

City of Alameda
HEALTH CARE DISTRICT

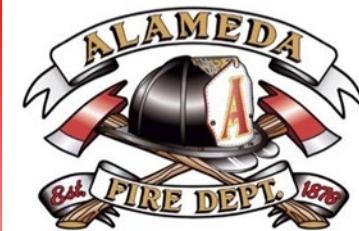
Alameda CARE Team Update

Six Month
September 20, 2022

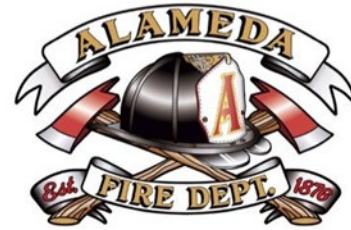
Nicholas Luby – Alameda Fire Chief



Six Month Highlights



- Program funding until June 30, 2023
- AHCD approved \$250K for FY 22/23 for the program
- APD/AFD initiated interdepartmental field personnel meetings
- Proposal for state funding submitted for consideration in CA budget
- Scheduled train the trainer course for de-escalation certification
- All non-probationary Firefighter/Paramedics trained for CARE Team
- Initiated Vicarious Trauma/Peer Support training between AFD/AFS
- 988 Coordination discussions with key stakeholders
- New data software program (MediView)
- All AFD CARE Team positions filled on the unit

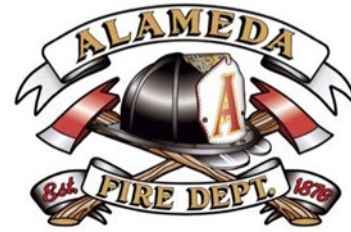


Six Month Data 12/16/21 – 06/16/22

- OUTCOMES
- TRANSPORT DESTINATIONS
 - TIME ANALYSIS
 - AFS ENGAGEMENT
 - DEMOGRAPHICS
 - APD



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



529 Total
Responses

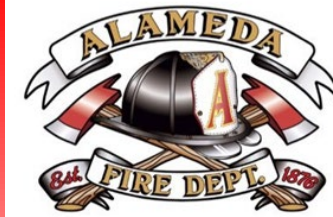
471 ACT
Responses

290 ACT
Client
Engagements

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



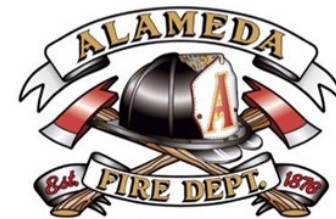
CARE Team Demand for Service



Call Type	Total
100s – Fire Calls	35
200s – Overpressure	1
300s – Medical and Rescue	471
400s – Hazardous Conditions	2
500s – Service Calls	3
600s – Good Intent	10
700s – False Alarm	7
Total	529



Reporting Dates: 12/16/21 – 06/16/22

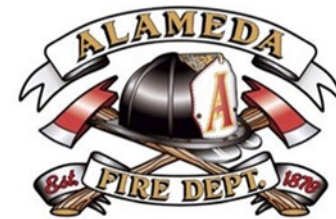


290 Client Engagements

- **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



Destinations Prior to CARE Team

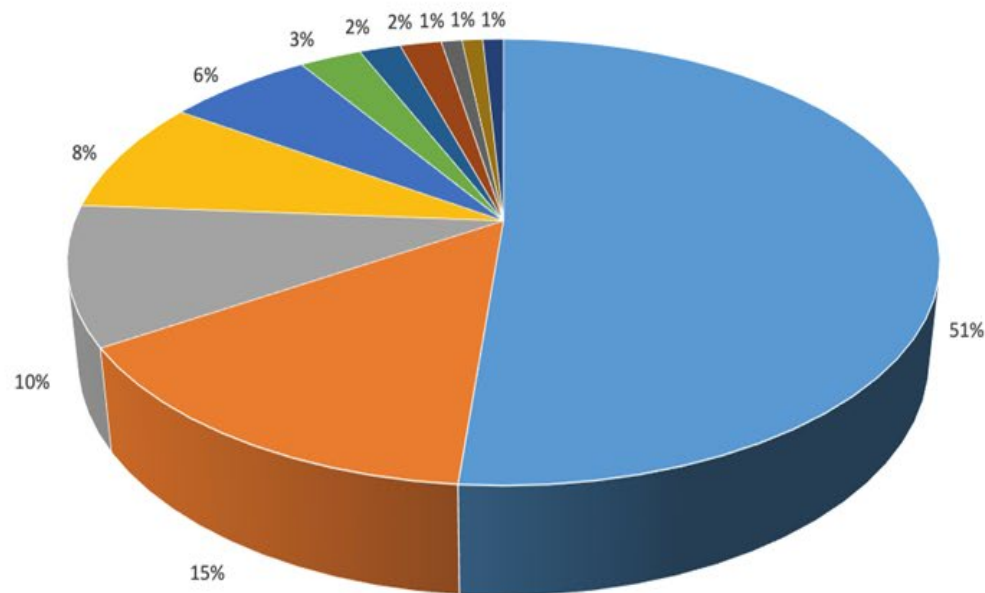


166 Client field engagements
85% transported and 15%
did not require transport

11

Destinations Utilized

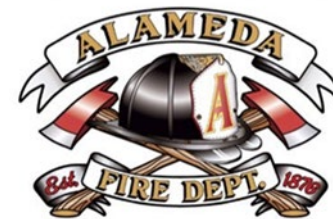
Prior to ACT Transports 12/16/20 - 6/16/21



