



A review of innovative peer-to-peer mental health solutions and a commentary on a peer-to-peer intervention for individuals with PTSD

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Introduction

Mental illness affects one in every five Americans. Mental health treatment has predominantly focused on medication management and psychotherapy. Though these methods have proven effective in aiding individuals with mental illnesses, there remain many gaps in both quality and access of mental healthcare services. Peer-to-peer solutions have emerged as a growing market within mental health treatment, especially in substance abuse recovery, as peers can use their lived experience to provide a personalized, healing space.

Peer support services have gained traction as a viable intervention for a variety of mental health illnesses including depression, anxiety, and substance use disorders. Often, peer support services augment psychiatric care. A systematic review conducted by Eddie et al. on the efficacy of recovery support services and recovery coaching for individuals with substance use disorder showed positive findings on measures including reduced substance use and relapse rates, improved relationships with treatment providers and social supports, increased treatment retention, and greater treatment satisfaction¹. A systematic review of 9 RCTs with over 2000 participants conducted by Simmons et al. investigating the effectiveness of peer support from a person with lived experience of depression and anxiety showed mixed results - one study successfully reduced anxiety and depression, with the bulk showing non-significant effects on depression².

This review will highlight several key start-ups innovating in the peer-to-peer space and discuss their impacts on quality and access. Additionally, utilizing key successful elements and aspects of each peer support company, this paper will provide a framework for a peer to peer treatment intervention directed at childhood trauma.

Featured companies and background

Marigold Health, founded in 2016, presents themselves as a Peer Support Social Network for those struggling with mental illness and substance abuse. Started in Boston, Massachusetts, Marigold Health aims to integrate healthcare seamlessly to the modern age of technology. Marigold received substantial amounts of funding in its early progression as a startup company with \$6 million dollars being raised alone in initial seed funding and another \$11 million being raised through a Series A campaign. Funded by various investors such as Rock Health, Innospark Ventures, and Commonwealth Care Alliance (CCA) Marigold Health was able to kickstart its vision rapidly through early investments.

Warmer, founded under the name Fello in August 2024, serves as a recent emergence of a new mental health startup focused around peer support. Starting under the title Fello, the company initiated financing early where in December of 2024, the company secured \$10 million dollars of capital investment in seed funding from groups such as 62Ventures and The Capital Factory. During the Spring of 2025, the company shifted to its current name Warmer, initiated by the addition of new CEO Pete Kadens. While the image and publicity of the company has shifted, the overall goal and system operated within the service remains unchanged focusing on their online peer support network. Warmer's online peer support network functions through its emphasis on personalized care for patients struggling with mental health and wellness. Similar to Marigold Health, significant amounts of early capital investment for the company signals a strength in the effectiveness of treatment within Warmer and their peer support network which could show potential aspects that could be effective in a Childhood Trauma centered treatment company.

While the previous companies have all been founded within a relatively recent timeline, Togetherall serves as a peer support company that preexists the other companies dating its founding to 2007. While Togetherall established its mental health services over a decade before any of the other previously mentioned companies, it wasn't until recent times in 2020 when they received the bulk of their financing from FPE Capital Group through a \$10 million dollar investment. The sheer amount of capital invested into Together all from one major group over a decade after their founding aligns with the companies progression toward a modern peer support model. This model which will be explored upon later indicates a high promise in effectiveness for treatment evident in the recent capital investment after years of existence. By taking this peer support models growth in line with the companies overall capital gain overtime, the specific types of treatment used by Togetherall during their rise in both usership and funding could indicate a type of treatment that could serve as a universal guideline for companies to follow whether treating a broad variety of mental issues or specifically childhood trauma.

Eleanor Health follows a very similar peer support model to the previously mentioned companies of Marigold Health and Warmer. Considered a comprehensive platform for substance abuse treatment, the company similarly utilizes individuals with past lived experiences as listening companions for struggling users as a means of treatment in addition to medication management and professional psychotherapy. The use of such measures could indicate the integration of peer support into traditional mental health treatment methods while also giving favor for treatment plans that utilize a variety of methods for patient and user needs.

