



Audit and Review Unit  
Professional Standards and Accountability Bureau

# CIT Audit Report (Final)

## November 2024

Report #: CIT112024

Sample Period: May 1, 2024 - October 31, 2024

Submitted by PSAB: November 20, 2024

Response from FOB: November 26, 2024

Final Report: December 2, 2024

### **Audit Team**

This audit was managed and conducted by the Audit and Review Team

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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 on November 18, 2024. The audit covered the period from May 1<sup>st</sup>, 2024 - October 31<sup>st</sup>, 2024. 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, 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 eighteen (18) CIT Incident Audit Checklist questions.

### **Number of Non-Compliant Checklist Questions (2):**

**Q1:** The CIT form was completed properly for the Item Number – (93%); prior audit score was (81%)

**Q10:** The officers secured the scene and used proper safety precautions, including physical searches prior to transport – (94%); prior audit score was (92%)

### **Number of CAD CIT Incidents Used to Create Sample: (2,020)**

**Number of CIT Trained Officers that Responded to Scene in the audit sample: (59)**

**Final Audit Sample Target Number: (101)**

The sample target represented ~5% of available universe (2,020)

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: (98%); prior audit score was (94%)

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

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## **Introduction**

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The Professional Standards and Accountability Bureau previously conducted an audit of CIT related incidents in November 2024. This audit is relative to a six-month period (May 2024 - October 2024). This audit was initiated and conducted between November 6<sup>th</sup>, 2024 - November 18<sup>th</sup>, 2024. The previous audit was conducted in May 2024.

### **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 Team (CIT) program 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) handled by NOPD, regarding crisis disturbances, all suicide categories, including suicide 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 2,020 incidents identified as CIT for the period between May 1<sup>st</sup>, 2024 - October 31<sup>st</sup>, 2024. The audit sample was determined to be 101 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 eighteen (18) 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). 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 6 incidents deselected for this audit. Of the 6 items deselected, 2 were an outside agency, 1 was handled by Mobile Crisis Unit before police could arrive, 2 were by suicide and 1 was disposition of “Void”.

| District | Deselection Reason  |
|----------|---|
| 2        | There is no CIT intake information due to the subject committing suicide.                   |
| 4        | There is no CIT information due to the consumer committing suicide.                         |
| 3        | Outside agency (1)<br>Handled by outside Agency - Levee Board Police. (1)                   |
| 5        | Disposition Void. (No Information available for review)                                     |
| 8        | Consumer was taken to hospital by a Mobile Crisis Unit before Police could become involved. |

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

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The Professional Standards and Accountability Bureau obtained a CAD CIT data dump from the Department's information system's database on November 1<sup>st</sup>, 2024. The random sample was then generated using this data and subsequently reviewed and adjusted prior to release for auditing on November 6<sup>th</sup>, 2024, 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.

