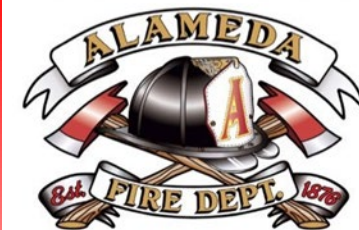


*City of Alameda*  
HEALTH CARE DISTRICT

# Alameda CARE Team Six Month Update

July 20, 2022

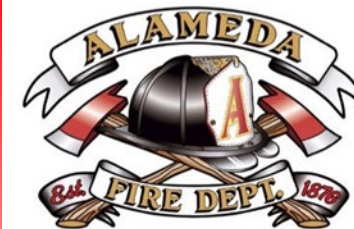


# CARE TEAM OBJECTIVES

- Provide alternatives for Alameda Police Department (APD)
- Allow APD to increase Officer availability for other calls for service
- Foster positive outcomes for community members in need of mental health services (triage–assess-navigate)
- Reduce the need to use emergency services to stabilize mental health or address addiction recovery/stabilization
- Reduce the use of AFD ambulances for 5150 calls
- Reduce impacts on local hospitals and psychiatric facilities by reducing transportation of clients to these facilities.
- Provide services to community members that have historically not had access to services that can assist in navigation



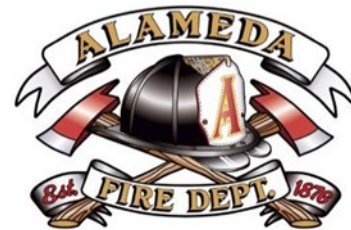
# ADVISORY COMMITTEE CHANGES



- City Manager's Office Representative – **Interim CM – Dirk Brazil**
- AFD Fire Chief – **Chief Luby**
- AFD Deputy Chief of Support Services – **Chief Delbono**
- AFD Education Coordinator – **Dan Gerard**
- AFD Medical Director – **Dr. Mercer**
- Alameda County Public Health Behavior Health Representative – **Stephanie Lewis**
- Alameda County Emergency Medical Services Representative – **Yolanda Takahashi**
- Alameda Family Services Representative – **Katherine Schwartz**
- Alameda Police Department (APD) Representative – **Chief Joshi/Marama Williams**
- Alameda Health Care District – **Debi Stebbins**
- ACRECC Representative – **Rosa Ramos**
- Community Representative (2) – **Kristin Zazo, Beth Kenny, and Joey Harrison**



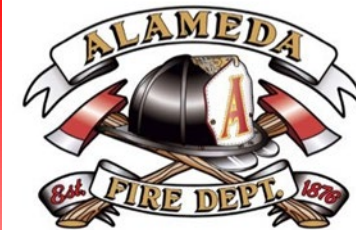
# SIX MONTH HIGHLIGHTS



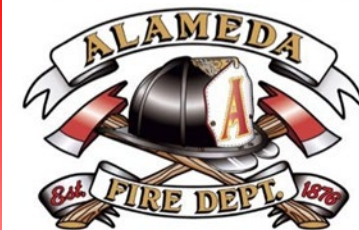
- Funding allocated in City budget until June 30, 2023(6/1 positions)
- APD/AFD initiated interdepartmental field personnel meetings
- CARE Team total dispatches - 529
- 290 confirmed client field engagements
- 108 AFS on-call consultations initiated
- 163 Clients provided case management by AFS (total referrals 204)
- AHCD approved \$250K for FY 22/23 for the program
- Submitted a request for state funding
- All AFD CARE Team positions filled during annual bid voluntarily
- Funding allocated for new vehicle



# SIX MONTH HIGHLIGHTS



- Current vehicles being rebranded
- AFS expanded case management and licensed clinician staffing
- Three AFD members attending train the trainer for de-escalation course in September
- Total of 18 FF/PM trained in mobile crisis course/5150/5585 (final 8 eligible members will be completing in August)
- Provided three-month pilot update to City Council
- Initiated Vicarious Trauma/Peer Support training between AFD/AFS
- 988 Coordination discussions with key stakeholders
- New data software configured (Med View)- implementation pending



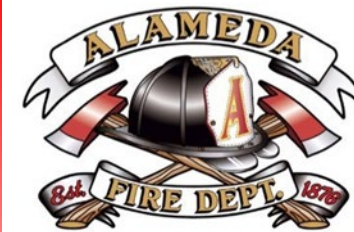
# Six Month Data

**12/16/21 – 06/16/22**





# Alameda CARE Team (ACT) Activities 12/16/21 – 6/16/22



529 Total  
Responses

376 ACT  
Responses

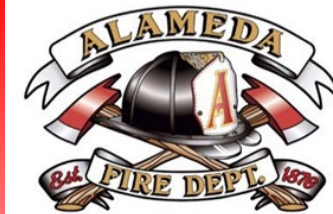
290 ACT  
Client  
Engagements

- AVG 88 Responses /Month
- 74% increase in engagements from the previous year

**Note: 105 responses were coded as “Good Intent” and continue to be validated. It is expected a majority of those incidents will become “ACT Responses”. Possibly increasing total ACT responses up to 481.**



# CARE TEAM DEMAND FOR SERVICE



Call Type	AC03 Total
100s – Fire Calls	35
200s – Overpressure	1
300s – Medical and Rescue	376
400s – Hazardous Conditions	2
500s – Service Calls	3
600s – Good Intent	105
700s – False Alarm	7
Total	529

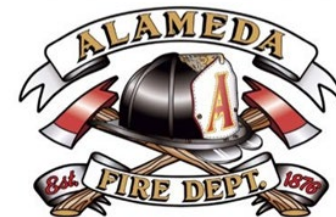


Medical Type Breakdown	ACO Medical Total
300C	1
320	1
321	14
321A	5
321C (CARE)	346
321H	3
342	2
361	2
364	1
365	1
Total	376





**Reporting Dates: 12/16/21 – 06/16/22**

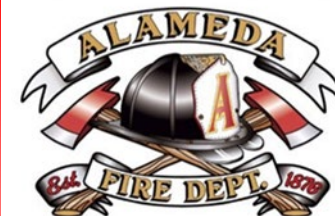


## **290 Engagements**

- **204** -Referrals to AFS
- **4** –Transferred (Medical)
- **115** -Transports
- **35** -5150/5585 holds placed
- **15** Refused service
- **18** Client Evaluated, No Treatment/Transport
- **38** Cancelled on scene/no client contact
- **8** Unable to locate