- 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%

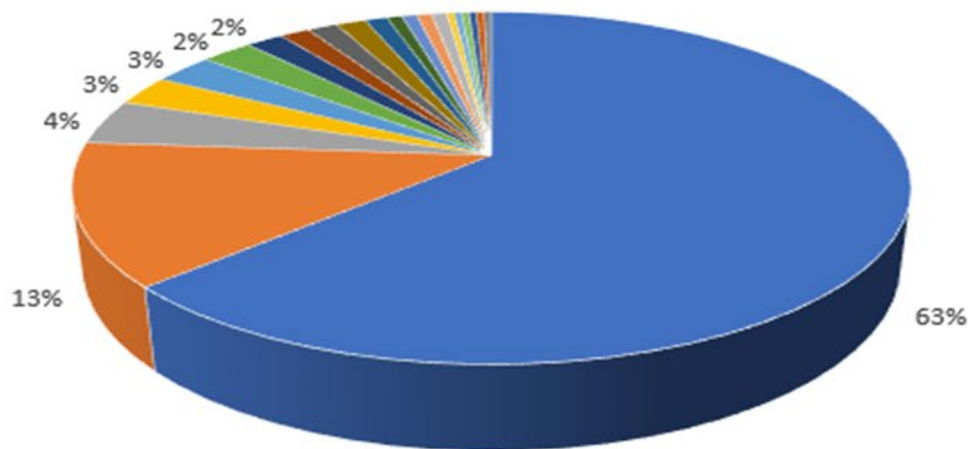


CARE Team Destinations First Six Months



290 Client field engagements
37% transported, and 63%
did not require transport

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

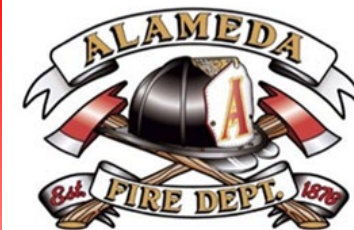


21
Destinations
Utilized

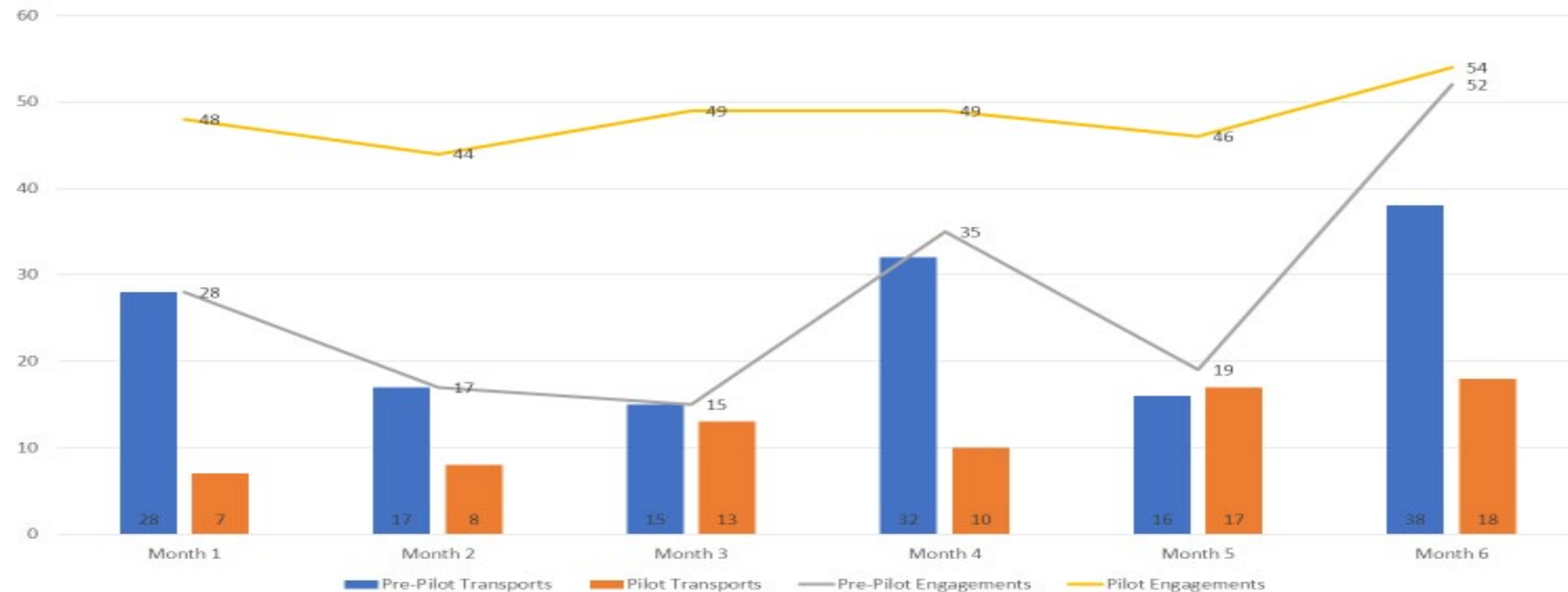
- Not Transported - 63.1%
- John George Psychiatric Pavilion - 4.1%
- Willow Rock Center - 2.8%
- Alta Bates Summit Medical Center, Alta Bates Campus - 1.7%
- Oakland - 1.4%
- Children's Hospital - 1.0%
- Grocery Store - 0.7%
- Cherry Hill Detox - 0.7%
- San Leandro Hospital - 0.3%
- BART STATION - 0.3%
- 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%



COMPARISON OF PAST VS PILOT TIME FRAME

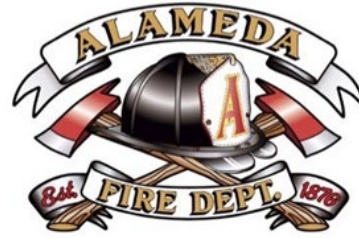


Historical Clinical Transport Comparison vs. Historical Client Engagements (2021 vs 2022)

