Missouri Department of MENTAL HEALTH

Show Me Peer Power:
Critical Incident Stress Management (CISM)
Peer Network for the Workforce

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ACTIVITY

Mindfulness Based Stress Reduction (MBSR) Techniques

CISM Structure & Successes

Trauma Informed Principles (TIPs) promote healing spaces

SAFETY
Ensuring physical, emotional and cultural safety

EMPOWERMENT
Identify recovery skills and address historical trauma and oppression

TRUST
Genuine relationships that address bias and historical mistrust

COLLABORATION
Minimize power differential, shared responsibility in decision-making and accountability

CHOICE
How privilege and power impacts perception of choice and ability to act upon it.
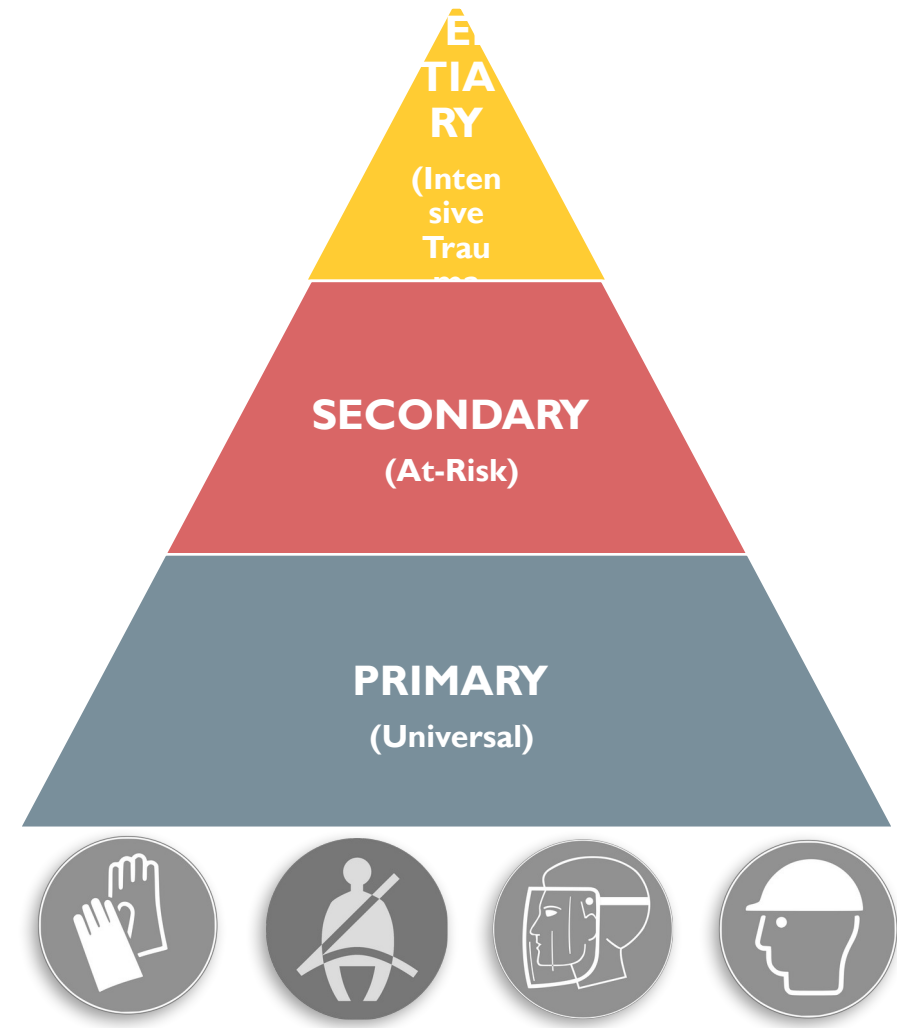
How are these built into:

Mission + Value
Workplace culture
Recruitment + Retention
Services + Results
Policies + Procedures
Client Engagement + Success
Client Referrals for Trauma Support

Trauma Informed Principles (TIPs) used as a universal precaution

FEW – What specific, targeted trauma-sensitive support to a few staff and clients need to address real-time trauma issues impacting their functioning and quality of life?

SOME – What additional support do some staff and clients receive who are at-risk for trauma exposure that may impact outcomes?

ALL - What universal support do all staff and clients receive? How are universal approaches standardized?

