OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 2 March 19, 2025

SUBJECT: MENTAL HEALTH INTERVENTION TRAINING REQUIREMENT FOR SWORN PERSONNEL ASSIGNED TO THE OFFICE OF OPERATIONS – ESTABLISHED

PURPOSE: The growing population of individuals experiencing homelessness and mental health issues has significantly impacted patrol operations in recent years. This has led the Department to improve training for officers to identify the signs and symptoms of mental illness as interactions with individuals impacted by mental health conditions become increasingly common. While the Department expects officers to approach individuals with mental illness with compassion, support, and humility, it is acknowledged that these encounters can be unpredictable, volatile, and potentially dangerous.

The purpose of this Order is to ensure that all Office of Operations (OO) personnel with the rank of lieutenant and below receive Mental Health Intervention Training (MHIT), which focuses on recognizing mental illness and employing strategies to manage interactions with the affected individuals safely. This Order supersedes the previously published Office of Operations Order No. 5, *Training Requirement for Sworn Personnel Assigned to Homeless Outreach Programs*, dated June 3, 2016.

PROCEDURES:

I. **OFFICE OF OPERATIONS SWORN PERSONNEL.** All sworn personnel with the rank of lieutenant and below assigned to the OO, herein referred to as "personnel" or "employees," shall complete the Mental Health Intervention Training (MHIT) as soon as possible.

Any personnel assigned to a homeless outreach program prior to the publication of this Order who has not completed MHIT, with approval of the bureau commanding officer, may continue to work in a homeless outreach capacity. However, these employees shall complete MHIT within **six months** of this Order's publication.

Note: The MHIT certified personnel shall complete the Crisis Intervention-Mental Health Intervention Training (CI-MHIT) every three years to conform with new case laws, policies, and procedures.

II. **TRAINING COORDINATOR'S RESPONSIBILITIES.** Training Coordinators shall ensure that:

- All personnel assigned to their respective assignment attend MHIT;
- The MHIT-certified personnel attend CI-MHIT to satisfy the three-year qualification cycle; and,
- Upon completion of the training, verify the training is documented in the employee's Training Evaluation and Management System (TEAMS) report.

Note: Prior to this Order, personnel assigned to a homeless outreach program were given precedence in training. Training coordinators shall continue to prioritize MHIT or CI-MHIT for these personnel if they have not completed the required training. If all such personnel have been trained, coordinators shall proceed with assigning training to OO personnel in accordance with this Order.

III. **COMMANDING OFFICER'S RESPONSIBILITIES.** Commanding officers shall ensure compliance to the established protocols delineated in this Order. An extension to the MHIT requirement may be requested via Intradepartmental Correspondence, under the following conditions:

- A one-time six-month extension to the training requirement may be requested for any personnel assigned to a homeless outreach program prior to the publication of this Order. The extension allows applicable personnel to continue working in a homeless outreach capacity until the training requirement is met or the extension expires; or,
- An extension to the training requirement may be requested on a case-by-case basis for any employee unable to complete the training due to, but not limited to, an on-duty injury, medical, or military leave. However, upon return to full duty, the employee shall complete MHIT within **six months**; or,
- Due to operational necessity, an extension to the training requirement may be requested by an employee. This approval shall be obtained prior to the employee working in a homeless outreach capacity. Upon assignment, the employee shall complete MHIT within **six months**.

IV. **BUREAU COMMANDING OFFICER'S RESPONSIBILITIES.** Bureau commanding officers may grant a one-time extension to the training requirement if any of the previously listed conditions are met. Subsequently, bureau commanding officers or their designee shall be responsible for tracking all extensions and coordinating with the applicable homeless outreach program.

AUDIT RESPONSIBILITY. The commanding officer of Audit Division, shall review this directive and determine whether an audit or inspection shall be conducted in accordance with Department Manual Section 0/080.30.

Any questions regarding this order should be directed to the Office of Operations, Evaluation and Administration Unit, at (213) 486-6050.

DOMINIC H. CHOI, Assistant Chief
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