

Crisis Intervention Team 2025 Annual Report

[Consent Decree ¶113]

f) NOPD shall track CIT use through data provided by the CIT officer or MCTU after each response. NOPD shall gather and track the following data at a minimum:

- (1) Data, time, and location of the incident;
- (2) Subject's name, age, gender, and address;
- (3) Whether the subject was armed, and type of weapon;
- (4) Whether the subject is a U.S. military veteran;
- (5) Complainant's name and address;
- (6) Name and badge number of CIT officer on the scene;
- (7) Whether a supervisor responded to the scene;
- (8) Techniques or equipment used;
- (9) Any injuries to officers, subject, or others;
- (10) Disposition; and
- (11) Brief narrative of the event (if not included in any other document).

g) NOPD shall publicly report this data, aggregated as necessary to protect privacy.

The NOPD's Crisis Intervention Team (CIT) model is a nationally recognized "best practices" approach in recognizing and managing behavior that may be attributable to a mental health disorder or substance abuse. Under this program, chosen officers receive 40 hours of intense training from mental health experts focused on techniques and best practices for minimizing the use of force against individuals in crisis due to mental illness or a behavioral disorder. CIT officers are assigned to each police district and are trained to respond to and de-escalate mental health crises.

The Crisis Intervention Team offers yearly courses to train and to certify officers in Crisis Intervention. NOPD is required to ensure 20% of its patrol division are CIT certified and can provide a CIT-trained officer on each shift in each district. In 2025, the Crisis Intervention Team certified 29 additional officers and NOPD personnel, increasing the total number of CIT officers across the department to 330, including officers and sergeants. Currently 37% of NOPD Patrol Officers have been certified by the Crisis Intervention Team. In addition to CIT Annual In-service training and the 40-hour CIT Certification Class, NOPD hosted a Mental Health First Aid course taught by partners at National Alliance on Mental Illness (NAMI). Orleans Parish Communication Division (OPCD) dispatches these specially trained CIT Officers to crisis calls when available to utilize their certified crisis intervention skills to de-escalate crisis situations. All officers, CIT-certified and non-certified, receive a yearly refresher course on Crisis Intervention and De-

escalation during Core In-Service training, in addition to the Crisis Intervention Team re-certification refresher course. The initial NOPD policy on Crisis Intervention (Chapter 41.25) went into effect in March 2016. The Department then began gathering the data enumerated in Consent Decree ¶ 113. In 2025, officers submitted 4,096 incidents via the Crisis Intervention Form. NOPD was dispatched to 6,582 calls for service according CAD data collected by CIT signal codes. Aggregated data from the Crisis Intervention Forms is included in this report.

The City of New Orleans has implemented a new Mobile Crisis Intervention Unit (MCIU) through RHD to assist NOPD with handling calls for individuals in crisis when appropriate. With the implementation of this service, NOPD will be able to address other calls for service and decrease the call response time throughout the city. MCIU began providing services to consumers in New Orleans on June 1, 2023. The data below reflects the services provided since the implementation of MCIU. The codes are listed below:

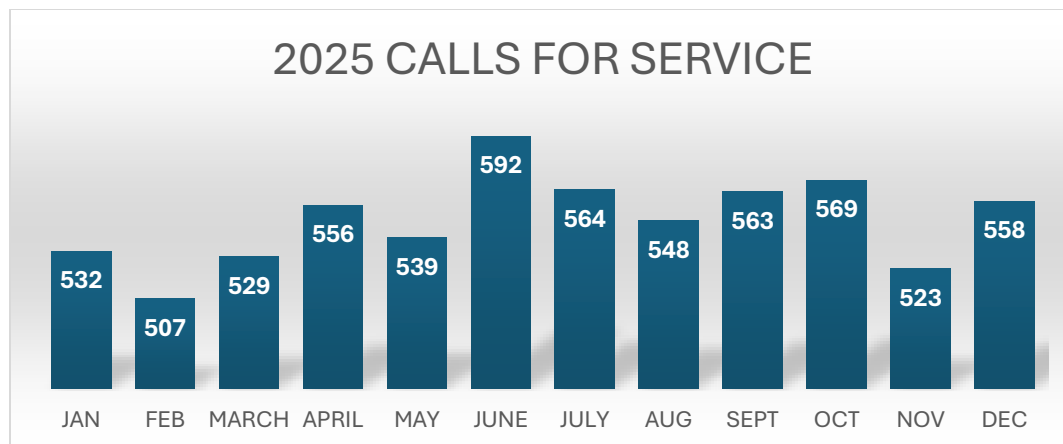
- Transport
- Non transport
- Support
- Gone on arrival
- Duplicate
- Cancelled by caller

MCIU's total calls for service was 3,369. MCIU's true crisis calls were 2,371. The calls were coded as 1634 were transported to Local treatment facilities; 456 were resolved on scene; and 281 required involuntary transports collaboration with NOPD.

