Community Paramedic Programs

Community Paramedics	PORT	MCOT	MIH
24/7	24/7	M-F	M-F (Starts July 1)
Mix of General Funds and Opioid Settlement	Opioid Settlement	ARPA	United Healthcare Grant

Community Paramedics

- 24/7 overdose response and MOUD induction
- Daily MOUD dosing's/follow up support 7 days a week while bridging to provider
- Additional critical 911 call response – gun shots, cardiac arrests, trauma calls, behavioral health crisis etc
- Weekly outreach events focusing on marginalized communities
- Monthly training and education in life saving skills for providers and community members
- Specialty EMS response – ie Helene sheltering/community health needs
- In the field wound care services
  - Pending protocol approval to administer oral antibiotics in the field 24/7

Post Overdose Response (PORT) Team

- Direct peer support with 6 months of case management
  - Addressing all SDOH needs
  - Community Health Workers
  - Exploring Certified Alcohol and Drug Counselor certification
- Direct connection to provider care for long term MOUD
- Referral and warm handoff to treatment
- Direct connection to our Mental Health Clinicians
  - 1:1 therapy
  - Direct ADACT referrals within 24 hours
  - Community Outreach/on-demand therapeutic interventions
- Weekly outreach events for increased footprint

Mobile Community Outreach (MCOT) Team

- Medical Case Management/bridge to provider care
  - Serving the unhoused population
- M-F standing outreach events with community partners including downtown Asheville, Big Ivy, Black Mountain, and West Asheville.
- 911 response if necessary
- Monthly training and education in life saving skills for providers and community members
- Code Purple planning, coordination, and direct support via transportation and shelter medical services.
- Supply wound kits for the Jail, so that people leaving may receive supplies



Mobile Integrated Health (MIH) Team

- 24 month grant from United Healthcare
  - $700,000
  - 2 Community Paramedics staffed M-F
- Focused on aging in place, in home assessments and bridging to medical services within identified diagnoses
  - Referrals from Rural Health Providers and FQHC's
  - Referrals from 911 and EMS crews
- Rural Community Healthcare Transformation with decreased access to care
- Silver Tsunami – Unknown effects to our Community related to chronic disease and access/affordability to care
  - Addressing BC societal trends around rising burden of Chronic conditions and obesity



Achievements

1. Develop a Peer Support case management system
2. Create fast track pathways to acute and primary care service
3. Decrease weight of calls on 911 systems
4. 24/7 access to Buprenorphine
5. Host a weekly recovery support and connection group for participants
6. Multidisciplinary team development – cross trained
7. Enhance and prioritize long-term, consistent community partnerships
8. Building out behavioral health response through partnership with BCSD Co-Response Team, RHA, BHUC and ADATC detox/rehab center
9. Increase counseling services to at-risk populations
10. Provide low-barrier, evidenced-based wound care services in the community

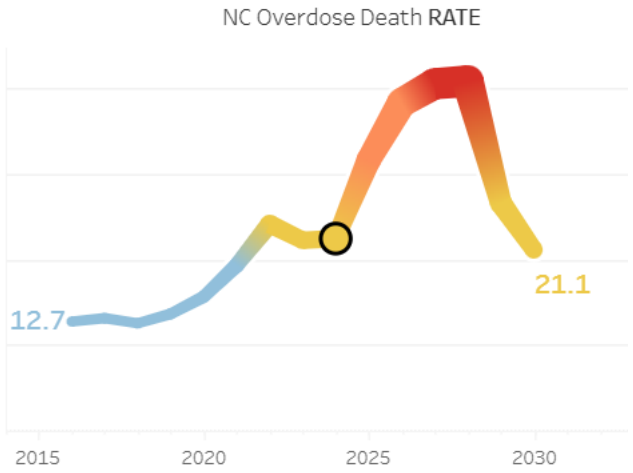
Response Data

Response Type	2023	2024	2025
Non-911 Transports	191	379	411
Total Calls Dispatched as Overdose	1166	1140	1055
Confirmed Opiate Overdoses	254	443	328
Suspected Drug Related DOA	102	88	57
MAT - Induction	163	224	265
MAT - Client Treatment	557	890	1339
Outside Agency Requests for Services	81	356	474
Community Request for Services	234	575	852
Total Responses	4202	4640	6031

NCDHHS Overdose Deaths 2025

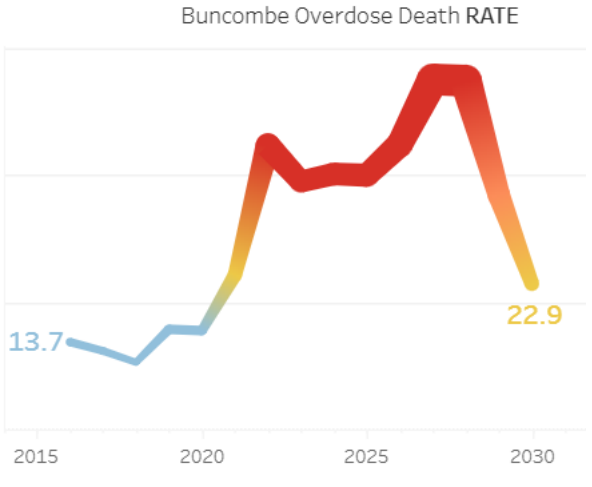
NC Overdose Deaths per 100,000 residents

- 21% decrease from 2024



Buncombe Overdose Deaths per 100,000 residents

- 38% decrease from 2024



What is our why?

“I feel like I have people in my corner and a team that helps me brainstorm for solutions to get the best plan of action, if I didn’t have you guys I’d still be out there alone.”

“I wouldn’t be alive without the PORT team. The PORT team saved my life. I was giving up hope.”

“Being part of your program has shown me that life is so much nicer living sober. I now have a job, got a girlfriend and it feels great!”

Questions?