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# State of 911

## Webinar Series

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**NHTSA NATIONAL 911 PROGRAM**

August 29, 2023



# STATE OF 911 WEBINAR SERIES



## VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.



## EXPERIENCE

Brings Federal, State and local leaders to you!



## REGISTER

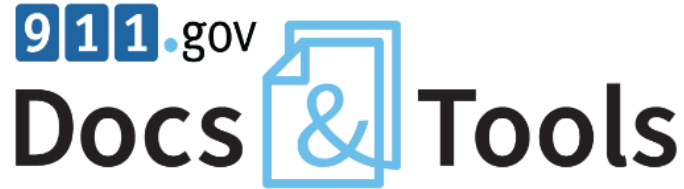
Held every other month with opportunity for Q&A. Closed captioning is available.



## FEEDBACK & QUESTIONS

[nhtsa.national911@dot.gov](mailto:nhtsa.national911@dot.gov)

# 911.GOV RESOURCE: DOCS & TOOLS



| Categories                   |   |
|------------------------------|---|
| All                          |   |
| Governance                   | > |
| Historical Documents         |   |
| Management                   | > |
| National 911 Program         | > |
| Operations                   | > |
| Post-Crash Care              |   |
| Standards and Best Practices | > |
| Technical                    | > |

| Sort By      |  |
|--------------|--|
| Title        |  |
| Publish Date |  |

Have a resource you'd like to share with the community? [Click here to share](#)

Search Documents & Tools

302 results



## NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

Jun 7, 2023 / Technical / GIS

/ National 911 Program / Additional Resources



## What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care

/ National 911 Program / Additional Resources



# NATIONAL TELECOMMUNICATOR TREE OF LIFE



[Home](#) [About](#) [Add a Leaf](#) [Contact](#)

## Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

332

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

## Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community. We invite you to click on the leaf to read the story for the telecommunicator or communications center listed.

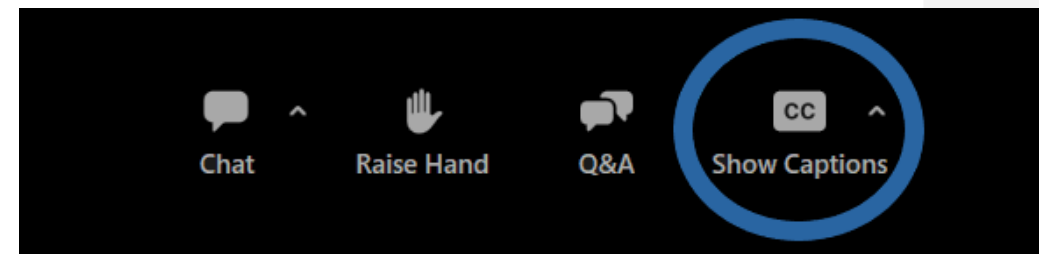
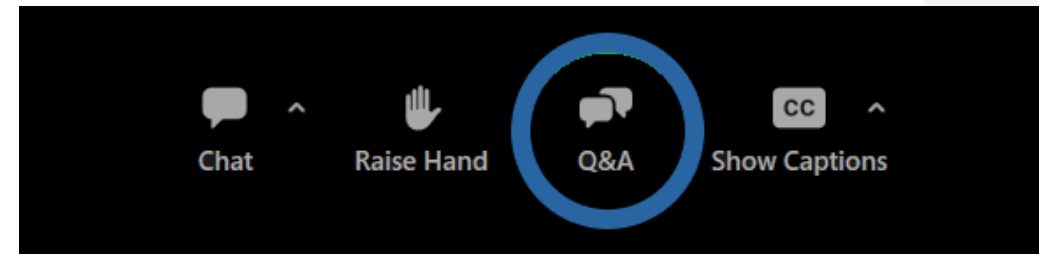
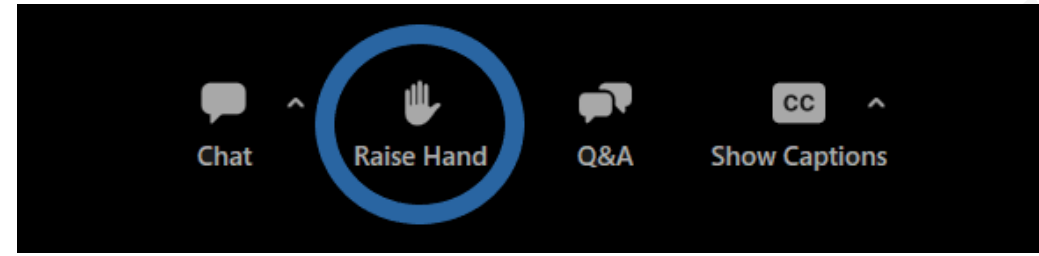
Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.



# ZOOM FUNCTIONS

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# Mental Health and Wellness of the Public Safety Telecommunicator

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**Kate Elkins, MPH, CPH, NRP**

EMS/911 Specialist, National 911 Program, Office of EMS, NHTSA  
Johns Hopkins Bloomberg School of Public Health DrPH student



# NHTSA WEBINAR: August 2023

Michelle Lilly, Ph.D.

Northern Illinois University

Lilly Counseling and Consultation

## What we know...

Many 9-1-1 telecommunicators go from being (very) healthy at hire to much less healthy

- A small study of 9-1-1 telecommunicators showed...
  - Only 1 out of 40 new hires screened positive for PTSD or depression
  - Only 18% fell into overweight or obese category



# Findings on Mental Health: Stress

- Symptoms of stress were moderate overall
- Highest scores were noted on:
  - Muscle tension
  - Sympathetic arousal
  - Anger
- How do we interpret this number?



# Findings on Mental Health: Stress Predictors

Effort (+)

Reward (-)

Overcommitment (+)

Technostress (+)

Perceived control (-) [trend]

Mindfulness (+)

The largest effects were observed for overcommitment  
and mindfulness



# Predictors from the Research on Stress

- Novel – new task demands
- Unpredictable – what's coming next
- Uncontrollable – no agency
- Social evaluation – are people watching

# Future Directions



**Can we change this in 9-1-1?**



**What you think about stress matters**

Primary and secondary appraisals

# Clinical Conditions

- Stress and recurrent exposure to trauma heighten risk for:
  - Depression
    - 24% screen positive for current major depression
    - 22% additional screen positive for mild to moderate
  - Why the risk?

# Clinical Conditions

- Stress and recurrent exposure to trauma heighten risk in 9-1-1 for:
  - PTSD
    - 17 – 24% positive for current PTSD
    - 15 – 20% additional with subthreshold
- What are the symptoms, and why does this happen?

