Important
PSSs use active listening skills to support participants in sharing and exploring their experiences, values, ideas, preferences and perspectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSSs make reflections that fit well within the conversation and accurately restate or summarize key content that participants bring up.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSSs are able to gauge when a participant doesn't want to participate in certain activities or talk about certain things, or when they do not want to talk at all.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSSs are able to make observations and offer ideas for a participant to consider, without putting pressure on them to agree.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSSs identify and remember key content from conversations or interactions with participants, and bring this into later conversations when relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PSSs are comfortable acknowledging when they have misunderstood what a participant is communicating. A PSS should be able to own mistakes as needed and then return the focus of the conversation to the participant's thoughts and ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the skills listed above, please add them here. Also please make a note if you think there are important skills in this area that are *not* listed above.

Challenges in this area of peer support are listed below. Please indicate how important each of them is for peer support work—meaning that it's a challenge PSSs are at least somewhat likely to encounter in their work, and might have difficulty navigating.

	Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important
Managing the urge to steer a participant towards what the PSS thinks they should think or do. (This can be obvious or subtle, and may occur without the PSS being fully aware of it.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating situations in which a PSS is concerned that a participant's thinking or reasoning may lead them to do something counterproductive, risky or harmful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating situations when clinicians or family members put pressure on a PSS to "make" a participant change their thinking or behavior.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping track of key content from participants' communications over time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating situations in which a participant is reluctant or unable to share their thoughts, ideas or preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating situations when participants raise topics that the PSS finds difficult or uncomfortable, or when they do not share opinions expressed by a participant (e.g. suicidality or self-harm, or topics connected to sexuality, privilege/oppression, political views)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping what a participant says confidential (even if other treatment team members request information), unless the participant specifically provides permission to share; and explaining to participants any exceptions when confidentiality might be broken due to threats of harm to self or others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the challenges listed above, please add them here. Also please make a note if you think there are important challenges in this area that are *not* listed above.



Skill area 2: Providing emotional support

Skill Area 2: Providing emotional support

Overall Description: PSSs attend to, empathize with and validate the emotional expression and tone of their participants. Across their interactions and communication together, PSSs create opportunities for participants to explore topics or ideas that are important or meaningful to them.

Key skills in this area are listed below. For each, please indicate how important it is for a PSS to have this skill in order to work effectively with participants.

	Extremely important	Very important	Moderately important	Slightly Important	Not Important
Recognizes and validates when participants indicate things that are important or meaningful to them. Creates opportunities for participants to explore these topics if they want to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognizes and responds to emotional content with participants—including positive, negative and mixed emotions in conversations or actions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides validation and empathy using skills from skill area 1 (drawing out participants' perspectives) . This may include validation based on personal experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is able to assess and/or ask when it would be helpful to go deeper into emotionally significant topics and help participants explore further.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Extremely important	Very important	Moderately important	Slightly Important	Not Important
Knows how to come out of discussing emotional or distressing content with participants and is able to conclude a conversation so that both are left feeling reasonably okay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checks in with participants and plans follow up with other providers for additional support to ensure participants' safety when necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manages their own reactions to what participants may disclose, including when triggered or experiencing vicarious trauma and distress. Knows how to seek support for themselves in processing these experiences and creating boundaries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the skills listed above, please add them here. Also please make a note if you think there are important skills in this area that are *not* listed above.

Challenges in this area of peer support are listed below. Please indicate how important each of them is for peer support work—meaning that it's a challenge PSSs are at least somewhat likely to encounter in their work, and might have difficulty navigating.

	Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important
Feeling overwhelmed or unable to genuinely understand or validate emotional experiences or ideas that participants talk about, such as those connected to trauma, racism or other forms of oppression and extreme or unusual experiences related to mental health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing situations where a participant doesn't feel that it's possible for a PSS to genuinely understand them due to different styles of communication, personal experiences, identities, cultures and values, socio-economic status, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important
Giving reflections or responses that come across as inauthentic, exaggerated or misaligned with what participants are communicating, including over-empathizing or being excessively enthusiastic or positive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognizing when topics are too traumatic or unhelpful to explore with participants and knowing when and how to get additional support from other providers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the challenges listed above, please add them here. Also please make a note if you think there are important challenges in this area that are *not* listed above.

Skill area 3: Being a peer, being genuine and drawing on personal experience

Skill Area 3: Being a peer, being genuine and drawing on personal experience

Overall Description: PSSs present themselves and talk about personal experiences with intention, in a way that is genuine and helpful to participants. PSSs provide credible indications that they have key experiences, attributes and/or identities that help them understand participants' perspectives and experiences.

Key skills in this area are listed below. For each, please indicate how important it is for a PSS to have this skill in order to work effectively with

participants.

	Extremely important	Very important	Moderately important	Slightly Important	Not Important
Cultivates a manner of self-presentation and speaking that is genuine and not overbearing or self-centering.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers knowledge, observations or anecdotes from personal experience for participants to consider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normalizes participants' experiences through reflections, suggestions, etc. without implying that participants should believe, feel or act the same way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is open and genuine about personal experiences without triggering distress for participants or themselves.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serves as an example of a young adult who has experienced challenges related to mental health and has had success in navigating life while managing their mental health and wellness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the skills listed above, please add them here. Also please make a note if you think there are important skills in this area that are *not* listed above.

Challenges in this area of peer support are listed below. Please indicate how important each of them is for peer support work—meaning that it's a challenge PSSs are at least somewhat likely to encounter in their work, and might have difficulty navigating.

	Extremely Important	Very Important	Moderately Important	Slightly Important	Not Important
Recognizing and managing the impulse to:					
<ul style="list-style-type: none"> Share personal experience as a way to prove worthiness as a peer. Overshare personal experience or share in a way that overwhelms a participant, diminishes their own experiences, or distresses the PSS. Share personal experiences to serve the PSS's own purposes, such as venting, or prompting a participant to provide emotional support. 	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking with participants about PSSs own ongoing challenges in a way that is genuine but not distressing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Claiming or enacting an identity or shared experiences in a way that participants don't see as credible or authentic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing situations where a participant does not see PSS as having key aspects of identity or experience in common.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being able to appropriately raise issues about differences (between themselves and participants) in experiences, identities or access to resources that can make it difficult for for a PSS to understand a participant, or for a participant to feel understood. Being comfortable with acknowledging and navigating these topics with participants when they come up.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have comments about the content or wording of any of the challenges listed above, please add them here. Also please make a note if you think there are important challenges in this area that are *not* listed above.

Contact and Incentive Information

Please provide your name here so we can get you your incentive!

IF you want to receive your incentive via Venmo, we need your @name for Venmo and you phone number. If you don't fill in **both** of these, you'll get your incentive via Rewards Genius, which allows you to choose an electronic gift card from among hundreds of vendors.

Fill in your Venmo @name here (if you want your incentive via Venmo):

Fill in the phone number associated with your Venmo account (if you want your incentive via Venmo):

We want to be able to stay in touch with you for future opportunities on the project. If the email you have provided for us is a work email, do you have a personal email address we can use if you change jobs? if so, please enter it here.

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