



CENTER FOR  
HEALTH & JUSTICE  
AT TASC



# Fire-led Deflection: Post-overdose Outreach in Milwaukee County, Wisconsin

**TASC's Center for Health and Justice**

**October 24, 2023**

# Panelists

- Hope Fiori, Acting Director, National Deflection TA Center, TASC's Center for Health and Justice
- Gregory Miller, Mobile Integrated Healthcare Manager, Milwaukee Fire Department
- Jason Schaak, Assistant Chief, Division of Community Risk Reduction, West Allis Fire Department

# TASC's Center for Health and Justice

- Providing Training and Technical Assistance (TTA) to deflection and pre-arrest diversion initiatives since 2017
- Grounded in the concept of the Six Pathways
- Individualized TTA for communities looking to develop or enhance their deflection programs
- Grantee engagement opportunities



# What is deflection?

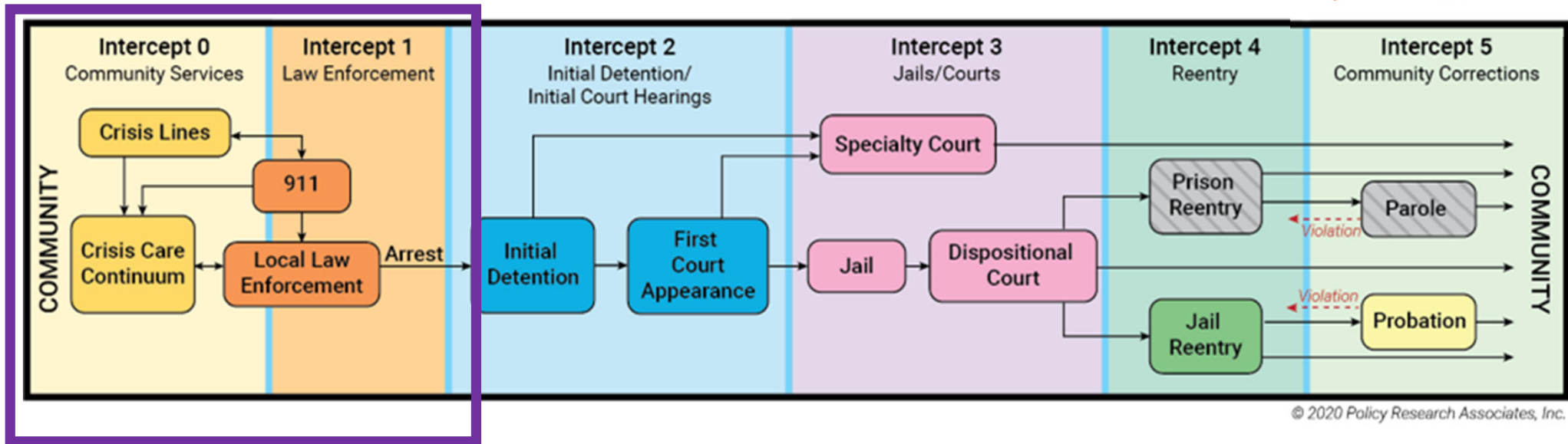
# What is deflection? What is pre-arrest diversion?

- Deflection occurs when law enforcement officers or other first responders connect people to community-based treatment and/or services when an arrest would not have been necessary, or permitted, or instead of taking no action.

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- Pre-arrest diversion occurs when law enforcement officers connect people who would have been eligible for criminal charges to community-based treatment and services in lieu of arrest thereby diverting them from the criminal justice system.

# Deflection & the Sequential Intercept Model (SIM)



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**DEFLECTION**



# Deflection Framing: The Six Pathways

- How are individuals identified for diversion/outreach?
  - Overdose
  - Narcotics intervention
  - Voluntary referral
  - Activity associated with substance use
- How is outreach conducted?
  - Department based (walk-in)
  - Response to calls for service
  - Intentional outreach (targeted outreach)
- Is leverage used to get individuals into treatment



# What Does Deflection Look Like?

- Who leads deflection initiatives?
  - Law enforcement (75%)
  - Fire and/or EMS (15%)
- What do deflection teams look like?
  - More than half include a co-responder, 64% of co-responders are peer support specialists/recovery coaches
  - 90% of programs conduct physical outreach to program participants

[https://www.cossup.org/Content/Documents/Articles/CHJ-TASC\\_Nation\\_Survey\\_Report.pdf](https://www.cossup.org/Content/Documents/Articles/CHJ-TASC_Nation_Survey_Report.pdf)



# The Five Critical Elements of Deflection

- **Element 1:** Partnership Building
- **Element 2:** Community Engagement/Buy-In
- **Element 3:** Standardize First Responder Deflection Within the Agency
- **Element 4:** Care Coordination and Case Management
- **Element 5:** Program Evaluation

[https://www.cossup.org/Content/Documents/Articles/CHJ\\_TASC\\_Critical\\_Elements.pdf](https://www.cossup.org/Content/Documents/Articles/CHJ_TASC_Critical_Elements.pdf)

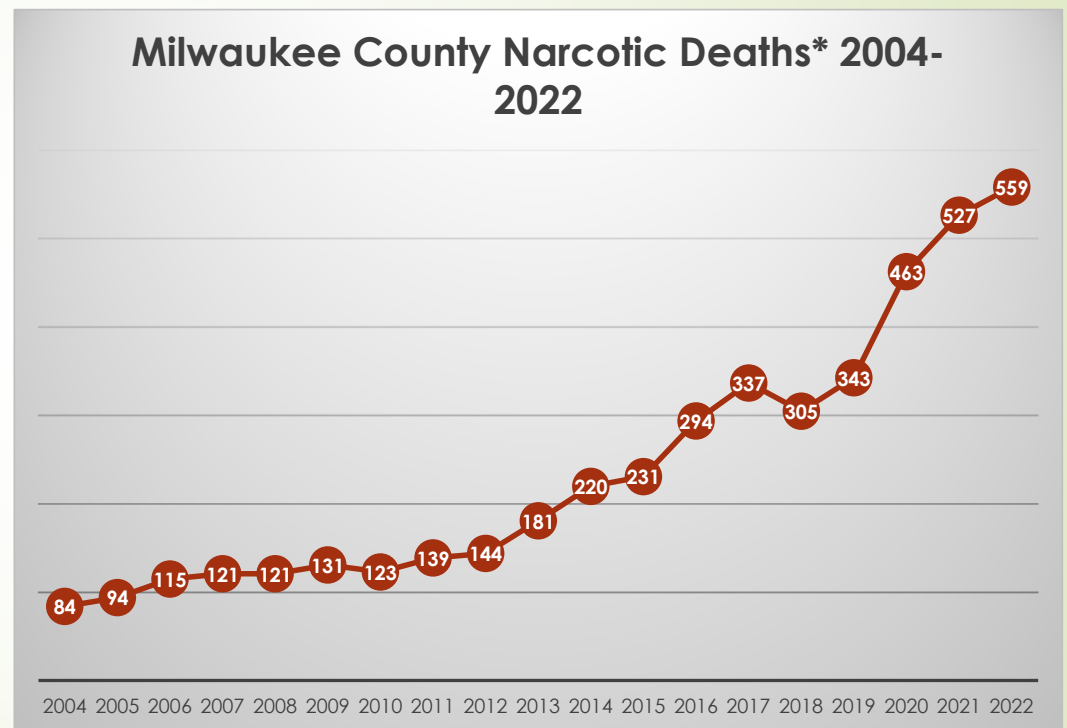
# Milwaukee Overdose Response Initiative



Captain Gregory Miller NREMT-P CPMIH

# Milwaukee Overdose Response Initiative

- Why the Fire Department?
- What is MORI?
  - History
  - Funding
- How has MORI been doing?
  - Data
  - Harm reduction
  - Other initiatives



\*Narcotic drug deaths are any in which opioids or synthetic opioids are involved

