

TRANSFORMATIONAL PROGRESS

ADDENDUM D

*Mental Health Services in Practice -
Fifty Real Life Applications of Mental Health Response*



July 1, 2024



Mental Health Services in Practice

Fifty Real-Life Applications of Mental Health Response

by the Oklahoma City Police Department

July 1, 2024

Introduction

The Oklahoma City Police Department (OKCPD) conducted an extensive internal review of responses to incidents involving mental health crises. OKCPD found thousands of examples of officers providing compassionate and professional assistance on a daily basis to those experiencing mental health crises in the course of their duties. OKCPD wants to share some of these examples with the community. The examples will provide the public with an understanding of the types of situations police officers encounter, how mental health plays a part in police response, the types of mental health services and resources available, and how they are delivered. Resources include de-escalation, disengagement, CIT officers, mobile crisis teams, iPad tele-med services, referrals, and community mental health facilities, among other things.

The following incidents occurred between October 2022 through December 2023. The descriptions of incidents were intentionally left vague to protect the identity of those involved.

Mental Health Incident Summaries

Incident #1

Date of Incident: August 6, 2023

An officer was dispatched to an attempted suicide where the resident had a loaded firearm in a vehicle. The officer arrived and positioned his vehicle where he would have cover while attempting to speak with the resident. The officer calmly reassured the resident he was there to help. Through the officer's training in communicating with residents exhibiting mental health symptoms, the officer talked the resident out of her vehicle and away from the firearm. The officer then spoke with the resident for approximately one hour, further de-escalating the situation. The officer used mental health resources by contacting 988 and requesting a mobile crisis team to respond to their location. The mobile crisis team arrived and provided the resident with immediate professional care.

Incident #2

Date of Incident: June 4, 2023

Officers were dispatched to an apartment regarding an alarm. The officer recognized the address was a resident who made frequent emergency calls. Previous experiences with the resident informed officers the resident may be experiencing mental health symptoms and could be in need of services. A CIT officer was dispatched to the scene. The officer called NorthCare's CHAMPIONS phone number, and the resident agreed to speak with a mental health professional. From the conversation, a follow-up meeting with NorthCare was scheduled with the resident the next day. Effective communication between the resident and officers on scene resulted in successful de-escalation. The resident advised his medications were not working properly and his paranoia was increasing. For the safety of the resident and others, the resident agreed to let officers hold his firearms and ammunition in custody for safekeeping.

Incident #3**Date of Incident: November 16, 2023**

An officer was dispatched to a mental health related call at a city lake. The officer located the resident and learned she was experiencing thoughts of self-harm. After speaking with the resident, the officer contacted the 988 Suicide and Crisis Lifeline and the resident spoke to a provider. 988 dispatched a mental health provider to their location. The mobile team was able to start providing professional mental health assistance and the officer was able to go back in service.

Incident #4**Date of Incident: November 30, 2023**

Officers were dispatched to check the welfare of a resident who was threatening to kill whoever was messing with his windows. The resident would only speak through the screen door, but officers were able to speak to a family member on the phone. The family member said the resident had not been taking mental health medication. The resident was angry and went back into the residence and locked the door. Since the resident lived alone and was not an immediate threat to his safety and the safety of others, the officers disengaged from the scene to avoid an unnecessary confrontation that had the potential to result in the use of force. The officers also completed a TRUST referral for future follow-up contact by mental health professionals.

Incident #5**Date of Incident: December 4, 2023**

Officers were dispatched to a hotel regarding a person who was no longer allowed to be on the property. Officers contacted CHAMPIONS. The subject did not meet criteria for protective custody either by officers or by CHAMPIONS. The person nevertheless wanted to voluntarily go to the Oklahoma County Crisis Intervention Center for evaluation and treatment.

Incident #6**Date of Incident: October 18, 2022**

Officers received a report regarding threatening acts of violence involving a juvenile resident. Investigators began a follow-up investigation. After meeting with the juvenile resident and parents, investigators requested a CIT officer to their location. The CIT officer arrived and conducted an initial evaluation with the juvenile. With the assistance of the CIT officer, investigators contacted NorthCare's CHAMPIONS mobile crisis team. The juvenile resident's parents and CHAMPIONS team members planned for immediate treatment. The effective communication and response by all involved de-escalated a potentially problematic situation and provided a resident in need with immediate mental health resources.