Comparison of interventions among innovative peer-support companies

When analyzing various mental health companies with emphasis on peer to peer intervention, specific methods and types of intervention become apparent, presenting themselves as various effective models for aiding patients who may experience a broad variety of mental illnesses. While each of the presented companies offer their own unique aspects of service catering to the needs of their specific user population, the overall structure of intervention within the various different companies commonly aligns. By observing the methods of intervention within each specific company, repeated and similar treatment methods signal effective ways to handle patients' mental illness which in turn may model effective modes of intervention for a peer support company that emphasizes aid towards those with past childhood traumas.

Marigold Health

Marigold Health offers two main services both of which involve the use of “Peer Support Specialists”, individuals who have past lived experiences with substance abuse. In one on one peer support, Marigold Health utilizes “Peer Support Specialists” in a private confidential setting, providing users with a safe space for communication between them and their own peer coach. While each patient suffering from substance abuse is assigned to one peer specialist, each peer specialist can be assigned to multiple patients. This intervention acts as a substitution of traditional therapy with a therapist with peers who have experienced issues with substance abuse. Although not with a licensed therapist, this intervention allows individuals to create a personalized relationship with someone who has past similar experiences trained to aid them in their recovery. In this process, peer support specialists emphasize member-led treatment where recovering patients lead sessions at their own pace sharing their own stories and experiences at their own pace and amount and peers add on when needed. By allowing users to take control, Marigold aims to strengthen the foundation of trust and companionship between peers and struggling users where users felt understood and not pressured by the need to follow the word of a professional that traditional therapy may sometimes cause. In this one-on-one setting, individuals are able to share key information that could be essential in recovery but are more private and personal.

The other service that Marigold provides is their Theme Based Anonymous Chat Rooms. Within this system, individual users are able to navigate to specific messaging rooms focused on specific substance issues that pertain to them. Some specific chat rooms that Marigold Health provides include Addiction therapy, black/minority groups, general mental health groups, and even groups based on users sexual orientation. Marigold's application of various different chatrooms ranging from specific to broad plays into their mission of making all users feel included, heard, and related to regardless of their level of trauma or any other factors that could impact their ability to recover. While Peer Support Specialists are utilized in chat rooms to provide care and support as needed, emphasis is placed on patients to take lead in this intervention method and share any thoughts or struggles they are continuing to face to the entire

group of both peer support specialists and other trauma induced individuals. This process of users taking lead in group chat support is made effective through the chats usage of anonymous sharing. Being that these chat rooms function through the sharing of sensitive information such as addiction struggles, depressed thoughts, and other personal issues, individuals fearing the judgement of others can utilize this feature. Users are therefore offered the full capability to share any issues or struggles they are experiencing and receive the necessary help and support from others all the while having their identities protected, eliminating associations between someone's identity and the condition they are in or suffering from.

Marigold's methods of treatments alongside the other companies that will be mentioned later all focus on strengthening the therapeutic alliance between peers and recovering patients. Therapeutic Alliance is defined as the overall trust and collaborative relationship between recovering mental health patients and their associated treatment partner whether a psychiatrist, therapist, or in this case, a peer with similar lived experiences. By offering options of specific rooms, anonymity, and the option for both individual and group support, Marigold works to strengthen the therapeutic alliance between its patients and peers by giving assurance that no matter one's specific needs and struggles for treatment, Marigold aims to provide flexibility.

