Crisis Intervention Team	BHD/CSE	Arnecia Moody, x4888

Program Purpose	Safely and efficiently divert adults with serious mental illness from jail through crisis intervention training for law enforcement.

Program Information	• Primary program components are the Crisis Intervention Team (CIT) training for law enforcement and emergency-response professionals, and the Crisis Intervention Center (CIC) Assessment Site. Previously the CIC Assessment Site had a dual location at the Crisis Intervention Center (CIC) and Virginia Hospital Center (VHC); however, due to the Department of Behavioral Health and Developmental Services (DBHDS) new regulations, we were required to close the VHC Assessment Center.
	    o CIT curriculum provides law enforcement and emergency-response professionals with 40 hours of training to recognize the symptoms of mental illness when responding to calls involving consumers, crisis de-escalation techniques, and active listening skills.
	    o The Assessment Site allows law enforcement to divert consumers experiencing a psychiatric crisis to the CIC for an evaluation by Emergency Services.
	    o This facilitates access to services for adults with serious mental illness in lieu of arrest and transfer of custody allows law enforcement to return to service quickly.
	• Significant benefits of CIT, which is a nationally and internationally recognized best practice model, include increased safety for law enforcement professionals and consumers, and more efficient use of law enforcement officers' time.
	• CIT is Intercept 1 of a five-component Sequential Intercept Model for seriously mentally ill adults involved with the criminal justice system at a number of junctures.
	• It has been demonstrated as advantageous to divert seriously mentally ill, justice-involved individuals from jail, so they can receive mental health treatment in an appropriate setting.
	• Diversions are intended for non-violent, misdemeanor-level crimes.
	• Partners include the following: Arlington County Police (ACPD), Sheriff's Office, Magistrate's Office, Office of the Public Defender, Office of the Commonwealth's Attorney, General District Court, and Circuit Court.

Service Delivery Model	• CIT classes are provided in person to first responders. • The COVID pandemic had an impact on the program in FY 2020 and 2021. Three classes were offered with capped attendance according to social distancing protocols. All of these classes were offered in person based on the recommendation of CIT International and the Virginia CIT Coalition. • The program was suspended in FY 2022 due to staff vacancies. When it returns in FY 2023, classes will be provided in-person.

PM1: How much did we do?

Staff	Total of 2.5 FTEs: • 1 FTE CIT Coordinator • 0.25 FTE Forensic Supervisor • 0.15 FTE Emergency Services staff at the Crisis Intervention Center

- 0.10 FTE Emergency Services staff as CIT trainers
- 1 FTE Forensic team staff as CIT trainers (0.14 each of 7 staff members)

ACPD officers/deputies provide 12 hours of assistance per training

Contract security services at Crisis Intervention Center are not included in FTEs

Customers and Service Data	First responders trained in CIT per year	FY 2019	FY 2020	FY 2021	FY 2022
	Arlington Police*	18	27	21	0
	Arlington Fire & EMS	0	20	0	0
	Arlington Sheriff	23	15	16	0
	Pentagon	3	0	0	0
	Other law enforcement	13	5	6	0

*Number of officers trained varies based on the number of new officers graduating from the academy each year.

PM2: How well did we do it?

| 2.1	Trainees' knowledge of and confidence in dealing with mental health crises
2.2	Current Police Force trained

PM3: Is anyone better off?

3.1	Individuals brought to Crisis Intervention Center in lieu of arrest
3.2	Time spent by officers with individuals experiencing mental health crises
3.3	Officer and consumer safety

