

Exhibit A

Crisis Intervention Team Data Collection Refresher

1. Title Page: Crisis Intervention Team Data Collection Refresher

1.1 Slide 1- CRISIS INTERVENTION TEAM (CIT)



1.2 Slide 2- INTRODUCTION

INTRODUCTION

The Cleveland Division of Police (CDP) is dependent on Crisis Intervention Team (CIT) data to spot trends, develop training, and formulate strategies in reducing calls for service for people involved in a mental health crisis. This data is currently captured through the Brazos electronic data collection form. This only succeeds if everyone is completing the proper reports and the CIT data sheet. This refresher training is meant to help officers ensure they are documenting CIT assignments properly.

1.3 Slide 3- General Police Order 5.11.03,

General Police Order 5.11.03, Crisis Intervention Team Response, Section XV. A

XV. Incident Reports with "Crisis Intervention" in the title and CIT Stat Sheet

- A. An Incident report, including "Crisis Intervention" in the title and a CIT Stat Sheet shall be completed whenever officers respond to an Individual in crisis.
 - 1. Even if an individual is not transported to a mental health facility or arrested, an incident report titled "Crisis Intervention" and CIT Stat Sheet are required.
 - 2. If a Specialized CIT Officer is on scene, that officer shall complete the incident report and CIT Stat Sheet
 - 3. If no Specialized CIT Officer is on scene, the incident report and CIT Stat Sheet shall be completed by another officer on scene.

1.4 Slide 4- REPORTING REQUIREMENTS

REPORTING REQUIREMENTS

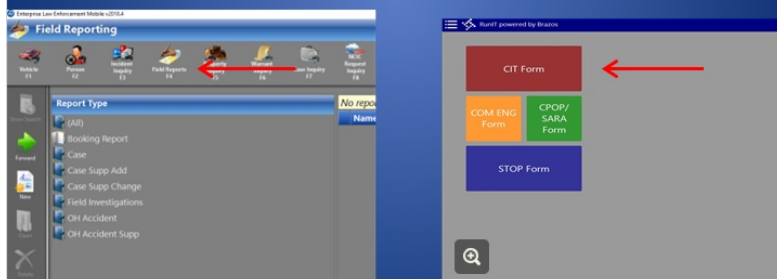
"An incident report, including "Crisis Intervention" in the title and a CIT Stat Sheet shall be completed whenever officers respond to an individual in crisis."

- The data, so far, shows that in some incidents a CIT Stat sheet was filled out, but not an incident report. It also shows that in other incidents, a report was completed but not a CIT Stat Sheet.
- Both an incident report and a CIT Stat Sheet need to be completed for every CIT incident.

1.5 Slide 5- REPORTING REQUIREMENTS

REPORTING REQUIREMENTS

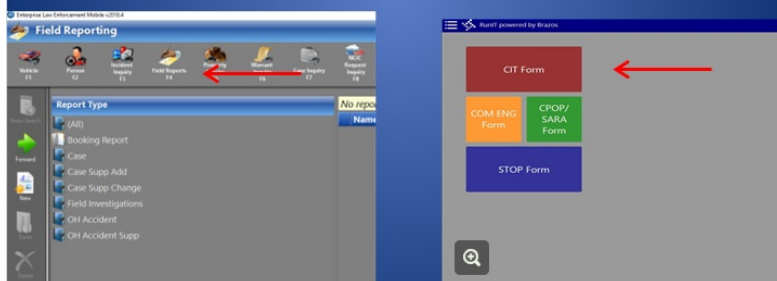
- Regardless of the assignment, if an officer determines that someone is experiencing a mental health crisis, they must complete an incident report, using Field Based Reporting or LERMS and a CIT Stat Sheet using the Brazos data collection form.



1.6 Slide 6- REPORTING REQUIREMENTS

REPORTING REQUIREMENTS

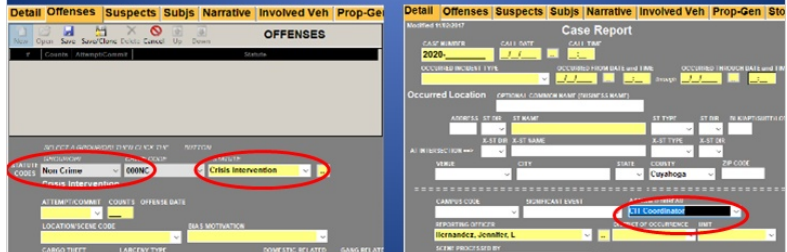
- For example: A zone car receives an assignment for a Burglary. When the officers arrive on scene, they find the suspect and learn that he/she is experiencing a mental health crisis.
- Officers would then complete both an incident report and a CIT Stat Sheet.