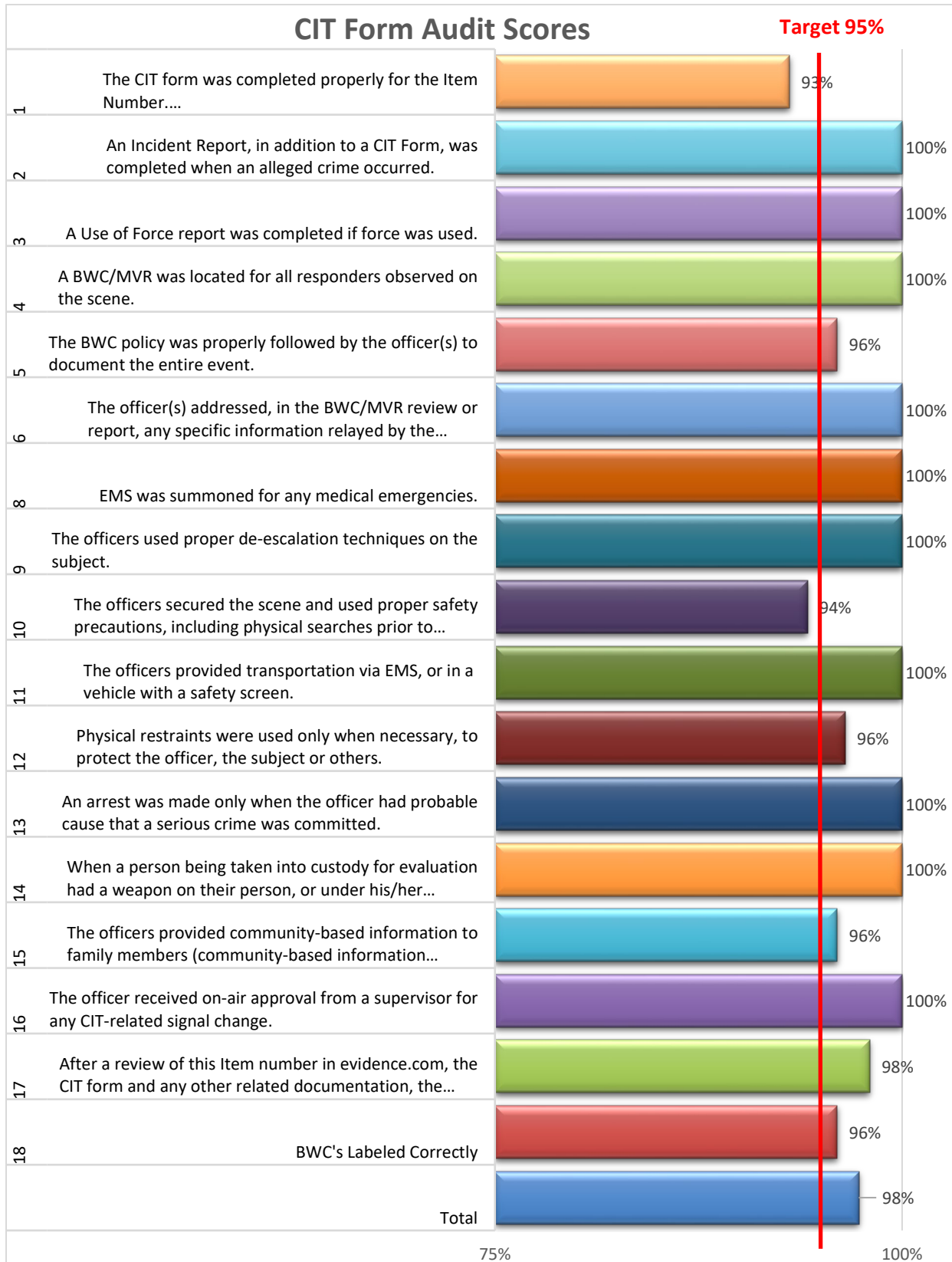
1. Each auditor was assigned a numeric count of incidents to be audited utilizing the single review auditing process.
2. The auditors utilized an online audit form for inputting the results of the audit.
3. The auditors inspected all necessary related documents and video provided as evidence of compliance 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 is below:

**Total Sample: 101 Incidents**

## CIT Bar Chart Scorecard



## CIT Data Scorecard - Overall

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

ARU percentages for Consent Decree requirements for CIT Form Audit.

