



Greenfield Fire-Rescue Year in Review – 2020 Still “Doing the Right Things”

2020 By the Numbers

Total calls: 5,443

EMS calls: 4,416

- **BLS: 2,904**

- **ALS: 1,512**

Fire calls 1,027

- **Vehicle crashes: 267**

- **Structure fires: 27**

Retirements:

- **BC Mark Dahlman**
- **Lt. Doug Tew**

Promotions:

- **BC Tom Konieczka**
- **Lt. Joel Fladwood**
- **Lt. Chad Weber**

New Hires:

- **Joe Becker**
- **Mark Burg**
- **Ryan Fritsch**

2020, A YEAR LIKE NO OTHER.

Do not believe anyone could have scripted 2020 to be the year it was. Undoubtedly it was the most challenging to the way we live and work but our resolve and commitment to each other, our families, our community and those we serve is the real headline.

While this newsletter serves as a brief “annual report” it cannot depict all of 2020. The year was filled with atypical successes, swings, misses, adjustments, creativity and flexibility. 2020 made us stronger and better prepared for future challenges. Here are some 2020 highlights.

ADMINISTRATION / OPERATIONS:

- Early acknowledgement of impending pandemic and began planning, implementation.
- Sourced PPE, found alternative products and procurement channels.
- Secured decontamination equipment and enhanced practices.
- Implemented best practice and HR safeguards.
- The City did NOT exclude public safety personnel as critical infrastructure allowing for and creating Covid time banks.
- Increased communications via Department Situational Reports, virtual meetings and just in time directives.
- Participated in Covid Regional Response Plan with all other Milwaukee County Departments. This included dedicated Covid Med Units and Alternate Response Vehicles (ARV’s).
- Implemented local ARV program to address low acuity calls that generally do not require transport. Additionally, ARV’s take strain off of heavy apparatus and allow for an alternate response of a light vehicle in appropriate situations.
- Greenfield was integral to the update of the Shared Service agreement that was signed by all municipalities in Milwaukee County and should become fully operational in Q1/Q2 2021.
- Remodel of Station 92 communal dorm to private quarters.

GRANTS:

- In 2020, we were awarded an Assistance to Firefighters Grant to replace our aging Self Contained Breath Apparatus (SCBA). We submitted as a “regional” grant with St. Francis as previous years requests as a standalone were denied. We received a \$317,545 grant of which \$206,729 was Greenfield and required \$18,749 of a local match.
- We also received an AFG hose grant for \$20,950 of which a local share of \$1,904 was required.
- In total we received over \$205,000 in federal grant money in 2020.

FIRE INSPECTION AND CODE ENFORCEMENT:

Fire Inspections: The State allowed for fire inspections to not be completed due to the pandemic. 1578 fire inspections were conducted in 2020. While the number of fire inspections were down due to Pandemic precautions (2,169 were completed in 2019), fire inspection were not completely abandoned.

Code Enforcement: makes every effort to get citizens and businesses comply with the Greenfield Municipal Code. Some complaints are simple and some are very complex. In 2020, there were 656 Code complaints generated. Over 80% of those complaints were resolved by the end of 2021. The SeeClickFix web portal and app continues to provide great assistance, record keeping and transparency to Code Compliance/Enforcement. Thanks to other City departments for their help resolving some Code issues that relate to their departments area of control.

HEALTH, WELLNESS, PEER SUPPORT:

Health, wellness and peer support continue to be important components of our overall outlook and attitude. EMS and Fire pose significant challenges to our health and wellness on a “typical” basis. However, the added stress and complexity of working through a Pandemic was substantially more difficult.

- Participated in UW-Milwaukee Sauna Study.
- Additional members trained in Peer Support.
- Peer Support: ongoing internal outreach and connecting with members.
- Assisted Milwaukee County Traumatic Incident Response Team with outreaches within Milwaukee and surrounding Counties.
- Initiated NFPA 1582 physicals for willing members. Will increase personal health awareness and help build peer fitness programming focus.

