



**National
Multiple Sclerosis
Society**

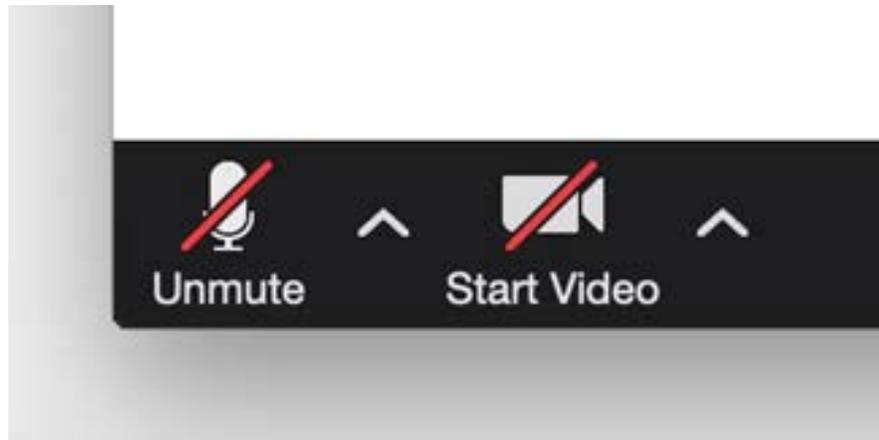
Group Leadership Call: July 21, 2022



**Hosted By:
Nicole Farsaci
Manager, Community Engagement**

Zoom Tips: Microphone and Camera

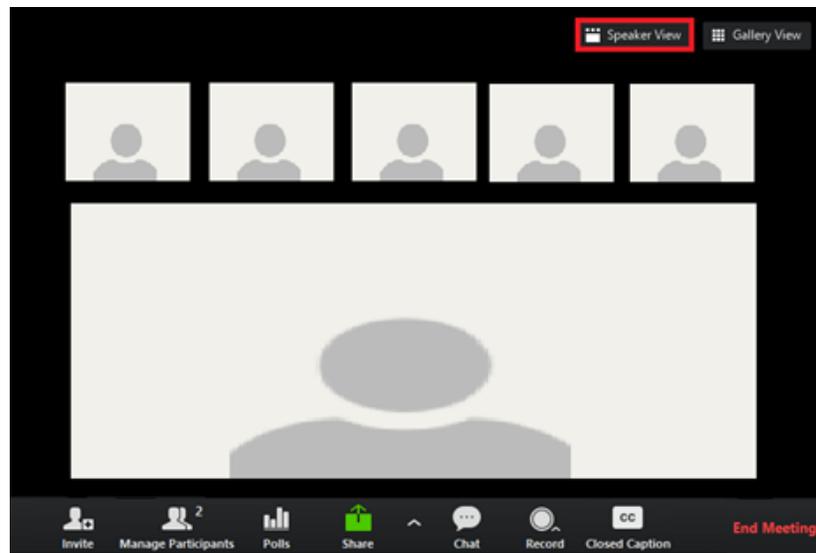
Click the microphone icon to unmute yourself and click the video icon to share your video