Incident #7**Date of Incident: October 2, 2023**

Officers were dispatched to a resident experiencing mental health symptoms. From their training and experience, the resident appeared to need mental health resources. The officers called 988 and requested assistance. A mobile crisis team with HOPE responded to the location. After discussion with the resident, the HOPE team determined the resident was in immediate need of treatment and agreed to transport. The resident was reluctant to go unless his mother was notified at her job. The officers followed the HOPE team to the resident's mother's job site and calmly explained what happened. The resident's mother was extremely grateful for the officers taking their time to identify the resident's need for mental health resources.

Incident #8**Date of Incident: December 30, 2022**

Officers were dispatched to a residence where a resident experiencing mental health symptoms was threatening neighbors with a weapon. Officers contacted the resident experiencing the mental health symptoms and took him into custody due to the seriousness of the charges and the immediate threat to the safety of others involved. Through the officers' training and experience, they noted the mental health symptoms in their reports. The follow-up investigator also made notes the resident may be a potential candidate for mental health court.

Date of Second Incident: June 14, 2023

Months later, investigators were still receiving contact from this resident while the resident's court case was on-going. Investigators used a CIT officer to speak with the resident at one point. Due to the resident's escalating behavior and for the safety of the resident and others, a court ordered writ of assistance was issued to take emergency detention of the resident so he could receive treatment in a mental health facility. The officer transported the resident to the Oklahoma County Crisis Intervention Center.

Incident #9**Date of Incident: August 23, 2023**

Officers were dispatched to a hospital in reference to a trouble unknown. Further information was relayed to officers stating there was someone fighting security in the emergency room. When officers arrived, they took custody of the man from hospital security. The officer interviewing witnesses in the emergency room learned a person had been assaulted and wanted to press charges. The suspect of the crime was arrested and transported to the Oklahoma County Detention Center. The assigned follow-up investigator contacted the resident's parents and learned of the resident's mental health history. After the investigator's discussion with the district attorney's office, the resident was released from the detention center and transported by a private company to a mental health treatment facility.

Incident #10**Date of Incident: December 6, 2023**

Officers responded to a domestic disturbance call involving a juvenile. The officers learned the juvenile had PTSD and was in an argument with the caregivers. During the argument, the juvenile walked into traffic but said it was only to get away from them. The officers attempted to contact CHAMPIONS twice but received no answer. The officers were able to contact 988 who agreed to respond to the scene to speak with the juvenile. The officers disengaged and allowed mental health professionals to provide their services.

Incident #11**Date of Incident: December 17, 2023**

Officers responded to a disturbance of a resident who was in a stranger's car refusing to get out. The resident exhibited symptoms of being out of touch with reality and was in a manic state of talking continuously. A CIT officer responded and attempted to use an iPad to allow the resident to speak to someone at NorthCare. NorthCare was unable to complete a full mental health evaluation due to the resident's erratic behavior. The officers transported the resident to the Oklahoma County Crisis Intervention Center and the resident was admitted with an officer's affidavit.

Incident #12**Date of Incident: August 24, 2023**

Officers received a call to a domestic and trespassing complaint. Officers made contact with a resident and learned she was experiencing mental health symptoms. The resident agreed to talk to a mental health professional through the officer's city issued iPad. The resident's assessment with staff from Red Rock Behavioral Health Services by use of the iPad was extremely helpful. The officer spoke with the family member who agreed the resident's mental health treatment took priority over a trespassing complaint. The resident was transported to a mental health facility.

Incident #13**Date of Incident: July 1, 2023**

An officer was dispatched to a juvenile resident who was exhibiting violent behavior. The officer arrived and made contact with the family. The officer learned the resident is diagnosed with a developmental disability. The officer calmly spoke with the juvenile resident to de-escalate the situation. The juvenile resident agreed to sit with the officer in his air-conditioned vehicle to cool down. The resident made statements about wanting to hurt himself. After speaking with the resident and family, they agreed the resident was in need of mental health services. The resident was transported to a mental health facility. The officer used the *Handle with Care* program that informs school personnel that a juvenile has been involved in a traumatic event. School personnel are then able to provide additional resources to the juvenile and his family.