Audit Period: Nov 2024

Sample Range: May 2024 - Oct 2024

| Checklist Questions |   | Score  | Y   | N  | NA  | U | NA Explanations  | NOPD Policy / CD ¶            |
|---------------------|---|--------|-----|----|-----|---|--|-------------------------------|
| 1                   | The CIT form was completed properly for the Item Number. CD Par. 113(f), all items  | 93%    | 94  | 7  | 0   | 0 |  | Ch 41.25 CD 113 (f); 69       |
| 2                   | An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.  | 100%   | 7   | 0  | 94  | 0 | No Crime Occurred  | Ch 41.25 p71                  |
| 3                   | A Use of Force report was completed if force was used.  | 100%   | 2   | 0  | 99  | 0 | No Force Used  | Ch 41.25, p70, Ch 1.3         |
| 4                   | A BWC/MVR was located for all responders observed on the scene.   | 100%   | 100 | 0  | 1   | 0 | No person onsite; Officer had no interactions with any party, No BWC | Ch 41.3 p10; Appendix B       |
| 5                   | The BWC policy was properly followed by the officer(s) to document the entire event.  | 96%    | 96  | 4  | 1   | 0 | No person onsite; Officer had no interactions with any party, No BWC | 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%   | 67  | 0  | 34  | 0 | No specific info given for these entries                             | Ch 41.25 p22                  |
| 7                   | A CIT-trained officer responded to the scene. (Informational Only)  | 59/101 | 59  | 42 | 0   | 0 |  | Ch 41.25 p23                  |
| 8                   | EMS was summoned for any medical emergencies.   | 100%   | 18  | 0  | 83  | 0 | No medical emergencies reported                                      | Ch 41.25 p14                  |
| 9                   | The officers used proper de-escalation techniques on the subject.   | 100%   | 88  | 0  | 13  | 0 | No de-escalation required.   | Ch 41.25 p25, p30, p76        |
| 10                  | The officers secured the scene and used proper safety precautions, including physical searches prior to transport.  | 94%    | 81  | 5  | 15  | 0 | Not transported and not searched                                     | Ch 41.25 p22                  |
| 11                  | The officers provided transportation via EMS, or in a vehicle with a safety screen.   | 100%   | 85  | 0  | 16  | 0 | No transportation involved   | Ch 41.25 p38                  |
| 12                  | Physical restraints were used only when necessary, to protect the officer, the subject or others.   | 96%    | 55  | 2  | 44  | 0 | No physical restraints were used                                     | 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  | 100 | 0 | No serious crimes were committed                                     | 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.                                  | 100%   | 6   | 0  | 95  | 0 | No weapons were confiscated  | Ch 41.25 p66                  |
| 15                  | The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).                             | 96%    | 48  | 2  | 51  | 0 | No family members were involved                                      | Ch 41.25 p5                   |
| 16                  | The officer received on-air approval from a supervisor for any CIT-related signal change.   | 100%   | 9   | 0  | 92  | 0 | No signal change requested   | 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%    | 98  | 2  | 1   | 0 | No person onsite; Officer had no interactions with any party         | NA                            |
| 18                  | BWC's Labeled Correctly   | 98%    | 98  | 2  | 1   | 0 |  | NA                            |
| Total               |   | 98%    | 953 | 24 | 740 | 0 |  |                               |

#### 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)

ARU percentages for Consent Decree requirements for CIT Form Audit.

Audit Period: Nov 2024

Sample Range: May 2024 - Oct 2024

| 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   | 100%       | 100%       | 100%        | 100%        | 100%        | 93%        | 88%        | 73%        | 93%           |
| 2 An Incident Report, in addition to a CIT Form, was completed when an alleged crime occurred.   | 100%       | 100%       | 100%        | 100%        | -           | -          | 100%       | 100%       | 100%          |
| 3 A Use of Force report was completed if force was used.   | -          | -          | 100%        | -           | -           | -          | 100%       | -          | 100%          |
| 4 A BWC/MVR was located for all responders observed on the scene.  | 100%       | 100%       | 100%        | 100%        | 100%        | 100%       | 100%       | 100%       | 100%          |
| 5 The BWC policy was properly followed by the officer(s) to document the entire event.   | 100%       | 100%       | 100%        | 100%        | 100%        | 100%       | 83%        | 100%       | 96%           |
| 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%          |
| 7 A CIT-trained officer responded to the scene. (Informational Only)   | 7/12       | 4/8        | 3/9         | 9/11        | 8/12        | 7/14       | 12/24      | 9/11       | 59/101        |
| 8 EMS was summoned for any medical emergencies.  | 100%       | 100%       | 100%        | 100%        | 100%        | 100%       | 100%       | 100%       | 100%          |
| 9 The officers used proper de-escalation techniques on the subject.  | 100%       | 100%       | 100%        | 100%        | 100%        | 100%       | 100%       | 100%       | 100%          |
| 10 The officers secured the scene and used proper safety precautions, including physical searches prior to transport.  | 100%       | 86%        | 100%        | 100%        | 100%        | 67%        | 100%       | 100%       | 94%           |
| 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.   | 86%        | 83%        | 100%        | 100%        | 100%        | 100%       | 100%       | 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.                                  | 100%       | -          | -           | 100%        | -           | 100%       | -          | 100%       | 100%          |
| 15 The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).                             | 100%       | 100%       | 100%        | 100%        | 100%        | 100%       | 92%        | 50%        | 96%           |
| 16 The officer received on-air approval from a supervisor for any CIT-related signal change.   | -          | -          | -           | 100%        | 100%        | 100%       | 100%       | 100%       | 100%          |
| 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%       | 100%        | 100%        | 100%        | 100%       | 92%        | 100%       | 98%           |
| 18 BWC's Labeled Correctly   | 100%       | 100%       | 100%        | 100%        | 100%        | 93%        | 100%       | 91%        | 98%           |
| <b>Total</b>   | <b>99%</b> | <b>98%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>96%</b> | <b>96%</b> | <b>95%</b> | <b>98%</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 PSAB as needed.

