

0150-12008-0001

**TRANSMITTAL**

TO The City Council	DATE 02/09/22	COUNCIL FILE NO.
FROM The Mayor	COUNCIL DISTRICT All	

**Proposed Second Amendment with Didi Hirsch Mental Health Services  
to provide mental health call diversion services under the Call Direction to Ensure  
Suicide Safety Program (CRESS) for the Los Angeles Police Department**

This contract amendment is authorized for execution.  
Please see the City Administrative Officer report attached.

  
\_\_\_\_\_  
MAYOR  
(Andre Herndon for)

MWS:RC:04220048t

CAO 649-d

**Report From**  
**OFFICE OF THE CITY ADMINISTRATIVE OFFICER**  
**Analysis of Proposed Contract**  
(\$25,000 or Greater and Longer than Three Months)

To: The Mayor	Date: 01-27-22	C.D. No. All	CAO File No.: 0150-12008-0000
Contracting Department/Bureau: Los Angeles Police Department		Contact: James Acheron (213) 486-0378	
Reference: Board of Police Commissioners transmittal to the Mayor's Office dated November 16, 2021; referred for report on December 8, 2021			
Purpose of Contract: To provide mental health call diversion services for identified mental health calls under the Call Direction to Ensure Suicide Safety (CRESS) Pilot Program			
Type of Contract: ( ) New contract (X) Amendment, Contract No. C-137882		Contract Term Dates: February 10, 2021 through June 30, 2023 (including proposed 16-month extension)	
Contract/Amendment Amount: \$1,404,419			
Proposed amount \$ 1,404,419 + Prior award(s) \$ 838,522 = Total \$ 2,242,941			
Source of funds: General Fund			
Name of Contractor: Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services			
Address: 4760 S. Sepulveda Blvd., Culver City, CA 90230			
	Yes	No	N/A
1. Council has approved the purpose	X		
2. Appropriated funds are available	X		
3. Charter Section 1022 findings completed	X		
4. Proposals have been requested			X
5. Risk Management review completed	X		
6. Standard Provisions for City Contracts included	X		
7. Workforce that resides in the City: 30%			
Contractor has complied with:		Yes	No
8. Business Inclusion Program			X
9. Equal Benefits & First Source Hiring Ordinances		X	
10. Contractor Responsibility Ordinance		X	
11. Disclosure Ordinances		X	
12. Bidder Certification CEC Form 50		X	
13. Prohibited Contributors (Bidders) CEC Form 55		X	
14. California Iran Contracting Act of 2010		X	

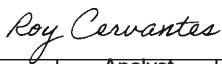
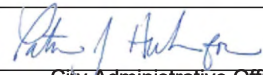
**RECOMMENDATIONS**

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

- 1) Authorize the Chief of Police, or designee, to execute a Second Amendment to Contract No. C-137882 with Didi Hirsch Psychiatric Service dba Didi Hirsch Mental Health Services to continue to provide mental health call diversion services under the Call Direction to Ensure Suicide Safety (CRESS) Pilot Program; and,
- 2) Authorize the Controller to transfer a total of \$468,419 from the Unappropriated Balance Fund No. 100/58 (\$200,000 from Account No. 580328, Mental Health Services Support, and \$268,419 from Account No. 580335, Community Initiatives) to the Police Department Fund No. 100/70, Account No. 003040, Contractual Services for the CRESS Pilot Program.

**SUMMARY**

In December 2020, the Mayor and Council authorized the Los Angeles Police Department (LAPD) to enter into a one-year contract with Didi Hirsch Mental Health Services to operate the Call Direction to Ensure Suicide Safety (CRESS) Pilot Program (C.F. 20-1506). The contract allowed Didi Hirsch to handle identified mental health calls that were diverted from 9-1-1 to ensure that individuals who were experiencing mental health or suicidal crisis receive appropriate support in a timely manner, and

 RC Analyst 04220048	 City Administrative Officer
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thereby reduce the need for the Los Angeles Police Department to respond to these types of calls. The service was initially provided for eight hours per day, seven days per week. The original term of the Contract was from February 10, 2021 through February 9, 2022.

