

# Crisis Intervention Counselors and the NOPD

Team 41

## Problem Statement

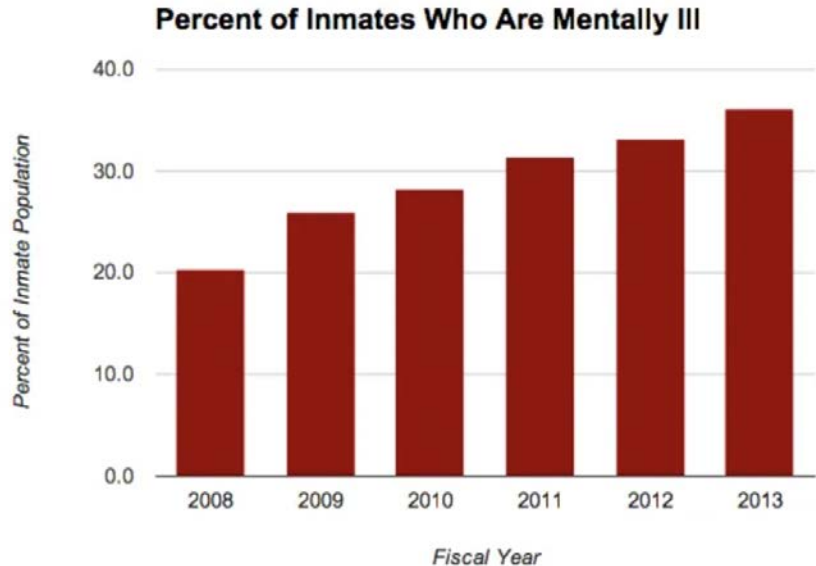
*The New Orleans Police Department (NOPD) is not equipped to successfully address individuals in a crisis; this leads to a disproportionate amount of imprisonment of those with mental illness, increased wall time, and increased risk of police brutality.*

# NOPD's Crisis Intervention Training

- NOPD receive 8 hours of crisis intervention and de-escalation training; voluntary CIT officers receive 40-hours of intensive training (LPHI Behavioral Health, 2017)
- Requirements by the American Institute for HealthCare Professionals to receive a Crisis Intervention Counseling Certificate (American Institute of HealthCare Professionals, 2018):
  - Minimum of 275 hours of lecture/study in crisis intervention courses
  - A health professional license, associates degree with experience, or bachelor's degree in an appropriate field
- Ron Bruno, executive director of Crisis Intervention Team International: “A handful of departments have done it right. But others, too often, see CIT training as a check-the-box, 40-hour exercise” (Westervelt, 2020)

# Disproportionate Imprisonment and Police Brutality

- 10% of police interactions are with people with mental health issues - but 45% of individuals in jail have mental illness (LPHI Behavioral Health, 2017)
- Nearly 25% of people killed by police officers had a known mental illness - an even higher percentage injured (Westervelt, 2020)



(Adcock, 2014)

# Increased Wall Time

- Wall time: When NOPD and EMS take individuals to the emergency department but a bed is not available they must remain at the hospital until the patient is moved to a bed
- Most individuals who are intoxicated or have low acuity needs “just need six to eight hours to sleep it off”
- Are instead sent to the emergency department causing an overstrain on resources
- Cost of wall time per unit hour is \$100

(LPHI Behavioral Health, 2017)

## Vision Statement

*Certified Crisis Intervention Counselors (CICs) will be given shortened NOPD training and employed in each of the 8 NOPD districts to respond to calls involving someone in a crisis allowing a safer interaction with those suffering from mental health issues.*

# Program Outline - Curriculum and Criteria

- Shortened NOPD training curriculum created by NOPD
  - Train CICs in self defense, protection, and non lethal restraints
- Criteria for when NOPD must call in a CIC created by New Orleans Health Department, Mental and Behavioral health section - repercussions for not calling in a CIC when required
- CICs respond to either:
  - Calls that directly mention a person in a crisis (accompanied by a minimum number of officers)
  - Calls from NOPD officers who arrived on the scene that match CIC criteria or NOPD's best judgement

# Program Outline - CIC Role

- 100 Certified Crisis Intervention Counselors (CICs) hired and distributed throughout NOPD districts
- CICs are not dressed as cops, do not carry weapons, but can/will use safety equipment (ex. Bullet proof vests)
- De-escalation and conflict resolution is key
- Determines whether or not the person in question needs to go to the emergency department or not
  - Reduces wall time and resource strain
- CICs in charge of persons tracking and follow up to refer those in a crisis to appropriate mental health services in a timely fashion

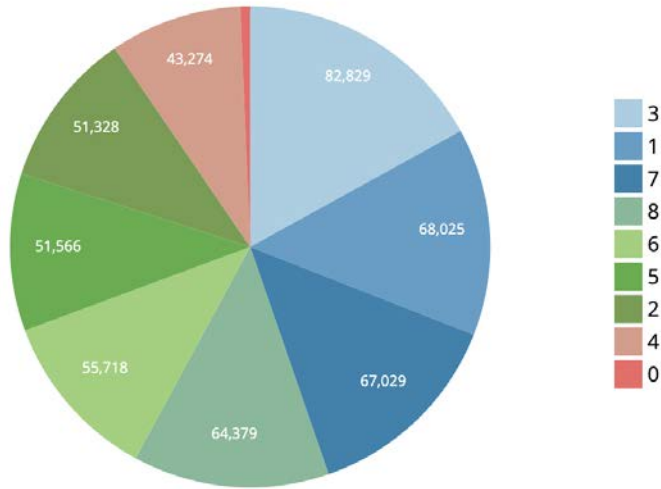


# Program Outline - NOPD Role

- NOPD does not have authority over CICs; equal partners
- Officers only interact with persons in a crisis unless absolutely necessary and while on the scene take direction from the CIC
- NOPD officers will continue the 8 hour training they receive that will be modified to include how to interact with CICs
- Voluntary CIT officers will be disbanded and replaced with CICs; officers still interested in CIT can work more closely with CICs

