



The Metro CISM Team
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The Metro CISM Team's Fiscal Year 2014-2015 Stakeholder Report

The Metro CISM Team provides highly trained peer support to emergency responders for healthier lives, families, and communities. We *build stress resistance* with audience specific training, *promote resilience* through direct support and *improve recovery* through outreach and resources.

ABOUT US

The Metro Critical Incident Stress Management Team consists of approximately 47 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 monthly service review, obtain many hours of continuing training and make themselves available 24/7 to assist agencies in crisis when we are called upon.

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.

We are part of the *International Critical Stress Management Foundation* network and closely follow their recommendations for services protocols.

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.

"I like to hear what others went through/saw/heard. Gives closure and answers questions I felt like I needed to know. Open, comfortable setting."

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 47 regional Twin Cities volunteer peers (law enforcement, fire fighters, dispatchers, and emergency medical services) supported by First Responder enculturated chaplains and mental health professionals.

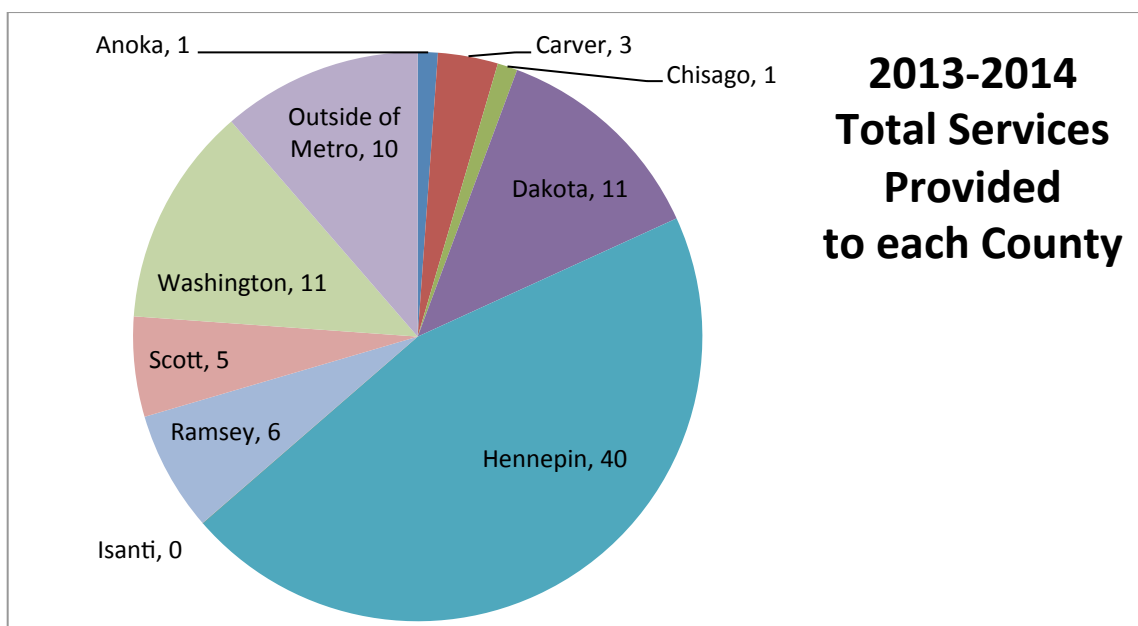
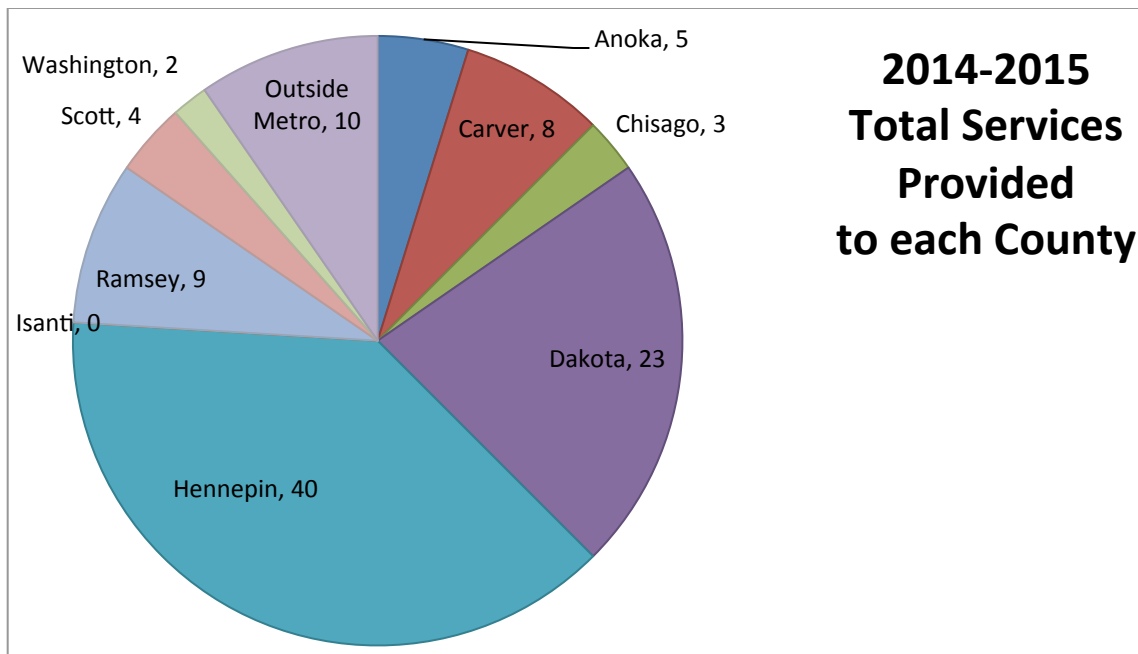
WHO WE SERVE

