

Seattle Police Department Manual

16.110 - Crisis Intervention

Effective Date: 10/01/2020

The intent of this policy is to provide all officers with resources to deal with subjects who are in behavioral crisis. This includes people exhibiting signs of mental illness, as well as people living with substance use disorder and those experiencing personal crises.

For the purposes of this policy, a behavioral health crisis is defined as an episode of mental and/or emotional distress in a person that is creating significant or repeated disturbances and is considered disruptive by the community, friends, family, or the person themselves.

For further guidance, see 16.110-POL-3.2 (for CIT-Certified Officers), POL-5.1 (for non-CIT-Certified Officers), POL-5.2 (for Communications personnel), and POL-5.9 (for documentation).

The Seattle Police Department recognizes the need to bring community resources together for the purpose of safety and to assist and resolve behavioral crisis issues. The Department further recognizes that many people suffer crises, and that only a small percentage have committed crimes or qualify for an involuntary evaluation. Persons suffering crises will be treated with dignity and will be given access to the same law enforcement, government, and community service provided to all members of the public.

Seattle Police officers are instructed to consider the crises that subjects may be experiencing during all encounters. Officers must recognize that subjects may require law enforcement assistance and access to community mental health and substance abuse resources. The ideal resolution for a crisis incident is that the subject is connected with resources that can provide long-term stabilizing support.

Officers are trusted to use their best judgment during behavioral crisis incidents, and the Department recognizes that individual officers will apply their unique set of education, training, and experience when handling crisis intervention. The Department acknowledges that officers are not mental health professionals. Officers are not expected to diagnose a subject with a mental illness, nor are they expected to counsel a distraught subject into composure. When officers need to engage with a subject in behavioral crisis, the Department's expectation is that they will

Seattle Police Manual

attempt to de-escalate the situation, when safe and feasible. The purpose of de-escalation is to provide the opportunity to refer the subject to the appropriate services. This expectation does not restrict an officer's discretion to make an arrest when probable cause exists, nor are officers expected to attempt de-escalation when faced with an imminent safety risk that requires immediate response. An officer's use of de-escalation will be judged by the standard of objective reasonableness, from the perspective of a reasonable officer's perceptions at the time of the incident.

16.110-POL-1 Crisis Intervention Committee (CIC)

1. CIC is a Community and Regional Partnership

The purpose of the CIC is to build an effective regional crisis incident response built upon best practices, innovation, and experience. The CIC works in cooperation with the Department to make sure that crisis intervention training and policies are consistent with legal standards, best practices, and community expectations. The intent is to include representatives of entities that can assist the Department in achieving the purpose of the CIC. These entities will come from several categories: city and county government (including law enforcement agencies and line patrol officers), mental health professionals and advocates, academia, and others deemed appropriate.

2. CIC Works Collaboratively with the Department to Advise on Crisis Intervention Training and Policies

The CIC has five specific tasks:

- Evaluate SPD's overall CIT program, study national models, and make recommendations on whether SPD should modify the structure and design of its crisis intervention program
- Develop a checklist of resources available to refer individuals in crisis
- Review and validate the Department's CIT training
- Develop policy and procedures for the disposition or voluntary referral of individuals to jails, receiving facilities and local mental health and/or social service agencies that clearly describe the roles and responsibilities of those entities and of the SPD CIT-Certified officers in the process

Seattle Police Manual

- Enhance community connections with advocates and social service professionals, as well as provide for a seamless system of care for persons in crisis

16.110-POL-2 CIT Program

1. CIT Program is Responsible for Implementing and Sustaining Department's Response to Subjects in Behavioral Crisis

The CIT (Crisis Intervention Team) program is responsible for working with community partners to establish and sustain the Department's response to subjects in behavioral crisis. This includes the Department's response involving both CIT-Certified officers and officers who are not CIT-Certified, the Crisis Response Unit (CRU,) and the CIT Coordinator.

2. CIT Commander Oversees CIT Program

The CIT Program is aligned under the Collaborative Policing Bureau Chain of Command. Leadership, planning, and problem-solving skills are essential attributes for the CIT Commander. The CIT Commander supervises two sergeants: the CRU Sergeant and the CIT Coordinator.

The CIT Commander examines, reviews, and makes recommendations to ensure the CIT program is implemented and sustained as a community program. The CIT Commander is the Department's command-level representative on the Crisis Intervention Committee (CIC) and will ensure their input about the CIT program is addressed. The CIT Commander will meet with law enforcement leadership, review, and make recommendations to Department CIT policy and procedures, and be responsible to develop and review CIT training. The CIT Commander will monitor and remain familiar with state commitment laws; transportation policies; and state, county, and local issues that may affect community crisis services. The CIT Commander will maintain familiarity with CIT grant requirements at the federal, state, and county level. The CIT Commander will assist with developing the data collecting program and will present the data outcome measures to Department leadership and the CIC. The CIT Commander will also oversee the internal and external methods of CIT-related communication.

3. CIT Coordinator is Responsible for Implementing and Sustaining CIT Program

The CIT Coordinator is responsible for the day-to-day operations of the CIT program. At the direction of the CIT Commander, the CIT

Seattle Police Manual

Coordinator ensures that the CIT program is implemented and sustained as a community program. The CIT Coordinator serves as a community liaison and is the primary point of contact for the program, both for law enforcement and other community partnerships to the residents of Seattle.

At the direction of and in coordination with the CIT Commander, the CIT Coordinator will develop agendas for and participate in the CIT meetings. The CIT Coordinator will coordinate the CIT program's response to feedback from patrol officers and community partners. Operational issues raised will be addressed through problem-solving efforts by the CIT Coordinator. The CIT Coordinator will participate in developing and providing CIT training to sustain the CIT program at both the Department and state levels.

Officers may contact the CIT Coordinator at SPD_CIT_Coordinator@seattle.gov with any questions and/or feedback.

In their respective roles, the CIT Commander and the CIT Coordinator will work closely with patrol, detectives, the Professional Standards Section, the Education & Training Section, Command Staff, Crisis Intervention Committee, community partners, mental health providers and advocates, academia, WSCJTC, the courts, and others involved in providing crisis response.

