



2019 ANNUAL REPORT

COMMUNITY & PUBLIC
HEALTH

LETTER FROM OUR ADMINISTATOR

What an amazing year 2019 has been!

After experiencing a vast amount of change and challenge during 2018, we had the opportunity this year to re-evaluate our role and our mission. During this process, we began building broader relationships across the community to construct a support base and a network that will launch us headlong into this new decade.

To take a step forward, sometimes we need to look back, and as we evaluated the future of our organization in light of our rich history, we recognized that our division came into being with the birth of the Community Assistance, Referral & Education Services (CARES) program in 2012. In the years following, our identity as an organization became synonymous with CARES, and although our division has grown and changed since then, we are still often referred to (and refer to ourselves) as "CARES". However, in the years since the launch of CARES, the intensive navigation skills we've developed and the lessons we've learned have been adapted to fit other programs, allowing us to serve the needs of our community in new ways. As a result, we now view "CARES" as an intensive navigation umbrella that covers our various navigation programs serving super utilizers, older adults, and those experiencing homelessness—with more innovative programs to come! Today, the Community and Public Health Division encompasses mobile response teams such as CRT and multiple navigational programs that operate under the CARES umbrella.

In January 2019, we began a small pilot to provide support to elders struggling to age in place in their homes. In July, the Next50 Initiative partnered with us through a grant to support and expand this program by providing salary and benefit funding for navigation staff. The genius of the Aging in Place Program is that it maximizes the first responder's role, as they are often first to recognize when a senior citizen is struggling to age in place. For instance, CSFD often receives 9-1-1 calls for "lift assist," indicating that someone has fallen in their home and cannot get up. While in the home assisting the elder, first responders may observe home and living conditions that indicate the elder is in need of home care, nursing care, or other community-based support and services. The Aging in Place Program (APP) offers a way for CSFD to immediately begin to connect elders and their families with resources and support. Through CSFD referrals to APP, CPH plays an important role in leveraging first responder and co-responder roles to quickly identify elders in need, assist them in connecting to resources, teach them the necessary skills to continue appropriate self-care, and observe their success. Elders are then graduated back into independence to age gracefully and successfully or assisted in finding proper placement if they are unable to age safely in their home.

In August 2019, CPH launched a limited pilot of the Homeless Outreach Program (HOP), which provides targeted, intensive outreach to high needs utilizers in downtown Colorado Springs. HOP operates in collaboration with CARES, the Colorado Springs Police Department's (CSPD) Homeless Outreach Team (HOT) and Downtown Area Response Team (DART), the City of Colorado Springs Homelessness Prevention & Response Coordinator, Homeward Pikes Peak, The Place, and Coordinated Entry through Pikes Peak Community Health Partnership.

This pilot has allowed the Community and Public Health Division to conduct intensive outreach work with individuals identified by the CSPD as high needs utilizers, while seeking to address the growing concerns regarding high-acuity behaviors from those experiencing homelessness in the downtown area. Through rapport building, needs identification, medical and behavioral health navigation, housing assessment solicitation/completion, and behavior modification, HOP's interventions are designed to address healthcare access issues and improve quality of life, while also addressing community concerns for these individuals. I'm pleased to announce that, due to the success of this initial pilot, we will be standing up a formal Homeless Outreach Program in 2020.

As last year drew to a close, we began to hear from many in our community that there is an unmet need for intensive navigation and case management for those with acute mental health needs and substance abuse disorders. The community is looking to us to lead the way in meeting this need, and over the course of the coming year we will look for opportunities to step into this role and began supporting this population through navigation, support, and connections to care.

Over the past two years, the Community and Public Health Division has experienced a rollercoaster of a ride. Our funding challenges have given us the opportunity to become more efficient, to re-structure our programs, and to create valuable new relationships. We have learned how to do more with less, look for efficiencies, partner strategically, and robustly advocate for our members. As a result, we find ourselves well poised to meet the growing and changing needs of our community as we step into this new decade together.

Steve Johnson
Community & Public Health Administrator

COMMUNITY & PUBLIC HEALTH PROGRAMS

COMMUNITY ASSISTANCE REFERRAL & EDUCATION SERVICES (CARES)

CARES is a program which endeavors to assist frequent users of the 9-1-1 and emergency departments (6 visits to the ED or 6 9-1-1 calls within a 6-month period) in Colorado Springs with their physical, medical and behavioral health needs through outreach, assessment, connection to community resources and care navigation. This allows community resource providers to keep vulnerable populations healthy rather than only providing reactive emergency services.

