Crisis Intervention Team	BHD/CSE	Yalanda Lester, x5183

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. The training equips professionals to respond more compassionately to individuals experiencing a behavioral health crisis and helps them access treatment. 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, diversion to treatment in lieu of arrest, more efficient use of law enforcement officers' time, increased connections to effective and timely behavioral health services for individuals experiencing a psychiatric emergency, and reduced exposure to trauma for consumers experiencing a crisis. • CIT is Intercept 1 of a six-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 (ACSO), Pentagon Police, Fire/EMS, Metro Transit Police, FBI, CIA Police, 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 were provided in person to first responders in FY 2024, following statewide program requirements. • In FY 2025, classes will continue to be provided in person.

PM1: How much did we do?

Staff	Total of 2.1 FTEs: • 1 FTE CIT Coordinator

- 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	FY 2021	FY 2022	FY 2023	FY 2024
Arlington Police*	21	0	13	22
Arlington Fire & EMS	0	0	7	6
Arlington Sheriff	16	0	13	24
Pentagon	0	0	12	9
Other law	6	0	22	33

*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?

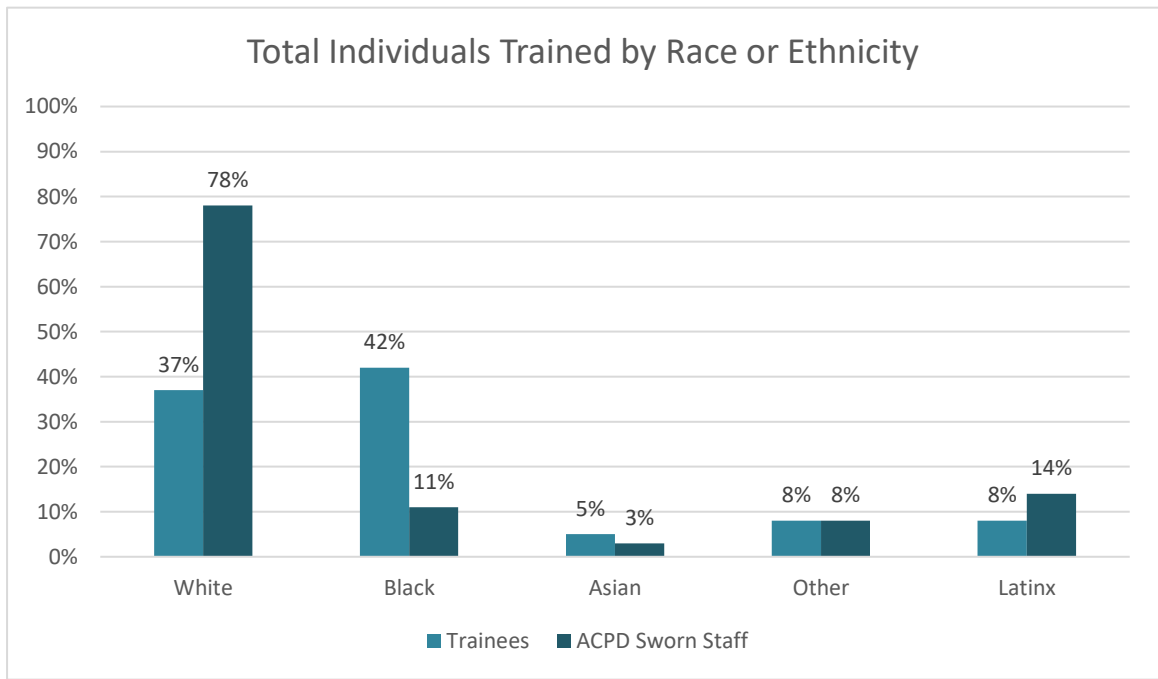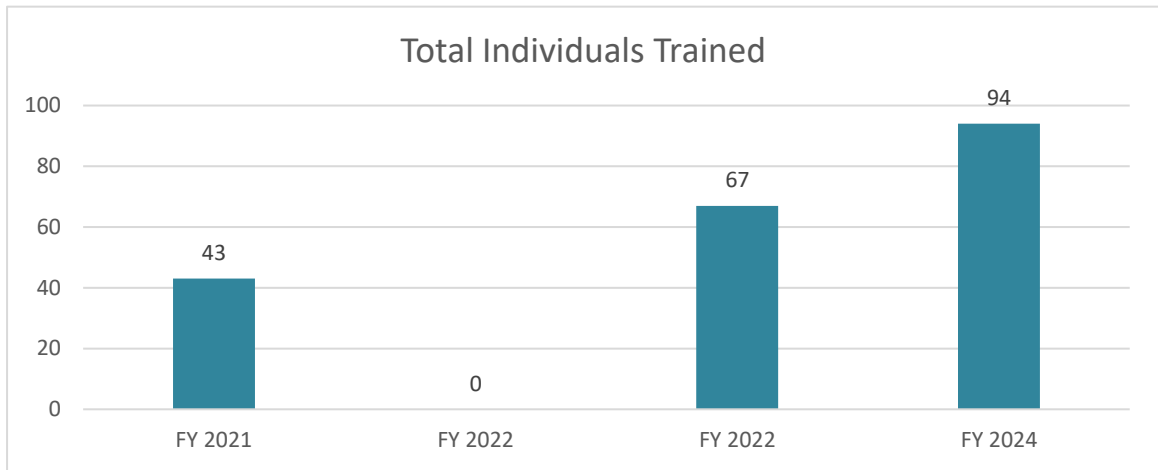| 2.1	Trainees' knowledge of and confidence in dealing with mental health crises
2.2	Current ACPD officers trained