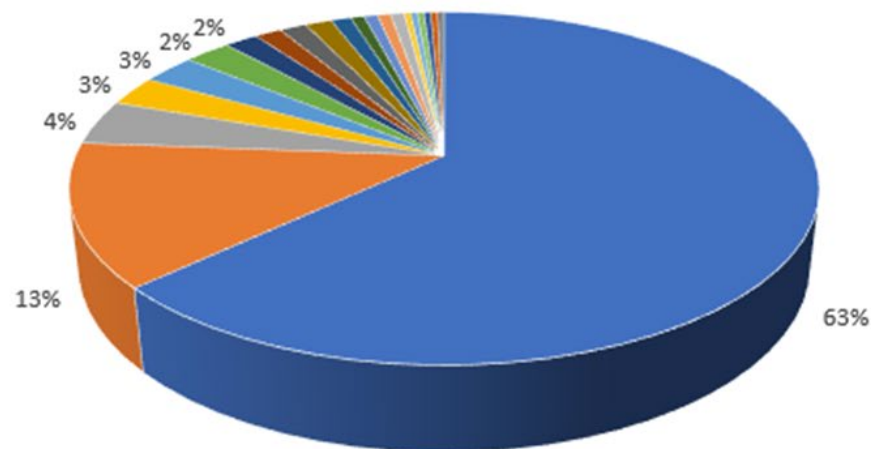


# ALAMEDA CARE TEAM DESTINATIONS FIRST SIX MONTHS



290 Client field engagements  
37% transported and 63%  
did require transport

With ACT, Transports from 12/16/21 - 06/16/22

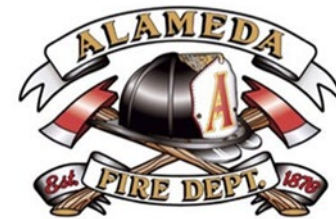


**21**  
**Destinations**  
**utilized**

- Not Transported - 63.1%
- John George Psychiatric Pavilion - 4.1%
- Willow Rock Center - 2.8%
- Alta Bates Summit Medical Center, Alta Bates Campus - 1.7%
- Oakland - 1.4%
- Children's Hospital - 1.0%
- Grocery Store - 0.7%
- Cherry Hill Detox - 0.7%
- San Leandro Hospital - 0.3%
- BART STATION - 0.3%
- Client's Home - 0.3%
- Alameda Hospital - 13.1%
- Kaiser Permanente, Oakland Medical Center - 2.8%
- Highland Hospital - 2.4%
- Amber House - 1.4%
- Village of Love Shelter - 1.4%
- Kaiser Permanente, San Leandro Medical Center - 0.7%
- Pharmacy - 0.7%
- Berkeley - 0.3%
- Telecare Corporation - 0.3%
- John Muir Medical Center, Walnut Creek - 0.3%



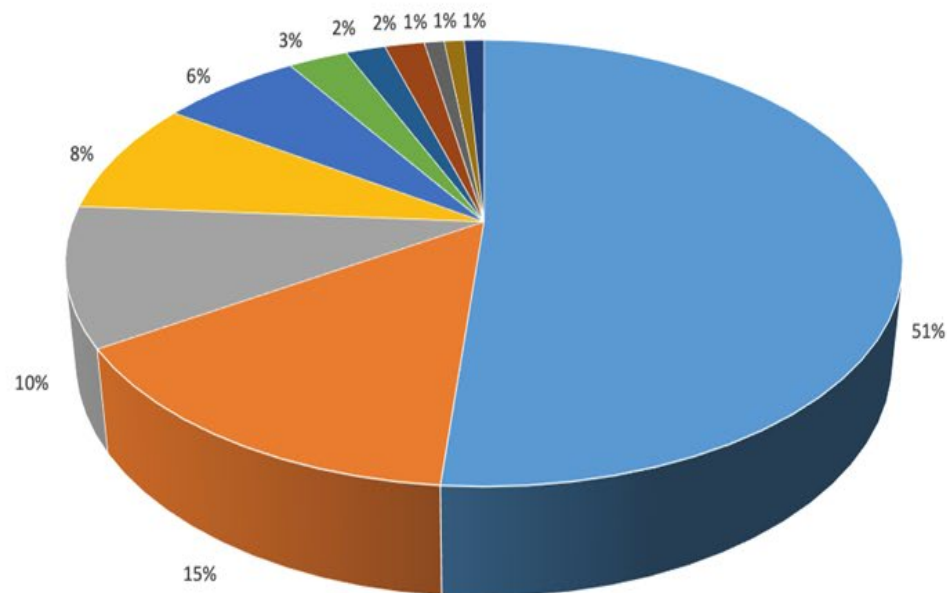
# MENTAL HEALTH DESTINATIONS SAME PERIOD PRIOR TO CARE TEAM



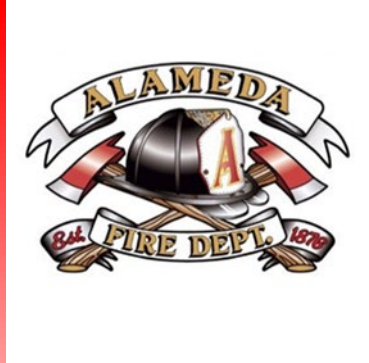
**166 Client field engagements**  
**85% transported and 15%**  
**did require transport**

