



Audit and Review Unit  
Professional Standards and Accountability Bureau

# CIT Audit Report

## May – October 2021

### **PUBLIC VERSION**

Report #: CIT042022

Submitted by PSAB: April 8<sup>th</sup>, 2022  
Response from FOB: April 25<sup>th</sup>, 2022  
Final Report: April 27<sup>th</sup>, 2022

#### **Audit Team**

This audit was managed and conducted by the Professional Standards and Accountability Bureau.

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## **Executive Summary**

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The Audit and Review Unit (ARU) of the Professional Standards and Accountability Bureau (PSAB) completed a Crisis Intervention Team (CIT) Audit in April 2022. The audit covered the period from May 1<sup>st</sup> to October 31<sup>st</sup>, 2021. This audit is conducted to ensure that New Orleans Police Department (NOPD), as agreed by the Consent Decree (CD), minimizes the necessity for the use of force against individuals in crisis due to mental illness or a diagnosed behavioral disorder. NOPD agrees to ensure that audits are conducted professionally and effectively, in order to elicit accurate and reliable information.

This process is regulated by Chapter 41.25 of the New Orleans Operations Manual. (CD 111-13, 115-116).

*Note: CD Paragraphs 114-119 concern CIT training requirements and are addressed separately via the Academy.*

This audit was conducted using the CIT Protocol. The audit addresses the twenty **(20)** CIT Incident Audit Checklist questions.

### **Number of Non-Compliant Checklist Questions (4):**

**Q01:** The CIT form was completed properly for the Item Number - **(72%)**

**Q17:** When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscate - **(80%)**

**Q19:** The officer received on-air approval from a supervisor for any CIT-related signal change - **(83%)**

**Number of CAD CIT Incidents Used to Create Sample (2,591)**

**Number of CIT Trained Officers that Responded to Scene (89)**

**Final Audit Sample Target Number (129):**

The sample target represented 5% of available (2,591)

Scores of 95% or higher are considered substantial compliance. Supervisors should address any noted deficiencies with specific training through In-service Training classes or Daily Training Bulletins (DTBs). This training should be reinforced by close and effective supervision in addition to Supervisor Feedback Logs entries.

The overall compliance score of the CIT Incident Audit is as follows: **(95%)**

More detailed results are embedded in the Scorecards and Conclusion sections.

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## Table of Contents

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|  |    |
|--|----|
| Executive Summary .....                      | 2  |
| Introduction.....                            | 4  |
| <i>Purpose</i> .....                         | 4  |
| <i>Background</i> .....                      | 4  |
| <i>Scope</i> .....                           | 4  |
| <i>Methodology</i> .....                     | 4  |
| <i>Data</i> .....                            | 5  |
| <i>Deselected Data</i> .....                 | 5  |
| Initiating and Conducting the CIT Audit..... | 6  |
| CIT Incident Audit Checklist .....           | 7  |
| CIT Bar Chart Scorecard .....                | 9  |
| CIT Data Scorecard - Overall .....           | 10 |
| CIT Data Scorecard – By District.....        | 11 |
| CIT Planning Committee Audit Checklist ..... | 12 |
| CIT Incident Audit Reviews .....             | 13 |
| CIT Planning Committee Audit Review.....     | 16 |
| Compliance - Summary.....                    | 17 |
| Conclusion .....                             | 18 |
| <i>Results</i> .....                         | 18 |
| <i>Recommendations</i> .....                 | 19 |
| District Responses & PSAB Notes: .....       | 20 |
| Appendix C – Report Distribution.....        | 22 |

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## **Introduction**

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Professional Standards and Accountability Bureau conducted an audit of CIT related incidents relative to a six-month period in 2021 (May-Oct). The audit was initiated and conducted between March 17<sup>th</sup>, 2022, to April 1<sup>st</sup>, 2022.

### **Purpose**

The CIT Checklist audit was conducted to verify departmental compliance with the Consent Decree (paragraphs 111-113, 115,116), and NOPD Operations Manual, Chapter 41.25 of the New Orleans Operations Manual.

### **Background**

The Crisis Intervention Program (CIT) was adopted from a nationally recognized CIT model designed to minimize the necessity for the use of force against individuals in crisis due to mental illness or a diagnosed behavioral disorder. The NOPD has a Crisis Intervention Planning Committee that meets regularly to recommend changes to policies, procedures, and training methods regarding police contact with persons who may be mentally ill, with the goal of de-escalating the potential for violent encounters. The CIT Planning Committee also serves as a problem-solving forum for interagency issues and ongoing monitoring of outcome indicators collected by each agency. The CIT Program has specific training requirements for CIT-trained officers, all new recruits, and all current officers.

