

Pre-July 2025

- **Vision of the Council**
- **Create an alternative response model**
- **TERROS and Flagstaff Fire**
- **Started on March 28, 2022**
- **Behavioral Health Technician**
- **Firefighter/EMT**
- **Community Support / Reduction on Public Safety**
 - **Proactive Outreach**
 - **911 dispatch Omega**

July 2025

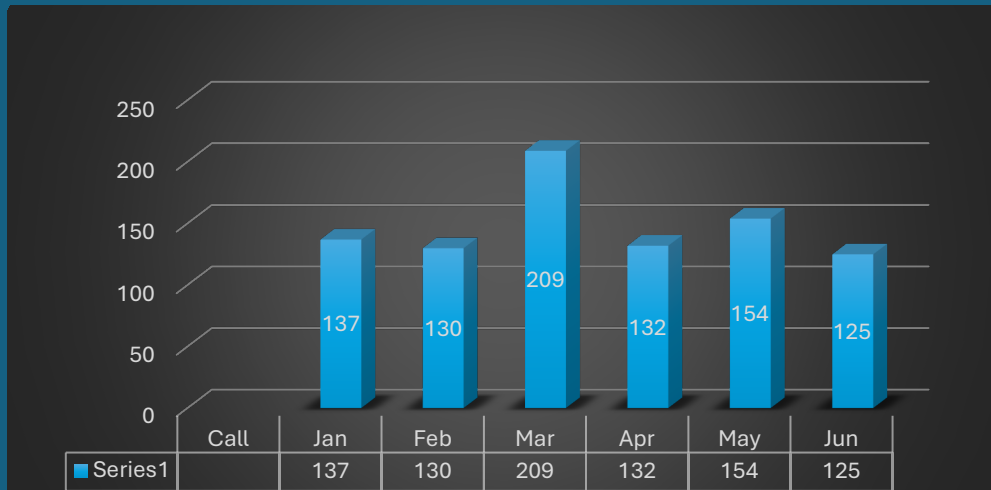
-Terros Health transitioned to staffing Emergency Medical Technicians(EMT), while continuing staffing Behavioral Health Technician (BHT).

-Increased outreach activities

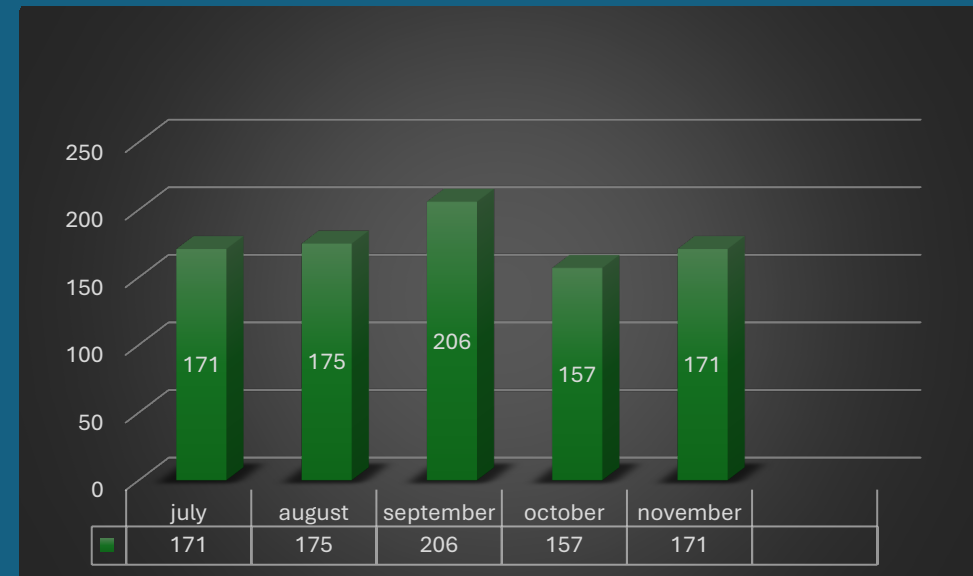
How is the transition going?

