

Las Vegas CHIPs

'Community Health Improvement Program'



What is Las Vegas CHIPs (Community Health Improvement Program)?

Las Vegas CHIPs is a program within Las Vegas Fire and Rescue (LVFR) that is in place to interface with citizens who have received a response from LVFR personnel and are identified as needing social services or other support system assistance. Generally, the citizen needs help that is available through existing social service programs but is not aware of the availability of the services or unable to access them through traditional means. In most cases, LVFR responders find these individuals feeling isolated or in some type of crisis and don't know where to turn for help. Often, these citizens generate many 911 calls for assistance.

Las Vegas CHIPs was founded in 2013 by Las Vegas Fire and Rescue in conjunction with the University of Nevada Las Vegas (UNLV). The team is comprised of UNLV students majoring in Social Work degree programs. These students meet their academic practicum requirements by servicing the Las Vegas CHIPs team as student interns.

Las Vegas CHIPs team members normally serve a semester at a time. They undergo orientation and training about the organization, implementation, and services of the local first responding agencies. They experience ride-along time with LVFR response units to experience firsthand the circumstances faced in the field.

What does Las Vegas CHIPs do?

Las Vegas CHIPs works in collaboration with LVFR to assist vulnerable populations who face barriers in identifying and utilizing appropriate community resources. The Las Vegas CHIPs team visits individuals in their home, works with them to identify their needs, advocates for and connects them to appropriate resources.

Las Vegas CHIPs responsibilities include:

- In-home visits and client assessments
- Contacting and brokering with other Las Vegas and Clark County agencies
- Advocating, brokering, and empowering on behalf of the client
- Program development
- Internal and external marketing
- Participate in local coalitions
- Grant writing

Why do we need Las Vegas CHIPs?

Las Vegas CHIPs was implemented in order to strengthen community relationships, more appropriately use 911 and emergency medical services, and provide an expanded scope of care and a higher level of service to customers of LVFR. The overall health of our community suffers as a result of obstacles to appropriate healthcare and social services. LVFR, UNLV, and City of Las Vegas aim to diminish these obstacles through appropriate resource allocation and continuity of community care.

To learn more about Las Vegas CHIPs, contact Las Vegas Fire and Rescue at: smccrea@lasvegasnevada.gov or call Las Vegas CHIPs at 702-229-0359.

Date 9/13/13 Item 52
By: Sarah McRae



Difference Makers

BETTER CARE – MORE RESOURCES – LESS COST

- ✓ Nearly 200 million people call 911 annually for help; both for emergencies and non-emergencies
- ✓ The chronically ill increasingly call 911 repetitiously for primary care, often because they have nowhere else to turn
- ✓ Using the 911 system in this manner reduces the availability of resources intended to respond to time critical emergencies such as: strokes, heart attacks, fires, and disasters such as explosions and traffic accidents
- ✓ This use of the 911 and emergency services is a very expensive model to deliver primary medical services to our neediest citizens. Often it does not meet the true needs of the patient or offer long-term solutions for their issues.
- ✓ Innovations such as: hot spotting and Community Paramedics will enhance the performance capability of our providers to better serve the public

