



# CRISIS INTERVENTION TEAM (CIT) PROGRAM



<b>ISSUE DATE:</b>	28 June 2024	<b>EFFECTIVE DATE:</b>	
<b>RESCINDS:</b>	12 September 2022 Version		
<b>INDEX CATEGORY:</b>	05 - Extraordinary Responses		
<b>CALEA:</b>	Law Enforcement Standards Chapter 41		

## I. PURPOSE

This directive:

- A. outlines the Crisis Intervention Team (CIT) Program.
- B. delineates the responsibilities of the CIT Program Coordinator.
- C. establishes response protocol for CIT District, Operations, and Community Support (CIT DOCS).
- D. continues the use of the Request for Crisis Intervention Team (CIT) Training (CPD-15.518)
- E. discontinues the use of the Request to Opt in or Out for Crisis Intervention Team (CIT) Officer Designation (CPD-15.519)

## II. MISSION STATEMENT

The Crisis Intervention Unit will provide training, field support, and community engagement to equip Department members with the knowledge, ability, and resources necessary to provide a safe, dignified, and appropriate response to individuals living with or affected by mental or behavioral health conditions.

## III. POLICY

The Chicago Police Department:

- A. seeks to prioritize the sanctity of life and enhance its response in all community encounters, including mental and behavioral health-related incidents. The Department's Crisis Intervention Team (CIT) Program facilitates and acts in coordination with partnerships between law enforcement, prosecutors, courts, designated mental health intake facilities, mental and behavioral health service providers and advocates, and the community in order to:
  - 1. reinforce the safe and dignified treatment of persons experiencing a mental health crisis.
  - 2. promote community-oriented solutions to assist individuals in crisis and reduce the need for individuals to have further involvement with the criminal justice system.
- B. will ensure that the CIT Program has sufficient, dedicated district-level resources, consistent with the needs of each district identified by the District Commander and the CIT Coordinator, and approved by the Chief, Bureau of Patrol, as needed to carry out the overall objectives and functions of the CIT Program at the district level.
- C. will maintain a sufficient number of Certified CIT officers on duty on every watch of each district to help ensure that a Certified CIT Officer is available to timely respond to each incident identified as involving individuals in crisis, absent extraordinary circumstances.
- D. will maintain policies regarding the criteria for ongoing participation as a Certified CIT Officer consistent with Item VI-B of this directive.

- E. will ensure the CIT Program is provided with the resources, access to data and information, qualified, centralized staff, including supervisors, officers, and civilian personnel, that is necessary to oversee the department-wide operation, carry out the overall mission, and perform the objectives and functions of the CIT Program.

#### IV. GENERAL INFORMATION

- A. A mental health condition is a diagnosable condition that can substantially impair a person's thought, perception of reality, emotional process, judgment, behavior, or ability to cope with the daily stresses of life. Mental health conditions can be treated through various approaches, allowing individuals to maintain recovery from many of its symptoms.
- B. Department members may encounter situations where they must interact with individuals in crisis. These individuals may exhibit symptoms of known, suspected, or perceived behavioral or mental health conditions, including, but not limited to, intellectual or developmental disabilities, or co-occurring conditions such as substance use disorders. Department members will utilize their training to assist in recognizing and responding to individuals in crisis and in need of intervention. Members will use appropriate and respectful terminology when interacting with individuals in crisis.
- C. The Chicago Police Department seeks to reduce the incidence and severity of mental and behavioral health-related service calls and advocates early intervention for individuals in crisis by encouraging Department members to redirect individuals in crisis to the healthcare system, available community resources, and available alternate response options, where feasible and appropriate.
- D. Department members will treat mental and behavioral health-related service calls in the same professional manner as all other requests for police service and will provide immediate, effective assistance and protection.
- E. The CIT Program serves to improve the Chicago Police Department's competency and capacity to effectively respond to individuals in crisis; de-escalate crises to reduce the need to use force against individuals in crisis; and improve the safety of officers, individuals in crisis, family members, and community members. The CIT Program encompasses training, community engagement, and field support functions in furtherance of promoting community-oriented solutions to assist individuals in crisis and reducing the need for individuals to have further involvement with the criminal justice system.
- F. The CIT Program is administered by and under the command of the Crisis Intervention Unit. The CIT Program is supported by the CIT Training Section and CIT District, Operations, and Community Support which are centralized at the Training Division. The CIT District, Operations, and Community Support includes decentralized Area teams that assist in carrying out the objectives and functions of the CIT Program at the district level.
- G. The CIT Program will operate citywide and on all watches based on the availability of on-duty CIT-Certified Department members.
- H. Department members will refer to the Department directive titled "[Recognizing and Responding to Individuals In Crisis](#)" for specific definitions, procedures, and responsibilities for responding to incidents involving individuals in crisis.