Warmer

While a company like Marigold Health prides itself in its variety of peer centered services, Warmers intervention is limited to one-on-one peer intervention. Through Warmers online website, users are able to sign up for an account in which after doing so, users are able to enter information about their current struggles. After signing up, users are able to browse and search through the multitude of different peer support specialists known as "Experts". Payment depends on the peer they choose with each session lasting 30 minutes. Within these sessions, patients are able to have private calls individually with their expert and learn about the plan to recovery and growth in one's health. Warmer additionally offers 2 free sessions a month for users that sign up, which promotes treatment initiation and gives opportunity to assess compatibility with a peer before payment.. Touching back on the significance of therapeutic alliance previously mentioned for Marigold Health, Warmer's intervention revolves around the use of these experts who have past experiences with any of the various issues Warmer aims to treat. Some of these issues may include dealing with addiction, struggles in one's relationship, or even something laser specific like managing one's finances in a time of economic uncertainty.

Warmer as a whole, covers over 800 unique struggles and topics all of which are explicitly covered and backed by peers. What sets Warmer apart is the specificity of treatment they offer which is inherently created by their use of peers. Each peer that joins Warmer is required to share their own story and struggles that they were able to overcome. While many of the topics covered by Warmer seem to cover a very small niche that very few people may actively need,

this coverage ensures a high likelihood that patients will be supported with their own interests and needs serving as the primary focus. Warmer's edge as a peer support company lies in the fact that they cover such a wide array of specific health and wellness issues all of which are treated with peers with specific backgrounds.

Togetherall

Togetherall as a company emphasizes peer to peer support through its interconnected community services. The company, while not offering one on one peer to peer talk sessions like other companies such as Warmer, utilizes mental health professionals titled "Wall Guides" as lines of support for individuals who need private conversation space to discuss personal problems and crises. Connection to Wall Guides happens within the on-site direct messaging system. Wall guides are not peers who have their own lived experiences but rather mental health professionals who serve as moderators rather than active coaches in the recovery of various struggling users. Tasks for such guides can include monitoring group chats to ensure chats remain both anonymous and safe, responding to users in severe crisis or instability, and even providing assistance to patients by helping them search for local physician or therapist aid if peer support will not suffice.

What identifies Togetherall as a peer support company is their use of an interconnected peer support online network. Togetherall's platform functions similar to a social media network like X (Twitter) or Facebook with users being able to post public messages about their current mental health struggles or concerns. When users sign up, they are prompted to fill out survey forms focused on gaining information about what specific issues and topics said users are dealing with. Once signed up, posts created by other struggling individuals will appear on the main home screen for users that are aimed to be similar or related to the same issues users mentioned in their surveys. Users have the option to reply, like, and share posts just like social existing social media platforms which creates a sense of familiarity and ease for many users who already utilize various social media platforms for their daily lives. Furthermore, users who connect to certain posts have the extended option to friend and message the very users who created the posts they feel relation and familiarity towards. This is what separates TogetherAll as an innovative Peer support company within the mental healthcare landscape. Often within traditional methods of treatment such as therapy and medicine, a hierarchy, while not explicitly stated, is created between the recovering patient and the individual who is providing care. Therapists, while aiming to create a safe space for communication, may unintentionally make patients feel alienated due to the therapist's qualifications and knowledge, ultimately causing patients to feel inferior and under the command of an all-knowing individual. Similarly, while prescribed medication may offer some benefits in regard to improving one's mental health, the process can lead patients to become reliant on such medications that must be prescribed. This reliance develops a hierarchical system in which psychiatrists may be viewed as great and of



more value to patients. While there is no denying the effectiveness of these traditional methods given their continued use, a company like Togetherall shows greater strength in mental health struggles of less magnitude that may not call for the immense commitments and possible underlying effects tied to traditional methods. Togetherall's Social Media interface allows for people to connect and seek treatment in a space where communication feels friendly, normalized, and comfortable. Furthermore, the option to add other users as friends allows for community building in which struggling users have a network of support that is available anywhere due to the online model.

While questions may arise on the professionalism of Togetherall's model given the fact that treatment is based on communication between people who are simultaneously recovering, this type of treatment may truthfully be more effective in treatment without the use of professional psychiatry, therapy, or medicine.