TERTIARY
(Intensive Trauma

SECONDARY
(At-Risk)

PRIMARY
(Universal)

Critical Incident Stress Management (CISM)

CISM is a crisis protocol used to support employees exposed to critical incidents. CISM is offered for individuals and groups.

The CISM Peer Network is made up of DMH employees who   volunteer to support other DMH employees after critical incident exposure.

What are critical incidents?

Fatal
Death
Suicide or Overdose
Injury or Assault

Non-Fatal
Near-death events
Threats
Investigations
Any other stressful event

Internal
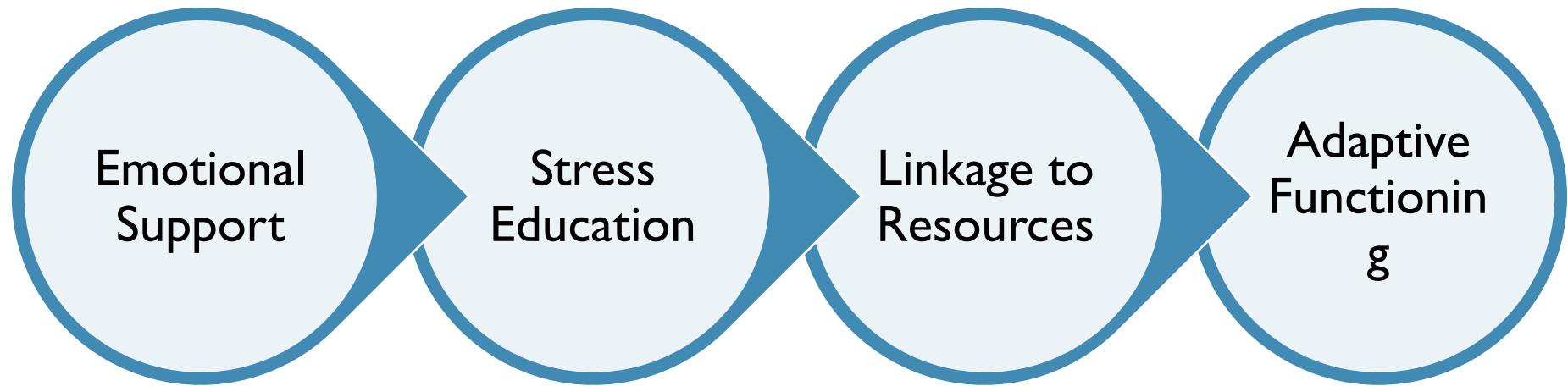Occurs in work locations
Happens to individuals or teams
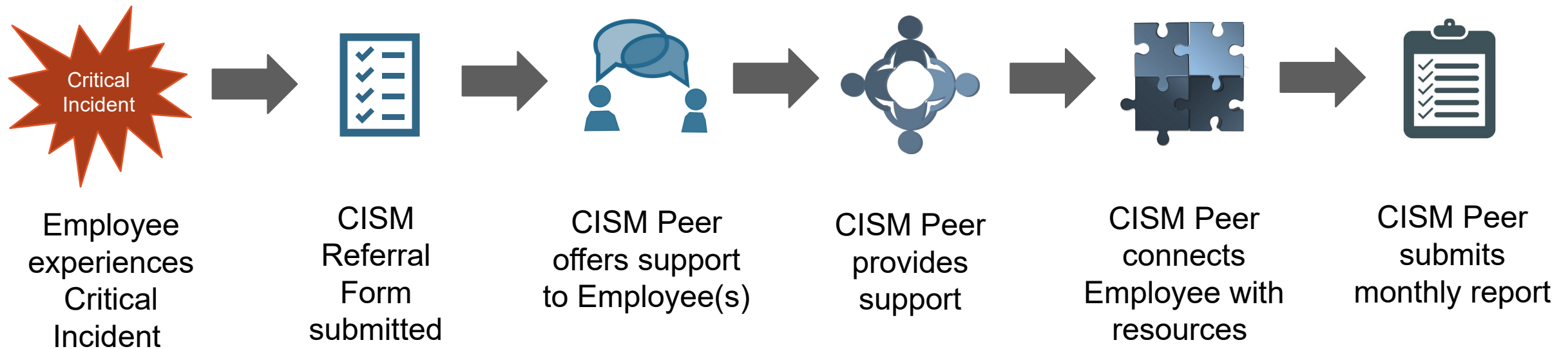
External
Community-based events
Happens during non-working hours

What are the goals of CISM Peer Network?

