



PEERSTAR  LLC

A COMMUNITY BEHAVIORAL HEALTHCARE SERVICE
WORKING TOWARD RECOVERY AND INTEGRATION

Annual Report 2022

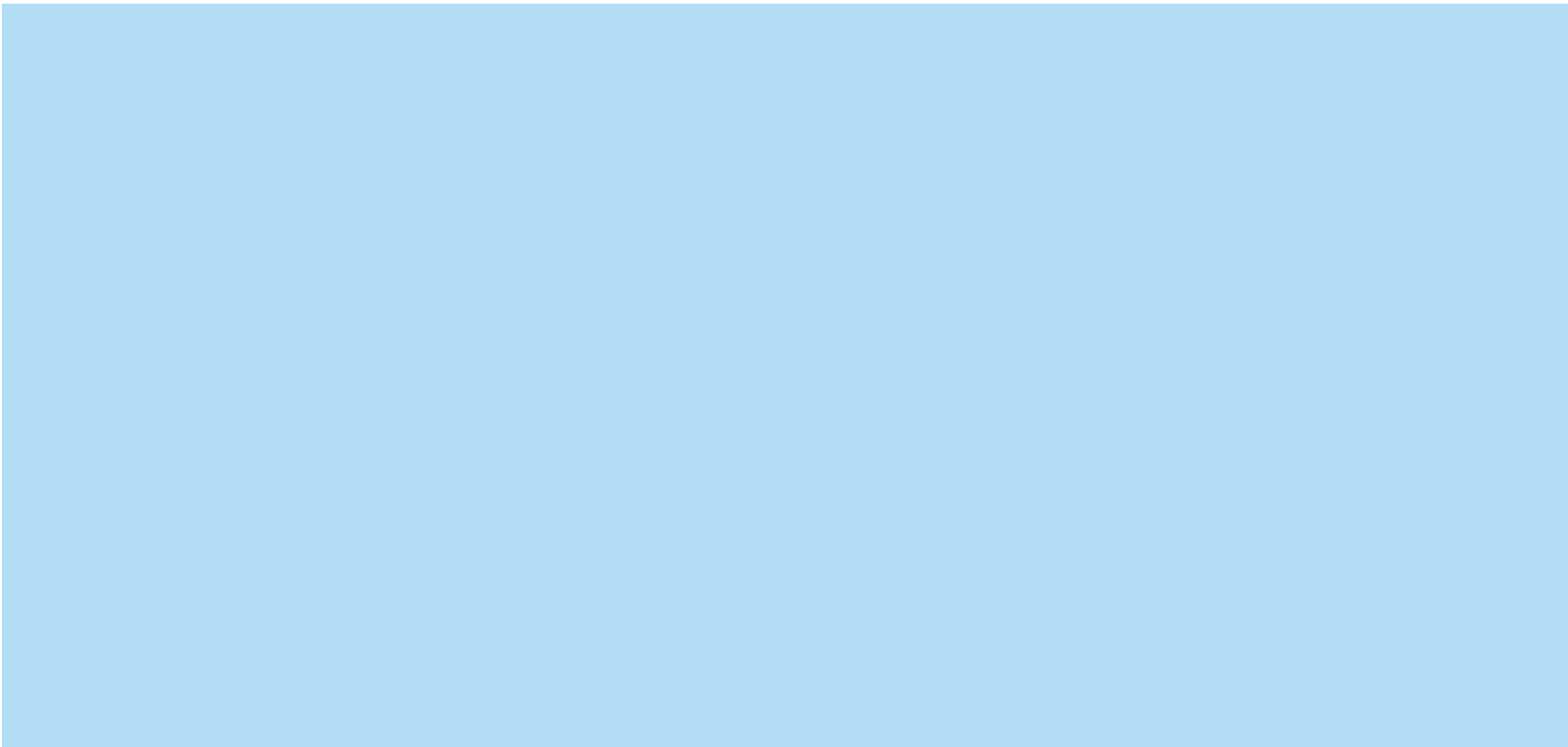
Support that Understands

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Welcome

Peerstar, LLC Annual Report 2022
Support that Understands

Mental Illness is not a
CHOICE, but **RECOVERY** is”



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Goals and Message from the COO

Message from the President

Larry J. Nulton, Ph.D.

I am proud to say that over the past year, our company has continued to grow and significantly impact the lives of those struggling with mental health issues.

