

# Build, Empower, and Inspire *Your Peer Support Team*



APCO International's

## 9-1-1 Wellness Summit

March 2-3, 2025 | Portland, OR

Amber Cass & Jessica Tresch

Denver 9-1-1



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# Civilian Peer Support



- Denver “CPSG”
- Began in 2001 in the wake of 9/11.
- Was supervised by DPD, not certified
- Half in and half out



- Certified team, separate
- Clinical supervisor with dispatch experience
- Training specifically for civilians



- Hope to bring teams together
- Share unique needs and resources
- Break into the conversation as the first, first responders



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Do 9-1-1 centers  
need their own  
peer support  
teams?

2022-2025





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# Carve YOUR Path

Use your partners, even outside jurisdictions

Don't insulate, network

Build your support system –  
*who supports your supporters?*

Make your own team –

*diversity, background, 10%*



- But also C.A.S.E. and SHARE



What worked? What Didn't?  
How did we do this with no time or budget?



Asking  
Persistence  
Networking  
Gathering data  
Leadership  
SOP, Confidentiality  
A diverse team



Asking  
Status quo  
Planning too far ahead  
Common mission (macro)  
Too much, too far, too fast  
1 SME



Asking  
Personal dedication  
Creativity  
Research (student)  
Networking  
Leadership  
Seizing opportunity



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Stay in your lane  
bro!

