



Analysis of Mental Health and Wellness Program

Report Number: OIG-2023-07

August 2023

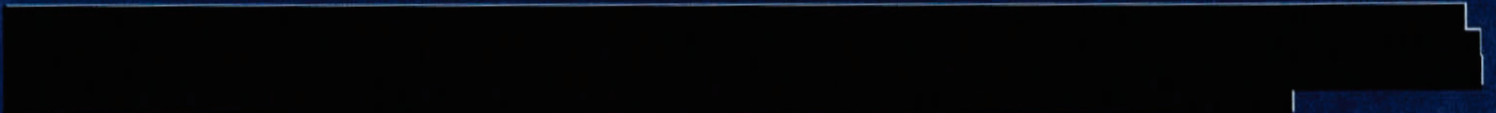
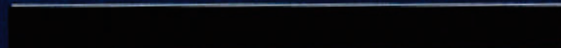


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At a Glance:

The Howard C. Liebengood Center (LCW) for Wellness, which was designated as such by Public Law 117-31, provides health and wellness services to United States Capitol Police (USCP) employees and their families. Services include coaching, on-site fitness centers and personal training, nutrition programs, and wellness support dogs. The LCW has made significant progress toward expanding its capabilities with additional staffing and the establishment of formal written materials. Additionally, the Department has created draft policies for the LCW Peer Support and Employee Assistance Programs; however, those policies have not yet been finalized.

Background:

The Office of the Chief Administrative Officer (OCAO) is responsible for the full delivery of administrative and support services. Additionally, the OCAO is responsible for employee wellness and resiliency. The Employee Wellness and Resiliency Division is responsible for developing and implementing a Department-wide holistic wellness and resiliency program. Focusing on serving both sworn and civilian employees, the program emphasizes the importance of physical fitness, nutritional health, mental and emotional health and, financial wellness. The Employee Wellness and Resiliency Division has facilities in the Fairchild Building, Eney, Chestnut, and Gibson Memorial Building, and at the Training Academy located in Cheltenham, Maryland. The program is led by a Director.

Prior to 2019, the USCP Wellness Center was solely focused on the physical wellness of officers such as personal training and conducting physical testing for applicants. As a result of the events of January 6, 2021, the wellness center was designated the Howard C. Liebengood Center for Wellness (LCW) by Public Law 117-31, and its capabilities expanded. The LCW offers many health and wellness services. Those services include health and wellness coaching, on-site fitness centers and personal training, nutrition program, and wellness support dogs.

Results:

The purpose of the wellness program within LCW is to provide free support and interventions to USCP employees. The LCW has made progress toward that goal by expending staffing and establishing formal written materials such as newsletters, bulletins, and administrative forms.

Since 2019, LCW has expanded the capabilities and services offered by the wellness center from personal training and fitness testing. The additional services include wellness and health services through wellness programs as well as Employee Assistance Program (EAP) staffing additions and the build out of the Peer Support Program. While the LCW utilizes contractors for administrative assistance, fitness specialist, and needs assessment services, all EAP, wellness, and peer support services are provided by employees. The Department utilizes contractors for administrative assistance, fitness specialist services, and needs assessments training for the program is provided through the U.S. Marshalls in partnership with the

International Critical Incident Stress Foundation (ICISF).

Current Staffing

As part of the shift to include services related to the mind and body aspect of wellness, in 2019, a Supervisory Wellness Program Manager was hired. After the events of January 6, 2021, funding was provided for three wellness specialists, and within the year those positions were filled. During this time the peer support program was established and two officers detailed to the program. In July 2022, an EAP Specialist was hired. Prior to the hiring of the specialist, the House Office of Employee Assistance (HOEA) handled the hiring of EAP Specialists through the established Memorandum of Understanding (MOU) with the HOEA. The change was made so that the positions could be filled internally by those with a background in high stress support. By January 2023, two more EAP specialists were hired. The Wellness Center currently employs four Wellness Specialists, three EAP Specialists—a Lieutenant, who also leads the Peer Support Program and a Private First Class who supports the Peer Support program in the Lieutenant's absence.

The LCW utilizes contracted services for administrative assistance, fitness specialist, and needs assessments. The contract for administrative assistant services is a Department-wide contract managed by the Office of Human Resources. The LCW manages the contracts for fitness specialist and needs assessments. As of July 6, 2023, the Department had spent \$195,842 on fitness specialist services and \$19,418 on contracted needs assessments.

Wellness Staff

The four wellness staff provide mind and body intervention support as well as coaching in specialties such as stress management, sleep, breath work, yoga, and nutrition. Wellness staff must have a background in working with high stress occupational populations. The requirements ensure that the staff are good cultural fits for the workforce they serve. The wellness staff support the USCP through resources such as counseling, educational briefings, and written materials. Staff are also certified in different techniques such as Eye Movement Desensitization and Reprocessing and Cognitive Behavioral Therapy.