16.110-POL-3 CIT-Certified Officers

1. CIT-Certified Officers Undergo Specific Training

All SPD officers will receive 8 hours of crisis intervention training annually. To be considered "CIT-Certified," officers are required to successfully pass a 40-hour initial comprehensive CIT training via WSCJTC and eight hours of annual CIT-specific in-service training thereafter.

2. CIT-Certified Officers Will Take the Lead, When Appropriate, In Interacting with Subjects in Behavioral Crisis

3. The Department Will Ensure That CIT-Certified Officers Are Available on All Shifts

16.110-POL-4 Crisis Response Unit (CRU)

1. CRU is a Unit of the Collaborative Policing Bureau

Seattle Police Manual

The Crisis Response Unit is distinct from officers who are CIT-Certified and assigned to other units (see 16.110-POL-3).

2. CRU has Two Areas of Focus: The Crisis Response Team (CRT) Responds to Incidents in the Field and the Crisis Follow-Up Team (CFT) has Follow-Up Responsibility for Incidents Involving Subjects in Crisis

CRT Units primarily respond to in-progress calls, when available, in an effort to support Patrol, and conduct outreach with identified individuals. They also are available to respond, at the request of the incident commander, to critical incidents that involve subjects who are in extreme states of behavioral crisis.

CFT follows-up on cases involving behavioral crisis through intervention at the lowest-level, least-intrusive intercept point, in order to prevent and reduce harm. CFT works to gain a subject's behavioral self-control through engagement with treatment.

a. CFT Utilizes an Intercept Continuum

1. Harmless symptomatic behavior

- Non-criminal: Provide contact information for obtaining services/treatment
- Criminal: Verbal warning

2. Indication of mental-health needs

- Non-criminal: Refer to appropriate service partner for outreach
- Criminal: Document crime, warn

3. Indication of urgent mental-health needs

- Non-criminal: Contact subject's case manager, CRT outreach, transport to voluntary services
- Criminal: Document crime, warn

4. Imminent risk of serious harm to self, others, or property

- Non-criminal: Emergent detention, involuntary transport to hospital

Seattle Police Manual

- Criminal: Request charges through Mental Health Court or refer to CSC

5. Escalation of harmful symptomatic behavior

- Non-criminal: Coordinate with DCRs, commit for involuntary treatment
- Criminal: Arrest and booking with referral to Mental Health Court

6. Escalated risk of serious harm to others, resistant to all other interventions

- Non-criminal: Coordinate with DCRs, commit for involuntary treatment
- Criminal: Arrest and booking

b. CFT Utilizes a Descending Scale of Urgency When Prioritizing Cases

1. Imminent risk of serious harm

- Subject is out of custody or possible release following serious incident, danger to public or victims.

2. Pattern of escalation

- Subject has been involved in a series of incidents indicating decompensation or decline in behavioral self-control, which constitutes an increased risk of serious harm to self or others.

3. High utilization of police resources

- Subject has made or been the reason for frequent, unfounded calls which unreasonably exploit patrol resources.

4. Request from officers or service provider

- A patrol officer or service provider requests CIT assistance for problem-solving.

3. When a Subject Attempts or Threatens Suicide, the CRU Sergeant is Responsible for Follow-Up to Ensure That the Subject is Directed to the Appropriate Resources, in Accordance with [RCW 71.05.457](#)

Seattle Police Manual

16.110-POL-5 Responding to Subjects in Behavioral Crisis

1. Upon Encountering a Subject in Any Type of Behavioral Crisis During Any Type of Incident (On-View or Dispatched), Officers Shall Make Reasonable Efforts to Request the Assistance of CIT-Certified Officers

Officers are reminded to assess situations and individuals where an Extreme Risk Protection Order (ERPO) might be applicable.

(See manual section [15.405 – Extreme Risk Protection Orders \(ERPO\)](#))

2. Communications Shall Dispatch at Least One CIT-Certified Officer to Each Call That Appears to Involve a Subject in Behavioral Crisis

If circumstances dictate that there is not a CIT-Certified officer available to respond to a call that appears to involve a subject in behavioral crisis, non-CIT-Certified officers shall be dispatched to handle the call and a CIT-Certified officer shall respond as soon as possible.

- Calls that appear to involve a subject in behavioral crisis shall be dispatched in accordance with communications center protocol, even when a CIT-Certified Officer is not available.

CIT-Certified Officers will take the lead, when appropriate, in interacting with subjects in behavioral crisis. If a Sergeant or above has assumed responsibility for the scene, he or she will seek the input of CIT-Certified Officers on strategies for resolving the crisis event when it is reasonable and practical to do so.

- CIT-Certified officers are not obligated to serve as the primary officer during incidents that involve a subject in behavioral crisis. Unless a Sergeant or above approves another arrangement, the primary officer (as designated by dispatch / beat assignment) shall handle the necessary paperwork and provide Communications with the final call disposition.

a. Where feasible, a Sergeant and at Least Two Officers Shall Respond to High-Risk Suicide Calls

Seattle Police Manual

A high-risk suicide call is one where the likelihood of suicide is imminent, and the subject may be armed with a weapon or may be barricaded.

If, during the course of an incident, an officer determines that a subject meets the above criteria, he or she shall advise dispatch and request a sergeant and back-up if said personnel are not already enroute.

3. Officers May Call Crisis Connections to Connect with the On-Duty Designated Crisis Responder (DCR) During any Incident Involving a Subject in Behavioral Crisis

Officers may call Crisis Connections for an on-site evaluation by the on-duty Designated Crisis Responder (DCR).

- When communicating with a DCR, the officer calls [\(206\) 263-9202](tel:(206)263-9202)
- If the incident requires immediate action, officers may take the subject into protective custody and arrange for a transport to the nearest appropriate hospital (see 16.110-PRO-1 Involuntary Behavioral Health Evaluation).

a. Officers Are Encouraged to Call Crisis Connections When Contacting Subjects Who Are in a Behavioral Crisis but Are Not Going to Be Referred for Involuntary Behavioral Health Evaluation or Criminal Charges

Crisis Connections is the resource through which officers can be referred to the available resources that are located throughout the region.

