

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: August 23, 2024

CAO File No. 0220-05827-0006
Council File No. 20-0769-S7
Council District: Citywide

To: Honorable Members of the City Council

From: Matthew W. Szabo, City Administrative Officer



Subject: **STATUS UPDATE ON THE UNARMED MODEL OF CRISIS RESPONSE PILOT PROGRAM**

RECOMMENDATION

That the Council, subject to the approval of the Mayor:

Review and Approve Proposed Expansion Plan allowing each UMCR vendor to expand into one additional LAPD service area.

BACKGROUND

On March 12, 2024, the Office of the City Administrative Officer (CAO), launched a pilot to divert certain non-emergency 9-1-1 calls for service to unarmed responders. This pilot, the Unarmed Model of Crisis Response (UMCR), currently is operational in three Police Areas, Southeast, Wilshire, and Devonshire. Council File 20-0769-S7 provides a summary of the UMCR pilot and its impacts to date.

This pilot was developed in partnership with the Los Angeles Police Department (LAPD) and is delivered by three contracted non-profit service providers, Exodus Recovery, Inc., Alcott Center, and Penny Lane Centers. The contract for the first year of the pilot is set to expire on September 1, 2024. The agreement allows for one additional year of service pending a contract amendment.

EXTENSION OF THE UNARMED MODEL OF CRISIS RESPONSE PILOT

UMCR Pilot Extension

The current UMCR service agreements will expire on September 1, 2024, however the agreements include an option to extend the contracts for a period of one year.

This Office has worked closely with the three non-profit partners, Exodus Recovery, Inc., Alcott

Center, and Penny Lane Centers to develop amendments to the existing contracts and has submitted them to the Mayor’s Office for ED3 Review. After reviewing and approving the contract amendments, the Mayor’s Office will forward the amendments to the City Council for approval.

The proposed Amendments will:

- extend the terms of the Agreements by one year through August 31, 2025 to allow the Contractors to continue providing services as part of the pilot through this date;
- increase Agreement compensation for each Contractor in varying amounts;
- update the Scope of Work (SOW) to the Agreements to allow for the expansion to new service areas and additional call types; and
- amend various technical contracting requirements such as updating the City’s Standard Provisions for City Contracts and required minimum insurance.

The proposed changes in cost and SOW are summarized below.

Cost

Table 1. shows cost estimates provided by the vendors for continued service from September 1, 2024 - August 31, 2025. These estimates reflect the varied staffing models utilized by each service provider. The funds for this additional year are available in the Unappropriate Balance and from savings from the first year of the pilot. It is not anticipated that additional funds will be required this fiscal year.

AREA/ ACTIVITY	COST
Penny Lane Centers - Devonshire	\$3,484,019.81
Exodus Recovery Inc. - Southeast	\$3,555,042.78
Alcott Center - Wilshire	\$2,442,124.00
Dispatch	\$1,106,017.35
TOTAL	\$10,740,519.22
Total with 5% contingency	\$11,277,545.18

Scope of Work

There are various changes to the SOW to clarify the provision of services based on lessons learned during the pilot to date, including adding language to clarify procedures for data reporting

and invoicing. However, the most substantive change to the SOW allows the Contractors to provide unarmed response services in additional LAPD Areas, beyond the single area that is currently included in the Agreement for each Contractor.

Each Contractor is operating in a different LAPD Service Area. Alcott is operating in the Wilshire Area, Exodus in the Southeast Area, and Penny Lane in the Devonshire Area. In addition to serving the Southeast Area, Exodus also provides centralized dispatch services for all three Contractors. The contractors notified the City that their current allocated resources provided sufficient capacity to take calls in one additional area per contractor without incurring additional costs.

In order to prevent the operational challenges that would accompany co-locating UMCR in areas where the CIRCLE program operates, this office prioritized areas where there is a gap in unarmed response coverage. Currently, there are five LAPD service areas for which there is no unarmed response program operating or planned: North Hollywood, Olympic, Topanga, West Los Angeles, and West Valley.

The contractors were provided the prospective call volume for each uncovered LAPD area, asked to review a map of unarmed response coverage, identify the top three uncovered areas they are interested in expanding into, and demonstrate the resources and capacity to handle the expanded workload, including equipment, staffing, and subcontractor relationships.

This office reviewed the proposals, and determined that the following expansion plan would best align with the objectives of UMCR, maintain the ongoing collaboration with LAPD, and ensure program resources are optimally utilized.

UMCR PROPOSED EXPANSION PLAN

AGENCY	SERVICE AREA	PROPOSED EXPANSION AREA
Alcott	Wilshire	Olympic
Penny Lane	Devonshire	West Valley
Exodus	Southeast	West LA

Next Steps

Additionally, language was added to the contract terms to allow for an expansion of the types of calls that UMCR will be responsive to. The aim of the call type expansion is to enhance the

effectiveness of UMCR by addressing a broader range of crises and ensuring that individuals in need receive appropriate support. This office is collaborating with LAPD to identify pertinent call types and will report back on recommendations of the expanded call types.

FISCAL IMPACT STATEMENT

There is no fiscal impact to the General Fund associated with the information provided in this report. Funding for the contracts in the current year is available through the Unappropriated Balance. Any remaining funding needs should be addressed through the 2024-25 budget process.

FINANCIAL POLICIES STATEMENT

The CAO reports that the information in this report is consistent with the City's Financial Policies in that current operations will be funded by current appropriations.

MWS:MCB:AEH:HMR:VW