



# Statewide Crisis Intervention Team Program **ANNUAL REPORT** 2020 - 2021

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Crisis Intervention Team (CIT) programs bring together law enforcement, local hospital emergency departments, mental health providers, advocates, and individuals with mental illness and their families. Through collaborative community partnerships and intensive training, CIT improves communication, identifies mental health resources for those in crisis and ensures officer and community safety.

There are more than 2,700 CIT community partnerships

nationwide. From the beginning, NAMI and the state of Tennessee have been at the forefront of this program.

This report highlights the history of CIT and its expansion throughout our state through the efforts of NAMI Tennessee, particularly in FY 2020-2021. Please note that while abbreviated versions of CIT exist in some pockets of the state, this report focuses on those efforts in which NAMI Tennessee has oversight and jurisdiction.

## BACKGROUND

The CIT model of policing was developed in Memphis because of the 1988 police shooting of 27-year-old Joseph Dewayne Robinson. He was experiencing a mental health crisis, threatening suicide and cutting himself with a knife. The fatal shooting led to a public outcry for reform.

The Memphis Police Department joined with the NAMI Memphis affiliate, mental health providers, the University of Memphis and the University of Tennessee in organizing, training, and implementing a specialized unit. According to MPD's website, "this unique and creative alliance was established for the purpose of developing a more intelligent, understandable, and safe approach to mental crisis events."

The basic goals of the CIT program, in adherence with the Memphis Model, are:

- Develop the most compassionate and effective crisis response system that is the least intrusive in a person's life.
- To help persons with mental disorders and/or addictions access medical treatment rather than place them in the criminal justice system due to illness related behaviors.

**“this unique and creative alliance was established for the purpose of developing a more intelligent, understandable, and safe approach to mental crisis events.”**

*Memphis Police Department's website*



# HISTORY: CIT and NAMI Tennessee

## 2009

NAMI Tennessee commissioned long-time NAMI member and film producer Dixie Campbell to develop the movie "SAFE: Safe and Aware First Responder Education." It focused on the effects of mental illness on an individual charged with a crime and how to safely take the person into custody. This effort became the basis by which NAMI Tennessee introduced the concept of CIT to the law enforcement community, mental health providers and advocates.

## 2015

In cooperation with the Tennessee Departments of Mental Health and Substance Abuse Services and Corrections, NAMI Tennessee produced a movie called "CODE," which featured Interviews with correctional officers and inmates sharing their stories of living with mental illness in prison.

**CODE** PRESENTED BY  
NAMI Tennessee  
National Alliance on Mental Illness



Interviews with **correctional officers** and **inmates** sharing their stories of living with **mental illness** in **prison**

## 2018

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The CIT In Tennessee initiative is launched. Co-led by the Tennessee Departments of Corrections and Mental Health & Substance Abuse Services in partnership with NAMI Tennessee, this initiative surveyed practices in CIT training and program implementation across the state; collected information about CIT best practices and practice gaps; and created a statewide plan to expand and sustain the program model in alignment with existing pre-arrest diversion programs and behavioral health reform efforts.

Members of the CIT in Tennessee planning committee included representatives from police departments, TennCare, behavioral health care and hospital systems, advocacy organizations, recovery court officials, and various state agencies.

## 2019

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Renamed the CIT in Tennessee Task Force, the group released a report "Advancing CIT in Tennessee." The report provided tools and resources for supporting local partnerships; outlined the status of existing CIT programs; and made recommendations to expand and sustain CIT programs and infrastructure in alignment with ongoing criminal justice and behavioral health reform efforts.

During Fiscal Year 2019-2020, the Tennessee General Assembly appropriated \$150,000 for NAMI Tennessee to expand and enhance CIT programs to support solution focused community responses to behavioral health crisis encounters

NAMI Tennessee was awarded a two-year grant from the U.S. Department of Justice to focus CIT expansion efforts in the Mid-Cumberland region and received an additional state contract from TDMHSAS to continue CIT expansion statewide.

## 2020

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NAMI Tennessee issued its first progress report. Despite the challenges presented by the COVID-19 pandemic, NAMI Tennessee helped establish CIT programs in eight counties. Within those counties, 24 municipalities are part of the CIT program.

# ANNUAL ACTIVITIES REPORT

## IN BRIEF

### **FOCUS #1:** **Ongoing Elements**

### **FOCUS #2:** **Operational Elements**

### **FOCUS #3:** **Sustaining Elements**

NAMI Tennessee's Statewide CIT Program was created in alignment with the principles and goals of the Memphis Model, which contains the following core elements: ongoing, operational, and sustaining. Below, we outline our activities and outcomes in alignment with this model.

