

Alameda CARE Team Update

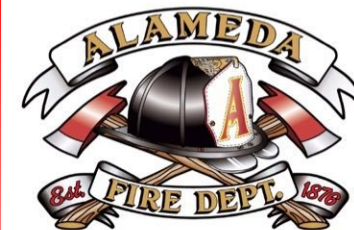
April 5, 2022

“Community Assessment Response and Engagement”

Nicholas Luby - Alameda Fire Chief



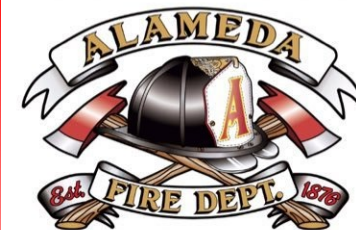
WHY WAS THE CARE TEAM CREATED?



- Developing options to shift specific responsibilities for managing mental health crises from the Police Department to non-police agencies was a recommendation of the community-led committee on police reform and racial equity
- Regional and National trend
- Fill an existing gap in the community to address the hurdles with navigating mental health challenges



IMPLEMENTATION TIMELINE



March 16, 2021 –
Initial
recommendations
received from
Committee

May 8, 2021 – CARE
Team concept
added to
recommendations

July 6, 2021 – City
Manager /AFD
directed to proceed
with CARE Team
pilot

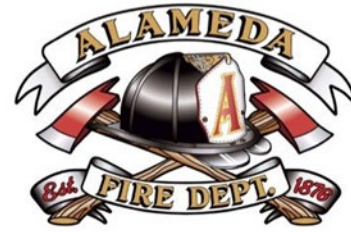
Sept. 21, 2021 –
City Manger
approved to
negotiate with AFS

December 8, 2021 –
contract finalized
with AFS

December 16, 2021
– CARE Team goes
in service



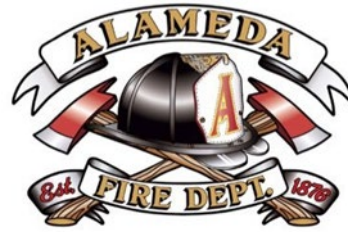
CARE TEAM OBJECTIVES



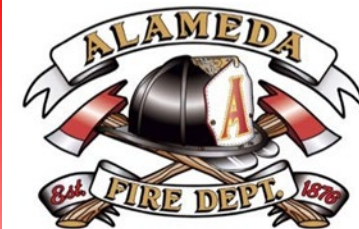
1. Provide a resource for APD to utilize when engaging with mental health clients
2. Allow APD to increase Officer availability for higher priority calls
3. Foster positive outcomes for community members in need of mental health services (triage–assess-navigate)
4. Reduce need to use emergency services to stabilize mental health or address addiction recovery/stabilization
5. Reduce the use of AFD ambulances for 5150/5585 transports
6. Reduce impacts on local hospitals and facilities by reducing transportation of clients
7. Provide services to community members that have historically not had access to services that can assist in navigation



CARE TEAM CLIENT OPTIONS



- Medical referral or transport
- Transport to a friend, family, transportation hub, shelter, sobering facility, pharmacy, etc.
- Create a safety plan
- 5150 or 5585 psychiatric hold (danger to themselves or others) – AFS consultation
- Referrals to AFS for case management



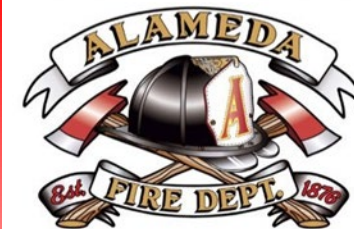
FIRST 60 DAYS

12/16/21 – 02/16/22

- **OUTCOMES**
- **TRANSPORT DESTINATIONS**
 - **AFS ENGAGEMENT**
 - **DEMOGRAPHICS**



Reporting Dates: 12/16/21 – 02/16/22



Outcomes – 92 Total Requests for Service (68 Interactions)