Call Volume

Pre July 2025 (6 months) Calls



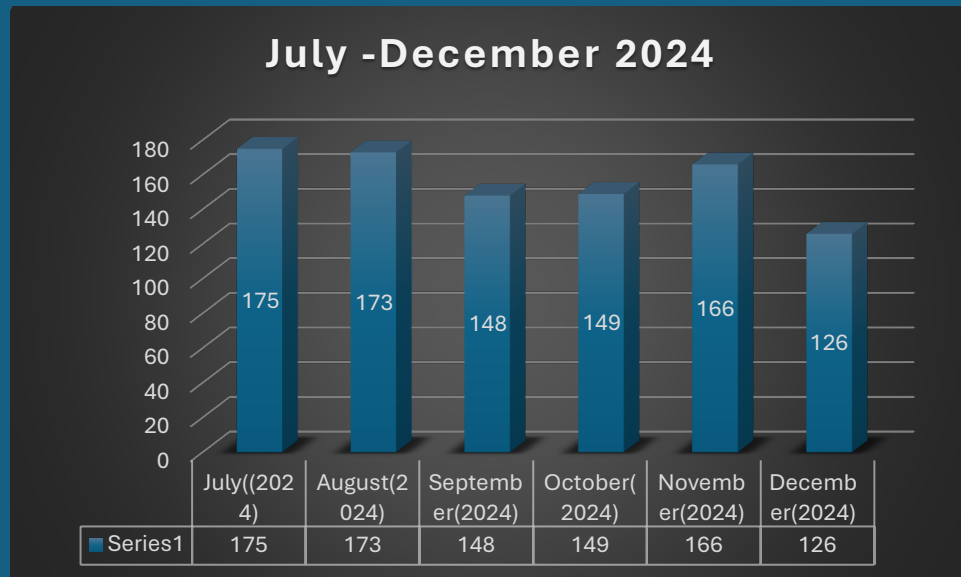
Post July 2025 (6 months) Calls



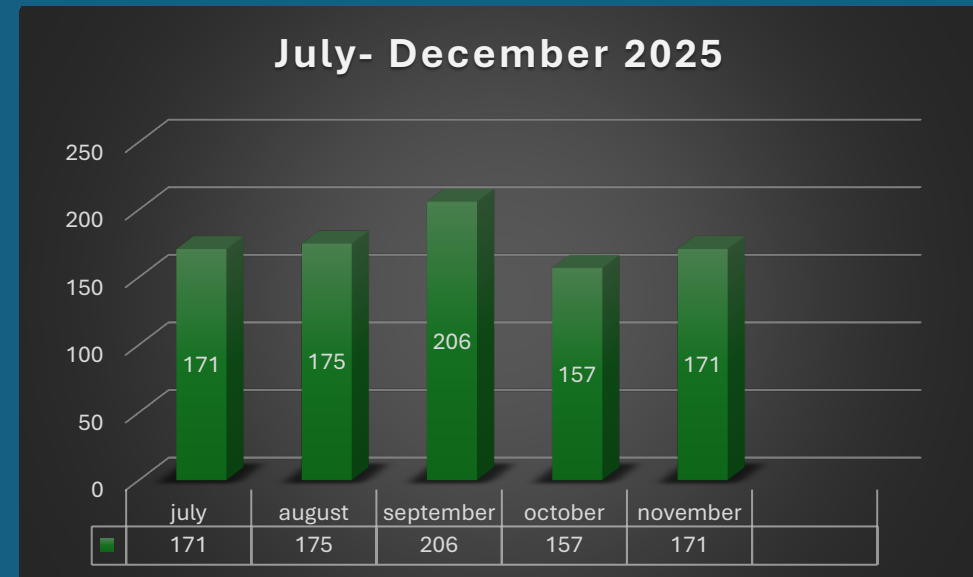
How is the transition going?