Computer Aided Dispatch (CAD) Aggregate Data

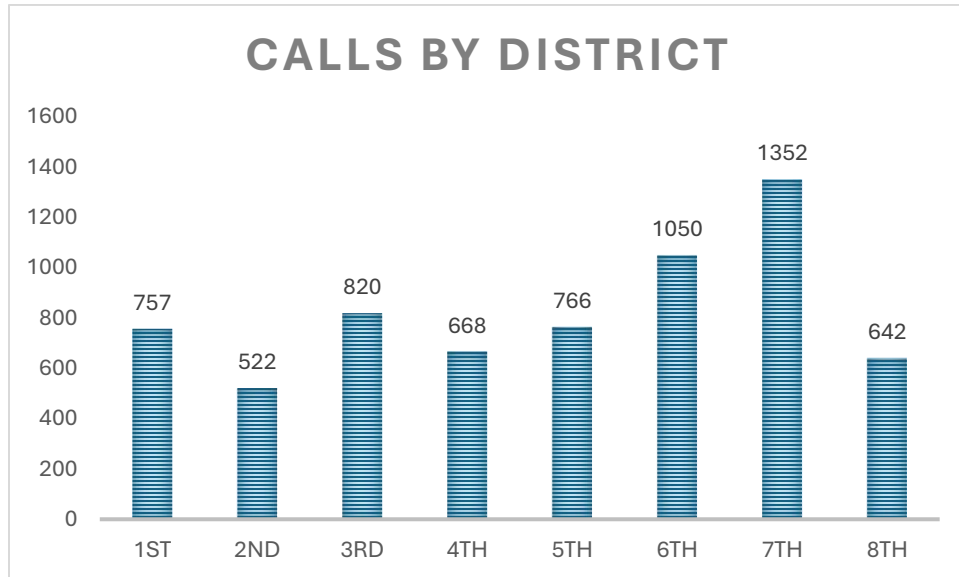
Crisis Calls by Month (Figure 1) - NOPD received a total of 6,582 crisis calls for service in 2025 for which a CIT form was completed by the responding officer regardless of final signal code (incident type). Crisis Calls per month ranged from a low of 507 in February to a high of 592 in June.

Figure 1



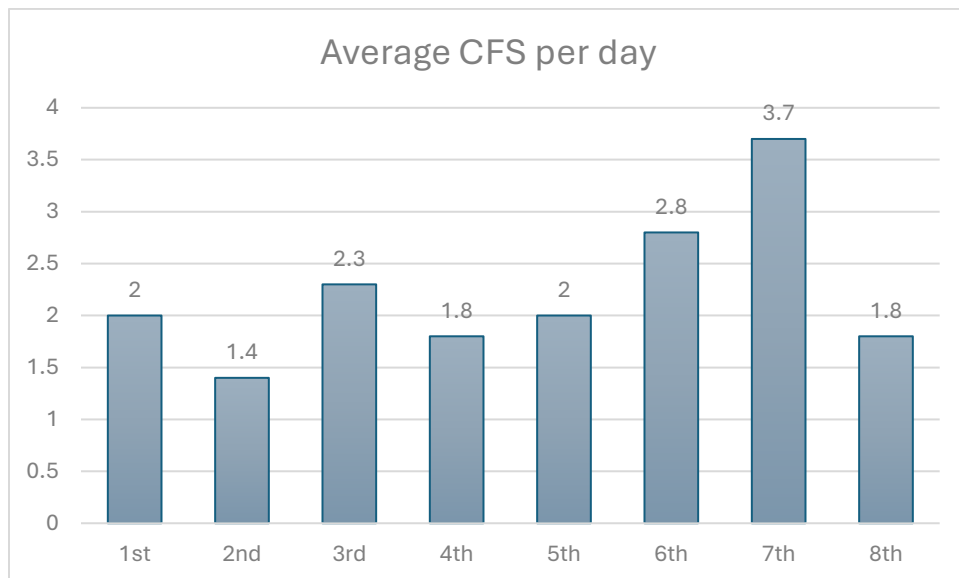
Crisis Calls by District (Figure 2) - The greatest number of crisis calls was in the 7th District totaling 1,352 calls, which is geographically the largest district in New Orleans. The smallest number of crises within the police districts for NOPD and not counting the specialty/support divisions was in the 2nd District totaling 522, which is geographically another one of the largest districts in New Orleans.

Figure 2



Average Crisis Calls per Day by District (Figure 3) - On average, in 2025 NOPD received 18 crisis calls for service per day.

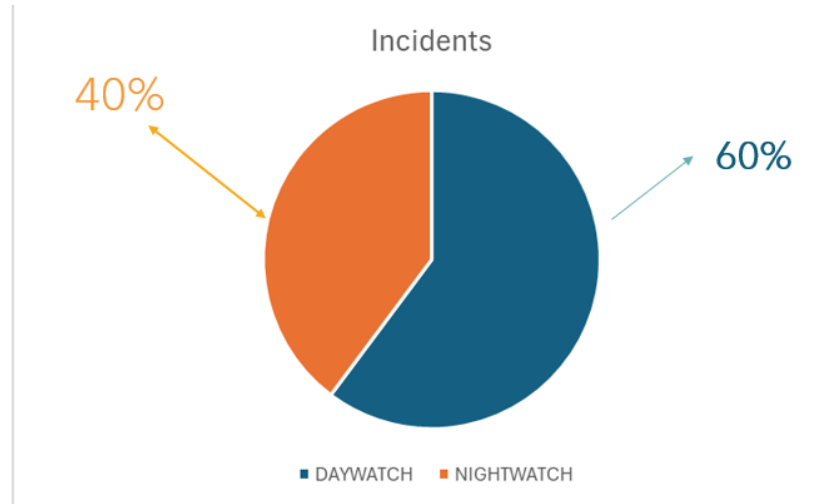
Figure 3



Crisis Incidents by Platoon (Figure 4) - Most incidents took place during Day Watch (7:00am – 6:59pm) with the remainder occurring during Night Watch (7:00pm – 7:59am). NOPD has two

