

Oakland County Sheriff's Office
General Order # 3.24



SUBJECT: Crisis Response Unit (CRU)		NUMBER: 3.24
EFFECTIVE DATE: 6/25/26 REVIEW DATE: Annually		MACP Standard Impact: N/A
RESCINDS AND REPLACES: N/A	DISTRIBUTION: All Personnel	NUMBER OF PAGES: 3

This order rescinds all previously issued orders, procedures, rules and regulations, notices and/or practices in conflict with this General Order.

I. PURPOSE

The purpose of this order is to establish the mission, organization, and utilization of the Oakland County Sheriff's Office Crisis Response Unit (CRU).

II. POLICY

It shall be the policy of the Oakland County Sheriff's Office to maintain a Crisis Response Unit (CRU) to assist personnel and the community with behavioral health crises, substance use incidents, and service referrals through coordinated response and follow-up efforts.

The CRU supports patrol operations through follow-up contacts, resource coordination, and partnerships with community service providers. The CRU does not replace primary patrol response responsibilities.

III. DEFINITIONS

- A. Crisis Response Unit (CRU) - A specialized unit consisting of Sheriff's Office personnel and partner professionals focused on crisis intervention, service coordination, and follow-up support.
- B. Overdose Fatality Review (OFR) - A multidisciplinary review process intended to identify prevention opportunities and system improvements following fatal overdoses.
- C. Opioid Antagonist - A medication used to reverse the effects of an opioid overdose.

IV. PROCEDURES

A. Organization

- a. The CRU shall operate under the direction of the Sheriff or designee.

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- b. The mission of the CRU is to reduce repeat crisis contacts, connect individuals to appropriate services, and improve long-term community safety through coordinated intervention.
- c. The unit may consist of deputies, supervisors, and behavioral health co-responders.
- d. CRU works closely with the Oakland Community Health Network (OCHN) and other community organizations with similar missions to serve the community.
- e. Sheriff's Office personnel interested in assignment to CRU are to submit a Letter of Interest consistent with GO 2.5 – *Specialed Assignment Selection*.

B. Responsibilities

- a. CRU personnel may conduct follow-up contacts related to:
 - i. Mental health incidents
 - ii. Substance use incidents
 - iii. Overdoses
 - iv. Suicide attempts
 - v. High utilization calls for service
- b. Provide resource information and referrals.
- c. Coordinate services with community partners.
- d. Assist with prevention, diversion, and outreach initiatives.

C. Deployment/Utilization of CRU

- a. Sheriff's Office personnel may request CRU assistance through established procedures.
- b. CRU contacts may include:
 - i. Phone follow-ups
 - ii. Scheduled visits
 - iii. Coordination with service providers
- c. CRU involvement shall not interfere with emergency patrol operations.
- d. The CRU supervisor shall report unit activity to command staff as directed.

D. Supervisor Oversight

- a. A designated Sheriff's Officer Sergeant shall supervise the CRU.
- b. The supervisor shall be responsible for:
 - i. Oversight of CRU activities
 - ii. Ensuring documentation compliance
 - iii. Coordination with command staff
 - iv. Monitoring program effectiveness

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- v. Ensuring personnel maintain appropriate training
 - c. The supervisor may establish unit procedures consistent with this general order.
 - d. The CRU supervisor shall report unit activity to command staff as directed.
- E. Overdose Fatality Review (OFR)
- a. CRU personnel may participate in or support Overdose Fatality Review initiatives as directed.
 - b. CRU may assist in identifying trends, service gaps, and prevention opportunities related to overdose incidents.
 - c. Information sharing shall comply with Sheriff's Office policy and applicable law.
- F. Opioid Antagonist Response Review
- a. The CRU supervisor or designee may conduct periodic reviews of incidents involving the administration of opioid antagonists for:
 - i. Program evaluation
 - ii. Training improvement
 - iii. Identification of response trends
 - iv. Supporting prevention and outreach efforts
 - v. Supporting reporting requirements
 - b. Reviews conducted under this section are intended for program improvement and risk management purposes and shall not replace administrative review, use-of-force review, or criminal investigations.
- G. Training
- a. CRU personnel should maintain training related to:
 - i. Crisis intervention
 - ii. De-escalation
 - iii. Behavioral health response
 - iv. Substance use response
 - v. Community resources



ISSUED BY: Sheriff Michael J. Bouchard