In October 2021, the Mayor and Council approved the First Amendment to the Contract to expand CRESS program services from eight hours per day to 24 hours per day, seven days per week (C.F. 20-1506-S1). The 2021-22 Adopted Budget included additional funding for the First Amendment to cover the cost of the increased services.

<b>Contract C-137882</b>	<b>Contract Increase</b>	<b>Total Compensation</b>
Initial Contract	\$378,522	\$378,522
First Amendment	\$460,000 (from 2021-22 Adopted Budget – General City Purposes)	\$838,522
Second Amendment	\$1,404,419 (\$468,419 from 2021-22 Adopted Budget – Unappropriated Balance line items; \$936,000 requested in 2022-23 Budget)	\$2,242,941

The proposed Second Amendment extends the contract term by an additional 16 months, from February 10, 2022 through June 30, 2023, and increases the contract compensation amount by \$1.4 million, for a total of \$2.2 million. Due to the service expansion from eight hours a day to 24 hours a day, the Department has requested an additional \$468,419 to cover the contract costs for the remainder of 2021-22. The Unappropriated Balance of the 2021-22 Adopted Budget includes \$2.2 million for Mental Health Services Support and the associated costs of various pilot programs, such as the CRESS program. As of this date, \$200,000 is available from the Mental Health Services Support line for the CRESS program. The Unappropriated Balance also includes a line item for Community Initiatives that includes \$10 million set aside for exploring various law enforcement alternatives (Public Safety Alternatives). This Office recommends that \$268,419 from this line be transferred to the Police Department to fully fund the CRESS program for the remainder of 2021-22. The Department has requested the additional \$936,000 in funding for the contract amendment in its 2022-23 budget proposal.

Council approval is required for this proposed amendment, as the original contract and First Amendment were also approved by Council.

## **FISCAL IMPACT STATEMENT**

There is no additional General Fund impact. Funding for the proposed contract amendment is available from the Unappropriated Balance of the 2021-22 Adopted Budget. Subsequent year funding will be subject to consideration during the budget development process.

## **FINANCIAL POLICIES STATEMENT**

The recommendations in this report comply with the City Financial Policies in that the City's financial obligation is limited to funds budgeted for this purpose.

# LOS ANGELES POLICE COMMISSION

## BOARD OF POLICE COMMISSIONERS

WILLIAM J. BRIGGS, II  
PRESIDENT

EILEEN M. DECKER  
VICE PRESIDENT

DALE BONNER  
MARIA LOU CALANCHE  
STEVE SOBOROFF

MARIA SILVA  
COMMISSION EXECUTIVE ASSISTANT II



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MAYOR

RICHARD M. TEFANK  
EXECUTIVE DIRECTOR

MARK P. SMITH  
INSPECTOR GENERAL

EXECUTIVE OFFICE  
POLICE ADMINISTRATION BUILDING  
100 WEST FIRST STREET, SUITE 134  
LOS ANGELES, CA 90012-4112

(213) 236-1400 PHONE  
(213) 236-1410 FAX  
(213) 236-1440 TDD

November 16, 2021

BPC #21-216

The Honorable Eric Garcetti  
Mayor, City of Los Angeles  
City Hall, Room 303  
Los Angeles, CA 90012

The Honorable City Council  
City of Los Angeles, Room 395  
c/o City Clerk's Office

Attention: Heleen Ramirez

Dear Honorable Mayor:

RE: APPROVAL OF THE SECOND AMENDMENT TO THE CONTRACT BETWEEN THE  
CITY OF LOS ANGELES AND DIDI HIRSCH PSYCHIATRIC SERVICE DBA DIDI  
HIRSCH MENTAL HEALTH SERVICES FOR MENTAL HEALTH CALL DIVERSION  
SERVICES

At the regular meeting of the Board of Police Commissioners held Tuesday, November 16, 2021  
the Board APPROVED the Department's report relative to the above matter.

This matter is being forwarded to you for approval.

Respectfully,

BOARD OF POLICE COMMISSIONERS

A handwritten signature in blue ink that reads "Maria Silva".