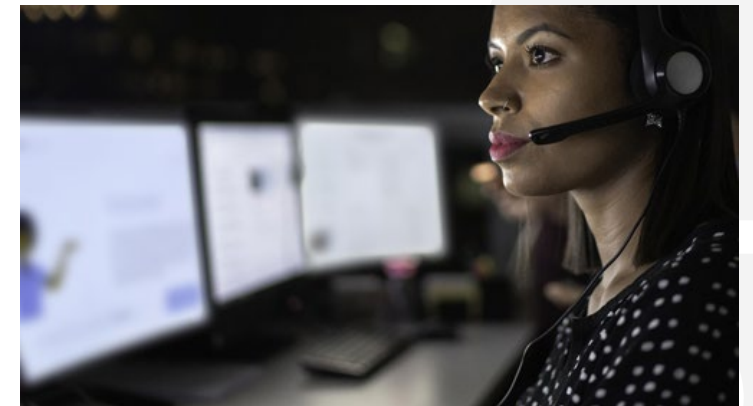
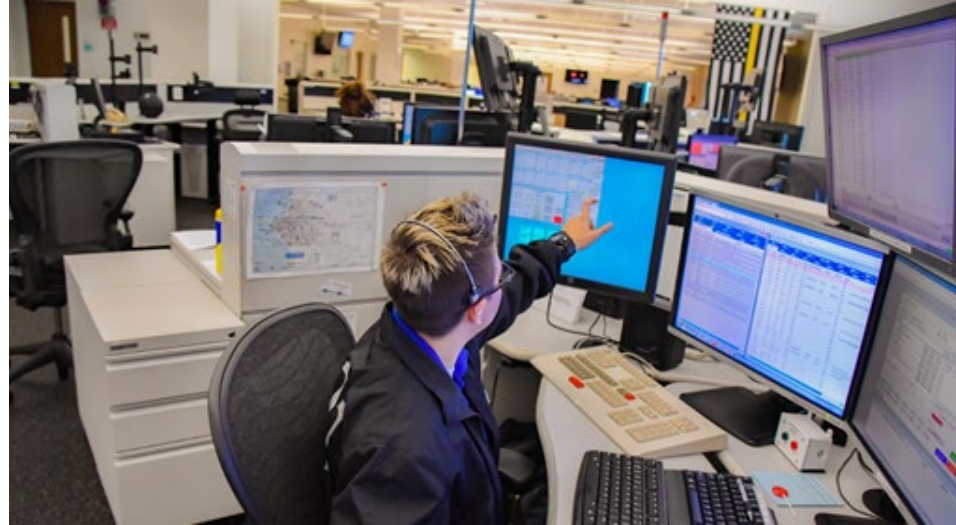
# Physical Health in 9-1-1

- Limited data on prevalence of disease
- Self-reported height and weight to calculate body mass index (BMI):
  - 83% are overweight or obese
  - 53% fall in obese category alone, compared to 35% in general population
- Average of SEVENTEEN different physical health complaints in the last month alone
  - Nature of the work
  - Is this somatization?



# PHYSICAL HEALTH FOR 911 PROFESSIONALS

- Research indicates that sitting all day increases the risk of heart disease, diabetes and dementia.
- Research indicates that as little as 5 minutes of walking every 30 can offset these impacts.





# Resilience Strategies: Individual

- Proactive self-care strategies
- Boundaries
- Talking about the stress and distress
- Seeking support from outside peers
- Therapy

# Resilience Strategies: Organizational

- Training on mental health, stress, resilience, avoidance
- Organizational assessment(s)
- Critical conversations and interventions
- Psych on “staff,” retainers
- Creative with staffing, schedules, seniority
- Peer support training and programming
- Dogs and quiet rooms

Does your agency have a plan for Suicide prevention?  
For intervention, should an employee be in crisis?  
For post-vention should an employee die by suicide?  
Having a plan before you need it, much like having a therapist before you need one is important.



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Journal of Safety Research xxx (xxxx) xxx

Contents lists available at ScienceDirect

 **Journal of Safety Research** 

journal homepage: [www.elsevier.com/locate/jsr](http://www.elsevier.com/locate/jsr)

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**An analysis of suicides among first responders — Findings from the National Violent Death Reporting System, 2015–2017** <sup>☆</sup>

Leslie M. Carson <sup>a</sup>, Suzanne M. Marsh <sup>b,\*</sup>, Margaret M. Brown <sup>c</sup>, Katherine L. Elkins <sup>d</sup>, Hope M. Tiesman <sup>e</sup>

<sup>a</sup> National Highway Traffic Safety Administration, Office of Impaired Driving and Occupant Protection, Impaired Driving Division, Washington, DC, USA  
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<sup>d</sup> National Highway Traffic Safety Administration, Office of Emergency Medical Services, EMS and National 911 Programs, Washington, DC, USA  
<sup>e</sup> National Institute for Occupational Safety and Health, Division of Safety Research, Analysis and Field Evaluations Branch, Morgantown, WV, USA

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|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ARTICLE INFO</b>                                                                               | <b>ABSTRACT</b>                                                                                                                                                                                                                                                                                                            |
| <i>Article history:</i><br>Received 15 September 2022<br>Received in revised form 6 December 2022 | <b>Introduction:</b> First responders, including law enforcement officers (LEOs), firefighters, emergency medical services (EMS) clinicians, and public safety telecommunicators, face unique occupational stressors and may be at elevated risk for suicide. This study characterized suicides among first responders and |



# Resources

- In Crisis?
  - Call the Disaster Distress Helpline at 1-800-985-5990 or text TalkWithUs to 66746 – or –
  - Call or text the National Suicide Prevention Lifeline 988 ([Lifeline \(988lifeline.org\)](https://www.lifeline.org))
- All Clear Foundation ([Resources | All Clear Foundation](#))\*
- Psychological First Aid ([Psychological First Aid | Coursera](#))\*
- Mental Health First Aid ([Mental Health First Aid](#))\*
- Mindfulness Coach ([Mindfulness Coach - PTSD: National Center for PTSD \(va.gov\)](#))
- Yoga for First Responders ([Stress Management Training | Yoga For First Responders](#))\*

What are your favorite resources?

Are they evidence-based?

Do they protect your data?

How do you choose them?

\*We are not endorsing any resources but providing examples of some that are available.

# Research

- Participate in research
  - Partner to do research within your agency, state, profession
  - Take the survey
    - Help students and researchers improve the representation and power of their research
  - Help us improve our understanding of risk and protective factors



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# Michelle Lilly, Ph.D.