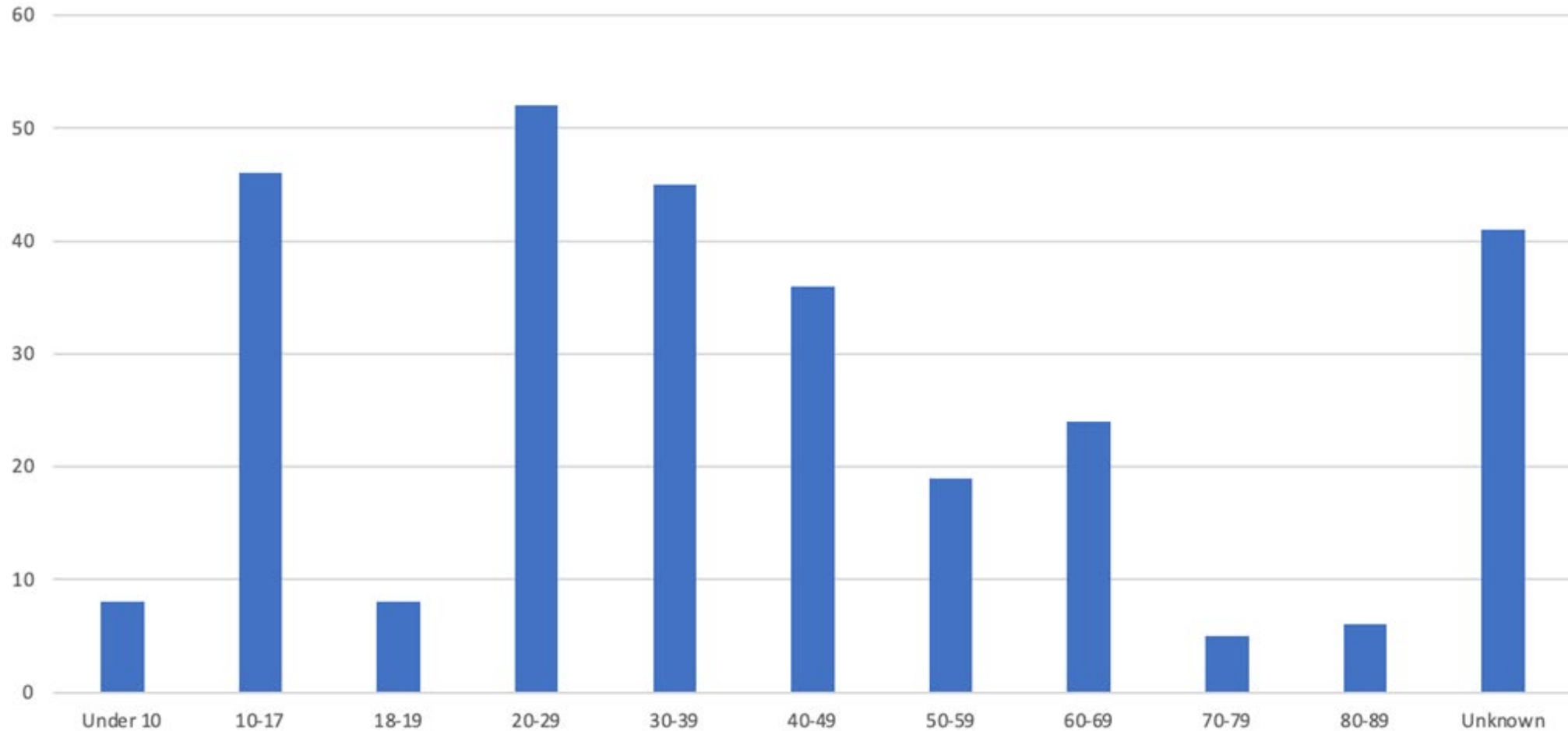




AFD Client Demographics Age (field contacts only)

