

# Exemplary CIT Practices in Ohio – Peer Review Collection

Following is a collection of unique and/or best practices gleaned from Peer Assessment reports and site visits of Ohio CIT programs over the course of ten years, July 2009 – May 2019. The Peer Review process is utilized in Ohio to aid communities in assessing the status of CIT programs related to the implementation of Core Elements and best practices, and to encourage and enhance the peer resource structure that is a core component of the statewide adoption of CIT in Ohio. This document is designed specifically to outline unique or commendable practices that were identified through the CIT peer review process and encourage additional communities to consider adopting similar practices. [Items in blue font can be found on the Criminal Justice Coordinating Center of Excellence website.](#)

## **Partnerships: Law Enforcement, Advocacy, Mental Health; and Community Ownership: Planning, Implementation and Networking**

- A. Champaign and Logan Counties: Have strong law enforcement representation across both counties, in both planning and training implementation, including top police administrators and county prosecutor's office.
- B. Champaign and Logan Counties, and Lucas County: Bring in veteran CIT officers from the community to share their experiences as CIT officers and discuss how CIT training has affected their work with individuals with mental illness, which helps attendees see the connection between the training and their real-life police work, adding significantly to the "buy-in" of the course.
- C. Mahoning County and Trumbull County: Have had stable financial support and law enforcement recruitment support for their CIT training classes since 2006. During this time, Mahoning County has trained over 300 officers while Trumbull County has trained over 180.
- D. Stark County: Was one of the first counties in Ohio to adopt CIT training and has regularly produced two trainings per year. The quality of the sessions for the full training has been well researched and for the most part law enforcement relevant.
- E. Summit County: Has conducted CIT training for over 18 years. In that time, 753 officers have been trained.
- F. Wayne and Holmes Counties: Has conducted CIT training since 2005. In that time, 118 officers have been trained.
- G. Montgomery County: Bring is past CIT graduates to the course to co-facilitate sections of the CIT training.
- H. Tuscarawas County: Has conducted four courses and has trained 66 officers.

## **Policies and Procedures**

- A. [Cuyahoga County – Cleveland Division of Police](#): Has a set of policies that outline [common definitions](#), the role of the CIT officer, the CIT report, [handling of individuals with mental illness](#), and communications control section's orders on handling and call-taking procedures. These policies cover most of the areas and topics needed when dealing with individuals with mental illness and/or people in crisis situations.
- B. [Hancock County – Findlay Police Department](#): Has a set of policies and procedures that are directly focused on CIT. The policies are fairly specific, clearly indicate the department's commitment to the CIT program, and ensure that CIT trained officers who have volunteered are dispatched to encounters that involve individuals having a mental health issue/crisis.
- C. [Summit County – Akron Police Department](#): Implemented a thorough policy that addresses emergency mental illness procedures and identifies the roles of the responding officer, how to request a CIT officer, transport responsibilities, dealing with juveniles, and the mental health system's Duty to Protect.
- D. [Trumbull County - Mental Health and Recovery Board](#): Is one example of numerous Alcohol, Drug Addiction and Mental Health Board areas in Ohio that subsidize CIT training courses as incentive for law enforcement to recruit volunteer officers. In this way, these communities are able to prioritize CIT training just as they would other types of critical firearms or use of force trainings.

## **CIT: Officer, Dispatcher, Coordinator**

- A. [Franklin County – Columbus Division of Police](#): Utilizes an intradepartmental CIT web page to communicate. The web page has current information, application, articles, forms, presentations, team roster, and other information for officers to access. Reference and resource information that is often carried in paper or card format by other departments is maintained electronically, e.g., medication list.

## **Curriculum: CIT Training**

- A. Athens County
  - a. [Individuals with Lived Experience/Parents/Advocates](#): A citizen developed a training block titled "Schizophrenia from the Inside Out," which has proved to be a powerful teaching opportunity and very well received by CIT students.
  - b. [Law Enforcement's Experiences](#): Has developed a training block titled, "What is your experience from the field? An interactive session with Participants," that explores with the students, early in the training, their actual line-of-duty

encounters with individuals with mental illness. This block ties well with the mental illness and de-escalation blocks.

