

Questions and Answers for
Mental Health Awareness and Training Program for El Salvador Police Force
INL22CA0063-WHPELSAL-MHATP-072122
Date: August 31, 2022

Question 1:

Under the A. Program Description/Overview it states, “In the past, INL has supported the Salvadoran Civilian National Police (PNC) by furnishing and making improvements to 14 Mental Health Units located in central units and police delegations nationwide.” *Are the lessons learned, risk monitoring documents, and/or evaluation data from this project available for review?*

INL Response:

From these Mental Health Units what can be available from the police’s central unit are the stats regarding patients treated (for example: # of patients, types of issues treated- suicides, substance abuse, violence, etc.).

Question 2:

Under the A. Program Description/Overview it states, “In addition, officer wellness training was provided to the 40 psychologists that make up the PNC’s Mental Health Unit”. *Is it possible to get contact information for this group to understand past training focus and lessons learned?*

INL Response:

The psychologists received a 40-hour course entitled “POST-TRAUMATIC STRESS, MENTAL HEALTH, AND WELLBEING.” The assessment should include discussions with these psychologists to further understand the services that are available to the police personnel and their family members. INL will connect the winning implementer with the PNC Mental Health Unit.

Question 3:

After review of the announcement, it is believed that to deliver training for this large scope of work (over 20,000 personnel), the best practice to support sustainability and ongoing learning would be to have our Master Instructors deliver several Train the Trainer courses to selected El Salvador Police Force instructors. The instructors would graduate from these classes with the knowledge, skills and abilities to deliver the 2-hour courses and be provided master copies of all of the student materials to distribute. Then their own instructors could deliver the 2-hour training to the entirety of the El Salvador Police Force as staffing and schedules can accommodate. The applicant would still provide virtual coaching to the instructors and still provide all data metrics on deliverables. Is this delivery method an option, or is it the intent that the only method of delivery is to have our personnel provide all the training classes to all the personnel?

INL Response:

Having a Train the Trainer program could be a good idea, as long as proper **in-person** supervisory, mentoring, coaching and feedback is provided during the program implementation to the new group of instructors. It is also important to make sure that the police have personnel resources and availability to carry out and meet the goals of the project.

Question 4:

Considering the distances some officers might have to travel to attend training, and the continuing efforts to contain the COVID-19 pandemic when personnel may be quarantined but otherwise are available to attend virtual training safely, can the 2-hour course also be developed and offered as an online course for El Salvador Police Force personnel to use when circumstances don't allow them to attend in-person? Data metrics are also easily captured in this format.

INL Response:

The training should be provided in the police officers' standard work areas preferably to avoid long distance travel. Instructors should be traveling to PNC delegations to train personnel, so as not to considerably affect police operations. A virtual scenario would be considered as plan B, in case of COVID outbreaks or other type of emergencies.