MARIA SILVA  
Commission Executive Assistant

Attachment

c: Chief of Police

INTRADEPARTMENTAL CORRESPONDENCE

BFC # 21-216  
REVIEWED BY: *[Signature]* 11/19/21  
RICHARD M. TEFANK  
EXECUTIVE DIRECTOR  
DATE

November 12, 2021

3.5

**RECEIVED**

NOV 10 2021

**POLICE COMMISSION**

**TO:** The Honorable Board of Police Commissioners

**FROM:** Chief of Police

**SUBJECT:** REQUEST FOR APPROVAL OF THE SECOND AMENDMENT TO THE CONTRACT BETWEEN THE CITY OF LOS ANGELES AND DIDI HIRSCH PSYCHIATRIC SERVICE DBA DIDI HIRSCH MENTAL HEALTH SERVICES FOR MENTAL HEALTH CALL DIVERSION SERVICES

**RECOMMENDED ACTIONS**

1. That the Board of Police Commissioners (Board) REVIEW and APPROVE the attached Second Amendment to Contract No. C-137882 between the City and Didi Hirsch Psychiatric Service DBA Didi Hirsch Mental Health Services.
2. That the Board TRANSMIT the Second Amendment to the Mayor's Office for review and approval.
3. That the Board AUTHORIZE the Chief of Police to execute the Second Amendment upon Mayoral approval.
4. That the Board REQUEST the Mayor and City Council to:
  - A. TRANSFER \$468,419 from funding source TBD to Department No. 70, Fund No. 100, Account No. 003040 Contractual Services.
  - B. AUTHORIZE the Los Angeles Police Department to prepare Controller instructions for any technical adjustments as necessary to implement Mayor and Council intentions, subject to the approval of the City Administrative Officer, and authorize the Controller to implement the instructions.

**DISCUSSION**

On February 10, 2021, the City entered into a one-year contract with the Contractor to operate the Call Direction to Ensure Suicide Safety Pilot Program (CRESS Pilot Program) pursuant to a motion adopted by the City Council and approved by the Mayor (Council File No. 20-1506). The contract allows the Contractor to handle identified mental health calls to ensure that individuals in severe emotional distress or suicidal crisis receive the appropriate support in a timely manner and to reduce the need for the Los Angeles Police Department to respond to these

types of calls. Initially, the Contractor provided this service for eight hours per day, seven days per week. The First Amendment expanded this service to allow the Contractor to handle these calls twenty-four hours per day, seven days per week (24/7) and increased the total compensation from \$378,522 to \$838,522, through February 10, 2022. Funding was provided in the Police Department's Fiscal Year 2021/22 budget to cover this increased cost.

This Second Amendment extends the term of the contract for approximately 16 months, starting February 10, 2022 and ending June 30, 2023, and further increases the contract amount by \$1,404,418.85, for a total compensation of \$2,242,940.85. This represents a negotiated savings of \$170,319.24 for the extended term. Extending the contract increases the compensation by \$468,419, in the current fiscal year (2020/21) which was not funded in the Police Department's budget and will require an additional appropriation. Funding for Fiscal Year 2022-23, in the amount of \$936,000 will be requested in the Police Department's proposed budget.

The Office of the City Attorney has approved the Second Amendment as to form.

Should you have any questions concerning this request, please contact Police Administrator II Thom Brennan, Commanding Officer, Fiscal Group, at (213) 486-8590.

Respectfully,

  
MICHEL R. MOORE  
Chief of Police

BOARD OF  
POLICE COMMISSIONERS

Approved By  
Secretary

*November 16, 2021*  
*Maria Silva*

Attachment

## INTRADEPARTMENTAL CORRESPONDENCE

October 18, 2021  
3.5

**TO:** Chief of Police

**FROM:** Commanding Officer, Fiscal Group

**SUBJECT:** REQUEST FOR APPROVAL OF THE SECOND AMENDMENT TO THE CONTRACT BETWEEN THE CITY OF LOS ANGELES AND DIDI HIRSCH PSYCHIATRIC SERVICE DBA DIDI HIRSCH MENTAL HEALTH SERVICES FOR MENTAL HEALTH CALL DIVERSION SERVICES

It is requested that the Chief of Police review, approve and transmit to the Board of Police Commissioners the attached Second Amendment to Contract No. C-137882 between the City and Didi Hirsch Psychiatric Service DBA Didi Hirsch Mental Health Services (Contractor).