COMMUNITY RESPONSE TEAM (CRT)

The CRT program was developed to assist patients suffering from acute behavioral health crisis by employing cross-agency collaboration to integrate behavioral health services into the broader healthcare spectrum. Designed to respond to behavioral health crisis calls from 9-1-1 and the state crisis line, the CRT team decreases the time between a patient's call for help and their receipt of definitive services. This eliminates prolonged and often detrimental emergency room stays where little to no behavioral health intervention or treatment is performed.

AGING IN PLACE PROGRAM (APP)

Our newest initiative, the Aging in Place Program, aims to improve the quality of life and the safety for the APP population through a 1-year intensive navigation program modeled after CARES program. CPH assists individuals in accessing appropriate healthcare through outreach, assessment, connection to community resources, and care navigation. Our program helps this vulnerable population receive the resources they need to be healthy and the skills necessary to stay independent.

HOMELESS OUTREACH PILOT (HOP)

The Homeless Outreach Pilot (HOP) conducts intensive outreach work with individuals experiencing homelessness who exhibit high-acuity behaviors in the downtown Colorado Springs area. Through rapport building, needs identification, and medical and behavioral health navigation, (with the addition of housing assessment solicitation/completion and behavior modification) HOP is designed to increase access to healthcare and improve quality of life for targeted individuals.

