



Audit and Review Unit
Professional Standards and Accountability Bureau

CIT Audit Report

May 2023

Report #: CIT052023

Review Period: May 1, 2022 - April 30, 2023

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Audit Team

This audit was managed and conducted by the Professional Standards and Accountability Bureau -Auditing and Review Unit.

Executive Summary

The Audit and Review Unit (ARU) of the Professional Standards and Accountability Bureau (PSAB) completed a Crisis Intervention Team (CIT) Audit in May 2023. The audit covered the period from May 1st, 2022 - April 30th, 2022. 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 seventeen (17) CIT Incident Audit Checklist questions. (Note: Three (3) questions relative to Crisis Transport removed from current audit, as PSAB and OCDM agreed that the CTS unit no longer in service).

Number of Non-Compliant Checklist Questions (5):

Q1: The CIT form was completed properly for the Item Number - **(88%)**

Q5: The BWC policy was properly followed by the officer(s) to document the entire event – **(94%)**

Q10: The officers secured the scene and used proper safety precautions, including physical searches prior to transport - **(90%)**

Q15: The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics) - **(81%)**

Q16: The officer received on-air approval from a supervisor for any CIT-related signal change - **(86%)**

Number of CAD CIT Incidents Used to Create Sample: (2,510)

Number of CIT Trained Officers that Responded to Scene in the audit sample: (81)

Final Audit Sample Target Number: (126)

The sample target represented 5% of available (2,510)

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: **(94%)**

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

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Introduction

Professional Standards and Accountability Bureau conducted an audit of CIT related incidents relative to a twelve-month period (May 2022 - Apr 2023). The audit was initiated and conducted between May 8th, 2023 - May 19th, 2023.

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 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 who 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 2,510 incidents identified as CIT for the period between May 2022 and April 2023. The audit sample was determined to be 126 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) – Revised seventeen (17) point CIT Incident Audit Checklist.

Note: The Seven (7) point CIT Planning Committee Audit Checklist is completed by the CIT Innovation Manager.

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-check non-compliant answers.

Data

The audit range is usually set for every six months (Bi-Annual); however, this audit covered a twelve-month period. 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 3 items deselected, 1 was an outside agency, 1 was a non-CIT incident, 1 de-selected due to hospital reporting suicide attempt.

Initiating and Conducting the CIT Audit

Professional Standards and Accountability Bureau obtained a CAD CIT data dump from the Department's information systems database on May 6. The random sample was then generated using this data and subsequently reviewed and adjusted prior to release for auditing on May 8th, 2023, 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 committee meets bi-annually to discuss the CIT processes and make any recommendations as needed to improve the CIT response in the community. Members include both NOPD, City and Parish officials, as well as external community advocates.

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

Each auditor's assigned sample set used to conduct the "single review" incident audit:

