

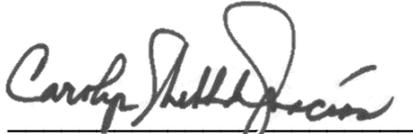
0150-12008-0001

**TRANSMITTAL**

TO The City Council	DATE  4/24/2024	COUNCIL FILE NO. 20-1506
FROM The Mayor		COUNCIL DISTRICT All

**Proposed Sixth 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

(Carolyn Webb de Macias for)

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

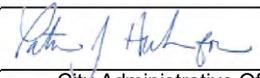
To: The Mayor	Date: 04-10-24	C.D. No. All	CAO File No.: 0150-12008-0001				
Contracting Department/Bureau: Los Angeles Police Department		Contact: James Acheron (213) 486-0378; Nancy Cammarata (213) 486-0112					
Reference: Board of Police Commissioners transmittal to the Mayor's Office dated January 31, 2024; referred for report on February 6, 2024.							
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 March 31, 2025 (including proposed 12-month extension)					
Contract/Amendment Amount: \$960,000							
Proposed amount \$ 960,000+ Prior award(s) \$ 2,922,940.85 = Total \$ 3,882,940.85							
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	Contractor has complied with:	Yes	No	N/A
1. Council has approved the purpose	X			8. Business Inclusion Program			X
2. Appropriated funds are available	X			9. Equal Benefits & First Source Hiring Ordinances	X		
3. Charter Section 1022 findings completed	X			10. Contractor Responsibility Ordinance	X		
4. Proposals have been requested			X	11. Disclosure Ordinances	X		
5. Risk Management review completed	X			12. Bidder Certification CEC Form 50	X		
6. Standard Provisions for City Contracts included	X			13. Prohibited Contributors (Bidders) CEC Form 55	X		
7. Workforce that resides in the City: 30%				14. California Iran Contracting Act of 2010	X		

**RECOMMENDATION**

That the Council, subject to the approval of the Mayor, authorize the Chief of Police, or designee, to execute a Sixth 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. Terms of the Sixth Amendment include an extension of the performance period by one year, from March 31, 2024 through March 31, 2025, and for a compensation amount not to exceed \$960,000.

**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 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 spanned the period from February 10, 2021 through February 9, 2022.

<b>Roberta F. Orellana</b> RFO      Analyst	 City Administrative Officer
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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 Funding</b>	<b>Total Compensation</b>
Initial Contract	\$378,522	\$378,522
First Amendment	\$460,000 (from FY 2021-22 Adopted Budget – General City Purposes)	\$838,522
Second Amendment	\$1,404,419 (\$468,419 from FY 2021-22 Adopted Budget – Unappropriated Balance line item; \$936,000 requested in 2022-23 Budget)	\$2,242,941
Third Amendment	\$240,000	\$2,482,941
Fourth Amendment	\$240,000	\$2,722,941
Fifth Amendment	\$240,000	\$2,962,941
Sixth Amendment	\$960,000	\$3,922,941

The Second Amendment extended the contract term by an additional 16 months, from February 10, 2022 through June 30, 2023, and increased the contract compensation amount by \$1.4 million, for a total of \$2.2 million. Due to the service expansion from eight-hours per day to 24-hours per day, the Department has requested an additional \$468,419 to cover the contract costs for the remainder of 2021-22. The Unappropriated Balance within the 2021-22 Adopted Budget included \$2.2 million for Mental Health Services Support and the associated costs of various pilot programs, such as the CRESS program. The Third Amendment increased the total compensation by \$240,000, for a total of \$2,482,940.85, and extended the term of the original agreement for three months to September 30, 2023. The Fourth Amendment increased the total compensation by \$240,000 and extended the term of the original agreement for an additional three months to December 31, 2023. The Fifth Amendment increased the contract compensation amount by \$240,000, for a total of \$2,962,940.85 from contract inception, and extended the term of the original agreement for an additional three months through March 31, 2024.

