

CARES Update

Chief Anne Raven and Sarah Foley



2025 Highlights

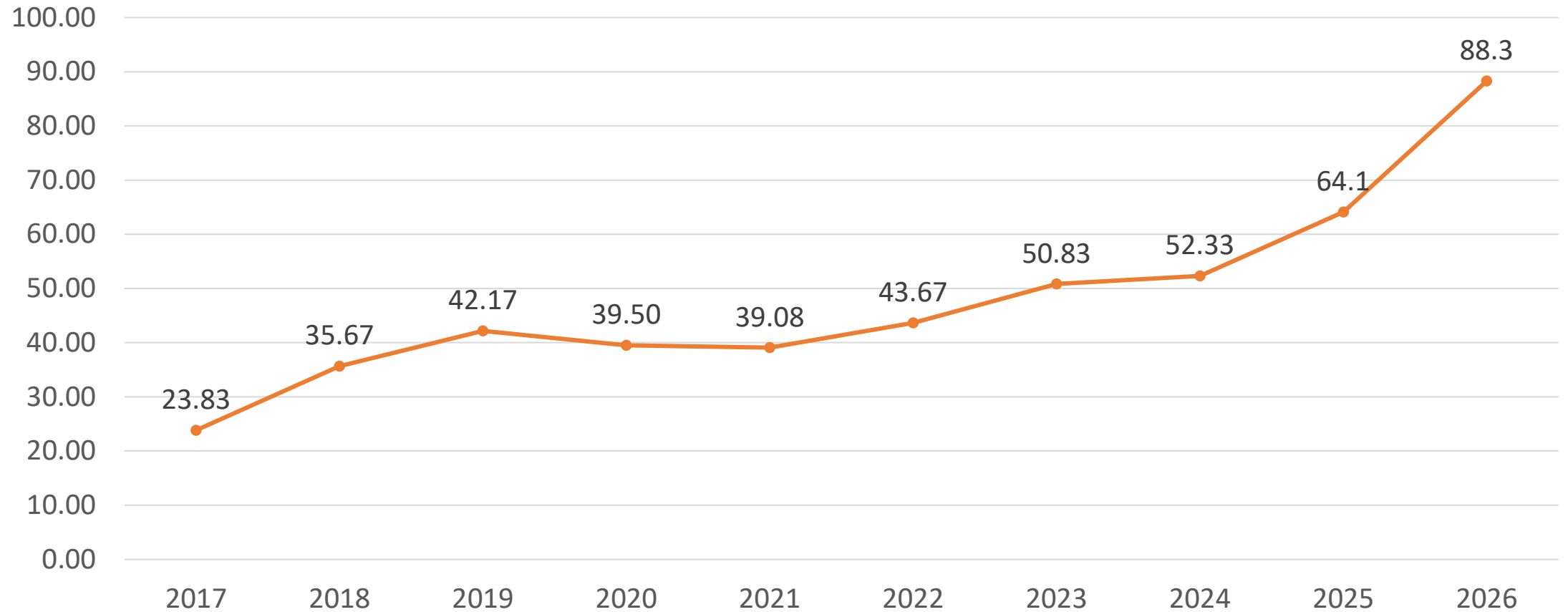


- Received **769 referrals** from Spokane Fire Department EMS providers
- Completed **1,520 home visits**
- Worked with **422 individuals or families** to connect them to services or resources
- Provided resources that allowed vulnerable community members to remain in their homes in a **stable, safe, and healthy environment**
- Received **71 referrals** from the Behavioral Response Unit (BRU)
- Benefited from **4,174 volunteer hours** contributed by social work students

3 Month Post Closure 911 Call Reductions

	Average 911 Calls Pre-CARES	Average 911 Calls Post-CARES Closure	Reduction in Calls
2025 Quarter 1	4.03	1.20	70.2%
2025 Quarter 2	3.27	0.93	71.6%
2025 Quarter 3	3.66	2.19	40.2%
2025 Quarter 4	3.24	1.01	68.8%

Average Monthly Referral of CARES Referrals By Year





Opioid Overdose Response

Every weekday morning, the team runs a report that tracks every overdose response from the City of Spokane Fire Department.