With our dedicated team of trained peer support specialists and innovative technology, we have reached more individuals and offered them the support and resources they need to improve their mental well-being.

Our goal remains unchanged as we look towards the future: to continue improving access to mental health care and empower people to take control of their mental health. We are committed to providing the highest quality care and creating a supportive community.

Together, we can help break down mental health stigma and create a world where everyone feels comfortable seeking the support they need.

Thank you for your continued support and commitment to our mission.

Let's make this year our best yet.

Sincerely,

Larry J. Nulton, Ph.D.
President and Chief Executive Officer

Our Vision

Each individual or family member affected by mental illness has a unique history that can affect their treatment outcome. Each has the opportunity to be supported by a system of recovery that integrates the provider systems with community or other natural supports in an effort towards independence and individual healing.

Our Guiding Principals

Peerstar's Peer Support Specialists, Peer Support Specialist Supervisors, and Administrative Staff follow the "10 fundamental elements and guiding principles of mental health recovery that serve well as guideposts for recovery-oriented services."

- Self-Direction
- Individualized and Person Centered
- Empowerment
- Holistic
- Non-Linear
- Strength-Based
- Peer Support
- Respect
- Responsibility
- Hope

2022 Highlights

Safety Committee

In 2022, a Safety Committee was established. The committee consists of Peerstar's Intake Manager, Director of Administrative Operations, HR Specialist, and a Regional Director. The Safety Committee conducted several inspections and investigations ensuring each Peerstar office space is safe and clear of risk for potential accidents. The Safety Committee is developing several safety trainings for all staff in 2023, including topics of safe driving and safety when entering homes.

Trauma Awareness Initiative

Peerstar continues to recognize and evaluate trends of best practice in peer support and recovery practices. In 2022, Peerstar began a Trauma Awareness Initiative, aimed at recognizing the prevalence and impact of Trauma on the peers we support. We provided all levels of staff with an introduction to trauma-sensitive peer support and developed a second trauma-sensitive training that will also be available to all staff.

Federal Bureau of Prisons Peer Support Training

Peerstar worked as a sub-contractor developing an 80-hour peer support training that will be used within the Federal Bureau of Prisons.

Social Determinants of Health Initiative

Peerstar developed and implemented new strategies for identifying Social Determinants of Health needs and provided staff with additional training and resources to help peers meet those needs. In addition to providing all staff with training on Social Determinants of Health, Peerstar integrated SDoH screening, goal development, and support strategy options into our existing documentation system.

Value-Based Payment Benchmarking Program

Peerstar participated in CCBH's Value-Based Payment Benchmarking Program and was awarded an incentive check for meeting goals of no hospital readmissions in 2022. Our Intake Department works closely with hospital staff in Blair, Bedford, and Somerset counties to allow Peers to start peer support before discharging from the hospital. This collaboration allows Peers to have immediate support while readjusting back to their homes and communities, and has contributed to Peerstar's success with low readmission rates. We are developing a training for Peer Specialists and Peer Specialist Supervisors to expand their skills when working with Peers discharging from the hospital. This training is to be offered to CPS and CPSS in 2023.

Empowered Aging Peer Support

Peerstar provided numerous presentations across the state of Pennsylvania, addressing the needs of older adults in nursing facilities. Through these presentations, multiple partnerships were born, increasing the interest and need for our Empowered Aging Peer Support services. Peerstar began a pilot program, working within a nursing facility in Region F, and hopes to grow this program in 2023.

Supervisor Workshops

Supervisor workshops continued to be offered monthly throughout 2022. These workshops focused on two specific goals for supervisors: developing your professional identity and skill building. The first half of 2022 helped Supervisors develop their professional identity by providing opportunities to reflect on their current roles while learning to develop their leadership values, roles, and style. The second half of the year focused on developing skills needed to effectively and successfully fulfill the duties of a peer support supervisor.

The Recovery Advisory Board

The Recovery Advisory Board continues its mission of growing our recovery initiatives for both peers and staff. The board meets monthly to brainstorm recovery initiatives and employee connection opportunities. In 2022 the board continued to publish recovery-inspired blogs, peer-support-focused podcast episodes, and employee engagement activities and contests. The Advisory Board welcomed a new Recovery Outreach Coordinator in 2022 who worked with the Advisory Board Chairperson to further the mission of the Advisory Board. 2022 accomplishments include the release of a new Podcast entitled "From Hurt to Healing", a "Wellness Wednesday" weekly video series, a Caffeinate and Advocate video series and continued employee connection opportunities through online activities and monthly networking meetings.

