



Course Announcement

To: All Law Enforcement and Correctional Agencies

From: John C. Moses
Director of Criminal Justice

Date: January 25, 2023

Re: **Crisis Intervention Team (CIT) Dispatcher/First Responder Training**
CJA074-5174 (21 hours)
MPCTC Approval #: Not Applicable

April 10 to 12, 2023

Location: Eastern Shore Criminal Justice Academy
Hazel Center, Room 302
32000 Campus Drive
Salisbury, MD 21804
410-572-8750

Dates & Times: Monday, April 10 to Wednesday, April 12 7:45 am to 4:00 pm

Fee: Paid for by CIT grant.

Reservations: Email requests to escjaregistration@worwic.edu

This course is being co-sponsored by the Affiliated State Group, Wicomico and Worcester County Health Departments and the Eastern Shore Criminal Justice Academy. A person experiencing a behavioral health crisis presents some of the most intricate, dangerous, and unstable conditions that communications and other first responders may encounter. This course is to help alleviate the problem by providing communications and other first responder personnel with training in how to safely and compassionately handle a person in a behavioral health crisis.

The Memphis Police Department pioneered CIT in 1988 after the police shooting of a young man who had a mental illness. The Memphis Police Department, city administration, people with mental illness and their families worked together to change law enforcement crisis services to increase safety, understanding and dignity. Twenty-two years later, the CIT model has spread to hundreds of cities and counties around the country and is now being recognized internationally.

Crisis Intervention Team (CIT) personnel are trained to identify when someone may be experiencing a behavioral health crisis and adapt strategies for those individuals. This approach

has been proven to dramatically decrease the risk of injuries or death to those responding and for the person with behavioral health issues. It has also reduced the number of repeat calls. This makes it vital to recognize when it is appropriate to dispatch CIT trained personnel to an emergency call.

CIT training promotes the use of verbal de-escalation skills when facing a behavioral health crisis. CIT training also gives first responders the tools they need to understand what someone in a behavioral health crisis may be experiencing and to direct them to appropriate care and/or dispatch the appropriate personnel.

This program provides the foundation necessary to promote community and statewide solutions to assist individuals with mental illness and/or developmental disabilities. The CIT Model reduces both stigma and the need for further involvement with the criminal justice system. CIT provides a forum for effective problem solving regarding the interaction between the criminal justice and mental health care system and creates the context for sustainable change. CIT training provides the foundation necessary to promote community and statewide solutions to assist individuals with a mental illness and/or developmental disability.

This course promotes the use of verbal de-escalation skills when confronting a behavioral health crisis. This course gives dispatchers and other first responders the advanced tools they need to de-escalate individuals who are in crisis.

Upon completion of this course, the student should be able to:

1. Define Mental Disorder.
2. Recognize behavioral indicators for a person who is experiencing depressive symptoms and may be in crisis.
3. Recognize behavioral indicators for a person who is experiencing non-suicidal self-injury or a panic attack and may be in crisis.
4. Recognize behavioral indicators for a person who is experiencing symptoms of depression or anxiety disorders, but not crisis.
5. Recognize behavioral indicators for a person people with symptoms of a psychotic disorder or a related crisis.
6. Identify the day-to-day challenges that people with psychiatric disabilities face.
7. Understand the significance of and uses of selected verbal and non-verbal intervention approaches when encountering an individual in mental health crisis.
8. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis that is psychotic in nature.
9. Understand how to calmly and effectively communicate with a person experiencing a mental health crisis of a non-psychotic basis.
10. Discuss negotiation skills to work towards resolution while establishing rapport and offering reassurance.

Class Size: Seating limited.

Attendance: You must attend the entire course to receive in-service credit.

Dress Code:

To maintain a professional appearance, all in-service officers/staff must follow the prescribed dress code to attend any training held at the Academy.

- Uniform of the day recommended
- Shirt with a collar—**No** t-shirts or tank tops
- Docker style pants, BDU's or suit—**No** shorts or jeans
- Full shoe with socks—**No** sandals

Firearms—All officers wearing a handgun on campus in plain view **MUST** also wear his/her badge in plain view.

Failure to Adhere to the Dress Code

Academy attendees will be denied admittance to the classroom or range and a report will be sent to the Chief/Sheriff/Warden/Director, stating the reasons the officer/staff was not permitted to attend the training session.



How to reserve a seat:

- Complete the ESCJA Reservation Form (pdf file attached to this email)
- Type, do not handwrite, required information onto form
- “Save” and email saved file to escjaregistration@worwic.edu

You will be notified if your seat is confirmed or if you have been placed on standby.