



## **CITY COUNCIL AGENDA REPORT**

**MEETING DATE:** 11/15/2022

**DEPARTMENT:** City Manager

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### **SUBJECT:**

**AWARD AN AGREEMENT FOR TRAUMA INTERVENTION SERVICES**

### **RECOMMENDED ACTION(S):**

1. Award a three-year Professional Consultant Services Agreement with a compensation amount not-to-exceed \$30,810 to Trauma Intervention Program of Orange County for support services to victims of traumatic events.
  2. Authorize the Mayor to sign, and the City Clerk to attest, the Agreement with Trauma Intervention Program of Orange County, substantially in the form attached.
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### **EXECUTIVE SUMMARY:**

The Trauma Intervention Program ("TIP") of Orange County is a chapter of the Trauma Intervention Program, Inc., a national non-profit organization. TIP of Orange County was founded in 1995 and continues to play a vital role in providing services to victims of traumatic events. After an incident, either the Orange County Fire Authority ("OCFA") or the Orange County Sheriff's Department ("OCSD") request the services of a TIP of Orange County volunteer. The volunteer(s) will arrive at a scene typically within 30 minutes to provide emotional support to survivors of tragedy, such as after a house fire or the unexpected death of a family member. Once briefed on the situation, the TIP volunteer talks with the family, provides consoling, coordinates any resource needed such as food or shelter, or anything to meet the needs of the victims or family members to help ease their immediate suffering and facilitate their healing and long-term recovery.

Lake Forest Municipal Code Section 3.12.160 authorizes contracts for professional services without utilizing a request for proposals procedure if the City Council determines that use of the request for proposals procedure is not in the best interest of the City. In this case, TIP of Orange County is the sole provider of trauma intervention services utilized by the Orange County Sheriff's Department. Further, due to the specialized nature of the services, staff could not identify an alternate service provider. Therefore, staff recommends the City

Council approve the proposed three-year Professional Consultant Services Agreement with TIP of Orange County with a compensation amount of \$30,810 (Attachment 1). The 2021-2023 Operating Budget includes sufficient funds to cover the costs of the recommended action.

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## **BACKGROUND:**

The City of Lake Forest residents have benefited from the services of TIP of Orange County since the chapter's inception in 1995. TIP of Orange County volunteers are available 24 hours a day, 365 days a year to assist anyone impacted or distraught by a traumatic event including:

- Family and friends following a natural or unexpected death
- Victims or witnesses of crime, including rape, assault, robbery, burglary, or kidnapping
- Victims of fire or flood
- Families of missing persons
- Disoriented or lonely older persons
- Survivors, witnesses, bystanders or family of those involved in accidents
- Survivors of suicide
- Employees after workplace incidents
- Survivors of mass casualty or disasters

Orange County Fire Authority ("OCFA"), Orange County Sheriff's Department ("OCSD"), or California Highway Patrol can contact TIP of Orange County to assist at an event location to provide support to family/friends, while public safety personnel can focus on the situation/event. This is a conduit to provide services and assistance in times where people may be distraught and require the emotional support and professional assistance TIP of Orange County provides.

TIP of Orange County volunteers are trained professionals in mental health, law enforcement, behavior health, and counselors who have experienced or have helped those that have experienced emotional crisis situations. The level of specially trained services provided by TIP of Orange County far exceeds the cost. The ability to provide emotional and practical support services to the families of Lake Forest are invaluable. TIP of Orange County volunteers can provide on-scene emotional support to clients as well as arrange for shelter, food, clothing, and transportation. They can be the liaison between law enforcement and emergency personnel. TIP of Orange County volunteers will provide information and referrals to appropriate service providers and agencies for on-going support and advocate for vulnerable victims as long as they are needed even extending past the initial contact. To date, the City has not received any complaints regarding the volunteers or service from TIP.

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## DISCUSSION:

On average, TIP of Orange County had 90 active volunteers during July 1, 2021 through June 30, 2022. The volunteers are available 24 hours a day, 7 days a week and 365 days per year. They respond on average within 20 minutes. The following information (Table 1) provides statistical information for Lake Forest residents between July 1, 2021, through June 30, 2022:

Table 1. TIP of Orange County Activities, Fiscal Year 2021-22

Orange County – Residents served	6,804
Lake Forest Residents served	196
Lake Forest follow up (calls, referrals, information, feedback)	255
Lake Forest – on scene volunteer hours	258+
Average response time	21 minutes
Ready Alert Hours in Orange County*	38,880
Volunteer Continuing Education	3,240 hours
Reliability - Calls responded upon request	100%

*\*Ready Alert Hours are hours that volunteers are ready for immediate action and response. TIP volunteers must be prepared and ready to respond within three minutes of being requested by first responders.*

Additional information and facts can be found in the City of Lake Forest – TIP Annual Report Services Breakdown and Statistics (Attachment 2).

TIP of Orange County determines its fees based on a rate of \$.12 per capita based on the local population data obtained from Census.gov. For the past 27 years, the cost of TIP services was below the purchasing threshold of \$10,000. As the city grew and the population increased, the total cost of services also increased.

Tip of Orange County is the only known organization that works closely with OCSD, OCFA, and all Orange County law enforcement and fire agencies. Lake Forest Police Services staff is highly complementary of TIP of Orange County services. Deputies can focus on the scene investigation while TIP volunteers are able to take care of the family members, especially when death is involved. TIP volunteers guide the family through the next steps of what is to come.

Lake Forest Municipal Code Section 3.12.160 authorizes contracts for professional services without utilizing a request for proposals procedure if the City Council determines that use of the request for proposals procedure is not in the best interest of the City. In this case, TIP of Orange County is the sole

provider of trauma intervention services utilized by the Orange County Sheriff's Department. Further, due to the specialized nature of the services, staff could not identify an alternate service provider.

Staff recommends that it would be in the best interests of the City and its residents that the City Council approves a three-year Professional Consultant Services Agreement with TIP of Orange County for an amount not-to-exceed \$30,810.

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#### **FISCAL IMPACT:**

The proposed Professional Consultant Services Agreement with TIP of Orange County includes a total compensation amount of \$30,810 for a term of three years. Sufficient funding is included in the 2021-2023 Operating Budget to cover the cost of recommended action.

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#### **ATTACHMENTS:**

1. Professional Consultant Services Agreement with TIP of OC
2. TIP of OC Annual Report FY 2021-22

Initiated By: Sharlyn de la Paz, Senior Management Analyst  
Submitted By: Sean McGovern, Assistant to the City Manager  
Approved By: Debra Rose, City Manager