On February 10, 2021, the City entered into a one-year contract with the Contractor to operate the Call Direction to Ensure Suicide Safety Pilot Program (CRESS Pilot Program) pursuant to a motion adopted by the City Council and approved by the Mayor (Council File No. 20-1506). The contract allows the Contractor to handle identified mental health calls to ensure that individuals in severe emotional distress or suicidal crisis receive the appropriate support in a timely manner and to reduce the need for the Los Angeles Police Department to respond to these types of calls. Initially, the Contractor provided this service for eight hours per day, seven days per week. The First Amendment expanded this service to allow the Contractor to handle these calls twenty-four hours per day, seven days per week (24/7) and increased the total compensation from \$378,522 to \$838,522, through February 10, 2022. Funding was provided in the Police Department's Fiscal Year 2021/22 budget to cover this increased cost.

This Second Amendment extends the term of the contract for approximately 16 months, starting February 10, 2022 and ending June 30, 2023, and further increases the contract amount by \$1,404,418.85, for a total compensation of \$2,242,940.85. This represents a negotiated savings of \$170,319.24 for the extended term. Extending the contract increases the compensation by \$468,419, in the current fiscal year (2020/21) which was not funded in the Police Department's budget and will require an additional appropriation. Funding for Fiscal Year 2022-23, in the amount of \$936,000 will be requested in the Police Department's proposed budget.

The Office of the City Attorney has approved the Second Amendment as to form.

Chief of Police

Page 2

3.5

Should you have any questions concerning this request, please contact  
Senior Management Analyst II James T. Acheron, Officer in Charge, Contracts Section,  
Fiscal Group at (213) 486-0112.

  
THOM BRENNAN, Police Administrator II  
Commanding Officer  
Fiscal Group

Attachments

**SECOND AMENDMENT TO CONTRACT NO. C-137882  
BETWEEN  
THE CITY OF LOS ANGELES  
AND  
DIDI HIRSCH PSYCHIATRIC SERVICE  
DBA DIDI HIRSCH MENTAL HEALTH SERVICES  
FOR MENTAL HEALTH CALL DIVERSION SERVICES**

This SECOND AMENDMENT to Contract No. C-137882 is made and entered into by and between the City of Los Angeles, California, a municipal corporation (hereinafter referred to as the "City"), acting by and through the Los Angeles Police Department (hereinafter referred to as the "LAPD" or "Department"), and Didi Hirsch Psychiatric Service, a California non-profit corporation doing business as Didi Hirsch Mental Health Services (hereinafter referred to as the "Contractor") (each a "Party" and collectively the "Parties").

**RECITALS**

**WHEREAS**, on February 10, 2021, the Parties entered into Contract No. C-137882 ("Original Agreement") to provide for a pilot program to divert calls for services related to non-violent mental health crises from the LAPD to qualified mental health services providers (Council File No. 20-1506); and,

**WHEREAS**, the Original Agreement allowed the Contractor to provide services for eight (8) hours between 12:00 p.m. and 8:00 p.m., seven (7) days per week; and

**WHEREAS**, Section 12.6 of the Original Agreement, provides for Amendments to the Agreement; and

**WHEREAS**, the First Amendment provided for the Contractor to provide services for twenty-four (24) hours per day, seven (7) days per week; and

**WHEREAS**, the Original Agreement has a one-year term commencing February 10, 2021 and expiring February 9, 2022; and

**WHEREAS**, the LAPD has a continued need for the Contractor's Services; and

**WHEREAS**, the Parties now desire to extend the term of the Original Agreement until June 30, 2023; and

**WHEREAS**, the Contractor's services are of a professional and occasional nature and the Contractor has been providing satisfactory services; and



obligation to make any payments as provided in said Agreement. The Contractor agrees that services provided by the Contractor, purchases made by the Contractor, or expenses incurred by the Contractor in excess of said appropriation(s) shall be free and without charge to the City and the City shall have no obligation to pay for said services, purchases or expenses. The Contractor shall have no obligation to provide any services, provide any equipment or incur any expenses in excess of the appropriated amount(s) until the City appropriates additional funds for this Agreement.

