

CHAPTER 8
MILITARY SUPPORT PROGRAM
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CHAPTER 8

MILITARY SUPPORT PROGRAM

1. PURPOSE.

a. The purpose of the Military Support Program (MSP) is to provide information, peer support, resources, and other types of assistance to departmental employees who are currently serving or have served in the military. The MSP will provide assistance to minimize personal and work related challenges associated with military service, including, but not limited to, the following: deployment preparation, deployment, reintegration, Post-Traumatic Stress (PTS), family support, service credit, pay warrants, and benefits.

b. The Department fully appreciates the sacrifice of our employees who are veterans or currently serving in the military. The Department is committed to supporting our military personnel while serving stateside or deployed overseas during peacetime or times of war. The MSP will serve to address the unique and specific needs of our departmental military personnel, veterans, and their families, and create a better understanding of military culture.

c. The Department recognizes in times of conflict, war, acts of terrorism, or natural disaster, more reliance will be placed upon our armed forces personnel. These occurrences may result in the deployment of our employees. Being called up to active duty, the active duty deployment, and reintegration back to normal everyday life presents unique challenges, and can be difficult for the employee and their family.

d. Post-Traumatic Stress is most commonly associated with war veterans returning from the battlefield. However, our own "peace time" law enforcement related PTS has taught us it can affect anyone who has experienced or witnessed profoundly traumatic events, such as serious accidents, combat shootings, torture, murder, bombings, life-threatening injuries, and natural disasters. The occurrence of PTS increases significantly for those who have spent time in war zones. Left untreated, PTS can manifest itself in such a way that job performance, attendance, and conduct (both professionally and personally) can become negatively affected. Therefore, assisting departmental employees with specific information about combat stress, critical incident stress management, and stress factors is a high priority for the Department.

2. POLICY.

- a. It is the policy of the California Highway Patrol (CHP) to support departmental employees who are serving, or have served in the United States Armed Forces. Commanders should identify all active members and veterans within their command and encourage them to complete a CHP 270M (refer to Annex A), Military Service Record. The original CHP 270M shall be placed in the employee's personnel file and a copy forwarded through channels to the Division's Military Support Officer (MSO) and the Office of Employee Safety and Assistance (OESA) MSP coordinator.
- b. Commands/Sections/Units are encouraged to maintain contact with employees within their command who are currently serving in the military. This interaction will strengthen the Department's commitment and assist with identifying any support need related to their military service, administrative processes, pre-deployment, deployment, reintegration, or referral to the Employee Assistance Program (EAP).
- c. Commands/Sections/Units shall immediately notify the Division MSO and OESA of an employee's deployment, and return to duty. The Division MSO shall make contact with the officer and provide support and information on available resources and services.

3. PRE-DEPLOYMENT SUPPORT.

- a. Deployment is a possibility for all employees who are currently serving in the military. Preparing for deployment can be a stressful time for service members and their families. The Department understands the activation process and the impact it has on employees, their families, and the Department. Pre-deployment support should begin immediately upon a commander becoming aware of an employee's current military service. Preparation for deployment begins with building trust and an understanding of the personal and professional challenges our employees in military service face. Commanders shall ensure pertinent information is provided to the employee prior to deployment. Information shall include the process regarding pay and benefits, family support, and contact information for maintaining a connection with the Department during deployment. (Refer to Annex B.)
- b. The commander shall ensure deploying employees are aware of the Department's Military Support Program, and provide the employee with MSP volunteer and Division MSO contact information.
- c. The Division MSO and OESA can assist in providing the following pre-deployment information:

- (1) Benefits
- (2) Compensation
- (3) Personal and medical leave accrual, use-or-lose policies
- (4) Service credit
- (5) Disability – injuries or wounds
- (6) Medical Veterans Affairs appointments
- (7) Family support through EAP
- (8) Required documents

4. SUPPORT DURING DEPLOYMENT.

a. The Department will continue to treat deployed officers as an important part of the CHP family. Commands are encouraged to maintain contact with the deployed employee and their family throughout their deployment. The Division MSO will also serve as a point of contact for the employee and their family. Once an employee has been deployed, many new challenges may arise. Support should be provided on an on-going basis during their deployment to maintain the connection between the employee and the Department. This includes:

- (1) Keeping a strong line of communication while the employee is away. This communication should include updates regarding pertinent policy changes, promotions and the promotional process.
- (2) Providing family support and keeping the family connected to available CHP resources for assistance with childcare, pet care, and Area recreational functions. Designating an Area/Section/Unit point of contact in addition to the Division MSO for family members to reach for assistance or support.
- (3) Providing information regarding stress and combat fatigue.
- (4) Promoting departmental involvement, by encouraging support from peers, Areas, and management, through postcards, Area greeting cards, and group care packages.

