



INFORMATIONAL MEMORANDUM

TO: **Community Service and Safety Committee**

FROM: **Bruce Linton, Chief of Police**

BY: **Eric Drever, Deputy Chief of Police**

CC: **Mayor Ekberg**

DATE: **April 13th, 2020**

SUBJECT: **Purchase of Licensing for mResilience Application**

ISSUE

Police Officers are at a higher risk of suicide than any other profession. In fact, suicide is so prevalent in the profession that the number of police officers who died by suicide *is more than triple* that of officers who were fatally injured in the line of duty. Researchers are attributing these statistics to the unique combination of easy access to deadly weapons, intense stress, and human devastation that police are exposed to on a daily basis.

BACKGROUND

The Tukwila Police Department has evaluated tools and programs for addressing stress, mental health, and resiliency in order to best prepare Tukwila Officers for navigating the negative impacts of their jobs. One of these tools is mResilience, which is a phone application that gives law enforcement personnel immediate access to peer support, mental health professionals, stress management tools, and resiliency training.

DISCUSSION

Community wellness requires healthy officers. This expenditure continues the progress of the Tukwila Police Department Wellness & Resiliency Program which was presented to the City Council's Public Safety Committee in May 2019.

FINANCIAL IMPACT

Expenditure of \$5000.00 from the Police Department federal seizure fund.

RECOMMENDATION

Staff recommends expending \$5000.00 from the Police Department federal seizure fund.

ATTACHMENTS

mResilience Application Information Document
mResilience Licensing Agreement



FIRST RESPONDERS AND RESILIENCE

First responders put resilience to the test every day. The ability to “bounce back” is critical to do the work of protecting and saving lives. But the challenges of first responder work hit at the core. **Strengthening** and **maintaining resilience** can be the cornerstone of any prevention program.

DEPARTMENT CHALLENGES

- Impact of stress on productivity, performance and retention
- Cost-effective ways to address the mental challenges of the job
- The stigma against seeking psychological help

OUR VISION

To provide first responders with the tools and skills necessary to develop, maintain and rebuild personal resilience.

mRESILIENCE IS

- Customizable
- Confidential
- Accessible 24/7
- Research-focused

mRESILIENCE OFFERS

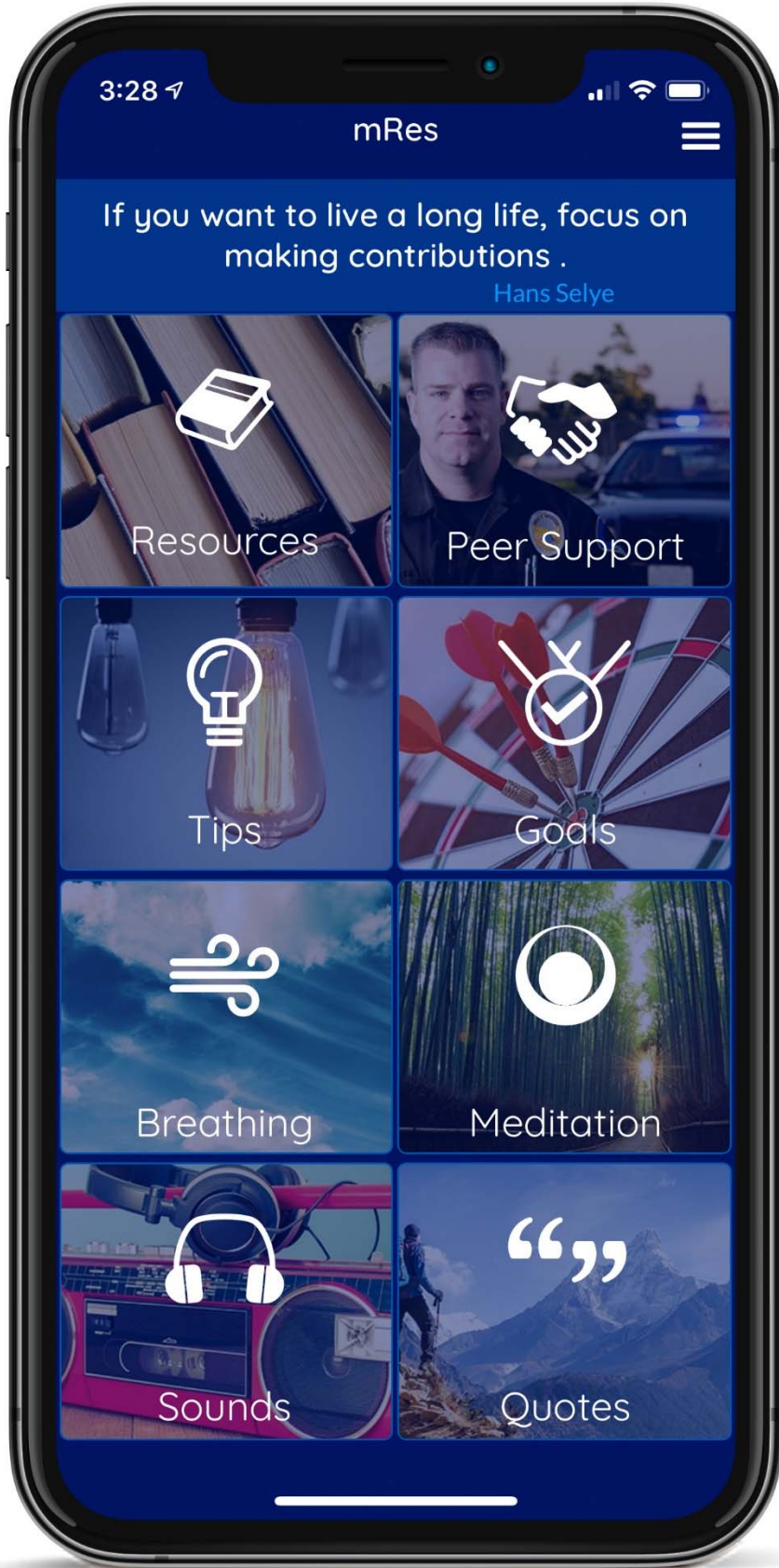
- Customizable, resilience-building mobile app
- In-person resilience training tailored to department's needs
- Effective stress management and performance-enhancing tools
- Ways to connect to supportive networks in and beyond the department
- An understanding of the physiological response to stressful events