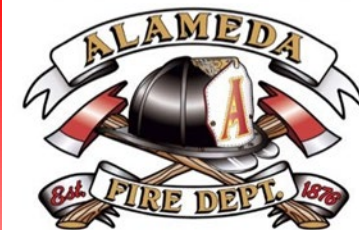


Responses by Age

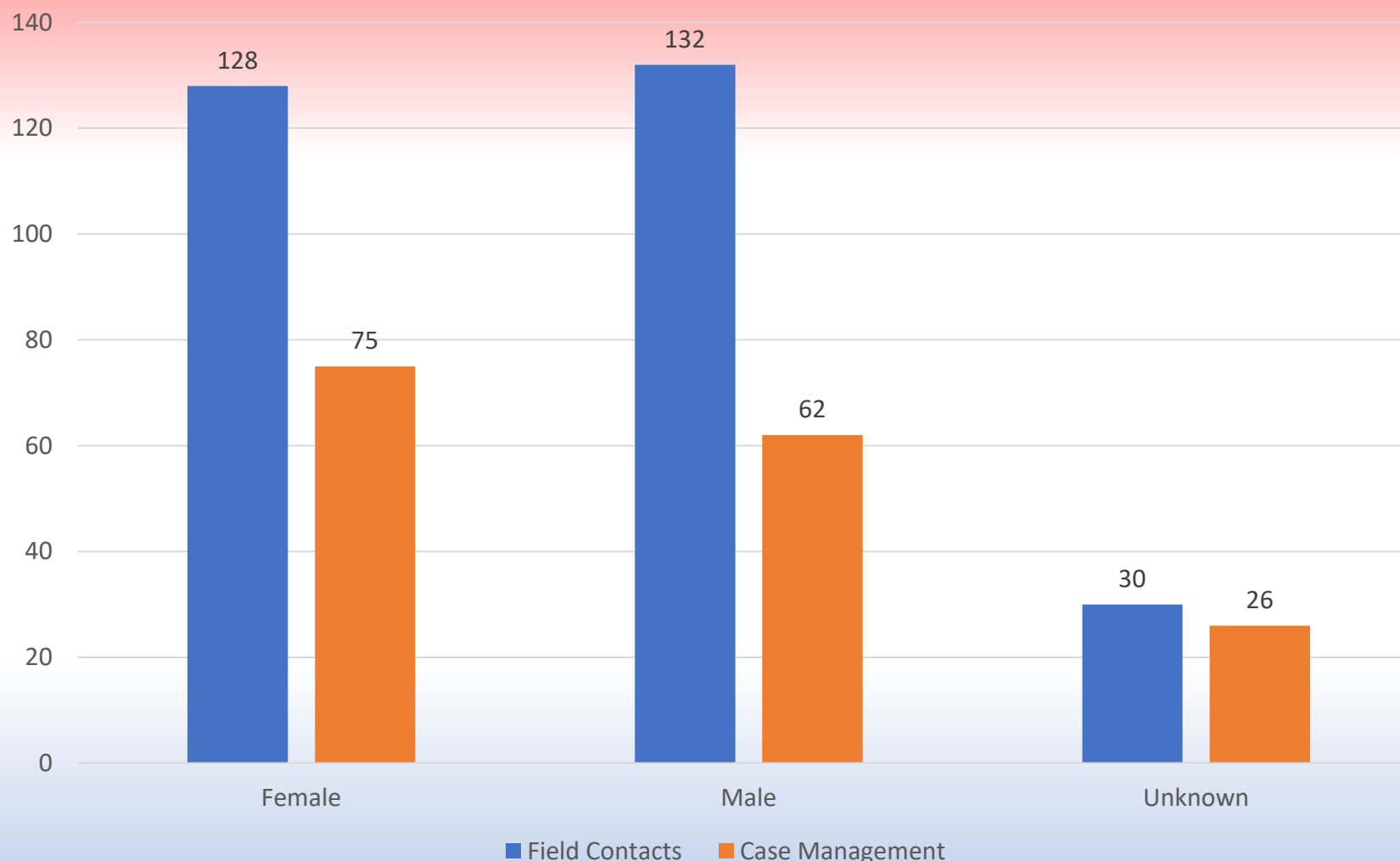


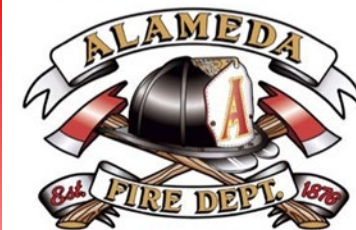


AFD/AFS Client Demographics Gender



Gender Field Contact Compared to Case Management

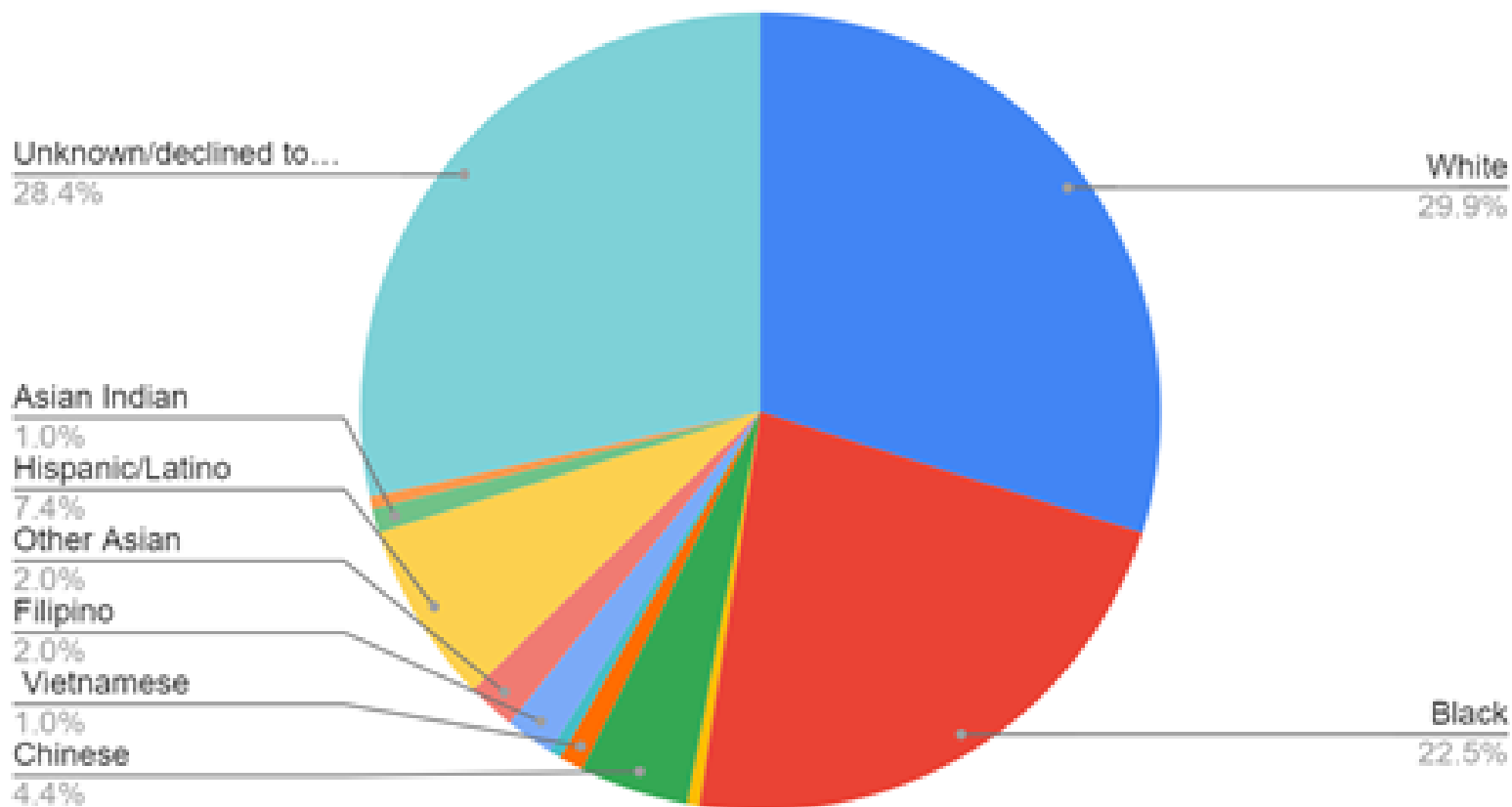




AFS Client Demographics Ethnicity (AFS Case Management)

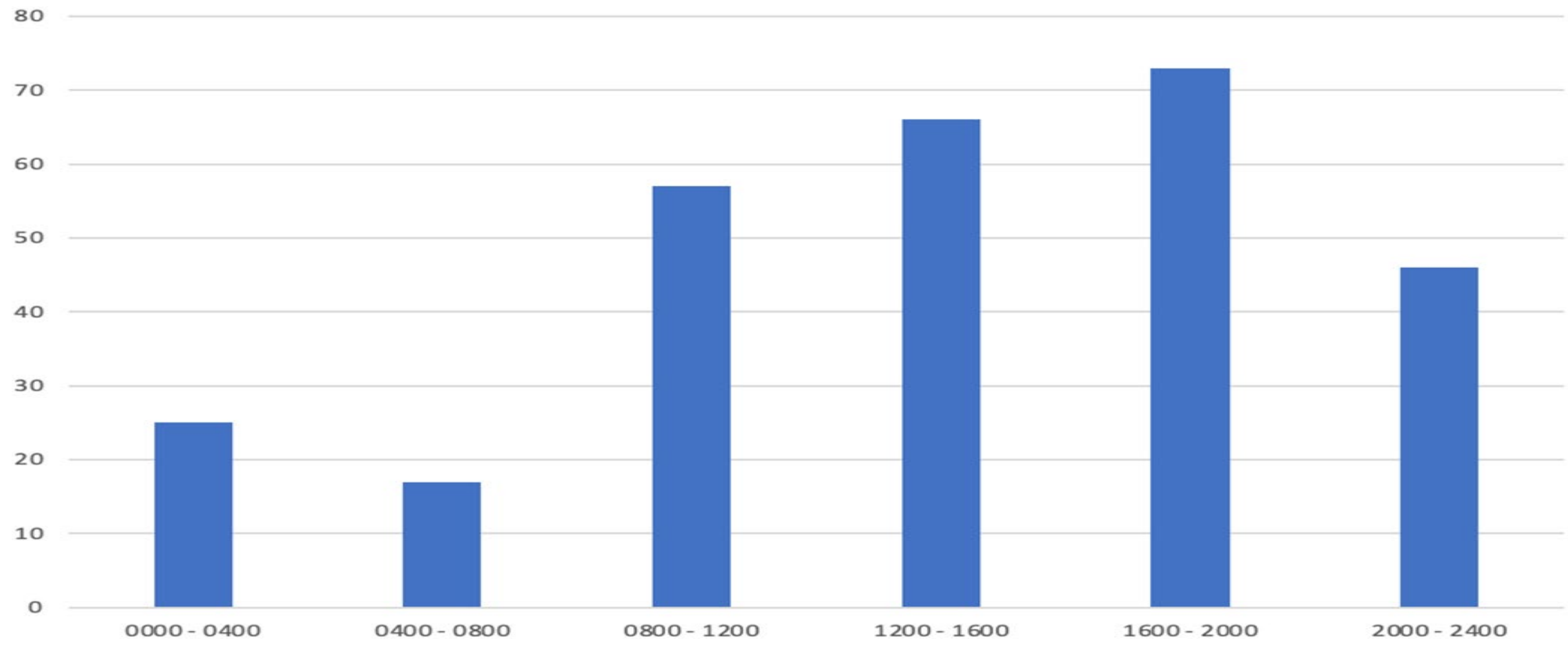
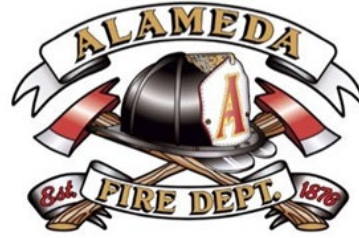
From 12/16/2021 - 6/16/2022	
Description	Count
White	61
Black	46
Indigenous Peoples	1
Chinese	9
Vietnamese	2
Japanese	1
Filipino	4
Other Asian	4
Hispanic/Latino	15
Asian Indian	2
Guamanian	1
Unknown/declined to state	58

Client Race from 12/16/2021 - 6/16/2022





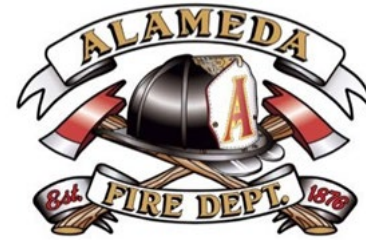
Time of Calls (AFD engagements)



