



The Criminal Justice Coordinating Center of Excellence

<https://www.neomed.edu/cjccoe/cit/>

Crisis Intervention policy, at a minimum, shall include the following.

- The training of all agency personnel, including initial and ongoing training, in interacting with people experiencing a crisis.
- A description of the process for reporting frequent contacts with a person experiencing a crisis to service providers so that the person can be located and engaged by treatment providers.
- The diversion of people experiencing a crisis to treatment alternatives when possible.
- Use of force considerations with people experiencing a crisis.
- Use of restraints with people experiencing a crisis when taken into custody.
- Use of Emergency hospitalization as described in the Ohio Revised Code.
- If committed to jail, notification of jail personnel that the person is experiencing a crisis.

Crisis Intervention policy (CIT-focused), at a minimum, shall include the following.

- A statement that the agency is committed to sustaining a CIT program that requires ongoing collaboration between CIT stakeholders.
- [The CIT role-based training of all agency personnel, including initial and ongoing training, in interacting with people experiencing a crisis.](#)
- The training of public safety telecommunicators to recognize calls involving persons in crisis and to dispatch CIT officers when available and appropriate.
- Personnel must be selected and then trained to become CIT officers.
- A CIT coordinator must be selected, trained, and empowered.
- The assignment and organization of CIT officers within the agency so that they are sent to persons in crisis calls at any time.
- CIT officers are the primary responders to people experiencing a crisis.
- Use of a Crisis Intervention Contact Sheet.
- [The process of reporting frequent contact with a person experiencing a crisis to service providers so that they can locate and engage that person in treatment.](#)
- Stipulations that the agency must continually evaluate the CIT program and make changes in response to collected data to improve program efficiency and effectiveness, and mitigate safety risks to agency personnel and the public.
- [Diversion of people experiencing a crisis to treatment alternatives when possible.](#)
- [Use of force considerations with people experiencing a crisis.](#)
- [Use of restraints with people experiencing a crisis when taken into custody.](#)
- [Use of Emergency hospitalization as described in the Ohio Revised Code.](#)
- [If committed to jail, notification of jail personnel that the person is experiencing a crisis.](#)

Policies

- “The rules”
- General guidelines, but not implementation methods
- Based on core values, philosophy, and culture
- Thoughtfully, logically, and clearly communicates in three areas
 - Organizational expectations of its employees
 - What employees should expect from the organization
 - What the community should expect from the organization

Procedures

- Instructions that are sometimes step-by-step (often for routine tasks)
- Identify task responsibilities, step taken, and chain of command reporting
- Clearly explain how rules are implemented
- Accessible, logical, and recognizes user knowledge and training
- Can provide options when reasonable and includes deconfliction

Derived from *Writing effective policies and procedures in law enforcement* (PowerDMS)

<https://www.powerdms.com/policy-learning-center/writing-effective-policies-and-procedures-in-law-enforcement#:~:text=In%20short%2C%20policies%20are%20larger%20guidelines%20and%20rules%2C,more%20important%20aspect%20to%20consider%20before%20getting%20started.>

CIT-Focused Policy Guide and Public Safety Telecommunicators Addendum (Ohio)

<https://www.neomed.edu/wp-content/uploads/Crisis-Intervention-LE-Policy-Guide-V2020.pdf>

<https://www.neomed.edu/wp-content/uploads/PSTs-Addendum-to-LE-CIT-Policy-Guide.pdf>

Risk Management and Assessment

- High-risk/low-frequency
- High-risk/high-frequency
- Low-risk/low-frequency
- Low-risk/high-frequency

Derived from *High-Risk, Low-Frequency Events in Public Safety* (Lexipol)

<https://www.lexipol.com/resources/blog/high-risk-low-frequency-events-in-public-safety/>

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