

April 3, 2025

NOTE: This webinar contains discussions of situations affecting mental health, including PTSD, violence, death, abuse, self-harm, and suicide. If you or someone you know is suffering, help is available. Please message a moderator for confidential resources.



### 65<sup>+</sup> Combined Years in Law Enforcement







### ROBERT AMBROSELLI

Former Project Consultant for Alameda County Probation Department & Director of State Parole for California 30+ years in corrections and state parole

### JACK MARTIN

Former Clark County Juvenile Justice Services Director 35<sup>+</sup> years in law enforcement







A SPECIAL TYLER WELCOME AND THANK YOU TO THE FIELD



# **Training Objectives**



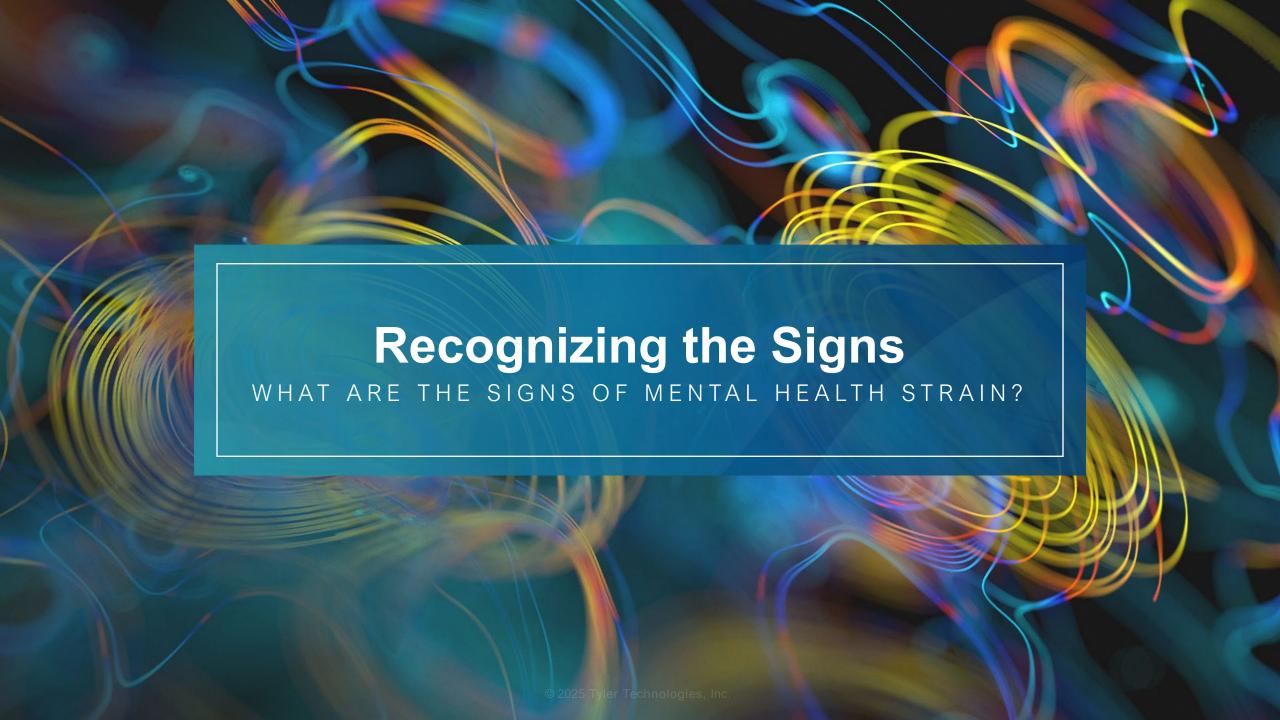
Identify the unique mental health challenges faced by community supervision officers.



Recognize and articulate the signs of mental health strain, including stress, burnout, depression, anxiety, PTSD, and trauma.



Describe personal and organizational approaches that support officer mental health and well-being.