Crisis Intervention Team		
Measure	1	First responders trained in CIT per year

Data	
	Total Individuals Trained
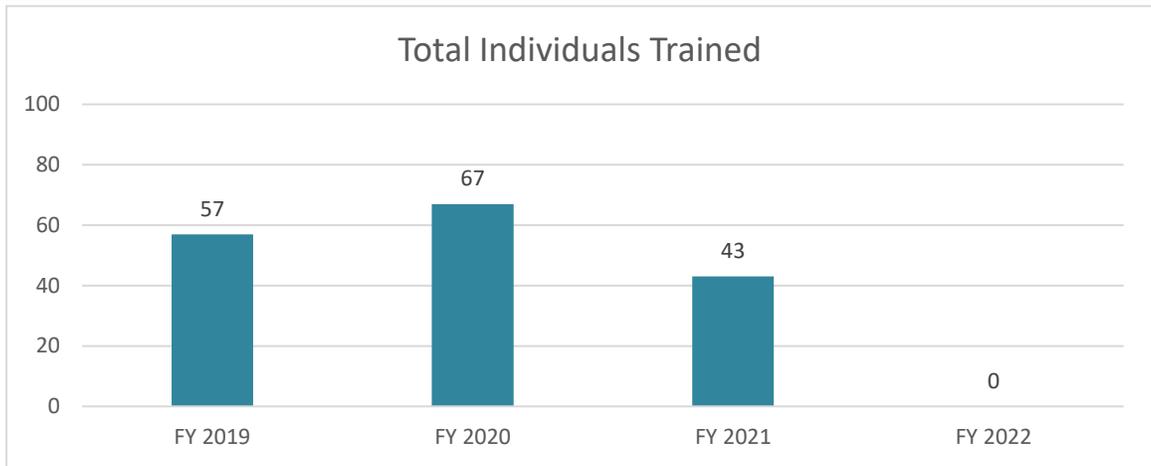
Data Summary	• Data is collected by program manager in collaboration with Arlington County Police Department.

What is the story behind the data?

- The CIT training coordinator position was vacant for FY 2022, so no first responders were trained in Arlington County.
- Three new officers were trained in Alexandria in FY 2022 while the Arlington program was closed.
- Though officer training did not occur, community trainings were held to discuss behavioral healthcare resources and how to support those with developmental disabilities.

Recommendations	Target Dates
• Hire a training coordinator and have them relaunch the CIT program.	• FY 2023 Q1
• Once the CIT program is launched, prioritize training new patrol officers who joined the force in FY 2022 and FY 2023.	• FY 2023 Q2

Forecast

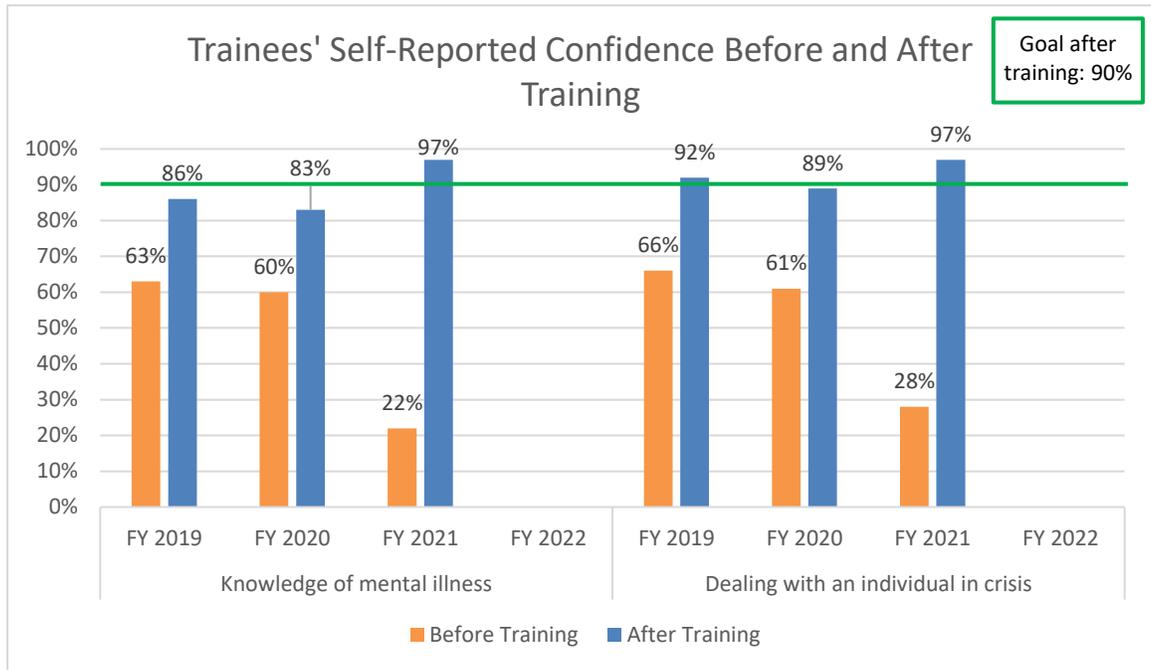- In FY 2023, anticipate training 43 individuals in CIT.

