



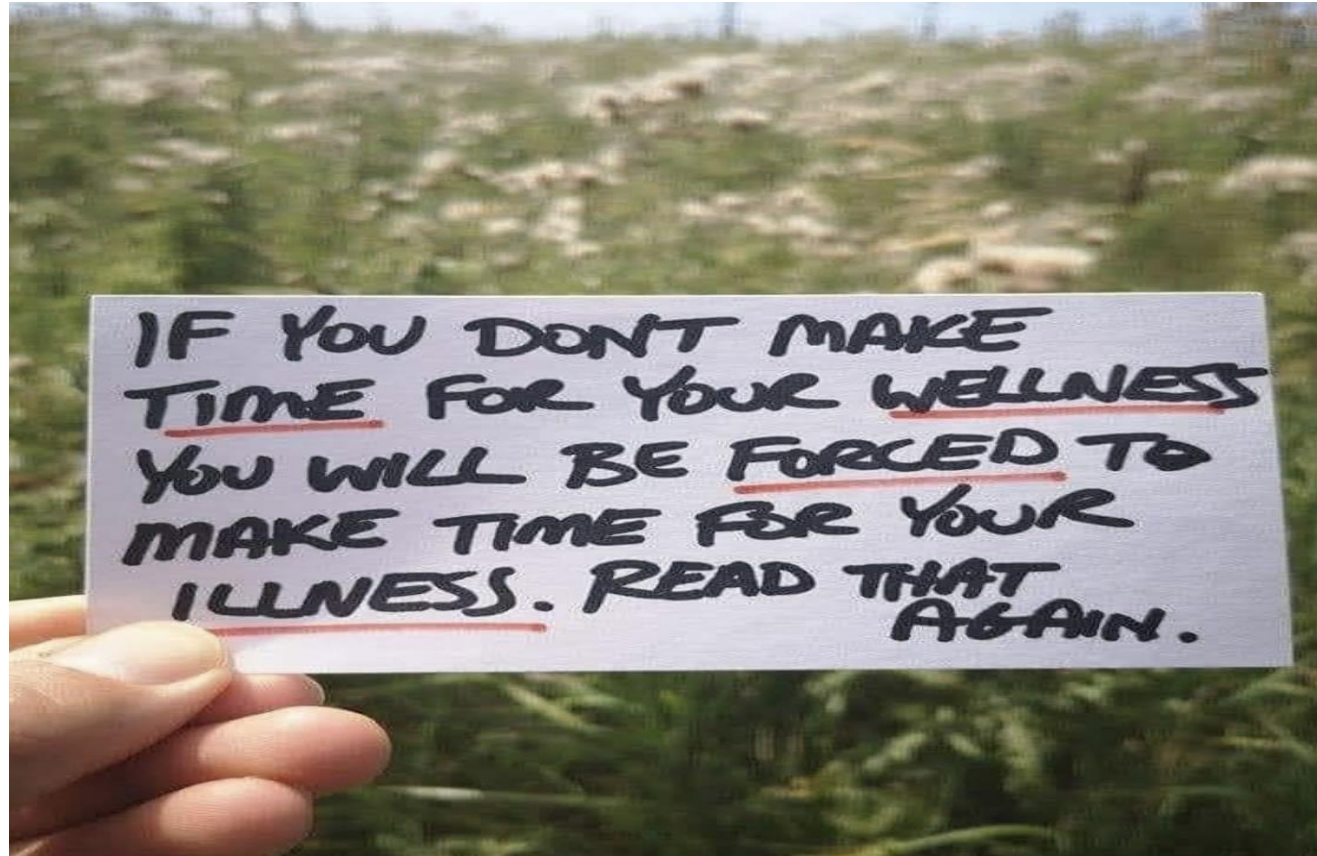
## Benchmark Analytics: Research Findings in Public Safety Wellness

Greg Weber & Erin Holznagel

# Goals and Objectives

1. Understand what top performing agencies do differently to have fewer officer injuries and lower liability claims than their peer agencies
2. Learn about the critical trends currently taking place within the law enforcement profession.
3. Identify key risk factors facing law enforcement agencies and discuss evidence-based recommendations.
4. Learn how your agency can improve the health, safety, and overall outcomes for your police officers and community members and provide input for future research.

# The iMPACT<sup>®</sup> Research Program: The Costs Associated with Non-Prioritization of Resilience and Wellness



# The iMPACT<sup>®</sup> Program Question

Why do some agencies have up to 60% fewer **incidents** than **similar agencies**?

