

Question 1. Why do you want to join the team?

*Anchor points:*

- Interest in developing this new service for the Fire Department (FD) and helping shape the program
- Wants to expand understanding of healthcare and social service world
- Wants to bring new skills back to Operations and assist with the program mission of reducing the burden of these runs/clients on Ops
- Vested interest in helping the program be successful in its mission
- Wants to use experience to improve their patient care or leadership skills
- Biblio tie-in: Interest in the organization's Mission Statement

Question 2. What skills do you think are most important for the organization's staff to have to achieve successful outcomes for our clients?

*Anchor points:*

- Recognition of the importance of shared decision-making – FD is not making decisions *for* the patient
- Mention of patience, active listening, non-judgmental attitude, motivational interviewing or trauma-informed care
- Understanding of healthcare and social service systems in the city
- Understanding of the context for *why* clients are in this system: trauma, racial inequity, societal inequality, etc.
- Ability to work as a team with other providers
- Flexibility, adaptability
- Able to learn new approaches and techniques
- Biblio tie-in: recognition of skills from case studies, Trauma-Informed Care (ABCs document)

Question 3. Why do people become homeless?

*Anchor points:*

- Understanding that homelessness is multi-causal
- Awareness of the presence and effects of systemic racism and inequality
- Understanding of factors such as trauma history and generational challenges
- Recognition of the social, criminal justice, and wider societal forces that keep people poor, criminalize behavior, and prevent social mobility
- Understanding of major drivers such as mental illness or economic pressures such as the cost of housing
- Biblio tie-in: Reference work from City website, principles from Harm Reduction or Housing First biblio reading

Question 4. You are dispatched at 11:00 a.m. to a street corner in Capitol Hill at the request of A25. The patient is a 35 year-old male who is experiencing homelessness. He is visibly wet from the previous night's rain. He says that he is cold, his foot hurts, and he wants to go to the ED to warm up. A25 reports no significant medical history, normal vitals, and nothing visible on assessment of his foot. How do you approach this scenario?

*Anchor points:*

- Recognition that this complaint is primarily social, not medical, and that an ED visit will not address the client's underlying needs.
- Understanding that this patient has many needs, but can't focus on all at once
- Recognition that other partners will need to be involved in this case, such as homeless services, outpatient medical, behavioral health, etc.
- Understanding that this patient will have to be "sold" on their plan of care, which will entail building rapport with him and may take time
- Use the team of three to your advantage: have different members work on different aspects of his plan of care
- Realize that this can be an opportunity (on scene or afterwards) to give the A25 crew some approaches the next time they encounter this situation
- Biblio tie-in: Tools, techniques, or strategies gleaned from site or Case Studies, or from Expectations/Responsibilities section of Mission/Hiring Info document

Question 5. Firefighters assigned to organization will work on a team with a partner and a social worker. What are the opportunities and limitations of this type of multidisciplinary team?

*Anchor points:*

- Understanding that the FFs will have an expert social worker to rely on – they don't need to do it all themselves
- Sees the opportunities for team-based decision-making and task delegation
- Recognitions the unique qualifications of both positions
- Awareness that for the FFs, they will be asked to move from a very top-down, order-based system to a more consensus-based approach
- Awareness of cultural and possibly political differences between firefighters and social workers, and that a shared agreement of core principles is a must
- Sees the need to define and clarify roles, responsibilities, and tasks
- Biblio tie-in: Mention of expectations from Hiring Info document, references to case studies, reference to discussion of multidisciplinary teams in Beck et al white paper.