Total Sample: 126 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: _____

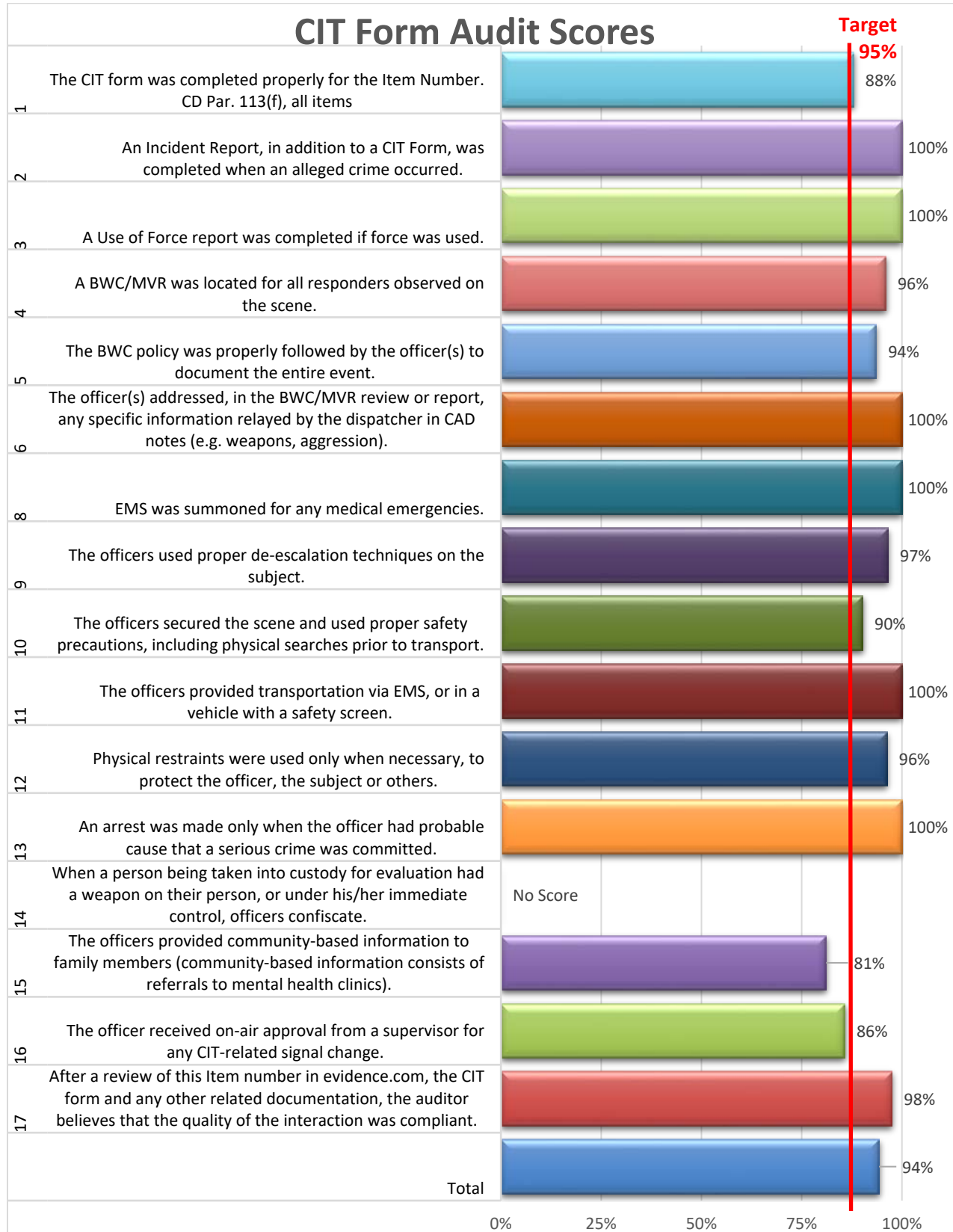
NA = Not Applicable
 Y = Compliant
 N = Not compliant/No
 U = Unknown

1. The CIT form was completed properly for the Item Number. 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. (Informational Only)	<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, or in a vehicle 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. 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
15. 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

16. 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
17. 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)

Audit Period: May 2023

ARU percentages for Consent Decree requirements for CIT Form Audit. (Sample Range: May 2022-April 2023)

Checklist Questions	Score	Y	N	NA	U	NOPD Policy
1 The CIT form was completed properly for the Item Number. CD Par. 113(f), all items	88%	109	15	2	0	Ch 41.25 p69 CD p113 (f)
2 An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.	100%	5	0	121	0	Ch 41.25 p71
3 A Use of Force report was completed if force was used.	100%	3	0	123	0	Ch 41.25, p70, Ch 1.3 Ch 41.3 p10; Appendix B
4 A BWC/MVR was located for all responders observed on the scene.	96%	119	5	2	0	
5 The BWC policy was properly followed by the officer(s) to document the entire event.	94%	117	8	1	0	Ch 41.3 p30
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).	100%	50	0	76	0	Ch 41.25 p22
7 A CIT-trained officer responded to the scene. (Informational Only)	81/125	81	44	0	1	Ch 41.25 p23
8 EMS was summoned for any medical emergencies.	100%	11	0	115	0	Ch 41.25 p14
9 The officers used proper de-escalation techniques on the subject.	97%	84	3	39	0	Ch 41.25 p25, p30, p76
10 The officers secured the scene and used proper safety precautions, including physical searches prior to transport.	90%	83	9	34	0	Ch 41.25 p22
11 The officers provided transportation via EMS, or in a vehicle with a safety screen.	100%	93	0	33	0	Ch 41.25 p38
12 Physical restraints were used only when necessary, to protect the officer, the subject or others.	96%	52	2	72	0	Ch 41.25 p55
13 An arrest was made only when the officer had probable cause that a serious crime was committed.	100%	1	0	125	0	Ch 41.25 p33
14 When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscate.	-	0	0	126	0	Ch 41.25 p66
15 The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).	81%	30	7	89	0	Ch 41.25 p5
16 The officer received on-air approval from a supervisor for any CIT-related signal change.	86%	12	2	111	1	Ch 41.25 p73. Ch 82.4, p7, p9
17 After a review of this Item number in evidence.com, the CIT form and any other related documentation, the auditor believes that the quality of the interaction was compliant.	98%	120	3	3	0	NA
Total	94%	970	98	1072	2	

