



care

Community Alliance, Response & Engagement

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CARE unit overview

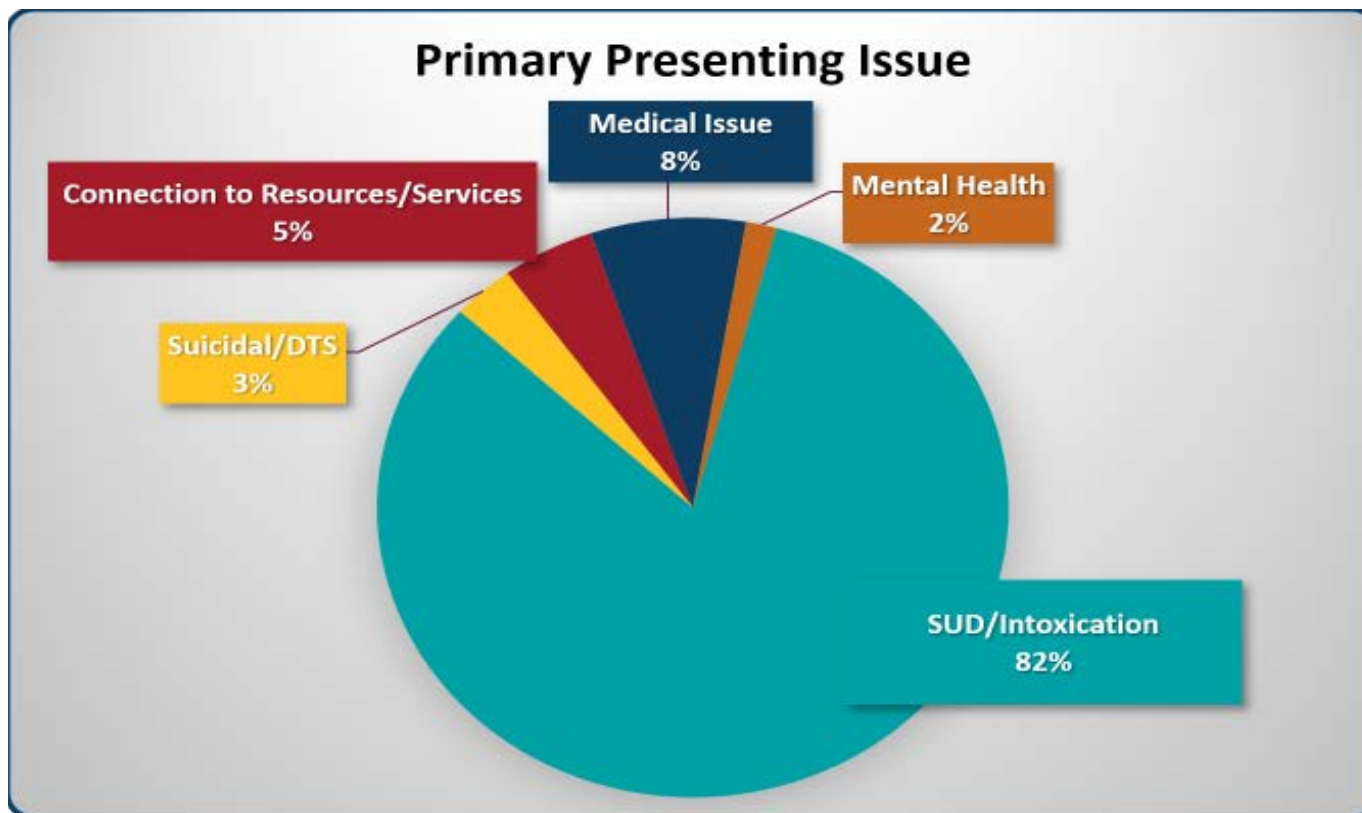
The CARE unit is staffed with a team that consists of a Terros social worker and a Flagstaff Fire Department EMT who use both of their skill sets to provide an alternative means of care to assist in community stabilization. The CARE unit does this in many ways.

Examples:

