



## How We Work With Organizations to Implement Their Peer Support Circle Programs

Authenticity Consulting, LLC, is the lead organization in guiding organizations on a pro bono basis to implement Peer Support Circles (PSC) programs for their constituents. Our pro bono support is for those organizations intending non-commercial use of the Peer Support Circles -- their Circles are not intended for or directed towards commercial advantage or monetary compensation. We have used the following systematic process to successfully customize Peer Support Circles programs for client organizations around the world.

### 1. Develop the PSC Program Team

- ❑ Identify 2-4 people from the client's organization to be a "Program Team" to work with us on the following steps in this process. It is ideal if the Team includes at least one person who is formally responsible for the success of the program and also 1-2 people who might be members of an upcoming Circle.
- ❑ Authenticity orients the Team members (in-person or virtually) to the basics of the PSC process and the major considerations in implementing a PSC program. The orientation usually includes two meetings, the first of which is a training and the second of which is a demo of a PSC.
- ❑ DELIVERABLE: Client has fully equipped Team to support design and implementation of a successful PSC program.

### 2. Clarify the Client's Desired Outcomes from the PSC Program

- ❑ Authenticity works with the Team to clarify the client's overall desired outcomes for members in the Circles, for example, ongoing shared materials, support and accountabilities to reduce stress and cope with affects of the COVID pandemic.
- ❑ DELIVERABLE: Authenticity provides specification of all of the client's desired outcomes from the PSC program.

### 3. Design the PSC Program Plan to the Produce Desired Outcomes

- ❑ Authenticity works with the Team to clarify all aspects of the design of the PSC program including, e.g., necessary roles in the program, who the Circle members will be, how many Circles to start with, the frequency and duration of Circle meetings, how facilitation will be done, how members will help/coach each other, how members will communicate (in-person, virtual, combination), how Circles will be evaluated, and what specific materials and tools will be needed for running the PSC program.
- ❑ DELIVERABLES: Authenticity provides detailed PSC Program Plan about all aspects of the Program. Plan is for the Team's approval.



#### **4. Develop the Necessary Program Capabilities, Materials and Tools**

- ❑ Depending on the design of the approved PSC Program, Authenticity can provide resources for most aspects of marketing, implementing and evaluating the program.
- ❑ Client identifies 2-3 people who will be trained about facilitating PSCs, and who will facilitate 2-3 pilot Circles.
- ❑ Authenticity trains the facilitators. The training process is described at <https://peersupportcircles.org/facilitator-training.htm>
- ❑ Client provides necessary technology for virtual PSCs, if applicable in the program.
- ❑ DELIVERABLES: Authenticity's training session with the facilitators. Other necessary resources are available for free on the PSC website PeerSupportCircles.org .

#### **5. Implement and Continuously Evaluate the PSC Program Pilot**

- ❑ Implement the approved Program Plan by implementing 2-3 pilot Circles.
- ❑ During implementation of the pilot, concurrently conduct evaluations of the quality of achievement of the desired outcomes, including of the quality of Circle facilitation, meetings and individual members' results.
- ❑ DELIVERABLES: Client's updated Program Plan based on learnings from the pilot implementation, so far.

#### **6. Evaluate the Final Results of the PSC Program Pilot**

- ❑ Conduct evaluation of pilot after completion of all meetings, including evaluation of Circle's facilitation, quality of meetings, and members' individual results.
- ❑ DELIVERABLES: Client's updated Program Plan based on completion of pilot.

### **What a Typical PSC Program Looks Like**

#### **Meetings**

- Six meetings, 1.5 hours long for 4 members, 2 hours long for 5, 2.5 hours long for 6.
- (First meeting is usually 30 minutes longer, to include introductions and a training.)
- Scheduled by the members to be every 2-4 weeks apart.
- Meetings in-person or over the phone or Internet.
- During the 6th meeting, members can renew for another specific number of meetings.

#### **Membership and Support**

- Each member brings a current, important priority to get support for.
- Each member gets equal time in each meeting to get supported by others.
- Support includes each member self-selecting realistic action(s) to take between meetings.
- Between meetings, members share support if requested by a member.

#### **Facilitation and Evaluations**

- Each meeting is facilitated - guiding others through the agenda and ground rules.
- Facilitation can be done by one member or shared by all.
- Facilitator can get and share support in meetings like other members do.
- Practical evaluations in each meeting, and at the mid-point and end-point of the program.