

OFFICE OF CHIEF OF POLICE  
OAKLAND POLICE DEPARTMENT

MEMORANDUM

TO: All Personnel

DATE: 03 Oct 14

SUBJECT: New DGO O-1.1 CRISIS INTERVENTION PROGRAM

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The purpose of this new DGO is set forth policy and procedures to ensure the appropriate triage of individuals with mental health challenges who come to the attention of the Department.

This policy establishes a Crisis Intervention Team (CIT.) CIT personnel receive specialized training to assist field units and the public when dealing with incidents involving individuals who are either known or suspected to be in acute mental health or emotional crisis and who may pose a risk to themselves or others or are determined to be gravely disabled.

The Evaluation Coordinator for this order shall be the Training Commander. The Evaluation Coordinator shall receive, review and document the acceptance or rejection of all comments and/or recommendations received prior to submitting his/her six-month evaluation report.

The Evaluation Coordinator shall forward a copy of the six-month evaluation report, along with the comments/recommendations received, without further notice, to the Planning and Research Section.

Personnel shall acknowledge receipt, review, and understanding of this directive in accordance with the provisions of DGO A-1, DEPARTMENTAL PUBLICATIONS.

By order of



Sean Whent  
Chief of Police

Date Signed: 10-6-14



DEPARTMENTAL  
GENERAL  
ORDER

O-1.1

Index as:

Crisis Intervention Program

Effective Date:  
03 Oct 14

Evaluation Coordinator:  
Training Commander

Evaluation Due Date:  
03 Apr 15

Automatic Revision Cycle:  
3 Years

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## CRISIS INTERVENTION PROGRAM

The purpose of this order is to set forth Department policy and procedures to ensure the appropriate triage of individuals with mental health challenges who come to the attention of the Oakland Police Department.

### I. INTRODUCTION

The Chief of Police has established the Crisis Intervention Team (CIT) to carry out the mission of the Crisis Intervention Program.

### II. MISSION

CIT personnel are trained to respond to incidents and attempt to provide evaluation, de-escalation and referral services in dealing with incidents involving individuals who are either known or suspected to be in acute mental health or emotional crisis and who may pose a risk to themselves or others or are determined to be gravely disabled.

### III. CIT PERSONNEL

The CIT Coordinator shall coordinate efforts to recruit and accept requests from interested sworn personnel to become CIT members. The duties of a trained and certified CIT officers shall be considered an ancillary assignment.

### IV. TRAINING

Officers selected to become part of the CIT shall receive CIT training and be certified as a member of the CIT.

- A. Selected CIT candidates shall attend an approved training program consisting of instruction regarding mental illness, basic crisis intervention, de-escalation of crisis situations and available community resources. Training will enable CIT personnel to deal more effectively with individuals suffering from mental health challenges.

- B. The CIT Program has five primary goals:
  - 1. To de-escalate crisis situations;
  - 2. To reduce the necessity for the use of force;
  - 3. To decrease recidivism among jail inmates who experience mental health challenges;
  - 4. To create a working collaboration with community agencies; and
  - 5. To increase lawful self-reliance and health enhancing behaviors.
- C. Certified CIT officers may wear the authorized pin on their Class B uniform identifying them as a CIT member.

## V. POLICY

- A. CIT members shall respond to calls for service involving individuals experiencing mental health emergencies. The use of CIT trained personnel is not limited to situations or calls involving the mentally ill.

The use of CIT members extends to any circumstance wherein an individual may be in need of crisis intervention due to a psychological/emotional crisis, and/or when the individual may be a danger to themselves or others, and/or may be gravely disabled.

- B. Dispatch of CIT Personnel

The Communications Section shall attempt to dispatch an available CIT unit to any call coded "5150", "5150B", or "evaluation" or any calls suspected of involving a mental health crisis.

- C. Persons (subject, family member or caregiver) who do not meet the criteria set forth in section 5150 of the Welfare and Institutions Code (W&I) but desire mental health services shall be provided, when practical:
  - 1. Mental Health Resource Card
  - 2. Informational resources (e.g., liaison for contacts/referrals); and/or
  - 3. Assistance in making arrangements for voluntary or out-patient treatment, including transportation.

## VI. PROCEDURES

### A. Communications Section

The Communications Section shall attempt to dispatch an available CIT unit to any call coded “5150”, “5150B”, or “evaluation” or any calls suspected of involving a mental health crisis utilizing the following procedures:

1. Dispatch the closest available CIT officer to the call (CIT trained personnel are flagged in the CAD system);
2. Advise responding units if no CIT officer is available to respond; and
3. Notify the appropriate Patrol Sergeant of the incident and the location.

### B. Dispatch/Field Unit Requests

In situations other than mental health crisis incidents, Communications Section or field personnel may request the response of a CIT officer for incidents which include but are not limited to:

1. When personnel reasonably believe that a subject, family, or caregiver may benefit from a CIT consult/intervention;
2. A disturbance call where an individual may be suffering from a mental health related behaviors; or
3. On-scene field personnel determine a need and request a CIT officer to respond.

### C. Field personnel may request assistance for a psychological evaluation of an individual in crisis from:

1. Mobile Mental Health Unit (37C51); and/or
2. A CIT officer.

## VII. ON-SCENE RESPONSIBILITIES

### A. CIT Officer

When a CIT officer is on-scene, the CIT officer shall be responsible for the following:

1. Applicable evaluations pursuant to W&I 5150.

In the event an Emergency Psychiatric Detention is warranted, the CIT officer shall prepare the required documentation. The CIT officer shall additionally be responsible for making appropriate referrals, transportation arrangements to mental health facilities, or shelters.

2. If also the primary patrol unit, the CIT officer shall complete the appropriate offense report, Consolidated Arrest Report/Juvenile Record and the recovery of any property for evidence or safekeeping, if applicable.

### B. Patrol (Non-CIT) Unit

1. The primary Patrol unit, if different from the CIT officer, on scene shall be responsible for completing the appropriate offense report, Consolidated Arrest Report/Juvenile Record, and the recovery of any property for evidence or safekeeping, if applicable.
2. When a CIT officer is not on the scene, unavailable or an extended distance away, non-CIT officers may complete the application for emergency psychiatric detention form and request an ambulance for transportation of the detained person.
3. When a person experiencing mental health challenges is the victim of a crime, a Patrol officer may request a CIT officer, if not already on-scene, to respond to assist with interviewing the victim or to provide resource information.

### C. Firearms and Other Deadly Weapons Confiscation

Officers shall confiscate any firearm or other deadly weapon described in 8102 W&I and prepare a Consolidated Property Record for Safekeeping (TF-1084) and deposit with the Property and Evidence Unit in accordance with the provisions of DGO H-4, WEAPONS TAKEN FROM MENTALLY DISORDERED PERSONS.

DEPARTMENTAL GENERAL ORDER  
OAKLAND POLICE DEPARTMENT

O-1.1

Effective Date:  
03 Oct 14

By Order of



Sean Whent  
Chief of Police

Date Signed: \_\_\_\_\_