

RESPONDER**STRONG**TM

Quarterly Meeting August 16, 2019



ResponderStrong is a program of the
National Mental Health Innovation Center
UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

Welcome Back!

- Next meeting is tentatively slated for November 15, 2019
- New format- 45 minutes for networking/break

Website Development

- Brian Kelley- All Clear Foundation & Rachel Sauer- CSU MPH Intern
- Tiffany Anderson with A Girl Creative Design Studio
- [Website under Development](#)

Facebook

- Roughly 1500 followers
- Top topics recently (per likes and shares)
 - BADGE Crisis Text Line
 - 9-1-1 SAVES federal legislation
 - 9-8-8 Suicide Hotline legislation
 - Mindfulness
 - Therapy dogs implemented in agencies
 - CRE Retreats

Internships

- DU CPEX: **WELCOME** to Samantha Buxbaum, Brian Bishop, Nick Powell and Meghan Fitzgerald
 - Look for more agency opportunities for Performance Under Stress Workshops
- Rachel Sauer- CSU MPH Intern- continuing/volunteering this summer

Thank you, Rachel and congratulations on your Masters!

Curriculum

- 10 confirmed academy partners
- New academies next semester:
 - Arapahoe Community College: Law Enforcement
 - Denver Health Paramedic @ MSU-Denver
 - Colorado Mountain College Spring Valley
 - More in the works
- All previous partners continued this past academic year and plan to partner next year
- Interested in becoming a trainer? Upcoming training in Sept/Oct

Resiliency

- Resiliency Standards - will be available on new website
- Resilience Videos
 - Finalizing script and storyboard for introduction and mindfulness videos
 - Will do 3-4 videos total produced by SMFR & WMFR
 - Future video production partners in discussion
 - Interested in being in the videos?

*Thank you **SMFR** and **WMFR**!*

13 Resilience Standards

- Mindfulness
- Breathing
- Awareness - Physical, Cognitive, Emotional
- Optimism
- Gratitude
- Physical health - Sleep, Nutrition, Exercise
- Social Connection
- Effective Communication
- Goal Setting
- Critical Perspective
- ABC
- Balanced Thinking
- Identification of Core Values

Retiree Peer Support

- Retiree Peer Support- organizational meeting
- Ben O'Brien, Heidi Prentup, Ti Blair



SonderMind is a managed marketplace, enabled by an integrated behavioral health provider network

Patients Get

- ✧ Access to in-network providers
 - Aetna
 - Anthem
 - Cigna
 - Kaiser
 - United
 - ComPsych EAP
- ✧ High-quality, data-driven matches
- ✧ Tech-enabled communication



Employers Get

- ✧ Reliable, high quality network
- ✧ Seamless technology and benefit integration
- ✧ Improved access and utilization