CARES IN 2019

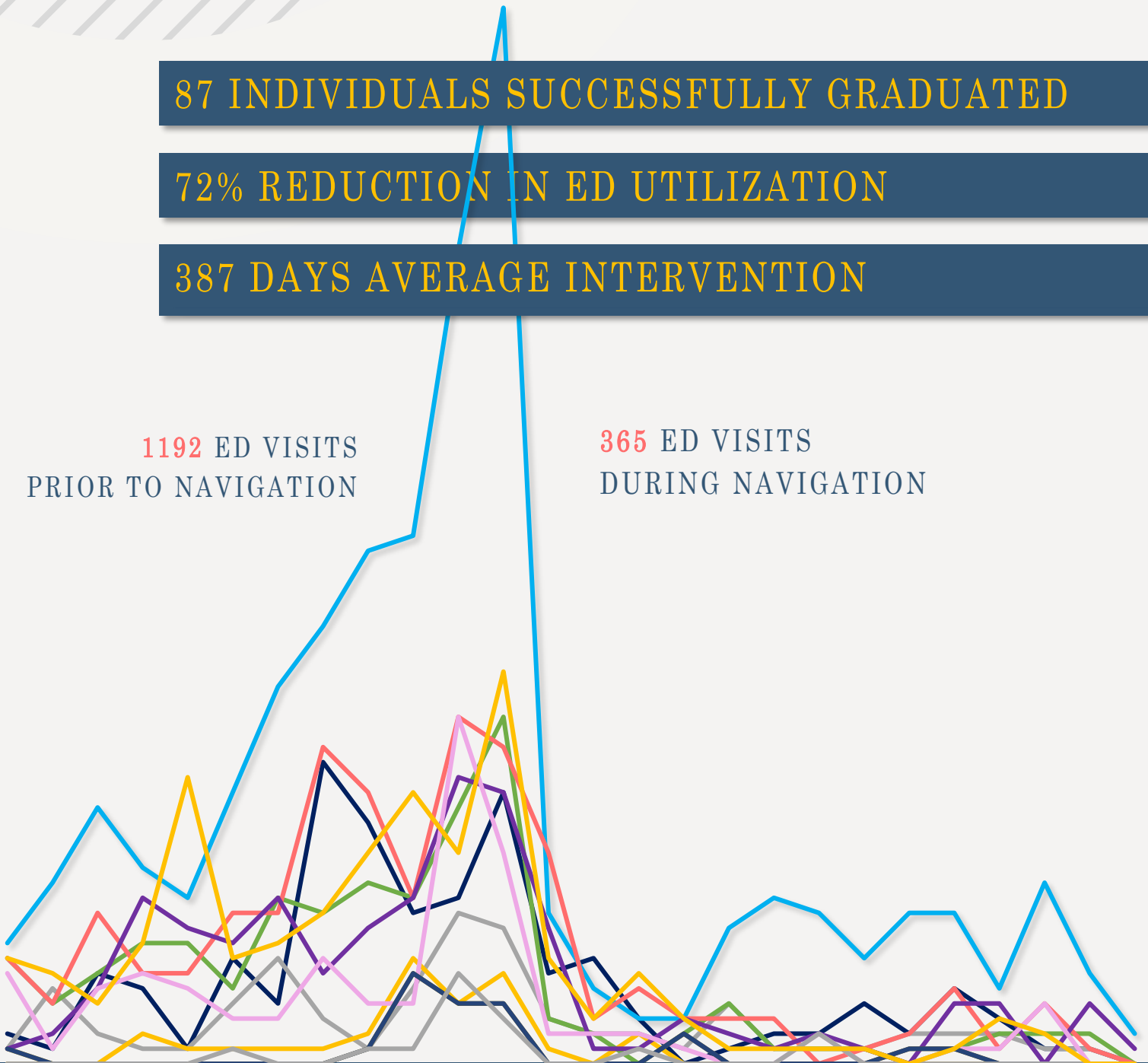
87 INDIVIDUALS SUCCESSFULLY GRADUATED

72% REDUCTION IN ED UTILIZATION

387 DAYS AVERAGE INTERVENTION

1192 ED VISITS
PRIOR TO NAVIGATION

365 ED VISITS
DURING NAVIGATION



CARES STATISTICS

327
REFERRALS

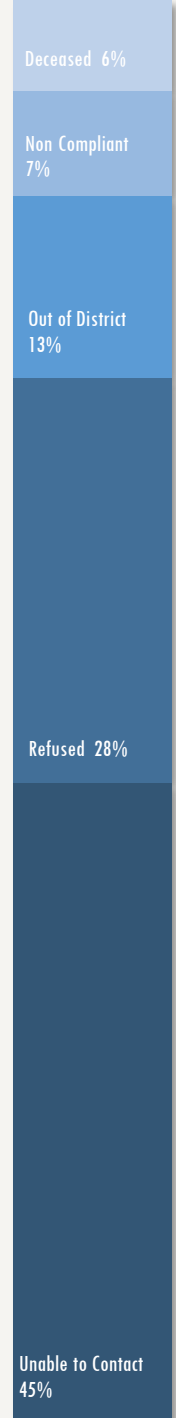
185
VERIFIED

140
CONSENTED

131 ACTIVELY
ENGAGED



CONSENTED
CLOSURES



NON-CONSENTED
CLOSURES

*Closures include both consented and non-consented closures

CARES DEMOGRAPHICS FOR CONSENTED MEMBERS

59%
MALE

41%
FEMALE

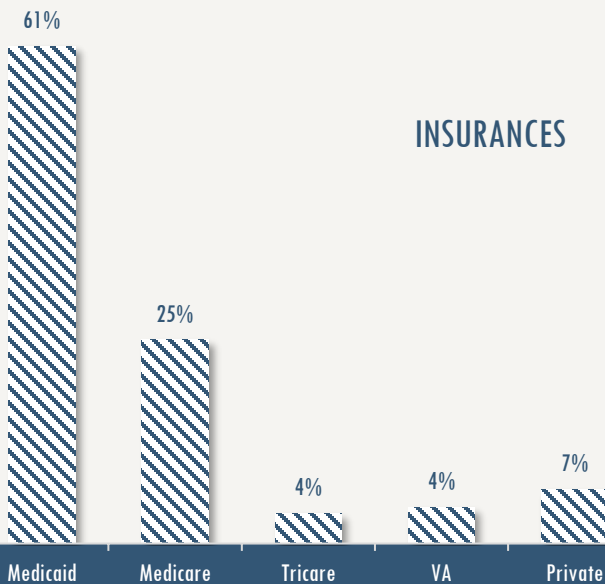
56% SINGLE
13% DIVORCED
