

Casualty Assistance Program (CAP) and Critical Incident Stress Management (CISM) Program

Interagency Course Catalog 2024-2025

OCTOBER 2024

USDA Forest Service

US Department of Interior



Welcome to CAP/CISM Training!

The USDA Forest Service Casualty Assistance Program (CAP) and the US Department of Interior Bureau of Land Management, Bureau of Indian Affairs, National Park Service and US Fish and Wildlife Service take a coordinated approach to assist employees, their families, and the larger interagency community following a casualty (while people usually associate the term “casualty” with death, casualty support also refers to support provided after a serious or traumatic injury or illness). These agencies provide support for both work and non-work related (off-duty) fatalities, injuries, and illnesses.

The program educates employees and agency leaders on what support, benefits, and resources are available following a casualty, trains official agency liaisons to engage with family members and hospital staffs and provides critical incident peer support to those impacted by the casualty.

“We simply cannot plan for the unexpected; we must prepare for it.”

The CAP and/or CISM programs offer an array of training and educational courses covering key topics such as managing critical incidents, death notifications, agency and survivor support, workers’ compensation, and policy.

This course catalog is a collection of training courses and educational resources made available to employees and external partners.

Descriptions

You Will Not Stand Alone (YWNSA)

Objectives: provide tangible resources for reference; provide an opportunity to build a support network; participate in incident-based scenarios to build familiarity with possible real-life events

Outcomes: students will gain knowledge, resources, and a support system to better prepare themselves and their home unit for a response to a critical incident; participants will identify home unit strengths, weaknesses, and opportunities and plan to adjust as needed to prepare for critical incidents; participants will gain knowledge, resources, and a support system to make proactive changes on their home unit.

Basic CISM – Assisting Individuals in Crisis and Group Crisis Intervention

This 3-day course combines the content of Assisting Individuals in Crisis & Group Crisis Intervention courses. Crisis Intervention is a specialized acute emergency mental health intervention that requires specialized training. Designed to present the core elements of a comprehensive, systematic, and multi-component crisis intervention curriculum, this course will prepare participants to understand a wide range of crisis intervention services for both the individual and for groups. Fundamentals of Critical Incident Stress Management (CISM) will be outlined, and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusing's, and the Critical Incident Stress Debriefing (CISD).

Advanced CISM – Assisting Individuals in Crisis and Group Crisis Intervention

Basic CISM is a prerequisite for this 4-day course. This course builds upon and is the logical continuation of the basic course. Using the SAFER-R framework as a platform, participants are introduced to scenario-based variations of the model. Topics such as advanced psychological triage, grief, suicide intervention, challenges in follow up and referral, and self-care are addressed. In addition, participants are asked to evaluate pre-recorded video examples of crisis intervention using the SAFER-R model. At the conclusion of this course, participants will have been exposed to specific, proven strategies to intervene with those suffering the ill effects of their exposure to trauma. Emphasis will be on advanced defusing's, and debriefings in complex situations.

Hospital and Family Liaison

Unexpected serious injury, illness or death invokes a unique set of emotional challenges that must be processed and dealt with. During this time of profound stress, employees and family members will likely be overwhelmed with all kinds of information and decisions that require immediate resolution. The Family and Hospital Liaisons bridge support services with the injured/ill employee and/or the grieving family. They also support the family and assure Agency officials that the family's needs are being met. Without a doubt, these are some of the most demanding and important roles in the incident support organization. This course will provide tools and guidance to liaisons.

Strategic Response to Crisis

Knowing what sequence of crisis intervention processes to use for which individuals or groups, at what times, and under what circumstances is crucial to all effective early intervention programs. The course will present essential information for the assessment of both crisis situations and the effects of critical incidents on people involved in those situations. Learn to create an effective plan of action to assist those in crisis and complete a series of exercises designed to sharpen assessment and crisis planning skills. Strategic planning and tactical decision making are emphasized, as are rationales for choosing one set of crisis intervention processes over another.

This course builds confidence that crisis interventionists will make the right choices of interventions for the populations they are assisting under specific circumstances. This course requires previous training and experience. ICISF's "Group Crisis Intervention" and "Individual Crisis Intervention and Peer Support" should be viewed as prerequisites.

Death Notification

Death notification is difficult, and emotional laden communication for those tasked to deliver this news with compassion. this four-hour seminar provides defined educational intervention which can improve confidence and competence in death notification.

Course Calendar by Region/Agency

Register for classes in your region/agency unless otherwise indicated. If you need a class in another region/agency work with your CAP/CISM Coordinator to register. All registration closes no later than one-month prior to the start of each course or sooner when at capacity.

