



The Metro CISM Team
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The Metro CISM Team's Fiscal Year 2013-2014 Stakeholder Report

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.

ABOUT US

The Metro Critical Incident Stress Management Team consists of approximately 52 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 emergency services chaplains and enculturated mental health professionals who also volunteer their time. All of these volunteers commit to many hours of annual 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.

OUR VISION

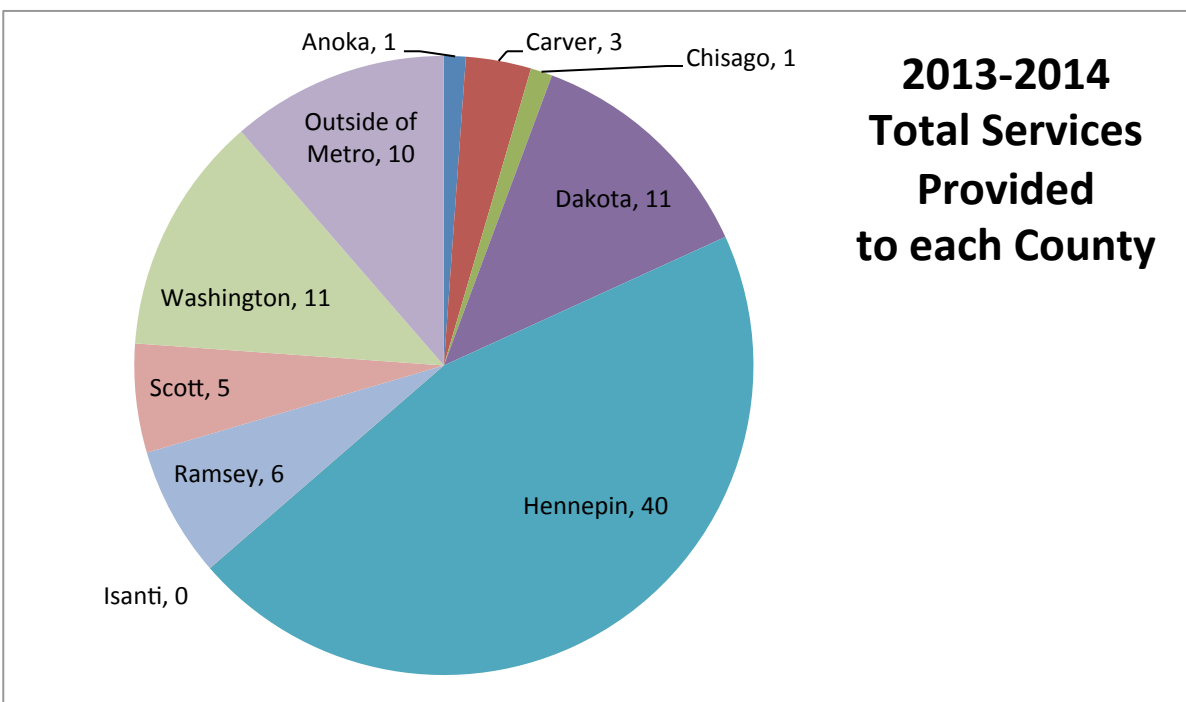
We envision a fully functioning and healthy community of emergency responders who have the tools to manage the stress of their work and personal lives and advocate stress management to their peers.

OUR NON-PROFIT STATUS

The Metro CISM Team was established in 1987. It is a registered 501(c)(3) nonprofit organization in good standing with the State of Minnesota. The Team is made up of approximately 52 regional Twin Cities volunteer peers (law enforcement, fire fighters, dispatchers, EMS and medical professionals) supported by First Responder chaplains and mental health professionals.

