



Trauma Transformation: Tracking Critical Calls in your RMS for Effective Officer Mental Health Strategies

Law enforcement officers face immense psychological pressure on the job, yet the mental health challenges they face on a daily basis often remain overlooked and stigmatized, as many officers fear career repercussions or being perceived as "weak" if they seek mental health support.

For over 35 years, CODY Systems has supported law enforcement across the Commonwealth with RMS and data-sharing solutions, all driven by a central mission: equipping officers with the information they need to stay aware, stay connected, and stay safe. For years, our focus was on the physical safety of the officer on the street – equipping him or her with actionable data at their fingertips. Recently, though, as we have entered into a new era of RMS with our Pathfinder RMS product, we have begun to expand our health ‘toolkit’ to support the mental and emotional health of our users, too.

The emotional and psychological toll of policing can be immense, leading to high rates of post-traumatic stress syndrome (PTSD), depression, stress, anxiety, and ultimately burnout. Therefore, it has NEVER been more important for police departments to adopt technology that helps their Peer Support team identify and connect with officers in a proactive and respectful manner to provide the care they need when they need it most.

The mental health of law enforcement officers has gained increasing attention in recent years. Approximately 1 in 4 police officers have symptoms of PTSD, compared

to about 3.5% in the general population. According to Karen Solomon from the Blue H.E.L.P. organization, which tracks police officer suicides, 256 Officers took their own life in 2019—often due to untreated mental health issues. Suicide is one of the leading causes of death among police officers, with more officers dying of suicide than in the line of duty. These statistics are staggering and underscore the vital need for proactive measures to support officers’ emotional and mental health.

Mental and emotional health issues among officers can stem from various sources, including exposure to traumatic events, long hours on the job, and the sheer nature of the job itself. Unfortunately, the societal stigma surrounding mental health can prevent officers from seeking help, making it crucial for departments to create a culture that prioritizes emotional health and gives the pathway to healing.

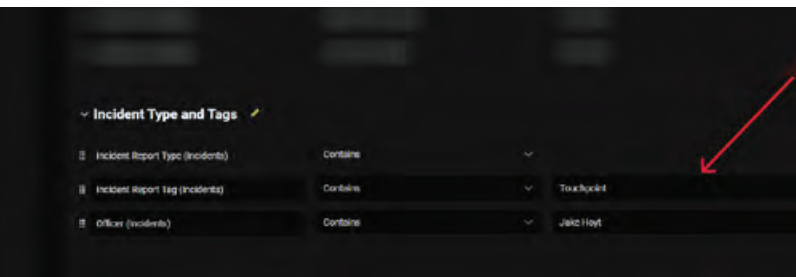
How your RMS can help track critical calls to inform mental health strategies

As a family-owned company and long-time supporter of law enforcement through funding for associations and training programs (like the FBINAA, several FBINAA

chapters, PCPA), CODY is dedicated to promoting not only the physical safety of our users, but also their mental and emotional well-being. As such, we've leveraged our technology expertise to help do our part for our law enforcement partners so they can begin to use the data in their RMS as a powerful tool for enabling timely peer support and follow-up.

CODY's next-gen web-based Pathfinder RMS provides tools to efficiently track routine impactful calls for service, through a simple to use, but highly effective tagging feature to add digital 'tag' incidents based on incident or call type. Essentially, the department can configure the

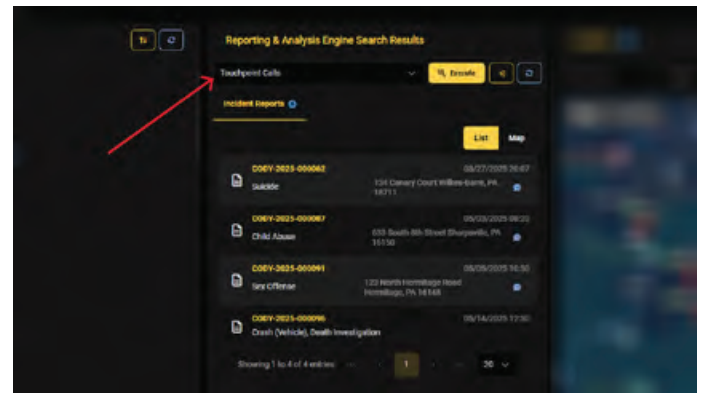
be created to show all 'touchpoint' calls in a given timeframe and review those by call type, officer involved, etc. Further, Dashboard widgets can be added to the appropriate personnel dashboards to they can monitor these touchpoint calls on a daily basis.



system to automatically add what we like to refer to as 'touchpoint' tags to incident reports, based on call type (all of which is configured by the agency using the Pathfinder administration toolkit). The department can configure/determine which incident types will trigger the incident to be tagged with a 'touchpoint'. After these types of calls are tagged in Pathfinder, the department can determine who in the system gets notified about a potential threat to an officer's well-being, for instance, prompting designated peer support members to reach out and check in on them.

The department can configure the system to automatically notify peer support personnel that a touchpoint tag was added, prompting them to follow internal procedures for follow-up, based on the incident type. This follow-up needs to occur ideally within one week before the officer's thoughts turn into behaviors and those behaviors turn into negative action, so having this real-time tagging and notification process could prove invaluable for providing timely support.

These 'tags' are also 100% searchable using Pathfinder's onboard Reporting and Analysis engine. Reports can



This capability to tag critical calls and incidents in real time will prove invaluable for identifying situations that may have a lasting impact on officers' mental and emotional health. Calls involving fatalities, violent confrontations, or child abuse can be especially traumatic. By categorizing and flagging these critical calls within Pathfinder RMS, departments can create a dashboard specific to the individual agency showing the officers that require follow-up support and paving the way for them to get the help needed. This proactive approach ensures that mental health resources are deployed where they are needed most in an efficient way prior to the thoughts becoming negative actions.

Peer support plays a critical role in addressing mental health challenges within law enforcement, offering officers a trusted space to speak openly with colleagues who truly understand the demands of the job.

Pathfinder RMS strengthens this process by providing a structured, efficient system for accessing and acting on vital information. With its browser-based accessibility and intuitive design, Pathfinder removes the need for time-consuming searches or manual requests—approved peer support personnel can view relevant data in real-time, enabling faster, more targeted interventions. By streamlining how departments identify and respond to emotionally impactful incidents, Pathfinder empowers agencies to shift from reactive to proactive mental health support—reaching officers before silent struggles escalate into lasting harm.

