Crisis Intervention Team

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.

[Consent Decree ¶113]

The 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. Under this program, specially 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 certified 43 officers in two classes, bringing the total number of CIT officers across the department to 320 by the end of 2019. NOPD dispatches these specially trained CIT officers to crisis calls when available to utilize their certified CIT skills to de-escalate crisis situations.

All officers, CIT-certified and non-certified, receive a yearly refresher on crisis intervention and de-escalation during core in-service. In collaboration with the Orleans Parish Communications District, 17 911 dispatchers were trained in 2019.

The NOPD policy on Crisis Intervention (Chapter 41.25) went into effect in March 2016. The Department then began gathering the data enumerated in ¶ 113. In 2019, officers submitted 3,664 incidents via the crisis intervention form. Aggregated data are included in this report.

Important Note: In December 2019, the City of New Orleans suffered a cyber attack which compromised many of its online systems. As of December 2020, the City reports that all data have been recovered; however, an historical comparison of CIT Form data shows significantly lower numbers of forms submitted (3,664 forms in 2019 vs. 5,910 forms in 2018 and 4,886 forms in 2017). This comparison also shows a lower rate of forms submitted vs. total crisis calls received, with 3,664 forms for 6,411 crisis calls (57.2%) in 2019; 5,910 forms for 6,557 crisis calls (90.1%) in 2018 and 4,886 forms for 6,819 crisis calls (71.7%) in 2017.

Computer Aided Dispatch (CAD) Data

NOPD utilizes a Computer Automated Dispatch (CAD) system to track calls for service. The calls are tagged with an initial signal code and a final signal code categorizing the incident. The initial signal code is that entered by the dispatcher based on the caller's description of the situation. When an officer responds to the call for service, they may update the signal code based on observations or information available at the scene; this is the final signal code. Data below include crisis calls for service, where either the initial or final signal codes were 103M (Disturbance, Mental), 27-29S (Attempted Suicide), or the newly-introduced signal codes 29ST (Suicide Threat), or 29SA (Suicide Attempt). NOPD recognizes that crises impact calls classified under other signal classifications but does not have a mechanism to capture this impact currently.

NOPD received a total of 6,411 crisis calls for service in 2019 for which the initial or final signal was 103M (Disturbance, Mental), 27-29S (Attempted Suicide), 29ST (Suicide Threat), or 29SA (Suicide Attempt). Excluding December, for which data are limited due to the cyberattack, calls by month ranged from a low of 471 in December to a high of 593 in May.