1.7 Slide 7- REPORTING CRISIS INTERVENTION IN FIELD BASED REPORTING

REPORTING CRISIS INTERVENTION IN FIELD BASED REPORTING

- Officers must add "Non-Crime/ Crisis Intervention" under the offense section for every report involving an individual in crisis, .
- If there is no crime associated with the incident, officers will select "CIT Coordinator" under "Assigned Bureau"
- If there is a crime associated with the incident, there is no need to create an additional report. Both the crime and Crisis Intervention included in report.



1.8 Slide 8- REPORTING REQUIREMENTS

REPORTING REQUIREMENTS

"Even if an individual is not transported to a mental health facility or arrested, an incident report titled "Crisis Intervention" and CIT Stat Sheet are required."

- The data, so far, shows that officers are only completing an incident report and a CIT stat sheet when they are transporting someone.
- For example, subjects were conveyed in nearly all of the Brazos CIT Data Collection Forms at more than 95%.
- The policy requires an incident report and a CIT stat sheet for all CIT incidents, even if someone does not get transported somewhere.



Notes:

- Officers are missing an opportunity to document the excellent work they do in de-escalating someone or resolving an incident without transporting someone

1.9 Slide 9- True or False. A CIT incident report and a data collection form only need to be completed when someone who is in crisis is transported to a hospital.

(True/False, 10 points, 2 attempts permitted)

CHECKPOINT

True or False. A CIT incident report and a data collection form only need to be completed when someone who is in crisis is transported to a hospital.

☐ True

☒ False



Correct	Choice
	True
X	False

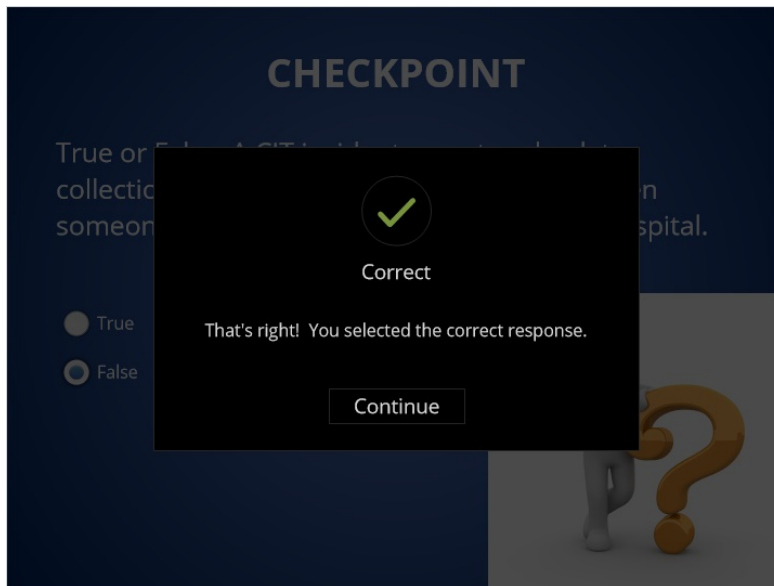
Feedback when correct:

That's right! You selected the correct response.

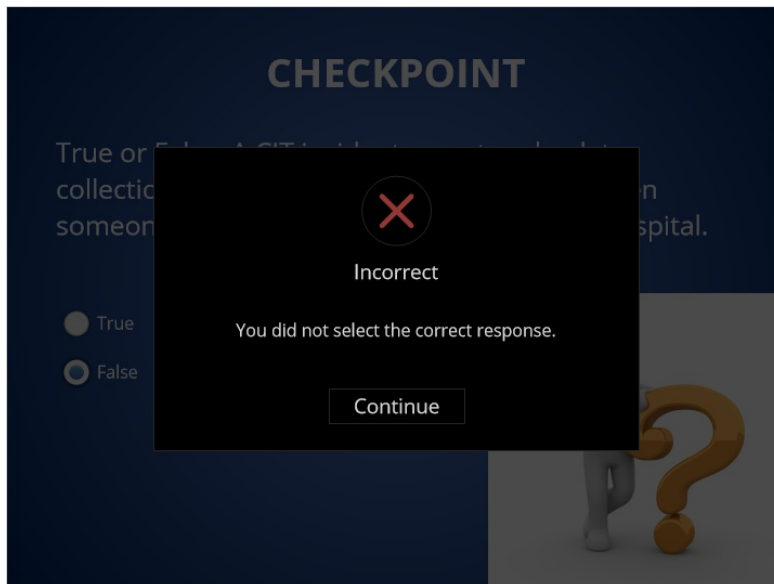
Feedback when incorrect:

You did not select the correct response.