Crisis Connections can be reached at [\(206\) 461-3210](tel:(206)461-3210) ext. 1.

(See 16.110-PRO-5 Contacting Subjects Who are in a Behavioral Crisis but are Not Going to Be Referred for Involuntary Behavioral Health Evaluation or Criminal Charges)

4. Officers May Refer Eligible Subjects with Mental Illness and/or Substance Use Disorders to the Crisis Solutions Center (CSC) or Crisis Diversion Facility (CDF)

(See 16.110-PRO-4 Referring a Subject to CSC/CDF)

Voluntary referrals may take place:

Seattle Police Manual

- As part of an officer's community caretaking function, or
- During a Terry stop, or
- When an officer has probable cause to believe that an individual has committed a misdemeanor, gross misdemeanor or VUCSA possession (3 grams or less) offense.

a. Certain Subjects are not Eligible for CSC/CDF Referral

All jail diversion referrals require additional screening. Individuals are not eligible for a jail diversion to the CDF when a standard WACIC check returns as:

- Having a conviction history (as defined in [RCW 9.94A.030](#)) within the past 10 years of a violent felony offense, or sexual offense, *or*
- Being identified as a level 2 or 3 sexual offender.

b. Officers Shall Notify Potential Crime Victim(s) of the Diversion Option

Officers shall consider any strong opposition presented by the potential crime victim(s) when determining whether to make the referral. This does not negate officer discretion.

c. Officers Shall Inform Subjects that Referral is Voluntary

5. Officers May Facilitate Voluntary Behavioral Health Hospitalizations

Officers shall document officer-facilitated voluntary behavioral health hospitalizations (see 16.110-TSK-1 Voluntary Behavioral Health Hospitalizations).

6. Officers May Facilitate Involuntary Behavioral Health Evaluations

(See 16.110-PRO-2 Referring a Subject for an Involuntary Behavioral Health Evaluation)

7. Officers Shall Complete the Emergent Evaluation Card When Referring a Subject in Behavioral Crisis to a Hospital, Whether for Voluntary or Involuntary Evaluation

Seattle Police Manual

8. Officers May Take a Subject into Custody Based on a Written or Verbal Order from a DCR

When feasible, sergeants respond to screen DCR requests and consider if:

- The subject is likely to resist custody,
- The subject is barricaded,
- The subject has a history of violence or weapons, or
- Forced entry is necessary

(See 16.110-PRO-3 Taking a Subject into Custody by Order or Verbal/Written Request of a DCR)

***NOTE** – A court order for detention or verbal order from a DCR does not grant legal authority to enter a constitutionally protected area. An order may add to the overall exigency of an incident but should not be used as the only motivator to force entry into a protected area.

9. Officers Shall Document All Contacts With Subjects Who are in Any Type of Behavioral Crisis

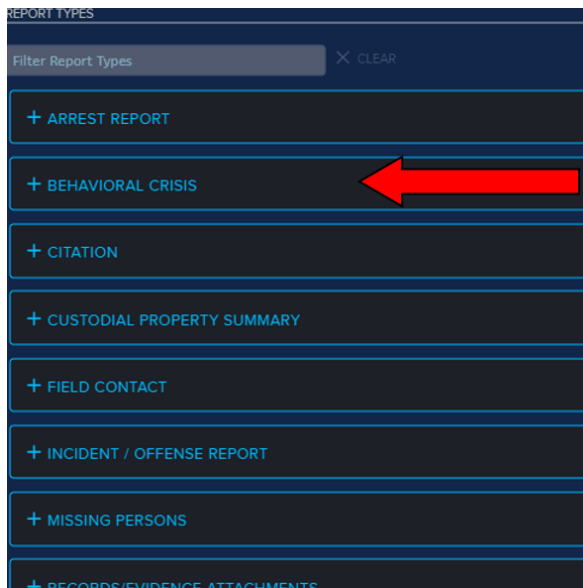
Officers will complete a Behavioral Crisis Report for all Crisis related incidents.

Some examples include:

- Hospitalizations initiated by Patrol (voluntary and involuntary),
- When facilitating a detention for the DCR's,
- Interactions with persons in crisis when their behavior is deemed "baseline", and
- When the subject attempts or threatens suicide.

These reports are routed to CRU.

Seattle Police Manual

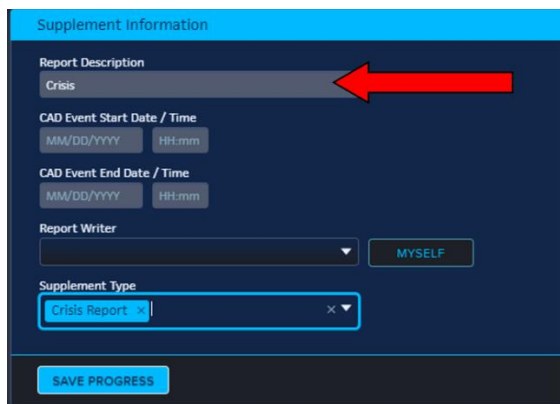


REPORT TYPES

Filter Report Types X CLEAR

- + ARREST REPORT
- + BEHAVIORAL CRISIS
- + CITATION
- + CUSTODIAL PROPERTY SUMMARY
- + FIELD CONTACT
- + INCIDENT / OFFENSE REPORT
- + MISSING PERSONS
- + RECORDS/EVIDENCE ATTACHMENTS

Officers should list "Crisis" in the Report Description block and then select "Crisis Report" in the Supplement Type block.



Supplement Information

Report Description
Crisis

CAD Event Start Date / Time
MM/DD/YYYY HH:mm

CAD Event End Date / Time
MM/DD/YYYY HH:mm

Report Writer
MYSELF

Supplement Type
Crisis Report

SAVE PROGRESS

For behavioral crisis calls or contacts that involve any additional issues (such as a Crime, CBO, Arrest, Jail Diversion Option, Use of Force, Specific request for follow up, etc.), officers will document the contact by using the appropriate Report (Arrest, Offense, etc.) in conjunction with a Behavioral Crisis Report, and any other applicable documentation. These reports should be routed to the appropriate follow-up unit.

a. Officers Shall Use the Behavioral Crisis Report for Every Incident Involving a Person in Behavioral Crisis

Officers must complete the Behavioral Crisis Report as thoroughly as possible. Only fields that do not apply to the specific incident may be left blank.