OVER THE EDGE

3 staff went "OVER THE EDGE" in partnership with PaPSC and Pro-A to raise awareness on Stigma.

Our Leaders

About Corporate



Larry Nulton, Ph.D.
Chief Executive Officer

Bowling Green State University



Elissa Nulton, MBA
Chief Operations Officer

Indiana University of Pennsylvania



Lori Miller, BA
Chief Compliance Officer

University of Pittsburgh



Jessica Peacock, Ed.D.
Chief Recovery Officer

Liberty University

Our Team

“We are not a **TEAM** because we work together,
we are a **TEAM** because we **RESPECT, TRUST, & CARE** for each other”

Directors



Michelle Seaman

Director of Onboarding
Clearfield, Jefferson, Armstrong
Indiana, and Westmorland



Christine Butterbaugh

Region B
Cambria, Blair, Somerset,
Bedford, Franklin, and Fulton



Heather Moran

Quality Improvement
Project Manager



Christy DiStefino

Region D
Philadelphia and Delaware
Director of Forensics



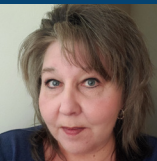
Thomas McHugh

Region E
Lackawana, Susquehanna, Wayne
Luzerne, and Wyoming



Ronald Nase Jr.

Region F
Northampton, Lehigh, Carbon,
Monroe, and Pike



Elise Harmon

Region A
Clearfield and Jefferson



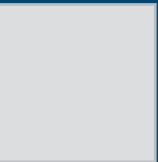
Tyler Hindinger

Region H
Blair, Bedford, Somerset,
Franklin, and Fulton



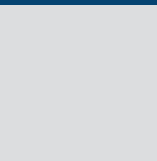
Jessica West

Director of Intake



Monica Carroll

Region G
Armstrong, Indiana, and
Westmoreland



Thalia Catino

Region I
Cumberland, Dauphin,
Lancaster, Lebanon, and Perry



Carol Winters

Region C
Centre, Huntingdon, Mifflin,
and Juniata

Specialty Services

Forensic - Certified Recovery Specialist - Empowered Aging Peer Support - Dual Diagnosis

Forensics

Peerstar's renowned peer support services specialize in providing informed assistance to individuals involved in the justice system coping with mental health or co-occurring disorders. As of December 31, 2022, Peerstar employed 61 CPS and 31 CPSS who received training in supporting individuals with achieving recovery goals while reducing stigma and recidivism rates. This two-day training focuses on providing tools and resources for returning citizens and individuals living in the community with justice involvement. The training was

developed by Peerstar and highlights the peer specialist's role in supporting individuals to achieve successful outcomes by analyzing the Sequential Intercept Model and identifying access points to diversionary programs and available interventions. Portions of the training will be available virtually in 2023.

Peerstar's forensic training is offered internally to all interested employees. It was offered once internally and once externally in 2022. Over the years, other agencies and justice facilities have sought out Peerstar's specialty trainings. We've provided our forensic training to various agencies across the United States including Vermont, Alaska, New Orleans, and Hawaii. Our internal training will be offered more frequently in 2023 for CPS/CPSS who are interested in working with the justice-involved population.

IN 2022 PEERSTAR PROVIDED FORENSIC PEER SUPPORT IN

8 COUNTY JAILS and **20 COMMUNITY-BASED COUNTIES** in Pennsylvania.

There were **222 INDIVIDUALS WHO RECEIVED COMMUNITY-BASED FORENSIC PEER SUPPORT.**

PEERSTAR'S IN-JAIL REENTRY PROGRAMS ADMITTED 249 INDIVIDUALS of

which **17 CONVERTED TO PEERSTAR'S COMMUNITY-BASED SERVICES.**

Of the 17 individuals that began receiving our community services after reentry, 9 were reincarcerated while receiving services and 2 were reincarcerated within 6 months of discharge with Peerstar.

Philadelphia's community program has grown to around 500 units per week since January 2022. Philadelphia and Delaware Counties now serve the mental health, forensic, dual diagnosis, and older adult populations. In 2023, Philadelphia will develop and begin a Certified Recovery Specialist Program in the community.