### **Scope**

This audit will determine and document whether there was an appropriate, compassionate, and professional response by officers and supervisors of the New Orleans Police Department in responding to CIT related incidents. This audit will verify through documents and records that the NOPD's Crisis Intervention Program is operating within the guidelines set forth in the Crisis Intervention Team policy. Once the review is completed, the audit manager will submit a report to the Captain of the Professional Standards and Accountability Bureau (PSAB), pointing out any deficiencies or confirming a thorough investigation. This audit report will also inform the Crisis Intervention Planning Committee, meets regularly to analyze, and recommend appropriate changes to policies, procedures, and training methods. A "final report" will also be sent to the appropriate monitor from the OCDM.

### **Methodology**

Population size – All calls for services (CFS) documented through the Orleans Parish Communication District (OPCD), regarding crisis disturbances, suicides, including threats and attempts for the audit period range.

Sample size – 5% of Computer Aided Dispatch (CAD) records from OPCD identified as CIT and had contact dispositions (NAT, RTF), were selected via EXCEL's "RAND" function from the 2,591 incidents identified as CIT for the period between May and October 2021. The audit sample was determined to be 129 incidents.

Documentation to be reviewed – All documents and investigative material relative to each incident, including but not limited to EPRs, FICs, Use of Force Reports, CIT Forms, CIT Trained Officer lists, etc..

Testing Instrument(s) –Twenty (20) point CIT Incident Audit Checklist.

Note: the Seven (7) point CIT Planning Committee Audit Checklist is completed by the CIT Innovation Manager and not part of this report.

Each individual incident will be audited in its entirety via “single review” auditing process by one (1) member of the Professional Standards and Accountability Bureau (PSAB). In addition, auditors will be assigned to randomly spot check results from their counterparts, to give a reliable and thorough review of each case file. Following this, the Innovation Manager will review the results and spot-checking non-compliant answers.

### **Data**

The audit range is usually set for every six months (Bi-Annual). The CIT incident data is extracted from CAD during that audit range. PSAB will then take that data and enter it into the EXCEL’s randomizer generator for the incidents to be selected for review. PSAB will then review at least 5% of those cases within the audit range.

### **Deselected Data**

All documents and related incidents that are in the sample and are not audited must be deselected. All deselections are recorded in the Deselection Log. A review of the Deselection Log shows there were 5 incidents deselected for this audit. Of the 4 items deselected, 3 were suicides that occurred prior to making on scene, 1 was a non-CIT incident, 1 de-selected due to lack of video footage.

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## ***Initiating and Conducting the CIT Audit***

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Professional Standards and Accountability Bureau obtained a CAD CIT data dump from the Department information systems database on March 12<sup>th</sup>. The random sample was then generated using this data and subsequently reviewed and adjusted prior to release for auditing on March 17<sup>th</sup>, 2022, to the Auditing and Review Unit (ARU).

Applying the audit checklist as a guide, the auditors qualitatively assessed the CIT data to determine whether officers/supervisors substantively met the requirements of policy.

1. Each auditor was assigned a numeric count of incidents to be audited utilizing the single review auditing process.
2. The auditors utilized an online audit form for inputting the results of the audit.
3. The auditors inspected all necessary related documents and video provided as evidence of compliance or reviewed online data as required.
4. Once the auditors entered their audit results, compliance scores were determined for the requirements listed above.
5. The PSAB Innovation Manager – CIT, reviewed and completed the CIT Planning Committee Audit Checklist, answering the 7 checklist questions.

This report documents whether each requirement met the threshold for compliance (95%).

**Total Sample: 129 Incidents**

## CIT Incident Audit Checklist

The following checklist was the instrument used by the auditing team to review each incident.

