

Employee Development Lesson Plan

COURSE TITLE: Crisis Intervention Team (CIT) Training

INSTRUCTORS: CIT training involves many subject matter experts; too many qualified individuals to list. Please refer to qualifications for each training module below.

CREATED BY: CIT training is based on an international model adapted for DOC use

CREATION DATE: Developed for DOC use in October 2011.

AUDIENCE: Staff with direct offender contact, particularly security staff (correctional officers, lieutenants, K9)

TIME FRAME: 40 hours (5 days)

REFERENCES: www.citinternational.org

DOC POLICY: 301.075 – Crisis Intervention Team (CIT)

ACA STANDARD: Not applicable

INSTRUCTOR MATERIALS: Training manuals include the following contents. Each participant receives a manual. Class size should be 30, so 30 of each are needed.

1" binder	Treatment systems handout
Page dividers numbered 1-5	Suicide awareness and prevention PowerPoint
Cover page for front of binder	Overview of special needs PowerPoint
"Pre" survey	Site visit A directions, map, and contact information
Training schedule	Site visit B directions, map, and contact information
Instructor evaluation	Trauma PowerPoint
CIT history in the DOC PowerPoint	Cultural competency PowerPoint
Mental health basics PowerPoint	CIT policy and procedures PowerPoint
De-escalation PowerPoint	DOC CIT policy handout
Personality disorders PowerPoint	DOC CIT incident report handout
Psychotropic medications PowerPoint	DOC CIT resources handout
Fetal Alcohol Spectrum Disorders (FASD) PowerPoint	"Post" survey
Treatment systems PowerPoint	

Primary instructors also need (assuming the training takes place at STW; may add or remove materials as needed for another site):

1. Daily a.m. and p.m. sign-in sheets for participants (provided by Employee Development)
2. Admittance authorization forms for STW (or host facility) and OPH tours – have these completed as early as possible during the week
3. 3 copies of “Release Authorization” for class to sign (provided by Employee Development)
4. 4 key cards signed by warden to allow contracted trainers to obtain Warden’s House keys
5. Table tents for participant name cards (printed by Employee Development)
6. Colored lanyards (one per participant, 6 each of 5 different colors)
7. Communication and hearing voices exercise handouts
8. Extra pens (several participants usually need them)
9. Candy and trinkets for participants
10. Crisis scenario materials
11. Video clips and DVDs used by presenters (checked by MNIT before training week)
12. Suicide awareness and National Alliance on Mental Illness of Minnesota (NAMI Minnesota) materials – for resource table available all week
13. Graduation pamphlets (50 copies)
14. Graduation certificates (printed by Employee Development and signed by the commissioner, warden of the host facility, and a NAMI Minnesota representative)
15. Lapel pins for CIT graduates

EQUIPMENT/PROPS: Flipchart, markers, LCD & overhead projector, TV/VCR/DVD are available.

Additional equipment or props needed:

1. 35 charged MP3 players or iPads (STW Employee Development has them; charge more than 30 because 1-2 always break) – *ensure hearing voices MP3 is uploaded and operational on each one*
2. When non-DOC participants attend, refreshments should be ordered each day
 - a. Monday a.m.: coffee and light breakfast items for 35
 - b. Monday p.m.: coffee, water and cookies for 40
 - c. Tuesday a.m.: coffee, water for 35
 - d. Tuesday p.m.: coffee, water and cookies for 40
 - e. Wednesday a.m.: coffee, water for 35
 - f. Wednesday p.m.: coffee, water and cookies for 40
 - g. Thursday a.m.: nothing
 - h. Thursday p.m.: coffee, water and cookies for 35
 - i. Friday a.m.: coffee, water for 40
 - j. Friday p.m. (graduation): coffee, water and ice cream bars (or other suitable graduation treat) for 40

Room preparation:

1. Reserve Warden’s House for scenarios as early as possible before the training week
2. Submit food order to AWO about 2 weeks before training
3. All week: 1 classroom set up for 30 students, ideally in horseshoe style. Also set up a long table and chairs for the trainer and two others to sit in back of room. Set up projector and laptop at front. Log into “CIT” folder on iShare to access PPTs and other materials for the training week.
4. For scenarios on Monday (1:45-5:00 p.m.), Tuesday (1:45-5:00 p.m.), Wednesday (1:30-5:30 p.m.), and Friday (8:30 a.m.-12:30 p.m.): 5 rooms that can accommodate 10 people with closed

doors where actors and participants can make a significant amount of noise without disturbing other staff.

5. For graduation Friday afternoon (typically 2:00 p.m.): 1 room set up for graduation (podium; rows of chairs facing podium with an aisle halfway in between and enough room for people to walk out; chairs alongside graduation setup for audience seating)
6. All week: Have conference center cleaned and restocked

EVALUATION/SKILL CHECKS

1. Participants receive rigorous coaching and evaluation during all scenarios. Participants receive real time feedback throughout the week.
2. Pre and post surveys are administered, but responses are anonymous. Scores are compiled in aggregate to show overall changes in the participants' responses.
3. If a participant shows a pattern of non-engagement in the training, the contracted trainer contacts the AWO at a participant's facility and works with him or her to develop a management plan for the participant.