# Why the Fire Department for MORI?

Milwaukee Fire Department Community Paramedics

- **Mobile Integrated Healthcare** (non-traditional paramedic response)
- **2014-Present**
- **Non-emergent community response**
  - Addresses social determinants of health/unmet needs in at-risk population
  - Improves overall health and provides education
  - Reduces 911 calls and impact on Hospital Emergency Departments
- **Utilizes FD response data** to identify and locate those in need of services
  - Have updated phone and location when 911 is called
- **Partners/Collaborates** with public and private agencies
  - Established foundation for improved community outcomes



# Milwaukee Overdose Response Initiative



## Project Overview

- ▶ Both public and private entities are collaborating to develop strategies
- ▶ **Goals :**
  - ▶ **Decrease fatalities** by engaging patients after an overdose as rapidly as possible with a diverse team of professionals and peer support
  - ▶ Surround patients and family with support, harm reduction and education
  - ▶ Streamline access to treatment/services
  - ▶ Utilize diverse databases to uncover trends in substance use
  - ▶ Collect Data on referrals and resources in the community, while following patients to prevent future OD

# Milwaukee Overdose Response Initiative



## Historical Background

- ▶ National pandemic with increasing impact on local community
  - ▶ **January-June 2019**
    - ▶ Funding approved by Milwaukee Common Council
    - ▶ Worked with city health department and diverse partners within community to put it all together
  - ▶ **June 2019-November 2019**
    - ▶ Started peer supported post overdose response to non-fatal overdoses
  - ▶ **December 2019-July 2021** IOPSSL Grant – NACCHO
    - ▶ Created post-fatal program - Social worker embedded at M.E.'s office
  - ▶ **July 2021 – Present**
    - ▶ BJA COSSUP Grant 10/2021-9/2024
    - ▶ IOPSSL Grant #2 11/2021-7/2023
      - ▶ A second vehicle response was added in March 2022

## Peer Supported Post Overdose Response

### The Model

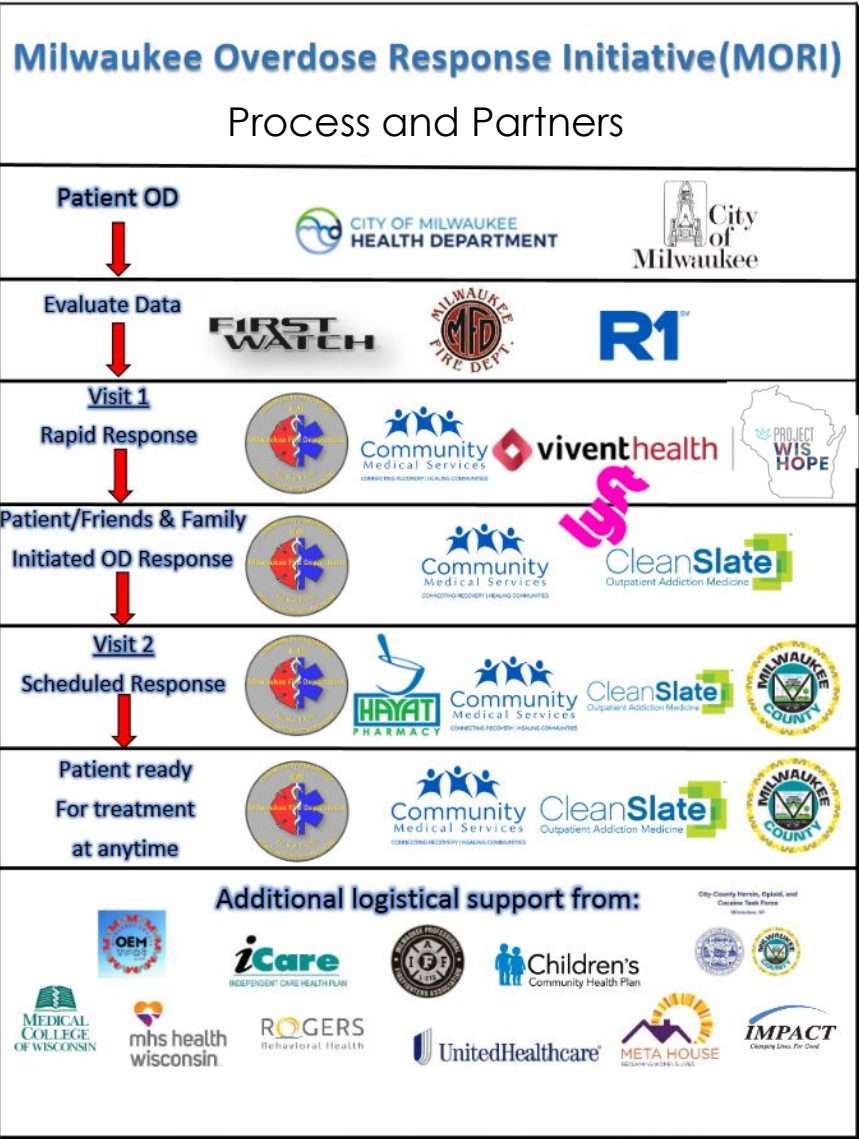
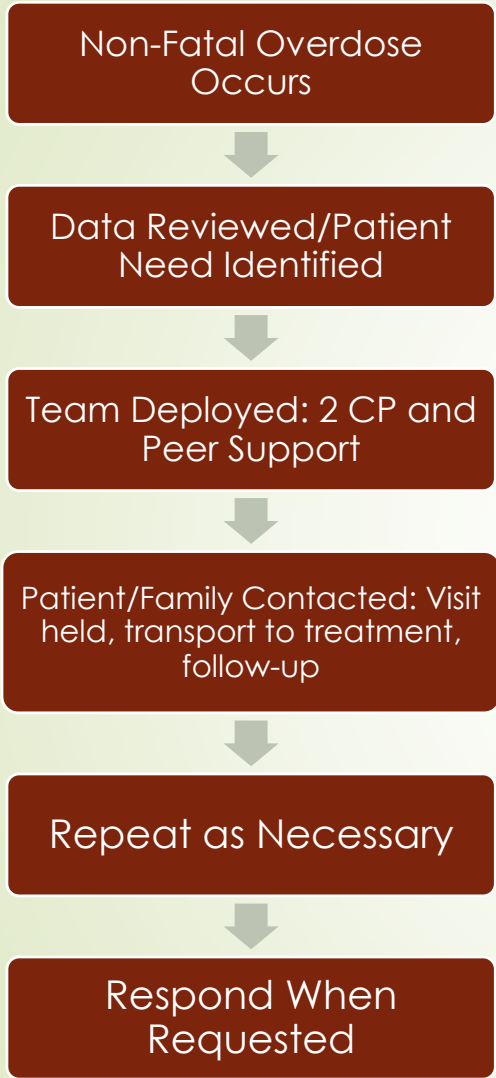
Who responds?

- 2 Milwaukee Fire Department personnel
  - Community Paramedics/EMTs
- 1 Peer Support Specialist

When do they respond?

