



Colorado Springs Police Department

Standard Operating Procedure

DL-1090-01 CRT Functions

Section 1000 – Patrol Functions

Effective Date: 3/9/2023

Supersedes Date: N/A

.01 Purpose

The purpose of this procedure is to outline responsibilities and procedures for the Community Response Team (CRT).

.02 Cross-Reference

[GO 320 People with Mental Illness](#)
[DL-1020-22 Responses to Suicide Attempts](#)

.03 Definitions

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.04 Procedure

Mission

The CSPD Community Response Team's (CRT) primary role is to respond to individuals who are experiencing a mental health crisis, who are actively suicidal, homicidal, or otherwise gravely disabled, and who are unarmed, cooperative, and requesting mental health assistance.

CRT and Patrol Considerations

CRT will respond to situations where the above criteria are met. CRT will evaluate the individual to determine if criteria are met to place the individual on a M-1 hold.

If officers have met criteria to place an individual on a M-1 hold prior to CRT being contacted then those officers should place the person on a M-1 hold without the assistance of CRT.

The fellow officer rule does not apply to CRT because the M-1 criteria are different for the Licensed Mental Health Clinician (LMHC) on the CRT who conducts the evaluation.

If an officer already has enough to place an individual on a M-1 hold and then requests that CRT respond to the scene, the evaluation process starts over when the LMHC arrives on scene with CRT.

The standard of measurement for the LMHC to meet their criteria to place an individual on a M-1 hold is higher than that which an officer has to meet.

If an officer had enough to place the individual on a M-1 hold but requests CRT, it is possible that the LMHC may not meet their standard to place the same individual on a M-1.

The decision to place or not place an individual on a M-1 hold will be determined by CRT with specific attention given to the decision of the LMHC. The decision of the LMHC will override any previous decision by the patrol officer on scene if CRT was requested and did, in fact, respond to assist.

Officers who are already on scene should consider placing an individual on a M-1 hold if the officer already determined that criteria was met for a M-1 hold prior to CRT being requested or responding.

CRT Officers are available to assist patrol with the administrative process of writing the M-1 but not to determine or question the patrol officer's M-1 decision.

CRT Response Priorities

CRT will respond in the following order of priority:

- Colorado Crisis Hotline referrals & Diversus Health Crisis Hotline referrals – hotline referrals take priority for all CRT calls.
- Patrol requests for assistance – the expectation is that CRT will respond to assist when patrol officers request their assistance and when they are clear to do so and not already on another call for service.
 - If it is determined that the criteria of actively suicidal, homicidal or otherwise gravely disabled are not met when CRT arrives to assist, then CRT will take the time to explain to the officers regarding the action they may or may not take.
 - CRT can still assist with resolving the call for service and providing mental health resources to the officer or the individual they are in contact with.
 - Patrol requests for suicidal subjects are a 2nd priority to Crisis Hotline referrals due to grant requirements and stipulations.
- Citizen referrals or check the welfare calls for service – CRT will review pending calls for service during times when they are clear and not on a call for service. CRT will collaborate

as a team to determine if a call for service meets the criteria for the team to respond and handle a specific call for service.

Work Hours

There are 4 CRT Units that, together, currently work seven days a week. The work schedules are as follows:

CRT1: Monday – Thursday from 0900 – 1900

CRT2: Friday – Sunday from 1000 – 2000

CRT3: Monday – Thursday from 1400 – 0000

CRT4: Thursday – Sunday from 1400 – 0000

Patrol may have instances where they feel follow up by CRT is appropriate but does not need CRT to respond immediately. If an officer has information for a referral, the officer can email the information to CRT@coloradosprings.gov. All the full-time CRT officers have access to this email and will review and handle those referrals as they can on a first come, first serve basis.

CRT Qualifications

All CRT officers and designated back-up officers must have successfully completed the 40 hour Crisis Intervention Training Course (CIT) and have completed a 10 hour ride-along/on the job training with a CRT unit to become a certified CRT officer. Upon completion of the training, the officer will contact the CRT supervisor and then will be eligible to be placed on the back-up list for CRT.

CRT Officer Role and Responsibilities

The CRT officer will make the decision and contact the Communication Center if CRT needs another patrol officer to assist on a call.

The CRT officer will be responsible for placing HIPPA compliant BOLOS on addresses and persons, when it is deemed necessary, to help provide the most current and updated information for other CRTs and patrol officers. The CRT officer will also review previous BOLOS and make sure to update any pertinent information.

The CRT officer will forward any electronic referrals or requests, made internally or by an outside agency, concerning the CRT Unit to the CRT supervisor.

The CRT officer will request a patrol officer to the scene, if the CRT officer discovers a criminal offense has been committed. Patrol will take over the criminal investigation and the CRT officer will complete a supplement concerning their involvement in the case.

CRT will generally NOT conduct traffic stops for traffic violations. If there is an egregious violation or if the continued driving of a person endangers others, CRT will request a patrol unit to make the traffic stop for observed violations.

Although the CRT van is equipped with emergency lights, CRT will not respond in a code 3 manner to calls for service unless justified and they have notified dispatch. CRT will not engage in vehicle pursuits per GO 904 as CRT has civilians in the van with them.

CRT Supervisor Role and Responsibilities

The Sergeant assigned to supervise CRT will be responsible for the following duties:

- Maintain a good working relationship and communication between CSFD and Diversus Health.
- Establish team schedules and coordinate back-up coverage as necessary for trainings, vacations, etc.
- Review all requests for CRT training.
- Represent the law enforcement side of CRT at various multi-agency meetings.
- Regularly evaluate citizens referred to CRT as to whether or not they are appropriate for a CRT response.
- Mediate issues as they arise within the various CRT teams, patrol and partner agencies.
- Evaluate and assign requests for assistance received from various agencies/individuals regarding problematic individuals to include but not limited to: CSPD Office of the Chief, CSPD Internal Affairs, CSPD Divisions Supervisors, Colorado Springs Mayor's Office and the Office of the District Attorney.
- Investigate internal and external complaints about CRT.
- Meet regularly with CRT officers to assess and debrief calls they have responded to and share additional information.
- Review CRT BWC footage when a "release request" is received.
- Coordinate Ride-a-longs for trainings or public relations.
- Respond to calls for service when CRT is requesting a supervisor
- Complete monthly reports concerning CRT to keep staff apprised of current events involving CRT.
- Coordinate and facilitate all aspects of CIT training for CSPD and with other partner agencies.