1% SEPARATED

23% MARRIED
5% WIDOWED
1% DOMESTIC PARTNER

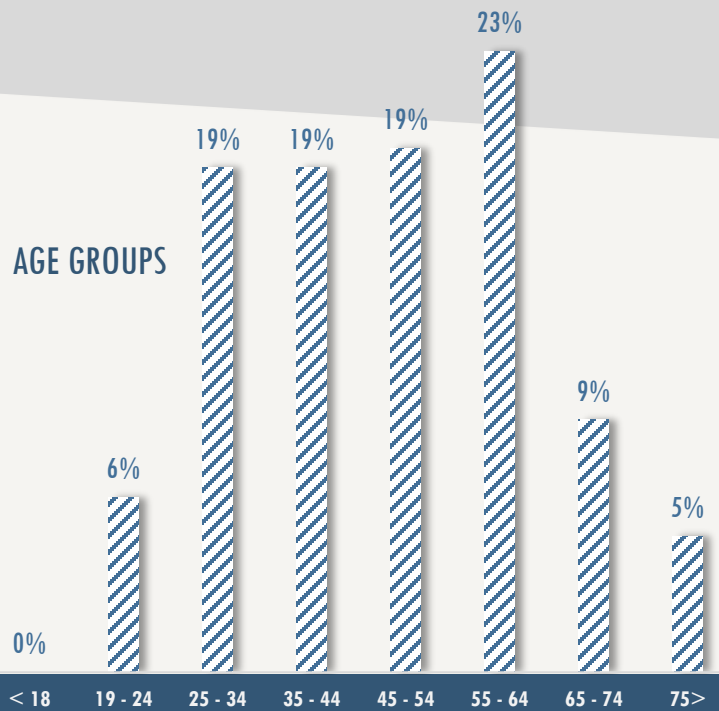
71% WHITE
11% HISPANIC
1% ASIAN

15% BLACK OR AFRICAN AMERICAN
2% AMERICAN INDIAN

INSURANCES



AGE GROUPS



CRT IN

2019

3534

TOTAL
INCIDENTS

1747

TOTAL
PATIENTS
TREATED

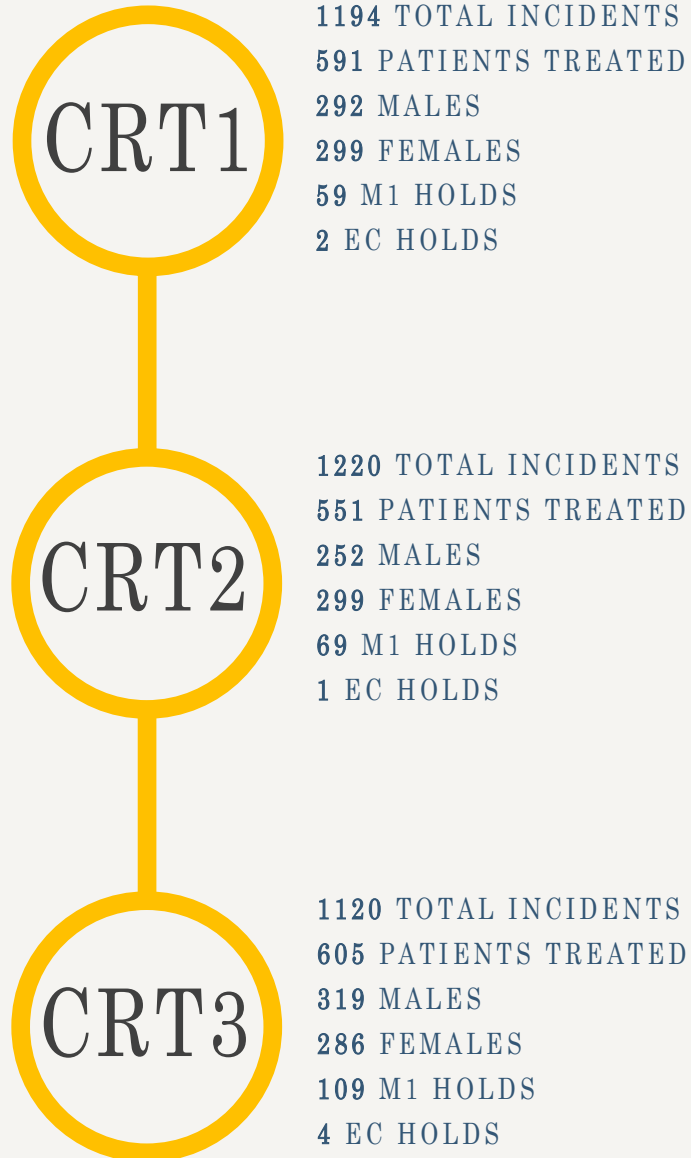
674

FD UNITS
RELEASED

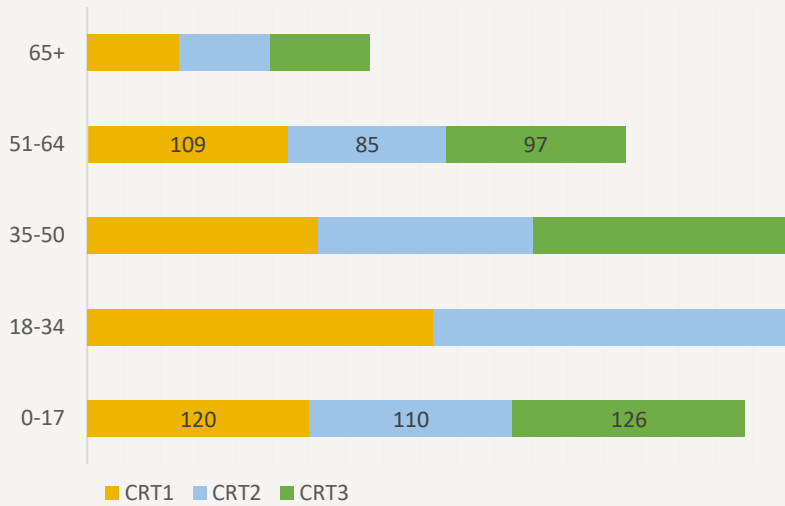
2906

PD UNITS
RELEASED

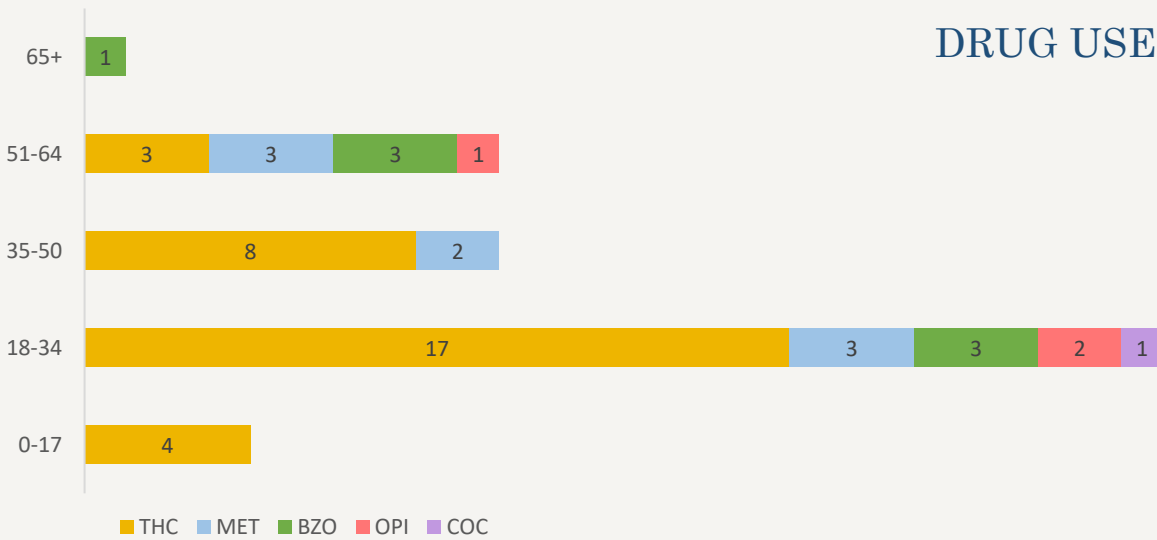
CRT PERFORMANCE BY UNIT



PATIENT AGES



DRUG USE BY AGE*

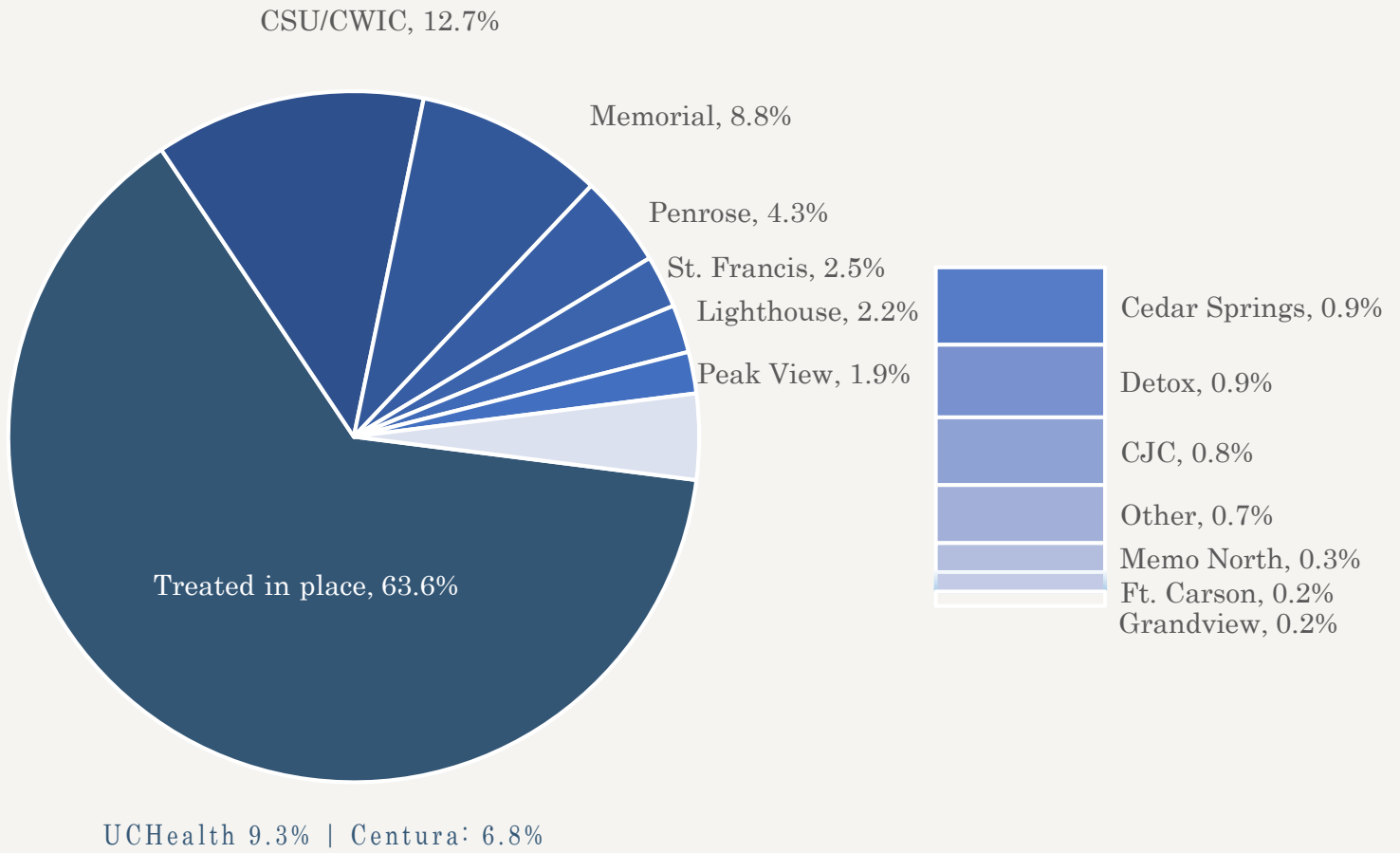


INSURANCES

Medicaid	55%	Veterans' Administration	6%
