
**NATIONAL ALLIANCE FOR THE MENTALLY ILL
NAMI - MEDINA COUNTY**

MEDINA COUNTY'S VOICE ON MENTAL ILLNESS

To: CIT Officers

June 13, 2004

CRISIS INTERVENTION TEAM TRAINING - 60 DAYS LATER

SUMMARY

It has now been 60 days since the first class of officers graduated from the Medina County CIT Academy. NAMI Medina County promised to share information with you as the CIT program matures in our county. The following are some of the comments that we have received from CIT officers and the public. Please feel free to contact us if you have any questions, comments, or concerns.

CIT OFFICER FEEDBACK

"My first day back to work was last night. My very first call was a consumer. I couldn't believe it, so soon! I really felt confident and now in control of the situation. After everything was done and over the consumer gave me a big hug and thanked me. I guess I did it by the book and then some! Thanks again, keep up the good work!"

"Just wanted to let you know that on my first two days back after CIT training, I handled a consumer on each day. The first call was for an adult who was diagnosed with late stage Alzheimer's but was also bipolar and off meds. His family was trying to deal with things "in house." He agreed to go to the hospital after a good deal of coaching.

The second call was for an unruly 12 yr. old who was not diagnosed but appeared to be bipolar. He knew something was wrong but threats to hurt someone were too vague for hospitalization. The parents thought they would be viewed as "bad parents" if they sent their son to New Horizons. They agreed to let him go and I transported. In both cases, FACT referrals were done and hopefully the families followed up for assistance. Thanks for all that you are doing."

"I would like to personally thank you for your time and efforts in teaching me all about the mentally ill. I learned so much in class and now I have a completely different point of view and now I know how to handle a situation involving a mentally ill person. You wouldn't believe how many times I came across a person that needed help but I didn't have the knowledge or resources in dealing with the situation. This training will be a vital tool for me. Before it was like trying to boil water in the hot sun, and now you have given me a flame. Thanks again."

“ I just want to let you know over the Memorial Day weekend I encounter two people in crisis. One was with a gun and the other was a rope. Both are alive today. I will fill out the CIT forms and send them. Both want to get involved in your group. I told them I would get them some information when things were more settled. Thanks for all you do.”

*“ The CIT training is a very professional program.” “ Best training that I’ve had in a long time.”
“ Excellent program.” “ I now have a clear understanding of the consumer and how to safely respond and help.”*

CITIZENS’ FEEDBACK

“Dear Officers:

*First I would like to say **thank you** for taking the time to attend the CIT program that was offered by NAMI Medina County. I hope that the class was helpful and informative. I have a 22 year old daughter who has mental illness and we have had many encounters with the police and or sheriffs departments over the past 15 + years. I am sorry to say that many times the outcome was very discouraging, because the officers were untrained in how to handle this type of crisis.*

I was very encouraged to see officers who are taking an active roll in helping our family members and loved ones who cannot always help themselves. Knowing that we now have a CIT program in Medina County gives me hope as a mother that the next time I have to call the police or sheriffs department due to a crisis there may be a CIT officer available to help.

It was mentioned many times during the program that when you are sent out on a call and a person with mental illness is involved you are called for that person as well as the family member's. This is so true. After the crisis is under control the person gets the help at the hospital or some sort of community service. In most cases the family member's are then left to pick up the pieces.

I am sure that you will encounter road blocks and obstacles as you are called to help the mentally ill, but please do not get discouraged or give up hope. Please know that we at NAMI appreciate ALL that you are doing to help our loved ones during a time of crisis. Thank you again for taking the interest and time to become involved with the CIT program.”

“Last Tuesday, May 4, we had a crisis with our son, and we had to call the Medina City Police at 2:00 a.m. Our son had gone to a friend near by on his bicycle at 5:00 p.m., and did not return, despite the fact that he told us that he'd be home by dark. I called the police and told them that we had a mentally ill son and that he was missing. It is not like him to not come home. In fact, he is always here in the evenings. Naturally, we were very worried and frightened. A CIT trained officer arrived in just a few minutes. I had no number of where our son might still be, so I had to make another call to find out the gentleman's last name. The CIT officer called the man and our son was there. He talked to him and our son was uncharacteristically stubborn, and said that he was an adult and didn't have to come home.

The CIT officer explained to our son that he knew that he was going to be moving out on his own, but that there was a thing called respect, for his Mom. He told him that I was very worried about him and wanted him to come home. He said that he would wait at our kitchen table until he got home. I was really relieved when he got home a few minutes later, and he was apologetic and said that he knows how much we care, and that he made a

mistake. He was going to just stay the night at his friend's apartment. The CIT officer spent time with us getting his history, his diagnosis, and what meds he is on. When we told him that we were NAMI members, he told us how impressed he was with the CIT training, and how he had used the training only a couple hours into his shift after he graduated from the course. He was very patient with our son and wanted to go to a NAMI meeting soon. He also wanted to know when there will be another CIT course for other officers. I know that officers who are not trained to handle a mental crisis would not have handled this situation so well. We thanked the CIT officer for all of his help. It really meant a lot to us to have a compassionate policeman who knew what to do, and what to say to a mentally ill person. Thank you so much for CIT. We hope that the training will continue, so we can have more and more police and EMS workers available for these crises.

