



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

The following individuals submitted comments on agenda item:				
Agenda #	Relate To	Position	Name	Comments
90-G.		Other	LaKisha G Camese Monisha Parker	<p>Reducing Field Intervention Team dispatch times in Los Angeles County's Alternative Crisis Response System can significantly enhance the overall effectiveness and responsiveness of the service. Here are several strategies to consider:</p> <ol style="list-style-type: none"> 1. Evaluate Current Dispatch Processes Data Analysis: Review current dispatch times and identify bottlenecks in the process. Feedback Mechanisms: Regularly solicit input from field teams regarding challenges faced during dispatch. 2. Implement a Centralized Dispatch System Unified Communications: Create a centralized platform for dispatching teams to streamline communication. Real-time Updates: Use location tracking and real-time updates to manage field conditions and team availability. 3. Increase Staffing and Resources Expand Team Capacity: Consider increasing the number of field intervention teams, especially during peak times. Training and Cross-Training: Ensure that all members are qualified to handle various situations, allowing flexibility in response teams. 4. Utilize Technology Mobile Apps: Develop a mobile application for quicker communication between dispatch and teams while on the ground. Data Analytics: Leverage data analytics to predict demand patterns, which can inform staffing and resource allocation. 5. Enhance Training for Dispatch Personnel Crisis Management Training: Ensure dispatchers are trained to prioritize calls and allocate resources effectively. Simulation Exercises: Conduct regular drills to familiarize both dispatchers and field teams with response protocols. 6. Integrated Response Models Collaboration with Other Agencies: Collaborate with law enforcement, fire departments, and healthcare providers to create a more integrated response. Cross-Referral Systems: Streamline cross-referral processes to ensure individuals in crisis are quickly connected to the appropriate resources. 7. Community Engagement Public Awareness Campaigns: Educate the public on the alternative crisis

			<p>response system to reduce unnecessary calls for intervention.</p> <p>Community Resources: Partner with local organizations to develop a network of community resources that can address crises before they escalate to needing a field team.</p> <p>8. Establish Performance Metrics Key Performance Indicators (KPIs): Set clear KPIs to monitor response times, resolution rates, and other relevant metrics. Regular Reviews: Conduct periodic reviews of performance data to continuously identify areas for improvement.</p> <p>9. Feedback Loops and Iterative Improvements After-Action Reports: Implement a system for debriefing after each incident to identify what worked and where improvements can be made. Stakeholder Meetings: Regularly convene meetings with all stakeholders, including field personnel, dispatch staff, and community partners to discuss findings and solutions.</p> <p>10. Foster a Culture of Collaboration Team Building: Promote a culture of collaboration between dispatchers and field teams to improve communication and enhance trust. Recognize Contributions: Acknowledge the efforts and successes of individuals and teams involved in responding to crises.</p> <p>By systematically implementing these strategies, LA County can refine its Alternative Crisis Response System, expedite dispatch times, and ultimately provide more effective support to those in crisis.</p>
		Item Total	2
Grand Total			2