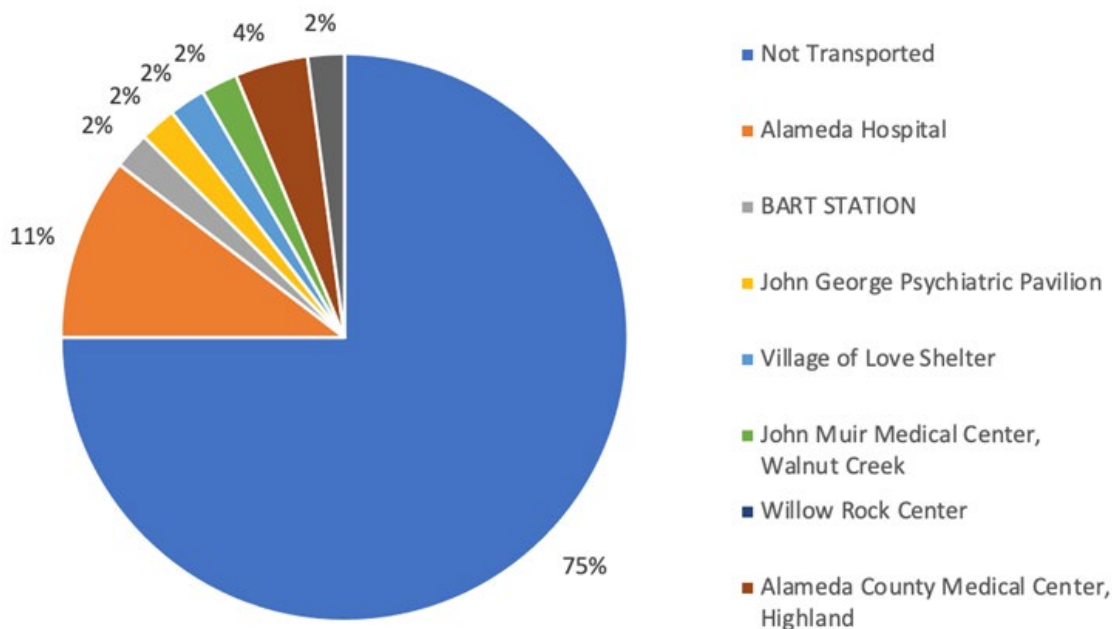
- **28 -Referral to AFS (no other intervention)**
- **4 –Transferred (Medical)**
- **12 –CARE Team Transports**
- **13 -5150/5585 holds placed**
- **9 Refused service**
- **16 Cancelled on scene/no client contact**
- **8 Unable to locate**
- **2 Patient Evaluated, No Treatment/Transport**