Providers Get

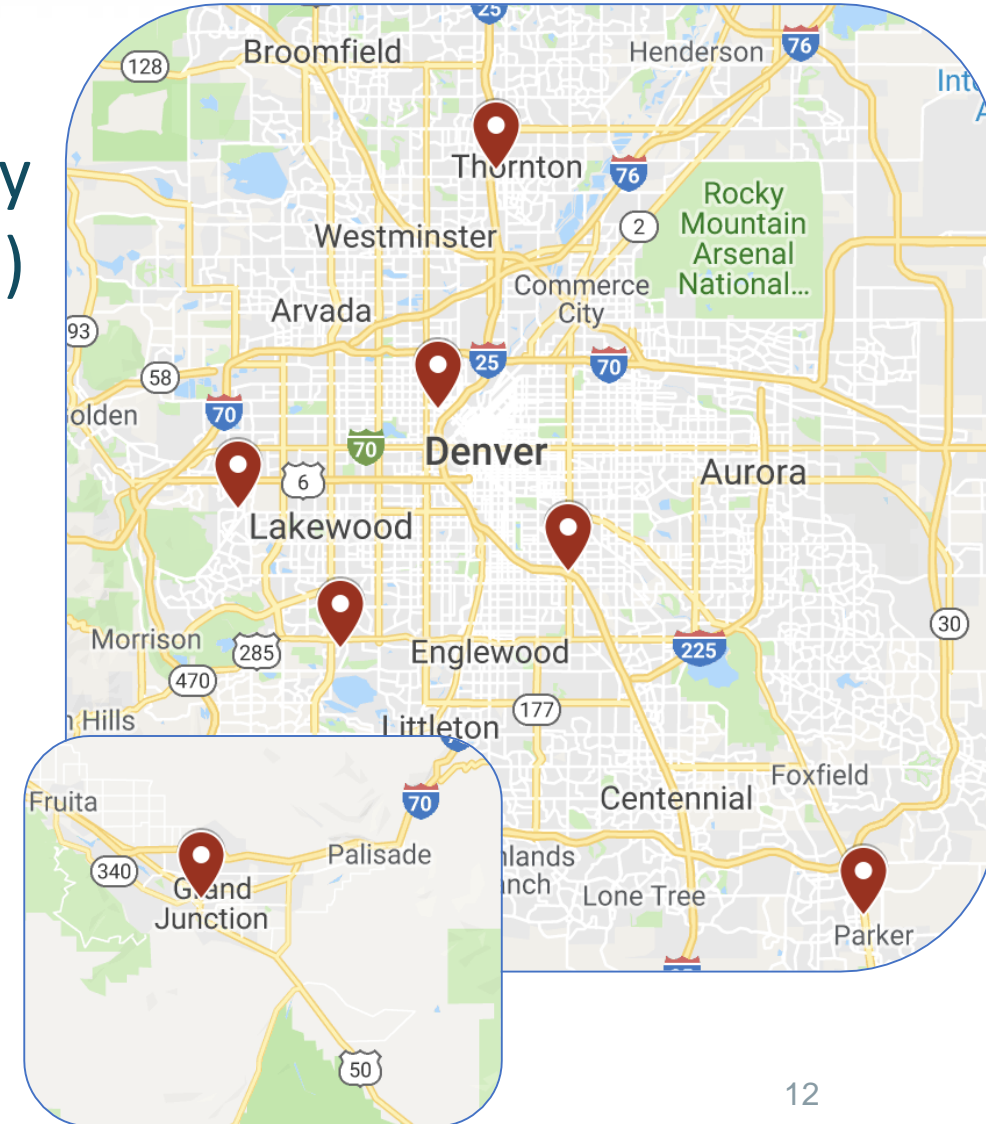
- ✧ Increased practice revenue
- ✧ Almost no administrative burden
- ✧ Free technology solutions, including EHR and billing



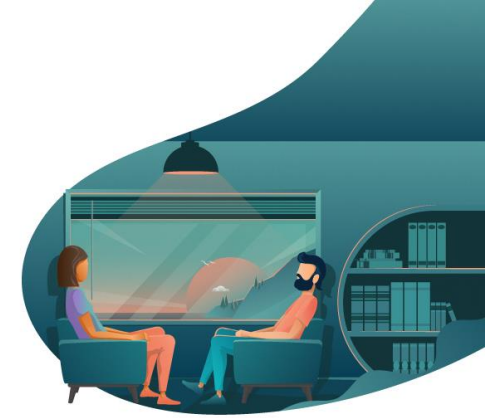
- Multiple ResponderStrong endorsed emergency responder clinicians (12 today, 30+ upcoming...)
- No additional cost to your organization
- Get confidentially connected today:

Responderstrong.withsondermind.com

844-888-9355



Redesigning mental health benefits



- 1. Preventive mental health benefits**
- 2. Seamless, easy access with privacy and discretion**
- 3. Stigma reduction and education**
- 4. Incent and reward behavior**

We are working with brokers and insurance companies to design a better approach to mental health benefits, let's talk!

