



**Behavioral Health**  
Crisis Intervention Training For Law Enforcement & Community Partners

## Crisis Intervention Team (CIT)

Engaging Vulnerable Persons to Resources Through Collaborative Partnerships Between First Responders and Behavioral Health

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[www.SBCounty.gov](http://www.SBCounty.gov)

## Presentation Overview

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- Discuss the history of Crisis Intervention Team (CIT) programs
- Building collaborative partnership to sustain a CIT program
- Overview on San Bernardino County's Crisis Intervention Team (CIT) Training Program
- Building a Crisis System of Care and Community Support Systems

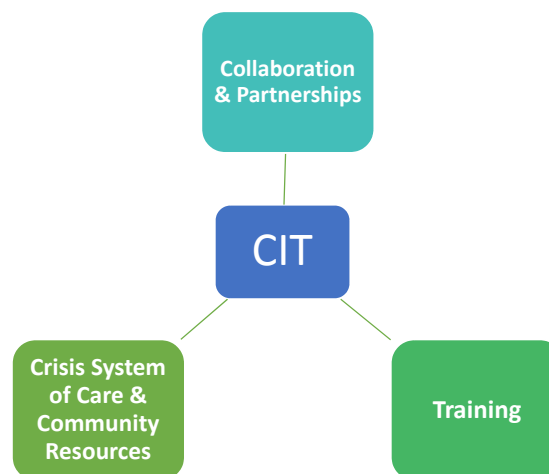
## What is CIT

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- First responder crisis intervention training model to help persons with behavioral health concerns access treatment rather than place them in the criminal justice system due to illness-related behaviors.
- Developed in 1988
- Known as “The Memphis Model”
- Founders of CIT:
  - Major Sam Cochran (retired)
  - Dr. Randy Dupont
- For more information on the history of CIT or CIT Program, please visit:
  - [www.citinternational.org](http://www.citinternational.org)
  - [www.cacita.net](http://www.cacita.net)

## Key Elements for Successful CIT Program

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## Collaboration

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- Opens communication between agencies, mental health providers, stakeholders, and community members
- Work together vs. silos
- Establish expectation
  - Policy and procedures
  - Clear guidelines for law enforcement/first responders and crisis staff
- Share resources
- Communicate success and “lessons learned” stories
- Work together to identify systemic problems
- Create solutions that benefit all



## Collaboration

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- Key players needed for a CIT program



## San Bernardino County CIT Collaborative Partners

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### Department of Behavioral Health

- Community Crisis Services
- Diversion Services
- Crisis Walk-in Clinic
- Clubhouses
- TAY Center
- Substance Use Disorders & Recovery Services Administration
- Recovery Based Engagement & Support Teams
- Juvenile Justice Programs
- Adult Criminal Justice Programs

### Law Enforcement

- San Bernardino County Sheriff's Department
  - Advanced Officer Training
  - START Team
  - HOPE Team
- San Bernardino County Probation Department
  - Mental Health Division
- Chino Police Department
- Rialto Unified School District Police
- Fontana Police Department

### Consumers & Family

- NAMI Members
- TAY Consumers
- Clubhouse Consumers
- Inland Regional Center Consumers
- Former Law Enforcement Officers
- Resiliency Project
- Peer Support Programs

