



The Executive Summary should be interpreted within the context of the complete engagement report.

BACKGROUND

The Crisis Response Team (CRT) is a collaborative effort between Aurora Police Department and the Aurora Mental Health Center (AuMHC) with a mission to provide trauma-informed, compassionate care to individuals experiencing a mental health crisis.

When calls for service involve a person experiencing a mental health crisis, it is critical that the police interaction remain positive and in accordance with department policies and procedures.

The Aurora Police Department has additional resources for crisis response, including patrol officers trained in Crisis Intervention (CIT) and the Aurora Mobile Response Team (AMRT.) The AMRT is composed of one paramedic and one clinician who respond to low-level calls for someone in crisis.

June 2022

Crisis Response Team Audit

OBJECTIVES

- To determine if the Crisis Response Team (CRT) is effectively receiving and responding to incidents involving people with mental health or other specialized needs.
- Evaluate if resources staffing CRT are adequate to respond to mental health calls.

CONCLUSIONS

Additional data is needed to determine the effectiveness for receiving and responding to incidents and the adequacy of CRT staffing resources.

KEY RECOMMENDATIONS

We recommend Aurora911 develop procedures for identifying and handling mental health crisis calls and work with the CRT to develop procedures for dispatching CRT and CIT Officers as appropriate.

We recommend Aurora Police Department works with Information Technology and Aurora911 to identify and implement the most efficient and effective methods to track mental health calls for service. We also recommend that APD uses the mental health calls for service data to ensure the appropriate deployment of resources to persons in crisis.

We recommend that the City issues a Request for Information or a Request for Proposals to evaluate staffing options for clinicians and a case manager and then determine which option and partner best serves the City's and community's needs.

We recommend APD develops SOPs that include leading practices for the Crisis Response Team in cooperation with the clinicians and updates its directives to reflect leading practices.

View complete audit report: [Link](#)