



Fiscal Year 17 Investment Activities: Updates

January 18, 2017

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311 & PAATHS Partnership

Investment

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- Goal: Utilize 311 for all addiction-related questions to increase constituents' overall awareness and access to recovery services
- 311 for Recovery Services initiative was launched in September 2016
- 2 additional FTEs hired(\$145,000)
- First 24/7 recovery support municipal hotline of its kind
- PAATHS regularly trains 311 staff on substance use disorders (SUDS)

**“CALL 311 FOR HELP
ACCESSING AND
UNDERSTANDING
THE DIFFERENT
LEVELS OF
RECOVERY
SERVICES AND
TREATMENT
PROGRAMS IN
THE BOSTON AREA....”**

**JEFF BARTHE,
PAATHS PUBLIC
HEALTH ADVOCATE**



YOU CAN NOW CALL "311 FOR RECOVERY SERVICES" IN BOSTON



A portrait of Rebecca Bishop, a Black woman with short dark hair, smiling. She is wearing a blue blazer over a black top and a colorful necklace with blue, purple, and white beads. The background is a plain, light-colored wall.

**"INDIVIDUALS IN ALL
BOSTON COMMUNITIES
CAN CALL 311 FOR
INFORMATION
ABOUT RECOVERY
SERVICES..."**

**REBECCA BISHOP,
BPHC DIRECTOR
PREVENTION SERVICES**

YOU CAN NOW CALL "311 FOR RECOVERY SERVICES" IN BOSTON



Progress

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- 50% increase in calls to the PAATHS hotline.
- 74% increase in PAATHS program walk-ins.
- Number of new patients accessing services doubled.

Challenges

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- Increase “311 for Recovery Services” promotion and advertising through salary savings
- Data Coordination: new position will oversee regular synthesis & coordination of PAATHS & 311 call data
- Simplify process: seeking to minimize our number of external partners to maximize quality control.

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Boston EMS

Investment



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20 FTE (\$727,414)

- ❑ 20 members of Academy Class 2016-1 graduated 12/5/16
- ❑ **24 recruits in Academy Class 2016-2 are scheduled to graduate 3/27/17**

Goals:

1. Improve median response times for priority 1 calls
2. Increase number of transports and revenue
3. Reduce overtime cost

Progress



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- ❑ Academy Class 2016-2 entered their 17th week of training this week
- ❑ On January 22nd , the recruits deploy into their training trucks which will increase the number of frontline ambulances

Challenges:

- ❑ Attrition



Investment



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10 Ambulances (\$920,100)

- These ambulances will replace 10 frontline ambulances.

Goal:

1. Vehicle Replacement Plan

Progress



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- Ambulances have been ordered as well as all associated equipment, expected delivery date of late spring

Challenges:

- 8-10 months from when order is placed until when vehicles are received



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Front Door Triage & Expanded Outreach

Investment – Front Door Triage

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- Goal: decreasing shelter stays and demands on the homeless system.
- Coordinated shelter triage system launched in February 2016.
- BPHC hired 5.6 new FTE and began triaging guests at 112 Southampton in February and at Woods Mullen Shelter in March. Total cost \$350,000.
- Friends Of Boston's Homeless received a grant from Liberty Mutual Funds which provides resources to help new clients have access to Charlie Cards, Bus Passes, money to replace ID's, etc.

Progress – Front Door Triage

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- 54% of all new guests (831) met with a triage case manager within 48 hours.
- 24% of these guests were placed safely outside of the homeless system within 60 days (e.g., family/friends, rapid re-housing, supportive housing, inpatient treatment).
- 49% of new guests meeting with a triage worker and not successfully placed after 60 days continued to stay actively involved with case management services.
- Initial result: services are decreasing the number of guests who become chronically homeless.

Challenges – Front Door Triage

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- Many clients self resolve, so looking at ways to better predict who, without the help of Front Door Triage worker, would get lost in the system.
- Coordinated Triage System with PSI requires sharing of data in real time.
- Some guests hard to engage due to level of intoxication and/or late arrivals.
- Need better data to address issues of discharge planning.

Investment – Expanded Outreach

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- Team conducts street outreach, overdose prevention education, and connects individuals to care.
- Deployed Monday through Sunday from 8am to 4pm.
- Hired 4 FTE outreach workers and assigned them to the Newmarket Square area by shifting from Front Door Triage.

Progress – Expanded Outreach

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- Improved relationship with local businesses, providers, and clients

of engagements = 6,684

of bars lifted= 35

of overdose reversals=16

of clients brought to services= 495

of syringes collected= 74,200

Challenges – Expanded Outreach

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- Hard to measure real time data and face-to-face interactions.
- Due to a current vacancy, fulltime coverage challenging, especially on weekends.
- Current software and technology.
- Need for a day or low-threshold engagement center to send individuals to.

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Permits

Investment

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- Goal: make fees more closely reflect the costs associated with regulatory functions.
- Asbestos: from \$75 to \$100 for projects up to \$10K
- Tobacco control: from \$100 Tobacco only & \$150 Tobacco/Nicotine to \$300 for 1 permit
- Tanning: from \$100 to \$200 per device

Progress

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- Asbestos
 - ▣ Fee increase took effect 8/1/16
 - ▣ 450 permits issued since increase - \$15,028 additional income compared to the old fee schedule
- Tobacco Control
 - ▣ Fee increase took effect 1/1/17
 - ▣ 660 permits processed since increase- \$99,000 additional income compared to the old fee schedule
- Tanning
 - ▣ Fee increase took effect 8/1/16
 - ▣ 5 permits issued since increase - \$1,600 additional income compared to the old fee schedule

Challenges

- Asbestos: We still have 2 or 3 applications each month submitted using the old application and permit fee, but easily corrected.
- Tobacco: We receive several applications each month submitted using the old application and permit fee, but easily corrected.
- Tanning: No problems or challenges to date.

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Thank you

Questions/Discussion