- 24-48 hours after the non-fatal overdose



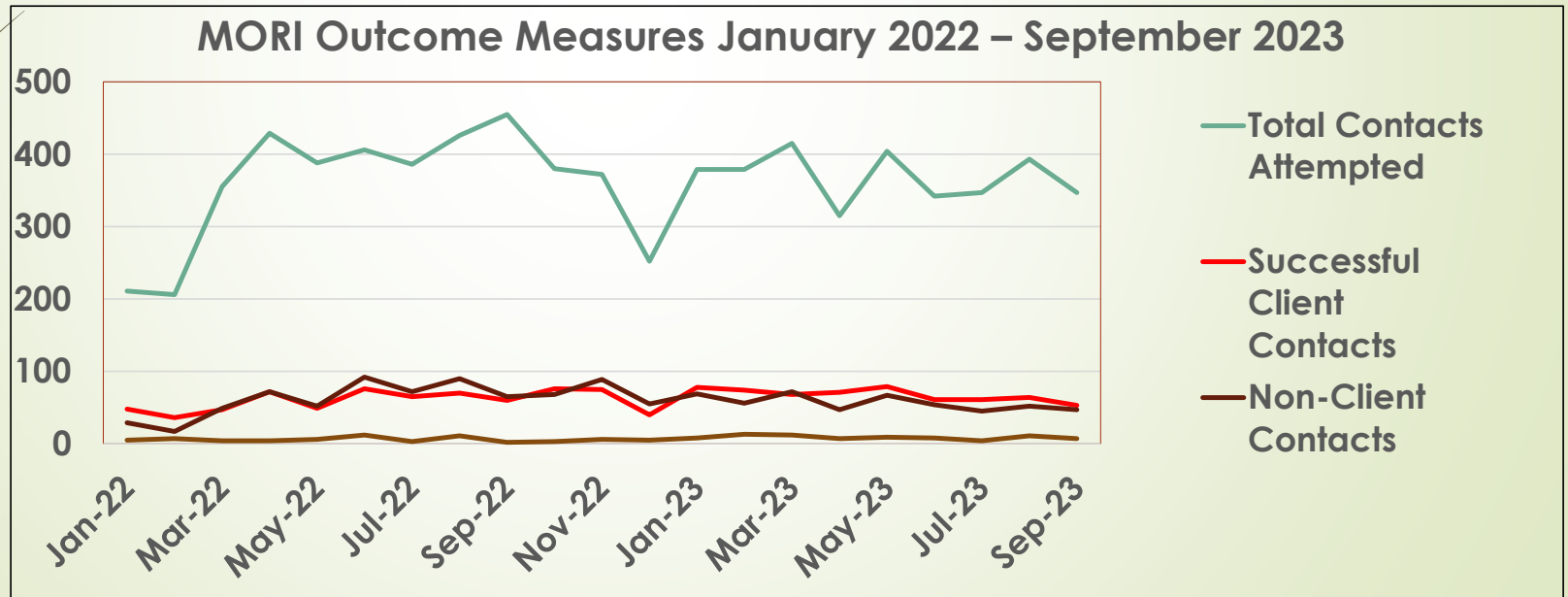




# Milwaukee Overdose Response Initiative

## The Numbers

	Attempted Contacts	Successful Contacts	Sought Treatment
June 2019 – September 2023	13,368	3,135	300



# Post Fatality Safety Net

October 2020 – July 2021

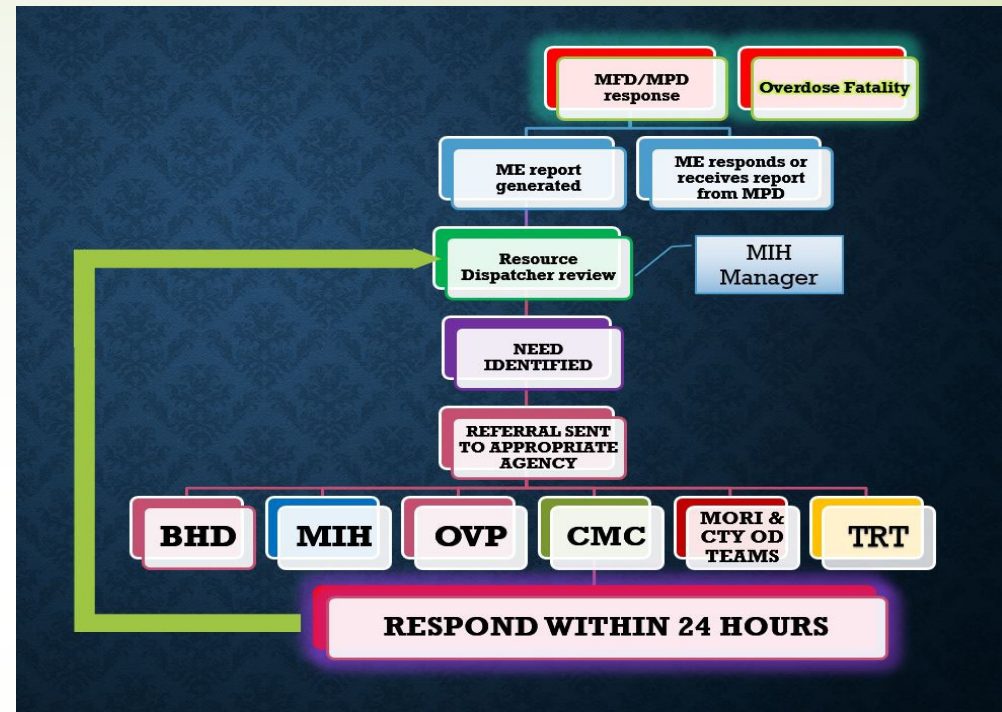
➤ Social Worker at Medical Examiner's Office

- *Community Resource Dispatcher*

## Project Overview

➤ **Goals :**

- **Identify family/friends** of those experiencing the loss of a loved one to a fatal overdose.
- Discover potential needs and offer support and assistance in obtaining services
  - Conduct follow up
- Refer individual to appropriate agency
- Collect Data on referrals and resources in the community



**Total Identified = 235**

Eligible = 130 (105 lived outside of the county)

Contacted = 63 (26 declined services)

**Referred to Services = 37**

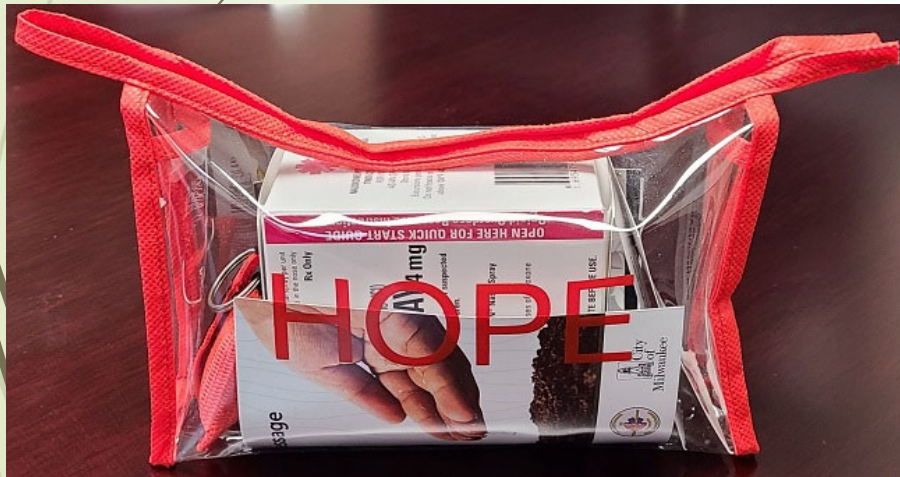
**Lesson Learned: Contacting family within 24 hours of the fatal overdose is most often too soon**

# Harm Reduction

## HOPE Kits

Not an Acronym

Definition: Desire accompanied by expectation of or belief in fulfillment.  
- Merriam-Webster



# HOPE Kit Data

March 21, 2022 – September 2023

<b>Narcan Hope Kit Distribution</b>	3/21-3/31/2022	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	<b>Totals</b>
Distributed by Field (9-1-1)	45	110	88	90	119	111	87	83	71	52	80	57	63	78	80	58	83	64	77	<b>1496</b>
Distributed by Field (Walk Ups)	25	47	14	8	4	5	9	3	1	2	13	2	2	27	11	7	1	22	7	<b>210</b>
Distributed by MORI/CP	18	54	29	36	57	151	303	171	83	235	446	48	30	63	90	33	38	39	25	<b>1949</b>
<b>9-1-1 Narcan/Naloxone Administered</b>	<b>40</b>	<b>114</b>	<b>130</b>	<b>139</b>	<b>187</b>	<b>161</b>	<b>134</b>	<b>138</b>	<b>135</b>	<b>139</b>	<b>158</b>	<b>119</b>	<b>118</b>	<b>141</b>	<b>158</b>	<b>130</b>	<b>172</b>	<b>172</b>	<b>149</b>	<b>2634</b>
Total Hope Kits Distributed	88	211	131	134	180	267	399	257	155	289	539	107	95	168	181	98	122	125	109	<b>3655</b>

# Other Outreach

## Community Events/Narcan Training

- Attend Community Events
- Community Collective
- Provide requested training
- Speak about program
- Anti-Stigma