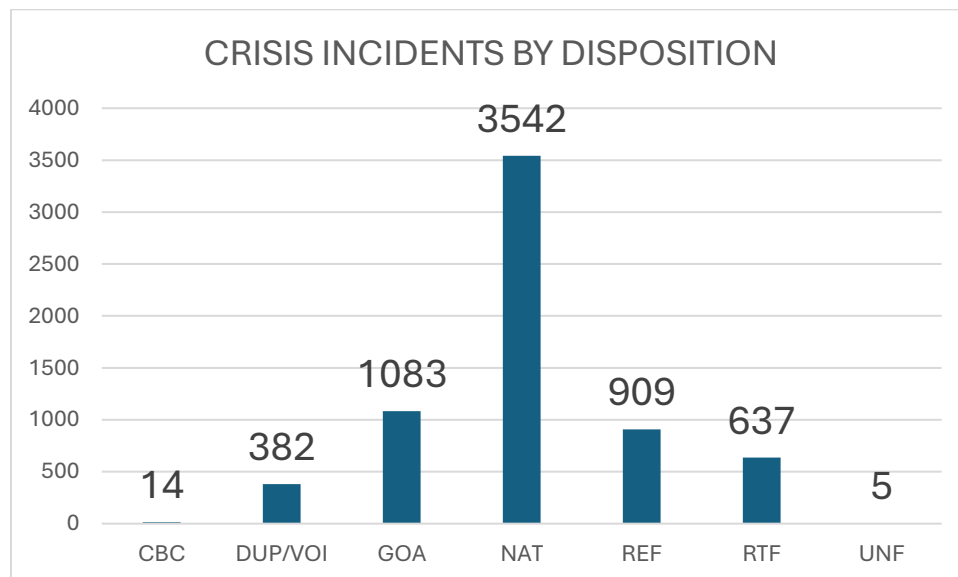
rotating shifts of Day Watch and Night watch to distribute the week between the employees who work within the Police Districts to maintain a consistent schedule and staff. Shifts A and B work the Day Watch schedule and shifts C and D work the Night Watch schedule.

Figure 4



Crisis Incidents by Disposition (Figure 5) – This figure displays the final dispositions or statuses of the calls and its outcome. These codes advise the Department and OPCD what was the outcome of the call and the documentation, if any, associated with the incident. These disposition codes include Canceled by Caller (CBC), Gone on Arrival (GOA), Necessary Action Taken (NAT), Unfounded (UNF), Void (VOI), Duplicate Incident (DUP), Report to Follow (RTF), and Referred to Another Agency (REF).

Figure 5

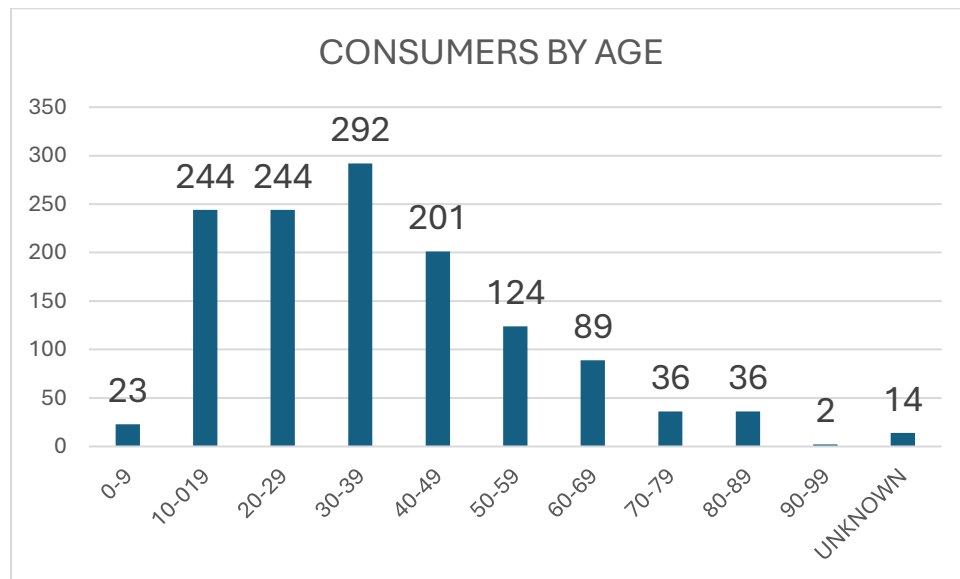


Crisis Intervention Form (CIT Form) Aggregate Data

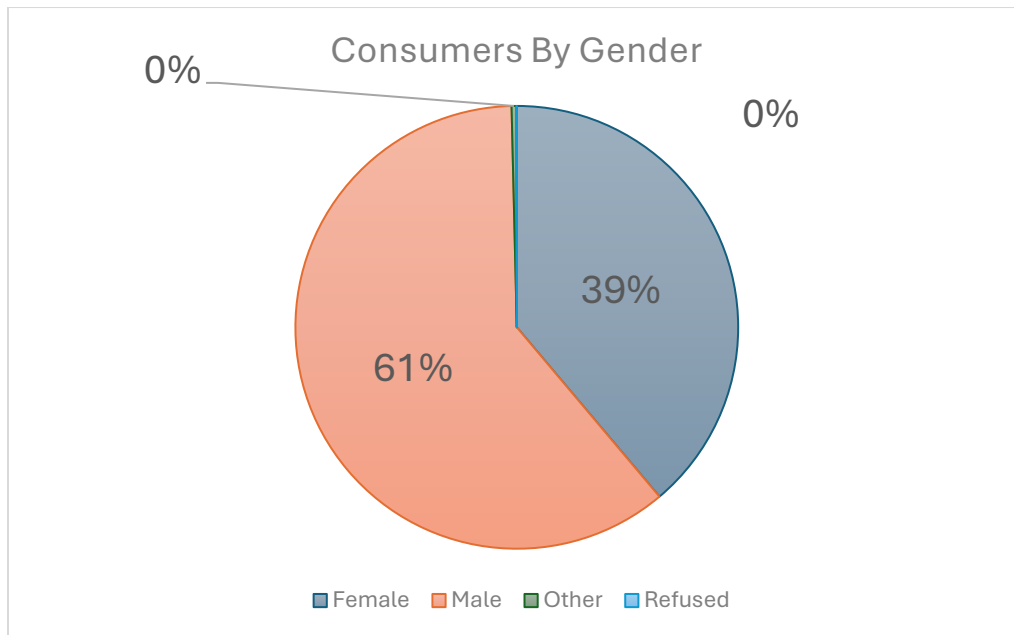
Crisis intervention forms are completed at the conclusion of any call for service involving a citizen in crisis. Per Chapter 41.25 – Crisis Intervention, officers complete crisis intervention forms on all calls with a final classification of 103M (Disturbance, Mental) but also submit a crisis intervention form on calls that may involve a crisis but are not classified as a 103M (Disturbance, Mental). For example, if an officer arrests an individual in crisis for a battery, the officer may (not required) complete a crisis intervention form, so the data for that incident may not be captured in this information (in these cases the officer would complete an Electronic Police Report (EPR).) In 2025, officers submitted 4,320 incidents via the crisis intervention form. Figures 06 – 20 reflect data collected from the completed CIT forms.

