



Care Unit Annual Report

July 2, 2024



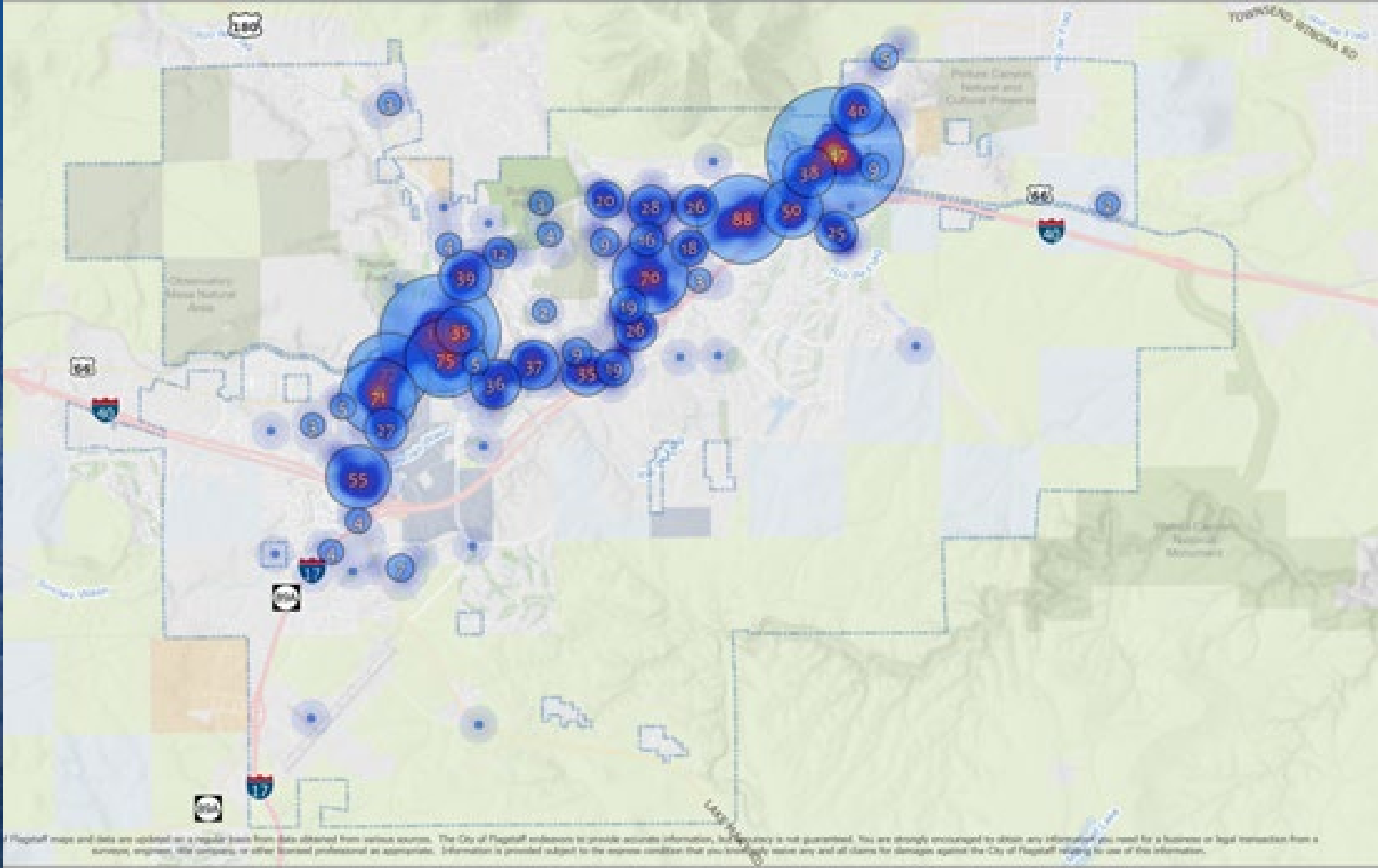


History



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

CARE 2023 Call Locations





Calls for Service

Over 2000 dispatches since January 2023

- Less light and siren responses reducing risk of traffic accidents
- Keeps all risk units more available for true emergencies
- 1680 calls diverted from the Emergency Department
- Equates to over 10% of total Fire Department Calls