## MAT Behind the Walls

- Community Reintegration Center
- Partner with involved agencies
- Conduct follow-up after discharge

## Client Sharing Agreements

- Neighboring fire departments

## Future Involvement

- Buprenorphine Administration



# THANK YOU!!!

## Contact Information

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MFD Station 31  
2400 S 8<sup>th</sup> St  
Milwaukee, WI 53215

Desk: 414-286-5254  
Cell: 414-788-1444

Email: [gjmille@milwaukee.gov](mailto:gjmille@milwaukee.gov)



# West Allis Fire Department

Jason Schaak, Assistant Chief, Division of Community Risk Reduction, West Allis Fire Department

# MAAP MAT Access and Advocacy Program

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Jason Schaak  
NRP, CC, CP, TEMS  
Assistant Chief  
Community Risk Reduction  
West Allis Fire Department







# West Allis Fire Department



- Accredited
- ISO Class 1
- 11 square miles 60,000 residents
- Career Fire Department
- 100 members
- 3 stations
- 13,000 calls for service annually
- 24 members on duty daily
- Fire – EMS – MIH



# Problems and Solutions

## Problems

- Overdose incident rate increases
- Overdose fatality rate increases
- Multidisciplinary – Multijurisdictional
- Little communication and poor coordination of effort

## Solutions

- 24-7 Mobile Integrated Health
  - Identify and adopt best practices
  - Share that plan with others to close gaps
  - Explore expansion of drug treatment in Wisconsin



# Fractured – Multidisciplinary

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- 19 Municipalities
- 14 Fire Departments
- 17 Law enforcement Agencies
- 11 Health Departments

# MAAP

Medication Assisted Treatment

Access and

Advocacy

Program

- **Goals**

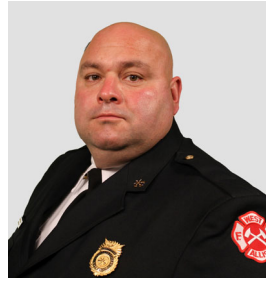
- Connect/reconnect people to MAT or a recovery option that works for them
- Reduce service gaps for underserved suburban municipalities
- Explore the feasibility of EMS provided field induction within Wisconsin
- Share resources with others to inspire surrounding municipalities to engage in substance use programming

# West Allis MIH



- Data analytics
- Program design
- Est. contracts, agreements, and partnerships

**Assistant Chief of Risk Reduction**  
**Jason Schaak**



- Program implementation
- Program and partnership management

**Deputy Chief of Prevention**  
**Armando Suarez Del Real**



- Wrap-around care
- 3- and 6-mo follow-ups
- Satisfaction surveys

**RN Care Coordinator**  
**Kelsey Wishau**

## 24-Hour Provider Staff



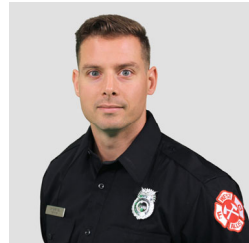
**MIH Coordinator**  
**CT Matthew LaDousa**



**MIH LT Ottow**

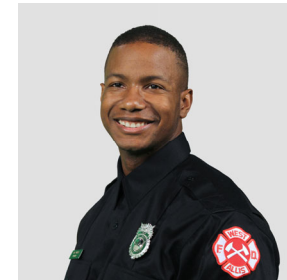


**MIH LT**  
**Livingston**

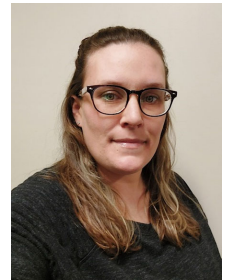


**MIH LT Carriveau**

## SUD Staff



**SUD Coordinator**  
**LT Christopher Williams**



**Peer Counselor**  
**Cassidy Nehs**

# West Allis MIH

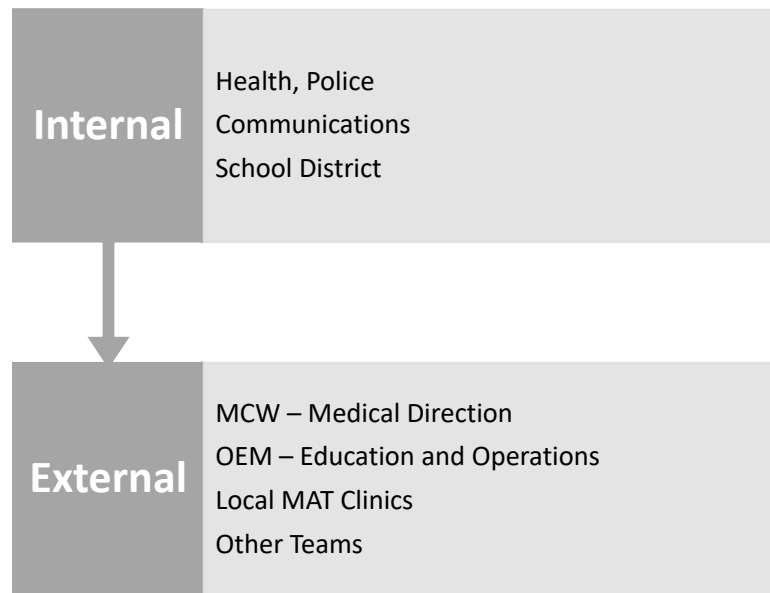
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- Focus on healthcare partnerships
  - Customized services and reporting
    - ImageTrend Elite
  - Extension of the healthcare system into the community
- Non-redundant - Non-referral service

