



HOTEL
MONTE VIS

Care Unit Annual Report

February 28, 2023



History



- Vision of the Council
- Create an alternative response model
- Terros and Flagstaff Fire
- Started on March 28, 2022
- Crisis Clinician
- Firefighter EMT
- Community stabilization through
 - 911 dispatch (OMEGA)
 - Proactive outreach



Calls for Service



1038 dispatched calls from March 28th to January 31st

- Less light and siren responses reducing risk of traffic accidents
- Keeps all risk units more available for true emergencies
- 983 calls diverted from the Emergency Department
- Equates to 7% of total Fire Department Calls

Approximately 1100 proactive outreach calls

- Providing resources and needs
- Stabilization of the community

Care Unit Calls across the City March 28th- January 31st

Less Call Density
Medium Call Density
Greatest Call Density

Dispatched through 9-1-1 Communications Center





FPD & FFD Calls for Service



	2019	2020	2022
FPD Mental Health Related Calls	2,491	2,896	3,067
FPD Low Priority Alcohol Related Calls	2,828	3,318	3,842
FPD Number of Arrestees Transported to FMC	346	1,021	270
FPD Hours Spent at FMC with Arrestees	480	649	476
FFD Man Down Responses	2,618	2,438	1,824
FFD Behavioral Health Related Responses	383	426	537



FPD Arrests Five Plus Times



- In 2019 FPD counted 140 individuals who were arrested five or more times. These 140 individuals accounted for a total of 894 total arrests.
- In 2020 FPD counted 194 individuals who were arrested five or more times. These 194 individuals accounted for a total of 1,350 total arrests.
- In 2022 FPD counted only 47 individuals who were arrested five or more times. These 47 individuals accounted for a total of 330



Reductions



- Reduction in arrests/ bookings
- 65% decrease in alcohol related arrest April through September
- Maintaining numbers for PD mental health calls
 - Reduced repeated interactions with individuals
- Reduction in man down responses for FFD



Community Partners



- Flagstaff Shelter Services
- The Guidance Center
- Flagstaff Family Food Bank
- The Salvation Army
- Mountain Line Bus
- NACA (Native American for Community Action)
- And many others



Distribution of Basic Needs



- Over 1000 Sandwiches
- Approximately 350 bus passes
- Dozens of winter coats, hats and gloves
- Around 30 vials of Narcan for overdose prevention
- Indigenous items such as sage, cedar and sweetgrass
- Informational pamphlet for community resources



