

# **ATTACHMENT 2**



**Trauma Intervention Program of Orange County**

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**ORANGE COUNTY**

## **City of Lake Forest – TIP Annual Report Services Breakdown and Statistics**

TIP of Orange County averaged 90 active volunteers in the 12-month period ending June 30, 2022. Volunteers are available 24 hours a day, 7 days a week, 365 days a year. TIP currently services 27 cities, 14 hospitals, and all unincorporated areas within Orange County. During that period, TIP also began servicing Fountain Valley and Huntington Beach. In Lake Forest, TIP may be called out by OCFA, OCSD or California Highway Patrol.

### ***Examples of Call Types:***

- Accidental Death
- Anxious/Depressed Citizen
- Auto Accidents – Injury or Death
- Auto vs. Pedestrian – Injury or Death
- Child Death
- Crime Victim
- Drowning
- Drug Overdose
- Fire Victims
- Homicide
- Medical Emergency
- Natural Death
- Senior Death
- Suicide Completed or Attempted
- Workplace Death or Injury
- Mass Casualty

## *Statistics*

### **July 1, 2021 – June 30, 2022**

|  |        |
|--|--------|
| Orange County - residents served .....                                   | 6,804  |
| Lake Forest – residents served:.....                                     | 196    |
| Lake Forest – follow up (calls, referrals, information, feedback): ..... | 255    |
| Lake Forest – volunteer hours on scenes:.....                            | 258+   |
| Lake Forest - average TIP response time (minutes) .....                  | 21     |
| Ready alert hours* in Orange County (including Lake Forest):.....        | 38,880 |
| Volunteer Continuing Education (hours):.....                             | 3240   |
| Reliability (calls responded to when requested): .....                   | 100%   |

#### **\*Ready Alert Hours:**

*Ready Alert hours are the hours that volunteers are ready for immediate action and response. In order to respond 24/7/365 and arrive in less than 20 minutes, TIP volunteers must be prepared and ready to respond within 3 minutes of being requested by emergency responders.*



**July 1, 2021 to June 30, 2022**

## **Lake Forest – First Responder Feedback Sampling**

*“Concerned mother reached out & thanked us for the service from TIP.”* Dep. Coleman, OCSD LF

*“Thank you! This case was very emotional.”* Dep. Sanchez, OCSD LF

*“Very helpful, worked with him multiple occasions, always supportive and caring. He always. Brings comfort to those he speaks to by his personality and personal experiences. Great asset and always a pleasure to see.”* Dep. Magallon, OCSD LF

*“Both were amazing and a big help. Thank you.”* Dep. Valentine, OCSD LF

*“Thank you for your time and effort. You are a blessing to us at the scene when we need to focus on our job.”* Dep. Pena, OCSD LF

*“The volunteer’s always extremely helpful during what is crisis to the families that just lost their loved one.”* Dep. Avanskaja, OCSD LF

## **Lake Forest Client Feedback Sampling**

*“He was very helpful in my time of need (my husband’s recent passing). He showed compassion & was there for my older son & I – we will be forever grateful for this kindness (this is a great service you offer people during a difficult time in their lives). Kevin was fabulous!! Thanks again.*

Nov. ’21, Lake Forest resident

*“I really appreciate you Tiff for being there as they transported from my home in L.F. to Saddleback Hospital, and the Dr. who told us he didn’t make it was not very concerned about our family. But you were so concerned & compassionate, and you even followed up with us. Thank you so much.”*

Jan. ’22, Lake Forest resident

*“Both volunteers were (or are) perfect for the job! They were caring and supportive during such a difficult day I had that day. I really appreciated their kind personalities and the hours they spent with me. Please thank them on my behalf, people like them really make a difference in the world.”*

June, ’22, Lake Forest resident

*“Simply amazing. I had no idea this service existed & so happy the deputies called them for my family. Everyone going through this horrible time deserves a service like this.”*

March, ’22, Lake Forest resident



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## Trauma Intervention Programs, Inc.

### *Fact Sheet*

#### I. Overview of TIP Inc.

TIP Inc is a non-profit 501 (c)(3) organization founded in San Diego County, CA, in 1985. Today, there are 14 regional affiliates serving over 250 cities nationwide.

#### II. Brief History

- 1985 .....TIP Inc. founded in San Diego, CA.
- 1991 .....TIP Inc wins the prestigious **Innovations in State and Local Government Award**.
- 1993-2013 ....TIP Inc establishes 15 regional Chapters nationwide serving over 250 cities.
- 2000 .....TIP Inc awarded the **Crime Victim Service Award**, the highest federal honor for victim service organizations.

#### III. Mission Statement:

To provide immediate on scene support to survivors of tragic events.

#### IV. The Problem Addressed:

- A. Survivors of tragic events have a tremendous need for compassionate support.
- B. Emergency responders do not have the time to care for those who are emotionally injured.
- C. Helping agencies are not available on a 24/7 basis.

## V. The Consequences

### A. The Second Injury

- ◆ *"We couldn't understand a word the doctor told us."*
- ◆ *"I will never forget the sight of them carrying my baby out like a football."*
- ◆ *"I had no idea what to tell the kids after their father killed himself."*

### B. Effect on the Emergency Response System

- ◆ *"I hate leaving citizens in shock behind."*
- ◆ *"I was tied up at the scene because I waited until the family got there."*

## VI. The Solution:

Citizen volunteers respond to emergency scenes to care for emotionally traumatized citizens.

