



Protecting Those Who Protect the Nation

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Total Workforce Protection Directorate
Office of Health Security
U.S. Department of Homeland Security

This document is incomplete without accompanying discussion.



Agenda

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Introductions

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Disclosures

The DHS/OHS/TWPD presenters have no relevant financial or non-financial interests to disclose.

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Learning Outcomes

At the conclusion of this activity, participants will be able to:

- Understand the core tenants of an organizational wellness program, best practices for implementation, and the positive impact it has on an operational workforce.
- Learn the foundational elements of an Occupational Safety and Health program and how to successfully execute across a large operational Department with varying risks and complex mission sets.
- Become familiar with unique approaches to building an Occupational Medicine program from the ground up, across a large de-centralized Department with often stressful and potentially risky working environments.
- Understand the interconnectivity between Organizational Wellness, Occupational Safety and Health, and Occupational Medicine, enabling successful implementation of Total Workforce Protection.



*With honor and integrity, we will
safeguard the American people, our
homeland, and our values.*



DHS is the largest federal law enforcement agency

comprised of 22 COMPONENT AGENCIES

and 240,000 EMPLOYEES . Investing in the

HEALTH AND SAFETY of this workforce is the mission

of OHS TOTAL WORKFORCE PROTECTION .

ON LAND



Seize \$10.4 million worth of goods for intellectual property rights violations and fraud.



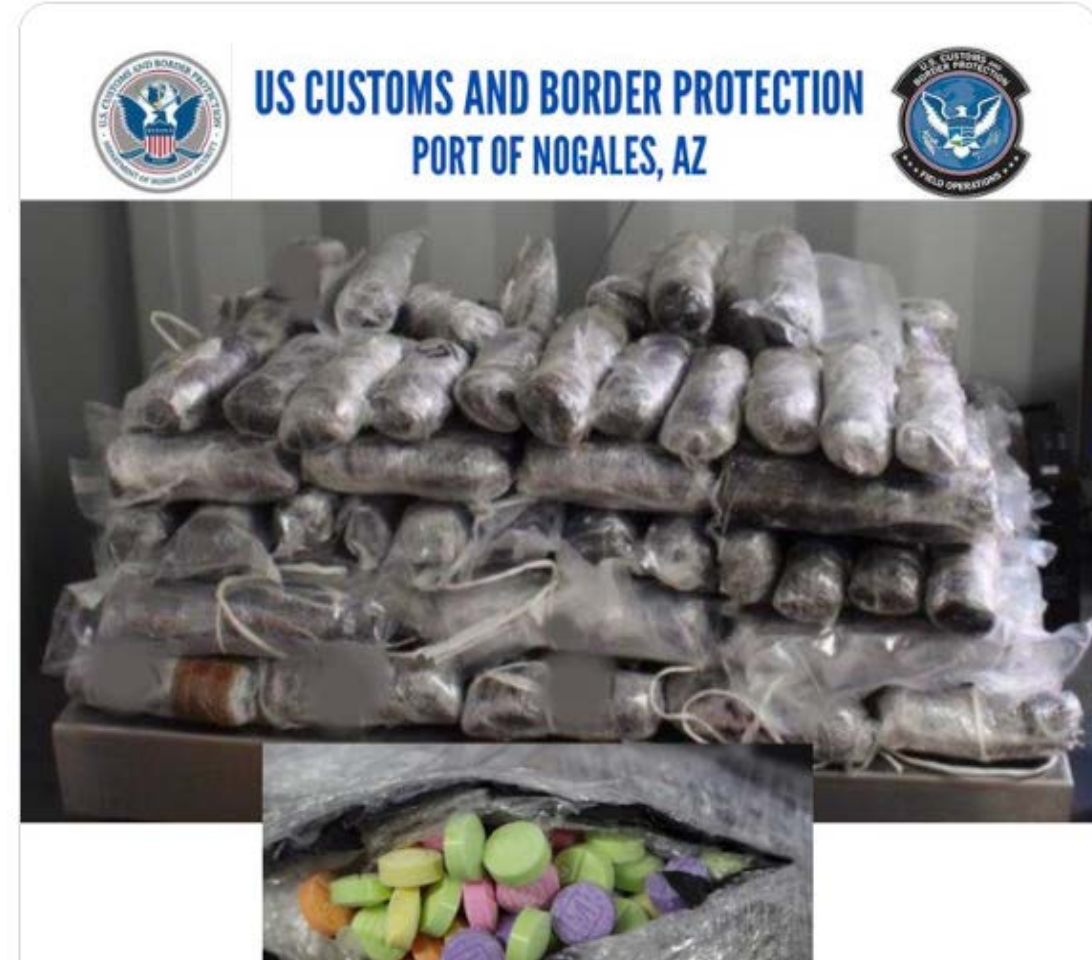
Clear 91,605 truck, rail, and sea containers, and 10,572 shipments of goods for entry to the U.S., collecting more than **\$306 million in duty, taxes, and fees.**



Operate at 328 land, air, and sea Ports of Entry and screen 868,867 passengers and pedestrians entering the United States.

