



Community Response Team

Objectives



COMMUNITY RESPONSE TEAM

- Community Response Team Video
- Team Introduction
- Program Update
- Data Review
- Questions

Video



COMMUNITY RESPONSE TEAM

Community Response Team FINAL WITH
CAPTIONS.mp4

Team Introduction



COMMUNITY RESPONSE TEAM

CR Coordinator
Sandra Espinoza
Behavioral Health and
Victim Advocate Experience

FF/Paramedic
Joe Hernandez
20 year fire employee
Community Paramedic



Multi Tiered Approach

COMMUNITY RESPONSE TEAM



Ultimately....Take care of people

Daily workload



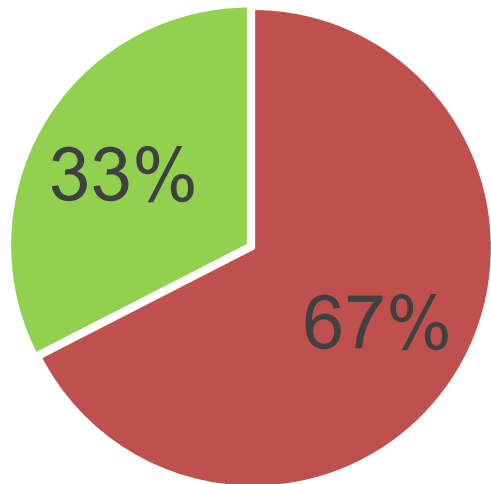
COMMUNITY RESPONSE TEAM

- First Day November 15, 2021
- 8am-6pm Monday-Thursday
- Call breakdown
 - 87% crisis response
 - 13% community paramedicine



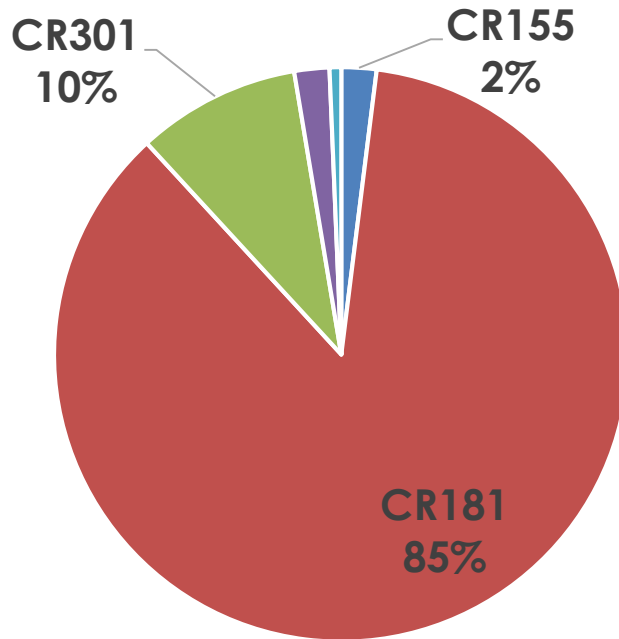
IN-SERVICE VS OUT OF SERVICE

November 15th -May
501 calls



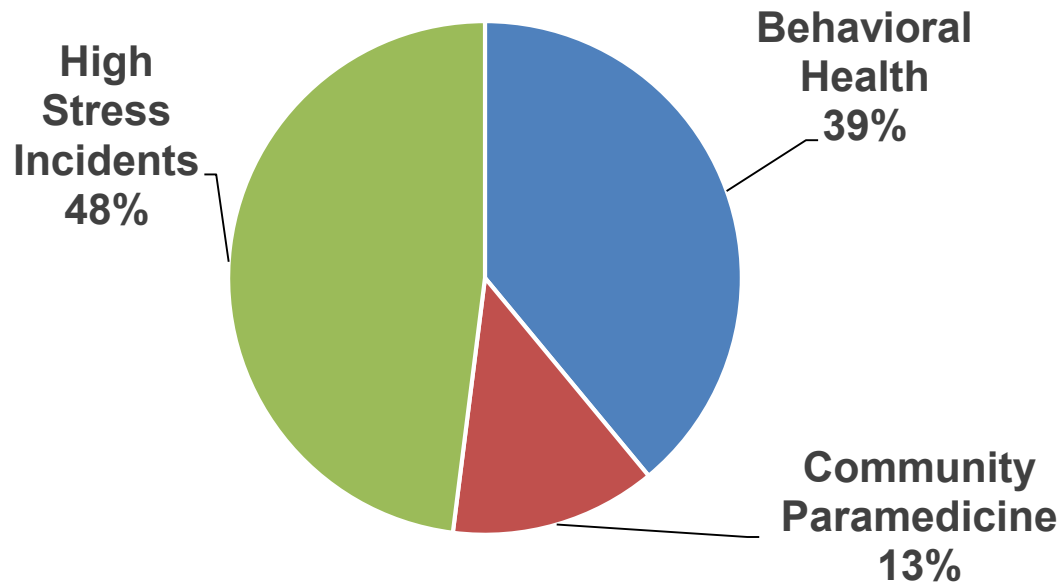
■ Not in Service ■ In Service

INCIDENTS BY UNIT



Unit#	Incidents
CR155	3
CR181	139
CR301	17
CRV	3
CRIS	1
Total	163

INCIDENT TYPES



Incident	Count
Behavioral Health	39%
Community Paramedicine	13%
High Stress Incidents	48%

Data



RESOURCES PROVIDED

Resource	Referrals	Percent of Time
Behavioral	17	11%
Educational	15	10%
Emotional Support	86	57%
Nutrition	3	2%
Safety	22	15%
Transportation	8	5%

Data



CALL TYPES

Metric	Goal	Outcome
Average Time on Scene	1:30	1:50
Average time for 1 st unit to be back in service	00:45 mins	00:31 minutes
Reduce emergent police and fire units dispatch to behavioral health calls by 25%	25%	
Reduce frequent users of the 911 system for non-emergent needs by 40%	40%	59%
Contact, Community Paramedicine identified patients within 48 hours	48 hours	48 hours

Client Feedback



COMMUNITY RESPONSE TEAM

- “Joey and Sandra were so helpful to me and my family. Having them there during such a difficult time was so appreciated. I cannot thank them enough for the support and guidance that they gave me and my family.” –S.R.

Police Officer Feedback



COMMUNITY RESPONSE TEAM

“I was speaking with a suicidal subject at Quality Inn. I was talking with the male for 20 minutes prior to their arrival. It was nice to hand off talking to Sandra. Those negotiations can be draining and 20 minutes feels like an hour. These types of interviews/negotiations can be an art and sometimes subjects respond to a different person. It was nice for her to pull from her experience and training as well.”

Officer T. Eckert # 1165

Police Office/Crisis Negotiator

Goodyear Police

Department

“I have already had several first hand experiences seeing how valuable the CR Team is to the public safety departments and the community.”

H. Mann #1314

Police Officer

Goodyear Police Department

Fire Captain Feedback



COMMUNITY RESPONSE TEAM

- “Having the Crisis Response program available in Goodyear is a game changer internally and externally. **It provides exceptional customer service by having knowledge of human behaviors in times of crises, medical knowledge, fundamental knowledge of available resources, and providing support and comfort in our customers time of need.** It is an added safety net for our community and those serving it.”

Captain Mario Santos, E183

Community Response Team



- Questions