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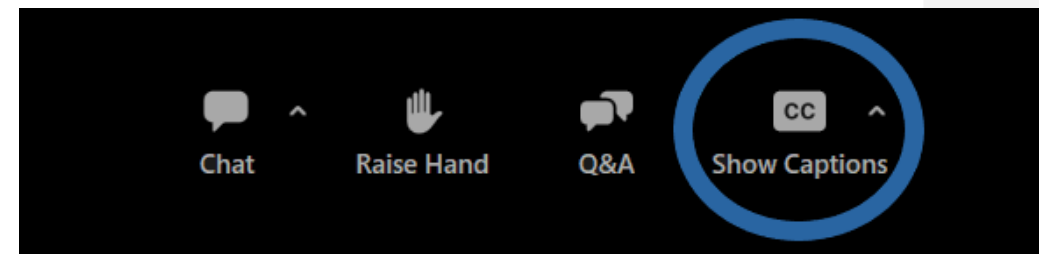
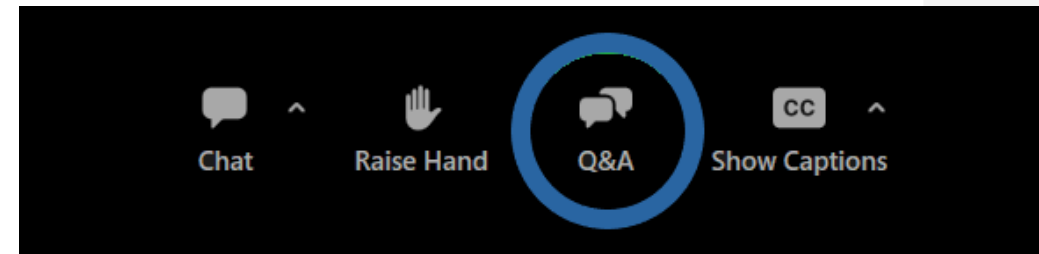
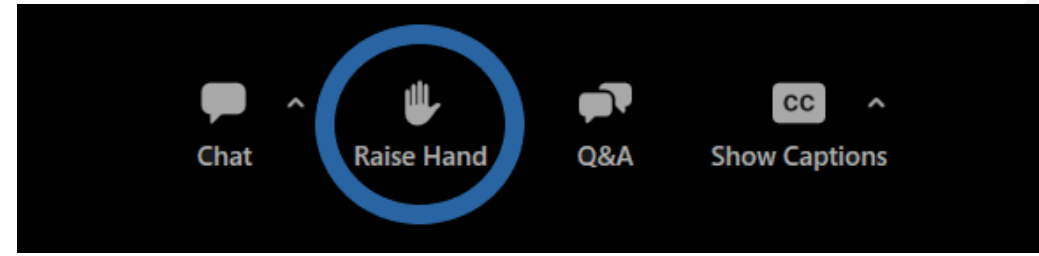
Lilly Counseling and Consultation

[michelle@lilly-consulting.com](mailto:michelle@lilly-consulting.com)

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# The Future State of 911



# Background

## Cook County 911

- Total Staff 112 Employees
- Police Only Dispatch Center 16 agencies
- Service Population 280,000
- Call Volume 704,390 phone calls, including 220,813 911 calls
- Unique Items to Cook County 911
  - Cook County Sheriff's Police
    - 600 Officers, Bomb Squad, Special Operations, Vice, CSI, Special Victims Unit
  - Cook County Sheriff's Office
    - Jail Population 7,347 in the Jail 5,522, Electronic Monitoring 1,825
  - Forest Preserve Police cover 70,000 acres of Forest Preserves in Cook County
  - Metra Police Department
    - Operates 242 Stations on 11 Lines
    - Six counties in Illinois and Kenosha County, Wisconsin

# Consolidation and Center Growth

- Where We Were 2014
  - Service Population 115,000
  - 4 radio bands
  - 36 Telecommunicators
  - 46 Total Employees
- Where We Are 2023
  - Service Population 280,000
  - 13 radio bands
  - 88 Telecommunicators, 6 Call Takers
  - 112 Total Employees
- Where We Are Going Late 2024
  - Service Population 350,000
  - 14 radio bands
  - 97 Telecommunicators, 21 Call Takers
  - 140 Total Employees

# Center Management

- Martin Bennett – Executive Director
- Megan Kinsella – Director of Operations
- Valerie Rhodes – Director of Support Services
- Telecommunicators Supervisors
- All Management Staff Started as Telecommunicators

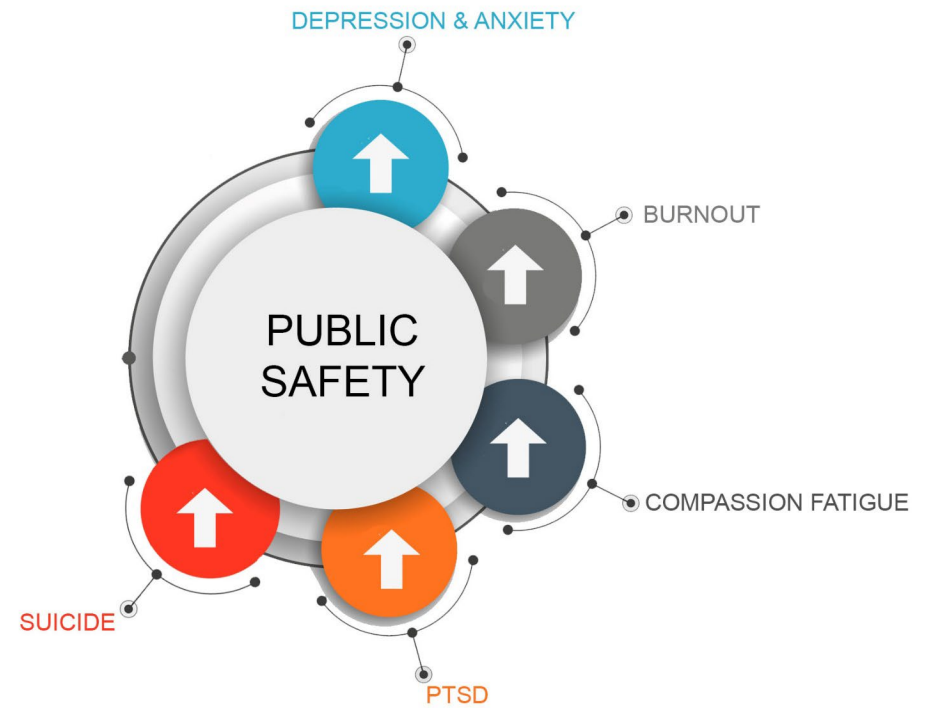
# Comm Center Issues

- Existing Breakroom/Kitchen too small for existing staff, seating limited to about 5 people
- Dayshift over 30 employees working at one time
- No space to prep any food or to set up outside food
- Located steps from the floor – can hear radio traffic and phones
- One quiet room – office with a couch
  - Day shift – located adjacent to offices in the populated hallway
  - Can only be occupied by 1 one person
- Heating/Cooling issues in the main 911 center
- We have access to a shared workout area with ISP; however, we do not have access to showers

# Importance of Quiet Rooms

- Employees need a space that is quiet and relaxing
- Rest between overtime shifts – employees that double back, 8-hour break between shifts, would typically get about 4 to 5 hours of sleep before starting another shift
- Employees can plan quiet rooms ahead of scheduled overtime and have 8 hours of solid rest between shifts
- Had a rough design of what we wanted: 4 quiet rooms with 4 showers attached to each quiet room
- Establish a contract with FGM – for drawings and overall project management
- Met with Raegan and started talking about design and space use
  - Learned about light therapy
  - Surveys for existing employees
- Introduced to Dr. Joel Robertson regarding brain health and long-term impacts
- It is not healthy to be constantly “on.”
- Protect the Protectors program starting in the fall
- <https://robertsonbrainhealth.com/>