Incident #14**Date of Incident: August 25, 2023**

Officers were dispatched to a juvenile resident who was agitated and experiencing possible mental health symptoms. Officers contacted the calling party when they arrived on scene. After learning the resident's behavior had calmed, the officer and a CIT certified supervisor believed it would be best to disengage from the scene to prevent the resident's behavior from escalating again. The officer contacted a mobile crisis team. A team with HOPE responded to the scene and made contact with the juvenile resident. The officers were released from the scene by the mobile crisis team and the resident was able to receive professional mental health services on location with no further police involvement.

Incident #15**Date of Incident: March 6, 2023**

Officers were dispatched to a resident experiencing mental health symptoms with violent tendencies. The resident left the location prior to the officers' arrival. Officers were communicating with the resident's family member when the resident returned to the location. Officers recognized the resident was agitated and out of touch with reality. Officers contacted CHAMPIONS and requested a mobile crisis team. Officers refrained from confronting and escalating the resident's behavior while waiting for the team to arrive. After one hour, the mobile crisis team arrived and attempted to speak with the resident.

The CHAMPIONS representative believed the resident needed immediate treatment. Due to the behavior and circumstances, the officers attempted to calmly take the resident into protective custody. The resident became extremely violent and headbutted one officer in the head. The officers remained calm and were able to place the resident into a VPT (Violent Prisoner Transport) restraint for everyone's safety. Officers transported the resident to a mental health facility on behalf of CHAMPIONS. Officers also completed the *Handle with Care* program notification due to a juvenile family member being present during the incident. The training on de-escalation techniques and using alternative resources these officers had received prevented the incident from escalating and further force being used.

Incident #16**Date of Incident: July 15, 2023**

An officer was dispatched to check the welfare of a resident experiencing mental health symptoms. The officer made contact with the resident and the calling party. The officer's training and experience helped him recognize the resident's behavior began to escalate and become aggravated. The officer chose to temporarily disengage in an effort to de-escalate the resident's aggressive demeanor. The officer requested a CIT officer. After 30 minutes of using de-escalation techniques, the resident calmly agreed to mental health treatment. Officers identified the progress they had made would be set back if a transport was conducted by the use of a police vehicle; therefore, the resident was transported by EMSA. The resident was successfully transported to a mental health facility. The officer identified and utilized many resources during this call.

Incident #17**Date of Incident: August 13, 2023**

An officer was dispatched to an attempt suicide call of a resident experiencing mental health symptoms. The officer received further information to ensure the resident did not currently have a weapon. The officer first spoke with the calling party and then made contact with the resident. The officer kept a calm demeanor while speaking with the resident. Due to the officer's rapport with the resident, the resident agreed to speak with a CHAMPIONS representative and get help. The officer stayed with the resident until a CHAMPIONS team arrived on scene.

Incident #18**Date of Incident: August 20, 2023**

Officers were flagged down by a resident in a parking lot. The resident was acting erratically and exhibited mental health symptoms, such as paranoia. Officers spent time calmly speaking with the resident which proved to de-escalate the situation. Officers asked the resident if they could provide help, but the resident refused. The resident left the area in his vehicle. With continued research and effort, officers were able to identify the resident. Officers determined disengagement was the best option at the time. Information on the resident was forwarded to the appropriate investigative unit. The assigned investigator completed a TRUST referral for the resident.

Incident #19**Date of Incident: February 14, 2023**

Officers received a request for a CIT officer to respond to a resident who was deaf, experiencing mental health symptoms, and had been armed with a firearm. Family members took the firearm away from the resident; however, the resident was exhibiting violent tendencies and had destroyed property at the residence. As the CIT officer was responding to the scene, an ASL interpreter was also requested. The ASL interpreter and CIT officer's effective teamwork and communication was instrumental in de-escalating the situation. This eventually led to the resident's cooperation. Due to the circumstances, the officer completed a peace officer's affidavit for protective custody. The officer transported the resident to a facility for professional mental health services.

Incident #20**Date of Incident: August 21, 2023**

An officer was dispatched to check the welfare of a resident. The officer made contact with the resident who first denied any mental health symptoms or needing help. The officer contacted the calling party and then spoke with the resident again. After taking all the circumstances into consideration, the officer contacted NorthCare CHAMPIONS via phone, and a team responded to the scene to assist the resident. After they responded, the officer disengaged and left the scene. The resident was able to receive on-the-spot professional mental health services.