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

FY 2021	FY 2022	FY 2022	FY 2024
43	0	67	94

Total Individuals Trained by Race or Ethnicity

	White	Black	Asian	Other	Latinx
Trainees	37%	42%	5%	8%	8%
ACPD Sworn Staff	78%	11%	3%	8%	14%

Data Summary	• Data is collected by program manager in collaboration with Arlington County Police Department. • Data on Race and Ethnicity of trainees were collected via a training participant survey administered at the conclusion of instruction and was completed by 93 participants. Data on ACPD sworn staff are from the ACPD 2023 Annual Report. • Latinx data is unduplicated for trainees and duplicated for ACPD sworn staff.

What is the story behind the data?

- In FY 2024, 94 individuals were trained in CIT across five trainings, an increase of 40% from the prior year. This included Arlington-based law enforcement officers and federal agents deployed to the Pentagon and the Secret Service.

- Most respondents to the training survey identified as Black or African American or White race or ethnicity. The survey also revealed that just under 2/3 of participants identified as male and that nearly 3/4 of participants were between the ages of 25 and 44 years old. This reflects the fact that many of the police officers attending the training are new.
- After the CIT training coordinator position was vacant during FY 2022, a new CIT Program Coordinator was hired and began offering classes in January 2023. Early efforts to advertise the upcoming dates of classes ahead of time and the implementation of the statewide Marcus alert initiative, which offers specialized behavioral health response from law enforcement when responding to a behavioral health situation, likely increased visibility and encouraged more people to sign up for trainings.
- The CIT program coordinator started in April of FY 2024 as the president of the Northern Virginia CIT Coalition. This coalition provides an opportunity for local CIT programs to collaborate and offer train-the-trainer events to improve CIT program instructor capacity and class quality, a constant need in a community of trainers that are frequently volunteers or in professional roles with limited availability.
- Other improvements to the CIT program in FY 2024 include adding three new instructors and reestablishing CIT instructor meetings, where CIT instructors review and improve upon trainings and incorporate new information learned from regional meetings.
- The CIT program places a strong emphasis on collaborating with and modifying trainings for outside stakeholders. This includes new partnerships with and requests for training for the Animal Welfare League's customer service staff, CIA police officers, national park police, metro transit police, airport security officers, local shelters, public defenders, and the local libraries.
- There is a significantly higher percentage of Black trainees than the ACPD workforce in general. ACPD confirmed that they are sending nearly all new officers through CIT.