Consumers by Age Range (Figure 6) - Most people in crisis were adults between the ages of 30 and 39. Our youngest consumer in 2025 was age 8. Our oldest consumer in 2025 was 91. We had 14 individuals who were unable or unwilling to give us their age or dates of birth.

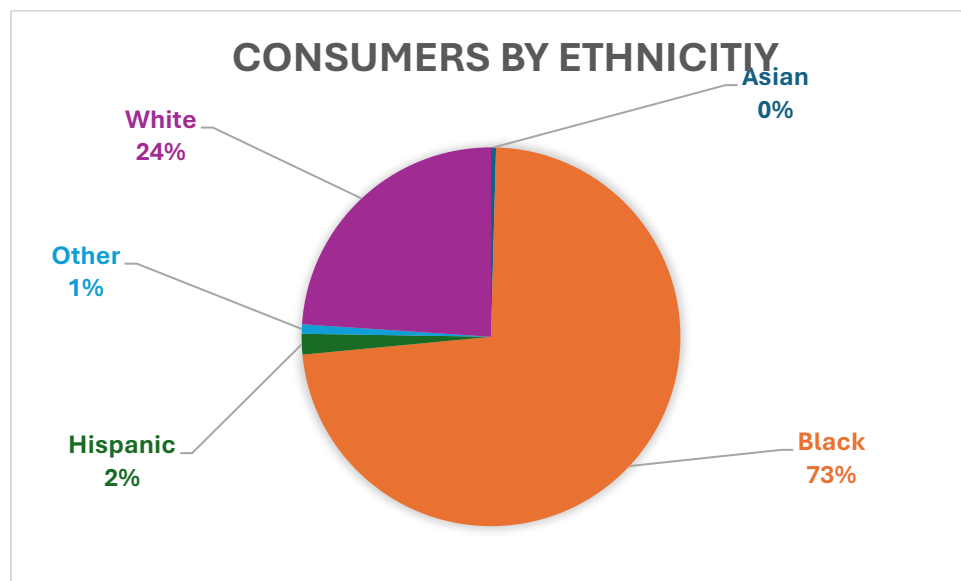
Figure 6



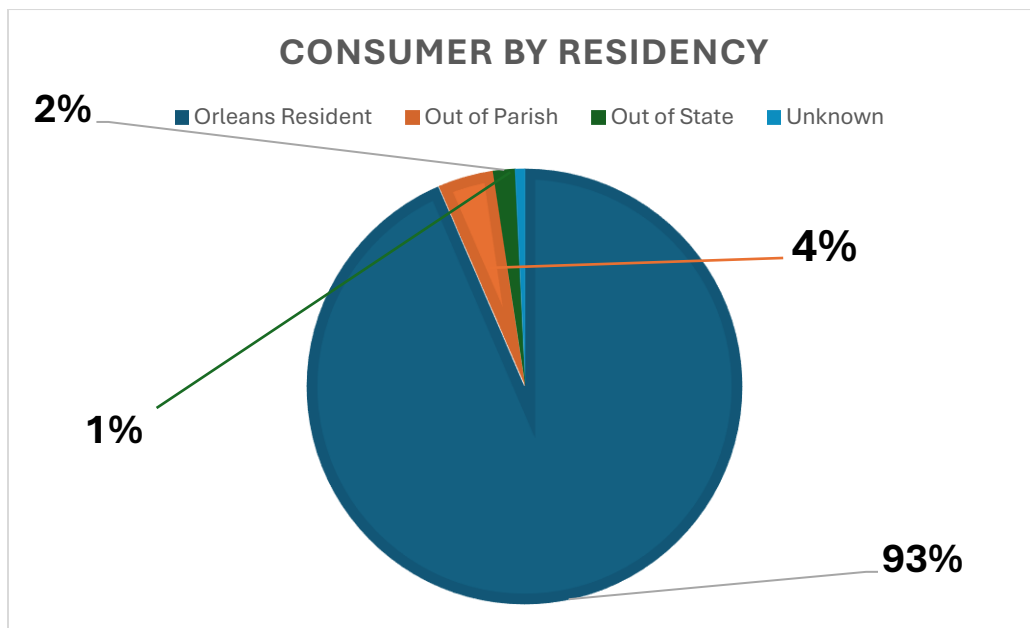
Consumers by Gender (Figure 7) - The NOPD utilizes a Bias Free Policing model, recognizing gender identity as a formal classification of gender. Less than 1% of the crisis calls for service received were from consumers who identified themselves as transgender. As illustrated the most crisis calls received were those from consumers who identified themselves as male.