4. COVID-19. Employees of the Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19") prior to (1) interacting in person with City employees, contractors, or volunteers, (2) working on City property while performing services under this Agreement, and/or (3) coming into contact with the public while performing services under this Agreement (collectively, "In-Person Services"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, the Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. The Contractor shall retain such proof for the document retention period set forth in this Agreement. The Contractor shall grant Contractor personnel medical or religious exemptions as required by law.

The Contractor shall immediately notify the City in the event that any person who has performed services for the Contractor (including, but not limited to, employees, volunteers and contractors) at a site operated by the City, on behalf of the City, or under this Agreement, (1) has been diagnosed with COVID-19, (2) has been informed by a medical professional that the person is likely to have COVID-19, or (3) meets the criteria for isolation under the County of Los Angeles Public Health Officer Order for the Control of COVID-19: Public Health Emergency Isolation Order (April 1, 2020).

5. Ratification. Due to the need for the Contractor's services to be provided continuously, the Contractor may have provided services prior to the execution of this Second Amendment. To the extent that said services were performed in accordance with the terms and conditions of the Original Agreement, those services are hereby ratified.
6. Order of Precedence/Counterparts. In the event of an inconsistency between any of the provisions of this Second Amendment to Contract No. C-137882, or all prior or current exhibits, the inconsistency shall be resolved by giving previous exhibits and/or amendments precedence in the following order:

- 1) Second Amendment to Contract No. C-137882,
- 2) First Amendment to Contract No. C-137882,
- 3) LAPD Contract No. C-137882, and
- 4) Standard Provisions for City Contracts (Rev. 10/17) [v.3].

Except as herein amended or modified, all terms and conditions of the Original Agreement shall remain unchanged and in full force and effect.

This Second Amendment includes five (5) pages and one (1) attachment. The Original Agreement is hereby incorporated by reference in its entirety into this Second Amendment.

This Second Amendment may be executed in one or more counterparts, and by the parties in separate counterparts, each of which when executed shall be deemed to be an original but all of which taken together shall constitute one and the same agreement. The parties further agree that facsimile signatures or signatures scanned into .pdf (or signatures in another electronic format designated by the City) and sent by e-mail shall be deemed original signatures.

**[Signature Page Follows]**

**[Remainder of the Page Intentionally Left Blank]**

**IN WITNESS THEREOF**, the Parties hereto have caused this Second Amendment to be executed by their respective duly authorized representatives.

**THE CITY OF LOS ANGELES**

**DIDI HIRSCH PSYCHIATRIC SERVICE  
DBA DIDI HIRSCH MENTAL HEALTH  
SERVICES**

By: \_\_\_\_\_  
MICHEL R. MOORE  
Chief of Police

By: \_\_\_\_\_  
HOWARD GOLDMAN  
Chief Financial Officer

Date: \_\_\_\_\_

Date: 09/30/2021

**APPROVED AS TO FORM:**

MICHAEL N. FEUER, City Attorney

By: \_\_\_\_\_  
SAMUEL PETTY  
Deputy City Attorney

Date: \_\_\_\_\_

**ATTEST:**

HOLLY L. WOLCOTT, City Clerk

By: \_\_\_\_\_  
Deputy City Clerk

Date: \_\_\_\_\_

City Business Tax Registration Certificate (BTRC) Number: 0000111587-0001-0

Internal Revenue Service Taxpayer Identification Number: 95-1816023

City Contract Number: C-137882-2

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## **ATTACHMENT E**

### **SCOPE OF WORK**

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## **DIDI HIRSCH PSYCHIATRIC SERVICE SCOPE OF WORK**

### **1.0 INTRODUCTION**

The Los Angeles Police Department and the Suicide Prevention Center of Didi Hirsch Mental Health Services (Didi Hirsch SPC) will pilot a 9-1-1 call diversion program for those in suicidal crisis or in severe emotional distress to receive appropriate crisis support and mental health assistance. The program will lessen the burden on LAPD patrol resources and decrease the potential of violent encounters between police and persons suffering from a mental health crisis by diverting non-imminent suicide calls to the Didi Hirsch SPC crisis counselors for de-escalation and assessment.

