



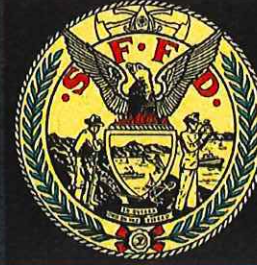
EMS6

FIRE COMMISSION UPDATE

November 13, 2019



EMS-6: Updates



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- EMS-6 Team operations began January 2016
- Collaboration between SFFD, DPH, HSH to improve care of Frequent 911 Users
- Approved as California EMSA/OSHPD Pilot Project through November 2020

EMS-6: Updates



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- Direct patient engagement and care coordination
- Building partnerships among city agencies
- Supporting emergency care safety net

One life made better



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- 57-year-old woman, homeless in San Francisco since 1999
- Multiple hospital admissions
- Hospice candidate
- Cocaine addiction
- Behaviorally disruptive

2016 **42** SFFD transports

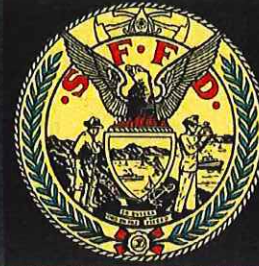
2017 **55** SFFD transports

2018 **60** SFFD transports

Housed in 2018:

2 SFFD transports in the last 17 months

Our mission



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SAFE PLACES

Families experiencing homelessness or who are at risk of homelessness should visit a Family Access Point to connect with problem solvers, be screened for shelter and housing programs, and get referrals and assistance.

FAMILY ACCESS POINTS

Central City Access Point	Bayview Access Point	Mission Access Point
37 Grove Street San Francisco, CA 94102 415.644.0504	1641 LaSalle Avenue San Francisco, CA 94124 415.430.6320	3270 18th Street San Francisco, CA 94110 415.972.1281
Mondays, Thursdays and Fridays, 9a-5p Tuesdays, 9a-1p and 3p-5p Wednesdays, 9a-7p	Mondays, 8a-7p Tuesday-Friday, 8:30a-5p	Monday-Thursday, 8:30a-5p Fridays, 8:30a-7p

ONE NIGHT SHELTER BED

Immediate Shelter
If you require immediate shelter, call First Friendship to make a reservation at 415.642.0221 between 12p and 2p, Monday through Friday. You can also go directly to First Friendship (501 Steiner Street) between 3p and 8p.

- A family is not required to go to an Access Point in order to seek shelter at First Friendship.
- Families are provided mats in a church.
- Breakfast and dinner provided; no showers on site.
- Should you have additional questions, please contact an Access Point (listed above).

HOMELESS OUTREACH TEAM
Please contact the Homeless Outreach Team if you or a family you know is unsheltered and/or living in a vehicle. Please leave a message at 415.355.7580.

HOMEWARD BOUND
To reunite with friends and family outside of San Francisco, please contact Homeward Bound at:
CAAP Office
1235 Mission Street
415.475.9985
Monday-Friday, 8:30a-12p & 1:30p-4p
Tuesdays, 8:30a-11:30a & 2p-4p

SLEEP CENTER INTAKE

WATER SERVICE FOR FAMILIES

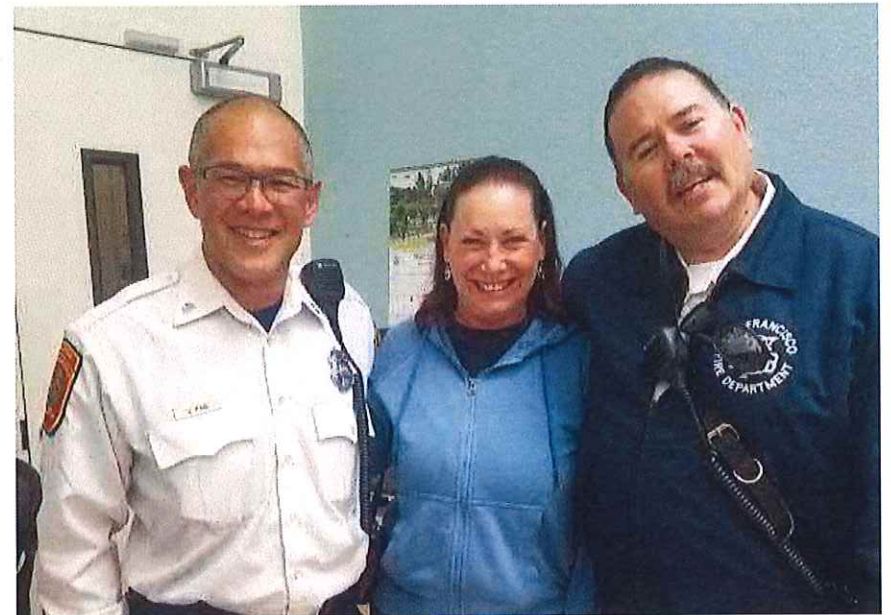
- To connect frequent 911 utilizers to appropriate systems of care.
- To reduce non-emergent use of the 911 emergency system.