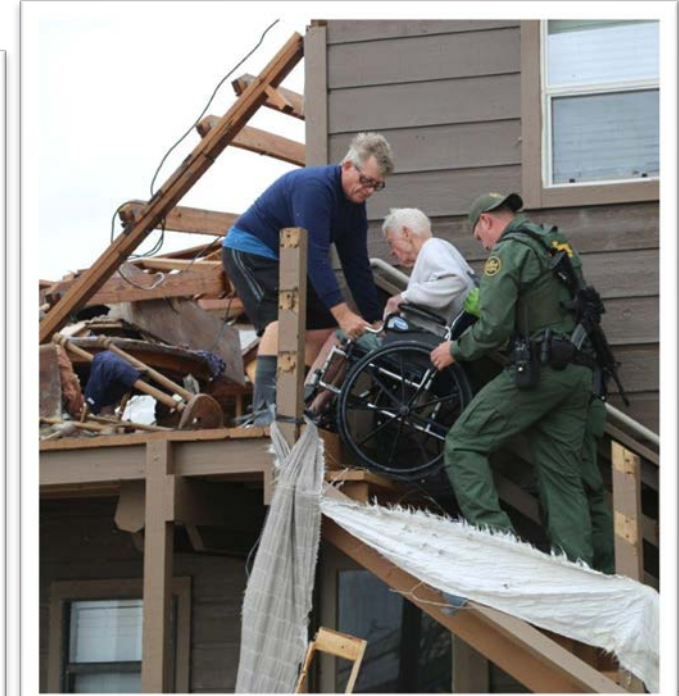


Patrol more than 7,500 miles of our land borders with Canada and Mexico.



Port Director Michael W. Humphries 
@CBPPortDirNOG

On Wednesday, CBP officers at the Nogales POE prevented 3 smuggling attempts of fentanyl pills from reaching U.S. communities. A combined total of approximately 304,760 fentanyl pills were found. Concealments included gas tank, dash, strapped to a body, and inside a body cavity.



AT SEA



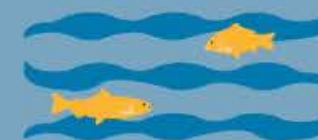
Patrol 95,000 miles
of U.S. coastline.



Protect 360 seaports.



Protect 3,700 marine terminals.



Protect 35,000 miles of waterway.



Conduct 45 Search & Rescue missions.



Interdict more than 2,700 pounds of illegal drugs and narcotics near U.S. Ports of Entry.





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Washington, DC



tsa @dudewithsign – That's no Rembrandt of a sign. You put that sign like a Crest on your head and got all Sensodyne about toothpaste. Glem this info, just make your Colgate 3.4oz or less in carry-on. You'll be feeling Aquafresh on your flight and at your destination(s).

#TSA #TravelTips101 #ToothPaste
#SetTheRecordStraight
#DudeWithSign

Edited · 83w



thatspellsfamily @momma_spells

37w Reply







Combat crime by **arresting 13 gang members and 6 suspects in human trafficking** investigations.



Train 2,519 law enforcement officers and agents.



Seize more than 5,000 pounds of narcotics, including nearly **100 pounds of fentanyl**, at Ports of Entry on the border, at checkpoints, and through investigations.



Seize more than \$190,000 in counterfeit U.S. currency from circulation.



Complete 5 infrastructure security assessments.



Provide protection to 30 government leaders and foreign dignitaries.



Protect 9,500 federal facilities and 1.4 million employees and visitors.





Welcome 3,800 new citizens at naturalization ceremonies across the country, including **42 members of the U.S. Armed Forces.**



Grant legal permanent resident status to 2,100 people daily.



Deploy more than 5,700 staff in response to disasters.



Reach 14 state, local, international, and private sector entities for election security and resilience each day through its trainings, exercises, panel presentations, and keynote speeches.



Office of Health Security (OHS)



OHS is the principal medical, workforce health and safety, and public health authority for DHS.

OHS strengthens the Nation's health security through leadership and partnership, a safer and healthier DHS workforce, and optimal care for those entrusted to us.

- **Where We've Been.** The creation of the OHS unified medical, workforce health and safety, and public health functions into one HQ office
- **Who We Are.** OHS's Mission & How it Delivers - Through Lines of Effort, Unique Value, and Component and Interagency Partnerships
- **Where We're Going.** Maturation of Authorities to Enhance Mission Delivery for a Healthier Workforce, Healthcare Delivery, and a Secure Nation

Total Workforce Protection Directorate (TWPD)

Protect those who protect the nation, through the delivery of high-quality health and safety programs and policies across all DHS that are vital to a mission ready and resilient DHS workforce.

