

Report to Stakeholders



2010 - 2011

About Us

The Metro Critical Incident Stress Management Team offers a comprehensive set of services, nationally recognized and established as a part of a larger international movement to provide needed services to emergency response professionals. These services seek to build resistance to stress (cumulative and acute), support the inherent resilience of emergency responders, and speed the recovery of personnel to ensure longevity, continued occupational satisfaction while promoting physical and interpersonal well-being.

Pre-Incident Phase **Building Resistance**

- Educate on Services offered by Metro CISM
- Training on coping skills, identifying stress, establishing departmental protocol

Acute Incident Phase **Supporting Resilience**

- On-scene support
- Defusing (up to 8hrs post incident)
- Interagency support via Psychological First Aid, 90-Minute Protocol

Post Incident Phase **Speeding Recovery**

- Critical Incident Stress Debriefing
- Ongoing Re-Entry Peer Support
- Information and Referral for Ongoing Needs

Services offered include pre-incident training to build resistance, on-scene defusing to support immediate resilience, and post incident debriefings to speed recovery and ensure ongoing supports are available for continued recovery.



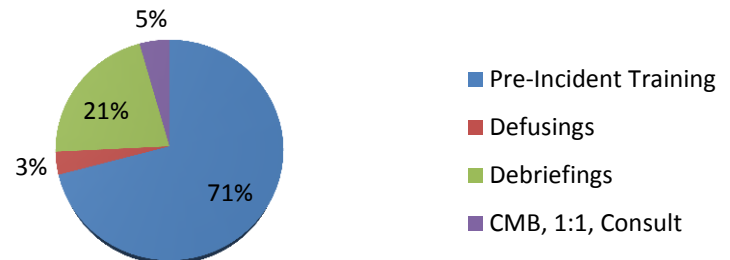
Mission: We serve those that serve others: The Metro CISM team provides trained peer support to emergency responders to effectively build resilience and manage critical incident stress for healthier lives, families and communities.

Metro CISM Services Summary – 2010 - 2011

Metro CISM offers a continuum of services to address the stress management needs of emergency services personnel including pre-incident training, training on interagency stress management techniques, on-scene support, and post incident debriefing, demobilization and peer support.

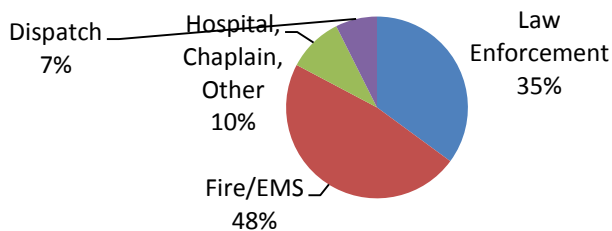
In Fiscal Year 2010-11 (July 1 – June 30) – the Metro CISM Team provided services to 1228 emergency services personnel. Throughout the Twin Cities 7-County Metro, our team provided 28 pre-incident trainings and responded to 56 critical incidents. The majority of participants are served through pre-incident training, followed by personnel served in debriefing, defusing, and other services including Crisis Management Briefings, 1:1 support, and departmental consultation.

Service by Type (1228 Served)



A vast majority of emergency response personnel (87%) report physical or emotional impact from a critical incident. Many of these responders rebound through the support of family, friends and department colleagues – others, however, require additional outside support. It is these individuals who are served through defusing, debriefing and 1:1 peer support provided by the Metro CISM Team.

Post-Incident (365 Served)



Last year, the Metro CISM Team provided post-incident services to 365 emergency responders.

Peer Lead Service Delivery

Our services are provided by volunteer emergency response peers from law enforcement, fire, emergency medical technicians (EMTs), dispatchers, department chaplains, and mental health professionals. Peer support builds credibility, models the importance of actively addressing trauma, and provides practical methods for healthy stress management. Participants consistently express a high level of satisfaction with the peer-support model with added value of clinical consult and direction of trained mental health professions to ensure high quality services.

Throughout 2010-11, Metro CISM maintained a team of 70, provided 24 hours of continuing education to team members, and collectively logged in over 4300 volunteer hours to benefit the emergency services community.

The CISM Team also made several improvements in operations and strategic planning in 2010-11. An online system for data management and sharing has been established, improved training materials, an advisory committee structure to improve volunteer engagement and more effective planning, as well as recruitment and training of 20 new team members. The Team also successfully hosted its annual Bill Meyers Conference – reaching and training over 300 emergency services personnel while raising nearly \$13,000 for operational expenses. Team leadership has also established a 2011-14 Strategic Plan to more effectively address needs and manage limited team resources.

Financial Summary for 2010-2011 (July 1 – June 30)

Income

| | |
|--|--------|
| Individual Contributions | \$ 54 |
| Catholic Family Foundation | 5,000 |
| Government Grants | 15,000 |
| EMS Board | 7,000 |
| Membership Dues | 5,374 |
| Public Contributions | 0 |
| Conference Registrations and Earned Income | 18,685 |
| Consultation and Training | 150 |
| Interest Income | 43 |

Total Income \$ 51,091

Expenses

| | |
|----------------------------------|----------|
| Employee Expenses | \$10,748 |
| Contract Clinical Services | 26,529 |
| Speaker Fees (Bill Meyers Conf) | 4,587 |
| Office Supplies, Internet, Phone | 1,242 |
| Postage & Delivery | 373 |
| Printing and Reproduction | 366 |
| Team Training | 3,311 |
| Meeting Expense | 1770 |
| Insurance | 810 |

Total Expenses \$49,736

2011-2012 Goals

Continue to offer high quality, evidence based services to emergency responders through-out the 7-County Metro

- Respond to all requests for post-incident critical incident debriefings while maintaining a high level of satisfaction on surveys.
- Complete timely reporting and data entry to build on continuous improvement efforts.

Raise the profile and awareness of Critical Incident Stress Management Services

- Identify research partner to further evaluate CISM Services, including immediate and longer term benefits of services provided to emergency service personnel.
- Provide a minimum of 25 pre-incident trainings to departments across the 7-County Metro
- Sponsor a large gathering (Bill Meyers Conference) to increase visibility of Metro CISM

Strengthen internal reporting and evaluation systems for continuous improvement and accountability

- Identify additional tracking and reporting needs, information needs, data gaps and establish plan to include needed data for 2012 reporting.
- Identify ways to streamline reporting functions while processing data needed for annual report.

Attract, retain and maximize engagement of high quality volunteer Team members.

- Provide 20 hours of training to team members on strategies to address critical incident stress
- Formalize team policy and procedure manual, volunteer retention program, and training schedule.

Bolster organizational Infrastructure through identifying strategic alliances and partnership opportunities.

- Identify feasibility of strategic partnerships to manage back office functions/shared administrative services.
- Increase support through individual donations and philanthropic contributions.
- Increase earned revenue strategies including Annual Conference and 90-Minute Protocol Training.