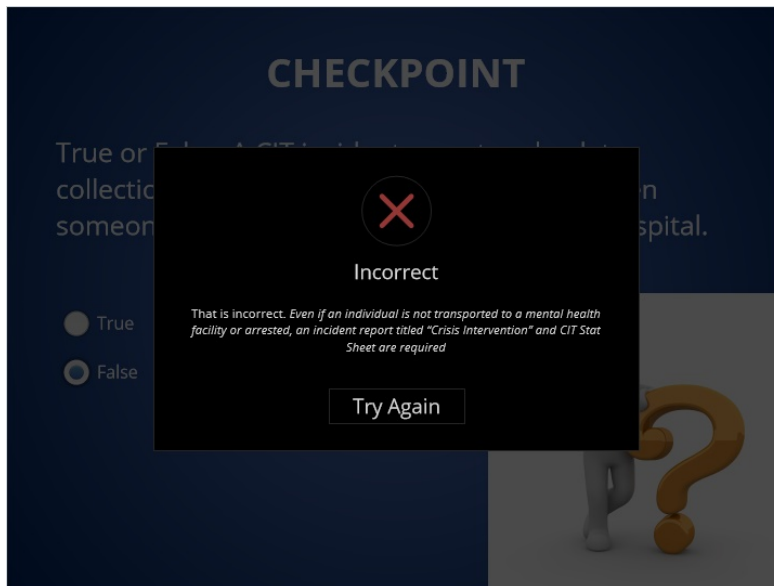
Correct (Slide Layer)



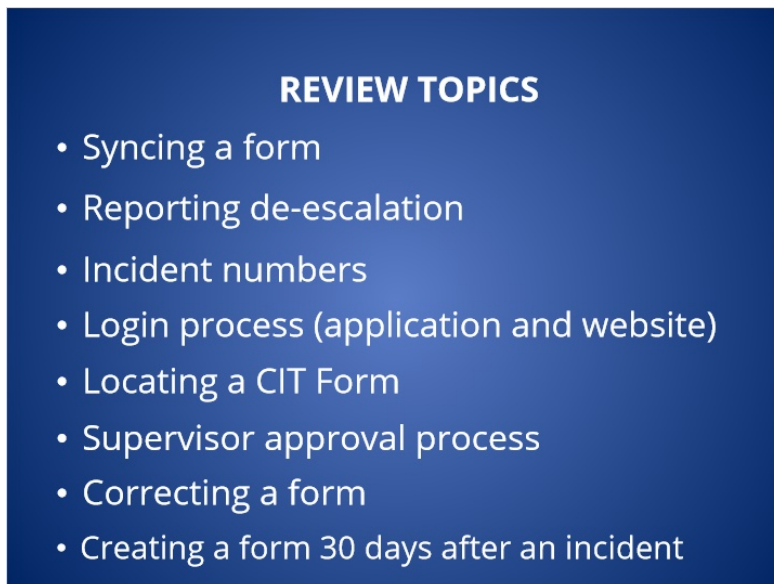
Incorrect (Slide Layer)



Try Again (Slide Layer)



1.10 Slide 10- Correcting a form



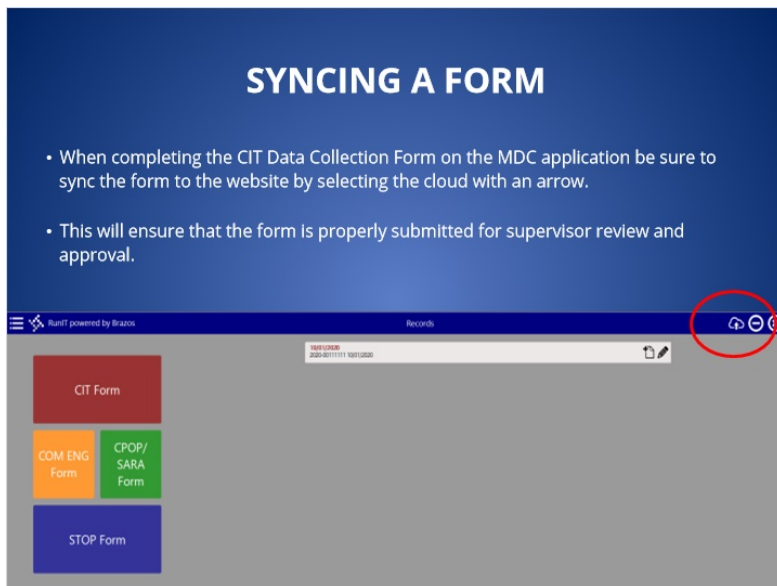
Notes:

We will now go over several important reminders about the data collection software system

1.11 Slide 11- SYNCING A FORM

SYNCING A FORM

- When completing the CIT Data Collection Form on the MDC application be sure to sync the form to the website by selecting the cloud with an arrow.
- This will ensure that the form is properly submitted for supervisor review and approval.



1.12 Slide 12- Reporting De-escalation

REPORTING DE-ESCALATION

- Document all de-escalation techniques whether successful or not
- "Yes" to De-escalation techniques used and select all the techniques used



1.13 Slide 13- INCIDENT NUMBERS

INCIDENT NUMBERS

- In the MDC Application the year, dash, and two zeros are provided. Do not delete this information and simply add the six digit cad number that follows.

CIT Form (0)

Save Run Return Reissue Load from STOP

User/Loc Info ☐ Outside City

2020-00 Date Time District Zone Block Street

- When using the website, the complete incident number will need to be entered.