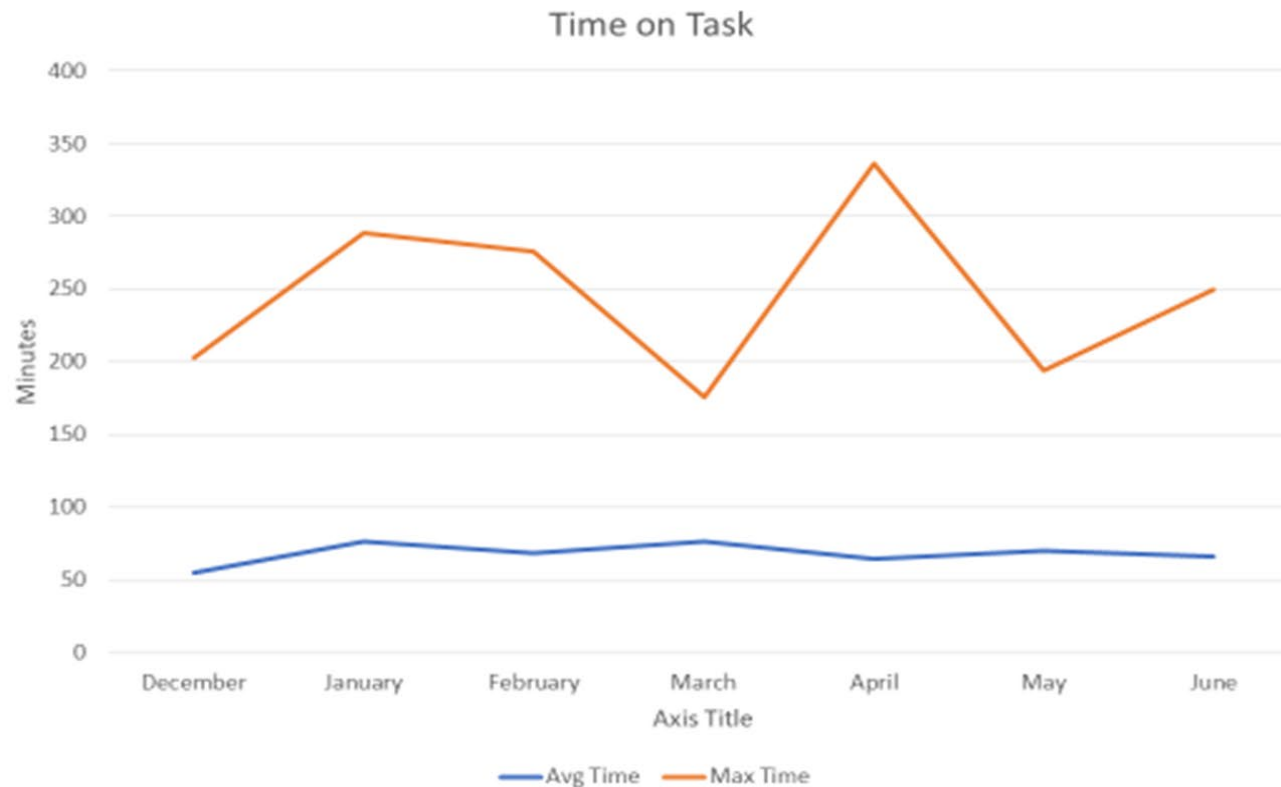


Time On Task

(avg. 68 minutes/engagement)

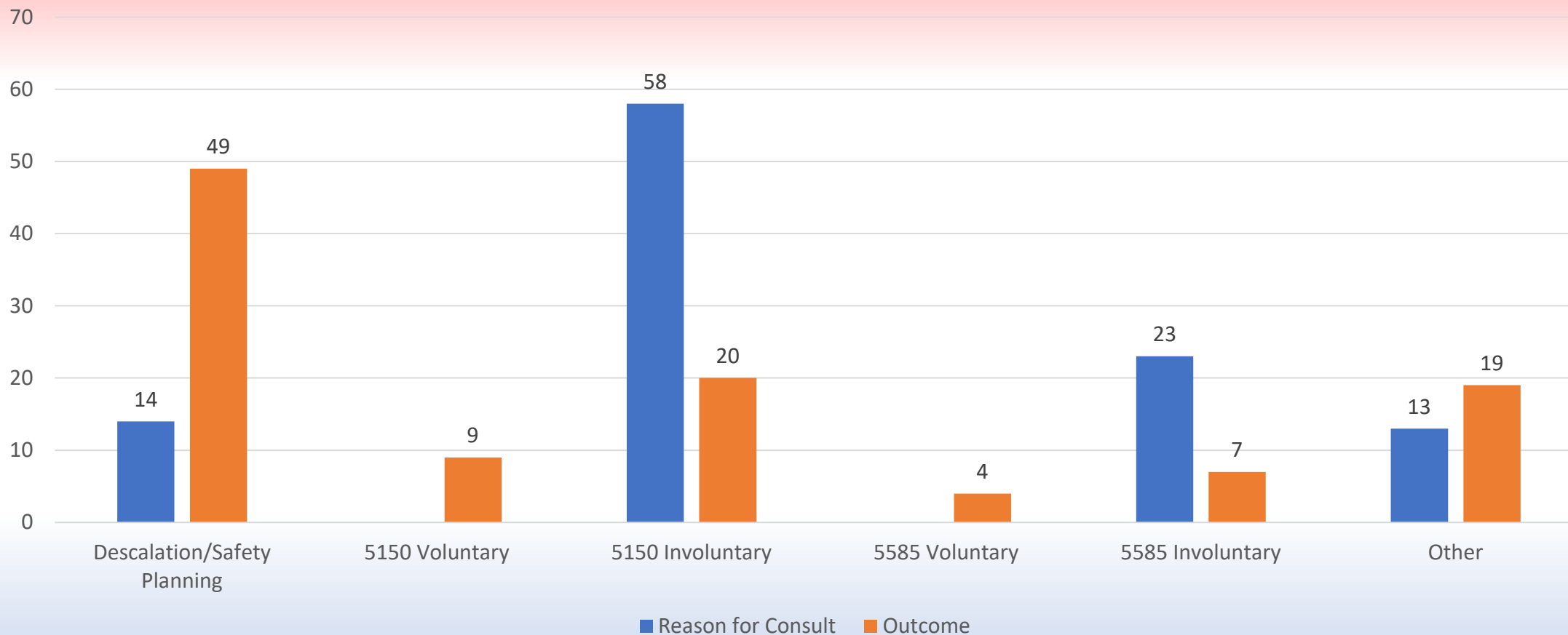
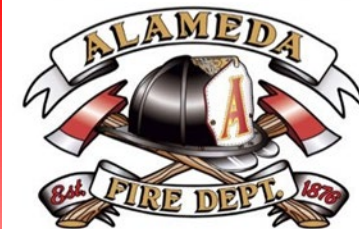


