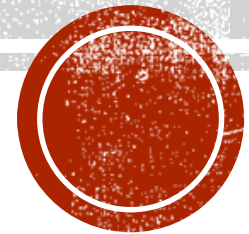


PEER SUPPORT

Public Safety working for all City of Mesa Employees



ORIGINS OF PEER SUPPORT

- Spawned from Critical Incident Stress Management (CISM) over 20 years ago.
- Volunteer Police and Fire members provided support after Critical Incidents with assistance from Department Chaplains.
- Each Department had small number of Peer Support members due to lack of demand.
- Minimal utilization of EAP.



POLICE AND FIRE PARTNERSHIP

- Natural partnership due to overlap of Critical Incidents and increase of Mental Health retirements, this has been an informal working relationship for 5 years.
- Peer Support recognized that stress from home, life and non-critical incidents are a major factor in overall wellness.
- Gaining a better understanding of EAP process and (Behavioral) Health benefits helped guide employee referrals.
- Vetting resources: Building relationships with Counselors and facilities ensures quality care.
- Training together: Police and Fire support each other when providing member education and Recruit Resiliency training.
- This effort saw an increase of EAP utilization and contacts to Peer members.



A YEAR OF GROWTH

- HB2502: Statewide benefit for First Responders which allows up to 36 counseling appointments following a Traumatic Event.
- Proactive approach: Bereavement, Modified duty, and low accruals. Newsletters based on trends.
- Education: Stress awareness and recognition, Supervisor training, workplace visits.
- Implementation of Part-time In-house Counselor for triage, referral, and education.
- This increase of education/awareness and access to a Counselor to answer questions has resulted in significantly higher utilization of Peer Support and EAP.
- Proposal for translating this approach to all City of Mesa employees.



BY THE NUMBERS

- HB2502: 17 Cases
- In-House Counselor Consultations: 106
- Individuals utilizing EAP in 2018: 253, increase to 454 (Projected) in 2019
- Contacts to Peer Support: Fire 124, Police





Training/Education

**Earlier
Recognition and
Care**

Crisis



PEER SUPPORT ASSISTING THE CITY

- Collaborate with the Wellness Center, Learning Center to provide workforce trends and provide education to more employees.
- Provide Supervisor training: Stress recognition, communicating with an employee under stress, and resource utilization.
- Assist with creating a City-Wide approach to supporting employees that use Bereavement or are injured.
- Streamline access to assisting an employee that is in crisis.

