

Crisis Support Solutions, LLC

We Help People Help Each Other



Why Your Organization Needs
Peer and Crisis Support

It's great to meet you!



We are honored and excited to talk with you about peer and crisis support services.

We believe that *caring* is key to enhancing any organization. It may sound “touchy-feely”, but think about it...we naturally give energy and attention to people and projects we care about most. Our organization thrives when people care about the work and those involved. Our most committed and dedicated members are those who care about the organization and advancing it's mission.

The opposite is also true. People who don't care about the organization lack motivation and enthusiasm. They have little interest in solving problems, sharing resources and offering support. They view work as something to benefit them - instead of being “in-service” to the organization.

This is why we say: *caring is key!* And there's a quick way to move people from *caring* to *not caring*...miss an opportunity to support and serve them (and their families) during a difficult time.

I'm sending you this document because we're talking with you about investing in a peer support / colleague care / crisis response program. This document outlines why your organization needs this program, details of the program, costs associated, testimonials and more.

I know there's a lot here. But, we cannot overstate the importance of *caring*. We want to help you build a support program that will infuse a “culture of care” throughout your entire organization.

In service,

Dorie

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Why this Program?

Because hurting people hurt people.
Because hurting people hurt themselves.
Because hurting people hurt organizations.

There is an initial “injury” that occurs as a result of a tragedy. Physical injuries are easy to spot and often quick to receive treatment and care. But powerful and unexpected events create mental, emotional and spiritual pain too.

Although, we can't prevent the initial tragedy (car accident, officer involved shooting, suicide of a loved one, job loss, unexpected diagnosis, natural disaster, etc.), we can invest in a program that empowers trained “peers” to provide care and offer hope. If - and when - organizations miss opportunities to demonstrate care, a secondary “injury” - or hurt - will occur.

We've all felt this hurt. You may have felt this when you were a kid. Or, you may have felt it last week. It's hurt that comes from disappointment. It's pain that comes from feeling alone. Once upon a time, something awful happened and you needed help. You needed someone - you cared for - to come and care for you. You believed that they would. But they didn't. Or they did and minimized your pain.

**It's hard to say which hurts worse: the initial injury
or the heartbreaking disappointment of lacking support.**

Whether you know it or not, people in our organizations are counting on us to come running. Maybe they call out for help - or maybe they hide...but (just like kids) they need compassionate support from those they trust.

By not responding effectively, organizations unintentionally create an additional, emotional pain that could have been prevented. This hurt will cut particularly deep for committed team members that feels the organization's inaction a poor return on their investment.

How do hurting people hurt people?

Hurting people hurt people (and organizations) in one of two ways: (1) they leave the organization or (2) they stay and spread their hurt to others. Let's take a closer look...

(1) **They leave.**

There are several different ways hurting people “leave” the organization. They may

physically leave. Quit. Walk out. Walk away. To the one packing his stuff, leaving is justified. He is hurt and angry. He cared for this organization and, now, he feels no cares in return. Why should he stay?

Leaving is quickly becoming the norm for millennials in the workplace. In January 2017, [Business Insider](#) reported two-thirds of millennials planning to leave their organization by 2020. Yet, in April 2016, [Harvard Business Review](#) reported top career goal for a millennial is to “make a positive impact on my organization”. With this, it stands to reason that support programs not only help those in crisis, but satisfies a “supporters” intrinsic need to provide care and connect their work to the “greater good”.

While some leave physically, others *leave* mentally, emotionally and/or spiritually. They may not feel walking out is an option, so instead, they show up physically but invest minimally. We refer to these as “the walking dead”. They may be physically present, but are lacking energy, ingenuity, passion, etc. Because they feel that no one cared for them, they have little interest in (and commitment to) caring for the work and advancing the mission.

(2) **They stay...and hurt spreads.**

These individuals are angry too. But instead of leaving - divesting energy - they stay and spread their pain throughout the organization. Typically, they do this in either passive-aggressive or aggressive-aggressive ways.