**11 Destinations utilized**

Prior to ACT Transports 12/16/20 - 6/16/21

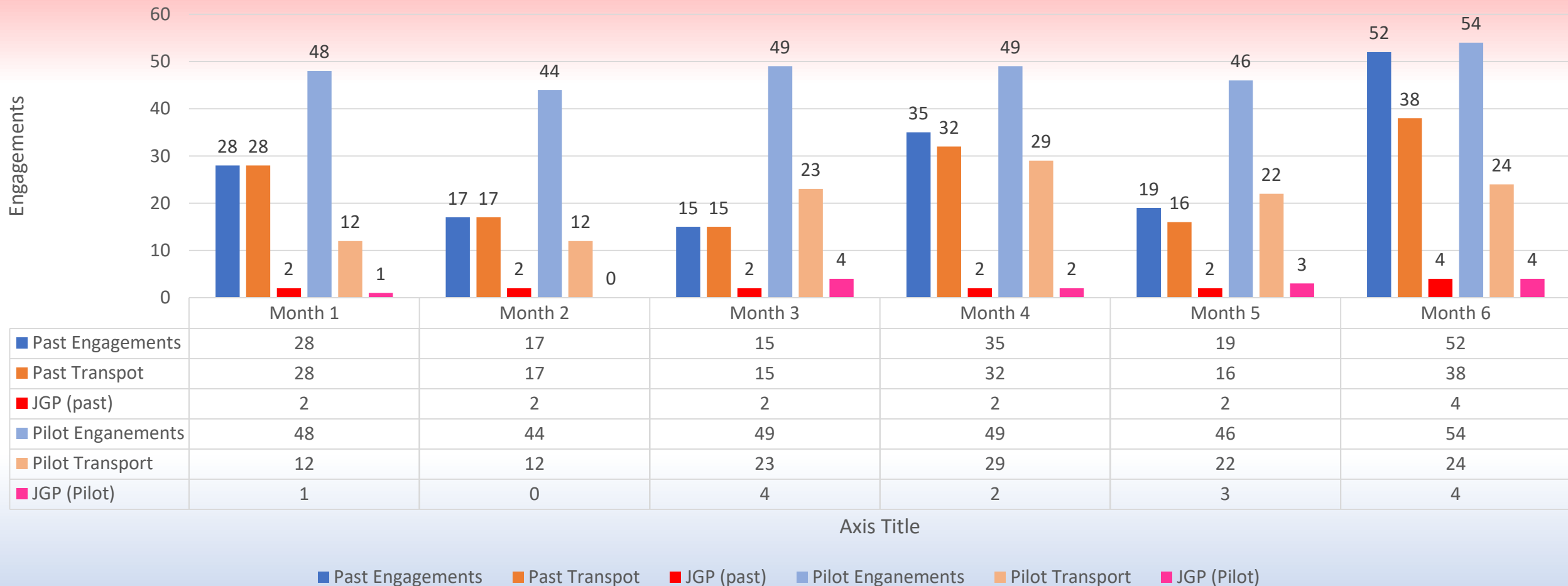


- Alameda Hospital - 51.4%
- Kaiser Permanente, Oakland Medical Center - 10.1%
- Kaiser Permanente, San Leandro Medical Center - 6.4%
- Willow Rock Center - 1.8%
- Alta Bates Summit Medical Center, Summit Campus - 0.9%
- San Leandro Hospital - 0.9%
- NO TRANSPORT - 14.7%
- John George Psychiatric Pavilion - 8.3%
- Alameda County Medical Center, Highland - 2.8%
- Children's Hospital & Research Center Oakland - 1.8%
- Alta Bates Summit Medical Center, Alta Bates Campus - 0.9%



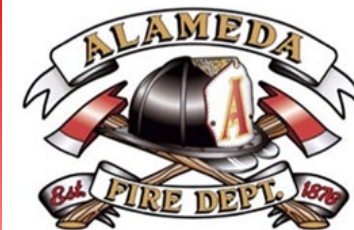
# COMPARISON OF PAST VS PILOT TIME FRAME

Comparison (Engagements/Total Transports/John George Pavilion)