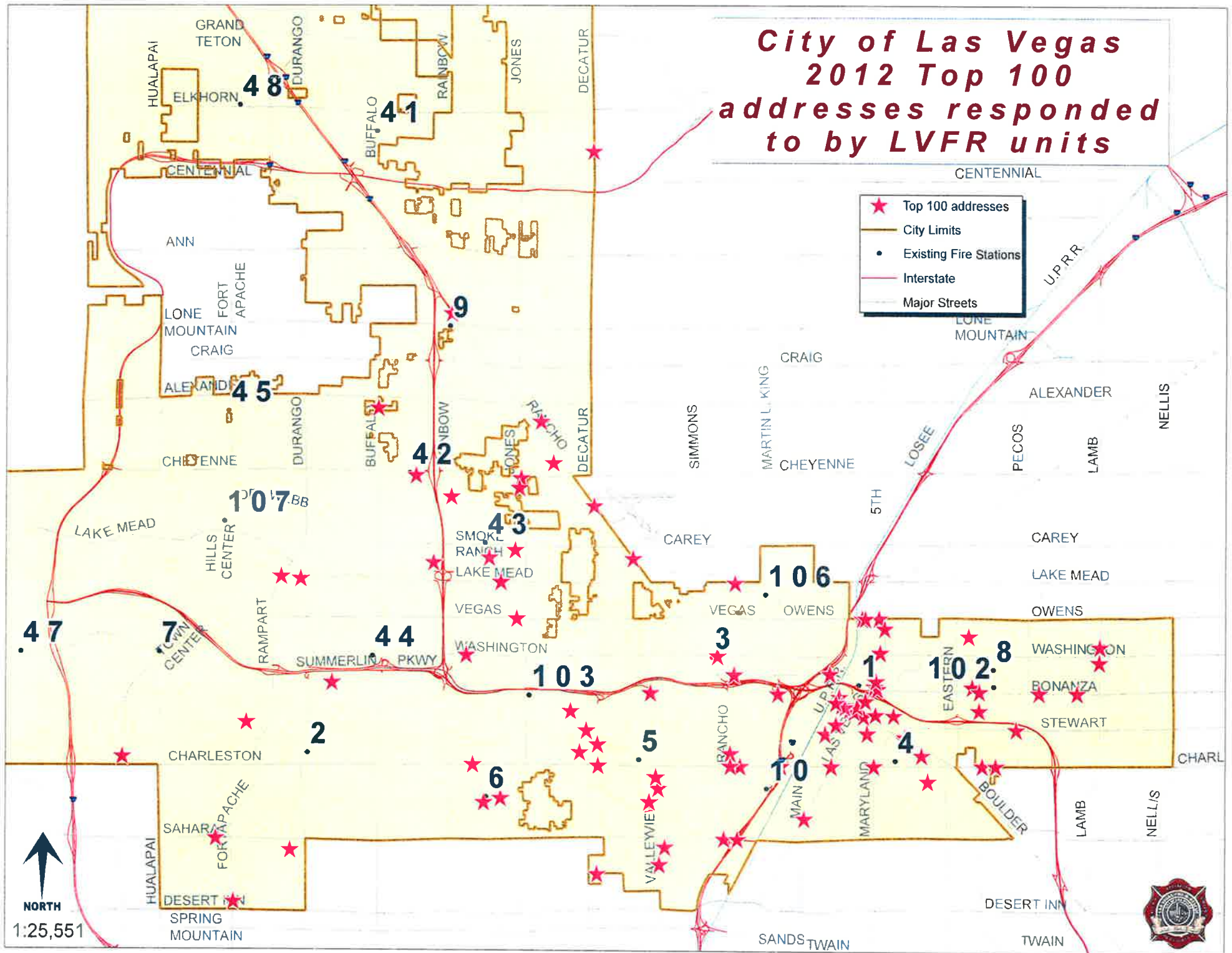
KEY CONSIDERATIONS

- ✓ Fire-based emergency medical services (EMS) are in the homes, schools, streets, and businesses assessing and treating medical conditions 24 hours a day, 7 days a week, 365 days a year
- ✓ Fire-based EMS responds to both the urgent medical emergencies as well as non-urgent medical situations such as the chronically ill in need of social services
- ✓ Fire-based EMS believes every 911 response is an opportunity to help someone
- ✓ Fire-based EMS believes we must maximize the impact of every opportunity
- ✓ The fire service is here to help others; we are one of the *helping professions*

NEXT STEPS...

- ✓ The American fire service is already in a position to help heal healthcare in the United States
- ✓ Pre-hospital care (EMS) needs to be more seamlessly linked with primary care
- ✓ The agencies offering Fire-based EMS must develop community paramedics who will be equipped to provide real solutions for people with chronic disease and social service needs
- ✓ The education and equipping of Fire-based EMS providers with the tools and knowledge they need to be successful must be a priority in the healing of healthcare in the United States
- ✓ Focusing on the **Difference Makers** will improve the care and services available to our community

City of Las Vegas 2012 Top 100 addresses responded to by LVFR units



Problem Nature	FS1	FS2	FS3	FS4	FS5	FS6	FS7	FS8	FS9	FS10
32B-Unknown Problem	1591	188	336	635	436	310	82	382	279	816
17B-Falls/Back Inj	751	270	193	214	343	184	106	183	270	290
29B-Traffic Accident	1375	409	569	414	700	460	186	557	464	1141
25B - Psychiatric/Suicide	1128	140	282	355	234	327	69	220	257	426
26A- Sick Person	1581	201	402	317	307	315	133	305	257	425
10D-Chest Pain	639	147	249	256	215	173	58	243		
6D-Breathing Problems		188	327	347	296	246	109	366	265	299
10C - Cheet Pain	965	149	166		201	209			160	364
4B-Assualt/Rape	817		284	342		167		255	166	305
6C-Breathing Problem	701			196	217					269
F3M-Building Fire			206			258	76		250	
29D-Traffic Accident							69	185		286
9D-Cardiac/Respiratory Arrest										
31D-UnconsciousFaint		141					83			
23C-Overdose/Ingestion/Poison	584								171	
F1L-Alarms										
F16I-Lift Assist										
34-Assist Citizen										
12D-Convulsions/Seizure										
26C-Sick Person										

Red = High

Green = Low

[illegible]

~ SALUTATION ~

WHEREAS, The Community Assistance Response Team, otherwise known as The CARES Team, founded in 2008 as a social service agency within the Spokane Fire Department was established in order to strengthen community relationships, provide an expanded scope of care and a greater ability to address the needs of citizens utilizing fire department services; and

WHEREAS, The CARES Team works in collaboration with the Spokane Fire Department to assist vulnerable populations who face barriers in identifying and utilizing appropriate community resources; and

WHEREAS, The CARES Team visits citizens in their homes, works with them to identify their needs, advocates with them and on their behalf, connects them to resources; and

WHEREAS, The CARES Team works to perform "miracles" through their network of resources available to the community; and

WHEREAS, The CARES Team over the past six years has proven to be a group of individuals above reproach, experts in social work, always performing in a calm professional manner ; and

WHEREAS, The CARES Team has been nationally recognized as a best practice as well as a Washington State public safety benchmark for other jurisdictions:

NOW, THEREFORE, I, Ben Stuckart, Spokane City Council President, on behalf of the citizens of Spokane do hereby salute

The Community Assistance Response Team

in honor of their outstanding commitment, professionalism and performance as social workers to collectively make Spokane a safer community.

I, Ben Stuckart, Spokane City Council President,
do hereunto set my hand and
cause the seal of the City of Spokane
to be affixed this 13th
day of May in 2013.


Ben Stuckart
Spokane City Council President