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

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

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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 **93%**. Of the 101 CIT Incidents reviewed, 94 were audited as positive, 7 were negative and zero 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 101 CIT Incidents reviewed, 7 were audited as positive, zero (0) were negative, and 94 were N/A because no crime occurred.
3. **A Use of Force report was completed if force was used?** The overall score for this category was **100%**. Of the 101 CIT Incidents reviewed, 2 were audited as positive, zero (0) were negative, 99 were N/A because no force used on the consumer.
4. **A BWC/MVR was located for all responders observed on the scene?** The overall score for this category was **100%** Of the 101 CIT Incidents reviewed, 100 were audited as positive, zero 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 **95%**. Of the 101 CIT Incidents reviewed, 96 were audited as positive, 4 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 101 CIT Incidents reviewed, **67** were audited as positive, zero were negative, and 34 were N/A.
7. **A CIT-trained officer responded to the scene?** No score given for this category as informational only. Of the 101 CIT Incidents reviewed, 59 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 101 CIT Incidents reviewed, 18 were audited as positive, zero were negative, 83 were N/A because no medical emergencies reported.
9. **The officers used proper de-escalation techniques on the subject.** The overall score for this category was **100%**. Of the 101 CIT Incidents reviewed, 88 were audited as positive, zero were negative, and 13 were N/A no de-escalation required.
10. **The officers secured the scene and used proper safety precautions, including physical searches prior to transport?** The overall score for this category was **94%**. Of the 101 CIT

Incidents reviewed, 81 were audited as positive, 5 were negative & 15 were N/A because not transported and not searched.

11. **The officers provided transport via EMS or in a vehicle with safety-screen?** The overall score for this category was **100%**. Of the 101 CIT Incidents reviewed, 85 were audited as positive, zero were negative & 16 were N/A because no transportation involved.
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 101 CIT Incidents reviewed, 55 were audited as positive, 2 were negative & 44 were N/A. because no physical restraints were used.
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 101 CIT Incidents reviewed, 1 was audited as positive, zero were negative & 100 were N/A because no serious crimes were committed.
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 **100%**. Of the 101 CIT Incidents reviewed, 6 were audited as positive, zero were negative & 95 were N/A because no weapons were confiscated.
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 **96%**. Of the 101 CIT Incidents reviewed, 48 were audited as positive, 2 were negative & 51 were N/A because no family members were involved.
16. **The officer received on-air approval from a supervisor for any CIT-related signal change?** The overall score for this category was **100%**. Of the 101 CIT Incidents reviewed, 9 were audited as positive, zero were negative & 92 were N/A no signal change requested.
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.?** The overall score for this category was **98%**. Of the 101 CIT Incidents reviewed, 98 were audited as positive, 2 were negative & 1 was N/A.
18. **BWC's Labelled Correctly?** The overall score for this category was **96%**. Of the 101 CIT Incidents reviewed, 98 were audited as positive, 2 were negative & one was N/A.