Seattle Police Manual

- Officers shall select at least one (1) of each 'Behavior' and 'Nature' (and as many that apply) when utilizing the "Exhibiting Behavior & Nature of Crisis" section of the report.

Behavioral Crisis

Crisis Contact Start ⓘ
MM/DD/YYYY HH:mm

Contact Contact Resolved ⓘ
MM/DD/YYYY HH:mm

Exhibiting Behavior & Nature of Crisis ⓘ
Required

Weapon or Force Involved ⓘ
Required

Officer Techniques Used ⓘ
Required

Crisis Disposition ⓘ
Required

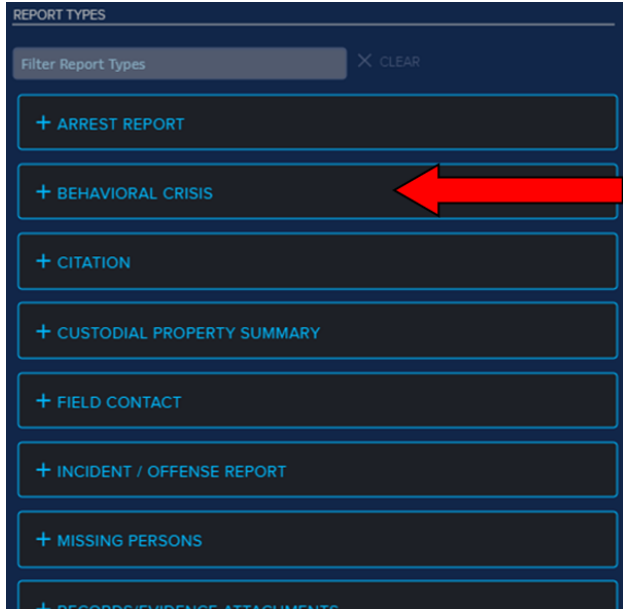
b. Officers Shall Document All Suicide Attempts or Threats on a Behavioral Crisis Report routed to the CRU, in Accordance with [RCW 71.05.457](#)

Officers shall document all suicide attempts or threats, regardless of how vague they are, on a Behavioral Crisis Report listing "Crisis" in the Report Description block and selecting "Crisis Report" in the Supplemental Type block. This will ensure that CRU can follow-up on the incident.

Officer must select "Behavior – Suicide Threat / Attempt" from the drop-down list in the "Exhibiting Behavior & Nature of Crisis" field of the report to ensure accuracy.

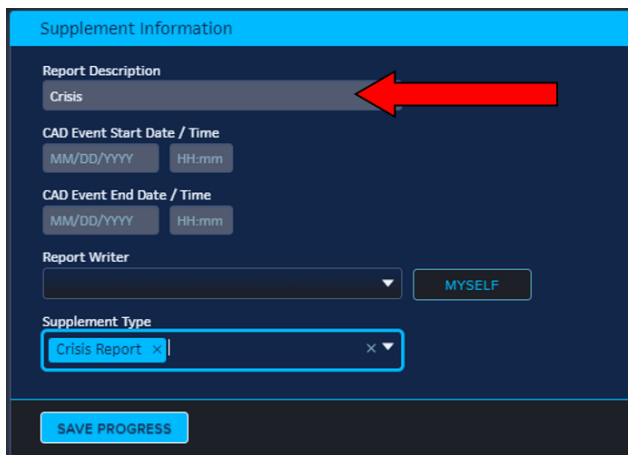
Seattle Police Manual

Behavioral Crisis Reports are located here in Mark43:



A screenshot of the Mark43 'REPORT TYPES' menu. The menu is titled 'REPORT TYPES' and has a 'Filter Report Types' search bar with a 'CLEAR' button. Below the search bar is a list of report types, each with a plus icon and a label: '+ ARREST REPORT', '+ BEHAVIORAL CRISIS', '+ CITATION', '+ CUSTODIAL PROPERTY SUMMARY', '+ FIELD CONTACT', '+ INCIDENT / OFFENSE REPORT', '+ MISSING PERSONS', and '+ RECORDS/EVIDENCE ATTACHMENTS'. A red arrow points to the '+ BEHAVIORAL CRISIS' option.

The Report Description field is located here:



A screenshot of the Mark43 'Supplement Information' form. The form has a blue header bar with the text 'Supplement Information'. Below the header bar are several fields: 'Report Description' (a text input field with the value 'Crisis'), 'CAD Event Start Date / Time' (two date/time input fields), 'CAD Event End Date / Time' (two date/time input fields), 'Report Writer' (a dropdown menu with a 'MYSELF' button), and 'Supplement Type' (a dropdown menu with the value 'Crisis Report'). A red arrow points to the 'Report Description' field. At the bottom of the form is a 'SAVE PROGRESS' button.

The Supplement Type field is located here:

Seattle Police Manual

Supplement Information

Report Description
Crisis

CAD Event Start Date / Time
MM/DD/YYYY HH:mm

CAD Event End Date / Time
MM/DD/YYYY HH:mm

Report Writer
[Dropdown] MYSELF

Supplement Type
Crisis Report x [Dropdown]

SAVE PROGRESS

The Exhibiting Behavior & Nature of Crisis field is located here:

Behavioral Crisis

Crisis Contact Start ?
MM/DD/YYYY HH:mm

Contact Contact Resolved ?
MM/DD/YYYY HH:mm

Exhibiting Behavior & Nature of Crisis ?
[Text Field] Required

Weapon or Force Involved ?
[Dropdown] Required

Officer Techniques Used ?
[Dropdown] Required

Crisis Disposition ?
[Dropdown] Required

10. There Are Five Options for Resolving Behavioral Crisis-Related Misdemeanor Crimes

- Investigate and release with routing to CRU for follow-up
- Referral to the Crisis Solutions Center (see policy statement 4 and 16.110-PRO-4 Referring a Subject to CSC/CDF)
- Investigate and release with a request for charges through Seattle Municipal Mental Health Court (MHC)
- Jail booking with MHC flag

Seattle Police Manual

- Investigate and detain for a behavioral health evaluation, with a request for charges through Seattle Municipal Mental Health Court (MHC)

11. When an Officer has Made the Decision to Book a Felony Suspect into Jail, the Suspect Shall Not Be Diverted for a Behavioral Health Evaluation

Exceptions must be screened by the CRU sergeant.

