



SAN RAFAEL CITY COUNCIL AGENDA REPORT

Department: FIRE

Prepared by: Matt Windrem, Battalion Chief

City Manager Approval: _____

TOPIC: DIRECT CONNECT EMS PILOT PROGRAM

SUBJECT: INFORMATIONAL UPDATE ON THE DIRECT CONNECT EMS PILOT PROGRAM

RECOMMENDATION: Accept the report.

BACKGROUND:

Beginning in May 2019, a group began meeting to discuss ways to address the needs of frequent 911 callers in Marin County. Led by the Marin County Health and Human Services, Whole Person Care project, this team had representatives from Emergency Medical Services (EMS), area hospitals, San Rafael Fire and Police Departments, and other community and health care organizations. Utilizing a human centered design process, this group researched the root causes of frequent EMS visits and possible interventions.

Ultimately the team developed the idea of a pilot program consisting of a nurse practitioner partnered with a social worker or other peer advisor able to respond when requested by Fire Department paramedics. The process and decisions were guided by the values of dignity, sustainability, and creativity.

Pilot goals:

- Reduce non-emergency Emergency Department visits.
- Identify gaps and ways to better meet the needs of the whole person, potentially including leveraging existing resources and processes.
- Support equity and dignity for high-frequency users of EMS, attending to the needs of the whole person while maintaining appropriate medical care and intervention.
- Reduce stigma around behavioral health issues, homelessness, and frequent use of EMS.
- Design for sustainability (fundable results)

The Direct Connect team began with a soft roll-out in San Rafael on January 28th. The team is based at Station 52, working daily with fire crews in San Rafael.

ANALYSIS:

The Direct Connect EMS program will begin as a 90-day pilot. During that time, weekly meetings are held to review calls, assess the effectiveness of the program, and make changes as needed based on

FOR CITY CLERK ONLY

Council Meeting: _____

Disposition: _____

feedback from field crews, the Direct Connect team, and the County and City sponsors. Because the team has been active for only a limited period, we are currently in the process of collecting data to obtain an understanding of the effectiveness of the program and will return to the Council with this data at a later date.

FISCAL IMPACT:

The estimated total cost for a 90-day pilot with a Nurse Practitioner and Peer/Social worker is approximately \$56,000. The San Rafael Fire Department has agreed to contribute 25% (\$14,000) of the cost of the pilot. Our actual contribution will be offset by in-kind contribution of the space to house the Direct Connect team and providing the vehicle. One of the temporary employees assigned to the team is employed by the City of San Rafael as a Paraprofessional Temp, and those costs will also be credited towards the City's contribution. All funding is within the current year's EMS Budget.

RECOMMENDED ACTION:

Accept the report.