PERFORMANCE OBJECTIVES

1. Understanding of mental illnesses.
2. Identify when someone may be experiencing a mental health problem.
3. Ability to communicate effectively with people who live with mental illnesses.
4. Able to respond appropriately to a mental health crisis situation.
5. Understanding of behavioral health staff and treatment options in the facility.
6. Staff report that they believe CIT will be useful in their work.

COURSE OUTLINE

CIT training uses a mix of DOC and non-DOC trainers and coaches in the following breakdown:

1. 60% classroom education, including:
 - a. Mental health basics and mental health in offender populations;
 - b. De-escalation techniques;
 - c. Medications;
 - d. Personal stories of people living with mental illnesses;
 - e. Suicide risk factors and prevention;
 - f. Treatment systems;
 - g. Communication skills;
 - h. Cultural competency;
 - i. Post-traumatic stress;
 - j. Resources, policies, and procedures for implementing CIT; and
 - k. Other elective topics if the schedule permits, such as:
 - l. Special needs offenders and
 - m. Fetal alcohol spectrum disorder (FASD).
2. 30% role playing activities with trained coaches and professional actors. The DOC utilizes professional actors on contract to simulate real-life correctional settings and highly realistic crisis and mental health issues. Role play scenarios are developed specifically to replicate DOC correctional situations and settings.
3. 10% site visits of community based mental health organizations and correctional facility mental health units. Participants learn about the support systems available to offenders with mental illness in the community and correctional facility programming.

Day 1 (Monday)

As participants settle in

- Play “Famous People with Mental Illnesses” PowerPoint on a loop (saved on iShare).
- Alert participants to the “pre” survey in their manual. Ask them to fill it out and hand it in. Stress the importance of the survey in maintaining the CIT program.
- Give a pen to anyone who does not have one
- Remind people to sign in

8:00 a.m. – Logistics

- Presenters: CIT project manager/facility employee development staff & CIT contractor
- Introduce selves
- Cover logistics: location of restroom, refrigerator and freezer; plan for refreshments throughout the week; what to expect with respect to the schedule
- Point out the instructor evaluation sheet and ask that participants fill it out for each presenter

8:10-8:25 a.m. – CIT History in the DOC

- Presenter: Warden or AWO familiar with CIT (typically Michelle Smith)

- Ask participants to introduce themselves
- Present “CIT History in the DOC” PowerPoint

8:25 a.m. – Transition into the Week

- Presenters: Experienced CIT member & CIT project manager /CIT contractor
- CIT member introduces self, speaks for a few minutes about experiences with CIT
- CIT project manager/CIT contractor collects all “pre” surveys. Give surveys to CIT project manager for data collection.

8:30-10:30 a.m. – Mental Health Basics

- Presenter: Psychological services director or other DOC licensed mental health professional familiar with CIT
- Introduce self, invite questions throughout presentation
- Present “Mental Health Basics” PowerPoint
- Give a 15-minute break halfway through the presentation

10:30-11:30 a.m. – Roundtable #1

- Presenters: Two NAMI panelists (people living with a mental illness or family members)
- Insert NAMI “In Our Own Voice” DVD
- Introduce themselves
- Present their personal stories
- Q&A

11:30 a.m.-12:30 p.m. – Lunch (participants are on their own)

12:30-2:00 p.m. – De-escalation

- Presenter: CIT training contractor
- Introduce self
- Remind participants to sign in
- Ask participants to choose between host facility and OPH tours on Day 4, sign up on admittance authorization forms (for non-DOC staff include name and state from driver’s license, DL#, DOB)
- Present “De-escalation” PowerPoint
- Give participants a 15-minute break before next presentation

2:00-4:30 p.m. – Scenarios

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Participants relocate to Warden’s House (or other location at site other than STW) and separate into 5 pre-arranged groups for scenarios
- Scenarios begin

4:30-5:00 p.m. – Debrief

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Scenario debrief with training participants
- Debrief and next-day planning continues after training participants depart at 5:00
- Send admittance authorization form information to CIT project manager

Day 2 (Tuesday)

As participants settle in

- Play “Famous People with Mental Illnesses” PowerPoint on a loop (saved on iShare)
- Remind people to sign in

8:00-10:00 a.m. – Personality Disorders

- Presenter: Qualified mental health professional specializing in personality disorders
- Introduce self, invite questions throughout presentation
- Present “Personality Disorders” PowerPoint
- Give participants a 15-minute break during the second half of the presentation

10:00-11:00 a.m. – Psychotropic Medications

- Presenter: Qualified DOC medical or mental health professional who is able to prescribe medications
- Introduce self, invite questions throughout presentation
- Present “Psychotropic Medications” PowerPoint

11:00 a.m.-12:00 p.m. – Fetal Alcohol Spectrum Disorders (FASD)

- Presenter: FASD educator from the Minnesota Organization on Fetal Alcohol Spectrum Disorders
- Insert DVD
- Introduce self, invite questions throughout presentation
- Present “FASD” PowerPoint

