

CARE

Community Assessment Response & Engagement Team Update:

Recommendation to Renew Service Agreement with Alameda Family Services

City Council
May 6, 2025

Deputy Fire Chief Cody Moxley



NEEDED COMMUNITY SERVICE

- Traditional 911 responses were not designed for mental health crisis
- AFD proposed a new model with clinicians and paramedics
- Council launched a pilot in December 2021
- Alameda Family Services partnership established



WHAT CARE TEAM DOES

- Trained fire personnel respond 24/7 to non-violent mental health crises
- Integrated clinical evaluations, psychiatric holds (5150/5585), and care plans in coordination with AFS
- Connects individuals to mental health and social services



AFS: SERVICES PROVIDED

- 24/7 On-Call Licensed Clinicians
- Assist with diagnostic assessments and safety planning
- Clinical Case Management & Bridge Therapy
- Program data collection and effectiveness
- Training and consultation for AFD personnel



WHY AFS PARTNERSHIP

- Essential partner since 2021, integrated and aligned with CARE model
- Staffed to meet program needs - Program director, case managers, clinical program assistant, quality assurance manager
- Proposed 3-year term: July 2025-June 2028
- Total cost: \$1,681,886



CALL VOLUME & OUTCOMES

- 1,332 calls in 2024
- 880 CARE client engagements
- 46% resolved on-site
- 28% Transported to additional care
 - 8% psychiatric holds (48 adult, 23 minor)
- 26% good intent or unable to locate client



PEOPLE AND OUTCOMES

- **Client 1:** Young parent stabilized with substance abuse support
- **Client 2:** Teen connected to grief counseling and school-based care
- **Client 3:** Suicidal student supported through crisis stabilization and follow-up counseling



CLIENT DEMOGRAPHICS

- **Race/Ethnicity:** White (37.1%), African American (27.3%), Mexican American/Other Non-White (10.3% each), Asian/Southeast Asian (6.5%/6.1%)
- **Gender:** Male (50.8%), Female (46.9%), Trans & Non-Conforming (2.3%)
- **Age:** 30–49 (30.2%), 19–29 (22.5%), 11–18 (21.6%), 50–69 (18.5%), 70+ (5.5%)



KEY PROGRAM ACHIEVEMENTS IN 2024

- Alameda County CARE Court integration
- ALCO EMS program of the year
- Staff training in 5150/5585 and Pro-ACT
- New prepaid phone program for clients
- High utilizer care plans
- Secured \$963,000 Byrne Grant funding



2025 VISION AND TARGETS

- Create brochures and long-term support strategies for client family members
- Expand partner collaboration
- Pursue ongoing local, state, and federal funding
- Expand clinical support, enhance data tracking and outcome evaluation

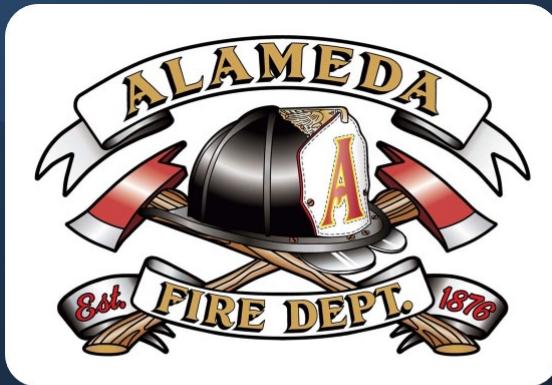


STAFF RECOMMENDATION

- Approve a 3-year agreement with AFS
- Continue mental health crisis response with a trusted partner
- Maintain momentum and positive community impact



QUESTIONS



alameda
family
services