Item Number: \_\_\_\_\_  
 Auditors: \_\_\_\_\_  
 Audit Number: \_\_\_\_\_

NA = Not Applicable  
 Y = Compliant  
 N = Not compliant/No  
 U = Unknown

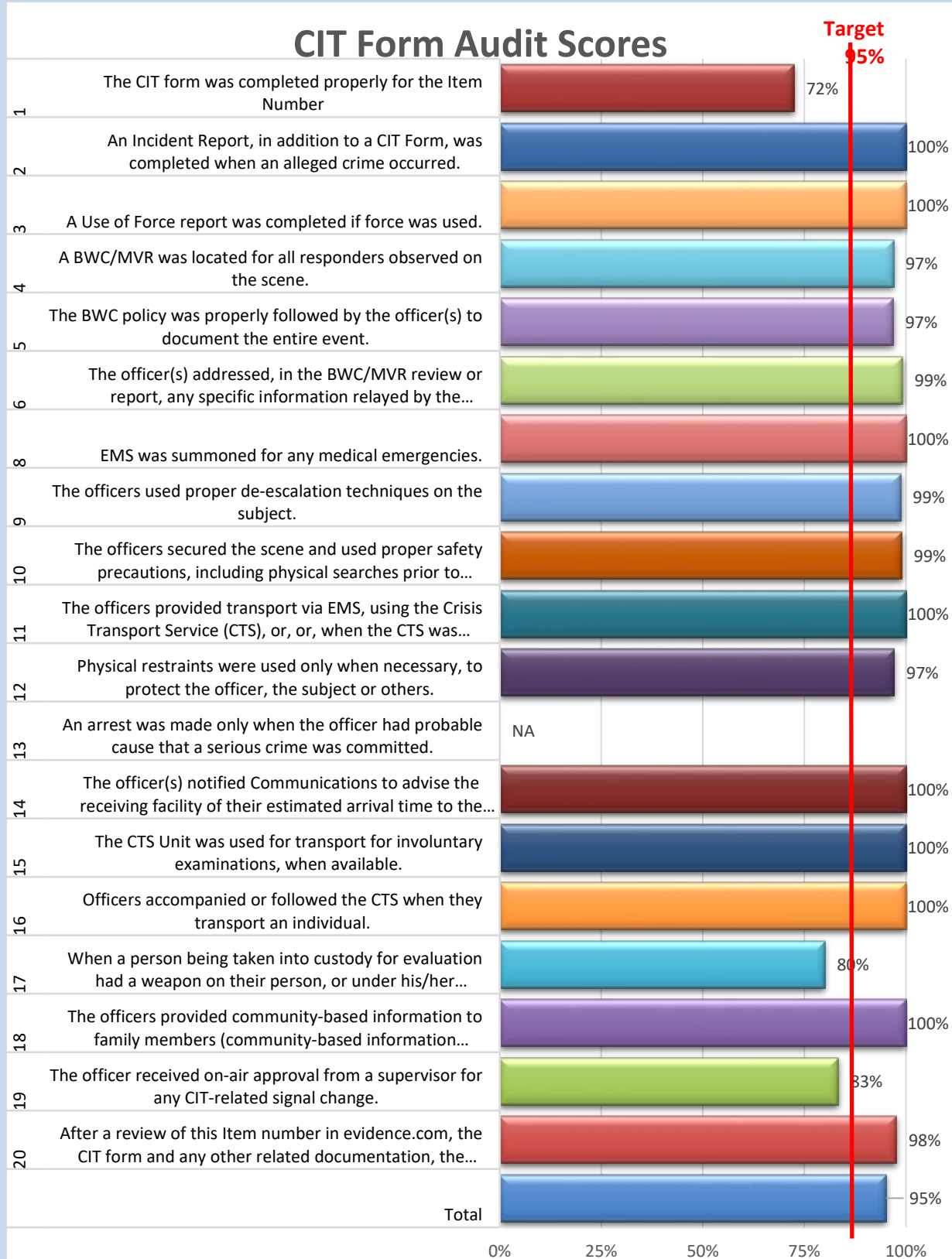
|  |  |
|--|--|
| 1. The CIT form was completed properly for the Item Number.<br>CD Par. 113(f), all items   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 2. An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 3. A Use of Force report was completed if force was used.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 4. A BWC/MVR was located for all responders observed on the scene.   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 5. The BWC policy was properly followed by the officer(s) to document the entire event.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 6. The officer(s) addressed, in the BWC/MVR review or report, any specific information relayed by the dispatcher in CAD notes (e.g., weapons, aggression). | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 7. A CIT-trained officer responded to the scene. <b>(Informational Only)</b>   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 8. EMS was summoned for any medical emergencies.   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 9. The officers used proper de-escalation techniques on the scene.   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 10. The officers secured the scene and used proper safety precautions, including physical searches prior to transport.                                     | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 11. The officers provided transportation via EMS, the Crisis Transport Service (CTS), or when the CTS was unavailable, in a cruiser with a safety screen.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 12. Physical restraints were used only when necessary, to protect the officer, the subject, or others.   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 13. An arrest was made only when the officer had probable cause that a crime was committed.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 14. The officer(s) notified Communications to advise the receiving facility of their arrival to the facility.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 15. The CTS Unit was used for transport for involuntary examinations, when available.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 16. Officers accompanied or followed the CTS when they transported an individual.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |

|  |  |
|--|--|
| 17. When a person being taken into custody for an evaluation, had a weapon on their person or under his/her immediate control, officers confiscated the weapon and documented the seizure in an electronic police report.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 18. The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics/providers, substance abuse clinics, and homeless shelters).  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 19. The officer received on-air approval from a supervisor for any CIT-related signal change.  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 20. After a review of this Item number in evidence.com, the CIT form and any other related documentation, the auditor believes that the quality and effectiveness of the overall police response to this crisis intervention call for service was effective and handled appropriately and within policy. | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |

Explain in the narrative below whether there were any exceptional strategies used by the investigator or any deficiencies noted in the case investigation by /Auditor.



## CIT Bar Chart Scorecard



## CIT Data Scorecard - Overall

### Crisis Intervention Team (CIT) Scorecard - (Summary)

Review Period: May - Oct, 2021

ARU percentages for Consent Decree requirements for CIT Form Audit.

| Checklist Questions   | Score      | Y           | N         | NA          | U         |
|---|------------|-------------|-----------|-------------|-----------|
| 1 The CIT form was completed properly for the Item Number   | 72%        | 92          | 35        | 2           | 0         |
| 2 An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.  | 100%       | 4           | 0         | 125         | 0         |
| 3 A Use of Force report was completed if force was used.  | 100%       | 1           | 0         | 127         | 1         |
| 4 A BWC/MVR was located for all responders observed on the scene.   | 97%        | 124         | 4         | 1           | 0         |
| 5 The BWC policy was properly followed by the officer(s) to document the entire event.  | 97%        | 122         | 4         | 3           | 0         |
| 6 The officer(s) addressed, in the BWC/MVR review or report, any specific information relayed by the dispatcher in CAD notes (e.g. weapons).          | 99%        | 114         | 1         | 14          | 0         |
| 7 A CIT-trained officer responded to the scene. (Informational Only)  |            | 89          | 38        | 1           | 1         |
| 8 EMS was summoned for any medical emergencies.   | 100%       | 14          | 0         | 113         | 2         |
| 9 The officers used proper de-escalation techniques on the subject.   | 99%        | 76          | 1         | 50          | 2         |
| 10 The officers secured the scene and used proper safety precautions, including physical searches prior to transport.                                 | 99%        | 95          | 1         | 31          | 2         |
| 11 The officers provided transport via EMS, using the Crisis Transport Service (CTS), or, or, when the CTS was unavailable, in a cruiser with lights. | 100%       | 62          | 0         | 65          | 2         |
| 12 Physical restraints were used only when necessary, to protect the officer, the subject or others.  | 97%        | 67          | 2         | 58          | 2         |
| 13 An arrest was made only when the officer had probable cause that a serious crime was committed.  | -          | 0           | 0         | 127         | 2         |
| 14 The officer(s) notified Communications to advise the receiving facility of their estimated arrival time to the facility.                           | 100%       | 87          | 0         | 40          | 2         |
| 15 The CTS Unit was used for transport for involuntary examinations, when available.  | 100%       | 1           | 0         | 126         | 2         |
| 16 Officers accompanied or followed the CTS when they transport an individual.  | 100%       | 1           | 0         | 126         | 2         |
| 17 When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscate.       | 80%        | 4           | 1         | 122         | 2         |
| 18 The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).  | 100%       | 28          | 0         | 99          | 2         |
| 19 The officer received on-air approval from a supervisor for any CIT-related signal change.  | 83%        | 5           | 1         | 120         | 3         |
| 20 After a review of this Item number in evidence.com, the CIT form and any other related documentation, the auditor believes that the quality.       | 98%        | 124         | 3         | 2           | 0         |
| <b>Total</b>  | <b>95%</b> | <b>1110</b> | <b>91</b> | <b>1352</b> | <b>27</b> |

#### General Comments

ARU audited sampled CIT Form items for a defined period, for completeness and accuracy as required by the Consent Decree.

