

California: Ventura County – CIT Training
Non-Violent Crisis Intervention – The Mental Health Side

- I. Non-Violent Crisis Intervention – The Mental Health Side (1.5 hours)
 - A. Introduces Self and Background
 - B. CIT Purpose & Philosophy
 - i. Safety
 - 1. For the officer
 - 2. For the consumer
 - 3. For the family and the public
 - ii. Familiarity with Disorders
 - 1. Recognize, Interact Effectively, Resources
 - C. Visualization Exercise
 - i. Helpful vs. Not-So-Helpful Coworker’s Behaviors & Appearance
 - ii. Develop a deeper understanding of what is more likely to work when de-escalating someone
 - D. Mental Health Contrasted with Law Enforcement
 - i. Scope of practice
 - ii. Limitations
 - iii. The roles each other plays
 - E. Qualities of a CIT Officer
 - i. Building rapport
 - ii. Willing to take time to listen
 - iii. Listening skills
 - iv. Offering practical short term problem solving
 - v. Sincere and genuine in actions
 - vi. Verbal intervention matches non-verbal cues
 - vii. Follow-up
 - F. Crisis
 - i. Characteristics
 - 1. Graph depicting stages
 - ii. Definitions
 - 1. The point of most intensity and when injury to self and/or others is likely
 - iii. Stages
 - 1. The Crisis / Assault Cycle
 - a. Baseline
 - i. Normal personal best
 - b. Trigger
 - i. Seen and unseen
 - ii. Can you identify what the trigger is?
 - 1. Preventing it in the future
 - c. Escalation
 - i. “Warming up”
 - d. Crisis
 - i. The most amount of energy
 - ii. Communication intervention limits

1. Only 5% heard when fully escalated
 2. Utilizing short sentences
 - a. Under 5 words
 - i. Each word has less than 5 letters
 - e. De-escalation
 - i. Needing time to calm down (“cooling off”)
 1. Means to “cool off”
 - a. Officer safety issues in allowing certain cool off behaviors
 - ii. Subject can easily re-escalate / re-trigger
 - f. Post-Crisis Depression
 - i. Suicide risk
 1. Following up to prevent suicide
2. Transferability of the Crisis Cycle
 - a. Emotional disturbance vs. mental illness

G. Communication

- i. Percentage of a total message
- ii. Description of...
 1. Verbal
 - a. Words we use
 2. Para-verbal
 - a. Words we stress
 3. Non-verbal
 - a. Our actions
- iii. Active Listening
 1. Effectiveness for building rapport and in de-escalation

H. Effective limit setting during an encounter

I. Basic Needs/Feelings

- i. The minimum we need each day to be functioning
- ii. The higher levels
 1. Sense of self
 2. Productivity
 3. Ability to “shake off” criticism, rejection, undesirable consequences, etc

J. Handout Reviewed: General and Disorder Specific Responses

K. CONREP

- i. Early conditional prison releases of the mentally ill
- ii. VCBH’s role in monitoring these individuals

L. Q&A