ACT Transport Results First 60 Days

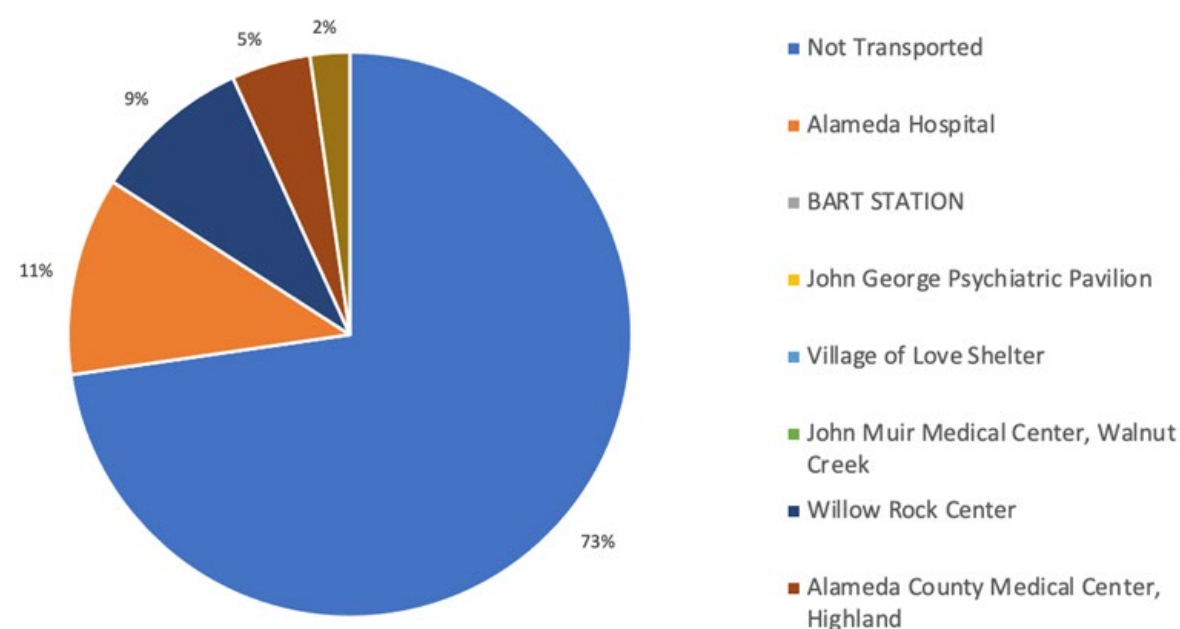


Transports: Dec 16, 2021 - Jan 15, 2022



- 48 calls during this period
- 25% of responses were transports
- 2% of responses went to JG

Transports: Jan 16, 2022 - Feb 16, 2022

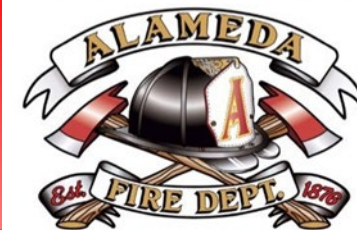


- 44 calls during this period
- 27% of responses were transports
- 0% of responses went to JGPP