Edit Record

Cancel Load Data Submit

User/Loc Info ☐ Outside City

Incident # 2020-00123456 ☐ Void

Notes:

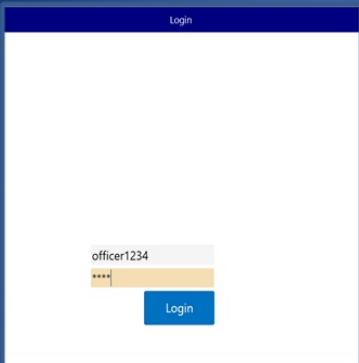
It's important that the CAD number and the number entered into the Brazos data collection software are identical. The incident number entered always starts with a four digit year and a dash and is followed by an 8 digit incident number.

In the MDC Application the year, dash, and two zeros are provided. Do not delete this information and simply add the six digit cad number that follows.

When using the website, the complete incident number will need to be entered. For example 2020-00123456

1.14 Slide 14- MDC LOGIN

MDC LOGIN



Username:
last name and badge number

Username Example:
officer1234

Password:
badge number

Password example:
1234


*not case sensitive on the MDC

Notes:

Keep in mind that there are two ways to log into Brazos and each one has different login credentials. When accessing the form through the mobile data computer application, the username is the officer's last name followed by your badge number. The password is the officer's badge number. The username and password are not case sensitive in the MDC application.

1.15 Slide 15- WEBSITE LOGIN

WEBSITE LOGIN



Username:
City email

Username Example:
officer@clevelandohio.gov

Password:
Last name # badge number

- No spaces in between
- Capitalize first letter of last name

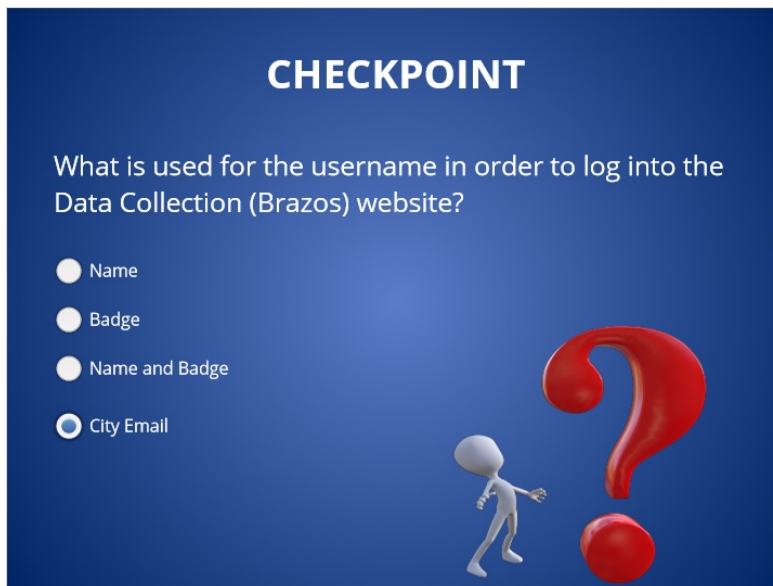
Password Example:
Officer#1234

Notes:

When logging into the website, the username is the officer's city email and. The password is the officer's last name, pound sign and badge number with no spaces in between. The password is case sensitive so be sure to capitalize the first letter of the last name.

1.16 Slide 16- Checkpoint 3

(Multiple Choice, 10 points, 4 attempts permitted)



Correct	Choice
	Name
	Badge
	Name and Badge
X	City Email

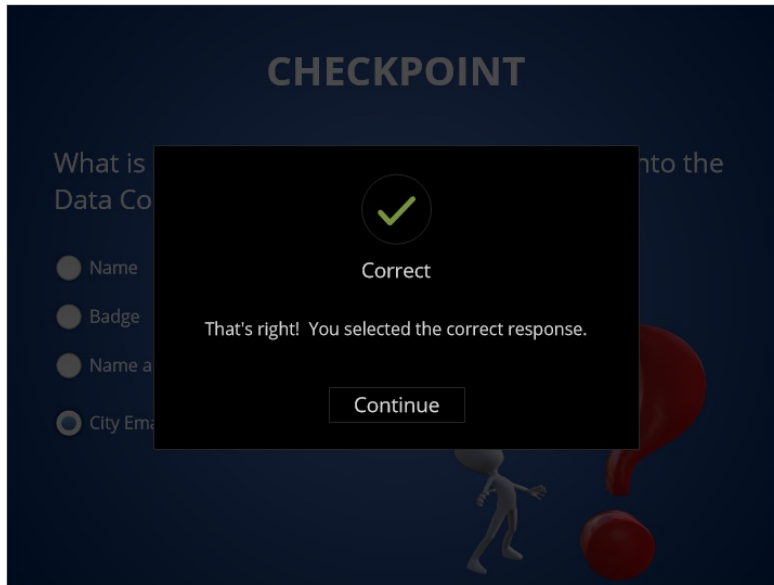
Feedback when correct:

That's right! You selected the correct response.

