

Responder Wellness

Supporting Personnel
in a High Expectation Environment

Industry Challenges

In law enforcement, the safety of officers and the public is paramount where low morale can decrease the overall effectiveness and public perception of your agency. Low morale can impact productivity and retention and potentially increase unprofessional conduct.

The lack of support for early intervention and wellness can lead to problems such as burnout, misconduct, and even criminal behavior.



BENEFITS OF IMPROVING POLICE MORALE

**BETTER CUSTOMER SERVICE
FOR THE COMMUNITY**

**MORE COMMUNITY TRUST
IN THE POLICE DEPARTMENT**

**MOTIVATED, PURPOSEFUL
WORKFORCE**



RISKS OF NOT IMPROVING POLICE MORALE

**LESS STAFF AVAILABLE TO
RESPOND TO THE COMMUNITY**

**POOR CUSTOMER
SERVICE OUTCOMES**

**DECREASED PUBLIC PERCEPTION
OF LAW ENFORCEMENT**



Public safety today operates in an environment of high expectations as never before, with best practices and proactive approaches fast becoming the norm across organizations of all sizes.

Often, by the time serious professional misconduct emerges, the only available approach is one that is investigative and potentially disciplinary in nature. Costly and time-consuming investigations ensue, many leading to difficult decisions with far-reaching impact on individuals' reputations and livelihoods.

When serious misconduct happens, the question is sometimes asked: "Could we have seen this coming?"

A Proactive Approach

Instead of waiting for a crisis to emerge, addressing latent problems early can potentially reduce the incidence of more serious problems later. If detected in its early stages, a problem will tend to be more easily dealt with, and at a lesser cost.

Connecting public safety officials with the resources they need such as trainings, counseling, or other educational services is key.



Identifying Outliers

Employee outliers are identified empirically and are emphasized to indicate that closer observation and/or assistance by their supervisor may be required. The data quality is critical here so that out-of-standard indicators can be identified and addressed quickly.

Preferred Key Features



High Availability

Ensuring that information is available whenever required on a wide variety of digital platforms.



Real-Time

Providing data that is fresh and reflects present state.
Incoming data from all systems and analysis done without bias.



Configurable Filters

Applying a wide range of configurations to meet customer-specific security, workflow, and policy requirements.

Best Practice for Public Safety

Early intervention programs play a critical role in lessening risk, upholding integrity, and supporting professional development.

Support responder wellness and morale with the proper tools and resources in order to bring awareness to leadership and provide closer observation when necessary.

Enable supervisors to efficiently familiarize themselves with relevant data in order to be proactive and supportive within their organizational areas.

Implementing Early Intervention

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The landscape of early intervention in public safety has undergone significant advancements over the past 25 years and continues to be a dynamic and evolving area. Agencies are a variety of programs and approaches in this area.

Aside from traditional channels such as referrals from co-workers, supervisors, and self-reporting by employees, there's a notable shift towards data-driven methodologies. These approaches leverage analytics to identify potential issues and prescribe appropriate responses, offering a more proactive stance in maintaining the well-being of public safety professionals.

An essential aspect of the effectiveness of any early intervention program lies in the active involvement of frontline supervisory and command staff. Their ready access to relevant information is important to the success of a program because it ensures a timely response without compromising sensitive investigations or other critical data. This delicate balance highlights the need for streamlined communication channels that empower supervisors while maintaining the integrity of ongoing inquiries.

Steps to Support Your Responders

1

Identify Critical Indicators

Employees
Organizational elements
Supervision

2

Centralize Information

Direct entry
Feeds from external systems
Simplified single point of access

3

Recognize Performance Issues

Analytics with filtered drill-down
Threshold and monitored alerts
Surfacing of out-of-standard / outliers

4

Respond Effectively

Employee assistance
Supervisory involvement
Review and screen for “false positives”

Integrate Responder Wellness into Your Operations

Incorporating a responder wellness software into an agency's culture is not intended to be disciplinary but is instead meant to aid employees by prioritizing their mental health. Management and supervisors can integrate technology into their processes for monitoring situations to provide feedback, guidance, and support. These solutions help leadership and others simplify their tasks so they can focus on the work that needs to be done.

When police agencies' mental health needs are met, this can help police retention, making employees feel valued and have a positive effect on their personal and professional lives.





About Versaterm

Versaterm is a global public safety solutions company helping agencies transform their organizations by providing innovative solutions, expertise, and an unwavering dedication to customer service. Formed in 1977, we are on a journey to build an ecosystem that will enhance community safety by creating purposeful integrations across the public safety spectrum. We deliver intuitive tools developed for public safety agencies, forensic labs, court systems, schools, and other institutions. Our selective growth strategy focuses on improving customer and user workflows for more efficient and effective operations, leading to better service and more just outcomes. For more information, visit [versaterm.com](https://www.versaterm.com), [LinkedIn](#), or [X](#).