For an explanation of the procedures and scoring system for this review, see the associated "Protocol" document.

**For a list of relevant policies, contact PSS as needed.**

For the audit results for each case file, see the accompanying RawData spreadsheets.

Scores below **95%** are highlighted in **red**.

## CIT Data Scorecard – By District

### Crisis Intervention Team (CIT) Form Scorecard - (Single Review)

Review Period: May - Oct, 2021

ARU percentages for Consent Decree requirements for Domestic Violence Unit Checklist Audit.

| Check-List Questions  | 1          | 2          | 3          | 4          | 5          | 6          | 7          | 8          | Overall Score |
|---|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| 1 The CIT form was completed properly for the Item Number           | 80%        | 92%        | 94%        | 88%        | 69%        | 73%        | 48%        | 46%        | 72%           |
| 2 An Incident Report, in addition to a CIT Form, was comp           | 100%       | -          | -          | 100%       | 100%       | -          | -          | 100%       | 100%          |
| 3 A Use of Force report was completed, if force was used            | -          | -          | 100%       | -          | -          | -          | -          | -          | 100%          |
| 4 A BWC/MVR was located for all responders observed on th           | 91%        | 92%        | 100%       | 100%       | 100%       | 95%        | 96%        | 100%       | 97%           |
| 5 The BWC policy was properly followed by the officer(s)            | 91%        | 92%        | 100%       | 94%        | 100%       | 95%        | 100%       | 100%       | 97%           |
| 6 The officer(s) addressed, in the BWC/MVR review or repo           | 100%       | 92%        | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 99%           |
| 7 A CIT-trained officer responded to the scene (Informational Only) |            |            |            |            |            |            |            |            |               |
| 8 EMS was summoned for any medical emergencies                      | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | -          | 100%          |
| 9 The officers used proper de-escalation techniques on th           | 100%       | 100%       | 100%       | 90%        | 100%       | 100%       | 100%       | 100%       | 99%           |
| 10 The officers secured the scene and used proper safety pre        | 100%       | 100%       | 100%       | 100%       | 90%        | 100%       | 100%       | 100%       | 99%           |
| 11 The officers provided transporttransportation via EMS,u          | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | -          | 100%          |
| 12 Physical restraints were used only when necessary, to pro        | 100%       | 100%       | 100%       | 100%       | 100%       | 78%        | 100%       | 100%       | 97%           |
| 13 An arrest was made only when the officer had probable cau        | -          | -          | -          | -          | -          | -          | -          | -          | -             |
| 14 The officer(s) notified Communications to advise the rece        | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%          |
| 15 The CTS Unit was used for transport for involuntary exami        | -          | -          | 100%       | -          | -          | -          | -          | -          | 100%          |
| 16 Officers accompanied or followed the CTS when they transp        | -          | -          | 100%       | -          | -          | -          | -          | -          | 100%          |
| 17 When a person being taken into custody for an evaluation,        | -          | -          | 100%       | 50%        | 100%       | -          | -          | -          | 80%           |
| 18 The officers provided community-based information to fami        | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%       | 100%          |
| 19 The officer received on-air approval from a supervisor fo        | 100%       | -          | 0%         | 100%       | 100%       | -          | -          | 100%       | 83%           |
| 20 After a review of this Item number in evidencecom, the C         | 100%       | 92%        | 100%       | 88%        | 100%       | 100%       | 100%       | 100%       | 98%           |
| <b>Total</b>  | <b>96%</b> | <b>95%</b> | <b>99%</b> | <b>95%</b> | <b>96%</b> | <b>94%</b> | <b>93%</b> | <b>93%</b> | <b>95%</b>    |

#### General Comments

ARU audited sampled CIT Form items for a defined period, for completeness and accuracy as required by the Consent Decree.

For an explanation of the procedures and scoring system for this review, see the associated "Protocol " document.

For a list of relevant policies, contact PSS as needed.

For the audit results for each case file, see the accompanying RawData spreadsheets.

Scores below **95%** are highlighted in red.

