

## **PeerConnect: Peer Support, Health, and Wellness Tool**

Proposal for

**Northwest Twin Cities MN Police Consortium**

April 11<sup>th</sup>, 2023



Dear Shawn Watson and Northwest Twin Cities MN Police Consortium team,

Thank you for considering PeerConnect as your organization's **health, wellness, and peer support management system**, which provides a suite of wellness tools for your employees and colleagues in **one easy-to-use access point**. PeerConnect was developed for first responders with input from EMS, Police, Fire, and mental health professionals; this system is designed to maximize an organization's wellness impact on members, reduce the stigma associated with mental health and operational stress injury, and dramatically lower the costs and increase the efficiency of running these programs.

PeerConnect comes to you as a ready-to-use, mature product, but also features high degrees of customization and potential for scalability. It allows your members to access trusted internal or external support, and also extends contextualized resources for new recruits, retirees, family members, or other identified external roles.

***With PeerConnect each member of your organization has access to peer support, health and wellness tools and articles, self assessment, mental health resources and more, 24/7- wherever they are, and whenever they need.***

Organizations are becoming more concerned with the mental health and well-being of their members, however, without a management system it can be difficult to manage requests and recommendations for support, and often organizations are left without structured data to drive insights and change. PeerConnect provides your organization with a peer support management system and health and wellness tools that provide one access point for all members.

✓ **Streamlined access to Health and Wellness, Peer Support, and customized content**

Provide a trusted access point for all members where information is contextualized by role. Information is fully customizable, or utilizes sharing and automated features.

✓ **Reduce barriers, stigma and anxiety**

*Proactive* features engage all members and reduce the barriers to accessing resources and support.

✓ **De-Identified Metrics, tracking and reporting**

Automated de-identified data allows reports to be created in minutes, not days, and protects the anonymity of your members. Process-driven contact reports ensure mandatory information is collected.

Thank you,

**Nik Fiorito**

Chief Strategy Officer

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## Overview

FRMH's wellness management system, *PeerConnect*, reduces time spent coordinating your peer support program, and provides one access point for all health and wellness information that is customizable to your organization. More than just Peer Support Management System, *PeerConnect* is a *fully customizable and comprehensive wellness tool, resource hub, and top-down information source co-developed with first responder organizations.*

## Safe and Secure

The safety of your members is the highest priority. PeerConnect has passed several compliance tests for privacy and high security, and our implementation team works with you to accommodate your current and future needs. Of note, no conversations take place within the app itself, and no user health-related data is stored in the system; think of it as the world's first (and most robust) 'peer support dispatch and connection management' system.

## PeerConnect Features

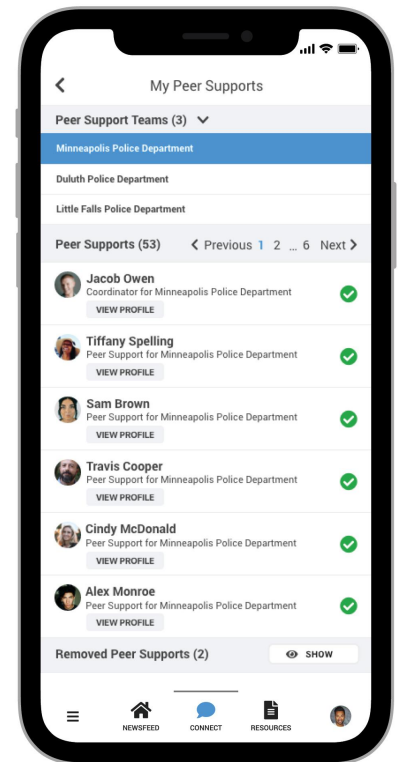
*PeerConnect* works alongside your organization at any stage of your wellness program, and can enhance your current initiatives and employee assistance program with features, resources, and peer support management that utilizes proactive and reactive models. PeerConnect offers a dynamic, yet easy to manage solution for organizational wellness.

### 1. Proactive Peer Support

Proactively connect every member of your organization with their personalized peer team for structured mental health and wellness conversations. Scheduled, proactive conversations capture those who do not actively seek out support, and normalizes mental health conversations, leading to reduced stigma. With PeerConnect the coordination efforts for both the peer support team and the coordinator is reduced by up to 90%.

