



STAFF REPORT

DATE: November 17, 2025

FROM: Nathan Cooke, Interim Director

BY: Damian Parsons, Finance/Administrative Director
Erika Torres-Murillo, Staff Analyst II

TO: CONFIRE Administrative Committee

SUBJECT: Approval of MOU Between CONFIRE and DBH

Recommendation

Authorize the Interim Executive Director to execute the Memorandum of Understanding (MOU) between CONFIRE and the Department of Behavioral Health (DBH) in the amount of \$2,040,000 from the date of execution of the MOU, to June 30, 2028.

Background Information

The Emergency Communications Nurse System (ECNS) program was implemented on December 21, 2020, through a contractual agreement with Regional Emergency Medical Services Agency (REMSA) to provide California licensed nurses who were Emergency Medical Dispatch (EMD) trained in LowCode to screen certain low acuity calls and direct them to appropriate treatment or transportation options. This program aims to mitigate unnecessary ambulance transport and emergency room (ER) visits by providing immediate, professional nursing care to individuals in their homes or community settings and sometimes arrange for other modes of transportation to non-emergency medical facilities. This approach not only alleviates the strain on our emergency services but also ensures that patients receive timely and appropriate care in the most suitable environment.

DBH provides behavioral health crisis services to San Bernardino County residents and their families in need of behavioral health services in San Bernardino County.

This Memorandum of Understanding (MOU) outlines DBH's commitment to provide partial financial support allocation to CONFIRE's ECNS program for the period of this MOU. This MOU also outlines the collaborative efforts between CONFIRE and DBH regarding the ECNS program. CONFIRE staff will evaluate 911 crisis calls that are behavioral health in nature and determine whether or not the individual is experiencing a behavioral health crisis and requires EMS or police response. If not, those calls will be transferred to the DBH Social Worker II (SWII) who will be co-located in the same 911

dispatch center to triage and coordinate with the DBH Crisis Contact Center (CCC) who will dispatch the mobile crisis team when appropriate.

The MOU is under revision as staff are working with DBH to finalize operational details. CONFIRE staff requests this Administrative Committee to authorize the Interim Executive Director to execute the agreement once it is finalized, to expedite the implementation of the collaboration and the receipt of funding.

Fiscal Impact

The annual revenue for CONFIRE's ECNS programs will be \$680,000 a year, for the next three (3) years and shall be subject to availability of funds to DBH.

Attachments

- MOU-DBH-11-18.25 CONFIRE Emergency Communications Nurse System FINAL.confire.v4 (Subject to change)