Call Volume

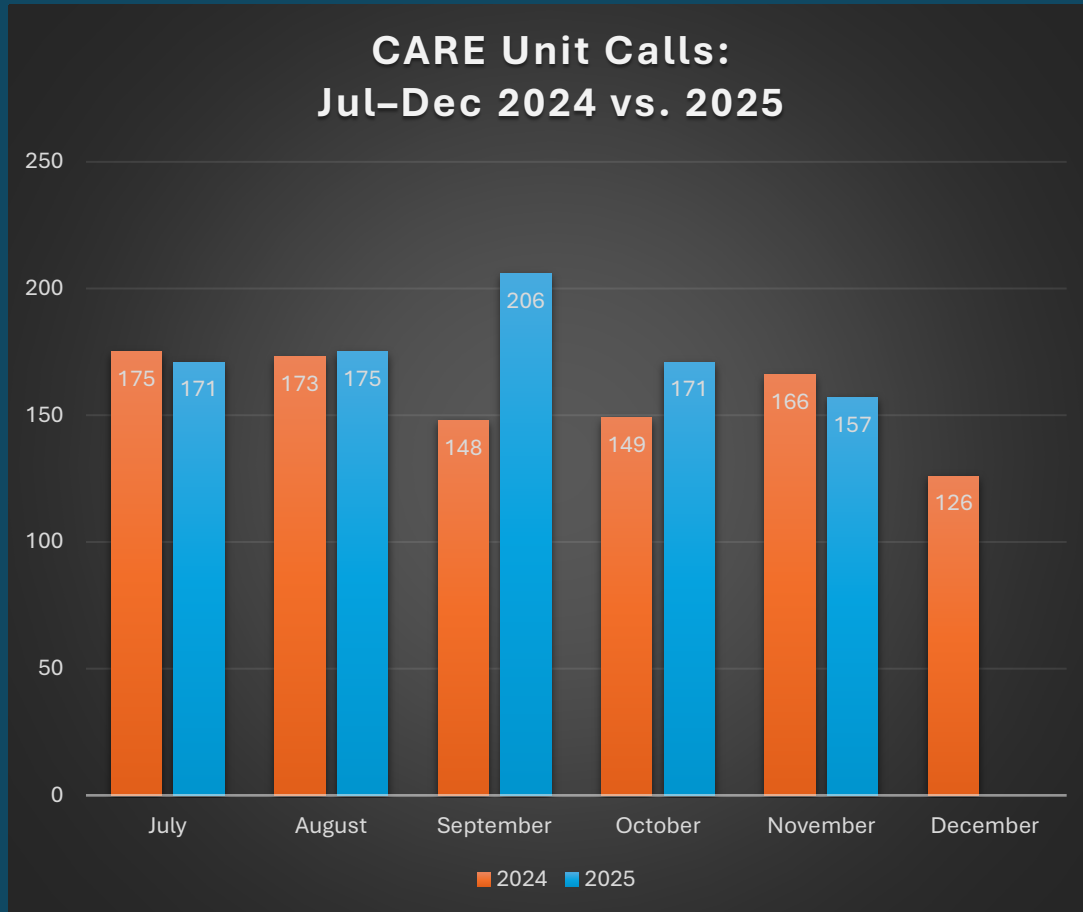
Pre July –December (6 months) Calls



Post July-December 2025 (6 months) Calls



JUL-DEC Pre 2024 vs Post 2025



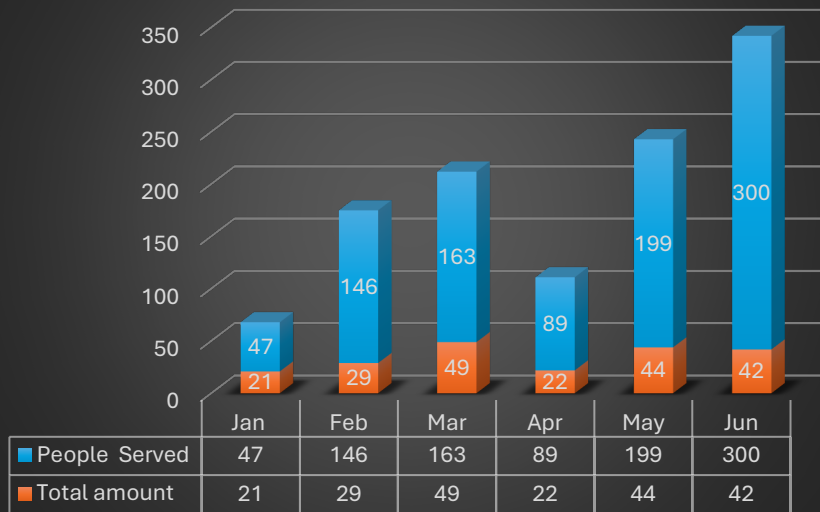
- 2024 Jul -Dec pre transition CARE total 936 calls
- 2025 Jul -Dec post transition CARE total of 880 calls
Pending December numbers

How is the transition going?