Certified Recovery Specialist

Across the seven counties we are approved to provide Certified Recovery Support; we currently have 9 staff who are trained as Certified Recovery Specialists. In 2022, we provided CRS services to 6 unique peers. We participated in many community events to reduce the stigma associated with substance use disorders. In 2022, we added CRS services in Cambria county and are looking forward to growing the Certified Recovery Support Program in additional counties in 2023.

Empowered Aging Peer Support

In 2022, Peerstar continued providing our newest specialty training to support the needs of older adults. Empowered Aging Peer Support (EAPS) teaches Certified Peer Specialists aspects of the typical aging process and common mental health needs of older adults. EAPS teaches staff about the unique circumstances and life experiences of older adults while providing practical techniques for supporting older adults in reaching goals while continuing to improve their overall wellness and life satisfaction.

Dual Diagnosis

In 2022, we continued to develop our Dual Diagnosis training, services and partnerships. We trained 2 new internal Dual Diagnosis trainers and currently have over 200 Peer Specialists across the company trained in the Dual Diagnosis specialty. We added 6 new supplemental Dual Diagnosis trainings that staff can take virtually. We continue to see improvements and exposure for the Dual Diagnosis Program. We are continuing to work with the Adult Community Autism Program (ACAP), Drexel University and local stakeholders on implementation of the Community Autism Peer Specialist Program (CAPS). We look forward to continuing this partnership and project in 2023.

Continuous Quality Improvement

The Peerstar CQI Plan was reviewed by the Chief Compliance Officer. The following is a summary of the findings:

Satisfaction Outcomes

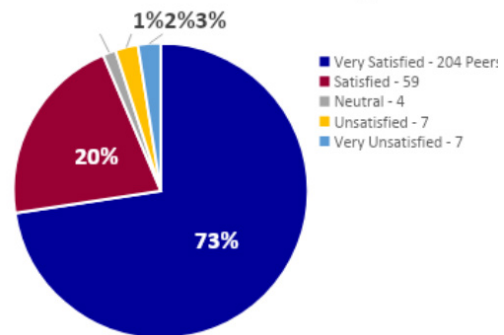
281 surveys completed in 2022 as of 12/29/22.

According to peers, on average they see their peer specialist 2.5 times per week and the average session lasts 2 hours and 10 minutes.

93%

Peers are satisfied or very satisfied with their services

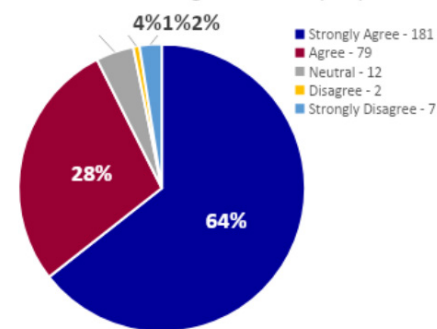
Overall Satisfaction with Peer Support Services



92%

Peers believe their CPS provides them the opportunity to recover

My Peer Specialist provides me with opportunities for recovery and encourages me to help myself?



Individual Records

In 2022, Compliance Department staff reviewed on average 1200 individual peer charts performed with no significant trends noted. The review included the timeliness and appropriateness of service by reviewing medical necessity of service provision. Record reviews verified all services began timely, within one year of LPHA recommendation, as per OMHSAS policy, and as per the individual service plan. Benefits are verified upon referral and through bi-monthly EVS checks. Also, outcomes of individual peers are provided on the home page of the individual's medical chart.

The focus for 2023 will be adding enhancements for to promote better quality of documentation by working with individual CPS staff members to assist them to become even better documenters. Also, enhancements will be made to the Electronic Medical Record progress note to significantly reduce documentation errors. For example, certain fields will be made mandatory so that information must be entered in order to advance to the next field within the note. In 2022, Peerstar had no licensing issues.

How do our Employees feel?

91%

say the work they do gives them a feeling of personal accomplishment

93%

say they feel Peerstar is committed to providing a high level of support to peer

85%

say they would recommend Peerstar for employment

88%

say they feel proud to tell people they work for Peerstar

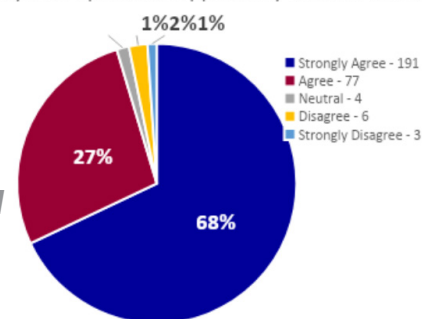
88%

say they are satisfied with their job

95%

Peers feel supported

My Peer Specialist supports my sense of well-being.



