



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Health System

DATE: June 19, 2009
BOARD MEETING DATE: July 14, 2009
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

FROM: Jean S. Fraser, Chief, Health System
Brian J. Zamora, Director, Community Health Division

SUBJECT: Amendment Two to the Agreement with American Medical Response West for Assessment and Transport of Persons With Behavioral Emergencies and for the Transport of Mental Health Clients

RECOMMENDATION:

Adopt a Resolution authorizing the President of the Board to execute Amendment Two to the Agreement with American Medical Response West for assessment and transport of persons with behavioral emergencies and for the transport of mental health clients, extending the term from June 30, 2009 through September 30, 2009, and increasing the Agreement maximum by \$81,000 from \$1,296,000 to a new maximum of \$1,377,000.

BACKGROUND:

In December 2005, your Board approved a waiver of the Request for Proposals process and a 3-year Agreement with American Medical Response West (AMR) to provide assessment and transport of persons with behavioral emergencies and for the prescheduled transport of Behavioral Health and Recovery Services (BHRS) clients or Aging and Adult Services (AAS) clients for court appearances. The San Mateo County Mental Assessment and Referral Team (SMART) program was developed by the Health System and AMR in which a specially trained paramedic would respond to law enforcement Code 2 requests for individuals having a behavioral emergency.

DISCUSSION:

Early this year AMR informed the County that it was losing an estimated



\$499,000/year on this contract. AMR asked that either the funding be increased or that the services be modified. AMR and County staff have reviewed the services provided under this contract and the available funding. Several strategies have been identified to cut costs while preserving the most vital services. These strategies include: 1) Finding a less expensive transportation alternative for the prescheduled client court appearances, 2) providing backup to the SMART unit with 911 ambulances rather than non-emergency ambulances, and 3) staffing the SMART vehicle only 12 hours per day.

A review of four months of data relative to the frequency of SMART unit responses showed that the highest volume of calls was between 8 a.m. and 8 p.m. AMR plans to staff the vehicle seven days a week during these hours. When the SMART unit is unavailable, 911 paramedic-staffed AMR ambulances will respond to behavioral emergency calls.

AMR will continue to provide transportation for the prescheduled transport of BHRS clients or AAS clients for court appearances through the term of this Agreement. However, a less expensive alternative will be needed in the future. AAS and BHRS Divisions are developing a plan to meet this transport need.

Extending the SMART Agreement by 3 months through September 30, 2009, will allow the County to negotiate a new Agreement for the SMART program. Your Board approved a Resolution to continue payments on this contract from July 1, 2009 through September 30, 2009.

County Counsel has reviewed and approved the Resolution and Amendment as to form.

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 in the field setting. It is anticipated that 70% of behavioral emergency calls will be handled by the SMART vehicle.

Performance Measure:

Measure	FY 2008-09 Estimate	FY 2009-10 Target
Percent of EMS responses to behavioral emergencies by American Medical Response "SMART" vehicle.	70%	70%

FISCAL IMPACT:

The term of the amended Agreement is December 7, 2005 through September 30, 2009. The maximum obligation is increased by \$81,000 from \$1,296,000 to a new maximum obligation of \$1,377,000, which is included in the Community Health tentatively Adopted FY 2009-10 Budget. The Net County Cost associated with this Amendment is \$25,110.