- Average Time: 68 Min
- Longest Incident Time: 5 Hrs. 36 Min



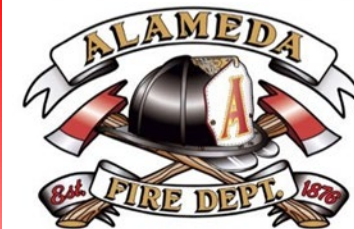


Alameda Family Services On-Call Services – Total 108



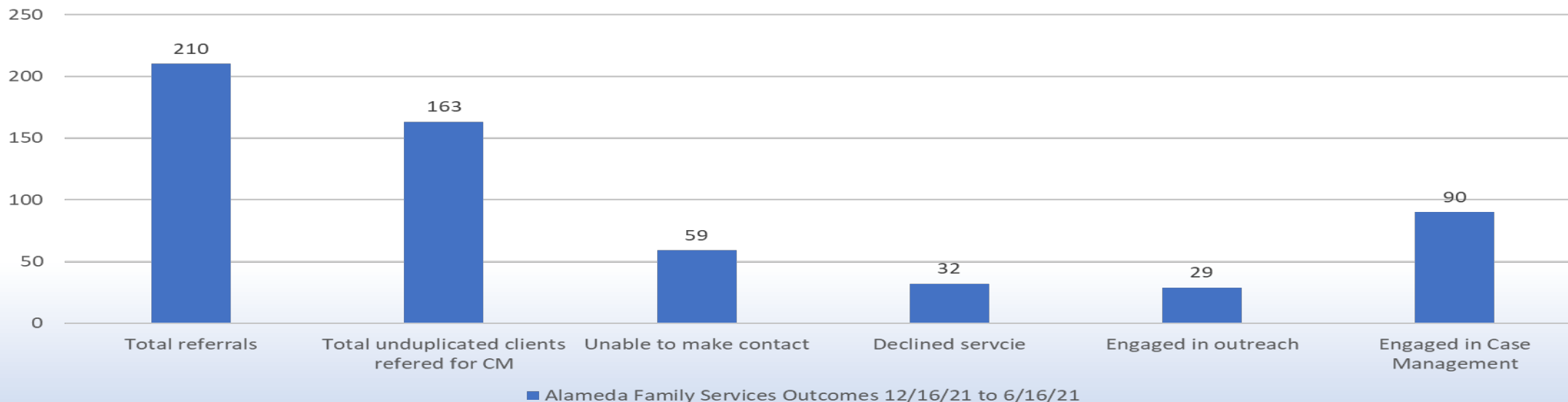


Alameda Family Services Case Management



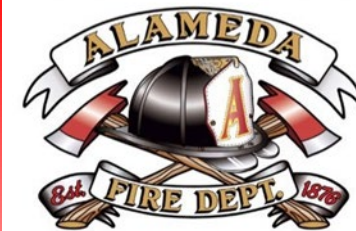
- 210 - Total referrals (six direct from APD)
- 163 - Unduplicated client referrals
- 32 – Agencies/Organizations utilized to support case management

