



MASStrong

GPS

GROUP PEER SUPPORT FOR
HEALTH CARE WORKERS

MASStrong Learning Impact Report: June 2025 GPS Facilitator Training For the Hispanic Community



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GPS Training is a tremendous learning tool — don't let it pass you by. It will help you improve your personal and professional skills. But above all, you have the opportunity to be with each other and experience what it is like to be a participant and know that someone listens to you.

— Participant in the June 2025 Facilitator Training for the Hispanic Community

EXECUTIVE SUMMARY

GPS Group Peer Support has offered Facilitator Training for the Hispanic Community delivered entirely in Spanish since 2023. The purpose of the training is to train Hispanic community leaders in how to lead GPS groups for Spanish-speaking communities in their native language. Having the training presented in Spanish and specifically adapted to the Hispanic community is immensely beneficial and valued by participants.

The June 2025 GPS Facilitator Training for the Hispanic Community was a transformative experience for participants, equipping them with the skills, confidence, and tools to lead trauma-informed support groups. [GPS Group Peer Support](#) facilitator trainings are designed to create welcoming spaces and uplift varied perspectives. Over three weeks, GPS delivered **20 hours** of interactive training designed to enhance facilitation abilities, improve group dynamics management, and strengthen trauma-informed approaches.

The GPS Facilitator Training for the Hispanic Community delivered in June 2025 taught a variety of information and skills, with the focus being on a **culturally adaptable, trauma-sensitive group support model that is easy to learn and adapt in diverse settings, with various populations and in multiple languages.**

The results were overwhelmingly positive. Participants reported a **notable 70% average increase in confidence** across all facilitation skills, with an **astounding 170% increase** in their ability to discuss the community context of individuals in groups, as well as a **100% increase in creating trauma-sensitive environments.** An overwhelming **100% of participants would recommend the training to colleagues,** underscoring the program's relevance and effectiveness.

Despite **67% already leading support groups, 47% had never received formal group facilitation training**; the training filled that gap, providing participants with a structured, evidence-based approach, enhancing their ability to lead peer support groups effectively and immediately apply GPS principles in their professional settings. In addition, many of the participants expressed a desire to continue their education in the GPS model, including pursuing advanced certification.

The training also fostered a deeper understanding of group dynamics, leadership, and trauma-informed support. **Every single** participant reported that they now have a solid understanding of how trauma affects individuals and groups, with many gaining a new appreciation for active listening and mindful facilitation.

The training had a profound impact on those in community-based support settings, including those working with mental health support, folks in recovery, those in healthcare, as parents in a variety of situations.

With a range of backgrounds and experiences represented in the June cohort, the training fostered an environment where participants felt heard, valued, and empowered. Significantly, **providing GPS training in Spanish allowed participants to engage more confidently**. It also fostered trust, encouraged authentic participation, and ensured cultural relevance by addressing community-specific attitudes and examples, enabling Spanish speakers to fully participate and serve their communities as peer supporters.

By investing in GPS training, organizations expand access to high-quality, peer-led mental health support. The June 2025 training for the Hispanic community reinforced the essential role of peer support in addressing emotional well-being, stress, and trauma. **With 100% participant endorsement**, measurable skill growth, and a commitment to creating safe, effective support spaces, GPS continues to set the standard for facilitator training.

“
This is a course in our language and with many skills for learning. **The content of the course is very valuable**, easy to understand and apply, and the information received leads us to reflection, and in turn, to transformation.

— Participant in the June 2025 Facilitator Training for the Hispanic Community

”

INTRODUCTION

The demand for high-quality, peer-led mental health support is rising. As communities face stress and trauma, the need for skilled facilitators to create safe, supportive spaces has never been greater. GPS Group Peer Support (GPS) meets this need by providing evidence-based training that equips individuals to lead structured, trauma-informed support groups.