Outreach and Client served

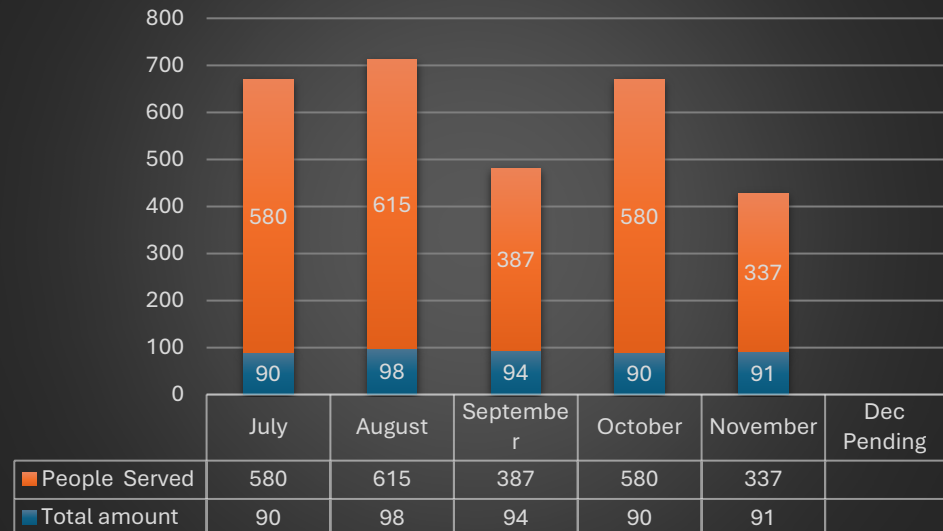
Pre July 2025 (6 months) Outreach

Number of People Served



Post July 2025 (6 months) Outreach

