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JUN 14 2012



**Chandler • Arizona**  
*Where Values Make The Difference*

**MEMORANDUM**

**DATE:** JUNE 4, 2012

**TO:** MAYOR AND CITY COUNCIL

**THRU:** RICH DLUGAS, CITY MANAGER *RD*

**FROM:** JEFF CLARK, FIRE CHIEF *JC*

**SUBJECT:** Resolution No. 4600, Gila River Indian Community's State-Shared Revenue Grants

**RECOMMENDATION:** The Fire Department will apply for \$33,001 in funding from the Gila River Indian Community's (GRIC) State-Shared Revenue Program. If awarded, grant funds will provide support for the Fire Department's Crisis Response Team – CR288.

Staff recommends approval of Resolution No. 4600 authorizing the Fire Chief, as appointed agent for the City of Chandler, to conduct all negotiations and to execute and submit all documents in connection with such grant.

**BACKGROUND:** The Fire Department will apply for a GRIC State-Shared Revenue grant in the amount of \$33,001. Funds will support the Fire Department's Crisis Response Team – CR288 by providing funding for temporary Crisis Intervention Specialist(s). A requirement of this grant process is to have the City Council approve the attached resolution. Grant awards will be made in October 2012. The attached Tribal application provides a detailed account of the request.

**FINANCIAL IMPLICATIONS:** This grant does not require matching funds.

**PROPOSED MOTION:** Move to pass and adopt Resolution No. 4600 as recommended by staff and authorize the Fire Chief to conduct all negotiations and execute and submit all documents in connection with such grant.

Attachments:

1. Resolution No. 4600
2. Tribal Application

RESOLUTION NO. 4600

A RESOLUTION OF THE COUNCIL OF THE CITY OF CHANDLER, ARIZONA, PERTAINING TO THE SUBMISSION OF PROJECTS FOR CONSIDERATION BY THE GILA RIVER INDIAN COMMUNITY'S STATE-SHARED REVENUE PROGRAM.

WHEREAS, the Gila River Indian community is seeking proposals from nearby cities, towns, and counties for projects relating to public safety (police fire, EMS); and

WHEREAS, the City of Chandler, through the Chandler Fire Department, is interested in submitting projects to be considered for funding by the Gila River Indian Community's State-Shared Revenue Program;

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Chandler, Arizona as follows:

1. THAT approval of the submission of projects for consideration by the Gila River Indian Community's State-Shared Revenue Program is granted.
2. THAT Jeff Clark, Fire Chief, is appointed agent for the City of Chandler Fire Department, to conduct all negotiations and to execute and submit all documents and any other necessary or desirable instruments in connection with such grant.

PASSED AND ADOPTED by the City Council of the City of Chandler, Arizona, this \_\_\_\_ day of \_\_\_\_\_, 2012.

ATTEST:

\_\_\_\_\_  
CITY CLERK

\_\_\_\_\_  
MAYOR

CERTIFICATION

I HEREBY CERTIFY that the above and foregoing Resolution No. 4600 was duly passed and adopted by the City Council of the City of Chandler, Arizona, at a regular meeting held on the \_\_\_\_ day of \_\_\_\_\_, 2012, and that a quorum was present at the meeting.

\_\_\_\_\_  
CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
CITY ATTORNEY

A handwritten signature in black ink, appearing to be "AKM", is written over a horizontal line that extends to the right of the text "CITY ATTORNEY".



## Gila River Indian Community Grant Application

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### Municipality Information

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Date of Application: June 15, 2012  
Name of City, Town or County: City of Chandler  
Mayor or Board of Supervisor's Chairman: Mayor Jay Tibshraeny  
Mailing Address: P.O. Box 4008, M.S. 603  
City: Chandler State: AZ Zip Code: 84244-4008

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### Department/Non-Profit Information

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Department or Organization Name: City of Chandler Fire Department  
Mailing Address: P.O. Box 4008, M.S. 801 City: Chandler State: AZ Zip Code: 85244-4008  
Contact Person\*: Jeff Clark Title: Fire Chief  
Phone Number: 480-782-2130 E-mail Address: jeff.clark@chandleraz.gov

\*The individual listed here will be our direct point of contact for grant-related questions or requests for information. Duplicates of all grant correspondence will be sent to the contact person.

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### Grant Information

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Program or Project Name: Crisis Response Unit (CR 288)  
Purpose of Grant: To ensure that over the next year, the Chandler Fire Department's Crisis Response Unit is staffed by a master's level professional 24 hours/day, 7 days per week. Achievement of this milestone will have an immediate and lasting impact on public safety in Chandler by improving crisis support responses, strengthening day-to-day program management for CR 288, and enabling police and fire units to return to service faster following an emergency call.

