



City of La Habra

"A Caring Community"

ADMINISTRATION

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August 20, 2024

The Honorable Maria Hernandez
Presiding Judge of the Superior Court
700 Civic Center Drive West
Santa Ana, CA 92701

RE: CITY OF LA HABRA'S TIMELY RESPONSE TO THE 2023-2024 ORANGE COUNTY REPORT ENTITLED, "LAW ENFORCEMENT'S RESPONSE TO MENTAL HEALTH CALLS FOR SERVICE"

Dear Judge Hernandez:

Please accept this letter as the City of La Habra's timely response to the 2023-2024 Orange County report entitled, "*Law Enforcement's Response to Mental Health Calls for Service*," which was received by the City of La Habra on June 3, 2024. On August 19, 2024, the City Council of the City of La Habra reviewed the above-referenced Grand Jury Report and authorized the delivery of this letter as the City's response to the Grand Jury's findings and recommendations pursuant to California Penal Code Section 933. Each of the findings and recommendations is listed below in italics, followed by the City's response.

FINDINGS:

F1. Mental health training for law enforcement officers in Orange County exceeds the State's requirements, resulting in law enforcement applying these skills to better evaluate and handle mental health calls for service.

Response: This City **AGREES** with this finding.

Explanation: The City of La Habra concurs with the concern of the Grand Jury and makes every effort to train its officers and supervisors to respond safely and appropriately to calls related to mental health. The City and Police Department understand the importance of collaboration with outside resources such as Be-Well OC, PERT and the Hope Center. The Department utilizes techniques such as soft-uniformed personnel and case managers to ensure long-term results for our community. The City and Police Department recognizes that even given the exceptional service in this case, finding new or improved ways to respond to mental health calls for service should always remain a priority.

F2. Law Enforcement agencies in Orange County have developed unique ways to deal with mental health calls in their communities based on their particular needs and budgets, enabling law enforcement to better serve their communities.

Response: This City **AGREES** with this finding.

Explanation: The City of La Habra concurs with the concern of the Grand Jury and makes every effort to train its officers and supervisors to respond safely and appropriately to calls related to mental health. The City and Police Department understand the importance of collaboration with outside resources such as Be-Well OC, PERT and the Hope Center. The Department utilizes techniques such as soft-uniformed personnel and case managers to ensure long-term results for our community. The City and Police Department recognizes that even given the exceptional service in this case, finding new or improved ways to respond to mental health calls for service should always remain a priority.

F3. Law enforcement collaboration with County PERT clinicians and Be Well mobile response units has been an effective tool when responding to mental health calls for service.

Response: This City **AGREES** with this finding.

Explanation: The City of La Habra concurs with the concern of the Grand Jury and makes every effort to train its officers and supervisors to respond safely and appropriately to calls related to mental health. The City and Police Department understand the importance of collaboration with outside resources such as Be-Well OC, PERT and the Hope Center. The Department utilizes techniques such as soft-uniformed personnel and case managers to ensure long-term results for our community. The City and Police Department recognizes that even given the exceptional service in this case, finding new or improved ways to respond to mental health calls for service should always remain a priority.

F4. People with mental illness respond more positively to "soft-uniformed" police personnel, which can be effective in de-escalating situations.

Response: This City **AGREES** with this finding.

Explanation: The City of La Habra concurs with the concern of the Grand Jury and makes every effort to train its officers and supervisors to respond safely and appropriately to calls related to mental health. The City and Police Department understand the importance of collaboration with outside resources such as Be-Well OC, PERT and the Hope Center. The Department utilizes techniques such as soft-uniformed personnel and case managers to ensure long-term results for our community. The City and Police Department recognizes that even given the exceptional service in this case, finding new or improved ways to respond to mental health calls for service should always remain a priority.

Honorable Maria Hernandez
August 20, 2024
Page 3

F5. Providing follow-up case management is not only necessary but critical for wellbeing of people experiencing mental health issues.

Response: This City **AGREES** with this finding.

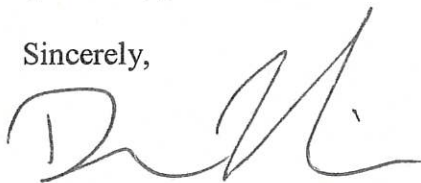
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RECOMMENDATIONS:

Based on its investigation, the Grand Jury determined that law enforcement agencies throughout Orange County have developed unique techniques to adequately address mental health calls. Therefore, this report does not contain any recommendations.

The City of La Habra appreciates the Grand Jury for its research and presentation of material as it pertains to mental health calls for service. Thank you for the opportunity to provide responses to the report. The City will continue to collaborate with County and local partners to provide the highest level of service to those impacted by mental health concerns. Should you have additional questions, please contact Police Chief Adam Foster at (562) 383-4300.

Sincerely,



Daren Nigsarian
Mayor

cc: Orange County Grand Jury, 700 Civic Center Drive West, Santa Ana, CA 92701