



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

Health System

**DATE:** September 4, 2009  
**BOARD MEETING DATE:** September 29, 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 Three 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 Three 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 September 30, 2009 through June 30, 2010, and increasing the Agreement maximum obligation by \$258,000 from \$1,377,000 to a new maximum obligation of \$1,635,000.

**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. Your Board approved an Amendment on July 14, 2009, to extend the term through September 30, 2009 and increase the maximum obligation to \$1,377,000.



**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.

Extending the SMART Agreement by nine months through June 30, 2010, will continue the SMART program to the end of the fiscal year. 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.

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

**Performance Measure:**

<b>Measure</b>	<b>FY 2008-09 Actual</b>	<b>FY 2009-10 Projected</b>
Percent of EMS responses to behavioral emergencies by American Medical Response "SMART" vehicle.	<b>54%</b>	<b>50%</b>

**FISCAL IMPACT:**

The term of the amended Agreement is December 7, 2005 through June 30, 2010. The maximum obligation is increased by \$258,000 from \$1,377,000 to a new maximum obligation of \$1,635,000, which is included in the Community Health tentatively Adopted FY 2009-10 Budget. The Net County Cost associated with this Amendment is \$123,568.