### Community Agencies

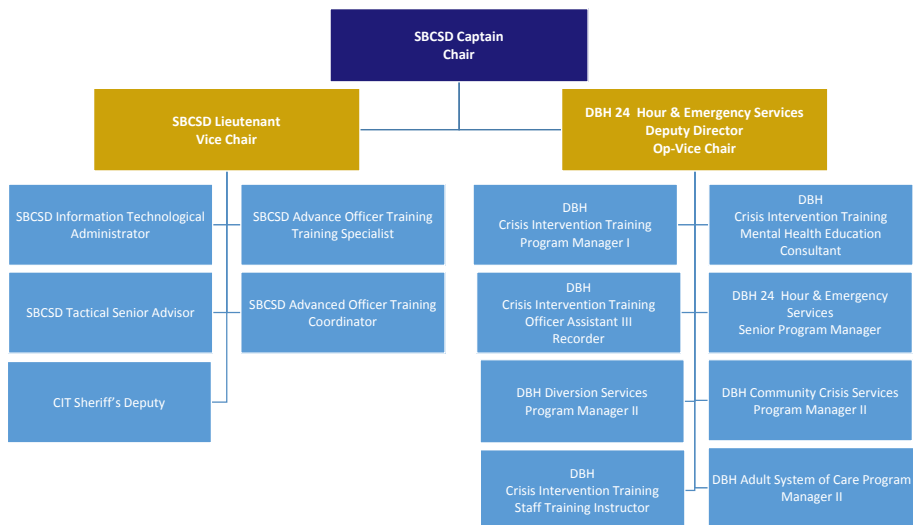
- Dept. Of Veteran Affairs
- Inland Regional Center
- Dept. of Aging & Adult Services
- Office of the Public Guardian
- Children's Network
- Coalition Against Sexual Exploitation
- The Counseling Team International
- Valley Star Family Resource Center
- Valley Star – Casa Paseo
- Telecare – Crisis Stabilization Units

## San Bernardino County CIT Collaboration Practices

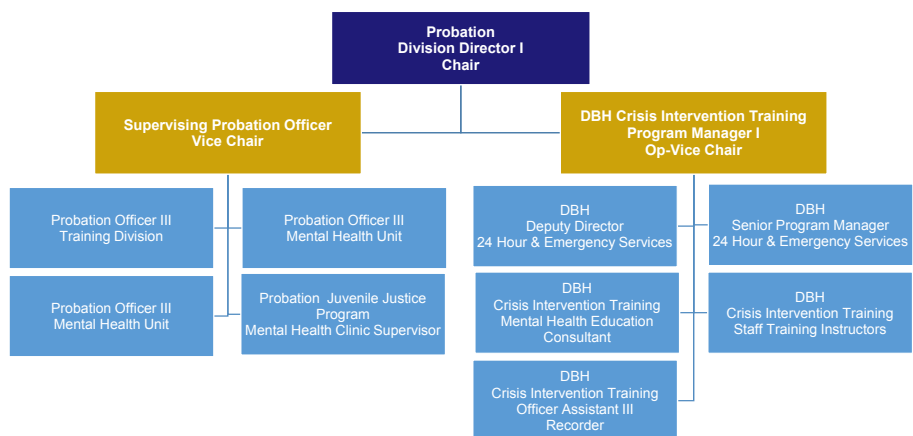
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- CIT Committees:
  - San Bernardino County Sheriff's Department
    - Established in 2007
  - Probation Department
    - Established 2018
  - Bi-monthly meetings
- Community stakeholder meetings:
  - Coffee with the Cop/Chief
  - DBH Law Enforcement Collaboration Meeting
  - DBH Hospital Collaboration Meeting
  - Campus Safety Symposiums
  - Various community taskforces and meetings

# Sheriff's CIT Committee



# Probation CIT Committee



## San Bernardino County CIT Collaboration Successes/Outcomes

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- CIT Training
- Crisis Programs
  - Community Crisis Response Teams (CCRT)
  - Triage Engagement & Support Teams (TEST)
  - Crisis Stabilization Units (CSU)
  - Crisis Residential Treatment (CRT) Facilities
  - Expansion of the CIT program and staffing within DBH and Sheriff's Department
- Treatment & Engagement Programs
  - Recovery Based Engagement Support Team (RBEST)
  - Innovative Remote Onsite Assistance Delivery (INNRoads)
- Sheriff's Department
  - CIT Form – DBH follow-up
  - Homeless Outreach Proactive Enforcement (HOPE) Team
  - Sheriff's Transitional Assistance Re-Entry Team (START)
- Probation Department
  - Day Reporting Center (DRC) Service Providers
    - Choosing Healthy Options to Instill Change and Empowerment (CHOICE)
    - DPH
    - 5 Keys
    - TAD
    - Workforce Development