If the jail refuses to accept a suspect due to a behavioral crisis, officers shall have the suspect sent to the hospital. Document the reason given for rejection and the name of jail personnel denying booking.

(See manual section [11.025 – Jail Booking Declines](#))

12. CRU Triage Cases for Follow-Up

(See 16.110-POL-4.2.b)

13. SPD Collects and Analyzes Data

The Department's intent with collecting data is two-fold:

- To collect data based on the capabilities of existing and future software, and
- To evaluate the overall CIT program

a. There Are Five Components That Are Analyzed to Answer Key Questions

Communication procedures

- Ensure that communications procedures are effective in appropriately identifying people in behavioral crisis.

CIT-Certified officers

- Ensure that CIT-Certified officers are effective in responding to incidents involving people in behavioral crisis.

Crisis Response Unit

Seattle Police Manual

- Ensure that the CRU is effective in terms of improving efficiency of police response to and the resolution of incidents involving people in behavioral crisis.
- Subjects are being appropriately referred to services
- Call volume and patrol workload identified and measures toward reduction implemented

CIT curriculum

- Ensure that the CIT curriculum is delivering in terms of its intended goals and learning outcomes.

SPD culture

- Determine how each aspect of the CIT program is viewed within the SPD culture.
- Training
- Response
- Follow-up

16.110-PRO-1 Referring a Subject for an Involuntary Behavioral Health Evaluation

Officer

1. **Determines** that the subject may be eligible for evaluation
2. **Determines** (with or without the assistance of a DCR) that the subject meets the involuntary behavioral health evaluation criteria, per [RCW 71.05.153\(2\)](#): Emergent Detention of Persons with Mental Disorders
3. **Screens** the incident with a sergeant, either at the scene or telephonically

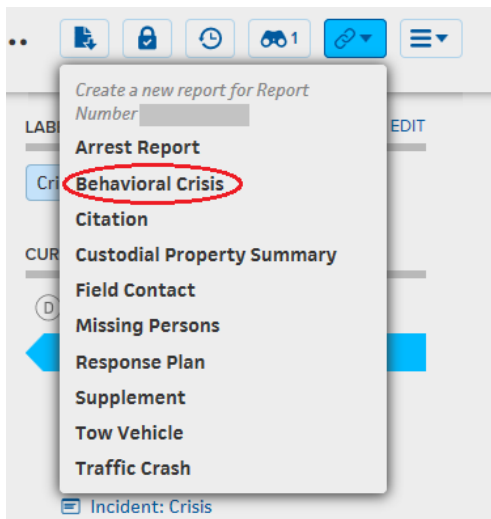
Sergeant

4. **Reviews** the incident and advises the officer whether to order the evaluation

Officer

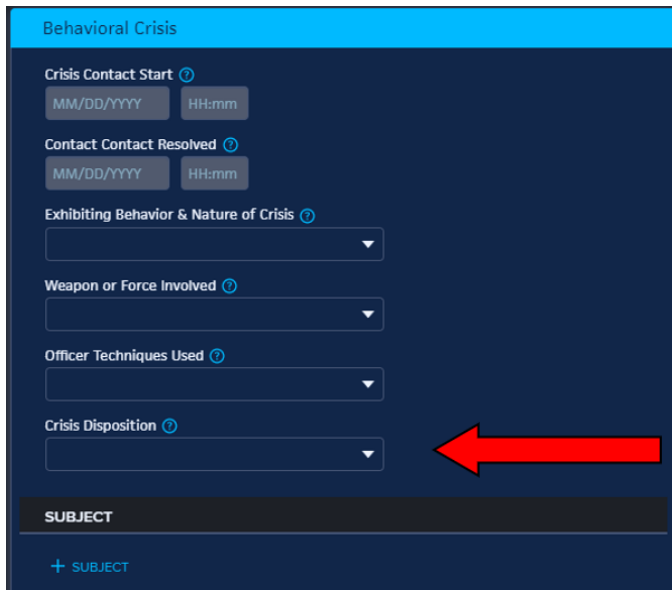
Seattle Police Manual

5. **Takes** the subject into protective custody
6. **Arranges** for the subject to be transported via ambulance or patrol car to the closest appropriate hospital
7. **Completes** the Emergent Evaluation Card
8. **Provides** the Emergent Evaluation Card to the ambulance driver or hospital social worker
9. **Completes** a Behavioral Crisis Report only, if no additional issues (see 16.110-POL-5.9)



- a. **Lists** "Crisis" in the Report Description block of the Behavioral Crisis Card; in addition to any offenses that were committed in the Report as applicable
- b. **Selects** "Crisis Report" in the Supplement Type block
- c. **Selects** "Hospital – Emergent Detention" in the "Crisis Dispositions" field:

Seattle Police Manual



Behavioral Crisis

Crisis Contact Start ⓘ
MM/DD/YYYY HH:mm

Contact Contact Resolved ⓘ
MM/DD/YYYY HH:mm

Exhibiting Behavior & Nature of Crisis ⓘ
▼

Weapon or Force Involved ⓘ
▼

Officer Techniques Used ⓘ
▼

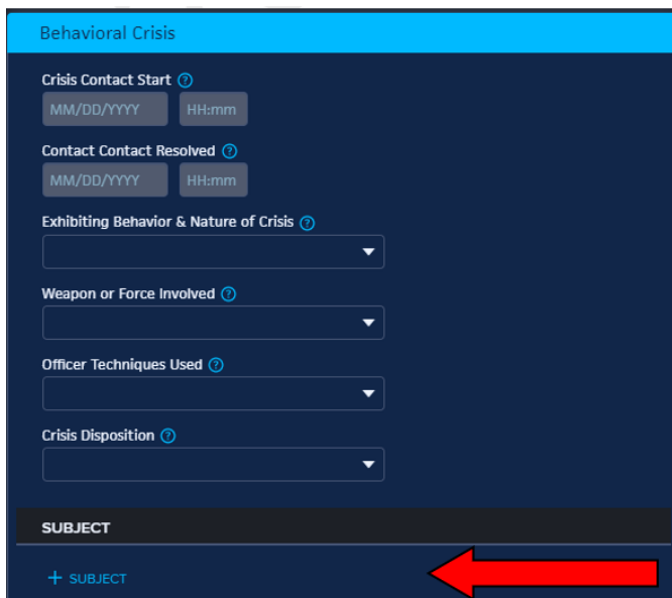
Crisis Disposition ⓘ
▼

SUBJECT

+ SUBJECT

A red arrow points to the 'Crisis Disposition' dropdown menu.