The Metro CISM Team is responsible for meeting the needs of First Responders in Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott and Washington Counties.

CALLS FOR SERVICE

During the fiscal year of 2014-2015, The Metro CISM Team was called on for services in all nine counties of our service region in the Metro area.

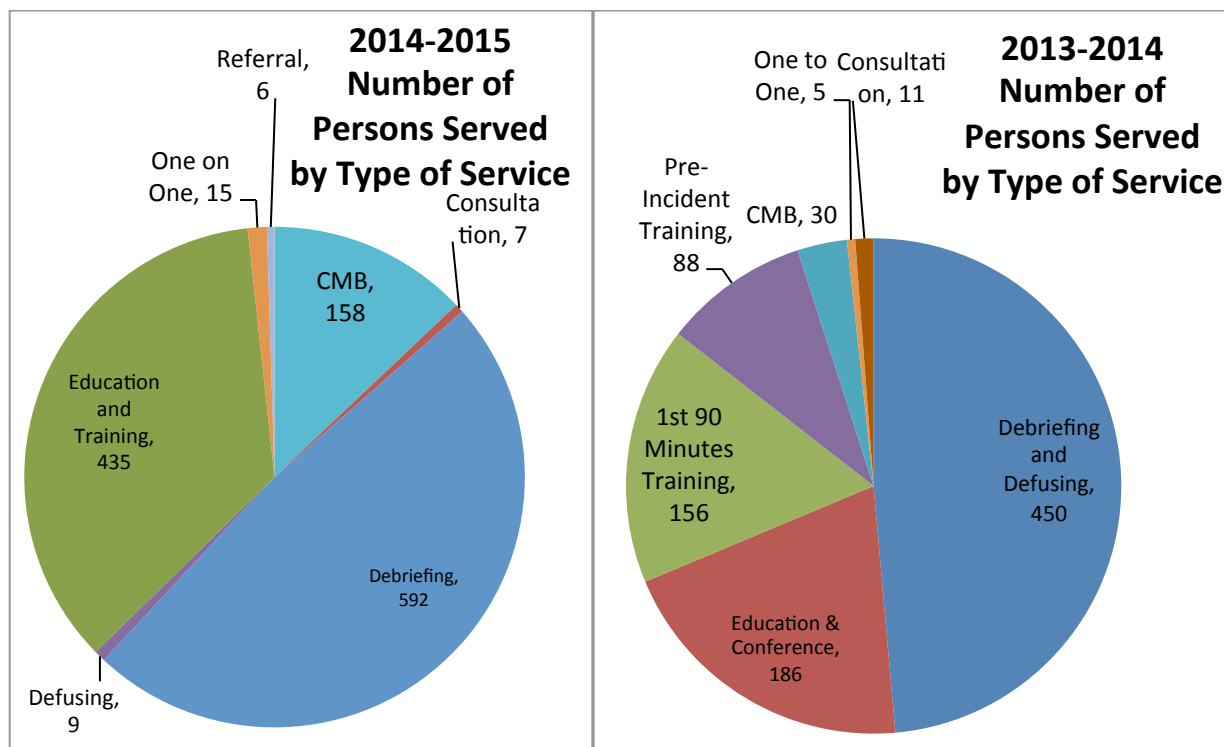
The number following each county is the total number of services provided inside that county.



