



New Crisis Response Program

Objectives



- Overview of Crisis Unit
- Questions
- Seeking Council input and direction

Crisis Response



CURRENT STATE

- Behavioral Health calls
 - PD multiple requests without an available CR van
 - Fire typically waits 45-60 minutes for CR van when they are available
 - Many times we use the BC to fill that roll

Crisis Response



CALL VOLUME

Fiscal Year	Fire	Police
2018	665	221
2019	696	281
2020	718	236

*2019-2020 largest increase has been in behavioral health calls 59%

Crisis Response



NATIONAL MODELS

City	Program	Department
Seattle, WA	Health One	Fire
Portland, OR	Behavioral Health Unit	Fire
St. Petersburg, FL	Call Program	Police
Rockland County, NY	Behavioral Health Response Team	Paramedic Service
Denver, CO	Crisis Intervention Response Unit	Sherriff
Gainesville, FL	Community Resource Program	Fire
Colorado Springs, CO	Community Response Team	Police/Fire

Crisis Response Unit



CURRENT RESOURCES

- CR Van is a limited resource in the Automatic Aid system responds to high stress incidents to assist the families or find resources for patients in need.
 - Staffed with Social Worker and EMT
- There are only 9 CR vans in the system, anticipating that Phoenix will add a few more in the next fiscal year.

Crisis Response Unit



COMPARISON MODELS

- Modeled after Tucson Fire department program called Tucson Collaborative Community Cares (TC3)
- Successful program that has been operating since 2016
- Staffed with the similar type of personnel

Crisis Response Unit



GOODYEAR CONCEPT

- 2 person team of FF/Paramedic and Licensed Social Worker
- Would respond to,
 - Fire dispatch
 - Develop workflow for PD dispatchers, Officers & FF
- Would work out of a passenger van or Tahoe type vehicle

Type of Services



SUB-HEAD

Crisis Response Van (Regional Asset)

Crisis Counseling

Grief and Loss

Resource Connection

Behavioral Health Emergency

High Stress Incident Response

Goodyear Crisis/Medical Response

Crisis Counseling

Grief and Loss

Resource Connection

Behavioral Health Emergency

High Stress Incident Response

Treat and Refer initial care & follow up

Community Paramedicine

Patient healthcare navigation

Crisis Response Unit



OPERATIONS

- Busiest days of the week
 - Monday, Wednesday-Friday
- Busiest hours of the week
 - 9am-9pm
 - We would find a 10 hour period that fits our needs
- Vehicle can be assigned to Goodyear
 - Geofence their response area for the first year to determine effectiveness

Crisis Response Unit



NAME

- Broad approach when naming the unit
 - Community Response Team



Crisis Response Unit



PERFORMANCE MANAGEMENT

- Metrics to consider
 - Develop and implement primary response area reliability data
 - Reduce emergent police and fire units dispatch to behavioral health calls by 25%
 - Put initial response units back in service, when applicable, within 45 minutes of dispatch
 - Reduce frequent users of the 911 system for non-emergent needs by 40%
 - Visit, in person or phone contact, Community Paramedicine identified patients within 48 hours

Crisis Response



TIMELINE

Date	Action
May 10 th	Council Conversation
May 24 th	Tentative Budget Adoption
June-July	Workflow, policies, procedures
June 10 th	Post FF/P and Social Worker job
Week June 21 st	Final interviews and offer
Week of August 2 nd	GEO for new employees
By September 30 th	Complete training for PD dispatch, officers and FF
By November 15 th	Go live and response ready

Budget Considerations



ONE TIME VS ON GOING COSTS

One Time	On Going
\$102,800	\$244,800
Vehicle, equipment and lights, radios, MCT	Personnel, dispatch and benefits

Budget



SALARIES

- Salaries
 - Licensed Clinical Social Worker: \$72,000 with benefits \$104,200
 - FF/Paramedic: \$106,680 with benefits

Questions



- Council Feedback and Direction