



## The City of San Diego

### Staff Report

DATE ISSUED: 9/9/2019  
TO: City Council  
FROM: Fire-Rescue Department  
SUBJECT: Reimplementation of the Resource Access Program

Primary Contact: Colin Stowell Phone: (619) 533-4301  
Secondary Contact: Chris Heiser Phone: (619) 279-4464

Council District(s): Citywide

#### OVERVIEW:

This report details the reimplementation of the Resource Access Program (RAP) following the 2018 Grand Jury recommendation 18-41, contained in the report "The Resource Access Program:

A Successful Program Disbanded:"

*"San Diego Mayor and City Council consider exploring ways to replicate the success and benefits of the now-defunct Resource Access Program, with the goal of reducing over-use of emergency medical services and thus improving the efficiency of the 9-1-1 system."*

#### PROPOSED ACTIONS:

This is an informational item only. No action is required by the Committee.

#### DISCUSSION OF ITEM:

The RAP program is a paramedic-based monitoring and intervention program that provides services to socially vulnerable 911 callers.

The RAP program lost staffing in 2016 due to paramedic staffing challenges within the 911 provider, as well as competing priorities within the Fire Department and City. These issues have resolved, and the City's RAP program achieved full operational status in a staggered deployment between March 1, 2019 and May 1, 2019. The program currently has six full-time positions. In addition to the existing RAP manager, five additional staff were added between three different agencies:

- The City of San Diego Fire-Rescue Department added 1 additional Community Paramedic position
- American Medical Response added 2 Community Paramedic positions

- The County of San Diego added 2 Psychiatric Emergency Response Team (PERT) positions

In addition to staff, the City of San Diego provided the team with a new van and replaced a previous RAP vehicle with an SUV more suitable to meet mission needs.

The RAP program staffs units Monday through Friday, 7am to 5pm.

Outcome data are available for 16 clients of RAP. Of these 16 clients, all 16 had a mental health diagnosis and 13 were homeless. The rate of yearly 911 utilization for the group is projected to be 1200 times per year, based on 300 calls in 90 days. Outcome data are shown below.

#### **Volume Metrics**

- RAP provided 30 crisis contacts related to active 911 calls
- RAP provided 209 community contacts related preventative case management
- RAP secured housing for 7 of the 13 clients experiencing homelessness; 4 of these clients accepted the secured housing
- 14 clients (87%) were successfully connected with ongoing mental health services

#### **Value Metrics**

- The overall group experienced a decrease of 911 utilization

	30 days pre- and post-engagement	60 days pre-and post-engagement	90 days pre-and post- engagement*
Percent decrease	41%	36%	41%
911 incident decrease	67	99	122

\*90-day data includes 13 clients. 3 clients did not have 90 days of post-intervention data.

The pilot scope of practice under which RAP medics operate is set to expire in November 2019. Current legislation attempts aim to make this scope of practice permanent in the State of California. However, if the legislation does not pass, there is still potential for RAP to continue services as provided in the pre-2015 version of the program, provided EMS regulatory bodies do not oppose this concept.

#### City Strategic Plan Goal(s)/Objective(s):

Goal 1: Provide high quality public service

Objective #1: Provide high acuity case management to individuals who do not respond to traditional outreach or care models.

Goal 2: Work in partnership with all of our communities to achieve safe and livable neighborhoods.

Objective #1: Protect lives, property, and the environment through preservation of 911 resources.

#### Fiscal Considerations:

No fiscal impact.

#### Charter Section 225 Disclosure of Business Interests:

N/A; there is no contract associated with this action.

Environmental Impact:  
N/A

Equal Opportunity Contracting Information (if applicable):  
N/A

Previous Council and/or Committee Actions:  
N/A

Key Stakeholders and Community Outreach Efforts:  
Community and citizens

Colin Stowell  
Fire Chief

Kris Michell  
Chief Operating Officer

Fire-Rescue Department

# Update on the Resource Access Program

# 2018 Grand Jury Recommendation

## **Recommendation 18-41:**

“San Diego Mayor and City Council consider exploring ways to replicate the success and benefits of the now-defunct Resource Access Program, with the goal of reducing over-use of emergency medical services and thus improving the efficiency of the 9-1-1 system.”