Figure 7

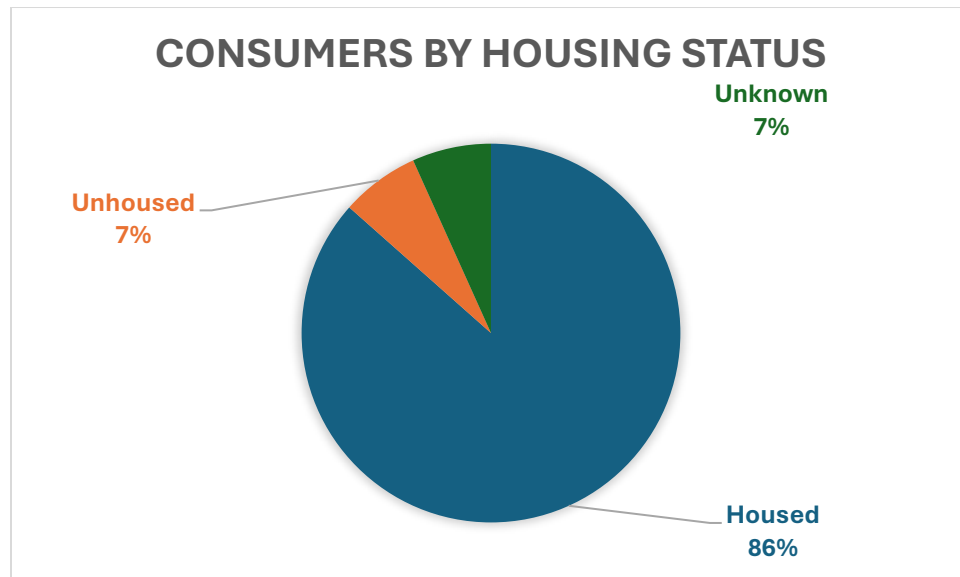
Consumers by Ethnicity (Figure 8) Nearly three-quarters of crisis incidents involved persons in crisis who were African American, while one quarter were White and the remaining percentages identified as Asian, Hispanic, or another race.

Figure 8

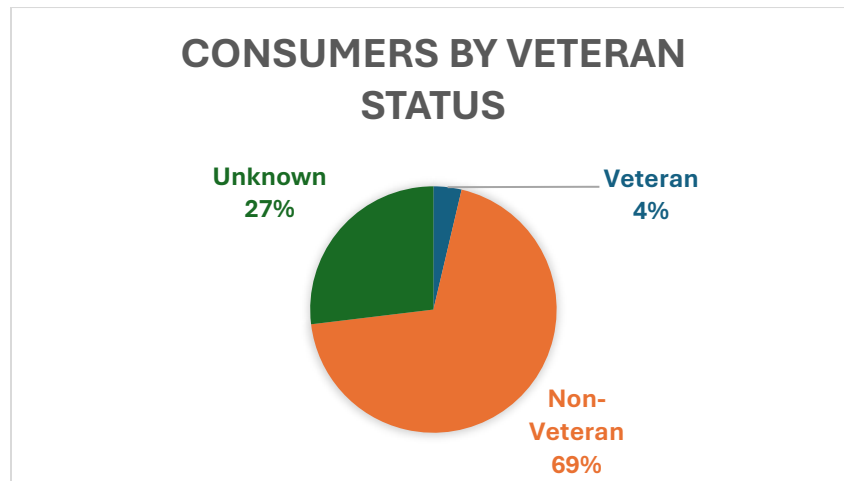
Consumers by Residency Status (Figure 9) – Most persons in crisis were residents of Orleans Parish, while 2% resided in other Louisiana parishes, and 1% resided in another state other than Louisiana.

Figure 9

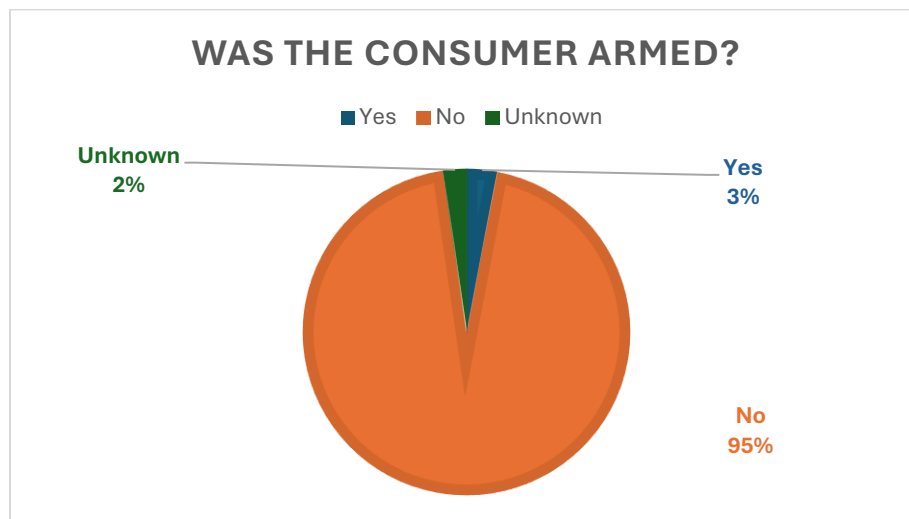
Consumers by Housing Status (Figure 10) – Roughly 14% of the crisis calls received involved a person who identified themselves to be homeless or to not have a fixed address.

