FRBH NATIONAL TECHNICAL ASSISTANCE CENTER

Version 2.0 | October 2026

General Implementation Support for the FRBH National Standard

Published by:
American Board of First Responder Behavioral Healthcare
An independent nonprofit standards-development organization

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COMPANION PUBLICATION TO A PROVISIONAL EDITION

This publication supports the FRBH National Standard for Occupational Psychological Hazard Protection (OPHP), Version 3.1, Provisional Field-Test Edition. The Standard has not yet completed an open multi-stakeholder consensus process, and its requirements may be modified before publication of the first Consensus Edition. This publication is informative. It does not establish, modify, narrow, or add to any requirement of the Standard. Where anything in this publication and the Standard differ, the Standard governs.

No conformity assessment, certification, or accreditation program operates against the Standard. Organizations determine their own conformity by self-assessment under Chapter 3 of the Standard.

Publication Information

Document Number:

FRBH-NTAC-002

Publication Title:

FRBH National Technical Assistance Center (NTAC)

Subtitle:

General implementation support for organizations implementing the FRBH National Standard for Occupational Psychological Hazard Protection

Version:

2.0

Publication Type:

Institutional resource

Status:

Informative companion publication. Not normative.

Effective Date:

October 2026

Published By:

American Board of First Responder Behavioral Healthcare (FRBH)

Approval Authority:

FRBH Board of Directors

Board Approval Date:

July 24, 2026

Governing Publication:

FRBH National Standard for Occupational Psychological Hazard Protection (OPHP), FRBH-OPHP-003, Version 3.1, Provisional Field-Test Edition, effective October 2026.

Supersedes:

FRBH-NTAC-001, Version 1.0 (July 2026). Revised to describe the NTAC as it now operates and to state the structural limits on FRBH support required by Section 3.9 of the Standard.

Standards Steward:

American Board of First Responder Behavioral Healthcare (FRBH). FRBH owns, maintains, and publishes the Standard.

Conformity Assessment:

FRBH does not perform conformity assessment, certification, or accreditation of any organization, does not operate such a program, and does not intend to establish one. Chapter 6 of the Standard establishes the requirements applicable to any body that would assess conformity with it. FRBH does not license, approve, recognize, or list any such body, and no assessment activity has commenced.

Related Publications:

FRBH National Standard for OPHP (FRBH-OPHP-003)

FRBH Executive Overview (FRBH-EB-002)

FRBH Organizational Self-Evaluation (FRBH-OSA-002)

FRBH Implementation Guidance (FRBH-IG-002)

FRBH Frequently Asked Questions (FRBH-FAQ-002)

Recommended Citation:

American Board of First Responder Behavioral Healthcare. FRBH National Technical Assistance Center (NTAC), Version 2.0. FRBH-NTAC-002. Fort Lauderdale, FL: FRBH, 2026.

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What the NTAC Is

The FRBH National Technical Assistance Center is FRBH's general implementation support function. It exists to answer questions about the FRBH National Standard and about FRBH, and to make implementation knowledge freely and equally available to any organization that wants it.

The NTAC is in operation. Support is provided at no charge and on the same terms to every organization, regardless of size, discipline, budget, membership, or relationship to FRBH, and without regard to whether an organization has adopted the Standard, is considering it, or has decided against it.

How to reach it

Channel	What it is	Availability
Ask FRBH	An AI assistant on www.frbh.org that answers questions about the Standard and about FRBH, drawing on FRBH's published materials. This is the primary channel and handles most inquiries. Where a question falls outside what it can answer, it is passed to a person.	On demand, at any time, with no queue and no limit on use
Email	support@frbh.org	Monitored; responses as capacity allows
Scheduled call	Requested at 844-ASK-FRBH (toll-free) or by email. Used where a question is not resolved through Ask FRBH or by email, or where an organization would rather discuss it. Calls are booked rather than answered live.	By appointment, available to any organization on request

The three channels form a sequence rather than alternatives. Ask FRBH handles most questions immediately. Where it cannot, the question goes to a person by email or, if an organization would rather talk it through, to a scheduled call. Booking a call requires no eligibility, screening, or prior relationship with FRBH, and carries no charge.

Rationale
Section 3.9 of the Standard requires that FRBH support be available on the same terms to every organization. The chat assistant is available at any time and has no capacity limit, so access does not vary with an organization's size or staffing. Email and telephone are staffed as capacity allows and are provided in addition to it, not in place of it.

Purpose

Organizations within the Standard's scope vary widely in capacity. Many are small, are volunteer or partly volunteer, and have no occupational safety staff, no in-house counsel, and limited capacity to interpret a management-system standard without assistance.

The NTAC exists so that the cost of understanding the Standard does not become a barrier to implementing it. Its purpose is to make general implementation knowledge available at no charge and on equal terms.

What the NTAC Provides

All of the following are provided at no charge, on the same terms to every organization, and without regard to whether an organization is seeking or holds any conformity determination.

