Fiscal Year 17 Investment Activities: Updates
311 & PAATHS Partnership
Investment

- 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
"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

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

- 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.
Boston EMS
Investment

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
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
10 Ambulances ($920,100)

- These ambulances will replace 10 frontline ambulances.

**Goal:**
1. Vehicle Replacement Plan
Progress

- 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
Front Door Triage & Expanded Outreach
Investment – Front Door Triage

- 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

- 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

- 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

- 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

- Improved relationship with local businesses, providers, and clients
  - # of engagements = 6,684
  - # of bars lifted = 35
  - # of overdose reversals = 16
  - # of clients bought to services = 495
  - # of syringes collected = 74,200
Challenges – Expanded Outreach

- 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.
Permits
Investment

- 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

- **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.
Thank you

Questions/Discussion