Beginning and ending dates of Program or Project: 10/1/2012 to 9/30/2013

Amount Requested: \$33,001.00 Total Project Cost: \$258,732.00

Multi-year Request – If checked, # of years requested: Amount/year:

Priority Funding Area:

Economic Development  Education  Healthcare  Public Safety  Transportation

Geographic Area Served: City of Chandler

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Signature:

Mayor OR Chairman BOS: \_\_\_\_\_ Date: \_\_\_\_\_

Typed Name and Title: **Jay Tibshraeny, Mayor**

## **A. NARRATIVE**

### **1. Purpose of Grant**

#### **a. Describe the proposed program or project.**

Chandler firefighters and police officers frequently respond to emergencies where people need assistance beyond the scope of what the Fire and Police Departments can provide. These citizens may be victims of fires or traffic accidents. They may be families in crisis due to domestic violence, sexual assault, or the death of a loved one. They may have ongoing problems such as drug addiction, mental illness, or homelessness. In addition to needing emergency help, they often need crisis/emotional support, grief counseling, food/shelter, psychiatric hospitalization, transportation, and a wide range of other services.

In 2004, the Chandler Fire Department established a Crisis Response Unit (CR 288) to address these unmet needs. CR 288 provides on-scene counseling and support to citizens at police/fire emergencies, and provides information and referrals to connect citizens to other agencies to insure continuity of care. By providing these services, CR 288 directly improves the level of service provided by the Fire and Police Departments. Once they have done their jobs, fire and police units can go back in service faster, because they can turn over crisis support for emergency victims and their families to the specially trained staff of CR 288.

Chandler's Crisis Response Unit has reached an important milestone. CR 288 responds in teams comprised of one crisis intervention specialist (a Master's level social worker or counselor) and either a volunteer or an ASU student intern. The program is within 27 hours a week of having a Master's level paid staff member on duty at all times. Achieving this milestone will improve service to Chandler citizens. Constant staffing at this level will markedly improve the program's ability to strengthen and expand its information and referral database, follow up on people needing additional services, connect repeat 9-1-1 callers with community resources, preserve the unit's ability to utilize ASU interns, and prevent weekend shifts from being cancelled. Service to our citizens will also be improved by ensuring that a highly trained professional will be available to assist them when they need to call 9-1-1, which is usually one of the worst days of their lives.

The Gila River Indian Community provided the critical resources needed to expand Chandler's Crisis Response Program during its formative years. The Chandler Fire Department is respectfully asking you to partner with us again to achieve this final milestone of having a Master's level staff member on duty at all times. A one-time grant of \$33,001 from GRIC's State-Shared Revenue Program will bring CR 288 staffing levels to 100 percent by funding 27 hours/week of Master's level staffing for one year. At the end of the grant performance period, we anticipate that the economic recovery will be far enough along to enable us to permanently fund these needs through the City budget process.

If awarded, this grant will have an immediate and lasting impact on public safety in Chandler by improving crisis support responses, strengthening day-to-day program management for CR 288, and enabling police and fire units to return to service faster following an emergency call.

**b. Describe how the proposed program or project satisfies one or more of the “priority areas” identified by the Gila River Indian Community.**

The Gila River Indian Community’s State-Shared Revenue Program identifies “Public Safety (police, fire, EMS)” as a top funding priority area. Chandler’s Crisis Response Unit (CR 288) is a division of the Chandler Fire Department and as such, the unit supports this priority in multiple ways.

CR 288 provides on-scene support to citizens at police and fire emergencies and connects those citizens to social services agencies to insure continuity of care. The unit directly impacts public safety by keeping fire and police resources available to respond for a greater portion of each day. CR responded to 1,398 calls for service last year. The average time on scene for CR 288 was 53 minutes, with calls lasting up to 10 hours. This is time that fire and police personnel would have to remain on scene were it not for CR 288’s ability to address citizens’ needs once their initial emergency has been mitigated. This is time that these resources would be unable to respond to additional emergencies.

CR 288 also supports public safety by providing information and referral service for the community. This service reduces the number of fire and police emergencies in two ways. First, it helps to lower the number of calls for assistance. There are citizens who repeatedly call 9-1-1 for non-emergent issues such as transportation. Fire and police units must respond to these calls even though there is no “emergency” per se. CR 288 can be “special called” to assist with the immediate problem and connect the caller to appropriate sources of help in the community. The unit provides this service through partnerships with social service agencies and by maintaining an extensive information and referral database. Public safety is improved. Fire and police personnel remain “in service” for longer periods of time because they are responding to fewer non-emergent requests for help.

