CIT Training Mission

To help persons with mental illness, substance use, and intellectual or developmental disabilities who are in crisis get connected to the services they need and reduce the inappropriate use of our criminal justice system and the hospital emergency department.

Partnering Across Systems and Communities

- First Responders including Law Enforcement, Fire/Rescue, Emergency Medical Services (EMS), and 911 Dispatchers.
- Mental Health Systems.
- Individuals Receiving Services.
- Family Advocates.
- Network Providers.
- NAMI Members.
- Community Stakeholders.

CIT Training is Available for

- Jail Staff (40 hour course).
- Probation Staff (40 hour course).
- School Resource Officers (40 hour course).
- Law Enforcement (40 hour course).
- EMS (24 hour course).
- Fire/Rescue (24 hour course).
- Dispatcher (16 hour course).

For more information or to request CIT Training in your community, call us at **1-866-998-2597** and ask for a CIT Coordinator or email us at CIT@TrilliumNC.org

Trillium Health Resources

Corporate Headquarters
201 West First St. Greenville, NC 27858

Member & Recipient Services
1-877-685-2415

Behavioral Health Crisis Line
1-888-302-0738

Nurse Line
1-877-685-2415

TrilliumHealthResources.org

Trillium Health Resources oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can request free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/TDD **711**).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuita están disponibles. Llame al **1-877-685-2415** (TTY/TDD **711**).

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 **1-877-685-2415** (TTY/TDD **711**)。如果英语不是您的首选语言，我们能提供帮助。请致电 **1-877-685-2415** (TTY/TDD **711**)。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

ACCREDITED NCQA HEALTH PLAN

Revised: July 2025 TP-T2507-B040-X9999

An innovative first-responder model of crisis intervention training.

CRISIS INTERVENTION TEAM

Regional CIT Training Program



Trillium HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

Connecting people to services they need while diverting them from our crimminal justice system and hospital emergency departments.

The CIT Program

The CIT Program is a community-based collaborative between individuals and their families, the behavioral health system and providers, law enforcement agencies, National Alliance on Mental Illness (NAMI), advocacy organizations, community colleges, and the medical community.

Training is designed to assist first responders who respond to incidents involving individuals with a mental health crisis. Officers are frequently first-line responders to calls for people experiencing crisis with a serious mental illness.

CIT programs have the following three characteristics:

Intensive Training

- First responders receive training on topics including an overview of mental health, geriatrics, substance use/co-occurring disorders, special concerns with adolescents, brain theory and medication management, personality disorders, intellectual and developmental disabilities, autism, suicide, trauma and its aftermath, homelessness, and crisis intervention and de-escalation skills.

Strong Mental Health Partnerships

- When appropriate, those responding to people in crisis use viable options for linking individuals with needed mental health treatment in lieu of arrest and incarceration.

Significant Community Involvement

- Individual and family advocates are integrally involved in the design and implementation of CIT programs.

40-Hour CIT Training

Provides Officers with Tools to:

- Identify and effectively interact with people who have mental illness or substance use disorder, and those diagnosed with intellectual and developmental disabilities.
- Utilize verbal de-escalation techniques.
- Reduce use of lethal weapons or force.
- Improve face-to-face interactions with individuals and family members.

Benefits of CIT for Behavorial Health System

- Increased opportunities for more timely and appropriate intervention with improved treatment outcomes.
- Decreased use of expensive crisis resources.
- Ongoing collaboration with first responders and community resources.
- Increased community partners in advocacy and educational efforts.

Benefits of CIT fo First Responders

- Reduction in officer injury during crisis events.
- Decreased use of time and money.
- Increased appreciation and department recognition.

Sources: Police Response to Mental Health Emergencies: Barriers to Change, US Department of Justice Crisis Intervention Teams may prevent arrests of people with mental illness, Police Practice and Research

Benefits of CIT for Individuals and Families

- Reassurance that when a CIT Officer responds, he or she has special skills.
- Decrease use of physical intervention results in less injuries to individuals.
- Respectful, effective intervention during crisis.
- Positive relationships with behavioral health system and law enforcement enhances trust.
- Partners in advocacy and educational efforts.
- Reduction in myths and stigma of mental illness.

CIT History

- Crisis Intervention Team training was developed in Memphis, TN in 1988 and is now embraced nationally.
- The CIT Program was introduced in North Carolina in 2004. Presently, the state of North Carolina has approximately 20% of law enforcement trained as CIT officers.

How to Participate

- Present an educational session during CIT training for first responders.
- Provide a site visit during the week of CIT training for first responders.
- Network with families or members who would want to share their experience.
- Encourage your community first responders to participate in training.