# CIT Planning Committee Audit Checklist

## CIT Planning Committee Audit Checklist

Auditor Name: \_\_\_\_\_  
 Audit Number: \_\_\_\_\_  
 Item Number: \_\_\_\_\_

NA = Not applicable  
 Y = Compliant  
 N = Not compliant/No  
 U = Unknown

|   |  |
|---|--|
| 1. Does the CIT Planning Committee include NOPD command leadership and contracted mental health professionals.<br>CD Par. 112   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 2. Has the CIT Planning Committee sought representation from the civilian leadership of the MCTU, local municipal government, the New Orleans Metropolitan Human Services District, community mental health professionals, professionals from Emergency health care receiving facilities, members of the local judiciary, the Orleans Parish Criminal Sheriff's Office, homeless service agencies, and mental health professionals and advocates<br>CD Par. 112 | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 3. Does the CIT Planning Committee select CIT volunteers pursuant to policy?<br>CD Par. 113(c)  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 4. Do CIT Planning Committee minutes reflect the request of NOPD CIT behavioral event disposition data, Orleans Parish Prison booking data, the number of individuals with a mental health diagnosis at the jail, and the transfer of custody and voluntary referral rates between NOPD, emergency receiving facilities, and community agencies?<br>CD Par. 120   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 5. Do CIT Planning Committee minutes reflect announcing of officers who received commendation for their individual CIT officer performance?<br>CD Par. 121  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 6. Do CIT Planning Committee minutes reflect identification of strategy and training needs?<br>CD Par. 121  | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |
| 7. Do CIT Planning Committee minutes reflect a record of response to recommendations and implementation of approved recommendations for curriculum changes and appropriate responses to behavioral crises?<br>CD Par. 121   | <input type="checkbox"/> NA / <input type="checkbox"/> Y / <input type="checkbox"/> N / <input type="checkbox"/> U |

Explain in the narrative below whether there were any the CIT Planning Committee noted any successful strategies for responses to behavioral crises or any deficiencies in such responses.

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## ***CIT Incident Audit Reviews***

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The below listed information reveals the outcome of the Audit Team's checklist reviews.

1. **The CIT form was completed properly for the Item Number?** The overall score for this category was **72%**. Of the 129 CIT Incidents reviewed, 92 were audited as positive, 35 were negative and 2 were N/A (not applicable).
2. **An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 4 were audited as positive, none were negative and 125 were N/A.
3. **A Use of Force report was completed if force was used?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 1 were audited as positive, none were negative, 127 were N/A, and 1 unknown.
4. **A BWC/MVR was located for all responders observed on the scene?** The overall score for this category was **97%**. Of the 129 CIT Incidents reviewed, 124 were audited as positive, 4 were negative, and 1 was N/A.
5. **The BWC policy was properly followed by the officer(s) to document the entire event?** The overall score for this category was **97%**. Of the 129 CIT Incidents reviewed, 122 were audited as positive, 4 were negative, and 3 were N/A.
6. **The officer(s) addressed, in the BWC/MVR review or report, any specific information relayed by the dispatcher in CAD notes (e.g., weapons)?** The overall score for this category was **99%**. Of the 129 CIT Incidents reviewed, 114 were audited as positive, 1 was negative, and 14 were N/A.
7. **A CIT-trained officer responded to the scene?** No score given for this category as informational only. Of the 129 CIT Incidents reviewed, 89 times a CIT trained officer responded to scene.
8. **EMS was summoned for any medical emergencies?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 14 were audited as positive, none were negative, 113 were N/A, and 2 were unknown.
9. **The officers used proper de-escalation techniques on the subject.** The overall score for this category was **99%**. Of the 129 CIT Incidents reviewed, 76 was audited as positive, 1 was negative, and 50 were N/A, and 2 was unknown.