## **FOCUS #1:** **Ongoing Elements**

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- Partnerships: Law Enforcement, Advocacy, Mental Health
- Community Ownership: Planning, Implementation & Networking
- Policies and Procedures

### **Our activities:**

- Statewide Task Force Meetings
- Average of 26 participants per meeting
- 4 new agencies added to the task force (DIDD, TSPN, TBI, TLETA)
- Developed/Implemented 3 Sub Committees

## FOCUS #2: Operational Elements

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- CIT: Officer, Dispatcher, Coordinator
- Curriculum: CIT Training for patrol, dispatch
- Mental Health Receiving Facility:  
Emergency Services

One of the core elements of a successful CIT program is training first responders how to assist individuals living with mental illness who are experiencing a crisis. The training is a 40-hour community-based course designed to increase knowledge and understanding of mental illness, decrease stigma and increase empathy for those with an illness, introduce community resources and partners that can assist in effective responses to community members, and build listening, communication, and de-escalation skills that are effective in encounters with individuals in mental health crises (Ohio CIT/Criminal Justice Coordinating Center of Excellence).

CIT trainings improve safety for officers and people with lived experience and divert individuals with mental illness away from the criminal justice system to the health care system.

Recognizing that training is a key component to growing CIT programs in more communities across Tennessee, we focused on expanding the number of trainings statewide during FY2020-2021.

“The CIT graduation pins tell the world; I am trained and will make the time to help you.”

*Captain Carl McCoy,  
Sumner County Sheriff's Office*

### Our activities:

#### Memphis Model 40-hour CIT Training:

- We conducted 12 separate trainings across Tennessee for Sheriff's deputies, police officers, dispatchers, and other first responders.
- 9 counties (Williamson, Rutherford, Wilson, Sumner, Coffee, Cannon, Putnam Grundy, Coffee) were represented as well as MTSU Campus Police.
- We trained 233 first responders who graduated from our CIT program, enabling them to go back to their communities and apply their new knowledge and skills.



## ROLEPLAY IS KEY IN CIT TRAINING

**“This type of training is essential for law enforcement to provide the most effective service to those in crisis. It is what society expects from its officers”**

*Commander Janel Rogan,  
Hendersonville Police Department*

### **CIT TRAIN-THE TRAINER**

To ensure the statewide expansion and success of the CIT program in Tennessee, it is critical that we give communities the tools to sustain and grow their own CIT programs. To that end, we offer certifications for CIT graduates to become CIT trainers in their own communities. This allows us to step away and allow local programs to thrive. We have determined that utilizes funding in a long-term sustainable way.

#### **In 2020-2021:**

- We conducted 2 statewide Train-the-Trainer events.
- 5 counties (Wilson, Williamson, Sumner, Putnam, Warren) were represented
- These produced 18 new CIT trainers that will help grow the CIT program in their own communities and beyond.



# FOCUS #3: Sustaining Elements

- Program Evaluation and Research
- In-Service/Extended Training
- Recognition and Honors
- Outreach: Developing CIT in Other Communities

### Our activities:

- Through the Statewide Task Force, we created four important subcommittees: Data, Systems, Curriculum, and CIT Coordinator Learning Community
- Presented on CIT during the NAMI Tennessee State Conference
- Provided Dispatchers information on training and CIT Program development at the West Tennessee Regional 911 Conference.

- Through our efforts funded by the U.S. Department of Justice and our project’s steering committee, we developed a CIT Data Collection Form completed by trained CIT officers who respond to dispatched mental health calls.
- We recruited the Hendersonville Police Department to pilot an effort to use the forms for data collection.

EAST REGION	Coalition Established	Completed Trainings	Outreach/Contemplating Stage
Anderson	X	X	
Blount		X	
Greene	X	X	
Grundy		X	
Hamblen		X	
Hamilton	X		
Knox	X	X	
Macon			X
Monroe			X
Roane		X	
Scott		X	X
Sevier	X	X	
Sullivan		X	X
Unicoi		X	
Washington	X	X	
Warren	X	X	
White		X	

MIDDLE REGION	Coalition Established	Completed Trainings	Outreach/Contemplating Stage
Bedford	X		
Cannon			X
Cheatham			X
Coffee		X	
Franklin	X	X	
Maury		X	
Robertson			X
Rutherford	X	X	
Sumner	X	X	
Williamson	X	X	
Wilson	X	X	