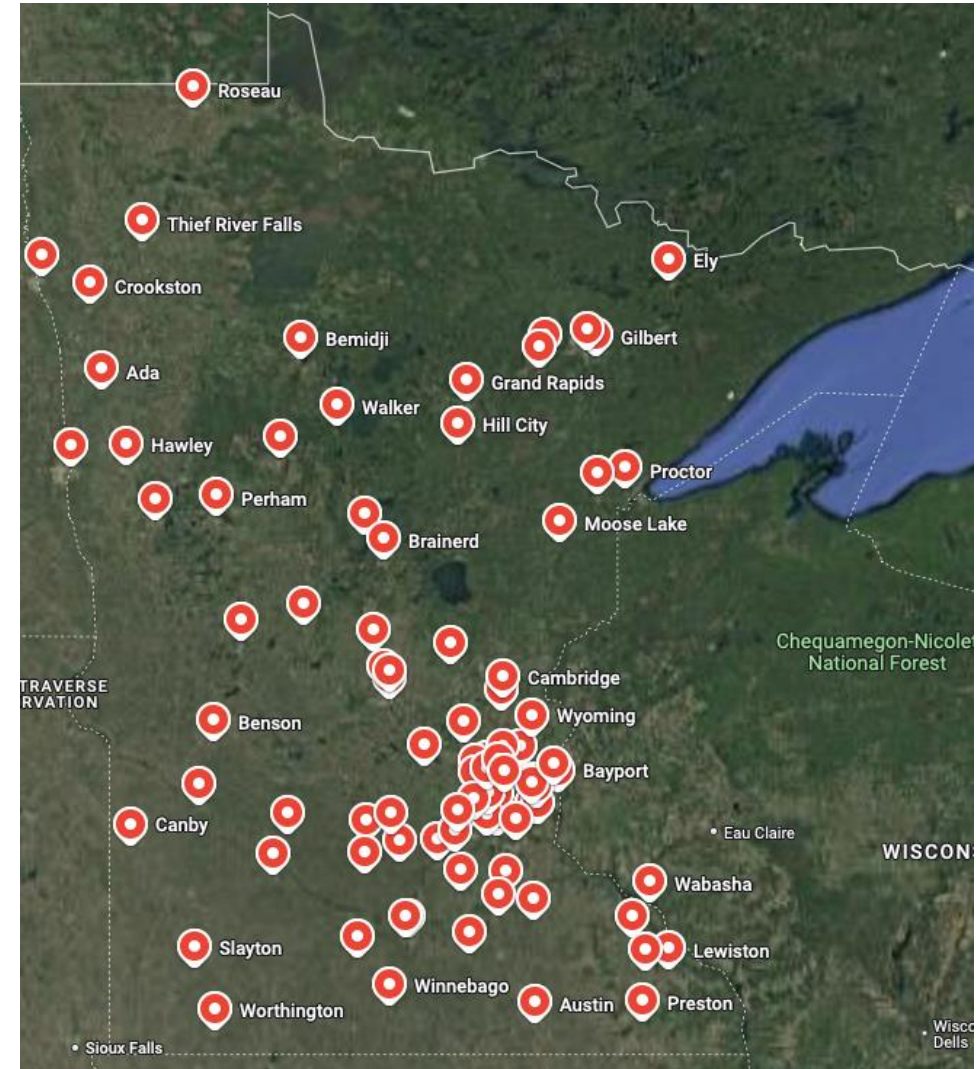




# Engaging Our Members

## iMPACT<sup>®</sup> Field Research

- Program to date, we've worked with over 100 member Chiefs and associated City leaders **representing a diversity of sizes, communities served and geographies.**
- This process collected vital insights and led to our current Evidence-Based Practice findings.
- This year we are expanding our work to engage more members and more areas of Agency operations.
- Thank you for engaging with LMCIT's iMPACT<sup>®</sup> program!



Member Engagement

# Success Defined

- **Better outcomes for each member**
  - Fewer / less severe officer injuries
  - Fewer incidents leading to liability claims
  - Employee Retention and Career Longevity





# Your Investment and Support Enable Success

“The information from the study’s results and presentation itself was outstanding. I believe this type of data is critical for police leaders and is an important lens for us to help shape/affirm our work. Thanks for the team’s efforts on this project!”

– Chief, MSP Metro Region



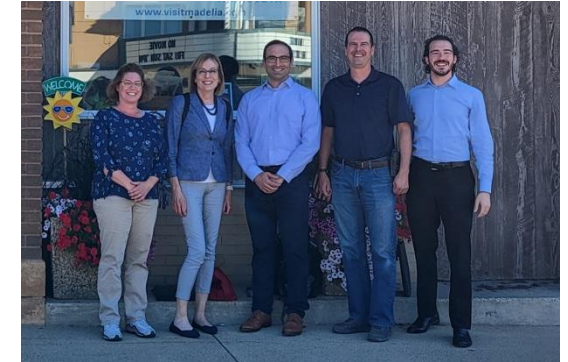
“Thank you for the additional information and taking the time to meet last week. It was very informative and I am looking forward to hearing more recommendations from the League/Benchmark. I am already looking at expanding what we are doing with “After Action Reviews” and creating a more robust practice/documentation process (with an emphasis on the positive).

