



**TEAM FLAGSTAFF**



# City Council Discussion Amending the Terros Contract

**August 26, 2024**





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Since the inception of the Community Alliance, Response & Engagement (CARE) Unit on March 28, 2022, the unit has diverted 2,663\* incidents

\* Data Through June of 2024



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Efforts to address special populations and needs in Flagstaff have been identified and or implemented for decades. The CARE program is our most recent example.





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Amend the contract to improve the staffing of the CARE Unit to maximize benefits to our clients and minimize adverse impacts to fire department staffing.





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Path to  
Success

Continuous  
Improvements

Discussion





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## Path to Success





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Year	Description	Outcome
2004	Analysis recommended Flagstaff add 3 rescues to its response capability to send more appropriate units to emergent and non emergent incidents	To date 2 of 3 units have been staffed
2014	CART 1.0 Part-Time Staff assigned to the CART 8 Hours/Day. NAU Collaborated with 2 Masters Student Interns	Rapid Attrition of part-time workforce and recruitment and training demands rendered the program unsustainable
2016	CART 2.0 Full-time Civilian Emergency Medical Technician (EMT) and Paramedic	Attrition issues and restrictive medical directives rendered the program unsustainable
2019	Criminal Justice Coordinating Council conducts research and tours best practice diversion programs	Recommendations to City Council were supported to move forward with an alternate response mobile unit and care center
2020	FFD consults with doctor of Behavioral Health and recommends an Adaptative Response that would include a behavioral health clinician with an EMT	This recommendation became the basis of the solicitation identified in 2019 (Response Component Only)
2022	CARE contracted Behavioral Health Crisis Specialist and Fire Department EMT	Improved service to Clients Operational and staffing challenges
2024	Proposed Changes	



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# Continuous Improvements





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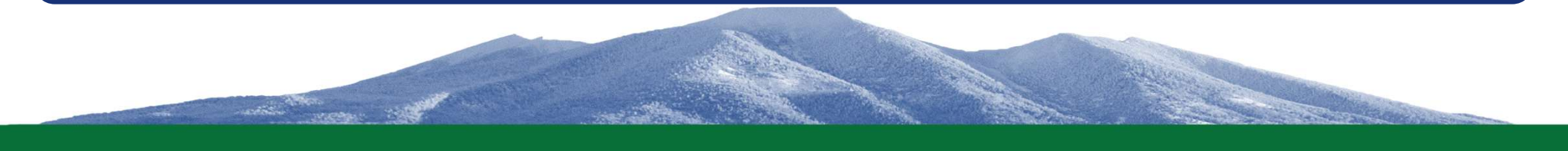


# Proposed Amendment to the Contract

Maintain the mission to reduce arrests and hospital transports

Engage our partner Terros to provide a certified Emergency Medical Technician to staff the CARE Unit

Retain FFD Oversight of the Program: Coordinate medical protocols, dispatch services, and performance management





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## Opportunities Leveraged through the Proposed Amendment

Improve mental health care and response for our vulnerable population

Continue to divert calls resulting in hospital transports and/or arrests

Improve Team consistency, oversight and skillsets for the clients by providing a single employer in the unit

Improve adverse impacts to Fire Department morale, recruitment and retention





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# Summary

Recommendation to amend the contract with Terros Health adjusting the staffing model to achieve improved effectiveness and efficiency of the CARE program.





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## Council Discussion and Direction