Incident #21**Date of Incident: August 11, 2023**

An officer was dispatched to check the welfare of a resident who was possibly homeless. The officer established a rapport with the resident. Through the officer's training and experience, he determined the resident was experiencing mental health symptoms and could not care for her basic needs. The officer contacted CHAMPIONS, but they would not respond because they did not believe the resident met the criteria. The officer was still concerned for the resident's well-being, so the officer contacted staff at the HOPE center. The officer transported the resident to HOPE and completed a peace officer's affidavit for protective custody. After speaking with HOPE, they advised the officer they would complete a third-party statement and transport the resident to a facility for mental health treatment. The officer completed a referral to Adult Protective Services (APS). The officer also completed a TRUST referral to ensure follow-up treatment. The officer went above and beyond to learn of the resident's mental health and medical history and ensure she received treatment.

Incident #22**Date of Incident: August 27, 2023**

An officer was on routine patrol when he noticed a resident he had assisted before with mental health services. Due to the officer's observations, he stopped to check the welfare of the resident. The officer learned the resident had not been able to care for her basic needs. The officer contacted APS, but they did not respond to the scene. The officer contacted a local shelter but was advised they could not take the resident due to no capacity. The officer contacted CHAMPIONS who agreed to respond. Once CHAMPIONS arrived, the officer disengaged from the scene and allowed the resident to receive professional mental health services. The officer went above and beyond recognizing a resident from a previous encounter and assisting them again in obtaining mental health services.

Incident #23**Date of Incident: July 11, 2023**

Officers were dispatched to a call regarding a resident experiencing mental health symptoms and requested a CIT officer. A CIT officer responded and made contact with the resident in the front yard. Officers learned the resident had a firearm on his person. The CIT officer established communication with the resident and gave verbal commands to not reach for the firearm. The resident complied and another officer took custody of the firearm. Through training and experience, the CIT officer established the resident was out of touch with reality and posed a threat to himself or others. The resident was safely transported to a mental health facility for treatment.

Incident #24**Date of Incident: August 30, 2023**

Officers were dispatched to a resident experiencing mental health symptoms via a 988 hotline transfer. A mobile crisis team was enroute but asked for officers to be on scene when they arrived. Officers arrived first and contacted the resident. Officers learned from family members the resident had somehow purchased a firearm, and it was inside the residence. Officers advised the mobile crisis team to standby. Officers initiated effective communication with the resident who agreed to let the officers hold the firearm for safekeeping. The mobile crisis team arrived, completed their assessment, and safely transported the resident to a mental health facility.

Incident #25**Date of Incident: July 20, 2023**

Officers were dispatched to a disturbance between family members. Officers responded and learned the resident had been diagnosed with a traumatic brain injury in the past. The calling party advised the resident was making statements that did not make sense. Officers witnessed firsthand the resident threatening to kill the family member. Officers contacted NorthCare CHAMPIONS, who were aware of the resident's diagnosis. They declined to respond and said the resident would not meet criteria according to their standards.

Officers contacted APS, but they would not respond. APS advised they would write up a report. Officers felt if they left the scene the resident potentially could carry out the threat of killing the family member. Officers completed a peace officer's affidavit and transported the resident to a mental health facility. Officers gave the family member options for future assistance. Officers also completed a TRUST referral to ensure follow-up treatment.

Incident #26**Date of Incident: February 17, 2023**

An officer was dispatched to a business where a resident was bothering customers. When the officer arrived, it was clear the employees and the resident were all agitated. The employees of the business wanted the resident, who they believed to be homeless, removed from their property. The officer is CIT certified and spoke with each person at the location in an attempt to de-escalate the situation. When the officer began to speak with the resident, he could tell through his training and experience, the resident was experiencing mental health symptoms. He built a rapport with the resident and learned he was not homeless but in need of mental health services. The officer spoke with the employees who advised they did not want to press charges for trespassing. The resident agreed to services and was transported to a mental health facility.

The officer's training and experience led to the resident receiving needed mental health services without the burdens associated with an unnecessary arrest.

Incident #27**Date of Incident: February 17, 2023**

An officer was dispatched to a missing person call. The calling party advised the missing resident was a non-verbal adult who was also diagnosed with a developmental disability. The officer requested numerous resources to include Air Support and a canine unit to locate the resident. The resident was located by another agency. The family members were concerned with the resident's safety due to her disabilities, but they had only been in the United States for a few months and were unsure on how to receive help. The officer suggested helpful resources to the family and completed a TRUST referral to ensure follow-up treatment.

