



CITY OF DEL REY OAKS

Staff Report

DATE: May 23rd, 2023

TO: Honorable Mayor and Members of City Council

FROM: Chris Bourquin, Chief of Police

SUBJECT: Consider contracting with Cordico for the use of its Officer Wellness App

CEQA: This action does not constitute a "project" as defined by the California Environmental Quality Act (CEQA) guidelines section 15378 as it is an administrative activity of the City that will not result in direct or indirect physical changes in the environment.

Recommendation

Council approve the contract between Cordico and the Del Rey Oaks Police Department for the use of the Cordico Wellness App.

Background:

In December 2022, Del Rey Oaks was awarded an Officer Wellness and Mental Health Grant through Board of State and Community Corrections (BSCC). These grants were included in the Budget Act of 2022. As a result, the police department has \$15,000 it can spend in limited areas dealing with officer wellness and mental health over the next three years. I presented to the Police Advisory Committee(PAC) on both the BCSS grant and Cordico Wellness App at the March meeting. PAC members were in favor of the department contracting for use of the application.

Summary & Discussion

The Cordico Wellness App is a phone-based application. It offers first responders 24/7 accessible, confidential, and customizable support for our personnel. The application touches on numerous areas under the umbrella of mental health and wellness including drug and alcohol abuse, suicide prevention, depression, marriage guidance and much more. This application is also available free of charge to department spouses / significant others and retired Del Rey Oaks Police Officers.

Fiscal Impacts

There is no fiscal impact to the City. The cost of this project will be paid for with funds received from the BCSS Officer Wellness and Mental Health Grant. The cost for the application is \$1,999.00 per year. The cost of the application throughout the three-year grant period will be approximately \$6,000.00.

ATTACHMENTS:

Cordico Wellness App - Quote
Cordico Wellness App – Coverage Information

Respectfully Submitted,

Chris Bourquin
Chief of Police



A Cost-Effective Solution for Public Safety Wellness

Law enforcement officers, firefighters, dispatchers and other public safety personnel are tasked with handling the most high-risk, urgent and dangerous events in our communities. They respond routinely to incidents most people never experience firsthand—suicides, murders, accidents, natural disasters, violence committed against children, sexual offenses, violent individuals, noncompliant suspects, people in the throes of crisis. The job carries the constant potential for injury and risk to safety and security.

Public safety and local government leaders and elected officials have a great opportunity to support the wellness of the first responders we trust to provide the most urgent, critical and high-stakes service to the community. The key lies in delivering confidential, immediately accessible resources that are customized for the issues first responders face.

Fortunately, doing just that is not only possible, it's surprisingly cost-effective.

Public Safety Wellness Challenges

First responders pay a price for their dedication to their profession. They experience high rates of suicidal ideation, post-traumatic stress and depression; in nationwide surveys, firefighters and officers overwhelmingly report stress on the job has impacted their mental health.^{1,2,3}

The effects are physical, too; 70% of firefighters are obese or overweight; 40% of police officers are obese and 80% are overweight.^{4,5} Complications from shift work compound the issues: Nearly 40% of firefighters screen positive for sleep disorders,⁶ while fatigue has been shown to affect police officer decision making and judgment.⁷

¹Ushery D, Manny D, Stulberger E. (11/20/18). Nearly 1 in 5 cops has considered suicide amid stigma around mental health issues. <https://www.nbcnewyork.com/news/local/i-team-nearly-1-in-5-cops-has-considered-suicide-amid-stigma-around-mental-health-issues/1817436/>

²Wagner E, Bott M, Villarreal M et al. (3/1/18) National data shows firefighters' mental, emotional health not getting enough attention. <https://www.nbcbayarea.com/news/local/national-data-shows-firefighters-mental-emotional-health-not-getting-enough-attention/196910/>

³Substance Abuse and Mental Health Services Administration. (May 2018) First Responders: Behavioral Health Concerns, Emergency Response, and Trauma. <https://www.samhsa.gov/sites/default/files/dtac/supplementalresearchbulletin-firstresponders-may2018.pdf>

⁴Wilkinson ML, Brown AL, Poston WS, et al. (2014) Physician Weight Recommendations for Overweight and Obese Firefighters, United States, 2011–2012. *Preventing Chronic Disease*. 11:140091. <http://dx.doi.org/10.5888/pcd11.140091>

⁵Can SH, Hendy H. (May 2014) Behavioral variables associated with obesity in police officers. *Industrial Health*. 52(3):240–247. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4209580>