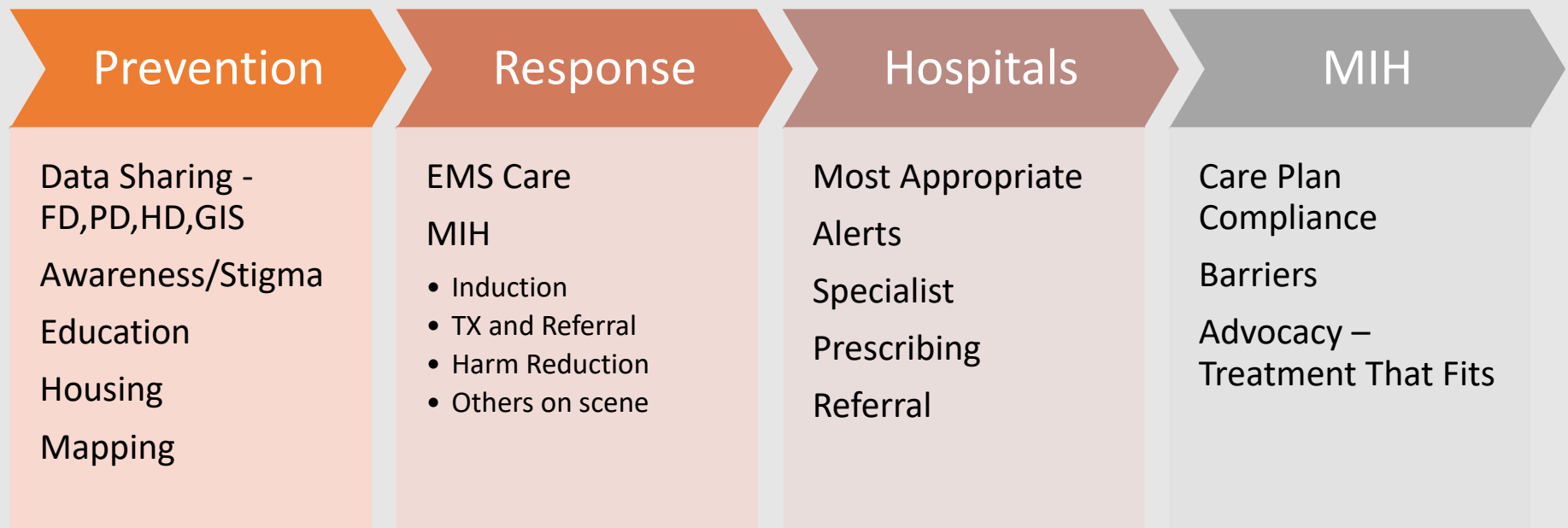
**Froedtert**  
HOSPITAL



# Internal and External Stakeholders



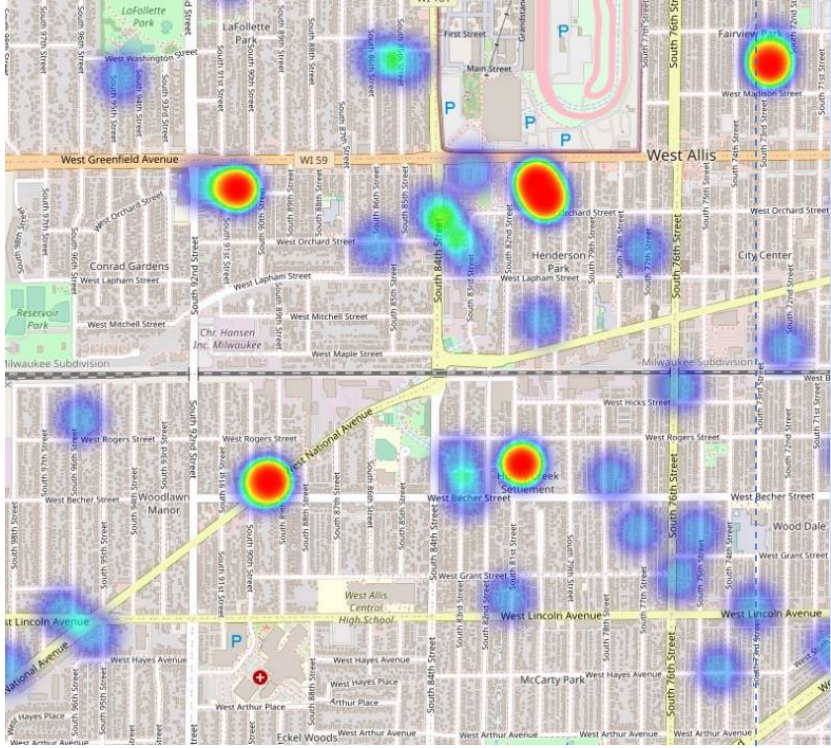
# Closed Loop Care





# Prevention & Education

Elementary School	High School	Community	Distribution
<p>Police led – 5-6 grade Keepin It Real</p>	<p>Fire led – 9-12 grade Substance Use Safe Relationships Distracted Driving</p>	<p>Narcans CPR Stop the Bleed Landlord Training</p>	<p>Narcans Drug Disposal Bags Transmissible Disease Test Kits</p>



# Patient Identification and Referral Sources

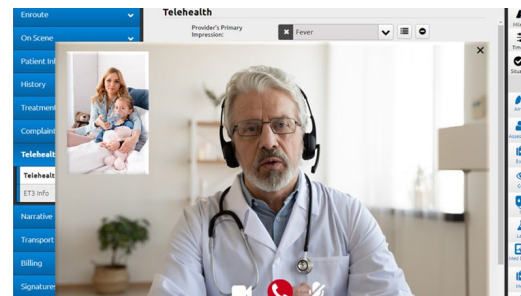
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- EMD - 911 calls
  - Requested by on scene crews
  - Patient and those around them in real time
- Referrals
  - Local partners (EMS, PD, HD)
  - Community partners (hospital, MAT, HOC, DA, other teams)
  - Visitation within 24–72 hours
- Healthcare information exchange monitoring
  - Bamboo Health – Previously Patient Ping

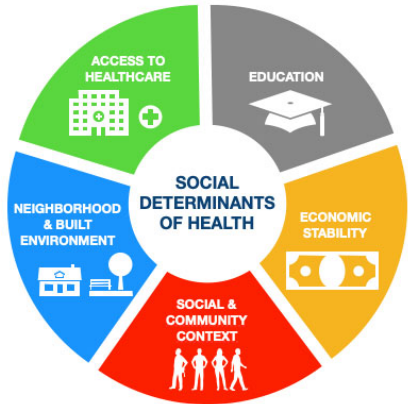


# MIH Response and Capabilities

- SUV response vehicles
- ALS Care Capabilities
  - ACLS, X-Series Monitor, Lucas CPR device, Medication Vaults
- Telehealth



# MIH Visits



- **Interview – basic EMS care**

- Physical assessment
- Treatment

- **Social Determinants of health**

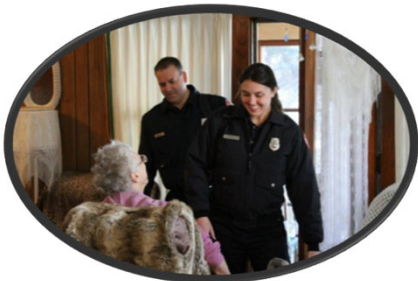
- Access
  - o PMD, transportation, cell phone
- Safety
- Abuse (financial or physical), environment (theft)
- Health literacy
- Pharmaceutical inventory, care plan
- Support network
- Economic stability
  - o Insurance, free resources

- **Condition-specific care**

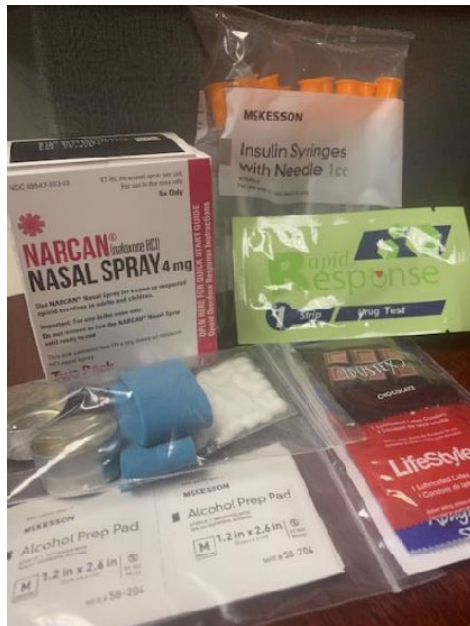
- COPD, CHF, homelessness, SUD, transmissible disease, mental health

- **Corrective action and documentation**

- Non-referral
- Healthcare navigation
- Care coordination



# Program Provisions



## Connection to MAT clinics

- Immediate
- Primary care – hospital
- Community-based

## Telehealth to specialties

- MAT clinic or peer counselor
- Psychology

## Induction – Buprenorphine

## Harm reduction supplies

- Narcan, fentanyl test strips, condoms, cookers, needles,
- Transmissible Disease Test Kits

## Access to healthcare

- Bus passes
- PMD, Insurance

## Education – building trust

- Encourage drug use in pairs
- Explain community response
- Explain laws and protect

## Drug take-back

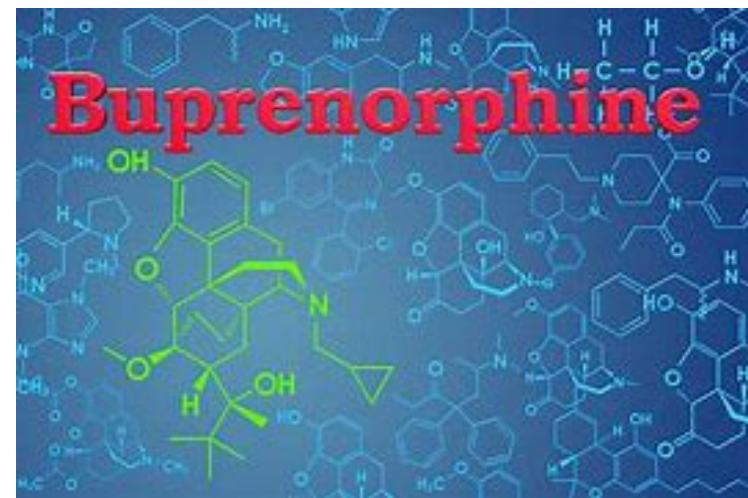
- Deterra bags

## Standard MIH services and wrap-around care

# Field Induction

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- **Wisconsin Scope of Practice Change**
  - Milwaukee Office of Emergency Management
  - Medical College of Wisconsin
  - Opioid withdrawal guideline
    - [PGOpioidWithdrawal \(milwaukee.gov\)](https://www.milwaukee.gov/PGOpioidWithdrawal)
- Started Services early 2023
- Transition care to ambulances



# Identification of MAT Clinics

The image displays an interactive web application for identifying MAT (Medication-Assisted Treatment) clinics in Milwaukee, Wisconsin. The interface is divided into three main sections: filters, a map, and facility information.

