

ITEM #: 12
DATE: 11-18-25
DEPT: POLICE

COUNCIL ACTION FORM

SUBJECT: APPROVAL OF A MEMORANDUM OF AGREEMENT WITH MARY GREELEY MEDICAL CENTER FOR ALTERNATIVE RESPONSE TO COMMUNITY HEALTH CALLS FOR SERVICE

BACKGROUND:

In spring 2025, through the budget process, the City Council approved supporting the City's partnership with Mary Greeley Medical Center (MGMC) by funding the Alternative Response for Community Health (ARCH) program in the amount of \$132,000 for fiscal year 2025/26. This amount was a \$30,000 increase compared to FY 2024/25.

ARCH is a team employed by Mary Greeley Medical Center comprised of a social worker and a medical professional who respond to calls with a mental health component. The team is dispatched through the City's Communications Center. When a call for service comes into the Communications Center, it is triaged and the appropriate responder is dispatched, whether that be a police officer, fire personnel, ARCH, EMS, or a combination.

The goal of ARCH is to provide high quality services while freeing up other first responders and diverting Emergency Room visits. ARCH also works with the Police Department's Mental Health Advocate and the Homelessness Outreach Support Team (HOST) to conduct follow-ups on calls for service.

Although ARCH has continued to provide services and City Council has already appropriated \$132,000 for FY 2025/26, an updated agreement has not been fully executed. The attached agreement, therefore, is effective July 1, 2025 and will remain in effect for a period of five years.

The service agreement outlines the scope of the ARCH program, responsibilities of MGMC and the City, the budget and financial support from the City for ARCH, and performance data expectations. **The City's commitment to financially support ARCH service past FY 2025/2026, is dependent on future appropriation of funds by the City Council.**

In addition, on October 28, 2025 the Council approved up to \$10,000 of previously undesignated Analysis of Social Services Evaluation Team (ASSET) funding to HOST to be used for homelessness outreach. The HOST team is made up of MCMC-ARCH staff, the City's Mental Health Advocate, and a staff member at The Salvation Army. This agreement allows MGMC-ARCH to become the fiscal agent of the outreach funds.

ALTERNATIVES:

1. Approve the Memorandum of Agreement between Mary Greeley Medical Center and the City of Ames, Iowa for an Alternative Response to Community Health Calls for Service.

2. Do not approve the Memorandum of Agreement between Mary Greeley Medical Center and the City of Ames, Iowa for an Alternative Response to Community Health Calls for Service.

CITY MANAGER'S RECOMMENDED ACTION:

The partnership with Mary Greeley Medical Center for the ARCH program provides quality and effective services to address crisis situations while freeing up other first responders and diverting expensive visits to the Emergency Room. The model of dispatching the team through the City's Emergency Communication Center has proven to be beneficial to all involved. The attached agreement allows this partnership to continue. Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as described above.

This action to approve the joint agreement will have no effect on the FY 2025/26 budget since the funding obligations highlighted for the current fiscal year have already been appropriated in the budget.

ATTACHMENT(S):

[Service_Agreement_ARCH FINAL.pdf](#)
[ARCH annual report 2024.pdf](#)