⁶Brigham and Women's Hospital. (11/13/14) Sleep disorders found to be highly prevalent in firefighters. *ScienceDaily*. <https://www.sciencedaily.com/releases/2014/11/141113085220.htm>

⁷James L. (9/21/17) The Stability of Implicit Racial Bias in Police Officers. *Police Quarterly*. 21(1)30–52. <https://doi.org/10.1177/1098611117732974>

While many municipalities and counties offer wellness services through an Employee Assistance Program, these are often inadequate for the unique stressors of a public safety career. First responders overwhelmingly report cultural stigmas that create a barrier to most seeking help for emotional and behavioral issues. And when they do seek help, 60% of officers and firefighters say the wellness resources provided to them through Employee Assistance Programs are not helpful.^{1,2}

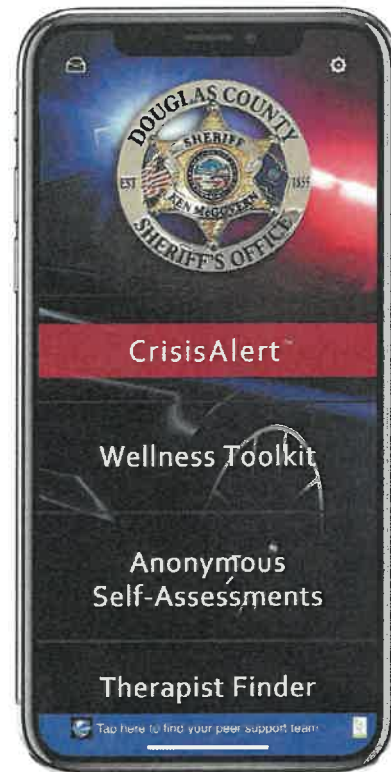
Hidden Costs of First Responder Mental Health Issues

Simply knowing that we are taking good care of our personnel—doing the right thing to support them—is motivation enough for most agency and local government leaders. But there also are strong qualitative reasons to proactively address first responder wellness.

In fact, there are five areas where your agency may be spending large sums of money related to first responder mental health without realizing it:

1. **Overtime costs** that rack up when personnel are out on sick leave or disability as a result of untreated mental health issues
2. **Worker's compensation** costs involving post-traumatic stress syndrome (many states now consider PTSD as presumptive for first responders)
3. **High healthcare costs** as a result of the physical impacts of stress, which can include cardiac issues, diabetes, obesity, substance abuse and sleep issues
4. **Costs associated with personnel complaints, lawsuits and settlements** that may be a result of poor decision-making by personnel suffering from lack of sleep, burnout or compassion fatigue
5. **Turnover costs**—including recruiting, training and equipping new personnel—when first responders choose to leave the agency due to chronic stress or feeling unsupported

As noted above, current support mechanisms for first responders are largely insufficient. Municipalities remain at significant financial risk if relying upon existing support resources.



The Wellness Solution for Public Safety: Cordico

Cordico's mobile wellness app provides a complete range of self-assessments as well as continuously updated videos and guides on more than 60 health and lifestyle management topics. This unique wellness solution meets three critical criteria necessary to overcome the stigma of asking for help and address the cumulative effects of chronic stress on first responders:



Confidential – First responders must have trust that they can access resources in a completely confidential manner that will not have an impact on their careers. Cordico's apps work through a generic link and generic password. There is no personal data tied to app (although we can provide aggregate data to help

leaders judge overall use or identify trends in resource usage).



Customized – Resources provided to first responders must reflect the realities of their jobs. Cordico's assessments, articles and videos are developed by first responder psychologists and are specifically tailored for public safety personnel. We also help agencies tailor their apps with agency-specific content or training and links to local resources.



Accessible – Public safety is a 24/7 business; first responders must be able to access resources quickly, easily and at any time of day. By delivering our content through an app, we provide one place for personnel to access all the wellness content the agency offers, available 24/7. Options include one-touch access to peer support and chaplains, teletherapy and a therapist finder.



The many benefits of implementing the Cordico app include:

- Demonstrating strong city/county support for the wellness of their first responders
- Providing in-hand, on-demand, easy access to a multitude of high-quality wellness tools and confidential resources specifically for public safety personnel

- Providing easier access to existing support mechanisms (e.g., peer support, therapists and local healthcare resources)
- Increasing utilization of a wide range of wellness support resources to promote a healthier workforce
- Improving recruitment, retention and morale and reducing absenteeism

Implementation of the Cordico apps has been associated with higher rates of utilization of support resources, the development of stronger wellness support options, and strong positive feedback regarding the program at all organizational levels.