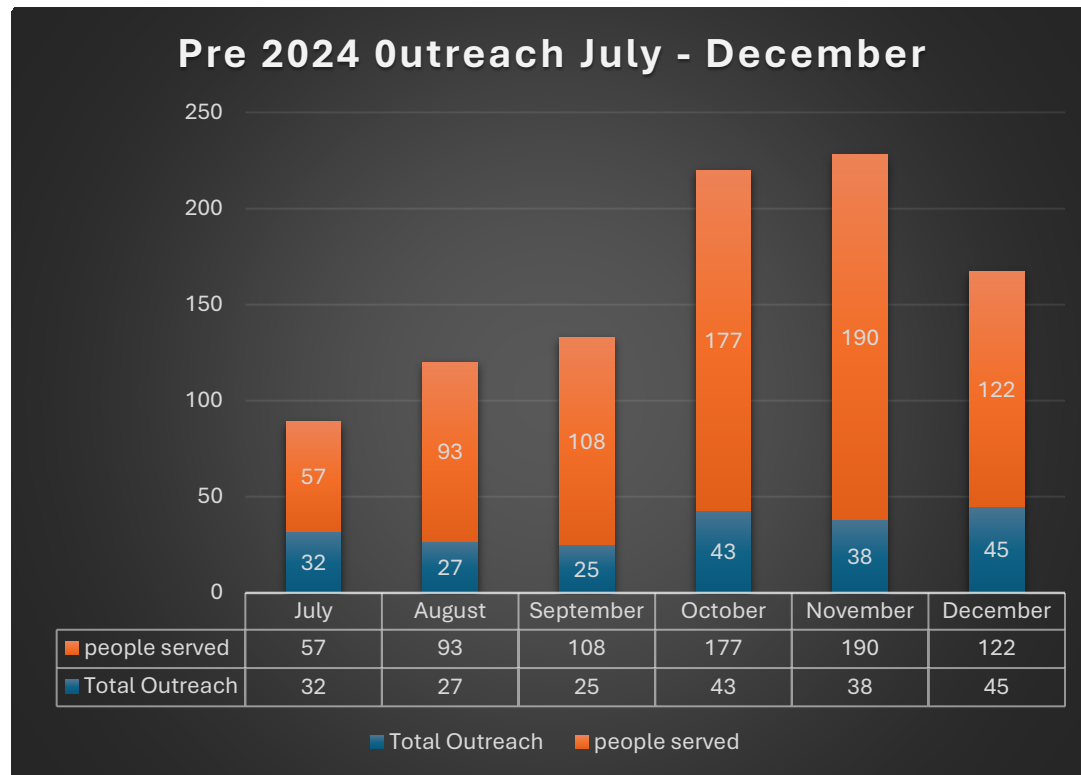
People Served July -Nov



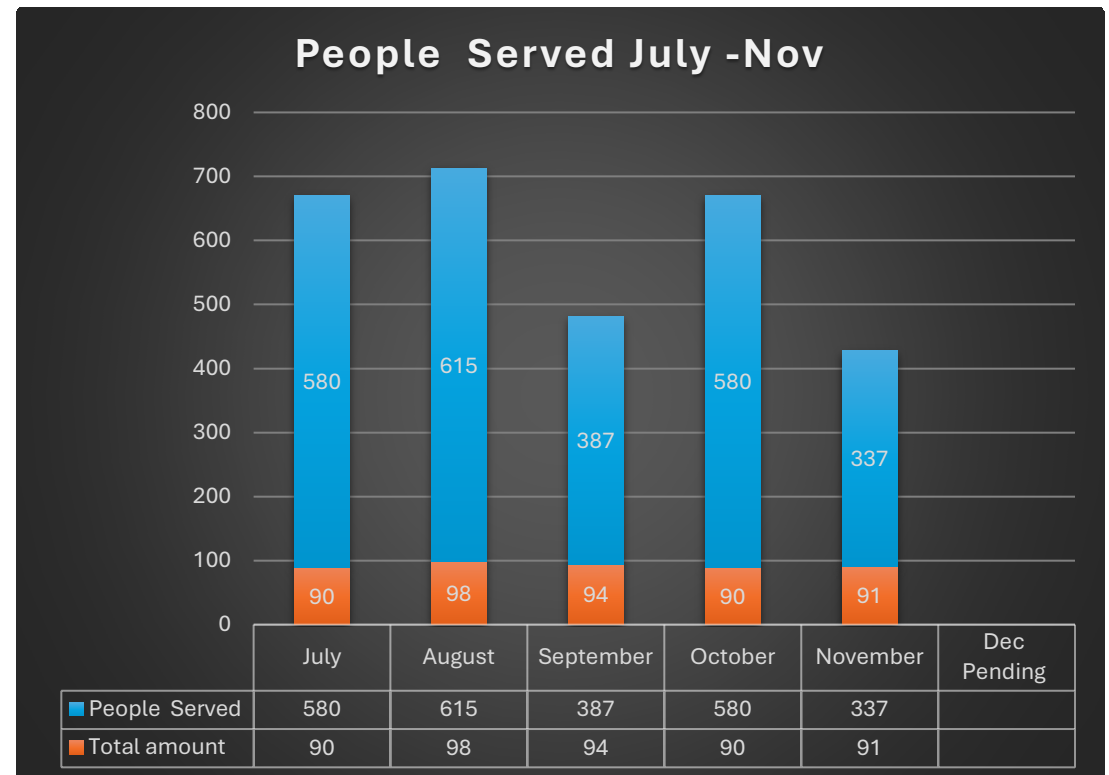
How is the transition going?

