



Care Unit Annual Report

July 1, 2025



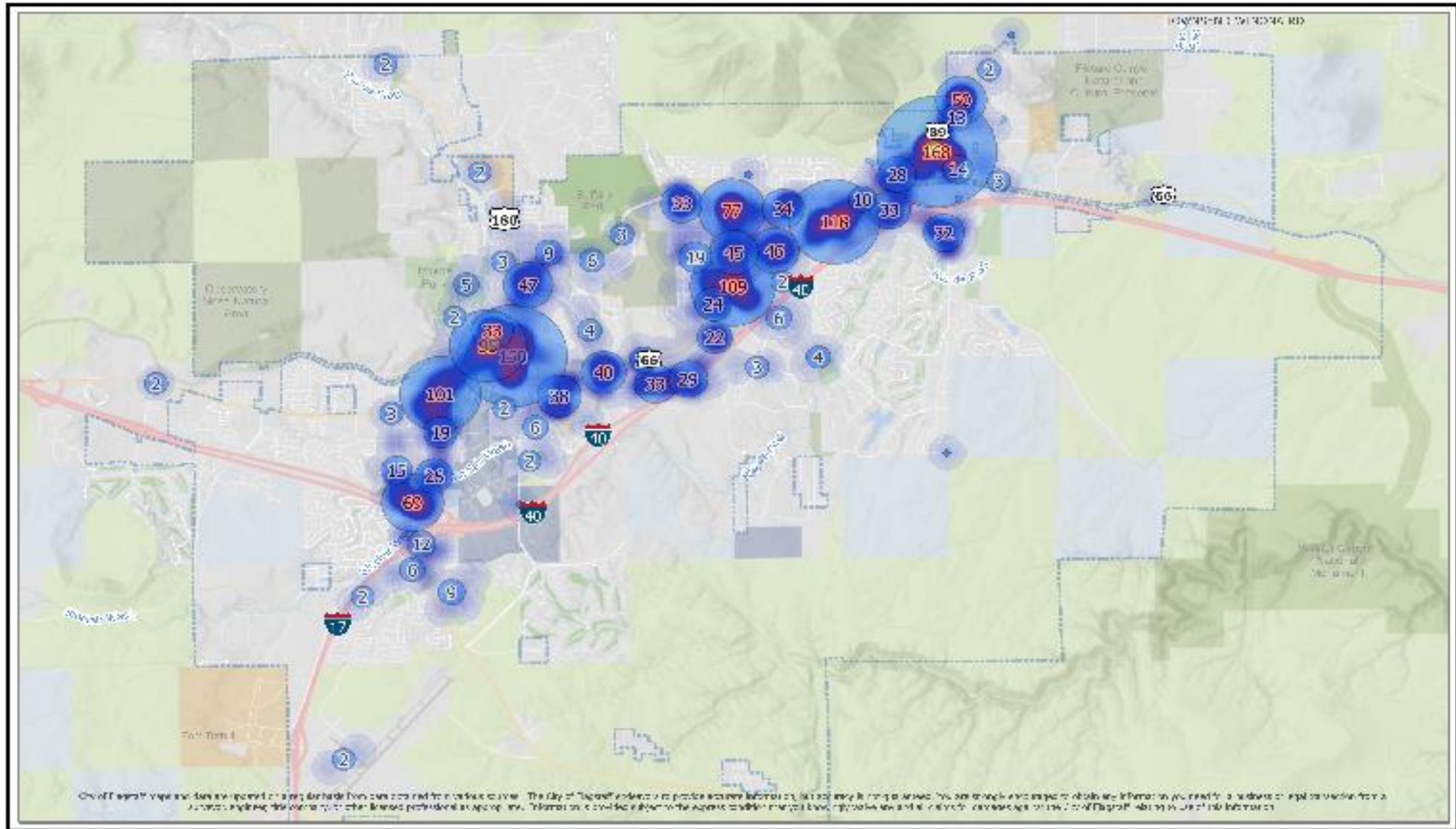


History



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

CARE 2024 Call Locations



City of Flagstaff logo and data are provided for informational purposes only. The City of Flagstaff does not provide emergency services. This map is for informational purposes only and should not be used for any other purpose. Information is provided as a public service and is not intended to be used for any other purpose. Information is provided as a public service and is not intended to be used for any other purpose.