Alameda Family Services Outcomes 12/16/21 to 6/16/21

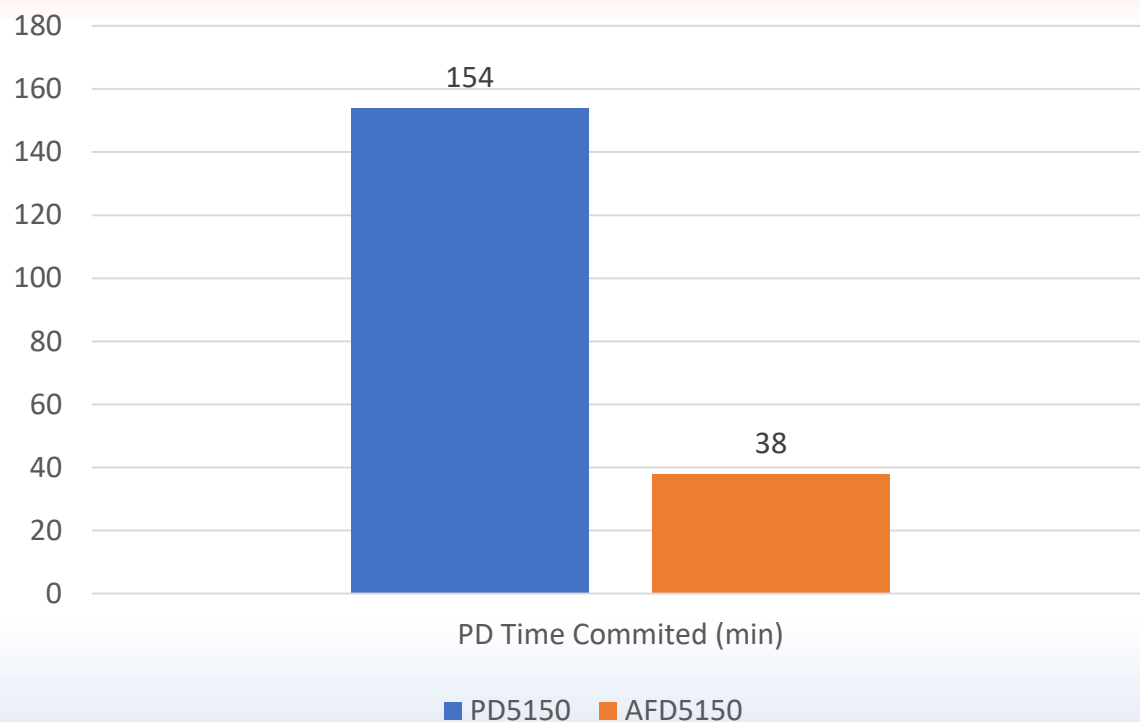




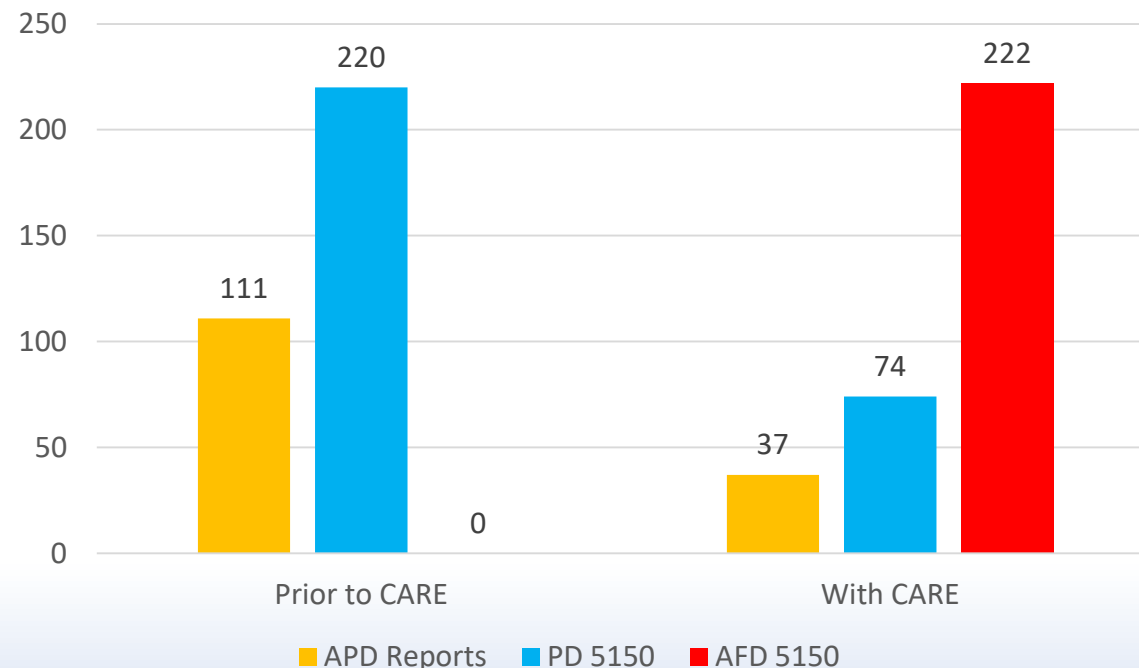
APD Comparison Prior to CARE and with CARE



APD Time on Task (avg.)

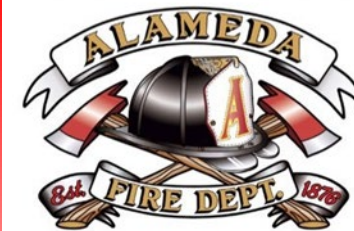


APD Comparison of calls and reports generated prior to CARE and with CARE

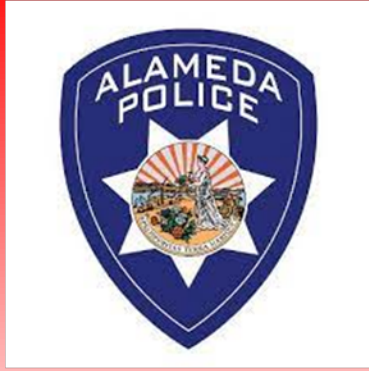
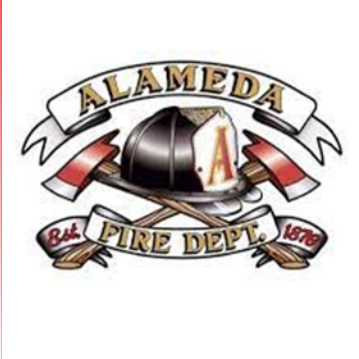




PILOT PROGRAM PATH FORWARD



- Streamline data collection, track long-term results, and add data collection points
- Continue to evaluate dispatch protocols and monitor 988 influence on the program
- Continue to evaluate the program and address challenges as they arise
- Key Stakeholder Advisory Committee (mid-October) and QA/QI (ongoing)
- Identify additional local, state, and federal funds to support the program long-term
- Continue CARE Team training for AFD personnel
- Monitor and address the mental health of CARE Team responders
- Provide comprehensive pilot updates to the community and key stakeholders
- Collaborate on ways to assist clients long-term that need reoccurring support from the CARE Team



City of Alameda

HEALTH CARE DISTRICT

QUESTIONS?