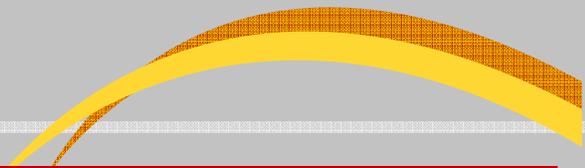




# Oregon CIT Newsletter

Issue 4—Spring 2017



Grant/Wheeler CIT class. Rick Brunk pictured to the far left

## Grant/Wheeler Counties Complete First CIT

Kevin Rau, CIT Coordinator, DPSST

On Friday, May 12th 18 first responders graduated from the first ever Grant/Wheeler 40 hour CIT training.

It can be a challenge for agencies in rural communities to implement Crisis Intervention Team programs. What is required in any community, especially in a rural community, is a champion. For this rural eastern Oregon region, Rick Brunk, with Community Counseling Solutions is that champion. Rick attended the 2016 Northwest Regional CIT Conference in Tacoma where he participated in the second ever Crisis Intervention Teams International CIT Coordinator Certification Course. He returned with a renewed drive and desire to bring high quality training to first responders in the Columbia Basin region of Eastern Oregon.

Rick worked very hard to bring stakeholders together to develop and structure a 40 hour CIT training that addressed a major challenge for small agencies, creating the opportunity for their staff to attend the full 40 hour Memphis Model style CIT training. Creativity and outside-the-box thinking lead Rick and his team to settle on a format which involves one day of training for three weeks and two days consecutive in the fourth week to complete the full 40 hours of training.

Rick said, "Throughout the development of the training, we found three important elements were necessary for a successful CIT Certification Training in this rural area. These include the ability to tailor the training schedule to meet the needs of the attendees, buy-in from community stakeholders, and an effective stakeholder steering committee who remain committed to furthering a CIT Program throughout Grant and Wheeler Counties."

Rick is looking forward to implementing CIT in a similar format for Gilliam and Morrow Counties. With the success of the Grant/Wheeler Counties CIT training, there is no doubt that quality training for first responders is there to stay in this rural region of Oregon.

CITCOE is happy to have played a role in the success of the Grant/Wheeler CIT but the credit should rest squarely on the shoulders of Rick and his team.

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**\*\*NW REGIONAL CIT CONFERENCE  
REGISTRATION NOW OPEN!\*\***

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# Scaled Response.....

*Sgt. Troy King, Portland Police Bureau, Crisis Negotiations Team*

With growing challenges in law enforcement's response to crisis incidents comes the need to adapt and refine law enforcement's crisis response systems. The Scaled Crisis Response Model (SCRM) is an example of one such adaptation developed by the Portland Police Bureau.

Many crisis calls begin with a person in crisis calling 9-1-1. This initial interaction with a dispatcher becomes part of the foundation upon which those being dispatched build their response strategy. Adding crisis communication training for dispatchers increases the degree of progress that could be made with a caller in crisis and enhancing dispatcher training with the fundamentals of transitioning the call to arriving officers provides an opportunity to maximize the value of progress made with a caller in crisis.

Historically, the process of transitioning from the person in crisis talking to a dispatcher to police contact with that person involved the dispatcher hanging up the call and the officer re-establishing contact with the caller. Often, this has meant that progress and rapport built by the dispatcher was not maximized. Commonly, the officer starts from "ground zero" in building rapport, often asking the same questions which had already been asked by dispatch. With crisis communication skills and practice, a dispatcher can de-escalate a caller in crisis and build rapport. Conferencing the caller to an officer on-scene allows that rapport to benefit the officer who will ultimately interact with this caller.

In addition to maximizing rapport, another benefit of dispatch conferencing the call to the officer on-scene is that the dispatcher can continue to monitor the call, providing updates of the conversation to other responders. For smaller agencies, this allows the dispatcher to help fill the part of roles of either the communication coach or the intelligence elements. Improving this interaction and the efficiency of the transition to the responder means improving the foundation, and this is why addressing dispatch training and procedure is the first level of the SCRM.