## Figure 01 – Crisis Calls for Service by Month
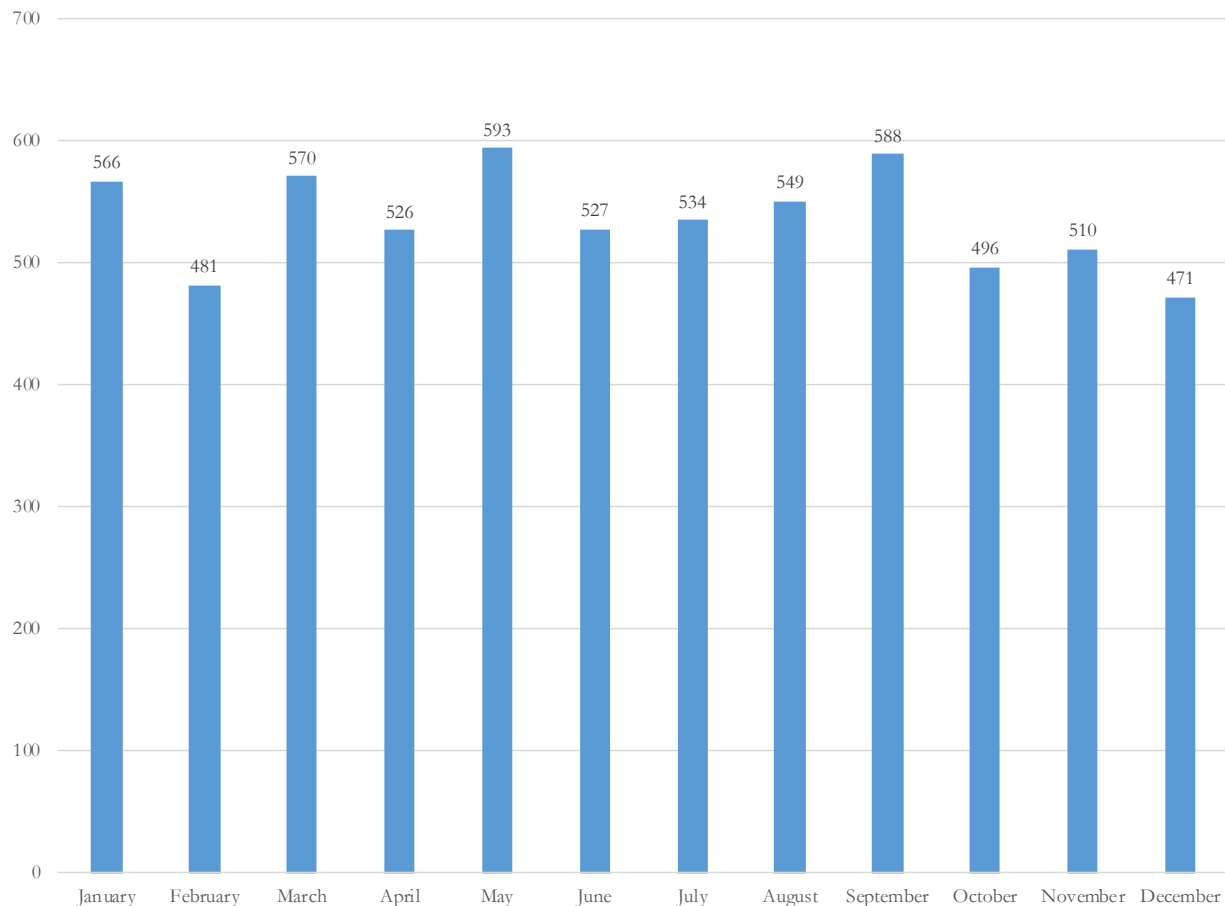
The greatest number of crisis calls for service was in the 7th District, which is geographically the largest district in New Orleans. The smallest number of calls was in the 8th District.
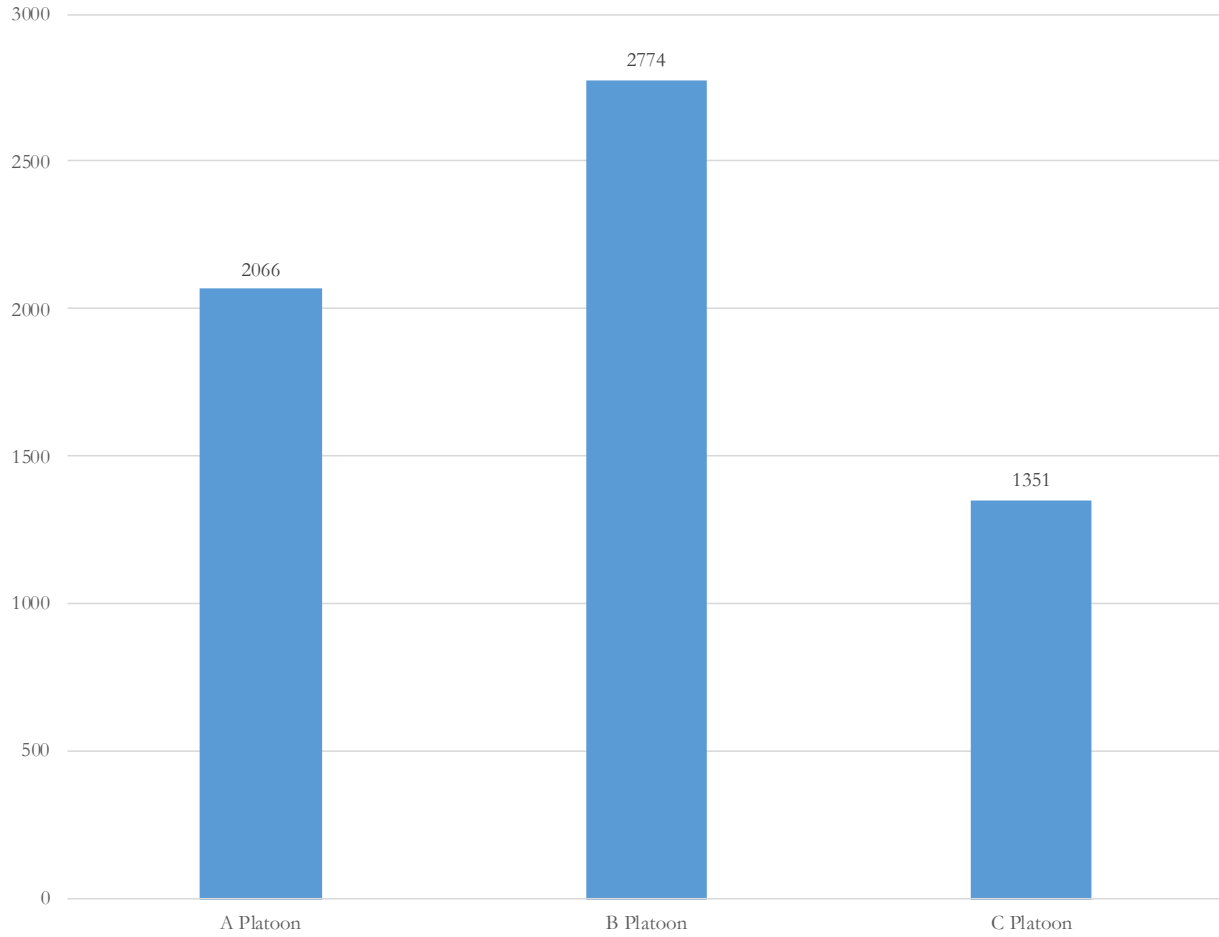
Figure 02 – Crisis Calls for Service by District
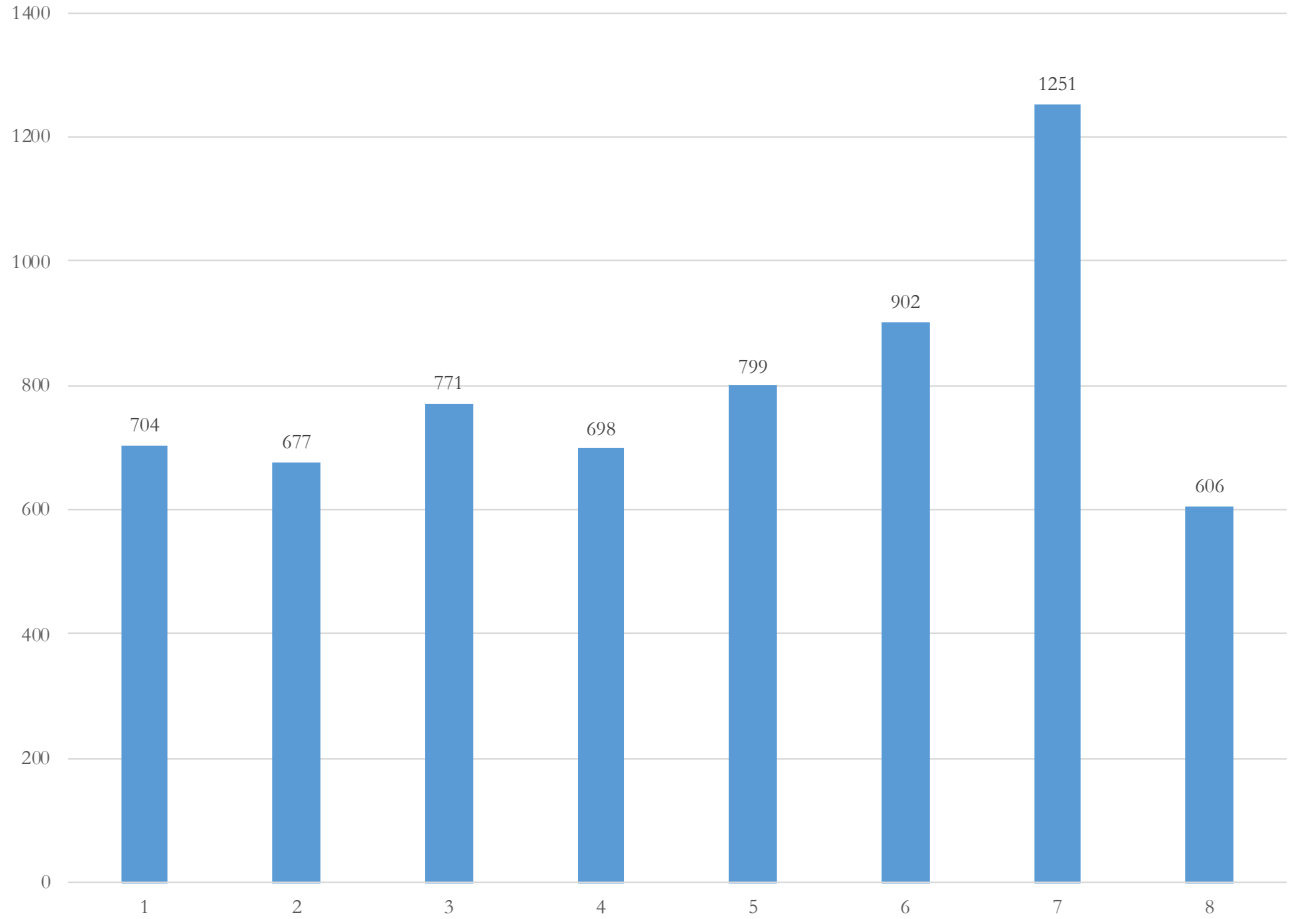
On average, NOPD received 17.56 crisis calls for service per day.

