



Community Alliance, Response & Engagement



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Staffing for the unit

- The unit will be staffed with 1 Terros Health crisis worker and 1 Flagstaff Fire Firefighter/ EMT
- Terros Health has filled all positions associated with the unit.
- Flagstaff Fire department will be using all Firefighter/EMTs but the first team was selected to keep validity in the program



Building a Successful Program

- Terros and FFD has been working hard to produce a successful program, setting the stage from all angles to ensure its success!
- Items that have been set and covered include
 - Response models
 - Dispatch changes
 - EMS algorithms and protocols
 - Unit utilization for mental crisis and suicidal ideation
 - Documentation
 - Statistical analysis
 - Public outreach
 - Alternative treatment models for "in community" care



Partnerships

- Dr. Alana Brunacini has been utilized to assist in the structure of the program and has been valuable creating the working structure between the Terros Social Worker and the Flagstaff Fire EMT.
- Dr. Brunacini's knowledge of the mental health side and the Fire Department has been extremely beneficial in creation of our program.



Collaborations

- Flagstaff 911 Dispatch Center
- The Guidance Center
- Native Americans for Community Action
- Flagstaff Shelter Services
- Sunshine Rescue Mission
- PATH Program
- Flagstaff Family Food Center
- Community Assistance Teams of Flagstaff



Community Input

- Public Forums
- Northern Arizona Interfaith Council
- Cultural Competency/Humility training group



Training

Our first training was conducted yesterday, 3-21-22 and covered various topics associated with the unit. 8 hrs of training provided insight on the day-to-day operations and started the team building process.



Start Date!

- The "go live" for the CARE unit will be Monday 3-28-22 and will operate from 0900-1900 hrs.
- The CARE unit will operate out of station 3
- The unit will roam the city to make contact and provide care to found individuals in need.
- And, will be available to handle dispatched OMEGA calls

OMEGA response

A new dispatch model was created for the CARE unit known as the OMEGA response

The CAD dispatch system was set to handle parameters for low acuity 911 calls.

In this model, the CARE unit will be responding only to an OMEGA dispatch to help free up all risk units for emergent calls

In the event the CARE unit is on a call, OMEGA calls will not be stacked. They will be dispatched to the nearest all risk unit.

OMEGA response cont.



In the event that the individual they are contacting needs EMS care. The CARE unit may dispatch either a Guardian ambulance only or a Fire Engine and an Ambulance based on the severity of the issue.



The OMEGA dispatch is going to help keep all risk units available for emergent calls

Mission of the CARE unit

- The mission of the CARE unit is to provide alternate means of care to address all individuals within our community with means to upgrade our CARE levels in both the mental health aspect and the medical aspects of our clients.



Goals

- Utilize a person-centered and service-based approach while helping provide solutions to problems in a less intrusive manner than traditional first responder units.
- Building human connection while also utilizing the specific skills sets of the Terros Health Crisis Specialists and Flagstaff Fire EMTs when needed
- Keep individuals within the community, toward a more positive outcome



Outlook

- With the extensive research, planning, expertise, collaboration, and community input involved in developing the program, we predict a high probability of success!
- Terros and the FFD will be gathering statistical data to provide outlook on the units' success.
- The Team is highly motivated with dedication to create change during the implementation process to work towards success.

What is
Success?

Bryan?

Mike?

Questions?