Over 1000 outreach attempts

- Providing resources and needs
- Stabilization of the community



FPD & FFD Calls for Service

	2019	2020 *	2022	2023
FPD Mental Health Related Calls	2,491	2,896	3,067	3,070
FPD Low Priority Alcohol Related Calls	2,828	3,318	3,842	3,388
FPD Number of Arrestees Transported to FMC**	346	1,021	270	67
FPD Hours Spent at FMC with Arrestees	480	649	476	408
FFD Man Down Responses	2,618	2,438	1,824	1,848
FFD Behavioral Health Related Responses	383	426	537	789



Reductions

- Reduction in man down responses for FFD
 - Capturing 3rd party/drive by callers
- Reduction in arrests/ bookings during CARE hours of operation since inception

ARRESTS (9am to 7pm)			
	2020	2022	2023
Public Consumption	337	51	84
Trespass (2nd/3rd)	154	96	76
Alcohol Shoplifts	69	43	32
Obstruction	43	10	28
Obscene Conduct	41	18	15
Public Sexual Indecency	12	8	3
Total:	656	226	238

Data courtesy of Flagstaff Police Department

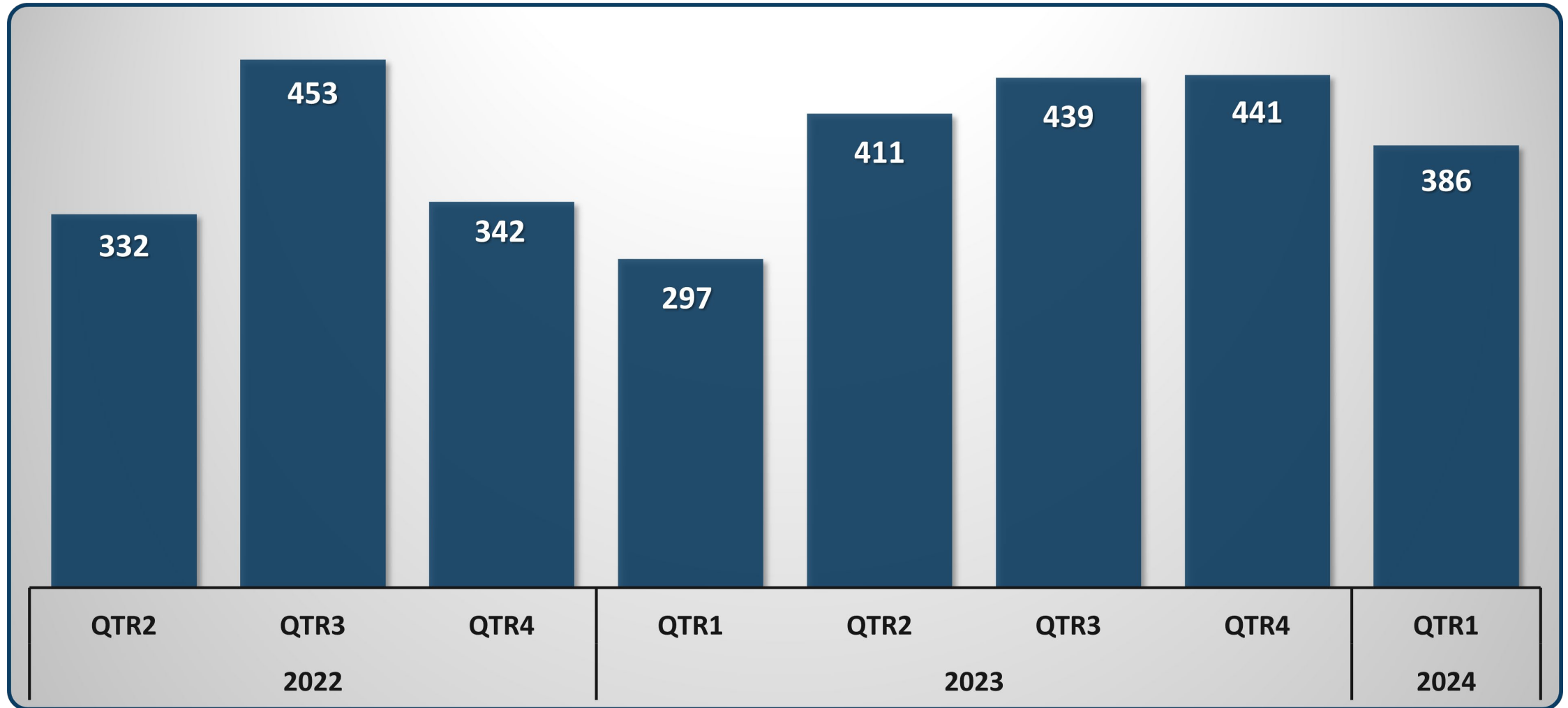


OMEGA dispatch

- Created to send the right unit to lower acuity incident 911 calls
- Upgrades to a full medical call approximately 15% of the time
- 112 After hours (1900-0900) OMEGA calls for last 5 months