#### V. RESPONSIBILITIES

- A. The CIT Program is commanded by a coordinator, at the rank of Lieutenant or above, with the sole responsibility to act as a Crisis Intervention Team Program Coordinator who works to increase the effectiveness of CPD's CIT Program, improve CPD's responses to incidents involving individuals in crisis, and facilitate community engagement between CPD and crisis intervention related stakeholders. The CIT Coordinator must receive initial and refresher professional development training for the role and is responsible for the overall management of the program on behalf of the Department through the Crisis Intervention Unit as follows :

1. ensure submitted Crisis Intervention (CIT) Reports ([CPD-15.520](#)) are compiled, retained, and analyzed, and the appropriate data is collected, maintained and used to support and strengthen the effectiveness of the program;
2. collaborate in the development of CIT training curricula on mental and behavioral health issues and district-level response to mental and behavioral health-related incidents consistent with the Department directive titled "[Department Training](#)";
3. develop and manage a uniform CIT Program strategy and response protocol for the CIT District, Operations, and Community Support (CIT DOCS);
4. research and identify best practices to incorporate into the Department's response to individuals in crisis;
5. select and if appropriate, remove Certified CIT Officers from the CIT Program consistent with the criteria outlined in this directive;
6. oversee crisis intervention-related data collection, analysis, and data reporting including, but not limited to, the number and types of incidents involving individuals in crisis and responses of Department members to such events to assess staffing and deployment of Certified CIT officers and Department-wide responses to individuals in crisis;
7. identify and assign a sufficient number of data analysts to collect and analyze data related to the CIT Program and Department response to incidents involving individuals in crisis. The CIT Coordinator will ensure, on a quarterly basis, the collection and analysis of the number of calls for service identified as involving individuals in crisis for every watch in each district to:
  - a. evaluate the number of Certified CIT Officers needed to timely respond to incidents, and
  - b. assess the Department's progress towards achieving the response ratio targets.

**NOTE:** The number of Certified CIT officers on each watch, in each district, will be driven by the demand for crisis intervention services for the particular watch and district in accordance with collective bargaining agreements. The Department will evaluate its progress in achieving response ratio targets by analyzing whether there is a sufficient number of Certified CIT Officers to meet the demand for crisis intervention services.

8. develop and implement the Department's portion of any Crisis Intervention Plan and CIT Officer Implementation Plan to inform understanding of and enhance CPD's response to incidents identified as involving individuals in crisis;
9. supervise CIT Program staff;
10. participate in the Chicago Council on Mental Health Equity (CCMHE);

**NOTE:** The council is chaired by the City of Chicago Mayor's Office. The Mayor's Office will invite individuals who have personally experienced a behavioral or mental health crisis, people with experience working with individuals in crisis, and experts with knowledge in law enforcement responses to individuals in crisis. At a minimum, the Mayor's Office will invite individuals from the following groups: first responders, the CIT Program Coordinator, OEMC, county and city hospitals, health care providers, and mental health professionals; the Cook County State's Attorney's Office; the Cook County Public Defender's Office; at least one academic research entity; community behavioral and mental health professionals; advocacy groups for consumers of behavioral and mental health services; behavioral and mental health service providers; homeless service providers; substance abuse service providers; persons with lived experiences of behavioral or mental health crises; and other similar groups.

