

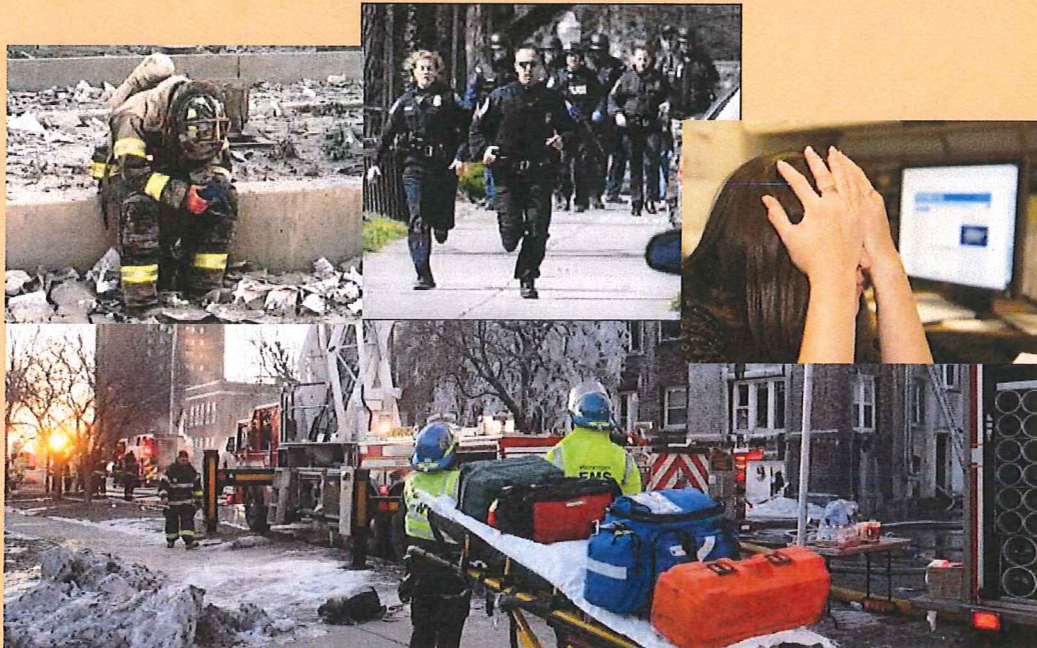


*"We serve those who serve others."* **TEAM**

**Fiscal Year 2015-2016**

*(1 July 2015 to 30 June 2016)*

# Annual Report to Stakeholders



*Metro CISM Team, 7809 Southtown Center, #174  
Bloomington MN 55431 • 612-207-1130  
[www.metroCISM.org](http://www.metroCISM.org)*





The Metro CISM Team  
7809 Southtown Center, #174  
Bloomington MN 55431-1324  
312-207-1130

# The Metro CISM Team's Fiscal Year 2015-2016 Stakeholder Report

The Metro CISM Team provides research-informed *peer support* to emergency first responders which will result in healthier lives, stronger families, and supportive communities. We *build stress resistance* with audience specific training, *promote resilience* through direct support and *improve recovery* through outreach and resources.

## ABOUT US

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The Metro Critical Incident Stress Management Team consists of 46 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 acculturated mental health professionals who also volunteer their time. 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 – first responders. These services seek to **build resistance to stress** (cumulative and acute), **support the inherent resilience** of first responders, and **speed the recovery of personnel** after critical incidents to ensure career longevity, **promote continued occupational satisfaction** and **encourage physical, emotional and interpersonal well-being**.

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

The members of the 2015-2016 Board of Directors were:

Corinne Becker, Co-Chair, Active Law Enforcement  
Mike Glassberg, Co-Chair, Active Law Enforcement  
Debbie Brown, Vice-Chair, Active Public Safety Chaplain  
Rich Flaten, Secretary, Retired Law Enforcement  
Joe Meuwissen, Treasurer, Retired Fire Services and Active Mental Health  
Professional

Mary Albrecht, At large, Active Law Enforcement  
Jason Groskreutz, At large, Active Law Enforcement and Fire Service  
Mike Passig, At large, Active Law Enforcement  
Jeff Seidl, At large, Active Law Enforcement  
Mike Vandervort, At large, Active Law Enforcement and EMS Service

### *OUR VISION*

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We envision a fully functioning and healthy community of first 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*

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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 Attorney General Charities Division and the Internal Revenue Service. The entirely volunteer Team is made up of 46 First Responder peers (law enforcement, firefighters, dispatchers, and emergency medical services personnel), and First Responder-acculturated chaplains and mental health professionals from the Twin Cities region.

### *WHO WE SERVE*

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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**. The Team does provide services to agencies outside of these counties upon direct request and evaluation for appropriateness. As there are other

peer support teams in Minnesota, we strive to keep our Team Members active mainly in the Metro but we do consider exceptions a few times a year.

### *AN OVERVIEW OF OUR EFFORTS*

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To inform us about how we are doing, confidential survey data from the exit evaluations of the hundreds of service participants are aggregated. It is important to note that completion of the evaluations is voluntary. The evaluations are anonymous and there are no documents ever created that track specific first responders or agencies served, comments made or any other type of information that may identify who we serve.

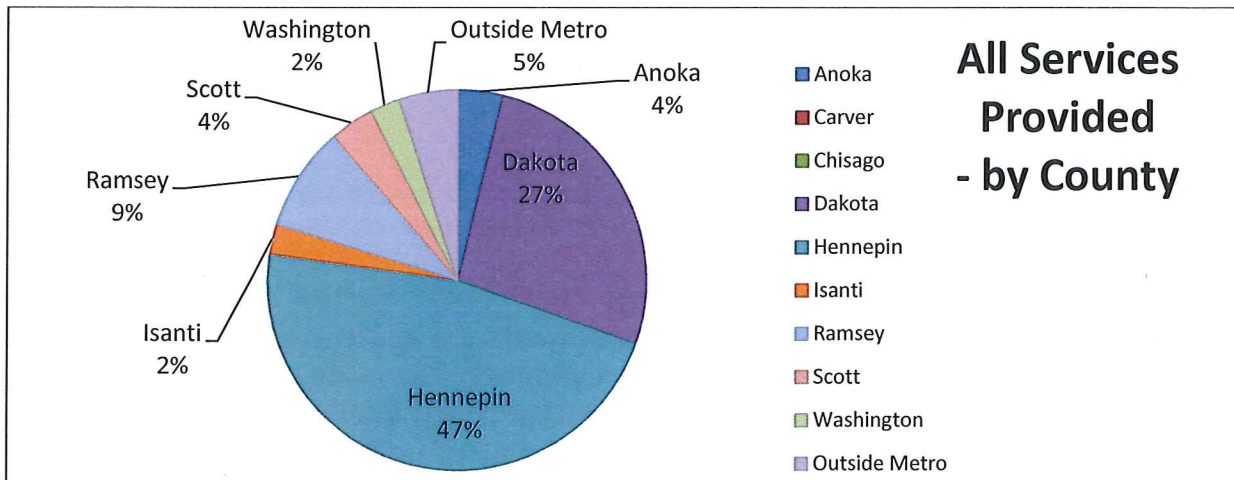
The State of Minnesota has a data privacy statute protects people using peer support services. However, it is important to again emphasize that we do not collect any data on the individuals or agencies we serve.