Cordico Wellness App Investment

First responder wellness requires an investment, but the costs of the Cordico app are projected to be more than offset by savings in the form of improved employee wellness, lower employee stress, improved morale, decreased absenteeism and increased retention.

The annual subscription covers:

- App build, design, licensing, maintenance, technical support and ongoing updates (iPhone and Android)
- Unlimited use to all personnel employed by the agency
- Unlimited use at no cost to all spouses and significant others of personnel employed by the agency
- Unlimited use at no cost for all department retirees
- Implementation and support for promoting the app to agency personnel, including posters, QR codes for easy phone installation, and a customized PowerPoint presentation for shift briefings or roll call. These resources have resulted in a 90% app installation rate.

At the Forefront of Wellness

"If you do one thing for your agency this year, get this app. It will show that employee wellness is a priority, you truly care, and you want to make the best tools and resources accessible to your officers 24/7."



Kimberly A. Miller, Ph.D.
Police Psychologist, Consultant,
Coach & Trainer
National Sheriffs' Association
Member & Seminar Presenter

"The Cordico team provided exceptional customer service and went out of their way to make the development process smooth and fast. The finished product far exceeded my expectations and those of my command staff. We need our emergency responders to be at their peak performance levels, and the Cordico wellness app gives them the tools and resources to do just that."



Captain Eric Dayley
MA District Commander
Idaho State Police District Five

"I was looking for a way to inform our officers about the numerous resources that are available to support their emotional health and well-being. I also wanted to provide them with a roadmap to those resources. The Cordico wellness app is a confidential tool that hosts all of their wellness resources in one location, which allows our officers to have 24/7 access in the palm of their hands."



Lynnette Hall-Lewis, Esq., CWPC
Health Engagement Manager
City of Memphis

"With the Cordico app and the program we have in place, if something ever comes up for any of our members—even in retirement—they'll have immediate access to resources and somewhere to turn."



Fire Chief Brian Fennessy
Orange County (CA) Fire Authority



Ready to put your agency at the forefront of wellness? Request a demo today.

cordico.com/quote
sales@cordico.com
844-220-4929



SOLUTIONS PROPOSAL



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Executive Summary

Public safety agencies and local government organizations today face challenges of keeping personnel safe and healthy, reducing risk and maintaining a positive reputation. Add to that the dynamically changing legislative landscape and evolving best practices, and even the most progressive, forward-thinking departments can struggle to keep up.

Lexipol's solutions are designed to save you time and money while protecting your personnel and your community. Our team consists of professionals with expertise in public safety law, policy, state and federal accreditation, training, mental and physical wellness and grants. We continually monitor changes and trends in legislation, case law and best practices and use this knowledge to create policies, training, wellness resources and funding services that minimize risk and help you effectively serve your community.

THE LEXIPOL ADVANTAGE

Lexipol was founded by public safety experts who saw a need for a better, safer way to run a public safety agency. Since the company launch in 2003, Lexipol has grown to form an entire risk management solution for public safety and local government. Today, we serve more than 10,000 agencies and municipalities and 2 million public safety and government professionals with a range of informational and technological solutions to meet the challenges facing these dynamic industries. In addition to providing policy management, accreditation, online training, wellness resources, and grant assistance, we provide 24/7 industry news and analysis through the digital communities Police1, FireRescue1, Corrections1, EMS1 and Gov1.

Our customers choose Lexipol to make an investment in the safety and security of their personnel, their agencies and their communities. We help agencies address issues that create substantial risk, including:

- Inconsistent and outdated policies
- Lack of technology to easily update and issue policies and training electronically
- Unchecked mental health needs of staff
- Difficulty keeping up with new and changing legislation and practices
- Inability to produce policy acknowledgment and training documentation
- Unfamiliarity of city legal resources with the intricacies of public safety law
- The need to secure grant funding for critical equipment, infrastructure and personnel

Lexipol is backed by the expertise of 440 employees with more than 2,075 years of combined experience in constitutional law, civil rights, ADA and discrimination, mental health, psychology, labor negotiations, Internal Affairs, use of force, hazmat, instructional design, federal and state grants and a whole lot more. That means no more trying to figure out policy, achieve accreditation, develop training or wellness content, or secure funding on your own. You can draw on the experience of our dedicated team members who have researched, taught and lived these issues.

We look forward to working with Del Rey Oaks Police Department to address your unique challenges.