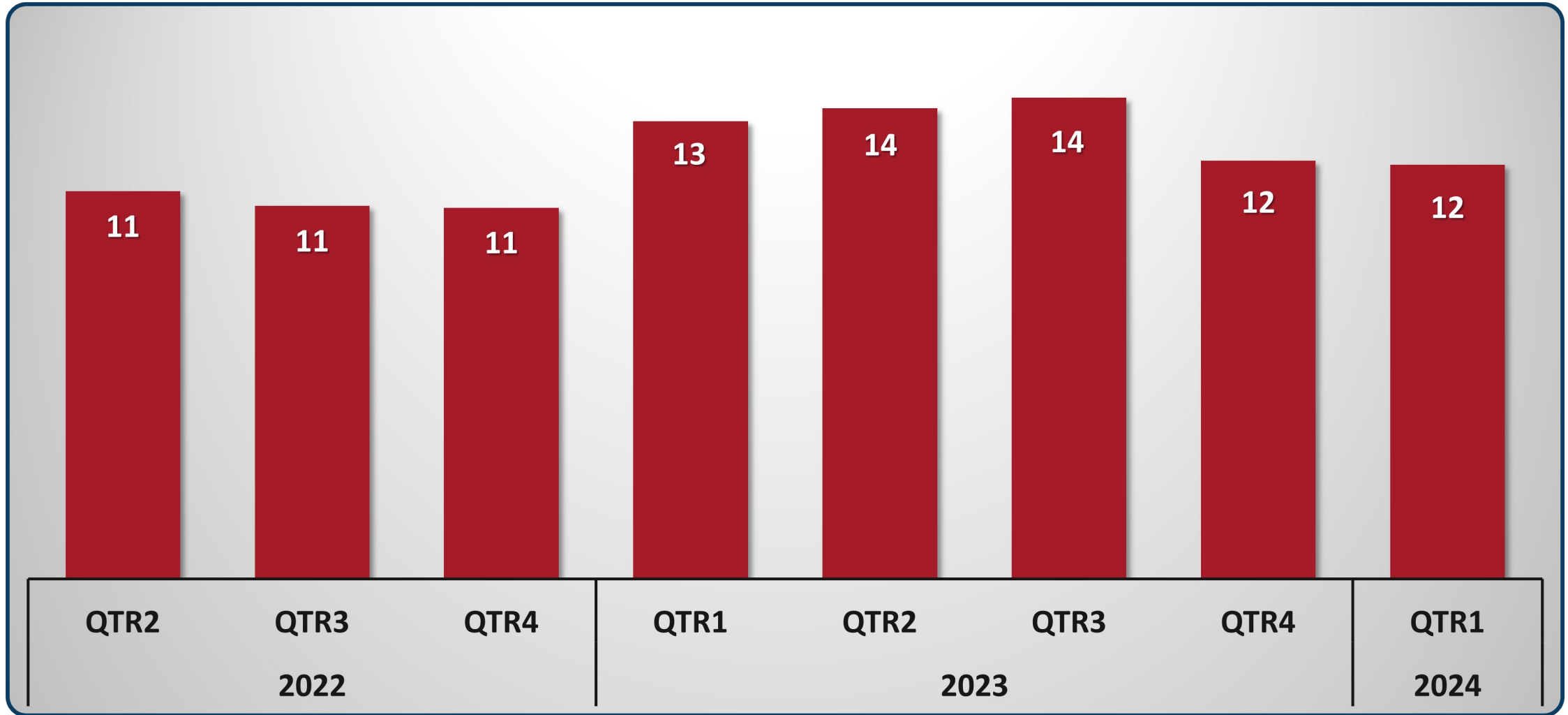


Dispatches Per Quarter