2024 CARE Unit Calls

Dispatched through 9-1-1 Communication Center



- Care Call Density
- Sparse
- Dense
- City Boundary



Calls for Service

Over 3000 dispatches since March 2021

- Less light and siren responses reducing risk of traffic accidents
- Keeps all risk units more available for true emergencies
- Over 1900 calls diverted from the Emergency Department
- Equates to over 10% of total Fire Department Calls

Over 2000 outreach attempts

- Providing resources and needs
- Stabilization of the community
- Problems solving opportunities



FPD & FFD Calls for Service

	2019	2022	2024
FPD Mental Health Related Calls	2,491	3,067	3,437
FPD Low Priority Alcohol Related Calls	2,828	3,842	3,104
FPD Number of Arrestees Transported to FMC**	346	270	93
FPD Hours Spent at FMC with Arrestees	480	476	241
FFD Man Down Responses	2,618	1,824	1,602
FFD Behavioral Health Related Responses	383	537	334



Reductions

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

ARRESTS (9am to 7pm)				
	2020	2022	2023	2024
Public Consumption	337	51	84	116
Trespass (2nd/3rd)	154	96	76	192
Alcohol Shoplifts	69	43	32	64
Obstruction	43	10	28	26
Obscene Conduct	41	18	15	19
Public Sexual Indecency	12	8	3	5
Total:	656	226	238	422