12:00-1:00 p.m. – Lunch (participants are on their own)

1:00-2:00 p.m. – Communication Skills & Hearing Voices

- Presenter: CIT training contractor
- Remind people to sign in
- Hand out MP3 players
- Lead series of communication and hearing voices exercises

2:00-4:30 p.m. – Scenarios

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Participants relocate to Warden’s House (or other location at site other than STW) and separate into 5 pre-arranged groups for scenarios
- Scenarios begin

4:30-5:00 p.m. – Debrief

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Scenario debrief with training participants
- Debrief and next-day planning continues after training participants depart at 5:00

Day 3 (Wednesday)

As participants settle in

- Play “Famous People with Mental Illnesses” PowerPoint on a loop (saved on iShare)
- Remind people to sign in

8:00-10:00 a.m. – Trauma/Traumatic Stress

- Presenter: Qualified mental health professional specializing in trauma/traumatic stress
- Insert DVD
- Introduce self, invite questions throughout presentation
- Present “Trauma/Traumatic Stress” PowerPoint
- Give participants a 15-minute break during the second half of the presentation

10:00-11:00 a.m. – Suicide Awareness & Prevention

- Presenter: Qualified mental health professional
- Introduce self, invite questions throughout presentation
- Present “Suicide Awareness & Prevention” PowerPoint

11:00 a.m.-12:00 p.m. – Roundtable #2

- Presenters: Two NAMI panelists (people living with a mental illness or family members)
- Insert NAMI “In Our Own Voice” DVD
- Introduce themselves
- Present their personal stories
- Q&A

12:00-1:00 p.m. – Lunch (participants are on their own)

1:00-2:00 p.m. – Treatment Systems

- Presenter: DOC mental health release planner
- Remind people to sign in
- Introduce self, invite questions throughout presentation
- Present “Treatment Systems” PowerPoint
- Lead “Treatment Systems” exercise

2:00-4:30 p.m. – Scenarios

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Participants relocate to Warden’s House (or other location at site other than STW) and separate into 5 pre-arranged groups for scenarios
- Scenarios begin

4:30-5:00 p.m. – Debrief

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Scenario debrief with training participants
- Remind participants of site visits (rather than classroom time) the morning of Day 4
- Debrief and planning for Day 5 scenarios continues after training participants depart at 5:00

Day 4 (Thursday)

8:30-10:00 a.m. – Site Visits

- Presenter: Pre-arranged staff and clients at site visit locations
- Introduce self, invite questions throughout presentation
- Discuss services provided
- Provide tour for participants
- Facilitate discussion between clients and participants

10:00-11:00 a.m. – Travel Time

11:00 a.m.-12:30 p.m. – Facility Tours (host facility and MCF-OPH)

- Presenters: 1-2 CIT participants for host facility tour & OPH mental health staff at OPH
- Introduce self, invite questions throughout tour
- Provide tour (includes MHU and ACU at OPH)

12:30-1:30 p.m. – Lunch (participants are on their own)

1:30-2:30 p.m. – Post-traumatic Stress Disorder (PTSD)

- Presenter: Qualified mental health professional
- Remind people to sign in
- Introduce self, invite questions throughout presentation
- Present “PTSD” PowerPoint

2:30-4:00 p.m. – Cultural Competency

- Presenter: Cultural competency educator who provides mental health or related services to people of color; alternative: DOC cultural competency presenter
- Introduce self, invite questions throughout presentation
- Present “Cultural Competency” PowerPoint

4:00-5:00 p.m. – Overview of Special Needs

- Presenter: Qualified DOC mental health professional
- Introduce self, invite questions throughout presentation
- Present “Overview of Special Needs” PowerPoint

End of the day

- Remind participants Day 5 begins in the Warden’s House instead of in the classroom
-

Day 5 (Friday)

9:00-11:30 a.m. – Scenarios

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Remind participants to sign in
- Participants separate into 5 pre-arranged groups for scenarios
- Scenarios begin

11:30 a.m.-12:00 p.m. – Debrief

- Presenters: CIT training contractor, 5 professional crisis actors, 5 DOC CIT coaches
- Scenario debrief with training participants
- Review graduation logistics

12:00-1:00 p.m. – Lunch (participants are on their own)

1:00-2:00 p.m. – Policies, Procedures & Report Writing

- Presenter: CIT project manager or AWO familiar with CIT
- Invite questions throughout presentation
- Present “Policies, Procedures & Report Writing” PowerPoint
- Orient participants to DOC policies and CIT incident report form (copies provided in their manuals)

2:00-3:00 p.m. – CIT Resources, Summary/Wrap-up & Evaluations

- Presenter: CIT project manager or AWO familiar with CIT
- Orient participants to “DOC CIT Resources” handout
- Ask participants to fill out “post” survey
- Review select pre/post survey responses from previous classes

3:00-4:30 p.m. – Graduation

- Presenters: Warden of host facility & pre-selected CIT class speaker
- Warden – Give brief speech thanking participants
- Class speaker – Give brief speech
- Hand out certificates and pins in alphabetical order

4:30 – Reception & Adjourn