



New MnFIRE Peer Support Partner FAQs

To further enhance the [MnFIRE Peer Support program](#) for Minnesota's fire service, we're excited to announce that PRO Network will now be managing the program. If you have any questions regarding the provider transition, please see the FAQs below.

Why is MnFIRE changing Peer Support service providers?

We are now partnering with PRO Network to make it even easier for firefighters to connect one-on-one with peers and get the help they need. With an improved health information management system and a highly credentialed team of experts with ample experience working directly with first responders, we're confident this new partnership will improve our existing network and level of service we provide to Minnesota's firefighters and their families.

When is this transition happening?

As of May 8, 2023, the MnFIRE Peer Support program will be managed by PRO Network. Firefighters count on this lifesaving service, and we're doing everything we can to ensure a smooth transition while continuing to provide the finest confidential support.

Who runs PRO Network?

PRO Network is managed by Dr. Melinda Coscarelli, PhD, LADC, LPCC, and Rochelle Hawthorne, MS. Dr. Coscarelli currently serves as the medical director of the MnFIRE Assistance Program (MAP) provider network, and Rochelle is a dedicated MnFIRE trainer, firefighter/paramedic for the Maplewood Fire Department and has a master's degree in clinical mental health counseling. In their new roles as medical director and program manager of MnFIRE Peer Support, they will be responsible for training peer supporters, connecting peers, managing peer relationships and all other aspects of the program.

How can individuals reach MnFIRE Peer Support now?

The process to access MnFIRE Peer Support remains the same. Call our 24-hour hotline for confidential support, guidance and mental health resources at **888-784-6634**. All calls are answered live, 24/7, by PRO Network's experienced roster of masters-level mental health professionals. You can also get connected with a peer supporter using the new MnFIRE PeerConnect app. Here's how to get started with the app:

1. From your smartphone, download the app from the Apple App Store or Google Play.



2. Open the app and when prompted, “ALLOW” notifications.
3. Welcome! You are now viewing the MnFIRE PeerConnect app as a guest. If you want to contact a peer supporter, you can do so immediately via the “Call Hotline” button or the “Have us Contact You” Button on the “Connect” page. Other resources can be found in the “Newsfeed” and on the “Library” page.

If you or a firefighter you know is working through a tough time at work or at home and need someone to talk to, the Peer Support team confidentially connects you with a peer supporter who has experienced the same struggles and can make all the difference. Our trained peer supporters (including career/volunteer firefighters, fire service chiefs/leaders, and spouses/significant others) know firsthand the difficulties firefighters face and are well-equipped to walk alongside you.

How will this provider change impact me as a peer supporter?

Your core work as a MnFIRE peer supporter – providing confidential support to fellow firefighters – will continue as it has. PRO Network will continue facilitating your training, connecting you with peers who need your help, and helping manage those relationships and provide a bridge to professional mental health services as needed.

You will be introduced to PRO Network directly so you can connect, and receive guidance on their improved, confidential health information management system.

Do my previous training hours for MnFIRE Peer Support still “count”?

Yes. Per the Minnesota Department of Public Safety, completing 30 hours of Peer Support training (16 hours in person; 14 hours virtual/online) will still be required to be an active peer supporter.

How will this provider change impact me as a peer support client?

If you’ve already been connected with a MnFIRE peer supporter, your confidential relationship with this individual will continue on as is.

To get in touch with MnFIRE Peer Support, call our Peer Support hotline at **888-784-6634** or access help on our MnFIRE PeerConnect app.

What should I tell my fire department?

We invite you to share this news with your department and remind them of the Peer Support resources that are always available to them through the [Hometown Heroes Assistance Program](#).

I have additional questions. Who can I speak to?

If you have additional questions, reach out to MnFIRE Executive Director Wayne Kewitsch at wkewitsch@mnfireinitiative.com. Your support should continue as is, but if there are any disruptions, please reach out to us immediately.

Learn more about MnFIRE Peer Support at mnfireinitiative.com/peer-support/.