### *CALLS FOR SERVICE*

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During the fiscal year of 2015-2016, The Metro CISM Team was available for services in all nine counties of our service region in the Greater Minneapolis-Saint Paul Metro area. There are other peer support Teams around the State but there is not a centralized directory to identify them all. Additionally, a Team's activity can vary over time based on its members' ability to provide peer support. A partial list of Teams in Greater Minnesota can be found at the International Critical Incident Stress Foundation's website.

The following chart shows the percentage of total services we provided in 2015-2016 by each county we served. Please note that our services are provided exclusively in response to an agency request. We never self-deploy and we always wait for a direct request from an agency wishing to seek a consultation on what the Team can do for them or to utilize the Team's variety of services.



## SERVICES WE PROVIDE

In Fiscal Year 2015-2016, the Metro CISM Team responded to 101 unique requests for services. That is down just three events from last year. Year to year, we see normally see small 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 907 First Responders. Last year we served 1122 with the addition of a conference. The year before that, we served 926 people.

### *Types of Services*

**Crisis Management Briefings:** Structured large group community/organizational “town meetings” designed to provide information about the incident, control rumors, educate about symptoms of distress, inform about basic stress management, and identify resources available for continued support, if desired. May be especially useful in response to community violence/terrorism. (Everly, IJEMH, 2000)

**Consultation Services:** The Metro CISM Team has years over thirty years of experience and has developed a reputation as a resource for information related to best practices in helping first responders after a critical incident. The Team has a depth of relationships that can be useful for

**Debrief Services:** The most well known and most frequently used of the Team's provided services is the "debriefing" - a multi-step, peer-facilitated discussion of the critical incident. Our protocol prohibits anyone not directly related to the incident from participating. If the person did not feel it, see it, smell it or hear it, they are not allowed to be in the room during the service. We find this helps build rapport among the people who experienced the incident and it helps foster honest conversation. Additionally, no first responder is ever required to participate in any service. It is often noted that the most resistant attendee often participates after seeing the non-threatening and supportive nature of the service. A volunteer mental health professional is always in attendance to provide psychoeducation about the effects of stress and to monitor participants for problematic emotional responses to the critical incident.

**Defusing Services:** A shorter version of the debrief service that is utilized closer to the event itself and is designed to provide an initial forum for ventilation and information exchange. None of the services provided by this Team are a "tactical" critique. The defusing service provides an opportunity for assessment of those who were involved in a critical incident and is sometimes followed by a Critical Incident Stress Debriefing.

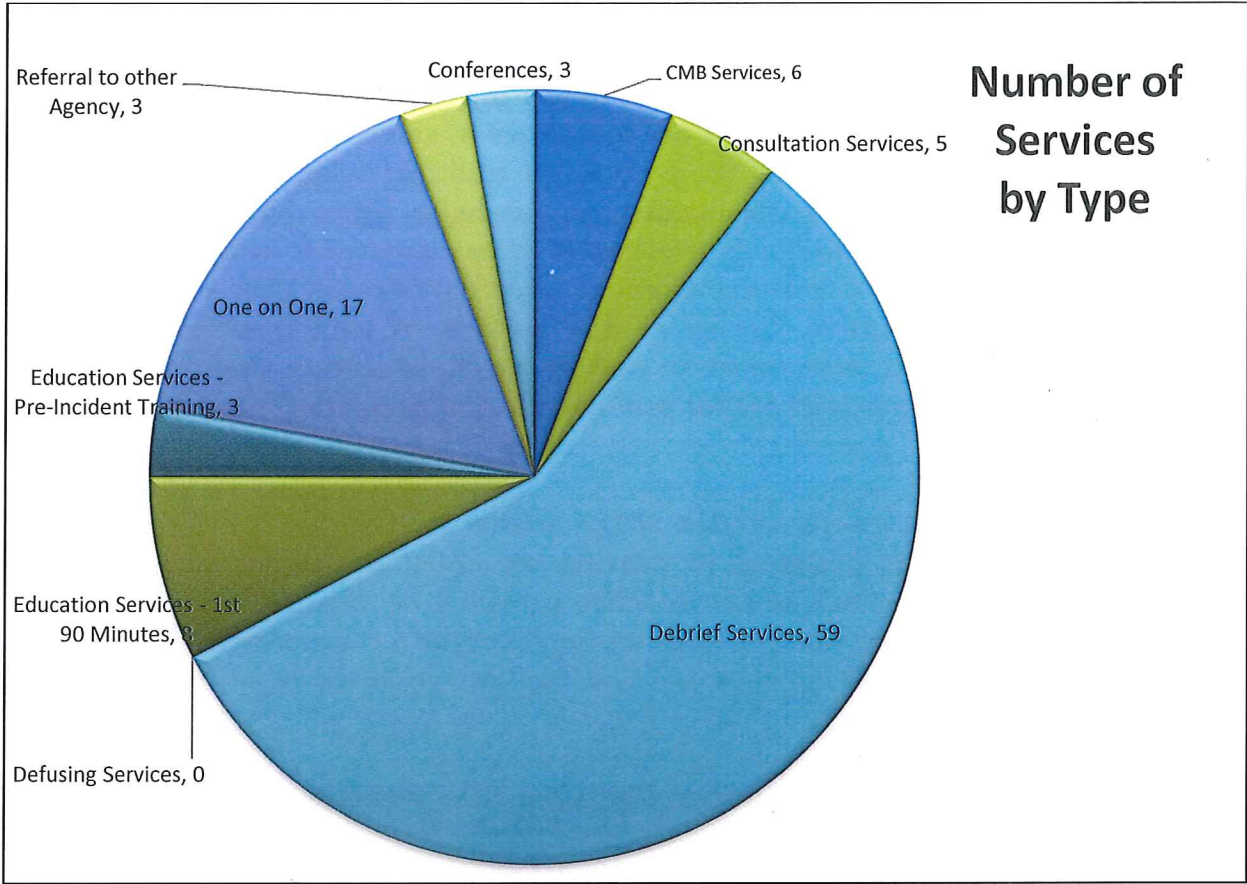
**Education Services – 1st 90 Minutes:** Discussed later in this document.

