



Rapid Engagement Assessment Community Health

REACH Team One Month Update



Marion County
OREGON

Background

On October 13, 2025, the City Council approved the Safe, Clean and Healthy Salem initiative.

Part of that initiative was a six-month pilot program for the Rapid Assessment, Engagement & Community Health (REACH) Team. In November of 2025, the Marion County Board of Commissioners voted to support a Mental Health Associate as part of REACH.

Purpose and Composition

The REACH team launched on January 20, 2026, as an integrated response unit consisting of an SFD paramedic, an SFD emergency medical technician, and a Marion County Health and Human Services Mental Health Associate. The team responds to incidents involving behavioral health crises, substance use, and other complex medical and social needs, while also conducting proactive outreach to prevent future emergencies.



Metrics

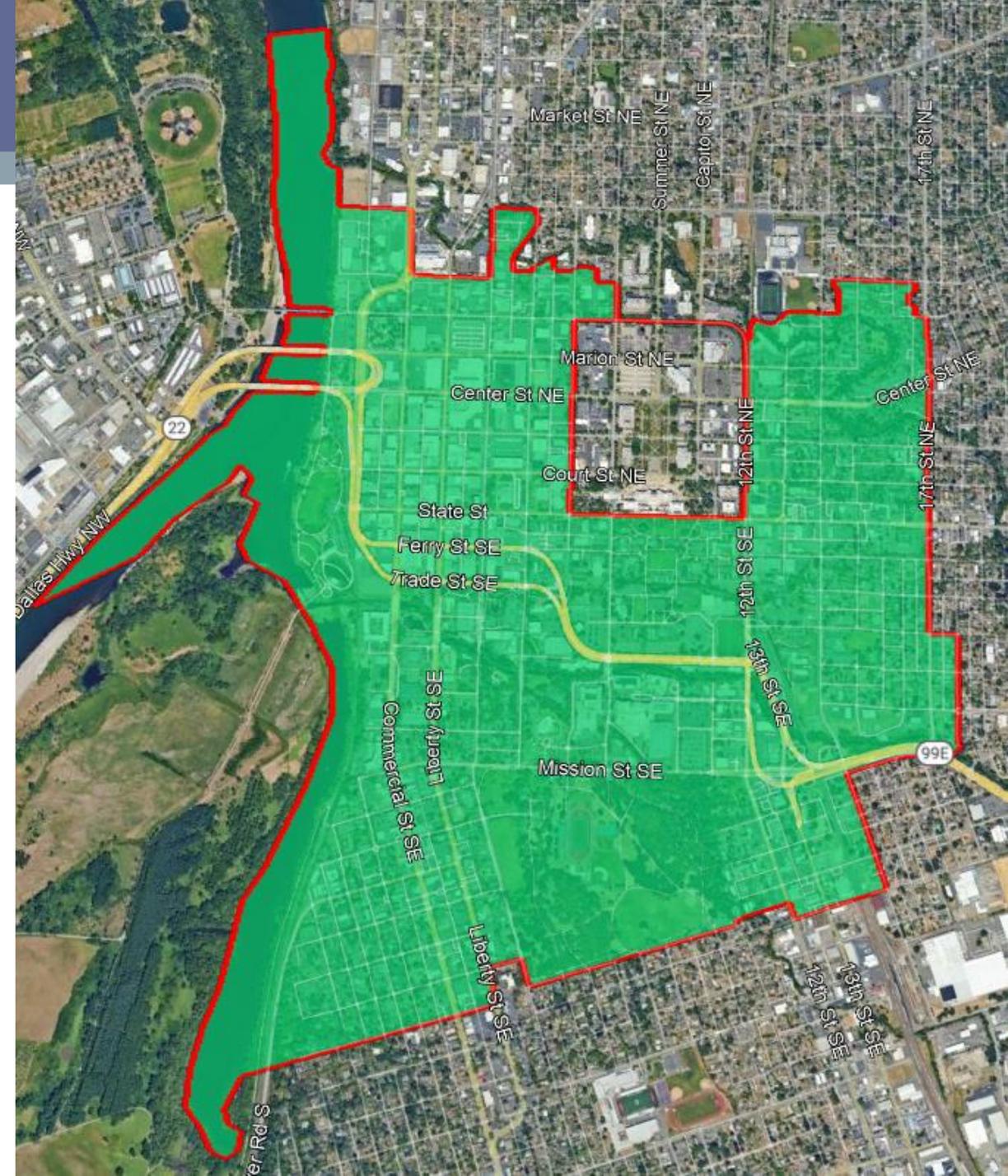
- Number of patient encounters by REACH Team
- Number of Transports by REACH/ Transports to alternate destinations besides SHED
- Number of calls where a fire company was relieved from call
- Number of calls where an ambulance was relived from a call
- Number of times a fire company or ambulance was relieved from a call and dispatched within the average commitment time of that resource