CALLS FOR SERVICE

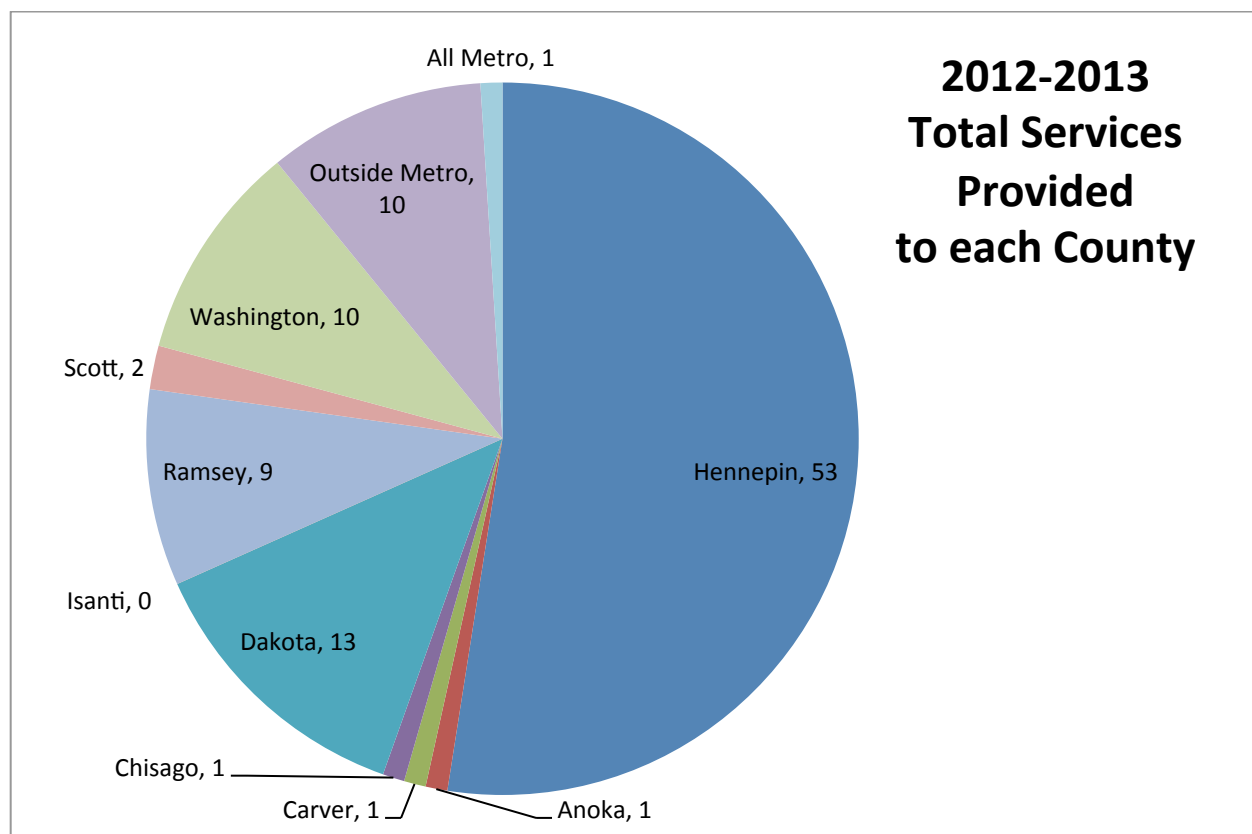
During the fiscal year of 2013-2014, The Metro CISM Team was called on for services in the following nine counties in the Metro area. The number following each county is the total number of services provided inside that county.