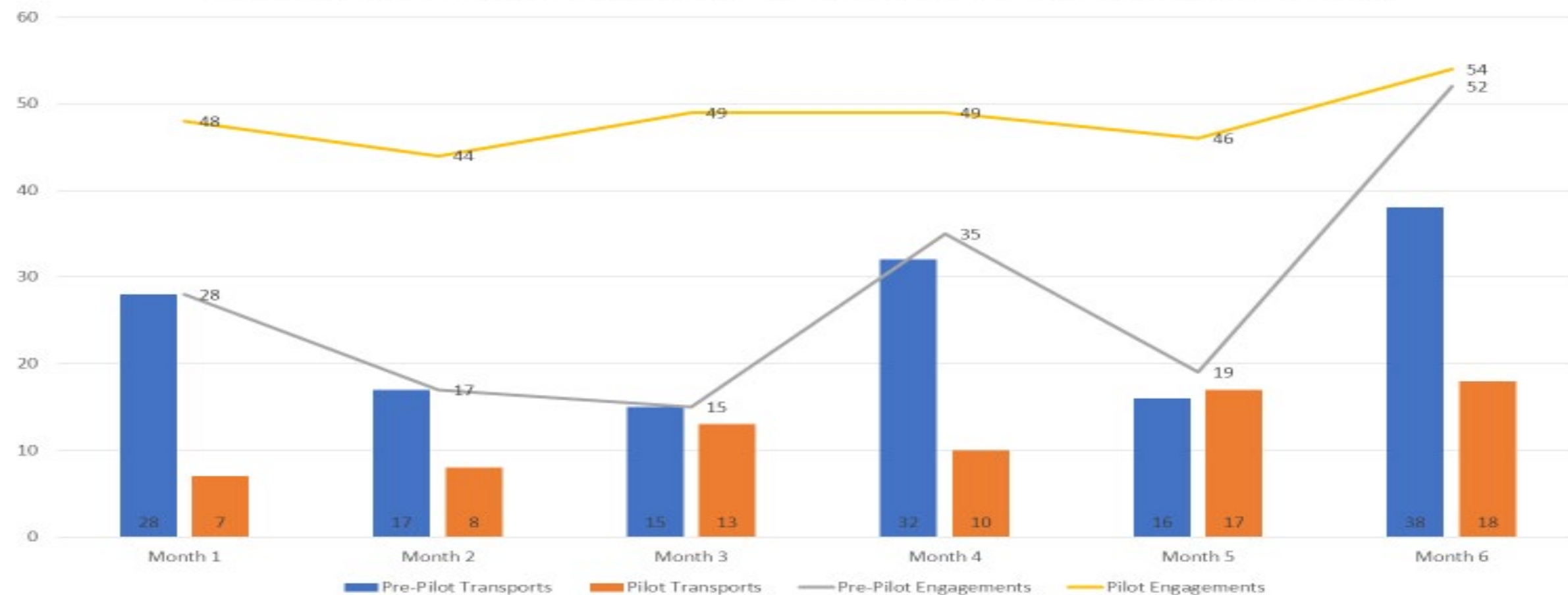




# COMPARISON OF PAST VS PILOT TIME FRAME



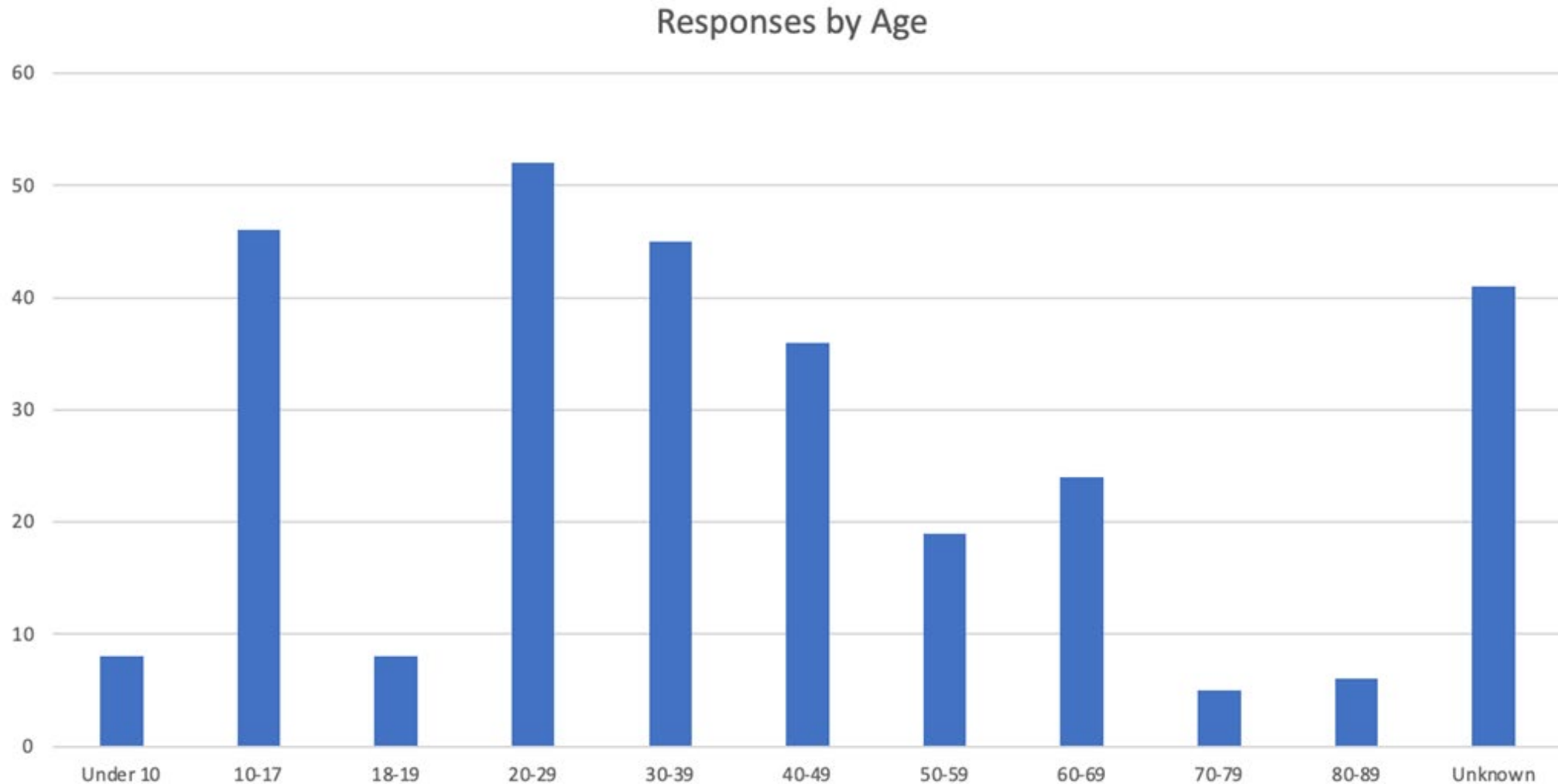
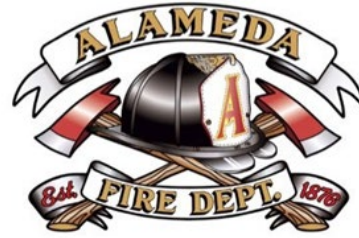
Historical Clinical Transport Comparison vs. Historical Client Engagements (2021 vs 2022)