11. encourage public recognition of the efforts and successes of the CIT Program and CIT-Certified Department members;
  12. communicate and interact with the Department's command staff to recommend improvements to Department crisis-intervention-related strategies, staffing, deployment, policies, procedures, training and community engagement; and
  13. annually review and, if necessary, revise its policies and practices to ensure the program's compliance with the objectives and functions of the CIT Program consistent with Item X of this directive.
- B. The CIT Program, through the CIT staff and its chain of command, is charged with improving the Department's response to mental and behavioral health-related service calls and facilitating and coordinating law-enforcement services provided to the mental and behavioral health community by:
1. developing, evaluating and improving Department crisis intervention related policies, trainings and operations to better identify and respond to individuals in crisis.
  2. developing a comprehensive, uniform CIT strategy and maintaining coordination with other City, criminal justice, and community-based agencies, advocacy groups, educational and research institutions, and members of the community coping with mental and behavioral health issues.
  3. developing and delivering Basic CIT Training and other CIT training, including Advanced CIT (youth, veterans) and refresher trainings consistent with the Department directive titled "[Department Training](#)."
  4. collaborating in the development of mental and behavioral health training curricula materials within the Department and with City agencies or service providers, participating as instructors when feasible consistent with the Department directive titled "[Department Training](#)."
  5. providing streaming videos, periodic roll call training and mental health awareness initiatives for district personnel on Department policy and other matters relating to mental health issues.
  6. disseminating information about available mental and behavioral health-related resources and services to officers and the community to facilitate problem solving for mental and behavioral health issues and to assist in making appropriate referrals for members of the community.
  7. informing and, when necessary, consulting with CIT-Certified Department members on recurring CIT issues at the district level.
  8. supporting Bureau of Detectives area follow-up investigations involving individuals in need of mental and behavioral health treatment.
  9. attending periodic training to remain informed of changes in criminal statutes, Department policy, and other mental and behavioral health-related issues.
  10. coordinating forensic mental health crisis response and emergency intervention service between service providers and district CIT-Certified Department members.
  11. engaging the community and community stakeholders to raise awareness of CIT Program and issues involving individuals in crisis including but not limited to beat meetings, community conversations, social media platforms, District Advisory Committees, and the Chicago Council on Mental Health Equity.
  12. coordinating among City agencies that respond to individuals in crisis.
  13. recruiting Department members to apply for CIT training.

14. collecting and maintaining the appropriate data related to incidents involving individuals in crisis to support and evaluate the effectiveness of the CIT Program and the Department's response to incidents identified as involving individuals in crisis, including identifying any district-level and Department-wide trends.
15. coordinating data and information sharing with OEMC.
16. communicating and soliciting feedback from crisis-intervention-related community stakeholders including people with lived experiences, CIT-Certified Department members, and OEMC call-takers and dispatchers regarding the effectiveness of the Department's CIT Program.
17. ensuring Certified CIT Officers receive ongoing feedback from CIT Program supervisors regarding their responses to incidents identified as involving individuals in crisis.

C. CIT District, Operations, and Community Support (CIT DOCS)

1. The CIT District, Operations, and Community Support is a branch of the Crisis Intervention Unit that serves to:
  - a. mitigate the frequency and severity of service calls identified as involving individuals in crisis.
  - b. prevent unnecessary incarceration and/or hospitalization of individuals living with serious mental health conditions, substance use disorders, or co-occurring disorders; and
  - c. support access to appropriate services for individuals with mental and behavioral health needs who encounter law enforcement.
2. The CIT DOCS members must be full duty at the time of appointment and have a minimum of three years of continuous service as a police officer with the Chicago Police Department.
3. The CIT DOCS - Administration serves as a resource to:
  - a. monitor and evaluate:
    - (1) the number of service calls identified as involving individuals in crisis,
    - (2) the timely response by Certified CIT Officers to such calls on every watch in each district, and
    - (3) the strategy, methods, and actions implemented to maintain an appropriate response.
  - b. ensure incidents involving an individual in crisis are documented in a manner consistent with Department policy and procedure.
  - c. provide CIT-Certified Officers with feedback regarding their responses to incidents identified as involving individuals in crisis.
  - d. ensure that the language used in policies, procedures, forms, databases, and trainings to communicate about incidents involving individuals in crisis is appropriate, respectful, and consistent with industry recognized terminology.

**NOTE:**

The CIT DOCS Administration, under the direction of the CIT Coordinator, will seek input in writing from community stakeholders, including the Chicago Council on Mental Health Equity, for recommendations to identify appropriate and respectful terminology.