# CICs Per District Based on Calls for Service

Calls for Service per NOPD District



(City of New Orleans Open Data, 2019)

NOPD Districts	Percent of Calls for Service	Number of CICs Allocated
1	14%	14
2	11%	11
3	17%	17
4	9%	9
5	11%	11
6	11%	11
7	14%	14
8	13%	13

# Criteria

- **Effectiveness**
  - Does the policy decrease the rate of police encounters that result in force being used?
  - Is there a decrease in people with mental illness imprisoned?
- **Efficiency**
  - Are costs of implementation less than the savings incurred?
- **Equity**
  - Does this program decrease the disparity between instances where the police use excessive or lethal force on black individuals vs. white individuals? Those with mental illness vs. without?
- **Feasibility**
  - Is the cost of this program within the scope of recent budgetary plans?
- **Acceptability**
  - Do we expect to see an increase in the crime rate in the area of policy implementation?
  - Will taxes significantly increase for tax payers in the area of policy implementation?

# Potential Outcomes

- Decreasing reliance on police officers in crisis situations, and increasing the use of fully trained professionals
- Increasing health and safety of mentally ill individuals
- Decreasing the strain on the emergency departments and wall time (and money wasted during wall time)
- Following up on individuals to prevent another crisis in the future
- Cost saving for police and the city

# NOPD Program Budget

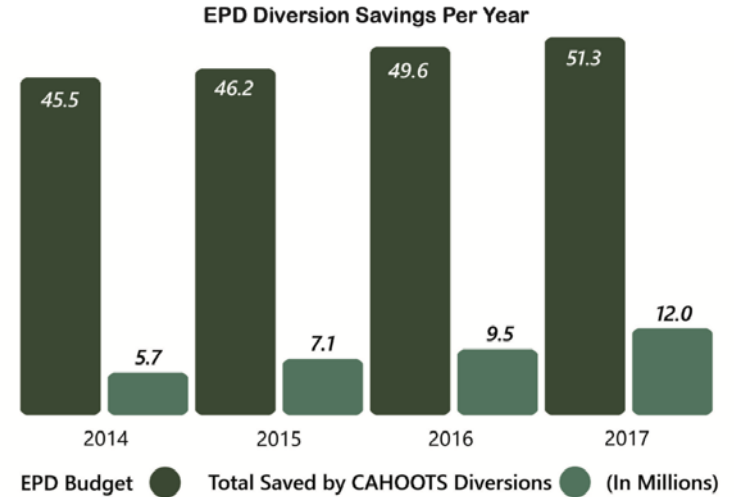
## SALARY ESTIMATE

Officer	\$ 46,885
Training Academy	4,899
Bachelor's Degree	2,000
1 Year of Service	1,181
Millage Pay**	2,500
State Supplemental Pay***	6,000
<b>Total *</b>	<b>\$ 63,465</b>

- $\$63,465 \times 100 \text{ personnel} = \$6,346,500$
- CAHOOTS operating cost applied to NOPD- CIC: \$800,000 (White Bird Clinic, 2019)
- $\$6,346,500 + \$800,000 = \$7,146,500$
- ~3.7% of NOPD current budget (\$194 million) (Chrastil, 2020)
- Estimate from NOPD salary calculator

# CAHOOTS Program Cost - Projection for Savings and Cost

- CAHOOTS 2017- 2018 operating costs: \$789,000 from Eugene Police Dep Budget (\$61.5 million); ~ 1% of budget
- Saved the city of Eugene \$8 million in public safety spending
- Save \$14 million in EMS spending
- Lauded nationally for decreasing police violence (as the program began in 1989, statistics are not available) (Mark, 2020)



(White Bird Clinic, 2019)

# Tradeoffs and Response

- While hiring CICs means that fewer new police officers can be hired by the city, evidence suggests that:
  - CICs can effectively address many calls that the police would be sent to, freeing existing officers up for calls where they are truly needed
    - In 2019, of 13,854 CAHOOTS calls where CAHOOTS only was dispatched, police backup was only requested 311 times or 2% of the time
  - Most situations where police are called that are related to mental health issues or people dealing with mental issues do not escalate into violence, and don't require police officers (Watson, 2017)

# Timeline

2021

## Groundwork

Create shortened CIC curriculum and CIC call-in criteria with NOPD and NOHD  
Allocate money for salaries in NOPD budget



2022

## Hire and Train

Hire 100 CICs according to district and train them for 3 months each



2023

## Implementation

Run NOPD for 1 year with CIC's incorporated



2024

## Evaluation

Assess effectiveness of CIC's and decide to continue, adjust, or disband the program



# Feedback Loops - Evaluation

- External evaluator from a local mental health organization will be brought in to conduct the evaluation
  - Ensures perceived objectivity, outside perspective, and evaluation expertise
- Four standards of evaluation will be considered:
  - Utility
  - Feasibility
  - Propriety
  - Accuracy

# Feedback Loops - Metrics

- Public opinion - virtual survey conducted with local community to evaluate if their interactions with the police have improved since implementation
- Numbers
  - Evaluation of the change in the number of people with mental illness being imprisoned before and after the implementation of this program.
  - Evaluation of the change in the amount of police brutality cases
- NOPD and CICs - survey/focus group conducted with NOPD and CICs to evaluate how each group perceives the success of the program as well as the dynamic between the two groups as perceived by each of them

# Citations

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