

Building First Responder Resiliency: First Responder Regional Supports

Requirement: Contractual

Frequency: Monthly

Due Date: 8th of each month

The primary goal of this initiative is to provide regional prevention and early intervention services targeting behavioral health needs to first responders and their families. The goal of this project is to enhance access to information and referral supports, linkages to community services and follow up supports to mitigate the impact of traumatic stress and reduce the incidence of suicide or attempted suicide among current or former first responders, Veterans and their family members.

Target Population:

Current or former firefighters, police officers, sheriffs, corrections officers, emergency medical services personnel, emergency dispatchers/ telecommunications operators, and veterans and their families.

Network Service Provider Responsibilities:

Peer Support

1. Hire and supervise First Responder or Veteran peer navigators (peer specialists) and behavioral health navigators to support First Responders, Veterans and their families. First Responder peer as defined in 111.09(1)(b) F.S.
2. Ensure peers complete the First Responder's Peer Navigator Course which covers the following training topics and activities:
 - a. CHOICES Certified Recovery Peer Support Training, Applied Suicide Intervention Skills Training (ASIST) Training, Question, Persuade, and Refer (QPR) Training, and ongoing education used in assessing the first responder and/or family member's current behavioral health needs.
 - b. Impact Events/Critical Incidents.
 - c. Day to Day Challenges and Impact of First Responder Professions Self-reflection on accumulated trauma and its impact on peer counseling capabilities.
3. Engage First Responders, Veterans and their families.
4. Conduct an initial assessment and screening of each First Responder, Veteran, and their family to determine their needs, using a standardized assessment tool.
5. Refer individuals to behavioral health and community resources based on the needs identified in the initial assessment through a standardized process.

6. Conduct follow-up activities to support successful engagement, measure the quality assurance process, monitor the effectiveness of services through the administration of the **Community Persons Served Satisfaction Survey (CPSSS)** at 30-, 60- and 90-days post referral.
7. Access and utilize a database of resources through the Information and Referral system.
8. Enter into a Memorandum of Understanding (MOU) with local 211 provider(s) which at minimum describes how the two parties will collaborate and information will be shared.
9. Monitor Peer Navigators to ensure appropriate engagement of individuals, proper use of the assessment tool, and adherence to best practices.
10. Track all contacts with First Responders and their families and collect the following information on the **Peer Navigation Monthly Service Report** template:
 - a. Number of first responders served through peer support;
 1. individual's initials;
 2. date of birth;
 3. first responder, Veteran profession/affiliation;
 4. county
 5. gender;
 - b. Total number of resources and referrals provided by service array by county, the categories of service array are the following:
 1. Behavioral Health,
 2. Housing/Shelter
 3. Employment/Financial Support
 4. Childcare/Family Support
 5. Utility/Transportation
 6. Food/Household Needs
 7. Government Sponsored Resources
 8. Peer Support
 9. Other community information/resources.
 - c. Total number of documented linkages to services by Peer Navigators subtotaled by county.

Allowable Covered Services:

- 15-Outreach
- 46-Recovery Support (Individual)
- 47-Recovery Support-Group

Required Reports and Forms

- a. First Responder Peer Supports Referral Tracker: Tracks all contacts with First Responders, Veterans and their families.

- i. Frequency: Monthly
 - ii. Due Date: By the 8th of the month, following the month of service
- b. Ad Hoc and additional reporting may be required as determined necessary by LSF Health Systems or the Florida Department of Children and Families.