Data courtesy of Flagstaff Police Department



Diversions-2024

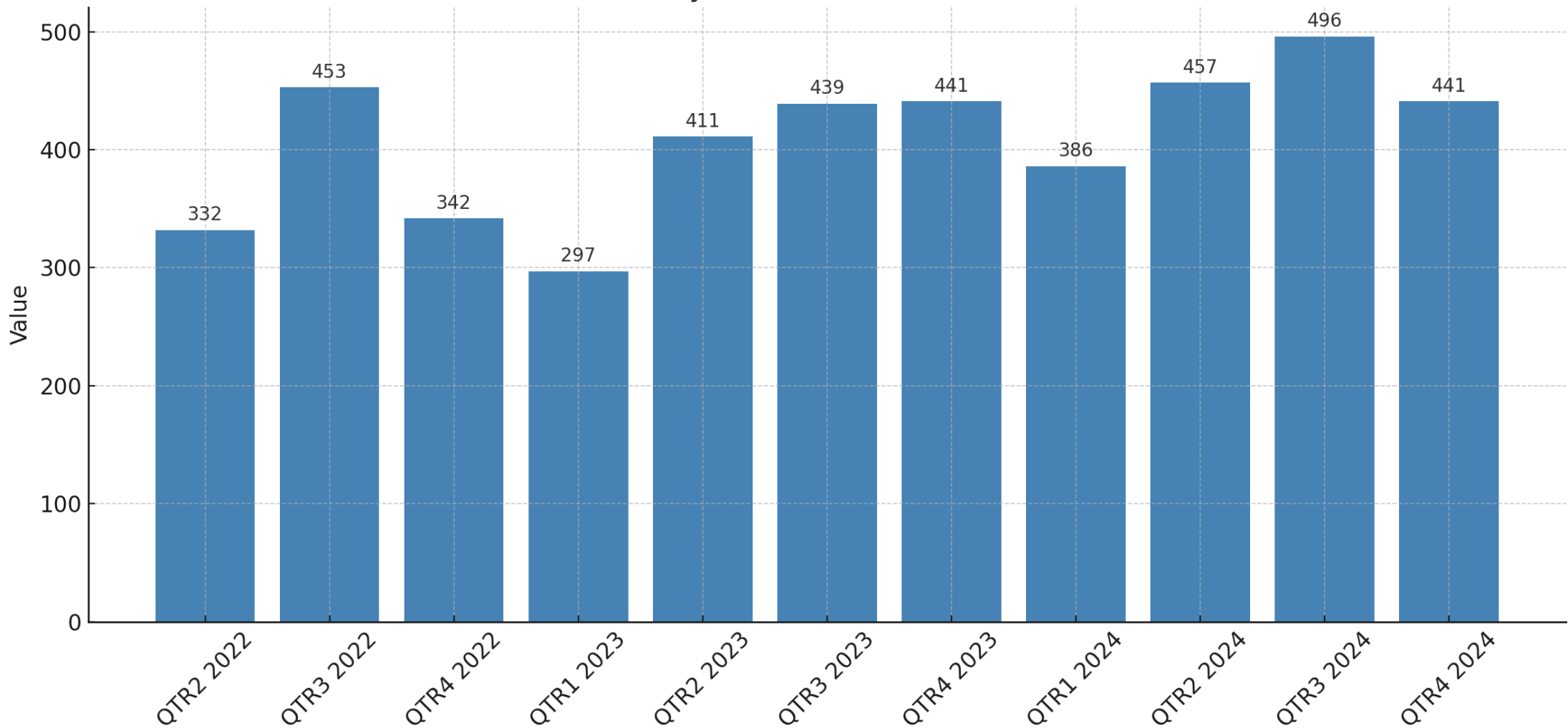


- Created to send the right unit to lower acuity incident 911 calls
- Care Requested PD 18 times out of 1780
- 98.9% of the cases have not necessitated a CARE unit request for law enforcement.
- Care Requested GMT 240 times out of 1780
- 86.5 %of the cases have been diverted from the Emergency department



Dispatches Per Quarter

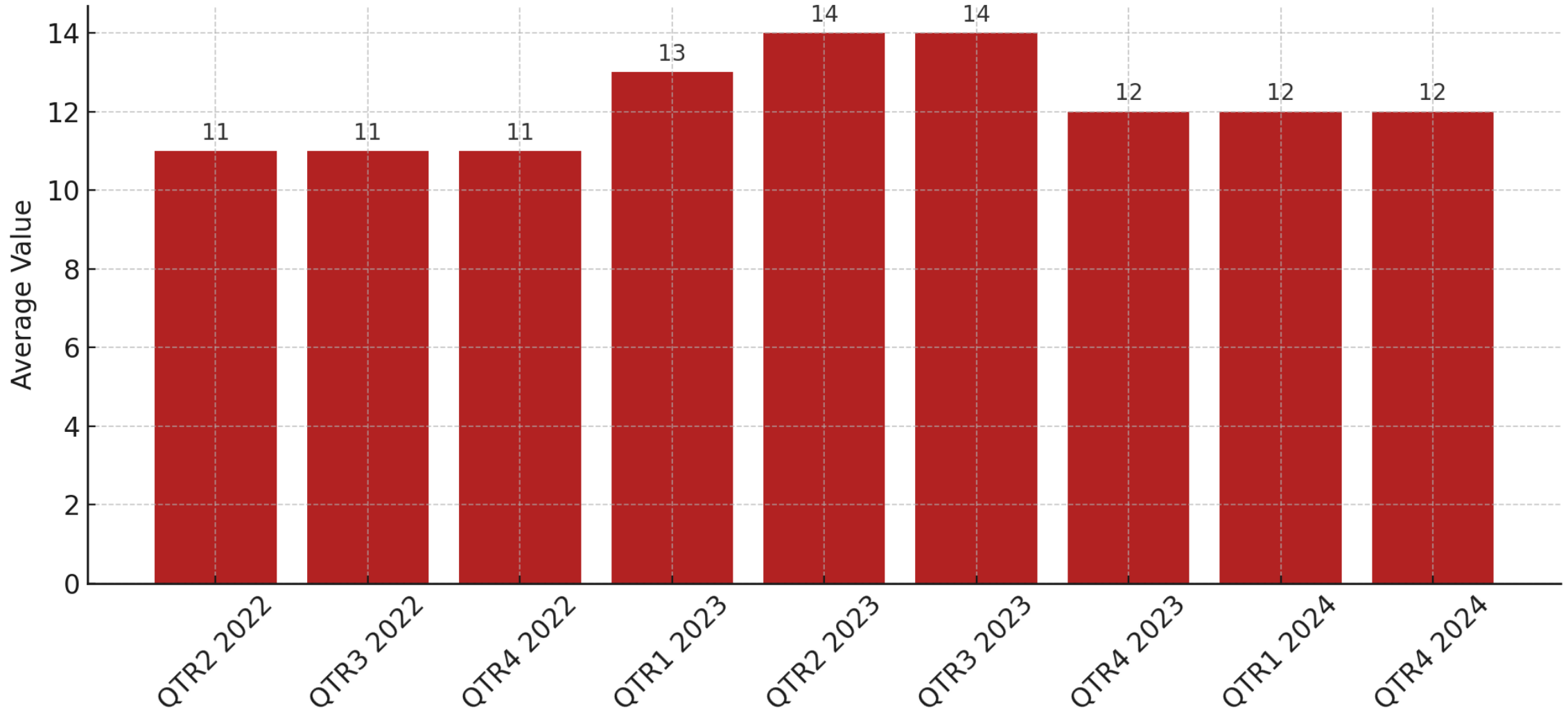
Quarterly Totals from 2022 to 2024





Response Times (Minutes)

