



APCO International's

# 9-1-1 Wellness Summit

February 6, 2024 | Atlanta, GA

# PROTECTING THE MIND, HEALING THE HEART OF THE 911Pro

The Role of Mental Health Clinicians for the 911 Family

Jim Marshall, CEO, 911 Training Institute



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# *What I hope you gain...*

- Affirm & deepen your investment in psychotherapy as a key resource
  - ✓ Personally
  - ✓ For your Peer Support Team
  - ✓ For all your ECC workforce
- Gain specific guidance to assess your Employee Assistance Program
- Recognize why to establish local relationships with specialist clinicians NOW
- And...we'll see! 😊



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# Physician Heal Thyself

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A little bit of Selective Self-Disclosure

WHAT IS YOUR  
**Emotional Code?**

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What you believe you should do  
with difficult emotion



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# QUICK POLL

**Question 1:** Imagine you had an employee or a colleague who was in a mental health crisis right now. How confident are you from 1 to 10 that you could bridge them to a trustworthy clinician. One who is competent culturally with 911 and who specializes in the area of care needed to assess in a timely fashion and assure treatment?

**Question #2:** What percentage of your employees, if asked today could describe adequately the resources available through your Employee Assistance Program?



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# QUICK POLL

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**Question #3:** On a scale of 1 to 10, what rating would your employees give your EAP?

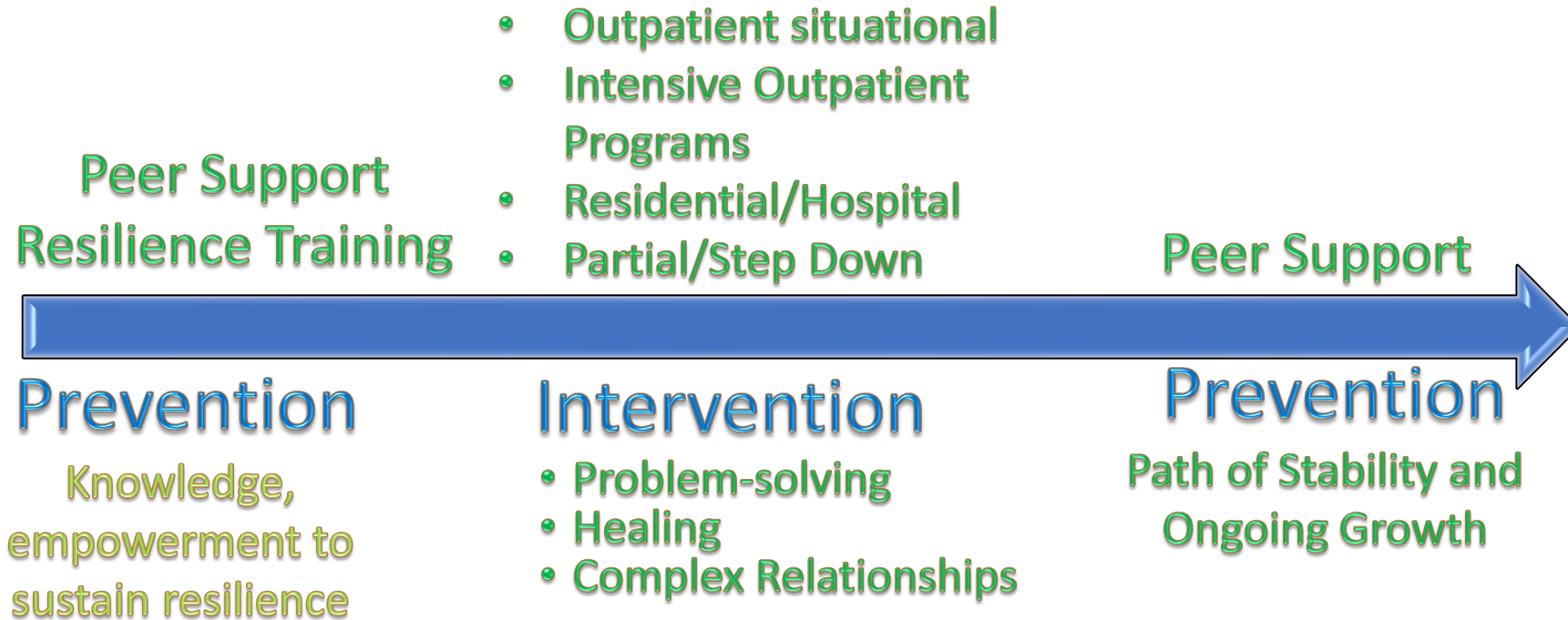
**Question #4** what types of issues might employees need a licensed mental health professional to help them resolve?