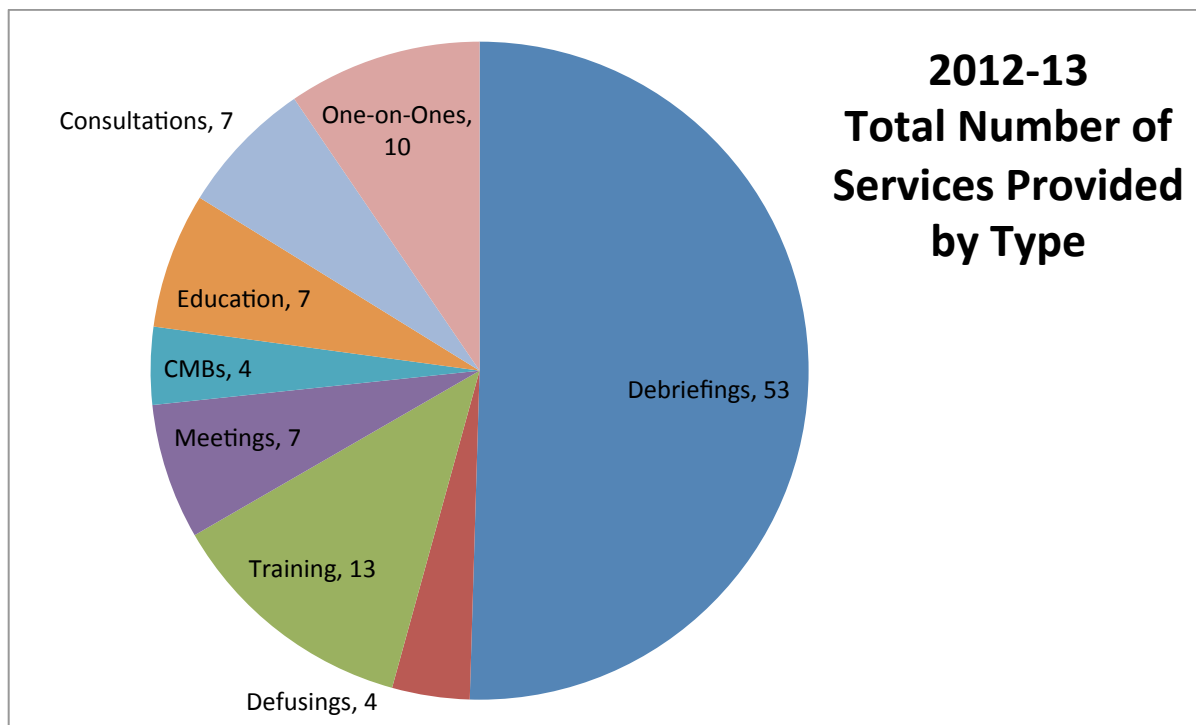
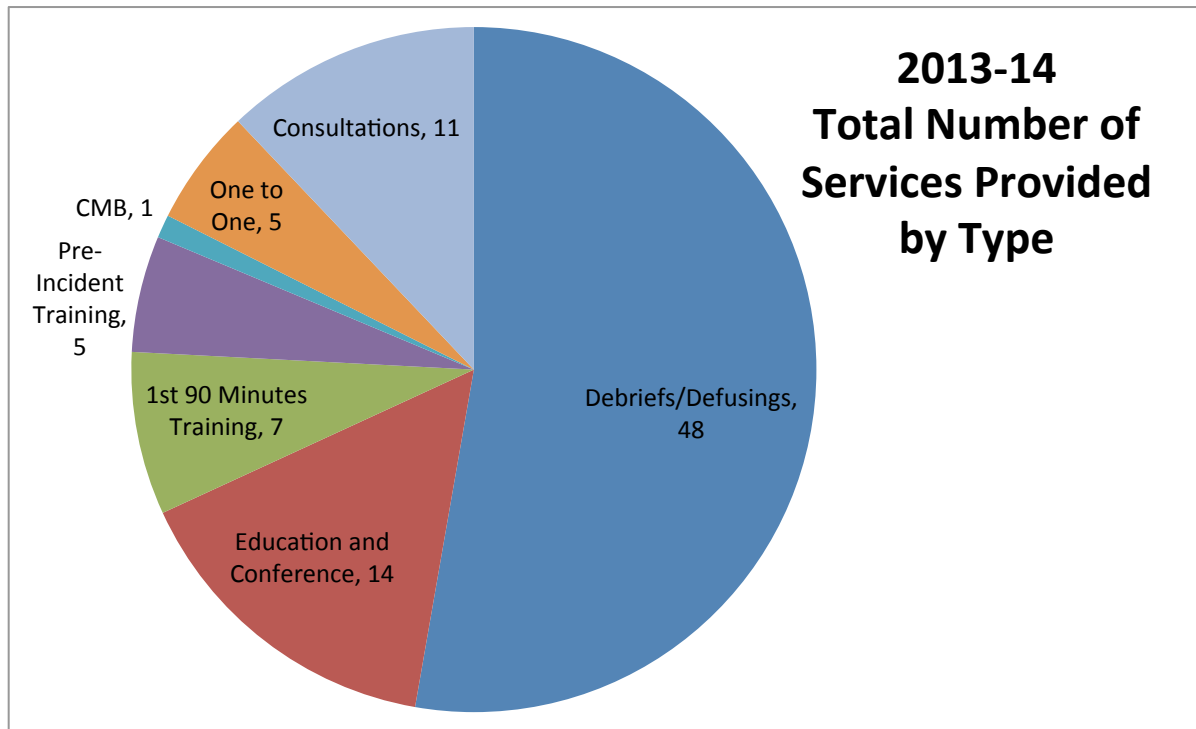
In the entire Fiscal Year 2013-2014, the Team responded to 88 requests for services as a result of a critical incident and requests for training. This number is down only slightly from the previous year. As the Team is non-reactive and only responds to direct requests for services, we have no data to translate this fact. It could be there were simply fewer critical incidents; it could be our training has helped responders to be less reactive to critical incident stress, or it could be we simply received fewer requests for service.

The Team provided critical incident information to more than 926 First Responders. This is not considerably less than responders served in past years and demonstrates that we continue to have significant outreach despite a slight decline in calls for service.