5. POST-DEPLOYMENT PROCESS.

- a. Prior to the employee's scheduled return to duty, commanders shall contact the employee to discuss the post-deployment process. This requires the commander to initiate several personnel actions to ensure the employee's smooth reintegration back into service with the Department and minimize possible disruptions in employee pay, benefits, and service credit. (Refer to Annex C.)
- b. This process should be modified to the employee and take into consideration developmental, personal or medical needs, reasonable accommodation, or any other issues specific to the employee or command.
- c. The returning employee should be encouraged to contact the Division MSO. The primary role of the Division MSO is to provide support and assistance regardless of rank or job classification, to facilitate the employee's smooth transition back to duty.
- d. The commander shall ensure the following items are discussed with the returning employee:
 - (1) Readjustment timing, including departmental familiarity and readapting to the CHP environment and policies.
 - (2) Transitional issues, including readjusting to civilian rules of engagement, administrative matters, family concerns, or financial hardships.
 - (3) Overall mental and emotional wellness.
 - (4) Changes within the Department.
 - (5) Refresher training, weapons qualification, officer safety, and vehicle operations certification.
 - (6) Work assignment, shift, regular days off, vacation sign-up, and requests for time off.
 - (7) Job and promotional examination opportunities.
 - (8) Safety equipment needs, assistance in reissuing, exchanging, or providing new equipment as needed.

(9) Other departmental or Peace Officer Standards and Training-mandated training.

(10) Payroll, timekeeping, health insurance, and employee benefits.

(11) Military separation paperwork.

(12) Contact information for the Division MSO and departmental MSP coordinator.

6. STRUCTURE OF THE PROGRAM. The MSP falls under the OESA and is administered by the MSP coordinator assigned to OESA. The MSP coordinator should possess a thorough understanding of active military service.

a. Divisions shall appoint an MSO who has knowledge and understanding of active military service. The MSO can be a uniformed or non-uniformed employee assigned anywhere within the division.

b. The name and current assignment of the Division MSO shall be forwarded through channels to the OESA.

c. The OESA will provide training and information to the Division MSO and serve as a point of contact as needed.

d. The MSP coordinator will also serve as the headquarters MSO.

e. The OESA will designate and maintain a list of MSP volunteers from within the Department's Peer Support Program.

(1) The MSP volunteers will be current peers with experience, knowledge and understanding of active military service.

7. RESPONSIBILITIES.

a. Military Support Program Coordinator.

(1) Promote and facilitate relevant military training, orientation, and stress management education program for all employees.

(2) Develop and maintain a support network for employees prior to, during, and after military deployments.

- (3) Act as a resource for managers, supervisors, employees, and family members who have questions about reintegration, combat zone stress, and PTS.
- (4) Maintain a list of professional resources - governmental and private, for potential wellness referrals.
- (5) Attend training seminars to maintain expertise in military policy, and protocols for military wellness services.
- (6) Assess training needs, report significant trends, and track the composition and geographic locations of MSP volunteers.
- (7) Develop and coordinate training of Division MSO and MSP volunteers.
- (8) Develop and facilitate joint military training related to the MSP with all branches of the armed forces.
- (9) Develop transition materials and programs.
- (10) Assemble educational materials on the MSP that can be utilized for training.
- (11) Provide MSP awareness through employee orientation and training.
- (12) Develop and maintain a web-based educational resource for departmental employees to access information on services to military members and their families, prior to, during, and post-deployment.
- (13) Compile and provide a report of MSP activities to the OESA commander, as requested.
- (14) Coordinate the recruitment, selection, and training of MSP volunteers.
- (15) Ensure that participants adhere to the MSP's confidentiality policies.
- (16) Ensure employees have departmental contact through all phases of the transition process to provide on-going support when needed.
- (17) Receive complaints regarding any part of the MSP, and forward to the OESA commander for resolution.

b. Division Military Support Officer.

