



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: June 11, 2012
Board Meeting Date: July 10, 2012
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jean S. Fraser, Chief, Health System
Sam Barnett, Administrator, Emergency Medical Services
Steve Kaplan, Director, Behavior Health and Recovery Services

Subject: Amendment Four to the agreement with American Medical Response West

RECOMMENDATION:

Adopt a Resolution authorizing amendment four to the agreement with American Medical Response West for assessment and transport of persons with behavioral emergencies and for the prescheduled transport of Behavioral Health and Recovery Services clients, increasing the maximum obligation by \$30,000 to \$276,720.

BACKGROUND:

The San Mateo County Mental Assessment and Referral Team (SMART) program was developed by the Health System and American Medical Response West (AMR) in 2005. SMART provides a specially trained paramedic response to 911 emergency requests for individuals experiencing behavioral emergencies who would otherwise be transported by police car or ambulance. The SMART paramedic is trained to de-escalate behavioral health crises and transport clients in a specially equipped SUV vehicle which is less intimidating for the client than a police car. The SMART paramedic provides medical clearance in the field, facilitates appropriate referral and resolution, and reduces the time spent by local law enforcement on these cases. Since the program's inception 4,254 San Mateo County residents have been served, fewer than 373 (8.8%) more than once. At least 18% either are not transported after medical clearance, evaluation and intervention in the field, or they are transported to an appropriate service/housing provider.

On July 5, 2011, the County Manager approved a three month agreement with AMR for \$93,360 to continue to provide SMART services through September 30, 2011. During the FY 2011-12 Budget Hearings your Board approved a Non-Departmental Reserves

appropriation to fund the SMART agreement for six months with the hope of securing additional funding from the Health Care Districts. Because of the funding approved by your Board, on September 27, 2011, amendment one to the agreement was presented to and approved by your Board. Amendment one increased the maximum obligation by \$93,360 to \$186,720 and extended the term through December 31, 2011. Amendment two was signed on December 12, 2011, and extended the term through February 29, 2012. Amendment three was signed on February 14, 2012, extending the term through June 30, 2012, and increasing the maximum obligation by \$60,000 to \$246,720.

DISCUSSION:

Prior to SMART, all Behavioral emergencies would have been transported to an emergency department or by police to jail. The more costly ambulance ride would have been \$1,746 versus \$574 for SMART. The annual costs for the program to provide coverage 12 hours a day, 7 days a week are \$373,440. By taking advantage of a clause in the contract which allows for a decrease in the rate charged by AMR if the SMART unit does not meet contracted service hours, the County has been able to realize savings. However, the March through June service hours are anticipated to increase 30% per month over the average of the prior eight months, decreasing the overall contract savings from approximately 34% to 26%, thus necessitating amending the agreement to increase the maximum obligation.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits.

The amendment and Resolution have been reviewed and approved by County Counsel as to form. Contractor meets insurance certificate requirements.

Approval of this amendment contributes to the Shared Vision 2025 outcome of a Healthy Community by improving emergency services provided to people having behavioral emergencies. It is anticipated that 35% of behavioral emergency calls will be handled by the SMART vehicle.

PERFORMANCE MEASURE(S):

Measure	FY 2011-12 Estimate	FY 2012-13 Projected
Percent of Emergency Medical Services (EMS) responses to behavioral emergencies by AMR "SMART" vehicle.	35%	35%

FISCAL IMPACT:

The term of the agreement is July 1, 2011 through June 30, 2012. The maximum obligation is increased by \$30,000 for a new maximum obligation of \$276,720. Of the maximum amount, Behavioral Health and Recovery Services will fund \$100,000 with Mental Health Services Act funds; the Police Chiefs' Association of San Mateo County will fund \$20,000; per your Board, Non-Departmental Reserves will fund \$126,500; and the balance of \$30,220 will be covered by EMS. Unanticipated vehicle fine revenue which has been received and appropriations will be added to the FY 2011-12 Budget as part of the year-end Appropriations Transfer Request. The payment provisions of this amendment are different from the prior amendment because in recent months the SMART service hours have increased on average about 30% per month. There is no Net County Cost associated with this amendment.