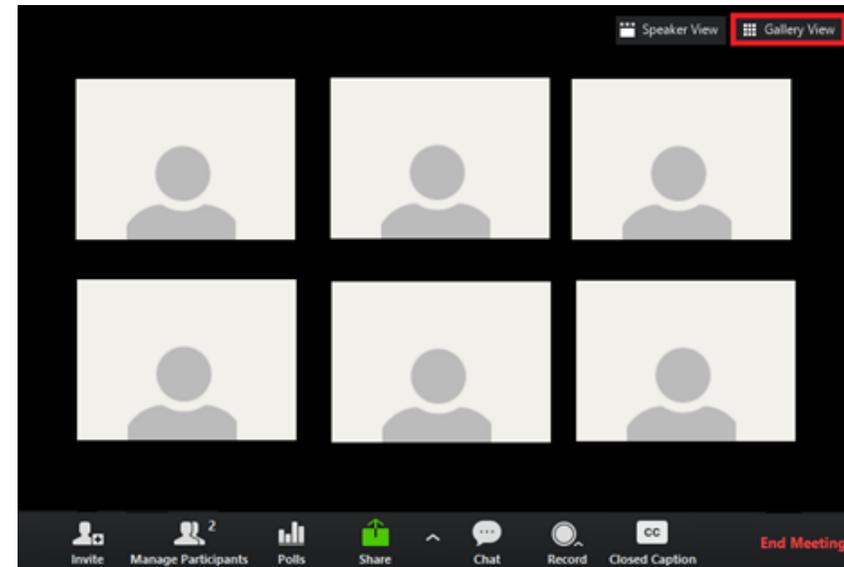
Zoom Tips: Viewing Options

Choose what works best for you using the button in the top right corner of your screen

Speaker View



Gallery View



Today's Call

- Announcements & Reminders
- Society Initiative Updates:
 - MS Navigator® - Chrissie Griffin, Community Engagement Manager
 - Neurologist Outreach Update- Meredith Sheehan, Healthcare Provider Engagement Director & Corey Maylone, Healthcare Stakeholder Engagement Manager
- Leader Resources
- Questions, Feedback, and Discussion

Vision & Mission Statements

Our Vision:

A World Free of MS.

Our Mission:

We will cure MS while empowering people affected by MS to live their best lives.

Diversity, Equity & Inclusion Statement

The National Multiple Sclerosis Society is a movement by and for all people affected by MS.

Our voices and actions reflect diversity, equity, and inclusion.

We welcome and value diverse perspectives. We actively seek out and embrace differences.

We want everyone to feel respected and be empowered to bring their whole selves to ensure we make the best decisions to achieve our mission.



National
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Together We Are Stronger.

Inclusion Policy

At the National MS Society, we are committed to embedding diversity, equity and inclusion in everything we do, and we have zero tolerance of any ill treatment towards any person in the MS movement.

Everyone who shares our vision of a world free of MS is welcome here. Hatred is not.

This work is a journey requiring commitment, accountability, transparency and courage. We know it will not be easy, but we are going to do it anyway. We are not striving for perfection only intention and action as we move forward. We extend grace and empathy to everyone who wants to join us on this journey of learning, growth and change. However, **we will not tolerate harmful acts of harassment and discrimination towards our staff and constituents in any form or at any time.**

The National MS Society is here for **every** person with MS — we always will be — until we find a cure. We embrace and are committed to bringing our entire MS community together, representative of all the dimensions of diversity, so that everyone feels at home and supported by their National MS Society.

Click [here](#) for more information.

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New Community Engagement Team Members



Antonella
Fegan



Kenyah
Farley



Chrissie
Griffin



Sarah
Lovett



Nicole
White

Ask an MS Expert

- Weekly on Fridays at 1pm ET /12pm CT/11am MT/10am PT
- Monthly on the 3rd Wednesday of each month in Spanish
- Quarterly for Veterans

Live stream platforms:

- Facebook - <https://www.facebook.com/nationalmssociety/>
- YouTube - <https://www.youtube.com/user/NationalMSSociety>
- Twitch - <https://www.twitch.tv/mssociety>

For more details: www.nationalmssociety.org/MSExpert

Ask an MS Expert- Content Forum Opportunities

Content Forums are a way to share ideas of interest and need for the MS community and provide insight into topic & discussion ideas for future Ask an MS Expert programs. Each session is 60 minutes in length & has a max of 10 leaders per session.

- Tuesday, July 26: 3pm ET /2pm CT/1pm MT/12pm PT – 3 openings
- Wednesday, July 27: 11am ET/10am CT/9am MT/8am PT – 8 openings

Sign Up: <https://www.surveymonkey.com/r/PJVPX8H>

Questions? Email Shannon.Mastroianni@nmss.org

COMMUNITY PROGRAMS

Presented by Can Do MS



Join the brightest MS pros and the most positive MS warriors

Webinar Wednesdays

One-hour, online webinar presented by leading professionals in MS care.

Listen in, ask questions, and stay up to date on research and best practices.

[Learn More](#)

Your Questions Answered

One-hour, virtual Q&A to help you with your specific questions around common MS topics.