(1) An MSO shall be assigned to each field Division. The MSO will facilitate Division and Area support of departmental employees concurrently serving in the armed forces. The MSO will also assist with the deployment process in an effort to improve procedural consistency and communication between OESA, Divisions, Areas, the military, and the employee.

(2) The MSO should be a member of the Department who has served in the military, and who is well versed in military customs, traditions, and the deployment process.

(3) The MSO will assist the employee with the preparation and submission of all required documents.

(4) Upon the employee's return from deployment, the MSO will serve in a support role and provide necessary information and assistance as needed.

c. Military Support Program Volunteers.

(1) The MSP volunteers will operate within the Department's EAP and provide assistance to departmental employees who are serving or have served in the military. Their primary purpose will be to provide support, guidance and assistance as needed.

(2) Recognize that participation in the MSP is voluntary and agree to be available to provide as needed.

(3) Maintain close personal contact with individual employees through all phases of the transition process to ensure that each receives the support needed to safely and effectively reintegrate back to duty.

(4) Keep all communications strictly confidential except as provided in the confidentiality policy statement. Refer to paragraph 11. of this chapter.

(5) Maintain contact with the MSP coordinator and the Division MSO as needed for review of MSP activities.

(6) Abstain from intimate social relationships (e.g., dating) with any employee, employee's family member, or departmental personnel to whom the MSP volunteer is providing support.

(7) Abstain from religious or financial entanglements with the employee.

(8) Avoid espousing any particular moral standard or philosophy to the employee.

(9) Assist in the presentation of OESA related programs to employees.

8. SELECTION OF VOLUNTEERS.

a. The commander of OESA, the MSP coordinator, and the OESA supervisor and/or designee(s) shall select and interview recommended employees for volunteers based upon their experience, knowledge of military service, and the needs of the Department.

b. Peers interested in serving as MSP volunteers shall submit a memorandum through channels to OESA indicating their interest and describing their experience and military assignment(s).

c. Commanders will make a recommendation regarding the employee's suitability for participation based upon job performance, observed interpersonal skills, maturity, judgment, and personal and professional credibility. Commanders should review the employee's personnel folder to ensure the employee has not been the subject of an adverse action that might adversely affect the function of the program. Recommendations will be submitted to the respective Division commander for comment and forwarded, through channels, to the MSP coordinator.

9. DISQUALIFICATION OF VOLUNTEERS.

a. An MSP volunteer who fails to fulfill any of the responsibilities of an MSP volunteer may be removed from the MSP at the discretion of the MSP coordinator, the OESA supervisor, the OESA commander, the employee's commander, Division, or Executive Management.

b. Integrity is essential to the effectiveness of the MSP. A breach of confidentiality or other inappropriate activity by an MSP volunteer shall be cause for an individual to be removed from the program.

c. The MSP volunteers may permanently or temporarily remove themselves from the MSP by notifying the MSP coordinator in writing.

10. TRAINING.

a. All MSP volunteers shall receive 16 hours of initial training by a professional to include the following:

(1) Information on stress assessment, PTS, and combat trauma.

- (2) Skills in crisis intervention, active listening, providing support, seeking mental health consultation, and referral information.
 - (3) Information on departmental employee assistance programs, legal issues, and the responsibilities and limitations of the MSP Peer.
 - (4) Information on typical immediate short and long-term psychological reactions to critical incidents.
 - (5) Policies and procedures of the MSP.
- b. All MSP volunteers shall receive a minimum of eight hours of annual maintenance training to include the following:
- (1) Updates on relevant information.
 - (2) Policies and procedures of the MSP.
 - (3) Maintenance of skills.
 - (4) Specialized training topics.
- c. Joint training with the military shall be conducted annually and shall be at least eight hours to include the following:
- (1) Military deployment process and updates.
 - (2) Policies regarding military and CHP support for veteran officers.
 - (3) Administrative processes involving pay and benefits.
 - (4) Resources and support programs available for veteran officers, their families, and the Department.
 - (5) Specialized training topics.