Emotional Support → Stress Education → Linkage to Resources → Adaptive Functioning

How does it work?

Critical Incident → Employee experiences Critical Incident

CISM Referral Form submitted

CISM Peer offers support to Employee(s)

CISM Peer provides support

CISM Peer connects Employee with resources

CISM Peer submits monthly report

CISM Peer Network structure provides system-wide support

Peer Network Director

Peer Network Manager

15 DMH Peer Leads in the network

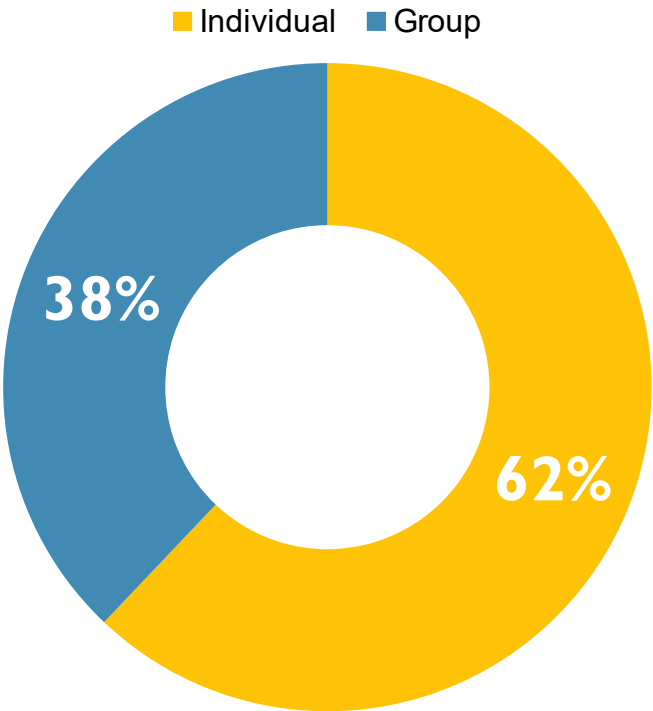**205** DMH Peers in the network

★ Regional Offices

★ DBH State Operated Facilities

★ DD State Operated Programs

CISM Peer Network Data (2024)

394 Total Referrals

■ Individual ■ Group

38%

62%

June, July, and August
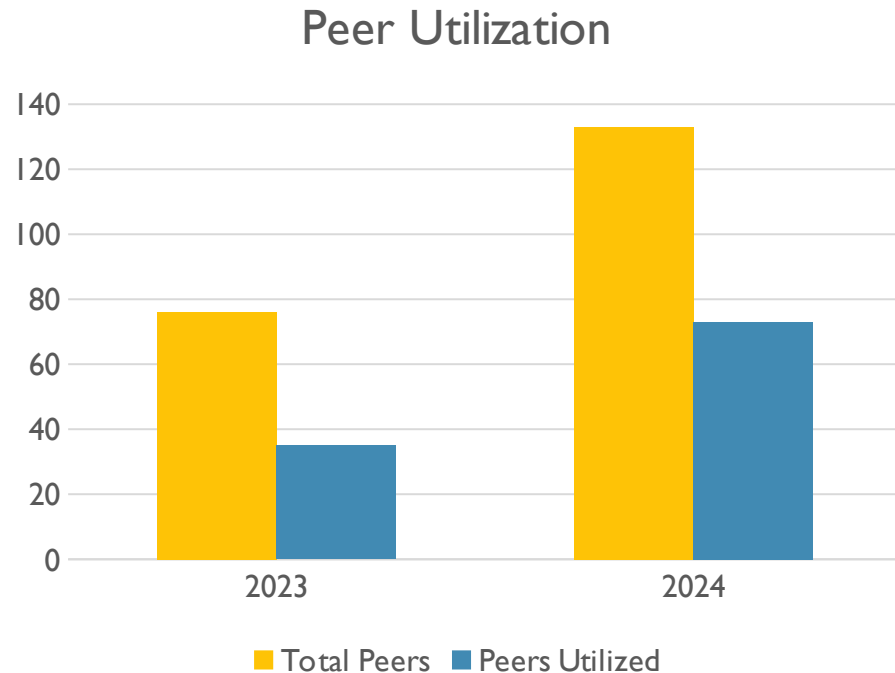were top 3 months with highest referrals

Grief/Loss, Job Stress, and Personal Stress
were the top 3 themes of support needed

Family problems, Death, Assault, and Health emergency were the top 4 critical incident types most often referred for peer support

CISM Peer Network Outcomes

86% of employees who utilized the Peer Network in the previous year were still employed with DMH.