**Figure 03 – Average Crisis Calls for Service per Day by District**
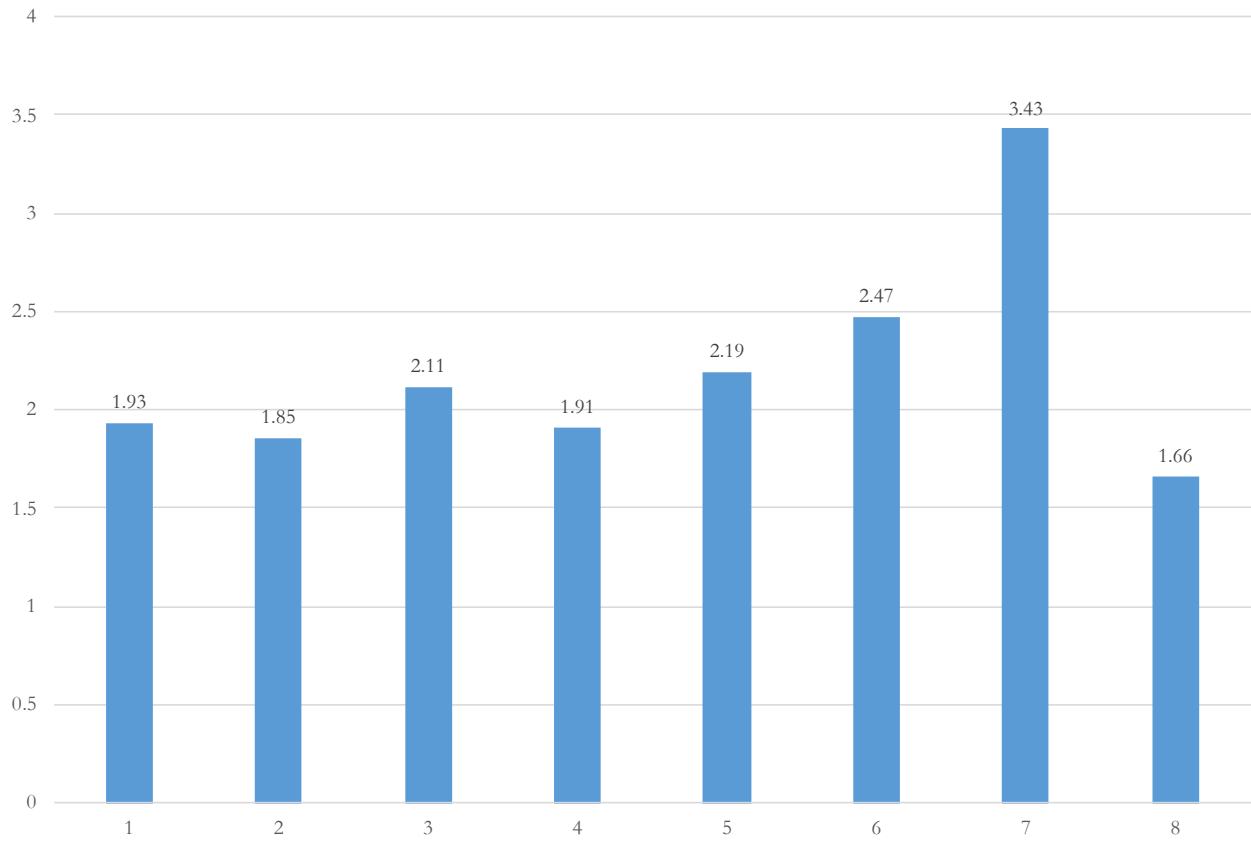
The majority of incidents took place during A Platoon (6:25am – 3:00pm) and B Platoon (2:25pm – 11:00pm), with a minority occurring during C Platoon (10:25pm – 7:00am). A smaller number of incidents (220) was responded to by specialized or other units, not shown here.

Figure 04 – Crisis Calls for Service by Platoon

Bar chart showing Crisis Calls for Service by Platoon: A Platoon = 2066, B Platoon = 2774, C Platoon = 1351.

The majority of crisis calls for service were for emergency situations (code 2 dispatch), with 81% of calls coded as emergency and 19% coded as non-emergency.

Figure 05 – Crisis Calls for Service by Emergency Level

Non-Emergency (Code 1)
1189
19%

Emergency (Code 2)
5221
81%
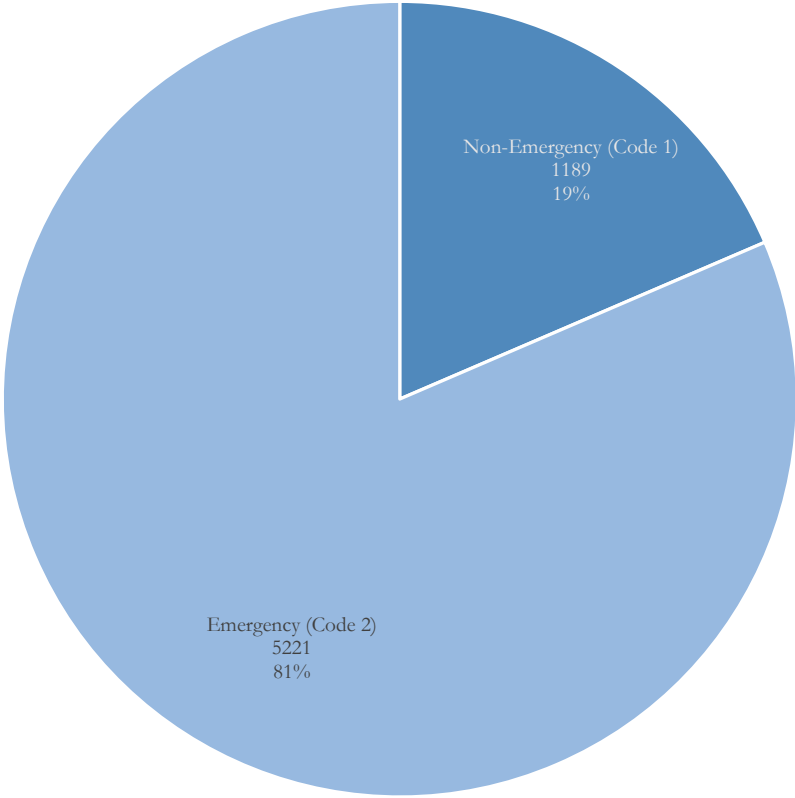
Crisis Intervention Form Aggregate Data

