

**LIFE ON THE LINE:**  
STATEWIDE CIT TRAINING FOR 9-1-1  
DISPATCHERS

For the State of Oregon



HOW DOES 9-1-1 IMPACT THE  
WORK YOU DO?




# CIT CORE ELEMENTS

## A. CIT Training


- 1) Inter-Agency Agreements
- 2) Size and Scope

*The number of trained CIT officers available to any shift should be adequate to meet the demand load of the local consumer community. Experience has shown that a successful CIT program will have trained 20-25% of the agency's patrol division. There are differences that exist between large urban communities and small rural communities. Smaller agencies may need to train a higher percentage of officers. Ultimately, the goal is to have an adequate number of patrol officers trained in order to ensure that CIT-trained officers are available at all times.*



*All dispatchers should be trained to appropriately elicit sufficient information to identify a mental health related crisis.*

## B. Law Enforcement Policies and Procedures

- 1) Dispatch Policies and Procedures
- 

## 3. Policies and Procedures

*Policies and procedures are a necessary component of CIT. They provide a set of guidelines that direct the actions of both law enforcement and mental health officials. Due to the large number of stakeholders in CIT, it is important that these guidelines be designed by all those affected. Within the law enforcement community, policies exist in order to provide guidelines regarding how to properly transport consumers and how to develop an infrastructure through a system of partnerships and inter-agency agreements. These law enforcement policies address the actions of both emergency dispatchers and CIT patrol officers. The emergency dispatcher identifies the nearest available CIT Officer to respond to the crisis. The CIT Officer then responds to the crisis event and leads the intervention. CIT Officers should be allowed to integrate their wide range of law enforcement training when handling CIT calls. Within the mental health community, policies exist in order to provide guidelines regarding how to handle referrals from CIT Officers. The mental health community also plays a key role in training and feedback for the CIT program. The role of the advocacy community in policies and procedures are often more informal but involve the critical element of networking and feedback for the overall program.*

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### B. Law Enforcement Policies and Procedures

- 1) Dispatch Policies and Procedures
- 2) Patrol Policies and Procedures

*The nearest CIT Officer is identified and dispatched to the crisis event.*

*Policies that maximize the officer's discretion are critical. In addition, a policy should address the issue of the lead CIT Officer, who guides the resolution of the crisis event.*

HERE'S WHY



First to interact with a person  
in the midst of a crisis

16 HOURS  
CRISIS TRAINING  
FOR DISPATCHERS

## Day One

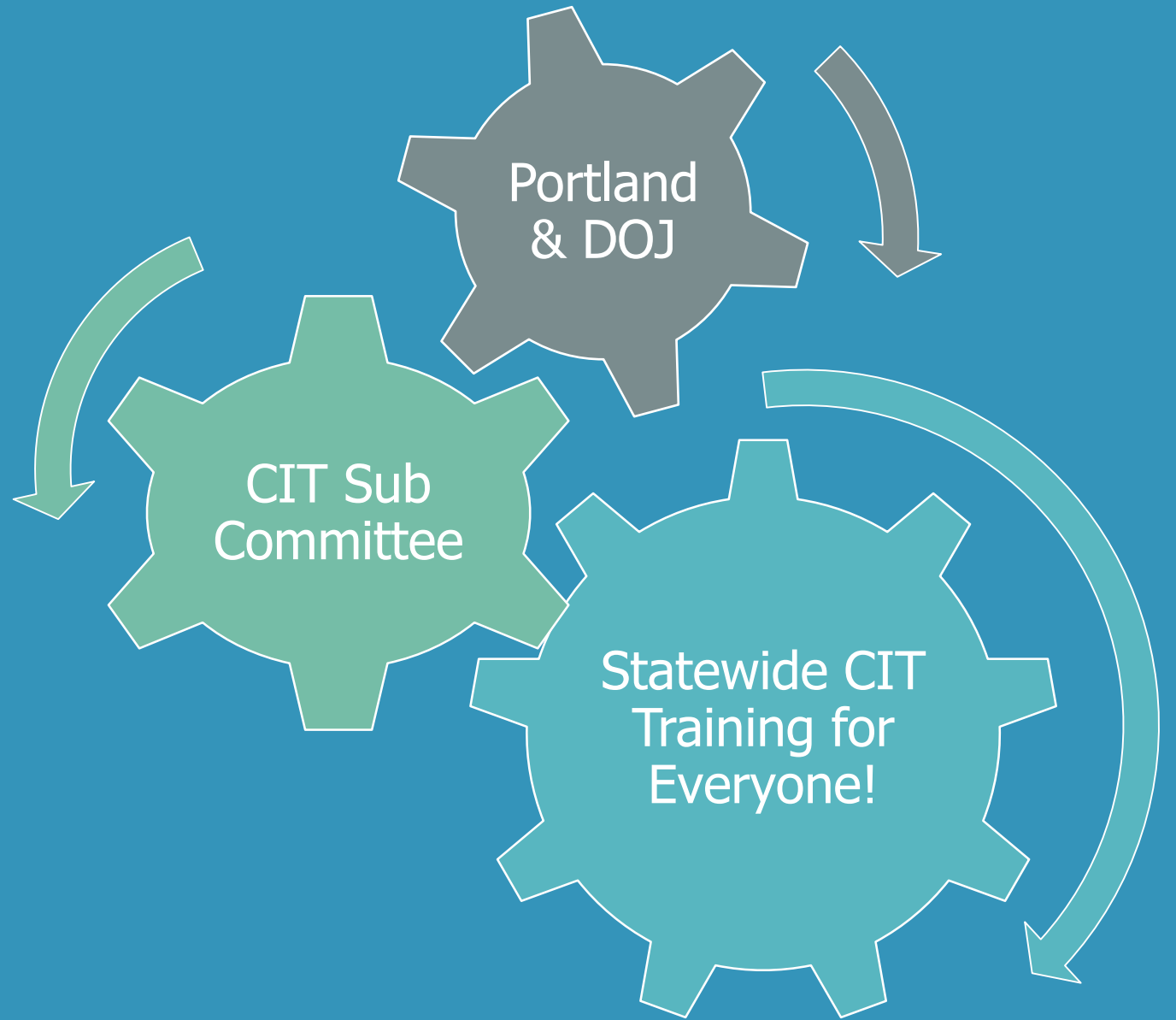
- Clinical States
- Hearing Voices Simulator
- Lived Experience
- Crisis Cycle De-escalation
- Policy Review