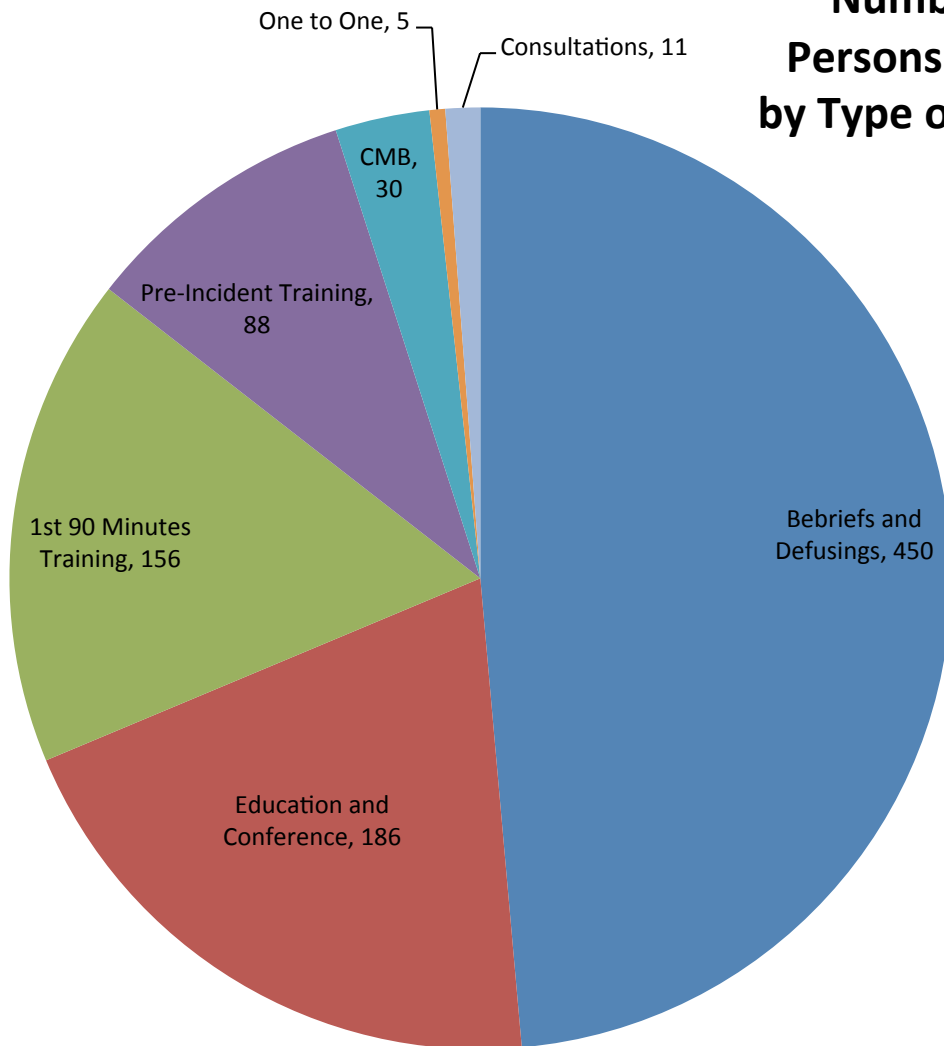
The following chart provides comparison against the previous fiscal year report.