## CIT Training

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- Memphis Model = 40 hours
  - CIT course hours may vary by county/region
- Law Enforcement Leadership Involvement
- Training Instructors
  - Subject Matter Experts
    - Consumers & Family Members
    - Law Enforcement
    - Behavioral Health
    - Other Community/Service Providers
  - Dynamic
  - Demonstrate how it is applied in the field/corrections facility
- Adult Learning Style
  - Presentations
  - Discussion Groups
  - Learning Activities
    - Site Visits
    - Role Playing
- POST/STC Approved

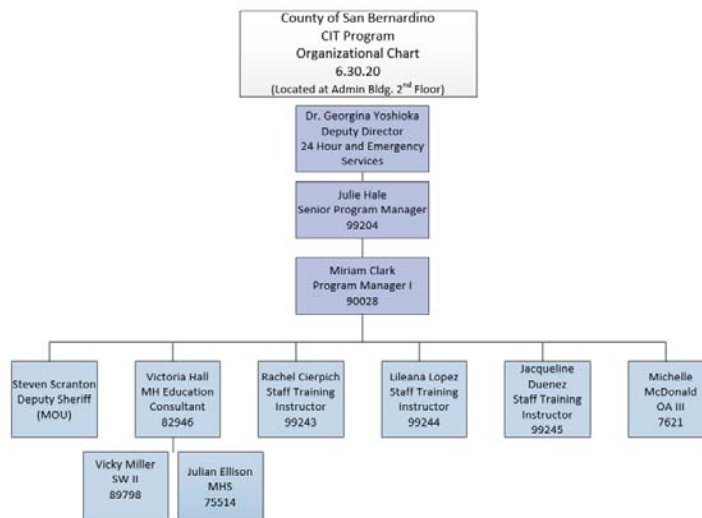
## San Bernardino County CIT Training Program

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- Department of Behavioral Health Crisis Intervention Training (CIT) program offers educational opportunities to first responders and community partners who respond to crisis calls in which behavioral health issues are identified or suspected
- The goal of each training is:
  - To understand and identify behavioral health signs and symptoms
  - To enhance de-escalation and communication skills
  - To utilize DBH and community resources for individuals experiencing a behavioral health crisis
  - To ensure that first responders have the necessary understanding, education, and tools to safely resolve behavioral health crisis situations

## DBH CIT Program Organizational Chart

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## Training Target Population

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### Law Enforcement

- Law Enforcement Officers
- Correctional Officers
- Probation Officers
- School Police/Safety Officers
- Parole Officers
- Dispatchers

### Community Partners

- Fire Personnel
- Paramedics/EMS
- Emergency Department
- District Attorney's Office
- Public Defender's Office
- City Personnel
- Schools
- Other Community Agencies

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## Collaborative CIT Training Program with San Bernardino County Sheriff's Department





# Sheriff's POST Certified Training Courses

## 40-Hour CIT Course (Formerly 32 Hour Course)

## 8-Hour Field Training Officers (FTO) – CIT Course (SB 29 Mandate)

- Open to all Law Enforcement

- Open to all FTOs

### Topics Covered:

- ✓ Mental Health Overview
- ✓ Stigma
- ✓ Psychiatric Medication
- ✓ Crisis De-escalation Skills
- ✓ 5150/5585
- ✓ Developmental Disabilities
- ✓ Traumatic Brain Injury
- ✓ Alcohol & Drug Services
- ✓ Tactics & De-escalation
- ✓ Consumer Panel
- ✓ Shaken Tree
- ✓ Policy & Procedures (CIT Form)
- ✓ Community Resources