**Education Services – Pre-Incident Training:** Discussed later in this document.

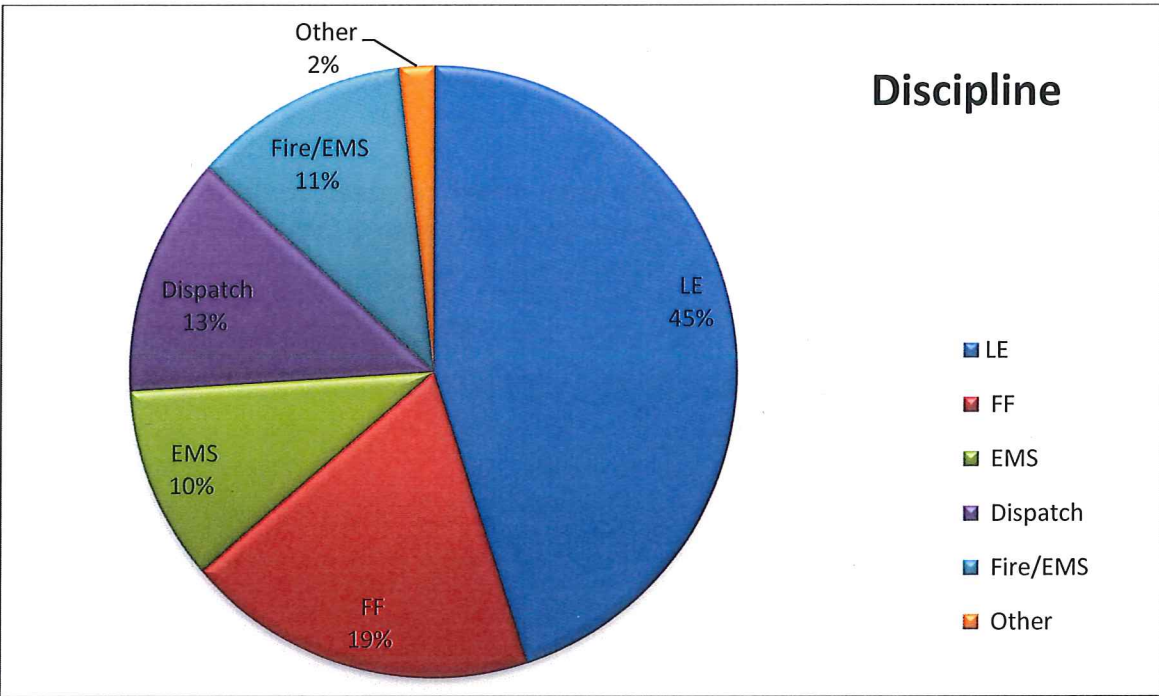
**One-on-One:** Every First Responder has a unique personal and work experience that they bring to every critical incident. After such events, someone may just need to have someone who can relate to what they may be thinking or experiencing. The Metro Team can provide a trained, sympathetic listener, a peer, to help First Responders process their thoughts.

**Referral to Other Agency:** The Team occasionally receives requests for service that are better provided by a different peer team or entity. We respect jurisdictional boundaries and provide referrals to other teams best suited to the requesting agency's needs.

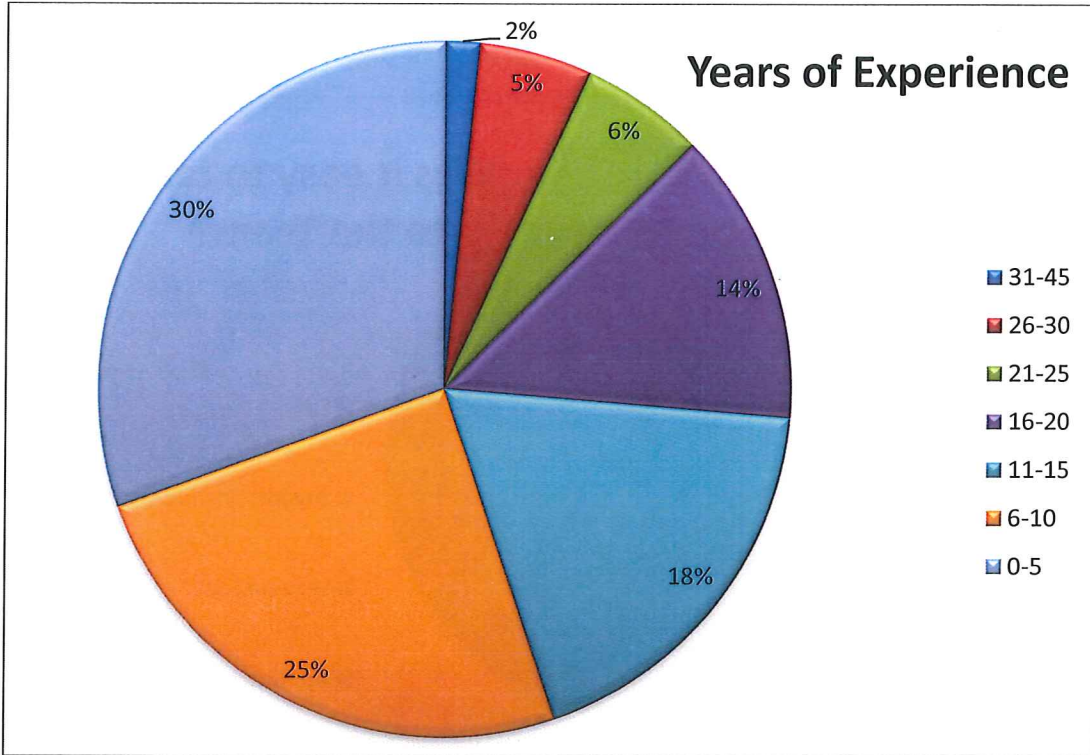
**Conferences:** Team members staff booths with informational handouts and promote what the Metro CISM Team does.



