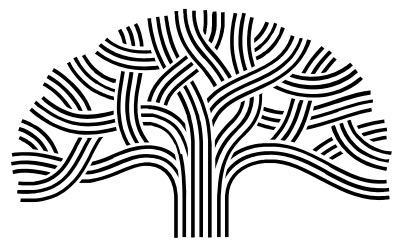


OPD Palmer Professional Services Contract

Oakland Police Department
Deputy Chief Lisa Ausmus
Lieutenant Thomas Sotto

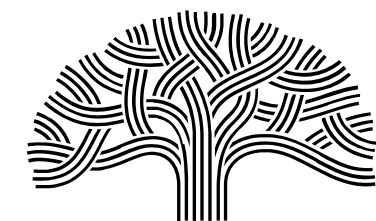


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Background

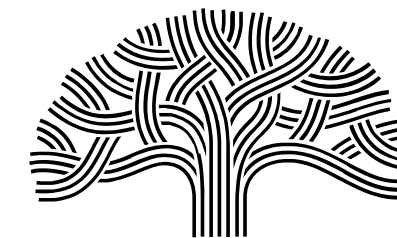
- Michael Palmertree, MFT, is a licensed psychotherapist with over 30 years of experience providing counseling to first responders including law enforcement agencies
- Mr. Palmertree specializes in PTSD, stress, and alcohol/drug abuse
- OPD has contracted his services since 2007
- OPD has conducted 3 RFPs for therapist services in 2008, 2012, and 2020 for which Mr. Palmertree was the sole respondent



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Background

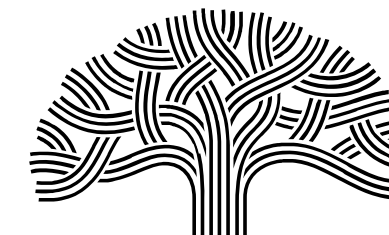
- Mr. Palmertree has developed the Critical Incident Stress Debriefing (CISD) program for law enforcement for dealing with severely traumatic critical incidents
- Mr. Palmertree also has developed a special alcohol/drug treatment program which allows for full payment for 28-day in-patient treatment
- He is also a pioneer in the development of employee assistance programs (EAP)



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Background

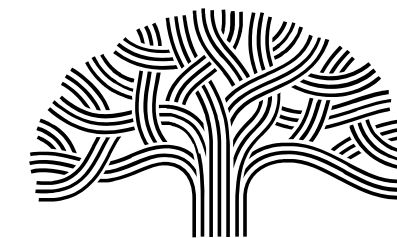
- OPD's Wellness Unit serves officers and professional staff by providing resources which include Peer Support, the Chaplain's Unit, Critical Incident Response Team, the OPD Medical Unit, and the Employee Assistance Program (EAP) together in one place.
- Mr. Palmertree assisted with the development of Peer Support, Critical Incident Response Team, and the Employee Assistance Program (EAP)
- Counseling services are a **critical** component of the Wellness Unit



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Background

- As part of the decision made by the United States District Court for Northern California ("the Court") in relation to the lawsuit brought forth in the case known as the Riders, the City of Oakland and OPD entered into a Negotiated Settlement Agreement (NSA).
- Tasks 40 and 41 of the NSA require OPD to establish an early identification and intervention program to detect and address police personnel engaged in at-risk behavior and substandard performance



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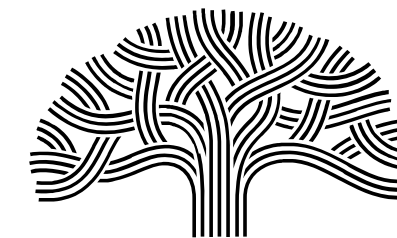
Services

