

CIT Orientation and Syllabus

The two day orientation training provided by Memphis CIT is an introductory course which presents the major aspects of successfully implementing a CIT program. The information presented informs attendees of the general framework of CIT and how representatives from each of the professions listed below contribute to the overall success of CIT. The first day of training reviews the overall CIT model. Activities include a review of outcome literature, presentations from NAMI leaders, a tour of the Memphis receiving facility, and a ride with a Memphis CIT officer. The second day of training is held at the University of Memphis and focuses on the steps necessary to implement CIT in the visiting group's area.

Who Should Attend?

Guests invited to the CIT Orientation Training here in Memphis should prepare for this visit. One of the goals of this training is to present details and information relating to the Memphis CIT model. It is important to the overall development and implementation stages of the CIT project that key representatives are present for this training. Key representatives should be drawn from the CIT community task force. Another goal of this training is to advance the CIT project to a higher level. Task Force members are to progress from a fact finding process to one of building and developing partnerships. Participation in this training also creates an environment to establish CIT ownership among Task Force partners. This transformation is essential to the implementation process of CIT.

The Task Force should select the members who will attend the Orientation Training. The designated Coordinator will participate throughout this process including pre-planning, attending and post-return phases.

Attending members: Multiple representatives from each category may attend.

1. Coordinator
2. Law Enforcement
3. Mental Health
4. Advocacy
5. Government
6. Judicial and Corrections (optional)

1. Coordinator:

The CIT Coordinator is a key representative to ensure community partnerships are developing and coming together. The Coordinator orchestrates group participation and assists members in making the CIT visit a learning experience. The role of the Coordinator is to advance the CIT project to a higher level through three phases: fact finding, planning, and implementation of the CIT model. The Coordinator will work closely with group members to make certain assignments and problem issues are correctly identified and addressed upon the return home. The Coordinator assumes a leadership role to ensure the momentum and focus of Task Force members are not minimized during the planning and implementation stages. The Coordinator continuously monitors the progress of the group to foster ownership of the CIT process. The Coordinator skills include:

- a. Coordinator Leadership:
 - i. Familiarity with attending members
 - ii. Provides encouragement and support to members.
 - iii. Recognizes strengths and weaknesses of group members.
 - iv. Encourages all members to participate constructively.
 - v. Guides members that are not supporting the group mission or task.
 - vi. Respectful of opinions but not at the expense or jeopardizing the overall mission and purpose.
 - vii. Acknowledges the importance of group cooperation.
 - viii. Structures participation to reflect the CIT Project as a Community mission.
 - ix. Elevates or maintains his/her leadership role in assisting the committee in completion of unfinished tasks assignments and to that of introducing new task agendas.

- b. Coordinator Knowledge Of:
 - i. Existing systems: mental health, law enforcement, advocacy and government.
 - ii. Systems 24-hour structures and infrastructures that may or may not be in place.
 - iii. Systems issues.
 - iv. Systems written policies and procedures.
 - v. TCA State Statues and legal issues.

- c. Coordinator Partnership and Communication:
 - i. Establishes communication within designated systems: Mayors Office, Chief of Police, Sheriff, Mental Health and Medical Directors and Advocacy groups.
 - ii. Talks with group members prior to arrival in Memphis to better understand group members' perspectives.
 - iii. Restates technical discussions so that all parties come to an understanding of the subject matter.

- iv. Promotes and encourages attending members throughout the two day visit. Encourages all members to learn something new about each attending member and the organization they are representing.
 - v. Supports family members and consumer issues as a necessary participating voice to the CIT Project.
 - vi. Summarizes the CIT mission as a community program expressing the need for appropriate community services.
- d. Coordinator Organization:
- i. Keeps members focused and does not let difficulties interfere with the group's direction and purpose.
 - ii. Identifies new issues or topics that have not been identified or have been overlooked.
 - iii. Directs the group to participate in new task assignments.
 - iv. Discusses approaches and methods to address new task assignments.
 - v. Gives cautions to issues that are introduced which may require a more sensitive and timely process. The Coordinator should not end the agenda meeting on an issue(s) that cannot be resolved.
 - vi. Leads and participates in a group CIT presentation for committee members who were unable to attend the two day Memphis visit.
 - vii. Coordinates an agenda to solidify or confirm a realistic and detailed CIT implementation timetable.

