

# PRE-MEETING AGENDA

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Casper City Council  
City Hall, Council Chambers  
Tuesday, November 2, 2021, 5:30 p.m.



*\*Please silence cell phones during the City Council meeting.\**

Entrance to the meetings is the east door off David Street. Face coverings are encouraged for those individuals who have not been fully vaccinated against COVID-19. Public input via email is encouraged: [CouncilComments@casperwv.gov](mailto:CouncilComments@casperwv.gov).

	Presentation	Allotted	Beginning Time
1.	Employee Mental Health Services	10 min	5:30
2.	Agenda Review	5 min	5:40
	Approximate Ending Time		5:45

We are CASPER

Communication    Accountability    Stewardship    Professionalism    Efficiency    Responsiveness

October 28, 2021

MEMO TO: J. Carter Napier, City Manager *JCN*  
FROM: Shane Chaney, Deputy Police Chief  
Richard Brown, Police Captain  
Thomas Solberg, Fire Chief  
Tracey Belser, Support Services Director *TB*  
SUBJECT: Employee Mental Health Services

**Meeting Type & Date:**

Pre-Meeting  
November 2, 2021

**Action Type**

Information Only

**Summary:**

At the October 12, 2021, City Council Work Session, Mayor Freel requested that staff provide information on what mental health services are currently available, and provided, to first responders and the general employee population who are employed by the City of Casper. The following summarizes what is currently in place, and what is actively being worked on to provide better mental health assistance to our public safety personnel and general employee population.

**Casper Police Department:**

The Casper Police Department is actively developing a robust employee wellness program that addresses officer wellness holistically. This is a multi-tiered approach that began with peer support groups and progressed to individual and group counseling. Furthermore, there is a strong emphasis on acquainting new police officers and their families with the physical and mental demands of the law enforcement profession.

The focus will shift to three areas of wellness over the next several months. This includes cardiovascular health with Dr. Raffuel, nutritional health with Dr. Chris Lockwood, and mental health with Dr. Smith, all in conjunction with Sgt Winters' weekly first responder peer support group.

Captain Brown will announce the dates and times for these classes and sessions, and Human Resources and other City Supervisors will be invited to attend. The long-term goal would be to recruit a team of doctors and instructors to collaborate in a city-wide wellness program.

**Casper Fire Department:**

The Casper Fire-EMS participated in the International Association of Firefighters Peer Support Training Program. (5) Casper Fire-EMS Personnel attended the training, along with a local counselor. The program provides the necessary knowledge and skills to provide support to their peers, and have a basic understanding of behavioral issues affecting the Fire Service. The curriculum focuses on active

listening, confidentiality, suicide assessment, crisis intervention, and provides follow-up with established services.

**Human Resources/Support Services Department:**

The City of Casper offers confidential behavioral health services for employees, and their family members, at no cost to the employee through Three Trails Employee and Family Assistance Program (EFAP). This is available to all public safety employees and the general employee population. Three Trails EFAP has certified Psychotherapy that enables healing from the symptoms of trauma and emotional distress (EMDR) for public safety employees and the general employee population as well. There has been a total of 21 hours of EMDR services for the City of Casper since January 2021.

The attached Behavioral Utilization report has a summary that shows the City of Casper’s utilization at the Three Trails EFAP. An activated client is a client that they have not seen previously, a reactivated client is someone that they have seen in the past and helped through an issue and was removed from their list of active clients and is now returning for services. Activated and reactivated clients total to the new client’s number.

Telehealth mental health services are an option for employees, including first responders, that may allow more privacy for an individual as well as providing the convenience of not having to physically go somewhere for services. Three Trails EFAP has noticed a trend of people calling at crisis moments needing services immediately which is not the typical model of an EFAP. The typical model of an EFAP is to provide understanding and tools to properly equip people on how to cope with, and maintain, their behavioral health issues. People wait, on average, 10 years prior to getting the help they need. Services for crisis counseling are limited and in demand. This is an emerging area that we are looking into how to better assist employees with.

Human Resources has compiled and provide the attached list of resources available to employees including first responders. Understanding that not all employees read the information that Human Resources distributes, Risk Management and Human Resources staff have teamed up to bring attention to mental health by visiting with as many supervisors as we can to give them materials for a “Safety Stand Down Tailgate” with their teams. The intention is to have a special focus on mental health with each employee group the month of November.

**Financial Considerations:**

None at this time.