With respect to law enforcement's role in responding to persons in crisis, the implementation of CIT programs across the country may very well be the most important advancement in U.S. policing in the last few decades. However, some agencies which have implemented CIT programs have recognized that having a CIT program still leaves the non-CIT officers in their departments exposed to the likelihood of being dispatched to incidents which on their surface do not meet CIT dispatch criteria, but which turn out to have mental health crisis as a primary factor. This is one of the reasons some departments give all of their first responders crisis intervention training.

These agencies have adopted a "more is better" approach to crisis intervention training, seeking a greater ability to mitigate mental health crises over a broader variety of calls. As a result, some agencies are requiring all patrol officers to be crisis intervention trained. In fact, this approach to crisis intervention training supports one of the recommendations by The President's Task Force on 21<sup>st</sup> Century Policing which issued its final report in May 2015 recommending, "POSTs should make Crisis Intervention Training (CIT) a part of both basic recruit and in-service officer training."

While some would argue the movement toward improving basic crisis intervention training for all officers has shown positive results on many levels, others recognize that having all officers crisis intervention trained instead of having a CIT program has produced some unintended consequences.

One of the benefits of a crisis intervention *team* is that CIT officers are selected on a voluntary basis and have demonstrated an interest and have a good performance record when interacting with the community. Additionally, once on this team, these officers tend to go to a higher frequency of crisis calls, increasing their experience level in crisis response as well as developing relationships with mental health consumers who may have repetitive interactions with law enforcement.

In Portland, all officers receive 40 hours of crisis intervention training as part of their initial recruit training. Additionally, officers are provided training in some concepts which are typically part of the training for crisis negotiation teams (CNTs).

## Scaled Response (Cont.)

One of the concepts provided to all officers is the idea of a communication team. The communication team model has three elements: the primary communicator, the communication coach, and the intelligence element. Crisis negotiation teams recognize that the quality of crisis communication is greatly improved when additional intelligence about the incident and the subject is gathered and provided to the primary communicator. These teams also recognize that the safe resolution of the incident requires other on-scene officers to be aware of what is being discussed and agreed upon between the primary communicator and the subject in crisis. In order to accomplish these goals, a communication coach is used as a conduit between the primary communicator and other response personnel. Re-enforcing the concept of a “communication team” reminds officers to have a “communication coach” present when making contact with the person in crisis.

Someone other than the primary communicator or the coach must gather intelligence to support the communication and coordinate resources to guide the event through its resolution. This person (or persons) performs the function of the third element of the communication team. With basic crisis intervention training and additional training in the use of communication teams, first responders form the second level of the Scaled Crisis Response Model.

PPB trainers developed the third level of the SCRM by expanding some of the core competencies of the CIT training and enhancing these with advanced crisis negotiation response concepts. Officers who were selected to receive this training were given the title of Enhanced Crisis Intervention Team (ECIT) officers. The ECIT officers volunteered to take the training and had to pass selection criteria. Whereas most crisis intervention training places an emphasis on the officer being the primary communicator with the person in crisis, ECIT training places an emphasis on assessing the police response and overall scene, assisting other officers or supervisors to improve the on scene response and coordinating resources. They then apply their additional training in a variety of ways which may or may not include being the primary communicator.

In creating the ECIT training program it was recognized that, although ECIT officers benefit from some crisis negotiation training, not all negotiation skills and training can, or should, be transferred to a patrol-level response. PPB trainers anticipated that ECIT officers would need to address complex crisis events which had not yet risen to the level of seriousness or complexity to prompt a CNT callout, but which may benefit from the experience and advice of a CNT member. Thus, an option was created to allow on-scene officers access to CNT members in a non-callout setting. This option forms the fourth level of the SCRM and is referred to as a CNT consult.

This fifth level of the SCRM involves a crisis negotiation team activation. Because of the work done at other levels, these activations often have a better foundation upon which to build a successful resolution.

