

October 5, 2021

# Alternate Response Model and Care Center Discussion



# Alternate Response Model

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- In response to Council and community request for a different type of emergency response
- Another team responding to calls for assistance with a behavioral health professional
- Ability to provide culturally sensitive care to those in crisis or needing mental health or substance use assistance
- Desire to divert individuals from the criminal justice system and the emergency room
- Keep individuals safe
- Engage those in need with the most appropriate service

# Alternate Response Team

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- Police Chief
- Fire Chief
- Deputy Fire Chief
- City Prosecutor
- Coordinator of Indigenous Affairs
- Indigenous Commissioner
- 2 community members
- Deputy City Manager
- City Manager
- 3 Councilmembers
- Criminal Justice Institute
- The NARBHA Institute

# Alternate Response Procurement Process

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- Invited 30 stakeholders to a Town Hall in February 2021
- Received 4 responses
  - The Guidance Center
  - NACA with subcontractors Flagstaff Shelter Services and Family Food Center
  - Terros Health
  - WestCare AZ
- Evaluation Committee
  - 4 City staff members
  - 1 local service provider
  - 1 Indigenous Commissioner
  - Assistance from local Psychiatrist
- Recommended mobile response unit contract but to continue work to define needs for a care center

# Potential Alternate Response Care Center Services

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- Provide culturally sensitive care
- Location for gathering
- Food service
- Shower & Washroom areas
- Crisis stabilization
- Outpatient services
- Support services
- Substance use and behavioral health treatment
- Connection to services
  - Housing
  - Job assistance
  - Long-term care

# Town Hall – September 24th

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- 50 virtual and 23 in-person attendees
- Invite a public conversation with the community about Flagstaff's needs
- Background of alternate response program
  - Where did the idea begin
  - Purpose
  - FPD & FFD calls for service
  - Influential models
- Timeline of process and where we are going
- Anticipated services for a care center

# Town Hall participants expressed needs

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- Place to rest
- Place to access computers
- Ability to exchange information between treating providers
- Identify number of individuals the care center will serve
- Ways to serve those without identification or estranged from family
- Housing has to be part of the model
- Request to provide more data about FPD & FFD calls for service
- Data on crime reduction when individuals were housed in hotels during COVID

Concern  
about  
transparency  
and team  
members

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- Suggested the following individuals being added to the team
  - Behavioral Health Providers
  - Those who are aware of what's happening on the streets
  - Social Service Providers
  - City Housing Staff
- Create a steering committee or task force

Other models  
mentioned  
for  
consideration

- Tucson, AZ
- Sobering Center in Austin, TX
- Friendship House helped many Navajo Nation People

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# Service Information Shared

- Flagstaff Shelter Service stated they provide the potential services being discussed
- NACA received funding for a drop in center
- Flagstaff Shelter Service has purchased a hotel to expand services
- Invitation to City by numerous Social Service Providers to participate in a facilitated meeting to discuss needs

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Council Discussion