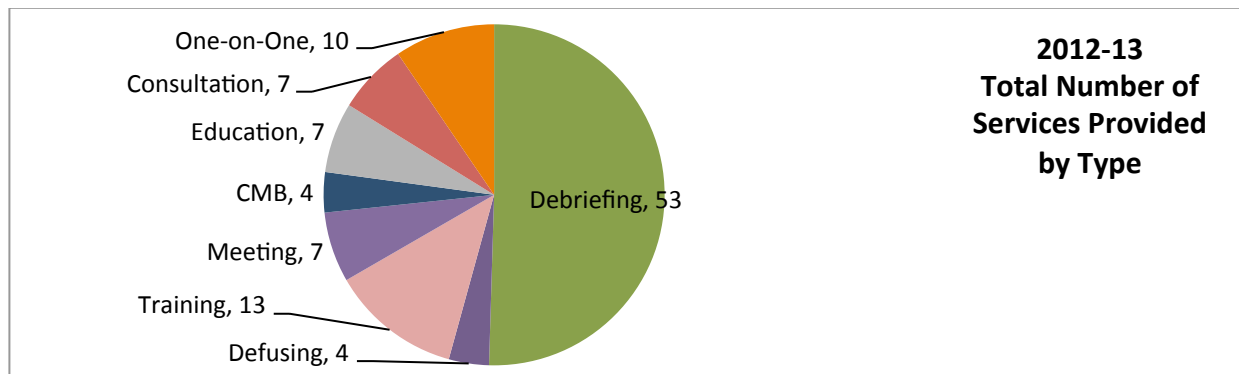
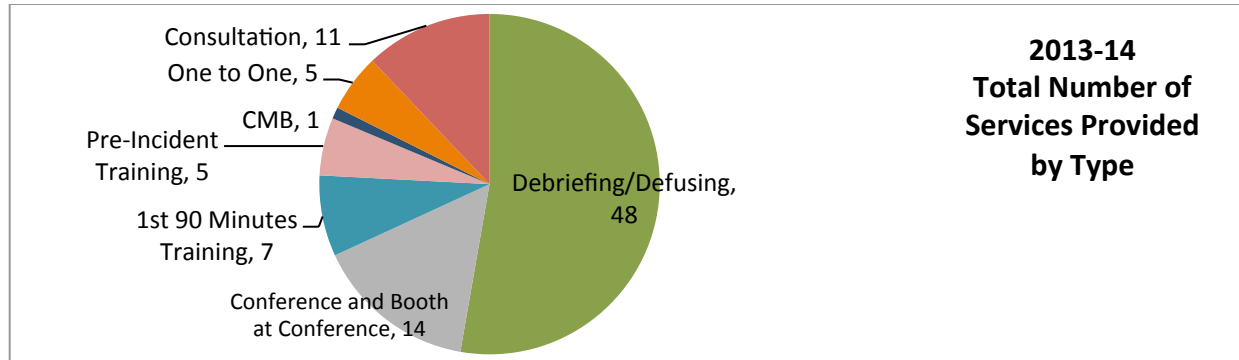
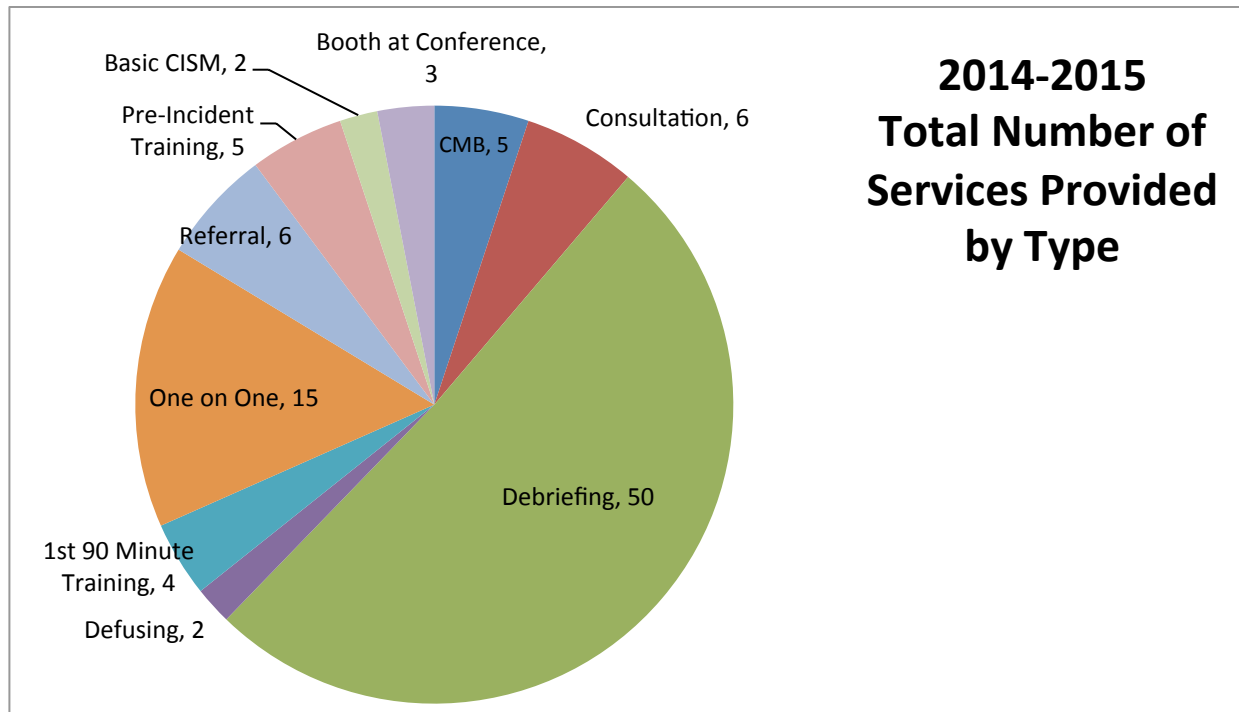
In the entire Fiscal Year 2014-2015, the Team responded to **104** requests for services as a result of a critical incident and requests for training. This number is up from the previous year. The Team does not self-deploy and only responds to direct requests to the Team for services. Year to year, we see fluctuations in the utilization of our services. It could be that there are simply fewer critical incidents; it could be that our training has helped responders to be less reactive or more resilient to critical incident stress; or it could be that we simply receive fewer requests for service by agencies in our service area.