“Our family wants to thank you so much for all the planning and hard work you put into the CIT Training course for Medina County. The timing of this training course was a true blessing to this family!

Two weeks ago, I was working at our Cleveland plant (usually I'm at the Strongsville plant) and called home as I was getting ready to leave from work. Both of my daughters and my husband were home. My older daughter answered the phone, and after speaking with her for a few minutes, I asked that she would put my husband on the phone. She took the cordless phone to go looking for him. She couldn't find him at first, and then I heard my daughter screaming and in such a terrified voice, "Daddy !! What are you doing ?!! Daddy !!! What did you do ?? Daddy !!" I knew my husband had tried to harm himself in some way, but did not know what he did. My daughter had hung up the phone, not telling me anything, and called 911. I too, called 911 from my cell phone and asked that a Brunswick CIT trained officer be sent to our home because my husband who has bipolar disorder and has been in a depressed state lately, tried to commit suicide.

As I was being driven home, I was able to speak with the CIT officer who was on the scene. It was such a comfort to know there was an officer at home who 'had a clue' about mental illness. After the ambulance took my husband to the hospital, she stayed with both of my daughters until I got home, so they would not have to be alone. She took the time to speak with me once I arrived at home about mental illnesses, where we can go for support, medications.. This may sound odd at a time like this, but I was excited to hear these things because it proved that the CIT course was working and this officer paid attention.

This mental illness has plagued this family heavily over the past several years. My daughter also has the illness. I was so happy to hear that the officer who is at Brunswick High School was also CIT trained. My daughter has never had a crisis at school, but if she ever did, (or any high school student for that matter), there would be an officer right there who could help her. THAT, not only gives this family peace of mind, but it shows the children were not forgotten! We've even taken it one step further. As part of her IEP at school, she has a safety plan of what to do when she begins to feel overwhelmed and needs help. For the upcoming school year, we made sure it included, "if she has a crisis at school requiring them to call 911, that they are to request a CIT trained officer."

The CIT course has touched this family in multiple ways. I just wanted to share these with you, so you have proof how important this is to Medina County. We hope this is only the beginning in helping our officers to help our loved ones, and feeling confident when they are called to a crisis situation. Thank you so much !”

CONCLUSION

These comments are proof that CIT training is a life altering experience for the officer and the citizens of Medina County.

MENTAL HEALTH WORKSHOP

NAMI - Medina County is pleased that there will be an eight (8) hour Introduction to CIT workshop on mental illness, medications, etc. on September 7 and another workshop on September 9, 2004. This workshop is for those officers that are not CIT trained. The law enforcement officer can select either date. The training will be conducted by Lt. Michael Woody and other CIT selected medical staff from Summit County. The Hudson Police Department is sponsoring this program and it will take place at their facilities.

CIT TRAINING EVALUATIONS

Our thanks to all of the CIT officers that completed the Presentation/Presenter Evaluation form and the Training Evaluation form.

You rated the entire CIT program as Excellent (72%) or Good (28%).

Your evaluations and comments as to subjects, presenters, site visits, ride-a-longs, interaction with consumers, etc. were all very meaningful as we plan for our next CIT training session.

MENTAL HEALTH SERVICES (MHS) - CLEVELAND

The CIT officer has received information (our May 4 e-mail) as to the contact person at MHS in order to arrange for a ride-a-long, on their off day, with the MHS emergency crisis team.

CIT STAT FORMS

The STAT form is part of every CIT training program. The form is included in the CIT forms section of the manual. If you do not have this form please let us know. The purpose of the form is to record information about a call dealing with a mentally ill person. **Do not include any information as to name, address, telephone number, or other data that can ID the person. However, please include their town.**

The CIT STAT review committee will meet each month to review the reports to determine whether the CIT program (a collaboration of law enforcement and the mental health community) is working as designed. The CIT STAT form and the review committee has not been established to review the action of the CIT officer. The make-up of the committee will consist of an officer, a member of the sheriff's department, a representative from the ADAMH Board staff, Alternative Paths, and NAMI - Medina County. There will be a rotation of law enforcement members, so those that want to serve on this committee will have that opportunity.

The completed STAT forms from members of the sheriff's department should be given to Sgt. Kevin English. All other completed STAT forms should be mailed or faxed to Ptl. Lynda Reeves, Brunswick PD at 4095 Center Road, Brunswick, OH 44212. Fax number is 330-225-6002.

On behalf of NAMI - Medina County, thank you for your commitment to the CIT concept and program.

Richard A. Paterson

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cc: Law Enforcement Leadership Team