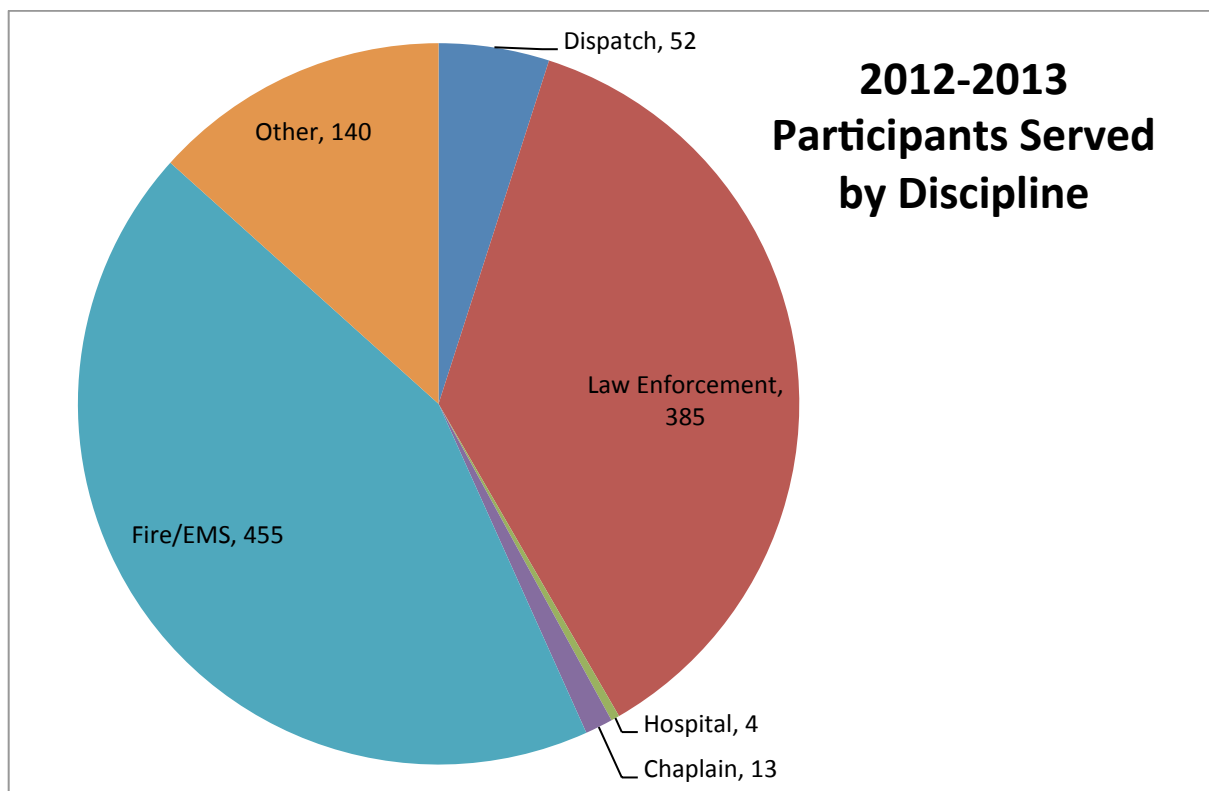
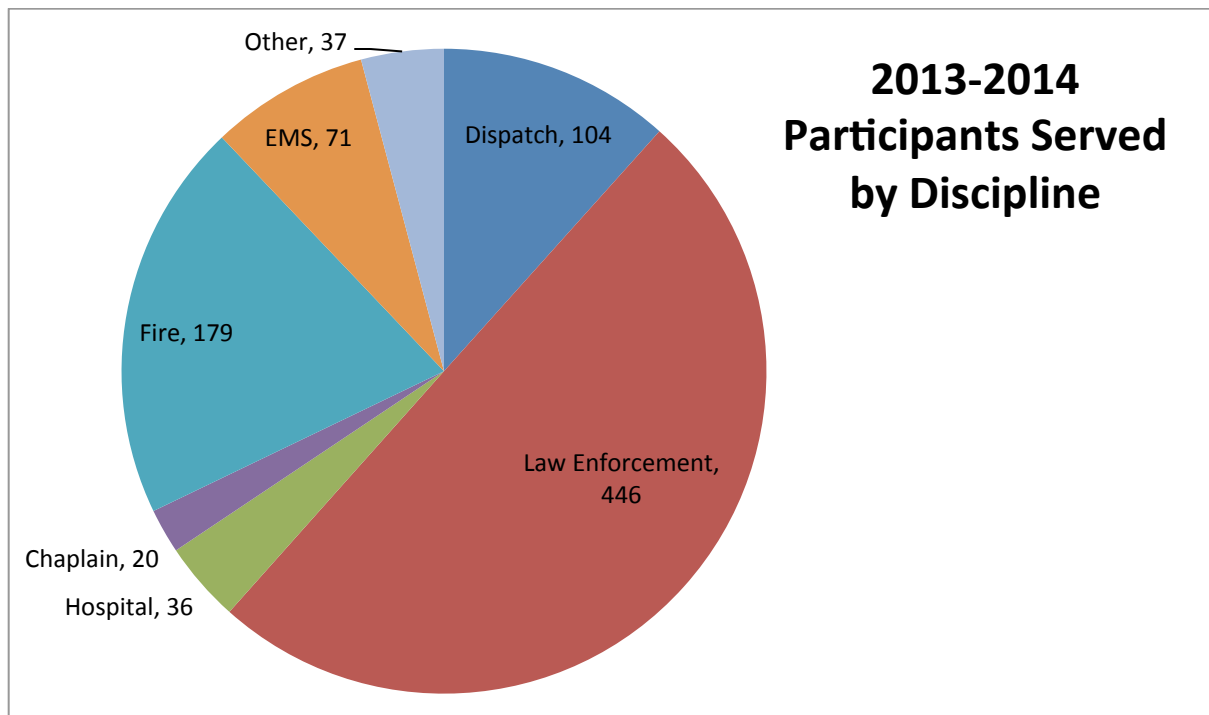


The following two charts compare this year's reported statistics versus the previous stakeholder's report.