The Suicide Prevention Hotline (the "Hotline") is located within the Didi Hirsch SPC and shall accept diverted 9-1-1 calls twenty-four hours per day, seven (7) days per week. Services are accessible throughout Los Angeles County and provided in the Thirteen (13) Threshold Languages through direct staff and/or other language services. The Hotline also has the ability to serve the deaf and hard of hearing community.

Under this Scope of Work (SOW), Didi Hirsch SPC will provide the following services to callers diverted to the Hotline by the LAPD:

1. Immediate mental health services and emotional support for all callers in crisis.
2. Clinical supervision of all mental health services.
3. Follow-up contact to the initial call must be within the appropriate time frame to ensure callers have the required resources.
4. Follow-up care program(s) specific to the individual caller's needs.

### **2.0 DEFINITIONS**

#### **2.1 Imminent**

Imminent refers to the "immediate and impending threat of a person causing substantial physical injury to self or others." A caller at imminent risk of suicide, is unable to stay safe without some sort of intervention. Examples of imminent risk calls:

- A. A caller who has started to take a few pills before the call, or during the call, and is thinking about taking more.
- B. A caller whose Self-Rated Intent (SRI) is a 5 (provided they understand the rating).
- C. A caller who is standing next to a busy freeway or railroad crossing at the time of the call and thinking about jumping into traffic/onto the rails.
- D. A caller who is calling from their car and considering driving it into a structure or off a cliff.
- E. A caller who has immediate access to a gun.

## **2.2 Non-Imminent**

Non-imminent risk suicide calls involve callers who are actively engaged in collaborating with the crisis counselor on safety planning, have an SRI that is lower than five (5) at the end of the call and, according to their own and the counselor's assessment, is able to stay safe without intervention. Such callers can be assessed to be anywhere from low to high risk throughout the call and may be offered a follow-up contact as part of their safety plan.

## **2.3 Self-Rated Intent**

All callers to the Didi Hirsch Suicide Prevention Center crisis line are asked to rate themselves on suicide intent, at the start and end of the call, as part of the standard risk assessment.

Counselors use the following script: "On a scale of 1-5, where 1 represents 'not likely' and 5 represents 'extremely likely,' how likely are you to act upon your suicidal thoughts and feelings at this time?"

NOTE: Counselor can explore what "at this time" means for caller (i.e. next 10 minutes, 24 hrs., 48 hrs., one week).

## **2.4 Thirteen (13) Threshold Languages**

The thirteen (13) threshold languages (including English) are Arabic, Armenian, Cantonese, Cambodian, Other Chinese, English, Farsi, Korean, Mandarin, Russian, Spanish, Tagalog and Vietnamese.

### **3.0 CITY PROJECT MANAGER**

The City's designated project manager (City Project Manager), who will administer this project on behalf of the City, is the Commanding Officer of the Detective Support and Vice Division. The City Project Manager for this project may be changed at City's sole discretion. Should the City Project Manager change, the City shall notify Contractor as described in Section 1.2, Subsection C of the Agreement to which this is attached.

### **4.0 CONTRACTOR PERSONNEL**

#### **4.1 Project Manager**

The project manager for Didi Hirsch SPC shall be:

Sandri Kramer  
SPC Project and Grants Manager  
Didi Hirsch Psychiatric Service  
4760 S. Sepulveda Blvd.  
Culver City, California 90230

#### **4.2 Required Staffing Levels**

Contractor shall assign a sufficient number of employees to perform all required work. At a minimum, this shall include:

<b>Position</b>	<b>Number of Full Time Equivalent Employees</b>
Crisis Counselor Bi-lingual	2.5
Shift Supervisor Bi-lingual	1
Data Analysis and Reporting	0.25
Management Supervision	0.15

#### **4.3 Training**

Contractor shall ensure that all staff assigned to work under this Agreement have received appropriate training prior to beginning work under this Agreement. This training shall include training on 911 dispatch protocols, standards and center culture administered by the LAPD. This training shall have an emphasis on cross-cultural exchange and may include site visits.