- c. Scenario-Based Role-Plays: Officer-students act out a situation that they have dealt with and use it for the role-play, and this has been effective.
- B. Champaign and Logan Counties
- a. Law Enforcement and Corrections: The training police officers from corrections officers twice during the week, first for an hour to address their respective legal issues, then again for two hours when corrections officers get a course titled “Managing the Suicidal Inmate” while officers get “Lethality Assessment and De-escalation Issues.” This is very innovative, as is the separate role-play scenarios that were developed for the street setting and the corrections setting so as to be relevant for the students’ work setting. Peer reviewers found that by keeping these two entities in the same classroom for most of the course there is an exchange of ideas and bonding which results in a better appreciation for what the other one is doing and may actually be an empathy builder.
  - b. Legal Block: A nationally respected police chief, county prosecutors, and attorneys provide a presentation regarding legal issues.
  - c. Mini Role-Play: At the end of the first day of training, mini-role plays are offered to let officers participate to demonstrate skills. This gives them an idea of what will be expected of them on Thursday when their learned skills are tested.
- C. Clermont County
- a. Client Rights: A segment pertaining to client rights is offered in the CIT training.
  - b. Opiate Abuse: A segment pertaining to opiate abuse is offered in the CIT training. This segment is the highest rated segment of the training.
- D. Hamilton County
- a. Officer Stress: Offers a “Live Well” presentation as part of CIT training, addressing officer stress.
  - b. Writing an Effective Hold: CIT training participants receive training on writing an effective hold, from staff of the University Hospital Mobile Crisis Response Team.
- E. Hancock County
- a. De-Escalation Model: Has been recognized by the Office of the Ohio Attorney General for their de-escalation training model (EAR/LOSS). The program has been commissioned by the Ohio Peace Officer’s Training Council to develop a two-hour web-based training on “De-escalating a Mental Health Crisis.” The EAR/LOSS approach is also used at the Academy as part of a 20-hour basic training for cadets on “Interacting with Special Populations.” The LOSS model identifies four encounter profiles that officers will need to de-escalate and the EAR model identifies the three phases of every encounter

(Engage/Assess/Resolve). In contrast to other CIT trainings that focus on DSM-IV diagnoses, the LOSS model emphasizes actual behaviors that officers will encounter along with an understanding of what may be going on with these individuals. The presentation itself includes a number of short videos that illustrate examples of people dealing with the four areas of loss: hope, reality, perspective and control. The presentation has high ratings from participants.

F. Seneca, Sandusky and Wyandot Counties

- a. Dispatcher Training: *It should be noted that there are no Core Elements related to specialized training for dispatchers. Across Ohio, of the Peer Reviews conducted, programs often invite dispatchers to the 40-hour training or they conduct specialized training for call-takers.* The Seneca, Sandusky and Wyandot program has done both. The specialized training content includes an opportunity for the dispatchers to learn about mental illness, and review and respond to actual 911 calls involving different call types (suicide, psychosis, anxiety, etc.) in order to practice skills vital to call-takers within a CIT program.

G. Stark County

- a. Individuals with Lived Experience/Parents/Advocates: Officers make home visits with NAMI members to learn more about the issues that parents face when raising a son or daughter with mental illness.

H. Summit County

- a. Dissemination of Training Materials: Provides flash drives to each training participant with a rich source of material on mental illness and de-escalation, as well as the training slides and handouts.
- b. Scenario-Based Role-Plays: Each officer in training participates in two role-play encounters, once taking the lead and once performing as back-up.

I. Union County

- a. De-Escalation Model: Provides a training segment titled, "EAR Model, What draws officers attention, and tips for de-escalation." The segment was particularly well-received during CIT training.

J. Wayne and Holmes Counties

- a. Developmental Disabilities: Provides a presentation which provides scenarios officers are likely to face with an emphasis on behaviors.
- b. Mini Role-Play: Offers the opportunity to role-play specific scenarios early in the week as well as a concentrated role-playing block on Friday.
- c. Pink-Slip Process: Provides a presentation with the pink-slip form with general guidelines on how to appropriately compile the form.

- d. Suicide Prevention/Awareness: Uses the Question Persuade Refer (QPR) model for identification of factors related to suicide and to assist officers in learning the steps to bring these types of encounters to a resolution.
- K. Montgomery County
  - a. Civil Commitment and Emergency Admissions: Provides a presentation with the pink-slip form with general guidelines on how to appropriately compile the form and allows participants to evaluate sample completed forms.
  - b. Co-Facilitated: Each training session is co-facilitated with law enforcement and behavioral health representation.
  - c. Scenario-Based Role-Plays: Participants are given written directions on how role-plays are facilitated and evaluated
  - d. Interactive Learning Opportunities: Several sessions include interactive exercises, i.e., relevant videos, body cam videos, small group exercise, ride-alongs, site visits, etc.
- L. Tuscarawas County
  - a. Legal Content: Provides a presentation on case law on use of force.

## Evaluation and Research

- A. Champaign and Logan Counties
  - a. Skills: [Utilizes a Skills Building Facilitators Check List](#) and a [Correction Role Play Scoring Sheet](#) on engagement as an organized and complete way to meet objective standards that were taught during the week and to give feedback to the officers after the completion of a scenario.
- B. Coshocton, Morgan, Noble, Muskingum, Guernsey and Perry Counties (Six County)
  - a. Learning Objectives: Are clearly stated on the [schedule](#) for the day and again on the [evaluation sheet](#).
  - b. Mixer: Officers are re-seated every day to keep things fresh and allow them to meet officers from different agencies.
- C. Cuyahoga County – Cleveland Division of Police
  - a. CIT Data Collection: Officers complete a CIT stat sheet for each encounter. This is used to track mental health-related CAD (computer-aided design) events and crisis intervention cases by month, day of the week, and by district.
- D. Franklin County
  - a. Content: Each training block has an independent page evaluation form that participants are asked to complete. After the yearly trainings, the CIT Committee then reviews the evaluations for the next year.