CR’s information and referral capacity also impacts public safety by helping to prevent day-to-day issues from becoming fire and police emergencies. CR 288 can be “special called” to provide preventive services such as checking on elderly or homeless people. Making the initial contact between an elderly man and Adult Protective Services may ensure that his needs are addressed before something happens to require a 9-1-1 call. Public safety personnel are able to remain “in service” for longer periods of time because fewer situations escalate to the emergency level.

Chandler Fire responded to 20,591 emergency calls last year. There were 130,485 calls for Police assistance. Time played a critical role in determining the outcome of every one of these emergencies. The ability to rapidly deploy equipment and trained personnel to an emergency scene can mean the difference between life and death. Thus, by enabling fire crews and police officers to return to service faster and to remain in service longer, CR 288 has a direct impact on public safety. CR 288 helps ensure that critical resources will be available immediately when the Police and Fire Departments are called.

**c. Identify the needs/problems to be addressed, target population and number of people to be served by the project.**

238,977 people live in Chandler. Each of these citizens is eligible to receive services from CR 288. There are no income guidelines or other restrictions to eligibility. CR 288 also responds into Gila River, Sun Lakes, Gilbert, Mesa, Tempe, and Phoenix when those agencies request assistance from Chandler.

The target population includes anyone who has been involved in an emergency where Chandler Fire or Police Departments have responded. It also includes people who have been identified by firefighters or police officers as needing assistance with non-emergent issues in order to prevent an emergency from developing. The unit is automatically dispatched to adult, child, and infant deaths, pediatric emergencies, drownings, 2-1 medical calls, assaults, sexual assaults, hangings, fires, gunshots, stabbings, and overdoses. CR 288 also responds to domestic violence, mental illness, homelessness, death notifications, traffic accidents, suicide, child or elder abuse, lost children or elderly, victim assistance, non-medical transport, and resource and referral requests.

The challenge of staffing CR 288 has been met with a combination of City and grant funding since the program began in 2004. At that time, staff included one full-time social worker (MSW), eight MSW student interns, and trained volunteers. In order to provide appropriate support for the interns and volunteers, the MSW had to be on-duty or on-call whenever the unit was in service. For this reason, it was only possible to keep CR 288 available on a part-time basis.

In 2006, the CFD received a two-year grant from Gila River to add a crisis intervention specialist (CIS) to the unit. The grant was renewed for one year in 2008. During the second year of the grant, the City provided funding for a third temporary CIS. Both positions were Master's level social workers. CR 288's hours of operation increased, the types of automatic dispatches were expanded from 10 to 20, and follow-ups with people needing ongoing resources increased.

These improvements in service established the crisis response program as essential to Fire and Police Department operations. The Gila River grant also revealed a "best practice" method for staffing the unit: a two-person team consisting of one Master's level crisis intervention specialist (CIS) partnered with a student intern or a volunteer. As promised in the original grant application, at the end of the performance period, the grant-funded position was permanently added to the Fire Department's budget.

There are 168 hours in a week. Three FTE's provide 120 hours of staffing. Thus, even with the addition of two temporary staff members, a Master's level CIS was only on duty 5 of 7 days each week. In 2010, the Fire Department was awarded grant funding for a fourth CIS through St. Luke's Health Initiatives. This non-renewable grant ended in June 2011. Subsequently, Chandler City Council approved a request to convert the unit's remaining temporary CIS positions to two permanent employees. This eliminated funding for temporary staff. The practice of providing modest stipends to student interns was stopped in order to provide overnight staffing on weekends.

At present, there is a Master's level permanent or part-time staff member on duty 84 percent of the time, not accounting for shift cancellations due to vacation or sick leave. The second member of each CR 288 response team is an intern or volunteer. Although the program has come a long way since 2004, we are still short staffed. The following issues continue to limit the program's effectiveness:

- No CIS is on duty during the daytime weekend hours. These shifts are staffed by interns and volunteers. Interns and volunteers cannot respond to calls without a partner. If a team member is missing, the shift must be cancelled. CR 288 is out of service an average of 48 hours (two full days) per month due to this problem.
- It is difficult to keep the unit fully staffed during semester breaks and at the end of the ASU academic year. There are 4 months between the semester end in April and the first shifts staffed by new interns in August. This year, CR 288 will be out of service at least another 76 hours a month from May to August due to this issue. Because CIS can respond alone, the temporary loss of the student interns could be mitigated by the ability to keep a CIS on-duty at all times.
- Time to accomplish administrative tasks is limited because all staff members are first responders. Volunteer management, ordering uniforms and supplies, following up on calls, paperwork, training, ASU intern supervision, and etc. must all be done between calls. These duties are divided among the three permanent staff members.