11. CONFIDENTIALITY.

- a. The MSP is a confidential program. The MSP volunteers shall not discuss information obtained while acting in a peer support capacity with anyone else unless required by law. An MSP volunteer shall not divulge shared information with other employees, family members, friends, supervisors, management, or the general public. An MSP volunteer cannot be found insubordinate for failure to

divulge information obtained as an MSP volunteer under any administrative investigation of employee misconduct other than for criminal conduct.

b. Employees shall be advised that confidentiality will be strictly maintained except in the following circumstances:

(1) Employee misconduct which constitutes criminal activity.

(2) Employee participation in misconduct which constitutes criminal activity will be divulged to the employee's commander and in any subsequent departmental administrative investigations.

(3) Should an MSP volunteer be subpoenaed to testify in court concerning information shared by an employee. Any MSO or MSP volunteer receiving a subpoena shall immediately notify the OESA.

(4) An MSP volunteer, while providing MSP services to an employee, obtains information that causes the belief that the employee may be an immediate danger to themselves or others. The MSP volunteer shall immediately notify the employee's commander and the OESA supervisor, who will assist in determining what steps should be taken. The OESA supervisor shall notify the OESA commander.

12. OBTAINING SERVICES.

a. Employees may contact the MSP coordinator, Division MSO, or an MSP volunteer at any time. Departmental or supervisory approval or notification is not required and an employee does not have to be experiencing a job related problem to receive MSP assistance. Self-referrals are welcomed and strongly encouraged.

b. Departmental MSP volunteers and Division MSOs are not psychologists or therapists and will not counsel, diagnose or treat employees. Employees who contact the MSP for help will receive support and personalized information about military resources for assistance and mental health referrals. Employees may elect to schedule future counseling sessions through EAP with a mental health professional, if desired, per their existing contract.

c. It is recommended the commander obtain the employee's current military unit of assignment, prior to the employee's deployment. If necessary, this will be used as a point of communication with the employee. The employee should ensure their command has the name and telephone number of a person to contact prior to deployment (family member, coworker, etc.).

(1) The Area commander or designee is encouraged to periodically communicate with the employee's designated contact person. The purpose of this contact is to assist the employee with any needs/questions during deployment.

d. Division MSOs will maintain up-to-date information regarding military resources and processes, and will provide this information as requested to Area Commanders. The MSO will contact the MSP Coordinator as needed in order to ensure all available assistance is made available to the Area Commander and employee to improve the level of service provided.

13. TIME REPORTING/STATE VEHICLE USAGE.

a. An MSP volunteer shall notify their commander and receive approval prior to accepting and responding to a request for service, whether on or off duty.

b. Use of a state vehicle is authorized provided a vehicle is available. If a state vehicle is not available or is impractical, the MSP volunteer's commander shall approve reimbursement for the use of a private vehicle.

c. Approval of the appropriate Commissioner is required for use of departmental aircraft.

d. An on duty MSP volunteer will be allowed to claim regular shift time when approved by the commander.

e. An off duty MSP volunteer will be allowed up to four hours of compensating time off when approved by his/her commander.

f. All MSP volunteers shall record approved peer support activity on the appropriate timesheet; a CHP 415, Daily Field Record; or CHP 71, Attendance Report, under the appropriate *Regular* or *Overtime* column utilizing Beat Code 915.

g. In the *Beat Hour Summary* column "MSP" shall be entered in the *Notes* section of the CHP 415 and/or the *Remarks* section of the CHP 71 and "RDO" if overtime was worked on a regular day off. The name of the employee to whom support was provided shall not be noted. The assigned command shall be entered for the entire shift or any overtime claimed, regardless of where MSP activities were conducted.

h. Any MSP activities which are not approved by the MSP volunteer's commander are strictly voluntary and are to be conducted on the MSP volunteer's own time. Such activities shall not interfere with any regular work obligations.