# Introduction



# Introduction



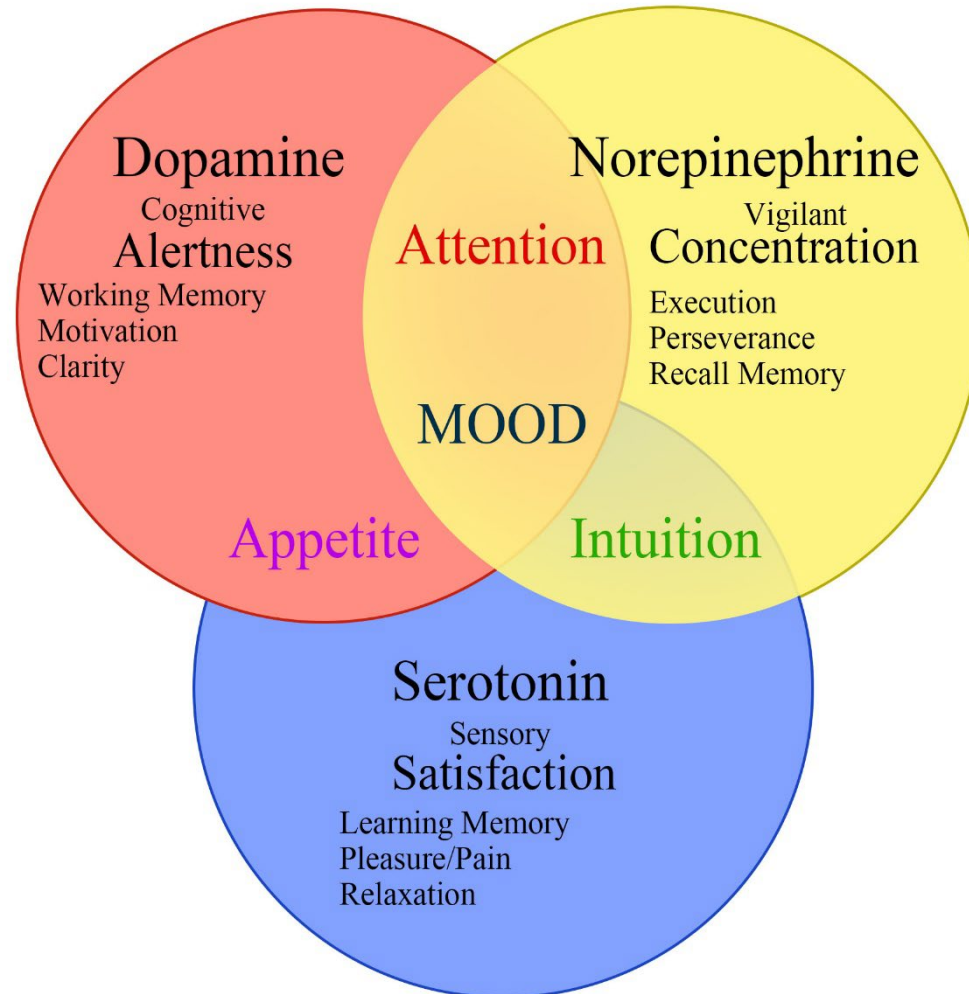
**The design of a facility can help reduce stress**



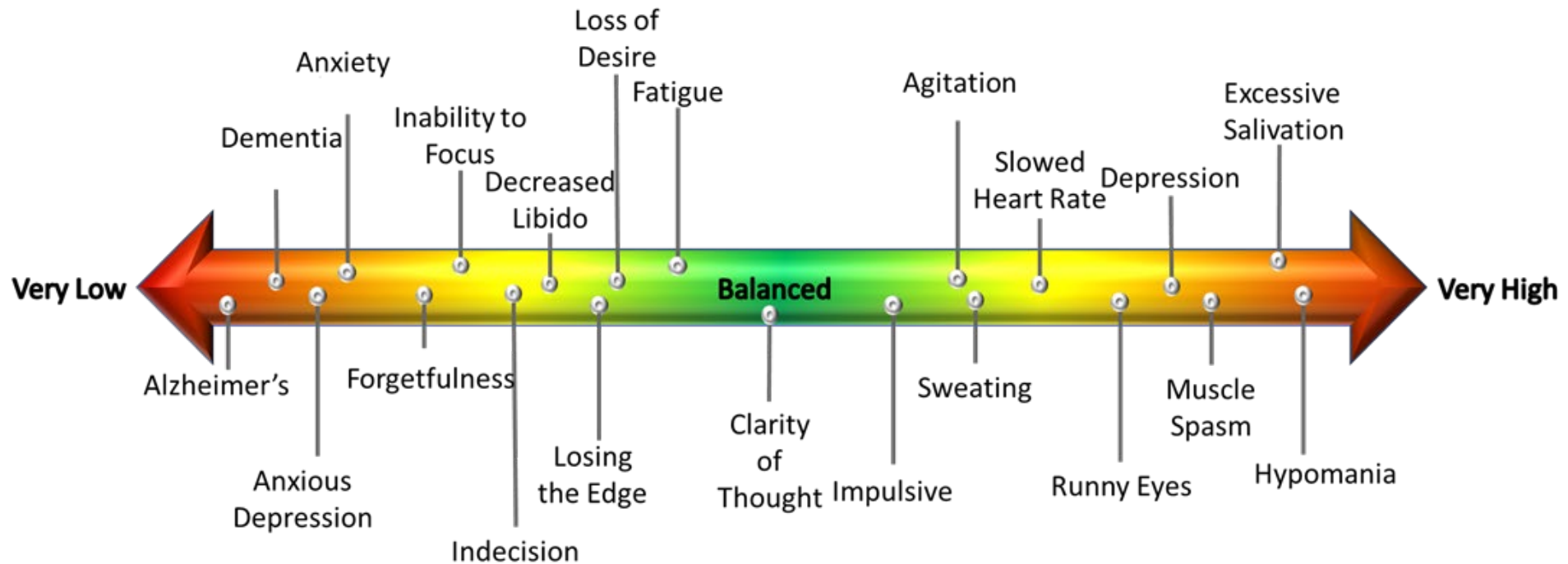
# Stress and Your Brain

**There are many different brain chemicals.**

**Higher or lower levels of one chemical affect others.**



# Stress and Your Brain



**Example: Impact of Acetylcholine on Behaviors**

# Engaging Your Senses for Brain Health



# Sight




## Color Therapy

# Sight



# Sound






## Robertson Brain Health

**FOLLOWING**












21 PLAYLISTS      56 FOLLOWERS      1 FOLLOWING

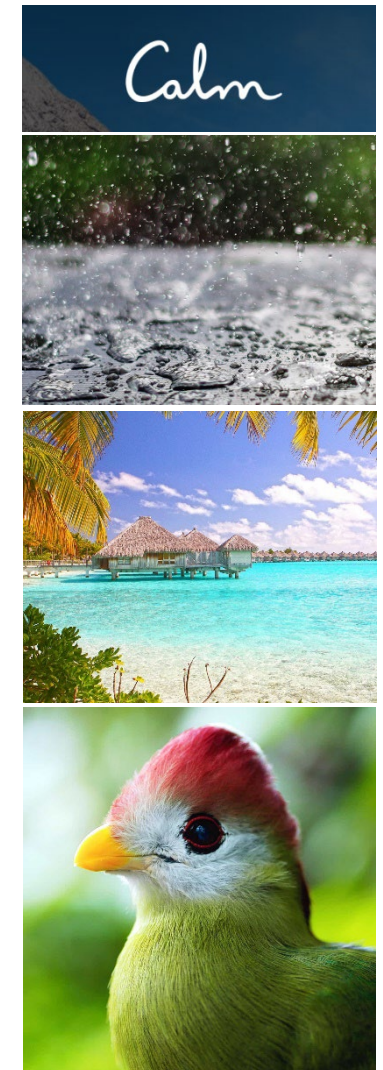
### Public playlists

-  Telecommunicator's Week- John Prine  
1 like
-  Police Week 2020 - Serotonin Drip  
6 likes
-  Police Week 2020 - Dopamine Drip  
6 likes