The Sixth Amendment, as provided in the attached Board transmittal, increases the total compensation by \$960,000 for a cumulative compensation amount of \$3,922,940.85 from contract execution. The Amendment also extends the original agreement from April 1, 2024 through March 31, 2025. The U.S. Department of Health and Human Services is in the process of creating a framework to incorporate mental health call diversion services to the national 988 Suicide and Crisis Lifeline. This extension will provide the LAPD additional time to conduct and evaluate the program, as well as to prevent a lapse in diversion services before being incorporated into the 988 system. Also provided as an attachment, is the most recent 911 Call Diversion Report that tracks and identifies diverted LAPD 911 calls for service to Didi Hirsch Mental Health Services.

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

### **FISCAL IMPACT STATEMENT**

There is no additional General Fund impact. Funding for the proposed contract amendment is available in the Police Department's Contractual Services account for the FY 2023-24 Adopted Budget. Subsequent year funding will be subject to consideration during the annual budget development process.

### **FINANCIAL POLICIES STATEMENT**

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

*MWS:EFR:RFO:04240111*

Attachments

# LOS ANGELES POLICE COMMISSION

Attachment

BOARD OF  
POLICE COMMISSIONERS

DR. ERROLL G. SOUTHERS  
PRESIDENT

RASHA GERGES SHIELDS  
VICE PRESIDENT

WILLIAM J. BRIGGS, II  
MARIA LOU CALANCHE  
FABIAN GARCIA

MARIA SILVA  
COMMISSION EXECUTIVE ASSISTANT II



**KAREN BASS**  
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

February 7, 2024

BPC #24-018

The Honorable Karen Bass  
Mayor, City of Los Angeles  
City Hall, Room 303  
Los Angeles, CA 90012

Dear Honorable Mayor:

RE: APPROVAL OF SIXTH AMENDMENT ON CONTRACT NO. C-137882 BETWEEN  
CITY OF LOS ANGELES AND DIDI HIRSCH MENTAL HEALTH SERVICES.

At the regular meeting of the Board of Police Commissioners held Tuesday, February 6, 2024, the Board APPROVED the Department's report relative to the above matter.

Respectfully,

BOARD OF POLICE COMMISSIONERS

A handwritten signature in blue ink that reads "Rebecca Munoz".

REBECCA MUNOZ  
Commission Executive Assistant

Attachment

c: Chief of Police

INTRADEPARTMENTAL CORRESPONDENCE

24-018  
REVIEWED: *[Signature]* DATE: 1/31/24  
RICHARD M. TEFANI  
EXECUTIVE DIRECTOR

January 31, 2024  
8.2

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

**FROM:** Chief of Police

**SUBJECT:** APPROVAL OF THE SIXTH AMENDMENT TO AGREEMENT 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 Sixth Amendment to Contract No. C-137882 between the City of Los Angeles (City) and Didi Hirsch Mental Health Services (Didi Hirsch).
2. That the Board TRANSMIT the Sixth Amendment to the Mayor's Office for review and approval.
3. That the Board AUTHORIZE the Chief of Police to execute the Sixth Amendment upon Mayoral approval.

**DISCUSSION**

On February 10, 2021, the City and Didi Hirsch entered into a one-year agreement to provide mental health call diversion services to the Los Angeles Police Department (LAPD) as a pilot program.

The First Amendment increased services to twenty-four (24) hours per day, seven (7) days per week. The Second Amendment extended the term of the original agreement for an additional year, ending on June 30, 2023. The Third Amendment extended the term of the original agreement for three (3) months to September 30, 2023. The Fourth Amendment extended the term of the original agreement for an additional three (3) months to December 31, 2023. The Fifth Amendment extended the term of the original agreement for additional three (3) months to March 31, 2024.

This Sixth Amendment extends the original agreement from April 1, 2024 to March 31, 2025. The U.S. Department of Health and Human Services is in the process of creating framework to incorporate mental health call diversion services to the national 988 Suicide and Crisis Lifeline. This extension will provide the LAPD additional time to conduct and evaluate the program as

The Honorable Board of Police Commissioners

Page 2

8.2

well as prevent a lapse in diversion services before they are incorporated into the 988 Suicide and Crisis Lifeline.

Should you have any questions concerning this request, please contact Captain Kristin Kolenda, Detective Support and Vice Division at (213) 486-0910.