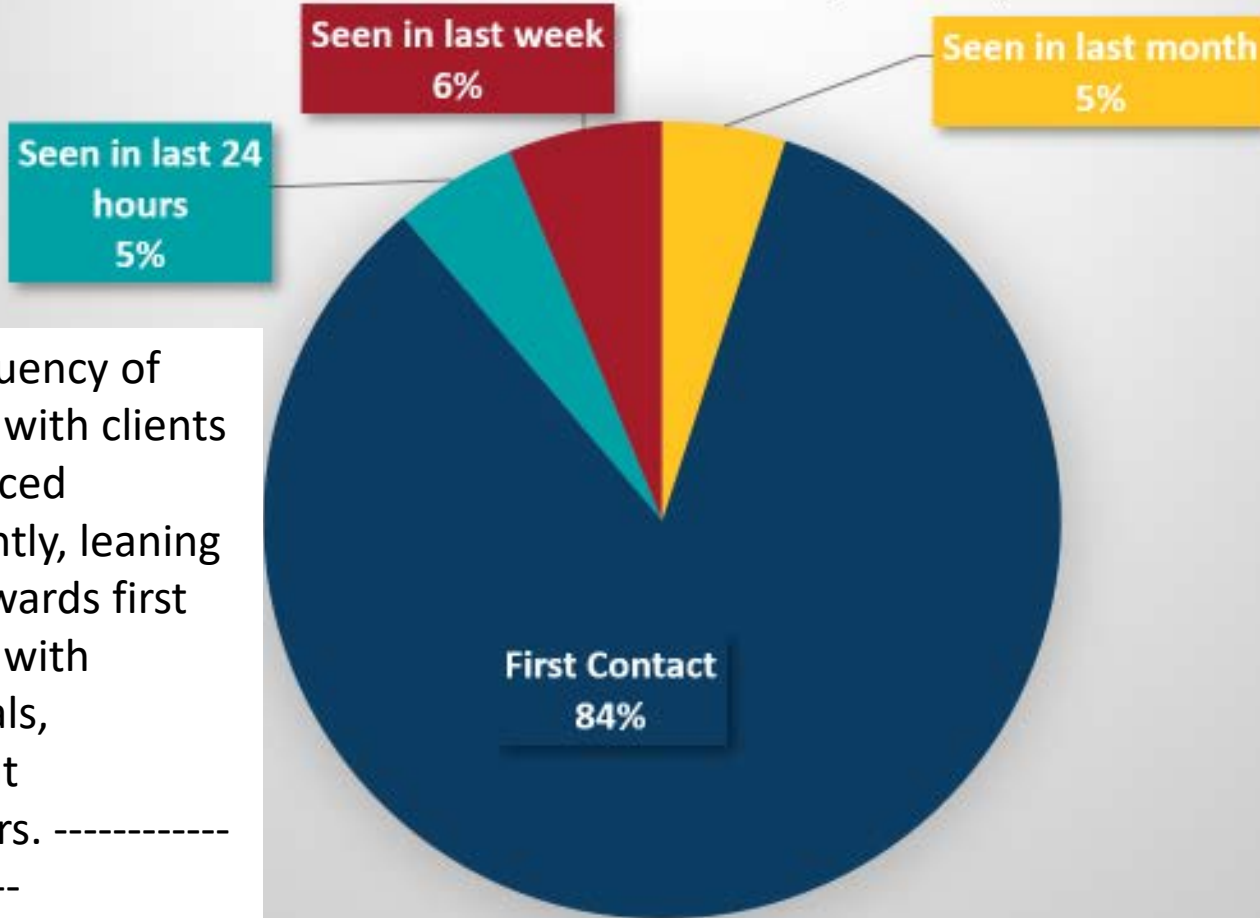
- Unsheltered population assistance
- Suicidal and mental health response
- Omega calls and public contacts to decrease all risk unit response to lower acuity calls
- "if you can provide a person's "need" it can decrease a 911 call for up to 72 hrs."