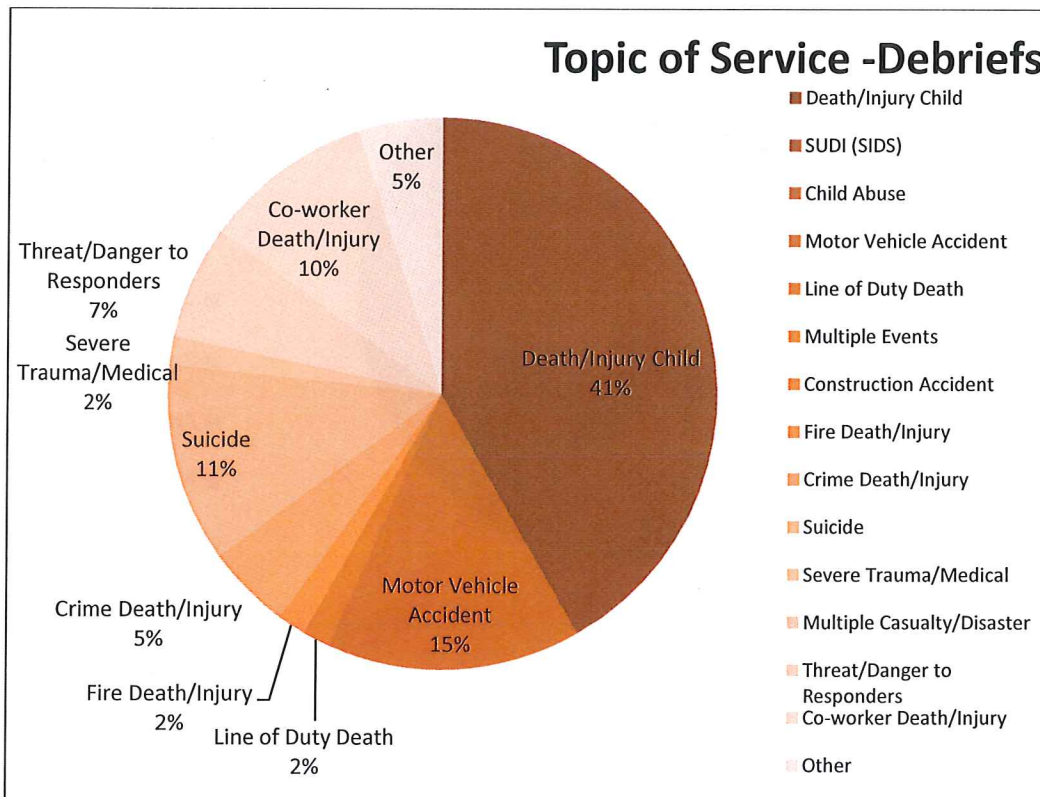
*Demographics of those we have served*

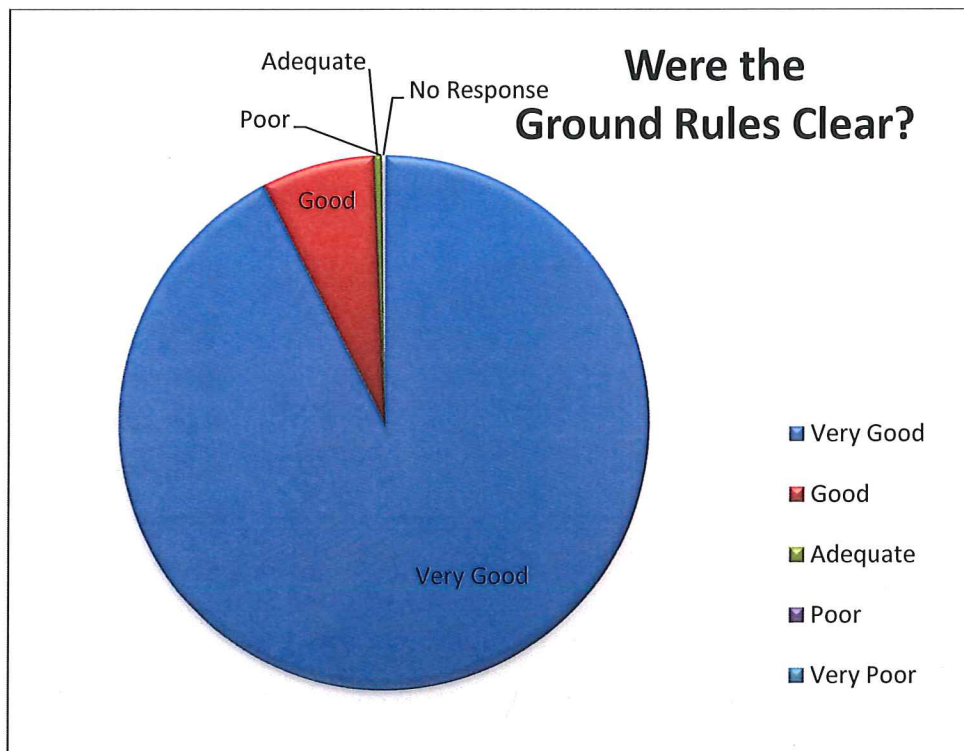
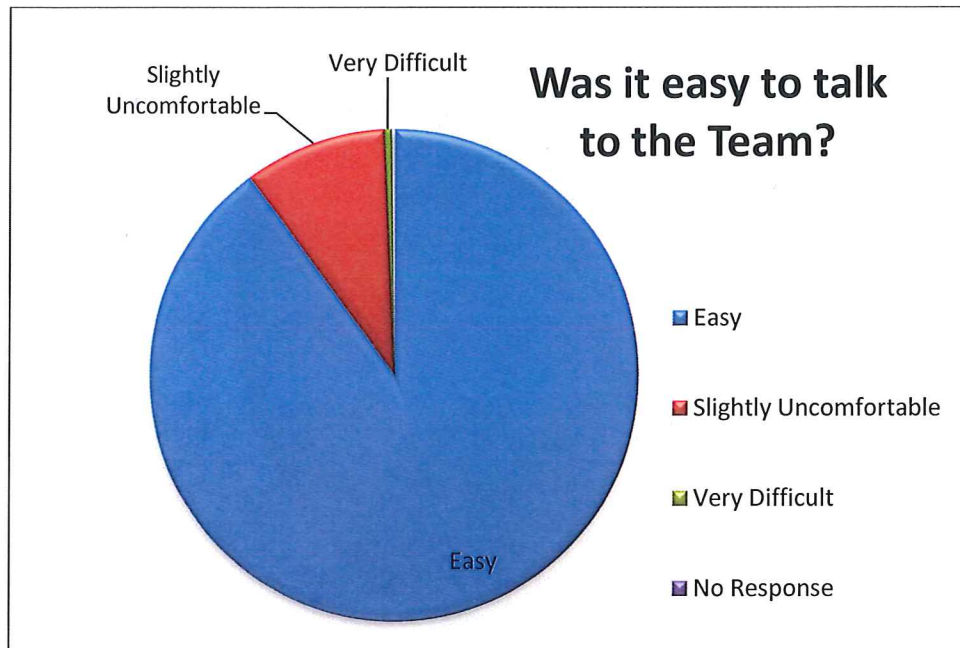




