

## DAY 1 – MONDAY

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August 11, 2025

8:00 a.m – 9:30 a.m

### **General Session: Conference Opening and Award Ceremony**

Location: Platinum Ballroom

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August 11, 2025

10:00 a.m - 11:00 a.m

### **The Aloha State: Moving Towards a Trauma-responsive Crisis Response System**

Hawaii has been moving towards being a trauma-informed state with the formalization of the Governor's Office of Wellness and Resilience and by executive order in early 2024. The Honolulu Crisis Intervention Team has included a trauma module, an officer wellness module and time for officer resilience building since it began in 2018. This session will explore lessons learned in how to integrate trauma informed care and officer wellness into CIT, and ways to utilize these lessons with the larger crisis response system.

**Workshop Level:** Beginner    **Track:** Crisis System Improvement    **Location:** Grand Ballroom A/B

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Fort Worth Police CIT: Collaborating for Community Safety and Mental Wellness**

This class provides a comprehensive overview of the Fort Worth Police Department's Crisis Intervention Team (CIT) and its vital role in responding to mental health-related incidents. Designed for law enforcement officers, first responders, social workers, and clinicians, this course highlights the CIT's operational workflow, its unique approach to crisis management, and its collaborative efforts with other specialized units. Participants will gain insight into how the CIT effectively de-escalates situations involving individuals experiencing mental health crises and connects them to appropriate resources rather than the criminal justice system. The class will also emphasize the benefits of the CIT model, including improved public safety, reduced recidivism, and enhanced community trust. Key topics include the CIT's call response workflow, officer roles and appearance, and integration with units such as the Homeland Security Unit (HSU), SWAT, and the FBI. Real-world successes, challenges, and strategies for future improvements will be discussed, giving participants a holistic understanding of CIT operations and impact.

**Workshop Level:** Intermediate    **Track:** De-Escalation    **Location:** Grand Ballroom C/D

August 11, 2025

10:00 a.m - 11:00 a.m

### **Collaborative Response: Roles of Law Enforcement and Mobile Crisis in Mental Health Calls**

When a mental health crisis call comes in, both law enforcement and mobile crisis teams play critical roles—but what does effective collaboration really look like? This session, led by Sergeant Erin Taylor, CIT Coordinator for Gallatin County Sheriff's Office, and Ryan Mattson, Director of Social Services for Connections Montana, breaks down how these teams work together in the field. Attendees will gain firsthand insights into how to structure the system, the unique responsibilities of each group, the challenges of real-time coordination, and the impact of a well-executed partnership. Using real-world cases from Montana, presenters will share practical strategies for improving safety, communication, and outcomes for individuals in crisis. Whether you're a CIT officer, mobile crisis responder, or dispatcher, this session will provide actionable takeaways to strengthen your approach to mental health calls.

**Workshop Level:** Beginner

**Track:** Co-Response

**Location:** Grand Ballroom E

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Advanced Topics in Psychiatric Diagnoses and Medications**

Mental health diagnosis is complex, and conditions can sometimes overlap or mimic one another. Misdiagnosis can lead to treatment challenges and unpredictable crisis responses. This interactive session, led by a board-certified psychiatrist, will explore potential pitfalls of psychiatric diagnosis—including common misdiagnoses, the overdiagnosis of some conditions, and how some conditions can mimic others. Participants will gain critical insights into the realities of psychiatric assessments and how medications influence behavior in crisis situations. A significant portion of the session will be open Q&A, where participants can ask any questions about psychiatric diagnoses and medications. This is a rare opportunity to engage directly with a psychiatrist and clarify how mental health conditions impact interactions in the field.

**Workshop Level:** Advanced

**Track:** Behavioral Health

**Location:** Grand Ballroom F

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Veteran Centered Crisis Stabilization & Scene Management Strategies**

"Veteran Centered Crisis Stabilization & Scene Management Strategies" focuses on equipping professionals with tools and techniques to effectively manage crises involving veterans. This presentation delves into the unique cultural and psychological factors that influence veteran behavior, with an emphasis on how these factors shape responses to crises. Attendees will gain practical insights into scene management, de-escalation tactics, and collaborative approaches tailored to veterans in crisis. Combining real-world examples

with evidence-based practices, this session empowers participants to foster safer outcomes while honoring the dignity and service of those who have served.

**Workshop Level:** Intermediate

**Track:** CIT Programming

**Location:** Grand Ballroom G/H

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August 11, 2025

10:00 a.m - 11:00 a.m

**Is this thing on? Practical evaluation techniques to see if your CIT program is working for you**

This presentation will introduce the audience to 5 of the most widely used forms of evaluation from policy textbooks and show how they apply in the context of a state, regional, or agency CIT program. We will then apply these concepts to a discussion of real examples from the Phoenix Police Department's Agency CIT program and compare and contrast them with examples provided by the audience.