*Elise Mariner (Vice President)
emariner@sondermind.com*

Clinician Endorsement

- Posted and growing a directory of treatment facilities
- Posted and developing a directory of “vetted” providers
- Tiers
- Connecting with other across the U.S. who are doing similar to combine efforts
- Brower Psychological – June 13/June 20- web-based via ConCEpt
- 7 hours, 7 APA CE



BROWER
PSYCHOLOGICAL
POLICE & PUBLIC SAFETY SERVICES

Working with Emergency Responders: What Clinicians Need to Know Clinician Education Program

In recognition that there are many clinicians who wish to work with emergency responders (law enforcement, fire, EMS and dispatch) but who do not know where to go to obtain quality specialty training for this population, Brower Psychological, with support from ResponderStrong, is producing a series of APA-approved classes. These classes will provide an overview of responder culture and occupational exposures with the aim of building a foundation for cultural competency. Content will also address the immersion of responders in vicarious trauma, its impacts, signs/symptoms, and appropriate care. The first live version of this training will be hosted by **Brower Psychological at 8354 Northfield Blvd, Denver 80238 on June 13, 2019 from 0900-1700**. The web-based version is anticipated in Fall 2019. Dr. Brower is uniquely qualified to develop this program as she is a career Police & Public Safety Psychologist who also serves as the President of the American Board of Professional Psychology's Academy. Dr. Brower has been in practice in the Denver area for 19 years. She works with local, state and federal agencies.

Cost: \$250
7 hours APA accredited CE's

Overview:

- *Web-based content distributed on an established learning management platform allows easy access, registration and tracking. **(Live version offered in Denver June 13, 2019).**
- *Approximately 7 hours of video-based educational content developed in conjunction with a Board-certified Police and Public Safety Psychologist and wellness SME's from the emergency response world.
- *Content includes an overview of responder culture, occupational exposures, responder concerns, potential career impacts, stress injury formation, evidence-based trauma treatment modalities, and common manifestations of traumatic exposure in the work and home life.
- * Content is APA endorsed for continuing education credits.
- *Additional peer-reviewed journal articles related to responder mental health issues and evidence-based practice and other relevant reading materials will be provided through the course.
- *Direction to relevant resources for clinicians and clients is provided via the ResponderStrong website (vetted treatment facilities, trauma intensives, retreats, psychoeducation opportunities, trainings, responder-specific couples' workshops, support tools, mindfulness practices, etc...).

ERTR

- Emergency Responder Trauma Retreat
- May 19-25
- Black Forest
- 8 participants
- Clinicians: Dr Deb Tasci, Dr. Dan Crampton, Elizabeth Legg, Rebecca Allanson
- Chaplains, peers, EMDR, yoga, nutrition, group