It's considered passive because it's not overt and easily identifiable. It's the person in the organization that spreads gossip, starts rumors, introduces doubt or plays on fears and insecurities. They refuse to make a new pot of coffee (even if they took the last cup) or add more paper to the printer (even though they know it's running low). They sabotage team cohesion by running late, shooting down ideas, or offering “solutions” that typically generate more problems. Because of their pain, they believe themselves a “party of one” - focused more on their advancement than the success of the whole.

Whereas passive-aggressive is subtle, aggressive-aggressive is loud and overt. Aggressive-aggressive hurt may manifest as the “office-bully” - jarring behaviors that are meant to frighten and intimidate others. These individuals see a “bus” coming and make the choice to push someone under it. Their hurt burns anger that “stabs” with quips, snark, hostility and putdowns that leave people feeling shamed and small. They make jokes at the expense of others. They dominate conversations and seek to control people and situations. Because of their pain, they believe themselves a “party of one” - focused more on their advancement than the success of the whole.

How do hurting people hurt themselves?

The basis of all anger is hurt, but not all hurt leads to anger. Sometimes, unresolved hurt leads deep sadness and depression. As explained earlier, the source of this secondary hurt is disappointment. The short version is: *I was in pain. I needed you. You didn't come running.* We often feel this as disappointment.

But, for the person that “believed” in the organization...believed in leadership to care and team members to support...this person is not just disappointed, they are deeply disheartened and disillusioned.

We often see this in people that invest their blood, sweat and tears into an organization, believing in the mission and committed to the people involved. But then the unexpected occurred. Something tragic. Maybe even something taboo. Their child died of an overdose. Their spouse committed suicide. They got drunk at a party and arrested for DUI.

Whatever the tragedy, he expected the organization to reward his devotion and be present. She expected the organization to reward her commitment and provide her care. But the organization missed this opportunity and secondary hurt happened. The individual is now experiencing shock and disillusionment. Imagine depositing weekly into a savings account to one day seek a withdrawal and learn the money is not there.

This is a startling and depressing place to be. With this, energy plummets and pain replaces passion. As outlined above, this individual may choose to leave or stay and spread their pain...or they may turn their anger inward. They may choose to “punish” themselves in self-destructive ways (excessive drinking, poor decision making, suicidal thoughts, etc.).

This is the picture of George Bailey in *It's a Wonderful Life*. Remember the scene on the bridge? Here was a man who reluctantly committed his life and resources to a town that he came to believe didn't care for him. Disheartened and hurting, George Bailey stood on the bridge, looking into the deep water and thought of ending his life. But the story doesn't end there. It wasn't just the angel that “saved” George - his friends showed up. The whole town showed up! Their outpouring of gifts demonstrated their love, respect and care for him.

I cry every time I hear George's younger brother, Billy, make his toast: “To my big brother George - the richest man in town”. George isn't rich because of the money poured out on the table before him, Mary and Zuzu, but because of the outpouring of care and support.

What is the cost of not caring?

“It is an absolute human certainty that no one can know his own beauty or perceive a sense of his own worth until it has been reflected back to him in the mirror of another loving, caring human being.”

- John Joseph Powell

Invest in a Process

Everyone recognizes the value and importance of training. Peer and crisis support services are provided to people during difficult times. In order to reduce risk and ensure effectiveness, volunteers providing these services require skills. To acquire and develop these skills, one must attend training.

Is training enough?

When leaders first hear of a peer support program and crisis support team, the response is often positive. And why not? There are many positive aspects of approving and funding such services. But, in order to provide exceptional service, one must build an exceptional program.

The goal of training is to provide participants with knowledge, skills and abilities to perform a task and complete a service. Support is the *service* - not the *program*. The goal of a program is to provide the organization (and team members) a clear understanding of roles, rules and responsibilities.

An organized program provides each peer and crisis team member a process by which to follow. This process is designed to ensure fairness, efficiency and reduce risk for all involved.

Our Seven Step Process

We have created a seven step process by which peer support programs and crisis support teams can build and grow. After a decade of field-testing and peer review, this seven step process has emerged as the foundational standard for peer and crisis support practice.