Function	What it means in practice
Questions about the Standard	What a requirement means, where it lives, how it relates to other sections, and what the Standard does and does not ask for. This is the bulk of what the NTAC does.
Questions about FRBH	How FRBH is governed, what its development process is, where its development work currently stands against the steps in Annex I.3, and what it does and does not do.
General implementation guidance	Published guidance on how the expectations in Chapter 2 are commonly put into practice — currently FRBH-IG-002, and further guidance as field experience accumulates.
Implementation tools and templates	Model criteria, worksheets, checklists, and record templates that organizations may adopt, adapt, or disregard. The Rapid Adoption Toolkit at Annex H of the Standard and the Organizational Self-Evaluation (FRBH-OSA-002) are the current core of this.
Educational resources	Material explaining the occupational safety basis of the framework for audiences without a background in it — executives, boards, elected officials, labor representatives, and personnel.
Organizational learning	Anonymized and aggregated implementation experience, including the benchmark information on qualifying OPHE criteria that Section D.3 of the Standard identifies as an outstanding development step.
Comment intake	Receipt and logging of comments on the Standard, feeding the revision process described in Annex I. Comments are welcome from organizations that do not intend to adopt the Standard.

Where a question is of general applicability, the answer is published rather than held privately, so that access to implementation knowledge does not depend on knowing to ask.

About Ask FRBH

Because Ask FRBH is the primary channel, the following provisions apply to it.

The Standard governs, not the assistant

The assistant provides general information. It is not an authoritative interpretation of the Standard, and nothing it produces is a conformity determination, evidence of conformity, or an approval of any organization's approach. Where the assistant and the published Standard differ, the Standard governs. Organizations should confirm anything that matters against the published text.

It answers against a stated edition

The assistant currently answers against Version 3.1, Provisional Field-Test Edition (October 2026). Because this is a provisional edition and requirements may change before the first Consensus Edition, FRBH will state which edition the assistant answers against whenever that changes, so that organizations are not given guidance blended across editions.

It answers general questions, not organization-specific ones

The assistant is scoped to general information about the Standard and about FRBH. It does not evaluate a specific organization's documents, criteria, policies, procedures, or evidence, and does not determine or predict whether a particular organization conforms. The same limit applies where a conversation is passed to a person.

This is not a limitation of capacity. It is the boundary Section 3.9 of the Standard requires, and it applies to every FRBH channel equally. An organization wanting to know where it stands should work through the Organizational Self-Evaluation (FRBH-OSA-002), which is built for exactly that purpose and which the organization completes itself, as Chapter 3 requires.

What the NTAC Does Not Provide

Section 3.9(f) of the Standard states that FRBH will not provide readiness, consulting, training, or advisory services to organizations seeking or holding a determination against the Standard. General implementation guidance made available at no charge, on the same terms to every organization, and without regard to whether an organization is seeking or holds a determination, is not such a service. The NTAC operates entirely inside that carve-out.

Accordingly, through any channel, the NTAC does not:

- Perform conformity assessment, certification, or accreditation of any organization. FRBH does not do this, does not operate such a program, and does not intend to establish one.
- Conduct readiness reviews, gap analyses, mock assessments, or pre-assessment engagements.
- Review, approve, or comment on the adequacy of a specific organization's criteria, policies, procedures, records, or evidence.
- Provide paid consulting, advisory, or implementation services of any kind.
- Complete an organization's documentation, write its criteria, or make its conformity determination for it.

- Refer, recommend, or endorse any vendor, consultant, product, software platform, clinical provider, training provider, or service — and does not maintain or distribute any such list.
- Use inquiry records, contact details, or the content of any interaction for solicitation, marketing, or referral to any third party.
- Provide legal advice. Chapter 4 of the Standard identifies where legal review is warranted; it does not resolve those questions, and neither does the NTAC.
- Provide clinical services, clinical supervision, diagnosis, treatment, or fitness-for-duty determinations.
- Offer any organization access, priority, or information not equally available to every other organization.

Rationale

A body that writes requirements and also sells assistance in meeting them has a financial interest in the content of those requirements. The separation stated in Section 3.9(f) removes that interest, and is the basis on which the Standard is published at no charge and conformity determined without the purchase of any service.

Where the boundary falls in practice

A question the NTAC answers	A request it declines
“What does Section 2.2(k) require?”	“Review our draft criteria and tell us whether they conform.”
“Is a tabletop exercise sufficient under 2.3.1, or does it need to be a live drill?”	“Run our activation exercise for us.”
“What evidence types commonly satisfy Section 2.6?”	“Audit our evidence and tell us whether we would pass.”
“How do small volunteer departments usually handle the cumulative criterion?”	“Write our cumulative criterion.”
“What does Section 2.5.1(c) mean for our records?”	“Tell us whether our records practice is compliant.”

The distinction is between general knowledge, which is published for everyone, and organization-specific work, which is the organization's own responsibility under Section 3.2 and which would compromise FRBH's independence if FRBH performed it.