Medicare	14%	Other Insurers	17%
Tricare	7%	Unknown	1%

*Statistics limited to individuals tested and not for patients treated

2019 CRT DISPOSITIONS



AGING IN PLACE PROGRAM (APP)

APP began as a micro pilot in early 2019, and moved to full pilot status with funding from the NextFifty in July of 2019. Since its inception, APP has received over 61 referrals and continues to receive referrals from the designated fire stations. Through a detailed assessment, every member has an intervention plan and a navigator assigned to assist in reaching his/her long-term goals. Additionally, the APP convenes a monthly meeting to discuss members with various community partners who may provide unique services or support.

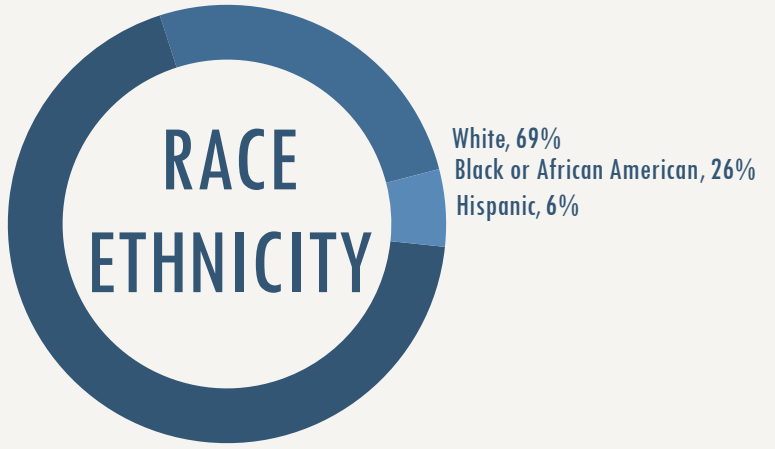
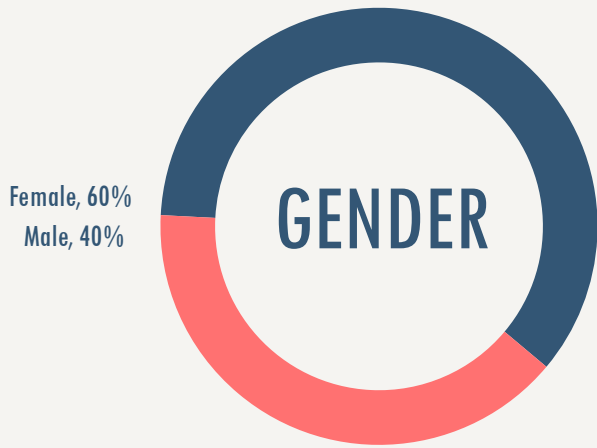
The APP program provides a self-sufficiency matrix, which enables the APP team to assess the member's degree of self-sufficiency. After the assessment, an intervention plan is developed to target medical, behavioral, substance abuse or other risky behaviors, as well as addressing any dangerous or counterproductive behaviors that may derail a member's improvement.

