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DuPage ETSB
421 N County Farm
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Attn: Eve Kraus

To Eve Kraus,

Attached please find a proposal for a three-day training course specific to 9-1-1 telecommunicators entitled Peer Support Knowledge and Skills for 9-1-1. The training course would be offered to 9-1-1 professionals employed at Addison Consolidated Dispatch Center (ACDC) and DuPage Public Safety Communications (DuComm) who are identified by their agencies as formal peer supporters. The course will include approximately 30 attendees. The three-day course is specifically designed to address the unique stressors inherent in the 9-1-1 work environment, as well as stressors that are unique to work as a first responder. The training will include the following:

1. The prevalence of mental health conditions in 9-1-1 telecommunicators and factors that increase risk inherent in the 9-1-1 environment, followed by discussion of predictors of suicide (day one)
2. Discussion on emotional socialization as first responders and the harms of avoidant coping (day one)
3. Brief overview of the literature on the impact of peer support for 9-1-1 telecommunicators (day one)
4. Defining the role of peer support and what makes it different than counseling (day two)
5. Overview of the Illinois First Responder Suicide Prevention Act, and discussion on building an effective peer support program and addressing potential barriers to effective peer support (day two)
6. Recognizing one's own triggers and struggles (day two)
7. Discussion and demonstration of active listening, reflection, and normalization (day two)
8. Peer support skill development through experiential exercises and practice (day three)

Sincerely,

Michelle M. Lilly, Ph.D.

Owner and Trainer

Peer Support Knowledge and Skills for 9-1-1

Description

A three-day training that provides didactic training on the prevalence of mental health conditions in the 9-1-1 industry, the harmful role of avoidant coping in the development and maintenance of mental health conditions, and factors that increase the efficacy of peer support. The training then shifts to experiential exercises designed to enhance peer support skills among attendees.

Trainer

Dr. Michelle Lilly is a Professor of Clinical Psychology at Northern Illinois University (NIU). She completed her undergraduate training at Brown University before earning her doctorate in clinical psychology at University of Michigan in 2008. Throughout her professional career, Dr. Lilly has studied the psychological and physical impact of violence and trauma. Her dissertation focused on how world views and coping affect risk for posttraumatic stress disorder (PTSD) and depression in female survivors of domestic violence. Early in her career at NIU, she became involved in research with 9-1-1 telecommunicators and has continued to focus on this understudied population. Dr. Lilly's research on mental and physical health in the 9-1-1 industry has been used to argue for job reclassification for 9-1-1 telecommunicators across the nation. She has done trainings across the country on the topics of PTSD, stress management, and resilience for a variety of public safety audiences. Currently, Dr. Lilly holds a grant from the state of Illinois to provide free trainings on PTSD and suicide for law enforcement. She is also the owner of Lilly Counseling and Consultation, a telebehavioral health practice for public safety and their families that provides evidence-based intervention for PTSD, depression, and anxiety. In addition, she provides organizational assessment and consultation through Lilly Counseling and Consultation. Dr. Lilly is a licensed clinical psychologist in the state of Illinois with APIT approval to provide therapy services across state lines.

Training venue

DuComm and ACDC will provide the venue for training.

Training dates

Agencies will work with Dr. Lilly to identify dates between July 1st of 2026 and June 30th of 2028 to complete up to two trainings.

Cost

Speaker fee for Dr. Michelle Lilly:	\$9,000
Total cost per training:	\$9,000
Two-year cost for three trainings:	\$18,000