### Topics Covered:

- ✓ Stigma
- ✓ Psychiatric Medication
- ✓ Overview on:
  - ✓ Mental Illness
  - ✓ Intellectual Disabilities
  - ✓ Substance Use Disorder
- ✓ Community Resources
- ✓ Laws
  - ✓ Mental Health Related Laws
  - ✓ Firearm Confiscation
  - ✓ HIPAA
- ✓ Communication & De-escalation Skills
- ✓ Hearing Voices Simulation

- Site Visits
- Role Plays

# Sample Agenda of 40 Hour CIT Course

**40 Hour CIT Training Agenda**  
Day 1

Time	Topic	Presenter
7:30 – 8:00	Check-in	
8:00 – 9:00	Welcome, Expectations & Introductions DRH Overview	Cpt. Brett Zour, Lt. James Porter Lileana Lopez
9:00 – 9:10	Break	
9:10 – 10:05	Mental Health Overview: Schizophrenia	Tina Entz
10:05 – 10:15	Break	
10:15 – 11:05	Mental Health Overview: Bipolar Disorder Major Depression	Tina Entz
11:05 – 11:15	Break	
11:15 – 12:00	Mental Health Overview: Personality Disorders	Tina Entz
12:00 – 1:00	Lunch	
1:00 – 2:00	Mental Health Overview: Anxiety	Tina Entz
2:00 – 2:10	Break	
2:10 – 3:30	Mental Health Overview: Dementia/Alzheimer's	Tina Entz
3:30 – 3:40	Break	
3:40 – 4:40	Psychiatric Medications	Cece Spurlock
4:40 – 5:00	Evaluations	Lileana Lopez

**40 Hour CIT Training Agenda**  
Day 2

Time	Topic	Presenter
8:00 – 9:00	Developmental Disabilities/IRC	Jonathan Eckrich
9:00 – 9:10	Break	
9:10 – 10:20	Developmental Disabilities/IRC (cont.)	Jonathan Eckrich
10:20 – 10:30	Break	
10:30 – 11:00	Living with Autism – Personal Story	
11:00 – 11:30	Adult Protective Services	Steven Bain
11:30 – 12:30	Lunch	
12:30 – 1:30	Personal Story	Nick Wilson
1:30 – 1:40	Break	
1:40 – 3:00	Suicide by Cop/Police Suicide	Dr. Tammy McCoy-Arballo
3:00 – 3:10	Break	
3:10 – 4:10	Peer Support/ Personal Story	Sgt. Anthony Padfield & Sgt. Brad Powers
4:10 – 4:20	Break	
4:20 – 5:00	Self-Care Homework & Evaluations	Lileana Lopez

# Sample Agenda of 40 Hour CIT Course

**40 Hour CIT Training Agenda**  
Day 3

**Morning Site Visits:**  
Please conceal all firearms during site visits. Thank you!

Site Visits 9:00 a.m. – 11:30 a.m.	
8:00 – 8:30	Glen Helen Rehabilitation Center - ROP Classroom 18000 Institution Road, San Bernardino, CA 92407
Travel Time	
Group A: 9:00 – 9:30	Windsor Crisis Stabilization Unit 1481 N Windsor Dr. San Bernardino, CA
Group B: 9:00 – 9:45	Valley Star Family Resource Center 1585 S. D Street, Suite 101 San Bernardino, CA
Travel Time	
Group A: 9:45 – 10:30	TEAM House 201 W. Mill Street San Bernardino, CA
Group B: 10:00 – 10:30	Windsor Crisis Stabilization Unit 1481 N. Windsor Dr. San Bernardino, CA
Travel Time	
Group A: 10:45 – 11:30	Valley Star Family Resource Center 1585 S. D Street, Suite 101 San Bernardino, CA
Group B: 10:45 – 11:30	TEAM House 201 W. Mill Street San Bernardino, CA
Travel Time	
11:30 – 12:00	Return to ROP Classroom
12:00 – 1:00	Lunch