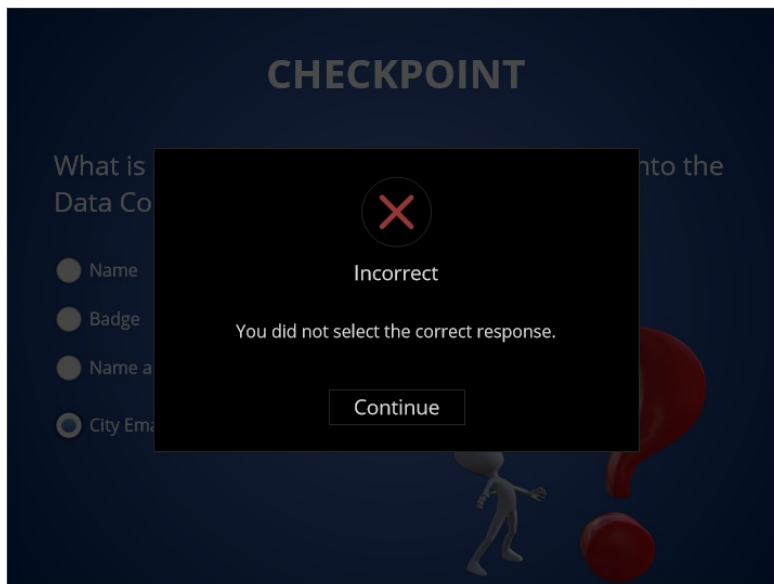
Feedback when incorrect:

You did not select the correct response.

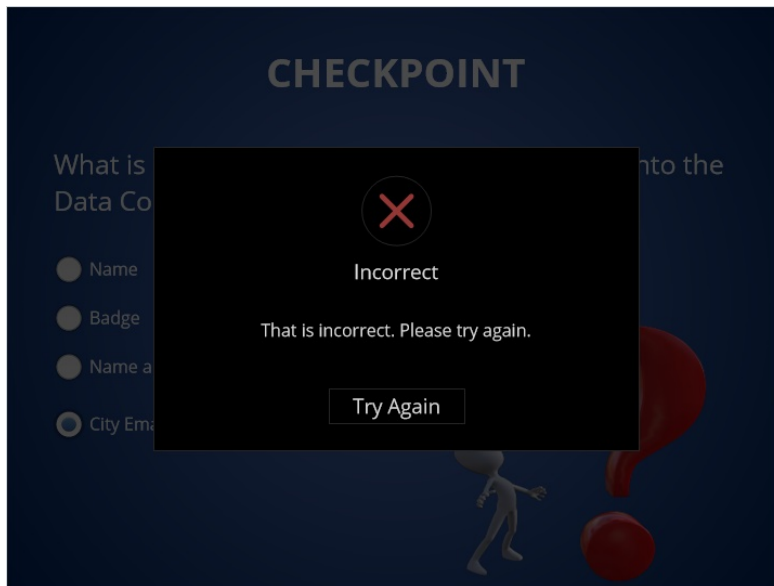
Correct (Slide Layer)



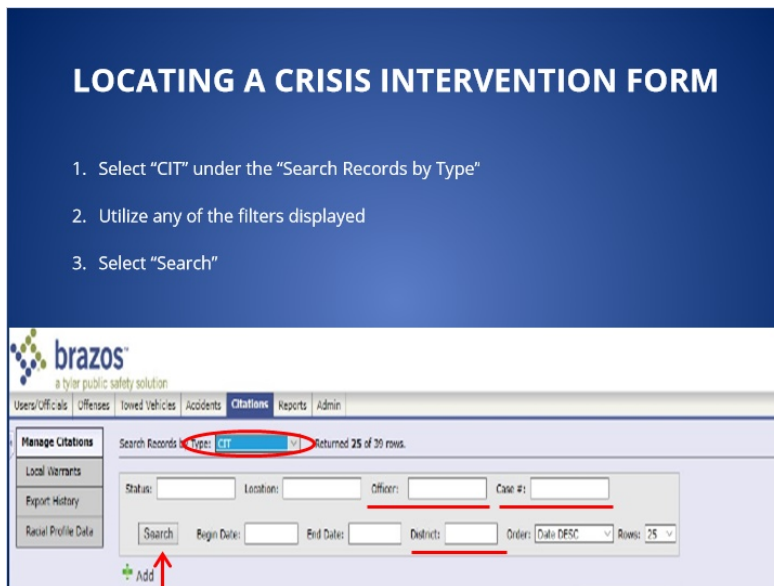
Incorrect (Slide Layer)



Try Again (Slide Layer)



1.17 Slide 17- LOCATING A CRISIS INTERVENTION FORM



Notes:

After logging into the website, Officers can locate a crisis intervention form by first selecting "CIT" under the search records by type field. Officers can then utilize any of the filters displayed, For example officers name, case number, and/or District.

