



**NC Department of Health and Human Services**

**Division of Mental Health, Developmental Disabilities, and Substance Use Services**

# **North Carolina Peer Support Program: Community Resilience Through Crisis**

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**Director**

**DMH/DD/SUS**

**Jennifer Meade**

**Director**

**Advocacy & Empowerment, DMH/DD/SUS**

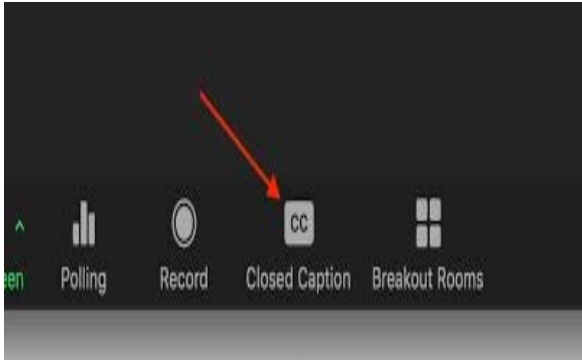
**November 6, 2025**

# Housekeeping

- Reminders about the webinar technology:
  - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
  - Please make sure your microphone is muted for the duration of the call.
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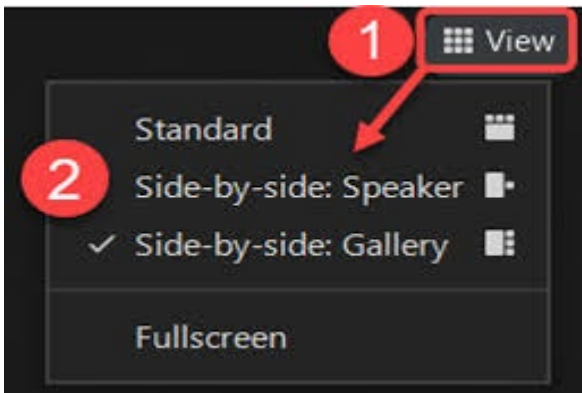
# Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
  - ASL Interpreters and Closed-Captioning options will be available for today's event.
  - For closed-captioning options select the "Closed Caption" feature located on your control panel.

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Habrán intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
  - Select the "View" feature located in the top-right hand corner of your screen.

# Agenda

1. Welcome and Introductions
2. Overview of NC CPSS Program Updates
3. Panel Discussion
4. Q&A Session

# Kelly Crosbie, MSW, LCSW

## DMH/DD/SUS Director



- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMH/DD/SUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

# **Jennifer Meade, MPA**

## **Director**

### **Advocacy & Empowerment, DMH/DD/SUS**



- 25+ years in MH/SU/IDD/TBI field
- 3 years at NCDHHS
- Person with lived experience

# **Overview of NC CPSS Program Updates**

# Foundations of Peer Support New Statewide Certification Course

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Built by North Carolina CPSS to better prepare new NC CPSS for their roles in the community:

- Online self-paced 20-hour training with multiple learning pathways
- 40-hour in-person course covering 13 modules with role plays and scenarios to ensure learned material is related to community activities
- Free training for anyone who meets the requirements

# Foundations of Peer Support, Part I (Online)

- Launched in August 2025
- Nine (9) sections:
  - Introduction to the Worldview of Peer Support & Self-Determination, Choice, and Shared Decision Making
  - Values and Principles of Peer Support, Recovery, and Resiliency
  - Self-care and Wellness (Resources and Tools)
  - Role, Purpose, and Scope of Peer Support
  - History of Recovery Movements in Mental Health, Substance Use, and Families
  - Ethics and Boundaries of a Peer Support
  - Communication, Language, and Group Skills (Peer-to-Peer Engagement and Story Telling)
  - Legal Systems and Resources
  - Diversity, Equity, Inclusion, and Accessibility

# NCCPSS Foundations Course Training

START COURSE



North Carolina Certified Peer  
Support Specialist Program

This course provides a strong foundation in the principles and practices of peer support, focusing on respect, shared responsibility, and mutual understanding. You'll gain insights into the role of a Peer Support Specialist and explore topics such as communication, problem-solving, and ethical responsibilities.

With interactive activities, real-world applications, and a supportive learning environment, this course will provide the foundation for successful peer support and help you positively impact the lives of those you serve. Let's get started!

**Designing with mobile content delivery in mind.**



North Carolina Certified Peer  
Support Specialist Program

This course provides a strong foundation in the principles and practices of peer support, focusing on respect, shared responsibility, and mutual understanding. You'll gain

# Foundations of Peer Support, Part II (In-Person)

- Launched October 2025
- Thirteen (13) sections:
  - Introduction and review of the online training
  - Computer and Digital Health Literacy
  - Self-care and Wellness (Resources, Tools, Self-help and Mutual Support Groups)
  - Role, Purpose, and Scope of Peer Support
  - Crisis Response
  - Trauma Response Approaches
  - Ethics and Boundaries of a Peer Support
  - Communication, Language, and Group Skills (Peer-to-Peer Engagement and Story Telling)
  - Understanding and Identifying Substance Use, Mental Health, and Co-occurring Conditions
  - Diversity, Equity, Inclusion, and Accessibility
  - Community Resources
  - Harm Reduction, including suicide and overdose protection
  - Advocacy & Reducing Prejudice/Discrimination

# Peer Workforce: Initiatives In Progress

## Initiatives

- Partnering with Division of Health Benefits to update the Peer Support Medicaid definition
- Developing a LinkedIn resource to assist Peers in resume building and job placements
- **Peer to Peer Mentoring** through Connections App is free for CPSS in North Carolina to communicate with each other and provide support



# Peer Workforce: Future Initiatives

## Future Initiatives

- Creation of IDD and TBI curriculums to launch in 2026
- Creation of specialty job trainings for crisis, justice involved, and more
- Development of a Peer Supervisor Training by Fall 2026
- Development of technical assistance offerings for providers by April 2026



# Panel Discussion

# Panelists

## William Dicus, PSS, VSS

Veterans Services of the Carolinas



- Serving Asheville & Charlotte
- Pursuing a degree in Christian Ministry
- Proud father of two beautiful girls

## Josh Morrow

RCC Coordinator, CPSS, Sunrise Community for Wellness and Recovery



- Serves as Recovery Center Coordinator
- Active in community outreach
- Dedicated advocate for his community using his lived experience

# Panelists

## Karen Russell

Director, Helping Others Preserve Everyday  
(H.O.P.E) Recovery Center



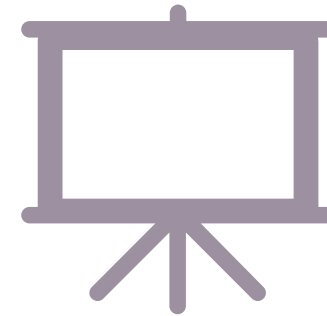
- Over a decade of work experience using lived and learned experiences
- Devoted to using evidence-based and holistic practices to support others
- Peer Trainer and WRAP Facilitator

# Question & Answer Session

# Stay Connected with DMH/DD/SUS



Questions and feedback are welcome at [BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov).



The presentation slides for this webinar will be posted to the [Community Engagement & Training](#) webpage.



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Use Services

# Stay Connected with DMH/DD/SUS



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