**2013-2014
Number of
Persons Served
by Type of Service**





Training and Education

This year we were able to continue our on-going educational services to area First Responders. The Team provides training for agencies called *Pre-Incident Awareness* and *The 1st 90 Minutes*©.

Pre-Incident Awareness Training

Pre-incident training provides agencies with the knowledge to be proactive rather than reactive when handling incidents that occur within their departments. Pre-Incident Awareness focuses on general stress reactions First Responders may encounter. The main intent of this training is to expose First Responders to the different types of stress reactions they may encounter, the types of incidents that may be more like to induce more severe stress reactions, and options in utilizing healthy stress mitigation techniques.

Training includes-

- *Understanding the parameters of critical incident stress unique to First Responders*
- *Common signs and symptoms of critical incident stress*
- *Understanding the biological impact of long term stress exposure in First Responders*
- *Practical tips for coping with stress*
- *A basic understanding of the debriefing process*
- *Understanding on the “toolbox” of stress mitigation options available to First Responders including the Metro CISM Team.*

The 1st 90 Minutes©

The impact of critical incidents continues to affect First Responders and concerned supervisors are now beginning to proactively seek immediate help for their personnel. This training guides them on how to do that.

The First 90 Minutes© is reality based training designed to explore how front line supervisors might react to and support their first responders within the first 90 minutes after a critical incident occurs.

Training helps supervisors learn to-

- *Identify common stress reactions in their staff*
- *Identify best practices to mitigate stress reactions through direct actions available to supervisors immediately following a critical incident*
- *Discuss complex return-to-work issues*
- *Consider real life scenarios of more and less successful post-critical incident leadership*
- *Discover what services the Metro CISM Team can provide and when to call the Team for support*
- *Practice using new skills in psychological first aid*

Training includes-

- *An easy to use tool outlining specific recommended actions to initiate immediately after a critical incident*
- *A guide to assess the impact of a critical incident on personnel and operations*

Education for First Responder Families

A curriculum focusing on the needs of First Responders' family is currently in development. We anticipate having it available by Summer 2014.

Topics will include-

- *Contributors to chronic stress for both the first responder and their family*
- *Shift work and call-out impact on family dynamics*
- *Isolation from the "normal" population as a result of overexposure to societal dysfunction*
- *Challenges of Overtime Work*
- *Family and friend relational impacts*
- *Job Complaints and conflicts impact*
- *Finding support from other families with similar experiences*
- *How to talk with your children*

Year's Highlights

Every year brings the Metro CISM Team new opportunities to impact the lives of First Responders in the Twin Cities area. The following showcases a few of those opportunities of which this organization is proud to have been a part.

The Bill Myers Educational Conference

The Metro CISM Team recognizes education as one of its central purposes for existing. A large, daylong conference, named in honor of St Anthony Firefighter and former Metro CISM Team member Bill Myers, is one of the ways the Team meets this purpose. This year in May, we hosted a conference entitled *Mass Casualty Incidents: Response, Resilience, Lessons Learned*.

The focus of this conference was learning how to take care of First Responders, and especially CISM team members, after a mass casualty incident. Three nationally recognized CISM speakers gave the following presentations:

The Unimaginable: CISM Lessons Learned from the Sandy Hook Tragedy

Managing the chaos of a mass casualty incident; Assisting First Responders during the acute phase of the crisis; Organization of Critical Incident Stress Management Debriefings on several fronts; Identifying options for long term support including professional counseling, resilience training, extended-stay Post Critical Incident Support and alternative interventions.

Sgt. Troy Anderson, Connecticut State Police is the State Coordinator for the STOPS Program, confidential, nationally recognized, evidence based peer support program. The STOPS Program has assisted with over 8,500 department peer contacts during times of personal and professional stress, and has established off-shoot programs identifying specific needs concerning Military Support, Family Support, Critical Incident Stress Management (CISM) and Crisis Intervention Teams (CIT).

Granite Mountain Hotshots Firefighters Tragedy: CISM Lessons Learned

Organizational and political challenges faced in a mass disaster; Working with an Incident Command Post stretched to its limits; Dealing with unsolicited “helpers”; Ripple effects of a disaster on other agencies; Managing families; Facilitating multiple same day First Responder funerals; and Integration of CISM services to agencies with differing CISM approaches.