Scope of Services

Cordico Law Enforcement Wellness Solution

Law enforcement agencies are increasingly recognizing the need to provide personnel with mental and behavioral health resources. The Cordico law enforcement wellness solution enables agencies to provide customized, confidential, mobile wellness resources. Our law enforcement app includes a complete range of self-assessments as well as continuously updated videos and guides on more than 60 behavioral health topics - all designed specifically for first responders. The anonymity of all users is paramount and no personal information is ever collected or stored. Also included are online accredited wellness courses covering such topics as managing stress, post-traumatic stress disorder, family and work relationships, and fitness and nutrition.

- Connect your personnel to confidential assessments and counseling resources
- Strengthen your wellness culture and empower your peer support team
- Help officers cope with the effects of critical events and chronic exposure
- Improve officer decision-making, empathy and resiliency, which in turn enhances police/community relations
- Support department retirees and family members (included with agency subscription)

Peer & Chaplain Support

Peer support teams and chaplains provide invaluable assistance to public safety personnel—but personnel don't always know who these members are or how to contact them. Cordico's wellness app allows for the integration of your agency's peer support and/or chaplains, making it easy for members to quickly connect when they need support.

- Include profiles of your peer support team and chaplains in the app so personnel can see their photos, backgrounds, areas of specialty, etc.
- Enable confidential, one-on-one conversations without the need to go through an agency or city intranet
- Increase usage of peer support and chaplain services

CrisisAlert® One-Touch Dialing

Cordico's CrisisAlert one-touch dialing feature allows personnel who need help to instantly dial all peer support or chaplains with one touch—anononymously. The peer support team member or chaplain who answers first is connected to the employee seeking assistance, and the other team members don't know who called. This creates an easier and more trusted way for personnel to access your peer support and chaplain resources. Your personnel don't have to determine who's on duty, who's available or how to reach them.

Therapist Finder

Individuals in crisis or suffering from depression or anxiety don't need additional roadblocks to getting help. But often, that's exactly what happens when public safety personnel try to access counseling services. Cordico's Therapist Finder simplifies and streamlines the process, making it easy for your personnel to locate therapists near them that are approved through the agency's insurance plan.

- Include profiles of therapists in the app so personnel can see their photos, backgrounds, areas of specialty, etc.
- Connect personnel to therapists your agency has vetted as being experienced with treating public safety personnel
- Show therapist locations on an interactive map
- Enable personnel to instantly contact therapists for in-person visit or teletherapy via a confidential portal

Dr. Gilmartin Survival Videos

Cordico is the only app featuring content from Dr. Kevin Gilmartin, the world-recognized behavioral scientist and educator. Dr. Gilmartin's seminar book, *Emotional Survival for Law Enforcement*, is considered the definitive guide on emotional and mental wellbeing for officers. The Cordico law enforcement app includes exclusive videos from Dr. Gilmartin on topics ranging from hypervigilance to how law enforcement changes people to the characteristics of emotional survivors.

Fitness, Nutrition, and Injury Prevention

Recognizing that wellbeing is not just about mental and emotional health, Cordico's wellness apps include resources to support fitness, nutrition and injury prevention.

- Yoga videos offered through an exclusive partnership with Yoga For First Responders

- Nutrition guides and the Cordico 30-Day Weight Loss Challenge
- Guided meditations
- Sleep sounds
- Ability to add agency-specific fitness videos, workout of the day, training videos, etc.

Proposal

Prepared By: Mary James
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Quote #: Q-55901-1
Date: 2/21/2023
Valid Through: 3/31/2023

Overview

Lexipol empowers first responders and public servants to best meet the needs of their residents safely and responsibly. We are the experts in policy, training and wellness support, committed to improving the quality of life for all community members. Our solutions include state-specific policies, online learning, behavioral health resources, funding assistance, and industry news and information offered through the websites Police1, FireRescue1, EMS1 and Corrections1. Lexipol serves more than 2 million public safety and government professionals in over 10,000 agencies and municipalities. The services proposed below are designed to meet your agency's specific goals and needs.