## VII. Examples of TIP Clients

- **Family members** after the injury or death of a loved one.
- **Witnesses and bystanders** on the scene of a tragic event.
- **Disoriented older persons** who turn to public safety for non-emergency assistance.
- **Drivers** who accidentally injure or kill someone in a traffic accident.
- **Employees** after a tragic accident in the workplace.
- Survivors of a major transportation accident.
- Survivors of a residential fire.
- **Children alone** in the emergency department because of the injury or death of a parent.
- **Emotionally distraught patients** who are alone in the hospital.
- **Patients dying alone.**

## **VIII. The TIP Model**

- A. 24/7/365
- B. 20-minute response to any location requested.
- C. Broad Brush approach
- D. Integrated into emergency system
- E. Use of citizen volunteers (55 hours of training/background checks)
- F. Multi agency/regional/cost effective

## **IX. The Community Impact**

- A. Traumatized citizens receive immediate support. 98% report TIP was “*very helpful.*”
- B. Victims with special needs receive support (seniors, children, people with disabilities...)
- C. Public Safety personnel have a resource which saves time and reduces stress.
  - ◆ “*TIP released me from the scene*” – 89%
  - ◆ “*TIP allowed me to concentrate on my job*” – 92%
  - ◆ “*TIP reduced my stress*” – 96%

## **X. TIP Volunteers**

- A. All ages and backgrounds.
- B. 55 hours of training.
- C. Ongoing Continuing Education meetings.
- D. Background checks.
- E. On call 3, 12-hours shifts monthly.
- F. “*I get much more than I give.*”
- G. Become effective Citizen Helpers

## **XI. How TIP Works with Existing Crisis Intervention Providers**

- TIP Volunteers have a long history of working well as a team with Chaplains, Victim Witness Advocates and other providers.
- TIP Brings added value to the existing crisis response system by:
  - ◆ Providing quick response (20 minutes or less).
  - ◆ Providing 100% response to request for service.
  - ◆ Responding to the “daily disaster” which may fall outside the scope of service of other providers.
  - ◆ Responding to major critical incidents with other providers.
  - ◆ Bringing specialized and comprehensive services to crisis scenes (bilingual service, comprehensive Resource Guide, teen volunteer, comfort dog...)



# Outcomes

## Outcomes for Public Safety

- ✓ TIP allows emergency responders to offer support to residents at the worst time of their lives
- ✓ TIP volunteers are available to assist 24/7/365 and arrive within 20 minutes with a 100% response rate.
- ✓ TIP is an effective tool used by emergency responders to save time and to reduce their job stress:
  - *87% of responders report TIP volunteers free them to get back into service sooner*
  - *92% of responders report TIP volunteers allow them to concentrate on their job*
  - *97% of responders report TIP volunteers relieve their stress*
- ✓ TIP is available to provide assistance with “repeat callers.”
- ✓ TIP volunteers are a cross section of the local population resulting in the availability for emergency responders to request bilingual volunteers, seniors, teen support etc.
- ✓ TIP provides ***Public Relations Benefits*** by completing the circle of care.
- ✓ TIP is an important part of public safety’s ***Disaster and Critical Incident Preparedness*** by providing a well-trained critical incident response team to respond to major incidents.
- ✓ TIP is a grassroots cost-effective organization that spreads the cost across jurisdictions and between public and private sectors allowing agencies to only pay a fraction of the total costs of operating the TIP program.

## **Outcomes for Citizens in Crisis**

- ✓ TIP clients will have support and guidance in the first hours following a crisis event.
- ✓ TIP clients will have in information and tools needed to help them obtain community services in the weeks and months after the crisis event.
- ✓ TIP clients will have on-scene support necessary to prevent PTSD and begin the healing process.
- ✓ Recipients of TIP services are very grateful when they discover the person helping them is a fellow resident of their community who is there on a volunteer basis.

## **Outcomes for Volunteers**

- ✓ Residents who become TIP volunteers will gain the skills and experience necessary to provide crisis support outside of TIP when tragedy occurs in their families, neighborhood or workplace.
- ✓ Volunteers gain a better understanding and therefore become greater supporters of public safety agencies.
- ✓ Residents will have an opportunity to make a hands-on difference in the lives of others in crisis.

**♥ Trauma Intervention Programs, Inc ♥**

[www.tipnational.org](http://www.tipnational.org)

[www.whentragedystrikes.org](http://www.whentragedystrikes.org)

[www.tipgreaterportland.org](http://www.tipgreaterportland.org)

[www.tiporangecounty.org](http://www.tiporangecounty.org)

[www.tipoflongbeach.org](http://www.tipoflongbeach.org)

[www.tipofwnc.org](http://www.tipofwnc.org)

## TIP National Subsidiary Affiliates Managed by Trauma Intervention Programs, Inc

TIP of Orange County - Orange County, CA

TIP of Greater Portland - Portland, ME

TIP of Long Beach - Long Beach, CA

TIP of Western North Carolina - Asheville, Buncombe County and Hendersonville, NC

## Independent TIP Affiliates

TIP of Corona - Corona, CA

TIP of Foothill Mountains of the Sierra's, Inc - Prather, CA

TIP of Merrimack Valley, Inc - Andover, MA

TIP of Northern Nevada - Reno, Nevada

TIP NW - Portland, Oregon

TIP of San Diego County - Oceanside, CA

TIP of Southern Nevada - Las Vegas, Nevada

TIP of Southwest Riverside County - Murietta, CA

TIP of the Treasure Valley - Boise, ID

TIP of Yuba-Sutter Counties - Marysville, CA