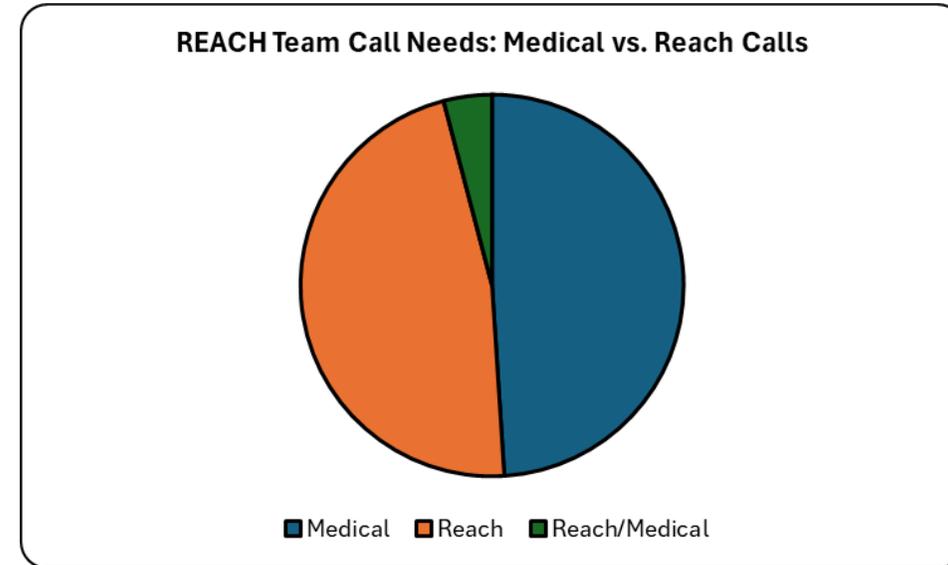
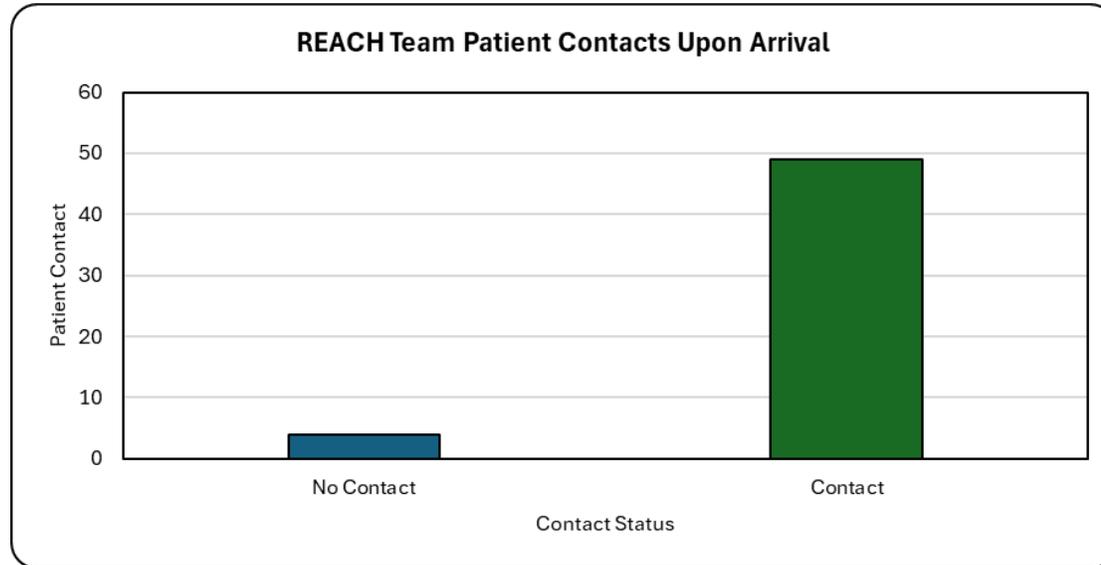
Metrics

- Average on commitment time of REACH per incident
- Number of encounters where the patient is seen on more than one occasion
- Percentage of calls that require medical interventions/how many are critical interventions
- Percentage of reach encounters where the patient is unhoused
- Number of contacts of high utilizers of the 911 system
- Number of patients stabilized in place
- Organizations and community partners / referrals

Fire Department

REACH Initial Response Area





As of February 20, 2026

REACH Team Medical vs. REACH Calls		
Type	Count	Percent (%)
Medical	24	49.0%
REACH	23	46.9%
REACH/Medical	2	4.1%
Grand Total	49	100%

Relief of Additional Resources

REACH Team Relief Summary			
Unit Type	Arrivals	Relieved/Saved	Relief Rate
Engine Dispatches Saved	n/a	27	n/a
Medics Relieved After Dispatch	46	17	37.0%
Engines Relieved After Dispatch	7	6	85.7%
Total	53	23	43.4%

REACH Team Freed Responses: Next Call Type	
Call Type	Count
BREATH1	4
CPR	3
UNKMED1	2
OD1	2
UNCON1	1
CHEST1	1
UNKMED2	1
Total	14

Notable: Ambulance relieved and immediately dispatched to CPR in West Salem

Alternative Destination Transports

REACH Transports to Locations Other Than SHED	
REACH Encounters	49
REACH Transports	12
Transport Percent	24.5%

Alternative Destinations:

Marion County Behavioral Health Crisis Center

Northwest Human Services, Homeless Outreach and Advocacy Project (HOAP)

Average Commitment Times



18.5 Minutes



43.7 Minutes

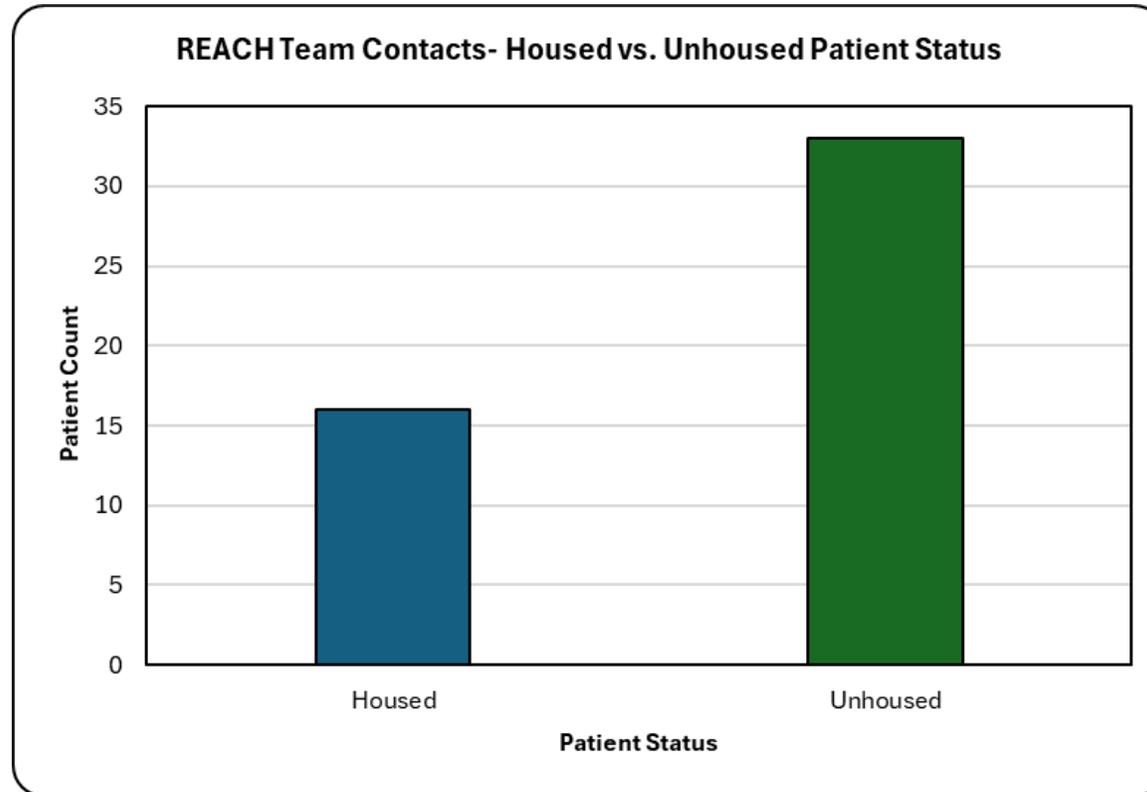


28.8 Minutes

Rapid Engagement Assessment Community Health



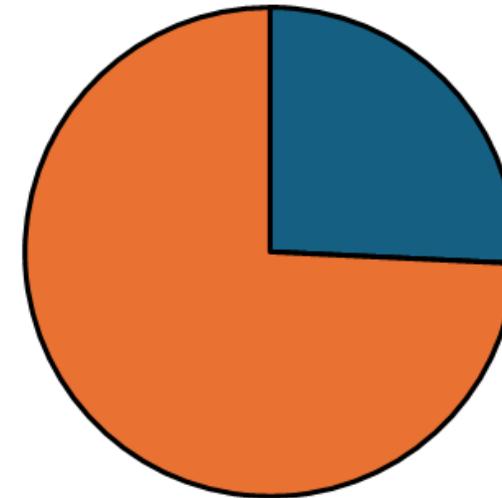
Unhoused REACH Team Contacts



Housed/ Unhoused REACH Contacts		
Housed	32.7%	16
Unhoused	67.3%	33
Total Cotacts	100%	49

High Utilizers of the 911 System

REACH Team Contacts Made to Top 100 Utilizers



■ Repeat Patient Encounters ■ Total Patient Encounters

Contacts Made by REACH Team to Top 911 Utilizers

Repeat Patient Encounters	17	34.7%
Total Patient Encounters	49	

Community Resource Referrals

Resource Connections and Referrals	
Resource	Count of Connections/Referrals
988	6
APS	< 6
BHCC	19
Center for Hope and Safety	< 6
Food Resource	< 6
HOAP	7
Housing	< 6
Salem Health	< 6
Total Connections/Referrals	40

***Exact counts fewer than six are not displayed to reduce the risk of inadvertent breaches of patient confidentiality.**

Contact Disposition

Contact Dispositions	
Disposition	Count of Dispositions
Arrested	< 6
Refused to engage	< 6
Stabilized in place	11
Transported	33
Total Contacts	49

Questions?



Engagement Assessment Community