Forest Service Region 1, Northern Region

Dates	Course	Location	Contact
02/04/2025 – 02/06/2025	Basic CISM <i>(hosted with BIA)</i>	Billings, MT	Justin Singer
03/24/2025 – 03/27/2025	Advanced CISM	Missoula, MT	Justin Singer
04/01/2025 – 04/03/2025	Basic CISM	Hamilton, MT	Justin Singer

Registration Link

Forest Service Region 2/3, Rocky Mountain & Southwestern Region

Dates	Course	Location	Contact
02/11/2025 – 02/12/2025	Hospital/Family Liaison	Denver, CO	Scott Bovey
03/16/2025 – 03/17/2025	Hospital/Family Liaison <i>(hosted with BLM)</i>	Prescott, AZ ***see note below	KC Yowell
03/17/2025 – 03/20/2025	Advanced CISM	Prescott, AZ ***see note below	KC Yowell
03/18/2025 – 03/20/2025	Basic CISM	Prescott, AZ ***see note below	KC Yowell
03/18/2025 – 03/20/2025	Basic CISM	Denver, CO	Scott Bovey
04/01/2025 – 04/02/2025	Strategic Response to Crisis	Denver, CO	Scott Bovey

Registration Link

***Note: for Prescott Courses at the Arizona Wildfire Academy direct sign-up [here](#) on November 1.

Forest Service Region 4, Intermountain Region

Dates	Course	Location	Contact
12/03/2024 – 12/05/2024	Basic CISM <i>(hosted with BLM)</i>	Salt Lake City, UT	John Knighton
02/18/2025 – 02/19/2025	Hospital/Family Liaison	Salt Lake City, UT	John Knighton

Registration Link

Forest Service Region 5, Pacific Southwest Region

Dates	Course	Location	Contact
01/21/2025 – 01/22/2025	Hospital/Family Liaison <i>(hosted with BLM)</i>	Arcadia, CA	Molly Day
02/18/2025 – 02/20/2025	Basic CISM <i>(hosted with BLM)</i>	Arcadia, CA	Molly Day
02/25/2025 – 02/28/2025	Advanced CISM	Arcadia, CA	Molly Day
03/19/2025 – 03/20/2025	Hospital/Family Liaison	Redding, CA	Molly Day

Registration Link

Forest Service Region 6, Pacific Northwest Region

Dates	Course	Location	Contact
02/04/2025 – 02/06/2025	Basic CISM	Redmond, OR	Paul Zerr
02/11/2025 – 02/14/2025	Advanced CISM	Redmond, OR	Paul Zerr
03/18/2025 – 03/20/2025	Hospital/Family Liaison <i>(hosted with BLM)</i>	Redmond, OR	Paul Zerr

Registration Link

Forest Service Region 8/9, Southern and Eastern Regions

Dates	Course	Location	Contact
01/13/2025 – 01/18/2025	CAP ACADEMY Basic CISM/Advanced CISM/ Hospital/Family Liaison (<i>registration for the CAP Academy is now closed</i>)	Bell Buckle, TN	Dale Snyder
05/28/2025 – 05/30/2025	Hospital/Family Liaison	Farmville, VA	Dale Snyder
06/10/2025 – 06/12/2025	Basic CISM	Buffalo, NY	Wendy Tresouthick

Registration Link

Forest Service Region 10, Alaska Region

Dates	Course	Location	Contact
04/14/2025 – 04/15/2025	Hospital/Family Liaison (<i>hosted with BLM</i>)	Fairbanks, AK	Doug Hoffmaster
04/16/2025 – 04/18/2025	Basic CISM (<i>hosted with BLM</i>)	Fairbanks, AK	Doug Hoffmaster

Registration Link

Washington Office - CAP

Sponsoring three You Will Not Stand Alone Sessions and four Death Notification sessions, sign-up in Regional Registration Links above.

Dates	Course	Location	Contact
04/07/2025 – 04/11/2025	You Will Not Stand Alone	Arcadia, CA	Wendy Mortier
05/12/2025 – 05/16/2025	You Will Not Stand Alone	Boise, ID	Wendy Mortier
06/23/2025 – 06/27/2025	You Will Not Stand Alone	Grey Towers, PA	Wendy Mortier
1/28/2025	Death Notification	Virtual	Wendy Mortier
3/3/2025	Death Notification	Virtual	Wendy Mortier
4/3/2025	Death Notification	Virtual	Wendy Mortier
5/7/2025	Death Notification	Virtual	Wendy Mortier

Only, if you are employed in a unit outside of a region, please register for these courses here: Registration Link

BLM

Dates	Course	Location	Contact
04/23/2025 – 04/24/2025	Hospital/Family Liaison	Boise, ID	Patty O'Brien
04/22/2024 – 04/23/2025	Hospital/Family Liaison	Springfield, OR	Patty O'Brien

For Basic CISM in Prescott, Arcadia, Redmond and Fairbanks and Hospital Liaison in Prescott, Arcadia, and Fairbanks, please use associated Forest Service Links above to enroll.