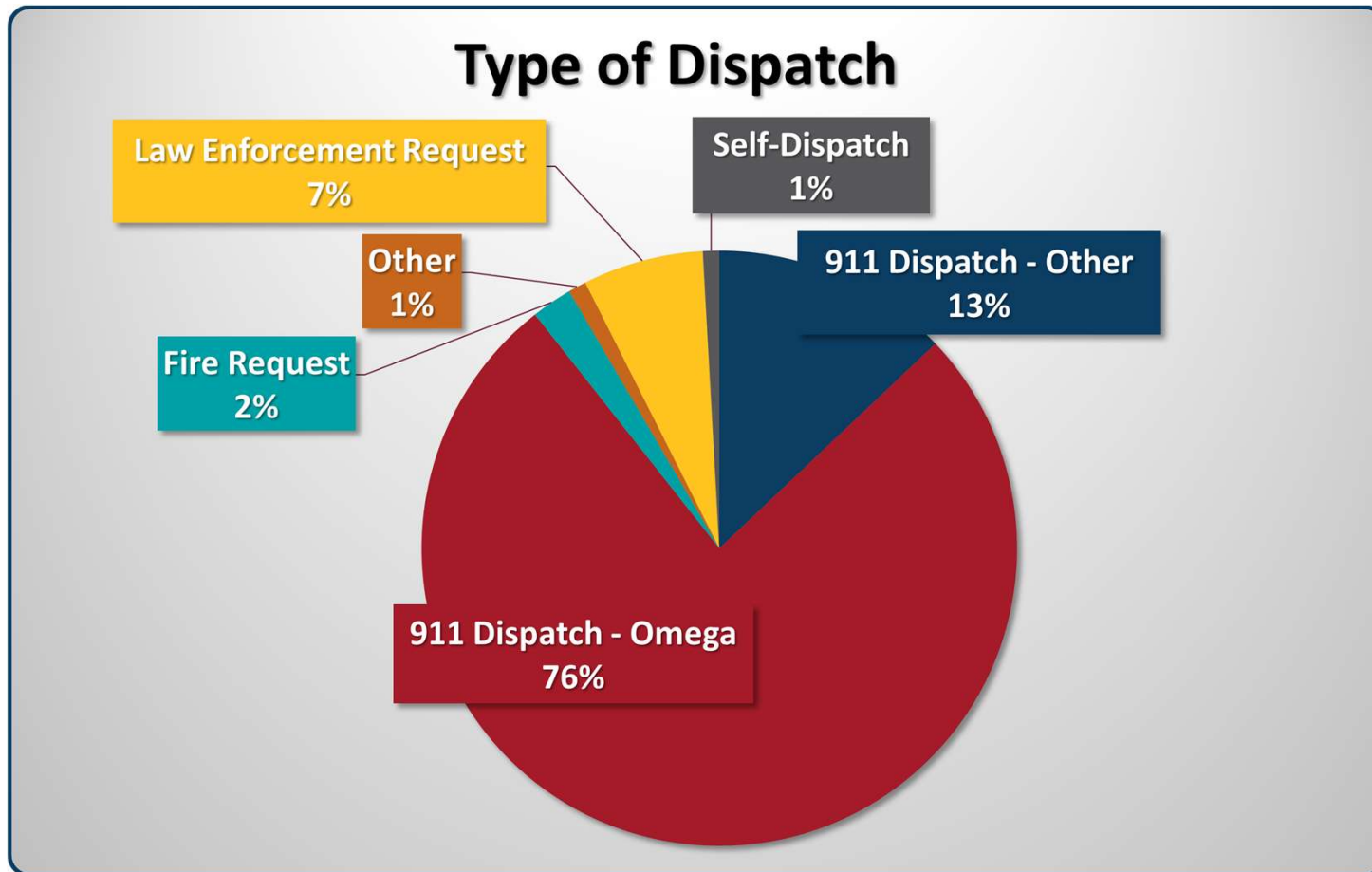
OMEGA dispatch



- Created to send the right unit to lower acuity incident 911 calls
- Upgrades to a full medical call only 15% of the time