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 PSAB 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)

Audit Period: May 2023

ARU percentages for Consent Decree requirements for CIT Form Audit. (Sample Range: May 2022-April 2023)

Check-List Questions	1	2	3	4	5	6	7	8	Overall Score
1. The CIT form was completed properly for the Item Number. CD Par. 113(f), all items	85%	100%	87%	94%	100%	94%	68%	86%	88%
2. An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.	100%	-	-	-	-	100%	100%	-	100%
3. A Use of Force report was completed if force was used.	100%	-	100%	-	-	-	100%	-	100%
4. A BWC/MVR was located for all responders observed on the scene.	92%	100%	87%	94%	100%	100%	96%	100%	96%
5. The BWC policy was properly followed by the officer(s) to document the entire event.	92%	100%	87%	100%	92%	88%	91%	100%	94%
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).	100%	100%	100%	100%	100%	100%	100%	100%	100%
7. A CIT-trained officer responded to the scene. (Informational Only)	9/13	7/13	12/15	17/18	7/13	14/16	8/23	7/14	81/125
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 the subject.	100%	100%	80%	100%	100%	93%	100%	93%	97%
10. The officers secured the scene and used proper safety precautions, including physical searches prior to transport.	100%	100%	100%	100%	100%	71%	94%	71%	90%
11. The officers provided transportation via EMS, or in a vehicle with a safety screen.	100%	100%	100%	100%	100%	100%	100%	100%	100%
12. Physical restraints were used only when necessary, to protect the officer, the subject or others.	100%	100%	-	100%	100%	91%	90%	100%	96%
13. An arrest was made only when the officer had probable cause that a serious crime was committed.	-	100%	-	-	-	-	-	-	100%
14. When a person being taken into custody for evaluation had a weapon on their person, or under his/her immediate control, officers confiscate.	-	-	-	-	-	-	-	-	-
15. The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).	100%	0%	67%	100%	100%	100%	75%	100%	81%
16. The officer received on-air approval from a supervisor for any CIT-related signal change.	-	50%	100%	-	50%	100%	100%	100%	86%
17. After a review of this Item number in evidence.com, the CIT form and any other related documentation, the auditor believes that the quality of the interaction was compliant.	100%	100%	94%	100%	100%	100%	95%	93%	98%
Total	96%	95%	91%	98%	98%	94%	91%	93%	94%

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 PSAB as needed.

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

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

CIT Incident Audit Reviews

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 **88%**. Of the 126 CIT Incidents reviewed, 109 were audited as positive, 15 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 126 CIT Incidents reviewed, 5 were audited as positive, none were negative and 121 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 126 CIT Incidents reviewed, 3 were audited as positive, none were negative, 123 were N/A.
4. **A BWC/MVR was located for all responders observed on the scene?** The overall score for this category was **96%**. Of the 126 CIT Incidents reviewed, 119 were audited as positive, 5 were negative, and 2 were 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 **94% changed from 91 %**. Of the 126 CIT Incidents reviewed, 117 were audited as positive, 8 were negative and 1 was 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 **100%**. Of the 126 CIT Incidents reviewed, 50 were audited as positive, none were negative, and 76 were N/A.
7. **A CIT-trained officer responded to the scene?** No score given for this category as informational only. Of the 126 CIT Incidents reviewed, 81 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 126 CIT Incidents reviewed, 11 were audited as positive, none were negative, 115 were N/A.
9. **The officers used proper de-escalation techniques on the subject.** The overall score for this category was **97%**. Of the 126 CIT Incidents reviewed, 84 was audited as positive, 3 were negative, and 39 were N/A.