## **5.0 SPECIFIC WORK REQUIREMENTS**

### **5.1 Criteria for 911 Call Diversion**

Through this 911 call diversion pilot program, non-imminent risk suicide-related and behavioral health-related calls answered by LAPD 911 dispatch operators will be diverted to the dedicated line at Didi Hirsch SPC with the exception of calls involving the following circumstances:

- A. The subject is threatening to jump from a bridge or structure.
- B. The subject needs medical attention, or a suicide attempt is in progress.
- C. The subject has a weapon and is outside or in public and not in a building or residence.
- D. The subject has a weapon inside a building or residence and other people are present.

### **5.2 Requirements for handling diverted 9-1-1 calls**

Under this SOW, Didi Hirsch SPC shall handle 9-1-1 calls diverted to Didi Hirsch in accordance with the following requirements:

- A. Didi Hirsch SPC shall follow standard crisis call management protocols per national accreditation/Suicide Prevention Lifeline standards and Best Practices, including de-escalation, risk and safety assessment, and resource referrals.
- B. Didi Hirsch SPC shall accept warm transfer calls from LAPD's 911 Dispatch Center twenty-four hours per day, seven days per week. All calls will be answered in English but shall have immediate access to Spanish-speaking shift supervisor if caller's preferred language is Spanish. Other languages shall be accommodated only through the use of a language line, which Didi Hirsch shall provide through a contractor, at no additional cost to the LAPD.
- C. Didi Hirsch SPC shall re-engage LAPD Dispatch when a caller is assessed to need an emergency response. Crisis counselors will attempt to stay on the phone with the caller to continue de-escalation efforts and provide support while a designated shift supervisor communicates via direct call-in line LAPD Dispatch, guided by the incident number. Contractor shall stay on the line until LAPD or LAFD response has arrived on the scene.

### **5.3 Services Provided to Callers**

Under this SOW, Didi Hirsch SPC shall provide the following services to all diverted callers:

- A. Didi Hirsch SPC shall offer a minimum of one follow-up call to all diverted callers. The date and time of the follow up call will be determined by the caller and Didi Hirsch SPC personnel.
- B. At the time of the follow-up contact, Didi Hirsch SPC will re-assess for safety and provide referrals to supportive services.
- C. At subsequent follow-up contacts, if accepted by the caller, Didi Hirsch SPC will work to ensure that callers are linked to community-based programs, in close proximity to the client's desired location.

### **5.4 Training for LAPD Communications Division**

Didi Hirsch shall provide training to LAPD Communications Division on crisis line protocols, standards and center culture. This training shall have an emphasis on cross-cultural exchange and may include site visits.

### **5.5 Training for LAPD Officers**

Didi Hirsch shall participate and/or provide crisis and suicide intervention training as feasible, which may include:

- A. SPC's Law Enforcement tailored suicide intervention training for negotiators.
- B. Suicide prevention & intervention for the LAPD Peer Support Counseling Program.
- C. Participation in LAPD-led de-escalation trainings.

## **6.0 QUALITY CONTROL AND REPORTING**

### **6.1 Quality Control Plan**

The Contractor will establish and utilize a comprehensive Quality Control Plan to ensure a consistently high level of service is delivered for the entire term of the Contract. The Plan must be submitted to the City Project Lead for review upon request. The plan must include the following:

- A. Method of measuring the effectiveness of services provided.

- B. Identification of outcome data and method for the collection of outcome data to measure the effectiveness of services provided. Additionally, Didi Hirsch SPC is responsible for the submission of specific demographic, and monitoring data and outcome measures as requested by City.

## **6.2 Monthly Reporting**

Contractor is required to provide monthly reports via email to the City Project Manager. The monthly reports shall include the following data:

- A. The number of calls diverted.
- B. The number of calls diverted that end up requiring police response.
- C. Call types/demographics:
  - i. Gender.
  - ii. Age.
  - iii. Ethnicity/Race.
  - iv. ZIP Code.
- D. The number of callers accepting follow-up.
- E. The number of callers who were successfully reached through follow-up.
- F. Linkages to mental health/substance use/other community services.

## **6.3 Ad Hoc Reporting**

On an occasional basis, the Contractor may be required to provide to the LAPD and the City customized, ad hoc or specialized as-needed reports, and any other documents providing metrics. The Contractor shall furnish said reports within five (5) business days from receipt of a written request, or other timeframe specified in writing, from the City Project Manager. Specific details regarding the content and format of the specialized report shall be provided by the City Project Manager as needed. All reports are to be delivered to the LAPD only. No report may be distributed to other parties without the prior approval of the LAPD.