# Principle of 911 Mental Health Risk

When the resources available to our 911Pros are less than the demand for psychological care there will be fallout in the personal health, family life, and work performance fueling increased mental illness, and greater recidivism and retention problems.

# Continuum of Care for 911



Bottomline: we must help ECC's get systematic about care. What is a CSRP?



# Key Roles Mental Health Professionals for 911

- Provision of employee assistance programs for basic (non-specialty brief counseling assistance)
- Provide specialty care for 911 PTSD, depression, family issues (beyond scope of standard EAPs)
- Serve as clinical liaisons for peer support programs
- Possibly serve as cross-trained 911/MHPs in ECC, in-house resources to help manage calls involving mental crises and suicide per 911/988 initiatives and alternative policing care models

*Through out the year, 911Pros ask for help...*

**WANTED:**  
QUALIFIED CLINICIANS FOR  
911PROS!

(Later we'll go online and I'll walk you through our search process!)

# Three Intersection Problems

1. Increasing struggles with mental illness specifically post traumatic stress disorder and depression among 911Pros
2. Decreasing supply of qualified and available licensed mental health professionals. These two challenge are complicated by a third: clinicians who are culturally competent with 911 are rare! That really matters...

This means that when 911Pros do summon the courage to go for help, unless they have a strong recommendation, they are basically rolling the dice. So, there's higher risks of a poor experience souring them on ever going back.

## ***FACT:***

***It is just too difficult for 911Pros to find qualified clinicians on their own. Vetting them is hard work and takes special skill.***

***For now, ask anyone you come alongside you to find one!***

***And check out [EMDRIA.org](http://EMDRIA.org)***

**That's why we need to start with  
fixing or replace our EAPs!**

# The 911 Leader's First Essential Step

## In securing critically needed care for 911Pros

Either by direct action or by delegation, ECC Managers need to conduct an assessment of the performance of your employee assistance program. FACT: most EAP programs contracted by our cities and counties were selected without concern for how fit they were to serve the needs of emergency responders, and few meet our recommended standard of care.

# A Standard for Best Practice in Selection EAP Providers



The 911 Training Institute offers the following example standard as a guide to assist leaders in securing an effective EAP provider for 911 as a Special Treatment Population.

**911 centers should make every effort to identify and contract with an organization as their EAP provider OR in addition to their EAP that is adequately staffed by clinicians who:**

- Are knowledgeable about the distinct characteristics of the 911 profession, its culture, **Unique 911 Stressors**
- Can readily expedite referral to clinicians in the community who specialize assessment of PTSD, and **Evidence-Based Treatment (EBT)s** of PTSD and clinical depression
- Possess expert knowledge about **psychological resilience** to impart skills in 911 therapy



# A Standard for Best Practice in Selection EAP Providers



# The Post Tragedy Care Checklist



# SMALL GROUP EXERCISE

**Discuss:** If you have an EAP, which elements of this Standard do they meet? What steps can you take to advocate for their improvement to meet this standard? If they aren't capable of meeting it, what could you do next?

# Thank you for investing with me in this session!

For more information:



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