



# CIT SUPPORT TRAINING FOR 911

8-HOUR COURSE, TAUGHT LIVE ONLINE

## The Role of 911 Call-Takers in CIT

911 call-takers play a vital role in CIT programs and integrated crisis response systems. Call-takers can be the first point of diversion, guiding callers to crisis lines and other behavioral health care services, rather than police services. They also provide CIT officers with the information needed for a safe, effective response.

## Training Just for Call-Takers

CIT International offers an 8-hour online course for 911 call-takers to prepare them for their role in the crisis response system. The course is delivered by live instructors in two, four-hour virtual sessions conducted on consecutive days. The course teaches call-takers to identify possible mental health calls, utilize techniques to de-escalate the caller, and triage the call to dispatch appropriate services or complete a warm handoff to crisis services. Call-takers will also learn when it is appropriate to dispatch a CIT officer, and which information should be gathered and relayed to the responding officer.

The course culminates in role-play scenarios based on actual mental health calls for service, allowing the participants to practice their skills.



## Course Topics

- Understanding the Crisis Intervention Team (CIT) model
- The role of 911 in a crisis response system
- Signs of a mental health condition
- Suicide assessment and intervention
- Crisis intervention strategies
- Call management
- Scenario-based training

For schedules and other information, please contact the CIT Training Administrator at [CITST911@CITInternational.org](mailto:CITST911@CITInternational.org) or visit [www.citinternational.org/CITST911](http://www.citinternational.org/CITST911).

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