Peer Utilization

82% of Peers spend less than 5 hrs per month providing peer support to employees

Of employees who were offered Peer Support:

76% did not request any further follow up
17% were referred to EAP
6% were referred to community resources
1% declined peer support

Stress Education & Self-Care

CISM Peer Network Resources

Stress Education Resources are available for all staff.
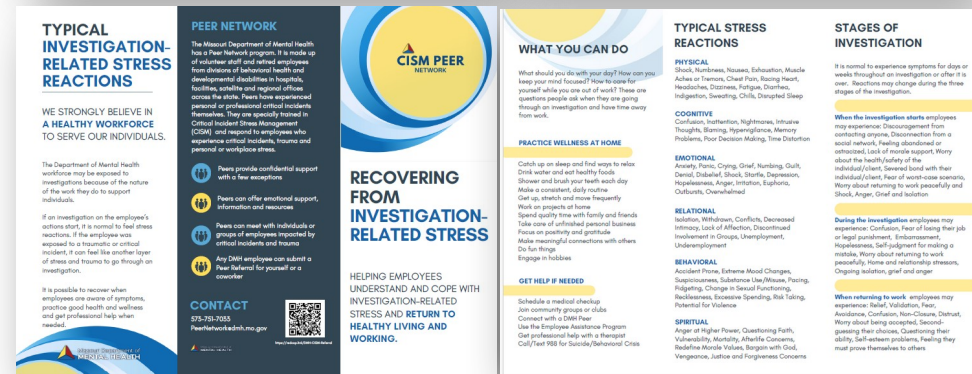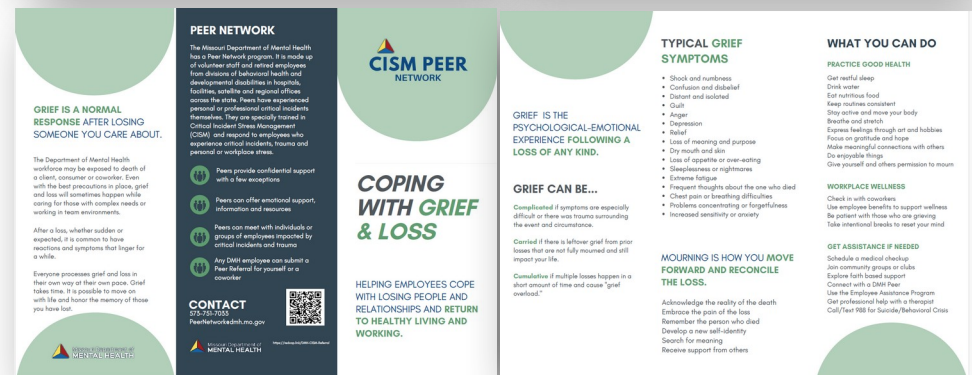
Typical Stress Reactions brochure

Coping with Grief & Loss brochure

Typical Investigations-Related Stress brochure

Live Well & Work Well brochures

On-The-Go Grounding Techniques wallet cards and posters

Quizzes and Assessments used to promote wellbeing

ProQOL

Professional Quality of Life Quiz
28-item self-administered

Scores:
Compassion Fatigue
Traumatic Stress Exposure
Burnout

RAQ

Resilience Assessment Questionnaire
35-item self-administered

Scores:
Vision
Determination
Interaction
Relationships
Problem Solving
Organization
Self-Confidence

ACTIVITY

Self-Care & Wellness

Missouri Department of
MENTAL HEALTH
CISM PEER
NETWORK

CISM Simulation

Critical Incident Stress Debriefing

Structure

Peer-Led
Confidential
Not Investigation or Discipline
Voluntary Attendance
Closed group format
60-90 min in length
7 Phase Mitchell Model (CISM Protocol)

Benefits

Reduce Stress
Normalize Stress Reaction Experiences
Decrease Negative Impact of the Incident
Increase Coping Skills
Accelerate Recovery
Foster Group Solidarity
Vicarious Resilience
Promote Adaptive Functioning
Link to Employee Benefits
Identify Staff with Additional Needs
Improve Employee Morale

DMH Resources

dmh.mo.gov/trauma

dmh.mo.gov/wellness

dmhmolearning.com

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