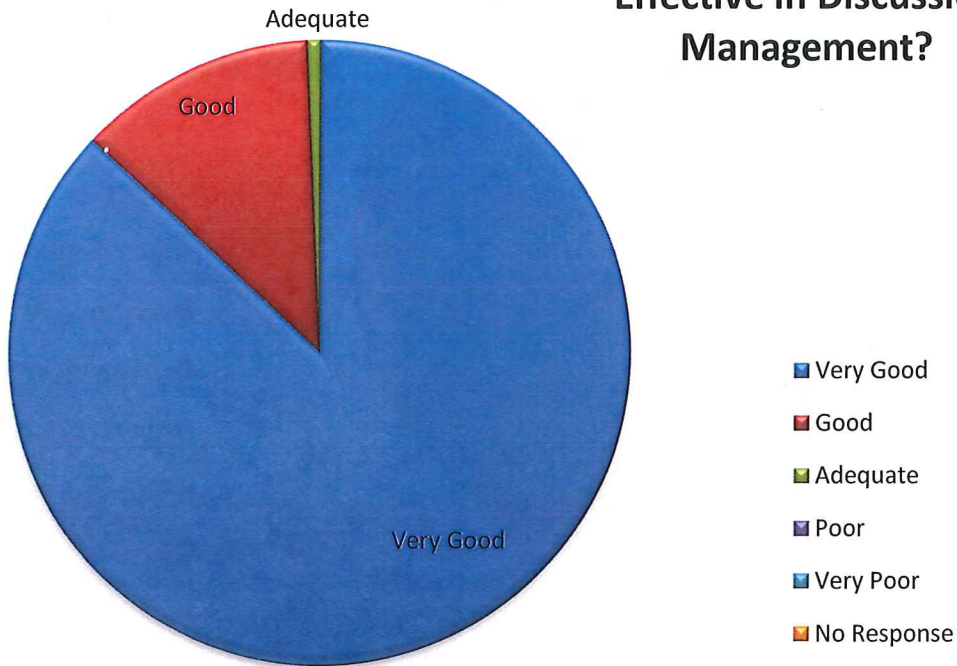


### Categories of Critical Incidents

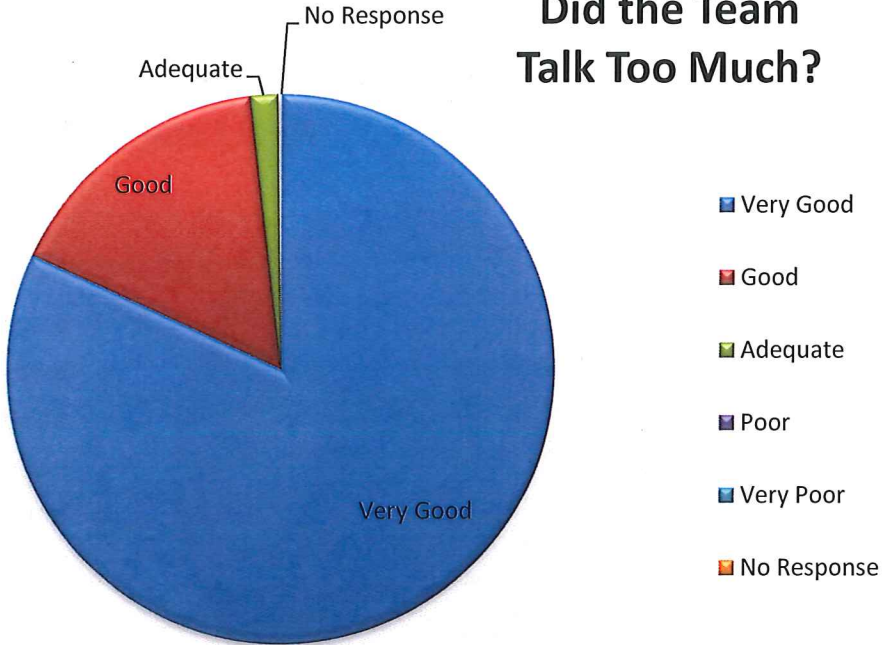


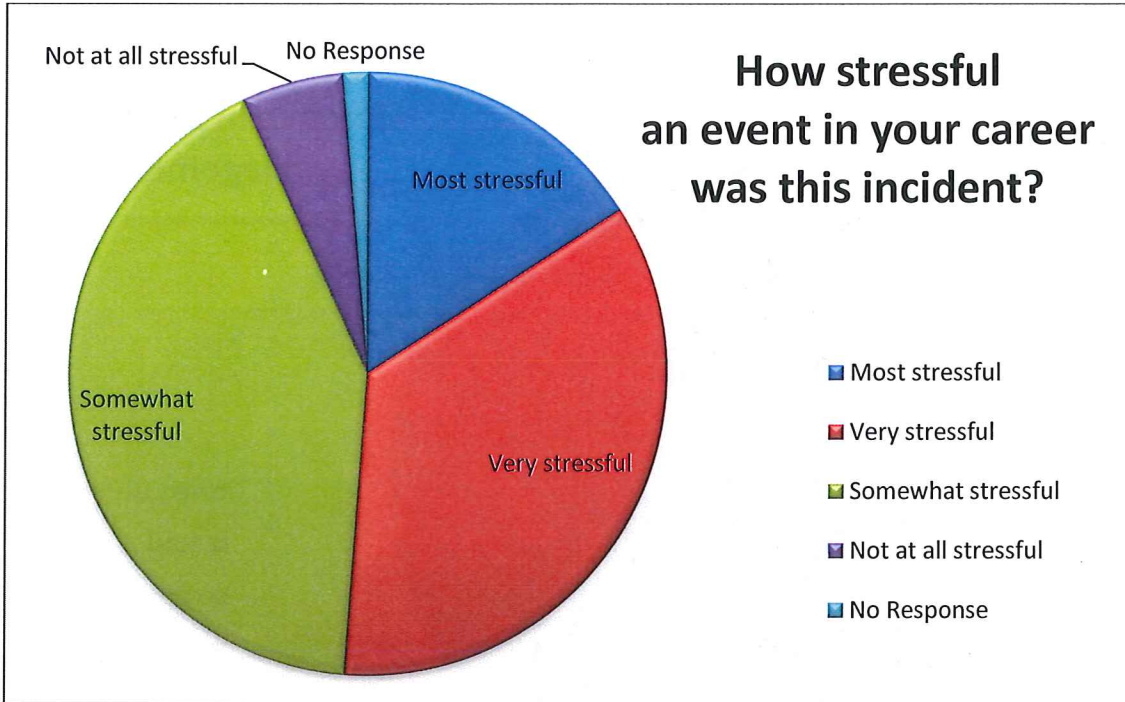


### Was the Team Effective in Discussion Management?

