

North Carolina's Crisis Intervention Team (CIT) Program Self-assessment Instrument



Introduction

The North Carolina CIT Program Self-assessment Instrument is designed to help CIT partnerships measure the extent to which their local CIT program contains the components considered necessary to achieving the positive outcomes that have been associated with CIT programs.* These components are consistent with the Memphis model and with the elements considered essential for other CIT programs throughout the country, and were determined by the expert consensus of representatives from all fifteen of the CIT programs existing in North Carolina when this document was first published, and from all the major partners involved in CIT in our state, including police departments, sheriff's offices, local management entities, advocacy groups of consumers and family members, private providers, and community colleges. Before administering this instrument, readers are urged to read and then review with their CIT partners, *"Guidelines for CIT in North Carolina."* This NC CIT self-assessment instrument is based upon and closely follows the content of that document.

Members of local CIT partnerships are urged to self-rate their CIT program by determining for each of the four items the anchor point that most closely describes their CIT program. Scores for each item range from zero (0) to five (5). The most accurate and helpful results will be obtained through an honest appraisal of a program, and by averaging the results obtained by various raters of a local CIT program. It is hoped that the NC CIT Program Self-assessment Instrument will help CIT partnerships in North Carolina consider ways to strengthen or improve their local CIT programs to optimize their outcomes.

* These elements are contained and expanded upon in a document entitled "Guidelines for CIT in North Carolina" that may be downloaded from the state's CIT website at <http://www.dhhs.state.nc.us/mhddsas/justice/cit/index.htm>

1: Collaboration

CIT is a partnership. It is not led by any single entity or individual, but by a consortium of organizations and individuals representing law enforcement agencies, mental health providers, local management entities, advocates, and others. The partnership plans the CIT program, sets its goals, guides its implementation, and is responsible for its success.

Rating Examples:

For rating of five (5): The partnership includes representatives from advocacy groups, local management entities (LMEs), provider agencies, all the law enforcement agencies involved in the CIT program, and community college. This CIT partnership meets often and at least quarterly, and each of the CIT partners has well defined, agreed upon roles and responsibilities. Decision making regarding the program is shared among the partners, with no single partner unilaterally making decisions about the CIT program. A memorandum of understanding (MOU) for CIT exists that is signed by all the partners. Whenever possible, decisions about CIT are reached via consensus among all partners.

A rating of four (4): One of the elements in collaboration is lacking. For example, if the CIT partnership contains all the above partners, meets regularly, shares decision making, has agreed upon roles and responsibilities, but does not have an MOU between the CIT partners, or if all of above are present, but the partnership does not meet at least quarterly.

A rating of three (3): Two or more of the elements necessary for collaboration are lacking.

A rating of two (2): Several of the above elements necessary for collaboration are missing. For example, a “3” would be given if the partnership does not include meaningful participation from all of the partners, an MOU does not exist, and the partnership does not meet quarterly.

A rating of one (1): Most of the above elements necessary for collaboration are missing, but a meaningful collaboration on CIT exists between two or more partners who share decision making authority.

A rating of zero (0): A true partnership with shared decision making does not exist, and one partner has almost all of the responsibility for leading the CIT program. For example, a “0” would be given if a law enforcement agency decides to develop a “CIT” program on its own, or contracts with a trainer to provide mental health training to its officers, but does not meaningfully involve other community partners in this process. Similarly, a “0” would be given if a mental health provider, LME, or advocacy group developed a mental health training program for law enforcement, but did not involve these partners in systems change or decision making about the content or structure of the training.

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2: CIT Training

CIT officers in North Carolina receive a minimum of 40 hours of specialized training designed to assist them to better understand and respond more effectively to persons with mental illness, and in a manner that enhances both their safety and the safety of the public.

Rating Examples:

For rating of five (5): The CIT curriculum contains forty (40) or more hours of instruction provided primarily by volunteer mental health professionals, advocates, and CIT trained law enforcement officers. It consists of three parts; classroom lectures, site visits / consumer panels, and scenario based de-escalation skills training using role play exercises. CIT training includes instruction in the following areas:

- An introduction / orientation to CIT and the CIT partnership
- An overview of the mental health system
- Symptoms and signs of severe mental illness.
- Medications for treatment of mental illness.
- Personality disorders.
- Substance abuse and co-occurring mental illness and substance abuse.
- Developmental disabilities.
- Dementia and aging.
- Children's / adolescent's mental health.
- Legal issues and mental health law.
- Suicide intervention.
- Post-traumatic stress disorder and effects of trauma.
- Community resources, including training on accessing emergency / crisis services.
- Family and consumer perspectives.
- Crisis intervention / de-escalation skills training
- Use of force continuum (including when to use and not use non-lethal weapons)

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A rating of four (4): If all three basic parts of CIT training are present (didactic instruction, site visits / consumer panels, and role plays), but one of the bulleted instructional topics is not taught.

A rating of three (3): If all three basic parts of CIT training are present, but two topic areas are not taught.

A rating of two (2): If several of the instructional topics of CIT training are not taught, Or one of the basic three parts of the CIT training, such as site visits / consumer panel, is absent from the training.

A rating of one (1): Several topic areas of CIT training are not taught, AND a major part of the CIT training (such as site visits / consumer panel) is absent.

A rating of zero (0): If the CIT training is less than forty (40) hours in length, Or contains no practical application of skills through role plays, Or if consumers / family are not involved in the training, Or four or more of the instructional topics are not taught.

3: Evaluation

CIT programs collect and analyze data to demonstrate the impact of their program, to inform decisions about CIT, and to help guide implementation of their CIT program.