Respectfully,



MICHEL R. MOORE  
Chief of Police

Attachment

**BOARD OF  
POLICE COMMISSIONERS**  
Approved *February 6, 2024*  
Secretary *Rebecca Mung*

**SIXTH 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 SIXTH 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 Second Amendment extended the Original Agreement to June 30, 2023; and

**WHEREAS**, the Third Amendment extended the Original Agreement to September 30, 2023; and

**WHEREAS**, the Fourth Amendment extended the Original Agreement to December 31, 2023; and

**WHEREAS**, the Fifth Amendment extended the Original Agreement to March 31, 2024; 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 March 31, 2025; and

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

**WHEREAS**, the Contractor is willing to perform the work under the terms and conditions of this Amendment; and

**WHEREAS**, this Sixth Amendment is necessary for the Contractor to continue to provide services articulated under the Original Agreement.

**NOW, THEREFORE**, the Parties hereby agree that the Original Agreement be amended as follows:

1. Extension of the Term of the Original Agreement. City and Contractor hereby agree that the term of the Original Agreement as set forth in Section 2.0 of the Original Agreement, entitled "Term of the Agreement," is hereby extended for an additional period of one (1) year, beginning April 1, 2024 through March 31, 2025, unless otherwise terminated pursuant to PSC-9 (Termination) of the Standard Provisions for City Contracts (Rev. 9/22) [v.1].
2. Changes to Compensation/Appropriation. Section 4.1 of the Original Agreement, entitled "Compensation/Appropriation", is hereby deleted and replaced as follows:

The City of Los Angeles shall disburse to the Contractor, as consideration for the services to be provided by the Contractor for the additional 12 months, an amount not to exceed Eighty Thousand Dollars (\$80,000) per month for a total of Nine Hundred Sixty Thousand Dollars (\$960,000) for the additional 12-month period. As shown in the chart below, the contract total shall not exceed Three Million Nine Hundred Twenty-Two Thousand Nine Hundred Forty Dollars and Eighty-Five Cents (\$3,922,940.85), including all applicable federal, state, and local taxes. The foregoing amount represents the total compensation and reimbursement to be paid by City to the Contractor for all services to be performed and costs incurred by the Contractor pursuant to this Agreement.

Original Amount through 5 <sup>th</sup> Amendment	\$2,962,940.85
12 Months x \$80,000	\$ 960,000.00
Total Contract Amount	\$3,922,940.85

The Contractor further understands and agrees that execution of this Agreement does not guarantee that any or all of these funds will be expended.

Notwithstanding any other provision of this Agreement, including any exhibits or attachments incorporated therein, and in order for the City to comply with its governing legal requirements, the City shall have no obligation to make any payments to the Contractor unless the City shall have first made an appropriation of funds equal to or in excess of its 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.

3. 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 Sixth 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.
4. Order of Precedence/Counterparts. In the event of an inconsistency between any of the provisions of this Sixth 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) Sixth Amendment to Contract No. C-137882,
  - 2) Fifth Amendment to Contract No. C-137882,
  - 3) Fourth Amendment to Contract No. C-137882,
  - 4) Third Amendment to Contract No. C-137882,
  - 2) 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. 9/22) [v.1].

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

This Sixth Amendment includes five (5) pages. The Original Agreement is hereby incorporated by reference in its entirety into this Sixth Amendment.

This Sixth 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 Sixth 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: 10/10/2023