### VICARIOUS TRAUMA

# What is it?

Indirect exposure to traumatic events

Cumulative over time

Can mirror PTSD symptoms









# Organizational Approaches











## **Organizational Practices**

Create a culture of openness & support

Implement employee assistance programs

Provide mental health check-ins & screenings

Train supervisors to recognize & address issues

Implement trauma-informed policies & practices



# California Department Of Corrections And Rehabilitation (CDCR) Employee Resources



Employee Resources

Peer Support Program

**Employee Onboarding** 

CTC Visitor Information

Personnel Services

Office of Employee Wellness

COVID-19 Staff/Telework Resources

Employee Assistance Program (EAP)

Law Enforcement and Community Services / California Chaplain Corps

Upward Mobility Program (video) 🗗

Reduction/Closure Information

cdcr.ca.gov/wellness

### **Employee Resources**

- Use the CDCR Wellness App (found on the intranet) to access all important employee resources using your mobile device.
- Learn all about CDCR reductions & closures, including which facilities are affected and options for employees.
- For CDCR employees teleworking and needing technical support please submit a Remedy Ticket on the Intranet or call the EIS Service D

#### Office of Employee Wellness

The Office of Employee Wellness (OEW) provides a safe, accessible, and connective space for proactive wellness support, education, and resources for all California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) employees.

#### **GET HELP AS A CDCR EMPLOYEE**

#### New to CDCR?

Whether you are an executive, manager, supervisor, or line staff our Onboarding Portal will help walk you through the steps needed to complete your hiring process.

VISIT THE ONBOARDING PORTAL

#### **External Resources**

#### Pay and Benefits

- Benefits
- Direct Deposit
- Pay Dates

#### **Forms**

Employee Action Request PDF ☑

#### Retirement

- CalPERS Application Process
- Retirement Benefits

## More Resources

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## More Resources

# Health and Wellbeing Employee and Family Resource Guide

Welcome to the Health and Wellbeing Employee and Family Resource Guide.

Office of Employee Wellness (OEW) provides oversight and administration of all statewide Wellness Programs and initiatives including; The Peer Support Program (PSP), The Employee Assistance Program (EAP), California Chaplains Corps (CCC) and the CDCR Wellness App. OEW's diverse and multidisciplinary team is dedicated to providing a safe, accessible, and connective space for proactive wellness support, education, and resources for all California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS).

OEW recognizes and applauds the work done by each of you every single day. No matter the classification, position, title or location, OEW is here for you. The information in this guide is an overview of the resources available to you. Many resources are at no cost to you or your family. If you have questions or you do not see the resource you need, please contact us at <a href="Wellnessnews@cdcr.ca.gov">Wellnessnews@cdcr.ca.gov</a>

Office of Employee Wellness
P.O. Box 942883, Sacramento, CA 94283
wellnessnews@cdcr.ca.gov
www.cdcr.ca.gov/Wellness

cdcr.ca.gov/wellness

- o California Chaplain Corps
- o Employee Assistance Program
- Peer Support Program
- Cancer Resources
- o Community Resources
- Crisis Resources
- o Domestic Violence Resources
- Financial Literacy and Assistance Resources

- Fitness and Health Phone/Tablet Applications
- Grief Resources
- Health and Wellbeing Books for Law Enforcement and Their Families
- Lesbian, Gay, Bi-Sexual, Transgender, Queer/Questioning, Intersex, Asexual + Resources
- Military Resources
- o Substance Abuse and Alcohol Resources



## **More Resources**

#### **Peer Support Program**

The staff Peer Support Program (PSP) consists of volunteer custody and non-custody staff who have the desire and passion to help their fellow staff in a time of need. PSP members have received extensive training in empathy, psychological first aid, critical incident response, active listening, and best practices for peer-to-peer support programs. The PSP serves to provide an empathic listening ear and facilitate pathways to professional help, or as a result of the following situations:

- Physical assault.
- Sexual assault.
- Hostage incident.
- Causing injury or death to person(s).
- Illness, death, and suicide.
- Substance use.
- o Personal Stress; or
- o Involvement in onsite and offsite critical incidents.

PSP members are available at each CDCR and CCHCS location and consists of volunteer custody and non-custody staff who are trained and have the desire and passion to help staff in a time of need.



