



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: October 28, 2013
Board Meeting Date: December 10, 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 June 30, 2015, increasing the amount by \$600,294 to an amount not to exceed \$1,167,954.

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 on July 1, 2006 through May 29, 2013, 4,961 San Mateo County residents have been served, fewer than 9% 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 by more costly ambulance to an emergency department or by police to jail.

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 pre-scheduled transport of Behavioral Health and Recovery Services (BHRS). In July 2013 your Board approved an amendment to extend the term through December 31, 2013.

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 provides for expansion of the SMART program in 2014 to include an additional 12 hours a day, seven days a week SMART unit that will overlap with the existing team, targeting the highest volume hours and responding to more people.

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 certificate 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 67% of behavioral emergency calls will be handled by the SMART vehicle.

PERFORMANCE MEASURE(S):

Measure	FY 2012-13 Actual	FY 2013-14 Projected
Percent of EMS responses to behavioral emergencies by AMR "SMART" vehicle	47%	67%

FISCAL IMPACT:

AMR is covering more than half of the cost of the SMART expansion in-kind. The term of the amended agreement is July 1, 2012 through June 30, 2015, and the amendment increase is \$600,294, for a new maximum obligation of \$1,167,294. For FY 2013-14 the increase is \$222,444, which is funded by Mental Health Services Act funds of \$72,500, Mental Health MAA of \$46,605, 1991 Realignment of \$2,500, EMS funding of \$35,000, and \$65,839 of Measure A funds. For FY 2014-15 the increase is \$377,850, which is funded by Mental Health Services Act funds of \$145,000, Mental Health MAA of \$93,210, 1991 Realignment of \$5,007, EMS funding of \$70,000, and \$64,633 of

Measure A funds. These revenue and expenditures have been included in the BHRS FY 2013-14 and FY 2014-15 Adopted Budgets. There is no Net County Cost.