This is our seven step process:

1. *Develop, review and approve policy*
2. *Design and implement protocols*
3. *Create, review and implement standards for recruiting quality*
4. *Complete basic peer and crisis support training*
5. *Design and implement orientation and mechanism for ongoing supervision*
6. *Utilize a system that collects peer statistics and report outcomes*
7. *Engage in ongoing, in-service development*

Why these seven?

Similar to the “Goldilocks Principal”, these seven steps are “just right” to:

- ✓ Build buy-in with leadership and participants alike
- ✓ Address concerns of confidentiality and liability
- ✓ Attract quality, principled team members
- ✓ Ensure skill-based, response-ready training
- ✓ Track standards for measuring effectiveness
- ✓ Engage in supervision and continued development for all involved

We’re happy to train your team. But, investing in training only advances those team members - while investing in this seven step process enhances and advances a sustainable a program for years to come.

Invest in a Process with these Products

The products you purchase will determine the program you build - the program you build is based on the needs of your organization. Email dorie@crisisupportsolutions.com for free assessment of your organization and provide a report of recommendations along with a quote.

In the meantime, here are a few questions to consider:

- ▶ How many people are in your organization?
- ▶ Are you in the line of work where you encounter people in crisis?
- ▶ Are you in the line of work where critical incidents can happen?
- ▶ Do you believe your organization has a responsibility to care for members in crisis?
- ▶ Are there members in your organization that would enjoy being a trained “peer”, providing stabilizing support to those in need? If yes, then how many?
- ▶ Does your organization have current policies and procedures concerning response to critical incidents?

Steps 1-3:

If your organization does not yet have a peer and crisis support program, then we recommend our online course, [Three Steps to Start Up](#). This course is an introductory guide to building the foundation of your program.

This DIY course is complete with workbooks and instructional videos loaded with information, tools and templates you need to complete steps one, two and three. Invest \$425 and receive four licenses that allows each team member to work at their own pace.

Step 4:

After you complete steps one through three, you're now ready for step four: basic training! Crisis Support Solutions offers a two-day [Support for Individuals](#), two-day [Support for Groups](#) and a one-day [Stabilizing Violated Beliefs](#). The two-day [Individual](#) course is mandatory basic training for anyone providing peer and crisis support. However, need for additional courses are based on population and service provided.

The estimated investment of one student/per class day is \$130 (to exclude instructor travel).

Steps 5-6:

Steps five and six can be the most imperative for ensuring an effective program - but often overlooked. Not at Crisis Support Solutions! We recognize the importance of collecting and reporting statistical information to inform leadership and determine advances in your program. We also recognize the importance of "supervision" - giving new peers a chance to debrief interactions for both learning and self-care.

To complete steps five and six, we recommend our online course [From Supervision to Stats](#). This DIY kit comes complete with workbooks and instructional videos loaded with information, tools and templates you need for designing peer orientation, standards for supervision and guidelines for statistical collection and reporting.

Invest \$295 and receive four licenses that allows each team member to work at their own pace.

Step 7:

This is step seven - an online, member's only, website for continued development and in-service training. It is impossible to teach a peer everything there is to know in basic training. Therefore, we have created a premium, member-only website to grow your team's knowledge and elevate skills to "all-star" status. We call it "After-Basic All-Star".

Members can click through "Mini Refresh Courses", join experts for live webinars, have questions answered on live coaching calls, have instant access to resources, "go guides" and more. Access to the site is often included with training packages. Group discounts are also available.

“...We know that suffering produces perseverance;
perseverance, character;
and character, hope.
And hope does not disappoint...”

- Romans 5: 3-5

Don't take our word for it! A few "testimonials" . . .

Being in the corporate world for 30 years, and now being a pastor for 25 years I thought I had seen and had skills to handle any situation. After leaving the corporate world I became a Chaplain with Paulding County Sheriff's Office in Georgia. My first crisis was a double murder suicide involving a 3 year old. I realized quickly nothing in my life prepared me for this.