The Scaled Crisis Response Model is the next evolution in crisis response for law enforcement. It incorporates lessons from the past, builds upon tested and proven crisis intervention principles, and incorporates crisis response strategies successfully used by crisis negotiation teams.

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## Being Trauma Informed

*Linda Maddy, LCSW, CIT Coordinator, DPSST*

There is an increasing awareness of the impact trauma has on our lives. Trauma can influence how a person will react in a crisis. A person can experience a single trauma event or have multiple trauma exposures (complex). Adverse Childhood Experiences (ACE) can have a lifetime impact on physical and mental health (ACE Study, Kaiser Permanente 1995 to 1997). Trauma can have an influence on how a person lives their daily lives, how they function in a work environment, and influence their relationships. The result of increased awareness about trauma is to provide information and education to professions that engage with trauma survivors to help increase the efficacy of their interactions. This is sometimes referred to as being Trauma Informed, Trauma Informed Approach or Trauma Informed Care.

The simplified definition of trauma is “anything that overwhelms one’s ability to cope.” By virtue of that definition, we can see that a potential response to trauma is very individualized. Providing information on how a trauma survivor’s responses may be different will provide law enforcement and mental health responders with strategies to engage the person in a proactive manner. Trauma survivors will have heightened observations and an informed approach can help in the de-escalation of a trauma survivor in a crisis. The ultimate goal is to avoid re-traumatization. As part of your CIT Program, you may want to consider including a section on Trauma.

# CIT Scenario Samples

*Kevin Rau, DPSST, CIT Coordinator*

Questions are common regarding the format of scenarios during CIT training. Approaches to this part of the training are varied from agency to agency. Some agencies intersperse scenarios throughout the 40 hours, others do a single scenario unit on the last day of the training. Some do scenarios in front of the entire group, others do multiple simultaneous scenario stations to keep participants active and engaged with exposure to as many scenarios as possible. How an agency incorporates scenarios into their CIT is a call to be made by that agency. What is critical is that all CIT training programs include scenario based training. First responders are accustomed to the learning-by-doing or practical scenario based training format. The concept is not new or unusual. While criminal justice professionals often express some discomfort when participating in scenario based training, it is also very common to hear them say that scenario training is among the most valuable training they experience.

Below are examples of scenarios shared by Ontario Police Sgt. [Ridg Medford](#), coordinator for the Malheur County CIT and Marion County Sheriff's Deputy [Cliff Self](#), coordinator for the Marion County CIT.

## **Ontario/Malheur CIT scenario sample**

*Courtesy of Sgt. Ridg Medford—Ontario Police Department*

### **Role Play #3 Patient with Schizophrenia, probably not taking their medications.**

**SETTING:** In a Primary Care Doctor's waiting area.

**SCENARIO:** Officer is called because there is a patient in the waiting area who says she has an appointment but is not on the schedule. She is speaking loudly and in a manner that does not seem to make any sense to anyone around her. She is talking about someone murdering her children and scaring other patients in the lobby.

**ROLE PLAYER ACTIONS:** Appear frightened and confused. Jump back and forth between talking about your murdered children, and other unrelated topics. Continue to look around as if worried and paranoid. Do not respond well if the officer attempts to tell you that your belief about your children being murdered is not true. Respond if he attempts to ask you about your emotions regarding the issue, validates emotions, and attempts to help make you feel safe.

**LEARNING OBJECTIVES:** How to communicate effectively with someone with fixed delusions or who is actively psychotic. Officer should not confirm delusional beliefs, but should definitely not try to confront the delusions. Focus should be on reducing emotions and/or refocusing on reality based information. Help the woman to a safe location to keep others safe.

**INSTRUCTION TO ROLE PLAYERS:** Follow the scenario. You may add supporting details but stick to the main ideas. Do not do anything that might warrant a use of force for officers. Present and maintain a challenge to successful resolution but remember to ALLOW for a successful resolution if the officer's response indicates that it might work.