ALAMEDA CARE TEAM COMPARISON

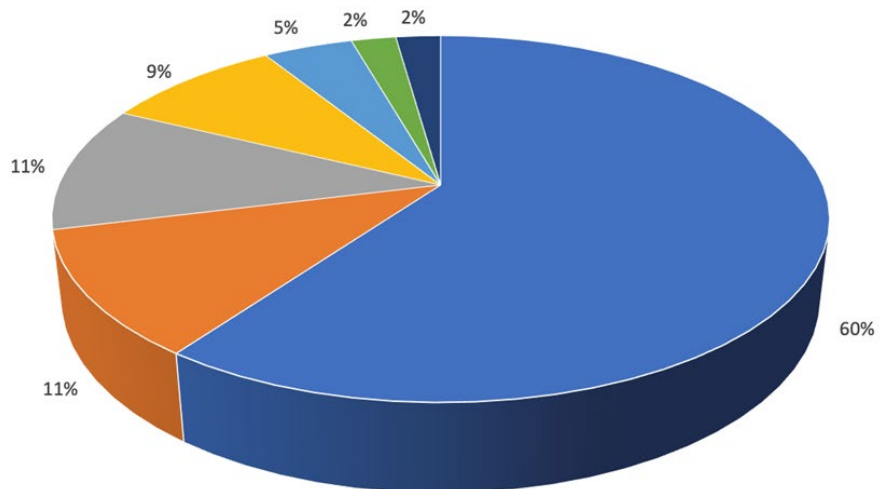
FIRST 60 DAYS



Prior to CARE Team

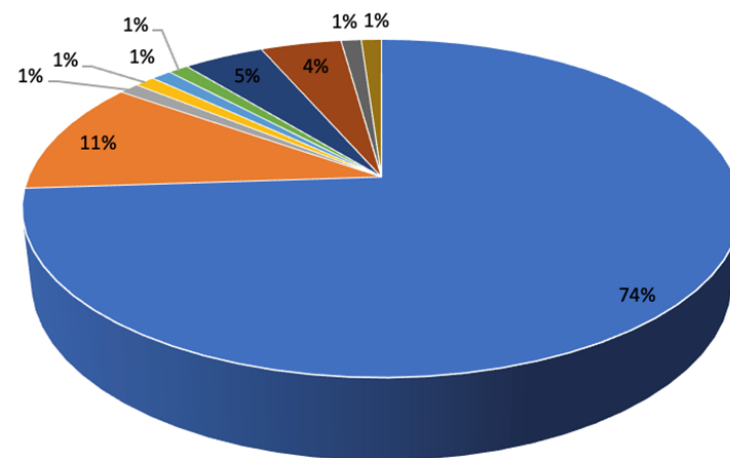
With CARE Team

Prior to ACT Transports 12/16/20 - 2/16/21



- Alameda Hospital
- Alameda County Medical Center, Highland
- Kaiser Permanente, Oakland Medical Center
- John George Psychiatric Pavilion
- Kaiser Permanente, San Leandro Medical Center
- Alta Bates Summit Medical Center, Summit Campus
- Willow Rock Center

With ACT, Transports from 12/16/21 - 02/16/22



- Not Transported
- Alameda Hospital
- BART STATION
- John George Psychiatric Pavilion
- Village of Love Shelter
- John Muir Medical Center, Walnut Creek
- Willow Rock Center
- Alameda County Medical Center, Highland
- CVS
- Oakland

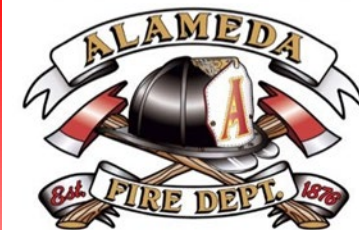
- 45 calls during this period
- 100% of responses were transports
- 9% of responses went to JGPP
- 2% of responses went to Willow Rock

- 92 calls during this period
- 26% of responses were transports
- 1% of responses went to JGPP
- 5% of responses went to Willow Rock

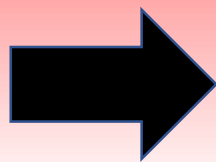


ALAMEDA FAMILY SERVICES

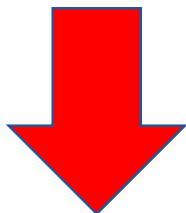
Referrals— Total 56



AFS Referral outcomes



Total AFS Referrals



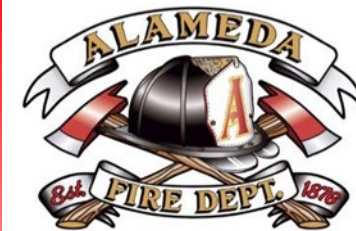
	12/16-1/15	1/16-2/16	Totals
Clients referred	27	29	56
Repeat referrals	2	1	3
Unduplicated clients	25	28	53

	12/16-1/15	1/16-2/16	Totals
No contact	4	5	9
Declined services	4	3	7
Client in outreach	4	3	7
Client receiving case management	8	9	17
Referral closed	6	7	13