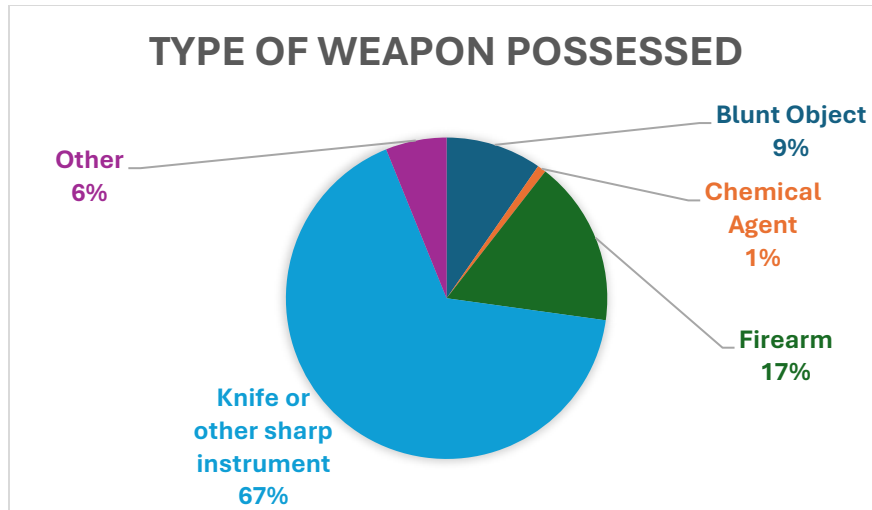
Figure 10

Consumers by Veteran Status (Figure 11) – Roughly 4% of persons in crisis identified as Veterans; the status of 25% of persons in crisis was unknown, while the remainder 71% were non-veterans.

Figure 11

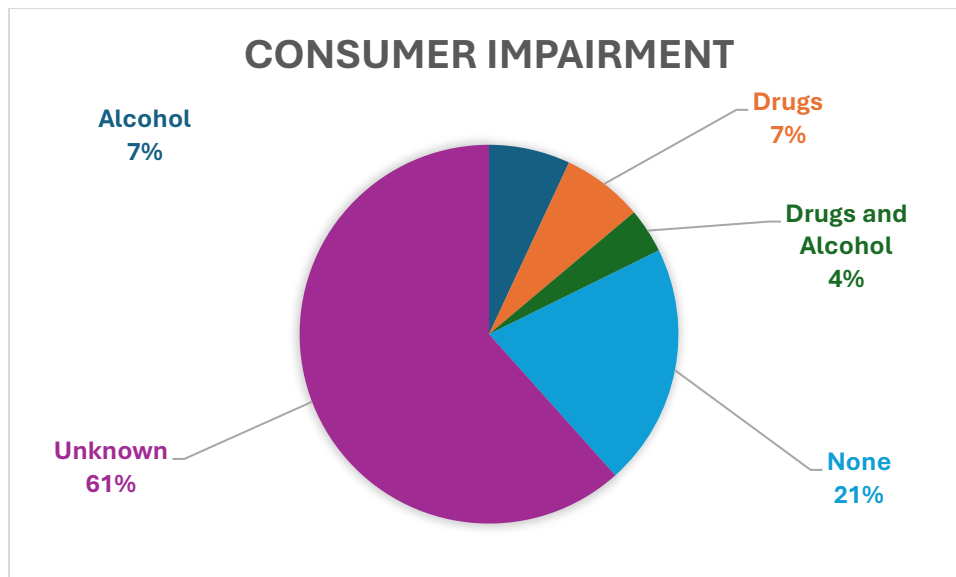
Was consumer armed? (Figure 12), Type of Weapon Possessed (Figure 13) – More than 95% of persons in crisis were unarmed. Of the 3% who were armed, the vast majority, 67%, were armed with a knife or other cutting instrument. 17% were armed with firearms, while 9% possessed blunt objects.

Figure 12*Figure 13*

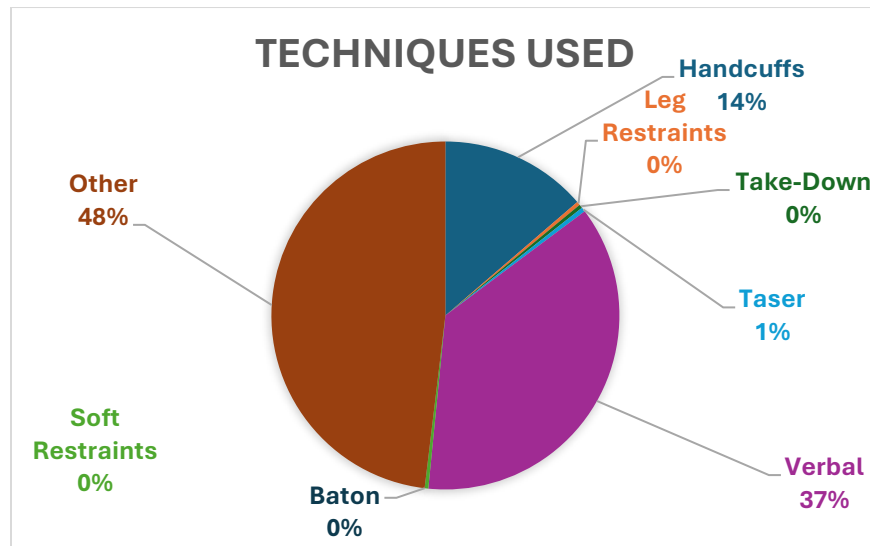


Consumer Impairment (Figure 14) – Overall, 7% of crisis calls received involved a person under the influence of drugs, while 7% involved a person who consumed alcohol and 4% involved a person under the influence of a combination of both drugs and alcohol. Officers must select one of the four choices. The “Unknown” category indicates that the officer is not knowledgeable if the consumer is impaired by any substance.