# CIT Scenario Samples (Cont.)

## Marion County CIT Scenario sample

*Courtesy of Deputy Cliff Self—Marion County Sheriff's Office*

### **Scenario Mania/Delusions**

**Time:** 20 minutes / 10 minute debrief

**Officer:** The manager at Shari's Restaurant called to report that a woman had come into the business and is randomly approaching patrons at their tables excitedly interrupting their conversations. Occasionally the man sits down with the guests. No one seems to know who the person is or where she came from. The manager said he asked the woman to leave but got no reaction from her.

**Role player:** You are in a very excited state but you are not aggressive or threatening. You believe you know everyone in the restaurant and have for many years. Each of them is a very special friend of yours and you just want to visit with them. You don't remember being asked by the manager to leave. Why would he ask you to leave, he is a very special friend and you love him. You have been receiving treatment for Bi-Polar disorder but you have not been taking your medications for the past two months because you could not afford them.

### **Role-play goals:**

The officer should:

Ask for and use your first name

Remain calm and speak in a non threatening tone of voice

Attempt to refocus you by using your first name each time you go off on a tangent, which is often.

Say something similar to, "I am here to help you. What can I do for you today".

Recognize this may be Mania and say something similar to, "You seem very excited today. Are you feeling ok?"

Ask about mental health treatment

### **STING/REWARD:**

**REWARD:** If the officer asks for and uses your name, respond positively and redirect your attention back to him/her briefly.

**STING:** If the officer does not ask for your name, act as if he/she is not speaking to you.

**REWARD:** If the officer asks if you are receiving mental health treatment, tell him/her that you have in the past. If he/she asks about meds, say that you stopped taking them a couple months ago because you could not afford them.

**STING:** If the officer tells you that you need to leave or you will be arrested, act as though he/she had not said that and go off on a tangent.

# Legal Corner.....

## Time... An Asset to Reduce Use of Force

*By Dave Nelson, CIS Public Safety/Risk Management Officer*

One of the most important strategic tools law enforcement officers have at their disposal is time. Time is critical when officers respond to individuals suffering from mental health crises. Unfortunately, officers often feel pressured to resolve issues quickly. They get hurried because other calls are stacking up, or the caller expects them to fix the problem immediately. Other times, the caller may not want to be temporarily displaced. When officers fail to recognize that these issues require more time and patience, a tense issue can spiral out of control. Sadly, there are countless news stories that highlight the use of excessive or deadly force on someone suffering from a mental illness or disability. Many of these outcomes could be avoided by the strategic use of time.

Today, leaders in law enforcement should train officers to slow down and not succumb to outside time pressures. Time must be viewed as an officer's most valuable tool.

Officers must also be trained to recognize when it's appropriate to seek outside resources to help resolve an issue. Only then can we make progress on eliminating the use of force against people with mental disabilities.

Whenever possible — and when there are no threats to law enforcement — a third party can aid in your use of time. Because when time runs from minutes to hours, it can wear down even the most volatile person. You can watch them grow more and more tired and, in some cases, even fall asleep.

Of course, for smaller jurisdictions, there may *not* be an outside agency to call for help. For those agencies, showing patience and providing extra time for the mentally ill or disabled is even more important.

In a recent Oregon case, an individual with a mental health issue had been treated at a hospital and then released. After his release, the individual's mental state continued to spiral out of control, placing a family member in danger. Immediately, the family member was removed and the individual was left alone in the house. Alarming, the individual threatened suicide. However, officers understand these situations can quickly escalate, leaving the person whom police are trying to help injured or killed in the intervention. In this case, because no additional people were in danger, law enforcement chose to surveil the area for several days, checking in on him regularly by phone. They also kept family members away to ensure that no other person would be in danger. After several days, the person finally tired and sought help from officers.

In the example above, the officers did everything right. By being patient and using time strategically, officers were not required to intervene and, therefore, avoided having to use physical or deadly force. The best possible outcome was achieved: the person survived and got the help they needed.

When training officers, make sure they know that their time is their best and most effective tool — and that they have permission to use it.