Crisis Intervention Team			
Measure	2.1	Trainees' knowledge of and confidence in dealing with mental health crises	
Data			

Trainees' Self-Reported Confidence Before and After Training

Goal after training: 90%

Knowledge of mental illness — Before Training / After Training:
- FY 2019: 63% / 86%
- FY 2020: 60% / 83%
- FY 2021: 22% / 97%
- FY 2022: —

Dealing with an individual in crisis — Before Training / After Training:
- FY 2019: 66% / 92%
- FY 2020: 61% / 89%
- FY 2021: 28% / 97%
- FY 2022: —

Data Summary	• All participants complete a survey before any instruction has begun, and a follow-up survey is administered after all instruction has been completed. The surveys have a five-point scale, with 1 indicating the least amount of knowledge/confidence, and 5 the most.

What is the story behind the data?

- Trainings were not conducted in Arlington County in FY 2022, as the coordinator position was vacant.
- In prior years, the confidence in knowledge of mental illness scores continued to be strong year over year, which demonstrates the effectiveness of the mental-illness subject matter experts and materials used in the CIT trainings. These scores also reflect the effectiveness of de-escalation and active listening skills taught by the subject matter experts.

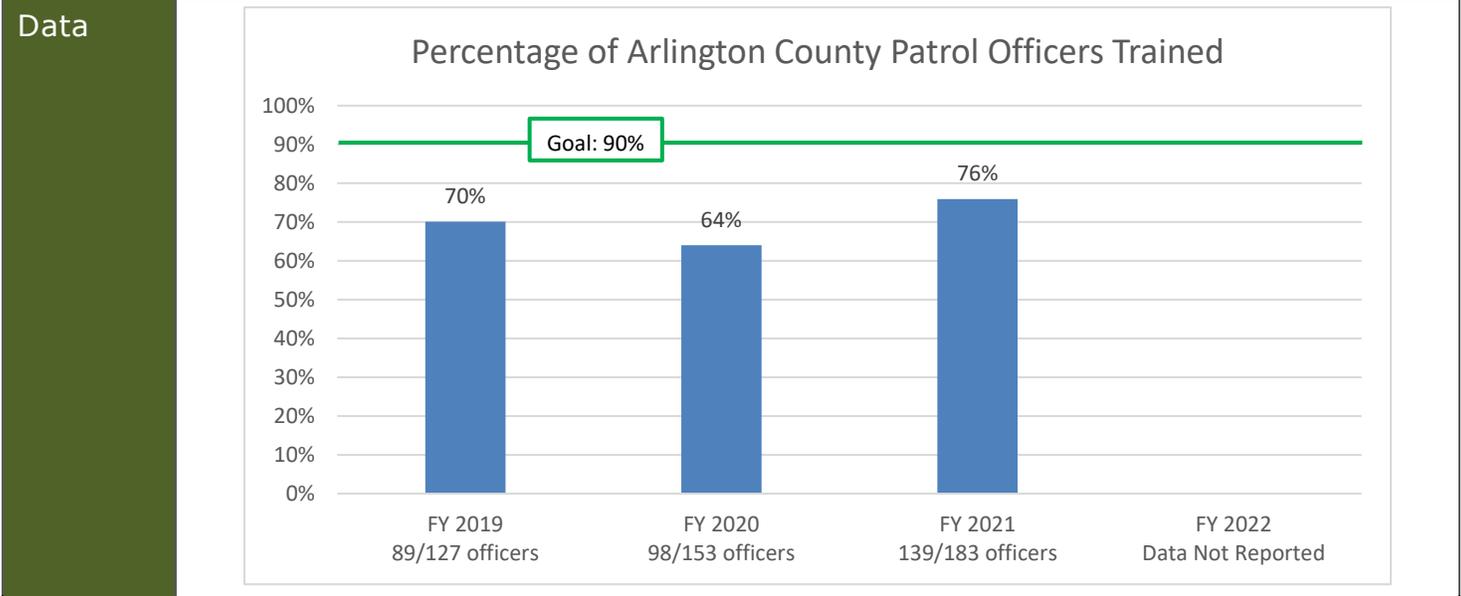| Recommendations	Target Dates
• Continue partnerships with subject matter experts within DHS and throughout the County.	• Ongoing
• Continue partnership with ACPD Tactical Training Unit to expand officer safety/threat management skills. These skills, in conjunction with de-escalation and active listening skills, enhance officers' comfort in dealing with individuals in crisis.	• Ongoing

