



 **Okaya** —

The **first**
responder
solution
for mental
readiness

As a fire chief, you promote rig checks every shift, you make sure your teams' SCBAs are ready for every call. You track response times, equipment status, and training hours because you know measurable factors drive performance. Yet one critical metric remains largely unmonitored: your team's mental readiness. If you do not know who is struggling until they call in sick, make a critical error, or do not come home, your department is running blind. Okaya is on a mission to fix that.

You know the data:

A fire department is three times more likely in any given year to lose a firefighter to suicide than to a death in the line of duty. 30% of first responders develop depression or PTSD versus 20% of the general population. Nearly 70% of EMS professionals lack adequate recovery time between traumatic events. While 60% acknowledge needing care, fewer than half seek it. In the 1990s, the fire service systematically tackled physical fitness. Departments now need the same approach for mental readiness.

30%

OF FIRST RESPONDERS
DEVELOP DEPRESSION

60%

ACKNOWLEDGE
NEEDING CARE



Right now, 46% of firefighters are considering leaving - and they cite organizational stress, not the job itself, as the reason. Unaddressed mental health degrades response performance, increases operational errors, reduces situational awareness, and drives up healthcare and workers' compensation costs. Leadership can proactively manage these predictable responses to sustained stress.

Firefighters face unique challenges: life-or-death decisions under time pressure, 24-hour station cohabitation with minimal privacy, and team-dependent survival where one person's mental state affects the entire crew's safety. Unlike law enforcement's individual structure, firefighters operate as interdependent teams where personal struggles directly impact collective effectiveness. Traditional approaches - annual surveys, post-incident debriefings, self-reporting - leave dangerous gaps.

Digital mental wellness platforms address this by enabling private initial assessments, directly confronting stigma barriers. Platforms like Okaya provide confidential screening while maintaining pathways to first responder-specialized support. Today's younger firefighters expect comprehensive workplace mental health support and readily adopt technology-enabled solutions, making this the right time for departments to implement systematic mental wellness monitoring.



Fixing The Problem

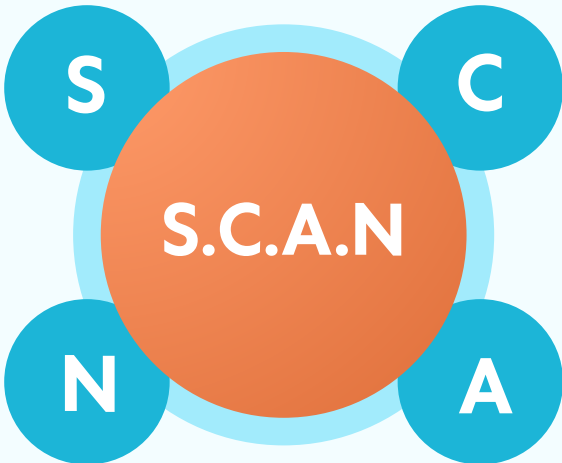
According to a Gitnux Report (2025), AI-based mental health tools show higher engagement (65%) than traditional approaches in multiple sectors, and AI-powered screening tools increase patient engagement by 40%. Fire Departments check equipment before every shift because they know small problems become big ones. Okaya applies the same principle to mental readiness - quick, routine checks that catch issues early.

1

S.C.A.N -

The 4-step Self-scan for Mental Readiness

Okaya uses a simple 4-step process firefighters can complete in minutes: **SCAN**.



S ----- Speak

A brief guided voice and video conversation with Okaya.

C ----- Check

AI captures key readiness indicators (fatigue, stress, and mood).

A ----- Acknowledge

Get a clear, validating summary of where you are right now.

N----- Navigate

Receive suggested next steps tailored to your situation.

This isn't therapy. It's a readiness check - like testing your SCBA before a call, but for mental state. Individual data stays completely private. They control what they share, with whom, and when.

Leadership sees only aggregated, anonymous trends across the department - which stations are under stress, which shifts need support, where to focus resources.



THE FIRST RESPONDER SOLUTION FOR MENTAL READINESS

4

WEEK 1-2:

Setup & Onboarding

- ⇒ Install app and conduct team briefings
- ⇒ First confidential check-ins begin immediately
- ⇒ Zero disruption to operational schedules

WEEK 3-8:

Data Collection

- ⇒ Personnel complete brief 2x weekly check-ins
- ⇒ AI analyzes responses to establish individual baselines
- ⇒ Early risk patterns begin emerging across shifts and roles

WEEK 9-12:

Actionable Intelligence

- ⇒ Department dashboard reveals aggregate risk trends and hotspots
- ⇒ Identify which stations, shifts, or roles need targeted support
- ⇒ Measure effectiveness of existing wellness programs
- ⇒ Allocate resources based on data rather than guesswork

Key consideration

- ⇒ **Privacy Protection Individual:** Check-in data remains completely confidential unless a firefighter explicitly chooses to share it.
- ⇒ **Security & Data Control:** Enterprise-grade encryption protects all information. No Protected Health Information (PHI) is collected, maintaining compliance and reducing liability.
- ⇒ **Ease of Adoption:** Check-ins take just 2 minutes on personal devices during downtime - no specialized training, no disruption to shift operations.