The APP program started out strong with 6 out of every 10 prospective members consenting to intervention services and a retention rate of 71% after consent. Building on this success, we will be expanding the pilot from the original 8 stations to include all of the Colorado Springs fire stations, thereby increasing referrals and assistance.

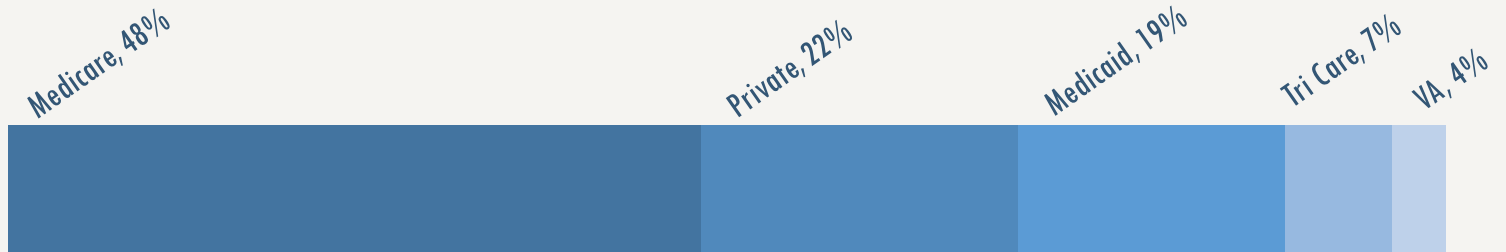
Metrics Tracked:

- 60 referrals in 2019
- 37 consented
- 30% of members showed improvement on the self-sufficiency matrix
- 12 member have passed away
- 4 members have been placed in facilities either temporarily or permanently
- Increased community participation and collaboration for CPH