EAP Staff

The three EAP Specialists and the Lead Employee Assistance Program Specialist (LEAPS) are licensed clinical social workers and able to provide clinical levels of support, problem assessment and identification, brief treatment intervention, outreach to the community, and supervisor and management consultation. Because the EAP is meant for short term intervention, clinicians are not meant to provide a formal diagnosis, however, as licensed clinical social workers, the staff are qualified to provide diagnosis which can assist with the quality of care provided by the EAP.

Peer Support Program

Peer Support Program training is provided by the ICISF. ICISF is a not-for-profit organization that provides training through the Marshalls. The Department entered into a MOU with the U.S. Marshals Service (USMS) to support creation of the peer support program in which USMS staff offer guidance mentorship, recommendations, and training to including suicide awareness.

There are currently four more training events scheduled through August 2023. In the future, on-going training will be provided that includes additional training for advanced crisis intervention as well as specific law enforcement training and suicide awareness.

Written Materials

The LCW has written materials that support the program. Those materials include draft directives, administrative forms, and periodic wellness newsletters.

Draft Directives

The LCW is in the process of establishing two directives in the draft phase. The directives are [REDACTED]

[REDACTED] establishes the policies and procedures for the USCP peer support program including the prohibited behaviors and record keeping. [REDACTED] establishes the policies and procedures for the USCP EAP including program participation and support from the HOEA. That directive also details the specific programs within the EAP such as the counseling and crisis interventions programs and the training/skills sessions. Both of those directives outline the programs confidentiality requirements and process for referrals to the programs. The confidentiality requirements for both of the programs state that participation in the program and the records maintained by the PSP and EAP are confidential. While the Department has developed draft policies for the LCW, the policies and procedures have yet to be finalized.

Administrative Forms

The LCW has created eight administrative forms which will be used to provide information to clients as well as establish confidentiality and information release agreements. These forms include the [REDACTED]

Wellness Newsletters

The LCW has established a periodic newsletter and begun distributing it on a quarterly basis. The newsletters provide an update on services that LCW offers and the resources available to USCP employees.

Wellness-Related Bulletins

The LCW releases information about upcoming training opportunities and events that the LCW is conducting for USCP employee's health and wellness.

Recommendation 1: We recommend that the Howard C. Liebengood Center finalize Directive [REDACTED]

[REDACTED], as well as any other policies, procedures, or forms needed to administer the wellness program.

Conclusion:

Since 2019, the LCW has added capability beyond physical wellness to include wellness and health service with the hiring

of additional staffing within the wellness program and EAP. The LCW has made significant progress in formalizing those programs through creation of written materials, including creation draft policies. However those policies have not yet been finalized.

APPENDICES

Objectives, Scope, and Methodology

In accordance with our *Annual Performance Plan Fiscal Year 2023*, dated November 2022, the Office of Inspector General (OIG) conducted an analysis of the United States Capitol Police (USCP) Mental Health and Wellness Program. Our scope included the status of the Mental Health and Wellness Program as of March 31, 2023. OIG objectives for the analysis of USCP's policies and procedures were to report on the status and capabilities of the Mental Health and Wellness Program

To determine applicable policies and procedures, we researched the Department's website and PoliceNet for applicable guidance and training. To determine compliance with USCP requirements, we reviewed USCP Directives and Standard Operating Procedures (SOPs). Additionally, we reviewed prior work OIG performed related to the Mental Health and Wellness Program.

We conducted this review in Washington, D.C., from March through August 2023. We did not conduct an audit, the objective of which would be the expression of an opinion on Department programs. Accordingly, we did not express such an opinion. OIG did not conduct this analysis in accordance with generally accepted government auditing standards. Had we conducted an audit and followed such standards, other matters might have come to our attention.

Recommendations

Recommendation 1: We recommend that the Howard C. Liebengood Center finalize Directive [REDACTED] as well as any other policies, procedures, or forms needed to administer the wellness program.

Department Comments



UNITED STATES CAPITOL POLICE

OFFICE OF THE CHIEF
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August 14, 2023

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MEMORANDUM

TO: Ronald P. Russo
Inspector General

FROM: J. Thomas Manger
Chief of Police

SUBJECT: Response to Office of Inspector General draft report *Analysis of Mental Health and Wellness Program* (Report No. OIG-2023-07)

The purpose of this memorandum is to provide the United States Capitol Police response to the recommendation contained within the Office of Inspector General's (OIG) draft report *Analysis of Mental Health and Wellness Program* (Report No. OIG-2023-07).

The Department generally agrees with the recommendation and appreciates the opportunity to work with the OIG to further improve upon the policies and procedures in place for The Howard C. Liebengood Center (LCW) for Wellness. The Department will assign Action Plans to appropriate personnel to address and remediate this recommendation.

Thank you for the opportunity to respond to the OIG's draft report. Your continued support of the women and men of the United States Capitol Police is appreciated.

Very respectfully,

A handwritten signature in dark ink, appearing to read "J.T. Manger".

J. Thomas Manger
Chief of Police

cc: Jason R. Bell, Acting Assistant Chief for Protective & Intelligence Operations
Sean P. Gallagher, Acting Assistant Chief of Police for Uniformed Operations
Magdalena Boynton, Chief Administrative Officer
[REDACTED]