**Afternoon Presentations:**

Time	Topic	Presenter
1:00 – 2:00	Personal Story	Curtis Dowds
2:00 – 2:10	Break	
2:10 – 3:10	Shaken Tree (NAMI/ OCFA)	Lauretta Ross
3:10 – 3:20	Break	
3:20 – 4:50	Resource Activity & Review	DBH Staff
4:50 – 5:00	Evaluations	Lileana Lopez

**40 Hour CIT Training Agenda**  
Day 4

Time	Topic	Presenter
8:00 – 9:15	Veteran's Affairs	Michelle Martinez
9:15 – 9:25	Break	
9:25 – 10:25	Substance Use Disorders	Paul Terrazas
10:25 – 10:35	Break	
10:35 – 12:00	Crisis System of Care	DBH Program Managers
12:00 – 1:00	Lunch	
1:00 – 2:00	5150/5585 Presentation	Paula Rutten
2:00 – 2:10	Break	
2:10 – 3:10	5150/5585 Activity	Dep. Steven Scranton
3:10 – 3:20	Break	
3:20 – 3:50	Bag Exercise – Communication Skills	Dep. Steven Scranton
3:50 – 4:50	Tactics and De-escalation	Dep. Steven Scranton
4:50 – 5:00	Evaluations	Lileana Lopez

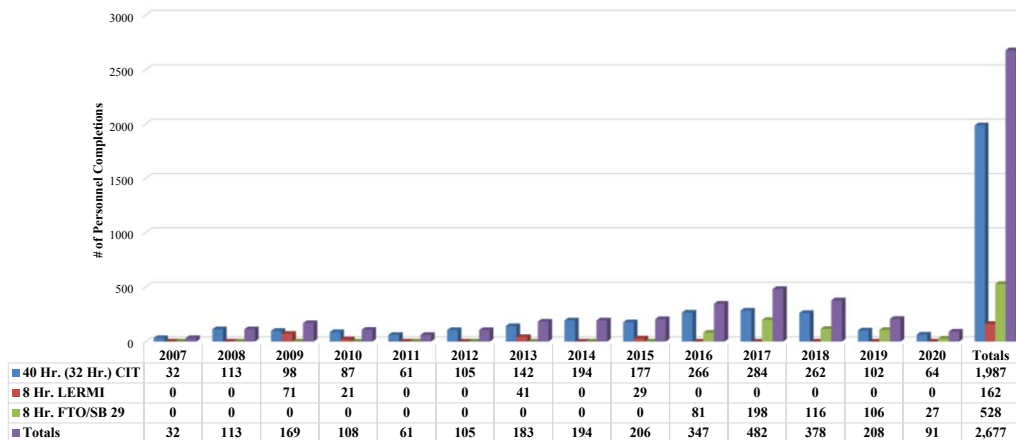
# Sample Agenda of 40 Hour CIT Course

**40 Hour CIT Training Agenda**  
Day 5

Time	Topic/Presenter	Topic/Presenter	
8:00 – 8:30	Role Play Group Assignments/Briefing		
8:30 – 9:15	Groups A and B: Project HOPE Presentation	Dep. Mike Jones	
9:15 – 9:30	Travel Time	Break	
Group A: 9:30 – 12:00	Role-play Scenarios @ AOT Force Options Simulator @ EVOOC « Begin at 9:30am »	Group B: 9:30 – 11:20	CASE Presentation Presenter: Angel Magallanes Break 10:30
		Group B: 11:30 – 12:00	Stigma Activity Presenter: Lileana Lopez
12:00 – 1:00	Lunch Provided in ROP Classroom		
Group A: 1:00 – 2:50	CASE Presentation Presenter: Angel Magallanes Break 2:00	Group B: 1:10 – 3:40	Role-play Scenarios @ AOT Force Options Simulator @ EVOOC « Begin at 1:10pm »
Group A: 3:00 – 3:30	Stigma Activity Presenter: Lileana Lopez		
3:30 – 3:50	Break	Return to classroom	
3:50 – 4:00	Evaluations & Certificates	Lileana Lopez	
4:00 – 5:00	CIT Policy, Procedures, Form	Dep. Steven Scranton	