Tom McSherry, MC, Crisis and Recovery, is President and owner of this behavioral health company providing various mental health services to First Responders and others in the Tempe, Arizona area. He was a volunteer firefighter/EMT and Emergency Disaster Services Coordinator for the Western Territory of the Salvation Army who led the CISM Team after nineteen Hotshots Firefighters died in one incident.

Concrete Clouds/Paper Rain: A CISM Response to 9/11

Discussion of one specific CISM response to NYC on September 11th, 2001; Challenges of setting up a command post; Dynamics of personalities living under one roof; Daily ‘tours’ in the city; Saying good-bye; Resiliency of those that responded and the resiliency of those who were there to serve.

Sandy Scarra, B.Ed. is a retired EMT and Special Police Officer, currently working in New Brunswick, Canada, with First Nations Communities to train and develop a CISM Network. She co-coordinated the organization and running of a command post to provide CISM teams from around the nation to serve NYPD/POPPA following the events of September 11th, 2001. Sandy serves as Director of Education for the Montachusett CISM Team, and serves on the Board of Directors of the Massachusetts Peer Support Network.

Debrief Training Video

In an effort to always continue to develop our own skills, the CISM Team has sought out but found training examples of how to do CISM services lacking. With this understanding, the Team decided to develop its own training video. Team members were able to develop a relationship with the Minneapolis Community & Technical College who agreed to produce an hour long, professional quality training video that demonstrates the stages

of a debriefing. Several film making students participated in this project for course credit, making it a mutually beneficial venture for all involved. The MCTC agreed to do this project gratis which is a great benefit to the Metro CISM Team. For this, we are most grateful.

We hope to provide this video for sale, making it available to assist other teams looking for guidance just as we had.

Operational Manual and Centralized Storage

The Metro CISM Team is an organization without an office, paid staff and few resources. We do so much good with very little and are fortunate that our needs are few. However, in an effort to maximize resources the team does have, an initiative of the Chair this year has been to fully document the history, policies, procedures and protocols of the Team.

Knowledge and history of the Team has traditionally been kept with one or two people, usually paid staff members. In an effort to preserve this institutional knowledge, the Chair has created an extensive Operational Manual to pass on to future leadership of the Team in order to avoid the constant reinvention of the wheel.

Additionally, this organization has developed a centralized document repository, a Cloud storage site that can be made accessible to anyone with credentials and need. This will prevent all knowledge being held by just one or two people and potentially lost or destroyed.

The Future

While a small operation, the Metro CISM Team has broad impact. The Team deals with feelings and emotions in First Responders. The Team provides a safe space for society's rescuers to explore and validate the feelings that result from the trauma of their chosen careers. The impact cannot be well measured but it is vital that the Team move forward, Serving Those Who Serve Others.

We volunteer because we know the Team's services do make positive impact on and a real difference in the lives of our brothers and sisters. We know of this positive impact because we continue to see First Responders return again and again to participate in debriefings and because of the genuine thanks we receive from them at the end of each service we provide.

"Non-profit effectiveness matters because the missions of nonprofits matter. We're taking on the toughest challenges, the ones businesses and government haven't addressed. Doing it well matters – to the people we seek to help, to communities we seek to strengthen, the issues we seek to affect." – Phil Buchanan, The Center for Effective Philanthropy

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Metro CISM Team
Profit & Loss
July 2013 through June 2014

	<u>Jul '13 - Jun 14</u>
Ordinary Income/Expense	
Income	
4010 • Individual Contributions	4,080.04
4020 • Donations- Public Source	
4021 • Donations	75.00
4022 • Agency Donations	350.00
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Total 4020 • Donations- Public Source	425.00
4030 • Foundation Grants	5,000.00
4140 • EMS Board	5,000.00
5010 • Memberships	
5011 • Capital Membership	2,000.00
5013 • Patron Membership	250.00
5010 • Memberships - Other	1,500.00
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Total 5010 • Memberships	3,750.00
5030 • Conference Registrations	
5031 • Bill Myers Conference	14,678.50
5033 • 90-Minute Protocol	1,500.00
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Total 5030 • Conference Registrations	16,178.50
5050 • Consultation & Training	
5051 • Pre-Incident Training	800.00
5052 • CISM Education	1,050.00
5050 • Consultation & Training - Other	500.00
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Total 5050 • Consultation & Training	2,350.00
5310 • Interest Income	13.74
5999 • Other Income	0.04
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Total Income	36,797.32
Cost of Goods Sold	
50000 • Cost of Goods Sold	-110.00
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Total COGS	-110.00
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Gross Profit	36,907.32
Expense	
6130 • Training & Development	
6131 • Team Training	1,875.00
6135 • New Peer Training	1,467.20
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Total 6130 • Training & Development	3,342.20
6320 • Clinical Director Services	0.00
6380 • Administrative Fees	25.00
6390 • Organization Membership Dues	50.00
7020 • Equipment	74.97