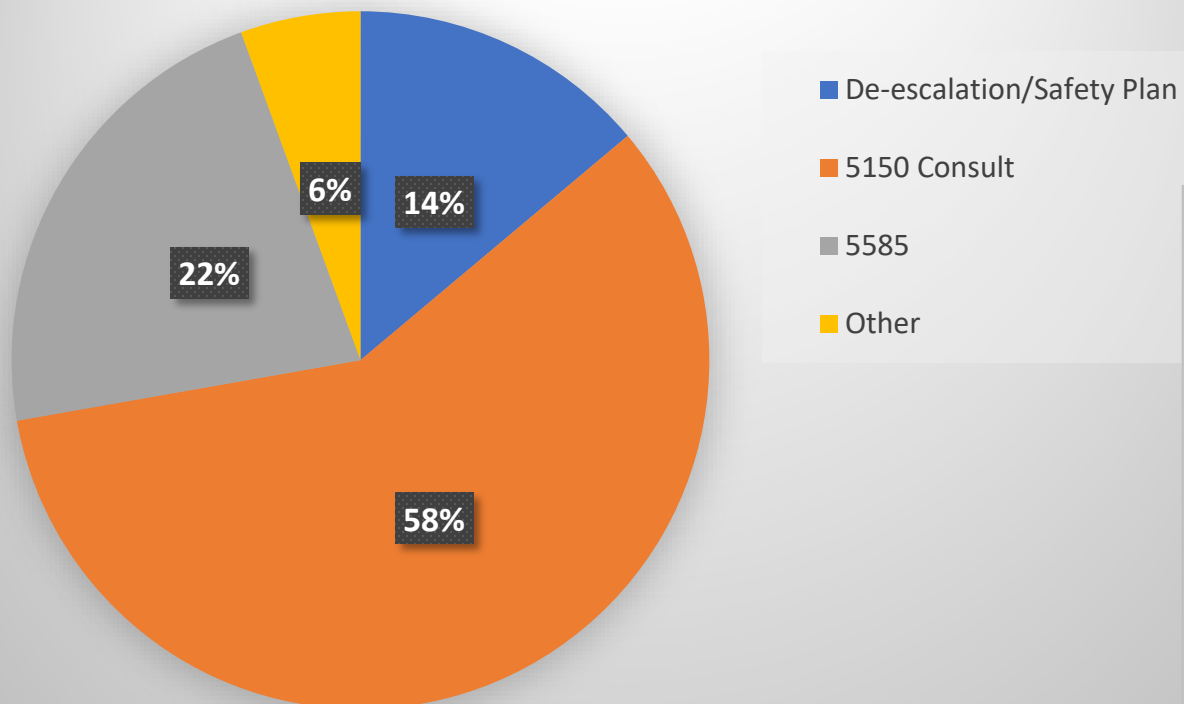


ALAMEDA FAMILY SERVICES

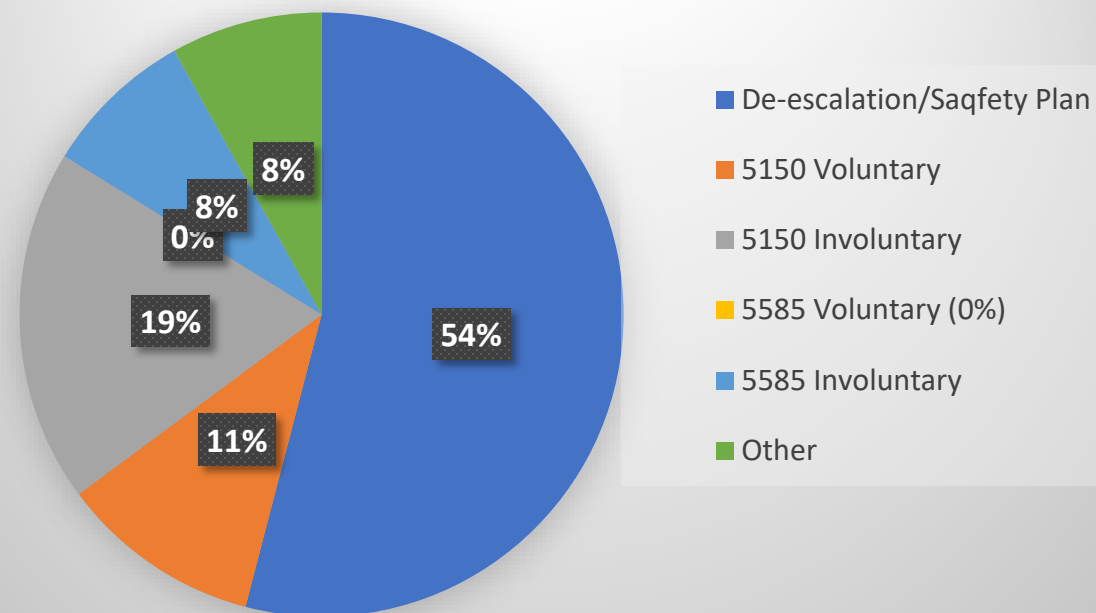
On Call Services – Total 37

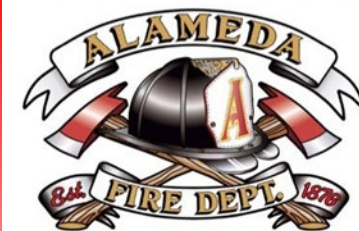