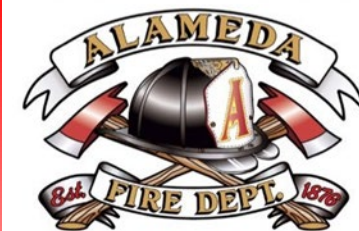


# AFD CLIENT DEMOGRAPHICS

## AGE (field contacts only)



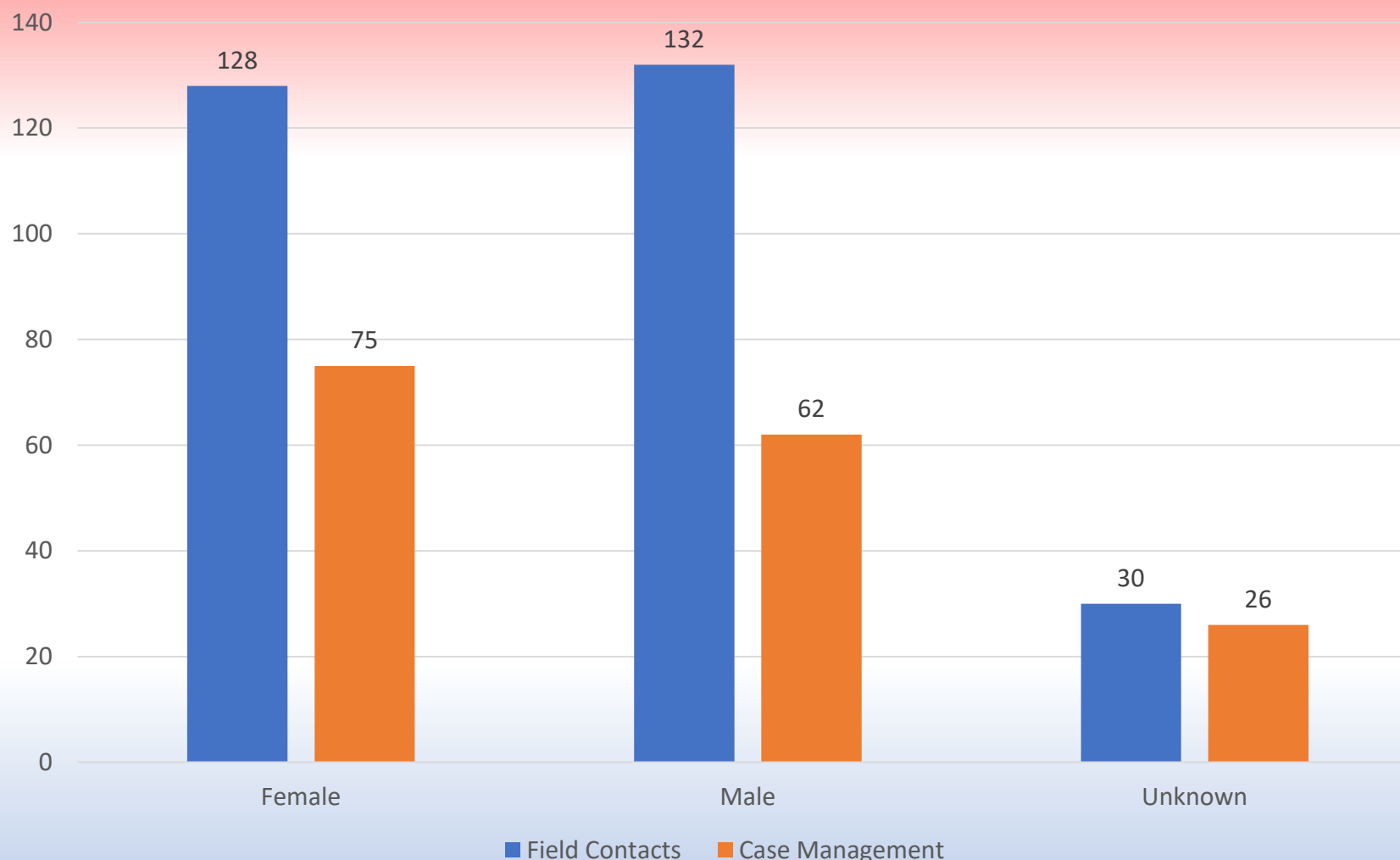




# AFD/AFS CLIENT DEMOGRAPHICS

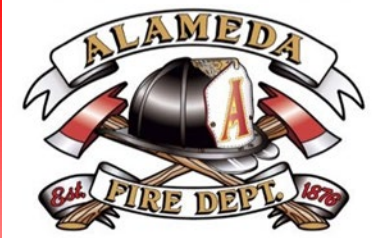
## GENDER

Gender Field Contact compared to Case Management

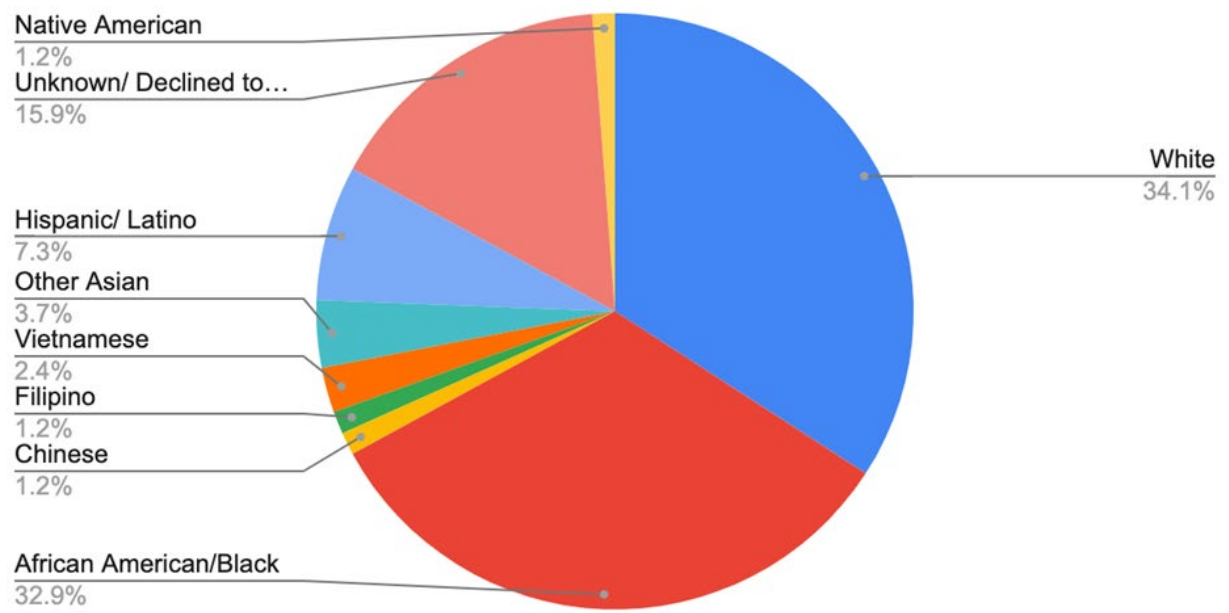




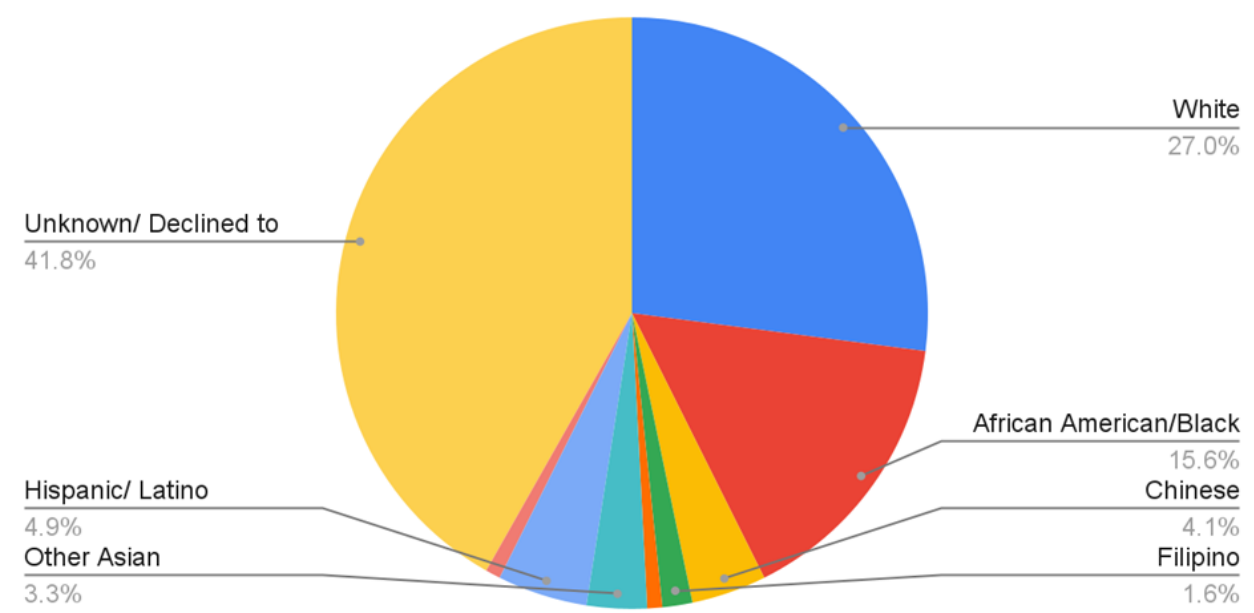
# AFS CLIENT DEMOGRAPHICS ETHNICITY (AFS Case Management)

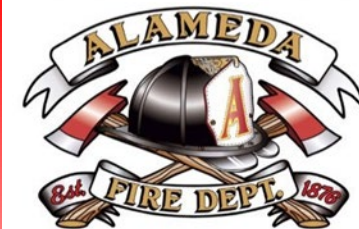


CARE Team Clients by Ethnicity, Quarter 1  
(12/16/2021 - 3/16/2022)



CARE Team Clients by Ethnicity, Quarter 2  
(3/17/2022 - 6/16/2022)