Incident #28**Date of Incident: July 8, 2023**

An officer was dispatched to a hotel in reference to a resident experiencing mental health symptoms. The officer made contact with the resident in the hotel room. The resident was experiencing suicidal thoughts. The officer calmly spoke with the resident and offered additional resources. The officer also contacted 988 and requested a mobile crisis team respond to the location. The resident agreed. A mobile crisis team responded and completed their evaluation. Since the resident was not violent, the mobile crisis team transported the resident to a mental health facility. The officer also made a TRUST referral to ensure follow-up services will be provided to the resident.

Incident #29**Date of Incident: June 3, 2023**

Officers were dispatched to a resident experiencing mental health symptoms. When officers arrived, the resident was on the phone with a 988 advocate. The 988 advocate told the officer the resident was a danger to herself and needed treatment. They were dispatching a team to the location. The officer called for a CIT officer to respond while he waited for the mobile crisis team. After the CIT officer's arrival, he learned the resident also needed medical attention. The officer requested OKCFD and EMSA to the scene. Due to the resident's vitals being irregular, EMSA transported her to the hospital. The 988 mobile crisis team went back into service and the officer responded to the hospital and completed a peace officer's affidavit.

Incident #30**Date of Incident: August 1, 2023**

An officer was dispatched to a mental health related call. The officer contacted the resident experiencing mental health symptoms. The officer provided information on mobile crisis teams and the 988 Suicide and Crisis Lifeline. The resident agreed to speak with one of the resources. The officer first called CHAMPIONS, but no one answered the phone. The officer then called 988 and a mental health service provider spoke with the resident for about half an hour. 988 dispatched a mobile response team to the location, and the officer was released from the incident.

Incident #31**Date of Incident: February 17, 2023**

An officer was dispatched to check the welfare of a resident in the parking lot of a business. An officer responded and located the resident inside the business. The officer learned the resident had been reported missing one week prior and was diagnosed with a mental health disorder. A CIT officer was requested and responded to the business. The CIT officer spoke to the resident and contacted CHAMPIONS to respond to the scene. After speaking with CHAMPIONS, they agreed the resident needed mental health treatment and requested the CIT officer transport her to Southwest Medical Center.

Incident #32**Date of Incident: June 17, 2023**

An officer was dispatched to a resident vandalizing a homeowner's property. The officer immediately recognized the resident as someone he had received a call on the previous day at a different location. On that day, the officer attempted to de-escalate the resident's behavior and asked if she would be willing to receive mental health services. The officer gave the resident water, helping to de-escalate the behavior, and made a TRUST referral to ensure follow-up treatment.

On the call the next day, the resident's behavior had clearly escalated, and she was exhibiting mental health symptoms. The officer called CHAMPIONS who declined to respond. The officer identified the decline of the resident's mental health and talked to the property owner. The property owner recognized the resident was in need of treatment and did not want to press charges. Believing the resident was a person requiring treatment, the officer completed a peace officer's affidavit to take the resident into protective custody. The officer transported the resident to the Oklahoma County Crisis Intervention Center so she could receive needed mental health services.

Incident #33**Date of Incident: August 19, 2023**

An officer was dispatched to check the welfare of a resident. The resident appeared very frail and malnourished. The resident could not identify the year, the president, or her birthday. The resident could not care for her basic needs. The officer believed the resident was out of touch with reality and found the resident has experienced mental health symptoms in the past from prior contacts. Due to the resident being homeless, out of touch with reality, and not caring for her basic needs, the officer could not leave the resident in her current condition. The officer talked to the resident about receiving treatment at a mental health facility, and the resident agreed. The officer transported the resident to the Oklahoma County Crisis Intervention Center.

Incident #34**Date of Incident: July 18, 2023**

An officer was dispatched to NorthCare regarding a resident experiencing mental health symptoms. The resident was upset because he was released from the Oklahoma County Crisis Intervention Center and did not get the help he needed. The resident was homeless and made threats of harming himself to the officer. The resident wanted to be seen at OU hospital. The officer completed the peace officer's affidavit due to the resident's statements about harming himself, and the resident was transported to the hospital for a mental health evaluation.

