

COUNCIL ACTION FORM

SUBJECT: **AGREEMENT WITH MARY GREELEY MEDICAL CENTER FOR
ALTERNATE RESPONSE TO COMMUNITY HEALTH (ARCH) CALLS
FOR FY 2023/24**

BACKGROUND:

As the City Council is aware, very frequently Mary Greeley Medical Center and the Ames Police Department respond to non-emergencies that result in extreme costs to both organizations and limit the capacity of our emergency responders to handle true emergencies.

In response to this growing trend, Mary Greeley Medical Center initiated the ARCH pilot program this fiscal year. This service responds with professionals trained in crisis stabilization to requests from people utilizing the 911 system as a means of soliciting help during times of mental health crisis, homelessness, and other non-emergency times of need. Because of the success of this trial period, Mary Greeley requested financial assistance from the City to help continue the ARCH program into FY 2023/24 with an increase in the number of hours for this service to 60 per week.

The total cost of this service for the one year is \$308,005 of which Mary Greeley Medical Center is seeking funding for half of the total from the City of Ames. In February 2023, the City Council appropriated \$154,008 from the FY 2022/23 General Fund balance for this twelve-month commitment. Therefore, funding for FY 2023/24 is from one-time monies and has not yet been included in the base budget.

ALTERNATIVES:

1. Approve the attached agreement with Mary Greeley Medical Center to fund up to \$154,008 towards the ARCH program in FY 2023/24.
2. Refer the proposed agreement back to City staff with instructions to negotiate different terms.
3. Decide not to approve the attached agreement with Mary Greeley Medical Center to fund up to \$154,008 towards the ARCH program in FY 2023/24.

CITY MANAGER'S RECOMMENDED ACTION:

Feedback from the Police Department indicates that the ARCH program is fulfilling its objectives and thereby providing appropriately trained professionals to respond to these crisis calls as well as freeing up our officers' time to respond to emergency situations. Therefore, it is the recommendation of the City Manager that the City Council

approve Alternative #1 and thereby approve the attached agreement with Mary Greeley Medical Center to fund up to \$154,008 towards the ARCH program in FY 2023/24.

It should be noted that in order to help evaluate the on-going success of the program, Article 5 of the agreement requires Mary Greeley Medical Center to provide relevant performance data to the City each month.

Given the drastic budget limitations placed upon Iowa cities by the State Legislature that will take effect during the development of the City's FY 2024/25 budget, it is hoped that Mary Greeley Medical will solicit other entities who benefit from this service in the community or other outside funding sources to help finance this service in future years.

**MEMORANDUM OF AGREEMENT BETWEEN MARY GREELEY MEDICAL CENTER
AND THE CITY OF AMES, IOWA FOR AN ALTERNATE RESPONSE TO COMMUNITY HEALTH CALLS FOR
SERVICE**

This AGREEMENT (the "Agreement"), effective the first day of July, 2023 (the Effective Date"), is between Mary Greeley Medical Center ("Mary Greeley") and the City of Ames ("City"), (each individually, a "Party", and both collectively, the "Parties").

RECITALS

WHEREAS, every day in the Ames community, Mary Greeley and the City Police Department respond to 911 calls that are non-emergencies, at an extraordinary cost; and

WHEREAS, utilizing emergency servicers for non-emergency situations impacts the capacity to respond to situations that are considered true emergencies; and

WHEREAS, in response to this trend Mary Greeley recently launched a pilot program called ARCH (Alternative Response for Community Health) in collaboration with the City Police Department to respond to service requests from individuals utilizing the 911 system as a means for initiating help during times of mental health crisis, homelessness, and other non-emergent times of need; and

WHEREAS, because of the initial success of the ARCH program the Parties desire to continue this service for a twelve-month period with an increased number of hours.

NOW, THEREFORE, for and in consideration of the foregoing, and for other good and valuable considerations, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto agree as follows:

ARTICLE 1. SCOPE OF SERVICES

Mary Greeley will continue to provide the ARCH service with a specialized 911 response unit staffed by professionals trained in mental health and crisis stabilization. The unit will provide 60 hours of service per week along with an ARCH Coordinator for 8 hours per week. The unit will provide immediate response to 911 calls deemed appropriate by the Public Safety Dispatcher at the City Public Safety Communications Center to de-escalate situations and help connect individuals with available community resources.

ARTICLE 2. BUDGET FOR THE SERVICE AND PAYMENT OBLIGATIONS

The budget as developed by Mary Greeley to accomplish the scope of service identified in Article 1 is \$308,005. The City agrees to pay Mary Greeley a total of \$154,008 as its share of the financial support for the ARCH service over the term of the Agreement. This financial obligation will be satisfied with monthly payments of \$12,834 from the City to Mary Greeley.

ARTICLE 3. DOCUMENTATION OF PERSONNEL TIME WORKED

In order to receive the monthly payments specified in Article 2, Mary Greeley, at the conclusion of each month, shall submit to the City Director of Finance documentation of the hours actually worked for that month by the ARCH unit responders and Coordinator. The required documentation shall be submitted by the 15th of the following month. By the last business day of the following month, the City will issue

payment to Mary Greeley in the amount specified under Article 2. If the documentation or the timing requirement is not met, Mary Greeley may submit the required documentation in a future reporting period, at which time the City may issue any unissued payments specified in Article 2.

ARTICLE 4. PERFORMANCE DATA

In order to gauge the success of the ARCH program, Mary Greeley agrees to submit each month along with the documentation required in Article 3 the following information:

- Number of welfare checks
- Number of positive outcomes
- Number of Emergency Room visits avoided
- Number of ambulance calls avoided
- Number of police department responses avoided
- Number of police department responses, but released early
- Number of ARCH transports (to homeless shelters, friends/family homes, etc.)
- Number of ambulance transfers

ARTICLE 5. TERM OF THE AGREEMENT

The term of this agreement and the obligations thereunder are for a period from July 1, 2023 until June 30, 2024.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives.

MARY GREELEY MEDICAL CENTER

CITY OF AMES, IOWA

By: 
Brian Dieter, President & CEO

By: _____
John A. Haila, Mayor

Date: 6/22/23

Date: _____