The following figures present aggregate data compiled from crisis intervention forms which are completed at the conclusion of crisis calls for service with a final classification of 103M (Disturbance, Mental). Per Chapter 41.25 – Crisis Intervention, which took effect in March 2016, officers complete crisis intervention forms on all calls with a final classification of 103M (Disturbance, Mental) but may not 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 complete a crisis intervention form, so the data for that incident may not be captured in this information. In 2019, officers submitted 3,664 incidents via the crisis intervention form. *Please see the note on Page 1 of this report for context around the forms data reported in this section.*
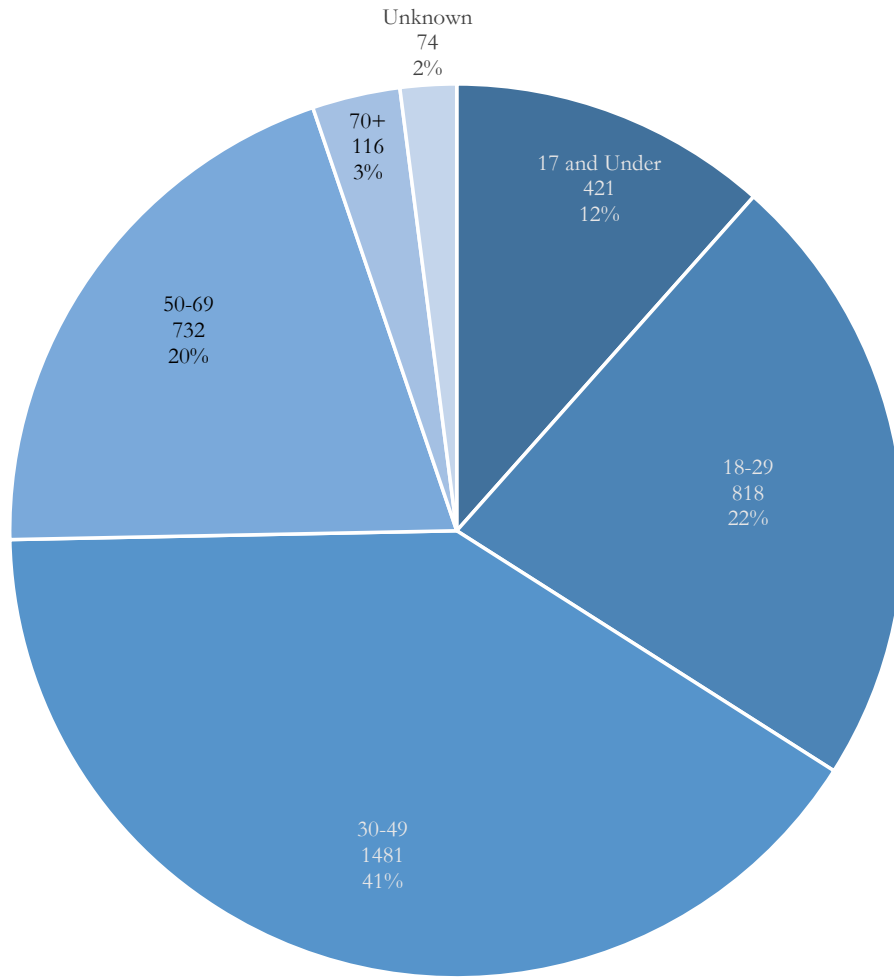
Incidents were spread fairly evenly throughout the week, with a slightly lower number on weekend days.
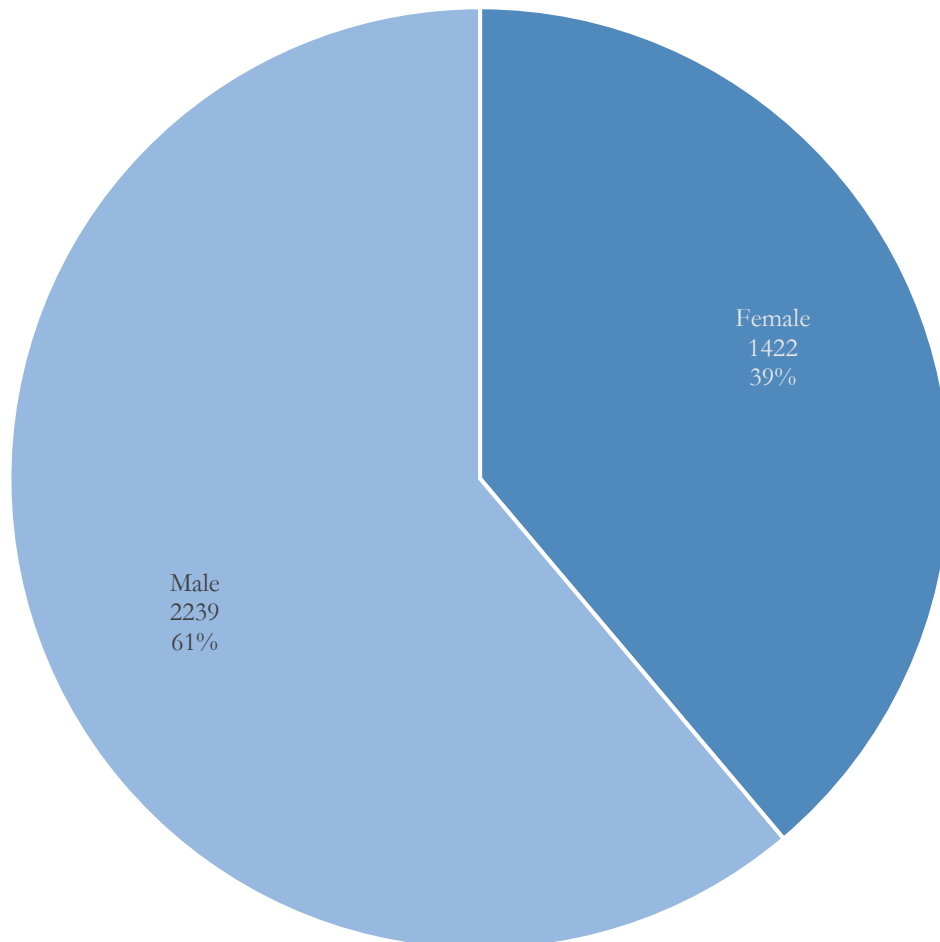
Figure 06 – Incidents by Day of Week
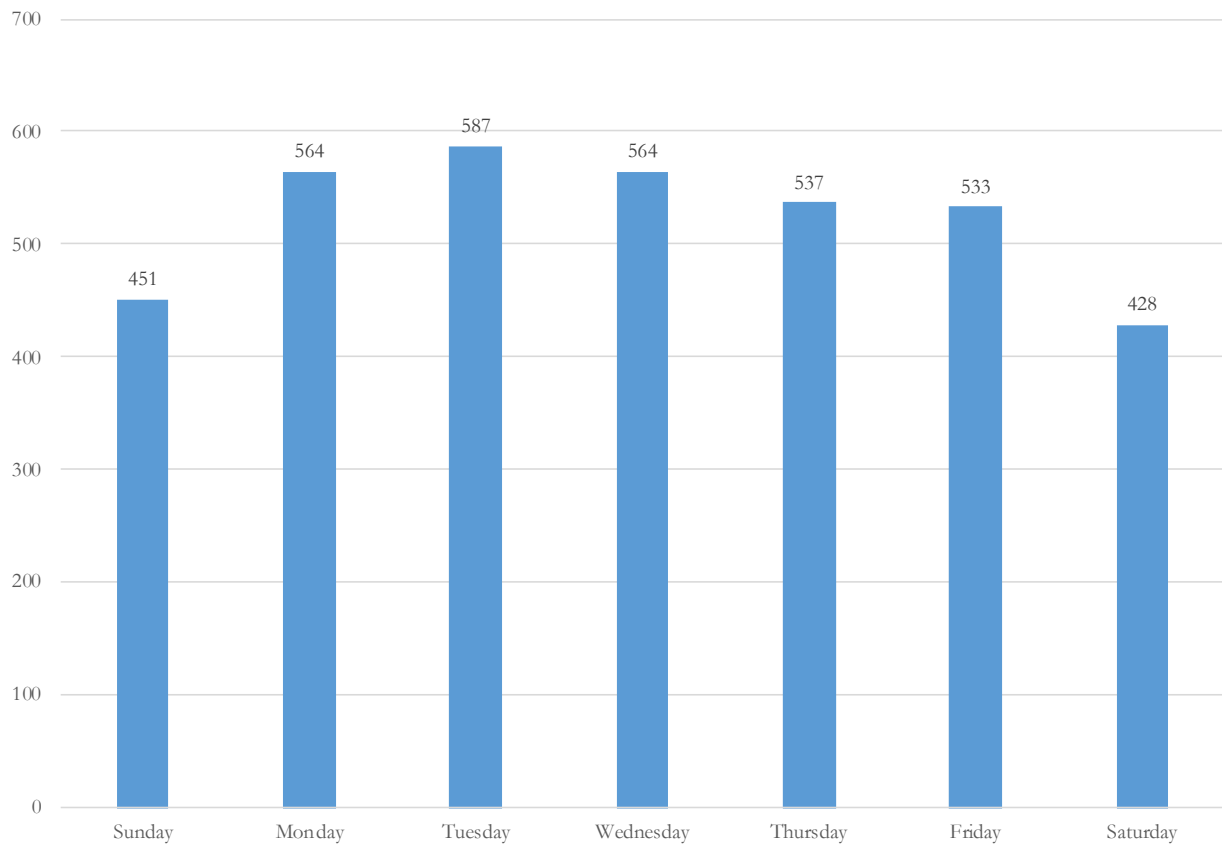
The majority of persons in crisis were adults between the ages of 18 and 69, while roughly 10% were under 18 and roughly 3% were over 70 years of age.
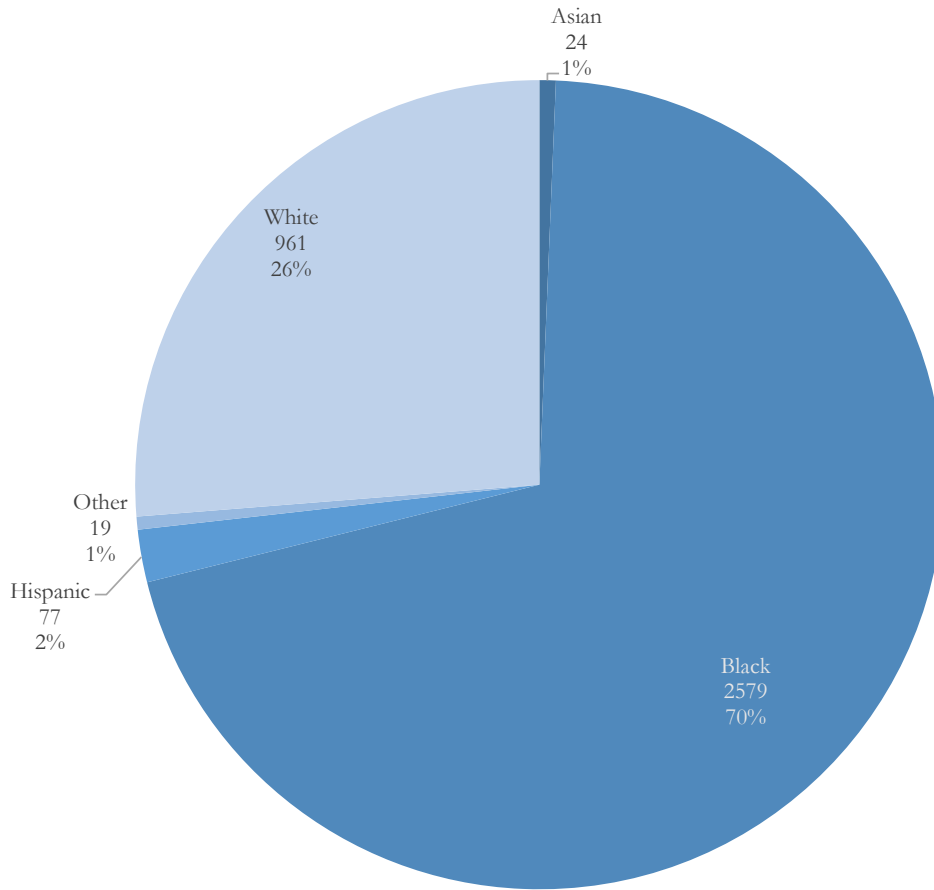
Figure 07 – Incidents by Age of Person in Crisis