### **Dave Nelson**

*Dave Nelson joined CIS in March 2010 as CIS' Public Safety/Risk Management Officer, leading a targeted risk management program for member law enforcement agencies and overseeing CIS' risk management efforts overall. He previously was the Troutdale City Administrator for over a year and served as Chief of Police in Troutdale for more than eight years. Dave has over 22 years of law enforcement experience. He holds a Bachelor of Science degree in Business Administration from Warner Pacific College, MBA from Marylhurst University, and is a Graduate of the FBI National Academy. Dave also received his Associate in Risk Management designation. Dave is a past president of the Oregon Association Chiefs of Police (OACP) and served on the Sandy City Council, including two years as Council President.*

# Registration Now Open!

For the

## 7th Annual

# Northwest Regional CIT Conference

When: October 3-5, 2017

Where: The Riverhouse On the Deschutes Conference Center, Bend, OR

Registration fees:

Conference only (Oct. 3-5): \$150.00

Conference + CIT International CIT Coordinators Certification Course (Oct 3-6): \$250.00

CIT International CIT Coordinators Certification Course only (Oct. 6): \$300.00

Registration: <https://www.surveymonkey.com/r/LQKN3ZR>



INTERNATIONAL  
CRISIS INTERVENTION TEAM

FT. LAUDERDALE

August 16 - 18, 2017

**2017 CIT INTERNATIONAL CONFERENCE**

Its time to register for the 2017 CIT International conference to be held in sunny Ft. Lauderdale Florida. For more information and to register, go to [www.citconferences.org](http://www.citconferences.org)

# CITI Conference Scholarships Available

DPSST and GOBHI are offering scholarship grants as a service of the CITCOE Partnership. Each agency has made twenty \$1000 scholarships available. Scholarships are available from DPSST for DPSST constituent agencies and scholarships offered by GOBHI are being offered to mental health professionals. Below are the respective scholarship announcements.

## 2017 DPSST CIT International Conference Scholarships

**Deadline to apply:** 5:00 pm on June 30<sup>th</sup>, 2017

**Information and how to apply:** DPSST is pleased to announce the availability of scholarships to attend the 2017 CIT International Conference in Ft. Lauderdale, Florida, August 16<sup>th</sup> through 18<sup>th</sup>. We are offering 20 scholarships (\$1000 each) which are available to employees of DPSST constituent agencies. The scholarships are reimbursement type grants and are limited to one per agency.

Information about the conference can be found at [www.citconferences.org](http://www.citconferences.org)

The request must be submitted on agency letterhead and should include a brief statement about the requesting agency's efforts to engage in specialized mental health training for criminal justice professionals and/or mental health professionals and advocates working with or within the criminal justice system (i.e.: CIT programs or training, Mental Health First Aid, etc.).

To apply, please submit to [kevin.rau@state.or.us](mailto:kevin.rau@state.or.us) a grant request addressed to DPSST Director Eriks Gabliks.

**Deadline to apply:** 5:00 pm on June 30, 2017

## 2017 GOBHI CIT International Conference Scholarships

**Information and how to apply:** GOBHI is pleased to announce the availability of scholarships to attend the 2017 CIT International Conference in Ft. Lauderdale, Florida, August 16<sup>th</sup> through 18<sup>th</sup>. We are offering 20 scholarships (\$1000 each). The scholarships are reimbursement type grants and are limited to one per agency. These are first come, first granted bases.

Information about the conference can be found at [www.citconferences.org](http://www.citconferences.org)

The request must be submitted on agency letterhead and should include a brief statement about the requesting agency's efforts to engage in specialized mental health training for criminal justice professionals and/or mental health professionals and advocates working with or within the criminal justice system (i.e.: CIT programs or training, Mental Health First Aid, etc.). A W9 from the agency must also be submitted at the time of reimbursement.

To apply, please submit to [cit@gobhi.net](mailto:cit@gobhi.net).