In Operation March 28th, 2022

- 219 dispatches thus far (in 9 weeks)
- Does not include public contacts

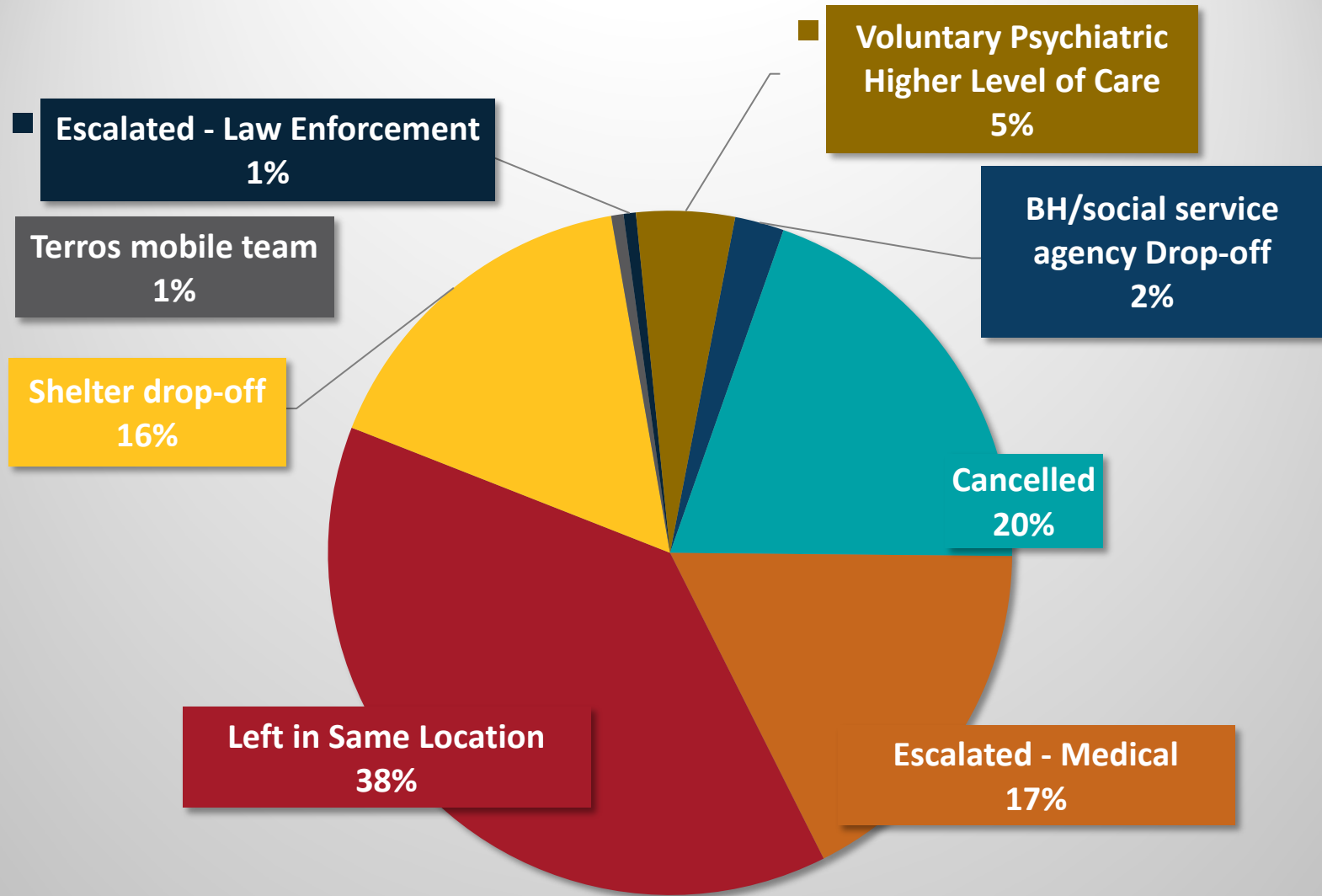


Client Contact Frequency



The frequency of contacts with clients has reduced significantly, leaning more towards first contacts with individuals, vs repeat customers. -----

Dispatch Outcomes





Points to take home

- The unit averages, 4 to 8 omega calls a day with multiple public contacts ranging from 10 to 20 contacts a day.
- The unit has been able to take a large stain off the all-risk units with alternative means of treatment with one of the goals being full filling the client's needs to lessen the chance of a 911 call. Can be as simple as repositioning
- The upgrade to PD response is less than 1%



Call examples supporting mission.

- Reducing exposure death-

-During public outreach the CARE team found a man down that was positioned strangely between an electrical box and a wall. The Team made contact with the subject to find him altered, unconscious, with signs of respiratory distress. They were able to provide immediate medical care and upgraded to a Delta response providing a higher level of care. The paramedics o/s had mentioned if the patient was not found by the CARE team the PT probably would not have survived much longer.



Call examples supporting mission cont.

- Reduce vehicle vs. Train-

- The CARE unit was able to assist FPD officers with a suicidal subject who was threatening by means of train. The CARE unit was able to provide mental health CARE for the subject and provided him the appropriate resources for his mental health.

- Reducing strain on EMS-

- While on public outreach the CARE unit noticed an individual on crutches who was moving very slowly down Huntington. The CARE unit stopped to assist the female who stated her need was to take care of a storage unit due to her keys being stolen and she wanted to make sure her things were safe. The CARE unit gave the female a ride to her storage facility and assisted her with a new lock for her storage unit. **Example of small things can be done to keep a 911 call from happening.*



Collaboration with Flagstaff Shelter Services

- The team has been working with Flagstaff Shelter Services to provide immediate shelter needs with communication to be able to provide long term housing solutions at the crown which includes wrap around solutions.
- The CARE unit and FSS have developed a "warm handoff" procedure to be able to communicate with the FSS staff about specific needs of clients that are being taken to the shelter. The needs can range from specific sleeping situations, showers, clothing, long term housing solutions ect....



Collaboration with other Flagstaff identities.

- The Guidance center- created a check sheet for clearance into the guidance center to reduce 911 calls from TGC after transport to the facility
- Bus passes
- Flagstaff Family food bank- provides sandwiches and drinks daily to provide food to the community throughout the day.
- Salvation army for clothing needs- *grabbed shoes from them while awaiting an ambulance ride to FMC for a repeat client with foot issues.
- Pamphlet for all of city resources.



Moving Forward

- The CARE team is working on reducing the officer involvement during suicidal calls and is proactive and creating a response model that will put a Crisis worker in the forefront of the event to provide highest level of mental health care. Provided by Terros Crisis team or CARE unit based on situation.
- Continue Collaboration with other city identities.
- Continue to track situational based data to provide solutions to unique situations.



In closing

- The CARE unit thus far has proven to be a positive benefit to the community and has shown its success through its visible community stabilization.
- Questions?