Soon after, I was able to attend basic training for chaplains with Crisis Support Solutions. Joey and Dorie taught each class and I was amazed at the tools, knowledge and passion they provided. Since then, I have been privileged to attend monthly coaching calls and webinars.

I now walk into any Crisis with confidence because of the training with Joey and Dorie.

- Chaplain, Georgia Sheriff's Association, Chaplain's Division

"As a federal law enforcement officer and CISM/Peer Support team member, I have found Crisis Support Solutions (CSS) to be an invaluable resource for our team's basic and advanced training, as well as our continued professional development as caring peers and helpers. The ability to work-at-your-own-time/pace benefit of online programs, coupled with personal coaching and mentoring of the CSS staff is unrivaled in the market place. If you are seeking to build a successful proactive CISM and Peer Support program in your organization, I highly recommend having CSS lead your way."

- Federal LEO Peer

"I have attended numerous training programs in the field of peer support and critical incident stress management. The programs offered by CSS are far superior to any offered by other organizations. It does not matter whether the class is delivered in a classroom format or as a distance learning, the CSS products are more engaging, better researched, and in touch with the field."

- 32 Year Public Safety Professional and Peer Coordinator

"Today's coaching call was challenging in a very positive way. I feel like there is so much in the area of self care to talk about. Trying to do it in a 60 minute block is like trying to eat Thanksgiving dinner in 15 minutes. So many good things, so little time. Appreciated all of it."

- Paramedic, Peer Coordinator and Member of "After-Basic All-Star"

About Us

Dorie is the CEO, partner and co-founder of Crisis Support Solutions, LLC. Dorie is committed to the [Crisis Support Solutions](#) (CSS) mission to help people help each other. Dorie and CSS believe that the only way to survive a difficult time is alongside the compassionate presence of a trusted soul. With training, connecting and coaching the core of CSS work, Dorie develops content and curriculum for in-class training or online support via webinars, coaching calls, refresh courses, quick guides and more.

Before going full time with CSS, Dorie worked for the past twelve (12) years as a Critical Incident Stress Management (CISM) Specialist and Peer Support Program Coordinator at the [Federal Law Enforcement Training Center](#) (FLETC) with the US Department of Homeland Security (DHS) at Glynco, GA. As Peer Support Program Coordinator, Dorie spent countless hours updating policy, drafting procedures, garnering support from leadership, connecting with counterparts in other agencies, exchanging ideas, learning from missteps, training team members and all for one single purpose: so that volunteers could be proud members of a Peer program that reflected the value and worth of their service and the people they served.

Dorie has been in the helping business her entire career. Whether as a legal advocate in a battered women's shelter, a treatment planner at a drug and alcohol rehab center or a chaplain at a hospital, Dorie has been present with people in crisis and recognizes the great responsibility that comes with caring for those in need. No longer providing direct client services, Dorie is now committed to helping people help each other as leader of the CSS team. Dorie's vision is to be a "force multiplier" - sharing information, education, networking opportunities and daily encouragement to those on the "front lines", providing direct support.

Joey is partner and co-founder of Crisis Support Solutions, LLC. Joey has worked for the past five years as a Licensed Professional Counselor in a private practice. He also serves as the Senior Chaplain for the Georgia Sheriff's Association and directly serves Bulloch County.

As a Licensed Professional Counselor and Chaplain, Joey counsels people on a daily basis on various issues ranging from stress/trauma, post-traumatic stress disorder, depression/anxiety, relationship/family, grief/loss, victimization, parent coordination, and suicide prevention. Joey also oversees Crisis Intervention Stress Management teams in throughout the state of Georgia. Joey also serves as an instructor and course developer for the GSA Chaplains Division for Liability and Confidentiality, Post Shooting Syndrome, and Line of Duty Death Protocol.

Joey earned his Master of Education in Community Counseling (M.Ed.) from Georgia Southern University, Statesboro, GA and a Master of Divinity (M.Div.) from the McAfee School of Theology at Mercer University, Atlanta, GA.



Be Capable