The ratio of male to female persons in crisis was roughly 3:2.

Figure 08 – Incidents by Sex of Person in Crisis

Female
1422
39%

Male
2239
61%

Approximately 70% of incidents involved persons in crisis who were Black, while 26% were white and the remaining percentages identified as Asian, Hispanic, or another race.

Figure 09 – Incidents by Race of Person in Crisis

Asian
24
1%

White
961
26%

Other
19
1%

Hispanic
77
2%

Black
2579
70%

More than 90% of persons in crisis were residents of Orleans Parish, while 7% resided in other parishes in Louisiana, and 2% resided outside of Louisiana.

Figure 10 – Incidents by Residence of Person in Crisis

Louisiana,
non-New
Orleans
250
7%

Outside of Louisiana
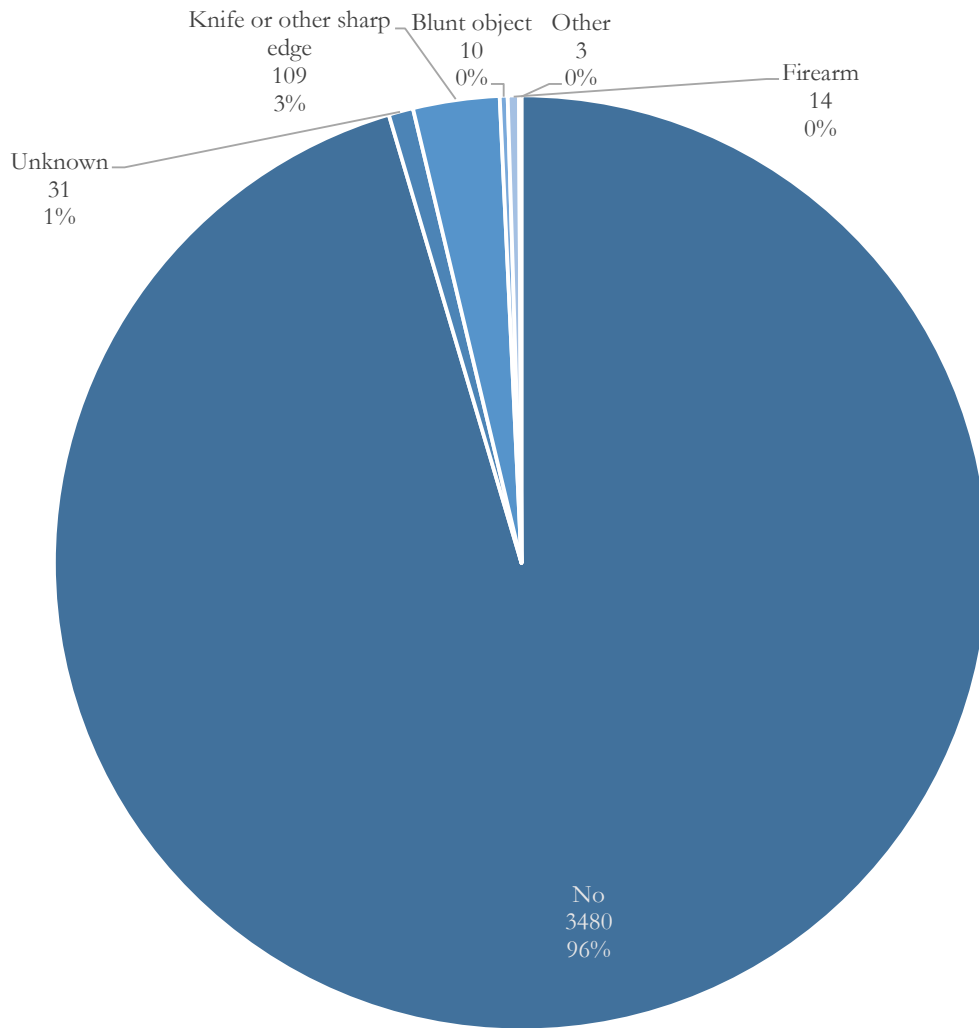67
2%

New Orleans
3347
91%
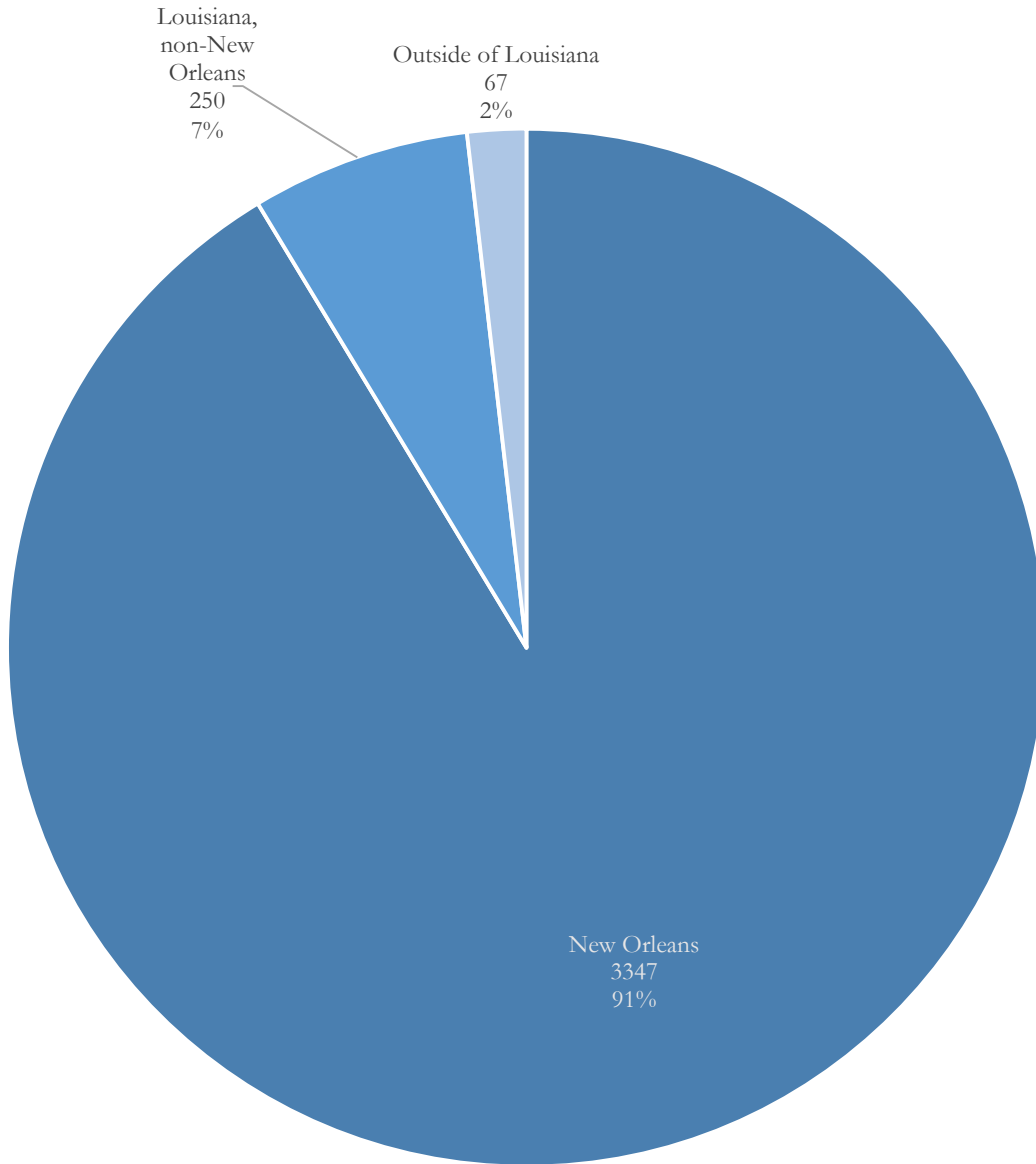
Approximately 78% of persons in crisis had fixed addresses, while 16% did not. The housing status of the person in crisis was unknown in 6% of incidents.

**Figure 10b – Incidents by Housing Status of Person in Crisis**
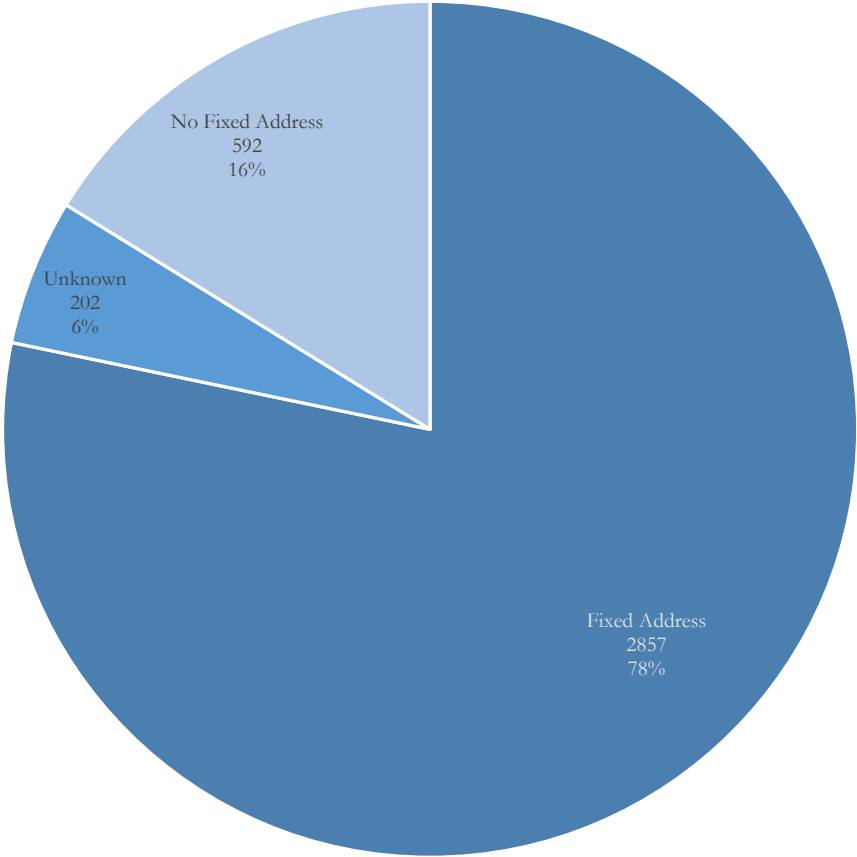
Approximately 96% of persons in crisis were unarmed.