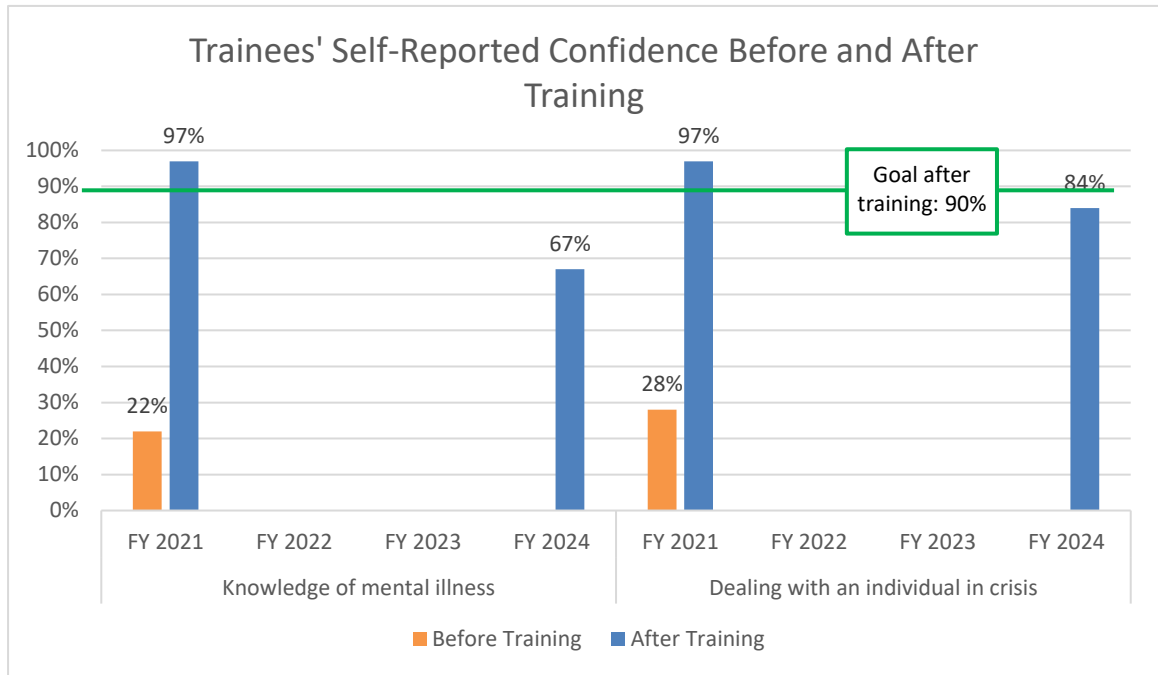| Recommendations	Target Dates
- Increase the number of certified CIT instructors, both clinical and law enforcement.	- Ongoing

Forecast
- In FY 2025, the program anticipates training 100 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: FY 2021 — Before Training 22%, After Training 97%; FY 2024 — After Training 67%.

Dealing with an individual in crisis: FY 2021 — Before Training 28%, After Training 97%; FY 2024 — After Training 84%.

Legend: Before Training (orange), After Training (blue)

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. • Participants who select a score of 4 or 5 for each question are charted above. • Note that all surveys in FY 2024 were collected at the conclusion of instruction only. In the future program will collect data prior to and at the conclusion of the training. • 94 surveys were collected by the program (100% response rate). Of the 94 surveys, 92 responded to these two questions.

What is the story behind the data?