## Multiple ways to Connect to Support

- **Reactive Support:** The member can request contact at any time at the press of a button.
- **Recommended Support:** Supervisors can recommend contact and the peer support team fulfills the request.
- **Proactive Support:** The organization can schedule proactive connections and ensure full member coverage, and reduce barriers to asking for support.
  - Proactive schedules can be set as a default for everyone, or certain roles can be met with more or less often
- Each **member customizes their own support team** to their preferences: members pre-select which members of the peer support team will receive their support requests.
- Connect members to internal or external **Psychologists, Chaplains, and/or Mental Health Professionals.**





## 2. Coactive Sharing Capabilities

- Expand on available support for your members by **sharing peer support teams** with other agencies you choose and trust
- Choose which **resources and health information** you want to share from other trusted agencies to your own members
- Create articles, resources and mental health information you want provide to other agencies

## 3. Newsfeed and Wellness Tools

- Displays content, articles, internal posts, links, videos, events, and initiatives created or shared by you.
- Create your own content, or access trusted information and professional resources to provide to your members.
- **Access trusted mental health resources** from professional organizations.
- Post content or alerts **to specific roles** or groups within your agency
- **Top-down communication** with your members
- Send **push notifications** directly to your members' phones
- Receive **engagement reports**; know what your members are interested in

## 4. Critical Incident Management Forms

- Keep track of Critical Incidents and your response to them with a fully-customizable tracking form
- Allows you to create reports on the types of incidents, number of attendees for diffusings/debriefings, and manage group or one-on-one follow up check-ins with the CI or Peer Support Team

## 5. Integrations with CAD, eHR, ePCR, Call Log, etc

- Automate your peer support response by allowing us to connect with your dispatch, call, log, or electronic record system
- Example: if two members attend a call of a certain agency-defined intensity, they will be automatically flagged within PeerConnect to have the team follow up with them, ensuring process is always followed

## 6. Additional Tools

**Resources**, location based services, **events**, **self-assessment** tools, integration with your EFAP, CISM, **fitness & physical health programs**, FAQ Section, **extended support for recruitment engagement, retirees, new hires**, and more.



## 7. Aggregate Reporting

Peer support teams submit electronic post-contact forms customized to your organization. These forms populate **live reporting**; create wellness KPIs and metrics that simplify reporting over any time period. Reporting data is **de-identified** to protect the anonymity of the individual.

## 8. Family Support

PeerConnect provides a platform to **support family members** by providing family-specific app access, resources, events, and information. These relevant resources provide support for spouses/partners and children who encounter stressors as a result of their proximity to loved ones who work in a high-stress environment.

## 9. Ongoing Support

Our team is here to support you. Every organization that joins the PeerConnect ecosystem is allocated an FRMH Account Manager to assist your team in the implementation and ongoing success of your system.

Why PeerConnect?	
<b>Peer Support</b> at the push of a button	✓
<b>Private</b> and <b>anonymous</b> support for your members	✓
Comprehensive <b>wellness resources</b> in your pocket	✓
<b>Customizable</b> to your organization's needs	✓
<b>24/7 Coverage</b> - No one falls through the cracks	✓
Reduce mental health related <b>stigma</b>	✓
Wellness KPIs, Metrics, and <b>engagement reports</b>	✓
Access <b>trusted mental health &amp; wellness information</b>	✓
<b>Decrease lost time</b> - STD, LTD, OSI, and overtime	✓
Enhances CISM, EFAP, fitness and other programs	✓
Incorporates and enhances current support	✓
<b>Location based</b> services	✓
Share peer support teams with like-minded organizations	✓



