



August 19, 2024

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

RE: 2023-2024 Orange County Grand Jury Report  
*Law Enforcement's Response to Mental Health Calls for Service*  
City of Irvine Response

To the Honorable Maria Hernandez:

In accordance with California Penal Code section 933.05, the Orange County Grand Jury has requested the City of Irvine respond to findings and recommendations in the 2023-2024 Orange County Grand Jury report entitled: "*Law Enforcement's Response to Mental Health Calls for Service.*"

## **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 to F1**

The City of Irvine agrees with this finding. The Irvine Police Department (IPD) has consistently demonstrated excellence in mental health training, surpassing state requirements to ensure our officers are well-equipped to handle mental health-related calls. This comprehensive training enables IPD officers to effectively evaluate and respond to mental health situations, resulting in improved outcomes for our community members in need of assistance.

## **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 to F2**

The City of Irvine agrees with this finding. While we can only comment on the programs developed by IPD, our agency has indeed created innovative approaches to address mental health calls tailored to our community's specific needs and resources. These specialized programs have significantly enhanced IPD's ability to serve and support Irvine residents dealing with mental health challenges.

## **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 to F3**

The City of Irvine agrees with this finding. IPD's Mental Health Outreach Unit has established strong partnerships with Orange County PERT clinicians and Be Well mobile response personnel, integrating these resources into their daily operations. This collaborative approach has proven highly effective in responding to mental health calls for service, allowing IPD to provide comprehensive and specialized care to individuals in crisis.

## **F4**

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

### **Response to F4**

The City of Irvine agrees with this finding. IPD's Mental Health Outreach Unit has implemented the practice of wearing "soft uniforms" for its three dedicated officers. This approach has proven effective in de-escalating situations and fostering more positive interactions with individuals experiencing mental health crises, as it helps create a less intimidating and more approachable presence.

**F5**

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

**Response to F5**

The City of Irvine agrees with this finding. IPD's Mental Health Outreach Unit has implemented a comprehensive "Follow-up Model" that includes home visits and ongoing client support. This proactive approach ensures that individuals experiencing mental health issues receive continuous care and access to necessary resources, demonstrating IPD's commitment to the long-term well-being of our community members.

If you have any questions, please feel free to call IPD Lieutenant Tom Goodbrand at 949-724-7117.

Sincerely,

A handwritten signature in black ink, appearing to read "Farrah Khan", written in a cursive style.

Farrah N. Khan  
Mayor  
City of Irvine

cc: Irvine City Council  
Oliver C. Chi, City Manager