Incident #35**Date of Incident: July 4, 2023**

CIT officers were dispatched to a call regarding a resident experiencing mental health symptoms. The resident agreed to speak to a mental health professional via an officer's city issued iPad. After the evaluation, the resident said he wanted to go to sleep. Officers informed the resident of the 988 Suicide and Crisis Lifeline. While officers were still on scene, the resident walked outside and asked if they could call NorthCare back to request a mobile crisis team. One officer called CHAMPIONS and was told it would be one to two hours before they could arrive. The officer relayed the information and offered to make the transport himself due to the length of time. The resident declined and said he would wait for the mobile crisis team. The officer completed a TRUST referral to ensure follow-up services and left the scene.

Incident #36**Date of Incident: July 24, 2023**

An officer was dispatched to a call regarding a juvenile resident diagnosed with a developmental disability and experiencing mental health symptoms. The juvenile's parent exhibited frustration with how to get the help her daughter needed. The officer called NorthCare CHAMPIONS and relayed the information. They agreed to respond to the location. CHAMPIONS completed the evaluation, and then requested officers transport the juvenile and her parent to Southwest Medical Center.

Incident #37**Date of Incident: July 27, 2023**

An officer was dispatched to a call regarding a resident experiencing mental health symptoms. After speaking with the resident, the officer suggested resources such as the CHAMPIONS mobile crisis team. The resident agreed to speak with them on the phone. After their evaluation by phone, the team requested the officer complete the transport to the Oklahoma County Crisis Intervention Center. The officer also completed a TRUST referral to ensure follow-up services.

Incident #38**Date of Incident: June 20, 2023**

An officer was dispatched to a resident experiencing mental health symptoms. The resident advised the officer she had called NorthCare and requested a mobile crisis team. The resident was told they would call back. The resident called back after not getting a return call and was advised by NorthCare that there was no team available. The officer assisted by having the resident call 988. They were told it would be two hours before a team could respond. The resident became very emotional. Due to the resident's statement of threatening harm to herself and no available mobile crisis team, the officer completed a peace officer's affidavit for protective custody. The officer believed it was in the best interest of the resident to complete the transport himself to get the resident assessed and treated at a mental health facility sooner rather than later.

Incident #39**Date of Incident: July 28, 2023**

An officer was dispatched to the Palomar – Oklahoma City's Family Justice Center where a resident was being evaluated by a 988 mobile crisis team. A member of the mobile crisis team completed a third-party affidavit due to the resident's threats of self-harm but requested the officer transport her to a mental health facility. The officer transported the resident safely to the Oklahoma County Crisis Intervention Center.

Incident #40**Date of Incident: August 8, 2023**

Officers responded to a runaway juvenile who had been previously diagnosed with a mental health disorder. Family members were concerned with the juvenile's safety. Officers on scene obtained the information related to the juvenile's mental health diagnosis, circumstances related to why he may have left the residence, and the time and location he was last seen. Additional officers were called to the scene due to the time that had passed and the terrain of the area. The officers utilized a sUAS operator to maneuver a sUAS (drone) through fields containing brush and trees surrounding the nearby area. After a few hours, the juvenile was located. The sUAS operator navigated officers to the juvenile for a safe recovery, and the juvenile was reunited with his parents.

Incident #41**Date of Incident: June 1, 2023**

An officer was dispatched to a location to make contact with a resident who was experiencing mental health symptoms. The calling party was a member from the 988 Suicide and Crisis Lifeline who had already spoken with the resident by phone. The officer arrived and made contact with the resident. The resident was not violent and was not armed with a weapon. The resident spoke with the officer and was very willing to be transported for treatment. The resident told the officer he was not taking prescribed medication for a mental health disorder and wanted to harm himself. Due to these statements, the officer completed the peace officer's affidavit for protective custody. The officer transported the resident to a mental health facility for professional assessment.

Incident #42**Date of Incident: September 7, 2023**

Officers were dispatched to a hotel in reference to an agitated resident who had made threats to family members. When officers arrived, they contacted the family members and learned the resident was experiencing mental health symptoms with alcohol involved. The resident was already inside her hotel room alone and did not have access to weapons. After speaking with family, the officers learned the resident made threats if anyone tried to contact her inside the room. Due to the totality of the circumstances, the officers decided it was best to disengage for the evening. Family members agreed. The hotel staff was told to call 911 if they had any issues with the resident. The officer completed a TRUST referral to ensure follow-up services.