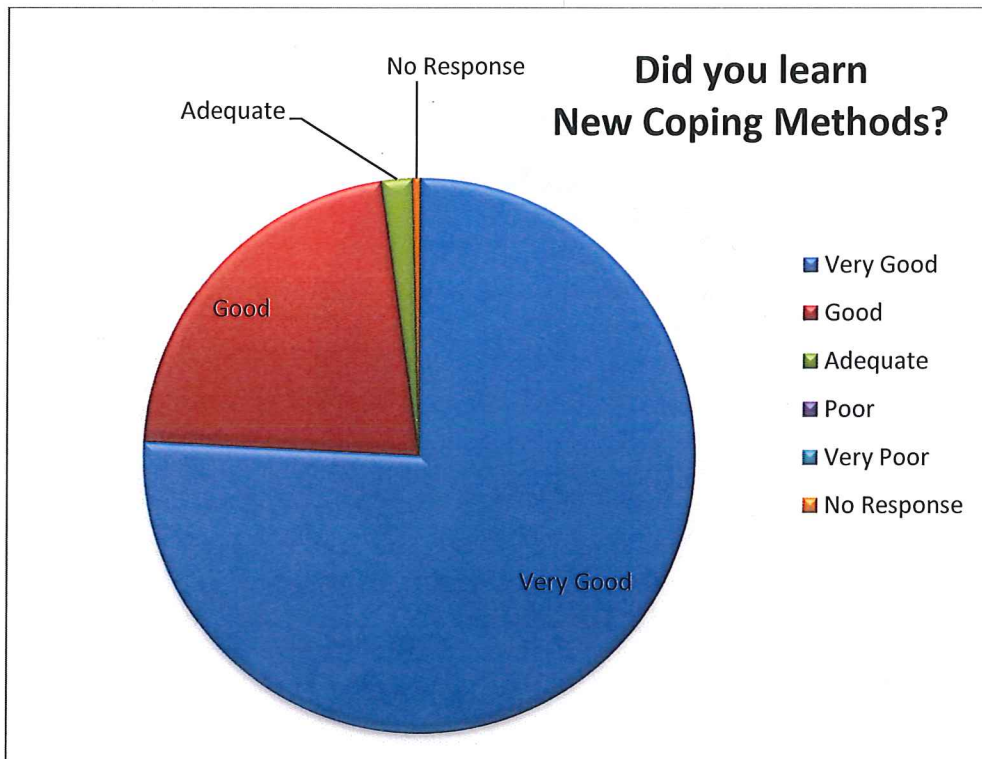


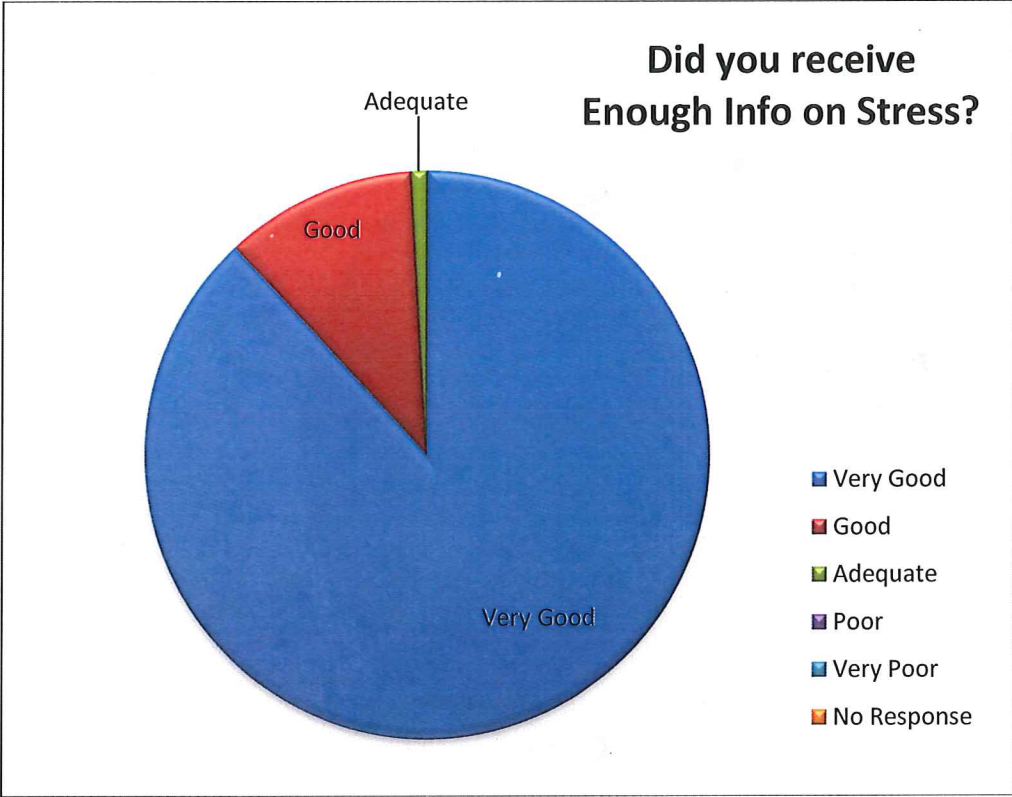
### Did the Team Talk Too Much?





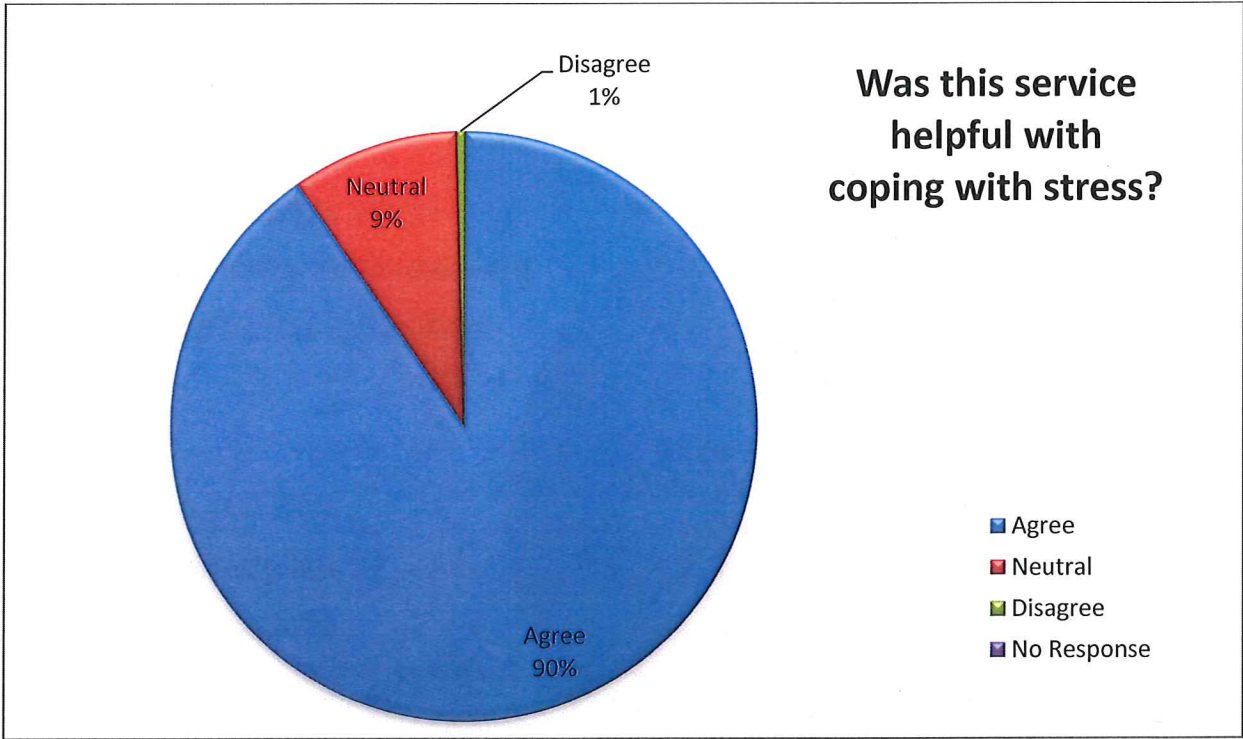
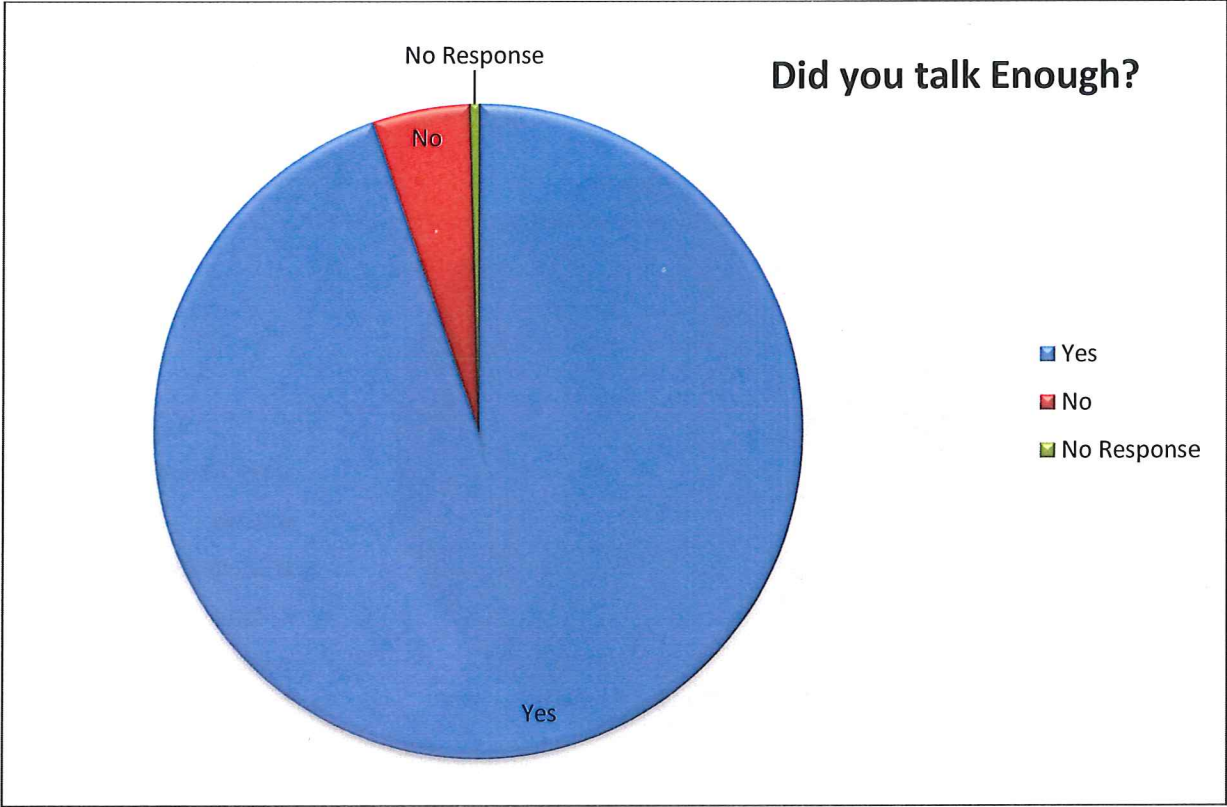
**Education**