Outreach and Client served

Pre 2024



Post 2025



Outreach Comparison 2024-2025(July–December)

2024 (Pre-Transition):

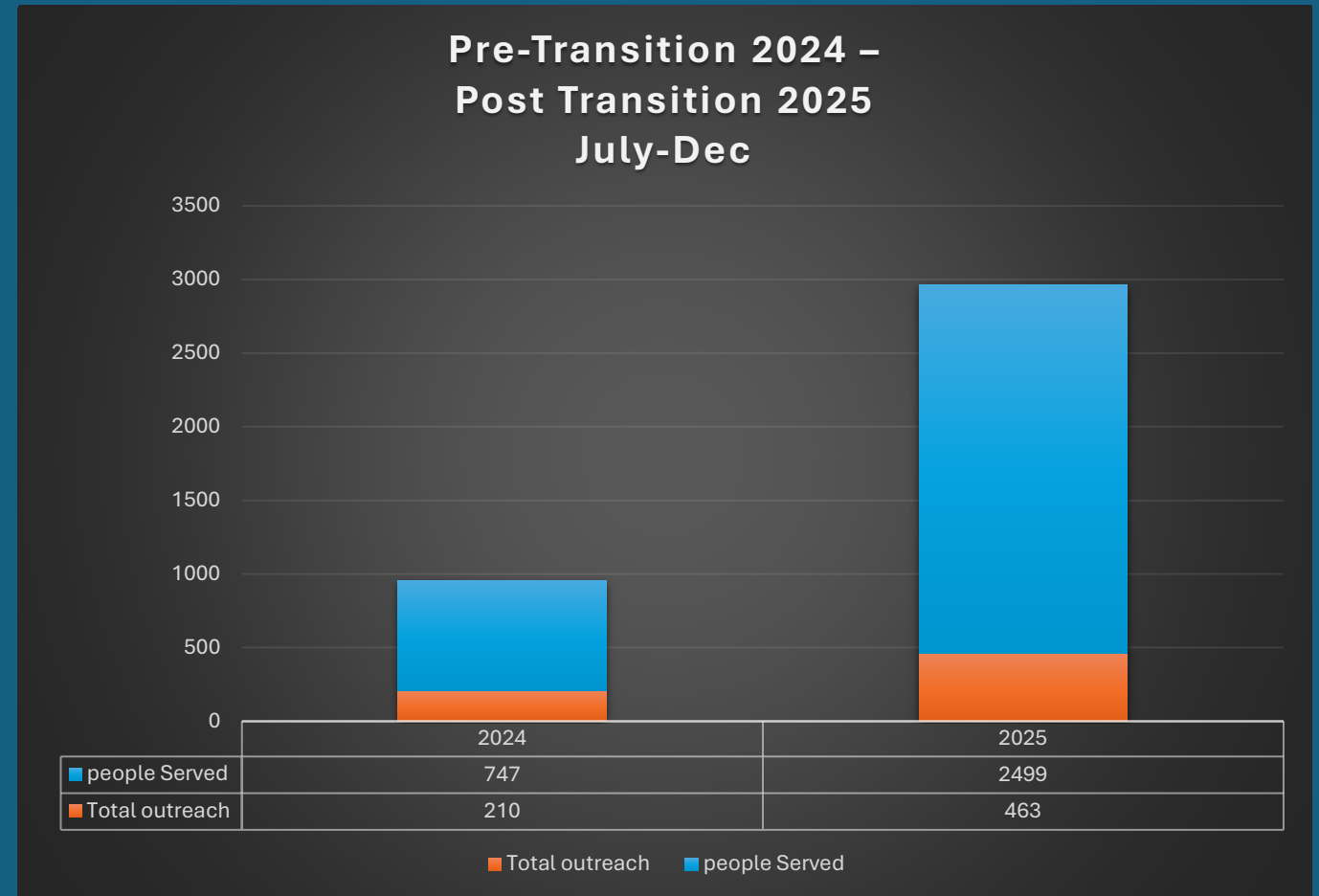
- 210 outreach activities
- 747 client interactions

2025 (Post-Transition):

- 463 outreach events
- 2,499 client interactions
- December 2025 outreach data pending

Total outreach = number of times the team attempted/ initiated outreach;

Clients served = total client interactions.



How is the transition going?