Eleanor Health

The final company focused on is Eleanor Health. What sets Eleanor Health apart is their integration of Peer Support services into generalized mental health treatment. Specifically, while Eleanor Health offers Peer Support services, their effectiveness lies in their use of peer support services as a supplement to other professional and medical treatments for mental illness. Primarily focused on cases of addiction and mental struggles related to substance abuse, Eleanor Health's use of peer support treatment highlights the possibilities for peer support to be used as a primary method of recovery for more specific issues rather than broader mental health care.

Community Recovery Partners are Eleanor Health's title for peers within the company that aim to provide care for patients going through addiction and mental health struggles. Community Recovery partners similar to other peers looked at in other companies aim to provide a sense of personal experience as a means of helping others. Given their own past struggles with addiction and mental health struggles, Recovery Partners give support by creating coping strategies, recovery goals, personal wellness plans, and offering a general sense of comfort as patients find hope in seeing individuals previously similar to them, reach their goals of recovery.

The process followed by Recovery Partners to create a relationship and friendly bond highlights the strengthening of a therapeutic alliance within peer to peer treatment. Similar to the other companies and their goals of using peer support as a means of effective recovery, Eleanor Health's system of Peer Support relies on the strengthening of bonds between peer and patient. Peer Support in itself inherently provides a great sense of therapeutic alliance as the use of someone who offers relatability to the recovering patient ultimately creates a closer form of connection as opposed to a therapist who may not truly understand the hardships and struggles

ted in with addiction or mental struggles. Even without dedicated study like that of a therapist, peers offer a bond of friendship and warmth that may not be as obtainable with a professional. Eleanor Health specifically, aims to build strong relationships between their peers and patients working to improve patients self-esteem, social skills, and community interactions all of which strengthen a patient's ability to recover with the thought of mind that other individuals are within their reach.

Eleanor Health, unlike the other companies, offers ample amounts of non-peer focused treatment including medication and therapy. These treatment modalities are evidence-based and may work well with peer support supplementation. Eleanor Health is proving that their use may be much more effective when paired with peer support. In the case of medicational treatment, medicine may serve as a way for users to temporarily end desires for substances in which during this short term period, peer support will allow for patients to create a healthy lifestyle away from substances. In doing so, when patients are off medications, they will not feel the need to relapse and overall have a strengthened longer lasting form of recovery as opposed to medicine as a stand alone treatment. For therapy, therapy and peer support together allows for patients to hear from multiple voices and creates a deeper community of care in which your peer may serve as a companion aiming to provide comfort and friendship in uncertain times whereas a therapist may offer the tools necessary for targeting the root of your mental struggles and addiction. In tandem, these two forms of treatment act in coinciding interests where in the long run, patients will feel cared for in their path towards recovery while also being assured that they are not alone in their issues. Ultimately, this multi-faceted structure offered by Eleanor Health highlights a business model that utilizes peer support as a path towards recovery that is as if not more vital to patients in comparison to long standing established forms of treatment used in the mental health world for years.

Assessment of peer support quality and training

Marigold Health

Marigold Health's peer treatment as stated earlier utilizes "Peer Support Specialists" as their title for paid peer workers. Peer Support Specialists are hired via position availability like many common jobs within the United States. However, stated by Marigold, the key selection for becoming one lies in one key aspect: Lived Experience. No matter one's qualifications, Marigold has actively shaped its recruitment of peers to be people who have had some kind of relatable mental health experience, whether big or small. Furthermore, these peers are required to be people who have shown ability to overcome such mental health experiences whether depression or addiction. This factor is essential to strengthening the therapeutic alliance between patients and peers. Mentioned earlier in the paper, by providing a sense of camaraderie, reliability, and hope, peers are able to create tightly knitted, friendship-like bonds,

beneficial in making patients feel comfortable and open to a path of recovery. Overall, Marigold releases very little data on the preparation of peers. However, given its use of a dedicated hiring and training process that can take multiple weeks to complete, Marigold's success in aiding mental health patients within the New England area online can be accounted for by their extensive certification and preparation of peer applicants.