Come prepared with your question or drop in to hear FAQs from the community.

[Learn More](#)

JUMPSTART®

Two-hour virtual sessions to meet with Can Do Coaches and your peers.

Learn new skills and connect with other people living with MS for motivation, accountability, and idea-sharing.

[Learn More](#)

Coaching Series

Four-part virtual group meetings to set goals, learn new skills, and stay motivated.

Connect with a small group of people with MS, receive advice from Can Do Coaches, and find support to address your challenges.

[Learn More](#)

CanDo-MS.org/CommunityPrograms or (800) 367-3101



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COMMUNITY PROGRAMS

Presented by Can Do MS



Join the brightest MS pros and the most positive MS warriors

Attend In-Person

Finding Balance In Your Life

- Seven Hills, OH – Sept 9
- Peachtree City, GA – Sept 22
- Brockton, MA – Sept 29
- Baltimore, MD – Oct 14

Attend Virtually or In-Person

Managing Invisible Symptoms

- Solon, OH – Sept 10
- Atlanta, GA – Sept 24
- Newton, MA – Oct 1
- Baltimore, MD – Oct 15

CanDo-MS.org/CommunityPrograms or (800) 367-3101



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Thursday, September 15, 2022

1–4 pm ET / 12–3 pm CT / 11 am–2 pm MT / 10 am–1 pm PT

www.nationalmssociety.org/Resources-Support/Library-Education-Programs/Hispanic-Latinx-MS-Experience-Summit



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- Over 750 attendees during the live Summit on June 15-16, 2022
- Recorded breakout sessions included:
 - MS Diagnosis in the Black MS Community, Understanding Clinical Trials & Studies, Removing the Stigma of Mental Health Services, Challenges that Impact MS Care, Nurturing Your Emotional & Spiritual Health, Managing Long-Term Outcomes, Understanding Treatment Goals, and Exploring Complementary & Alternative Treatments.

www.nationalMSSociety.org/blackMSexperience



**National
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MS Navigator®

Basis for MS Navigator

MS Navigator exists because people with MS face challenges everyday



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MS Navigator Team



Our nationwide team works
one-on-one with people
affected by MS



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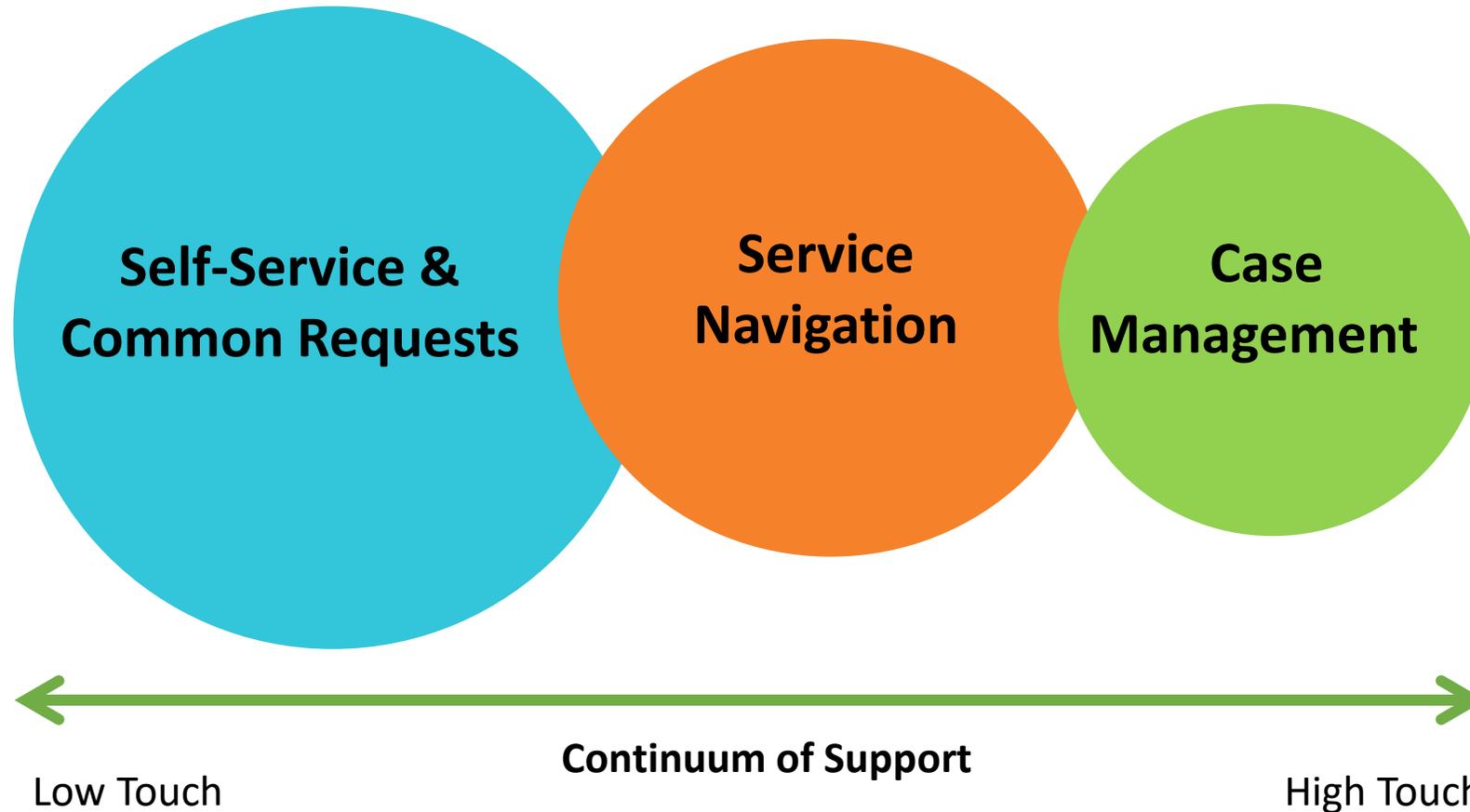
Serving as Supportive Partners