- Most of the other responses for both questions from the survey were a three on the five-point scale (25% of knowledge of mental illness and 12% of dealing with an individual in crisis).
- Staffing challenges for trainings are always a factor that can affect the quality of trainings. As mentioned above many of the participants in the trainings are volunteers and/or in roles that allow for little flexibility with schedules. For example, the absence of a nurse practitioner or a family panel member can influence the participant experience and cannot always be planned for.
- Many of the CIT graduates are newer officers and have not had as much time on the job to apply the concepts and skills from CIT trainings and thus may not realize the immediate benefit of the training. In addition, other feedback from participants indicates the large amount of new information they are learning in a relatively short period of time. It may be that graduated officers need more time to apply information learned from CIT instruction in the field and reflect on in their day-to-day jobs.

- To improve upon the law enforcement experience with CIT trainings the program now has a Lead Law Enforcement Instructor from Arlington County Police Department (ACPD). This is a key role by a well tenured officer in the department who serves as a liaison with ACPD and provides support during classes including helping to facilitate role playing, improve officer engagement, and problem solve any issues that may arise.

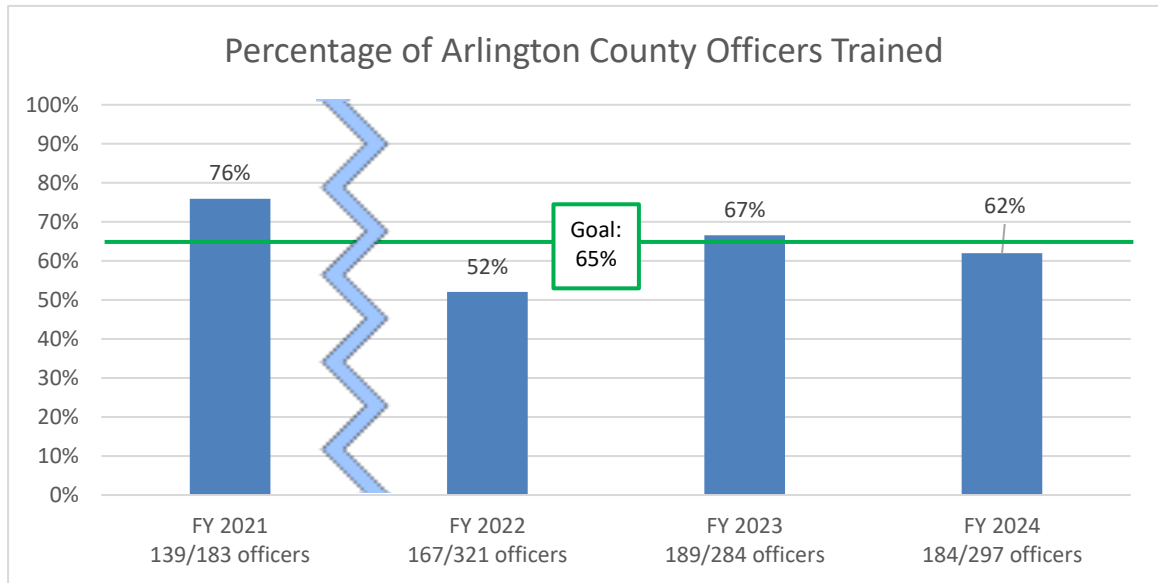| Recommendations	Target Dates
• Ensure the class survey is administered at the beginning as well as the conclusion of each training so we can better measure the impact of the training on participants.	• FY 2025 Q1

Forecast
• In FY 2025, 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 officers trained

Data

Percentage of Arlington County Officers Trained

FY 2021 139/183 officers	FY 2022 167/321 officers	FY 2023 189/284 officers	FY 2024 184/297 officers
76%	52%	67%	62%

Goal: 65%

Data Summary

- The CIT ACPD/DHS liaison Lieutenant calculates the percentage by dividing the total number of officers trained by the total number of sworn officers on ACPD staff at that time.
- Before FY 2022, this measure tracked only officers on patrol. However, ACPD has moved to a model where officers transition between patrol and other duties more fluidly. As such, the measure was amended to account for all sworn officers.
- Vacant positions are excluded from the data.

What is the story behind the data?