- e. facilitate the development and implementation of policies, procedures, and protocols regarding the collection, maintenance, and use of information related to an individual's medical and mental health to facilitate necessary and appropriate communication while adequately protecting an individual's confidentiality. In developing these policies, procedures, and protocols, the CIT DOCS Administration, under the direction of the CIT Coordinator, will seek input in writing from community stakeholders, including the Chicago Council on Mental Health Equity.
4. The CIT DOCS at the Area-level serves as a resource to:
    - a. support Department members in the district with incidents involving individuals in crisis, including providing advice, guidance, and feedback on incidents involving persons in crisis and following up on mental and behavioral health-related events beyond the preliminary investigation;
    - b. deliver CIT Program-approved roll call trainings and mental health awareness initiatives;
    - c. establish relationships between the district and local service providers and healthcare agencies;
    - d. refer, and when appropriate, connect individuals in crisis with local service providers;
    - e. engage with the community to raise awareness of the CIT Program and issues involving individuals in crisis; and
    - f. provide administrative support to the CIT Program Coordinator including coordinating with the Cook County Assistant State's Attorney Office on court orders of detention and examination and referrals for deferred prosecution and alternative sentencing programs.
  5. The CIT District, Operations, and Community Support Area-level field functions includes, but is not limited to:
    - a. providing advice and guidance during the course of preliminary investigations involving persons in need of mental and behavioral health treatment;

**NOTE:**

In the event a Department exempt commanding officer or Incident Commander determines a mental health emergency may warrant the immediate response of the CIT DOCS, the member will notify OEMC of same. OEMC will notify the CIT Program Coordinator or designee via the Crime Prevention and Information Center (CPIC) that the immediate response of the CIT DOCS has been requested. The CIT Program Coordinator or designee will determine whether the immediate response of the CIT DOCS is warranted; the degree of any response; and subsequent resources provided by the CIT DOCS to assist with the incident or any follow up.

- b. following up on CIT-related events that involve frequent, escalating, or unusual encounters with individuals due to their mental or behavioral health needs;
- c. following up on mental and behavioral health-related events at the request of district personnel, community-based service providers, or other governmental agencies; and

**NOTE:**

Members may request CIT DOCS Area-level assistance by completing a Crisis Intervention (CIT) Report ([CPD-15.520](#)) and marking the appropriate box in the shaded portion at bottom; emailing the Crisis Intervention Unit at [cit@chicagopolice.org](mailto:cit@chicagopolice.org); or contacting the Area teams, consistent with Phone Book Entries.

- d. conducting co-visits with service providers to offer services to individuals with a history of mental or behavioral health conditions related to numerous responses by law enforcement and the substantial use of police resources, as determined by the CIT Program Coordinator or designee.

D. Crisis Intervention Team Training Section (CITTS)

1. The Crisis Intervention Team Training Section (CITTS) is a branch of the Crisis Intervention Unit that is staffed with supervisors and instructors who deliver specialized crisis-intervention-related topics in order for Department members to achieve Crisis Intervention Team training certification from the Illinois Law Enforcement Training and Standards Board and Designated CIT Officer designation consistent with Item VI of this directive.
2. The Crisis Intervention Team Training Section is responsible for:
  - a. the administration and delivery of:
    - (1) Basic Crisis Intervention Team (CIT) Training;
    - (2) Crisis Intervention Team (CIT) Refresher Training; and
    - (3) Advanced Crisis Intervention Team (CIT) Trainings;

**NOTE:** Certified CIT Officers will be eligible for additional specialized training including, but not limited to, Youth CIT and Veterans CIT.

- b. ensuring that all newly assigned Field Training Officers (FTOs) and promoted Sergeants and Lieutenants will receive Basic CIT training and will be prioritized for scheduling and attendance;
- c. providing expertise and support to the Training Division with recruit, in-service, and pre-service training and training publications related to recognizing and responding to individuals in crisis;
- d. identifying and recruiting qualified Department members with apparent or demonstrated skills and abilities in crisis de-escalation and interacting with individuals in crisis to apply to receive CIT training;
- e. encouraging and seeking the participation of professionals and advocates who work with individuals in crisis, and persons with lived experience of behavioral or mental health crises, including those with involvement in the criminal justice system, to develop and deliver CIT training, where it would add to the quality or effectiveness of the training when feasible and appropriate;
- f. developing, reviewing, and revising Crisis Intervention Team curricula; and
- g. seeking input from the CCMHE in the development of the Basic and Refresher CIT training.