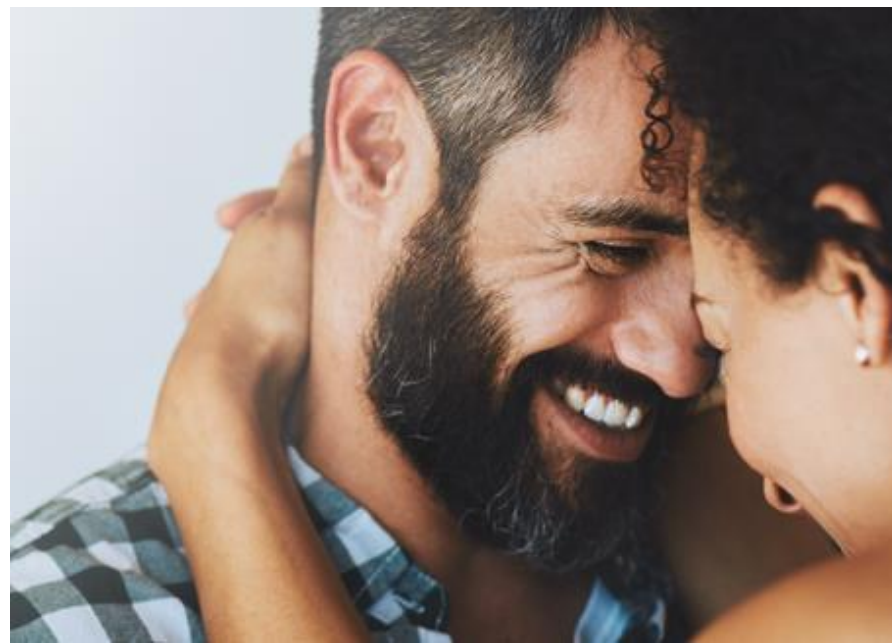
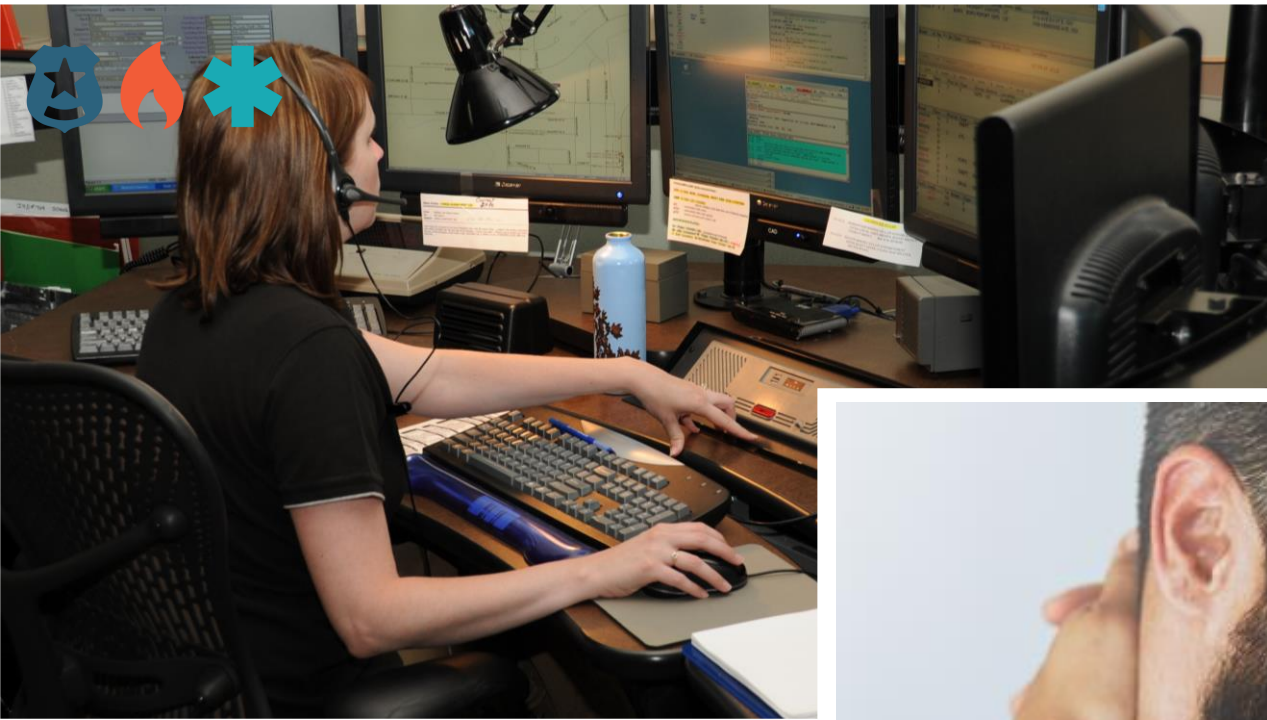


