

# ANNUAL REPORT

## Fiscal Year 2011-2012

(July 1, 2011-June 30, 2012)

## Report to Stakeholders



The Metro CISM Team  
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***"We serve those who serve others"***

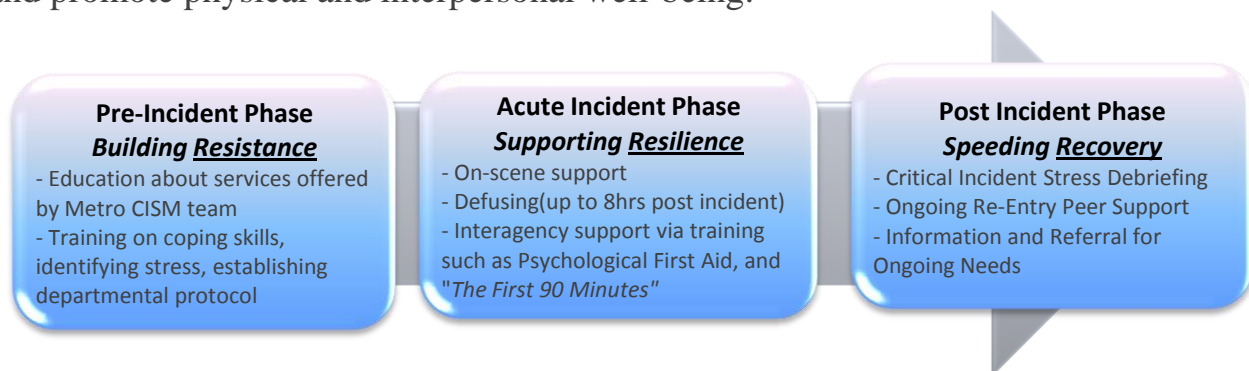
The Metro CISM Team provides free trained peer support to emergency responders for healthier lives, families, and communities. We build stress resistance with pre-incident training, promote resilience through acute support and improve recovery through outreach and resources.

## **ANNUAL REPORT FISCAL YEAR 2011-2012**

### **About Us**

The Metro Critical Incident Stress Management Team consists of about 60 police officers, firefighters, emergency dispatchers, and paramedics (considered peers) who volunteer their time and energy to support others in the field of emergency response. These "peers" are supported by chaplains and mental health professionals who also volunteer their time. All of these volunteers commit to many hours of continuing training and make themselves available 24/7 to help when needed.

The Metro CSIM 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 and promote physical and interpersonal well-being.



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

## Mission Statement

We serve those who 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.

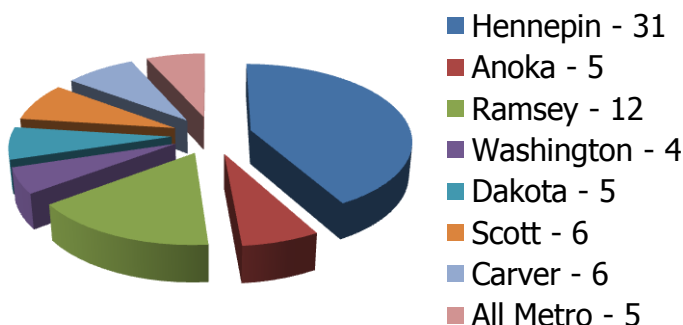
## Vision Statement

We envision a fully functioning and healthy community of emergency responders who have the tools to manage the stress of their work and personal lives and advocate stress management to their peers.

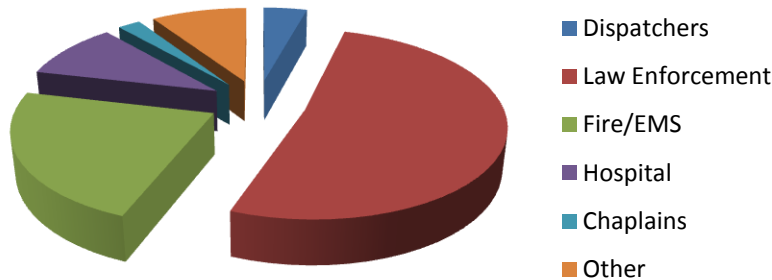
## SECTION 1: Fiscal Year in Review

The Metro CISM Team serves all First Responders in the seven county Metro area. During Fiscal 2011-2012 the Team responded to **74** critical incidents.

### Calls for Service by County



## Post-Incident Support Provided



A vast majority of emergency response personnel (87%) report physical or emotional impact after 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.

During this past fiscal year the Metro CISM Team provided immediate post-incident support to **636** emergency responders, up from 365 last fiscal year, **an increase of 57%**. Adding in those involved in training and other services, the Team served well over 1,000 first responders.