## RAP is Operational as of March 1

- 2 Fire Department Community Paramedics
- 2 American Medical Response Community Paramedics
- 2 Psychiatric Emergency Response Team Clinicians

## Frequent Homeless Users

Return top:

10



Include Records on Watchlist

Last Week	Last 2 Weeks	Last Month	Last 6 Months	Last Year
(8)	(8)	(11)	(47)	(71)
(5)	(7)	(10)	(47)	(69)
(4)	(5)	(9)	(37)	(57)
(3)	(5)	(8)	(36)	(53)
(3)	(5)	(8)	(30)	(50)
(2)	(4)	(8)	(28)	(50)
(2)	(4)	(7)		
(2)	(4)	(7)		
(2)	(4)	(6)		
(2)	(4)	(6)		

## Frequent Behavioral/Psychiatric Users

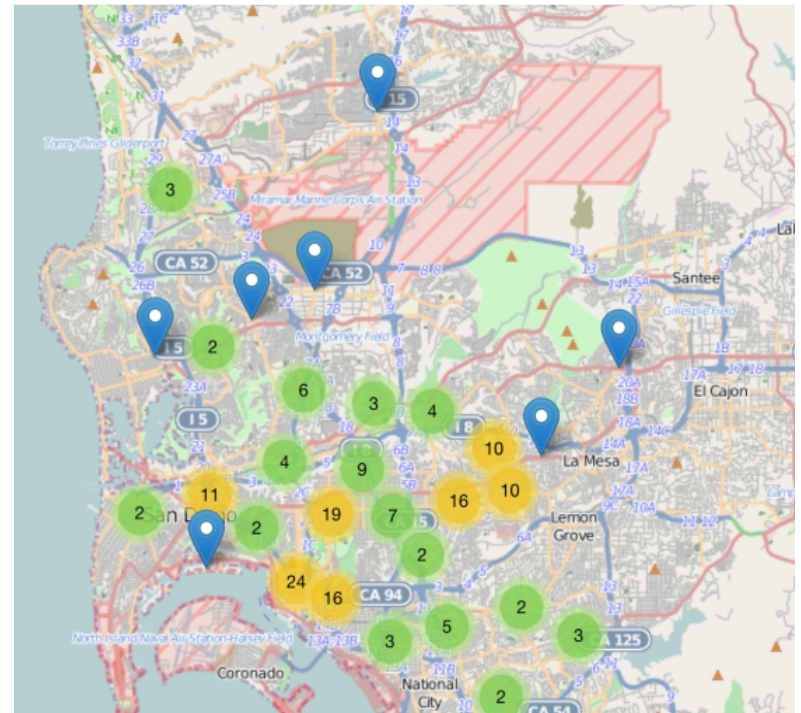
Return top:

10



Include Records on Watchlist

Last Week	Last 2 Weeks	Last Month
(8)	(8)	(11)
(5)	(7)	(10)
(4)	(5)	(9)
(4)	(5)	(8)





# RAP Van



- ❧ Multidisciplinary outreach
- ❧ Wheelchair transport
- ❧ Transport of belongings



# Demographics

## Low Acuity

- Lower complexity
- Easier resolution

## High Acuity

- Multiple morbidities
- Extreme medical patterns
- 16 clients
  - 16 experiencing a mental illness
  - 13 experiencing homelessness
  - 1200+ calls in a rolling year (\*based on 300 calls in 90 days)



# Quality Metrics

## Volume Metrics:

- 30 crisis contacts
- 209 community contacts
- 13 connected with mental health treatment
- 7 clients with secured housing (4 accepted)

## Value Metrics:

	30 days	60 days	90 days
Percent Decrease	41%	36%	41%
Call Reduction Count	67	99	122

# Rating Determinants of Health

- Threatening
- Unsustainable
- Sustainable
- Ideal



CP's MERITS	Baseline	Current
Clinical	Unsustainable	Ideal
Psychological	Threatening	Ideal
Social	Sustainable	Sustainable
Meals	Sustainable	Ideal
Environment	Threatening	Ideal
Records	Threatening	Ideal
Income	Threatening	Sustainable
Transportation	Sustainable	Ideal
Skills	Unsustainable	Ideal

# Scope of Practice Legislation

- ❧ AB1544 – “Community Paramedicine or Triage to Alternate Destination Act”
- ❧ Current state of legislation
- ❧ Outlook for program

