



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 20-199

Board Meeting Date: 4/7/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Lisa Mancini, Director, Aging and Adult Services

Subject: Amendment to the Agreement with the Institute on Aging for Friendship Line Services

RECOMMENDATION:

Adopt a resolution authorizing the Chief of San Mateo County Health or her designee to execute an amendment to the agreement with the Institute on Aging for the Friendship Line, increasing the amount by \$50,000 to an amount not to exceed \$262,180.

BACKGROUND:

Measure K funds help to support the Institute on Aging's (IOA) Friendship Line, a 24-hour hotline for seniors and disabled adults. The Friendship Line is the only such 24-hour hotline in the United States, and it provides crisis support services that include active suicide intervention and a unique call-out service. The current amount of the agreement is \$212,180.

The Friendship Line, in conjunction with the Center for Elderly Suicide Prevention, will provide client services and training to San Mateo service providers to help improve the system of care for older adults and adults with disabilities in San Mateo County. Seniors and disabled adults enrolled in the Call-Out Emotional Support Program will receive outreach calls for emotional support in order to help them remain in their own home. The emotional support call is also a source for health monitoring and assessment.

DISCUSSION:

As a result of the ongoing COVID-19 public health crisis, the Friendship Line is experiencing exponential call demand while, simultaneously, losing volunteers to respond to calls. IOA requested that San Mateo County increase the amount of its agreement by \$50,000 to pay for staff for eight weeks to increase their capacity to address calls and to keep the Friendship Line viable. This request has been approved by the San Mateo County Emergency Operations Center.

AAS requests that the Board authorize the Chief of San Mateo County Health or her designee to increase the current agreement with IOA by \$50,000.00.

The resolution has been reviewed and approved by County Counsel as to form, and all agreements will be approved by County Counsel as to form.

It is anticipated that this funding will allow IOA to meet the current performance goals in its existing agreement for the Friendship Line.

PERFORMANCE MEASURE

Measure	FY 2018-19 Actual	FY 2019-20 Projected
Number of calls through Friendship Line service	1,547 calls in and 4,093 calls out	1,800 calls in and 3,600 calls out

FISCAL IMPACT:

The term of the agreement remains July 1, 2019, through June 30, 2020. The agreement is being increased by \$50,000 to a new amount not to exceed \$262,180. Though the original agreement was Measure K-funded, the \$50,000.00 increase will come from County General Funds to be reimbursed by Federal Emergency Management Agency (FEMA) Disaster Relief Funds.