Warmer

Warmer previously delegated the title of “everyday experts” to their peers. Previously holding a number of over 500 total experts, Warmer's peer network focused on gathering people with a wide variety of everyday issues. Warmer's peer recruitment efforts emphasized a need for lived experience. Whether small everyday mental health struggles to larger issues dealing with loss, any lived experience deemed as a mental health struggle was stated by Warmer to be a deciding factor in the acceptance of new peers. Once hired, Warmer peers were vetted through training with licensed therapists before becoming approved for aiding users in their mental health struggles. While the specific details of Warmers training process is not gone into deeply on their website, the general use of peers with past mental health struggles indicates a need for peers to channel their own lived experiences into the aid of users currently struggling with issues similar to theirs.

Togetherall

Togetherall's model, serving as an online chatting and communication platform for those struggling with mental health, indicates that there isn't formal training nor a formal title for designated peers. Togetherall's focus on connecting many individuals currently struggling simultaneously focuses on peer support through joint recovery rather than advice from someone who overcame their past health struggles. For this reason, Togetherall's method of training is non-existent for peers. While training is required for those hired into the Togetherall company, these roles are not as mental health peers but rather as moderators for the site. Conclusively, success linked to Togetherall's peer model indicates that formal dedication to certified and trained peers for treatment may not be necessary to make progress for users' mental health recovery. Instead, it may hint at a strength in online peer support companies that focus on community connection rather than dedicated one-on-one peer sessions. However, while Togetherall's social media based peer community may boast high social interactions, a lack of peer training and dedicated use of peers who had former history with struggles and recovered, may hinder effective treatment for users with specific issue needs.

Eleanor Health

Eleanor Health as stated earlier, supplements peer support with other forms of treatment. Thus, not being dedicated solely to the practice of peer support, the overall number of peers and availability of peer specialists, titled Community Recovery Partners (CRP's), remains low. Eleanor Health explicitly states on their sites that CRP's are hired based on their past experiences dealing with addiction and proof of their ability to overcome and recover from such hardships. Similar to Marigold Health, Eleanor Health is region-locked with around half of the U.S. states having access to this resource. Given this, Eleanor's peer hiring efforts are concentrated within these regions. Upon being hired and screened to work as a CRP for Eleanor Health, peers undergo training that involves learning certain keys for making treatment progress with patients. Various key points mentioned in treatment are stated to include training in personal experience sharing, community advocacy, and also understanding when to suggest greater help from Eleanor's other professional services. What Eleanor Health's peers lack in numbers, makes up for in the specific dedicated training alongside guidance from professionals due to the company's model as a multifaceted treatment company which allows for trained and licensed psychiatrists, therapists, and other experts to oversee the effectiveness of peers.

Takeaways for trauma-based peer support intervention

PTSD is described as a mental condition caused by extremely stressful or terrifying events through either witnessing or experiencing such. PTSD symptoms can vary with common symptoms including nightmares, inability to speak, avoidance, mood changes, and sleep deprivation. In a meta analysis conducted by Howard et al. a correlation was found between stronger reported therapeutic alliance and ability to detect emerging PTSD in adults actively participating in therapy³. While the study itself doesn't provide evidence for guaranteed success in the ability to detect and effectively treat PTSD, the patterns presented across 34 different studies hints that strengthening the relationships between patients and their treatment aid can serve as an effective mediator in treating PTSD. For such reasons, when drafting a trauma based peer support intervention program, factors included in treatment must center around the strengthening of therapeutic alliance between peer supporters and patients.

Mentioned earlier in this paper, the development of therapeutic alliance between patients and peers comes down to certain factors of human connection including but not limited to trust, unconditional warmth, relatability, and the ability for peers to be flexible and adapt to patients needs while also providing assurance for effective treatment. In the case of relatability, the use of peer treatment aims to check this point off inherently. However, with trauma being a broad scope of mental health struggles, it is important for certain measures of specificity to be taken.

