



# ***SUD PEERS IN COVID-19***

CHALLENGES, RESILIENCY & EMERGING  
STRATEGIES

DEBRA BUFFALOBOY, CADC II, CRM, PWS

# ***SURVEY***

***Thanks to Michael Razavi, MPH, CADCI, PRC, CPS  
MHACBO DIRECTOR***



AMONG VARIOUS  
PEER TYPES;  
CANVASSING PWS, PSS  
AND CRM WORKERS



PRIMARILY IN THE  
PORTLAND, OR AREA



ON-LINE AND BY  
PHONE



WE ASKED ABOUT  
CURRENT CHALLENGES



WE ASKED ABOUT ANY  
NEW STRATEGIES THEY  
HAD DEVELOPED



WE OBSERVED A LOT  
OF RESILIENCY

# ***SERVICE DELIVERY CHALLENGES IN COVID-19***

No face to  
face contact

It's hard to  
offer support  
over the phone

Unable to  
observe 'non-  
verbal' cues

Engagement  
with new peers

Building trust

Closed UA  
services and  
facilities

# ***IN ADDITION***

Remote Intakes

Trying to foster authentic connections via technology

Helping peer go through their own panic/trauma as I go through mine at the same time

New clients unfamiliar/unable/unwilling to use ZOOM

Already minimal access to resources & services reduced even further

DHS & Judicial System slow downs

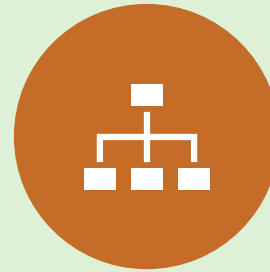
# ***INSTITUTIONAL ISSUES***



STRUGGLING TO FIND NEW  
WAYS TO BE W/PEERS IN  
LOCKDOWN UNITS/DORMS



DEALING WITH ANGRY FOLKS  
WHO MUST STAY PUT IN UNITS



THERE'S ONLY 1 OF ME FOR 4  
OF THOSE UNITS



TRYING TO MANAGE THE DEEP  
SENSE OF GUILT I FEEL AT NOT  
BEING ABLE TO SERVE  
EVERYONE WHO NEEDS  
SUPPORT NOW MORE THAN  
EVER



*FINALLY*

CONFRONTING  
THE ALREADY  
BADLY BROKEN  
SYSTEM THAT IS  
NOW EVEN  
WORSE



# ***RESILIENCE***

SOME EMERGING  
STRATEGIES FROM THE  
TRENCHES

# *STRATEGIES*



ACTIVE ENGAGEMENT  
VIA ZOOM



MORE  
PHONE/VOICE/TEXT  
CONTACTS



INCREASE  
CONSISTENCY &  
PERSISTENCE WITH  
PEERS



BEING FLEXIBLE, OPEN  
TO PROBLEM SOLVING  
CONTACTS



TAKING TIME TO TEACH  
PEERS HOW TO  
NAVIGATE  
TECHNOLOGY



UTILIZING MY PASSION  
FOR TECH AS A BRIDGE  
TO MORE CONTACTS





***MORE  
STRATEGIES***



USING MY VAN AS AN  
OFFICE WHILE  
CONNECTING PEERS  
TO SERVICES



SUPPORTING CLIENTS  
TO BE MORE  
COMFORTABLE  
W/TELEHEALTH



WALKING CLIENTS  
THROUGH EACH STEP  
OF ZOOM



STAY IN ALL TYPES OF  
CONTACT AS MUCH AS  
POSSIBLE



MAKING SURE THEY  
KNOW I'M THERE  
WHENEVER THEY NEED



CO-FACILITATING  
SUPPORT GROUP  
MEETINGS AS AN  
OPTION

# ***MORE EMERGING PRACTICES***



Compensating by having larger groups of input/support for clients



Accessing DDA ZOOM, chat rooms, skill building groups, resource paged, activity website and 1-1's



Acting as MH First Responders



Staying patient and persistent



Putting out positive energy



Staying 'spacious'



***N.A.R.A.***  
***SPECIFICALLY***  
***Native American***  
***Rehab Assoc***

Blending work-from-home staff with on-site staff to coordinate problem solving strategies

Increasing client contact to 3X/wk for ALL 120 clients

ZOOM for appt's

6 Life Skills groups + 2 Literature study groups  
2X/wk

Delivering food boxes, Rx's and any other needs



*Q & A*