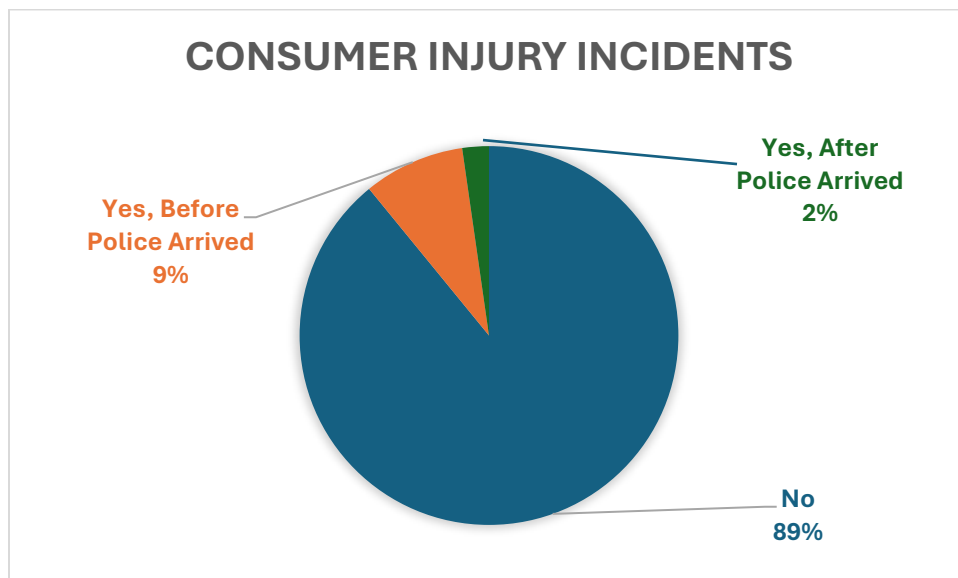
Figure 14



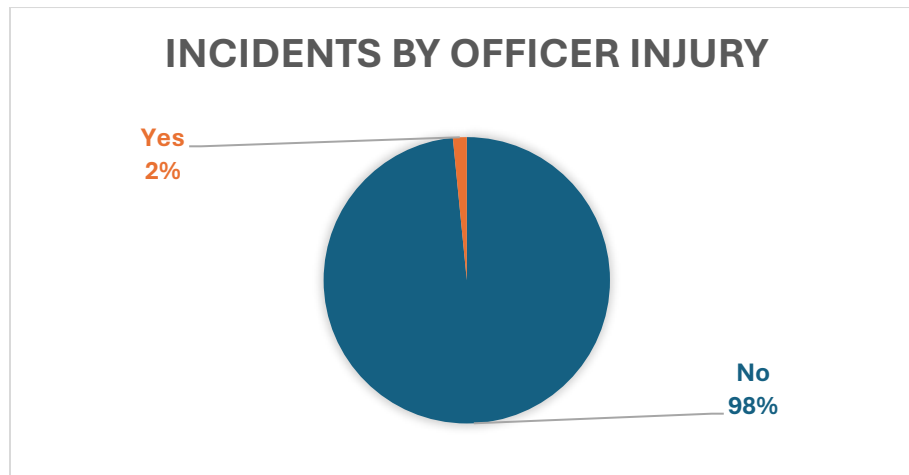
Techniques Used (Figure 15) - In 37% of crisis instances, officers were effective in only using verbalization to de-escalate the incident before utilizing handcuffs or other restraints. In only 14% of interactions, officers applied handcuffs or other restraints due to safety or flight risk or to facilitate safe transportation of the person in crisis. The other techniques utilized involved 48% of the remaining crisis cases.

Figure 15

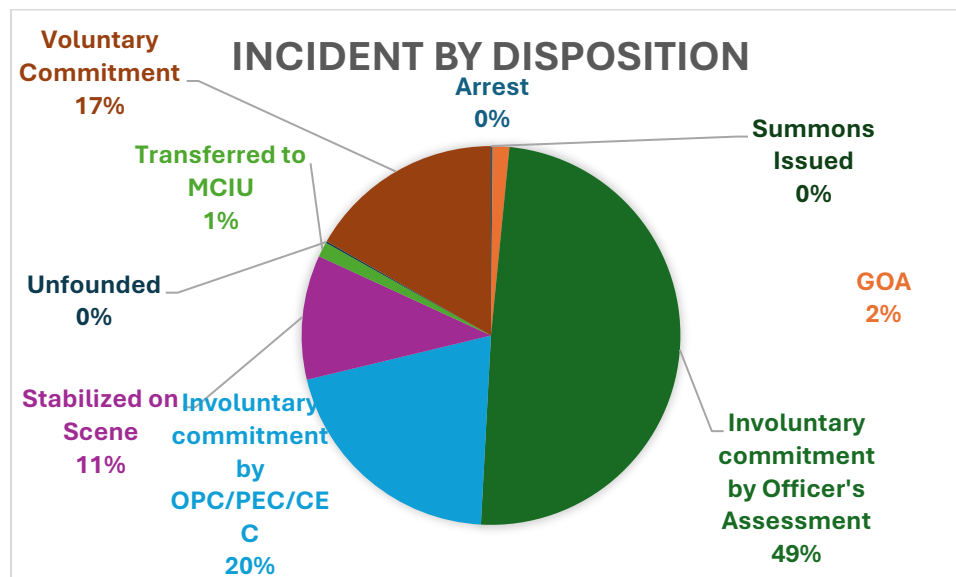
Crisis Incidents by Consumer Injury (Figure 16) - Roughly 89% of individuals in crisis did not sustain injuries during the call for service. Approximately 9% of individuals in crisis were injured prior to the arrival of the officers on the scene, and 2% were injured after police arrival account for 16 incidents.