- 1. Training Purpose & Scope:** The June 2025 GPS Facilitator Training for the Hispanic Community prepared 32 participants over three weeks with 20 hours of interactive learning in group facilitation, active listening, and trauma-sensitive care.
- 2. A Range of Participant Backgrounds:** Attendees included mental health professionals, clinicians, community organizers, parenting program coordinators, program directors, and individuals with lived experience of trauma, all united by a shared goal of creating supportive peer spaces in Spanish.
- 3. Practical, Immediate Application:** The training emphasized structure, consistency, and responsiveness, allowing participants to integrate GPS principles into their work immediately.
- 4. Trauma-Informed Care & Group Dynamics:** Participants learned to recognize and respond to group members' emotional and psychological needs while practicing active listening, de-escalation, and conflict resolution.
- 5. High Confidence Gains & Participant Endorsements:** Participants reported increased confidence across multiple measures, highlighting GPS's structured approach as a key factor in making group facilitation more manageable and impactful.
- 6. Ongoing Impact & Expansion:** Many participants plan to pursue advanced GPS certifications or introduce the model into new settings such as healthcare organizations and community centers.
- 7. Broader Mission:** GPS's structured, evidence-based training strengthens the peer support network, expanding access to trauma-informed mental health care and creating lasting community impact.

INCREASING CAPACITY TO SERVE A RANGE OF INDIVIDUALS

I have been running support groups for some time and this course gave me more tools to put into practice and improve the care of my groups.

— Participant in the June 2025 Facilitator Training for the Hispanic Community

The June 2025 GPS Facilitator Training for the Hispanic Community brought together a committed group of **32** individuals across various communities, united by a shared goal of expanding access to peer support.

Participants signed up via GPS's MASStrong program – a statewide initiative committed to improving the mental health and well-being of healthcare workers in Massachusetts. Supported by the Betsy Lehman Center for Patient Safety and the Massachusetts Behavioral Health Trust Fund, MASStrong equips professionals with tools to build resilience and foster workplace wellness, while also mitigating the rising mental health costs that directly impact organizations. In this particular training, **73% of participants that attended work directly with women, 60% work in mental healthcare, 19% work with those in healthcare fields, 7% work in the recovery field, and 67% work with those who identify as Hispanic/Latino/Latinx.**

The range of participants represents the reach and adaptability of GPS's Facilitator Training program, which empowers individuals to lead peer support groups in a range of communities, reinforcing a collective investment in mental health and healing. The June 2025 Facilitator Training for the Hispanic Community not only equipped facilitators to create safe, confidential spaces where anyone, from parents and healthcare workers, can connect with both empathy and understanding, but allowed them to do so in Spanish.

This training drew **32 participants** from **20** different organizations. Participating organizations from Massachusetts focused on parent support, mental health, healthcare, and recovery programs, and included the Gandara Center, Hope for Holyoke, CHD Start Program in Springfield, Neighborhealth of Greater Boston, Eliot Human Services, Mass General Brigham -Pentucket Medical Association, Latin American Health Alliance, and more.

EVALUATION RESULTS

Participant Feedback and Training Impact

High Recommendation Rate

The June 2025 GPS Facilitator Training for the Hispanic Community received universal endorsement from participants. Among those who completed the post-training survey, **100% indicated they would recommend the program to their colleagues**, underscoring the training's perceived value and effectiveness.

Positive Training Experience

Participants provided overwhelmingly positive feedback regarding various aspects of the training, including the expertise of the trainers, the GPS Group Peer Support model, and the overall training structure. Specific findings include:

- **94%** of participants rated the overall learning experience as “excellent/good.”
- **100%** rated the trainers’ expertise as “excellent/good,” highlighting their proficiency in delivering the material and fostering an engaging learning environment.
- **100%** rated the GPS model itself as “excellent/good,” reflecting its applicability and relevance to their professional roles.
- **100%** praised the quality of online support provided during the training, emphasizing the program's adaptability to a virtual format.

