

EXHIBIT 1 - 2024 Client Engagement Data

2024 CARE Team Responses: Between January and December 2024, the CARE Team handled 1,332 calls for service, marking a 6% rise compared to 2023. When not engaged in client-specific calls, the team remains available for dispatch to other incidents throughout the city, enhancing the availability of resources to support a variety of situations effectively. The following chart indicates all calls by the CARE Team unit in 2024, 66% of all CARE Team unit responses had client engagements.

2024 CARE Team Responses	
Call Type	No. of Calls
Care Team Client Engagement	880
Fire Calls	66
Rupture / Explosion	2
Medical & Rescue	42
Hazardous Conditions	38
Service Calls	27
Good Intent	269
False Alarm	8
TOTAL	1332

Client Engagement Outcomes: A response call can have multiple outcomes for that incident. While the CARE Team prioritizes on-scene interventions, 249 transports show that a portion of individuals needed further medical or psychiatric care that could not be addressed at the scene. Among these cases, 48 adults (5150) and 23 minors (5585) were placed on psychiatric holds due to significant risk of harm requiring immediate psychiatric intervention in a controlled environment to prioritize safety during an acute crisis. Additionally, 413 evaluations resulted in no need for treatment or transport demonstrating the CARE Team members were able to manage the crisis without further intervention ensuring a positive outcome.

CLIENT ENGAGEMENT OUTCOMES	
Call Type	No. of Calls
Transferred to Medical Unit	33
5150 Hold Placed	48
5585 Hold Placed	23
Evaluated No Treatment / No Transport	413
Refused Service	127
Unable to Locate	145
Cancelled on scene No Client Contact	55
Cancelled by APD	42
Cancelled Prior to Arrival	52

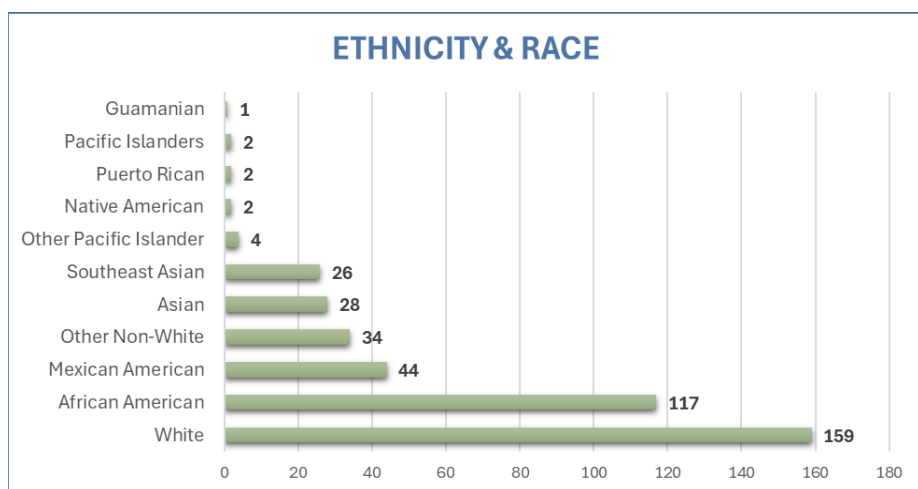
Transportation & Destinations: The CARE Team model reduces pressure on emergency services, such as police, fire, and hospital emergency rooms, while ensuring that those needing it receive the appropriate level of care. These outcomes also emphasize the CARE Team's cost-effectiveness and operational efficiency.

TRANSPORTATION TO DESTINATIONS			
Locations	No. of Transports.	Locations	No. of Transports.
Alameda Hospital	105	Amber House	6
John George Pavilion	40	Village of Love	6
Kaiser Oakland	19	Private Residence	5
Summit Alta Bates Campus	18	Bart	5
Willow Rock Center	13	Hotel	3
Kaiser San Leandro	11	Grocery Store	2
Highland Hospital	8	Oakland	1
Children's Hospital	6	Cherry Hill Detox	1

Demographics

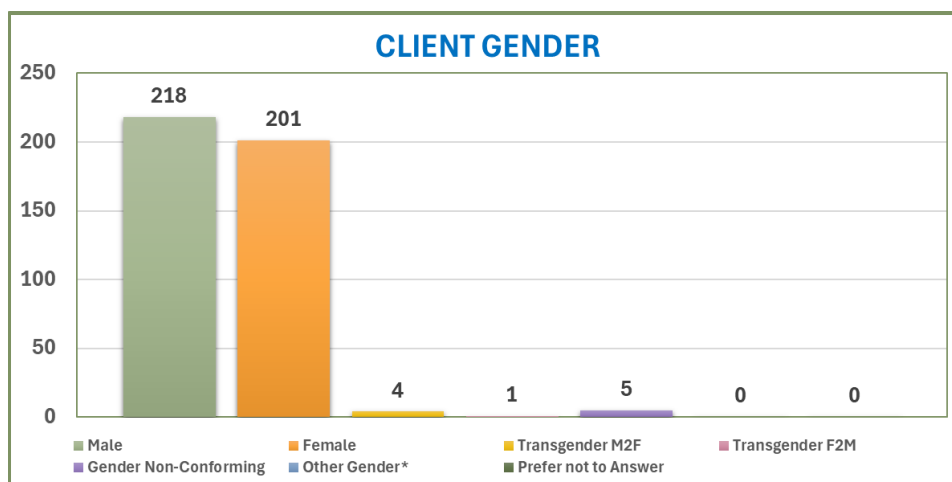
Ethnicity & Race: In 2024, the CARE Team served 429 individuals who engaged with Alameda Family Services (AFS), providing tailored support to address their diverse racial, ethnic, and cultural needs. AFS collected demographic data exclusively for clients pursuing follow-up care, leading to elevated "unknown/not reported" figures for those that did not engage in their case management services the available information reflects the program's focus on compassionate, individualized assistance.

The CARE Team provided services to a diverse group of clients that, reflect the diversity of the community they serve. Among these individuals, White participants comprised the largest group at 37.1%, followed by African Americans



at 27.3%. Mexican Americans and those categorized as Other Non-White each accounted for 10.3%. Asians represented 6.5% of the individuals served, while Southeast Asians comprised 6.1%. Other Pacific Islanders constituted 0.9%, with Native Americans, Puerto Ricans, and Pacific Islanders each making up 0.5%. This data illustrates the CARE Team's commitment to addressing the needs of a richly diverse population.

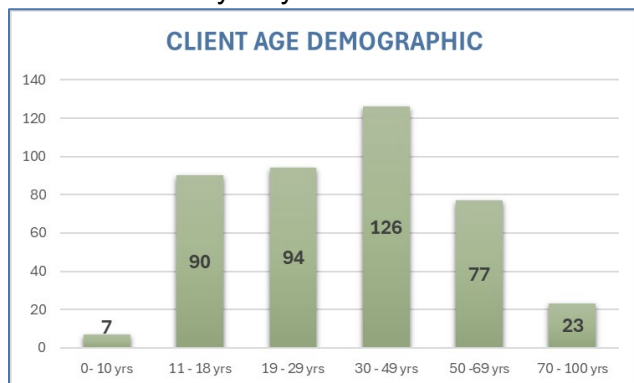
Client Gender: In 2024, the CARE Team served clients across a spectrum of gender identities out of 880 client contacts. Of these, 218 (50.8%) identified as male, 201 (46.9%) as female, four as transgender male to female (M2F), one as transgender female to male (F2M), and five as gender non-conforming. No clients identified as "other gender" or selected "prefer not to answer," while 451 clients were recorded as "unknown/not reported." This data reflects the diversity of Alameda City, where the population consists of 48.95% male and 51.05% female. Interestingly, despite a higher proportion of females in the city's population, CARE Team interactions involved slightly more males than females.



*This includes intersex, genderqueer and others

**451 unknown/not reported

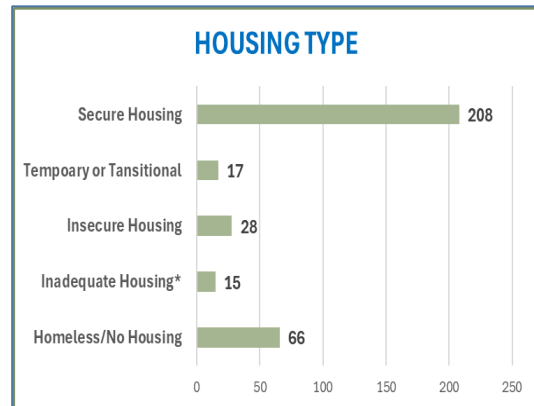
Client Age: Understanding the distribution of clients across different age groups provides valuable insights into their unique needs and challenges. Each age range faces distinct life transitions, responsibilities, and concerns, influencing the type of guidance and support required. Below is a breakdown of how clients are represented by age groups and the specific areas where they may need assistance.



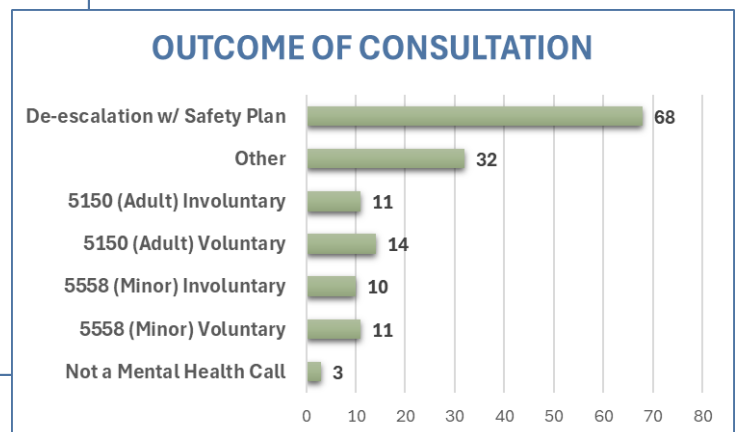
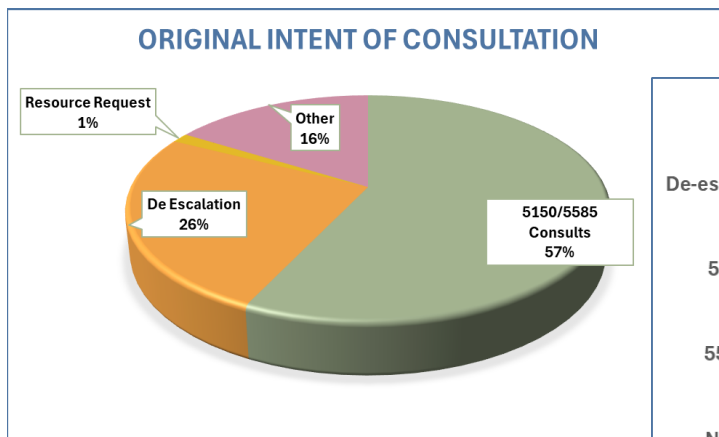
The age distribution of CARE Team clients underscores the diverse needs across different stages of life. Adolescents aged 11-18 years (21.6%) often seek support with education, healthcare, and social services. Young adults aged 19-29 years (22.5%) face challenges tied to career development, higher education, or starting families. The largest demographic, adults aged 30-49 years (30.2%), typically require assistance aligned with balancing career and family life. Clients aged 50-69 years (18.5%) are often

focused on transitioning toward retirement and addressing aging-related needs. Older adults aged 70+ years (5.5%) encounter unique challenges with healthcare and aging. This distribution highlights the CARE Team's ability to effectively address a wide range of life circumstances.

Housing Stability: In 2024, data from 880 direct client engagements revealed the significant impact of housing challenges on individuals across all age groups. Among those served, 66 individuals were homeless, 15 lived in inadequate housing, 28 faced insecure housing, 17 relied on temporary or transitional housing, and 208 had secure housing. Addressing these disparities is critical, as housing stability serves as a foundation for health, resilience, and crisis prevention. By integrating housing assistance into broader care programs, organizations like AFS can break cycles of instability and support vulnerable populations in achieving sustainable well-being. This holistic approach highlights the vital connection between stable living arrangements and overall mental health, reinforcing the importance of tailored support for Alameda's diverse community.



