



Administrative Report

H.18., File # 25-1359

Meeting Date: 10/7/2025

To: MAYOR AND CITY COUNCIL

From: JOY A. FORD, CITY ATTORNEY
STEPHANIE JOHNSON, QUALITY OF LIFE PROSECUTOR

TITLE

APPROVE THE MEMORANDUM OF UNDERSTANDING WITH HERO COMMUNITY SERVICES AS A CONSULTANT TO CLEAR'S ALTERNATIVE CRISIS RESPONSE TEAM AND TO IMPLEMENT A 12-WEEK WEEKEND PILOT PROGRAM TO RESPOND TO WEEKEND CALLS AND COLLECT IMPERATIVE DATA FOR THE SUCCESS AND LONGEVITY OF THE ACR PROGRAM FOR AN AMOUNT NOT TO EXCEED \$149,994.28 FOR THE TERM OF OCTOBER 8, 2025 TO SEPTEMBER 30, 2026

EXECUTIVE SUMMARY

On April 29, 2025, the Mayor and City Council held a Strategic Planning Session and discussed strengthening the City's Mental Health Response and Community Support Systems (Goal 2.2.) A report was requested on the City's efforts to utilize grant funding to procure a mental health clinician to provide a targeted response to mental health-related incidents in the City (No. 21). The City Attorney's Office looked at several options in developing an Alternative Crisis Response (ACR) program, including reaching out to Clear Recovery Center (Clear). Clear has agreed to provide an ACR team and Council has approved their MOU on September 9, 2025.

In an effort to ensure the success of this program and meet HealthNet grant deliverable requirements, the City Attorney's Office met with HERO ("Housing Empowerment Recovery & Outreach") Community Services to discuss collaboration efforts. HERO has agreed to act as a consultant to Clear, implement a 12-week pilot program which will provide ACR coverage on the weekends, and collect data imperative to help shape and guide the long-term success of this program. Staff recommends the City Council approve the agreement with HERO.

BACKGROUND

An Alternative Crisis Response (ACR) is designed to approach non-violent, mental and behavioral health service calls by offering trauma-informed care, crisis de-escalation, in person intervention and transport to immediate behavioral health services. Physical health, behavioral health, and substance use professionals can provide intensive whole-person healthcare services in episodes of crisis, with goals of reducing the amount of hospital and emergency room visits, as well as fire and police department involvement.

The City Council approved a Mental Health Clinician as part of the FY 2023-2024 budget adoption

process on the condition that grants were identified for funding. On April 9, 2024 the Mayor and City Council approved an agreement with HealthNet to accept grant funds for an ACR program. The City has since partnered with Clear and entered into an MOU whereby Clear will provide an ACR response team Monday through Friday.

The City Attorney's Office also met with Joshua Heinzman, CEO of HERO Community Services to discuss collaboration efforts to support the Clear team and provide weekend ACR coverage. Mr. Heinzman has a Bachelor's Degree in Human Services Administration from Antioch University and a Master's Degree in Mental Health and Wellness with an emphasis in Community Mental Health Administration from Grand Canyon University. He holds certificates in Human Services, Substance Abuse Specialty from Los Angeles City College, as well as Driving Government Performance & Alternative 911 Emergency Response from Harvard Kennedy School.

He is a human services leader and Certified Addiction Treatment Counselor with nearly fifteen (15) years of experience supporting individuals experiencing homelessness, mental health challenges, and substance use struggles. Over the course of his career, he has developed, launched, and provided director-level oversight for programs that strengthen community safety and well-being. This includes designing, refining, and leading ACR mobile crisis teams in five jurisdictions-four within the San Gabriel Valley. His work included everything from policy design and stakeholder collaboration to hands-on staff training and data refinement. Beyond crisis response, Mr. Heinzman has directed homeless outreach teams, interim housing projects, and complex multi-jurisdictional programs across Los Angeles County. His knowledge and expertise will serve the City and Clear in the roll out of the City's ACR pilot program.

HERO is a non-profit organization grounded in its mission to provide compassionate, dignity-centered support for individuals experiencing mental health challenges, substance use struggles, and homelessness. Their vision is shaped and guided through lived experience and HERO recognizes that these challenges are not abstract issues but deeply personal realities that require understanding, respect, and responsive care. HERO's values emphasize showing up with urgency, humility, and empathy-meeting people where they are, fostering collaboration across agencies, and ensuring that no individual is left behind. They believe every person deserves to be seen, heard, and valued, and that real progress happens through human connection rooted in dignity and respect.

HERO will provide consultant support to the City of Redondo Beach in launching and operating its ACR pilot program. As a consultant, HERO will not function as the direct service provider but will serve as a partner to the City and Clear ensuring the program is designed, implemented, and continuously improved using best practices, evidence-based strategies, and stakeholder collaboration.

To supplement weekday coverage provided by Clear, HERO will coordinate a weekend pilot team designed to provide both direct services and help collect valuable data to inform long-term program development.

Staff recommends that the City Council approve the agreement with HERO.

COORDINATION

The City Attorney's Office coordinated with HERO, Redondo Beach Fire and Police Departments, Clear and the SBCCOG in connection with the preparation of this report.

FISCAL IMPACT

Funding is available from the HealthNet grant.

Submitted by:

Joy A. Ford, City Attorney

ATTACHMENTS

- Agreement