**Workshop Level:** Intermediate

**Track:** Program Sustainability

**Location:** Marquis Ballroom NW

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August 11, 2025

10:00 a.m - 11:00 a.m

**Expanding Crisis Response Training: Building a Skilled Workforce for Better Outcomes**

When responding to a behavioral health crisis, having the right team in place can make all the difference. Law enforcement is often left to handle behavioral health crisis situations due to a lack of trained crisis professionals to step in and provide the support needed. To fill this gap, Wayne State University and MDHHS developed a 40-hour crisis training program designed to strengthen the behavioral health workforce and ensure availability of trained crisis responders prepared to respond to most crisis calls without law enforcement, but prepared to partner with law enforcement when appropriate. At the core of this training is the CARES model (Connect, Assess, Risk, Engage, Support), a practical and easy-to-use approach that teaches crisis professionals how to handle situations more effectively. Unlike crisis models that focus only on theory, CARES provides real-world skills to help crisis teams engage people in crisis, assess risk, de-escalate situations, and work alongside law enforcement when needed to create safer outcomes for everyone involved. This workshop is all about actionable training. You'll get hands-on experience with specific tools and exercises from the program that can be used to train mobile crisis teams and adapted into CIT training. We'll also share early data on how this training is building a stronger crisis workforce in Michigan and discuss how states looking to expand their crisis systems can implement this model to fill training and staffing gaps.

**Workshop Level:** Intermediate

**Track:** Training

**Location:** Marquis Ballroom Northeast

August 11, 2025

10:00 a.m - 11:00 a.m

### **Developing a Youth CIT Program**

While youth and trauma are not typically at the forefront of CIT trainings, this CIT-Y is specifically designed to cover these topics and give all attendees and systems a better understanding to become a more well rounded crisis responder. The youth crisis intervention team training program (CIT-Y) is designed to equip law enforcement officers, first responders, school personnel, mental health professionals and community members with the skills and knowledge to effectively respond to youth in crisis. The program emphasizes de-escalation techniques, trauma-informed approaches and collaborative strategies to ensure positive outcomes for young people facing emotional, behavioral, or mental health crisis.

**Workshop Level:** Intermediate

**Track:** Youth

**Location:** Orange County Ballroom 1/2

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Autism Response - How to make it better next time.**

People with IDD, including autism, are 7x more likely to come into contact with emergency responders than the neurotypical population. By the end of this session, participants will gain a comprehensive understanding of key learning objectives related to autism spectrum disorder (ASD) response strategies. Firstly, they will learn how to effectively recognize the signs and symptoms of autism, enabling prompt identification and appropriate support. Secondly, participants will be equipped with skills to differentiate autism from other conditions, facilitating accurate assessments and responses. Additionally, they will learn techniques for de-escalating individuals with autism during emergency 911 calls, promoting safety and effective communication. Moreover, participants will understand the importance of closing communication loops with autistic callers and their families, fostering trust and clarity in interactions. Finally, they will learn how to relay essential information back to their squad and community, ensuring coordinated and informed responses to ASD-related incidents. Understanding that ASD symptoms vary in severity, number, across time, and between situations underscores the need for tailored approaches and ongoing education in effectively addressing the diverse needs of individuals on the autism spectrum. Join Mike Wells for a unique perspective of 30 years of law enforcement experience and the dad of a child with Autism.

**Workshop Level:** Beginner

**Track:** IDD

**Location:** Orange County Ballroom 3/4

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Broken Like Me: An Insider's Look at First Responder, Community and Self Care.**

Broken Like Me - An Insider's look at First Responder, Community, and Self Care is an interactive workshop which begins with us taking a surprising look at our limited understanding of the types of medications and their side effects used to treat mental illness.

This sets the stage for you to hear about my brief time in law enforcement and ongoing struggle with this disease. CIT's success is a partnership effort between many different professional agencies and community ambassadors. I want you to understand that YOU are a major player in this delicate dance and that your humanity, both your struggles and your victories, play a crucial roll in CIT's effectiveness in your community. I also want to show you your susceptibility to the hardships unique to this sort of position and what you and I can do to use those to our advantage. This experience is part presentation, discussion, and interactive demonstration about how and why working as a first responder can take its toll, and provides extremely practical ways to make everyday living just a little more bearable for ourselves and those we love.