#### **6.4 Meetings**

Contractor is required to attend scheduled meetings as requested by City for the life of the program.

- A. Monthly meetings will be held between City and Contractor to review outcome data.
- B. Didi Hirsch SPC shall attend quarterly Suicide Prevention Network meetings.

#### **6.5 City Observations**

City will monitor the Contractor based on this Statement of Work.

In addition to City Project Manager, other City personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance. City personnel may be required to sign a confidentiality agreement prior to observing or reviewing performance, activities, and documents relevant to this SOW or the Agreement to which this SOW is attached to ensure compliance with medical privacy laws.

### **7.0 CONTRACTOR RESPONSIBILITIES**

#### **7.1 Dedicated Line**

Didi Hirsch SPC shall set up a dedicated line to accept direct transfers from LAPD 911 Dispatch to the Didi Hirsch SPC. This dedicated line will be assigned the highest priority level and shall be answered over any other lines.

#### **7.2 Materials and Equipment**

The purchase of all materials/equipment to provide the services articulated in this SOW shall be the responsibility of the Didi Hirsch SPC.

#### **7.3 Space for Support and Training**

In instances where City requires access to Contractor facilities, Contractor shall provide City with access to Contractor facilities on an as-needed basis for the performance of the services articulated in this SOW.

## 8.0 FEE SCHEDULE

In accordance with the terms of the Agreement to which this SOW is attached, the LAPD will pay the Didi Hirsch SPC Two Million Two Hundred Forty-Two Thousand Nine Hundred Forty Dollars and Eighty-Five Cents (\$2,242,940.85) as follows:

Month	Amount
Month 1 (02/10/2021 – 03/09/2021)	\$31,543.50
Month 2 (03/10/2021 – 04/09/2021)	\$31,543.50
Month 3 (04/10/2021 – 05/09/2021)	\$31,543.50
Month 4 (05/10/2021 – 06/09/2021)	\$31,543.50
Month 5 (06/10/2021 – 07/09/2021)	\$50,447.61
Month 6 (07/10/2021 – 08/09/2021)	\$94,557.20
Month 7 (08/10/2021 – 09/09/2021)	\$94,557.20
Month 8 (09/10/2021 – 10/09/2021)	\$94,557.20
Month 9 (10/10/2021 – 11/09/2021)	\$94,557.20
Month 10 (11/10/2021 – 12/09/2022)	\$94,557.20
Month 11 (12/10/2021 – 01/09/2022)	\$94,557.20
Month 12 (01/10/2022 – 02/09/2022)	\$94,557.20
Month 13 (02/10/2022 – 03/09/2022)	\$94,557.20
Month 14 (03/10/2022 – 04/09/2022)	\$94,557.20
Month 15 (04/10/2022 – 05/09/2022)	\$94,557.20
Month 16 (05/10/2022 – 06/09/2022)	\$94,557.20
Month 17 (06/10/2022 – 07/09/2022)	\$90,190.04
Month 18 (07/10/2022 – 08/09/2022)	\$80,000
Month 19 (08/10/2022 – 09/09/2022)	\$80,000
Month 20 (09/10/2022 – 10/09/2022)	\$80,000
Month 21 (10/10/2022 – 11/09/2022)	\$80,000
Month 22 (11/10/2022 – 12/09/2022)	\$80,000
Month 23 (12/10/2022 – 01/09/2023)	\$80,000
Month 24 (01/10/2023 – 02/09/2023)	\$80,000
Month 25 (02/10/2023 – 03/09/2023)	\$80,000
Month 26 (03/10/2023 – 04/09/2023)	\$80,000
Month 27 (04/10/2023 – 05/09/2023)	\$80,000
Month 28 (05/10/2023 – 06/09/2023)	\$80,000
Month 29 (06/10/2023 – 06/30/2023)	\$56,000
<b>Total:</b>	<b>\$2,242,940.85</b>

NOTE: Changes to the Contractor's Compensation Rate occurred mid-month during Months 5 and 17. The Contractor started providing services for 24 hours per day instead of 8 hours per day on July 1, 2021.