2. Law Enforcement:

Law Enforcement should send supervisor-level representatives. Attending guests will review organizational and frontline response of CIT services. Representatives will collect information for comparative purposes to develop and implement CIT within each of the attending law enforcement agencies. Some of the attending law enforcement guests may be invited to attend the Memphis 40-hour CIT training scheduled at other times (depending on availability). These representatives will actively participate in the training and should possess qualities and attributes reflecting:

- a. Law Enforcement Leadership:
 - i. Assumes a CIT Coordinator's position within the Department.
 - ii. Assumes the leadership role with CIT Officers and/or Deputies.
 - iii. Provides briefings to law enforcement leadership.
 - iv. Prepares internal progress reports.

- b. Law Enforcement Knowledge Of:
 - i. Uniform Patrol Division.
 - ii. 911 emergency dispatch communications system.
 - iii. Internal units within the agency providing crisis services such as the warrant division or transport services.
 - iv. Other area law enforcement agencies.

- c. Law Enforcement Community Partnership and Communication:
 - i. Liaisons with community regarding community crisis issues and services.
 - ii. Liaisons with other law enforcement agencies.
 - iii. Maintains working relationships with designated mental health service directors.
 - iv. Maintains working relationships with mental health advocates.

- d. Law Enforcement Organization:
 - i. Reviews and develops current and proposed policy and procedure.
 - ii. Meets with departmental supervisors.
 - iii. Reviews department crisis response.

3. Mental Health:

Representatives from mental health fields should be familiar with crisis services. Both mental health and direct clinical experience are highly desirable. If possible, some of the mental health representatives should be affiliated with hospital and community crisis services. Mental health representatives will provide consultation to other members of the steering Task Force regarding crisis systems and services. In addition, representatives will play a key role in providing mental health training to CIT officers. Moreover, they should help address ongoing issues as the CIT program becomes operational.

a. **Mental Health Leadership:**

- i. Coordinates with hospital and mental health crisis service providers.
- ii. Coordinates with law enforcement and community advocates.
- iii. Provides overall direction for mental health related CIT training.
- iv. Assists in preparing progress reports for the Task Force.

b. **Mental Health Knowledge Of:**

- i. Hospital and other mental health crisis services.
- ii. Law enforcement procedures.
- iii. County mental health statistics.
- iv. State mental health legal statutes.

c. **Mental Health Community Partnership and Communication:**

- i. Liaisons with community regarding private hospital crisis issues and services.
- ii. Liaisons with other county and state services.
- iii. Liaisons with Corrections and Judiciary as related to CIT operations.
- iv. Encourages partnership building with businesses and other related fields.

d. **Mental Health Organization:**

- i. Reviews systems operational services: linkage of service to care.
- ii. Identifies strengths and needed improvements relating to crisis services.
- iii. Unifies and supports advocacy and law enforcement

4. Advocacy:

Establishing a partnership with advocacy and the Crisis Intervention Team is vital. Leaders of advocacy groups should be in attendance. The National Alliance on Mental Illness (NAMI, Mental Health of America (MHA), and other advocacy groups are major supporters of the CIT program. Leaders from advocacy groups usually include representation from family members and individuals with mental illness.

- a. Advocacy Leadership:
 - i. Coordinates with advocacy groups.
 - ii. Liaisons with hospitals, mental health services and law enforcement.
 - iii. Encourages community support and family/consumer participation.
 - iv. Provides overall direction for advocacy related to CIT training.

- b. Advocacy Knowledge Of:
 - i. Medical, mental health and law enforcement services.
 - ii. Media programs and campaigns.
 - iii. State and national advocacy efforts.
 - iv. State programs and funding issues.

- c. Advocacy Partnership and Communication:
 - i. Presents information to advocates throughout home county.
 - ii. Liaisons with city, county and state services.
 - iii. Engages community participation with advocacy services.

- d. Advocacy Organization:
 - i. Identifies advocacy issues relating to crisis services.
 - ii. Identifies advocacy strengths.
 - iii. Supports advocacy members' involvement with CIT.