The Team provided critical incident services to more than **1122** First Responders. Last year we served 926 First Responders.

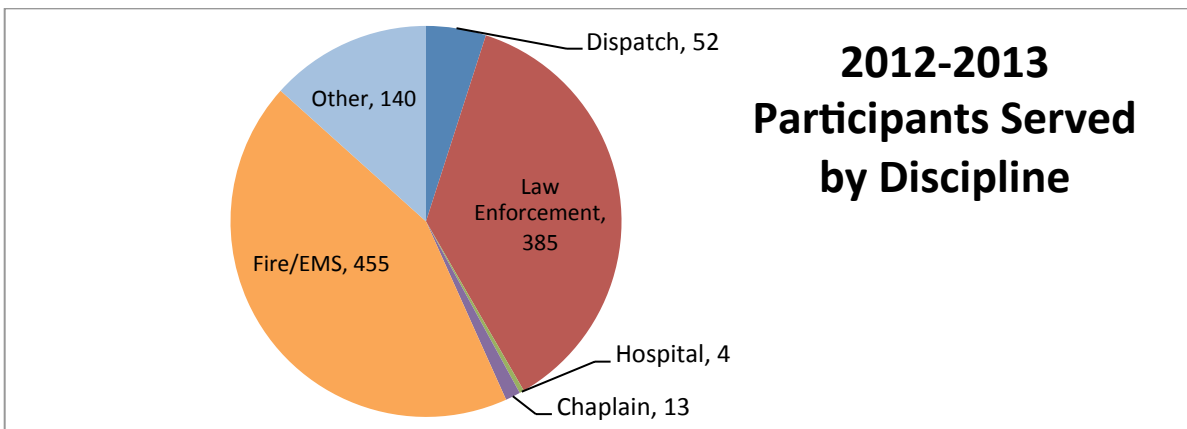
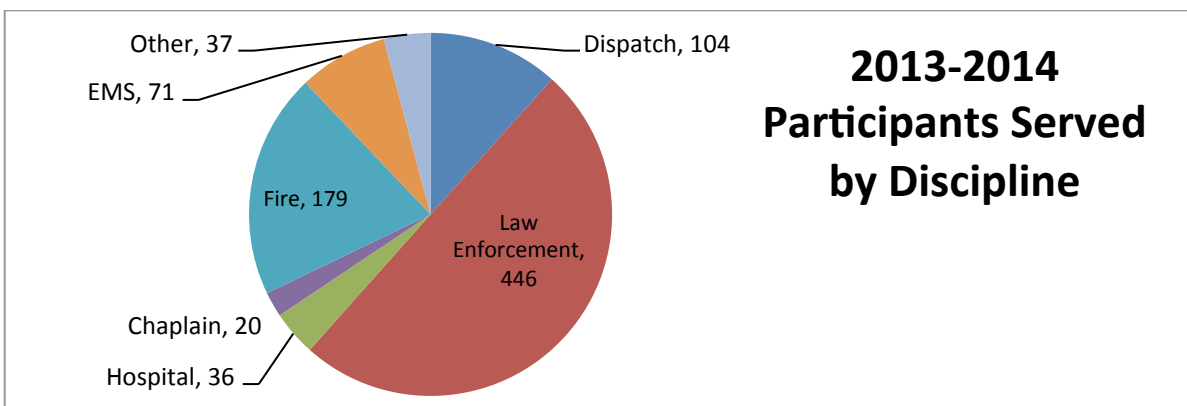
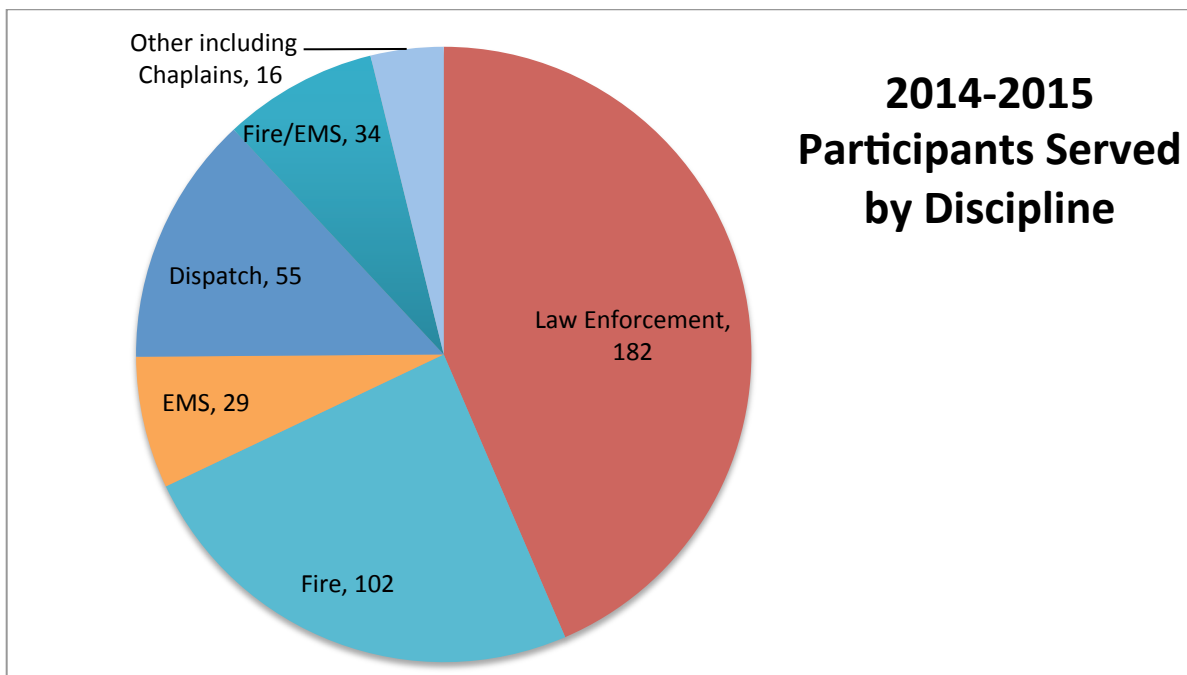
The following charts provide comparison against the previous fiscal year report. The heart of the organization's provided services is the "debriefing," but cumulative trainings throughout the region were also significant in reaching many of our consumers.