10. **The officers secured the scene and used proper safety precautions, including physical searches prior to transport?** The overall score for this category was **90%**. Of the 126 CIT Incidents reviewed, 83 were audited as positive, 9 were negative, 34 were N/A.
11. **The officers provided transport via EMS or in a vehicle with safety screen?** The overall score for this category was **100%**. Of the 126 CIT Incidents reviewed, 93 were audited as positive, none were negative, 33 were N/A.
12. **Physical restraints were used only when necessary, to protect the officer, the subject, or others?** The overall score for this category was **96%**. Of the 126 CIT Incidents reviewed, 52 were audited as positive, 2 were negative, 72 were N/A.
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 **100%**. Of the 126 CIT Incidents reviewed, 1 was audited as positive, none were negative, 126 were N/A.
14. **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 **NA**. Of the 126 CIT Incidents reviewed, none were audited as positive, none were negative, 126 were N/A.
15. **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 **81%**. Of the 126 CIT Incidents reviewed, 30 were audited as positive, 7 were negative, 89 were N/A.
16. **The officer received on-air approval from a supervisor for any CIT-related signal change?** The overall score for this category was **86%**. Of the 126 CIT Incidents reviewed, 12 were audited as positive, 2 was negative, 111 were N/A, and 1 was unknown.
17. **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 126 CIT Incidents reviewed, 120 were audited as positive, 3 were negative, and 3 were N/A.

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. 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 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? 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? 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? 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? 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? 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.

CIT Planning Committee Audit Review (May 2023)

The below listed information reveals the outcome of the PSAB Innovation Manager checklist review. During the current timeframe, there were two (2) CIT Planning Committee Meetings conducted. The meetings were held on November 9, 2022, and April 11, 2023. The following questions will be audited based on each meeting held.

1. **Does the CIT Planning Committee include NOPD command leadership and contracted mental health professionals?** The November 2022 rating was Non-compliant (**There was no Captain in attendance at this meeting**). The April 2023 rating was Compliant. The current rating for this category is **Compliant**.
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 November 2022 rating was Non-compliant (**All were invited except a representative from the Orleans Parish Sherriff's Office**). The April 2023 rating was Compliant. The current rating for this category is **Compliant**.
3. **Does the CIT Planning Committee select CIT volunteers pursuant to policy?** The November 2022 rating was NA. The April 2023 rating was NA. The current rating for this category is **NA**. Districts within the Department recommend officers for CIT Training (40hr course).

Note: The committee does not and has never selected volunteers. This question may need to be removed from future audits because the requirements are not a part of the selection process for CIT officers.

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?** The November 2022 rating was Compliant. The April 2023 rating was Compliant. The current rating for this category is **Compliant**.

Note: This data is presented at every meeting, therefore no need for a request to be made for data.

5. **Do CIT Planning Committee minutes reflect announcing of officers who received commendation for their individual CIT officer performance?** The November 2022 rating was compliant. The April 2023 rating was NA. The current rating for this category is **NA**. why?

6. **Do CIT Planning Committee minutes reflect identification of strategy and training needs?**
The November 2022 rating was Compliant. The April 2023 rating was Compliant. The current rating for this category is **Compliant**. As 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?** The November 2022 rating was Compliant. The April 2023 rating was Compliant. The current rating for this category is **Compliant**.

Compliance - Summary

Based on the combined total of two thousand one hundred and forty-two **(2142)** checklist items rated, from the sample size of twenty-one, **(126)** CIT incidents audited; the **“overall score”** of this twelve-month (May 2022 - April 2023) CIT Incident Checklist audit conducted by the Auditing and Review Unit, was **94%**.

In addition, the CIT Planning Committee Audit, based on the 7 questions in the checklist, the **“overall score”** of this twelve-month (May 2022 - April 2023) period as determined by the PSAB Innovation Manager – CIT, was **80%**. Questions 1 & 2 for November 2022 meeting were non-compliant.