While many other peer support companies may offer broad categories and topics for treatment, generally, these companies follow a "One Size Fits All" method of care. While this broad generalization of mental health treatment allows for simple and efficient treatment, ultimately, it

falls flat of providing patients with guidance through their own personal endeavors. For example, a patient dealing with addiction to self-medicate from symptoms of Post Traumatic Stress Disorder (PTSD) may require a different therapeutic approach than a patient dealing with addiction rooted in peer pressure. The trauma case likely requires peers to tackle the root of addiction and directly aid their patient in navigating through and processing their trauma. Focusing only on the substance use in this case would miss the core driver of the substance use. On the other hand, someone dealing with addiction due to peer pressure may require a cognitive-behavioral or interpersonal approach focused on identifying the benefits and consequences of certain friend groups, establishing boundaries, and working on self-esteem. A peer could be helpful in empathizing with the influence of social networks and facilitating insight into personal values and health. While both cases of addiction would require general support and emphasis on sobriety, which can be tackled by a general addiction focused peer supporter, the overall story and root issue to each case is significantly different. For this reason, when hypothesizing a peer support centered company, it is imperative that the peers used are specific issue focused to the best degree. When approaching trauma care, it is important to understand that no one case is the same as another. While two patients both may be suffering from addiction due to trauma in their past, one may be suffering from dealing with alcoholic role models while the other is struggling with substance use to cope with losing loved ones in an accident. Grouping said patients into a broad category like “addiction” would inherently ignore the underlying specific trauma aligned with their struggles and could ultimately hinder their ability to connect to a peer. When looking at the aforementioned companies, two come to mind as having peer support models that focus on providing patients specific and best fit peer treatment programs: Warmer and Eleanor Health.

Warmer and Eleanor Health differ in how their specific peer treatment functions. Eleanor Health offers peer support focused solely on drug and alcohol addiction treatment. In this sense, while their total range of issues they can aid in are limited, the specificity of treatment they are structured for allows for time allocated to deal with varying issues solely caused by addiction. In theory, this would allow for alcohol and drug related issues to be best handled by a company like Eleanor Health. Contrastingly, Warmer’s model offers a wide array of various different issues crafted around peers’ own specific issues. Given the extremely diverse nature of trauma as a mental health struggle, following a model similar to Warmer where peers’ own experiences were crafted into the different options for struggling patients to participate in, would allow for the bulk of trauma patients to be catered for. In addition to such, offering broader chat rooms and groups alongside one-on-one treatment for general support would be beneficial in providing introductory level peer treatment for those less inclined to open up about personal specifics or for those who are seeking general support. Of course, with the idea of such wide ranging custom peer treatment, demands for peers who have both gone through personal specific trauma but have also recovered from such would be extremely high. Such demands would require above standard pay, benefits, and training to ensure peers were capable of effectively

treating patients experiencing their past struggles. However, Warmer's ability to run such treatment programs alongside other companies like Marigold Health being capable of running 24/7 active chatrooms for specific mental health issues provides evidence for such online peer treatment to be put into motion.

In efforts to strengthen therapeutic alliance, focus on building trust and unconditional warmth comes down to a matter of peer quality and care. In the situation of trauma based care, it is essential that peers understand the necessary measures and needs to effectively care for and support individuals with extremely sensitive situations of mental health. While a company like Togetherall offers possible benefits of companionship and friendly relationships through its social media based model, the lack of peer training and dedicated individuals proven in recovering from past struggles makes its structure likely unsustainable for trauma based care which requires a level of higher understanding and proven recovery to give patients hope and proper support. Marigold and Eleanor Health stand out in this case as companies who provide proper training and recruitment of peers to ensure a proper combination of both relatability and professionalism. Because of such measures stated earlier in the peer recruitment section, trauma patients are met with greater trust in that the people aiding them in recovery are both informed and capable of providing proper practice in their recovery but are also people who understand the hardships associated with sharing personal details, reliving traumatic experiences, and putting oneself in vulnerable positions. Overall, the use of peers with lived experiences and ensuring their training is both thorough and focused on patient trust is essential to crafting a successful trauma based peer support company. When it comes to warmth, the hiring of peers with such lived experiences and have proven their own ability to persevere will provide necessary care and warmth for struggling patients as empathy for such traumatic experiences allows for a more personalized relationship built around camaraderie rather than strict medical treatment.

