



Durham Crisis Intervention Team

Observe, listen, create a plan, communicate and connect

Durham System of Care is awarded \$5.4 million SAMHSA grant

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Collaborating Agencies:

- Durham County Sheriff's Department
- City of Durham's Police Department
- Veterans Administration
- Duke University Campus Police
- N.C.C.U. Campus Police
- NAMI
- The Durham Center

Durham System of Care (SOC) has been awarded a 6 year federal grant to improve services and supports for high risk 16-21 year olds. The DPD has been a key partner of SOC participating in Care Review and other community efforts. We will also be a key partner in this project dedicating 2 full time officers beginning next year to work alongside mental health case managers embedded in the police department. A minimum of 800 youth will be served over 5 years, all of whom have serious mental health issues and who have become disconnected from needed services and supports to transition successfully to adulthood. "Disconnected" means they have dropped out of school, are teenage parents, are incarcerated or on probation, are leaving foster care or are unemployed. In 2007 there were over 3,700 youth



ages 16-21 in Durham who could be described as disconnected. If untreated these youth have an increased risk of suicide, homelessness, unemployment, medical problems, incarceration, truancy and poor social relationships. As officers, particularly CIT officers, we see the impact of this every day. In fact, in 2009 we arrested over 1,700 youth in this age group for a total of 3,836 incarcerations. We know one of the biggest challenges is there are not a lot of options in the community to refer these youth and try to keep them out of jail. This project will develop opportunities for them to stay in school

and improve their academic performance, offer more mental health and substance abuse services, provide more recreational activities to keep them busy and create more jobs. The total value of this grant including non-federal match dollars is \$13.1 million and includes 36 community partners.

Collaborating Agencies Contact Information

Durham County Sheriff Office: Captain R. Padgett

919-560-0097 or 621-3020
RPadg10410@aol.com

Durham Police Department:

Sgt. L. Ray 919-560-4438 x 29227
lori.ray@durhamnc.gov

Duke University Police Department: Captain M. Linton

919-681-4370 or 812-2920;

Michael.linton@duke.edu

North Carolina Central University Police Department: Captain A.J. Carter 919-530-7365; acarter@nccu.edu

Veterans Administration

Police: Sgt. J. Fordham 919-286-0411 x 4078

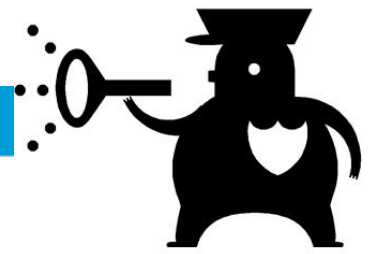
The Durham Center 560-7100 or Jennifer Meade 919-560-7201

jmeade@co.durham.nc.us

NAMI Durham Hotline-

919-231-5016 (non-crisis)

[www.durhampolice.com/
units/
crisis_intervention_team](http://www.durhampolice.com/units/crisis_intervention_team)



OFFICER SPOTLIGHT

It is no surprise that this month's highlight comes from an experienced CIT officer. Cpl Mark Morais, 2D responded to a disturbance with a weapon call. Upon arrival, Cpl Morais found the house to be in disarray after a 10 year old male had destroyed property, pulled out a butcher knife and threatened to "kill his sister dead".

After further investigation it was determined that the 10 year old had been connected to counseling services, with little to no success. Cpl. Morais quickly determined this child needed an emergency

evaluation and transported him to Durham Center Access.

Durham Center Access already had four juveniles in the facility and wanted to defer evaluation. Cpl. Morais articulated the exigent necessity for this child to receive an evaluation and persuaded the team to complete the intake.

This story continued when Officer Fleeman from our Crisis Intervention Follow-up Team requested a clinician, Aidil Collins from the North Carolina Child Response Initiative. During the follow-up the clinician was able to observe the child in his chaotic surroundings and set up an immediate

family plan of action.

According to the latest update from NCCRI, this child is doing much better and the mother is following up with all of the required appointments.

This is a great example of our partnerships that have been established by having highly trained and compassionate officers who care about making a difference.

The follow-up and referral from Investigator Fleeman and the professionalism from our NCCRI partners also made an impact on this family.

NEW! Come visit our Durham CIT web link at:
[www.durhampolice.com
/units/
crisis_intervention_team](http://www.durhampolice.com/units/crisis_intervention_team)

Save the Date!

You are invited to the

*3rd Annual Durham Crisis Intervention Team's
Recognition Banquet*

December 16, 2010, 11:30am-2:00pm at the Durham Armory, 200 Foster



Join us in recognizing the exemplary and dedicated work that CIT Officers and volunteers throughout Durham County have demonstrated this past year.

Keynote Speaker – Dr. Risdon Slate, Professor of Criminology at Florida Southern College and co-author of *The Criminalization of Mental Illness: Crisis and Opportunity for the Justice System.*

Catering by TROSA

CIT FORMS

OFFICERS,
PLEASE MAKE
SURE YOU FILL
OUT **THE ENTIRE
CIT FORM**, FRONT
AND BACK AND
SIGN YOUR NAME!
WE WANT TO BE
ABLE TO KNOW
WHO TO MAKE
CONTACT WITH IN
CASE OF FOLLOW
-UP QUESTIONS
AS WELL AS GIV-
ING CREDIT TO
THE OFFICERS !!