The following charts compare this year's **quantity of services** provided by type compared to the previous two years.



The following charts demonstrate the **quantity of First Responders** served by discipline compared to the previous two years.



Training and Education

This year we were able to continue our on-going educational services to area First Responders. The Team provides two trainings 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 likely 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.*

“Glad they were able to come out and guide us, nice to have all parties (police, fire, ems).”

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 the families of First Responders is currently in development. We anticipate having it available by Fall 2015.

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.

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.

“You guys were great. It was very appreciated. There is nothing better for me than talking with those who've been there, done that.”

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

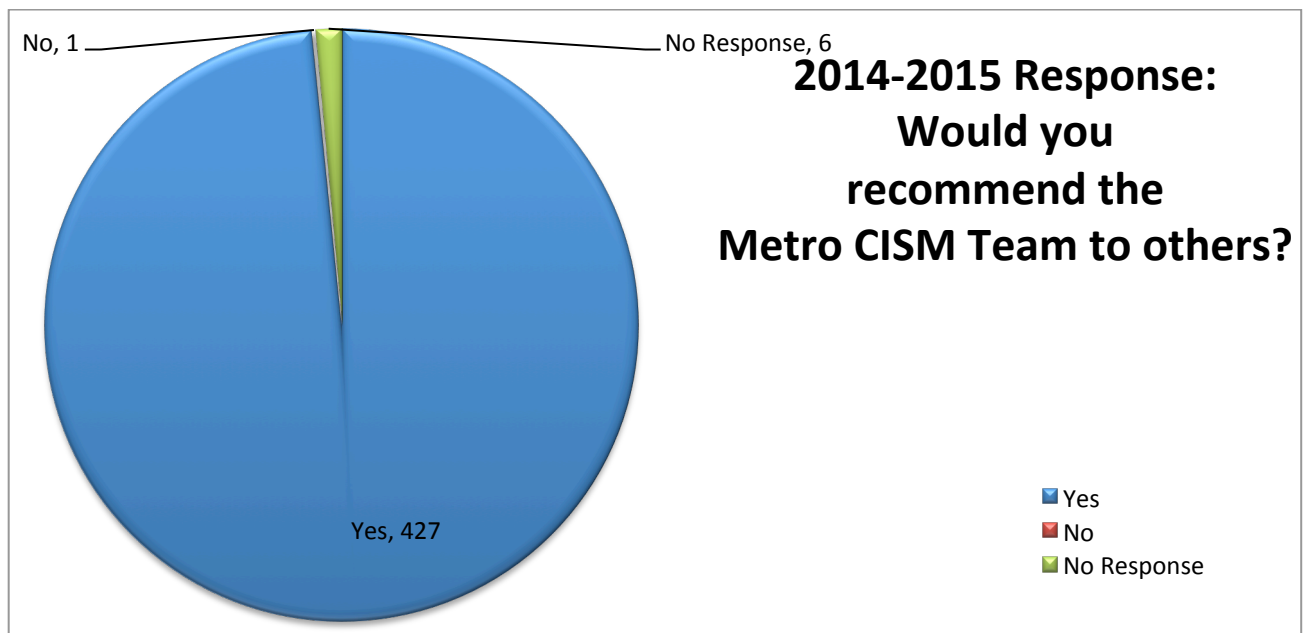
*"Very easy to open up
without feeling judged."*

MEASURE OF SUCCESS

How do you measure the mitigation of stress in a group already self-selected to have a high tolerance for stress exposure?

There may be some scientists with strong clinical and statistical formulas who try to determine this. But we are an organization of volunteers, First Responders, who do our best to help.

We ask people we serve after we provide them debriefing services to anonymously critique us. As you can see by the chart below, those who choose to complete the survey have told us what we do was so helpful to them that they would recommend our services to others. We are very proud of this.



In free narrative, we ask what they like about the Team and if they have any comments. Just a small sample of their comments has been placed around this document.

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.