- E. Hamilton County
  - a. [Follow-Up](#): Send out follow-up surveys to CIT graduates, 4-8 weeks post training. This is a great tool in soliciting feedback from the training after the officers may have had a chance to utilize the skills learned in the course.
- F. Hancock County
  - a. [Knowledge](#): CIT training includes a written exam near the end of the week to test the officers' content knowledge. The tests are graded and the results of the tests are used in a larger class discussion to re-enforce what was learned over the week.
- G. Hancock County – Findlay Police Department
  - a. [CIT Data Collection](#): Findlay Police Department collects and tracks encounters involving people with mental health issues. Their data clearly demonstrates that almost all encounters end with no injuries, the majority of encounters result in people getting help rather than being arrested, and there has been a significant reduction in Use of Force incidents since the adoption of CIT. Data is also used to inform the training content. In the past, the Hancock County Board of Alcohol, Drug Addiction and Mental Health Services compiled written annual CIT reports.
- H. Lucas County
  - a. [Perceptions and Attitudes](#): Utilize pre/post-tests to gather information from the participants regarding their beliefs and knowledge of mental illness.
  - b. [Knowledge](#): Utilize pre and post-test tools to gauge knowledge acquisition from the training.
- I. Summit County – Akron Police Department
  - a. [CIT Data Collection](#): Included in Akron Police Department's policy is the expectation of completion of the department's encounter form.
- J. Washington County
  - a. [Knowledge](#): Provides pre/post-tests as a way to identify changes in the knowledge and attitudes of officers.
- K. Wayne and Holmes Counties
  - a. [Content](#): Provides an evaluation at the end of each day with a wrap-up and a preview of the next day.
- L. Montgomery County
  - a. [Knowledge](#): Provides pre/post-tests as a way to identify the change in knowledge and attitudes of the officers going through the course.
  - b. [Learning Objectives](#): Are provided for each session.

#### M. Tuscarawas County

- a. CIT Data Collection: The program implemented “the Blue form”, which is utilized by officers on road patrol when they encounter a person with known or suspected special needs issues. These forms are sent to the Community Mental Healthcare and staff tracks these individuals and provides follow-up aftercare.

#### **In-Service Training (Refresher, Advanced, and Companion)**

- A. Portage County: Holds an annual 40-hour companion training for all levels of school personnel from bus drivers to principals. The training is referred to as CIT Education Collaboration (CITEC) because of the collaborative efforts involved between the county’s CIT program and local educators in developing and implementing the training in such a way that it compliments CIT theory and practices but is directly applicable to school personnel, including scenario-based role-plays utilizing a school bus. The training is also approved for graduate level course credit at Ashland and Kent State Universities. The training is open to all school districts, not only Portage County districts.
- B. Stark County: Provides annual advanced training topics that are timely and focus on the critical issues facing the law enforcement and criminal justice partnership and have included Opiates, Police Suicides, Youth Crises, Trauma, Alzheimer’s Disease, and Excited Delirium.
- C. Wayne and Holmes Counties: Provides relevant CIT advanced courses including in 2017 a one-day training on Blue Courage and in 2018 a two-day, 12-hour training on Trauma, PTSD, and Crisis Debriefing.
- D. Montgomery County: The program offered two CIT companion courses for Behavioral Health Professionals and four 8-hour dispatch trainings.

#### **Recognition and Honors**

- A. Hancock County: The Hancock County Board of Alcohol, Drug Addiction and Mental Health Services recognizes a CIT officer each month in their bi-monthly publication, “Highlighter.”
- B. Mahoning County: Honors a CIT officer every year as part of the Mahoning County Mental Health and Recovery Board annual meeting.
- C. Portage County: Uses social media (<https://www.facebook.com/pg/Portage-County-Crisis-Intervention-Team-223474784372343/posts/>) to engage people and highlight aspects of the program. The Portage County Mental Health & Recovery Board also has a comprehensive CIT page on their website, with current training dates and officer recognition articles (<https://www.mental-health-recovery.org/crisis-intervention-team-training>).

- D. Seneca, Sandusky and Wyandot Counties: Formally recognizes outstanding efforts made by both CIT officers and instructors. Officers may be awarded with the NAMI Ray of Hope award or the newly created annual CIT Champion of the Year award.
- E. Trumbull County: Has had several examples of newspaper and one television news spot on CIT training
- F. Wayne and Holmes Counties: The local NAMI of Wayne and Holmes Counties provides an annual meeting in which CIT officers are recognized.
- G. Montgomery County: Each graduate receives a CIT pin and Challenge Coin at graduation.