Forecast

- In FY 2023, it is projected that at least 90% of officers will score in the 4-5 range in the post-training knowledge of mental illness and in comfort in dealing with individuals in crisis.

Crisis Intervention Team		
Measure	2.2	Current ACPD patrol officers trained

Data	Percentage of Arlington County Patrol Officers Trained

Data Summary	• The CIT Captain calculates the percentage by dividing the total number of patrol officers trained by the total number of patrol officers on ACPD staff at that time. • In FY 2022, data could not be reported for patrol officers only. • Data for this measure includes only officers currently on patrol; vacant positions and officers who move to other units after completing CIT training are excluded.

What is the story behind the data?

• Historically, the CIT Coordinator partners with the ACPD CIT Captain to provide two classes per fiscal year for police personnel, with 20 officers per session. In FY 2021, class sizes were reduced to mitigate possible spread of the COVID-19 virus. In FY 2022, classes were not held as the coordinator position was vacant. These impacted the percentage of officers trained significantly.
• The total number of patrol officers varies from year to year due to officer reassignments, resignations or retirements, and reorganization. ACPD reports that there was higher staff turnover in FY 2021 than in previous years, and a lower overall count of officers in FY 2022.

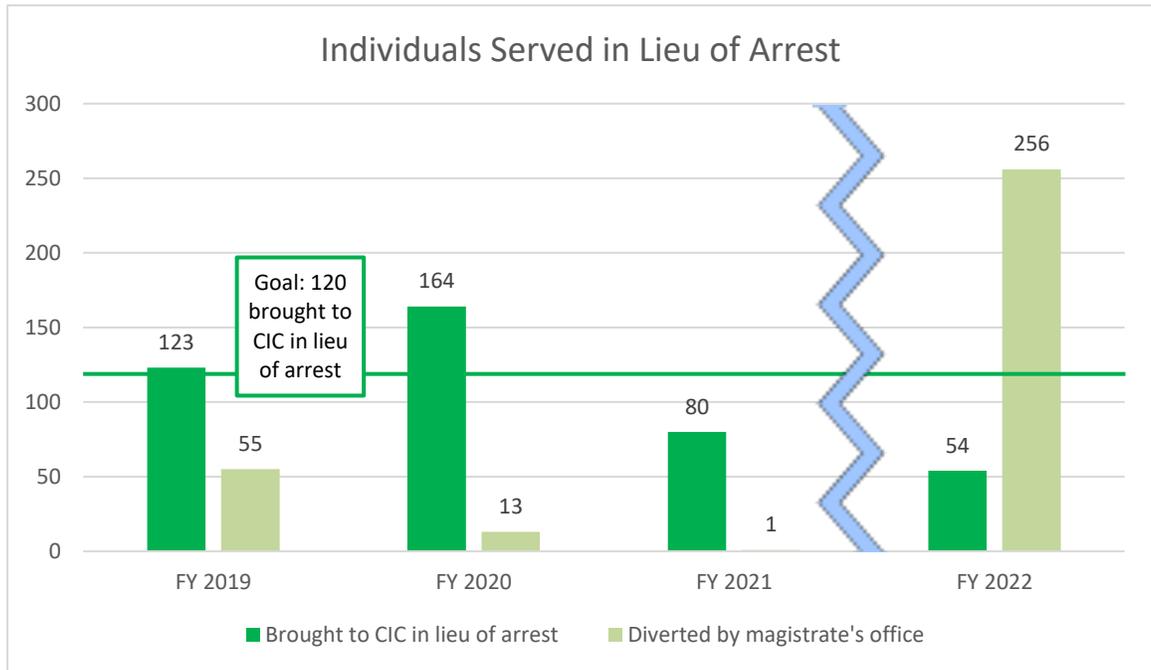| Recommendations	Target Dates
• Ensure accurate data capture of patrol officers trained in CIT.	• FY 2023 Q2
• Once a new CIT Coordinator is hired, prioritize training new patrol officers in CIT.	• FY 2023 Q2