**APPROVED AS TO FORM:**

HYDEE FELDSTEIN SOTO, 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

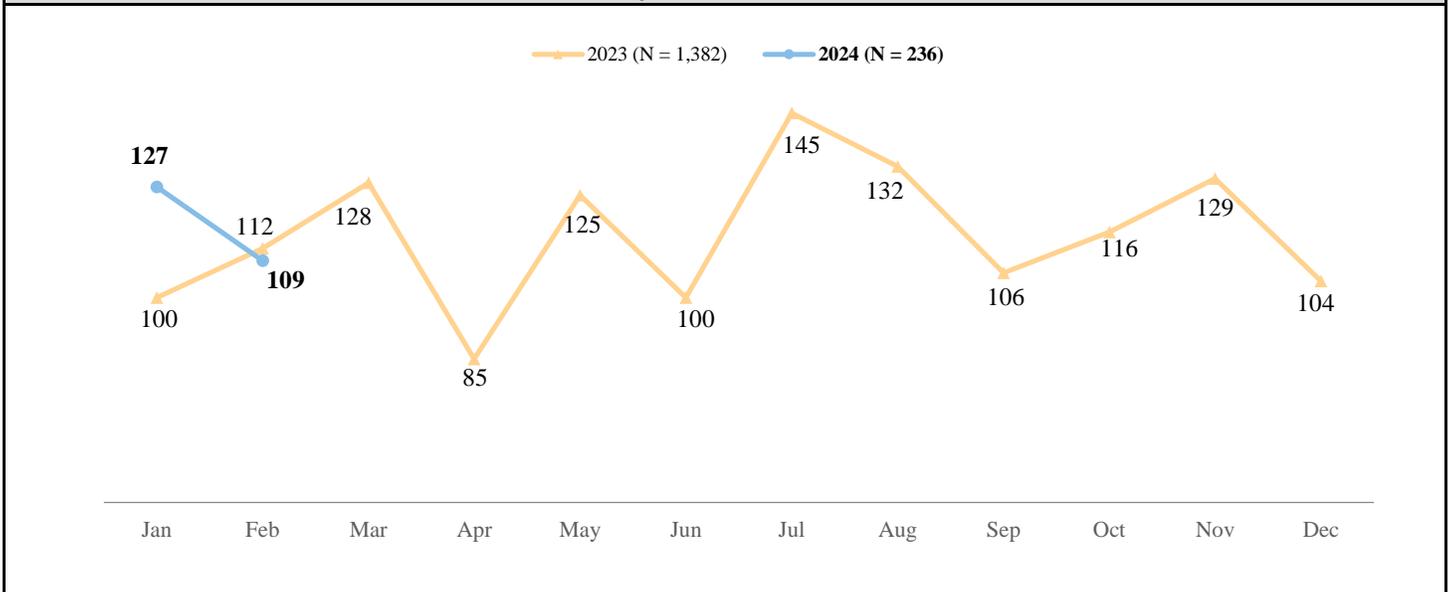
City Contract Number: C-137882-6

**CONTACT ANALYSIS FOR 911 DIVERTED CALLS - FEBRUARY 2024**

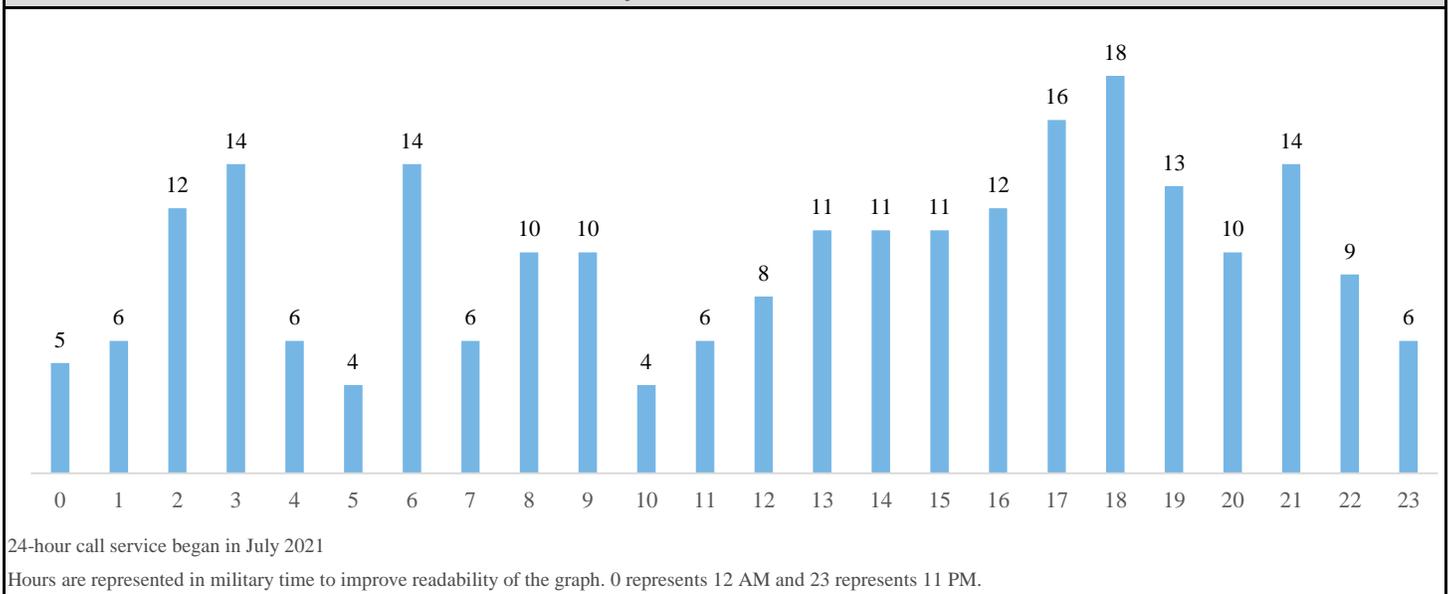
Call Volume		February 2024 Report Updates
	February 2024	
<b>Total Calls</b>	109	241
911 Redirect*	0(0%)**	5(2%)**