Post-Overdose Follow-Up: The CARES staff conducts proactive follow-up visits with overdose survivors to build trust, reduce stigma, and support entry into recovery services.

Harm Reduction Integration: The team distributes naloxone, educates families and bystanders, and partners with local services to close the gap between emergency response and long-term care.

The Team is focused on reducing barriers, preventing crises, and building trust with vulnerable community members.



Overdose Street Outreach

- ❖ One team member is dedicated to street outreach with a focus on building trust, connecting individuals to services, and distributing naloxone.
- ❖ Using real-time call data, the CARES Team identifies the areas of highest risk for repeated overdose response and deploys targeted outreach to prevent reoccurrence or reduce risk.
- ❖ The outreach worker is at Community Court every Monday to provide a warm hand-off to the appropriate service.

Opioid Outreach

- 178 People in the CARES OUD Outreach Programs
- Provided 80 homes/ individuals with Narcan where an overdose occurred
- Distributed 1,338 boxes of Narcan during street outreach

Clients have asked us to come back and bring more Narcan (next month or in the future). (Maintain rapport and relationship)

We have been able to help support clients getting connected or re-connected to OUD services.

Behavioral Response Unit Update

Anne Raven, Administrative Battalion Chief



Meeting them
where they are



Suboxone Added

- With increased Naloxone (Narcan) available to the public, our responders arrive to find more OD patients fully alert
 - Agitation
 - Withdrawal symptoms
 - Need to get another “fix” to feel better
 - Risk of repeated overdose
-