**Facility Service Filters:** A vertical sidebar on the left contains ten filter categories, each with a dropdown arrow:

- Type of Care
- Type of Opioid Treatment
- License/Certification/Accreditation
- Payment/Insurance/Funding
- Facility Type
- Service Setting
- Age Groups Accepted
- Language Services
- Other Languages
- Opiate Medications Used in Treatment
- Emergency Mental Health Services

**Map:** The central map shows the Milwaukee area with numerous orange circular markers representing MAT clinics. The map includes street names, neighborhood labels (e.g., Brookfield, Wauwatosa, West Allis, Milwaukee, Greenfield, St. Francis, Cudahy, South Milwaukee, Oak Creek, Carrollville, Franklin, Muskego, New Berlin), and a scale bar. A legend in the top right of the map area shows a red square icon.

**Facility Information:** A panel on the right contains the following elements:

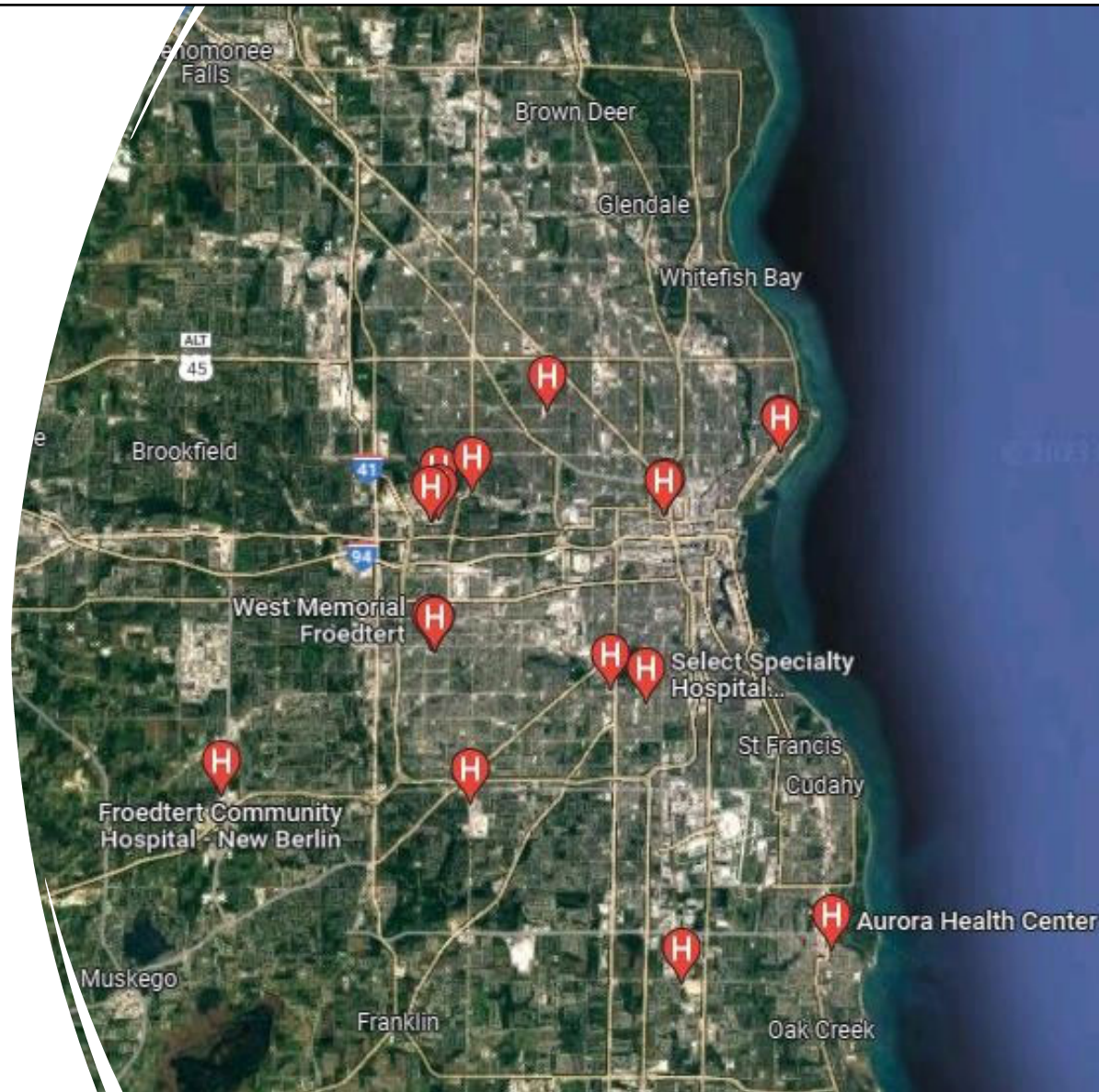
- Facility Information:** A header section with the instruction: "Select a facility on the map or from the list below to see details."
- Facility List:** A list of facility names, each with a red square icon to its left. The list includes:
  - 10th Street Comprehensive Trt Center Milwaukee Health Services
  - 12th Street Urgent Care
  - 210 W. Capitol Drive - Dental Clinic
  - 210 W. Capitol Drive - Family Services Clinic
  - Addiction Services And Pharmacotherapy - West Allis
  - Addiction Services and Pharmacotherapy West Allis
  - Alternatives in Psych Consultation SC

At the bottom of the map area, there is a footer: "Esri, NASA, NGA, USGS | City of Milwaukee, WI, Milwaukee County Land Info, Esri, HERE, Garmin, SafeGraph, METI/... Powered by Esri".