**Oversight/Project Responsibility:**

**Casper Police Department** Richard Brown, Captain

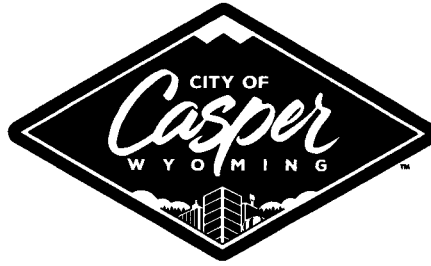
**Casper Fire Department** Chief Solberg

**Human Resources** Becky Nelson, Human Resources Specialist

**Attachments:**

Behavioral Health Resources for City of Casper employees,

Behavioral Health Utilization from Three Trails Employee Assistance Program



## Behavioral Health Resources

### Three Trails EFAP – 237-5750

- Confidential, professional counseling services at no cost to employees and immediate families including children 21 and under.
- Telehealth and in-person meetings are available. (The first appointment is a telehealth meeting.)
- City employees may use disability (sick) time to attend meetings.

### Central Wyoming Counseling – 237-9583

- Confidential, professional counseling services at no cost to non-full-time employees.
- Telehealth and in-person meetings are available.
- Limited walk-in hours are Monday, Tuesday, and Thursday from 9 am – 1 pm.

### CIGNA Behavioral Health – 800-274-7603 or myCIGNA.com

- Three no-cost telehealth or in-person (when available) sessions. (Office visit charges apply after three free visits with an EAP Code)
- Log into myCIGNA.com>Coverage>Employee Assistance Program>Visit an EAP counselor to get your EAP code for three free sessions.

### Happify - Enroll on myCIGNA.com>Wellness>Emotional Health

- Overcome negative thoughts and stress with science-based activities and games.

### Ginger – Visit ginger.com/Cigna to get started

- Fee-based behavioral health coaching, therapy and/or skill-building content.

### iPrevali – Enroll on myCIGNA.com>Wellness>Emotional Health

- Engage with peer coaches to help overcome anxiety, depression, and more.

### National Suicide Prevention Hotline - 800-273-8255.

### J.R.'s Hunt, For Life

- A private Facebook support group. Message the administrators on the Facebook page to be admitted.

## Human Resources Department

# Behavioral Health Utilization

Three Trails EFAP

## 2020

January - September

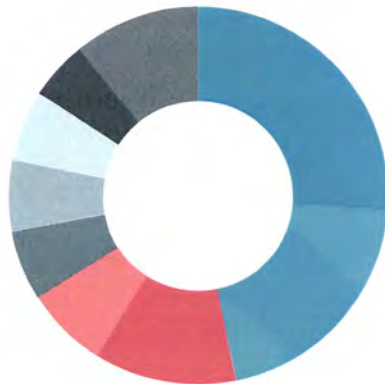
Activated Clients	5
Reactivated Clients	11
New Clients	16
Ongoing Clients	63
<b>Total Active Clients</b>	<b>79</b>

**Total Counseling Hours - 99.40**



**Employees 39 Clients  
Family members 40 Clients**

Counseling Services by Topics and Hours  
2020



- Emotional/Psychological (26.16%)
- Adult Relationships (20.62%)
- Marriage/Couples (7.04%)
- Workplace Stress (6.04%)
- Grief (5.03%)
- All other (10.81%)
- EMDR (12.22%)
- Anxiety (6.04%)
- Covid-19 (6.04%)

## 2021

January - September

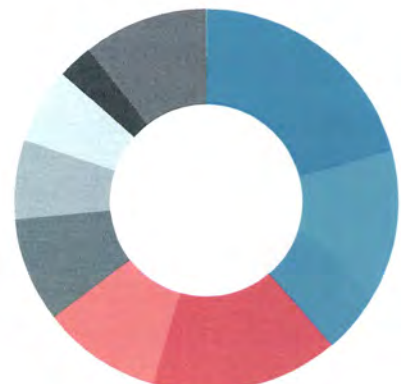
Activated Clients	6
Reactivated Clients	16
New Clients	22
Ongoing Clients	40
<b>Total Active Clients</b>	<b>62</b>

**Total Counseling Hours - 134.45**



**Employees 40 Clients  
Family members 22 Clients**

Counseling Services by Topics and Hours  
2021



- Emotional/Psychological (20.83%)
- Adult Relationships (17.85%)
- Family Concerns (10.15%)
- Depression (6.69%)
- Anger Control (2.98%)
- All other (10.49%)
- EMDR (15.77%)
- Anxiety (8.93%)
- Marriage/Couples (6.32%)

\*EMDR is a psychotherapy that enables healing from the symptoms of trauma & emotional distress.