10. **The officers secured the scene and used proper safety precautions, including physical searches prior to transport?** The overall score for this category was **99%**. Of the 129 CIT Incidents reviewed, 95 were audited as positive, 1 were negative, 31 were N/A, and 2 were unknown.
11. **The officers provided transport via EMS, using the Crisis Transport Service (CTS), or, or, when the CTS was unavailable, in a cruiser with lights?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 62 were audited as positive, none were negative, 65 were N/A and 2 were unknown.
12. **Physical restraints were used only when necessary, to protect the officer, the subject, or others?** The overall score for this category was **97%**. Of the 129 CIT Incidents reviewed, 67 were audited as positive, 2 were negative, 58 were N/A and 2 were unknown.
13. **An arrest was made only when the officer had probable cause that a serious crime was committed?** The overall score for this category was **NA**. Of the 129 CIT Incidents reviewed, none were audited as positive, none were negative, 127 were N/A and 2 were unknown.
14. **The officer(s) notified Communications to advise the receiving facility of their estimated arrival time to the facility?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 87 were audited as positive, none were negative, 40 were N/A and 2 were unknown.
15. **The CTS Unit was used for transport for involuntary examinations, when available?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 1 was audited as positive, none were negative, 126 were N/A and 2 were unknown.
16. **Officers accompanied or followed the CTS when they transport an individual?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 1 was audited as positive, none were negative, 126 were N/A and 2 were unknown.
17. **When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscate?** The overall score for this category was **80%**. Of the 129 CIT Incidents reviewed, 4 were audited as positive, 1 were negative, 122 were N/A and 2 were unknown.
18. **The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics)?** The overall score for this category was **100%**. Of the 129 CIT Incidents reviewed, 28 were audited as positive, none were negative, 99 were N/A and 2 were unknown.
19. **The officer received on-air approval from a supervisor for any CIT-related signal change?** The overall score for this category was **83%**. Of the 129 CIT Incidents reviewed, 5 were audited as positive, 1 was negative, 120 were N/A, and 3 were unknown.

20. **After a review of this Item number in evidence.com, the CIT form and any other related documentation, the auditor believes that the quality?** The overall score for this category was **98%**. Of the 129 CIT Incidents reviewed, 124 were audited as positive, 3 were negative, and 2 were N/A.

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## ***CIT Planning Committee Audit Review***

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The below listed information reveals the outcome of the PSAB Innovation Manager checklist review.

1. **Does the CIT Planning Committee include NOPD command leadership and contracted mental health professionals?** The overall rating for this category was **Compliant**. Attached attendance sheet verifies the inclusion of all relevant personnel. The virtual sign-in sheet to the committee meetings lists the following attendees: Dr. Nicole Crowden, Sgt. Bruce Glaudi, Janet Hayes, David Fein, Lt. Regina Williams, Byrne Sherwood, Travers Kurr, Robyn Burchfield.
2. **Has the CIT Planning Committee sought representation from the civilian leadership of the MCTU, local municipal government, the New Orleans Metropolitan Human Services District, community mental health professionals, professionals from Emergency health care receiving facilities, members of the local judiciary, the Orleans Parish Criminal Sheriff's Office, homeless service agencies, and mental health professionals and advocates?** The overall rating for this category was **Compliant**. NOPD has had discussions regarding allowing social workers / advocates to accompany officers on CIT calls but there is concern for the civilian's safety.
3. **Does the CIT Planning Committee select CIT volunteers pursuant to policy?** The overall rating for this category was **Non-Compliant**. Districts within the Department recommend officers for CIT Training (40hr course).
4. **Do CIT Planning Committee minutes reflect the request of NOPD CIT behavioral event disposition data, Orleans Parish Prison booking data, the number of individuals with a mental health diagnosis at the jail, and the transfer of custody and voluntary referral rates between NOPD, emergency receiving facilities, and community agencies?** This category was rated **NA**.
5. **Do CIT Planning Committee minutes reflect announcing of officers who received commendation for their individual CIT officer performance?** This category was rated **NA**.
6. **Do CIT Planning Committee minutes reflect identification of strategy and training needs?** The overall rating for this category was **Compliant**. Noted in the referenced presentation pack.
7. **Do CIT Planning Committee minutes reflect a record of response to recommendations and implementation of approved recommendations for curriculum changes and appropriate responses to behavioral crises?** This category was rated **NA**.



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## ***Compliance - Summary***

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Based on the combined total of two thousand five hundred and eighty **(2580)** checklist items rated, from the sample size of twenty-one, **(129)** CIT incidents audited; the **“overall score”** of this six-month (May - October 2021) CIT Incident Checklist audit conducted by the Auditing and Review Unit, was **95%**.

In addition, the CIT Planning Committee Audit, based on the 7 questions in the checklist, the **“overall score”** of this six-month (May-October 2021) period as determined by the PSAB Innovation Manager – CIT, was **75%**.