\*911 Diversion calls that were re-directed back to a 911 operator.  
 In sections that compare 911 Diversion values to 988 Calls, 988 represents all 1st and 3rd party crisis calls made through either the English or Spanish Lifeline.  
 \*\*Percentage is calculated by taking # of redirects divided over total number of calls.  
 The remainder of this report will only deal with handled calls (i.e., total calls minus 911 redirects).

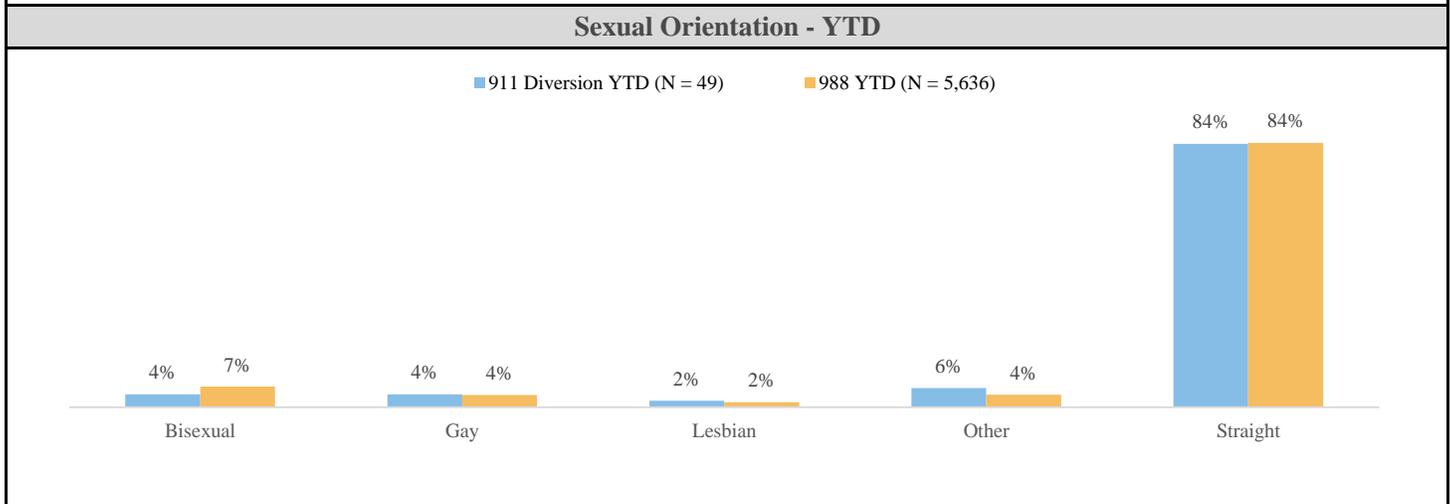
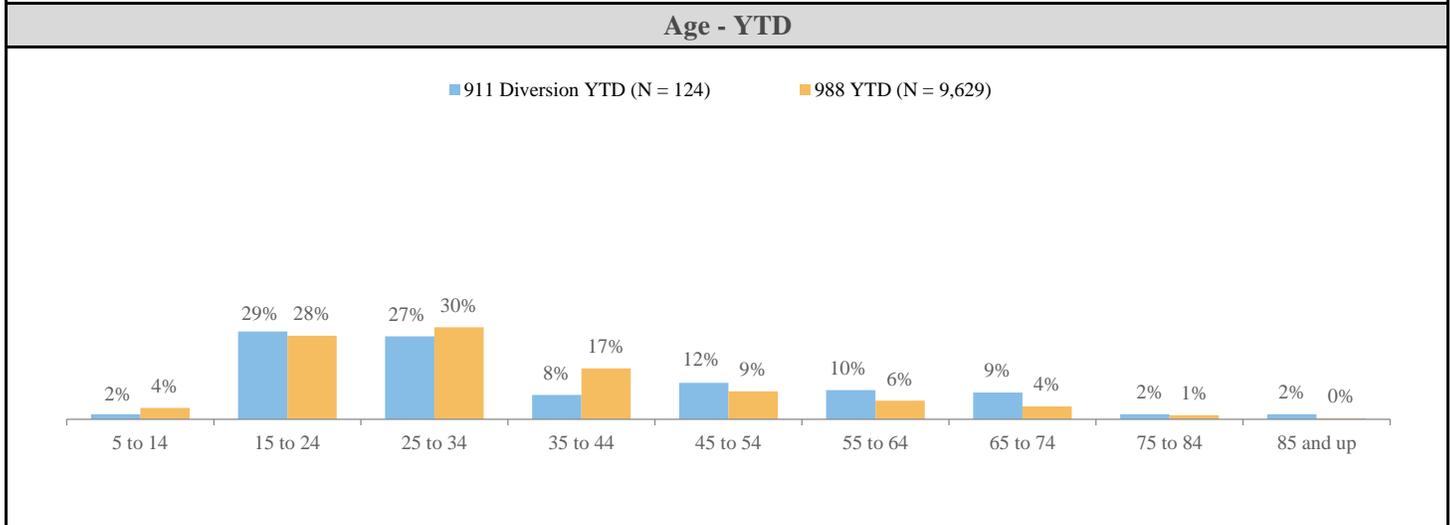
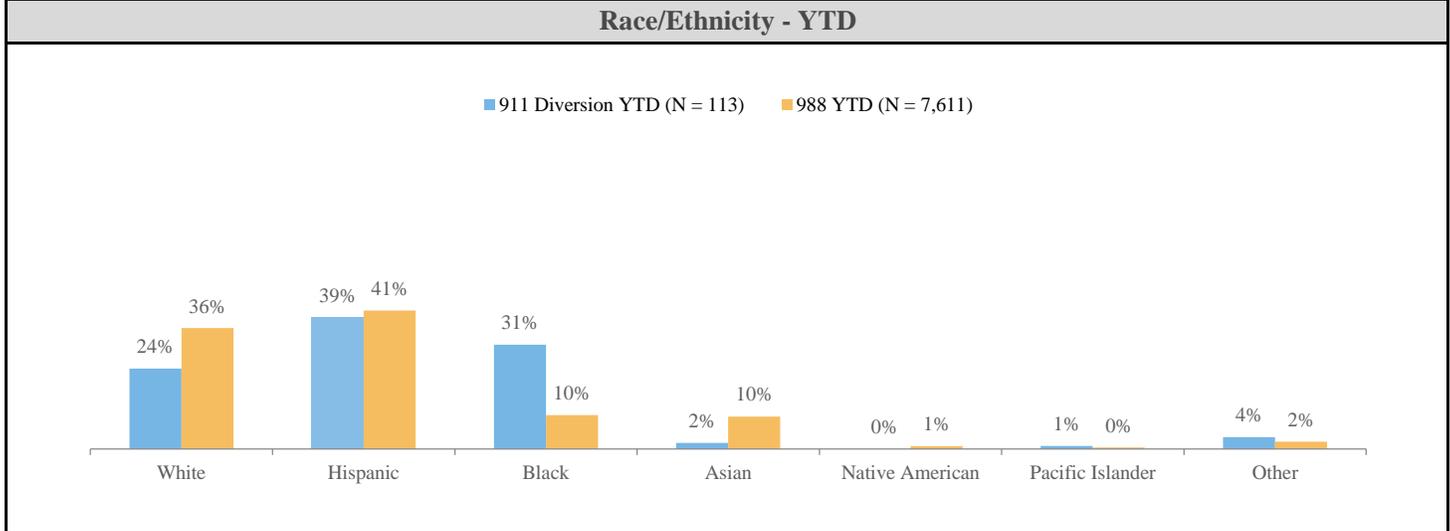
**Monthly Diverted Call Trend**