5. Government:

Representatives of this category play a significant role in encouraging Task Force members throughout the development and implementation stages of CIT. Representatives may be elected or appointed officials. On occasion the CIT process requires the influence of government officials to voice support and confront political issues that may hinder the implementation of CIT. Representatives are invaluable in keeping the CIT process moving. Specific community challenges will be examined in Memphis and governmental representatives can assist in addressing these challenges. Attendees will monitor the community's efforts in developing the CIT program.

- a. Government Leadership:
 - i. Provides encouragement and support to Task Force members.
 - ii. Considers Task Force requests.
 - iii. Encourages community participation and cooperation.
 - iv. Distributes information promoting CIT community efforts.

- b. Government Knowledge Of:
 - i. Systems and services related to crisis issues.
 - ii. Area history of success and challenges.
 - iii. Funding issues.

- c. Government Partnership and Communication:
 - i. Maintains supportive dialogue with Task Force members.
 - ii. Provides information to elected and appointed officials.
 - iii. Promotes cooperation of systems and services.
 - iv. Focuses Task Force on CIT mission as a community program.

- e. Government Organization:
 - i. Advises on difficult systems issues.
 - ii. Advises on sensitive planning stages.
 - iii. Assists with community presentation planning.
 - iii. Assists with media promotion of CIT.

6. Judicial and Correctional (Optional attendance):

Representatives have sometimes been members of the judicial and corrections components. Judicial officials have attended and supported CIT. Some communities have also extended CIT within the correctional field. Representatives from both of these components determined CIT training beneficial and have supported expanding the CIT model as a post-booking service.

- a. Judicial and Correctional Leadership:
 - i. Extension of community support.
 - ii. Expands future CIT services.
 - iii. Develops new partnerships.
 - iv. Supports CIT.

- b. Judicial and Correctional Knowledge Of:
 - i. Demand on systems and services.
 - ii. Existing services policies and procedures.
 - iii. Cost of internal services.

- c. Judicial and Correctional Partnership and Communication:
 - i. Identifies new partners.
 - ii. Liaisons with officials from county, state and advocacy.
 - iii. Promotes cooperation of systems with services.

- d. Judicial and Correctional Organization:
 - i. Promotes community crisis services.
 - ii. Advises on service performances.
 - iii. Supports CIT ownership.
 - iv. Promotes and encourages media attention.

SYLLABUS

Memphis Police Crisis Intervention Team

Overview

(Total CEU Credit Hours 18.0)

Where: Memphis Police Academy, University of Memphis
And community locations

Instructors: *Randolph Dupont, PhD*
Chair, Professor, Clinical Psychologist
School of Urban Affairs and Public Policy
Department of Criminology and Criminal Justice

Charles S. Cochran, MS
CIT Coordinator (Ret)
Memphis Police Services

Syllabus: *Day 1 (12.5 CEU Credit Hours)*

07:30	Hotel	Discussion and Ride	CIT Officers
08:00	Academy	Heart and Soul of CIT	Cochran
09:00	Academy	Systems and Outcomes	Dupont
10:00	Academy	Family and Consumers	NAMI Staff
11:00	Academy	Less Lethal (SL6 etc)	Academy Faculty
12:15	Lunch	Discussion	CIT Officers
13:00	Lunch	Discussion and Review	Cochran, Dupont & CIT Officers
13:45	Lunch	Ride to MED	CIT Officers
14:00	MED	Mental Health Interface	Staff
15:15	MED	CIT Ride (C Shift)	CIT Officer
15:30	MED	Discussion and Ride	Cochran & CIT Officers
15:30	Hotel	Break for D Shift Riders	Task Force
17:00	Hotel	CIT Ride (D Shift)	CIT Officer
20:00	Hotel	Return from Ride (C Shift)	CIT Officer (may go later)
01:00	Hotel	Return from Ride (D Shift)	CIT Officer (may go later)

Day 2 (5.5 CEU Credit Hours)

09:00	Hotel	Discussion and Ride to UM	CIT Officers
09:30	UofM	Debriefing	Dupont, Cochran & CIT Officers
11:00	UofM	Discussion and Planning	Dupont, Cochran & CIT Officers
12:00	Lunch	Implementing CIT	Task Force Dupont & Cochran (Ad Hoc)
15:00	UofM	Return to Airport	CIT Officers