d. **Adds** Subject information



Behavioral Crisis

Crisis Contact Start ⓘ
MM/DD/YYYY HH:mm

Contact Contact Resolved ⓘ
MM/DD/YYYY HH:mm

Exhibiting Behavior & Nature of Crisis ⓘ
▼

Weapon or Force Involved ⓘ
▼

Officer Techniques Used ⓘ
▼

Crisis Disposition ⓘ
▼

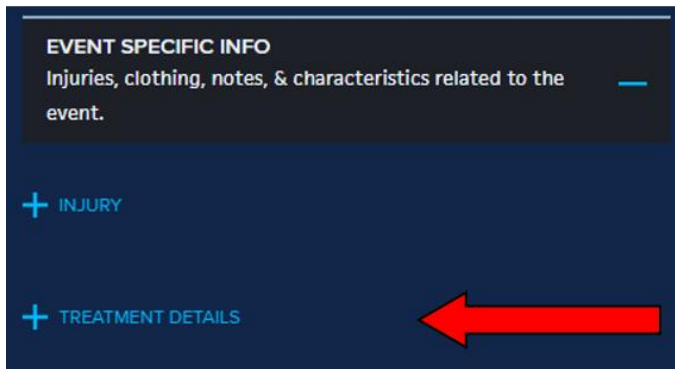
SUBJECT

+ SUBJECT

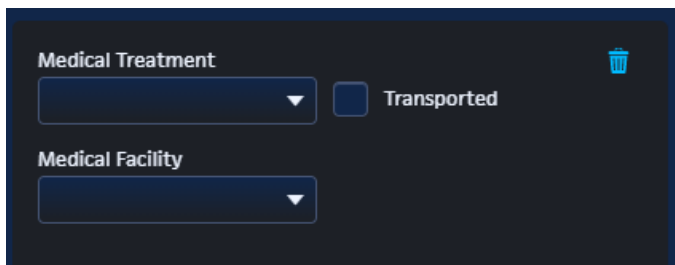
A red arrow points to the '+ SUBJECT' button.

e. **Selects** "TREATMENT DETAILS" under EVENT SPECIFIC INFO of the Subject card

Seattle Police Manual



- f. **Selects** the appropriate details from “Medical Treatment” and “Medical Facility” drop-down lists



- g. **Describes** the circumstances of the incident and the disposition of the subject
- h. **Includes** witness information

Sergeant

10. **Applies** investigative unit label for routing
11. **Approves** Report

Data Center

12. If the hospital requests a copy of the Report, **faxes** the report to the hospital

16.110-PRO-2 Taking a Subject into Custody by Order or Verbal/Written Request of a Designated Crisis Responder (DCR)

Communications Section

Seattle Police Manual

1. **Receives** request from a DCR for officers to assist with field evaluation, an emergent detention, or service of a court order
2. **Obtains** the full name, date of birth, and location of the subject being taken into custody
3. **Runs** the subject's name and determines if any officer safety hazards apply
4. **Advises** the nearest patrol sector sergeant of the DCR request and any officer safety information regarding the name or address of the subject

Sergeant

5. **Determines** appropriate Department response
- 5a. **Approves** patrol response

Communications Section

6. **Dispatches** two officers and when feasible, the approving sergeant to the call
- 6a. **Dispatches** at least one CIT-Certified officer, if one is available

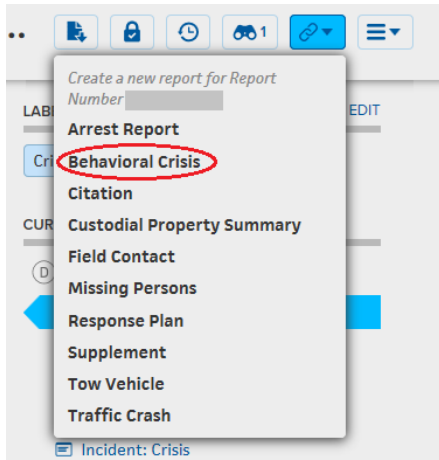
Sergeant

7. **Verifies** the DCR court order, or verbal/written DCR request to take the subject into custody
8. **Screens** the incident before taking the subject into custody or entering if:
 - The subject is likely to resist custody,
 - The subject is barricaded,
 - The subject has a history of violence or weapons, or
 - Forced entry is necessary.
9. If necessary, **consults** with the CRU sergeant or a CIT-Certified sergeant via Communications

Officer

Seattle Police Manual

10. **Arranges** for the subject to be transported via ambulance or patrol car to the closest appropriate hospital, or the hospital requested by the DCR
11. **Completes** a Behavioral Crisis Report only, if no additional issues (see 16.110-POL-5.9)



- 11a. **Lists** "Crisis" in the Report Description block of the Behavioral Crisis Card
- 11b. **Selects** "Crisis Report" in the Supplement Type block
- 11c. **Selects** "DCR Assist" in the Crisis Dispositions block:

A screenshot of the 'Behavioral Crisis' report form. The form has a blue header and contains several input fields and dropdown menus. The fields are: Crisis Contact Start (with MM/DD/YYYY and HH:mm sub-fields), Contact Contact Resolved (with MM/DD/YYYY and HH:mm sub-fields), Exhibiting Behavior & Nature of Crisis (dropdown), Weapon or Force Involved (dropdown), Officer Techniques Used (dropdown), and Crisis Disposition (dropdown). A large red arrow points to the Crisis Disposition dropdown. At the bottom, there is a 'SUBJECT' field and a '+ SUBJECT' button.