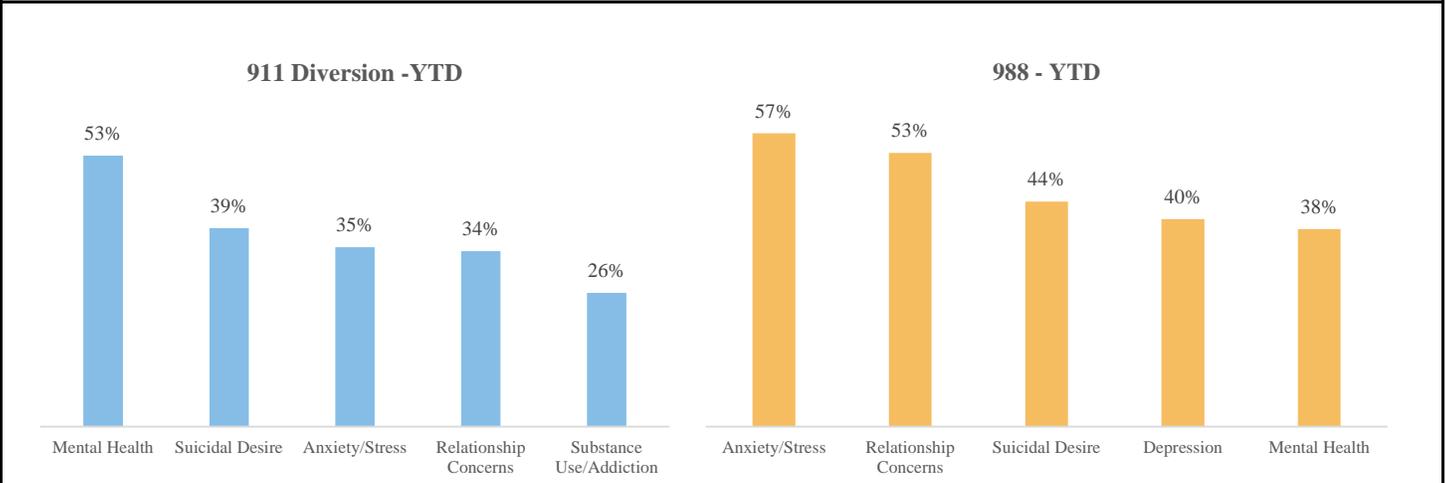
**YTD Hourly 911 Diversion Call Volume**



Gender				
	911 Diversion Calls		988 Calls	
	February 2024	YTD	February 2024	YTD
Female	25%	27%	52%	51%
Male	75%	73%	48%	49%



**Top Concerns - YTD**



Counselors listen for the reasons callers contacted the hotline, as well as other issues discussed by callers, and choose one or more categories to fit these issues. Percentages are calculated out of the total number of contacts in which the question for whether the contact had a concern was marked as present.

