



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: May 22, 2012
Board Meeting Date: June 19, 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, Behavioral Health and Recovery Services

Subject: Agreement with American Medical Response West

RECOMMENDATION:

Adopt a Resolution:

- A) Waiving the Request for Proposals process and authorizing the President of the Board to execute an 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, for the term of July 1, 2012 through June 30, 2013, for a maximum amount of \$378,440; and
- B) Authorizing the Chief of the Health System or designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

BACKGROUND:

The San Mateo County Mental Assessment and Referral Team (SMART) program was developed by the Health System and 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. 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.

DISCUSSION:

The Agreement provides for the assessment and transport of persons with behavioral emergencies, and for the prescheduled transport of Behavioral Health and Recovery Services (BHRS) clients requiring recumbent transport on a gurney due to their physical condition or requiring restraints.

A waiver to the RFP process is requested for this Agreement. In order to satisfy Emergency Medical Services (EMS) Agency's requirements, the persons providing the SMART program services have to be County accredited paramedics. By definition such paramedics have to be employed by a County recognized provider, i.e., AMR or one of the local fire departments. The fire departments do not have a mental health program; therefore, the only agency having the ability to staff the SMART program is AMR.

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 Agreement and Resolution have been reviewed and approved by County Counsel. Contractor meets insurance certificate requirements.

Approval of this 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 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 EMS responses to behavioral emergencies by AMR "SMART" vehicle	35%	35%

FISCAL IMPACT:

The term of the Agreement is July 1, 2012 through June 30, 2013 for a maximum obligation of \$378,440, which has been included in the BHRS FY 2012-13 Recommended Budget. Of that amount, BHRS will fund \$238,000 with Mental Health Services Act funds and MediCal Assistance Administration (MAA); the Sequoia Healthcare District will fund \$60,000, the Peninsula Health Care District will fund \$40,000, the Police Chiefs' Association of San Mateo County will fund \$18,000; and the balance of \$22,440 will be covered by EMS. There is no Net County Cost associated with this agreement.