

# The Idaho State Police Implements Comprehensive Wellness Platform with Versaterm Mindbase

700+

Officers & Staff

24

Peer Support Members

Nearly

80%

of Idaho Counties Are Rural

## Challenge

The Idaho State Police (ISP) sought to enhance its officer wellness program and resources to provide a more robust support system for their force. Like many other law enforcement agencies, they had an existing peer support team and a standalone wellness app that was underutilized and provided inconsistent experiences. This wellness group also sought to move their peer support tracking from spreadsheets and paper notes to a centralized application to reduce manual efforts while improving reporting. The ISP wanted to be able to bridge this gap so officers and other personnel could excel in managing both the physical and mental demands of their roles.

## About Idaho State Police

The Idaho State Police (ISP) has around 700 staff including 379 sworn covering an area over 83,000 square miles of businesses, motorists, community-based criminal justice and victim resources and law enforcement partners across the state. The ISP serves the Idaho population of over 1.9 million throughout six regional districts. Each district is home to a Patrol and Investigations division and additional uniformed enforcement divisions include the Commercial Vehicle Safety Section, the Alcohol Beverage Control Bureau and State Brand Inspectors.

# Solution

The ISP administrative office researched implementing a comprehensive wellness program, focused on providing proactive mental health support and resources. They also collaborated with their existing peer support group to tailor the program around the needs of their force. As part of this initiative, they decided to replace their current wellness app with an innovative solution that was more than an app. The integrated data system enables proactive identification of safety and wellness opportunities, ensuring enhanced support for ISP personnel. This allows them to prioritize check-in points with reminder data and consolidate wellness materials in one place.

The ISP introduced Versaterm Mindbase to help proactively address mental health issues and increase engagement with support resources throughout their force to ensure that officers were well equipped to manage these challenges. The solution was easy to deploy and offered advanced tracking, anonymous access to mental health resources, peer support monitoring and customizable tools to cater to the unique needs of officers in both rural and urban areas of the state.

While the ISP was confident the solution fit their needs, they also realized it was essential to get buy-in from key team members to develop and maintain a successful program. The support from these individuals helped drive the initiative forward, alongside the integration of the right technology within their existing peer support group.

## Key Outcomes

The adoption of the Versaterm Mindbase platform was widely accepted throughout the ISP. Officers, retirees and their families felt comfortable seeking help and utilizing resources in the application. By monitoring anonymized app usage, such as the number of downloads, and identifying trends around what



materials were being accessed most, the agency developed tailored training to address specific issues that their force was experiencing. The Versaterm Mindbase dashboard showed a 38% increase in receptivity to resources over a 180-day period throughout their agency. With the solution, the ISP was better equipped to build a culture centered around holistic and proactive education and care.

The integration of Versaterm Mindbase with ISP's existing CAD and RMS systems streamlined the peer support process by monitoring call logs and gathering real-time data on individual officer experience. This enhanced the peer team's ability to proactively check in with officers and increased the willingness to seek help and utilize wellness resources throughout the force. By prioritizing check-ins and tracking peer support activities, Versaterm Mindbase helped build a culture of wellness within the ISP. The app's anonymity and easy access reduced the stigma around prioritizing mental health and wellness for officers while empowering peer support.

The reporting capabilities that Versaterm Mindbase offered not only highlighted trends in app usage, but provided the ISP with insights into how the wellness program was being leveraged by officers. This allowed them to allocate resources and educational materials more effectively while adjusting training based on this data. Additionally, the platform tracked debrief calls, rated check-ins and accommodated virtual training opportunities.

When developing a wellness platform within a public safety agency, it is important to consider a comprehensive strategy that can adapt to evolving needs. Combining peer support, technology and a proactive approach to mental health has allowed the ISP to foster a workforce that is more equipped to perform at their best by prioritizing well-being and removing the stigma around getting help. The program continues to evolve, guided by the needs of officers, retirees and their families alongside the insights provided by Versaterm Mindbase.

"We wanted to grow the use of our wellness program and sought a solution that would help us proactively support mental health, streamline peer support, and provide key analytics to direct resources. Implementing Versaterm Mindbase has been such a positive change for our department, allowing us to foster a more open and supportive environment."

- Sergeant Jesse Avery  
Wellness Program Manager,  
Idaho State Police