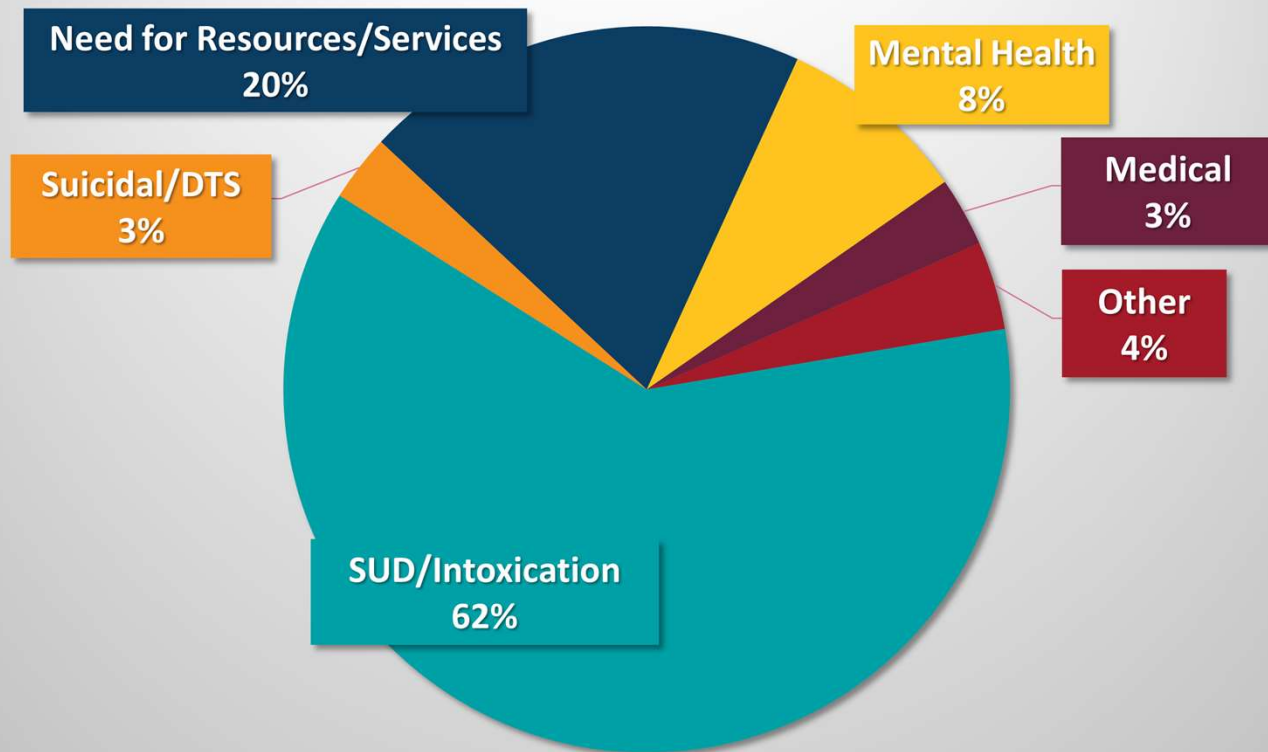
Care Unit Responses By Dispatch





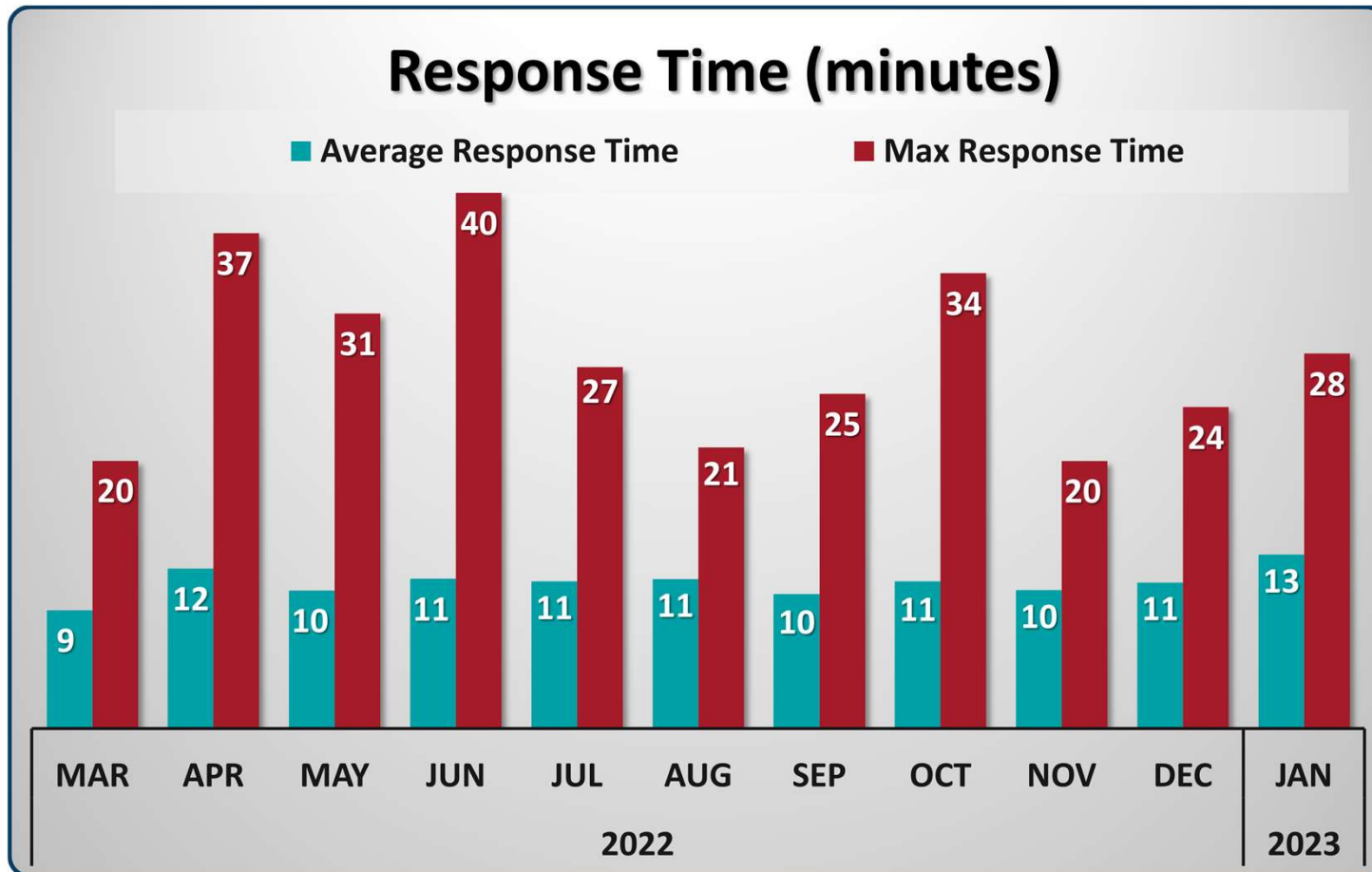
Dispatches By Primary Issue

Primary Issue On-Scene



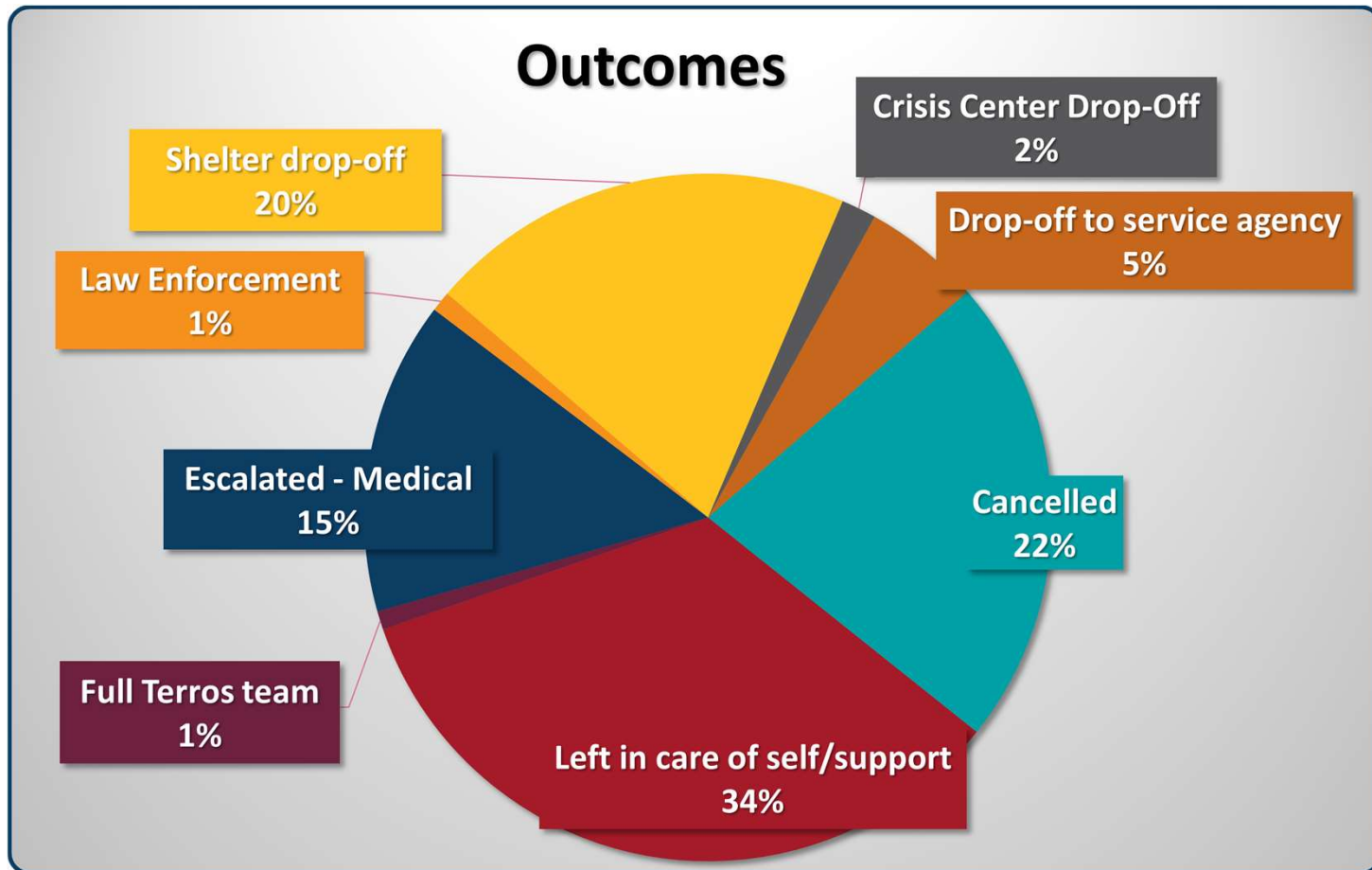


Care Unit Response Times





Care Unit Response Outcomes





Real Experiences



- The CARE unit's effects on the community goes beyond Data Sets

Sirene-Rose Lipschutz
Clinical Manager for CARE



Lessons Learned



- Need for direct management over CARE for Fire