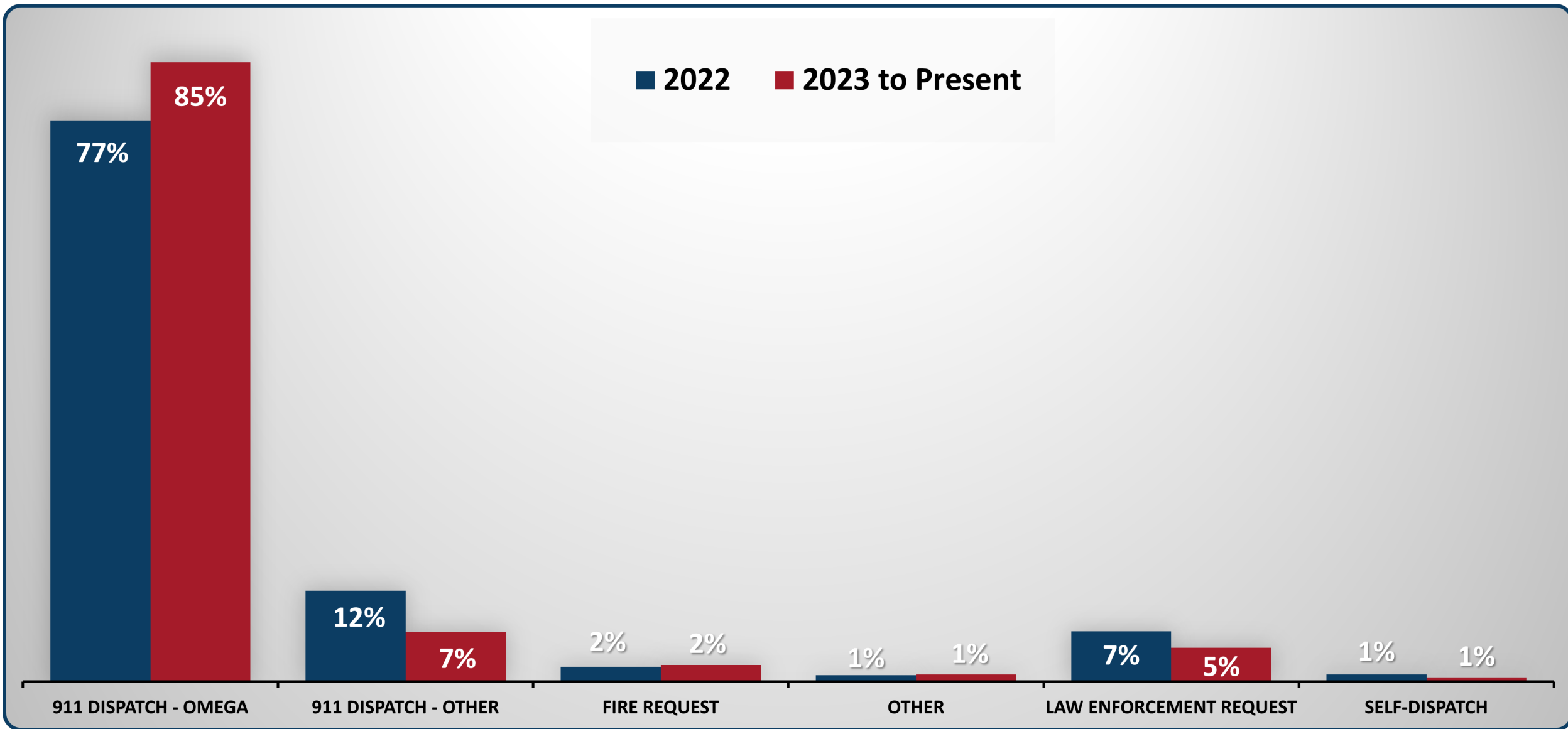


Response Times (Minutes)