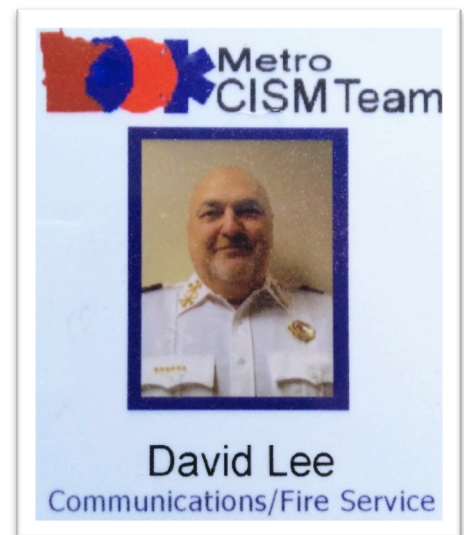
"They are easy to talk to and didn't pry people for information."

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.

IN MEMORIUM

This organization was privileged to count **Saint Louise Park Fire Civil Service Commissioner David Lee** as a member for five years. He was passionate about caring for every color of First Responder –red, white and blue. He was ardent about developing aspects of this Team which contribute to our reputation as an eminently professional and trustworthy organization. He was a master at material development, internal and external Team communication and accountability. His sense of humor, depth of knowledge, and his tireless dedication to the Metro CISM Team made us better in more ways that most will ever know.

We will miss him.



Metro CISM Team
Profit & Loss Detail
July 2014 through June 2015

| | | |
|-------------------|--|------------------|
| <i>Income</i> | | |
| | Individual Contributions | \$1564.63 |
| | Donations – Public Sources | \$2007.59 |
| | Agency Donations | \$550.00 |
| | Foundation Grants | \$5000.00 |
| | Governmental Grants | \$5000.00 |
| | Memberships | \$2750.00 |
| | Conference Registrations and Trainings | \$2150.00 |
| | Consultation and Training | \$2275.00 |
| | Interest | \$17.25 |
| | Other | \$305.95 |
| | | Total |
| | | \$21,620.42 |
| <i>Expenses</i> | | |
| | Training and Development | \$6109.79 |
| | Professional Fees | \$614.44 |
| | Administrative Fees | \$25.00 |
| | Organizational Membership Dues | \$50.00 |
| | Office Supplies | \$109.71 |
| | Computer Software | \$187.65 |
| | Telephone | \$179.70 |
| | Website | \$1275.00 |
| | Postage | \$369.20 |
| | Printing | \$372.23 |
| | Travel- Airfare | \$371.20 |
| | Training Expenses | \$84.07 |
| | Travel - Meals | \$118.17 |
| | Travel - Lodging | \$831.22 |
| | Travel – Mileage/parking | \$91.36 |
| | Meeting expenses | \$1669.55 |
| | Insurance | \$937.00 |
| | Advertising | \$6379.75 |
| | Donations | \$100.00 |
| | Other Expenses | \$243.06 |
| | Team Recognition | \$252.01 |
| | | Total |
| | | \$20,370.11 |
| <i>Net Income</i> | | <i>Net Total</i> |
| | | \$1,250.31 |

**Metro CISM Team
Profit & Loss
July 2013 through June 2014**

| | | | |
|-------------------|--|------------------|--------------------|
| <i>Income</i> | Individual Contributions | \$4080.04 | |
| | Donations – Public Sources | \$75.00 | |
| | Agency Donations | \$425.00 | |
| | Foundation Grants | \$5000.00 | |
| | Governmental Grants | \$10000.00 | |
| | Memberships | \$4250.00 | |
| | Conference Registrations and Trainings | \$16303.50 | |
| | Consultation and Training | \$2350.00 | |
| | Interest | \$13.74 | |
| | Other | \$.04 | |
| | | Total | \$42,497.32 |
| <i>Expenses</i> | | | |
| | Training and Development | \$3342.20 | |
| | Administrative Fees | \$25.00 | |
| | Organizational Membership Dues | \$50.00 | |
| | Office Supplies | \$74.97 | |
| | Telephone | \$179.40 | |
| | Website | \$1229.00 | |
| | Postage | \$278.46 | |
| | Printing | \$402.91 | |
| | Conference Expenses | \$11904.22 | |
| | Travel - Meals | \$95.44 | |
| | Travel - Lodging | \$441.04 | |
| | Meeting expenses | \$1007.56 | |
| | Insurance | \$1128.00 | |
| | Advertising | \$4734.17 | |
| | Donations | \$25.00 | |
| | Other Expenses | \$292.07 | |
| | Team Recognition | \$50.74 | |
| | | Total | \$25,260.18 |
| Net Income | | Net Total | \$17,237.14 |

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No one is useless in this world who lightens the burdens of another. – Charles Dickens

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