- Assess current needs and emotional status
- Goal-oriented support, connection to services and resources
- Exploration, support and progress when there are no solutions



Angela, MS Navigator

Continuum of Support



Case Management

Goal: Increase independent living and quality of life for people affected by MS whose health and safety are compromised



Top 5 Areas of Support

MS Navigators provide connections to resources, expert support and access to funds in the areas of:

- Benefits, insurance and employment
- Social and emotional support
- Housing
- Neurologist referrals
- Home care



Benefits, Employment & Health Insurance

- Private and public health insurance
- Disability benefits
- Disclosure decisions
- Legal protections
- Employment guidance

Impact*

- **85%** are able to utilize new resources to find solutions
- **81%** are better equipped to manage challenges and/or take specific action

“The MS Navigator was so caring, and I couldn’t be more grateful for his help and assistance. He provided me with everything that I was looking for and more!”
- MS Navigator services recipient

*Information gathered from MS Navigator Satisfaction Survey and Edward M. Dowd Personal Advocate Program Satisfaction Survey

Pathway to Access MS Navigator

- Phone: 1-800-344-4867
 - 7:00 am – 5:00 pm MT (M – F)
- Email: ContactUsNMSS@nmss.org
- Social Media
- Web Chat
- Healthcare Provider referral form

Questions?



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Neurologist Outreach Update



**National
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Meredith Sheehan, Director
Healthcare Provider
Engagement



Corey Maylone, Manager
Healthcare Stakeholder
Engagement

Impact: Improve Access to Personalized, Affordable, High-Quality MS Healthcare

Impact Statement: MS is a complex disease with ever expanding treatment options. Many people with MS have general neurologists as their MS healthcare providers. We are determined to connect and partner with general neurologists so that all people living with MS will:

- ❖ Have improved access to high-quality MS healthcare
- ❖ Recognize the Society as an essential, trusted partner and source of support
- ❖ Be better connected to information, education, resources and communities of support, resulting in improved quality of life, increased confidence, new connections and positive actions taken

Impact: Improve Access to Personalized, Affordable, High-Quality MS Healthcare

Goal: Develop and implement a comprehensive strategy to identify, educate and increase the number of general neurologists knowledgeable about MS and connected to the Society.