EFFECTS OF STRESS AND TRAUMA*

- POOR CARDIAC HEALTH
- OBESITY
- SUBSTANCE ABUSE
- BURNOUT
- DEPRESSION
- PTSD
- SUICIDE

INTRODUCING THE mRES MOBILE APP

- *A customizable toolkit available 24/7 in responders' back pocket*
- *Direct and confidential access to department peer support team*
- *Self-regulation tools to improve the stress response*
- *Goal-setting to build attainable achievements*
- *Easy access to department, local and national resources*



Price Quote

Quote #: Tukwila PD-2020-001

Date: April 1, 2020

Expires: July 1, 2020

TO: Deputy Chief Erik Drever
 Tukwila Police Department
 6200 Southcenter Blvd.
 Tukwila, WA 98188

Dear Chief Drever,

TIAG is pleased to provide this updated price quote in response to your interest in mResilience, our customized, confidential and on-demand service to develop, maintain and rebuild personal resilience. It is our sincere desire and hope to foster a partnership with the Tukwila Police Department, growing and improving the resilience and wellness resources and services for the law enforcement community.

This quote includes the following mResilience elements:

- mResilience Services
- Price Quote
- On-boarding roles and responsibilities
- Subscription Agreement (Appendix A, separate attachment)

mResilience Services

The following services are included with mResilience:

- Application and admin portal setup and configuration
- Administrator portal access for customized resources and information
- mRes mobile application access for all Tukwila PD staff and their spouses or domestic partners
- On-demand push notification capabilities
- Free maintenance and product updates for duration of license
- Mobile application usage analytics reporting
- Standard business hours technical support
- At-cost refresher training, as requested

Price Quotes:

Annual Enterprise License and Subscription

TIAG will provide an annual enterprise license to Tukwila PD for the mResilience services. This quote is based on 80 sworn officers.

Description	Price
Annual, mResilience Enterprise License and Subscription service	\$5,000.00
Quote Total:	\$5,000.00

On-boarding Roles and Responsibilities

The following roles and responsibilities will ensure a successful standup of services, information consolidation and training necessary for a smooth organizational roll-out of the mResilience service. NOTE: As a pilot location, much of these on-boarding functions have already been completed.

TIAG responsibilities:

- Provide a manager responsible for the on-boarding process
- Establish open and effective communication with the primary point of contact (POC)
- Collaborate with Tukwila PD to:
 - Gather local resources, and content for system inclusion
 - Gather and build local peer support and contact information
- Maintaining routine check-ins and service updates for any bug reports or outages
- Provide help desk support for updates and issue tracking
- Provide monthly analytics on *mRes* usage

Tukwila PD responsibilities:

- Establish a primary POC for the onboarding process
- Work with TIAG's on-boarding manger to establish onboarding timelines
- Assist with TIAG representatives identify specific resiliency offerings and training needs
- Work with TIAG's on-boarding team to establish:
 - Local admins
 - Local content and information gathering
 - Gather and establish content for Peer Support team members, and other contacts, as desired
- Provide periodic performance, satisfaction and features feedback to TIAG's on-boarding manager

TIAG is honored to provide this quote for mResilience services to Tukwila PD. If you have any questions or concerns on this quote, please don't hesitate to request a follow-up discussion or additional information.

Approved By:



Umang Modi
Managing Principal

To execute quote,
Accepted By:

Typed Name:
Position:
Date: