

## ALAMEDA CARE TEAM DATA

The following data has been collected between Alameda Fire Department (AFD), Alameda Family Services (AFS), and the Alameda Police Department (APD) during the 12-month pilot program from December 16, 2021 to December 16, 2022. It shows that of 795 Medical and Rescue calls, 737 of them were responded to by the CARE Team.

### CARE TEAM Call for Service (321C) December 16, 2021 to December 16, 2022

Call Type	AC03 Total
100s – Fire Calls	75
200s – Overpressure	1
300s – Medical and Rescue	795
400s – Hazardous Conditions	15
500s – Service Calls	6
600s – Good Intent	244
700s – False Alarm	10
<b>Total</b>	<b>1,146</b>

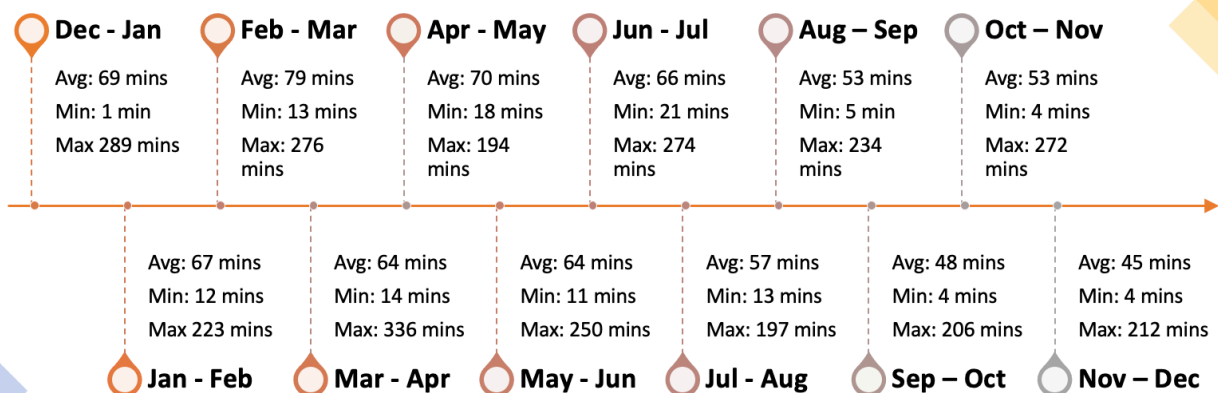
  

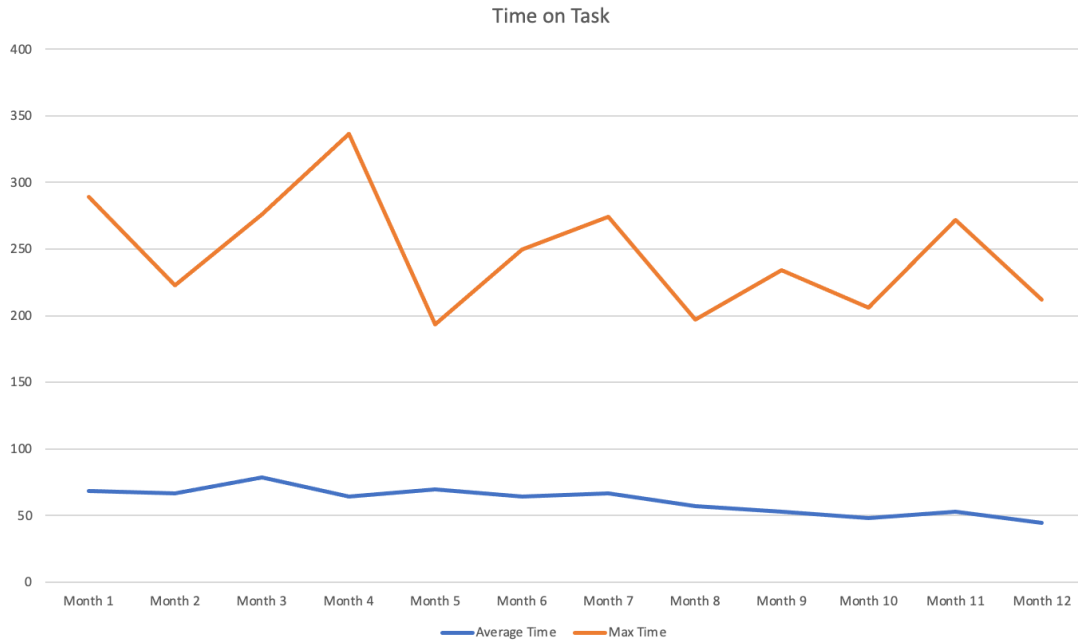
Medical Type Breakdown	ACO Medical Total
300C	2
300G	1
320	1
321	26
321A	10
321C	737
321H	3
322A	1
342	7
361	3
364	1
365	3
<b>Total</b>	<b>795</b>

Calls for service during the 12-month pilot were concentrated between 8 AM and midnight daily. The time on task (the time the Care Team unit is committed to a call for service) for field responders fluctuated during the pilot program. The longest on-scene time for the CARE team was in April 2022 and lasted for 336 minutes (5 hrs. 36 min.). The average commitment time for the CARE Team during the pilot has been 61 minutes per response.

### Time on Task Data Points for CARE Team

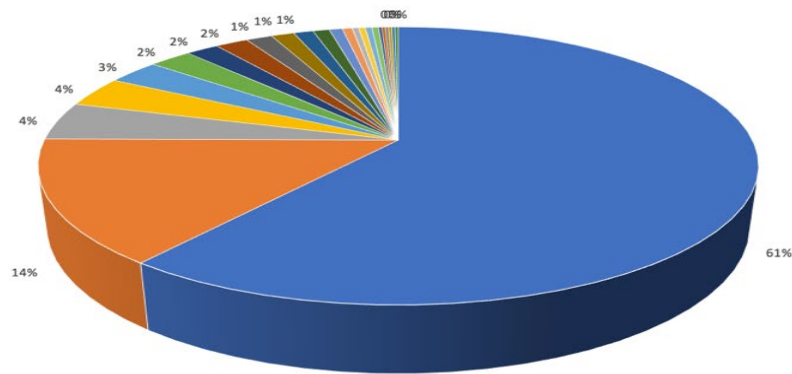
#### Minimum, Average and Maximum Time on Task by Month





**Transport Destinations Utilized with CARE Team  
December 16, 2021 to December 16, 2022  
39% transported and 61% did not require transport  
23 destinations utilized to support clients**

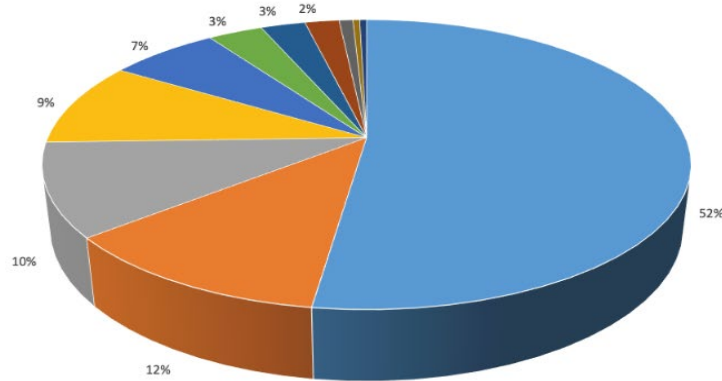
With ACT, Transports from 12/16/21 - 12/16/22



- |   |  |
|---|--|
| ■ Not Transported - 60.7%                 | ■ Alameda Hospital - 14.5%                             |
| ■ John George Psychiatric Pavilion - 4.4% | ■ Highland Hospital - 3.5%                             |
| ■ Village of Love Shelter - 2.8%          | ■ Kaiser Permanente, Oakland Medical Center - 2.3%     |
| ■ Summit Alta Bates Campus - 1.8%         | ■ Willow Rock Center - 1.8%                            |
| ■ Oakland - 1.4%                          | ■ Private Residence - 1.2%                             |
| ■ Amber House - 1.1%                      | ■ Children's Hospital - 0.9%                           |
| ■ San Leandro Hospital - 0.7%             | ■ Grocery Store - 0.5%                                 |
| ■ Pharmacy - 0.4%                         | ■ Kaiser Permanente, San Leandro Medical Center - 0.4% |
| ■ Cherry Hill Detox - 0.4%                | ■ BART STATION - 0.4%                                  |
| ■ Malabar House - 0.2%                    | ■ John Muir Medical Center, Walnut Creek - 0.2%        |
| ■ Berkeley - 0.2%                         | ■ Client's Vehicle - 0.2%                              |
| ■ Eden Medical Center - 0.2%              | ■ Telecare Corporation - 0.2%                          |

**Transport Destinations Before CARE Team  
December 16, 2020 to December 16, 2021  
90% transported and 10% did not require transport  
10 clinical facility destinations utilized to support clients**

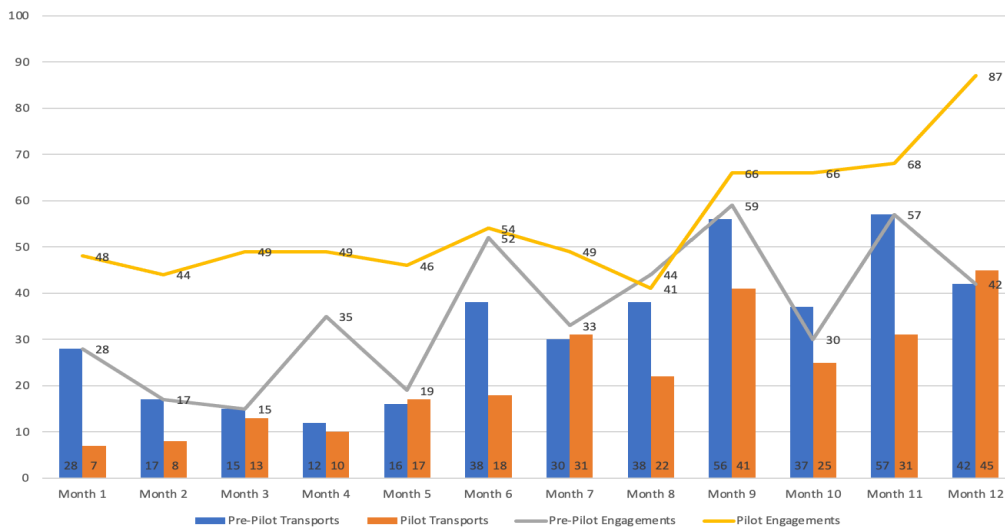
Prior to ACT Transports 12/16/20 - 12/16/21



- Alameda Hospital - 52.2%
- Kaiser Permanente, Oakland Medical Center - 11.8%
- NO TRANSPORT - 10.4%
- John George Psychiatric Pavilion - 9.4%
- Kaiser Permanente, San Leandro Medical Center - 6.5%
- Willow Rock Center - 3.3%
- Children's Hospital & Research Center Oakland - 2.7%
- Alameda County Medical Center, Highland - 2.0%
- Alta Bates Summit Medical Center, Alta Bates Campus - 0.8%
- Alta Bates Summit Medical Center, Summit Campus - 0.4%
- San Leandro Hospital - 0.4%

**CARE Team Transport Comparison Before CARE Team vs. With CARE Team**

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



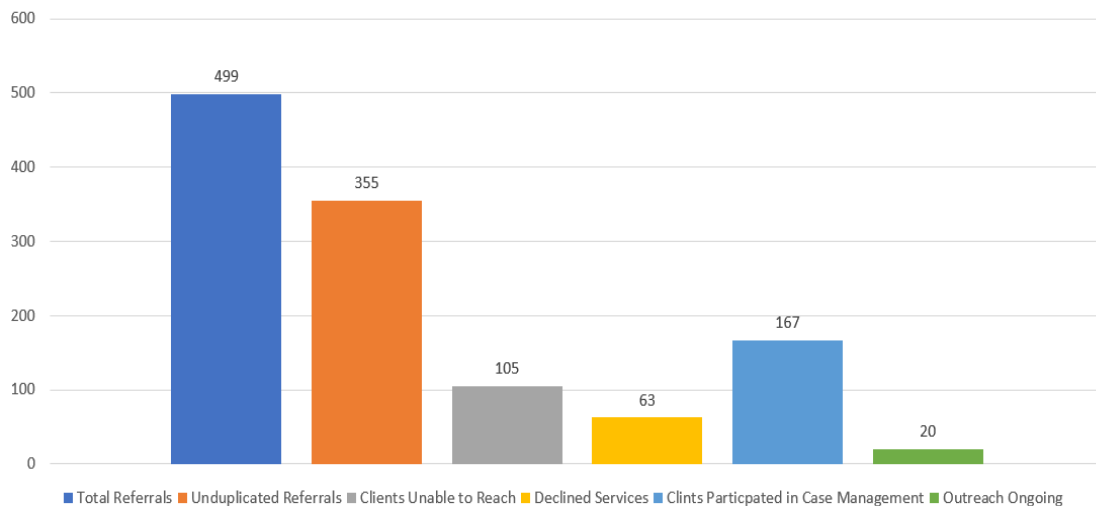
According to the data collected during the twelve months of the pilot program, the CARE Team responded to more calls for service with a significant reduction in clients transported. The transports directly to John George remained consistent, but there was a significant reduction in client transports to other receiving hospitals in the county.

## Outcomes

The initial outcomes for the 738 CARE Team responses varied. The following outcome data was collected for responses as of December 16, 2022:

- 499 Referrals to AFS, with 355 of them being unduplicated.
- 21 Clients were determined to need medical care.
- The CARE Team transported 330 Clients to a destination (BART, hospital, family, etc.).
- 63 Clients were placed on an involuntary 5150 or 5585 psychiatric hold and transported (more detailed information on 5150 and 5585 can be found below).
- 23 Clients voluntarily requested to be placed on a 5150/5585
- 68 Clients were evaluated; no treatment or transport was required.
- 104 Calls were canceled en route or once arriving on scene-no client contact.
- 70 Clients refused the services of the CARE Team.
- 13 Calls the CARE Team could not locate a client upon arrival.

### Alameda Family Services Referral Outcomes December 16, 2021 to December 16, 2022

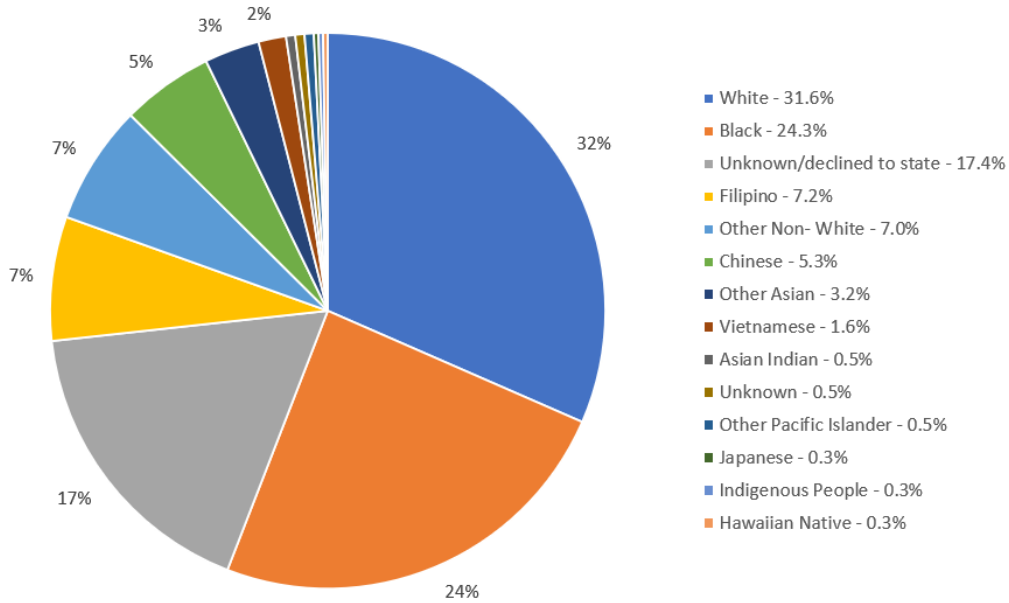


## Client Demographics

Of the 355 clients referred for case management services, 54% were female, and 44% were male (2% either didn't identify or the data was not recorded). Referred client ethnicity is reflected in the chart below, along with overall age demographics for all contacts with the CARE Team field unit (Paramedic/EMT):

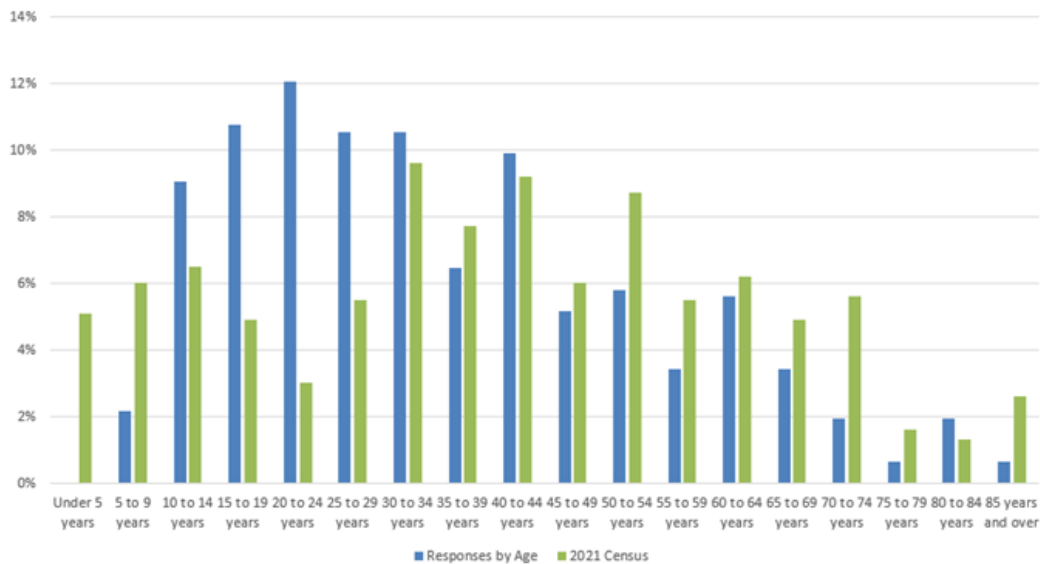
### Ethnicity Data Tracked by Alameda Family Services for Case Management Clients