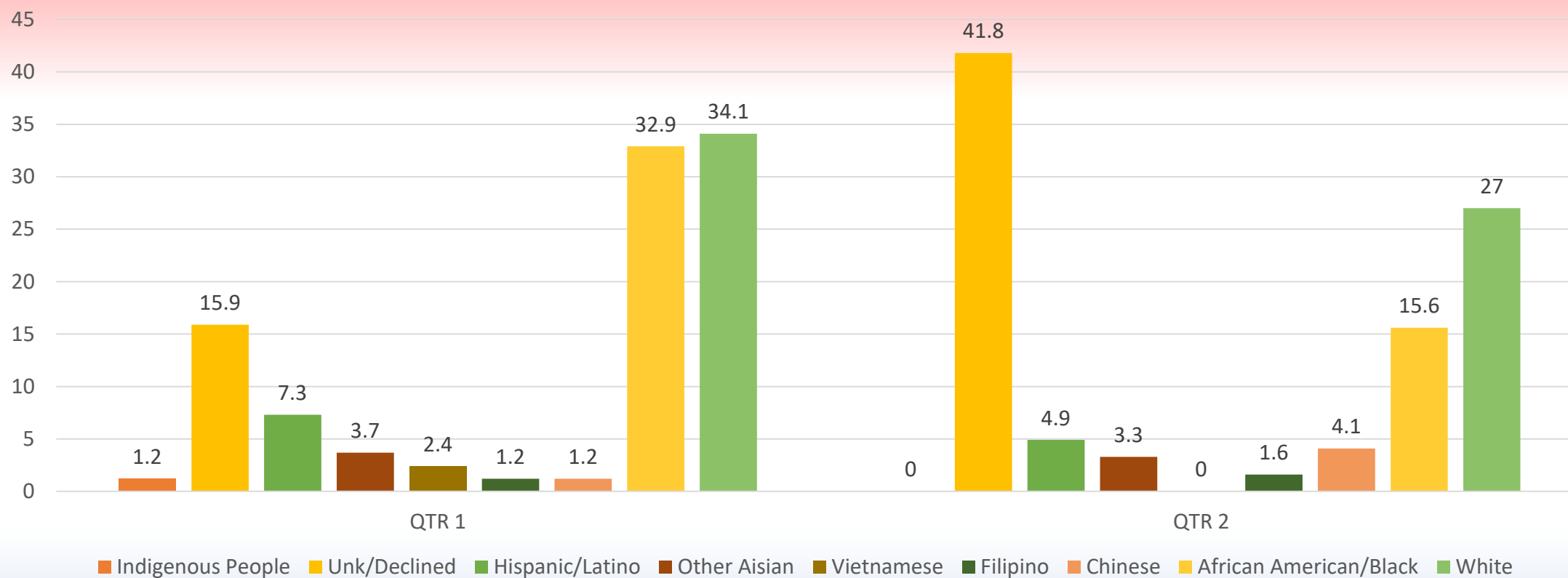




# AFS CLIENT DEMOGRAPHICS

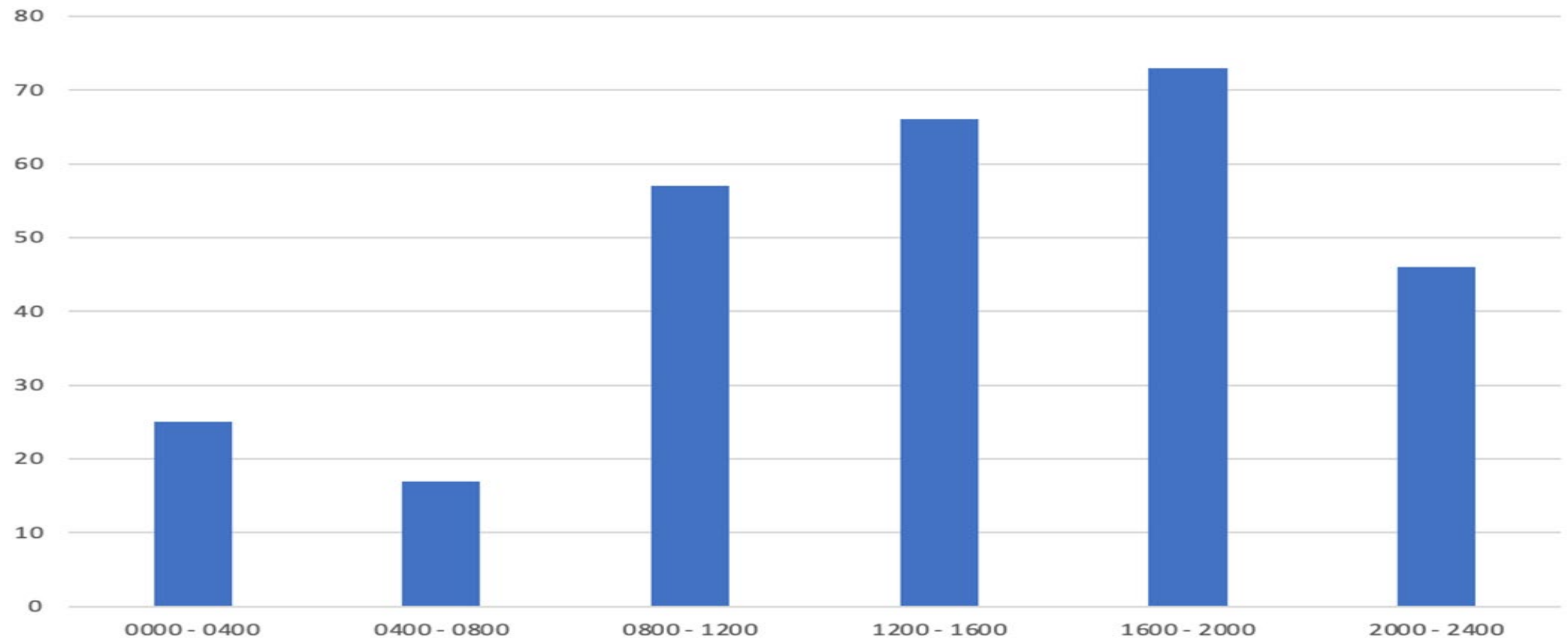
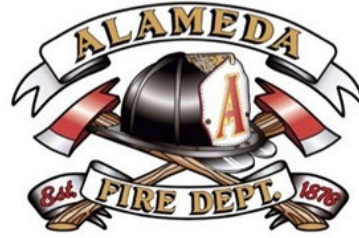
## ETHNICITY (AFS Case Management)

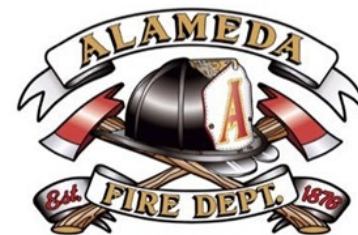
Case Management (AFS) Ethnicity Comparison by Quarter (reported in %)