Incident #43**Date of Incident: May 6, 2023**

Officers were dispatched to a mental health facility in reference to a disturbance with a resident experiencing mental health symptoms. The resident was a patient at the facility who had escalated to physical violence. Officers made contact with staff members. One officer attempted to calmly speak with the resident; however, the resident assaulted the officer. The officers then stabilized the resident. The resident was given medication by staff members. The resident remained at the mental health facility to continue treatment.

Incident #44**Date of Incident: July 6, 2023**

An officer observed a resident sleeping in a parking lot and stopped to check her welfare. The officer asked the resident about her situation and explained available resources. The officer completed a TRUST referral for the resident. The resident was extremely grateful for the officer's caring attitude and making the referral. When contact was made as a result of the TRUST referral, the resident asked the OKDHS representative with the TRUST program to reach out to OKCPD to compliment the officer's actions.

Incident #45**Date of Incident: July 13, 2023**

An officer was dispatched to a citizen assistance call at one of the briefing stations. The resident was awaiting transport from a NorthCare mobile crisis team. However, the mobile crisis team had also called 911 and requested an officer make contact with the resident prior to their arrival. Due to inclement weather, the officer asked the resident to sit in the patrol vehicle with him while they waited on the mobile crisis team. The officer learned the resident was experiencing mental health symptoms and was also diagnosed with a developmental disability. After an extended amount of time had passed, the officer contacted dispatch to obtain an estimated time of arrival for the team. NorthCare was unable to contact the mobile crisis team. The resident was fully cooperative in receiving mental health treatment. In an effort to expedite the process so the resident could begin receiving services, the officer elected to transport instead of waiting an unknown amount of time for the mobile crisis team.

Incident #46**Date of Incident: January 3, 2023**

Officers were dispatched to a location in reference to a possible attempted suicide. The calling parties were mental health providers with the 988 Suicide and Crisis Lifeline. They were dispatched to the location after the resident had called 988 experiencing mental health symptoms. The resident originally did not want to leave with the 988 mental health providers, and the resident's friend told them the resident may have a firearm. With that information and the resident refusing to leave, they disengaged and called 911.

Officers made contact with the resident and established good communication. The officers received permission to search the residence and did not locate the firearm. The resident agreed for the officer to complete the transport to the Oklahoma County Crisis Intervention Center.

Incident #47**Date of Incident: June 25, 2023**

Officers were dispatched to an apartment complex to locate a person possibly armed with a weapon at the calling party's door. When officers arrived, they located the resident in the courtyard area and contacted him. The calling party was not harmed and did not know the resident who had been at the apartment door. Officers, utilizing training and experience, spoke with the resident and learned the resident was experiencing mental health symptoms.

One of the officers called CHAMPIONS to request a mobile crisis team to their location. About one hour later, the officer received a call back from CHAMPIONS and said they could not respond since they did not have a team available. One of the officers at the scene realized they had previous contact with the resident and had made a TRUST referral at that time to ensure follow-up treatment. Officers determined the resident did not pose an immediate threat to himself or others and knew he would receive follow-up contact through the TRUST referral; therefore, they ultimately disengaged from the scene.

Incident #48**Date of Incident: August 23, 2023**

A CIT officer was requested to a location by a representative of a CHAMPIONS mobile crisis team. The team was responding to a resident experiencing mental health symptoms but had received information the resident may have a weapon. Once the officer arrived with CHAMPIONS and ensured there was no threat to their safety, the officer disengaged and left the scene. The resident was then able to receive professional mental health services at the scene.

Incident #49**Date of Incident: August 13, 2023**

Officers were dispatched to check the welfare of a resident experiencing mental health symptoms. The caller had requested a CIT officer. The officer arrived to assess the situation and contacted the CHAMPIONS mobile crisis team. The officer disengaged after CHAMPIONS team members arrived on scene.

Incident #50**Date of Incident: July 23, 2023**

Officers were dispatched to check the welfare of a resident. Officers learned the resident was experiencing mental health symptoms. Officers contacted CHAMPIONS and requested a mobile crisis team to their location. Officers stayed with the resident until the team arrived and then let the team provide professional mental health services.