



# REPORT

*From the office of the...*

## Peer Support Line Coordinator

TO: Members of the Executive Board  
 FROM: Ameema Saeed  
 SUBJECT: Peer Support Line Report #1  
 DATE: [October 25<sup>th</sup>, 2014]

### UPDATE

The Peer Support Line has been running pretty smoothly since its launch date, and we are excited about continuing to expand and improve the service.

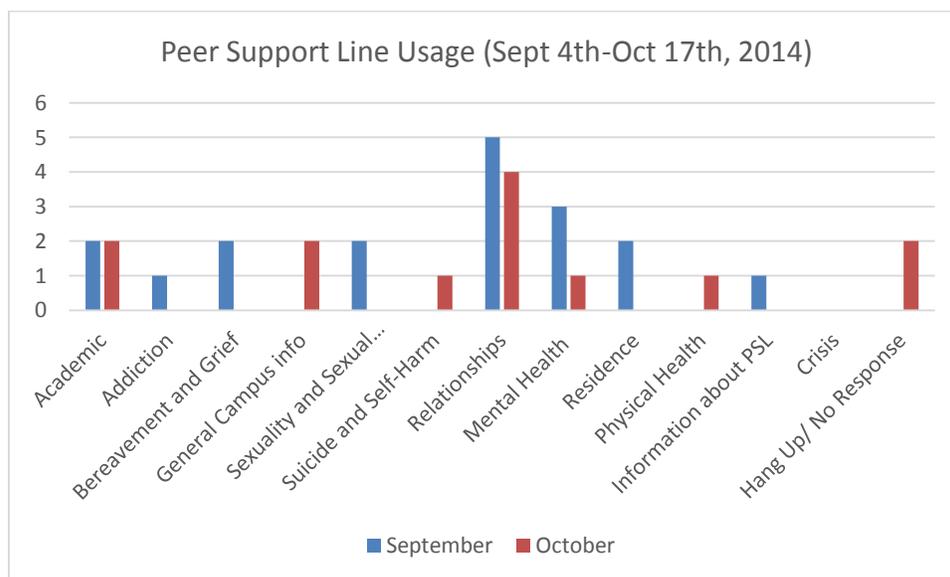
### SERVICE USAGE

September: We received 9 calls

October: We received 7 calls by October 17<sup>th</sup>

**Last Year: 13 calls by October 19<sup>th</sup>**

*The following graph demonstrates service usage so far. Since many different topics can be brought up in one call, I have quantified the data as how **often** a topic has been mentioned in a call.*



### PAST EVENTS, PROJECTS & ACTIVITIES

- Sept. 4<sup>th</sup> – 14<sup>th</sup>: PSL running on Welcome Week hours (10 pm – 1 am) and condensed hours (7 pm – 10 pm)
- Sept. 13<sup>th</sup> – 14<sup>th</sup>: PSL volunteer training (2<sup>nd</sup> weekend)
- Sept. 15<sup>th</sup>: PSL starts regular volunteer hours (7 pm – 1 am)

- Sept. 17<sup>th</sup>: PSL Launch event
- October 9<sup>th</sup>: ThursTeas Event with the SWELL during Mental Illness Awareness Week
- We have also made an online resource library available through our service page on the MSU website.

**UPCOMING EVENTS, PROJECTS & ACTIVITIES**

We are currently in the works to launch our text-based peer support option: Peer Support OnLine. We are working on organizing training sessions for our volunteers, as well as organizing a launch event. We’re working on speeding up the process as much as possible, so that we can launch it as a pilot before exams. We are also hoping to hire more volunteers (~10) for next semester, and are hoping to complete the hiring process by the end of exams, so we can run training the first week back in January. We’re also going to be running a promotional campaign during exam period, and are likely going to be partnering with SHEC to run stressbusters. We’re also hoping to increase the promotions and usage of our ‘Dear Mac’ column in the Sil.

**BUDGET**

<b>Budget Line</b>	<b>Budget</b>	<b>Percentage Spent</b>
Office Supplies	\$250.00	~24%
Annual Campaigns	\$2500.00	~9%
Advertising and Promo	\$2500.00	~11%
Volunteer Training	\$3500.00	~31%

**CURRENT CHALLENGES**

Our space is not ideal. The atmosphere is dreary and disheartening. Facility Services is still not regularly cleaning it, and there are loud noises coming from the pipes that make it hard to hear callers. We are really hoping for a new space moving forward. We are also struggling a little bit in terms of volunteer numbers, since we lost many over the Summer, and a few since the school year started. We will especially be a little short-staffed once we launch Peer Support OnLine, so we will need to hire new volunteers soon, so our current ones don’t find themselves overworked.

**SUCSESSES**

Operating the line during Welcome Week and the first full week of school was successful (we received three calls in that time span). Training went very well, the volunteers enjoyed it and we gained a lot of insight as to how to change it in the future. The launch event was also a huge success, we had many people show up, participate in the event, and learn more about the Peer Support Line. The ThursTeas event was a low-key success, we had a couple of people attend. The online resource library has been incredibly helpful – especially to our volunteers while on shift. It makes navigating through the resources much easier and more accessible.