# TIME OF CALLS (AFD Engagements Only)





# TIME ON TASK

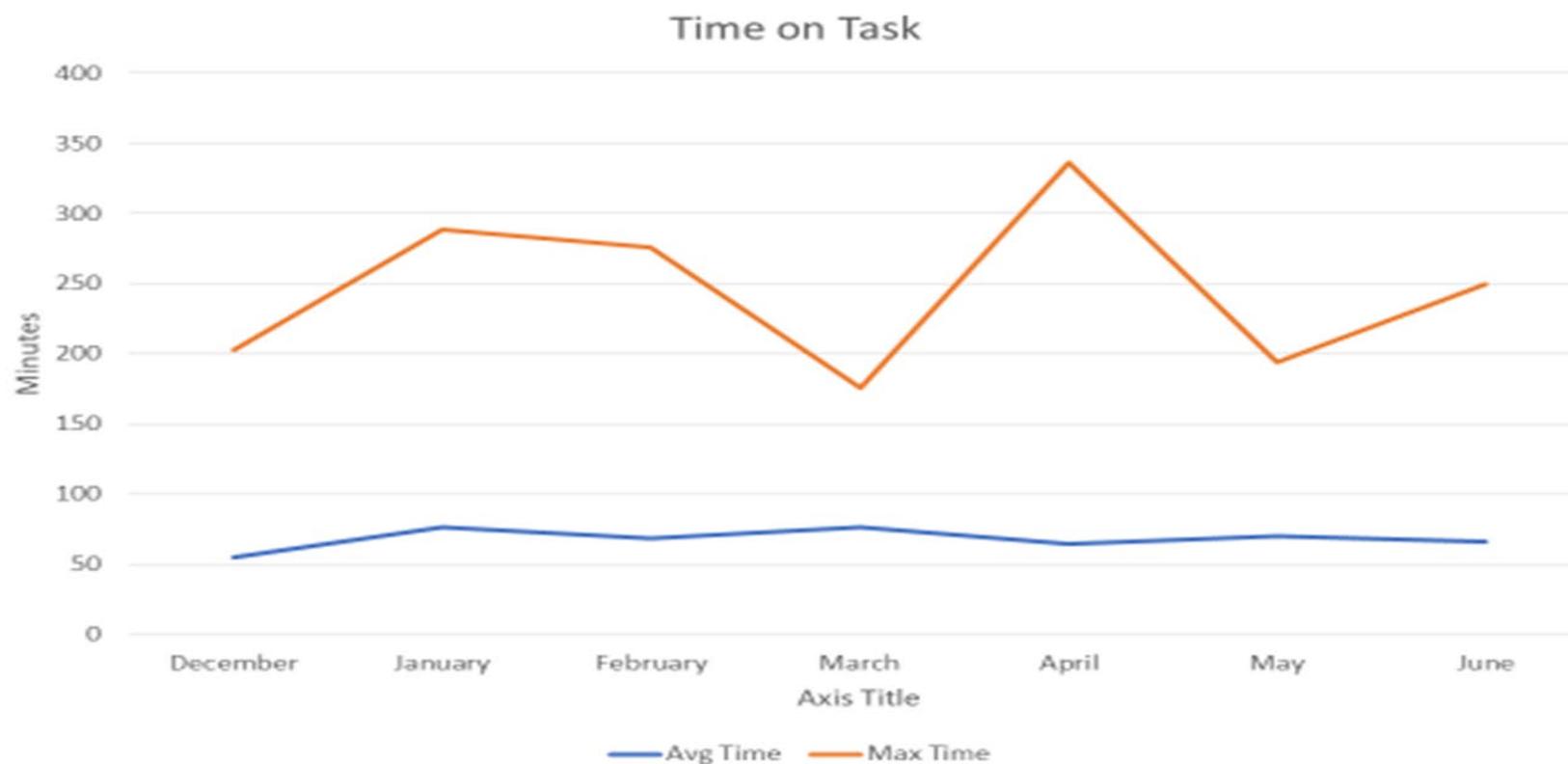
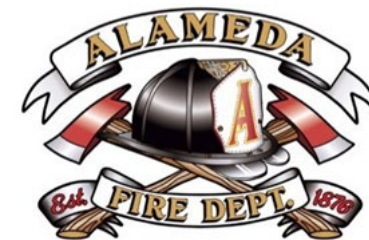
(avg. 68 minutes/engagement)

## Minimum, Average and Maximum Time on Task by Month





# TIME ON TASK

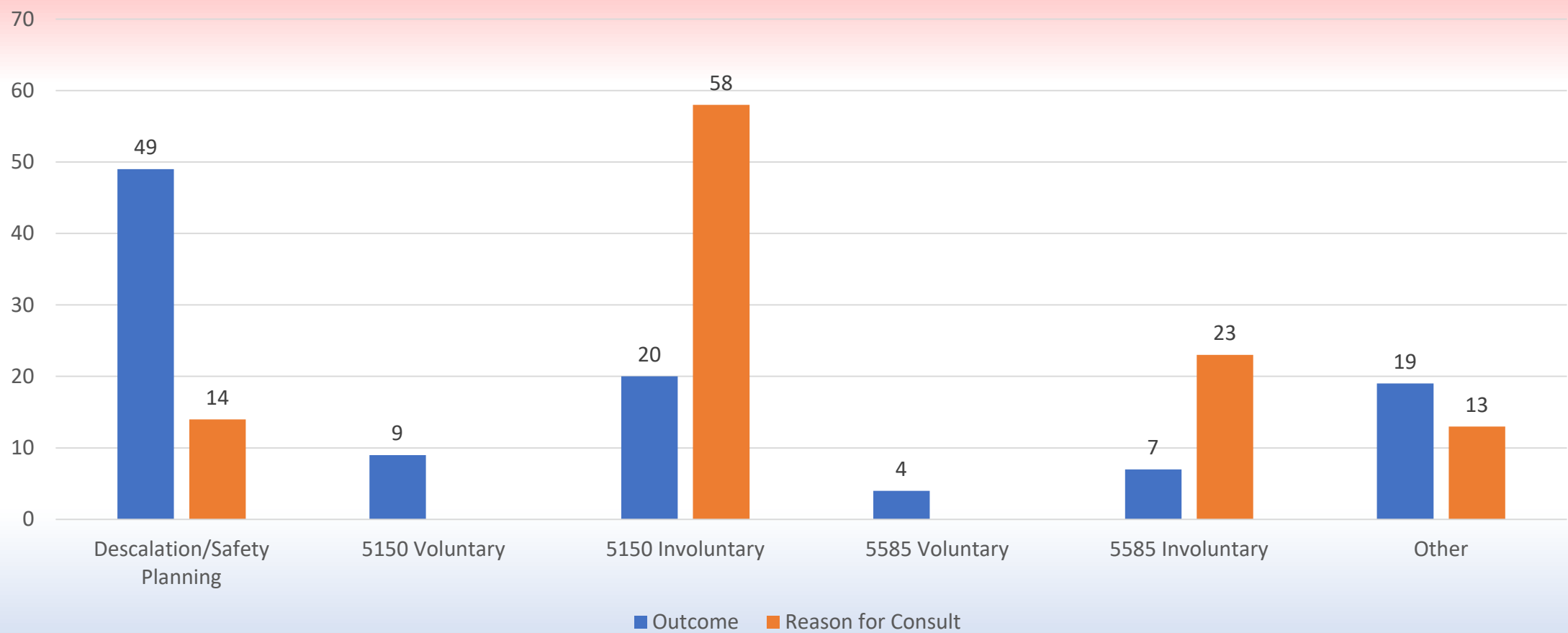
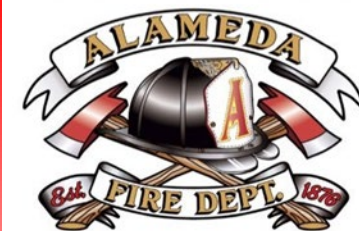






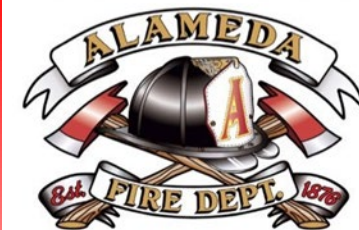
# ALAMEDA FAMILY SERVICES

## On-Call Services – Total 108





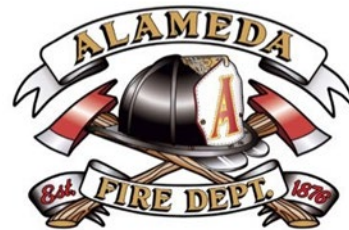
# ALAMEDA FAMILY SERVICES CASE MANAGEMENT



