

Becoming Part of the Solution

Adapting the Law Enforcement Approach Through CIT

Introduction: Why Is This Guy Talking To Us?

- Police Officer in Bairoil, WY from 2003 - 2004 (Longest year of my life...)
- Police Officer in Elgin, IL from 2004 - Present
 - 7 years as a Patrol Officer
 - 2.5 years as a Resident Officer
 - 5 years as a Detective
- Extra Duty Assignments
 - Tactical Response Team 2012 - 2015
 - CIT Officer since 2006
 - FTO, Department Trainer, Union President, Et Al.
 - CIT Instructor since 2006, trained statewide to classes large and small

Looking Backwards to Move Forward: Self-evaluation

- ▶ Traditional Police Responses to Aggressive Behavior:
 - ▶ Meet aggression with more aggression (police must win)
 - ▶ Identify the problem, arrest the problem
 - ▶ If an arrest cannot be made, displace the problem
- ▶ Unintended Consequences:
 - ▶ Created an environment of fear for the police
 - ▶ Flooded the court system and jails
 - ▶ Over taxed a system already spread thin
- ▶ Many years of trial and error lead to CIT:
 - ▶ Eventually, frustration leads to changes
 - ▶ In order to create that change, a mindset needs to change
 - ▶ “Change happens when the pain of staying the same is greater than the pain of change.” Tony Robbins

Lessons Learned From Self Reflection: Training to Win

- ▶ The skill we use the most is the area in which we receive the least amount of training
 - ▶ The 90/10 Split: Training ourselves into helplessness
- ▶ What we discovered we weren't training officers on:
 - ▶ Attitude
 - ▶ Behavior
 - ▶ Emotion
 - ▶ Communication

Getting Police Buy In: Change Requires Willingness

- ▶ “But I didn’t sign up to be a social worker!”
 - ▶ DOJ studies indicate 40% to 50% of all police calls for service involve dealing with someone with mental health related issues
 - ▶ Refusal to take ownership exacerbates that problem instead of solving it
 - ▶ Step 1 is admitting we have a problem!

The Simple Thought That Changed Us Forever...

- ▶ A response to mentally ill crisis events must be immediate. The National Alliance on Mental Illness/Memphis and the Memphis Police Department agree that an “immediate response” is preferable to that of specialized mental health workers on call or a mobile crisis van response.
 - ▶ Why can't we just train the officers in mental health?

The Memphis Model

► Mission

The Crisis Intervention Team (CIT) program is a community partnership working with mental health consumers and family members. Our goal is to set a standard of excellence for our officers with respect to treatment of individuals with mental illness. This is done by establishing individual responsibility for each event and overall accountability for the results. Officers will be provided with the best quality training available, they will be part of a specialized team which can respond to a crisis at any time and they will work with the community to resolve each situation in a manner that shows concern for the citizen's well being.

Program Benefits

- ▶ Since the CIT program began in Memphis, the citizens and the criminal justice system of Memphis have experienced significant benefits of the program. Some of the benefits of the program are listed below.
- ▶ Crisis response is immediate
- ▶ Underserved consumers are identified by officers and provided with care
- ▶ Officers are better trained and educated in verbal de-escalation techniques
- ▶ Officer recognition and appreciation by the community increases
- ▶ Less "victimless" crime arrests
- ▶ Repeat calls decrease
- ▶ Officer/consumer safety increases
- ▶ Cost savings were notable

National Statistics About CIT

- ▶ In the last ten years, researchers around the country have studied law enforcement agencies with CIT programs. Several statistically significant findings have been noted. Researchers at The University of Tennessee attained the following results in the Memphis Police Department following implementation of a CIT program:
 1. Officer injury decreased seven fold
 2. Arrest rates decreased for the mentally ill
 3. Use of force decreased
 4. Violence and use of restraints decreased in the ER
 5. Rate of mental illness in the jail decreased significantly
 6. Liability for health care issues decreased in the jail
 7. Calls for SWAT and HNT decreased by 30%

CIT Spread to Illinois

- ▶ Since the development of the first Crisis Intervention Team in 1988 by the Memphis Police Department, the model has been replicated by a number of law enforcement agencies nationally.
- ▶ With funding and support from the Illinois Law Enforcement Training and Standards Board (ILETSB), the first CIT team in Illinois was implemented in May of 2003.
- ▶ Elgin Police Department first sent officers to CIT training in 2006, and the Kane County CIT Team was formed less than a year later.
- ▶ Elgin Police Department will train every single employee on Crisis Intervention by the end of next year!

CIT: How it Works in Illinois

- ▶ A Crisis Intervention Team (CIT) program consists of a team of sworn officers who receive intensive specialized training on dealing with individuals in the community who have a mental illness
 - ▶ CIT members provide an immediate response to calls involving a mental health crisis situation.
 - ▶ At least one CIT officer is available on all shifts, but also perform their regular duty assignment as patrol officers.
 - ▶ Community members can easily identify CIT officers by a "CIT" pin worn on the breast pocket of the officer's uniform.
 - ▶ Additionally, the CIT team will build relationships and cultivate partnerships with area service providers.

Key Communication Skills: Bridging the Gap

- ▶ It starts with listening and ends with compliance
 - ▶ Active Listening skills are taught to officers
 - ▶ Officers are taught about what the crisis state is, and how it effects the body (physically and mentally)
 - ▶ Conflict Resolution is taught, to include emphasis on:
 - ▶ Maturity
 - ▶ Confidence
 - ▶ Dynamics of respect
 - ▶ Employing empathy
 - ▶ Focusing on communication for resolution

Phases of CIT Used at The Elgin Police Department

- ▶ Initial Response:
 - ▶ Officers respond to a person in crisis
 - ▶ Handle the call themselves, in they are able to, or call for a CIT Officer to respond to the scene to assist
- ▶ Resolution:
 - ▶ Upon successful completion of the call, forward the information to the CIT email address
- ▶ Follow-up Visits:
 - ▶ The CIT coordinator will ensure a follow-up in conducted with two goals in mind:
 - ▶ Improve officer safety for safer police interactions in the future
 - ▶ Establish a continuing positive relationship and continuation of services
- ▶ Incorporation of Social Services:
 - ▶ Co-Response with Social Services and Police
 - ▶ Offer free services and counseling to those willing

What Could We Prevent?

- ▶ Aurora, Colorado: 12 Dead, 58 Injured
- ▶ Newtown, Connecticut: 26 Dead, 20 Were Kids
- ▶ Virginia Tech Massacre: 32 Dead, 17 Injured
- ▶ Oakland, California (Oikos College): 7 Dead
- ▶ Carson City, Nevada (IHOP): 5 Dead, 7 Injured
- ▶ Fort Hood, Texas: 13 Dead, 29 Injured
- ▶ Dekalb, Illinois (NIU): 6 Dead, 21 Injured
- ▶ Chardon, Ohio High School: 3 Dead, 3 Injured
- ▶ *These folks all had one thing in common: Mental Illness.*