- Challenges with Data collection
- Staffing for EMT
- Dispatch models to hold the unit to its contractual needs
- Facilities for CARE



In Conclusion

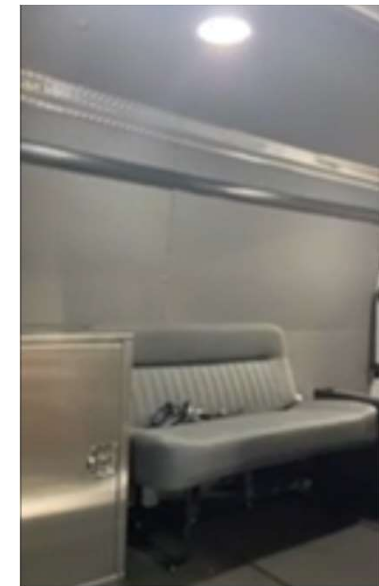


In Conclusion, the unit is doing what we had intended it to do

- The unit has reduced crisis recidivism and crisis calls for FFD and FPD
- Reduced the numbers of arrests/ bookings for alcohol related offenses
- Reduced the number of transports to the emergency department for intoxication or detox issues
- We have provided a correct tool for mental health crisis
- We have provided a tool for community stabilization through individual needs
- We have made the all-risk units more available for emergencies by dispatching the correct unit to lower acuity calls.
- And most importantly, We are providing a better service all around



- Things to come:
- Getting the new CARE van soon!
 - In Phoenix finishing upfitting
 - Will need graphics and radio chargers then will be in-service



Council Questions & Discussion