- The slight decrease in the total number of patrol officers may be due to expected variation from year to year due to officer reassignments, resignations or retirements, and reorganization.
- Even with the decrease in the percentage and total number of officers trained at ACPD, there was a 40% increase in the number of new officers trained in FY 2024 over FY 2023.
- To improve the percentage of officers trained in the upcoming year the program anticipates having a new Lead Law Enforcement Instructor from ACPD, which may also increase the program's ability to recruit new trainees.

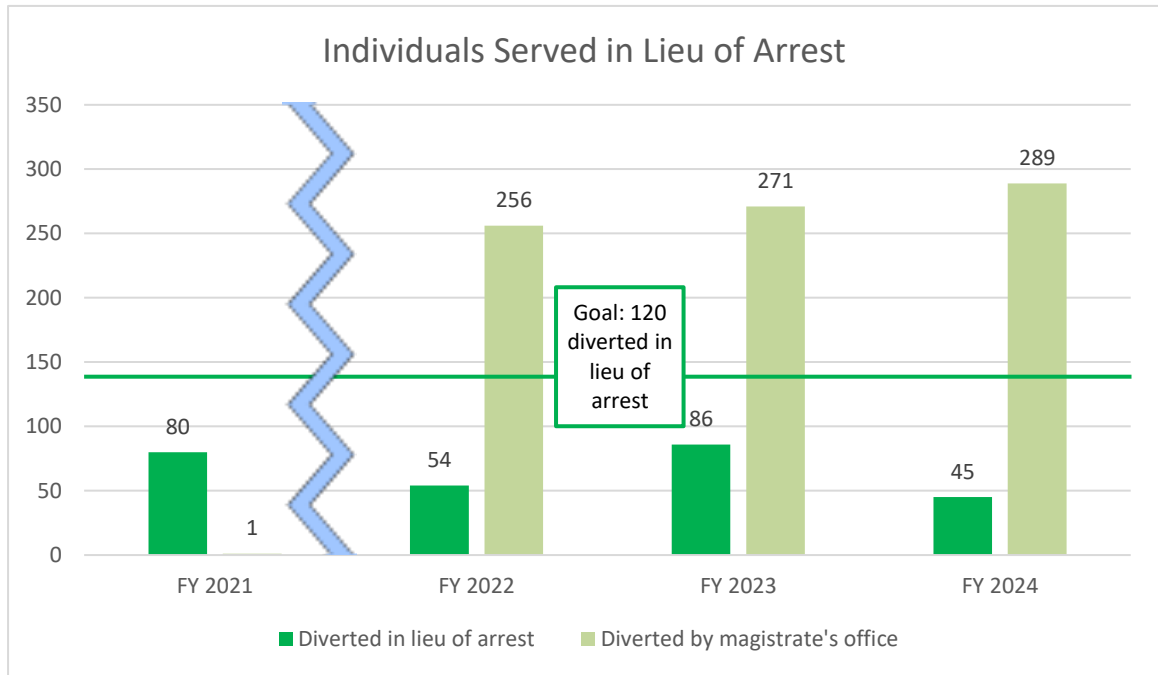| Recommendations	Target Dates
- Continue prioritize training new officers in CIT.	- Ongoing
- Increase the total number of trainings offered over the next year from five to six.	- FY 2025 Q1

Forecast

- In FY 2025, it is projected that 70% of ACPD 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

(Chart showing "Diverted in lieu of arrest" and "Diverted by magistrate's office")
- FY 2021: Diverted in lieu of arrest = 80, Diverted by magistrate's office = 1
- FY 2022: Diverted in lieu of arrest = 54, Diverted by magistrate's office = 256
- FY 2023: Diverted in lieu of arrest = 86, Diverted by magistrate's office = 271
- FY 2024: Diverted in lieu of arrest = 45, Diverted by magistrate's office = 289

Goal: 120 diverted in lieu of arrest

Data Summary

- In FY 2024, 45 individuals were diverted in lieu of arrest, and 289 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. Data on those diverted in lieu of arrest does not contain CIC data. For the magistrate's diversions, the data is obtained through a report in the CSB electronic health record and represents the CIC.
- 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.