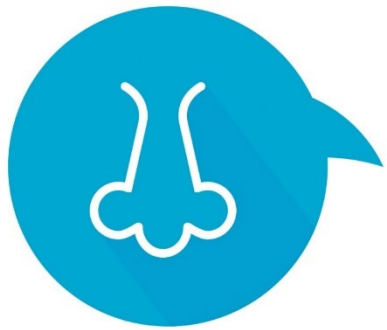
[See all playlists](#)

### Public playlists

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6 likes
-  Police Week 2020 - Dopamine Drip  
6 likes
-  Serotonin Drip - Lo-Fi Focus  
5 likes
-  Serotonin Drip - Easy & Acoustic  
15 likes
-  Dopamine Drip - Upbeat Acoustic  
6 likes
-  Serotonin Drip - Happy Indie/Folk  
4 likes
-  Dopamine Drip - Alt Energy  
2 likes
-  Serotonin Drip - Reggae Relax  
2 likes
-  Serotonin Drip - Chill Classics  
3 likes
-  Serotonin Drip - Cool Country



# Scent



# Touch





# Taste



# More De-Stressors



# Outdoor Connection



# Circadian Lighting



noon



afternoon



sunset



evening



night

# Physical Activity



# Attention Restoration / Biophilic Design



# The Power of Awe

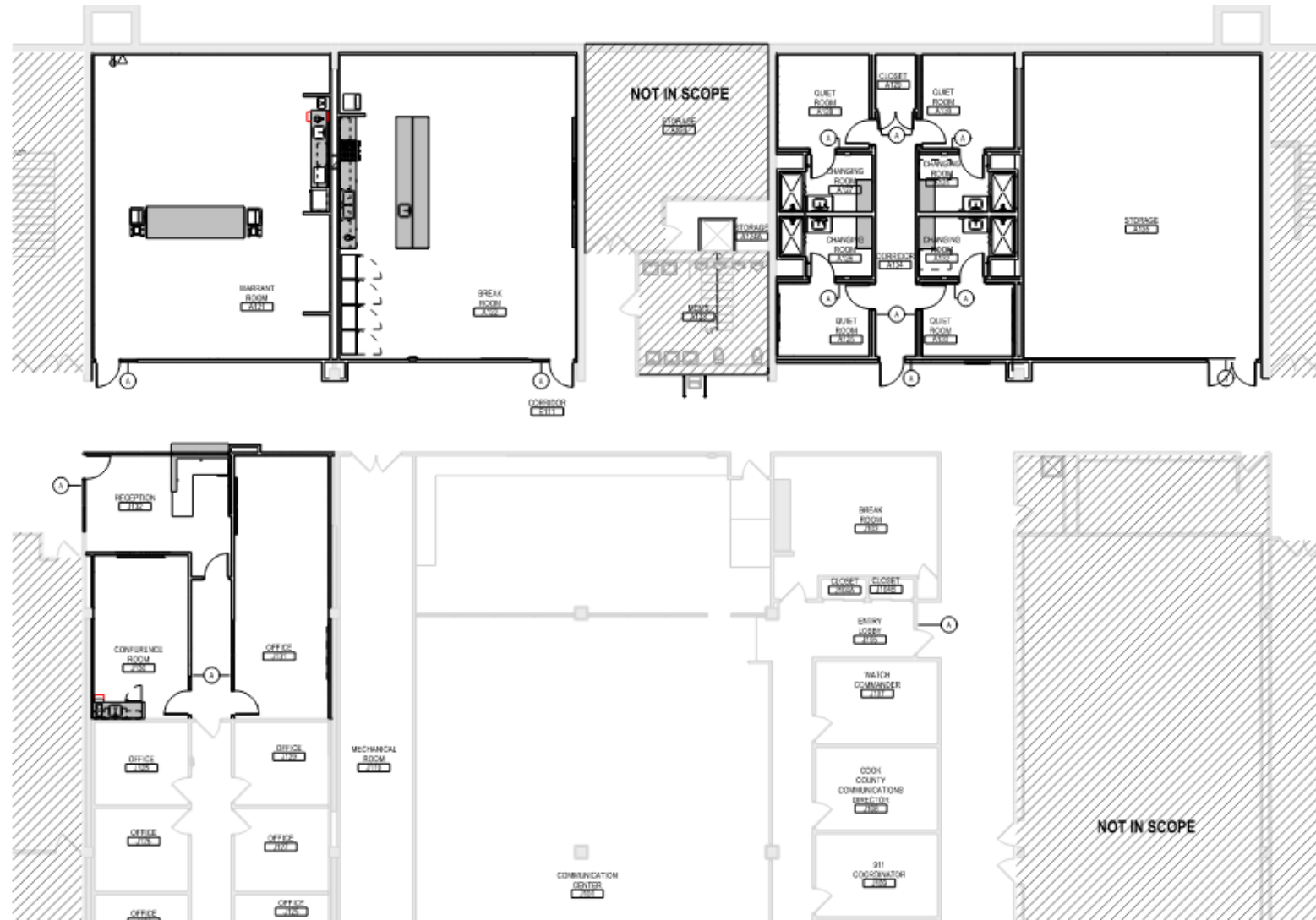


# Create an Immersive Experience

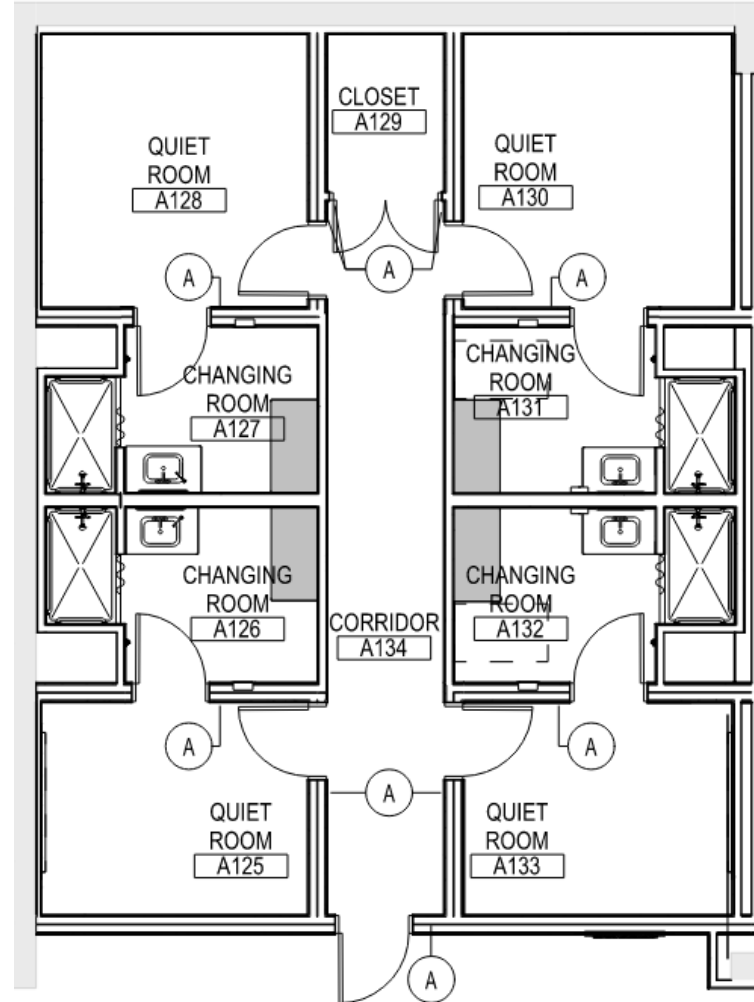
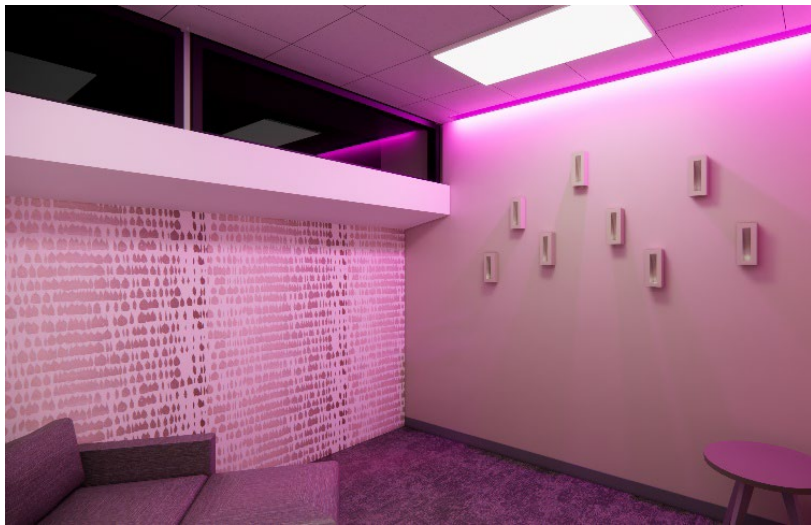




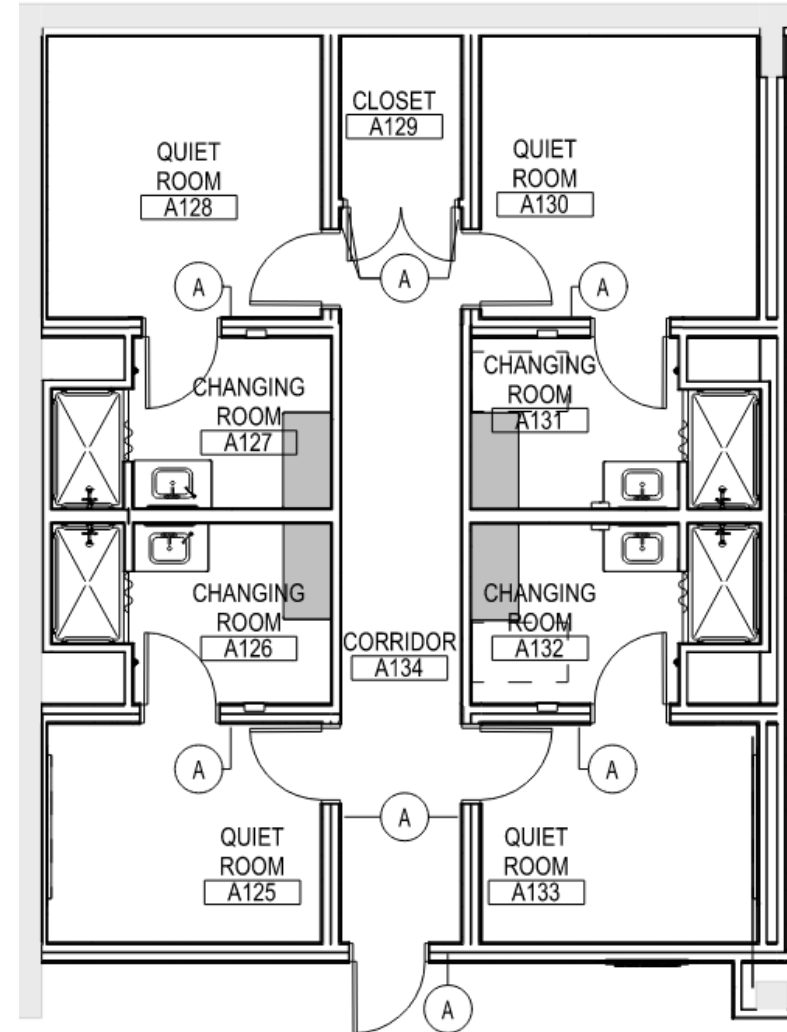
# Cook County 911 - Plan



# Quiet / Bunk Room



# Quiet / Bunk Room



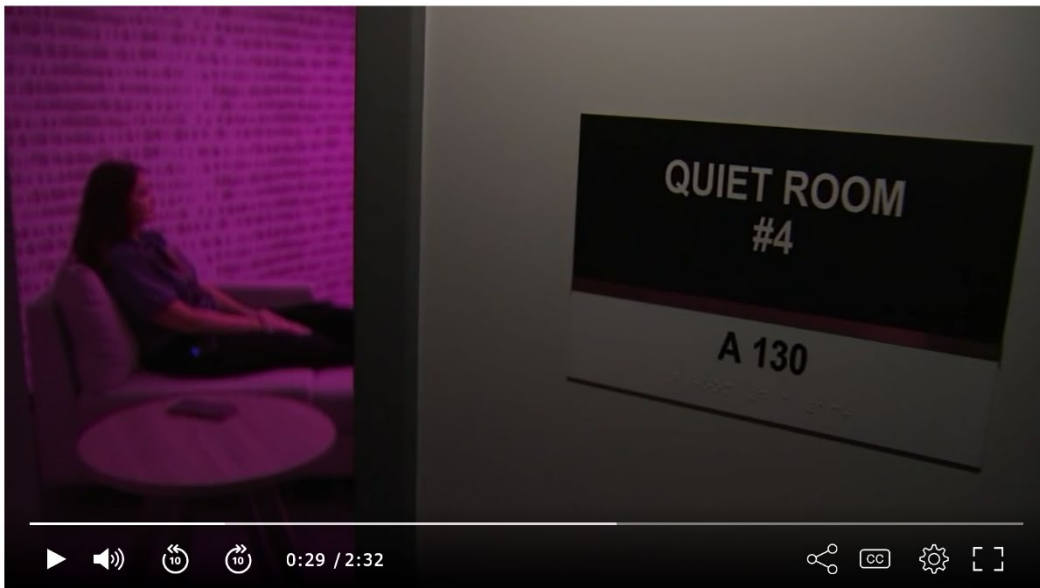
# Quiet / Bunk Room

## Exclusive look at Cook County 911 dispatchers' quiet rooms



By [Mark Rivera](#)

Friday, March 24, 2023



[EMBED <>](#) [MORE VIDEOS ▶](#)

We're going inside new state-of-the-art 'quiet' rooms for Cook County Sheriff's Office 911 dispatchers.