EMERGENCY MEDICAL SERVICES:

- Implemented new Zoll monitors.
- Changed EMS billing company and ImageTrend hosting services. Our previous billing company also hosted ImageTrend. Our new billing model moved us to an ImageTrend directly hosted site which should improve the electronic patient care entry experience. Also, initiated ImageTrend Continuum that provides data analytics and real time monitoring of patient care triggers.
- Implemented Pandemic procedures and Numbered Notices.
- Coordinates supply ordering and equipment.
- Attends Milwaukee County EMS meetings including: Administration Review, CQIP (Continuous Quality Improvement Planning, MCEMS Council, Tellus (Fatpot).

TRAINING:

- Partnered with Wisconsin Energies to conduct department wide electrical safety awareness and training.
- Eliminated PFAS based foams and disinfected rigs. Foam was replaced with fluorine free foam.
- Switched to virtual and personalized lessons to ensure member health, wellness.
- Coordinated Covid PPE's supplies and implementation, training on new supplies.
- Worked closely with UEOC Logistics group including supervising Greenfield Park's personnel that were job shifted to assist with Logistics.
- Offered professional development guidance, feedback and assignments
- Worked extensively on HEO mentoring book with participation from HEO's.
- Re-designed probationary tests.
- Evaluated recruit training and worked with Oak Creek to create joint training of recruits.
- Specifications, ordering, implementation and training on new MSA G1 SCBA's.

COMMUNITY RISK REDUCTION AND CASE MANAGEMENT:

- Implemented virtual outreaches that were educational and engaging. They included: reading books, virtual tours, physical activity and cooking. Additionally, Case Management and the Health Department had a Tuesday, weekly outreach program.
- Ran day to day Covid testing for anyone employed by City.
- Administered flu vaccines for City employees.
- Continued implementation and utilization of Community Paramedics.
- Co-chair Milwaukee County Fall Prevention Coalition

Testimonial from a citizen:

“I got a phone call from someone in your organization that made my day. Over the past month or so I have needed transportation to the hospital as a result of some kind of event that left me unable to get up, walk, etc. My wife is paralyzed on her left side and could not help me. Your crew was prompt, efficient, effective and obviously well trained. For this I am grateful and appreciative but this is not the point of this note.

Today I received a phone call from someone in your organization inquiring how I am doing. WOW! In addition to asking how I am doing they inquired if we need help. What a great call. As I said, this made my day. Fortunately, I am doing okay and at least now, we don't need outside help. Thanks to your department. Your work is appreciated.”

- Presented Suicide QPR (Question, Persuade, Refer) training to Greenfield School District staff.
- Strengthened relationship and worked very closely with Advocate Aurora's Ambulatory Integrated Health Care Management Team which provides outpatient care management to those with chronic illnesses and are high utilizers of 911 and health systems. The team consists of RN's, doctors, and social workers.
- In 2020, the ME's office brought on a Community Resource Dispatcher. This position is similar to the Case Management position here at Greenfield Fire, but will be providing bereavement resources to those who have lost a loved one to a drug overdose. Initially worked together to compile resources and have continued to discuss best practice for outreach procedures.
- Community Medical Services (CMS) and Peer Support. CMS is a medication based opioid treatment clinic in West Allis that we often refer individuals to who are struggling with substance use disorder. In 2020, CMS offered to provide a Peer Support on an as needed bases to accompany with those who have suffered from an opioid overdose. A CMS Peer Support member is a person who is in recovery and has experience as a substance user.
- Street Angels is a non-profit agency that provides street outreach, warming shelters, “showers of” hope and advocacy to those who are experiencing homelessness. In 2020, we frequently reached out the co-founders and directors, to ask for guidance in helping those in Greenfield experiencing homelessness, how to best serve them and what resources were best to provide to them. More exciting things to come in 2021!
- Veteran's Affairs. Worked closely with the staff on C3 who assisted with our veterans who were admitted for substance use disorder or behavioral health issues.
- Worked closely with the staff of HUD-Dash who provide case management to veterans who are provided housing vouchers and case management services through the VA.