What is the story behind the data?

- In FY 2024, there was a slight increase in diversions by the magistrate's office. This may be attributable to the increase in CIT trained officers.
- FY 2024 also had a decrease in people diverted in lieu of arrest. This may be related to the missing data on Crisis Intervention Center diversions from the data. The CIC is currently working to improve data collected on individuals dropped off at the CIC with the intent to move from paper records to a single electronic form in FY 2025. There are also efforts underway to increase the number of diversions from arrest to the CIC through collaboration and coordination with ACPD.
- Individuals brought 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.

• In FY 2021, diversion programs were partially suspended in response to the COVID-19 pandemic. This led to a reduction in the number of magistrate referrals.	

Recommendations	Target Dates
• Collect all data on diversions from arrest on a single electronic form.	• FY 2025 Q3
• Examine measures to ensure they are appropriately counting all diversions from arrest	• FY 2025 Q3
• Facilitate the CIC's ability to accept referrals by improving officer confidence in referring clients to the CIC and understanding of the CIC's function	• FY 2025 Q1

Forecast
• In FY 2025, the projected number of individuals diverted in lieu of arrest will be 60 and the number diverted by the magistrate's office will be 310.

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

Data

Average Hours

FY 2021 731 interventions	FY 2022 580 interventions	FY 2023 688 interventions	FY 2024 463 interventions
2.73	4.11	4.18	3.41

Goal: <2.50 hours

Average Hours by Race/Ethnicity

White 185 interventions	Black 147 interventions	Asian 32 interventions	Other 41 interventions	Latinx (duplicated) 60 interventions
3.22	3.72	3.63	3.23	3.32

Overall: 3.41

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 2024, there were 463 ACPD interventions with individuals experiencing a mental health crisis. Average time spent prior to the implementation of the transfer of custody for FY 2024 is 3 hours and 25 minutes, a decrease over FY 2023 but above the goal of 2.50 hours per intervention.
- The Race/Ethnicity count excludes 60 cases where client demographics were not recorded.
- This measure contains data on those being taken by police to the hospitals only, not services coming directly into Arlington's Crisis Intervention Center.

What is the story behind the data?

- The overall decrease in average time officers spent with individuals in a mental health crisis may be the result of having more officers trained in CIT and security staff at the CIC having received Conservator of the Peace training so that they can accept clients from law enforcement staff.
- Police continue to report increased time spent on each case, as the limitations on admission to 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.
- The equity analysis indicates that encounters with Black and Asian individuals take longer on average than those of other racial identities. There have been historical challenges in the experiences between Black communities and law enforcement officers, and additional time may be needed to build rapport and start a restorative relationship. Without a trusting relationship with law enforcement some may be less likely to call on police for support in fear of arrest as a response to a mental health crisis. This could cause some situations to escalate to be more acute than others and thus increase the amount of time needed to answer a call for help.
- A significant portion of the CIT training is focused on helping officers build restorative relationships. Participants report that the section on cultural diversity is one of the most useful parts of the training.