Multiple filters can be used when searching for a form. Select search to view the result. Information may auto populate into the fields so be sure to adjust or delete the filters.

- If a supervisor is on scene of a CIT incident or reviews a CIT incident report, the supervisor shall ensure that both an incident report and a CIT data collection form were completed.

- The supervisor must access the Brazos website to review and approve a data collection form. The forms cannot be reviewed and/or approved from the MDC application.

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1.19 Slide 19- SUPERVISOR APPROVAL PROCESS

- After the review is completed, if the subject is a prisoner, the prisoner's name will be added to the "Prisoner" section. This information will be emailed to the officer.

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1.20 Slide 20- CORRECTING A FORM

The screenshot shows a web application interface with a blue header bar containing the title "CORRECTING A FORM". Below the header, there is a white box containing an email notification. The email subject is "Subject: CIT Form Rejected". The body of the email contains a caution: "CAUTION: This email originated from outside of the City of Cleveland. Do not click on links or open attachments forward to phishing@clevelandohio.gov<<mailto:phishing@clevelandohio.gov>?subject=Message>." Below the caution, it states: "Record 2099-00987654 has been rejected by Supervisor with the following notes: test".

Below the email notification, there is a table with the following columns: Edit, Date, Officer, Incident #, District, Detail, Status, History, Select. The table contains one row with the following data: 9/13/2020, Test, Officer, 2020-00111111, PENDING CORRECTION. The "Edit" column for this row contains a pencil icon. The "Status" column for this row contains the text "PENDING CORRECTION".

Below the table, there is a form with the following fields: "Form Complete?" with a dropdown menu set to "YES", "Cancel", and "Submit".

Notes:

When a supervisor rejects a form the officer will receive an email with the explanation for the rejection as well as the incident number. In order to make corrections to the form, the officer must log into the website. The form will be in a pending correction status. Select the paper and pencil icon to edit the form. Make all necessary corrections and once complete, select "Yes" under the "Form Complete" field and submit.

Do not create an additional form to correct an error

1.21 Slide 21- After a supervisor rejects a form, an email will be sent to the officer explaining the reason for rejection. What status will the form be in on the website after this occurs?

(Multiple Choice, 10 points, 4 attempts permitted)

CHECKPOINT

After a supervisor rejects a form, an email will be sent to the officer explaining the reason for rejection. What status will the form be in on the website after this occurs?

- ☐ Pending supervisor approval
- ☐ Pending completion
- ☒ Pending correction
- ☐ Rejected



Correct	Choice
	Pending supervisor approval
	Pending completion
X	Pending correction
	Rejected

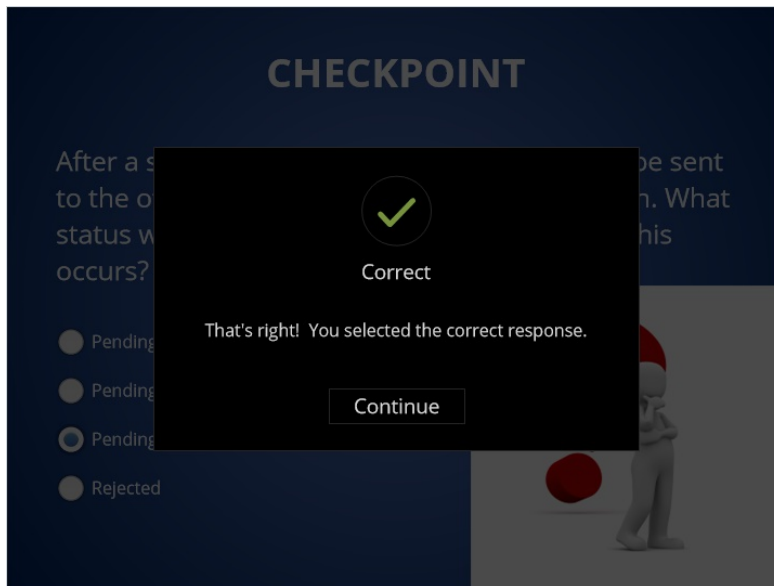
Feedback when correct:

That's right! You selected the correct response.

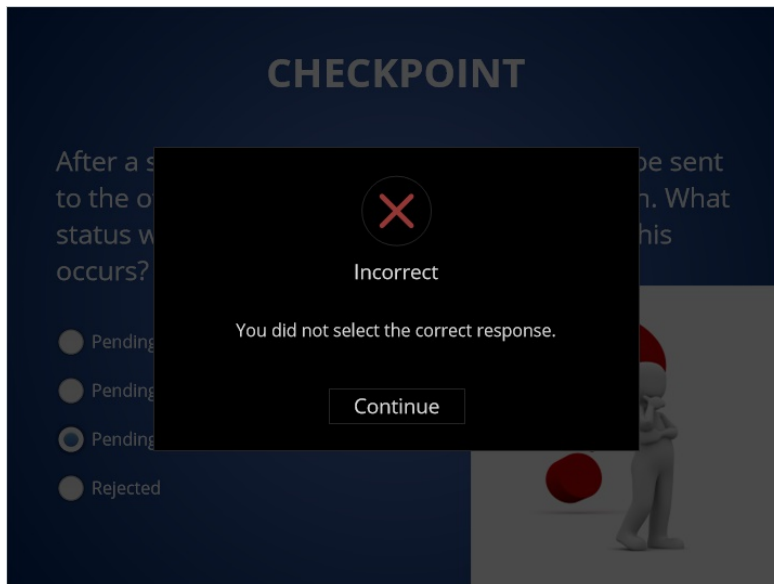
Feedback when incorrect:

You did not select the correct response.