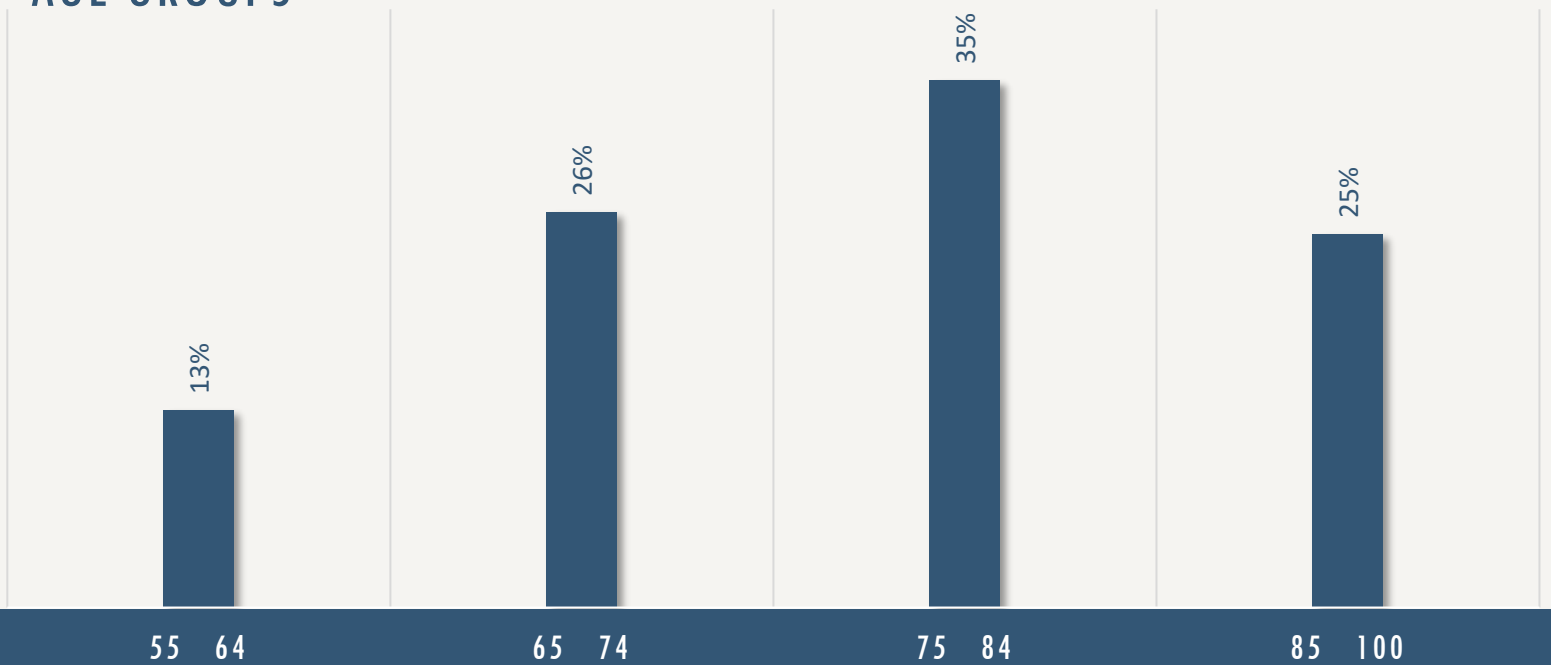
APP DEMOGRAPHICS



INSURANCE



AGE GROUPS



APP IN ACTION

In the Community and Public Health Division, it is our mission to improve the quality of life and the safety of our elderly population. While each individual's history and circumstance is unique, we strive to provide navigation with the utmost respect, compassion, and dignity.

The challenges our members face are unique and require exceptional navigation. APP strives to provide the medical, behavioral and social components necessary for our elderly population to successfully age in place. However, some members cannot thrive in their own household due to chronic conditions, social isolation and rapid health deterioration. In cases such as these, Aging in Place is dynamic and may require the member to age in place in a setting other than at home.

Such is the case for a member who was frequently calling on 9-1-1 for lift assists, as well as assistance with self-catheterizations and wheelchair assistance. As a direct consequence of these challenges, the member was unable to properly bathe, clean his home, or maintain adequate hygiene. Nonetheless, Our APP staff was able to bring together multiple community agencies to provide social, medical and in-home support services to preserve the member in his home. A self-sufficiency assessment demonstrated significant improvements, however, due to multiple failed neuropsychological assessments it became abundantly clear that perhaps independent living was no longer a safe option. After careful consideration, the family decided to admit the member to a long-term care facility where he would no longer be at risk and allow him to age in place safely. Currently, the member is receiving exceptional care, while improving his quality of life and overall satisfaction.

Conversely, there are those members who against all odds are able to safely age and thrive in their own home. In 2019, one of our members was suffering from chronic back pain, chronic headaches, partial thyroidectomy, peripheral neuropathy, and multiple falls. Her ailments had stopped her from being able to drive, as well as walk for longer periods of time or be self-sufficient. During APP involvement, the member was encouraged to continue with her physical therapy, as well as coordinating appointments with her primary care provider. During her navigation, the patient experienced an accidental fall and was admitted to the ED. The APP navigator and the member created a safety plan and best practices to reduce the potential of another fall. The APP navigators provided emotional support during a very difficult moment in her life as her sister was placed in a long-term facility due to advanced dementia. Soon thereafter, the navigator advocated for the member after a house fire engulfed her neighbor's home and damaged her own home. Throughout these difficult and challenging times, the APP program has ensured that the member feels supported, cared for, and most importantly, that she remains able to thrive and live in her own precious home. The APP program is still navigating the member and a self-sufficiency assessment has shown improvement.

HOMELESS OUTREACH PILOT

In August 2019, CPH launched a limited pilot of our Homeless Outreach Program (HOP), providing targeted, intensive outreach to high needs utilizers in the downtown Colorado Springs area. HOP operates through a collaboration with CARES, CSPD Downtown Area Response Team (DART), CSPD Homeless Outreach Team (HOT), the City of Colorado Springs Homelessness Prevention & Response Coordinator, Homeward Pikes Peak, The Place, and Coordinated Entry through Pikes Peak Community Health Partnership.

HOP conducts intensive outreach work with individuals experiencing homelessness who exhibit high-acuity behaviors in downtown Colorado Springs. Through rapport building, needs identification, and medical and behavioral health navigation, with the addition of housing assessment solicitation/completion and behavior modification, HOP is designed to increase access to healthcare and improve quality of life for targeted individuals. CPH will be expanding HOP to full program status in 2020.

Metrics Tracked

- 1154 Total Encounters
- 145 encounters with High Need Utilizers
- 607 Administrative interactions for HOP
- 8 individuals did not receive any citations in the second trimester
- 4 individuals were housed

1154

TOTAL
ENCOUNTERS

538

TOTAL
DIRECT
INTERACTIONS

607

TOTAL
ADMINISTRATIVE
INTERACTIONS

145

TOTAL
HIGH NEED UTILIZER
INTERACTIONS

4

HIGH NEEDS
UTILIZER HOUSED



p: 719.385.2273

e: csfdcares@coloradosprings.gov

Colorado Springs Fire Department, Community & Public Health

31 S. Weber, Colorado Springs, CO 80903