The fourth CIS funded through SLHI was responsible for maintaining and expanding the information & referral database, and establishing partnerships between CR 288 and social service agencies throughout the community. She attended meetings of the Domestic Violence Council, Hospice of the Valley Hoarding Taskforce, Maricopa Elder Abuse Prevention Alliance, Drowning Prevention Coalition of Arizona, and many other groups in order to maintain connections with social service providers throughout the community and to stay current on available client resources. The loss of this position has had a significant impact on CR 288's ability to perform these critical tasks.

CR 288 is very close to meeting our staffing goal of having a CSI on duty 24/7. Currently, the unit operates without a CIS for 27 hours/week and whenever staff must be on leave. Since the economic downturn in 2008, the Chandler Fire Department has eliminated 12 positions; 8 of these were civilian staff. If the economy continues to improve, it may be possible to provide additional funding for CR 288 during the second part of 2013. Over the next year, however, grant funding is the only option. As explained in the above narrative, the generosity of the Gila River Indian Community has played a very significant role in the growth of CR 288 from a part-time program with one paid staff member to the present where there is a CIS on duty all but 27/hours per week. We respectfully ask for your assistance to enable us to provide full-time CIS staffing over the next year until the economy enables us to budget for this need permanently.

**d. Describe the project goals and objectives, and your plan to meet them.**

The goal of this project is to increase public safety in Chandler by enabling the CR 288 Crisis Response Unit to provide service 24 hours/day, 7 days/week. This will ensure that firefighters

and police will be able to return to service following an emergency because care of those affected by the emergency can be turned over to CR 288.

The immediate plan to meet this goal is to obtain grant funding for the 27 hours/week during which a CIS is not on duty. The addition of 27 hours of staffing per week will eliminate the need to cancel weekend shifts because there is no CIS on duty, and it will increase staffing levels so that the critical tasks of maintaining and expanding the Unit's information and referral databases and connections with social service providers can be accomplished.

**e. Define the project as a new or continuing program.**

This is a continuing program. The Crisis Response Team has been in operation since 2004.

**f. Identify other organizations, partners or funders participating in the project and their roles (see attachments section).**

The City of Chandler is the sole source of funding for the Crisis Response Unit at present. The program was the recipient of a non-renewable grant from St. Luke's Health Initiatives in 2009. In 2006, the program received a two year grant from the Gila River Indian Community which was renewed for one year in 2008. The position made possible by Gila River was permanently added to the Fire Department's budget at the end of the grant performance period.

**g. Indicate any application to and/or awards made by a Tribe other than the Gila River Indian Community for state shared revenues for this and/or any other projects/programs.**

None.

**h. Provide a timetable for implementation.**

The project will be implemented immediately upon receipt of an award.

**i. Identify long-term funding resources or project sustainability.**

The Chandler Fire Chief has made CR 288 a response priority among all the competing programs within the Fire Department. It is anticipated that as the economy improves and City departments can again request additional funding, the CR 288 program will be one of the first requests submitted by the Fire Department for approval by City Council. As detailed elsewhere in this narrative, the Chandler Fire Department has been committed to the goal of obtaining constant staffing for the Crisis Response Unit since 2004.

## **2. Reports**

- **Describe your plan to document progress and results. Interim and final reports will be required for every grant awarded.**

A progress report will be submitted at six months documenting all work accomplished by the part-time staff supported with grant funding. The report will include detailed service statistics. A final report will be provided within 60 days of the close of the grant. Chandler Fire is willing to adjust these suggested reporting procedures to suit any other reporting requirements established by GRIC.

## **B. ATTACHMENTS**

***Please include the following attachments in the order indicated:***

- ✓ 1. A resolution from the applicable governing body in support of the project proposed.
- ✓ 2. A proposed budget for the program or project.
- ✓ 3. A list of other funders, potential funders and amounts committed or requested in support of the proposed project. ***(Please see section “f” above along with the in-kind expenses listed in the Grant Application Budget.)***





## Gila River Indian Community Grant Application

### C. BUDGET DETAIL, IF APPLICABLE (Narrative description of unusual budget items, in-kind expenses, donations, etc.)

A part-time Crisis Intervention Specialist is needed to provide 27 hours of coverage per week for one year. The hourly wage is \$21.76. Fringe benefits include Social Security (6.2%), Medicare (1.45%), and Worker's Compensation Insurance (.37%).

"In Kind Expense" includes salary and benefits for three full-time master's level Crisis Intervention Specialists and funding to provide 21 hours of temporary staffing each week. These costs are permanent lines in the Chandler Fire Department's budget.