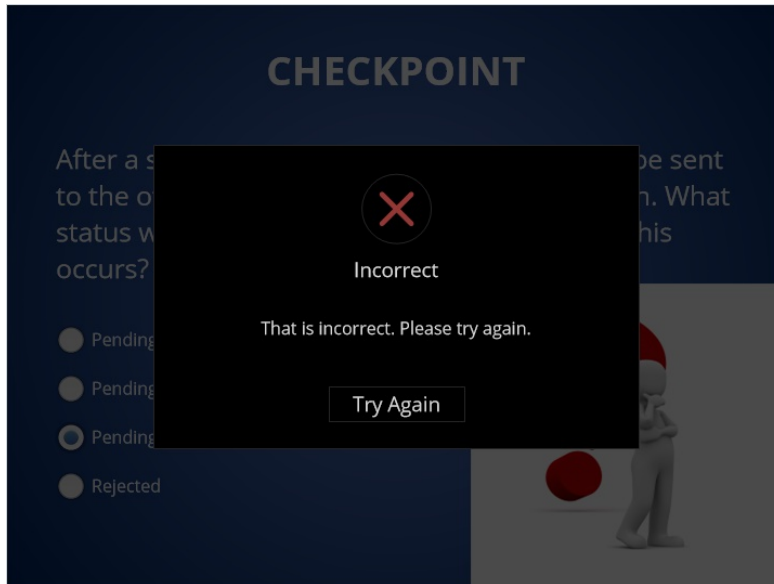
Correct (Slide Layer)



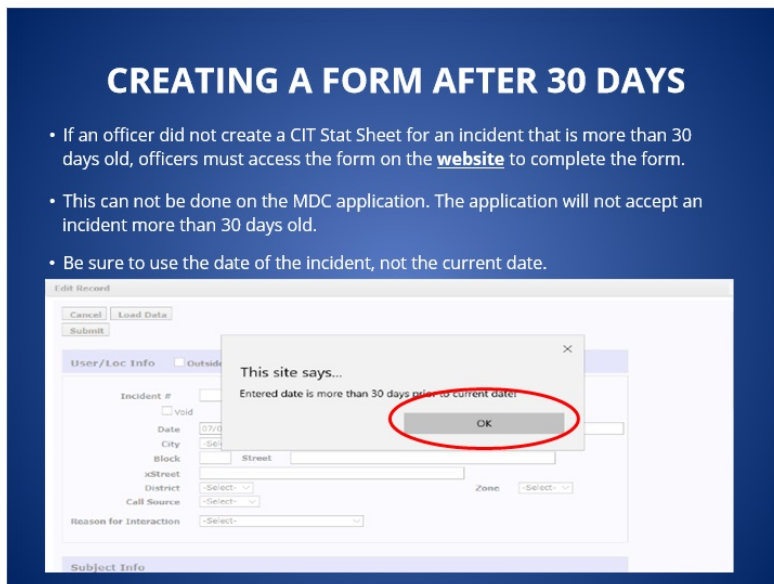
Incorrect (Slide Layer)



Try Again (Slide Layer)



1.22 Slide 22- CREATING A FORM AFTER 30 DAYS



Notes:

If an officer did not create a CIT Stat Sheet for an incident that is more than 30 days old, officers must access the form on the website to complete the form. The MDC application will not accept an incident more than 30 days old.

After entering a date on the website, an error message will appear stating that, the "Entered date is more than 30 days prior to the current date", Click ok to bypass the error message and continue completing the form.


1.23 Slide 23- If an officer is directed to correct a CIT data collection form or complete a form for an incident that occurred over 30 days ago, which Brazos software platform would the officer use to complete the form?

(Multiple Choice, 10 points, 4 attempts permitted)

CHECKPOINT

If an officer is directed to correct a CIT data collection form or complete a form for an incident that occurred over 30 days ago, which Brazos software platform would the officer use to complete the form?