- 11d. **Adds** Subject information

Seattle Police Manual

The screenshot shows a 'Behavioral Crisis' form with the following fields: 'Crisis Contact Start' (MM/DD/YYYY and HH:mm), 'Contact Contact Resolved' (MM/DD/YYYY and HH:mm), 'Exhibiting Behavior & Nature of Crisis' (dropdown), 'Weapon or Force Involved' (dropdown), 'Officer Techniques Used' (dropdown), and 'Crisis Disposition' (dropdown). Below these fields is a 'SUBJECT' section with a '+ SUBJECT' button. A red arrow points to this button.

11e. **Selects** "TREATMENT DETAILS" under EVENT SPECIFIC INFO of the Subject card

The screenshot shows the 'EVENT SPECIFIC INFO' section with the text 'Injuries, clothing, notes, & characteristics related to the event.' Below this are two buttons: '+ INJURY' and '+ TREATMENT DETAILS'. A red arrow points to the '+ TREATMENT DETAILS' button.

11f. **Selects** the appropriate details from "Medical Treatment" and "Medical Facility" drop-down lists

The screenshot shows a form with two dropdown menus: 'Medical Treatment' and 'Medical Facility'. To the right of the 'Medical Treatment' dropdown is a checkbox labeled 'Transported'. A trash can icon is located to the right of the 'Transported' checkbox.

11g. **Describes** the circumstances of the incident and the disposition of the subject

11h. **Includes** DCR's under witness information

Seattle Police Manual

Sergeant

12. **Applies** investigative unit label for routing
13. **Approves** Report

Data Center

14. If the DCR requests a copy of the Report, **faxes** the report to the DCR

16.110-PRO-3 Referring a Subject to CSC/CDF

Officer

1. **Conducts** a complete investigation
 - a. **Checks** subject's name through WACIC for excluding factors:
 - Having a conviction history (as defined in [RCW 9.94A.030](#)) within the past 10 years of a violent felony offense, or sexual offense, or
 - Being identified as a level 2 or 3 sexual offender.
 - b. **Assesses** subject's imminent danger of serious harm to self, others, or property, or grave disability
 - c. **Identifies** elements of crime, if any
2. **Determines** that the subject is appropriate for CSC/CDF referral (see 16.110-POL-5.4.a)
3. **Notifies** potential crime victim(s) of the diversion option
 - a. **Considers** any objection to diversion
4. **Asks** the subject if he or she is interested in being referred to CSC/CDF
 - a. **Emphasizes** that referral is voluntary
 - b. If the subject does not want to be referred and arrest is possible, **considers** making the arrest

Seattle Police Manual

5. **Screens** incident with sergeant (either in-person or telephonically, unless this Manual requires an in-person screening, i.e.:

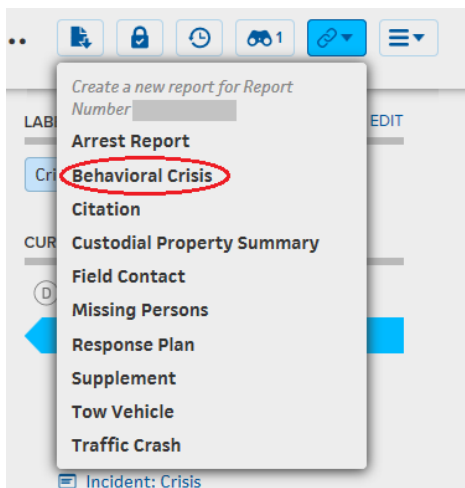
- The subject was handcuffed
- The subject was placed under arrest
- The officer will be transporting the subject to CSC/CDF
- There was a use of reportable force
- The officer is unsure as to if the subject meets the intake criteria
- The officer will be diverting the subject to CSC/CDF instead of KCJ

6. **Advise**s Communications to contact the CSC, or contacts the CSC via phone ([\(206\) 682-2371](tel:2066822371)) to screen for availability

7. **Arranges** for transport to CSC, either in a patrol car or the Mobile Crisis Team (MCT) vehicle

- If the subject is being referred to CSC/CDF instead of jail, it is preferable, but not necessary, for an officer to make the transport

8. **Completes** a Report including an Arrest Report and a Behavioral Crisis Card



- **Documents** the incident, including witnesses and victims
- **Describes** elements of crime, if applicable

Seattle Police Manual

- **Confirms** that no disqualifying criteria exist
- On the Behavioral Crisis Card, **Selects** "CSC/CDF (Crisis Solutions Center/ Crisis Diversion Facility) and Arrested" from the "Crisis Disposition" box

The screenshot shows the 'Behavioral Crisis' form. The 'Crisis Disposition' dropdown menu is open, showing several options. Two options are circled in red: 'Arrested (requires arrest report)' and 'CSC / CDF (Crisis Solution Center / Crisis Diversion Facility)'. Other visible options include 'CCORS (Children's Crisis Outreach Response System)', 'Case Manager / MH Agency Notified', 'Chronic Complaint', 'Courtesy Transport', and 'Crisis Clinic / Crisis Connections'.

- On the Arrest Card, **Selects** "CSC/CDF (Crisis Solutions Center/ Crisis Diversion Facility) under the Arrest Type

The screenshot shows the 'Arrest Report #19' form. The 'Arrest Type' dropdown menu is open, showing several options. One option is circled in red: 'CSC/CDF (Crisis Solution Center / Crisis Diversion Facility)'. Other visible options include 'Event Information', 'Arrest Report', 'Property', 'Vehicle', 'Charges', 'Booking', 'Court Case', 'Narrative', 'Attachments (0)', 'Submit Report', and 'Associated Records'.