**VI. CERTIFIED CIT OFFICERS DESIGNATION**

- A. Certified CIT Officers are officers who receive specialized training in responding to individuals in crisis. Certified CIT Officers retain their standard assignment and duties but may also take on specialized crisis intervention duties and are prioritized to respond to service calls identified as involving individuals in crisis, as assigned.
  1. Certified CIT Officers, at a minimum, must complete the specialized 40-hour Basic CIT Training and receive CIT certification by the Illinois Law Enforcement Training and Standards Board.
  2. To be designated as a Certified CIT Officer, sworn Department members at a minimum must successfully complete Basic CIT Training and no longer be on probationary status with at least two (2) years of experience as a Chicago Police Officer.

**NOTE:** Department members interested in attending Basic CIT Training will complete and submit the Request for Crisis Intervention Team (CIT) Training ([CPD-15.518](#)) to the CIT Program Coordinator.

3. To maintain the Certified CIT Officer designation, Department members must receive a minimum of eight (8) hours of CIT Refresher Training every three (3) years and maintain the eligibility requirements established by the CIT Program.
4. All Certified CIT Officers who completed Basic CIT Training before the implementation of the CIT Refresher Training on 01 April 2021 must complete their first CIT Refresher Training within four years from the date that the CIT Refresher Training was implemented. All Certified CIT Officers who complete Basic CIT Training on or after the implementation of the CIT Refresher Training on 01 April 2021 must complete their first CIT Refresher Training within three years of the date they completed Basic CIT Training.
5. Certified CIT Officers who fail to complete the CIT Refresher Training within three years of taking their most recently required Refresher CIT Training will be deemed out of compliance with the CIT Refresher training requirement and will no longer be prioritized to respond to calls for service involving a mental health component.

**NOTE:** Sworn members covered under the collective bargaining agreement, will maintain a CIT designation of "Certified".

B. The CIT Program Coordinator is responsible for selecting and removing officers from the CIT program. To enable a determination as to the fitness of an individual to serve as a Certified CIT Officer at the time of a member's attendance to Basic or Refresher CIT courses, the CIT Program Coordinator or designee will review and assess the following:

1. the member's disciplinary history. Members will be deemed ineligible for designation as a Certified CIT Officer if disciplinary records show:
  - a. sustained Complaint Register (CR) allegations within the past five (5) years involving excessive use of force; and
  - b. sustained CR allegations within the past five years where the sustained finding directly relates to a verbal or physical interaction with individuals in crisis.
2. the member's performance history.

**NOTE:** Department members who have received evaluation ratings categorized as "Exceeds Expectations" or "Meets Expectations," as defined in the Department directive titled "Performance Evaluations of All Sworn Department Members Below the Rank of Superintendent" for each of the last two evaluations.

3. seniority record to verify member has at least two years of service.

C. The CIT Program Coordinator will:

1. confirm on a quarterly basis that Certified CIT Officers remain in compliance with eligibility requirements, including conferring with the Chief, Bureau of Internal Affairs, or designee on the member's disciplinary history and Deputy Chief, Training and Support Group, or designee on the member's CIT Refresher training requirement.
2. notify the Chief, Bureau of Patrol, the Commander, Strategic Initiatives Division, the Deputy Chief, Training and Support Group, and the District/Unit Commanding Officers of Certified CIT Officers who are out of compliance with eligibility requirements, including the member's disciplinary history and CIT Refresher training requirement.

D. The Training Division is responsible for updating training records that document completion of Basic, Advanced, and Refresher CIT trainings.



- E. The Commander, Strategic Initiatives Division, is responsible for reporting to the Office of Emergency Management and Communications (OEMC) when Department members complete Basic CIT and CIT Refresher Training and meet the eligibility requirements that permit OEMC to identify and prioritize the response of certified CIT officers to calls for service involving individuals in crisis.
1. An updated list of current and active Certified CIT Officers and their assignment, will be provided daily.
  2. Each quarter, the Commander, Strategic Initiatives Division, will inform OEMC of officers who are out of compliance with CIT Program eligibility requirements and who may not continue to be prioritized to respond to calls for service involving individuals in crisis.
- F. District station supervisors will ensure that the daily assignment roster sent to OEMC and entered into the PCAD reflects Certified CIT Officers by placing a "Z" next to their names.
- NOTE:** A current roster of Certified CIT Officers is available via the eLearning application.