## Law Enforcement CIT Trained

Law Enforcement Personnel CIT Trained  
2007 - 2020



## Collaborative CIT Training Program with San Bernardino County Probation Department



Probation STC CIT Courses		
8-Hour Probation Course FY 16-17	8-Hour Probation Course FY 18-19	8-Hour Probation Course FY 19-20
<ul style="list-style-type: none"> <li>Mandated training for:                             <ul style="list-style-type: none"> <li>Probation Officers (PO)</li> <li>Probation Corrections Officers (PCO)</li> </ul> </li> <li>All courses are certified under California's Standard and Training for Corrections (STC)</li> </ul>		
<b>Topics Covered:</b> <ul style="list-style-type: none"> <li>✓ Mental Health Overview                             <ul style="list-style-type: none"> <li>✓ Adults</li> <li>✓ Juvenile</li> </ul> </li> <li>✓ Psychiatric Medications</li> <li>✓ Excited Delirium</li> <li>✓ Hearing Voices Activity</li> <li>✓ Community Resources</li> </ul>	<b>Topics Covered:</b> <ul style="list-style-type: none"> <li>✓ Mental Health Overview</li> <li>✓ Consumer Panel</li> <li>✓ Verbal De-escalation Skills</li> <li>✓ Tactics &amp; Exercises</li> <li>✓ Community Resources</li> <li>✓ Role-Play Scenarios</li> </ul>	<b>Topics Covered (PO Course):</b> <ul style="list-style-type: none"> <li>✓ Mental Health Overview – Diagnosis Specific</li> <li>✓ DBH Resources Site Visits</li> <li>✓ Psychiatric Medications</li> </ul> <b>Topics Covered (PCO Course):</b> <ul style="list-style-type: none"> <li>✓ Mental Health Overview – Diagnosis Specific</li> <li>✓ Developmental Disabilities/Inland Regional Center</li> <li>✓ Psychiatric Medications</li> </ul>
<ul style="list-style-type: none"> <li><b>5 Courses – 210 Probation Staff Trained</b></li> </ul>	<ul style="list-style-type: none"> <li><b>21 Courses – 819 Probation Staff Trained</b></li> </ul>	<ul style="list-style-type: none"> <li><b>9 PO Courses – 318 PO Trained</b></li> <li><b>8 PCO Courses – 142 PCO Trained</b></li> </ul>

## CIT Program Community Partners

## Community Partners

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- FY 17-18 – Program Expansion
- CIT training available to other collaborative partners:
  - Fire/EMS
  - Schools
  - Hospitals
  - Other community-based organizations
- Training topics include:
  - Stigma/Stigma Reduction
  - Behavioral Health Overview
  - 5150 Process
  - Trauma/Self-Care
  - Suicide/Suicide Prevention
  - Verbal De-escalation Skills
  - DBH & Community Resources