DES PLAINES, Ill. (WLS) -- We're going inside new state-of-the-art 'quiet' rooms for Cook County Sheriff's Office 911 dispatchers.

See the article here:



# Power of Awe



## **Create “mini awe interventions” in your facility**

Create beautiful spaces for employees

Add photos of beautiful, awe-inspiring places

Incorporate nature into the workspace

Add walking paths around your facility

# Additional Concepts for Support Areas



# Break Rooms



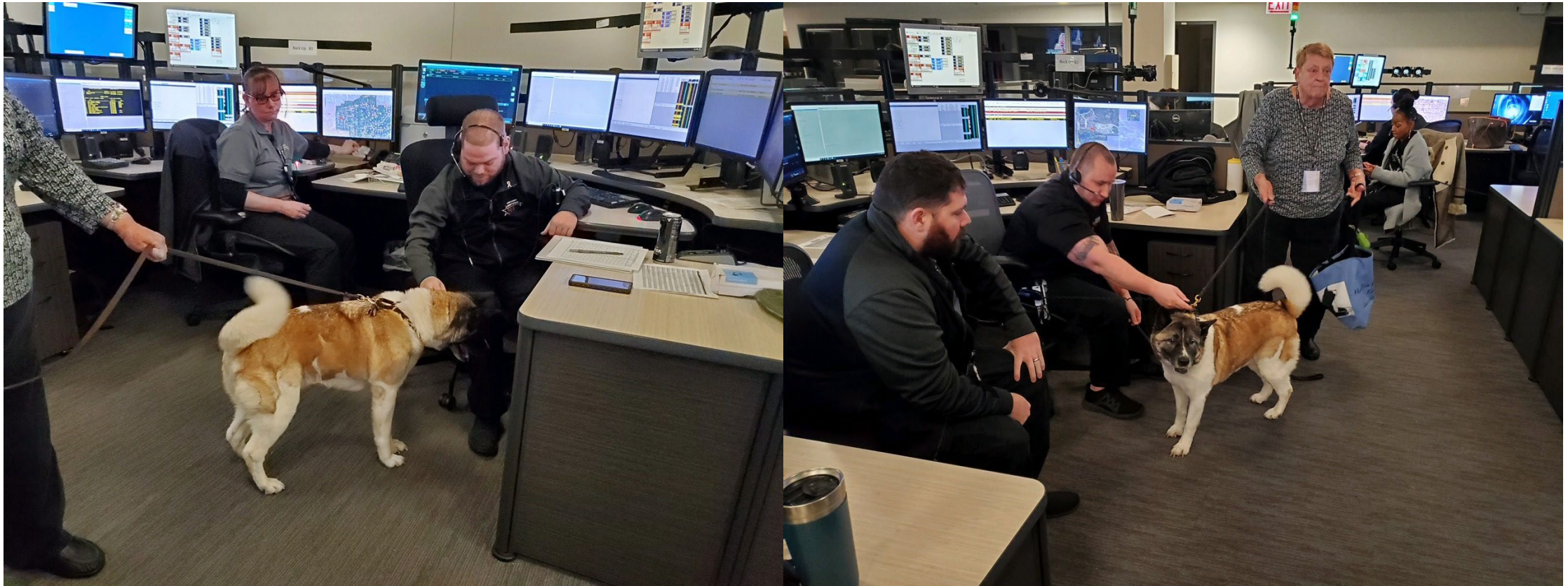
# Visual Textures





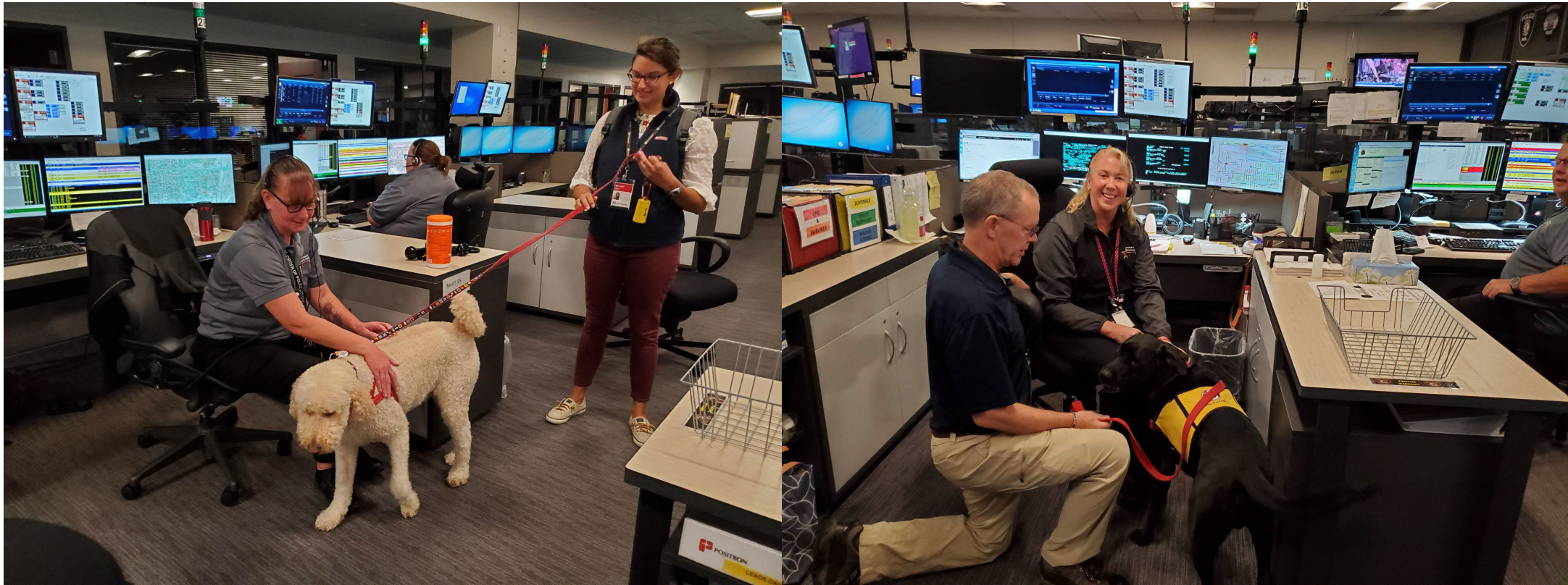
# Therapy Dogs

- We have always had therapy dogs visit the center



# Therapy Dogs

- We have always had therapy dogs visit the center



# CCSO Therapy Dog Zilly



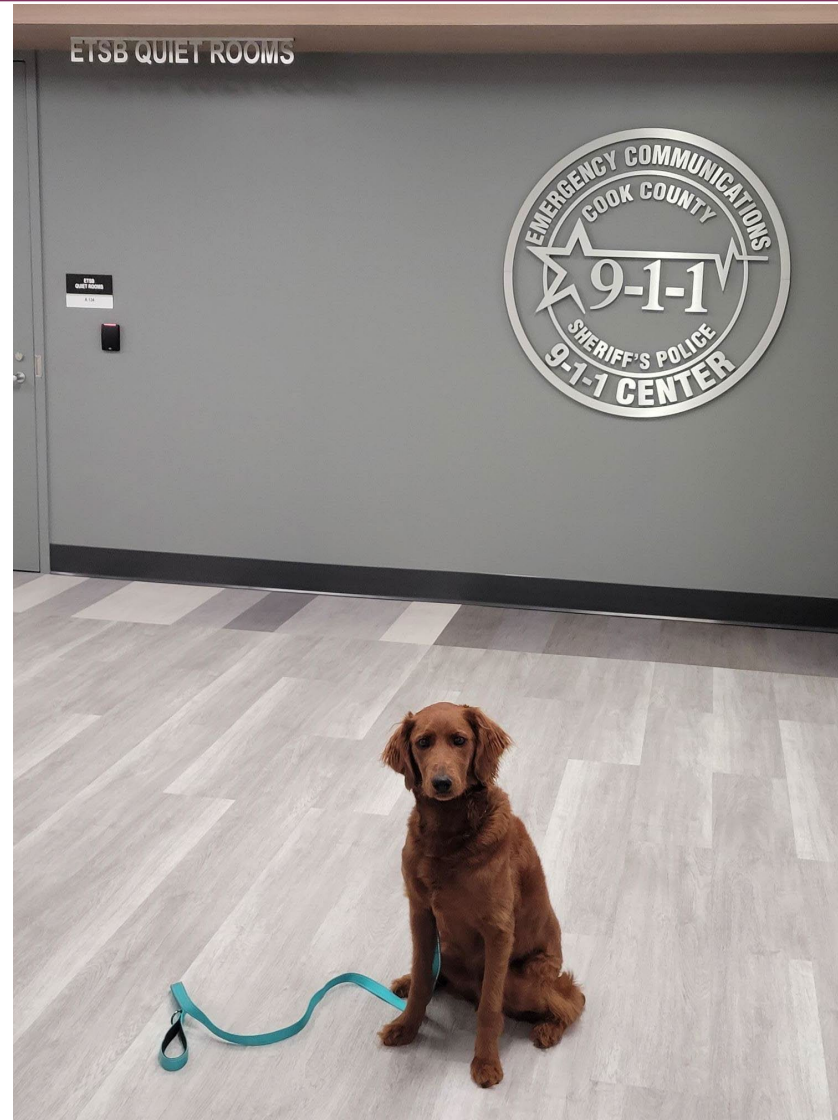
# Tails of Redemption

- This program gives individuals in custody the opportunity to train shelter dogs
- Over 50 dogs have been adopted after being trained



# Joey

- Joey was turned into a local shelter and became part of Tails of Redemption
- Joey was trained by Zilly's handler, Jerry Roman
- Part of Joey's training included visits to the 9-1-1 Center



# Joey's Adoption

- Joey was formally adopted from the Cicero shelter
- MOU establishes Joey's role at the 911 Center
- Joey joined the 911 center right after his first birthday



# Joey The Superstar

- Joey has been featured on Fox news and Fox Good Day Chicago