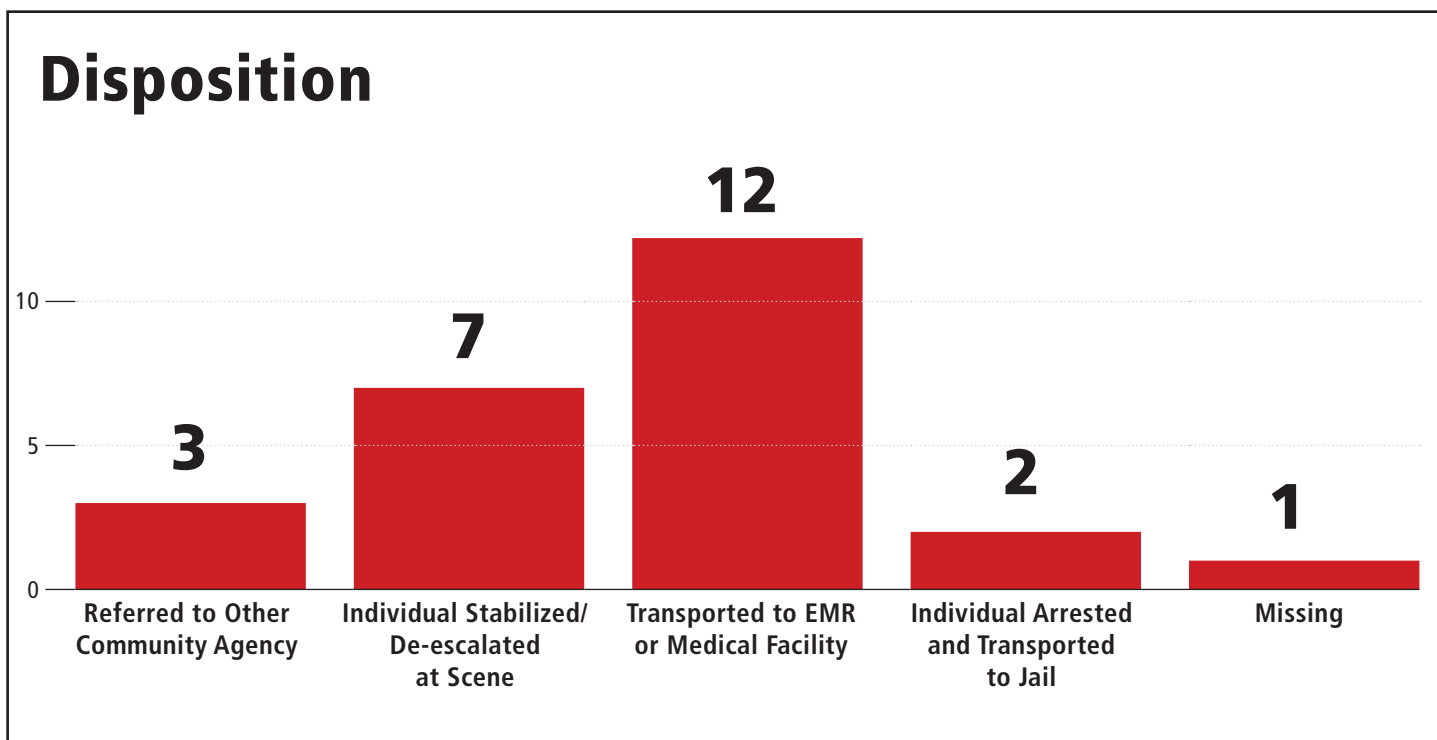
WEST REGION	Coalition Established	Completed Trainings	Outreach/Contemplating Stage
Dyer		X	X
Gibson	X		X
Hardeman			X
Haywood			X
Lake			X
Madison	X	X	
Shelby	X	X	
Rutherford	X	X	

# Department of Justice JMCHP Grant

## BACKGROUND

With the support of the grant, ongoing monthly meetings with the 8 counties within the grant were held. Twenty-four (24) forms were submitted by CIT trained officers at Hendersonville Police Department for April, May, and June 2021. The chart below shows

an example of how individuals in a mental health crisis were stabilized, transported to medically appropriate care, and diverted away from the criminal justice system by CIT-trained officers.



This data collection presents a snapshot of what CIT- trained officers encounter in response to a mental health crisis call.

## Subject Behavioral Health Character



DEPRESSION



BIPOLAR



AUTISM



RAD, ODD, ADHD



ALZHEIMER'S



SCHIZOPHRENIA



PTSD



EXACT DIAGNOSIS  
UNREPORTED



NO DIAGNOSIS  
REPORTED

### Benefits of Community CIT Programs

CIT programs bring community leaders together and help keep people with mental illness out of jail and in treatment, on the road to recovery. Because of diversion programs like CIT, the outcome is a reduction of arrests of people with mental illness while simultaneously increasing the likelihood that individuals will receive mental health services. According to NAMI Tennessee CIT programs also:

- Give police officers more tools to do their job safely and effectively. Research shows that CIT is associated with improved officer attitude and knowledge about mental illness. In Memphis, for example, CIT resulted in an 80% reduction of officer injuries during mental health crisis calls.
- Keep law enforcement's focus on crime. Some communities have found that CIT has reduced the time officers spend responding to a mental health call. This puts officers back into the community more quickly.
- Produce cost savings. It's difficult to estimate exactly how much diversion programs can save communities. But incarceration is costly compared to community-based treatment. For example, in Detroit, an inmate with mental illness in jail costs \$31,000 a year, while community-based mental health treatment costs only \$10,000 a year.

