



Pioneer Human Services (Pioneer) has recognized the valuable and wide set of skills an EMT can provide to a challenging population. We have discovered that by implementing EMS into a role that works with case managers, social workers, chemical and mental health therapists, we are able to not only help people in their moment of need, but provide lasting changes in the lives of those we serve. Our programs also provide a desperately needed resource for our infield first responders and local emergency departments.

Pioneer is a licensed EMS agency offering full license affiliation. We provide quarterly training that meets the requirements for Washington State DOH certification renewal through OTEP (on-going training and evaluation program).

We utilize EMTs to divert patients in our communities away from costlier services such as emergency rooms, clinics, jails, fire/EMS and law enforcement response.

Currently, we employ EMTs in both King and Snohomish county in fixed site programs. These programs utilize an EMT's ability to make accurate clinical and medical impressions to determine program suitability or refer to other resources within the emergency management system. In both programs, EMTs work closely with local hospitals, clinics, fire departments and law enforcement.

#### **What makes our use of EMS different**

Our Snohomish County Diversion Center is a 44-bed facility that provides short-term placement and shelter to homeless adults with a substance use disorder and other behavioral health issues. Clients are brought to the facility through law enforcement and an embedded social worker. A client's typical stay at this program is up to two weeks.

Our King County Diversion Center is a 55-bed facility that provides a safe place for the chronically unhoused to be medically monitored and sleep off the effects of drugs and alcohol while diverting away from more costly services. Most of these clients are self-referred and brought in from multiple sources including local hospitals and the 911 system. Clients stay at this program just for the night.

The primary role of the EMT at both sites is to ensure clients are medically safe and respond within medical scope should the need arise. EMTs with Pioneer Human Services work closely with County MPDs and hospital staff for consults.

This position is unique to an in-field EMT in that it requires the provider to have or develop the ability to engage and monitor a person for an extended period of time. As an EMT, your responsibilities will include but not be limited to:

- Tracking baseline presentations and making sound judgements for the continuum of care.
- Managing clients in crisis at times and be part of a multi-disciplinary team to develop a successful plan.
- Respond to emergency medical situations within scope-of-practical should the need arise and make appropriate decisions per facility and county protocol.



In short, our EMTs possess the ability to provide medical oversight, collaborate with other providers on a solution while also engaging with clients on a long-term basis not experienced in the back of an ambulance.

The EMTs that work for us want more than short-term engagement with patients. They want to build their soft skills and have the ability to work with multiple providers. They are looking for that unique job experience that sets them apart from an EMT on a private ambulance or fire department. Using the valuable skills and knowledge our EMTs develop while working for us, countless have continued on to medical school, Physician's Assistant school, nursing and Fire Departments just to name a few.

### Testimonials-

- *“My time as an EMT at Snohomish County Diversion Center has taught me so much about working with unhoused individuals and those suffering from drug addiction as well as a lot about myself and what I can handle. Though not a “normal” EMT job I have learned many skills that will help me in my professional career as well as my personal life such as de-escalation, interviewing skills, and the ability to look at things from another person’s perspective. I never expected to find a job where I genuinely look forward to coming to work every day and can feel like I make a difference while I’m here. Pioneer has given me that.”*
- *“My time as an EMT at King County Diversion Center was one of the best experiences I’ve had to further my professional growth. Besides being fun and exciting, it expanded my skillsets—not only clinically with patient care, but also helped develop my understanding of the overall healthcare system, as well as general leadership development. I still use these lessons daily in my clinical practice and in helping coordinate regional EMS operations. Working as an EMT at the Sobering Center was one of the best decisions I ever made and would highly recommend to anyone pursuing a career in EMS.”*  
*Paul Craven, MD*  
Emergency Physician and EMS Medical Director Assistant Professor West Virginia University
- *“My time working at the King County Diversion Center assisted me in developing interpersonal skills that are invaluable in many professions, but are particularly crucial to those in the field of healthcare. Working at the King County Diversion Center is a unique experience, and I am not certain that I could have developed these skills while working in a different setting. Furthermore, the King County Diversion Center serves many vulnerable communities, and I am grateful for the opportunity to help individuals from these groups. By working at the Seattle Sobering Center, I cultivated both the perspective and the interpersonal skill set necessary to be successful as a medical student, and as a future physician.”*  
Devin Nelson - MD Student
- *“The King County Diversion Center operated by Pioneer Human Services was instrumental to my success in the healthcare field. Working with an underserved population allowed me to cultivate the skills and knowledge that made me very competitive to apply as a physician assistant*



*student. The staff student. The staff and services that I worked with there, created a positive and rewarding experience that I try to continue forward with throughout my career.”*

Mitch Morgan - Physician Assistant

- *“Working as an EMT at the Diversion Center has been an experience unlike any other. I have always had a passion to serve those in need in our community. The Diversion Center has opened my eyes to just how big that need is. As an EMT I have developed a solid foundation of skills including vitals, interaction with Medical Direction, 911, fire departments, police, and social workers. However, what surprised me the most is the development of my de-escalation techniques with people in crisis as well my communication skills with people of all different backgrounds. I have also learned how to manage adrenaline rushes in a variety of circumstances. While I am serving in a different way than I imagined when I applied for my EMT certification, I know every day I walk into those doors I walk into my purpose.”*