REAL Essentials

Relationship Education & Leadership

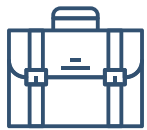
Respond







HEALTHY RELATIONSHIPS ARE ESSENTIAL FOR LIFE SUCCESS



WORK



COMMUNITY



SCHOOL



FAMILY



HEALTH



FINANCES



Responding to Your Relationships Certification Training

October 9-10, 2019 - 8:30 AM - 5:00 PM

Location:

The Center for Relationship Education

8101 E. Belview Ave. Suite G, Denver, CO 80233



[5 Reviews](#)

Emergency Responder and Military Certification

Healthy relationship skills are vital for performing your best on the job and in life. This certification training will equip you to bring proven relationship and communication skills to your agency and families, ensuring healthier and happier lives, improved productivity, decreased stress, and stronger interpersonal connections. Working in high stress jobs can take its toll. These skills can help you thrive.

REGISTER NOW



Basic Needs of the Heart



- 10
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2
- 1



Personality Profile



Expectations

.....



Communication Danger Signs



ESCALATION

Responding back and forth negatively with each other.



INVALIDATION

Putting down the thoughts, opinions or character of the other.



WITHDRAWAL

Unwillingness to get into or stay with important discussions.



NEGATIVE INTERPRETATION

Making a negative and unfair assumption about what someone was thinking.



Healthy Communication

.....



Roles vs. Biology

.....



Problem Talk





Relationship Red Flags





My Whole Self

.....





REAL Essentials

Relationship Education & Leadership

Respond





Thank You!

.....



**The Center for
Relationship Education**

Making Relationships Work



**JONATHAN
DICKERSON**

- **BREAK- 45 MINUTES**

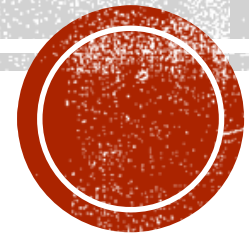


BARRIERS TO SEEKING PSYCHIATRIC CARE FOCUS GROUP

Laura.mcgladrey@cuanschutz.edu

Stress Trauma Adversity Research and Treatment Center (START)

303-724-7381



BARRIER; RESPONDER CULTURE AND BELIEFS

- **Culture values strength.** *Responders do not easily ask for help.*
- **Responders not supposed to have mental health issues.** *Responders don't want to admit if they have a "human" condition that needs to be checked. The cultural expectations delivered from higher ups: "We hired you to be a robot."*

Expectation that you're either mentally fit or not. Perception that physical health is on a continuum but mental health is binary. "When we start to take away this barrier between physical and mental health and just call it health."

- **View of mental health as an issue for "them" not "us."** *Historically, the only education around mental health offered by agencies has focused on the extremes of mental illness and crisis, thus deepening the stigma. "We're either 'us' or 'them' ... and I don't want to be them."*



BARRIER; FINANCIAL STRESS

- **Out of pocket cost of care/prescription**
- **Under financial stress, worry about losing income, fitness for duty**



BARRIER; FEAR AND STIGMA

Fear of personnel records/ medications becoming public knowledge.

Variation in departmental policies across cities. *While some departments require certain medications be reported to the department, others do not require this reporting. There is a lack of clarity about policies.*

Fear of loss of benefits tied to mental health diagnosis

Fear of legal action/lawsuits

Change diagnostic criteria

Fear of becoming impaired on the job by taking medication.



BARRIER; ACCESS TO TREATMENT

Lack of psychiatric providers.

Lack of therapists/providers who understands the life of a responder.