**New Website:** The Team applied for and was granted a complete website redesign as part of an annual competition hosted by the Nerderdy ([www.nerderdy.com](http://www.nerderdy.com)), a cutting edge “interactive project” and web design company – an amazing self-proclaimed group of Nerds. The Nerderdy held a friendly, 24 hour marathon competition among web designers from other companies. They sought out worthy non-profit organizations, such as the Metro CISM Team, and selected a dozen to receive a free, totally redesigned website build valued at about \$30,000. The Metro CISM Team was paired with *Team Pegacorn*, a group of talented and diverse Clockwork Active Media Systems ([www.clockwork.net](http://www.clockwork.net)) employees who volunteered to compete. *Team Pegacorn* created an attractive user-friendly website. Please check it out at [www.metrocism.org](http://www.metrocism.org) and a tremendous thank you to our many new friends at Clockwork!

## Training Provided

Several hundred emergency responders attended training provided by members of the Metro CISM Team. This education included the annual Bill Myers Conference (attended by over 300 people) and "*The First 90 Minutes*®", a course developed by the Team to equip emergency service agencies with the skills to recognize and understand

the immediate signs of critical incident stress. Training also provides agencies with resources and practical tips for coping with stress.

This year the Team began providing Pre-Incident Awareness training to the Minnesota Chiefs of Police Association during their annual conference in St. Cloud. Training is also planned for MCPA's Leadership Academy held semi-annually at Camp Ripley for front line supervisors.

Training gives agencies the knowledge and skills to recognize the signs and symptoms of stress before they escalate to critical levels.

### ***Pre-Incident Awareness***

Pre-Incident awareness education provides agencies with the knowledge to be proactive rather than reactive when handling incidents that occur within their departments.

Training includes:

- Understanding parameters of critical incident stress
- Common signs and symptoms of critical incident stress
- Practical tips for coping with stress
- A basic understanding of the debriefing process

### ***The First 90 Minutes<sup>®</sup>***

*The First 90 Minutes<sup>®</sup>* training explores how to react to and support first responders within the first 90 minutes after a critical incident.

Training includes:

- An easy to use tool outlining actions to initiate immediately after a critical incident
- A guide on how to assess the impact of a critical incident on your personnel and operations
- Discovering what services the Metro CISM Team can provide and when to call the Team for support
- Practice for using the new skills in psychological first aid

## **Services Provided**

### **How we serve**

Our goal is to have a healthy community of emergency responders who have tools to manage stress and receive support. We provide: pre-incident training, on-site support, psychological first aid, debriefing, peer-to-peer support, and continuing care referrals.



## **On-site support**

Critical incident stress management begins at the scene through onsite support and demobilization. We provide support to individuals, victims, and survivors who are showing obvious signs of stress as well as providing advice and counsel for command staff.

## **Psychological first aid**

Defusings are conducted when individuals are displaying signs of stress immediately after an incident. The first responder discusses the incident, and our team members provide basic information on the signs of critical incident stress and practical stress management tips.

## **Debriefing**

The Critical Incident Stress Debriefing is a private way for individuals to discuss their personal involvement in the incident as it relates to their thoughts, perceptions, and feelings, in order to reduce stress. The debriefing normally takes place 24-72 hours after the incident and consists of peers and mental health professionals specially trained by the Metro CISM Team.

## **Peer-to-peer support**

Metro CISM Team members provide trained, supportive listening and offer assistance in developing and maintaining coping mechanisms. These meetings are typically one-on-one and completed in a location comfortable to the individual.

## **Continued care referral**

If critical incident stress levels require professional assistance, the Metro CISM Team provides additional resources and referrals for people interested in professional help.

## SECTION 2: Financial Review

INCOME		EXPENSES	
Individual Contributions	\$2,229.00	Employee Expenses	\$7,290.27
Foundation Grants	\$5,000.00	Contract Clinical Services	\$24,000.00
Government Grants	\$0.00	Speaker Fees	\$171.00
Metro EMS Board	\$0.00	Office Supplies, Internet, Phone	\$523.84
Membership Dues	\$6,500.00	Postage & Delivery	\$297.97
Public Contributions	\$4,610.00	Printing & Reproduction	\$34.00
Conference Registrations & Earned Income	\$2,302.00	Professional/Administrative Fees	\$130.00
Consultation & Training	\$325.00	Advertising/Marketing	\$191.00
Interest Income	\$1.14	Fees/Registration	\$2,300.00
	<b>\$20,967.14</b>	Meeting Expenses	\$1,027.00
		Other Expenses	\$124.00
		Insurance	\$848.00
			<b>\$36,937.08</b>
<b>Deficit</b>	<b>(\$15,959.94)</b>		

As the Team begins Fiscal Year 2012-2013, the financial condition is at a grave point. The Team's reserves are almost exhausted. The last few years have been a financial struggle for everyone, and the Team has seen a reduction in donations and grants. The Metro Emergency Medical Services Board has granted the Team \$10,000 for this fiscal year. The Board of Directors has taken major budgetary action to reduce operating expenses by temporarily eliminating all paid personnel and relying solely on qualified Team volunteers. For the continued existence of the Team and the ability to provide this critical service to our metro area first responders the Team will continue to seek financial support through grants, sponsorships from the agencies we serve and individual contributions.

The Team feels confident that it will find the necessary funding to continue its valuable work in the Metro area, not just for this fiscal year, but for years in the future. Our first responders are called upon to handle serious situations on a daily basis and it is of critical importance that The Metro CISM Team can maintain its availability to provide support.