## VII. TRAINING SCHEDULING AND ATTENDANCE

- A. Scheduling and attendance in Basic and Refresher CIT Training will be prioritized in tiers based on a member's voluntary enrollment in training, a member's mandatory enrollment based on a pre-service curriculum requirement.
1. Volunteers who request for Basic and Refresher CIT training will continue to be identified through the Request for Crisis Intervention Team (CIT) Training ([CPD-15.518](#)) and prioritized for scheduling and attendance as first tier.
  2. All newly assigned Field Training Officers (FTOs) and promoted Sergeants and Lieutenants will receive Basic CIT Training and be prioritized for scheduling and attendance as first tier. Newly assigned or promoted members who have received Basic CIT Training within the past three years will receive Refresher CIT Training and be prioritized for scheduling and attendance as first tier. To be considered Certified CIT Officers, FTOs, Sergeants, and Lieutenants must meet the eligibility criteria and training requirements established by this directive.
  3. Department members assigned or detailed to the following districts/units will be considered second tier:
    - a. Special Weapons & Tactics SWAT Unit 353
    - b. Crisis Intervention Teams CIT, Unit 143
    - c. Public Transportation Section, Unit 701 and Transit Security, Unit 704
    - d. Airport Law Enforcement Unit-North and 050 and Airport Law Enforcement - South 051
  4. Sworn members who received Basic CIT training will be required to attend Refresher CIT Training, and prioritized for scheduling as listed in Items VII-A-1 through 3.
  5. Any command staff and senior executive service members of the Department who have not been trained in Basic CIT will attend and successfully complete the training within 1 year of promotion or within 3 years of the implementation of this Department directive.
- B. All officers who satisfy the training requirements established by the CIT Program will be recognized as having completed the Crisis Intervention Team (CIT) Training and their training records will be reflected.
- C. The CIT Training Section, in coordination with the Training and Support Group, will utilize the Learning Management System to ensure tracking, notification, attendance, and appearance in CIT Training, consistent with Department policy and this directive.

- D. The completion of the CIT Refresher Training may be used to satisfy a Certified CIT Officer's required in-service training requirements.

**NOTE:** All newly assigned Field Training Officers (FTOs) and promoted Sergeants and Lieutenants who have not taken the specialized 40-hour Basic CIT Training will be required to complete it.

## VIII. CIT OFFICER IMPLEMENTATION PLAN

- A. The CIT Officer Implementation Plan is an analysis of the demand for crisis intervention services for each watch in each district. The CIT Officer Implementation Plan will identify the number of Certified CIT officers necessary, absent extraordinary circumstances, to meet the following response ratio targeted goal:

1. as an initial response ratio targeted goal, ensure a sufficient number of certified CIT officers are available on every watch in each district to timely respond to at least 50% of the calls for services identified as involving individuals in crisis; and
2. as a second response ratio targeted goal, ensure a sufficient number of certified CIT officers are available on every watch in each district to timely respond to at least 75% of the calls for service identified as involving individuals in crises.

- B. The CIT Officer Implementation Plan will identify the steps necessary to meet and maintain both the initial and second response ratio targets and identify the strategies, methods, and actions the Department will implement to make progress in achieving and maintaining these response ratio targets.

- C. The CIT Program Coordinator will submit, on an annual basis, to the Independent Monitoring Team (IMT) and the Office of the Attorney General (OAG) the progress the Department has made to meet:

1. the response ratio targets identified in item VIII-A of this directive; and
2. the number of certified CIT officers identified as necessary to achieve the response ratio targets.

**NOTE:** The Department will work collaboratively with the Independent Monitoring Team (IMT) and the Office of the Attorney General (OAG) to review and modify the procedures and responsibilities established by this directive, as appropriate to make material progress to achieve the Implementation Plan goals.

- D. The Department will publish their report and the Independent Monitoring Team and Office of the Attorney General's response, if any, within 45 days of the date the Chicago Police Department submitted the progress report to the Independent Monitoring Team and Office of the Attorney General (OAG).

## IX. CRISIS INTERVENTION PLAN

- A. The Crisis Intervention Plan is based on the regular review of aggregate data and sample of incidents conducted by the Department and OEMC.