Rating Examples:

For rating of five (5): CIT encounter forms (or data sheets) are completed by CIT officers following each CIT encounter. These data sheets are reviewed by both mental health and law enforcement partners, and the data are compiled and analyzed. The results are reported to the entire CIT partnership and used to help inform decisions to improve or strengthen the CIT program. In addition, CIT trainings and trainers are regularly evaluated; the results of these evaluations are shared with the trainers and used to improve the CIT trainings, and to help determine which trainers to use or replace. Other studies of the CIT program's impact or effectiveness are sometimes carried out.

A rating of four (4): One of the elements of an evaluation of the CIT program is lacking, but some sort of an evaluation of the CIT program exists and is used for decision making. For example, training evaluations are regularly performed and used to help improve CIT trainings, but while CIT data sheets may be collected and reviewed, the results are not reported to the CIT partnership. **Or**, if CIT data sheets are completed, analyzed, and reported on, results from evaluations of CIT trainers and trainings are not used to help improve the CIT trainings, **Or** the results of training evaluations are not shared with the trainers.

A rating of three (3): Two or more of the elements necessary for an evaluation of the CIT program are lacking. For example, data sheets may be completed inconsistently, incompletely, or only by some officers but not others, and they are not compiled, analyzed, or reviewed. Or no evaluation of trainings or trainers occurs, even if the CIT encounter forms are completed, analyzed, and the results reported.

A rating of two (2): Several of the above elements necessary for an evaluation of the CIT program are missing. For example, a "3" would be given if data sheets are completed inconsistently, incompletely, or only by some officers but not others, AND training evaluation forms are completed inconsistently, and are not compiled, analyzed, or reviewed by the CIT partnership or shared with the CIT trainers.

A rating of one (1): Some sort of CIT data collection system exists but it is used inconsistently, the data is reviewed only sporadically and they are unreliable, and data is rarely used to inform decisions.

A rating of zero (0): No data is collected or available to evaluate the effectiveness of any aspect of the CIT program.

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4: Infrastructure

Partners in CIT assure that an infrastructure exists to support CIT. An adequate system of crisis services must be available to support CIT, and agencies shall implement the policies and procedures necessary to support CIT. The local CIT collaborative shall work together to establish systems changes and the inter-agency agreements necessary for the success of their CIT program.

Rating Examples:

For rating of five (5): The crisis system is able to provide CIT officers a very quick (within 10 minutes) turnaround when bringing consumers to treatment. Policies and procedures exist within all participating law enforcement and mental health agencies to support full implementation of CIT, including policies that empower CIT officers to take the lead role when intervening with persons in crisis. CIT officers are available on all shifts. In addition, advocates support CIT by providing annual CIT awards ceremonies and CIT graduation ceremonies following each CIT training class.

A rating of four (4): A very quick turnaround is provided to law enforcement when bringing consumers to treatment, but it is available less than 84 hours per week. Or if it is available 24 /7, the turnaround time is longer than 10 minutes but less than an hour. CIT officers may be available on most, but not all, shifts. Policies and procedures exist to support CIT, but they have not been adopted by all participating law enforcement agencies, and while graduation ceremonies have been held by advocates supporting CIT, an annual CIT awards ceremony has not been held.

A rating of three (3): A very quick (within ten minutes) turnaround is provided to law enforcement when bringing consumers to treatment, but it is either only available during regular business hours, or if available 24 /7, it has a lengthy turnaround capacity that averages more than an hour but less than two hours. **Or** an emergency mental health receiving facility does not exist, but a mobile crisis team responds to CIT calls within 30 minutes, on average. It is just as convenient for the officer to take a consumer to jail as it is to take the consumer to treatment.

A rating of two (2): The crisis system does not provide a very quick turnaround for officers (turnaround times averaging two hours or longer), **Or** a mobile crisis team responds CIT calls but takes an hour or more to respond to calls. Officers report it is more convenient to take consumers to jail than to treatment.

A rating of one (1): While no policies or procedures exist to support CIT, and while a quick turnaround capacity for law enforcement does not exist, the mental health and law enforcement agencies are working collaboratively to find solutions to these problems.

A rating of zero (0): There are no special policies or procedures established by either the mental health or law enforcement partners to support full implementation of CIT. A quick turnaround for law enforcement does not exist. It remains easier for officers to take consumers to jail than to take them to treatment. No special recognition is provided to CIT officers.

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Scoring and interpretation:[†]

Step 1: Determine your score for each of the four item categories (collaboration, CIT training, evaluation, and infrastructure).

Step 2: Total the scores on each of the four items. There is a maximum score of 20.

Step 3: Refer to the chart below to determine your program's level, and extent to which improvements are needed for full implementation of your CIT program.

[**Note:** the full benefits of a CIT program are most likely to result from the full implementation of this program model, and CIT programs that do not contain all of the components of the CIT program model may be less likely to be successful.]

<i>Level 1</i>	<i>Contains all of the components for full implementation of CIT</i>	<i>Score = 20 points</i>
<i>Level 2</i>	<i>Contains most of the components of a CIT program.</i>	<i>Score = 19 to 15 points</i>
<i>Level 3</i>	<i>Contains some of the components of a CIT program</i>	<i>Score = 14 to 10 points</i>
<i>Level 4</i>	<i>Contains few of the components of a successful CIT program.</i>	<i>Score = below 10 points</i>

[†] Questions about the NC CIT Program Self-assessment Instrument may be addressed by contacting Bob Kurtz, Ph.D., by phone at 919 / 715-2771, or via email at Bob.Kurtz@ncmail.net.