Stigma of walking into clinic for care. Responders often feel shame entering the same facilities that they transport people in crisis to...they feel they are letting down their peers and are weak. ·

Lack of pre-retirement preparation for stress impact



INNOVATION; CHANGE LANGUAGE, ADDRESS STIGMA

Break the stigma of responders asking for help

Change the departmental language used around mental health. *Can we call it an “injury type” or “routine welfare check,” rather than an emotional disturbance (ED) or “1096?”*

Normalize a mental health issue as a stress injury. *Departmental wellness checks and trainings.*

Required training on what the brain goes through under trauma *(stress injury formation).* *Wellness checks. E.g. Mandated yearly requirement to see clinician to reduce stigma of talking to someone- “check up from the neck up”.*

Embed wellness check up in primary or occupational care clinics



RESPONDER STRESS CONTINUUM

Adapted by
Laura McGladrey
From COSFA

READY

Sense of mission
Spiritually and emotionally
Healthy
Physically Healthy
Emotionally
Availability

Healthy Sleep
Enjoying
Sense of
Joy/Vitality
Room for
complexity

REACTING

Cynicism
Work avoidance
Loss of interest
Distance from
others
Short fuse
CHANGE

Life feels 'bleh'
Lack of motivation
Fatigue/weariness
Sleep Disturbance

INJURED

Sleep
disturbances
Numbing and
avoiding
Burnout
Nightmares
Trapped

Distant from life
Exhausted
Physical
Symptoms
" I usta"

ILL

Hopelessness
Anxiety
Depression
Intrusive thoughts
Feeling lost or out
of control
Insomnia

Thought of suicide
Self blame
Hiding out
Broken
relationships
Careless mistakes



INNOVATION;

INTERVENE EARLY, FOCUS ON PREVENTION

Need to recognize and mitigate mental health issues before responders need medication.

“ Target sleep.” *Routine doctor visit includes mental health with specialist in house “*

Scheduled Check in's – *specifically after critical incidents (TSQ)*

Proactive Retirement Planning *If responders wait until they retire to seek support, it's too late, as many of the benefits/resources are only for current responders.*



Trauma Screening Questionnaire (TSQ)

If you have recently been exposed to a potentially traumatic event (a PTE), here is a tool that may help you to identify whether or not you should seek additional help in recovering from its effects. Have you recently experienced any of the following:

	YES at least twice in the past week	NO
1. Upsetting thoughts or memories about the event that have come into your mind against your will		
2. Upsetting dreams about the event		
3. Acting or feeling as though the event were happening again		
4. Feeling upset by reminders of the event		
5. Bodily reactions (such as fast heartbeat, stomach churning)		
6. Difficulty falling or staying asleep		
7. Irritability or outbursts of anger		
8. Difficulty concentrating		
9. Heightened awareness of potential dangers to yourself and others		
10. Feeling jumpy or being startled by something unexpected		
9. Heightened awareness of potential dangers to yourself and others		
10. Feeling jumpy or being startled by something unexpected		



INNOVATION;

INTERVENE EARLY, FOCUS ON PREVENTION

Build the pool of culturally competent clinicians. *Don't need prescribers to work full time.*

· **Train psychiatric providers in first response.** *“Find a prescriber and teach them.”*
Embed providers in departments

· **Telemedicine**

· **Seek reimbursement for psychiatric care**

Offer consultation to existing PCP's and work comp programs



INNOVATION; TRAIN LEADERSHIP

Put people with behavioral health understanding in leadership positions.

Need departmental personnel responders can go to confidentially. [Peers]

Language matters

Resource list of medications and potential side effects.

Parameters available on **acoem.org** website:

American College of Occupational and Environmental Medicine ACOEM.org



STRESS INJURIES; LANGUAGE MATTERS

Previously referred to as...

- Traumatized
- Victim
- Symptoms
- Post Traumatic Stress Disorder

Newer Conversation...

- Overwhelmed
- Survivor, Subject, Individual, Patient..
- (rescuer, educator, patroller, firefighter...)
- Reactions
- Stress Injuries
- Occupational or Operational Stress Injuries



Resource list of medications and potential side effects.

Parameters available on acoem.org website:

American College of Occupational and Environmental Medicine ACOEM.org



INNOVATION; EDUCATION

- **Train peer supporters and others who triage emergency responders about medications**

Clarify departmental policies with responders. *Uncertainty around departmental policies breeds fear of losing job and benefits, as well as legal action*

Educate peers on what policy allows and what doctors are prescribing.