Registration Link

BIA

Dates	Course	Location	Contact
06/09/2025 – 06/12/2025	Basic CISM	Nashville, TN	Nelda St. Clair

For Basic CISM in Billings, please use associated Forest Service Links above to enroll.

Registration Link

More Info...

New Offering: Suicide Awareness Training

This course is recommended for those without formal mental health training, to recognize and respond and intervene with suicidal individuals. Audience includes peer supporters, line officers, agency administrators, emergency responders. Objective is to increase awareness, provide information and basic skills to respond to a person considering suicide and provide an initial overview of how to recognize and effectively intervene with suicidal individuals, to register for one of the virtual sessions, [click here](#).

ICS-100 and IS-700

Some of the CAP courses above are required to obtain IQCS positions including HLIA (Hospital Liaison) and FLIA (Family Liaison), and CISM (Critical Incident Stress Management Peer Supporter) and CISL (Critical Incident Stress Management Peer Support Group Leader). All IQCS positions require baseline training that includes IS-700 and ICS-100. These courses are available online at the FEMA Emergency Management Institute, National Incident Management System (NIMS), [click here](#).

Casualty Assistance Program: An Overview of Policy, Benefits, & the Worker's Compensation Program...AgLearn Training

Not familiar with the Casualty Assistance Program? Not sure if you are ready to get involved? There is a beginning course available on AgLearn, where you can learn the basics about the program, [click here](#).

Wildland Fire Learning Portal – CAP Community

This is a community of CAP resources available to anyone in need. The policy, procedures, toolkits, checklists, contact information, and more is available to anyone with a portal account. You do not have to be invited to explore this site, [click here](#).

Other Useful Websites

[Casualty Assistance Program | FSWeb](#)

[Casualty Assistance Program | US Forest Service \(usda.gov\)](#)

[Mental Health Subcommittee | NWCG](#)

[International Critical Incident Stress Foundation ICISF](#)

WO, Office of Safety and Occupational Health, Casualty Assistance Program – Contact Information

In case of casualty (fatality or serious injury/illness) call the 24-hour line at **202-205-1455**

Program Manager: Darlene Thompson, darlene.thompson@usda.gov, 301-806-0026

National CAP Coordinator: Todd Lerke, james.lerke@usda.gov, 505-362-4761

National CISM Coordinator: Wendy Mortier, wendy.mortier@usda.gov, 209-283-4552

CAP Specialist: Shawn Ray-Delmas, shawn.ray-delmas@usda.gov, 406-291-3150

CAP Specialist (detailed): Todd Legler: todd.legler@usda.gov, 307-272-4175

Regional CAP Coordinators – Contact Information

Region	Name	Number	Email
Northern R-1	Justin Singer	406-930-3473	justin.singer@usda.gov
Rocky Mountain R-2	Scott Bovey	308-430-3951	scott.bovey@usda.gov
Southwest R-3	KC Yowell	928-713-8890	kc.yowell@usda.gov
Intermountain R-4	John Knighton	385-467-4357	john.knighton@usda.gov
Pacific Southwest R-5	Molly Day	209-916-5248	mary.day@usda.gov
Pacific Northwest R-6	Paul Zerr	530-360-1661	paul.zerr@usda.gov
Southern R-8	Dale Snyder	936-465-5173	dale.snyder@usda.gov
Eastern R-9	Wendy Tresouthick	970-631-7221	wendy.tresouthick@usda.gov
Alaska R-10	Doug Hoffmaster	907-242-8863	douglas.hoffmaster@usda.gov

Department of Interior – CAP/CISM Coordinators

Bureau	Name	Number	Email
Bureau of Land Management	Patricia O’Brien	208-559-2959	paobrien@blm.gov
Fish and Wildlife Service	Edward “Eric” Fransted	208-972-7446	edward.fransted@fws.gov
National Park Service	Alyssa Givens	208-560-9058	alyssa_givens@nps.gov
Bureau of Indian Affairs	Nelda St. Clair	775-230-4351	nelda.stclair@bia.gov