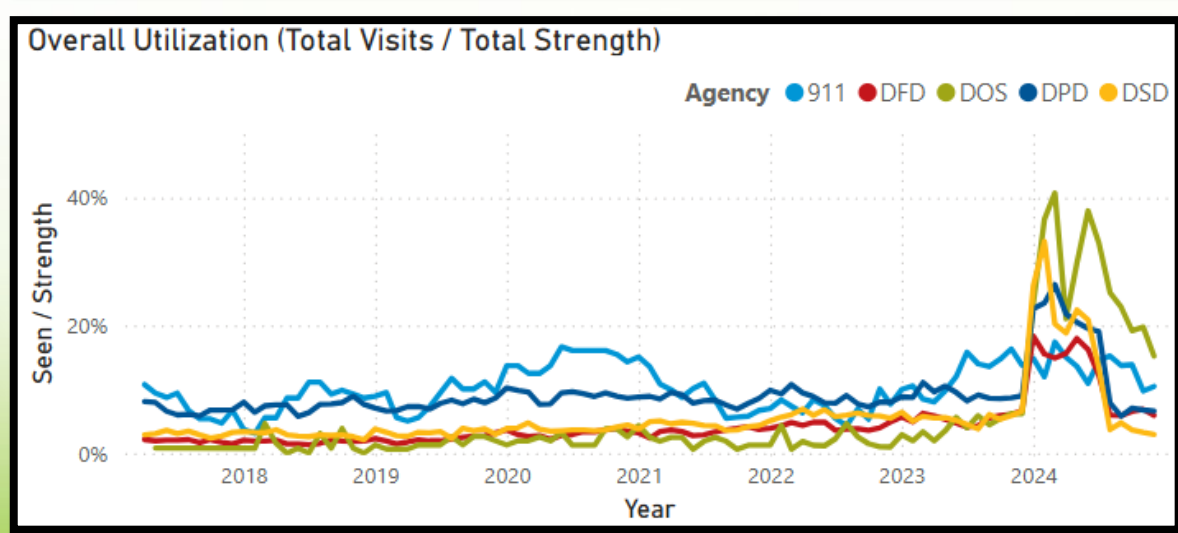
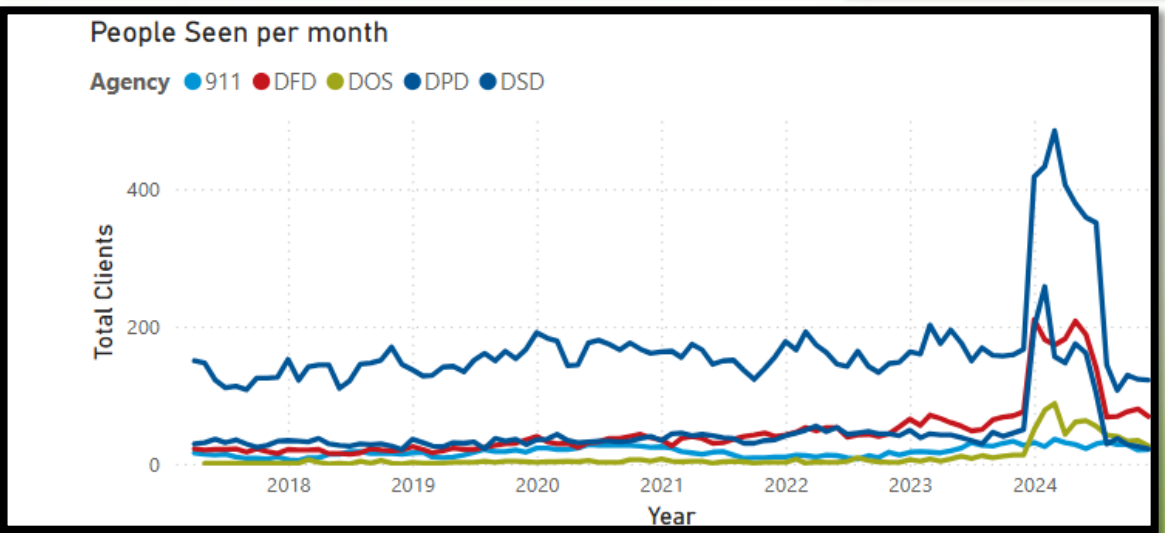
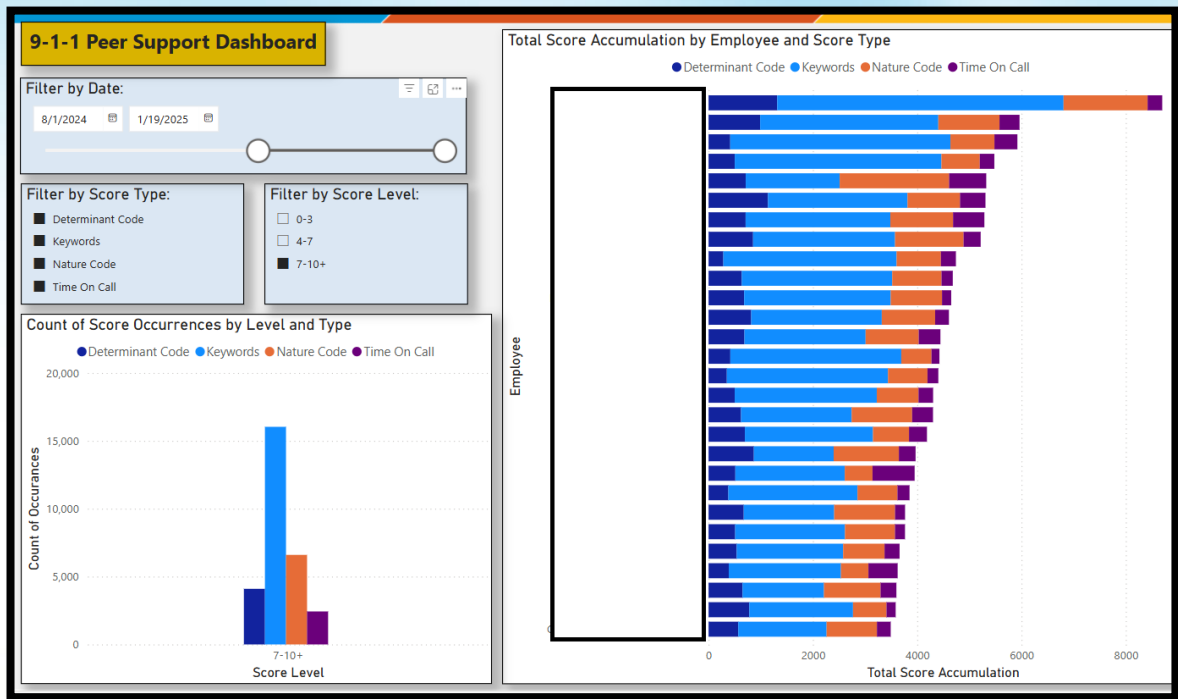
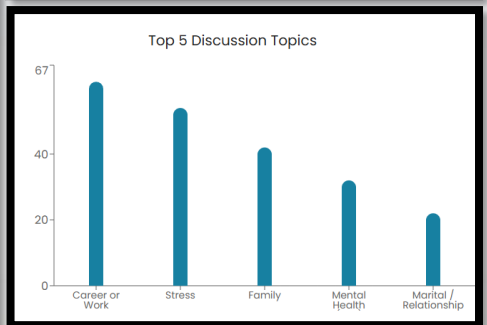
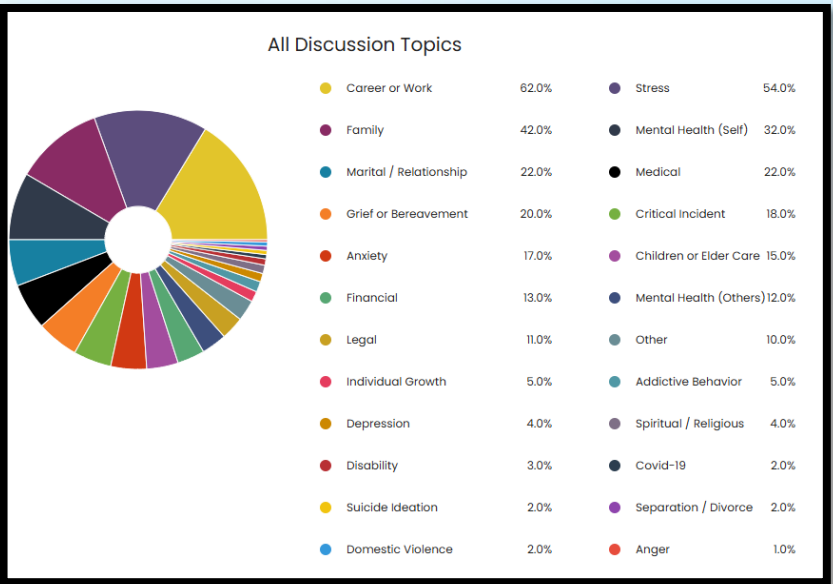
Also me...





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# Data Talks





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# Let's talk more data

## Average tenure of responders who commit suicide



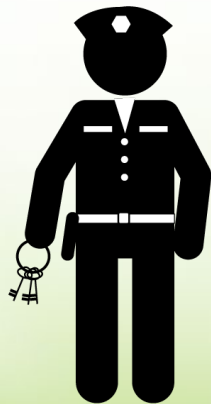
16.46



10.68



6.5  
*(was 4.7)*



13.06



14.15

## Average career length in 9-1-1

3 to 7 years

## Retirement

97% of police and fire **WILL** work long enough to retire

97% of dispatchers **WILL NOT** work long enough to retire in the profession







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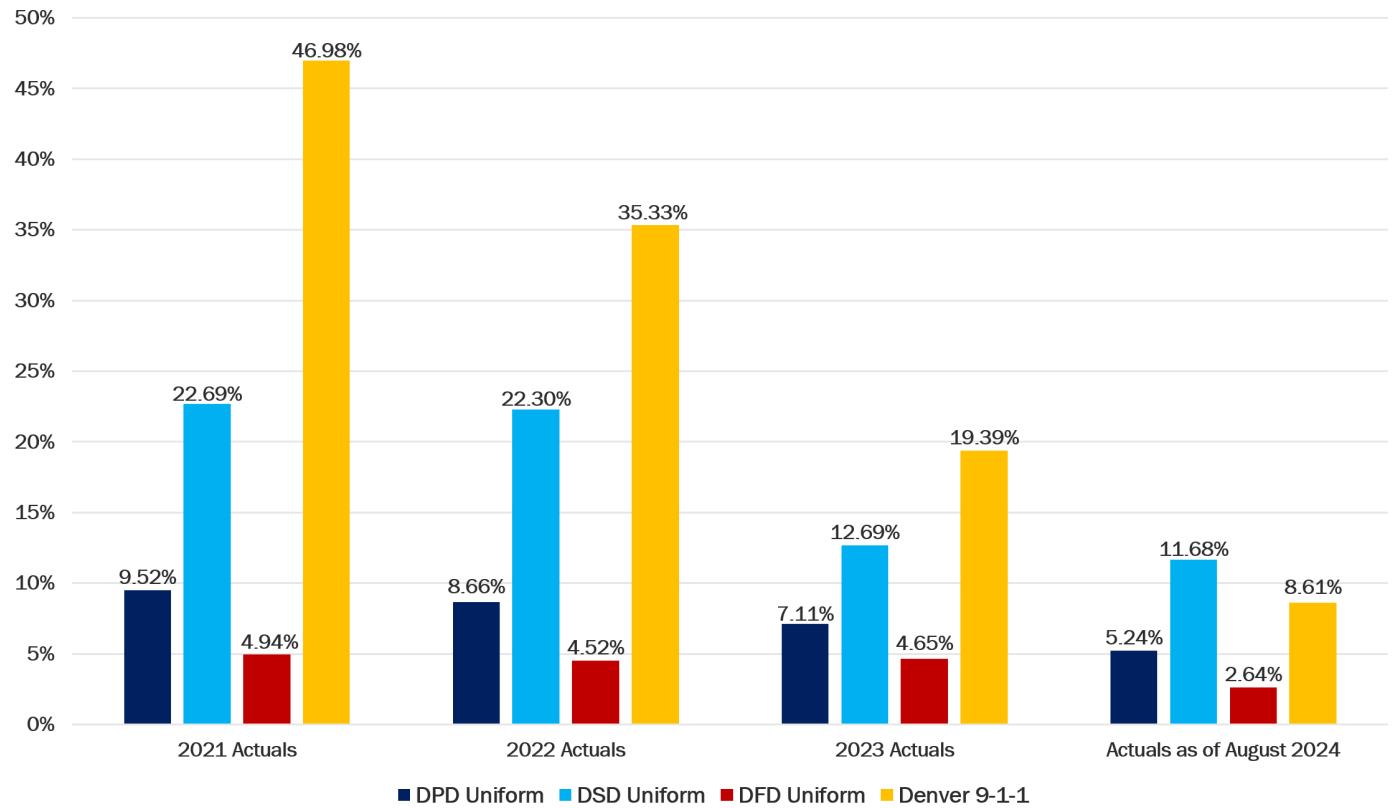
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....because it's working