****DEPUTY THWARTS POTENTIAL GUN VIOLENCE****

Deputy B. Cyr, DCSO responded to a police advice call in north Durham. The concerned family member explained to Deputy Cyr that her mother was in possession of a handgun while having delusions and increasing bouts of paranoia. She reported that her mother was insistent that UNC implanted devices in her teeth, people used hand signals to annoy her, and she could hear everyone's conversations as they drove down the street.

Deputy Cyr was able to gain the trust of the consumer using simple, short phrases after he realized that she became easily confused. She was adamant about giving the weapon to **only** Deputy Cyr and she was willing to go to

DCA because she knew that Deputy Cyr was not trying to trick her and he was being fair to her. Her only request was that she be able to bring her pillow, medications and a change of clothing.

Deputy Cyr was able to prevent a potential volatile situation by taking his time, listening, and utilizing effective communication. By quickly understanding the nature of the person he was dealing with, he was able to maintain compliance and made sure the consumer felt she was in control throughout the entire process. **He followed the tips listed below.....**

Thank you Deputy Cyr for your CIT efforts!!

CIT TIPS: CIT: It's more than just training- or is it?!

Major Cochran with Memphis PD always said CIT is more than just training- it is about all the community partnerships as well. That is true but using all the knowledge and skills you learned in training is what makes answering a CIT call successful. So, each month we are going to do a quick review of some of the training topics presented in class. This month we are going to review de-escalation techniques.

De-escalation techniques are intervention tools that not only help people in crisis but also reduce police liability and injury. Effective communication is one of the most important strategies to safely de-escalate a situation. Remember, you cannot reason with an agitated person- it is just not possible. You first have to reduce their level of emotional arousal and tension so discussion becomes possible. Following are a few tips:

- Introduce yourself as a CIT officer- many consumers and families recognize the CIT program
- Use "I" statements so the person doesn't become defensive- "I can see that you are upset today" or "I'm here to help you"
- Ask questions to gain information about triggers or other stressors: "What other things are going on today" or "tell me more about..." or "How can I help today?"
- If a person is not very verbal or you need to quickly determine safety risks you can ask "yes or no" questions known as close ended questions: "Are you thinking or hurting yourself?" or "Will you let me take you somewhere to get help?"
- Summarize or paraphrase statements: "OK, so you have told me that_____. Do I understand you correctly?" or "Let me make sure I understand everything you have told me."
- Be sincere, genuine and honest
- Give short commands especially if a person is actively psychotic
- Be authoritative but respectful- give choices if possible
- Avoid "why" questions- these questions can make a person feel more pressed and defensive
- Stay calm using a low tone of voice
- Depending on the situation, sometimes we can quickly resolve a crisis and other times we will go through these steps several times before a person calms down. Remember, our job is to keep the person, ourselves and everyone else safe while also trying to gain the trust and cooperation of the person in crisis.

**Tell us about the
great job your
officers do every day.
We want to know!!
Sgt. Ray**

SPOTLIGHT RESOURCE:

P.A.T.H.

HOMELESS OUT-REACH



[www.durhampolice.com/
units/
crisis_intervention_team](http://www.durhampolice.com/units/crisis_intervention_team)

"We greatly appreciate how the Durham Police Department and the CIT officers have worked so closely with our PATH team by assisting our efforts in assisting the homeless population get the help they truly need and deserve."

Michael Kelly-PATH Street Outreach

PATH is an acronym that stands for **P**rojects for the **A**ssistance in **T**ransitions from **H**omelessness. PATH is a federally funded program that does outreach to the homeless and mentally ill population by going out into the woods looking for camps, by going under bridges, and into alleyways. PATH's primary purpose is to outreach and engage these hard to reach individuals in an effort to link them with available services that these individuals may need but not be aware of.

PATH works with The Durham Center to help the homeless in crisis get a mental health assessment or substance abuse assessment at the Durham Center for Access. PATH also provides limited case management during this process while assisting the individual to become linked with mental health services to continue receiving assistance with their medications and therapy if needed. PATH also can assist with linking someone to vocational rehabilitation services, substance abuse services, health care referrals, housing counseling and housing search assistance, in home supportive services, resident services coordination and supportive housing placement/referrals.

PATH also has a benefits specialist that is trained in SOAR practices to help qualified individuals apply for their disability income. SOAR training enables the benefits specialist to move an individual through the disability qualifying process much quicker than before, with some individuals beginning to receive benefits within four to six months of applying.

Housing for New Hope's PATH program has been participating with the Durham Police Departments Crisis Intervention Team training for quite a while now and has had several trained officers contact us with referrals to assist a homeless person they have encountered. There is also another CIT officer that used to help us by interpreting for Hispanics until we got a case manager that spoke Spanish.

There was one intervention in particular where a property owner had contacted the city

to bring their truck to reach over a fence into a culvert to remove a homeless man's camp that had been there for several years. PATH had been interacting with him for a very long time but he kept declining assistance, except to go to the VA Hospital and other simple things. A CIT officer arrived on the scene and saw how distraught the homeless man was over losing the only home he had left. The officer intervened and stopped the eviction and called PATH. He then requested a meeting at The Durham Center to review the situation and the homeless man ended up in an apartment.

Housing for New Hope's PATH team contact numbers are as follows:

**Dian Wilson, Program director/
coordinator/ Case Manager (919) 724-3170**

**Sherman Thompson, Case Manager
(919) 622-4013**

**Spencer Cook Benefits Specialist
(919) 794-1480**

**Michael Kelly Street outreach
(919) 724-3402**

**Jackie Bostick Street outreach
(919) 724-5707**