- 210 - Total referrals (six direct from APD)
- 163 - Unduplicated client referrals
- 32 – Agencies/Organizations utilized for client referrals to support case management
- Added a Licensed Clinician to support on-call consultations– March 2022
- Added a second Case Manager to support time sensitive case management – June 2022



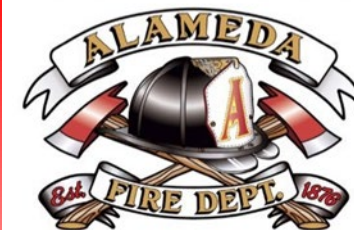
# PROGRAM MONITORING ITEMS



- Data collection and reconciling
- 988 impact on the pilot program
- Meeting the expectations of the community
- Responder mental health needs
- AFS caseload capacity and evaluate staffing expansion needs
- Messaging and Communication  
(Presentations/Website)



# PILOT PROGRAM PATH FORWARD

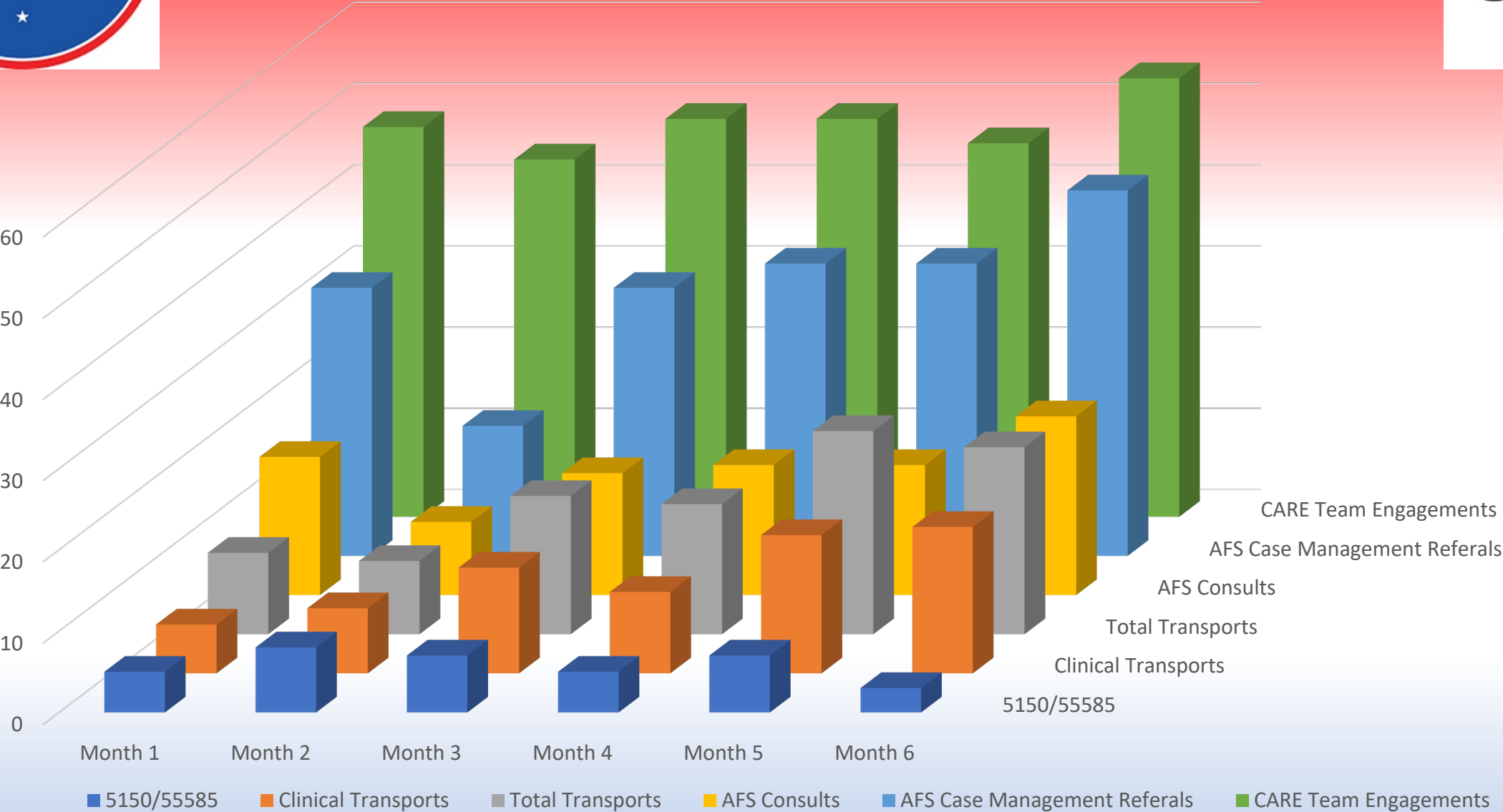
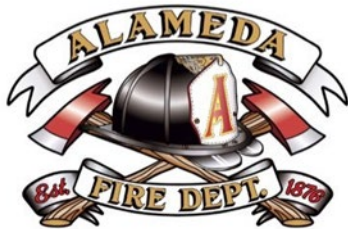


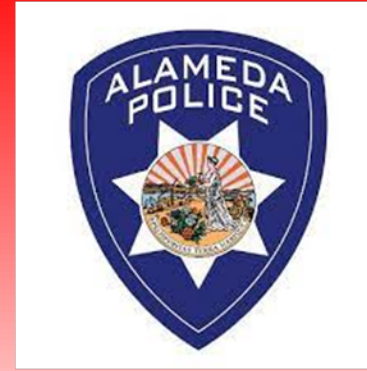
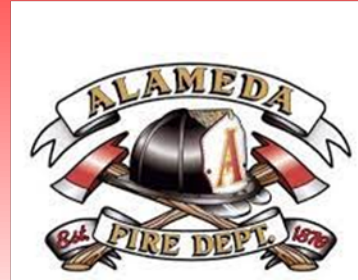
- Track state funding request
- Streamline data collection, track long-term results, add data collection points – Beyond Lucid Technologies contract executed March 31, 2022 – Ensure monthly data reconciliation is happening
- Order a new CARE Team vehicle
- Continue to evaluate dispatch protocols/methods and monitor 988 influence on the program
- Continue to evaluate the program, address challenges as they arise, and explore options for further community engagement
- Key Stakeholder Advisory Committee (mid-October) and QA/QI (ongoing)
- Identify additional local, state, and federal funds to support the program long-term
- Train additional AFD members (August/September)
- Monitor and address the mental health of AFD responders
- Provide comprehensive pilot updates to the community and key stakeholders –Website updates



# FIRST SIX MONTHS PERFORMANCE

Pilot Overall Performance





*City of Alameda*  
HEALTH CARE DISTRICT

**QUESTIONS? COMMENTS? INPUT?**