

PUBLIC SAFETY and BUDGET, FINANCE AND INNOVATION COMMITTEES REPORT relative to the City's Unarmed Model of Crisis Response (UMCR) pilot program.

Recommendation for Council action:

NOTE and FILE the February 29, 2024 and June 5, 2024 City Administrative Officer (CAO) reports relative to the status of the City's UMCR pilot program, inasmuch as this report is for information only and no Council action is required.

Fiscal Impact Statement: Not applicable.

Community Impact Statement: None submitted.

Summary:

On June 11, 2024, the Public Safety (PS) Committee considered February 29, 2024 and June 5, 2024 CAO reports relative to the City's Unarmed Model of Crisis Response (UMCR) pilot program. According to the CAO, on March 12, 2024, the CAO, in partnership with the Los Angeles Police Department (LAPD) and three non-profit service providers, Exodus Recovery, Inc., Alcott Center, and Penny Lane Centers, launched a pilot to divert non-emergency 9-1-1 calls for service to unarmed responders. This pilot, the UMCR, currently is operational in three Police Areas, Southeast, Wilshire, and Devonshire. Council File No. 20-0769-S6 provides a summary of the UMCR pilot and efforts taken ahead of its launch to ensure success. This report will provide further information on the pilot, its first month of service, preliminary findings, and recommendations for expansion. The UMCR Pilot will also inform the development of a multi-year transition plan and framework to create a citywide, 24/7 unarmed response program (Council File No. 22-0979). The CAO is closely monitoring the UMCR performance, challenges, and successes to provide future guidance on expanding this program in coordination with other, existing alternative response programs.

Identifying and triaging calls appropriate for UMCR is a key part of how Police Service Representatives (PSRs, i.e. 9-1-1 call-takers) contribute to an effective response. PSRs are tasked with assessing risk in all the calls they receive, and, in divertible circumstances, attempting to determine whether there is a risk of violence or harm that would negate a UMCR response. To be successful, PSRs must have clear protocols, training, and support on how and when to divert calls to crisis response teams. CAO staff participated in the preparation of PSRs prior to launch. At each of the two LAPD Communications Dispatch Centers, the CAO staff conducted presentations at roll call meetings to provide PSRs a better understanding of the UMCR program and their responsibilities with regard to selecting appropriate 9-1-1 calls for diversion. Additionally, the PSRs were provided internal training based on the Communications Divisional Order specifying when the UMCR teams will and will not respond. The procedures to operationalize the call diversions via the Computer Aided Dispatch (CAD) technology

system were issued and a training video was created and sent to all Communications Division personnel along with the finalized decision tree (Attachment 1 to the June 5, 2024 CAO report) and Divisional Order. Prior to launch, a mandatory, in-person Kick-Off Meeting was convened to ensure responders were informed of the City's expectations and goals.

Responders were advised of the background on the need for the program, the program's goals and objectives, the roles and responsibilities of team members, and best protocols and practices of civilian crisis response programs. Supervisors from the LAPD Communications Division attended as well, ensuring that everyone was aligned on the program's requirements. The UMCR Pilot successfully launched at 8:00 a.m. on Tuesday, March 12, 2024, and began to deploy multidisciplinary teams of trained crisis responders to calls diverted by PSRs in the Southeast, Wilshire, and Devonshire areas. The UMCR dispatch center, operated by and housed at the Exodus Recovery facility, receives incidents from LAPD's PSRs via the CAD system and transfers the incident details to the mobile crisis dispatch platform, Behavioral Health Link (BHL). Utilizing GPS, BHL notifies the nearest available response team and electronically dispatches them to the location of the incident. The responder team indicates acceptance of the dispatch, and marks themselves en route. Once on scene, the team accesses the BHL platform to mark their arrival and, as an advanced safety protocol, electronically check-in every 10 minutes. Every operating area of UMCR is staffed at all times by two teams of two responders. Responder team composition varies depending on the contracted partner. All teams include or are supervised by licensed clinicians who bring in-depth knowledge of mental health disorders, therapeutic techniques, and evidence-based interventions.

After further consideration and having provided an opportunity for public comment, the Public Safety moved to note and file the CAO reports. Subsequently, on June 26, 2024, the Budget, Finance and Innovation Committee also considered this matter. After consideration and having also provided an opportunity for public comment, the Budget Committee moved to concur with the PS Committee. This matter is now submitted to Council for its consideration.

Respectfully Submitted,
Public Safety Committee

COUNCILMEMBER VOTE

RODRIGUEZ: YES
LEE: YES
PARK: YES
PRICE: YES
SOTO-MARTINEZ: YES

Budget, Finance, and Innovation Committee

COUNCILMEMBER VOTE

BLUMENFIELD: YES

HARRIS-DAWSON: ABSENT

McOSKER: YES

RODRIGUEZ: YES

YAROSLAVSKY: YES

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6/26/24

-NOT OFFICIAL UNTIL COUNCIL ACTS-