Increased Confidence in Group Facilitation

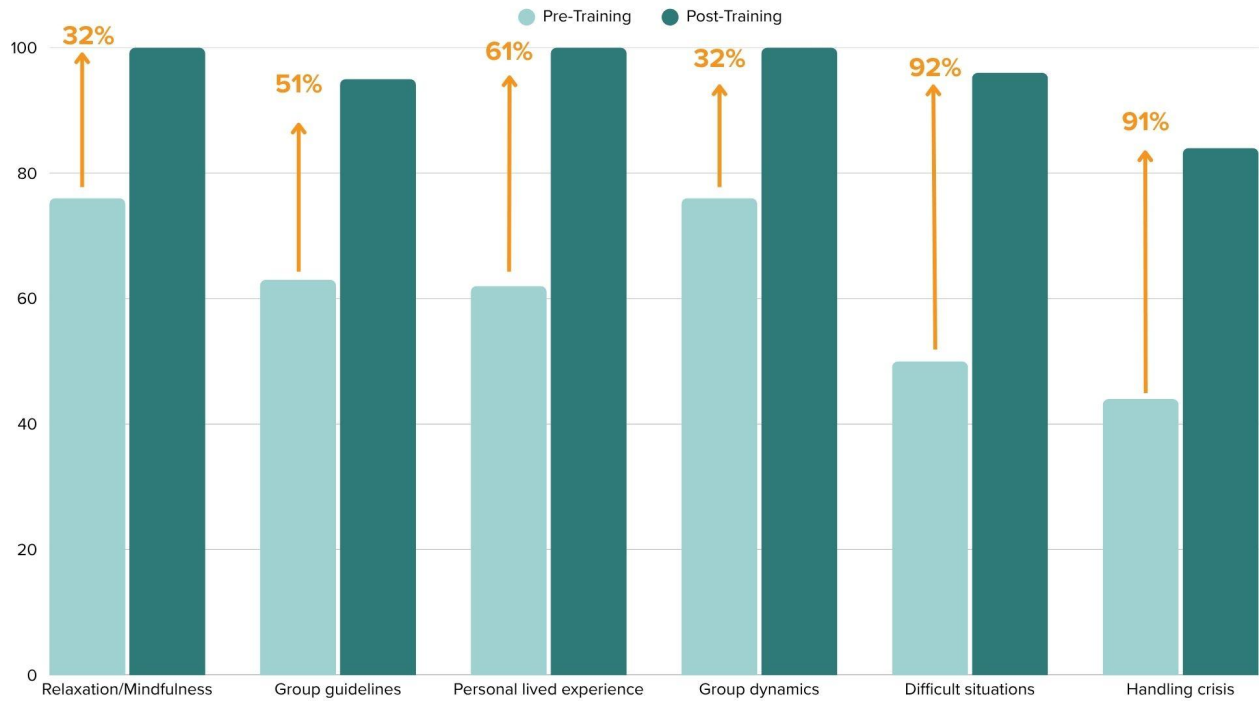
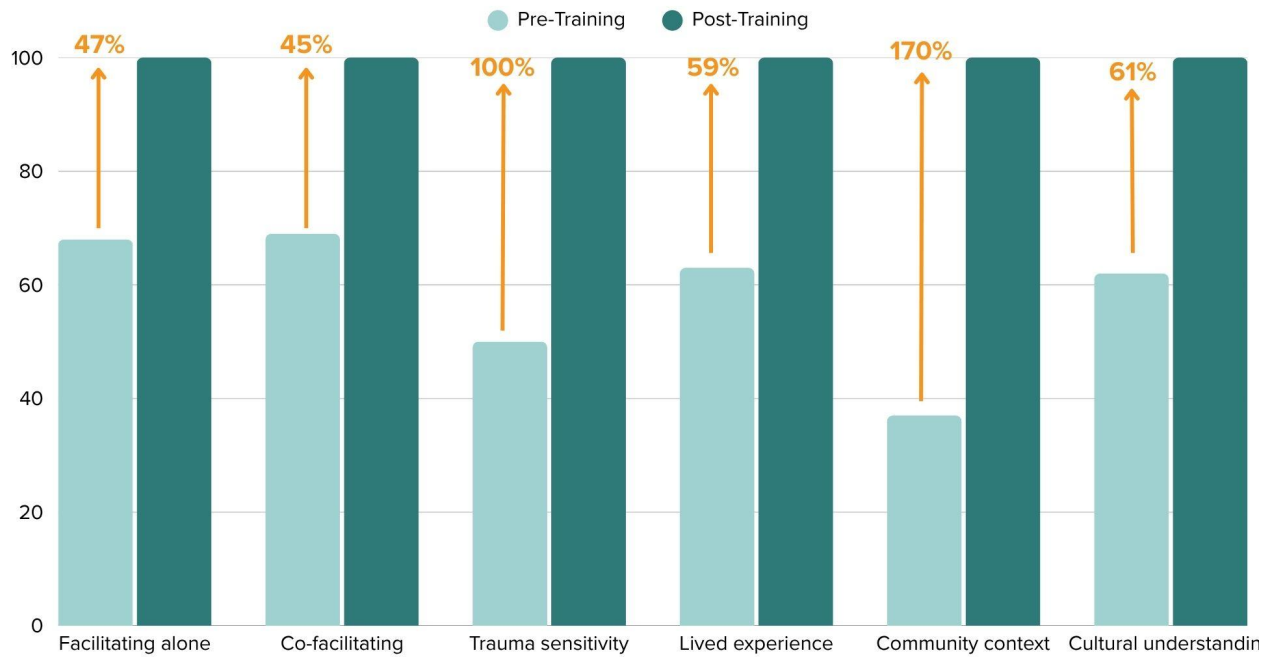
The training significantly boosted participants' confidence across all measured competencies. Pre- and post-training comparisons revealed:

- Confidence increased by a minimum of **32%** across all skill areas, with a **notable average increase of 70%**.
- A significant **100% increase** in confidence levels when it comes to creating a trauma-sensitive setting and using trauma-informed skills in leading groups.

These findings demonstrate that GPS Facilitator Training not only equips participants with practical skills but also fosters a high level of confidence in applying these skills within their professional contexts. This data reinforces the training’s efficacy in preparing facilitators to lead trauma-informed, culturally responsive group sessions effectively.

For [a detailed explanation of specific areas measured](#), please refer to the addendum at the end of this report.

CONFIDENCE LEVELS



PARTICIPANT INSIGHTS AND FEEDBACK

The GPS Facilitator Training has proven to be a transformative experience for participants, offering practical tools and strategies to enhance their professional effectiveness and confidence. Feedback highlights how the program's trauma-informed approach aligns seamlessly with participants' existing practices while introducing new methods for group facilitation, cultural competence, and creating safe, supportive spaces for healing.

Facilitator Excellence: Professionalism, Safety, and Empowerment

The training was consistently praised for its high level of professionalism, clear structure, and supportive environment, which fostered both trust and empowerment among participants. Feedback highlighted the facilitators' ability to create a safe and respectful space where everyone felt heard and valued. Participants noted how well-prepared and organized the sessions were, with a seamless flow that balanced content delivery with active engagement.

“ I am very grateful with the professionalism, the flow, and safety of the classes. I felt noticeable empowerment personally. Thank you. ”

“ A very good experience, the facilitators were always very kind, clear and organized both in classes and in groups. ”

“ Everything is very understandable and respectful. Facilitators gave us trust and held constant communication. ”

“ Sharing experiences with different colleagues in the breakout rooms was very enriching for me. ”

“ Everything was very understandable. The facilitators expressed themselves very well on each topic and they let us participate in every way. ”

“ The facilitators were very well prepared, and they taught the model in each session, from the beginning until it was finished on time (using the chat for entries helped optimize the time!). ”

Deepening Skills: Building Trust, Practicing the Model, and Embracing GPS Values

Participants shared that the training most powerfully enhanced their understanding of how to create a trusting and respectful group environment, a core element of the GPS model. Many highlighted the importance of the **GPS Guidelines**, noting how they foster an atmosphere where participants feel heard and supported without unsolicited advice. Others expressed growth in their overall facilitation skills, appreciating the opportunity to practice the model in real time and gain confidence leading groups. Several participants also reflected on the impact of learning about **GPS Realities and Principles**, describing them as inspiring values that illuminate both the challenges people face and the possibilities for change and growth. Altogether, the training strengthened participants' ability to embody the GPS approach with clarity, compassion, and confidence.

“ The GPS Guidelines are very important in the development of the group. They help us to generate an environment of trust, so that people feel listened to and respected by not issuing any type of advice. ”

“ In all areas there was an opportunity to learn more and put the model into practice. It helped me improve my skills in group facilitation. ”

“ I enjoyed learning about GPS Realities and Principles. Being introduced to those values and strengths, and connecting with Realities, the first step to seeing possibilities for change and growth. ”