**Deadline to apply:** 5:00 pm on June 30, 2017

# **CIT Program Coordinator Information**

*Note: information is subject to change*

<p><b>Clackamas County CIT</b></p> <p>Coordinator: Julie Collinson Email: jcollinson@clackamas.us</p>	<p><b>Marion County CIT</b></p> <p>Coordinator: Cliff Self Email: mwilkinson@co.marion.or.us</p>	<p><b>Malheur County CIT</b></p> <p>Coordinator: Ridg Medford Email: Ridg.Medford@ontariooregon.org</p>
<p><b>Columbia County CIT</b></p> <p>Coordinator: In transition Email:</p>	<p><b>Polk County Sheriff's Office</b></p> <p>Coordinator: Sgt. Tyrone Jenkins Email: jenkins.tyrone@co.polk.or.us</p>	<p><b>Wallawa County CIT</b></p> <p>Coordinator: Quinn Berry Email: quinn.berry@gobhi.net</p>
<p><b>Coos County CIT</b></p> <p>Coordinator: Ross Acker Email: Ross.acker@chw.coos.or.us</p>	<p><b>BOEC CIT (Tele-communications)</b></p> <p>Coordinator: Melanie Payne Email: Melanie.payne@portlandoregon.gov</p>	<p><b>Benton County CIT</b></p> <p>Coordinator: Sgt. Randy Hiner Email: randy.c.hiner@co.benton.or.us</p>
<p><b>Deschutes County CIT</b></p> <p>Coordinator: Sgt. Liz Lawrence Email: llawrence@bendoregon.gov</p>	<p><b>Jackson County CIT</b></p> <p>Coordinator: Cpl. Josh Schilder Email: josh.schilder@cityofmedford.org</p>	<p><b>Oregon DOC CIT</b></p> <p>Coordinator: Chris Mortenson Email: Christopher.W.Mortensen@doc.state.or.us</p>
<p><b>Douglas County CIT</b></p> <p>Coordinator: Colleen Roberts Email: roberts5888@msn.com</p>	<p><b>Morrow County CIT</b></p> <p>Coordinator: Rick Brunk Email: rick.brunk@gobhi.net</p>	<p><b>Yamhill County CIT</b></p> <p>Coordinator: Email:</p>
<p><b>Lincoln County CIT</b></p> <p>Coordinator: Lt. Jamie Russell Email: jrussell@co.lincoln.or.us</p>	<p><b>Umatilla County CIT</b></p> <p>Coordinator: Sgt. Bill Wright Email: wright@umatilla-city.org</p>	<p>Deschutes Co. Corrections CIT</p> <p>Developing</p>
<p><b>Lane County CIT</b></p> <p>Coordinator: Sgt. Steve Sieczkowski Email: steven.sieczkowski@co.lane.or.us</p>	<p><b>Wasco/Hood River CIT</b></p> <p>Coordinator: Stephen Bradley Email: stephen.bradley@mccfl.org</p>	<p>Port of Portland Police CIT</p> <p>Developing</p>
<p><b>Grant/Wheeler CIT</b></p> <p>Coordinator: Rick Brunk</p>	<p><b>Klamath County CIT</b></p> <p>Coordinator: Matt Vinson</p>	<p>Clatsop County CIT</p> <p>Developing</p>

## **Upcoming CIT Training Events:**

- ♦ Lane County CIT
May 23-27, 2017
- ♦ Columbia County CIT
June 5-9, 2017
- ♦ Yamhill County CIT
July 24-28, 2017
- ♦ Douglas County CIT
September 18-22, 2017
- ♦ Clackamas County CIT
October 9-13, 2017 and February 12-16, 2018

## CITCOE Seeks contributors for the Oregon CIT Newsletter

The CITCOE Newsletter staff want to make the Oregon CIT Newsletter a valuable tool for everyone who has an interest in advancing the impact of CIT in Oregon. To do that, we need your help! We are seeking information for articles on new and innovative programs, CIT success stories, effective partnerships and existing and emerging CIT programs as well as coming CIT related events.

If you have a Newsletter idea, let us know.

Contact:

[kevin.rau@state.or.us](mailto:kevin.rau@state.or.us)

## CITCOE Team

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*Integrity - Compassion - Accountability*