The last major factor touched up upon in building a strong therapeutic alliance is the ability for flexibility and options in treatment. No one patient is the same and often patients need either a variety of different treatment methods or want to have the option to not be restricted by one type of treatment. Rather than focusing on covering different specific trauma issues which was mentioned earlier when discussing the importance of relatability, flexibility would revolve around different structures and methods of treatments. One company that stood out earlier with such versatility is Marigold health. Marigold Health's options of one-on-one and group sessions, call and text options, and both anonymous and personalized sharing opens the doors for the needs of any trauma patient regardless of their situation. In addition to providing specific personalized trauma care, offering of these options would allow for an online trauma based peer company to thrive as patients would be provided with the flexibility needed to seek and continue peer based care without the fear of not having the options they personally need to share vital information essential to treatment. Furthermore, by offering possible connections and referrals to

professional aid and medicational treatment like that of Eleanor Health could also serve as a way to increase flexibility for therapeutic alliance by providing reassurance that patients have options of treatment as a broader spectrum in situations where peer support may simply not be enough. All in all, the factors mentioned all play a vital role in boosting therapeutic alliance and when purposefully used by a company drafting an online peer support model for therapy, can possibly increase both the detection of PTSD but also proper treatment for such.

Conclusion

After analyzing the varying methods of peer to peer treatment by generalized mental health companies, the question arises: what may a peer support company focused on treating specific cases of childhood trauma look like? Through each company, many patterns arise that signal a certain method or aspect of treatment that is commonly successful. However, certain companies also offer individually unique aspects of treatment that while less common, may offer a form of recovery that is both effective and practical for peer to peer treatment. Therefore, when focused on a company for childhood trauma, a structure for these companies can be created from a specific set of aspects including but not limited to: accessibility, peer quality, and therapeutic alliance. Ensuring an online model, open to all individuals located within the U.S while also offering both direct and insurance based payment would allow for the best accessibility for patients in need of peer based trauma care. Next, the use of peers properly trained and screened with personalized stories of trauma based recovery is essential to providing the aspect of companionship that those in peer support seek. Finally, the previously mentioned structured treatment methods for boosting therapeutic alliance are all essential in order to successfully draft an online trauma based peer support company that provides trauma patients with a sense of inclusion, warmth, and personalized care.

While the aforementioned companies are proof of possible success in online peer support companies with strengths in various aspects, the combination of the best of each requires a dedicated source of capital investment, qualified professionals, and demand for peer support treatment in mental health which as of recent years, remains severely underrepresented. This is evident in recent issues and cases that have risen in very recent times. As of 2026, Warmer has modified its platform from a Peer Mental Health Service to an app designed to create meaningful friendships that maintain strong mental health practices and aim to provide people resources to become stronger at creating and maintaining healthy relationships. While their new mission provides a general sense of assistance in mental health indirectly with the development of healthy bonds, its focus has shifted away from dedicated mental health treatment through peer support. While it is hard to target the true reason behind such a pivot, it is likely due to lack of demand for previous services, lack of capital return, or realization of mission goals in which the company wanted to shift away from crisis and focus more on the everyday aspects of generalized mental health. Whatever the reason, as it stands, peer support mental health is still in its early stages of development and more time is needed in order for its effectiveness to be



truly recognized and for companies to capitalize on its effectiveness and create a wider variety of peer based mental health services. In the case of trauma, possible rises in traumatic experiences for certain age groups and growing demand for peer support can play hand in hand for the possible creation of trauma based peer support that emphasizes personalized care for individuals with unique traumatic experiences.

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