## Key Strategic Metrics – Attrition (Turnover) Rates



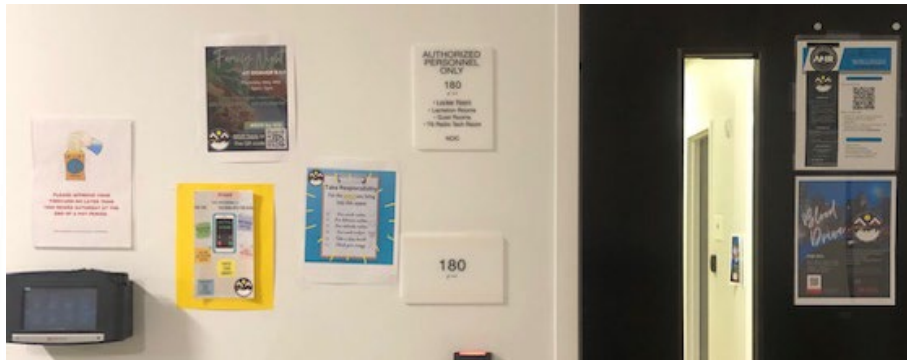


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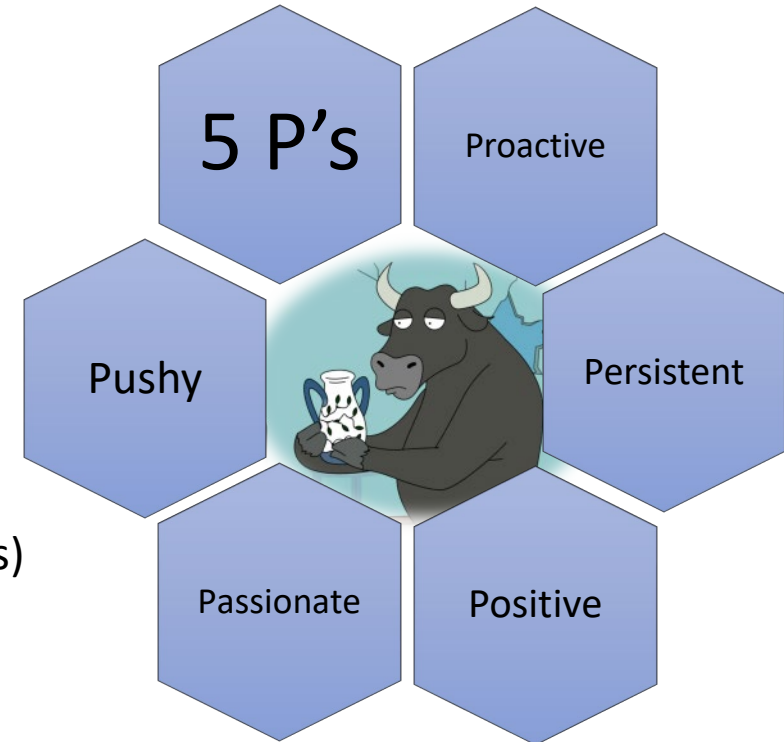


# Graffiti



# Maintain

- Newsletters
- Emails
- Events (outsource)
- Bulletin boards
- Academies
- Incentives
- Free tools (canva, apps)
- Library





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