- ☐ The Brazos MDC application
- ☒ The Brazos website
- ☐ Either the Brazos MDC application or the Brazos website
- ☐ None of the above



Correct	Choice
	The Brazos MDC application
X	The Brazos website
	Either the Brazos MDC application or the Brazos website
	None of the above

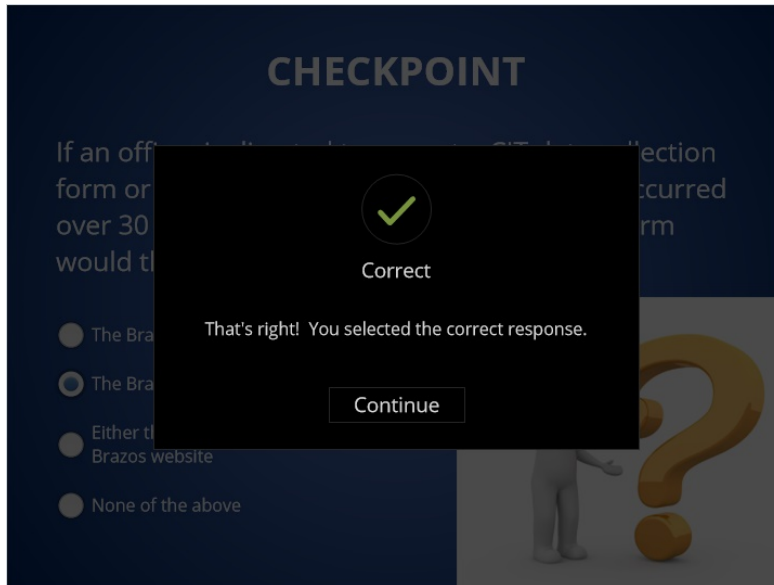
Feedback when correct:

That's right! You selected the correct response.

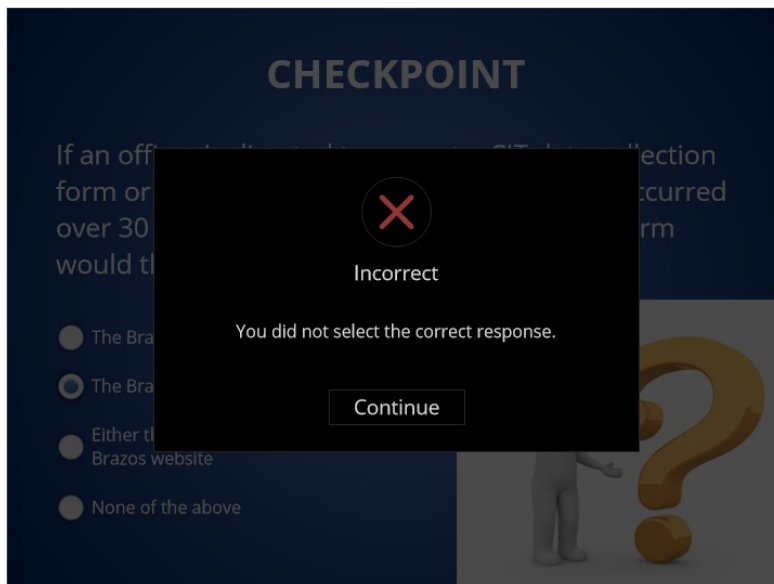
Feedback when incorrect:

You did not select the correct response.

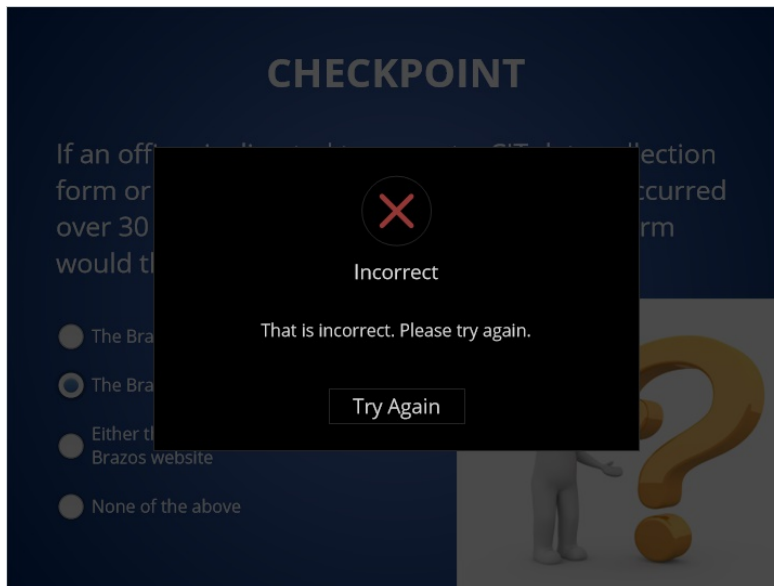
Correct (Slide Layer)



Incorrect (Slide Layer)



Try Again (Slide Layer)



1.24 Slide 24- CONTACT INFORMATION

CONTACT INFORMATION

- If you are unable to complete the CIT Data Collection Form or are having trouble making corrections, notify a supervisor.
- If you cannot fix the issue or have any further questions contact cit@clevelandohio.gov and someone will respond within 24 hours to assist.
- The District Training Coordinators are also available to assist.

Click here to exit course