Definition: General Neurologists treat a variety of neurologic diagnoses and usually don't have specialized training in MS. MS may represent a small percentage of their patient numbers.

Ways We're Doing the Work...

- Staff Training & Education
- Outreach to General Neurologist
- Develop and Strengthen Relationships with national, state and local organizations
- Provide education for general neurologists

Engagement Objectives

- Introduction to National MS Society
- Equip general neurologists with tools for care
- Professional education
- Build trust that the Society is a respected and trusted source of information
- Relationship building
- Evaluation/tracking

What does this mean for SHG Leaders?

- Initiative Awareness: We invite you to share this work with the people in your community and groups
- Opportunity to Provide Feedback, Highlight Gaps in coverage, and share your community knowledge

QUESTIONS?



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Leader Resources

Peer Connections Volunteer Website



National Multiple Sclerosis Society

For Peer Connections Volunteers



For Peer Connections Volunteers

- › Resources for Peer Connections Volunteers
- › Group Leadership Call Recordings
- › Educational Resources & Toolkits
- › Resources for Meeting in Person



SHARE

Like 8

Tweet

Share 2

Welcome to the Peer Connections Volunteers resource page – we're glad you're here! Our Peer Connections Volunteers are trained individuals who focus on the needs of people affected by MS needing support. This page is designed to support you in your role(s) as a Peer Connections Volunteer by providing relevant information and resources to prepare and ensure continued success in working with individuals in the MS community.

This page provides links to general MS information, Society services and support, and the resources specific to your volunteer role. Additionally, you'll find best practices and tips for successfully hosting a self-help group, handling difficult conversations, and resources to share with participants for additional emotional support.

If you have any questions about the content below, please reach out to your staff partner or the Peer Connections Resource Team at PeerConnections@nmss.org. We're thankful to each of you for volunteering your time and passion!

How Can I Become a Peer Connections Volunteer?

1. **Self-help Group Leader** – these volunteers are trained to lead virtual and/or in-person groups to facilitate emotional and social connections to others in the MS community.
2. **MSFriends** – these volunteers provide confidential one-to-one conversations via a helpline or a virtual pairing with a participant to meet at a pre-determined time for ongoing communication.
3. **Online Community Leader** – these volunteers work as a team to maintain a safe online community space, and to provide encouragement, support, and information about Society resources to online community members through commenting and direct messaging.

If you're interested in becoming a Peer Connections Volunteer, review the job description links above and email PeerConnections@nmss.org for more information and next steps.

Connect with Other Peer Connections Volunteers

- › **Peer Connections Volunteer Facebook Page:** The Peer Connections Volunteers Facebook Page is a place for affiliated Self Help Group Leaders and MSFriends® to network, share ideas, and

Chat with an MS Na

www.nationalMSSociety.org/peerconnectionsvolunteers

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In Person Meeting Resources

Key Takeaways from recent updates to Society Guidelines:

- Vaccines: encouraged, but not required
- Masks: optional for indoor & outdoor gatherings

Updated Web Resources:

- [FAQ Resource Document](#) (PDF)
- [National MS Society Self-Help Group Safety Flyer](#) (PDF)
- [Self-Help Group Meeting Disclaimer- IN PERSON](#) (PDF)

New Crisis Support Resource

National Suicide Hotline 1-800-273-8255 (TALK) or 988

- Starting July 16th, 988 has been designated as the new three-digit dialing code that will route callers to the National Suicide Hotline for assistance with suicidal, mental health and/or substance use crisis’.
- The Peer Connections Volunteer [Crisis Support Resource Document](#) has been updated to include the new 988 resource number.

Connect with the National MS Society



facebook.com/nationalMSsociety



instagram.com/MSsociety



twitter.com/MSsociety



youtube.com/nationalMSsociety



[linkedin.com/company/
national-MS-society](https://linkedin.com/company/national-MS-society)

Upcoming Group Leadership Call Date



Next Quarterly Call:

October 20

2 sessions to pick from:

3pm ET/2pm CT/1pm MT/12pm PT

8pm ET/7pm CT/6pm MT/5pm PT