CARE Team Consultations: In 2024, the CARE Team conducted 149 consultations with AFS clinical support staff, emphasizing the importance of collaboration in delivering tailored and effective care. Field personnel initiated these consultations when situations required licensed clinical expertise, particularly in determining the need for a 5150 (adult psychiatric hold) or 5585 (minor psychiatric hold). Beyond crisis evaluations, clinicians also provided valuable guidance on handling complex scenarios to ensure that clients received the best possible support.

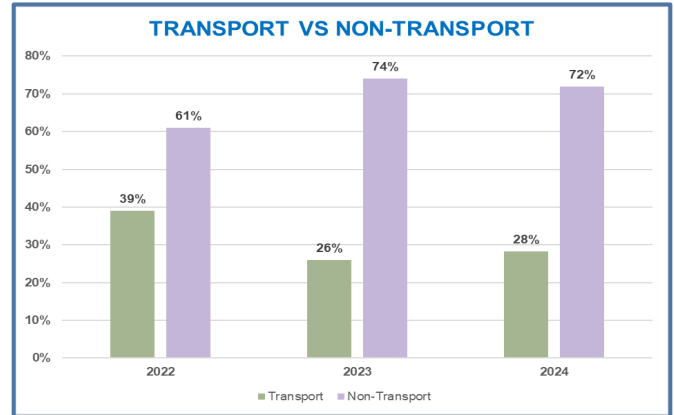
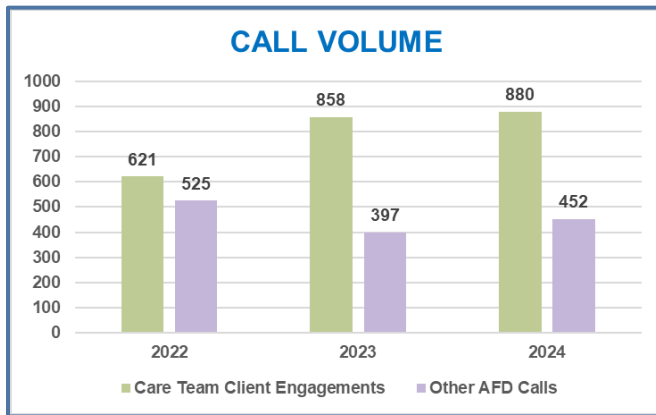


The consultation data reveals that 57% (85) of initial requests focused on evaluating whether clients met the criteria for a 5150/5585 hold. However, collaboration with AFS clinicians showed that only 30.9% (46) of these cases resulted in a hold, with just 14.1% (21) leading to involuntary holds. This careful assessment process emphasizes the team's commitment to thoughtful, appropriate interventions.

As illustrated in the charts above, this data underscores the CARE Team's strategic and informed decision-making, as well as the critical role of clinical expertise in addressing sensitive, high-pressure scenarios. By balancing proactive care coordination with crisis interventions, AFS ensures both long-term client stability and effective, real-time emergency responses, providing Alameda's diverse community with comprehensive and compassionate support.

Comparative Data

Call Volume by Type: The table below shows the CARE Team's call activity from 2022 to 2024. Over time, the number of calls has steadily increased, with the most significant rise seen in CARE Team Client Engagements. This shows that more clients receive direct help from the program, while the team continues assisting with other emergency calls. This steady increase highlights the CARE Team's growing importance in providing direct client care and emergency response support.



Transport Comparison: Client transports have decreased since 2022. In 2022, 39% of cases involved transport; in 2024, this had dropped to 28%, indicating that more clients are able to have their care managed on-scene without needing transport. This trend demonstrates program efficiency due to improvements in the city's mobile crisis response model. From the onset of the program, reducing client transport was a primary objective.