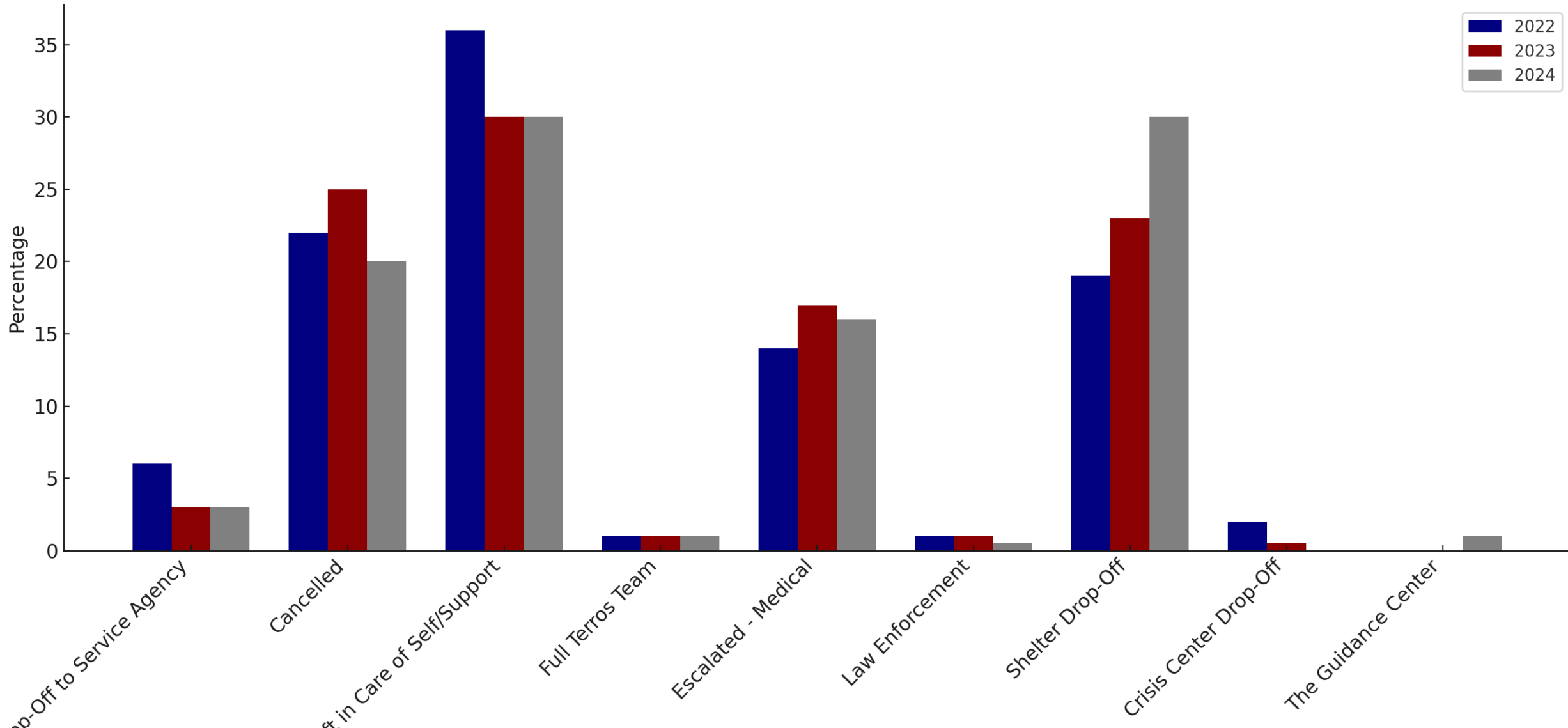
Quarterly Averages from 2022 to 2024 (Updated)