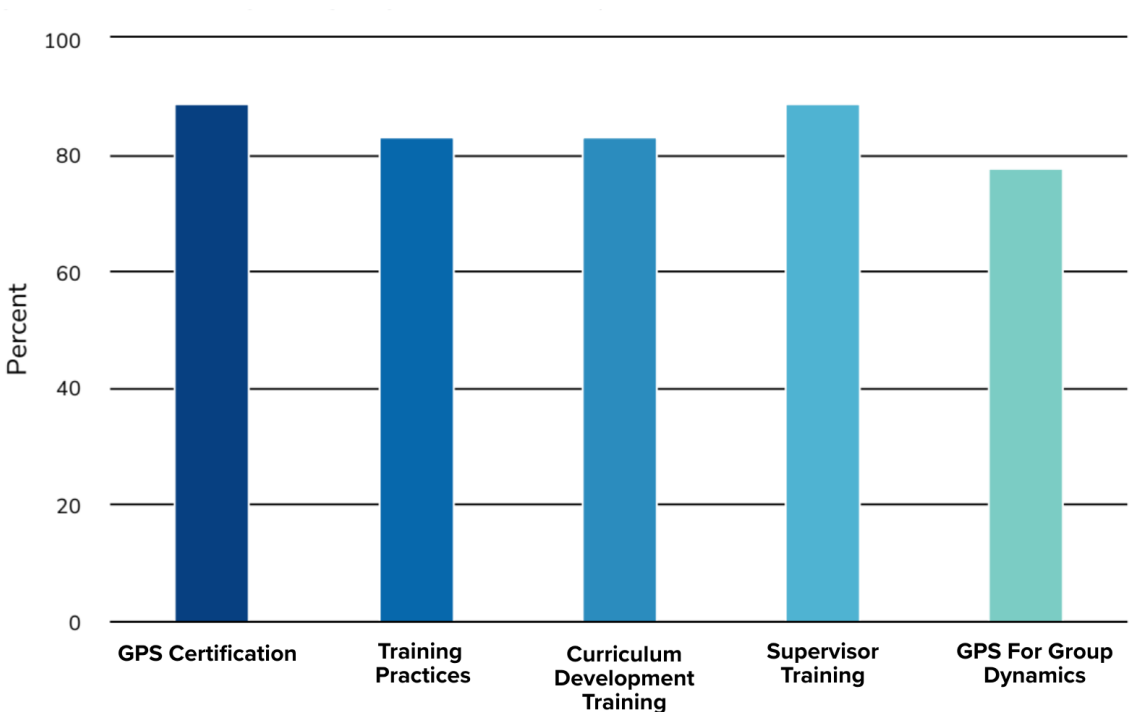
The insights shared by participants underscore the profound impact of the GPS Facilitator Training on their professional development and practice.

By equipping facilitators with trauma-informed frameworks, culturally responsive tools, and practical strategies for group dynamics, the program empowers professionals to create environments that foster healing, resilience, and meaningful connection.

The overwhelmingly positive feedback reinforces the training's essential role in enhancing the quality of care provided to a range of different communities.

Interest in Future Learning Opportunities with GPS

Participants indicated a strong interest in attending future GPS training programs. Most notably, **89% of respondents are interested in strengthening their skills** by taking the GPS Certification Program.



GPS Training is a door to a new mindset. It is a way of being empathetic with the situations that others are experiencing, and is a way to tackle them in a respectful manner.

— Participant in the June 2025 Facilitator Training for the Hispanic Community

TRAINING PARTICIPANTS

Participant Profile

The range of backgrounds, experiences, and expertise of the June 2025 GPS Facilitator Training for the Hispanic Community participants demonstrates the broad applicability and relevance of the program. By including individuals from various professional sectors, educational backgrounds, and facilitation experience levels, GPS ensures that its training is both accessible and impactful, fostering a more inclusive and skilled network of facilitators.

The June 2025 GPS Facilitator Training for the Hispanic Community attracted a group of 32 participants, each bringing unique experiences and backgrounds to the program. The participants included professionals from mental health services, substance use/recovery programs, parent support networks, and peer-led advocacy groups. **For [a more detailed demographic description of participants](#), please refer to the addendum at the end of this report.**