Reason for Consult



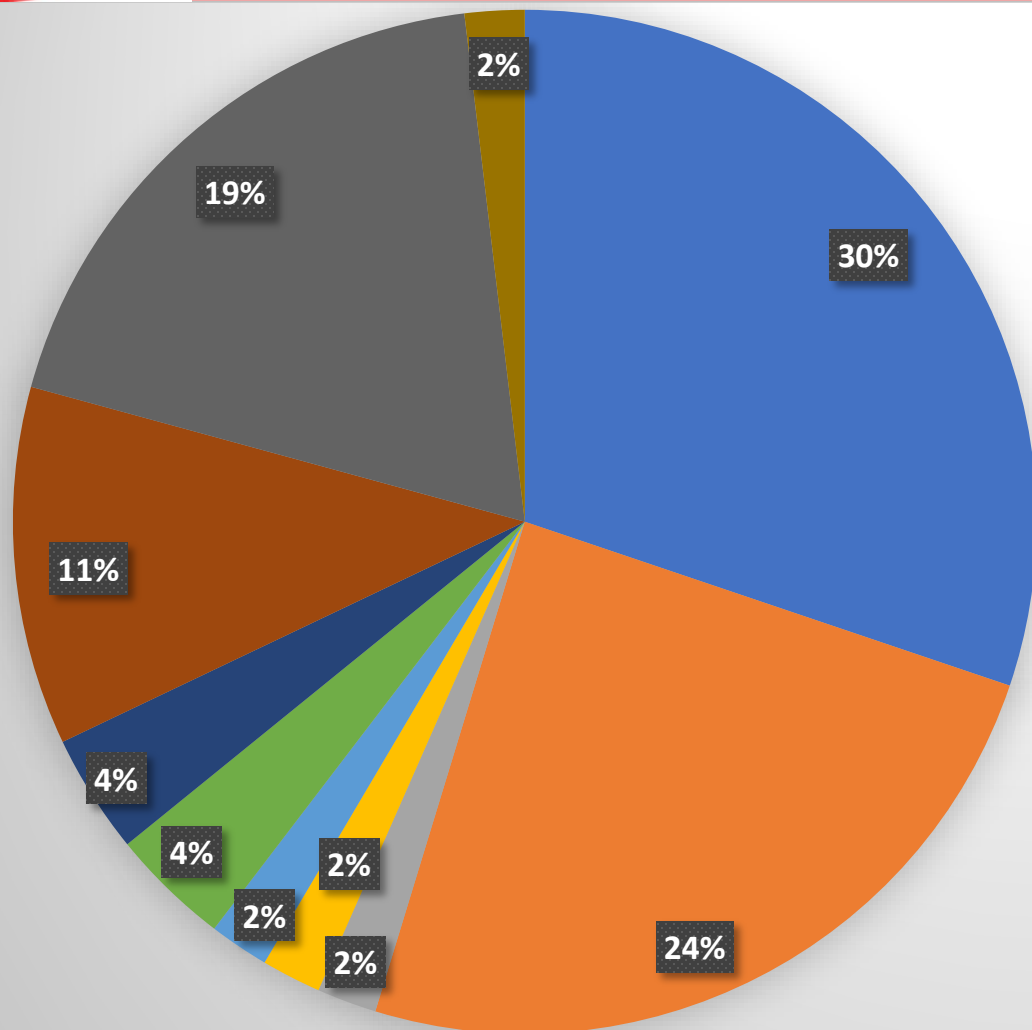
Outcome of Consult





CLIENT DEMOGRAPHICS – AFS DATA

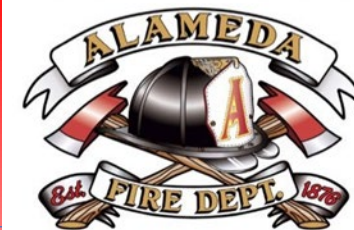
Race