Figure 11 – Incidents by Weapon in Possession of Person in Crisis

Knife or other sharp
edge
109
3%

Blunt object
10
0%

Other
3
0%

Firearm
14
0%

Unknown
31
1%

No
3480
96%

Roughly 4% of persons in crisis identified as veterans; the status of 10% of persons in crisis was unknown, while the remainder were non-veterans.

Figure 12 – Incidents by Veteran Status of Person in Crisis

Yes
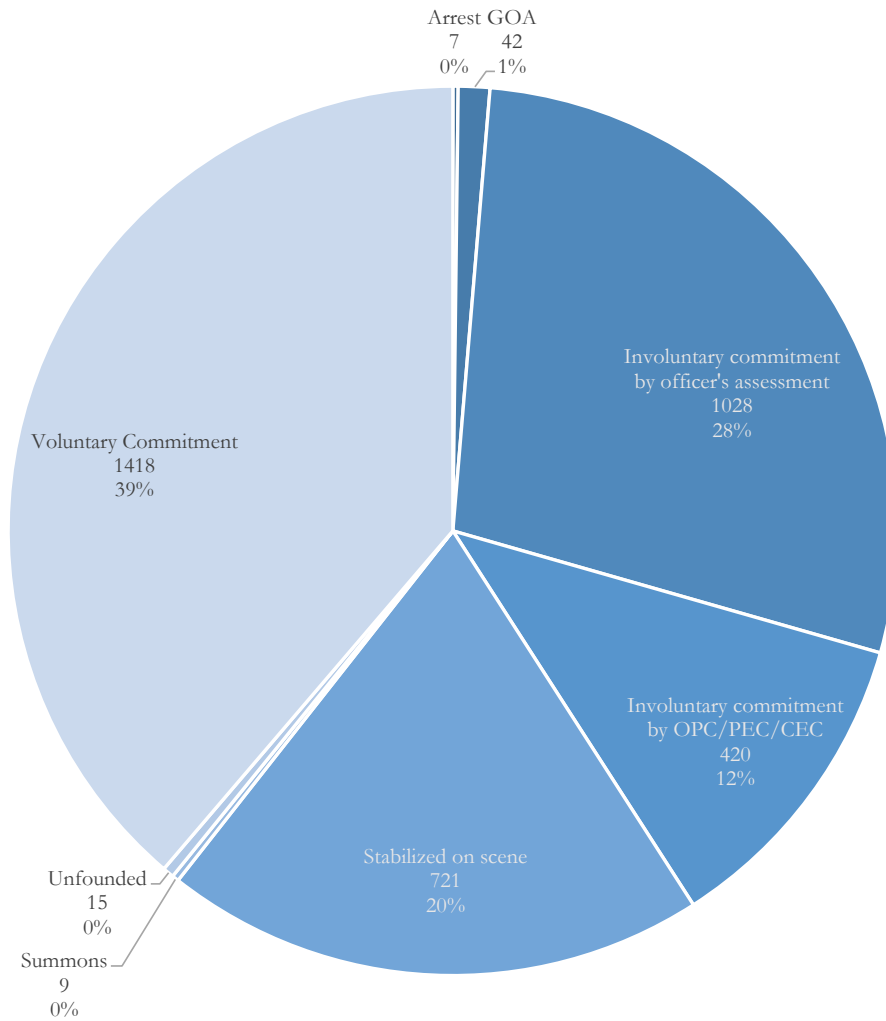160
4%

Unknown
369
10%

No
3125
86%
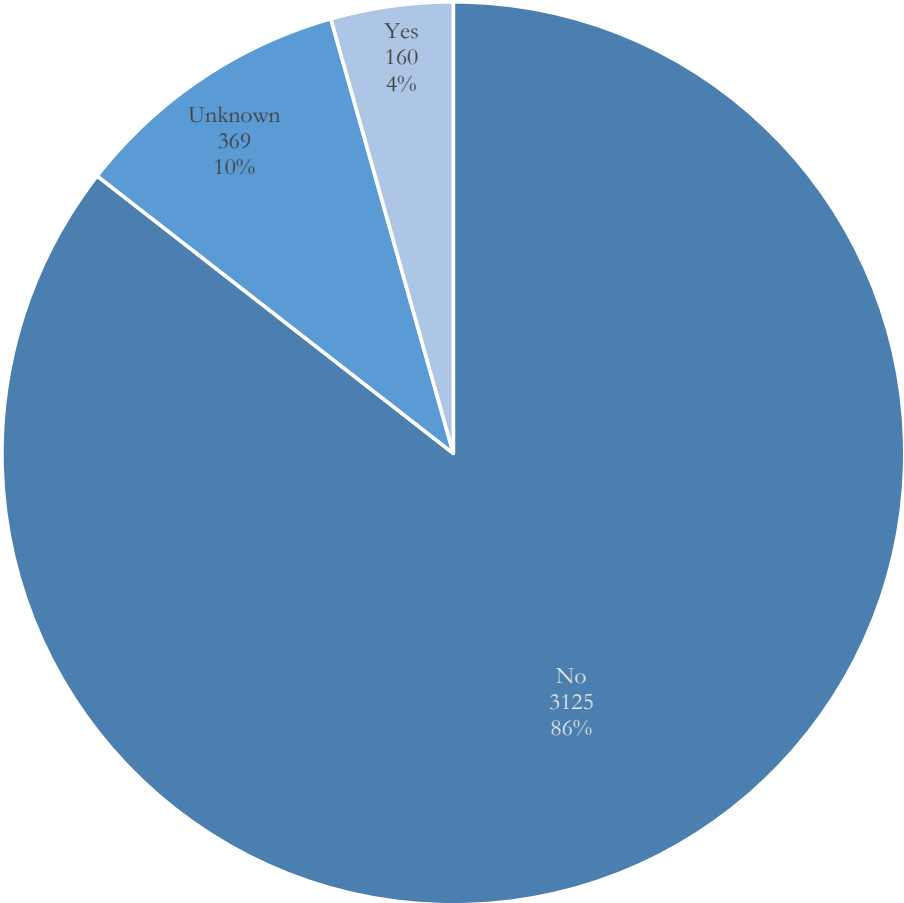
Approximately 95% of complainants (those who called or flagged down police officers to respond to a disturbance) resided in Orleans Parish.