Services	2018-19	2019-20	2020-21 (entirely during COVID pandemic)	2021-22	2022-23	2023-24
Clinical assessment and counseling	653 hours for 165 personnel	590 hours for 196 personnel	593 hours for 190 personnel	Saw 238 personnel	Saw 244 personnel	Saw 271 personnel
Consultations for behavioral or emotional issues	100	55	131	51	62	69
Referrals for programs and counseling	35	52	43	51	49	54
Crisis Intervention	15	8	15	18	16	21
Trainings	22 including 20 CPT presentations	23 presentations at CPT	N/A	*	*	*
Critical Incident Stress Debriefing	8 for 192 personnel	6 for 154 personnel	6 for 124 personnel	8 for 188 personnel	8 for 144 personnel	7 for 152 personnel
Percentage of OPD personnel receiving services	22%	22%	25%	31%	30%	32%

*no informational trainings needed as usage rate of services was robust

Services

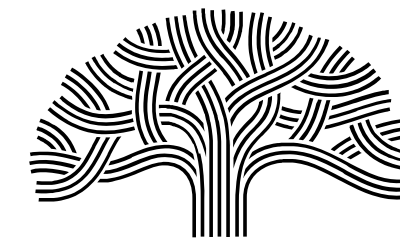
- In 2023 Mr. Palmertree conducted 7 formal group debriefings for which 152 officers attended
- The largest debriefing involved the line of duty death of Officer Tuan Le
- Other debriefings include cases involving death or injury of children, officer involved shootings (OIS), officers being threatened or shot at, and other traumatizing events



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Services

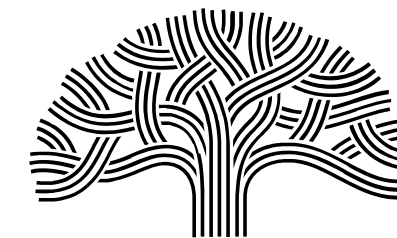
- Mr. Palmertree has destigmatized counseling among OPD officers and professional staff
- The steady increase in the usage of his services is also an indication of personnel being aware of the services and recommending it to their peers



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Proposed Contract

- Mr. Palmertree MFT services are \$175 per hour which is the industry average. (Comparison is a private pay psychiatrist's fees which range \$300-500/hour on average in California)
- The \$137,500 annual payment equals approximately 786 hours per year for individual counseling.
- Total five-year contract will be \$687,500



**CITY OF
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Proposed Contract

Waiving the competitive request for proposal/qualifications (RFP/Q), and the local/small local business enterprise program requirements.

- Long standing relationship for over 20 years
- His services also are a necessary component to staying in compliance with Tasks 40 and 41 in the NSA agreement.
- Early identification of issues allows proactive intervention for PTSD, trauma from critical incidences, and other psychological issues which can impact an officer's performance.
- If OPD was without Mr. Palmertree's services, over one third of OPD personnel would be without mental health services they have come to depend on.
- Staff wish to continue receiving services from Mr. Palmertree due to the trust, understanding, and longstanding history they have built with him



Personnel impact

How many years have you used Mr. Palmertree's services?

● less than 1 year	33
● 1-5 years	28
● 5-10 years	22
● 10 years or more	22



**Survey conducted May 2025; 104 respondents

Personnel impact

- For 2024-2025, the rate for use of services is on track to be 7-8% higher than the previous fiscal year
- Job related issues is the most common presenting problem
- In previous years relationship/family problems have been the #1 reason personnel contacted Mr. Palmertree

Personnel impact

- These are some of the statements from the 104 respondents to the survey regarding Mr. Palmertree's services:
- *I learned coping skills*
- *He's been with us for so long and understands policing from what it was then to how it is now. He knows officers for over decades which is helpful when talking about previous incidents*
- *...He was available quickly and supported through text as well as in person. Absolutely critical to have him, especially when it can take months to set up therapy without outside resources.*
- *He gave me strategies to help me deal with stress allowing me to return to full duty.*
- *The critical incident debriefings are paramount to recovering [from] major incidents*
- *Helped me work through PTSD related to multiple critical incidents as well as associated marriage issues as a result*

QUESTIONS

For more information contact Deputy Chief Lisa Ausmus at lausmus@oaklandca.gov or Lt. Thomas Sotto at tsotto@oaklandca.gov