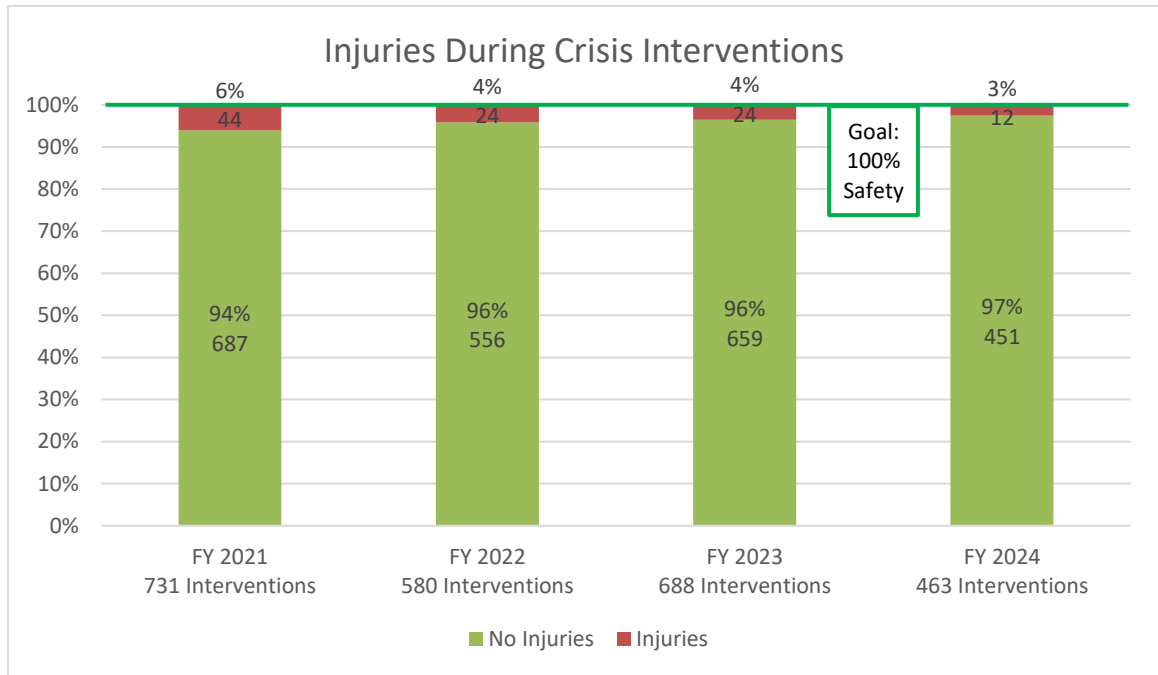| Recommendations	Target Dates
• Continue work to streamline transfers and decrease law enforcement time by utilizing CIC security officers as Conservators of the Peace	• FY 2025 Q2

Forecast
• In FY 2025, the projected average officer time for is 3.0 hours, as the CIC security staff should be able to facilitate some transfers and decrease officer time.

Crisis Intervention Team			
Measure	3.3	Officer and consumer safety	
Data			

Injuries During Crisis Interventions

- FY 2021 — 731 Interventions: 6% / 44 Injuries; 94% / 687 No Injuries
- FY 2022 — 580 Interventions: 4% / 24 Injuries; 96% / 556 No Injuries
- FY 2023 — 688 Interventions: 4% / 24 Injuries; 96% / 659 No Injuries
- FY 2024 — 463 Interventions: 3% / 12 Injuries; 97% / 451 No Injuries

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 2024, there were 463 ACPD interventions with Emotionally Disturbed Persons (EDPs). During these interventions, there were 12 consumer injuries and 0 officer injuries. • This measure contains data on those being taken by police to the hospitals only, not services coming directly into Arlington's Crisis Intervention Center.

What is the story behind the data?

- In FY 2024, the percentage of officer/consumer injuries remained consistent with prior years.
- In FY 2024, 58% of consumer injuries (7 of 12) were self-inflicted. 100% of the self-inflicted injuries occurred before the officer arrived on the scene.
- In FY 2023, there was a decrease in the number of officer injuries from 4 to 0.
- Intervention of CIT-trained officers and public awareness of the partnership between police and mental health supports through CIT may contribute to a reduction of severity of these injuries.

Recommendations	Target Dates
• Continue to expand MOST to best meet the needs of individuals undergoing mental health crisis during all working hours (currently MOST involves two shifts which include a peer and clinician and a clinician and case manager).	• Ongoing
• Continue to utilize the MOST program, which will respond to some calls for service based off the Marcus Alert triage levels and by direct response to ACPD. This will help alleviate officer	• FY 2024 Q1

involved engagements and promote therapeutic service provision.	

Forecast
• In FY 2025, it is projected that 98% of interventions will be without injury to officers or individuals.