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ANNEX A

CHP 270M, MILITARY SERVICE RECORD

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
MILITARY SERVICE RECORD
CHP 270M (New 1-15) OPI 016

INSTRUCTIONS:

Retain original in employee's personnel folder and forward a copy to the Office of Employee Safety and Assistance. Contact the Office of Employee Safety and Assistance to update form information.

LOCATION CODE	NAME	I.D. NUMBER	DEPT RANK/CLASSIFICATION
830	Charles H. Phillips	1929	Officer
BRANCH OF SERVICE	CURRENT OR HIGHEST MILITARY RANK ACHIEVED	MILITARY OCCUPATIONAL SPECIALTY (MOS)	
Army	Lieutenant Colonel	Military Police Officer (31A)	
MILITARY ENTRY DATE	MILITARY RELEASE DATE	EMAIL	
1/1/1998	2/2/2012	cphillips@chp.ca.gov	
EMPLOYEE SIGNATURE	DATE	TELEPHONE NUMBER	
	2/12/2015	(916) 334-5264	

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ANNEX B

MILITARY PRE-DEPLOYMENT BRIEFING, SAMPLE MEMORANDUM

State of California

Transportation Agency

Memorandum

Date: February 14, 2015

To: Inland Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Mojave Area

File No.: 830.19011.18227

Subject: MILITARY PRE-DEPLOYMENT BRIEFING

On February 14, 2015, Mojave Area Commander, Lieutenant Eric J. Laika, ID #18227, contacted Officer Timothy H. Duluth, ID #19011, prior to active military leave. The purpose of this meeting was to conduct a pre-deployment support interview as required in Highway Patrol Manual (HPM) 10.5, *Employee Assistance Program Manual*, Chapter 8.

Officer Duluth was advised of the Department's Military Support Program offered through the Office of Employee Safety and Assistance, as well as the current contact information for the Inland Division Military Support Officer, Blayne K. Kenny, ID #19144. These services are provided in order to minimize challenges associated with military service, including but not limited to the following: deployment preparation, deployment, reintegration, post-traumatic stress, family support, service credit, pay warrants and benefits.

In accordance with Chapter 13 of HPM 73.5, *Uniform/Grooming and Equipment Standards Manual*, the Mojave Area coordinated the secure storage of all departmentally-owned equipment issued to Officer Duluth.

Please feel free to contact me at (661) 823-5500 if you have any questions or concerns.

E. J. LAIKA, Lieutenant
Commander

cc: Office of Employee Safety and Assistance

Safety, Service, and Security
CHP 51 (Rev. 06/2013) OPI 076



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ANNEX C

MILITARY POST-DEPLOYMENT BRIEFING, SAMPLE MEMORANDUM

State of California

Transportation Agency

M e m o r a n d u m

Date: May 15, 2015

To: Inland Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Mojave Area

File No.: 830.19011.18227

Subject: MILITARY POST-DEPLOYMENT DEBRIEFING

On May 15, 2015, Mojave Area Commander, Lieutenant Eric J. Laika, ID #18227, contacted Officer Timothy H. Duluth, ID #19011, who recently completed active military leave. The purpose of this meeting was to conduct a post-deployment debriefing as required in Highway Patrol Manual (HPM) 10.5, *Employee Assistance Program Manual*, Chapter 8.

Officer Duluth was advised of the Department's Military Support Program offered through the Office of Employee Safety and Assistance, as well as the current contact information for the Inland Division Military Support Officer, Blayne K. Kenny, #ID 19144. These services are provided in order to minimize challenges associated with military service, including but not limited to the following: reintegration, post-traumatic stress, family support, service credit, pay warrants and benefits. Additionally, the Mojave Area will coordinate refresher training, weapons qualification, officer safety, and vehicle operations certification in accordance with HPM 10.7, *Injury and Illness Case Management Manual*, Chapter 8.

In accordance with Chapter 13 of HPM 73.5, *Uniform/Grooming and Equipment Standards Manual*, the Mojave Area ensured all stored departmentally-owned equipment was in serviceable condition and reissued to Officer Duluth.

Please feel free to contact me at (661) 823-5500 if you have any questions or concerns.

E. J. LAIKA, Lieutenant
Commander

cc: Office of Employee Safety and Assistance

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