

Overview. JCOD's Independent Pretrial Services Agency (IPSA) provides service navigation and resource connections to justice-involved individuals (JII) consistent with the Board of Supervisors' Care First vision.

Challenge: LA County has long faced deep disparities in how individuals experience the criminal justice system, particularly those from low-income communities and communities of color. These individuals are disproportionately arrested, incarcerated, and convicted, often without access to the resources and support systems that could help stabilize their lives. The impacts of systemic racism, poverty, and underinvestment in community services have created a cycle where JIIs struggle to reintegrate, therefore increasing the risk of recidivism. At the pre-arraignment stage, individuals frequently face confusion, lack of access to legal information, and no clear guidance on next steps. Many are released without support, leaving them to navigate a complex court system on their own. Factors such as housing instability, limited understanding of legal terms, and transportation challenges, can contribute to missed court dates, which in turn increases the risk of arrest. At arraignment and post-arraignment, these individuals continue to experience barriers such as limited access to employment, mental health services, substance use treatment, and care coordination.

Solution: LA County's Justice, Care and Opportunities Department (JCOD)'s Independent Pretrial Services Agency (IPSA), comprised of the Justice Connect Support Center (JCSC) and Court-based Pretrial Services Program, was created in response to longstanding gaps in support for JIIs, especially those impacted by poverty, housing instability, and limited access to mental and behavioral health care. The IPSA directly addresses these gaps by offering immediate, no-cost, person-centered services during the earliest stages of the criminal legal process. Through a centralized call center and court-based navigator teams at Airport, Compton and Lancaster Courthouses, support center agents and court-based navigators provide JIIs with voluntary services that address holistic needs including transportation services, court hearing reminders, emergency housing, and linkage to other supportive services. JCSC is available seven days a week from 6 a.m. to 11 p.m. with support center agents dedicated to answer calls and provide assistance to JIIs and their families, while court-based navigators engage individuals during court hours. Services are coordinated in real time, helping clients stay engaged and follow through with legal and life-related responsibilities. The availability of transportation and court reminders can support court compliance to ensure individuals return to court and remain arrest-free. By helping people get to court and stay on track, JCOD's IPSA programs play a direct role in lowering recidivism and supporting long-term stability.

Innovation: JCSC and the Court-based Pretrial Services Program are unique and creative programs in California. What sets the IPSA apart is its early intervention and whole-person approach where agents and navigators provide holistic support to connect individuals with community-based services and resources while prioritizing the circumstances of each client through a human-centered approach. Every engagement is focused on removing barriers that would otherwise push someone further into the justice system. This proactive model of care coordination creates space for individuals to address their legal matters while also beginning to rebuild the foundations of their lives so they can move forward successfully.

Results: Since launch, IPSA has made a meaningful impact by improving how LA County supports JIIs. As of August 25, 2025, JCSC (started Oct. 2023) has responded to over 32,000 calls, with over 27,000 calls coming directly from JIIs. Of these, over 3,100 callers were connected to service providers based on their needs. JCSC has coordinated over 36,000 transportation services and sent more than 3,900 court reminders by phone, text, or email. Since launch of the Court-based Pretrial Services Program (June 2024), court navigators have supported almost 3,300 JIIs and have outreached to over 7,200 individuals. Court navigators have made over 900 service referrals to community-based organizations (CBOs), transported over 1,400 JIIs, and provided over 2,100 court reminders. Data from June 2024 through June 2025 from Airport Courthouse show that JIIs who received transportation and court reminders have a 94% overall court appearance rate and a 76% overall arrest free rate. A key part of this success is the Care Management System (CMS), which allows over 20 partner providers to receive referrals, input notes, and track progress in real time. CBO staff use CMS to document outreach, intakes, and services provided, helping ensure that individuals stay connected to the support they need. CMS has improved coordination between agencies and made it easier to manage cases, follow up quickly, and deliver more effective, personalized care, ultimately leading to stronger internal program operations.

Replicability: IPSA is designed with scalability, adaptability, and equity in mind, making it replicable for other counties that are seeking to better support JIIs and their communities. IPSA has integrated systems, creating a streamlined service delivery process. It removes barriers through providing needed services to individuals at critical junctures. Other counties can replicate JCOD's IPSA by adopting this collaborative framework, identifying key intervention points, and leveraging systems to coordinate care and enhance collaboration across multidisciplinary teams.

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Additional Materials: [Court Based Services Dashboard](#); [JCSC Dashboard](#); [JCSC Video](#); [Justice Connect Website](#)