

# Tacoma FD CARES

City of Tacoma

Fire Department

**City Council Meeting  
September 24, 2013  
Resolution # 38738**



# Background

- **Community integrated health care transition program**
  - **Chronic medical conditions**
  - **Behavioral/chemical dependency**
  - **Social/resource needs**
- **Coordinate community services**
- **TFD CARES began August 2012**
- **HealthConnect Consulting was selected as provider for the pilot**

# Pilot Study Data

- **Began by identifying our “high utilizers”**
  - **Top 50 (2011):**
    - **Total calls to 911: 843**
    - **Average 16.86 calls to 911/year**
    - **No specific geographic area**
    - **Compared T50 w/Multicare: 46 were the same**
- **Current Cases**
  - **93 actively managed, referred, or resolved**
  - **Dramatic decrease in 911 calls**
    - **Most are now connected to more appropriate resources**

# Pilot Study Data

## 9-1-1 Calls and TFD Cares Intervention