#### **Contact Information**

Office of Employee Wellness Peer Support Program

CDCRPeerSupport@cdcr.ca.gov

Statewide Peer Support Manager & Statewide Peer Support Coordinator

Ashton Peterson

530-249-2844

CDCRPeerSupport@cdcr.ca.gov



cdcr ca gov/wellness





# **Technology**

Look for technologies that can assist in reducing redundant tasks.





## **Leveraging Technology**

Mobile mental health apps

Wearable devices for stress monitoring

Virtual reality for stress inoculation and relaxation

Teletherapy and online counseling platforms

Al for early detection and intervention

Digital platforms for peer support



er Technologies, Inc.

## **Enterprise Supervision**

PRODUCT CAPABILITIES

#### **Adult Case Management**

Pretrial, assessments, case plans, accounting

#### **Juvenile Probation & Detention**

Room check and RFID device support for tracking, visitation, grievance

#### **Justice Partners & Integrations**

Enhanced API toolkit, external partner assessment engines, drug test lab partners

#### **Client Engagement**

Self-serve check-in options via kiosks & mobile app, IVR reminders, online payments



#### Reporting & Analytics

In-application dashboards with robust reports, predictive analytics to determine risk factors

#### Al & Business Automation

Officer assist, smart document ingestion, NCIC to add criminal history using Al

#### **Electronic Monitoring**

Body-attached devices, EM lite tracking for non-violent offenders, alcohol monitoring, proactive device monitoring assists officers with workload

#### Officer App

Automated check-ins, reminders, keep-aways, curfew monitoring, victim alert







Prioritize mental health in strategic planning & budgets

Implement comprehensive mental health programs

Create a culture that values & supports officer well-being

Engage in regular self-care & seek support when needed

Continue research on mental health challenges & interventions

Take collective action for a resilient, effective community supervision system



The heartland of the United States, Kansas, known for its vast plains and rich agricultural heritage, is also home to an inspiring story of innovation, determination, and transformation within its judicial

Department Spotlight: Kansas Office of Judicial Administration

■ TEA Award Category: Performance & Innovation

In Kansas, the Office of Judicial Administration embarked on a pioneering journey to use technology to overcome constraints imposed by its traditional client management systems. By expanding a probation module to cover a wider range of client management needs, Kansas achieved a level of flexibility that permits handling different case types — criminal, domestic, and child in need of care CCINC) cases using one system. This robust approach enables court services officers to better provide comprehensive support and supervision.

The success of its adaptive, tech-centered approach earned Kansas a 2024 Tyler Excellence Award for Performance & Innovation. It also highlights Kansas' dedication to improving the operational efficiency, transparency, and accessibility of its judicial administration, and demonstrates the vital role effective supervision plays in bettering outcomes.

#### The Challenge

Organization Profile

The Kansas Office of Judicial Administration faced challenges with its previous case management system used across 104 counties in 30 judicial districts. Only one Kansas county — Johnson County — has been on a separate case management system, but it will transition in November 2024.

Initially, this decentralized case management meant that jurisdictions had their own processes, and each county established its own case-handling procedures. Amy Raymond, chief of trial court services, said this resulted in inconsistencies and limited the Kansas court system's ability to deliver service uniformly.

"Essentially, we had a hundred and five ways of doing things," Raymond said. "A primary goal implementing this new case management system was to get our arms around all the processes and create consistent statewide practices to improve how our court services officers serve the public and enhance our client-user experience."

- Streamlined statewide case-handling processes across 104 counties and 30 judicial districts.
- Achieved flexibility, handling various case types criminal, domestic, and child in need of care (CINC) cases using one system.
- Eliminated manual data processes, enabling comprehensive support from court services officers.





tylertech.com/resources

### **Case Study**

Kansas Streamlines
Case Management
Statewide









JACK MARTIN
CLIENT EXECUTIVE,
ENTERPRISE SUPERVISION
jack.martin@tylertech.com
520.664.6457







### ROBERT AMBROSELLI

DIRECTOR OF PRODUCT, ENTERPRISE SUPERVISION

robert.ambroselli@tylertech.com 800.686.1134 ext: 651023



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