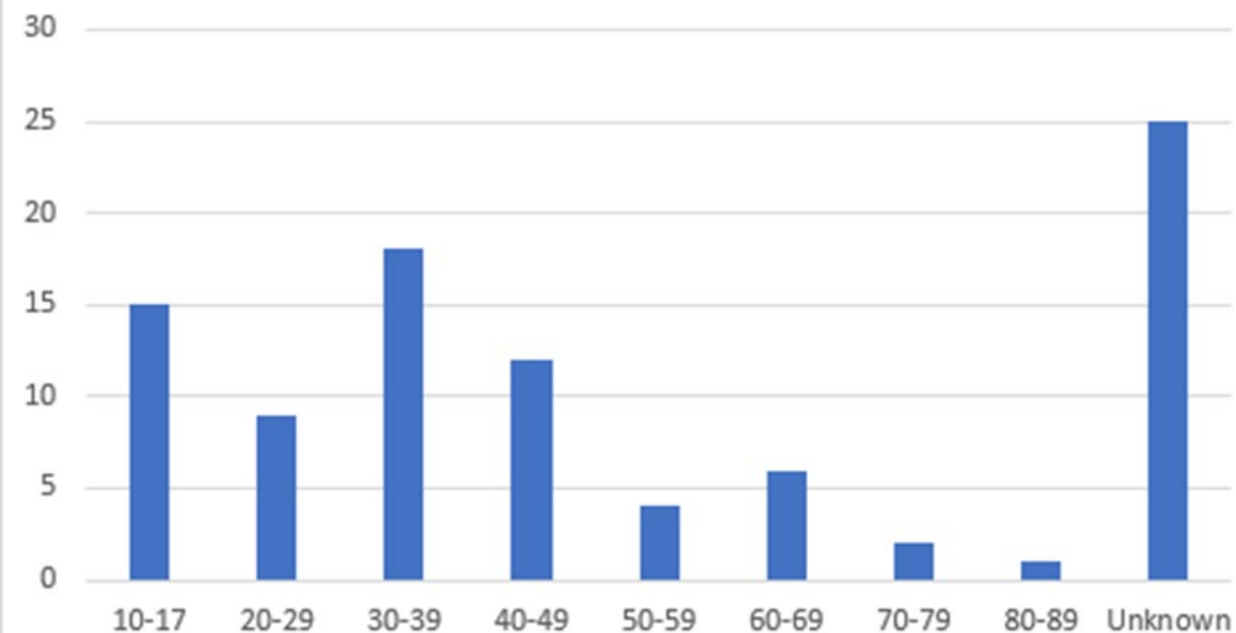
- African American/Black
- White
- Chinese
- Filipino
- Vietnamese
- Other Asian
- Puerto Rican
- Mexican American
- Unk/Declined
- Native American