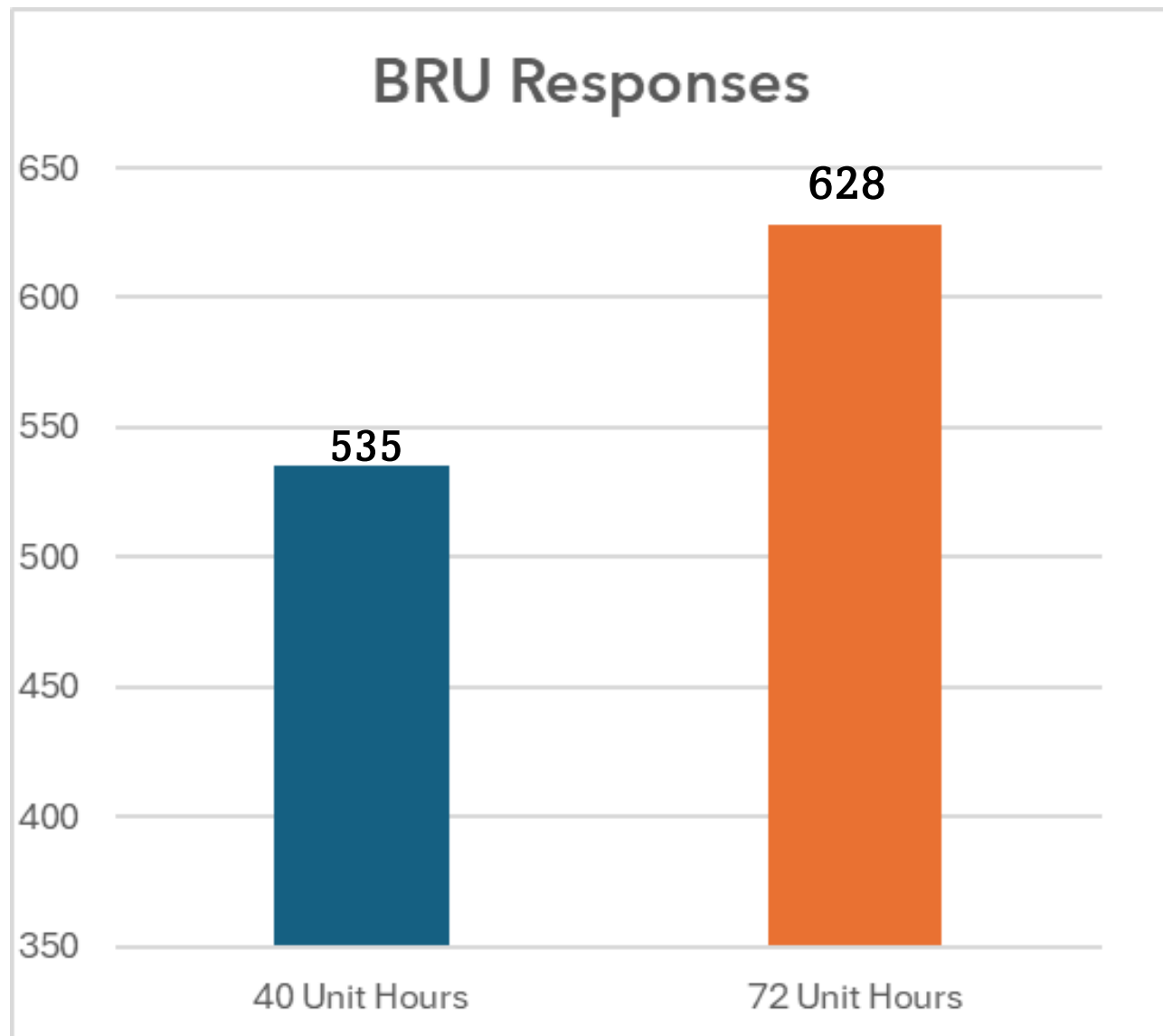


Suboxone is Lifesaving
Even one dose of Suboxone can
decrease mortality by half for 1-2
days





Expanded Hours



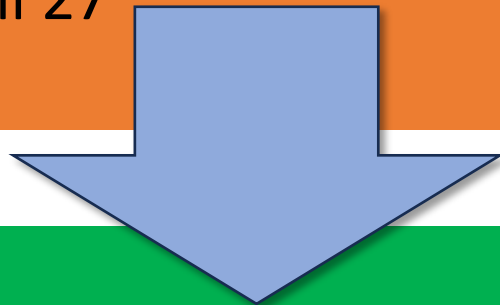
**Monday – Thursday
10:00 am to 8:00 pm
(40 hours)**

**Monday – Saturday
8:00 am to 8:00 pm
(72 Hours)**

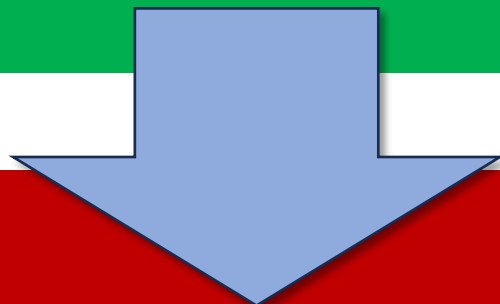


Expanded Hours

Nov 17-April 27



224 Behavioral Health Assessments



144 Diversions

Co-Response

Mental Health Counselor or
Substance Use Disorder
Professional

Paired with a Fire Department
Paramedic



More Positive Change is Coming

New Behavioral Health Paramedics (Single Role Medics, not Firefighters) dedicated to the BRU

2 Conditional Job offers made last week

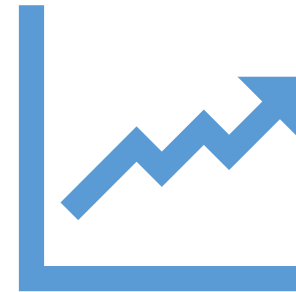
Expanded Intensive Behavioral Health Training

Expanded Formulary being explored

Increased Integration with CARES



Follow-up and Wrap Around
Services



Increased Data Tracking and
Analysis