Prorated period of 04/01/2023-
06/30/2023

QTY	DESCRIPTION	UNIT PRICE	EXTENDED
1	CordicoShield Law Enforcement Wellness App (Start: 4/1/2023 End: 6/30/2023)	USD 499.75	USD 499.75
	Subscription Line Items Total		USD 499.75
			USD 499.75
Prorated period of 04/01/2023-06/30/2023 TOTAL:			USD 499.75

Annual Subscription of
07/01/2023-06/30/2024 (Year
1)

QTY	DESCRIPTION	UNIT PRICE	EXTENDED
1	CordicoShield Law Enforcement Wellness App (Start: 7/1/2023 End: 6/30/2024)	USD 1,999.00	USD 1,999.00
	Subscription Line Items Total		USD 1,999.00
			USD 1,999.00
Annual Subscription of 07/01/2023-06/30/2024 (Year 1) TOTAL:			USD 1,999.00

Annual Subscription of
07/01/2024-06/30/2025 (Year
2)

QTY	DESCRIPTION	UNIT PRICE	EXTENDED
1	CordicoShield Law Enforcement Wellness App (Start: 7/1/2024 End: 6/30/2025)	USD 1,999.00	USD 1,999.00

QTY	DESCRIPTION	UNIT PRICE	EXTENDED
	Subscription Line Items Total		USD 1,999.00
			USD 1,999.00
Annual Subscription of 07/01/2024-06/30/2025 (Year 2) TOTAL:			USD 1,999.00

Annual Subscription of
07/01/2025-06/30/2026 (Year
3)

QTY	DESCRIPTION	UNIT PRICE	EXTENDED
1	CordicoShield Law Enforcement Wellness App (Start: 7/1/2025 End: 6/30/2026)	USD 1,999.00	USD 1,999.00
	Subscription Line Items Total		USD 1,999.00
			USD 1,999.00
Annual Subscription of 07/01/2025-06/30/2026 (Year 3) TOTAL:			USD 1,999.00

The foregoing pricing has been prorated for the benefit of Agency and Agency therefore agrees that they will waive the right to cancel this agreement until the end of the first renewal period.

Cordico Wellness Application

Why use Cordico

1. 24/7: Confidential Support for Your Personnel
2. Ease of Use: In-Hand, On-Demand, Push-of-Button
3. Best Quality: Most Comprehensive and Trusted Wellness Resources
4. Customized: CordicoShield Strengthens YOUR Wellness Culture
5. Innovative: Continuously Updated to Keep You Cutting-Edge

CordicoShield Wellness Features and Benefits for Law Enforcement

<ul style="list-style-type: none">• 24/7/365 Proactive Wellness Solution• In-Hand, On-Demand Access to Officer Wellness Tools• Organization-Branded and Customized App• Confidential Access + Utilization• Apple iOS + Android Compatible• App Admin Portal Access• Adverse Childhood Experiences• Alcohol Abuse• Anger Management• Anxiety, Panic Attacks, and Worry• Behavioral Health Tools• Brain Health + Cognitive Strength• Burnout• Chaplain Support• Compassion Fatigue• Critical Incidents• COVID-19 Resources• Depression• Emotional Health• Emotional Survival Summary (Dr. Gilmartin)• Family Support• Financial Fitness• Goal-Setting and Achievement• Grief and Loss• Healthy Habits• Heart Health• ICAC Coping and Resiliency• Injury Prevention• Intrusive Traumatic Images: Coping Strategies• Local Resources• Major Life Events• Work-Life Balance	<ul style="list-style-type: none">• Marriage Guidance• Mental Toughness• Mindfulness• Mobile One-Touch Calling• Moral Injury• New Hire: Keys to Wellness• Nutrition• Parenting Tips• Peak Performance• Peer Support• Physical Fitness• Physical Therapist Videos• Posttraumatic Stress• Psychological First Aid• Push Notifications (Optional)• Relationship Success• Resilience Development• Retirement: Getting Prepared• Self-Care Checklists• Sleep Optimization• Stress Management• Stress Response• Substance Abuse• Suicide Prevention• Supporting Children Who Fear for Your Safety• Teletherapy Portal w/HIPAA Encryption (Optional)• Therapist Finder + Geo-Mapping (Optional)• Trauma• Wellness Push Notifications (Optional)• Wellness Self-Assessment Tools• Wellness + Technology Updates• Wellness Videos• Yoga for First Responder
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Cordico Wellness Application

CordicoShield Anonymous Self-Assessments: Instant Feedback and Educational Guidance

<ul style="list-style-type: none">• Adult ADHD• Adverse Childhood Experiences• Alcohol Abuse• <u>Cordico Anger Scale</u>• Compassion Fatigue• Depression	<ul style="list-style-type: none">• Posttraumatic Stress• Resilience• <u>Cordico Sleep Test</u>• Social Isolation• Stress• Well-Being
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