9. Lists "Crisis," in the incident block

Seattle Police Manual

Sergeant

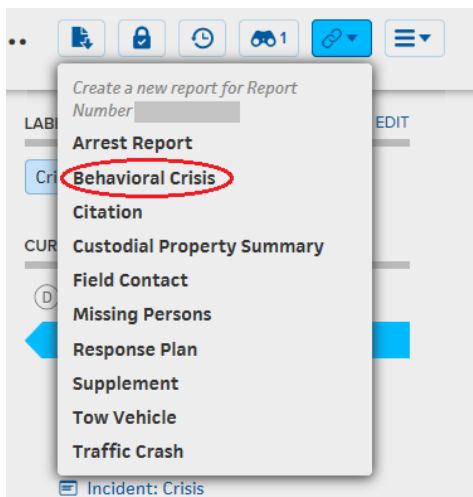
10. **Applies** investigative unit label to route the Report
11. **Approves** Report

16.110-PRO-4 Contacting Subjects Who are in a Behavioral Crisis but Who Do Not Qualify to be Referred to the Crisis Solutions Center, Referred for Involuntary Behavioral Health Evaluation, or Booked for Criminal Charges

When contacting subjects who are in a behavioral crisis but who do not qualify to be referred for an involuntary evaluation or criminal charges:

Officer

1. **Contacts** the Crisis Connections Supervisor at [\(206\) 461-3210](tel:(206)461-3210) ext. 1
2. **Obtains** case management history, as applicable
3. **Obtains** contact information for the case manager, as applicable
4. **Contacts** the case manager (or after-hours staff) to advise of police contact, if feasible
5. **Completes** a Behavioral Crisis Report, routed to CRU (all behavioral crisis contacts, must be documented consistent with 16.110-POL-5.9).



Seattle Police Manual

6. **Lists** "Crisis" in the Report Description block of the Behavioral Crisis Card

6a. **Selects** "Crisis Report" in the Supplement Type block

Sergeant

7. **Applies** Investigative Unit Label for routing

8. **Approves** Report

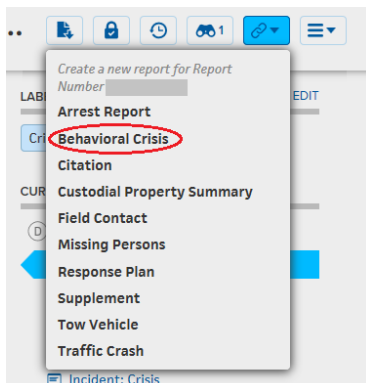
CRU Sergeant

9. If the subject threatened suicide, even flippantly, **follows-up** to ensure that he or she is directed to the appropriate resources.

16.110-TSK-1 Voluntary Behavioral Health Hospitalization

When facilitating a voluntary behavioral health hospitalization, the **officer**:

1. **Receives** request from a subject for voluntary behavioral health hospitalization
2. **Arranges** for the subject to be transported via ambulance to the closest appropriate hospital
3. **Completes** the Emergent Evaluation Card; checking the "Voluntary Evaluation" box
4. **Provides** the Emergent Evaluation Card to the ambulance driver
5. **Completes** a Behavioral Crisis Report



Seattle Police Manual

- a. **Lists** "Crisis," in the Report Description block.
 - If any criteria for an Emergent Detention are present, the incident should be documented as an Involuntary Hospitalization (see 16.110-Pro-1).
 - The subject's willingness to receive hospital services is not what makes the encounter voluntary.
- b. **Selects** "Crisis Report" in the Supplement Type block:
- c. **Selects** "Hospital – Voluntary" in the "Crisis Dispositions" field:

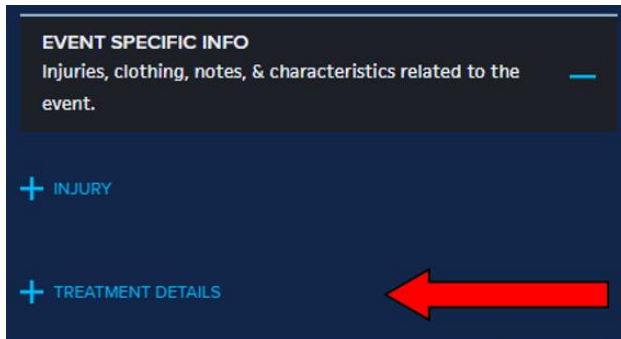
The screenshot shows the 'Behavioral Crisis' form. It includes fields for 'Crisis Contact Start' (MM/DD/YYYY and HH:mm), 'Contact Contact Resolved' (MM/DD/YYYY and HH:mm), 'Exhibiting Behavior & Nature of Crisis' (dropdown), 'Weapon or Force Involved' (dropdown), 'Officer Techniques Used' (dropdown), and 'Crisis Disposition' (dropdown). A red arrow points to the 'Crisis Disposition' dropdown menu. Below these fields is a 'SUBJECT' section with a '+ SUBJECT' button.

- d. **Adds** Subject information

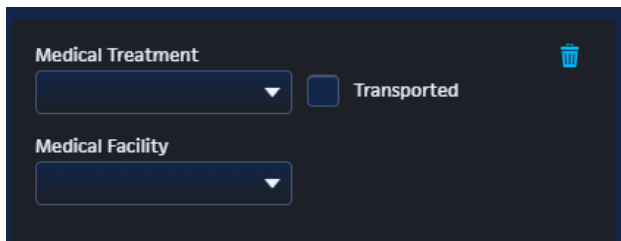
This screenshot is identical to the previous one, showing the 'Behavioral Crisis' form. A red arrow points to the '+ SUBJECT' button located at the bottom of the form, below the 'SUBJECT' header.

Seattle Police Manual

- e. **Selects** "TREATMENT DETAILS" under EVENT SPECIFIC INFO of the Subject card



- f. **Selects** the appropriate details from "Medical Treatment" and "Medical Facility" drop-down lists



- g. **Describes** the circumstances of the incident and the disposition of the subject

16.110-TSK-2 Requesting AMR for Transportation

When requesting AMR for transportation to a local hospital, the **officer**:

1. **Requests** the AMR transport through either the zone dispatcher or the Data Channel
2. When making the request, **discloses** the nature (crisis or behaviorally out of control subject) of the incident as well as the desired transportation destination
3. If applicable, **reports** if the person to be transported is wheelchair bound.
 - a. If the person to be transported is bound by a wheelchair, **reports** if it is a folding chair or electric.

(See manual section [11.020 – Transportation of Detainees](#))