Conclusions

Results

The overall results of the twelve-month 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 - **(88%)**
 - 1st (deficiencies-2), 3rd (deficiencies-2), 4th (deficiencies-1), 6th (deficiencies-1), 7th (deficiencies-7), 8th (deficiencies-2). See Raw data Comments.
- **Q5:** The BWC policy was properly followed by the officer(s) to document the entire event – **(94%)**
 - 1st (deficiencies-1), 3rd (deficiencies-2), 5th (deficiencies-1), 6th (deficiencies-2), 7th (deficiencies-2). See Raw data Comments.
- **Q10:** The officers secured the scene and used proper safety precautions, including physical searches prior to transport - **(90%)**
 - 6th (deficiencies-4), 7th (deficiencies-1), 8th (deficiencies-4). See Raw data Comments.
- **Q15:** The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics) - **(81%)**
 - 2nd (deficiencies-4), 3rd (deficiencies-1), 7th (deficiencies-2). See Raw data Comments.
- **Q16:** The officer received on-air approval from a supervisor for any CIT-related signal change - **(86%)**
 - 2nd (deficiencies-1), 5th (deficiencies-1). See Raw data Comments.

Recommendations

It is recommended by the Professional Standards and Accountability Bureau that the patrol supervisors continue to 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.

District Responses & PSAB Notes:

4th District Response

District researched the incident in question and completed SFL202301200.

PSAB Note/Action: No further action required as the 4th District took corrective measures.

8th District Response

The 8th District reviewed the CIT Audit that was sent and feels that several questions that were marked negative are inaccurate and should be changed to show the District is in compliance: Below are the questions with how the district was scored and what action was taken to remedy the situation or the reason why the district believes that it was marked inaccurate. See below:

- The CIT form was completed properly for the Item Number (After review, **both** items were non-compliant. The **two officers that completed the forms are no longer employed** by N.O.P.D.) 8th District marked at 86% Compliant with 2 items Non-Compliant.
 - a. **No** CIT form was completed.
 - b. **No CIT officer on scene** when Officer was on-scene and is CIT trained. He incorrectly completed form.

PSAB Note/Action: No further action required as the 8th District unable to take corrective measures.

8th District Response

The BWC policy was properly followed by the officer(s) to document the entire event. (After reviewing BWC videos all 3 should be changed to compliant). District was 79% compliant. 3 items marked as non-compliant:

- 2 Items the auditor was using Chapter 41.25 Paragraph 74 of the Crisis Intervention policy, officers are to document the entire event, including the transfer of the individual to a receiving facility when they reviewed and audited the BWC videos. In both videos the officers turn the BWC off before entering the hospital. BWC policy Chapter 41.3.10 BWC paragraph 18 states that when handling calls at a medical facility officers shall turn off their BWCs immediately prior to entering a medical facility or emergency room. The two policies contradict each other where one states you should leave your camera on until the transfer is complete, and the other states turn it off before entering a hospital or emergency room. Due to the conflicting policies and both officers followed the BWC policy these two items should be marked as compliant.
- 1 Item the officers turned off the BWC after the individual was secured by EMS and they were clearing the scene. The consumer was transported by EMS to the hospital for treatment. This item should be marked as compliant.

PSAB Note/Action: After further review, ARU made decision to adjust the score for the above-mentioned items. The result of the change improved district score from 79% to 100% for question

5 regarding complete BWC.

8th District Response

The officers secured the scene and used proper safety precautions, including physical searches prior to transport. (After reviewing BWC videos all four should be marked as complaint). 8th District marked 64%; 4 marked non-compliant.