Forecast

• In FY 2023, it is projected that 76% of patrol officers will be trained in CIT.

Crisis Intervention Team		
Measure	3.1	Individuals served in lieu of arrest

Data	

Individuals Served in Lieu of Arrest

- Brought to CIC in lieu of arrest
- Diverted by magistrate's office

FY 2019: 123 brought to CIC, 55 diverted
Goal: 120 brought to CIC in lieu of arrest
FY 2020: 164 brought to CIC, 13 diverted
FY 2021: 80 brought to CIC, 1 diverted
FY 2022: 54 brought to CIC, 256 diverted

Data Summary	• In FY 2022, 54 individuals were diverted to the CIC in lieu of arrest, and 256 individuals were diverted by the magistrate's office.
	• The number of individuals brought to CIC in lieu of arrest by ACPD officers is obtained from CIT supplement forms completed by ACPD. Prior to FY 2021, data also included clients from all other law enforcement agencies, obtained through a manual review of assessments by CSB emergency services clinicians; however, staff were not able to complete this manual review of all assessments during the COVID pandemic in FY 2022.
	• For the magistrate's diversions, the data is obtained through a report in the CSB electronic health record.

What is the story behind the data?

- The increase in referrals from the magistrate's office number substantially increased in FY 2022 due to a better data capture methodology from a new electronic health record initiated in September 2021.
- In March FY 2022, ACPD updated their data collection tool to better capture these interventions. This tool should help increase data accuracy for the "Brought to CIC in Lieu of Arrest" measure in future years.
- In FY 2020 & 2021, diversion programs were partially suspended in response to the COVID-19 pandemic. This led to a reduction in the number of magistrate referrals.
- While FY 2021 and 2022 data shows a decrease in individuals brought to the CIC in lieu of arrest, this is likely due to a data capture gap. Normal calculation of this measure's data requires aggregating data from ACPD and other law enforcement sources; however, in FY 2021 and 2022, only data from ACPD was available. CIC manager and staff report that the number of clients brought to the CIC in lieu of arrest in FY 2021 and 2022 was comparable to or higher than the number in previous years.

- Individuals brought to the CIC in lieu of arrest have committed misdemeanors (victimless crimes). Some of the individuals referred from the magistrate cannot be considered for diversion by the officer due to the nature of the crime (such as assault and battery), or if the individual has committed several offenses.