Module for peer supporters, EAP providers.

Online module, e.g. medications and side effects

List of EAP contractors who speak first responder



Misc...

- Business Development support Dietrich & Company
[Dietrich & Company](#)
- ResponderStrong-Cigna Legislative RoundTable June 25
- Volunteer Coordinator- Kyle Sansom
 - Volunteer@ResponderStrong.org
- Upcoming Events.....

Aurora Public Safety Family Day

- August 24: 10-2pm at Aurora Reservoir
- We have water slide/inflatable duty
- Volunteers appreciated!

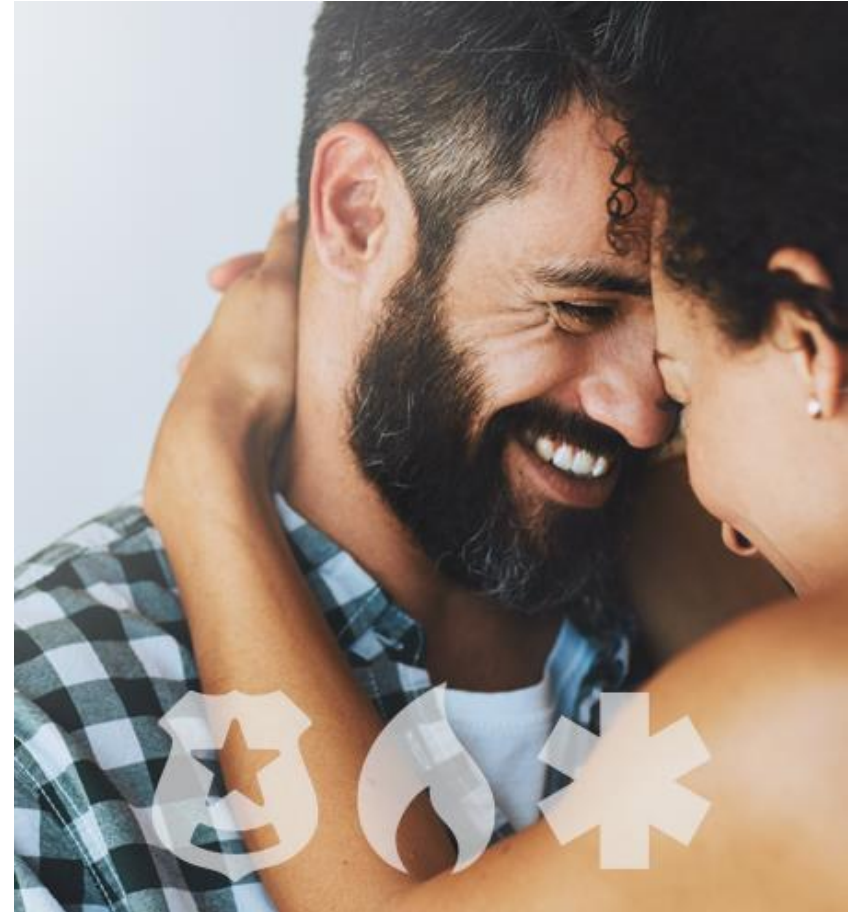


Sept 5-6, Denver

- [National Fire Service Behavioral Health Symposium](#)
- **The objective of this meeting is to review the current state of research as it relates to behavioral health in the fire service, and to support knowledge transfer of best practices related to behavioral health programs in the fire service.**
- GOALS:
- To provide **researchers** with an opportunity to deliver the latest information
- To disseminate **best practices** that will enable fire service attendees to transition the known scientific evidence about behavioral health into actionable activity
- To provide attendees with an opportunity for **open dialogue** with researchers and clinicians to discuss pertinent issues and receive first-hand recommendations and best practices related to behavioral health awareness and treatment programs at the local level
- To enable researchers to **gather feedback from primary stakeholders** and solicit information regarding needs for future fire service behavioral health research

Couples Workshop

- <https://www.myrelationshipcenter.org/workshops/responding-to-your-relationships-sep-14>
- September 14, Englewood



TekEfficient Golf Tournament

- <http://tekefficient.com/2019-golf-event/>
- September 16- Volunteers appreciated!