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## ***CIT Planning Committee Audit Review (Nov 2024)***

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The below listed information reveals the outcome of the PSAB Innovation Manager checklist review. During the current timeframe, there were one (1) CIT Planning Committee Meeting conducted. The meeting was held on June 18, 2024. 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?** Yes
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?** Yes
3. **Does the CIT Planning Committee select CIT volunteers pursuant to policy?** N/A (not applicable), there has not been a CIT training certification course during this timeframe. The committee does not review applications for this 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?** Yes
5. **Do CIT Planning Committee minutes reflect announcing of officers who received commendation for their individual CIT officer performance?** Yes
6. **Do CIT Planning Committee minutes reflect identification of strategy and training needs?** Yes
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?** Yes

CIT Planning Committee meeting links:



cit presentation  
6-18-24.pptx



CIT Planning sign  
in 6-18-24.pdf

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## ***Compliance - Summary***

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Based on the combined total of one thousand seven hundred & seventeen (**1717**) checklist items rated, from the sample size of one hundred & one (**101**) CIT incidents audited; the “***overall score***” of this six-month (May 2024 - October 2024) CIT Incident Checklist audit conducted by the Auditing and Review Unit, was **97%**.

In addition, the CIT Planning Committee Audit, based on the 7 questions in the checklist, the “***overall score***” of this six-month (May 2024 - October 2024) period as determined by the PSAB Innovation Manager – CIT, was **100%**, as meeting on June 18, 2024, took place.

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## Conclusions

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### Results

The overall results of the six-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 - **(93%)**
  - 6<sup>th</sup> (deficiencies - 1), 7<sup>th</sup> (deficiencies - 3) & 8<sup>th</sup> (deficiencies – 3). Please See Raw Data Comments.
  
- **Q10:** The officers secured the scene and used proper safety precautions, including physical searches prior to transport - **(92%)**
  - 2<sup>nd</sup> (deficiencies - 1) & 6<sup>th</sup> (deficiencies - 4). Please 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**.

Regarding **Q1**, the policy 41.25 states the following:

#### **CRISIS INTERVENTION FORM AND INCIDENT DOCUMENTATION**

p69. Upon completion of a crisis intervention incident involving a 103M, 29ST, or 29SA, or any other signal in which a CIT officer is specifically dispatched for crisis intervention purposes, the CIT officer or responding officer **shall complete and submit the electronic Crisis Intervention Form (Form #348)**. Officers do not need to complete a Crisis intervention Form on gone on arrival (GOA) calls.

Regarding **Q10**, the policy 41.25 states the following:

p58. Officers shall “**search the individual before transporting**” in accordance with **Chapter 71.1** – Prisoner Transportation and Guarding.

p59. When transporting any individual in custody for a mental illness evaluation, the handling officer shall direct Communications Services to notify the receiving facility of the estimated time of arrival, the level of cooperation of the individual, and any special care needs of the individual that are reasonably known to the officer.

p60. Officers have three transportation options:

- (a) **EMS**, when there is a medical emergency.
- (b) **CTS**, in non-arrest situations. Officers must accompany or follow CTS; and
- (c) A marked **police unit** with a safety screen, in criminal or non-criminal situations.

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

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### **6<sup>th</sup> District Responses:**

**Q17: The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).**

Under the Raw Data tab, The Sgt. discovered that the 6th District received a 33% score. The Sgt. reviewed the corresponding item and discovered that the consumer was at a health center alone and that the doctor and social worker at the facility called the 911. The doctor stated to arriving officers that she only wanted EMS transport for the consumer due to her high blood pressure and other symptoms of a stroke. There was no family on scene for the consumer or associates that would benefit from a list of resources.

Due to this new information, the Sixth District respectfully request our score be reevaluated.

**PASB Response:** The answer has been changed to "NA" based on review of BWC and explanation given by district.

**Q17: The officers provided community-based information to family members (community-based information consists of referrals to mental health clinics).**

Under the Raw Data tab, the Sgt. discovered that the 6th District received a 33% score. The Sgt. reviewed the corresponding item and discovered that the elderly mother of the middle-aged consumer, had already retrieved OPC papers for her son. She also stated to the officers that she was aware of her son's condition which he was diagnosed. The mother also stated that this was her 4th or 5th time obtaining OPC papers for her son. In this instance, it would not benefit the mother for the officers to provide her with resources for her son when in fact she seemed well versed in the system. It was also apparent that the mother was in a rush for officers to get to her son by her walking off twice before providing officers with all the information/documents needed.

Due to this new information, the Sixth District respectfully request our score be reevaluated.

**PASB Response:** The answer has been changed to "NA" based on review of BWC and explanation given by district.

**Attachments:**

Excel Raw Data Spreadsheets

*Timothy A. Lindsey*

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

## 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, 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.

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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