Comprised of **senior subject matter experts** in the following areas: Organizational Wellness; Work Life; Employee Wellness; Health and Medical Readiness; Occupational Medicine; Veterinary Health; Occupational Safety and Health; and Workers' Compensation.

Works to improve the overall **physical and psychological health and readiness of DHS employees and their families**, as well as protecting the **health and safety of human and animal employees** while performing their job duties.

From onboarding and throughout the lifecycle of DHS employment, TWPD identifies, evaluates, and manages safety and health risks **in coordination with the DHS Components**.



The Total Workforce Protection Approach

TWPD protects and promotes the health of the DHS workforce through the efforts of three unique Divisions in conjunction with cross-cutting activities.

Cross-Cutting Activities

Work across all divisions in TWPD and directorates in OHS to drive collaboration and lead impactful programs in response to critical events such as the COVID-19 pandemic.



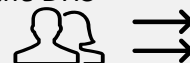
Health and Medical Readiness Division

Integrate efforts towards workforce health protection through policy, guidance, and activities that maintain mission continuity while minimizing health threats and work-related injuries or disabilities.



Occupational Safety and Health Division

Promote the development and administration of comprehensive safety and health and workers compensation programs and initiatives to minimize risk, prevent injuries and illness, and maximize injury/illness recovery in the DHS workforce.



Organizational Wellness Division

Infuse total workforce protection program areas within services and resources that address overall employee well-being, organizational wellness, and family outreach to more effectively impact mission readiness for the entire Department.



Alignment with 2020-2024 DHS Strategic Plan

 Strengthen departmental governance and management

 Develop and maintain a high performing workforce

 Optimize support to mission operations

Health and Medical Readiness

Health and Medical Readiness Division (HMR)

The Health and Medical Readiness (HMR) Division works to integrate efforts toward workforce health protection through policy, guidance and activities that maintain mission continuity while minimizing health threats and work-related injuries and disabilities.

Activity Highlights

- Collaborate with DHS agencies and external federal partners to ensure that the DHS workforce is appropriately protected so they can carry out their critical roles during and after an incident.
- Mitigate adverse health impacts of work-related risks to the workforce through medical guidance, programs, health advisories and policy development.
- Promote the detection and treatment of canine and equine diseases including coordinating with American Veterinary Medical Association (AVMA), Centers for Disease Control and Prevention (CDC), Department of Defense (DoD), and various federal agencies and private universities to uphold the health of animals in the DHS workforce.
- Work in partnership with our Organizational Wellness and Occupational Safety & Health Divisions to promote total workforce health and safety for the Department.

Spotlight: Vaccination Services Contract

Lead coordination and acquisition of a DHS-wide vaccination services contract to ensure DHS Component, Offices, and Directorates have the ability to administer and scale vaccines to the DHS workforce, and people under DHS care and custody.



HMR: Building the Foundation

- Promote and provide guidance to the Department for a robust Occupational Medicine Infrastructure
- Occupational Medicine Policy Development
- COVID Response and subsequent DHS-wide Vaccination Services contract
- DHS Canine Handlers and Equine Riders and Working Animals Workforce
- Total Workforce Health Protection Focus

Occupational Safety and Health

Occupational Safety and Health Division (OSH)

The Occupational Safety and Health Division promotes the development and administration of comprehensive safety and health and workers compensation programs and initiatives to minimize risk, prevent injuries and illnesses, and maximize injury/illness recovery in the DHS workforce.

Activity Highlights

- Identify Department-wide requirements for Safety and Health Program Management and strategic planning.
- Provide associated guidance and technical assistance to Components and Offices on risk assessments, workplace controls, and protective equipment for workforce protection related to known threats, accident experience or emerging threats that impact frontline operations.
- Manage and maximize the capability of the DHS-wide Workers' Compensation-Medical Case Management Services (WC-MCMS) contract, including maximizing worker recovery and return to work, identification of fraudulent practices, assisting with unique injuries, and tracking pandemic effects on regional workforces.
- Provide industrial hygiene technical expertise to Components; for example, establish ongoing technical requirements for national strategic source contracts for DHS employee personal protective equipment.
- Analyze injury and illness data to identify trends, high risk activities, and emerging threats. Respond quickly with Departmental guidance and assistance.

Spotlight: OSH Data in Response to Civil Unrest

In response to civil unrest in Portland, Seattle, and other cities, TWPDP OSH provided technical advice and assistance to ICE, CBP, and FPS that identified new hazards and special PPE needs for officer protection. This effort secured eye protection for ICE and FPS officers against laser attacks related to these incidents.