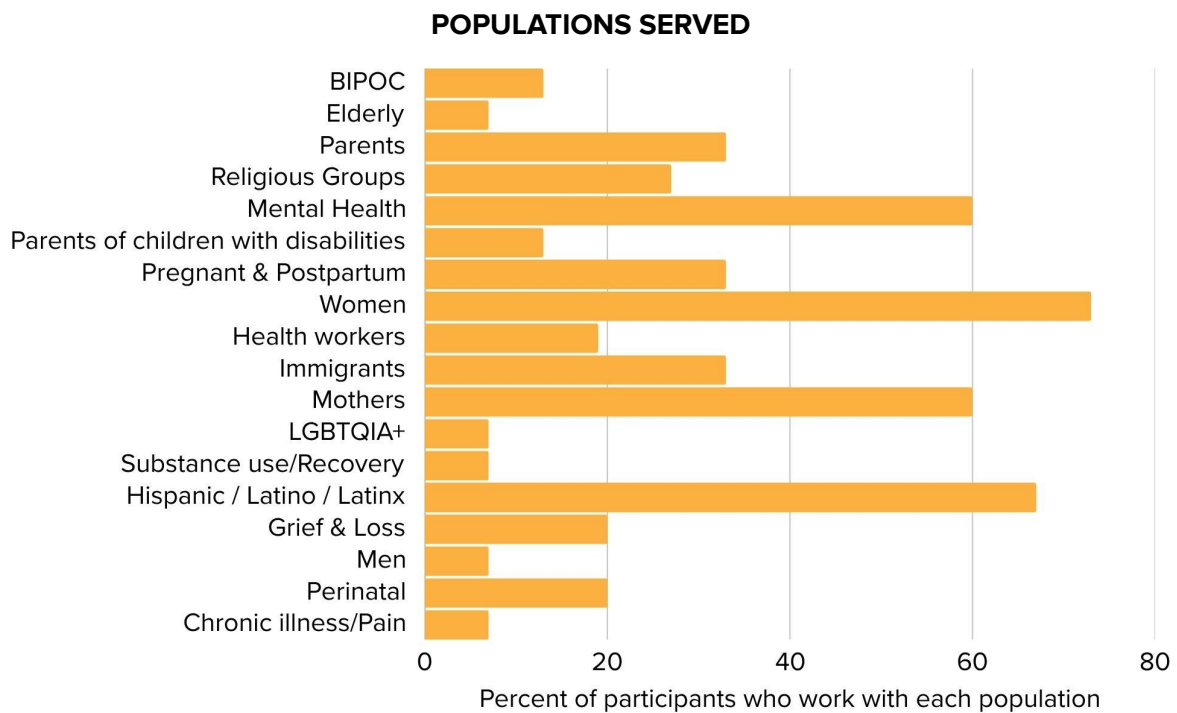
The June 2025 GPS Facilitator Training for the Hispanic Community demonstrated the accessibility of peer support facilitation by bringing together participants from various educational and professional backgrounds. Some entered with minimal formal education and no prior facilitation experience, while others held advanced degrees and extensive leadership roles in group settings. This inclusivity reflects the participant experience emphasizing that despite different educational and experience levels, all attendees could build essential skills, refine best practices, and gain confidence in leading trauma-informed groups.

Participants consistently highlighted the value of GPS's structured approach, which provided a clear framework for both beginners and seasoned facilitators. By fostering a welcoming and supportive learning environment, GPS continues to expand access to high-quality, trauma-informed peer support across a range of different communities, strengthening the reach and impact of group facilitation.

“
This training gives you tools to be able to facilitate groups, and it is focused specifically on how to run welcoming groups for Hispanic people.
”

— Participant in the June 2025 Facilitator Training for the Hispanic Community

This training embraced a wide range of perspectives and experiences, emphasizing and addressing the range of needs of both facilitators and the communities they serve.



IMPACT AND NEXT STEPS

The June 2025 GPS Facilitator Training for the Hispanic Population has demonstrated a significant positive impact on participants, enhancing their confidence in all aspects of group facilitation. Participants reported increased commitment to leading trauma-informed support groups in their communities and expressed strong interest in pursuing further professional development in the GPS model. Many were already facilitating groups prior to the training, yet they embraced the opportunity to incorporate the GPS framework into their practice with enthusiasm and readiness.

The success experienced in the June 2025 GPS Facilitator Training for the Hispanic Community is also a testament to the adaptability of the GPS model. The majority of participants intend to take the model back to their communities and run support groups in Spanish. Learning the model in their native language added an element to this training that participants had not found elsewhere. As a result, training participants are now prepared with the tools they need to successfully implement support groups in their communities, with increased confidence.