Terms of Access

1. **No charge.** NTAC support is free. Conformity with the Standard does not depend on any fee or on the purchase of any service from FRBH or from anyone else (Section 3.9).
2. **Same terms for everyone.** Support is provided on identical terms to every organization, regardless of size, discipline, budget, membership, relationship to FRBH, or participation in any FRBH activity.
3. **No relationship to any determination.** Support is provided without regard to whether an organization is seeking, holds, or has declined to seek any conformity determination. Using NTAC support neither helps nor hinders any determination, because FRBH makes none.
4. **No registration required.** An organization does not need to notify FRBH, register an adoption, or identify itself in order to use the Standard or the NTAC.
5. **Published where possible.** Where a question is of general applicability, the answer is published rather than held privately.
6. **No obligation.** Nothing the NTAC provides is required for conformity. An organization may implement the Standard and determine its own conformity without ever contacting FRBH.

Independence

FRBH maintains defined separation among standards development, implementation support, fiduciary governance, and advisory functions (Section D.2 of the Standard). The NTAC sits within Executive Administration, which is responsible for institutional operations, implementation support, and publication.

FRBH writes the Standard. It does not judge who has met it. FRBH does not perform conformity assessment, certification, or accreditation, does not operate such a program, and does not intend to establish one.

If independent conformity assessment against the Standard becomes available in future, Chapter 6 of the Standard fixes in advance what would be required of the body performing it. Among those requirements, and relevant to this publication: the body is expected to be accredited by a recognized accreditation body against the applicable international standard for conformity assessment; no entity in which a director, officer, chief executive, or founder of FRBH holds an interest, and no entity under common ownership or control with any of them, may perform such assessment or hold any financial interest in assessment outcomes; individuals conducting assessments must be independent of the organization assessed, including the absence of any paid readiness, consulting, training, or advisory relationship within the preceding two years; and the requirements applied may not exceed or differ from the published Standard.

FRBH publishes those requirements and licenses, approves, recognizes, and lists no assessment body. No assessment activity has commenced.

Comments on the Standard

The NTAC is also the route for comment. This edition is provisional and is published to be tested, and criticism is more useful to FRBH than agreement.

- Comments may be sent to info@frbh.org at any time — the address the Standard itself gives for comment, which is separate from the support address above. They are logged on receipt and considered in every subsequent revision.

- Comments on the open questions in Annex I are specifically invited, including from organizations that do not intend to adopt this edition.
- Annex I.3 of the Standard states that FRBH intends to hold a formal public comment period of not less than 60 days, alongside the field validation described in Annex F.
- FRBH has identified the absence of labor review as the most significant limitation of the development process to date, and inquiries from labor organizations are particularly welcome. Where that comment period is held, FRBH intends to publish which labor organizations were contacted and which responded.

Current membership of the FRBH Board of Directors and National Advisory Council is published at www.frbh.org and, as a Section 990 filer, in FRBH's annual information return.

About FRBH

The American Board of First Responder Behavioral Healthcare (FRBH) is an independent nonprofit standards-development organization working to establish and maintain a National Standard for Occupational Psychological Hazard Protection. FRBH is a nonprofit corporation organized under Florida law and a confirmed 501(c)(3) tax-exempt public charity under IRC Section 509(a)(2).

FRBH maintains defined separation among standards development, implementation support, fiduciary governance, and advisory functions. The Board of Directors is the fiduciary and governing authority; the chief executive is not a member of the Board. The National Advisory Council is a multidisciplinary, non-voting body supporting development of the Standard. Executive Administration is responsible for institutional operations, implementation support, and publication.

FRBH writes the Standard. It does not judge who has met it. FRBH does not perform conformity assessment, certification, or accreditation, does not operate such a program, and does not intend to establish one. Chapter 6 of the Standard establishes the requirements applicable to any body that would assess conformity with it — including that such a body is expected to be accredited by a recognized accreditation body against the applicable international standard for conformity assessment. FRBH publishes those requirements and licenses, approves, recognizes, and lists no assessment body. No entity in which a director, officer, chief executive, or founder of FRBH holds an interest may perform such assessment or hold any financial interest in assessment outcomes.

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The FRBH Publication Set

Six publications support implementation of the Standard. Only the Standard is normative.

Publication	Number	Purpose
FRBH Executive Overview	FRBH-EB-002	Strategic overview for chief executives, boards, and elected officials
FRBH National Standard	FRBH-OPHP-003	Establishes the organizational expectations. The only normative publication

Publication	Number	Purpose
FRBH Organizational Self-Evaluation	FRBH-OSA-002	Worksheet for reviewing organizational capability against Chapter 2
FRBH Implementation Guidance	FRBH-IG-002	How organizations put the expectations into practice
FRBH National Technical Assistance Center	FRBH-NTAC-002	The open, free general-information service — Ask FRBH chat, email, and 844-ASK-FRBH
FRBH Frequently Asked Questions	FRBH-FAQ-002	Practical questions about adoption and conformity

There is no accreditation publication, because FRBH does not operate an accreditation program and does not intend to establish one.

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