OSH: Reinforcing a Culture of Safety

- Ensuring consistent OSH programs across all DHS Components
- Building a Departmental Safety Data System
- Increasing awareness with data
- Managing risk in varied and dynamic missions
- Taking care of workers; medical case management
- Total Worker Health

Organizational Wellness

Organizational Wellness Division (OWD)

The Organizational Wellness Division inculcates a holistic strategy to infuse total workforce protection program areas within services and resources that address overall employee well-being, organizational wellness, and family outreach to more effectively impact mission readiness for the entire Department.

Activity Highlights

- Educate employees about work-life programs via direct engagement and increased awareness via proactive engagement messaging. Examples include public-facing site updates and establishment of the HQ Work-Life Champions Network to message efforts to more than 5,700 employees across 28 individual offices.
- Inculcate a total wellness culture that infuses the eight dimensions of wellness, work-life programs, and psychological and behavioral health efforts to address personal and professional life stressors that enhance suicide prevention efforts, improve resiliency, and increase operational readiness.
- Implemented emergency back-up care (EBUC) at HQ in April 2021; to date, roughly 620 visits have been authorized, saving 600 days of work that would have been missed due to care interruptions. DHS is currently examining ability to expand EBUC DHS-wide, as well as gradual expansion of Childcare Subsidy DHS-wide.
- Develop and curate content monthly for the Leading Well Supervisory Support website, meant to provide guidance, tips, and easy to find assistance for extremely challenging scenarios faced by supervisors to help them thrive and better assist their employees.
- Leading the acquisition process of a single EAP contract vehicle that provides culturally competent services for law enforcement, first responders, and veterans; enhanced services; and expanded tele-health capabilities for frontline workers in remote regions.

Spotlight: Work-Life Awareness Campaign

In response to data that identified DHS employees lacked awareness about work life programs, OWD held 31 Work-Life Roadshow briefings reaching over 3,000 employees and launched an Employee Resources website that has received over 2 million pageviews to date. Additionally, a one hour dedicated session was added during New Employee Orientation to educate recent hires of work-life programs during onboarding.



OWD: Leading the Way

- DHS-wide EAP contract sourcing vehicle
- Revised health and wellness policy
- New peer support policy
- Revised volunteer policy and programs
- Family outreach - Stronger Together: DHS Family Wellness Series
- Addressing daily life stressors via the 8 dimensions of wellness
- Improving Officer Well-Being in coordination with the Law Enforcement Coordination Council Third Pillar

Looking Forward

TWPD is strategically organized to advance Total Worker Health at DHS: policies, programs, and practices that integrate protection from work-related safety and health hazards with promotion of injury and illness-prevention efforts to advance worker well-being.

01

Standardize Occupational Medicine Policy

Build a DHS-wide occupational medicine infrastructure that supports workforce health activities via overarching policy. The policy will provide a way to link information about all aspects of employee medical readiness for the purposes of improvement, surveillance, and other questions related to workforce health and readiness.

02

Prioritize Occupational Safety and Health

Expand and elevate OSH activities across DHS to better meet the needs of the larger DHS workforce. The Division is looking to develop a DHS-wide Safety Data System to collect and analyze injury data and hopes to increase the technical expertise available to support Components. Safety culture must be integrated from the most senior leadership to the individual employee.

03

Fortify Organizational Wellness

Drive total wellness by addressing everyday life stressors throughout the 8 dimensions of wellness. Establish a HQ Peer Support program, procure DHS-wide EAP services with LEO centric features and increased culturally competent counselors, establish a formal mindfulness program, increase access to dependent care resources, and explore potential of an interactive wellness platform.

04

Pursue Innovation

Enhance a Department-wide infrastructure that supports DHS frontline employees thru innovative means across the employee lifecycle. Advance Total Worker Health activities via overarching policy and procurement of resources to address critical workforce improvements.

DoD Active-Duty Recruitment and Retention Challenges

- Ensuring the United States has a sufficient qualified active-duty military personnel is a matter of national security.
- DoD is facing the most challenging recruitment environment in 50 years.
- According to DOD, about one in four people in the United States between the ages of 17 and 24 are able to meet the recruitment requirements for military service. These include, for example, education and physical fitness standards.

CHALLENGES TO NATIONAL SECURITY

DOD's ability to recruit and retain qualified enlisted personnel and officers is critical to maintaining unit readiness and morale, ensuring sufficient levels of experienced leaders, and avoiding unnecessary costs. A number of factors influence DOD's ability to recruit and retain active-duty personnel.

Factors Influencing Active-Duty Personnel Recruitment and Retention



Source: GAO analysis of Department of Defense, Congressional Research Service, and GAO information. | GAO-23-106551



Office of Health Security

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