Mental Body Armor Seminar- 2019

2019 Mental Body Armor Seminar

Brought to you by the Garfield County Sheriff's Office Trauma Team
and made possible through the generous support awarded from the
Colorado Department of Local Affairs (DOLA) Peace Officers
Mental Health Support Program Grant

Reserve your seats early, for you and your spouse/significant other, while space is still available

Description:

Law enforcement, fire and emergency services are the most complex and rewarding professions in today's society. However, the dangers, challenges, stresses, and demands of our profession place tremendous strain on the men and women who choose to serve and protect their communities. Regardless of your role in emergency services, this seminar will not only change the way you think; it will change your life and the lives around YOU!

Don't miss our action packed hospitality night, complete with an auction, lots of prizes, appetizers, and great entertainment!

SPECIAL Guest appearance by Comedian Dwayne Gill!!!



Dr. Kevin Gilmartin

Brian Willis

Blue H.E.L.P

Colorado Fallen
Hero Foundation

Code-4 Counseling

Patrick Mead

Colorado C.O.P.S

Talk2EndStigma

and many more

When: September 16-20, 2019
Time: 8:00 am- 5:00 pm daily
Where: Colorado Mountain College
3695 Airport Road
Rifle, CO 81650
Contacts: Tamra Alstatt (970) 945-1377 ext. 4641
talstatt@garcosheriff.com
Amy Roggie (970) 945-1377 ext. 1026
aroggie@garcosheriff.com

REGISTER NOW

FREE

*Spouses/significant others are
welcome and encouraged to
attend at no cost, compliments
of Sheriff Vallario!!!*

**\$50 for out of state attendees*

- Sept 16-20
- 0800-1700
- CMC: Rifle campus

RTYR Train the Trainer

- <https://www.myrelationshipcenter.org/workshops/responding-to-your-relationships-certification>
- October 9-10, Englewood





Sound the alarms, we're throwing a party!

Hero Fest: Celebrating First Responders

Gather your squad for our 2nd Annual Hero Fest! We'll have some fun in the sun while we fundraise for ResponderStrong™! This amazing organization connects Emergency Responders across Colorado to mental health resources to help them **Go Live**.

Hero Fest is a FREE, fun-filled day featuring:

- › Emergency vehicles for kids to tour
- › Police car bounce house
- › Fire truck slide
- › Face painting
- › Food trucks
- › Golf cart obstacle course
- › Blood drive with Vitalant
- › Silent auction
- › So much more!

When & Where:

Saturday, October 12, 2019
10:00 a.m. – 2:00 p.m.

Town Center at Aurora
14200 E. Alameda Ave,
Aurora, CO 80012



Mark your calendars for a day honoring
Colorado's First Responders at Canvas
Credit Union's 2nd Annual Hero Fest!

› **Vincent Neal** Community Involvement Specialist

 614.634.3940  vincentn@canvas.org

303.691.2345 Denver Metro
970.416.5000 Fort Collins Area
800.437.7328 Everywhere Else
[canvas.org](https://www.canvas.org) Web

Follow us at:
   /canvasfamily

Insured by NCUA


canvas
credit union

Building Warriors

- <https://www.buildingwarriors.org/>



Your Turn!

- Questions
- Answers
- Comments
- Thoughts and Ideas



RESPONDER**STRONG**TM

Thank you!



ResponderStrong is a program of the
National Mental Health Innovation Center
UNIVERSITY OF COLORADO **ANSCHUTZ MEDICAL CAMPUS**