## Cook County 911 Center to welcome therapy pup

One K9 officer with the Cook County Sheriff's Department stumbled upon a lovable puppy at a shelter in Cicero and had a great idea. Officer Roman saw Joey and thought he had a lot of potential as a therapy dog. When Joey completes his training he will be a regular addition to the Cook County 911 call center.



# CCSO K9's

- All training is provided by CCSO
- K9 Good Citizen & K9 Good Citizen Advances Courses
- Megan & Joey are getting certified as a therapy team by Brevard County SO Paws and Stripes Comfort Dog Program
- Additional in person events with Zilly





# Dispatch Floor

- Joey splits his time between office hours and floor time



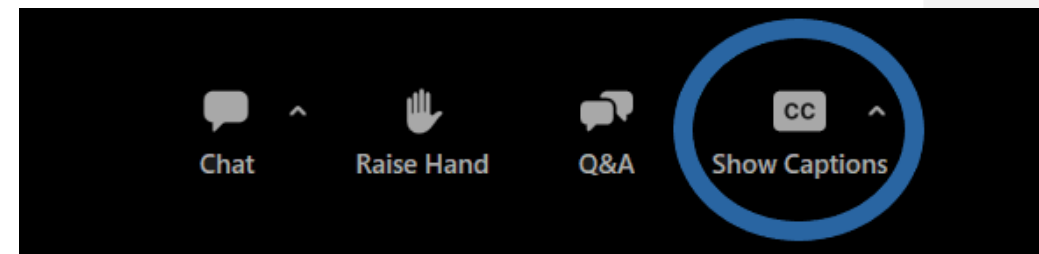
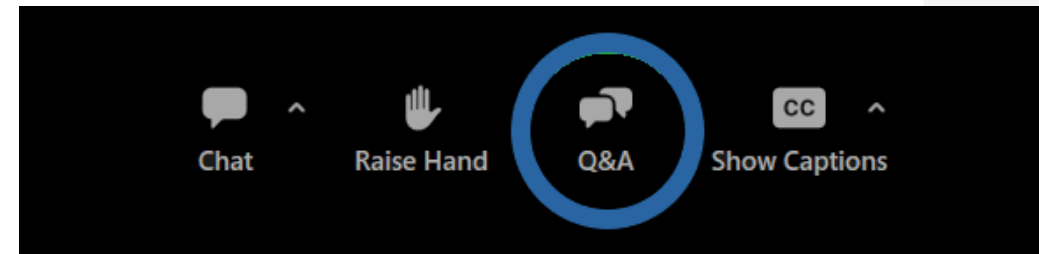
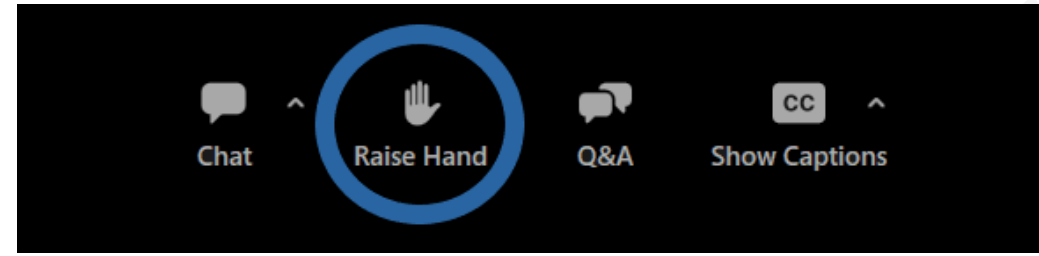
# Dispatch Floor



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# UPCOMING WEBINARS



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September 12, 2023  
12:00pm ET



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November 14, 2023  
12:00pm ET



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Register & Watch  
Previous Recordings

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## Brian Tegtmeyer, ENP

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## Feedback & Questions

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