Peer Support Service Description

As of 2022, the Peerstar PSS service description was reviewed and found to be in compliance with state and managed care regulations. Provision of services was reviewed and all services are found to be delivered in accordance with the Service Description and regulations. As needed, updates to the Services Descriptions will be completed. Also, copies will be sent to the various regional State Licensing offices for review and approval.

Outcomes

Transformational Collaborative Outcomes Monitoring

Peerstar uses the Transformational Collaborative Outcomes Monitoring (TCOM) approach to manage its assessment and outcomes. All peers receive a formal evaluation with the Adults Needs and Strengths Assessment (ANSA) upon entry to the program and every 6 months from their onwards. The assessment is used to gauge needs and strengths and develop a strengths-based, individualized recovery plan.

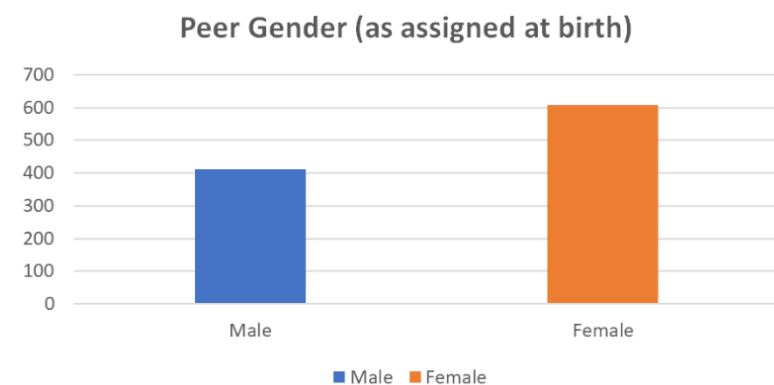
PeerStar consumers are high risk, experiencing significant mental health symptoms, psychological trauma symptoms, functional deficits, and often have medical comorbidities