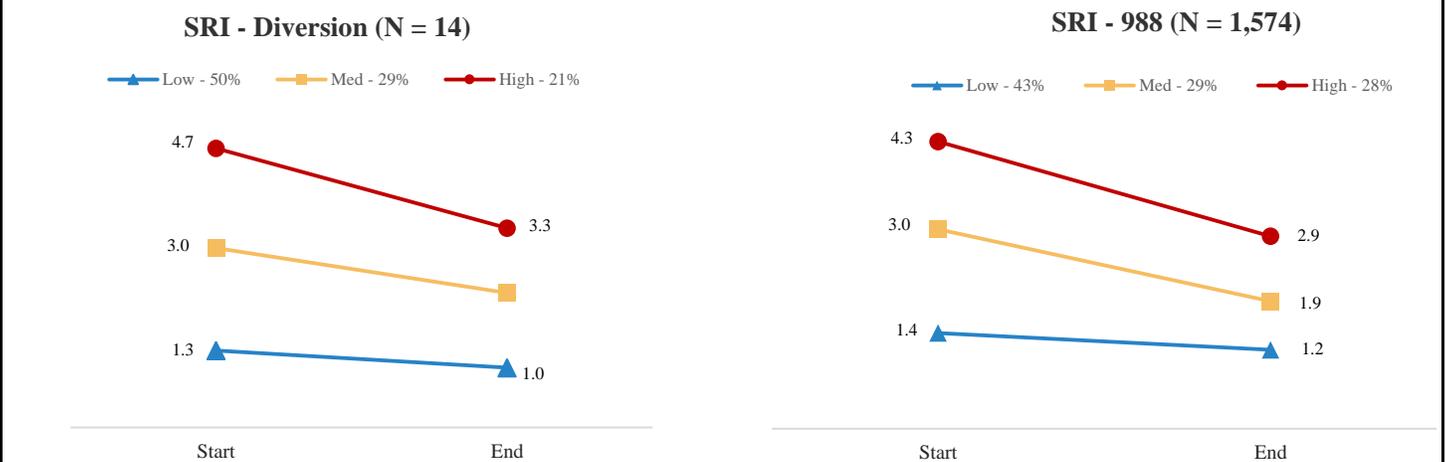
**Suicide Safety Assessment - Callers May Identify More Than One - YTD**

	Diversion - YTD	988 - YTD
History of Psychiatric Diagnosis	32%	32%
Prior Suicide Attempt	17%	21%
Substance Abuse - Current or Prior	7%	8%
Suicide Survivor	3%	10%
Access to Gun	1%	3%

The presence of the above factors significantly increases an individual's risk for suicide attempts; thus, all callers presenting with crisis or suicide-related issues are assessed for these factors. Percentages are calculated out of the total number of calls in which suicide or crisis content was present.

**Call Outcomes - YTD**

Callers are asked to answer the question: "On a scale of 1 to 5, how likely are you to act upon your suicidal thoughts and feelings at this time, where 1 represents 'Not likely' and 5 represents 'Extremely likely'?" Callers rate their intent both at the start and end of the call. Note: This data is on calls for which information was reported.



**High or Imminent Risk** Refers to callers who rated their Suicidal Intent at 4 or 5 at the beginning of the call.  
**Medium Risk** Refers to callers who rated their Suicidal Intent at 3 at the beginning of the call.  
**Low Risk** Refers to callers who rated their Suicidal Intent at 1 or 2 at the beginning of the call.

Interventions - YTD				
Outcome	911 Diversion		988	
	YTD (N)	%	YTD (N)	%
Non-Facilitated Intervention	22	9%	347	3%
911 Response	10	4%	103	1%
Hospital/ED	1	0%	97	1%
PMRT	2	1%	132	1%
Facilitated Intervention	0	0%	54	1%
911 Response	0	0%	7	0%
PMRT	0	0%	3	0%
Facilitated Intervention	Didi Hirsch counselor helps connect caller to the ER/call 911/call PMRT.			
Non-Facilitated Intervention	Caller decides to go to the ER/call 911/call PMRT on their own (or with help from a third party).			
Calculated as a percentage of total call volume minus the re-directed calls				
Follow Up - YTD				
	Accepted (%)	Reached (%)	Linked to Services (%)	
911 Diversion	43%	65%	15%	
988	36%	64%	26%	
Accepted (%) - % of people who accepted follow up				
Reached (%) - # of people with a 'Contacted' response in Follow Up Resolution divided by the # of calls with a valid response in Follow Up Resolution				
Linked to Services (%) - # of people with a 'Linked' response in Follow Up Resolution divided by the # of calls with a valid response in Follow Up Resolution				