Outreach

- Pre transition CARE primarily distributing food, water, clothing, sleeping bags, and assisting with connections to resources
- **Since the transition**, CARE EMTs have been offering education on wound care and encouraging clients to seek hospital treatment when signs of infection are present. They also distribute first aid kits containing bandages, aloe vera, travel-size ointment, and mosquito repellent, which have been a huge hit with the community.
- Because of this, clients recognize the CARE van, trust the team to check their wounds, and are more willing to go to the hospital to receive further care.



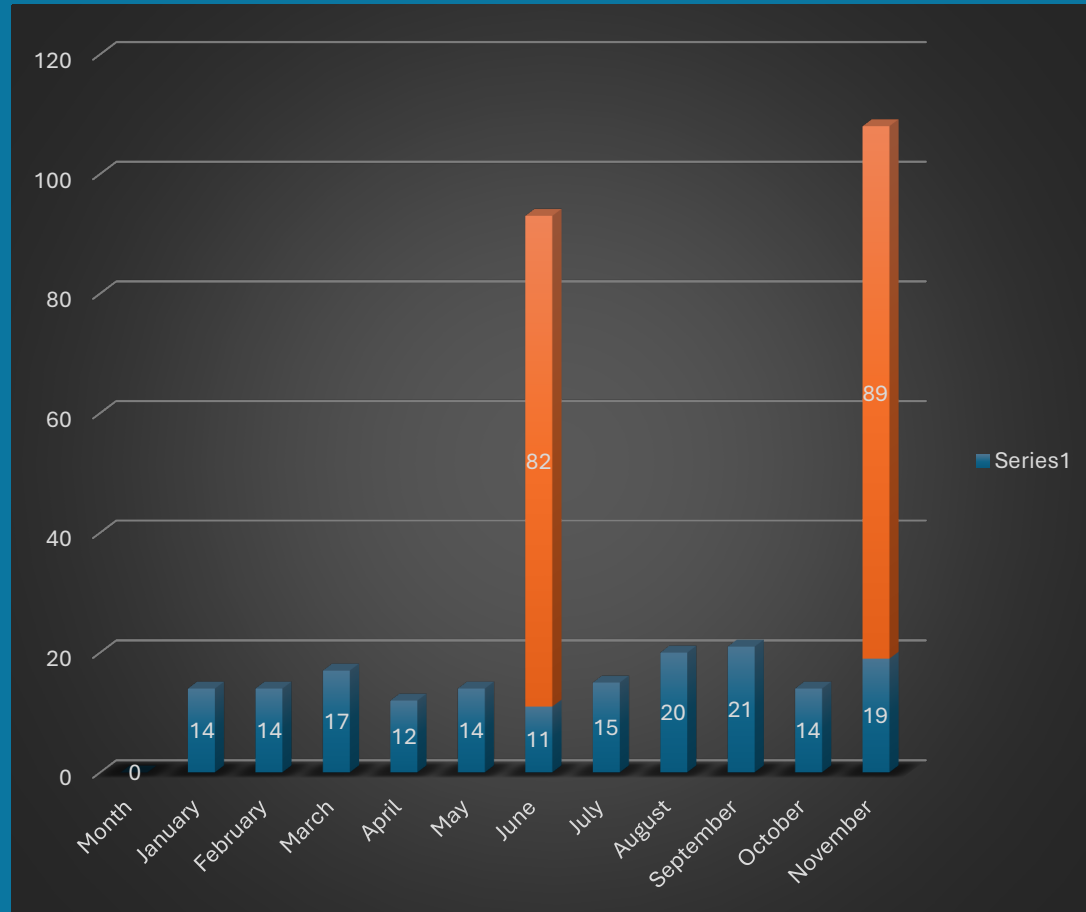
How is the transition going?

Upgrades

- **Upgrade:** An upgrade is required anytime a client needs a higher level of response. CARE will request **Guardian Medical Transport (GMT)** to transport the client to **Flagstaff Medical Center (FMC)** when the client is **medically acute**, unable to care for themselves, or requires hospital-level medical evaluation.
- An upgrade to the **Police Department (PD)** is initiated when there are **safety concerns, aggression, weapons present, or law enforcement involvement is required.**

How is the transition going?