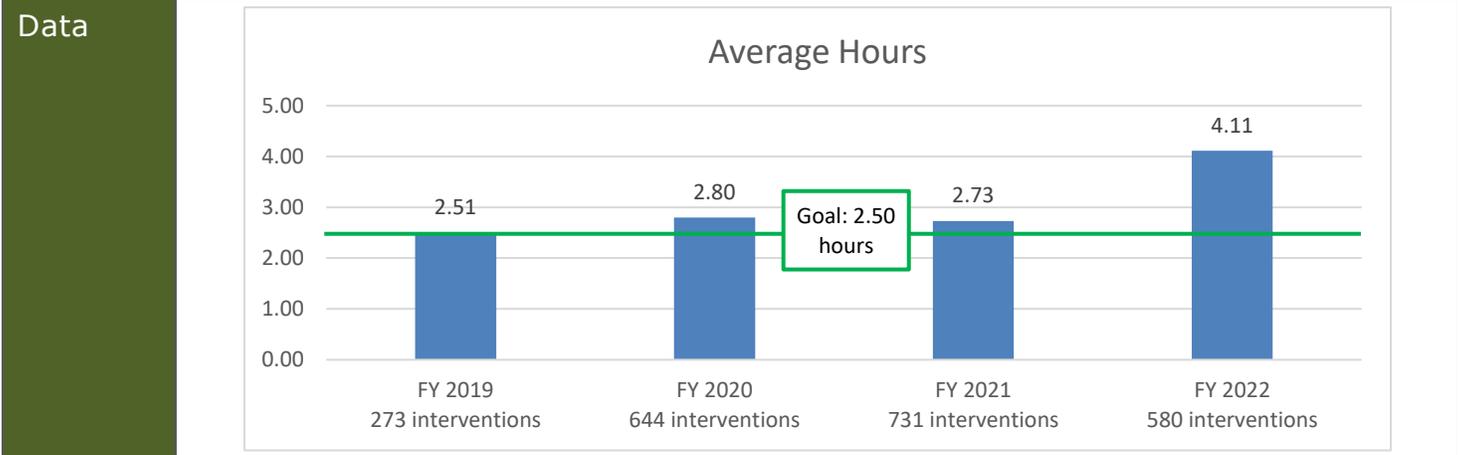| Recommendations	Target Dates
• Develop CIC utilization measures, to be reported in PM 1 moving forward utilizing the state's new database and/or Patient Track. Explore alternatives for reporting data for this measure.	• FY 2023 Q3
• Explore ACPD data regarding crime statistics, such as total number of misdemeanors, to provide context for changes in this data.	• FY 2023 Q3

Forecast
• In FY 2023, the projected number of individuals brought to the CIC in lieu of arrest is 125, aligning with pre-pandemic levels, and the projected number of referrals from the magistrate's office is 250, consistent with FY 2022.

Crisis Intervention Team		
Measure	3.2	Time spent by officers with individuals experiencing mental health crises

Data

Average Hours

- FY 2019 — 2.51 — 273 interventions
- FY 2020 — 2.80 — 644 interventions
- FY 2021 — 2.73 — 731 interventions
- FY 2022 — 4.11 — 580 interventions

Goal: 2.50 hours

Data Summary

- Data is compiled through the CIT Coordinator's analysis of the officer's start and end time recorded on the incident report. Measurement begins from the time the officer arrives on the scene (such as at a client's residence).
- In FY 2022, there were 580 ACPD interventions with Emotionally Disturbed Persons (EDPs). Average time spent prior to the implementation of the transfer of custody for FY 2021 is 4 hours and 7 minutes, a significant increase over FY 2021, and well above the goal of 2.50 hours per intervention.

What is the story behind the data?

- Police report increased time spent on each case, as the closure of state hospitals led to each intervention taking significant amounts of time.
- The shortage of security staff continued to be an issue at Virginia Hospital Center (VHC). When individuals are brought to VHC, transfer of custody from officers to hospital staff cannot occur until a VHC security officer is available; reduced availability results in an increase in the time officers spend with individuals.