ADDENDUM

TRAINING OVERVIEW

The June 2025 GPS Facilitator Training for the Hispanic Community was structured to ensure that participants received a comprehensive and engaging learning experience. This section provides a detailed breakdown of the training curriculum, key learning components, and the interactive methods used to reinforce facilitator skills.

Structure of the Training Program

Training is delivered virtually over three weeks and includes a blend of live sessions, recorded modules, and interactive learning opportunities. A hybrid format is also available, allowing participants to combine live engagement with self-paced study for added flexibility. Components include:

- **Live interactive sessions:** Engaging workshops run by experienced GPS trainers. Each session combines presentations, live practicum, and open Q&A to engage participants with real-world examples of the GPS Model and active dialogue to help learn it in depth. Breakout rooms and collaborative activities are incorporated to keep participants actively involved.
- **Role-playing and practice exercises:** Participants actively apply new skills in a supportive environment. Facilitators offer feedback and reflections, bringing the model to life.
- **Small group discussions:** Participants are divided into smaller cohorts during live sessions to foster more intimate discussions and peer-to-peer learning. These facilitated conversations allow a deeper understanding of skills and allow for refinement of facilitation techniques.
- **Facilitator demonstrations:** Trainers model best practices for leading GPS groups and offer practical examples for facilitating GPS Check In, managing group dynamics and conflict, encouraging participation, closing groups effectively, and more.
- **Recorded Modules:** While attendance at live sessions is encouraged, in order to meet the varied needs of participants, recorded versions of all core modules are made available, allowing for flexibility and accessibility. This feature ensures that participants who miss a live session or wish to review content can catch up at their own pace, so no one is left behind.

Key Learning Components

Each session is carefully structured to build upon the previous content, reinforcing a strong foundation for group facilitation:

- 1. Introduction to GPS & Group Facilitation:** This foundational module introduces the fundamentals and structure of the GPS model, which blends peer support, trauma-informed care, and mindfulness-based approaches.
- 2. Creating a Trauma-Sensitive Environment:** Examining aspects of the GPS model that provide concrete techniques for ensuring that groups are safe, welcoming, and empowering for everyone.
- 3. Effective Communication and Active Listening:** Strong facilitation depends on clear, compassionate communication. Participants develop the interpersonal skills needed to lead meaningful, engaging, and trauma-informed conversations.
- 4. Managing Group Dynamics:** Groups are inherently dynamic and participants are taught strategies that equip facilitators to navigate challenges gracefully.
- 5. Mindfulness and Grounding Techniques:** To support both facilitators and participants in staying present and regulated, Facilitator Training explores mindfulness practices tailored to group settings.
- 6. Facilitating Welcoming and Supportive Conversations:** Participants learn to create an atmosphere of meaningful connection and openness that encourages supportive dialogue.
- 7. Navigating Difficult Situations:** Facilitators may encounter moments of tension, strong emotions, or crises. GPS training prepares facilitators to respond effectively.

EVALUATION METHODS

To assess the impact and effectiveness of the Spring 2025 GPS Facilitator Training, a structured evaluation process was implemented. Participants were asked to complete **anonymous pre- and post-training electronic surveys**, providing valuable insights into their experiences, confidence levels, and the training's overall impact.

1. Pre-Training Survey:

- **Purpose:** Collected baseline data to understand participant demographics and gauge their initial confidence levels in group facilitation.
- **Key Components:**
 - Demographic information (e.g., age, gender, language proficiency, and educational background).
 - Professional context, including prior experience running support groups and current roles.
 - Confidence levels across various group facilitation skills that would be addressed during the training.

2. Post-Training Survey:

- **Purpose:** Measured changes in confidence levels and gathered feedback about participants' experiences in the training.
- **Key Components:**
 - Reassessment of confidence levels using the same metrics from the pre-survey to quantify growth.
 - Debriefing questions to evaluate participants' perceptions of the training's relevance, usefulness, and effectiveness.
 - Open-ended feedback on specific aspects of the training, including the GPS model, trainer expertise, and applicability of skills learned.

This dual-survey approach provided a comprehensive evaluation of the training, highlighting its strengths, areas of improvement, and the measurable growth in participants' skills and confidence. The findings serve to refine future training sessions and validate the efficacy of the GPS Facilitator Training program.

