



Fort Bend County Sheriff's Office - Crisis Intervention Team CIT Deputy Michelle Guajardo

On October 27, 2020, Deputy Guajardo responded to an Other Agency Assist crisis scene, where an adult male consumer disrobed and sat at the edge of a railroad bridge with a rope tied around his neck. Attempts to build rapport had been attempted by other officers to no avail. The consumer recognized Deputy Guajardo because of her tenure as a jail supervisor. Deputy Guajardo engaged the consumer with hopeful dialogue and convinced him to leave the bridge's edge. It was discovered that the consumer ingested an unknown amount of illicit and prescribed drugs. He was subsequently escorted to a local hospital for care. That's where things took another turn. While receiving care at the hospital, the consumer eloped against medical advice. He was reported as a missing and endangered person. Two days later, Deputy Guajardo was contacted by the original police agency that worked with her at the bridge. They stated that the consumer contacted them by phone and wanted to talk to Deputy Guajardo. She ultimately made contact with the consumer face-to-face and provided him with out-patient resources. The consumer was in a much better state of mind, reconnected with his family, and expressed his gratitude towards Deputy Guajardo. She not only used rapport building techniques, Deputy Guajardo established a relationship that saved this consumer from himself.

Deputy Guajardo's brilliant work has continued throughout this pandemic. In January of 2021, Lieutenant John Moore, Patrol Division, shared a copy of a commendation letter he drafted for Deputy Guajardo because of her excellent de-escalation skills and rapport building. He was present on a scene where she assisted in a peaceful resolution for another adult male who experience an aggressive mental health crisis. The scene played out on a public residential street in front of the consumer's neighbors. The neighbors were extremely pleased with the outcome and wrote a letter of support to the Sheriff's Office commending the patience displayed by Deputy Guajardo and the other responding officers.

I am thankful for all efforts made by the Deputies on both scenes. I wish to further highlight the commitment and determination of Deputy Michelle Guajardo. She continues to exemplify CIT excellence and unwavering human compassion. Deputy Guajardo possesses qualities and characteristics that I believe to be effective in our efforts to bridge the gap between law enforcement and our community members that experience mental illness. I am grateful.