COMMUNITY RISK REDUCTION AND CASE MANAGEMENT:

- Narcan. In partnership with Greenfield Health Department and Greenfield Police Department we started training and distributing Narcan to those individuals who are actively using, family and friends of those who are using, motels, and late night establishments where individuals have been known to use and overdose.
- 2021 goals: to collaborate with West Allis Fire Department, CMS, CleanSlate, Street Angels, and other community partners to make contact with as many individuals struggling with homelessness or substance use disorders. Provide and train Narcan to those individuals as well as food and shelter resources.
- Case Management by the numbers:
 - o In 2019, the top 30 high utilizers generated 377 runs
 - o In 2020, the top 30 high utilizers generated 268 runs
 - o That is a nearly 30% reduction or 109 less calls.
 - o In 2019, nine of the top ten high utilizers had more than 15 calls each (the top caller was 46).
 - o In 2020, only two of the top ten high utilizers had over 15 calls each (the top caller was 20).
 - o Case Management is working, not just by the numbers but in connecting patients to community resources and helping patients.
- **Case Management testimonial:**

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- *“Hi Maggie! Just wanted to text you to tell you I’m almost a year sober! I’m a manager at a pizza restaurant and things have been going well! Thank you for all the help, I will be forever grateful. My life has changed completely, and I never imagined myself in this place. I now have a savings account and look forward to buying a home. Thank you so much”*
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COMMUNITY OUTREACH AND PHILANTHROPY



- Members helped organize, package and distribute food at the Greenfield Food Drive Distribution events at the Community Center.
 - Participated in annual Hunger Task Force Peanut Butter drive.
 - Partnered with Greenfield School District of Greenfield for inaugural Operation Warm planning and event. Operation Warm distributes winter coats to school age children and families in need of a winter coat. See picture.
 - Helped guide the sleigh in the Cruisin’ Santa display coordinated by Greenfield Parks and Rec.
- Donated meals intended for First Responders to those in our community needing a meal.
 - Partnered with Carrabba’s Italian Grill in Greenfield to distribute several free meals on Mother’s Day to Mom’s, families in need.
 - Despite challenges, we continued with the annual “Happy and Merry” event with Meijer, Greenfield School District and Whitnall School District. This year’s event was a bit virtual with each child preparing a list and Santa’s helper picking out an item. Then each district held an event where the children met with Santa, received the gift from their list, a \$100 gift card to Meijer and a take home meal. Typically, we can fund 20 children with Meijer’s donation but in addition to Meijer we received another donation that allowed us to bring Happy and Merry to 60 children and their families.

2020 SUMMARY:

As difficult as 2020 was; the resolve, adaptability, flexibility and commitment of our organization was incredible. This should be the light and defining of 2020, not the darkness.

2020 continued to show the value and benefits of relationships. Relationships with other City Departments and external partners, again proved to be invaluable.

Our Police and Fire Commission continue to support us by confirming great new hires and promotions. Thank you.

While our members and organization continue to get it done; it is the latitude and autonomy afforded by the Mayor and our Common Council that continues to allow us to keep “doing the right things.” Thank you, Mayor and Council.

2021 GOALS:

- Succession planning and mentoring. In the near future, there will be a retirement in many of the ranks. Therefore, we are working to share experiences and insight to better prepare members for the future.
- A plan must begin for the replacement of Station 91 (5330 W. Layton Ave).
- The fire apparatus fleet can no longer wait to begin being replaced. Not only is it essential for reliability of day to day operations but staggering of purchases must occur or the fleet will require a quick, complete replacement that is financially improbable.
- Build the Community Paramedic, Mobile Integrated Health platform to ensure community health risks are being addressed, connections to resources occur and lessen the strain on services (EMS, fire, police and health).
- Continue to participate in Shared Services and explore collaborative options, opportunities. However, the positive culture of Greenfield Fire-Rescue should not be lost in any opportunities.
- Continue to develop a brand in which members are proud, individuals want to join and other organizations emulate.