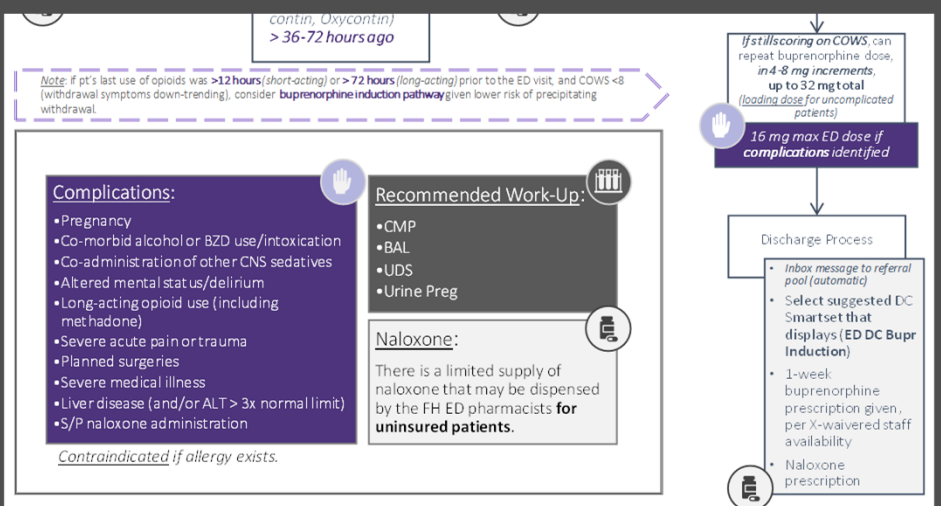
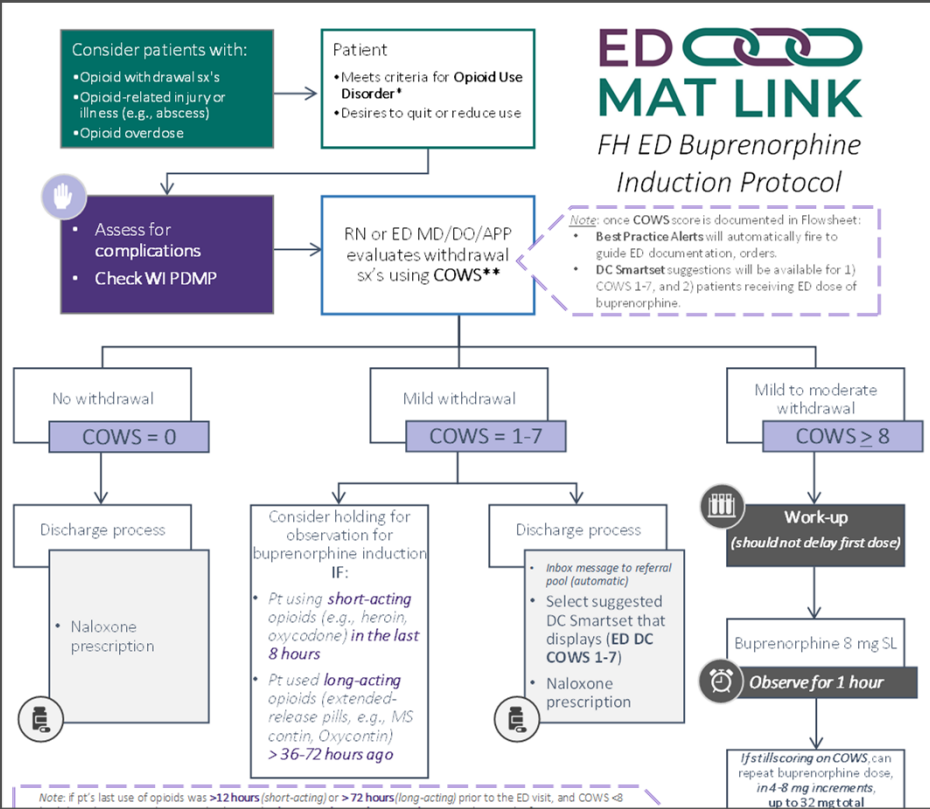
# Milwaukee Area Hospitals

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- Most Appropriate Destination
- 5 Major Medical System
  - 20+ Hospitals
- 1 Regional VA Hospital







# WAFD Outcomes – EDMAT Link

- 90 patient referrals (14 months)
- 70 contacted (78%)
- 45 enrolled in MAT (50% overall; 64% of contacted)
  
- Co-existing conditions requiring additional consideration by MIH provider
  - Cardiac
  - COPD
  - Diabetes
  - Behavioral health (suicidal ideation, schizophrenia, depression)
  
- Family history of drug use

# WAFD Outcomes – General MIH

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- 2021–2022 impact data
  - Referred: 483
  - Contacted: 357 (74%)
  - Enrolled in MAT: 164 (34% overall; 46% of contacted)
- Real-time response vs. referral
- More contacted – more enrolled
  - Referral
    - 2022 – 48% contact rate
  - Real time
    - 2022 – 92% contact rate



# WAFD Outcomes – Care Plan Compliance

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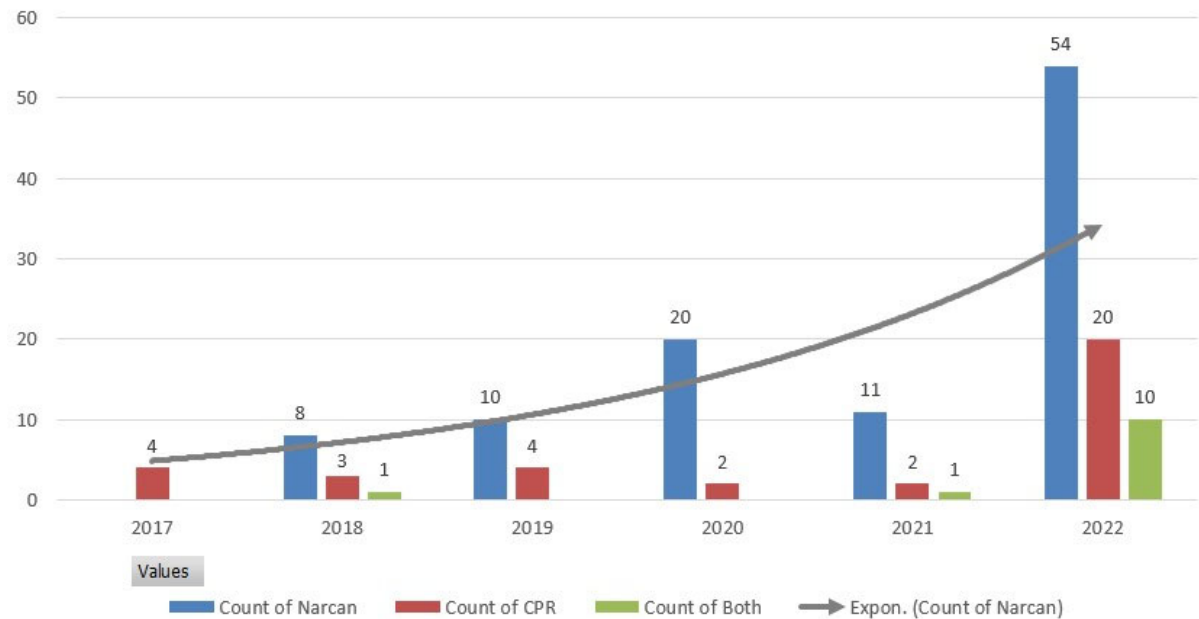
- Surveys
- EMS Response Data
- Hospital Data – Bamboo Health
- MAT Clinic Reports



# Outcomes – Narcan and CPR

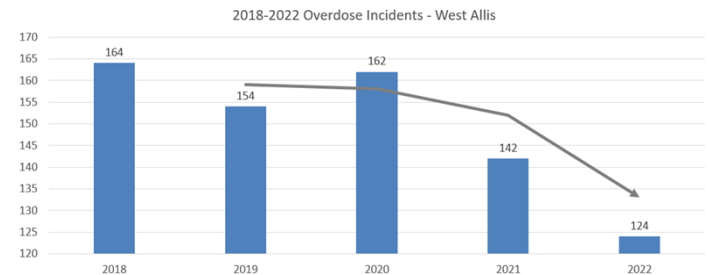
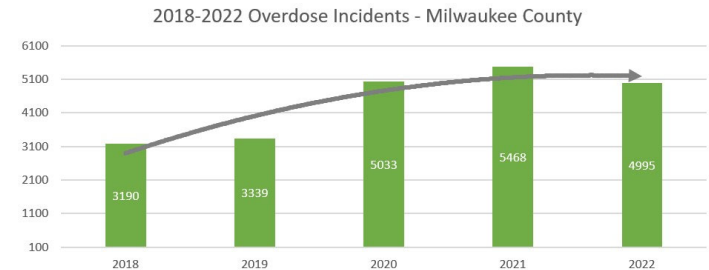
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- 2022 (WAFD)
- 44% of overdose incidents – bystanders administered naloxone