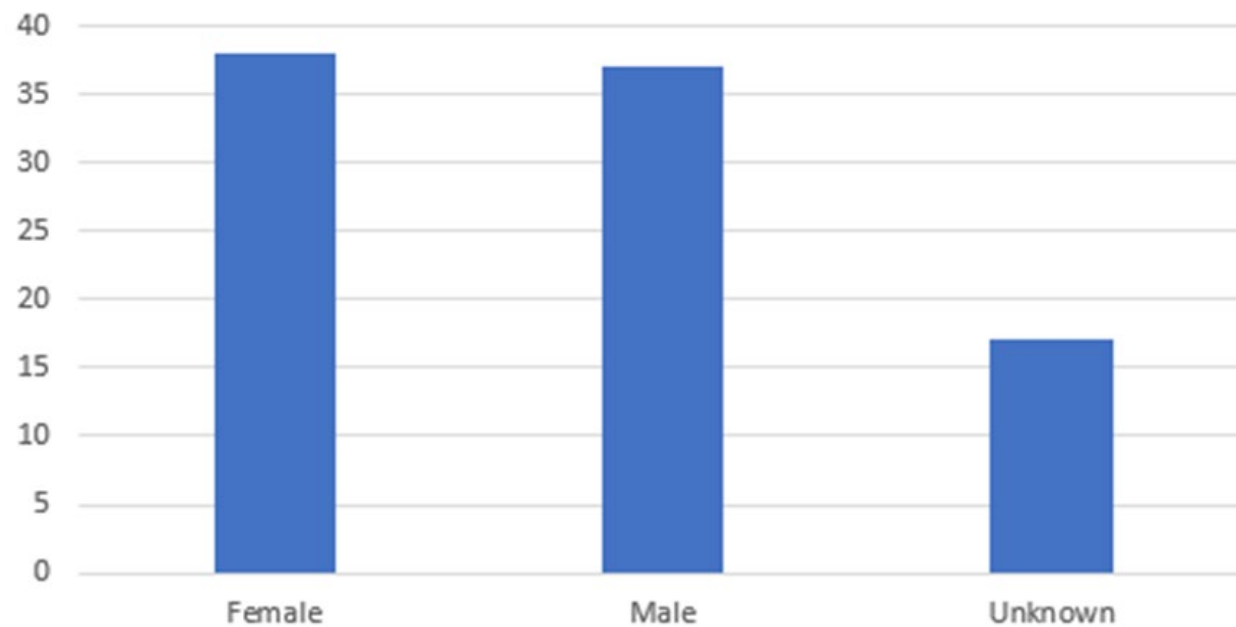
CLIENT DEMOGRAPHICS – AFD DATA



Responses by Age

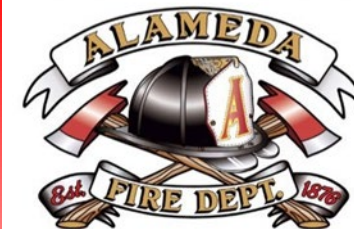


Responses by Gender

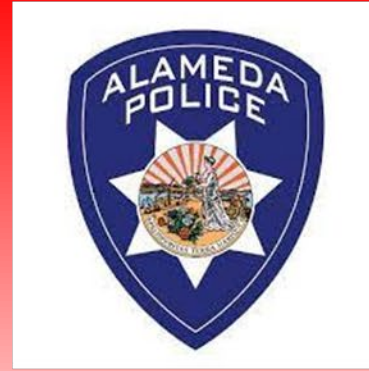
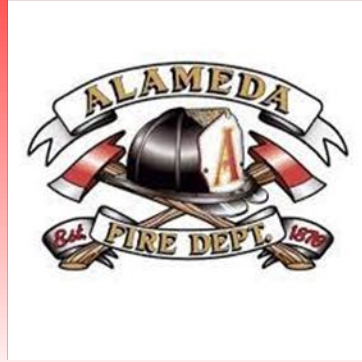




PILOT PROGRAM PATH FORWARD



- Streamline data collection, track long term results, add data collection points
– Beyond Lucid Technologies contract executed March 31, 2022
- Transition vehicle
- Continue to evaluate dispatch protocols
- Continue to evaluate the program, address challenges as they arise, and explore options for further community engagement
- Key Stakeholder Advisory Committee (mid-April) and QA/QI (ongoing)
- Identify potential state and federal funds to support the program long-term
- Train additional AFD members
- Monitor and address the mental health of AFD responders
- Provide comprehensive pilot updates in July 2022 and January 2023



QUESTIONS?