Medical Upgrades



- Post transition, there has been a slight increase in upgrade calls.
- Pre transition from January to June, CARE upgraded a total of 82 call to GMT.
- Compared to post-transition, 89 upgrades from July to November.

How is the transition going?

PD Upgrades

- CARE documents all dispatched calls in the Electronic Health Record (EHR) system. Which then tracks PD involvement needed.
- PD is requested when a client becomes violent or immediate law enforcement support is required.
- Year-to-date: CARE has not requested an upgrade for PD assistance for any violent clients.
- When a client who is **escalated** refuses interaction and there are no medical concerns, CARE respects the client's autonomy.
- When a client has previously refused interaction and is escalated, CARE notifies dispatch that if additional calls occur for this client, PD may need to respond instead.
- No changes observed from pre and post transition.

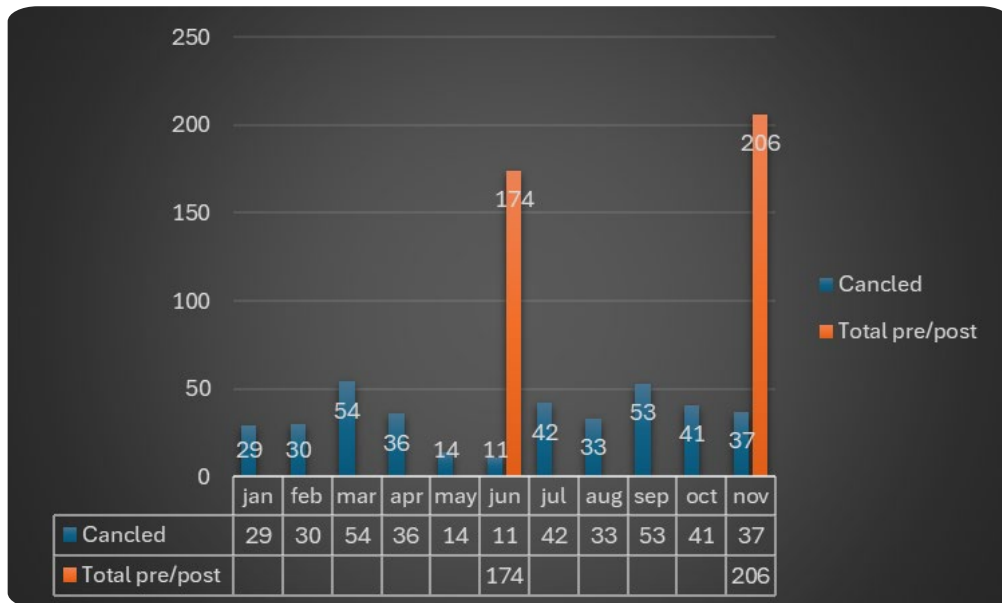




How is the transition going? Cancelled Calls

- A cancelled call occurs when CARE is dispatched but, while enroute, the call is determined to be inappropriate for CARE response. This may happen if the client leaves the location or if the situation is identified as more medically focused, requiring a different level of care.
- An unable to locate (UTL) call occurs when CARE arrives on scene but is unable to find the client.

How is the transition going?



- Post transition, there has been an increase in cancelled/unable to locate calls.
- Pre transition from January to June, CARE total cancelled/unable to locate was a 174.
- Compared to post-transition, there are most recently 206 cancelled/unable to locate calls.

CARE hours of
operation:
0900-1900

FFD-Alcohol and Behavioral
Health calls
October 2024-September
2025

Alcohol/Behavioral
Health

- During CARE hours
– 1014
- After CARE hours -
458

CARE hours
of operation:
0900-1900

Public Assist Rides

- Day Shift – 233
- Night Shift – 681

FPD-Alcohol and Behavioral Health calls October 2024-September 2025

Alcohol/Behavioral Health

- During CARE hours – 2,693
- After CARE hours – 2,796

WHAT'S NEXT??



CONTINUE THE
OUTSTANDING WORK



MONTHLY EVALUATION
OF PROGRAM



SOLICITATION OF
CONTRACT