Participants were surveyed about their confidence levels both before and after the training. The following areas were measured:

- **Facilitating groups alone:** Participants self-evaluated their ability to independently lead group sessions, reporting significant increases in confidence and competence after the training.
- **Co-facilitating groups with another leader:** Participants assessed their collaborative leadership skills, noting marked improvement in their ability to co-lead group sessions effectively.
- **Creating a trauma-sensitive setting and using trauma-informed skills in leading groups:** Participants evaluated their capacity to establish safe, supportive environments, demonstrating enhanced proficiency in applying trauma-informed practices post-training.
- **Including content related to the lived experience of group members:** Participants reflected on their ability to incorporate members' lived experiences into discussions, with notable growth in ensuring relevance and authenticity.
- **Discussing the community context of individuals in group:** Participants assessed their understanding of how social, cultural, and environmental factors influence group members, showing significant gains in integrating these contexts into discussions.
- **Cultural understanding and implementation in leading groups:** Participants evaluated their cultural competency, reporting substantial improvements in recognizing and addressing the diversity of group members effectively.
- **Leading relaxation/mindfulness exercises for groups:** Participants self-rated their ability to facilitate relaxation and mindfulness techniques.
- **Explaining group guidelines:** Participants assessed their competence in establishing and communicating group guidelines, noting enhanced clarity and effectiveness after the training.
- **Sharing personal lived experience appropriately as a facilitator:** Participants reflected on their skill in sharing personal experiences appropriately, reporting increased confidence in using this technique to build trust and connection.
- **Managing group dynamics:** Participants evaluated their ability to navigate group interactions and address conflicts, showing significant growth in maintaining a positive and productive atmosphere.
- **Managing difficult situations:** Participants assessed their readiness to handle challenging scenarios, with improved strategies for managing resistance, disruption, or emotional distress.
- **Appropriately attending to individuals in crisis:** Participants self-rated their ability to respond to crisis situations within a group setting, demonstrating increased confidence and preparedness after the training.

PARTICIPANT DEMOGRAPHIC OVERVIEW

The range of differences of the participants emphasizes the importance of culturally responsive facilitation, ensuring that GPS-trained facilitators can support a wide range of communities.

The demographic diversity of participants enriches the learning experience, ensuring a variety of perspectives that enhance the depth and relevance of peer support facilitation.

- **Age Range:** Participants ranged from 31 to 60 years old.
- **Gender:** 93% identified as women, and 7% as men. The high percentage of female participants reflects the strong representation of women in caregiving and peer support roles.
- **Racial and Ethnic Background:**
 - 100% of participants identified as Hispanic/Latino/Latinx
 - 7% also identified as white

Educational Background

Participants came from a variety of educational backgrounds, highlighting the accessibility of GPS training to individuals with different levels of academic preparation while fostering a shared commitment to peer support.

- **20% held master's degrees**, demonstrating a strong foundation in professional expertise.
- **47% held bachelor's degrees**, indicating a high level of academic preparation among participants.
- **13 % had completed post-secondary training**, reflecting a range of educational backgrounds suited for peer support work.
- **13% had a GED or High School diploma**, showing that formal education levels varied, making the training accessible to individuals with different learning experiences

ABOUT GPS

GPS Group Peer Support is a strength-based, trauma-informed, and welcoming approach to group therapeutic care, offering consistent mental health support during times of stress, crisis, and change. This evidence- and trauma-informed model has been successfully implemented across a range of populations and settings, delivering impactful results. By incorporating mindfulness-based stress reduction, cognitive behavioral therapy, motivational interviewing, peer-to-peer support, and other evidence-based modalities, GPS effectively mitigates the long-term effects of stress and trauma. The model allows for rapid replication in an easy-to-learn format for both peer specialists, people with lived experience, volunteers, and lay leaders, as well as professionals. GPS trainings are interactive, ensuring participants gain a comprehensive understanding to begin using this proven, impactful approach in their communities. GPS's innovative, scalable, and replicable approach aims to foster a supportive environment where individuals can find the resources and strength to move through difficult times with confidence and resilience.

A Note About Language Usage:

GPS is committed to using respectful and widely accepted terminology when referring to individuals and groups. Throughout this material, we have aimed to use terms that reflect how people describe themselves. We recognize that language evolves over time, and we remain committed to updating our manuals, curriculums, and reports as terminology shifts to better reflect the preferences of the communities we serve.

Contact Us:

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