



11/09/2023

San Antonio Fire Department
Attn: Chief Andrew Estrada

Re: Haven for Hope Acute Care Station – Mobile Integrated Healthcare Program

Dear Chief Estrada,

We are pleased to announce that effective January 1, 2024, through December 31, 2024 both the San Antonio Fire Department (SAFD) Mobile Integrated Healthcare (MIH) Program and the Southwest Texas Regional Advisory Council (STRAC) have been presented with operational funding totaling \$268,028; \$267,028 for SAFD personnel costs and \$1,000 for equipment. The continuation of the Haven for Hope Acute Care Station Mobile Integrated Healthcare Program will be comprised of additional funding from various sources and clinical programs to Methodist Healthcare Ministries, various Healthcare Systems, and other entities that have interest in the STRAC MIH Consortium Program. The goal of this program is to interact with high-utilizer patients in non-emergency and emergency settings to provide proactive care, intervention and healthcare navigation in order to improve health, maximize efficiencies and show cost savings. The program will focus on providing a clinic every evening from 8pm – 11pm in which the assigned MIH personnel is available to interact with patients on the Haven for Hope campus to discuss and assess their clinical needs. The assigned MIH personnel will also be available every night from 7pm until 7am to intercept 911 calls originating from Haven for Hope in an attempt to reduce the number of 911 calls and transports by San Antonio EMS to hospitals by utilizing taxi vouchers when appropriate, treating on scene and obtaining a refusal or referring to a primary care clinic to be seen the next day. The program will navigate patients towards the most appropriate level of care to ensure continuity with a coordinated care plan and improve adherence to the patients individualized care plan for social services, physical healthcare and mental health/addiction services within the Haven for Hope campus. The Signify Community Platform will be used to track patients and refer them to resources through the Acute Care Station. Once initial training is provided by STRAC personnel and/or Vendor, the San Antonio Fire Department will be responsible for the scheduling of provider training, implementation and execution of the Signify Community software for the duration of the Award.

In lieu of a disbursement of funds to the San Antonio Fire Department, STRAC will be responsible for the management of the STRAC MIH Consortium Program and account for all funds being disbursed, and in turn, will be providing goods and services and reimbursement to the San Antonio Fire Department for MIH personnel involved in program activities.

All procurement activities associated with this program shall follow STRAC accounting guidelines and generally accepted accounting principles for the purchase of goods and services without exception. It is critical that all procurement provisions be completely followed. When in doubt, please contact STRAC personnel for proper guidance. The STRAC must report all expenditures by the end of the fiscal year. Partners should ensure that costs claimed under this program are eligible and reasonable. Below lists the eligible and non-allowable expenses.

Eligible Expenses

- Supplies
- Personnel/Operational expenses related to the MIH program
- Education and Training
- Equipment, including medical supplies

Non-allowable Expenses

- Buildings
- Land/real property
- Investments
- Tax

If you have any questions about this funding, eligible expenses, or the reporting process, please contact Mrs. Amy Flores at (210) 233-5834 or email at accounting@strac.org

Sincerely,

A handwritten signature in blue ink, appearing to read "Eric Epley", is written over a large, stylized blue flourish that extends downwards and to the right.

Eric Epley
Executive Director