*Participant impressions*





# Training and Education

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Education is one of the key parts of our organization's public mission. This year, the Team provided eleven trainings for agencies. Our proprietary trainings are called *Pre-Incident Awareness* and *The 1st 90 Minutes*®. We did eight sessions of *the 1<sup>st</sup> 90 Minutes* and three sessions of our *Pre-Incident Awareness* training.

## Pre-Incident Awareness Training

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Pre-incident training provides agencies with information to be proactive rather than reactive when handling critical 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 inform First Responders about the different types of stress reactions they may encounter, identify the types of incidents that may be more likely to induce severe stress reactions, and teach 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®

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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 they participate in a critical incident.

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

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A curriculum focusing on the needs of the families of First Responders is completed. We have begun Beta testing to insure our training meets the needs and expectations of the families of First Responders.

Topics 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 because 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*

## Officer Involved Shootings

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The increasing attention to officer involved shootings has clarified a need for specialized and tailored handling of high profile incidents such as officer involved shootings. We are developing training related to how the Metro CISM Team handles



these highly scrutinized event services and the benefits of providing peer counseling services to all those involved.

## IN-KIND SUPPORT

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For the first time, this year we have determined the amount of time donated to the Metro CISM Team by its 46 members.

### Volunteer hours contributed by Team Members

Estimate of hours per occurrence	Number of Occurrences		
1	54	Attend Board Meeting	54
1.5	204	Attend Team Meeting	306
0.2	522	Call in for Peer Service	104
8	30	Attend Team Retreat	240
2	64	Coordinate an Event	128
3	43	Mental Health Professional on a service	129
10	6	Special Project	60
3	190	Provide Peer Service	570
6	18	Provide Training outside team	108
20	3	Staff Informational Booth	60
4	36	Attend mandatory meeting	144
Administrative Tasks – cumulative for the year			
		Co-Chair (2)	200
		Vice-chair	16
		Secretary	36
		Treasurer	100
		Training Coordinator	12
		Training Liaison	24
<b>Approximate total hours:</b>			<b>2291</b>

## MEASURE OF SUCCESS

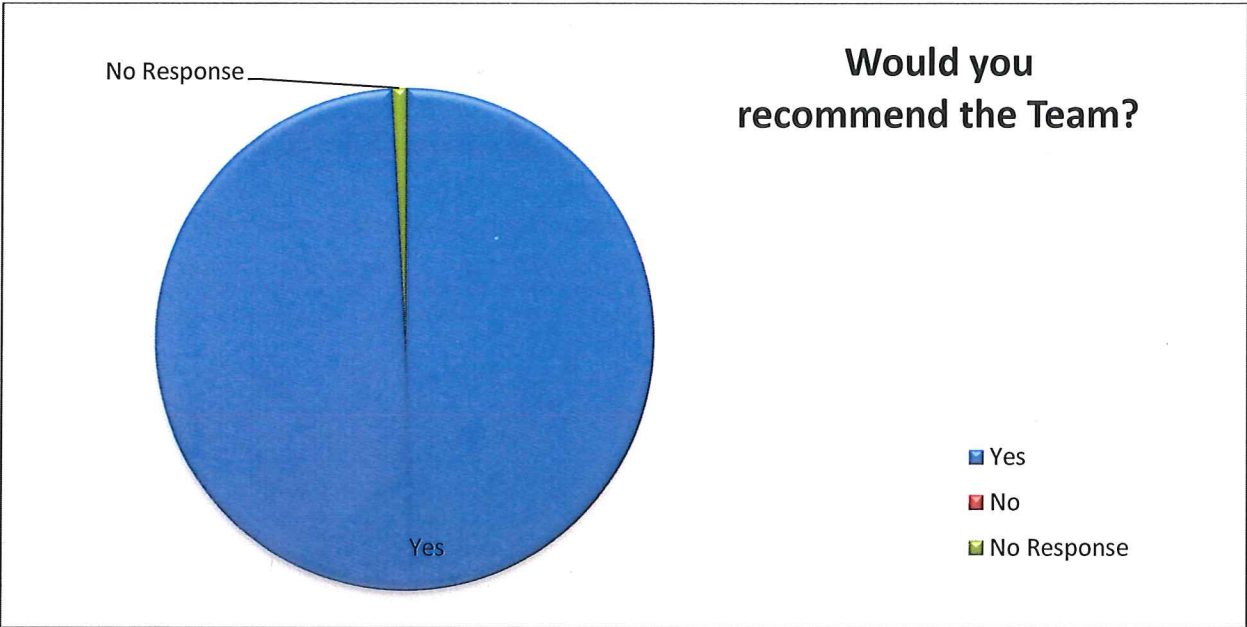
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How do you ethically measure the successful mitigation of stress in a group of people already self-selected to have a high tolerance for stress exposure? While there may be some scholars or professionals with clinical interest in this question, we have not been able to establish a connection with this group. But we, The Metro CISM Team, are an organization of volunteer First Responders who have seen the problem first-hand in our professions and have developed research-informed services to address that question.