Our team



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- 4 EMS Captains and 1 Section Chief ... currently
- Trained as community paramedics
- Planned operational hours 6 am – 2 am, seven days per week
- Three Homeless Outreach Team outreach specialists assigned to the team



Who we serve



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- Frequent 911 utilizers
 - 10 or more 911 activations in the preceding 365 days
 - 4 or more 911 activations in the preceding 30 days
 - 2 or more 911 activations in one calendar day
- Average monthly number of frequent 911 utilizers: 626 in 2019
- Resulted in an average 1,012 calls per month



Performance



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Top 20 monthly decrease in utilization:

35.3%

Managed clients



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Objective: 10% reduction in EMS activations and ED visits

- Pre-hospital action plans
- 23 individuals and counting

Result: 19% reduction



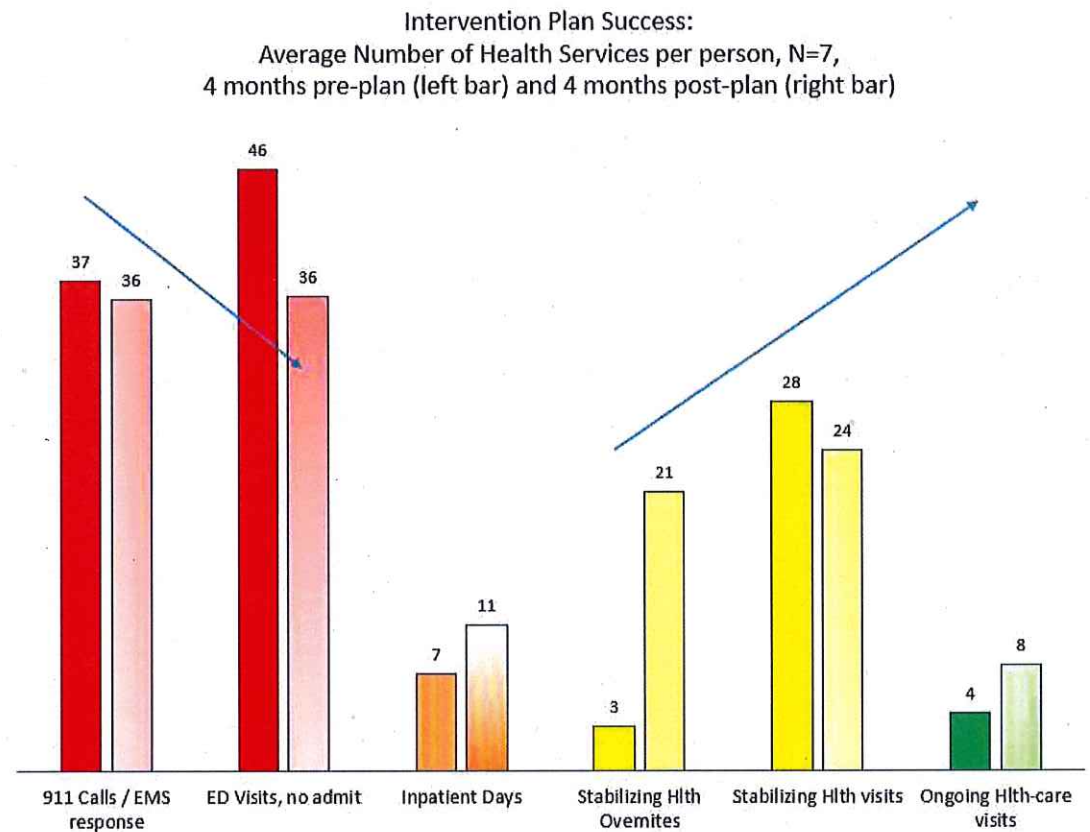
Performance



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Results show:

- reduction in level red services
- associated positive transitions throughout system of care



Performance



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ER diversion rate when EMS-6 arrives on
the 911 scene:

40%

Case study



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- 46-year-old man
- Severe alcohol use disorder
- Homeless in San Francisco for 3 years

2016 42 SFFD transports
2017 55 SFFD transports
2018 60 SFFD transports
2019 53 SFFD transports

Has maintained sobriety for over 4 months.
No 911 activations since June.



Case study



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- 42-year-old man from out of state
- Severe alcohol use disorder and liver cirrhosis
- Depression
- Homeless in San Francisco for 4 years

2016 52 SFFD transports
2017 53 SFFD transports
2018 26 SFFD transports
2019 2 SFFD transports

Entered detox in July 2018.

Began dual diagnosis residential treatment in August 2018.

Reunited with family.



Case study



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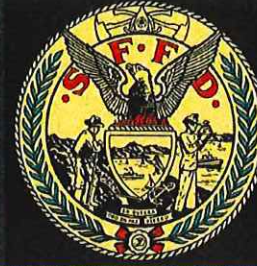
- 52-year-old man
- Multiple hospital admissions
- Methamphetamine addiction
- Inability to self care

2016 1 SFFD transports
2017 39 SFFD transports
2018 69 SFFD transports
2019 8 SFFD transports

Currently conserved



Innovation



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- Increasing clinical capabilities
 - Multi-disciplinary team
- Supporting policy change
 - ET3
- SFFD + DPH + HSH Collaboration
 - Shared prioritization
 - Methamphetamine taskforce
 - Housing conservatorship work group



Next steps



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- Operational expansion
- Continue support of stabilized frequent users
- Identify and engage emerging frequent users