Metro CISM Team
Profit & Loss
July 2013 through June 2014

	Jul '13 - Jun 14
7030 • Telephone	179.40
7040 • Internet/Website	1,299.00
7050 • Postage & Delivery	278.46
7060 • Printing & Reproduction	402.91
7200 • Conference or Training Expenses	
7210 • Bill Myers Conference Expenses	11,672.80
7230 • ICISF Training Expenses	175.00
7240 • Other Training/Conference Expen	56.42
Total 7200 • Conference or Training Expenses	11,904.22
7320 • Travel- Meals	95.44
7330 • Travel -Lodging	441.04
7400 • Meeting Expense	
7410 • Team Meeting Expenses	776.11
7430 • Special Projects	147.83
7450 • Other Meetings	83.62
Total 7400 • Meeting Expense	1,007.56
7510 • Insurance	1,128.00
7530 • Advertising/Marketing	
7531 • Booth	1,018.86
7530 • Advertising/Marketing - Other	3,715.31
Total 7530 • Advertising/Marketing	4,734.17
7540 • Honorarium	25.00
7590 • Other Expenses	292.07
7600 • Team Recognition	50.74
Total Expense	25,330.18
Net Ordinary Income	11,577.14
Other Income/Expense	
Other Income	
500011 • Payment for Team Apparel	659.96
Total Other Income	659.96
Other Expense	
50001 • Team Apparel	1,190.54
Total Other Expense	1,190.54
Net Other Income	-530.58
Net Income	11,046.56

Metro CISM Team Profit & Loss Report

Cash Basis

July 2012 through June 2013

Jul '12 - Jun 13

Ordinary Income/Expense

Income

4010 · Individual Contributions	2,490.63
4030 · Foundation Grants	5,000.00
4130 · Governmental Grants	
4131 · County/City Emergency Mgt	<u>5,000.00</u>
Total 4130 · Governmental Grants	5,000.00
5010 · Memberships	
5011 · Capital Membership	1,000.00
5012 · Sustaining Membership	1,500.00
5013 · Patron Membership	500.00
5010 · Memberships - Other	<u>3,000.00</u>
Total 5010 · Memberships	6,000.00
5020 · Contributions- Public Source	
5021 · Donations	<u>583.80</u>
Total 5020 · Contributions- Public Source	583.80
5030 · Conference Registrations	
5032 · ICISF	1,569.00
5033 · 90-Minute Protocol	<u>900.00</u>
Total 5030 · Conference Registrations	2,469.00
5050 · Consultation & Training	
5051 · Pre-Incident Training	<u>300.00</u>
Total 5050 · Consultation & Training	300.00
5310 · Interest Income	<u>6.64</u>
 Total Income	 21,850.07
 Cost of Goods Sold	
50000 · Cost of Goods Sold	-524.00
Total COGS	<u>-524.00</u>

Gross Profit

22,374.07

Expense

6130 · Training & Development	
6131 · Team Training	280.00
6135 · New Peer Training	<u>500.00</u>
Total 6130 · Training & Development	780.00
6250 · Payroll Processing Fees	96.00
6320 · Clinical Director Services	2,000.00
6380 · Administrative Fees	25.00
6390 · Organization Membership Dues	50.00
7010 · Office Supplies	542.15
7030 · Telephone	179.40
7040 · Internet/Website	371.95
7050 · Postage & Delivery	244.21
7060 · Printing & Reproduction	899.45
7200 · Conference or Training Expenses	
7240 · Other Training/Conference Expense	<u>87.52</u>
Total 7200 · Conference or Training Expenses	87.52
7330 · Travel -Lodging	885.08
7380 · Conferences/Conventions	50.00
7400 · Meeting Expense	
7410 · Team Meeting Expenses	825.31
7420 · Exec Board Meeting	57.00
7450 · Other Meetings	<u>14.91</u>
Total 7400 · Meeting Expense	897.22
7510 · Insurance 906.00	
7530 · Advertising/Marketing	
7531 · Booth	451.42
7530 · Advertising/Marketing - Other	<u>165.91</u>
Total 7530 · Advertising/Marketing	617.33
7540 · Honorarium	160.00
7590 · Other Expenses	<u>311.77</u>
 Total Expense	 <u>9,103.08</u>
 Net Ordinary Income	 <u>13,270.99</u>
 Net Income	 13,270.99

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