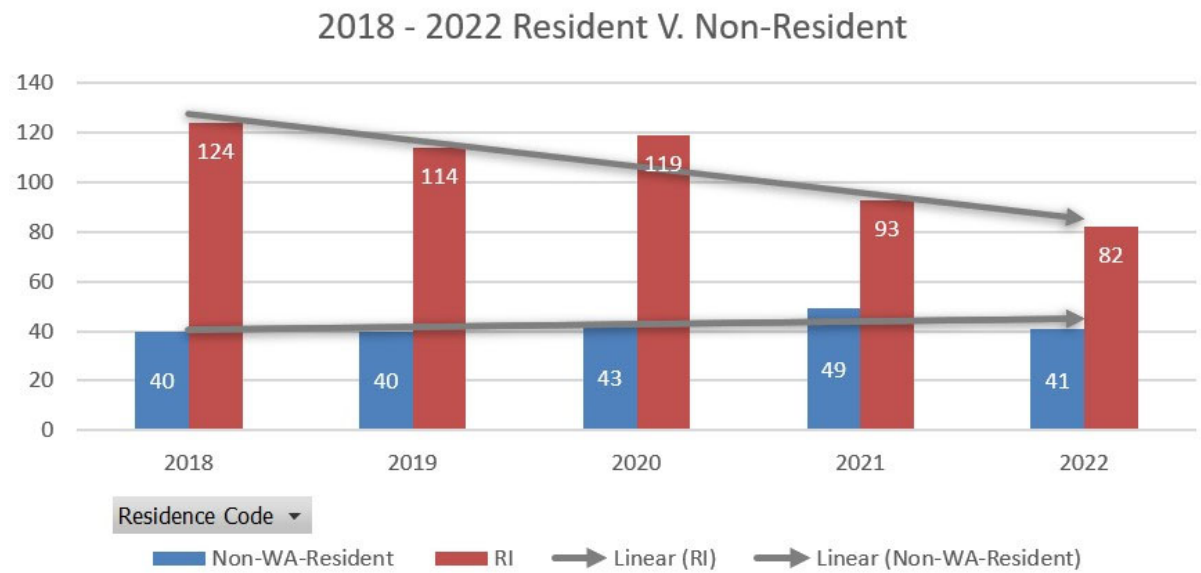
# Outcomes – Overdose Incidents

- 2018–2022
- Milwaukee County overdose incidents increase 36% (1805)
  - With regional efforts – 2021–2022 – 9% reduction (473)
- West Allis overdose incidents dropped 24% (40)



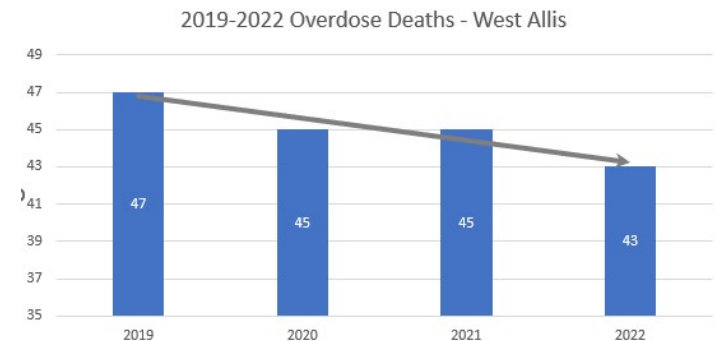
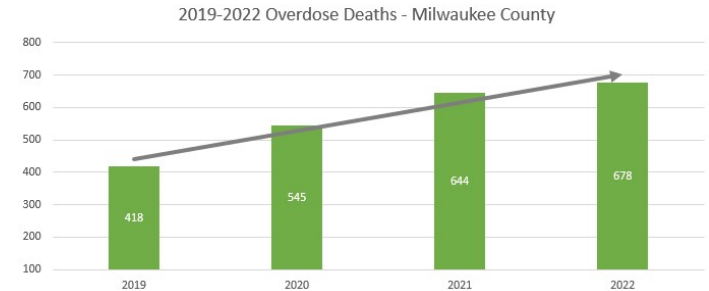
# Outcomes – Resident vs. Non-resident

- 2018–2023 (WAFD)
- Fewer incidents noted for those living in the service area
- Migration
  - Resident In City
  - Resident Out of City
  - Non-Resident
  - Homeless



# Outcomes – Overdose Deaths

- 2019–2021
- Milwaukee County overdose deaths increase 62% (260)
  - 2022 noted the smallest increase in overdose death since 2018
- West Allis resident overdose deaths dropped 9% (4)







# Sharing is Caring

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- Evolving Epidemic
- Sharing the playbook
- Non-compete policy
  
- Closing Gaps in Milwaukee County
- 43% of Milwaukee county suburban municipal agencies have started to provide outreach services

# Greenfield MIH

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- Battalion chief of community risk reduction
- Case manager
- 6 community EMS paramedics
- Lived Experience Peer Counselor



# Greenfield MIH

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- Strong support from local leaders and city officials
- Harm Reduction Vending Machine
  - December 2022
  - Second in state of WI
- West Allis Police Department - 2023
- All municipalities within 3 years



# Questions

- **Jason Schaak**
- [JSchaak@WestAllisWI.gov](mailto:JSchaak@WestAllisWI.gov)
- (414)302-8911

# *Bureau of Justice Assistance's* Comprehensive Opioid, Stimulant, and Substance Use Program (COSSUP) Resource Center

The screenshot shows the homepage of the COSSUP Resource Center. At the top left is the COSSUP logo, which includes the text 'Comprehensive Opioid, Stimulant, and Substance Use Program'. To the right of the logo are four navigation links: 'Program', 'Topics', 'Learn', and 'Resource Library'. The main content area features a large background image of a diverse group of people. On the left side of this area, the text reads 'DISCOVER IMPACTFUL RESPONSES TO THE OPIOID CRISIS'. Overlaid on the right side of the image is a dark blue search box with the text 'I want to ...' and a dropdown menu showing 'Find Learning Opportunities' with a downward arrow. Below the search box is a yellow 'Get Started' button. At the bottom right of the image area is a white 'Subscribe' button with a bell icon. At the bottom of the page, there are two white buttons: 'Site-Based Grants' and 'Request Assistance'.

[www.cossup.org](http://www.cossup.org)



# COSSUP Resources

**Tailored Assistance**—The COSSUP training and technical assistance (TTA) program offers a variety of learning opportunities and assistance to support local, tribal, and state organizations, stakeholders, and projects in building and sustaining multidisciplinary responses to the nation’s substance abuse crisis. ***You do not need to be a COSSUP grantee to request support.*** TTAs are provided in a variety of formats, including virtual and in-person training events, workshop and meeting presentations, and online resources. Request TTA to support your activities at <https://www.cossup.org/Program/TTA/Request>.

**Funding Opportunities**—Current COSSUP and complementary funding opportunities are shared at <https://www.cossup.org/Program/Funding>.

**Join the COSSUP community!** Subscribe now at <https://www.cossup.org/Subscription> to receive information on the latest COSSUP webinars, newsletters, funding opportunities, announcements, and more.

# The Deflection Conversation Framework: A Community Engagement Tool for First Responders



**Program**

**Topics**

**Learn**

**Resource Library**

## Course Description:

Within the last decade, the field and movement of deflection have grown rapidly. Deflection initiatives are being implemented nationwide to connect people with substance use disorders (SUDs) to needed community-based services without waiting for an overdose, a crisis, or an arrest. This course is designed to provide you with a comprehensive understanding of effective communication strategies for deflection. In this course, you will learn about the science of addiction, how drug treatment works, and that recovery from drug use is possible. You will also learn approaches for building strong community partnerships and practical, evidence-based strategies for engaging individuals struggling with SUDs.

This course, which includes three modules, was developed by TASC's Center for Health and Justice (CHJ) and the Addiction Technology Transfer Center at the University of Missouri-Kansas City and made possible by the Bureau of Justice Assistance's Comprehensive Opioid, Stimulant, and Substance Use Program (COSSUP). CHJ provides training and technical assistance for COSSUP grantees to create safe, healthy, and just communities. Working alongside criminal justice practitioners, policymakers, researchers, and the community, CHJ provides practical solutions that reduce drug use and drug-related crime.

## THE DEFLECTION CONVERSATION FRAMEWORK: A COMMUNITY ENGAGEMENT TOOL FOR FIRST RESPONDERS



# COSSUP Deflection Resource Library



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# Deflection Mentoring Initiative



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## COSSUP FIRST RESPONDER DEFLECTION MENTORING INITIATIVE



The First Responder Deflection Mentoring Initiative will provide communities interested in starting or enhancing a deflection program with the opportunity to learn from established or innovative programs that have shown success in supporting individuals with substance use disorder in their community. The mentor sites serve as models for individuals and teams interested in starting a program or for established programs interested in learning innovative practices.



## For more information and to request TTA

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Request TTA on the COSSAP Resources Website

<https://www.cossapresources.org/Program/TTA>