Figure 13 – Incidents by Residence of Complainant

Non-New
Orleans
176
5%

New Orleans
3481
95%
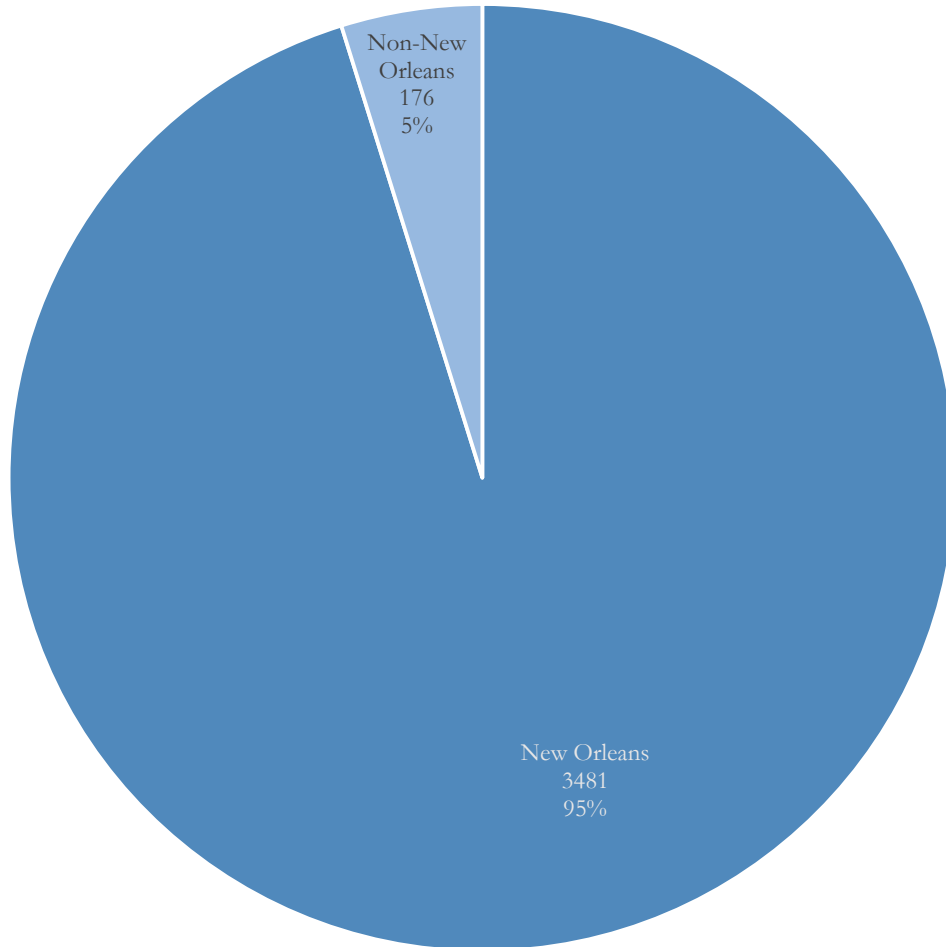
Roughly 79% of incidents concluded with either voluntary or involuntary commitment to a psychiatric hospital for the person in crisis. The low percentage of arrests and summonses is partially attributable to the nature of crisis intervention form reporting. Officers complete crisis intervention forms on all calls with a final classification of 103M (Disturbance, Mental) but may not 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 complete a crisis intervention form, so the arrest of a person in crisis may not be captured.

Figure 14 – Incidents by Disposition

Arrest GOA
7   42
0%   1%

Involuntary commitment
by officer's assessment
1028
28%

Voluntary Commitment
1418
39%

Involuntary commitment
by OPC/PEC/CEC
420
12%

Stabilized on scene
721
20%

Unfounded
15
0%

Summons
9
0%

93% of persons in crisis did not sustain injuries in the course of the call for service. 7% of individuals in crisis were injured prior to the arrival of the officers on the scene, and less than 0.5% were injured after police arrival.

Figure 15 – Incidents by Injury to Consumer
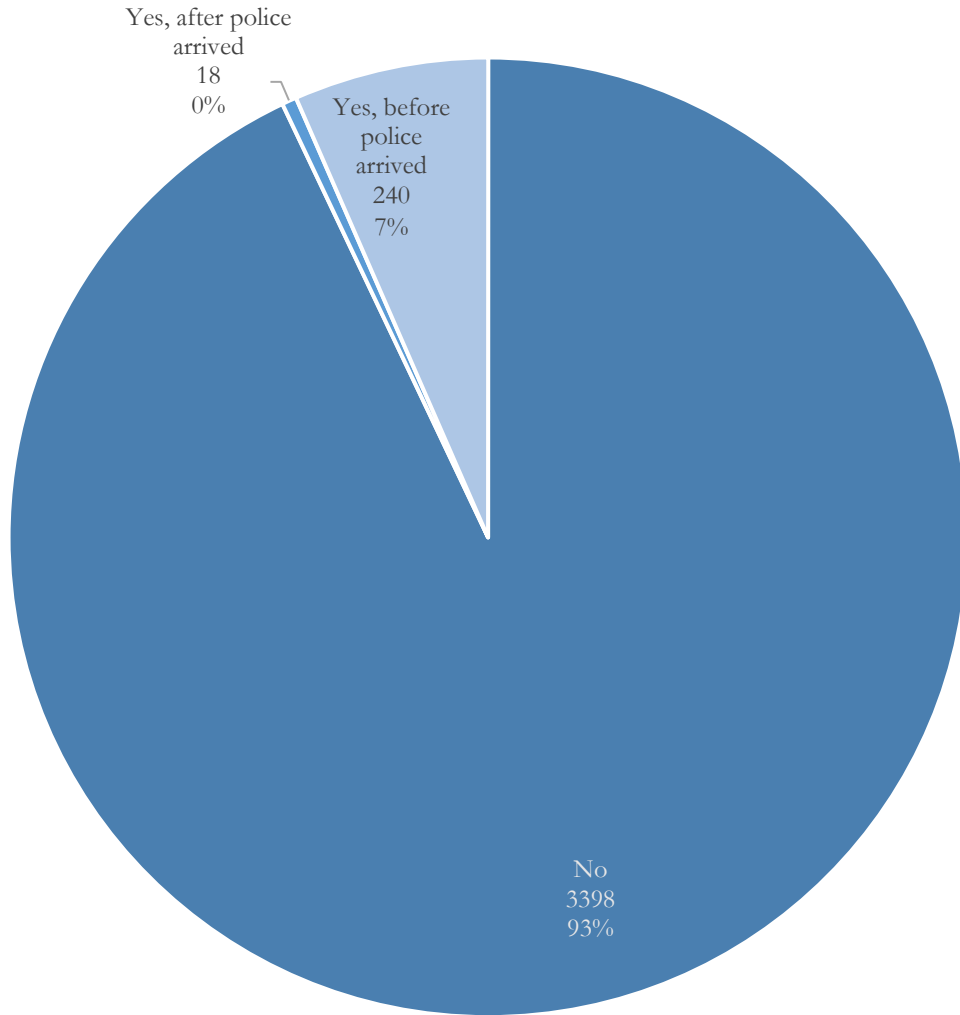
In 89.4% of instances, officers attempted verbalization before utilizing handcuffs or other restraints. In 42.5% of incidents, officers applied handcuffs due to a safety or flight risk or to facilitate safe transportation of the person in crisis. Restraints were used in roughly 1.6% of cases. Take downs were used in 0.6% of cases, and tasers were used in 0.1% of cases. Please note that percentages total to more than 100% due to multiple techniques being used in many incidents.

Figure 16 – Incidents by Technique Used