### FY 17-18

- 20 Trainings
- 389 Community Partners Trained

### FY 18-19

- 32 Trainings
- 845 Community Partners Trained

### FY 19-20

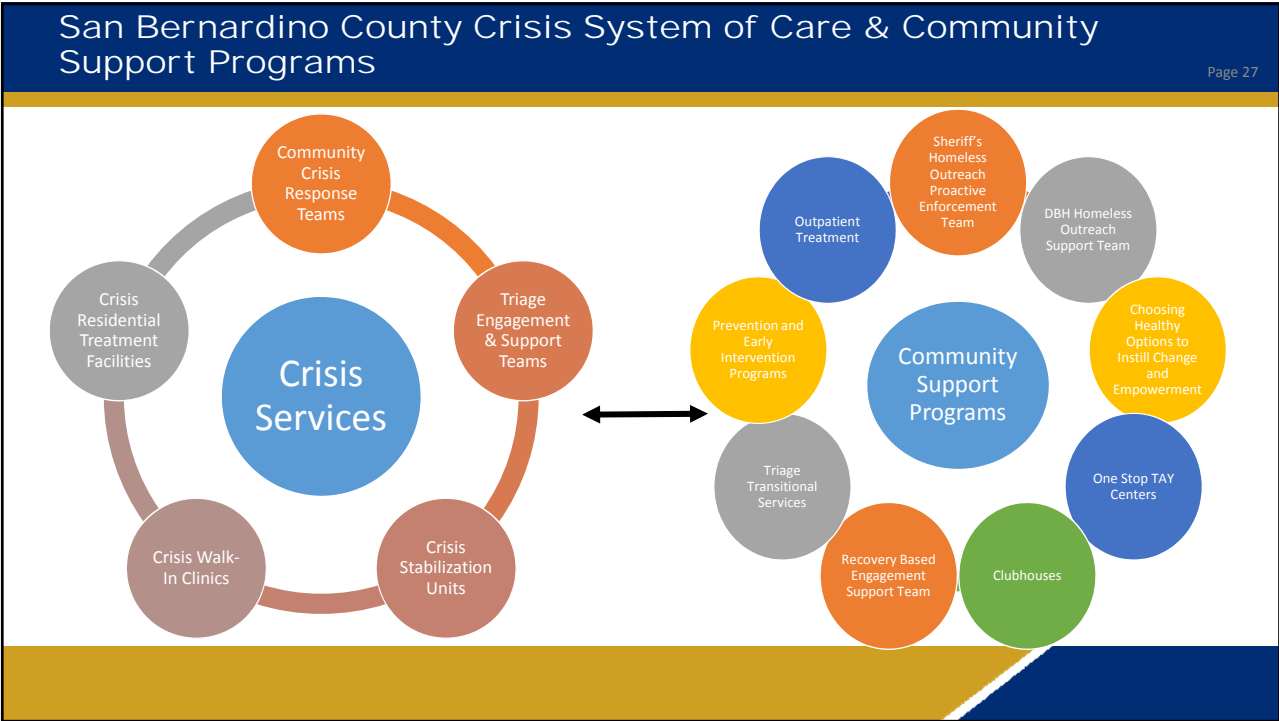
- 29 Trainings
- 861 Community Partners Trained

## Crisis System of Care and Community Support Systems

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- Available options to help divert a behavioral health crisis in the community
  - Reduce acute psychiatric hospitalization
  - Reduce criminal justice involvement
  - Reduce law enforcement time on behavioral health crisis calls
- Educate community members of alternative behavioral health crisis services as an alternative to calling 9-1-1
- Encourage engagement to treatment, medication, and other recovery services through community support systems.





### San Bernardino County Crisis System of Care

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**Community Crisis Response Teams (CCRT)**

- Mobile crisis response in three (3) regions
- Hours: 7 am – 10 pm, 365 days/year
- Responds to law enforcement and community crisis calls
- Provide:
  - Crisis intervention in the least restrictive environment
  - Assist law enforcement with assessments and transportation
  - Education, referrals and resources
  - Critical incident and disaster response in the community

**CCRT Calls FY 18/19**  
Total 4986

Category	Count	Percentage
Referral & Linkage	2804	56%
Crisis Calls	2182	44%

**CCRT Response to LE Calls FY 18/19**  
Total 871

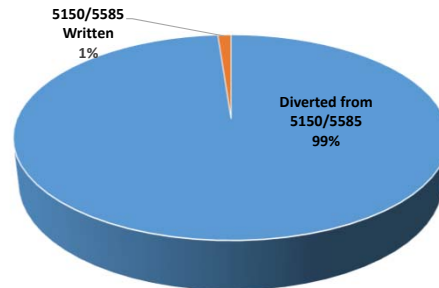
Category	Count	Percentage
Hospitalized	270	31%
Diverted	294	34%
Referrals & Linkages	307	35%