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## Conclusions

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### Results

The overall results of the six-month 2021 audit initially revealed compliance threshold scores of below 95% in the following checklist questions:

- (Q1) The CIT form was completed properly for the Item Number? (72%)  
35 Non-Compliant Items By District:

| Count | District |
|-------|----------|
| 2     | 1        |
| 1     | 2        |
| 1     | 3        |
| 2     | 4        |
| 4     | 5        |
| 6     | 6        |
| 12    | 7        |
| 7     | 8        |

- (Q17) When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscated it. (80%)  
1 Non-compliant item by District:

|         |    |
|---------|----|
| Total 1 | D4 |
|---------|----|

- (Q19) The officer received on-air approval from a supervisor for any CIT-related signal change.  
1 Non-compliant item by District:

|         |    |
|---------|----|
| Total 1 | D3 |
|---------|----|

### Other areas of concern are identified as follows:

CIT forms completed but by other officer(s) not on scene. This was noted by auditor that the 5<sup>th</sup> District had 4 items completed by different officer, not officer on scene:

CIT forms being completed incorrectly or duplicated. This was noted by auditor that the item under the 6<sup>th</sup> District, the officer filled out with "Unknown" in almost every blank, even though the subjects' name is known.

The item under the 5<sup>th</sup> District, there are two CIT forms, the second one with a notation that the officer was given all CIT forms to fill out for 2021. Neither form is technically correct in its entirety.

**Recommendations**

It is recommended by the Professional Standards and Accountability Bureau that the immediate patrol supervisors conduct regular checks of CIT related incidents to ensure all documentation and processes are being adhered to as it pertains to NOPD Policy Chapter 41.25.

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## ***District Responses & PSAB Notes:***

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### **8<sup>th</sup> District Response**

Sam Palumbo reviewed the Audit for item number in question. In the notes it states "\*\*\*NOTE: After Officer Nolan placed consumer in the car a recruit then entered the car, name is Garielle Coleman. His camera was not turned on for the event once he became a part of it." Sam then reviewed the trip sheet and lineup for that day. Gabriella Coleman was sick. Officer Nolan was with Recruit Terry Gill that day. Upon checking evidence.com, it shows (2) videos assigned to him under this item. If needed for review the lineup and trip sheet are in the PSAB Folder on the share drive. This should increase our scores on Q4 and Q5 to 100%.

**PSAB Note/Action:** At 12:03 of Nolan BWC, he asks for a recruit to accompany him. At 14:10, Nolan tells recruit to make sure his body camera is on. At around 38 min mark it can be confirmed that it is Gill by his name badge. PSAB revised this score.

### **5<sup>th</sup> District Response**

Sgt Bianca Boone stated the following:

All discrepancies were corrected as reported.

**PSAB Note/Action:** No response necessary as the 5<sup>th</sup> District instituted corrective action in correcting the deficient forms. Score remained unchanged.

### **6<sup>th</sup> District Response**

Qiana T. Lewis provided the CIT form for item in question. The form denotes the officer as a CIT trained officer (Note: Officer Berrincha no longer with NOPD). The Sergeant also provided the CIT form for 2 other items. The existing forms provide details as needed to answer the audit questions. The following items had corrective actions taken in completing and entering the forms into the system: 1 item - 3rd Platoon, 1 item - 1st Platoon, 1 item - 2nd Platoon, and 1 item - 2nd Platoon.

**PSAB Note/Action:** Noted item was updated to show officer who responded was CIT trained. Also, the other items were updated per the found forms. The 6<sup>th</sup> District instituted corrective action for 4 deficient forms. Those scores remained unchanged.

### **3<sup>rd</sup> District Response**

In review of the CIT Audit conducted by PSAB, it was noted that there was a discrepancy with line-item number one, "The CIT form was completed properly for the Item Number?" At the time of this incident the CIT form itself was unavailable due to a technological issue and the officers were completing email forms and forwarding them to NOPCIT. The Officer emailed this form on 8/9/2021. A copy of the form has been attached.

A review of line item-number 19, "The officer received on-air approval from a supervisor for any CIT-related signal change?" A review of NOPD item number revealed that the Officers did not

receive on air approval and corrective action was taken. This was deemed to be a training issue and the Officers received counseling regarding NOPD policy number 41.25 Crisis Intervention. This was documented in an SFL for each Officer.

**PSAB Note/Action:** No scores affected.

**Attachments:**

Excel Raw Data Spreadsheets for May – October 2021.

*Timothy A. Lindsey*

**Timothy A. Lindsey, Innovation Manager - Auditing  
Professional Standards and Accountability Bureau**

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## ***Appendix C – Report Distribution***

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Deputy Supt. PSAB Bureau

Captain PSAB Bureau

Deputy Supt. FOB Bureau

Captain FOB Bureau

Lieutenant FOB

Auditing and Review Unit