## Day Two

- Trauma Awareness
- Family Lived Experience
- Officers Perspective
- Scenarios

## Debrief at the end of each day

- Connect key ideas together to capture learning



# OUR TEAM

## MELANIE & MICKIE

- MULTNOMAH COUNTY COVERS APPROXIMATELY 466 SQ MI
- 3 POLICE AGENCIES, 4 FIRE AGENCIES (2 VOLUNTEER) AND ONE MEDICAL
- 82 CERTIFIED STAFF, 22 TRAINEES, 15 SUPERVISORS
- 15-20 DISPATCHERS / CALLTAKERS ON SHIFT AT A TIME, TWO SUPERVISORS

## ERICA

- HOOD RIVER COUNTY COVERS APPROXIMATELY 533 SQUARE MILES
- 2 POLICE AGENCIES AND 5 FIRE AGENCIES
- 12 DISPATCHERS, 2 SUPERVISORS
- 2 DISPATCHERS ON SHIFT AT A TIME, 3 ON WEEKENDS

## MEGAN

- DESCHUTES COUNTY COVERS 3055 SQUARE MILES
- DISPATCHES FOR 6 POLICE, 9 FIRE & EMS AGENCIES
- 41 TOTAL DISPATCHERS, 4 SUPERVISORS
- 5-9 ON DUTY AT A TIME WITH SUPERVISOR

A person is seen from behind, sitting at a workstation in a control room. They are wearing a headset and looking at several computer monitors. The monitors display various data, including maps and text. The room is filled with similar workstations, and there are windows in the background. A teal circle is overlaid on the left side of the image, containing the text 'HOW CAN WE SCALE THIS TRAINING WHEN...'. A semi-transparent white box is overlaid on the right side of the image, containing the text 'Every agency is different?'.

HOW CAN  
WE SCALE  
THIS  
TRAINING  
WHEN...

Every agency is different?





## Things we needed to consider:

- Our audience
- Staffing/Budget
- Non-existent policies and programs
- Career timing for training
- Host locations – planning dates to build Train-the-Trainer
- Local Mental Health Professionals and Peers as Presenters



OUTCOMES

## CREATING SUCCESSFUL SCENARIOS



Role players were familiar with dispatch and mental health related situations.



Used a Negotiator/Coach format so nobody was on their own



Created small groups in separate rooms to allow time for everyone to participate

So, what did you learn?

A LOT the entire experience has been great. Learning more about mental health and how people are coming

There was not one class over the two days that I felt wasn't valuable, or needed. I found a way to apply everything I learned to my work, my agency,

How will you apply what you have learned today?

Understanding their ~~power~~ & remember they're people still. People 1st.

This class very valuable and all dispatchers should have to go through it.

So, what did you learn?

Training and de-escalation is very important. It can turn out very differently with someone who is not trained in C.I.T. A dispatcher is the first advocate for a person with mental health crisis.

MEMORIALIZE  
THEIR TRAINING



WHEN IT ALL COMES  
TOGETHER



**NEED HELP SELLING THIS TO YOUR  
AGENCY?**

## CONTACT AND MORE INFORMATION

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