## San Bernardino County Crisis System of Care

### Triage Engagement & Support Teams (TEST)

- Co-located DBH staff in law enforcement agencies that assist with:
  - Crisis intervention
  - 5150/5585 and voluntary acute psychiatric hospitalization transports and sits on non-violent clients
  - Case management services
  - Referrals to community resources and providers
  - Family and caretaker education
  - Consumer advocacy
  - Education and support to law enforcement and community partners
- Where is TEST staff co-located?
  - 15 Sheriff Stations
  - 8 City Police Department
  - 2 College Campuses
  - 3 Emergency Departments
  - Probation Department
  - Public Defenders Office

TEST Disposition of 256 Calls from LE FY 18/19




CIT Referral Forms Received from Sheriff Stations FY 18/19


2,060

## San Bernardino County Crisis System of Care

### Crisis Stabilization Units (CSU)

- Two (2) voluntary unlocked 23-hour psychiatric urgent care centers
- Serves ages 13+
- Services provided:
  - Crisis Intervention and stabilization
  - Psychiatric evaluation and medication, if needed
  - Voluntary Peer-to-Peer enriched engagement and support
  - Integrated substance use disorder services/case management
  - Therapeutic interventions
  - Referral and linkage to culturally and linguistically appropriate services

FY 18/19			
	Law Enforcement Referrals	YTD Clients	% of Law Enforcement Referrals
Merrill	343	1633	21%
Windsor	359	1880	19%

FY 19/20				
	Law Enforcement Referrals	YTD Clients	% of Law Enforcement Referrals	Increase/Decrease
Merrill	655	2817	23%	2% Increase in LE referrals
Windsor	352	2451	14%	5% decrease in LE referrals

## Sheriff's Department – HOPE Team

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### Homeless Outreach & Proactive Enforcement Team (HOPE)

- A pro-active approach intended to reduce calls for service among the homeless population
- Community policing philosophy used to link with resources and service providers throughout the county to reduce homelessness
- Stop the revolving door of arrest, incarceration, and release
- Reduce the current costs associated to homeless related crime

2019 Data	Totals
Contacts	1383
Assisted with tangible services	598
Placed into housing resources	172
Families placed into a housing resource	24

Current 2020 Data	Totals
Contacts	1431
Assisted with tangible services	473
Placed into housing resources	440
Families placed into a housing resource	61

## Probation Mental Health Unit

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### Mental Health Supervision Unit

- Probation officers who supervise offenders diagnosed with a mental health condition and open to CHOICE services
  - 12 officers with caseloads of 35
  - 3 officers assigned to MDD caseloads
- Collaboration with DBH is on a regular basis to extend services to clients
- Officers supervise clients in the community
- Involved in the Custody to Community aspect to assist clients' transition from custody back into the community

FY 20/21	
Mental Health (MH) Division Stats	Totals
Probationers Under MH Division	259
Homeless	38
Housed	54
Receiving DBH Services (MH/SUD)	119




## Homeless Outreach Event – March 14, 2019

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- Homeless outreach event within the city of San Bernardino
- Outreach and linkage to services to help improve quality of life
- 4 main sites
- Collaborative Partners
  - Superior Courts – Homeless Court
  - Public Health
  - Behavioral Health
  - Faith based organization
  - 211

- 141 total homeless contacts
  - 2 declined services/linkage

 Referred to Mental Health / Substance Use Disorder Services	<b>32</b>
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 Homeless Court	
Clients	15
Warrants Cleared	43
Community Service Sanctions	10
NA/AA Sanctions	6
Stay Away Orders	1

## Homeless Outreach Event – March 14, 2019

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Homeless Coordinated Activities	# Accepted Service
211 Coordinated Re-Entry Added to Housing Que	19
Central City Lutheran Mission- Hotel Vouchers & Bus Passes	12
Salvation Army – Clothing Distribution	68

Other Service Provided	# Accepted Service
Hygiene Kits	121
Backpacks	38
Blankets	67
Pillows	24
Sack Lunches	114
Other Services	55



Thank  
you 

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