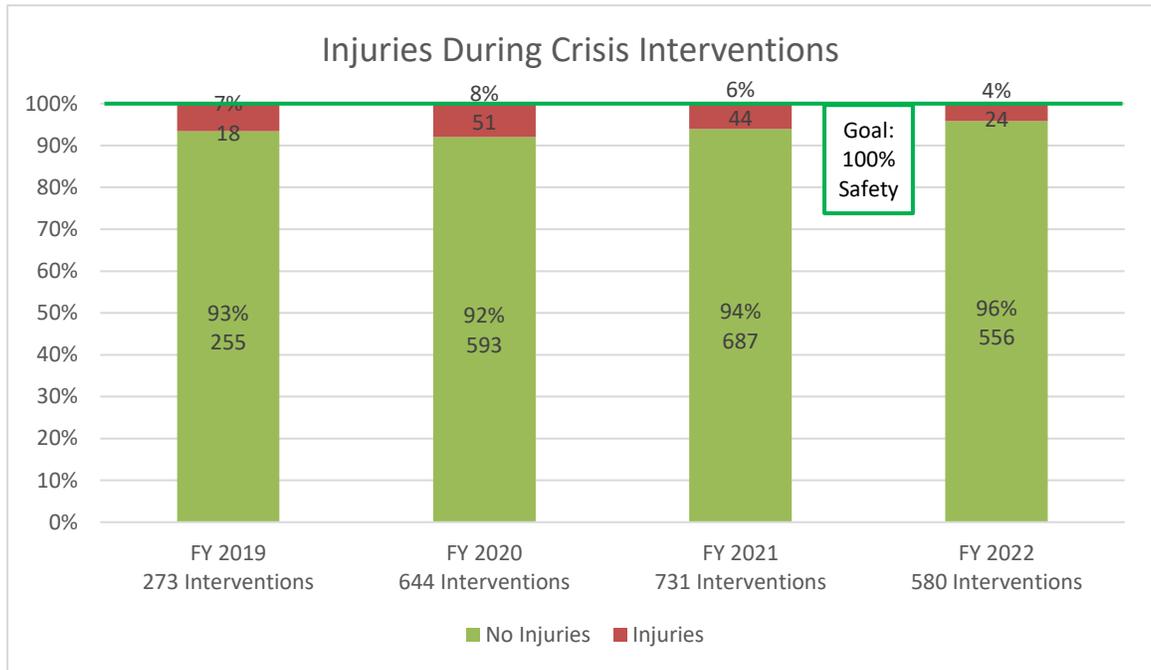| Recommendations	Target Dates
• Continue to partner with VHC Director of Security to decrease the number of transfers of custody refusals.	• Ongoing
• Work with ACPD to determine if there are any process improvements that can be added to enhance data collection.	• FY 2023 Q3

Forecast

- In FY 2023, the projected average officer time for is 4.11 hours, as the factors that led to longer interventions in FY 2022 are expected to persist.

Crisis Intervention Team		
Measure	3.3	Officer and consumer safety

Data	

Injuries During Crisis Interventions

FY 2019	FY 2020	FY 2021	FY 2022
7% / 18 (Injuries)	8% / 51	6% / 44	4% / 24
93% / 255 (No Injuries)	92% / 593	94% / 687	96% / 556
273 Interventions	644 Interventions	731 Interventions	580 Interventions

Goal: 100% Safety

Legend: ■ No Injuries ■ Injuries

Data Summary	• Data is obtained through a review of the CIT supplement, where officers report self or client injury. • In FY 2022, there were 580 ACPD interventions with Emotionally Disturbed Persons (EDPs). During these interventions, there were 18 consumer injuries and 6 officer injuries.

What is the story behind the data?

- In FY 2022, the percentage of officer/consumer injuries remained consistent with prior years.
- In FY 2022, 83% of consumer injuries (15 of 18) were self-inflicted. Some of these injuries occur before the officer intervenes.
- In FY 2022, there was an increase in the number of officer injuries from 2 to 6.
- Intervention of CIT-trained officers may contribute to a reduction of severity of these injuries.

Recommendations	**Target Dates**
• Continue to implement and expand co-responder model.	• FY 2023 Q3

Forecast

- In FY 2023, it is projected that 94% of interventions will be without injury to officers or individuals.