- B. The CIT Program Coordinator will consider the following in the development of the Department's portion of the Crisis Intervention Plan:

1. Quantitative crisis intervention data;
2. Qualitative data on Department members' and community members' perception of the effectiveness of the CIT Program (e.g. surveys, focus groups, world cafes, etc.);
3. Department member feedback regarding crisis intervention related training;
4. Actual incident information;

5. Staffing and deployment analysis of available Certified CIT Officers;
  6. Research reflecting the latest in best practices for police responses to individuals in crisis;
  7. Feedback and recommendations from the Chicago Council on Mental Health Equity (CCMHE); and
  8. Response to identification of and dispatch of calls for service involving individuals in crisis.
- C. The Crisis Intervention Plan will:
1. report annually:
    - a. the number, type, and outcome of incidents involving individuals in crisis;
    - b. the number of Certified CIT Officers available and on duty in each district and on each watch;
    - c. the percentage of calls for service involving individuals in crisis for which Certified CIT Officers were the first officers to respond to the scene for each watch in every district;
    - d. the response times for calls for service involving individuals in crisis for each watch in every district; and
    - e. the response ratio targets on the number of Certified CIT Officers to meet the demand for crisis intervention services.
  2. evaluate the CIT Program's compliance with the objectives and functions identified in this directive;
  3. identify strategies to ensure that CPD has a sufficient number of Certified CIT Officers to meet its response ratio targets for calls for service involving individuals in crisis;
  4. describe any additional resources, including program staff or equipment, the CIT Program needs to perform its functions;
  5. identify safety issues and trends regarding interactions between individuals in crisis and officers;
  6. identify deficiencies and opportunities for improvement in identifying and dispatching calls for service involving individuals in crisis;
  7. recognize and highlight CIT Program and CIT-Certified Officer successes, including successful individual officer performance;
  8. develop response strategies for repeat calls for service involving individuals who are frequently in crisis;
  9. recommend any changes to crisis intervention-related strategies, policies, and procedures;
  10. recommend any changes to Department and OEMC trainings related to individuals in crisis, including any case studies and teaching scenarios; and
  11. include a timeline and plan for implementing recommended changes.
- D. The data included in the Crisis Intervention Plan will not include any personal identifying information.
- E. The CIT Program Coordinator will have the Department's portion of the Crisis Intervention Plan reviewed and approved by the Chief, Office of Constitutional Policing and Reform, within 60 days of the plan's completion.

## X. POLICY REVIEW

The Department will conduct an annual review of its crisis intervention-related policies, procedures, and protocols, led by the CIT coordinator, to evaluate whether they provide effective guidance and direction to Department members and are consistent with the current law, the Department's vision, and, mission, and the objectives, functions, and practices of the CIT Program. When revising its crisis intervention policies, the Department will seek input in writing from members of the community, including the Chicago Council on Mental Health Equity, that includes community members with lived experiences and community-based organizations.

## XI. GLOSSARY TERMS

- A. Basic CIT Training is an in-depth, specialized course that teaches officers how to recognize and effectively respond to individuals in crisis. Basic CIT training will address the signs and symptoms of individuals in crisis, suicide intervention, community resources, common mental health conditions, and psychotropic medications, the effects of drug and alcohol use, perspectives of individuals with mental health conditions and their family members, the rights of individuals with mental health conditions, civil commitment criteria, crisis de-escalation, and scenario-based exercises. Where it would add to the quality or effectiveness of the training and when feasible and appropriate, the Crisis Intervention Unit will encourage and seek the participation of professionals and advocates who work with individuals in crisis, and persons with lived experience of behavioral or mental health crises, including those with involvement in the criminal justice system, in developing and delivering CIT training. The CIT Program will seek input in writing from the Chicago Council on Mental Health Equity (CCMHE) in the development of the basic training.
- B. Refresher CIT Training is a specialized, advanced training to further develop and expand Certified CIT Officers' skills in recognizing and appropriately responding to calls for service that involve individuals in crisis. The CIT Refresher Training will include a review of the concepts, techniques, and practices offered in Basic CIT Training as well as relevant and/or emerging topics in law enforcement responses to individuals in crisis, general and specific to CPD. CIT Program staff will review and revise the CIT Refresher Training as necessary to ensure that Certified CIT Officers receive up-to-date training. The CIT Program will seek input in writing from the Chicago Council on Mental Health Equity (CCMHE) in the development of the refresher training.

## XII. CRISIS INTERVENTION UNIT RESOURCES

- A. CIT Training Section
- B. CIT DOCS - Administration
- C. CIT DOCS - Area 1
- D. CIT DOCS - Area 2
- E. CIT DOCS - Area 3
- F. CIT DOCS - Area 4
- G. CIT DOCS - Area 5

(Items indicated by italics/double underline were revised or added.)

Authenticated by MWK

23-042 RM/LB

Larry B. Snelling  
Superintendent of Police