We meet ten times a year to train and expect our members to continue to hone the art of peer support through practice of learned skills. We conduct internal reviews of challenging services because we are ultimately dealing with people who may have just been through a traumatic experience and, above all else, we must do no harm to those people at a time when they are most vulnerable. We strive to learn from the services we provide as our team members bring different past experiences, different perceptions and different expectations to the services we provide. We constantly try to improve how we interact with first responders to give them best experience we can.

We provide exit surveys to participants after debriefing services. These surveys are anonymous and are destroyed after review. Completion of the survey is voluntary and we never document, in any way, to whom we provide services.

As seen in the chart below, those hundreds of first responders who choose to complete the survey told us good news – that what we do was so helpful to them that they would recommend our services to others. We are very proud of this feedback.



## THE FUTURE

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We believe in the value of ongoing training and improvement of the skills of team members. To enhance our basic CISM training and improve peer support, we incorporate into our service information gleaned from the latest neurological, biological and psychological research on the effects of trauma exposure. We are currently exploring how to more effectively reach out to family members of First Responders and support them before and after critical incidents. We are also investigating the best methods for dealing with officer involved shooting incidents. The Metro CISM Team must prepare for the evolution of services based on identified needs in the First Responder community and the latest scholarly research.

We believe we are having a positive and effective impact on First Responders as we are finding more and more that they have come to expect to have CISM Team services after critical incidents. We are pleased to be able to provide professional, safe and compassionate volunteers to be there for them.

We volunteer because we know the Team's services make a positive impact on, and a real difference in, the lives of our brothers and sisters. We know this 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.

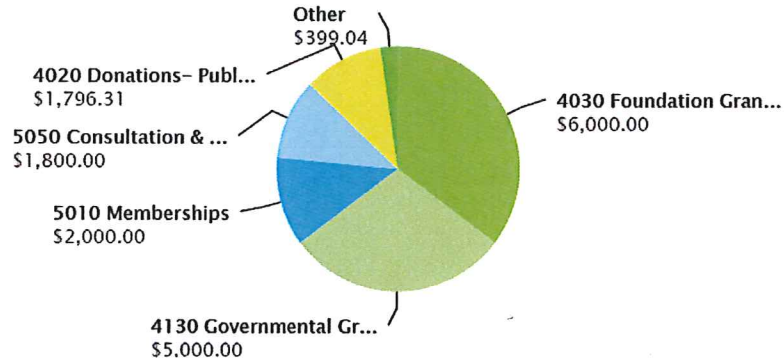
While we are only a small group of volunteers, the Metro CISM Team has broad impact in the First Responder community. The Team provides a safe space for rescuers to explore and validate the emotional consequences and feelings that result from the inevitable trauma of their chosen careers. While the impact ethically can

only be measured indirectly through anecdotal reports of participants, but it is vital the Metro CISM Team continues “Serving Those Who Serve Others.”

The support of stakeholders, like you, allows us to continue to help others. Thank you.

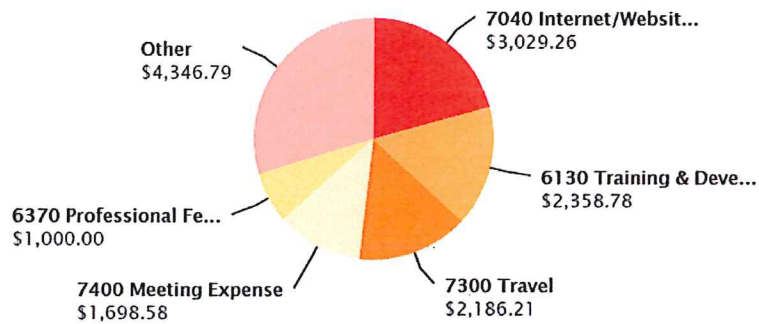
# FINANCIAL REPORT<sup>1</sup>

## Metro CISM Team Revenue By Category



%	Category	(\$)Amount
35.30%	4030 Foundation Grants	6,000.00
29.42%	4130 Governmental Grants	5,000.00
11.77%	5010 Memberships	2,000.00
10.59%	5050 Consultation & Training	1,800.00
10.57%	4020 Donations- Public Source	1,796.31
2.35%	Other	399.04

## Metro CISM Team Expenditure By Category



%	Category	(\$)Amount
20.72%	7040 Internet/Website	3,029.26
16.13%	6130 Training & Development	2,358.78
14.95%	7300 Travel	2,186.21
11.62%	7400 Meeting Expense	1,698.58
6.84%	6370 Professional Fees- Other	1,000.00

<sup>1</sup> (unaudited statement of revenues and expenditures)

# Metro CISM Team

## STATEMENT OF ACTIVITY YTD COMPARISON

July 2015 - June 2016

	TOTAL	
	JUL 2015 - JUN 2016	JUL 2014 - JUN 2015 (PY)
▼ REVENUE		
4010 Individual Contributions		1,564.63
4020 Donations- Public Source	1,796.31	2,557.59
4030 Foundation Grants	6,000.00	5,000.00
4130 Governmental Grants	5,000.00	5,000.00
5010 Memberships	2,000.00	2,750.00
5030 Conference Registrations	350.00	2,150.00
5050 Consultation & Training	1,800.00	2,275.00
5310 Interest Income	17.04	17.25
5999 Other Income		305.93
<b>Total Revenue</b>	<b>\$16,963.35</b>	<b>\$21,620.40</b>
<b>GROSS PROFIT</b>	<b>\$16,963.35</b>	<b>\$21,620.40</b>

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▼ EXPENDITURES

6130 Training & Development	2,358.78	6,109.79
6310 Accounting Fees	289.95	
6370 Professional Fees- Other	1,000.00	
6380 Administrative Fees	60.00	25.00
6390 Organization Membership ...	50.00	50.00
7010 Office Supplies	41.82	109.71
7011 Computer Software		187.65
7030 Telephone	268.46	179.40
7035 Paging Services	562.50	614.44
7040 Internet/Website	3,029.26	1,275.09
7050 Postage & Delivery	42.68	369.20
7060 Printing & Reproduction	744.49	372.23
7200 Conference or Training Exp...	250.00	84.07
7300 Travel	2,186.21	1,411.95
7400 Meeting Expense	1,698.58	1,669.55
7510 Insurance	937.00	937.00
7530 Advertising/Marketing		6,379.75
7540 Honorarium	307.61	
7550 Bank Fees	93.37	
7580 Memorial Donations	200.00	100.00
7590 Team Support	390.62	376.56
7900 Other Expenses	63.29	118.51
<b>Total Expenditures</b>	<b>\$14,574.62</b>	<b>\$20,369.90</b>

NET OPERATING REVENUE	\$2,388.73	\$1,250.50
▼ OTHER REVENUE		
5410 Reimbursement to Team	32.00	
<b>Total Other Revenue</b>	<b>\$32.00</b>	<b>\$0.00</b>
▼ OTHER EXPENDITURES		
50001 Team Apparel	45.00	1,505.00
<b>Total Other Expenditures</b>	<b>\$45.00</b>	<b>\$1,505.00</b>
NET OTHER REVENUE	\$ -13.00	\$ -1,505.00
NET REVENUE	\$2,375.73	\$ -254.50

Do what you can, with what you have, where you are. - Theodore Roosevelt

Thank you for your support!