Response Outcomes

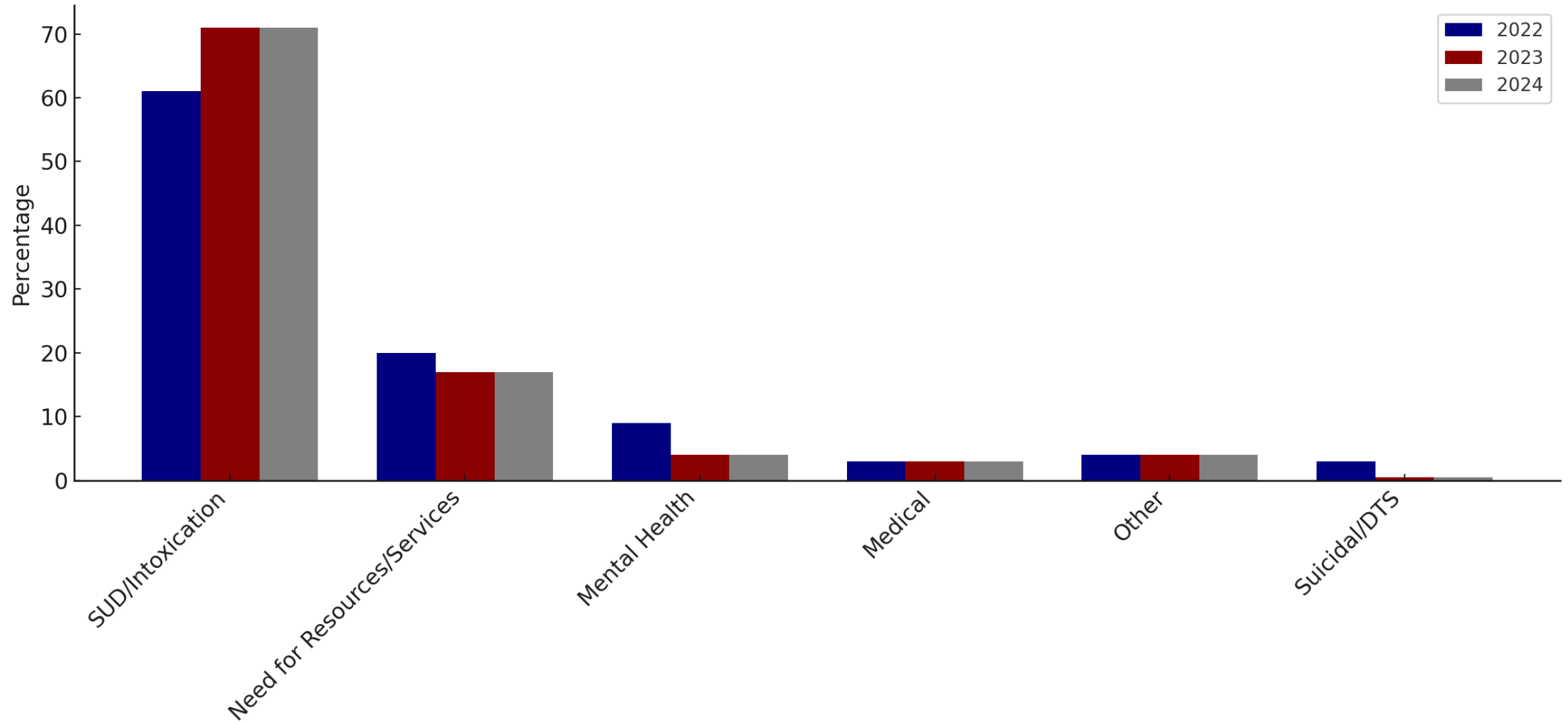
CARE Outcome 2022-2024





Primary Issue On Scene

Primary Presenting Concern by Year





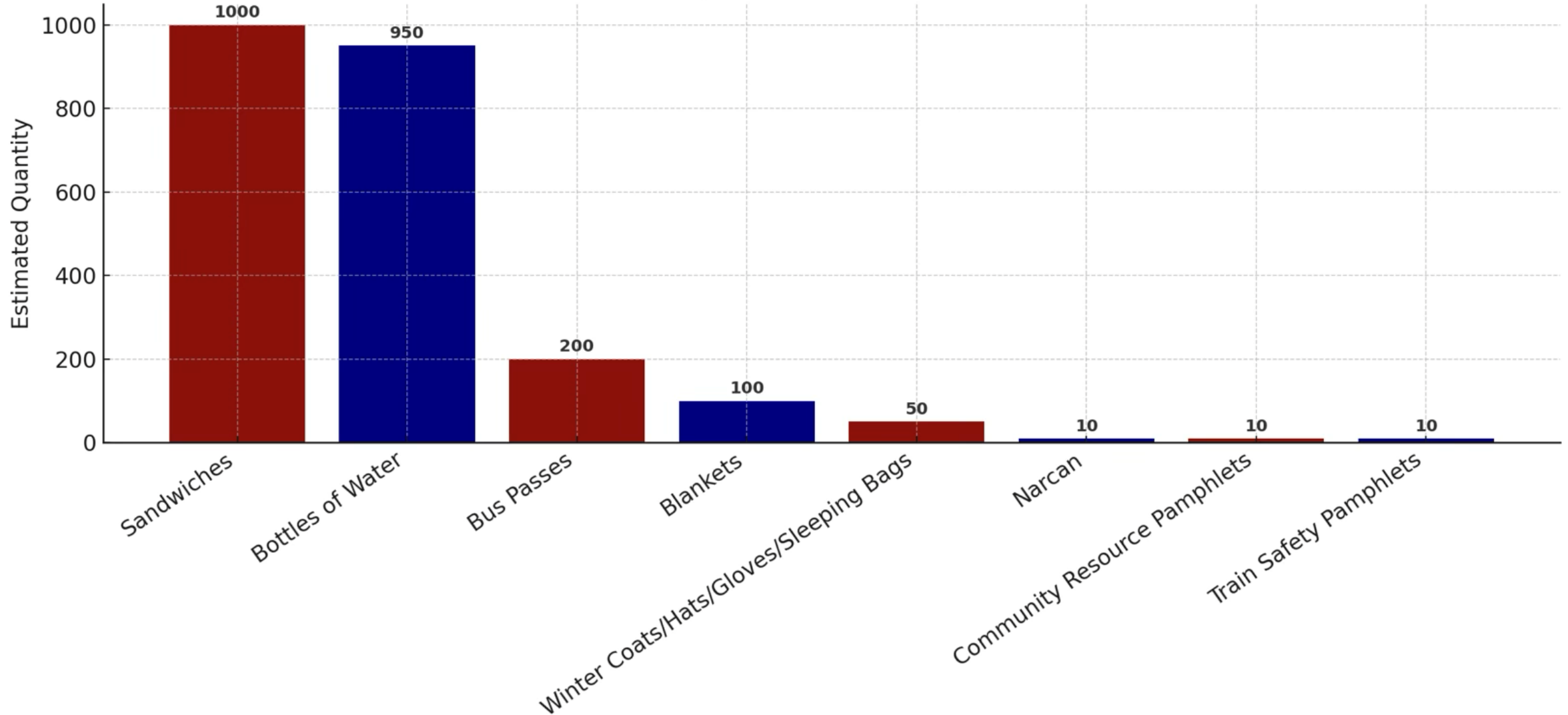
Proactive Outreach

- 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 in 2024

Community Outreach Item Distribution





Real Experiences

- The CARE unit's effects on the community goes beyond Data Sets
 - Lost person
 - Utility issue
 - Substance use success



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 challenges with inter-agency data collection and sharing
- ❖ Current model effectively reduces call volume for Fire, GMT and Police units
- ❖ Dispatch protocols should maintain alignment with CARE's intended scope
- ❖ Need for client-centered detox/ Substance use rehab facilities offering comprehensive wraparound services
- ❖ Reliance on the CARE van and services
- ❖ Daily evaluation to ensure staffing levels appropriately support CARE's mission
- ❖ Off CARE hours (1900-0900) --542 responses classified as OMEGA
- ❖ Off CARE hours (1900-0900) --925 responses for alcohol or altered mental status



What's next



- Continued collaboration with community partners across the city to strengthen relationships to provide better service
 - Continuum of Care
- Terros now working with CES Partnerships for CARE Program Evaluation. Tier 1 interviews completed
- Ambassador Program
- Terros now providing EMT'S and mental health professional



In Conclusion



CARE is achieving its intended purpose of providing compassionate, community-based support.

- ❖ Helps reduce low-acuity calls, allowing Flagstaff Fire Department (FFD) and Flagstaff Police Department (FPD) to focus on higher-priority emergencies.
- ❖ Decreases the number of arrests and bookings related to alcohol use by offering supportive alternatives. Reduces unnecessary transports to the emergency department for intoxication or detox needs through appropriate care options.
- ❖ Serves as a proactive outreach tool to meet community needs and support vulnerable populations.
- ❖ Enhances the availability of all-risk emergency units by managing non-emergency behavioral health calls.
- ❖ Connects and transports unsheltered individuals to centralized services, improving access to long-term support and housing resources.



TEAM FLAGSTAFF



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Council Questions & Discussion

