



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Health System



**Date:** June 10, 2013  
**Board Meeting Date:** July 23, 2013  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jean S. Fraser, Chief, Health System  
Louise Rogers, Deputy Chief, Acting EMS Administrator  
Steve Kaplan, Director, Behavioral Health and Recovery Services

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

**RECOMMENDATION:**

Adopt a Resolution authorizing an amendment 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, extending the term through December 31, 2013, increasing the amount by \$189,220 to an amount not to exceed \$567,660.

**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 sport utility 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 July 1, 2006, through May 29, 2013, 4,961 San Mateo County residents have been served. Fewer than 9% of the clients have been served more than once, confirming that the program reaches a broad swath of members of the public in all parts of the county experiencing crises, sometimes for the first time, rather than a small number of mental health frequent users. 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. Prior to SMART, all 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.

In June 2012 your Board approved a waiver of the Request for Proposals process and a one year agreement with AMR to provide assessment and transport of persons with behavioral emergencies and for the prescheduled transport of Behavioral Health and Recovery Services (BHRS) clients.

**DISCUSSION:**

The amendment provides for the continued assessment and transport of persons with behavioral emergencies, and for the prescheduled transport of BHRS clients requiring recumbent transport on a gurney due to their physical condition or requiring restraints. Extending the agreement by six months provides additional time for AMR and the County to evaluate the possibility of expanding the number of hours of the SMART program or changing the hours of operation of the current twelve hour a day program to target the highest volume hours and respond to more people. This agreement was part of the Continuing Resolution.

A proposal to expand the coverage provided by the SMART team from 12 hours a day, 7 days a week, to 2 overlapping 12 hours a day, 7 day a week teams is before your Board under a separate cover.

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. The contractor meets insurance certification requirements.

The agreement 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 50% of behavioral emergency calls will be handled by the SMART vehicle.

**PERFORMANCE MEASURE(S):**

Measure	FY 2012-13 Estimate	FY 2013-14 Projected
Percent of EMS responses to behavioral emergencies by AMR "SMART" vehicle	47%	50%

**FISCAL IMPACT:**

The term of the agreement is July 1, 2012 through December 31, 2013, for an amount not to exceed \$567,660, of which \$189,220 has been included in the BHRS FY 2013-14 Recommended Budget. Of that amount, BHRS will fund \$119,000 with Mental Health

Services Act funds and MediCal Assistance Administration (MAA); and the balance of \$70,220 will be covered by Emergency Medical Services. There is no Net County Cost associated with this agreement.