## Pricing and Options

\*Services do not include Mental Health Training Program for Peer Supports

\* Prices are listed in USD

<b>PeerConnect: Proactive Peer Support</b>	
<i>Includes</i>	<ul style="list-style-type: none"> <li>○ Access to the PeerConnect Peer Support, Health and Wellness App</li> <li>○ Org. tools and setup within PeerConnect ecosystem</li> <li>○ Accessible in Apple AppStore and Google Play (Android) as well as tablet and desktop access</li> <li>○ Custom Connection Form</li> </ul>
<i>Standard Pricing</i>	<p><b>Setup and mobilization fee:</b> <del>\$3,500</del> \$2,625 split between two (2) organizations (one-time)</p> <p><b>Maintenance fee:</b> <del>\$2,100</del> \$1,575.00 for the first (pilot) year split between two (2) organizations, \$2,100.00 for each recurring year, split between two (2) organizations</p> <ul style="list-style-type: none"> <li>• Add \$300.00/yr per additional organization that joins after launch in regional/consortium models; invoiced directly to the organization</li> </ul> <p><b>General users:</b> <del>\$40.00</del> <b>\$30.00 per user per year for the first (pilot) year, \$40.00 per user per year for each recurring year,</b> tiered on a decreasing basis for additional users &gt;1000 (ex. users 1001-2000 are \$20.00/year/user; further quantity savings at 2001+)</p>
<b>Northwest Twin Cities MN Police Consortium Pilot Pricing Rates (Year 1 only)</b>	<p><b>FRMH</b> offers 1st-year pilot pricing to innovative, progressive groups entering a minimum three (3) year agreement.</p> <p><i>Northwest Twin Cities MN Police Consortium</i> Discount: <b>25% off first year totals</b></p>

Application Training	
<b>Pricing</b>	<p><b>Virtual App Training Workshops</b></p> <ol style="list-style-type: none"> <li>1. App-Only Training for Peer Supports \$250 per session</li> <li>2. Administrator System Management Training and support \$350</li> </ol>

## Assumptions

- Based on an organization sizes of **105** employees for Maple Grove PD, **159** employees for Brooklyn Park PD
- Proposal and pricing are **USD** and valid for 90 days

### Annual Payment Schedule: Maple Grove Police Department

PeerConnect	Year 1 (Pilot Discount)	Year 2	Year 3
<i>Setup</i>	<del>\$1,750</del> \$1,312.50	\$0	\$0
<i>Maintenance*</i>	<del>\$1,050</del> \$787.50	\$1,050	\$1,050
<i>Users (105)</i>	<del>\$4,200</del> \$3,150	\$4,200	\$4,200
<i>App Training</i>	TBD	Upon request	Upon request
<b>Annual Total</b>	<b>\$5,250</b>	<b>\$5,250</b>	<b>\$5,250</b>

### Anticipated Annual Payment Schedule

PeerConnect	Year 1 (Pilot Discount)	Year 2	Year 3
<i>Setup</i>	<del>\$1,750</del> \$1,312.50	\$0	\$0
<i>Maintenance</i>	<del>\$1,050</del> \$787.50	\$2,100	\$2,100
<i>Users (159)</i>	<del>\$6,360</del> \$4,770	\$6,360	\$6,360
<i>App Training</i>	TBD	Upon request	Upon request
<b>Annual Total</b>	<b>\$6,870</b>	<b>\$8,460</b>	<b>\$8,460</b>

\*Maintenance: add \$300/yr for each additional department that joins and requires their own sub-organization within the main app/system. These departments would also be responsible for the User license fees for their own employees.

## Timeline

In a hurry to get set up or have a deadline you are working toward? We have had groups up and running in as little as three weeks from deal signature to launch, including training. Let us know if there are any timeline goals or requirements you need to meet.

Activity	Client Commitment	Duration
Discovery (preferences, contact form, etc)	1-2 hrs	1 week
Organization setup & configuration	0	1-2 weeks
System Admin & Peer Team training	2-4 hrs	2 weeks
Rollout & launch	1 hrs	1 week

## Thank you for considering First Response Mental Health,

Our team welcomes the opportunity to further elaborate on this proposal and answer additional questions that you may have about partnering with FRMH. If this proposal is acceptable to you, we will further discuss a contract document for signature(s).

Please do not hesitate to call or email – we are always happy to be a resource or support you when sharing this information. We look forward to speaking soon.

Thank you,



**Nik Fiorito**

Chief Strategy Officer

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