Figure 16

Crisis Incidents by Officer Injury (Figure 17) - Approximately 98% of officers who were present on the scene with a consumer in crisis did not sustain injuries while on that call. 2% of officers (11), who were present on the scene of a crisis call obtained injuries while interacting with the consumer in crisis.

Figure 17

Incidents by Disposition (Figure 18) - 86% of incidents concluded with either voluntary or involuntary commitment to a psychiatric hospital for the person in crisis. 11% of consumers were stabilized on scene and referred to community-based services. Less than 1% of all mental health calls resulted in physical arrest.

Figure 18

Supervisor on scene (Figure 19) and CIT Officer on scene (Figure 20) - In most Crisis Calls a supervisor was not present on the scene of the incident and that may attribute to many factors, including but not limited to, the final disposition of the call, the consumer voluntarily being transported or requesting medical attention, the consumer fully cooperating with the officer(s) for transport, the consumer nor officer sustained any injuries. A supervisor was on the scene of 706 Crisis Calls in 2025.

Figure 20 illustrates the number of times a CIT Certified officer arrived on scene and was able to use his/her training to mitigate the crisis. A CIT Certified Officer was on the scene of 3,270 Crisis Calls in 2025.

Figure 19

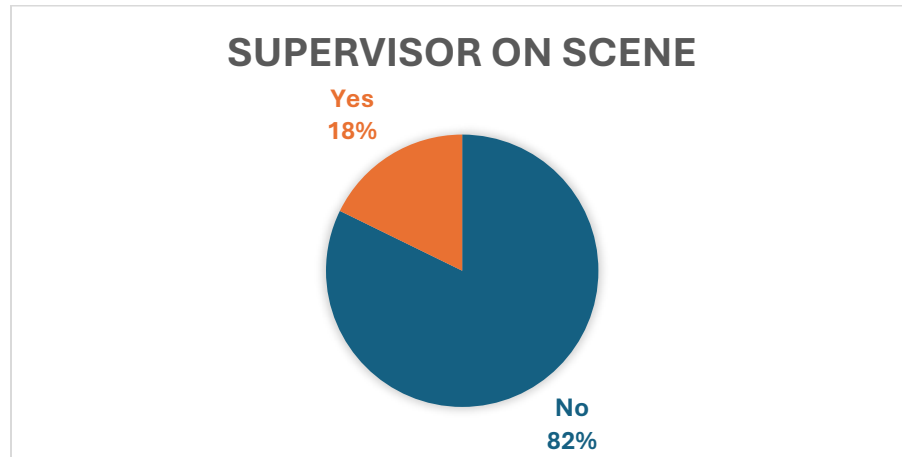
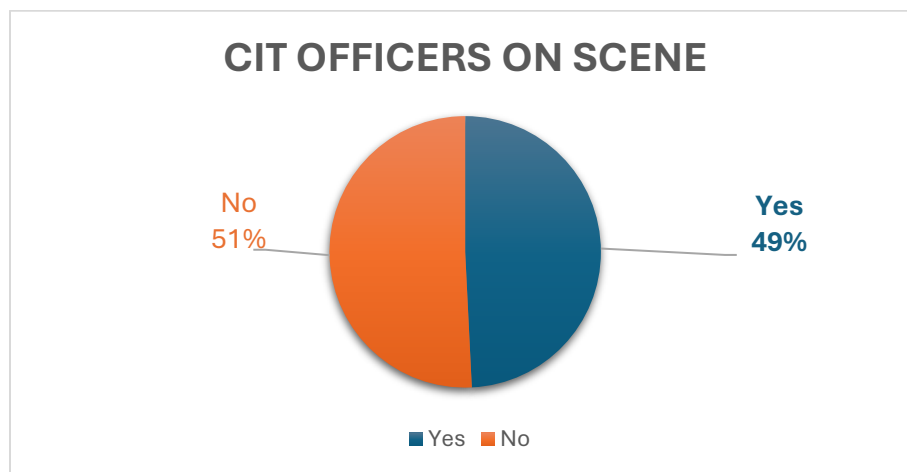


Figure 20



Conclusion

As NOPD continues to train its officers and civilian staff in engaging with Crisis Calls for Service, NOPD will remain professional and use the techniques and methods given to them to safely provide services to those in crisis. The collaboration with MCIU will allow professional staff to intervene in calls for service as appropriate and release NOPD officers to be able to respond to other incidents and reduce the NOPD response time overall.

There has continued to be a number difference between the number of calls dispatched to NOPD and the number of CIT Forms submitted by officers. These numbers are expected to continue to differ due to the new MCIU, who are not required to complete NOPD Forms, the incidents in which a consumer is gone on the arrival of the officers, and officers not completing the required CIT Forms. Also, when there is a successful handoff to MCIU in the appropriate situations, NOPD

employees are no longer required to complete a CIT Form and the MCIU employee inputs data utilizing their database which is not accessible to NOPD. Anytime, officers do not complete the required CIT forms, NOPD will correct and discipline officers for failing to do so.

The Department's goal is to continue to train its officers according to the best practices and to provide adequate services to consumers in crisis and safely provide them with the proper assistance and resolution for each incident.