If I can be of further assistance, please don’t hesitate to reach out.”

- Chief, Greater MN

“This [program] is badly needed. My industry is hurting. We need to change how we do things. We need the help.”

- Chief, Greater MN



“Evidence-Based Practices” show strong statistical evidence of reducing officer injuries and incidents leading to claims payments. This table is updated with latest findings from cumulative program research between ‘22 and ‘24.

Evidence-Based Practices	Practice Area	Liability Claims Reduction	Workers’ Comp Claims Reduction	Auto Claims Reduction
After-Action Review*	Operations	✓	✓	✓
Advanced Leadership Training	Training	✓	✓	✓
Wellness Programs	Wellness	✓	✓	✓
Check up from the Neck Up	Wellness		✓	
Peer Support	Wellness		✓	✓
Evidence-Room Practices (Audit, Technician)	Operations	✓	✓	
Mental Illness / Crisis Response Policy	Policies	✓	✓	
Restrictive Pursuit Policy	Policies	✓		✓
Lateral Hire Risk Assessment	Operations		✓	
Crisis Intervention Team (CIT) Certification	Training			✓
Emergency Vehicle Operations Policy	Policies			✓



Increasing Benefit

- Body Worn Cameras removed in ‘25. BWC reviews are included under After Action Review.
- Tasers omitted because near 100% adoption achieved yielding no further new adoption benefit.



# Outcome Based Wellness Programs

LMCIT & Benchmark's research reveals that top performing command staff make wellness a conscious and intentional part of their agency culture and everyday life. These agencies significantly reduce officer injuries leading to workers compensation claims and incidents leading to liability claims.

## Top Performing Municipalities & their Agencies:

- Offer formal wellness programs including measured outcomes spanning multiple aspects of wellness (mental, physical, family, financial, spiritual, etc).
- Foster employee-driven support and choice.
- Often provide meaningful financial rewards for achievement.
- Often measure participation rates and solicit feedback as part of program design.
- Often have a stated goals to “crush the stigma” of officer mental health and support.



# Outcome Based Wellness Programs

- There is no single Health and Fitness program or service that will meet all members needs, all the time. It is for precisely this reason that a variety of services exist and should be utilized accordingly.
- Physical health and wellness can change over time. Issues can be addressed and improved, leading to a stable, healthy condition and lifestyle.
- The goal is to return individuals to their work and their lives with the tools and support needed to reduce the effects of a critical incident and daily stress.

# Examples of Wellness Programs

- Therapy Dogs
- Equine Therapy
- Massage Chairs
- Wellness Rooms
- Contract Competent Clinical Providers/EAP
- 2 Wellness Hour's per Pay-Period
- Online Based Wellness platforms
- Mandatory Fitness Assessments (Alexandria/Eden Prairie)
- Voluntary Health Assessments

# Examples of Wellness Programs

- Physical agility Testing
- Family Support Programs
- Critical Incident Support/OIS Policy
- Sabbatical
- Financial Health Guidance
- Substance Abuse and Dependency
- Clinical Consultation Services
- Retirement Transition Assistance
- Chaplaincy Program



# 5 Steps to Building a Wellness Program

1. Wellness Starts with Leadership
2. Form a Team
3. Draft a Plan
4. Put your plan into Action
5. Measure for Success



# Where to Begin with Wellness

- **Role of City Administration/HR**
  - What are city policies/budget impacting this programming? What approval is needed for decisions? Are there any parameters that need to be developed to align with budgetary impacts and existing/new policies?
  - Legal requirements – especially with medical information/discrimination/ADA and consider whether GINA language disclaimers (specific statement included on medical certification forms that reminds healthcare providers not to disclose any "genetic information" about an employee) may need be included for forms employees may bring to medical providers (in the event there is a medical component to the wellness programming)
  - City Liability – required/recommended physicians or programs. How much is known about the credibility and validity of any medical tests/provider used in the wellness programming?
  - Some items might need to be negotiated with union – start with city's lead negotiator to explore this more.



## Learning From the Best: Research Insights From Top Performing Agencies

Questions / Support / Continue the Conversation



Erin Holznagel  
Public Safety Wellness Coordinator

Phone: 651-281-1206  
[eholznagel@lmc.org](mailto:eholznagel@lmc.org)

Greg Weber  
Chief (Ret.), Benchmark Public Safety  
Consultant

phone: (952) 292-7191  
[v.greg.weber@benchmarkanalytics.com](mailto:v.greg.weber@benchmarkanalytics.com)