Client Race from 12/16/21-12/16/22



### Percent of Responses by Age vs 2021 Census

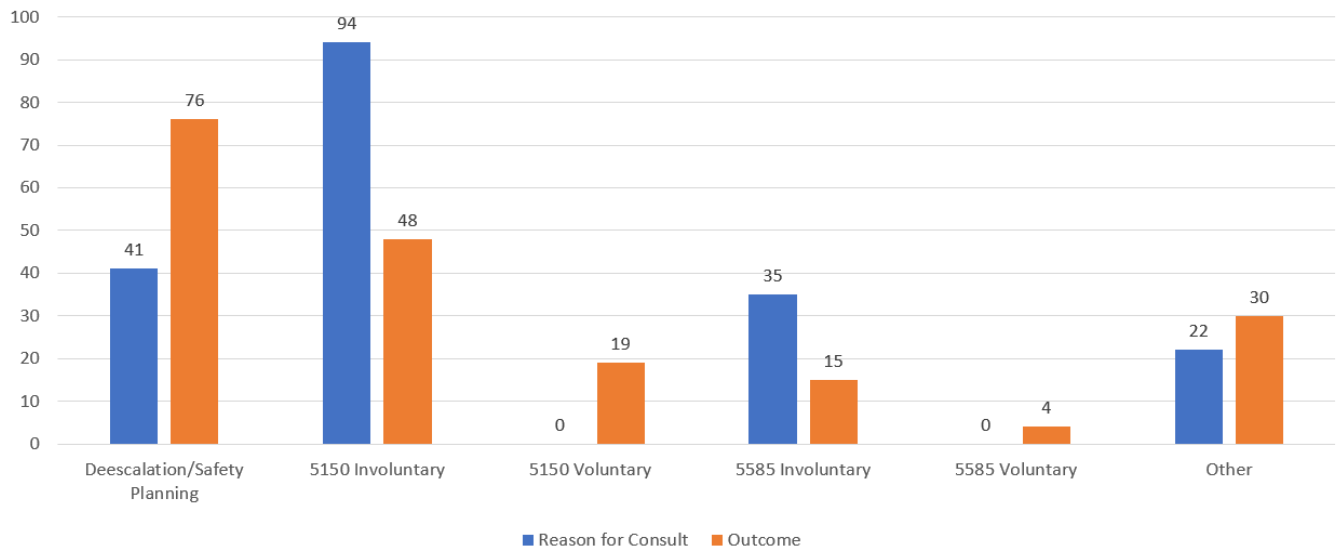
Percent of Responses by Age vs 2021 Census



## Reasons for Requesting Consultation with AFS

The following is a breakdown of the reasons for requesting a consultation with AFS and the outcomes. 5150 or 5585 involuntary psychiatric holds were issued for 63 clients. For background, 5150 is the number of the section of the California Welfare and Institutions Code that allows a person with a mental disorder and who is a danger to others or themselves or who is gravely disabled to be involuntarily detained for psychiatric hospitalization. A person on a 5150 can be held in the psychiatric hospital against their will for up to 72 hours. This does not mean that they will necessarily be held for the entire 72 hours; it means that a medical facility has the legal right to do so if determined to be necessary. California Welfare and Institutions Code Sections 5585.10 to 5585.25 provide for psychiatric holds for minors for up to 72 hours. A person can be held against their will in a designated facility only if they meet at least one of the three essential criteria listed: They are a danger to themselves, they are a danger to others, or they are gravely disabled.

### Alameda Family Services On-Call Contact Comparison (Reason for AFD Consult vs. Outcome of Consult)



### APD 5150 Calls Comparison with and without CARE Team

APD and AFD also evaluated APD 5150 calls for service and report-taking before CARE Team and with the CARE Team. They analyzed the same time frame for calendar years 20/21 and 21/22. Before CARE, APD responded to 474 calls that were triaged as 5150 in nature, and 247 police reports were completed. With the CARE Team program, APD has responded to 594 calls, and 51 police reports were completed. This data shows that during the pilot program, APD calls increased by 20% but had a reduction of 79% in the number of police reports, due to the ability of the CARE Team to become the primary responder on these types of calls.