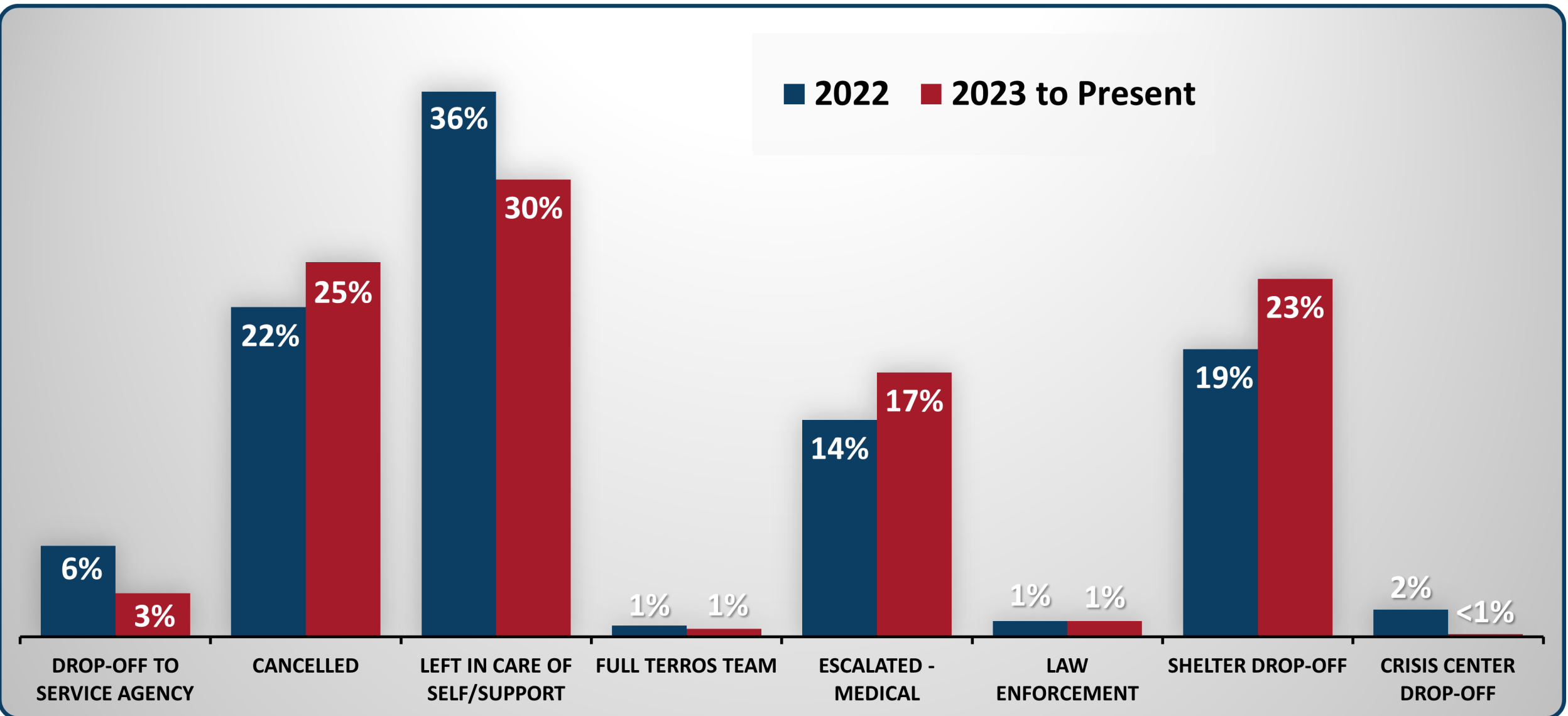


Type of Dispatch



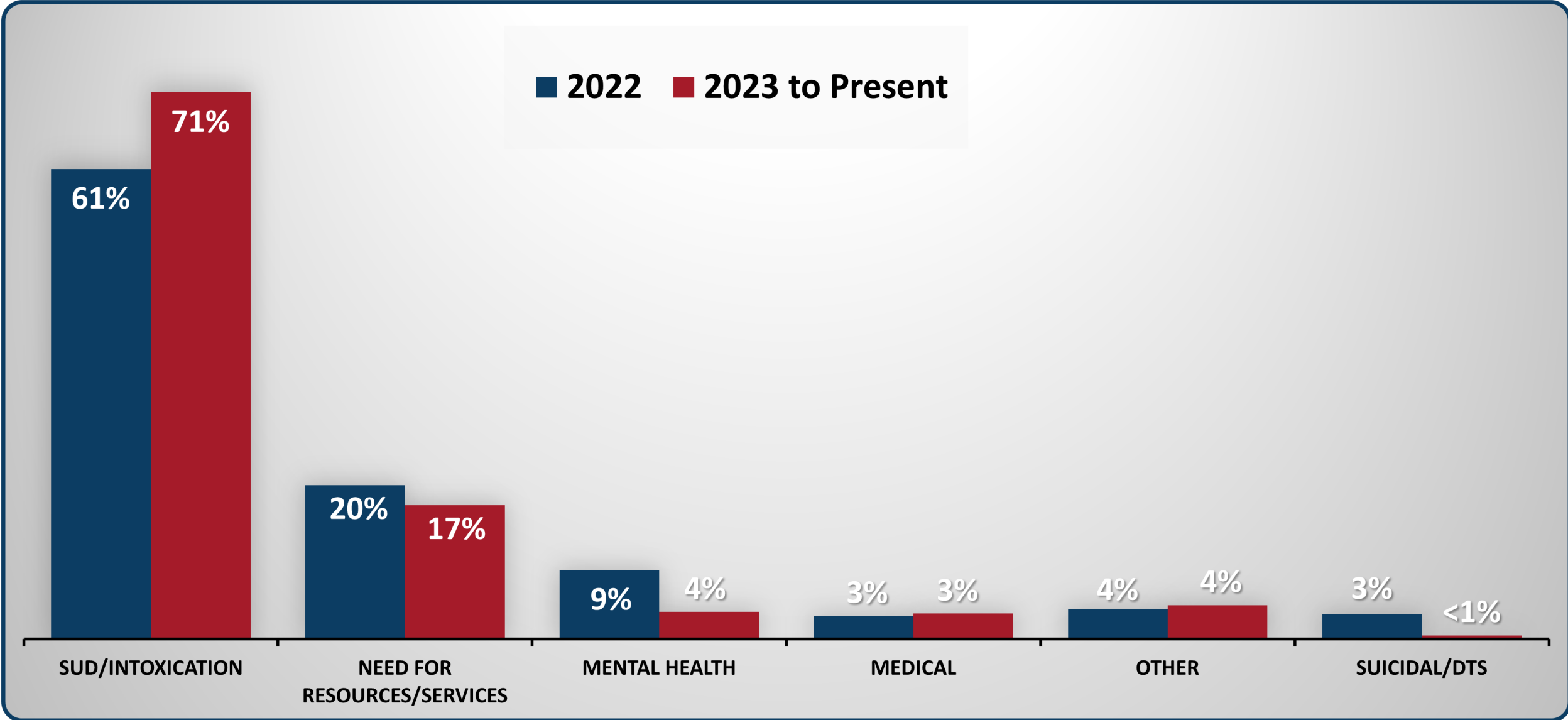


Response Outcomes





Primary Issue On Scene





Proactive Outreach



- Make rounds throughout the city when not dispatched
- Build rapport with individuals and the community
- Most common stops include:
 - Downtown: Wheeler park/library, bus transfer station
 - West side: Safeway, Walmart shopping centers, Milton
 - East Side: Flagstaff Shelter, Food bank, Bushmaster, Safeway
- Distribution of basic needs and resources



Distribution of Basic Needs

- Over 1000 Sandwiches
- Nearly 1000 bottles of water
- Approximately 200 bus passes
- Around 100 blankets
- Dozens of winter coats, hats, gloves, sleeping bags
- Narcan for opioid overdose prevention
- Informational pamphlets for community resources



Real Experiences

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



Community Partners

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



Ongoing Challenges

- Ongoing need for direct Fire management over CARE under current configuration
- Challenges with data collection between agencies
- This current model is taking calls off our fire and PD units
- Dispatch models to hold the unit its intended scope
- Facilities for CARE staff and clients.
- Is this the most appropriate staffing model for our community and our employees?



What's next



- Collaboration meeting with community partners across the city to strengthen relationships to provide better service
 - Continuum of Care
- Terros now contracted with CES Partnerships for CARE Program Evaluation
- Initial contract ends October 19, 2024
 - Option for two additional years



In Conclusion

CARE is doing what we had intended it to do

- ✓ Reduce low acuity calls for FFD and FPD
- ✓ Reduce the numbers of arrests/ bookings for alcohol related offenses
- ✓ Reduce the number of transports to the emergency department for intoxication or detox issues
- ✓ Provide a tool for addressing community needs (proactive outreach)
- ✓ Allow all-risk units to be more available for emergencies
- ✓ Help connect and transport unsheltered clients to centralized resources



TEAM FLAGSTAFF



**WE MAKE THE
CITY BETTER**

Council Questions & Discussion