2022 HIGHLIGHT

Male
412

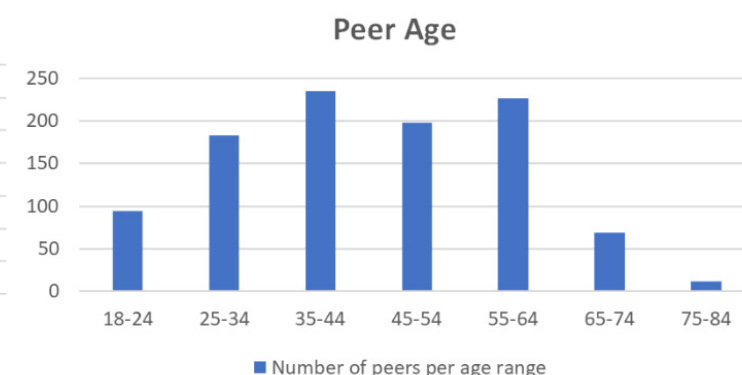
Demographics are predominantly female

Female
606



Ages 18 - 83

Peerstar services a wide range of age groups



White/Caucasian

87%

African American

8.3%

More than one race

1.8%

Trauma and Substance Abuse History

70%

History of Trama

30%

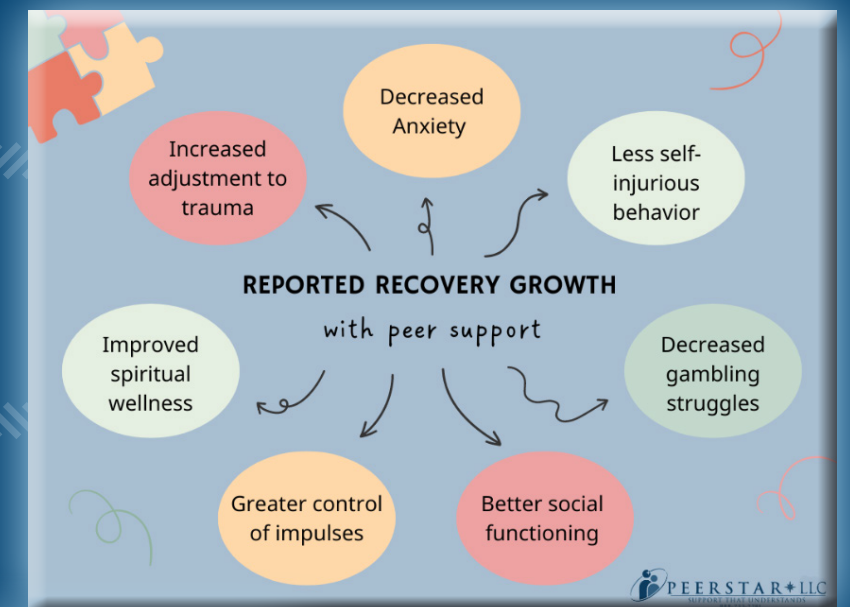
History of Substance Abuse

Our Client Response

Improving Needs & Strengths

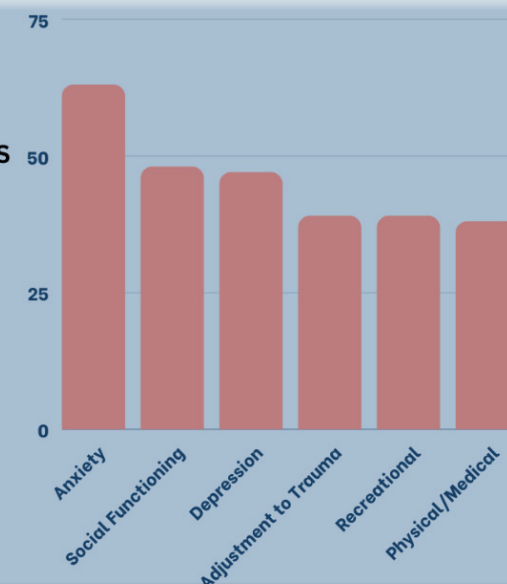
Peers experience slow, steady clinical improvement, as seen through a reduction in needs, and a gaining of measurable strengths

Strengths and Needs improvement through care



REPORTED NEEDS AND RISK BEHAVIORS

most common peer needs reported in 2022



Most common self-reported needs and risk behaviors

Looking Ahead: 2023

Trauma Awareness Initiative

We will continue to develop additional staff trainings to improve the knowledge and awareness of the impacts of trauma on wellness and recovery. In addition, we will be developing additional resources for staff to utilize when connecting peers to mental health professionals specializing in the treatment of trauma.

Building Training Library

Peerstar continues to develop training based on the needs of our staff and the service of peer support. We will continue to improve and build our training library throughout 2023.

Resources for Staff

In 2021 we completed a revamp of the Peerstar website. To build upon this updated resource, the Recovery department and Recovery Advisory Board will begin creating new resources and worksheets to aid in personal recovery as well as support our staff when working with peers. These resources will be made available to staff, peers, and the public through the recovery section of our website.

Data collection and analysis:

The recovery department will begin to collect, analyze, and report on our recovery outcomes and will use the analysis to inform future service delivery and employee training initiatives.

New Hire Training and Retention

In an effort to increase quality of new hire training, mentorship and consistency across our growing regions, Peerstar will be implementing the position of Supervisor II. The Supervisor II will conduct initial field supervision with all new employees and will act as a supervisor and mentor for new staff. The Supervisor II will also provide mentorship and support for existing Peer Specialists and Supervisors. The Supervisor II will provide additional support with scheduling, paperwork completion, supporting peers, training needs, etc. to maximize the employee's opportunity for success and quality services for peers.

New Hire Training

Peerstar's New Hire Committee developed a new administrative training at the end of 2022. This training includes education regarding mental health topics, positive communication, and maintaining a recovery-oriented work environment. The training will be offered to all current administrative staff, as well as all new staff as part of onboarding.

Message from the Chief Operations Officer

Elissa Nulton, MBA

As we look forward to 2023, I see a reset and recharge towards a sense of normalcy. We are all eager and ready to move forward with our lives, our work and the support we provide in the community. Peerstar will continue implementing strategies to support and retain our staff through collaborations with our community partners in HealthChoices and Managed Care Organizations. We will also continue to identify opportunities to enhance and improve the support and services to our peers and encourage independence and improvements. We continue to expand and embrace the opportunities here in Pennsylvania and continue to be proud of what we bring to our communities.

Elissa Nulton, MBA
Chief Operations Officer



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CONTACT US

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