

Alternate Response Mobile Unit

October 5, 2021





Alternate Response Model

Where did this idea begin?

- ICF identified need in ICF/City Forum on homelessness, housing and wellness
- City Prosecution requested the use different programs to address individuals who are seen repeatedly in the criminal justice system
- 2019 Flagstaff Fire Department drafted a white paper about the benefit of a mobile response unit
- 2019 Criminal Justice Coordinating Council exploration of diversion programs
- 2020 Flagstaff Police Department presented on Alternate Response Models during October 13, 2020 Council meeting
- Heard from City Council and Flagstaff community members a desire to provide an alternate emergency response



Purpose of a Mobile Response

- Proactive outreach to locations within the community where Flagstaff Police and Fire Departments are dispatched for
 - Public intoxication
 - Substance use
 - Trauma informed
 - Mental or behavioral health needs
- Respond to 9-1-1 calls received from Communication Center
- Crisis intervention and stabilization services
- Provides a different emergency response



FFD and FPD Calls for Service

2019 Data – 8,320 calls

- FPD 2,491 mental health related calls
- FPD 2,828 lowest priority alcohol related calls
- FPD spent 480 hours at hospital with 346 arrestees mostly due to substance use
- FFD 2,618 public intoxicant (man down responses)
- FFD 383 behavioral health type responses

2020 Data – 9,078 calls

- FPD 2,896 mental health related calls
- FPD 3,318 lowest priority alcohol related calls
- FPD spent 649 hours at hospital with 1,021 arrestees mostly due to substance use
- FFD 2,438 public intoxicant (man down responses)
- FFD 426 behavioral health type responses



Procurement Process

- Draft scope of work designed by Alternate Response Team
- February 3, 2021 Townhall with local service providers to discuss scope of work and upcoming procurement process
- February 26, 2021 released request for proposal
- March 26, 2021 received 4 proposals
- Evaluation Committee provided a rating for each proposal
- Recommendation for Terros Health to provide mobile response unit services and postpone care center services for further refinement with additional community input

Management & Oversight

- Oversight for mobile unit operations by Terros Health
 - Health Director of Northern Arizona Crisis Services
 - Senior Director of Crisis Services
- Clinical guidance and consultation and management of the unit will be provided by a Clinical Manager
- Lead Crisis Specialist will work in the field providing oversight and play a key role in training in development



Mobile Response Team

- 1 Behavioral Health Professional
- 1 Firefighter/Emergency Medical Technician
- Joint training for team members
- 10-hour shifts
- 7 days per week



Mobile Response Unit

- Specialized equipment for basic life safety response
- Comfort items
 - Water and snacks
 - Emergency clothing
 - Toiletries
 - Blankets
 - Cultural items
- Transportation for individuals receiving services



Reporting & Performance Measures



- Data and reporting provided monthly, quarterly and annually
 - Evaluate data to determine if services are meeting needs
 - Complete comparative analysis to capture trends
- Performance measures will include metrics for
 - reduction of crisis recidivism and crisis calls for Flagstaff Fire Department and Flagstaff Police Department
 - reduction in the number of arrests, bookings, and prosecutions for alcohol use related offenses including public intoxication, trespassing, public urination and public menacing
 - reduction in the number of individuals transported to emergency department for intoxication and detox issues

Professional Service Contract Fees



Expense Line Item	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Personnel:	\$ 274,100	\$ 289,800	\$ 298,500	\$ 307,500	\$ 316,700	\$ 1,486,600
Fringe Benefits:	\$ 67,200	\$ 69,200	\$ 71,200	\$ 73,400	\$ 75,600	\$ 356,600
Travel:	\$ 7,300	\$ 7,500	\$ 7,700	\$ 8,000	\$ 8,200	\$ 38,700
Equipment:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplies:	\$ 7,000	\$ 6,600	\$ 6,700	\$ 6,600	\$ 6,700	\$ 33,600
Contracts:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Construction:	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Other:	\$ 144,800	\$ 145,300	\$ 149,900	\$ 155,300	\$ 158,000	\$ 753,300
Year #1 - Program Start Up - Billing Credit (Months 1-5)	\$ (85,500)	\$ -	\$ -	\$ -	\$ -	\$ (85,500)
Total:	\$ 414,900	\$ 518,400	\$ 534,000	\$ 550,800	\$ 565,200	\$ 2,583,300

Professional Service Contract Fees



- Month 1: 20% of monthly rate to include the creation of the behavioral health professional positions, hiring, onboarding and training
- Month 2: 40% of monthly rate to continue this work with additional staff members
- Month 3: 60% of monthly rate to continue hiring and training of new staff, building partnerships with local stakeholders and begin establishing joint protocols
- Month 4: 75% of monthly rate to build upon efforts

Community Policing





Community Policing

- Definition: Police working with community members to reduce crime, fear of crime, physical and social disorder, and neighborhood decay.
- Calls for the use of creativity, technology, and problem solving.
- Goal is to improve the quality of life for all.



Community Policing Examples



Programs

- Citizens Liaison Committee
- Citizens Police Academy
- Downtown Walking Beat
- Neighborhood Block watch
- School Resource Officer
- Bicycle diversion program
- Mobile ART

Projects

- Traffic safety campaigns
- Graffiti paint overs
- School zone traffic relief
- Pocket Parks clean up
- Safer Bars Training
- Move it or lose it



Mobile Response Unit Impacts

- Mobile Response Unit should reduce calls for service (5-10%)
 - Man down, public intoxication, behavioral health related calls
 - We will still have community needs and concerns
- Other Community Policing Programs and Project should continue

Questions