- 1 Item the auditor stated that the officer didn't conduct a search of the subject before transporting them. After reviewing the BWC video it was learned that the consumer was a female, and the officer was a male. Per Chapter 1.2.4 Search and Seizure Paragraph 10 which deals with searching subjects not of the same gender, Subsection B states the officer shall not search areas of the body covered by tight-fitting clothing, sheer clothing or clothing that could not reasonably conceal a weapon. The officer followed policy and didn't search the female due to the fact that the clothing that she was wearing couldn't reasonably conceal a weapon. The officer followed policy this should be marked as compliant.
- 1 Item the auditor wrote that officer placed the consumer in the vehicle without searching or handcuffing consumer for transport to Tulane Hospital at TS 24:00. After reviewing the BWC video it was learned that the consumer was a female, and the officer was a male. Per Chapter 1.2.4 Search and Seizure Paragraph 10 which deals with searching subjects not of the same gender, Subsection B states the officer shall not search areas of the body covered by tight-fitting clothing, sheer clothing or clothing that could not reasonably conceal a weapon. The officer followed the policy and didn't search the female due to the clothing that she was wearing could not reasonably conceal a weapon. The officer did remove her bag and place it in the rear of the unit. This item should be changed to compliant.
- 1 Item the auditor wrote though Officer Adams instructed the consumer to empty his pockets, Adams did not conduct his own search on the consumer. In watching the BWC video officer Adams did search the individual before placing him in the rear of the police vehicle. At the 5:22 mark you can see Officer Adams checking the subject's waistband. Before that occurred Officer Adams had the subject empty his pockets to ensure that he didn't have anything in them. Via Chapter 1.2.4 a search is defined as the following: —An inspection, examination, or viewing of persons, places, or items in which an individual has a legitimate expectation of privacy. This process would be defined as a search from the previously listed definition in the policy. Officer Adams was dealing with a subject that was very paranoid. Officer Adams through communication gets the male to trust him and listen to him. This was the best way to approach the situation under the circumstances without escalating the situation and still searching the individual. This item should be marked as compliant.
- 1 Item, BWC video, the auditor wrote the officer was not observed conducting a search prior to placing the consumer into the vehicle. In reviewing the BWC it was learned that the consumer was a female, and the officer was a male. Per Chapter 1.2.4 Search and Seizure Paragraph 10 which deals with searching subjects not of the same gender, Subsection B

states the officer shall not search areas of the body covered by tight-fitting clothing, sheer clothing or clothing that could not reasonably conceal a weapon. The officer followed the policy and didn't search the female due to the clothing that she was wearing could not reasonably conceal a weapon.

PSAB Note/Action: Regarding 3 items, ARU found no evidence to support the district statement. Officers made no statements on BWC, nor did they write anything on the CIT form which would preclude a search. They could have stated that a visual search was sufficient given the clothing worn by consumer. They did not. As such, ARU made no adjustment to the items in question. Regarding 1 item, ARU confirmed the search, and made adjustment to the overall score. District score improved from **64% to 71%** for question 10.

8th District Response

Physical restraints were used only when necessary, to protect the officer, the subject, or others. (After reviewing the BWC this item should be marked as compliant). 8th District marked 92%; 1 non-compliant.

- 1 Item the auditor wrote -Officer placed the consumer in the vehicle without searching or handcuffing consumer for transport to Tulane Hospital at TS 24:00. I do not know why this was marked negative. The question clearly states when necessary to protect the officer, the subject or others which is taken directly from Chapter 41.25 paragraph 55. In viewing the BWC video restraints were not necessary or required. This item should be marked as complaint.

PSAB Note/Action: Regarding item, ARU agrees that the district was not required to hand-cuff consumer. This score was adjusted from No to NA as the handcuffing was not applicable in this case. The overall score for question 12 improved from **92% to 100%**.

8th District Response

The officer received on-air approval from a supervisor for any CIT-related signal change. (After reviewing the BWC this item should be marked as compliant). 8th District marked 75%; 1 marked non-compliant.

- Under item Sgt. was on the scene for the incident. The original call was dispatched as a 106 call. In viewing Sgt. Jacksons BWC video at the 6:10 mark Sgt. Jackson tells the officer to make the signal a 103M and be sure to complete the CIT form. There was no reason to receive an on-air approval when the supervisor is on the scene. This item should be marked as compliant. In viewing the BWC video restraints were not necessary or required. This item should be marked as complaint.

PSAB Note/Action: Regarding item, ARU agrees that the district was not required to radio in the change as the supervisor was on scene to make the call. The score was adjusted from **75% to 100%**.

8th District Response

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. (After reviewing the question all three should be marked as compliant and the question should be removed from the audit). 8th District marked 79%: 2 marked non-compliant.

- Concerning question 17. This question should be removed from the audit completely. It requires an opinion from the auditor. 2 items were disputed under the other negative markings. Once those are corrected these two items should be changed to compliant..

PSAB Note/Action: ARU agrees with the district that the overall encounters were professional and effective. The score was adjusted from **79% to 93%**.

Attachments:

Excel Raw Data Spreadsheets for Nov 2021 – Apr 2022.

Timothy A. Lindsey

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

Appendix C – Report Distribution

Deputy Supt. PSAB Bureau

Captain PSAB Bureau

Deputy Supt. FOB Bureau

Captain FOB Bureau

Lieutenant FOB

Auditing and Review Unit