



City and Borough of Juneau
City & Borough Manager's Office
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DATE: April 28, 2021

TO: Carole Triem, Chair, Assembly Finance Committee

FROM: Mila Cosgrove, Deputy City Manager

RE: City Manager's request for Incremental Staffing
CARES Program: Sleep Off Services and Mobile Integrated Health

The City has been running the Community Assistance Response and Emergency Services (CARES) program since July 1, 2019, when the sleep off program transferred from Bartlett Regional Hospital (BRH) to Capital City Fire and Rescue (CCFR). At the time of transfer, the hours of operation were reduced from 24 hours a day to 12 hours per day. CCFR's experience with individuals needing sleep off services did not match the reported experience from BRH. Requests for service were higher than expected and calls were received for service 24 hours per day. As a result, inebriated individuals were often held in the Emergency Department or under Police Department supervision until they could be transferred to a sleep off bed when the program opened its doors for the day.

As a result of the increased demand, additional hours were added to the program that allowed operations to run from 6:00 pm to 11:00 am the following morning if needed. Additional hours were covered by adjusting full time staff hours, adding part time limited staff members, and by the CARES Program Director who worked the morning hours when individuals were held over from the night before. While the expanded hours helped address need, the missing hours of operations still kept individuals waiting for sleep off services during hours when the program was closed.

On March 19, 2020, when pressure on all hospital functions increased due to COVID, the CARES program switched to 24-hour service and has operated around the clock since that time. At the same time, CCFR added a Mobile Integrated Health function staffed by a Paramedic that shared EMT level staff with the day time hours sleep off program. This team has provided in-home testing, quarantine and isolation support, and vaccination services during the COVID pandemic. In addition to COVID-related services, they provide non-emergent community Paramedicine services that had previously been performed by ambulance crews, by the Emergency Department at BRH, or not performed at all, often increasing the need for emergency services at a later time.

The expanded staffing has been covered through Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding or through FEMA reimbursement. From April 1, 2021, through March 31, 2022, the MIH program is also eligible for funding through the State of Alaska COVID Community Assistance program. Staff from MIH will continue to provide testing and vaccine support in home settings, transportation of COVID positive individuals to home or respite locations, and provide other support services that allow individuals who are in quarantine or isolation to remain safely at their residence.

The Sleep off program and the Mobile Integrated Health program are interconnected through the sharing of staff and resources. Continuing to fully operate the CARES program in FY22 will be important to enable continued response to the COVID pandemic. Post pandemic, there is long term value to our overall emergency services network by taking pressure off the Emergency Department and ambulance services. There will be a continued need for sleep off services, and the role of community Paramedicine should allow our EMS staff to focus on emergent rather than non-emergent services.

FY22 CARES Program Expanded Service		
(Sleep-Off and MIH Services		
Summary of Additional Costs		
Expenses		
CARES Program	Sleep-Off	\$ 347,000
CARES Program	MIH	\$ 149,600
	Total	\$ 496,600
Revenues		
CARES Program	General Fund	\$ 196,600
CARES Program	SOA COVID MOA	\$ 300,000
	Total	\$ 496,600

Requested Action:

The Manager’s Office requests that the Assembly consider funding the expanded services of the CARES program in FY22. We request a motion to move this increment to the pending list and direct staff to bring back any additional information necessary to make a fully informed decision.