Result

Within 90 days, you gain clear visibility into team mental readiness, understand what percentage of personnel are at elevated risk, and know exactly where to focus intervention efforts - transforming mental health from invisible concern to manageable operational metric.

Benefits for the organization



Workforce Resilience & Performance

Every check-in builds a stronger, more resilient workforce —reducing burnout and absenteeism while maintaining reliable coverage and peak team performance.



Cost Reduction & Financial Impact

By spotting stress and fatigue patterns early, Okaya helps prevent costly errors, absences, and turnover before they impact budgets or operations.



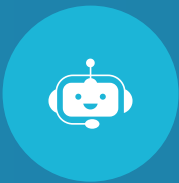
Risk Management & Compliance

Real-time readiness data demonstrates active duty of care, reducing organizational risk and strengthening community trust.



Data-Driven Decision Making

Aggregated insights from daily check-ins guide smarter staffing, scheduling, and resource allocation to keep teams performing at their best.



AI-Powered Proactive Intervention

Okaya transforms individual micro-signals into early warnings, empowering leadership to intervene before fatigue or stress affect performance.



Clinical Validation & Trust

Validated against established clinical standards, Okaya provides reliable insights across diverse teams, giving organizations confidence in every decision.



User Experience & Adoption

Firefighters and leaders use Okaya seamlessly within daily workflows—quick, intuitive check-ins that naturally become part of readiness culture.



Continuous Improvement

The more your people check in, the more Okaya learns their unique patterns—delivering personalized insights that enhance performance and organizational readiness.



Strategic Value

By converting wellness data into actionable intelligence, Okaya turns mental readiness into a measurable driver of operational excellence and mission success.



Why Okaya

Privacy and Trust: The Foundation of Engagement

Okaya's privacy-first design with anonymized data and personalized, non-pathologizing feedback builds trust and encourages honest self-reporting without fear of judgment or job consequences.

Continuous, Personalized, and Proactive Support

Okaya provides ongoing, baseline-adapted insights that enable early stress detection and proactive intervention before concerns escalate, replacing reactive post-incident models.

Culture Integration and Operational Readiness

Quick digital check-ins and department-specific resources embed mental wellness into daily workflows and operational readiness, making it a natural part of the job rather than an optional add-on.

Data-Driven Insights and Evidence-Based Practice

AI-powered analytics and a unified dashboard transform wellness into measurable outcomes with actionable insights that support continuous improvement and demonstrate strategic value.

Supporting Peer Networks and Reducing Emotional Strain

Okaya equips peer supporters with clear, aggregated trends and AI-assisted early identification, reducing ambiguity and protecting them from vicarious trauma while enhancing their effectiveness.

Accessibility, Scalability, and Sustainability

Digital-first delivery with mobile/desktop compatibility and low-bandwidth design provides scalable, cost-effective wellness support that's accessible 24/7 and sustainable regardless of staffing or budget changes.

Standardization and Measurable Impact

AI-driven check-ins and centralized dashboards standardize wellness tracking across all shifts and stations, providing real-time metrics that enable informed decisions and demonstrate measurable ROI.



C O N C L U S I O N

From Crisis Management to Strategic Prevention - The Investment That Pays for Itself

Every station has systems that warn you before failure – low air alarms, apparatus diagnostics, equipment inspection schedules. You test equipment because you know it might fail when you need it most. But your most critical equipment, your people, have no early warning system. By the time you know someone's struggling, the damage is already showing up in three places:

Personnel Readiness: Stopping the Overtime Spiral

Norwalk, CT logged 95,047 OT hours in 2024 – \$4.4 million driven by stress-related leave and vacancies. Jacksonville's OT jumped from \$21M to \$30M in two years as sick leave compounded. Even a 5-10% reduction in stress-related lost time can move six-figure OT lines.

**\$21M –
\$30M**

IN TWO YEARS AS SICK
LEAVE COMPOUNDED



Behavioral health support: : Intervening Before Claims Escalate

Seventy-two percent of firefighter PTSD claims in Washington state are compensable, averaging \$650,000 per claim; permanent disability cases exceed \$1 million.

Okaya provides peer supporters and clinicians with early signals - trends that indicate when someone needs a check-in. Your existing wellness resources become more effective when deployed earlier.

\$650,000
PER CLAIM

Conversation starters: Protecting Institutional Knowledge

Replacing an experienced firefighter costs approximately \$175,000.

The real cost is harder to measure - lost mentorship, broken crew cohesion, institutional memory walking out the door. Okaya's insights give peers, chiefs and crews, conversation entry points.

\$175,000
EXPERIENCED
FIREFIGHTER COSTS

Quick, routine check-ins -
like rig checks but for mental readiness - turn invisible risk into manageable data.

Not surveillance. Not therapy. Just operational discipline to catch problems before they become crises. The most expensive alarm is the one that never sounds until it's too late.



O K A Y A . M E

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