**Workshop Level:** Beginner

**Track:** Wellness

**Location:** Platinum Ballroom 1-4

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August 11, 2025

10:00 a.m - 11:00 a.m

### **Blending CIT, 911 and 988 to Unify Mississippi's Crisis Response**

Public Safety Telecommunicators play a vital role in connecting individuals to 988 and other behavioral health services, rather than police services, and/or by providing CIT officers with the information needed for a safe, effective response. Learn about the work in Mississippi to blend CIT, 911 and 988 to unify Mississippi's crisis response. Leveraging Mississippi's CIT training curriculum, Mississippi 988 Lifeline Centers hired dedicated trainers to conduct free, 16-hour 988 and CIT courses for 911 Telecommunicators in their local community. Mississippi's trainings provide 988, mental health information and de-escalation techniques to help 911 handle initial contact with people in crisis. By hosting trainings close to 911 operations, Mississippi's 911 operations won't be disrupted while 911 Telecommunicators attend trainings. This workshop will provide details on Mississippi's implementation and curriculum for its 2025-2026 Training Plan for the state's 1,400+ Public Safety Telecommunicators to prepare them to: collaborate with 988, mental health, substance use providers, and specialty trained law enforcement; facilitate seamless flow of information to follow-up on mental health services; engage with community resources to support callers who need mental health resources; build their skills and confidence when encountering people with mental health and substance abuse issues; and collaborate with 988 and other community providers to unify Mississippi's Crisis Response.

**Workshop Level:** Intermediate

**Track:** 911/988

**Location:** Platinum Ballroom 7-10

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August 11, 2025

10:00 a.m - 11:00 a.m

### **How to Advance Crisis Services with Peer Support**

Integrating peer support into the crisis continuum has so many benefits. Utilizing peers can improve outcomes for people experiencing a crisis by strengthening engagement in treatment, reducing emergency room admissions, diverting individuals in crisis from detention, and increasing participation in community-based services. These are just a few ways peers enhance your crisis system. Peer support is an evidenced based practice. Peers are individuals with lived experience. Peers model recovery, promote shared understanding,

focus on strengths and offer positive coping strategies. Peers can be used in prevention programs, early intervention to treatment to recovery and crisis services. Peers can be part of your call center, safe station, mobile crisis teams and stabilization services. They can be utilized in the CIT training. Are there challenges to using peers in your system? Of course there are, but with training and supervision these challenges are just “small bumps in the road.” Learn how you can expand your system with peers as well as enhance your crisis system with peers. We will share the lessons we have learned along the way and how we have included peers in our system.

**Workshop Level:** Beginner

**Track:** Certified Peers/Lived Experience

**Location:** Grand Ballroom J/K

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August 11, 2025

12:30 p.m – 1:30 p.m

**General Session: Keynote Speaker: Brian Cuban**

Location: Platinum Ballroom

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August 11, 2025

2:00 p.m - 3:30 p.m

**Gaps, Barriers, and Challenges in Substance Use/Abuse Assessment and Treatment for Adults with Mild-Borderline Intellectual Disability**

People with intellectual disabilities (ID) are at a greater risk for developing substance use (SU) problems than those without ID. Despite this, there is a significant gap in effective interventions tailored to adults with mild to borderline intellectual disabilities (MBID). This workshop addresses the critical gaps, barriers, and challenges in SU and substance abuse (SA) assessment and treatment for this vulnerable population, drawing insights from a comprehensive scoping review. Attendees will gain a deeper understanding of the tools and interventions that can be effectively utilized to improve clinical outcomes for adults with MBID. By attending this workshop, clinicians will be equipped with the knowledge and skills to address the unique challenges faced by adults with MBID in relation to SU/SA. This includes the ability to implement specialized assessment tools, apply effective intervention strategies, and advocate for necessary systemic changes. As a result, attendees will be able to enhance their clinical practice by providing more tailored, effective, and inclusive care for adults with MBID, ultimately improving their overall health and well-being.

**Workshop Level:** Intermediate

**Track:** IDD

**Location:** Grand Ballroom A/B

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August 11, 2025

2:00 p.m - 3:30 p.m

**CIT Connects: Maximizing Your Experience at the CIT International Conference**

CIT Connects is a guided session led by CIT International Board Members to help attendees navigate the CIT International Conference. This session provides key insights on how to make

the most of the event, from identifying must-attend workshops to networking with experts in the field. Attendees will learn about opportunities to engage with CIT International beyond the conference, including joining the Public Policy Committee, Subcommittees, and International Committee. These opportunities offer ways to contribute to policy development, advocacy, and global CIT initiatives. Participants will gain practical tips for building valuable connections and taking an active role in advancing CIT's mission.

**Workshop Level:** Beginner

**Track:** CIT Programming

**Location:** Grand Ballroom C/D

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August 11, 2025

2:00 p.m - 3:30 p.m

### **Strength Under Pressure: Leading Employees Through Acute Trauma and Chronic Exposure to Stress**

This session focuses on creating organizational culture and leading employees during a time of unprecedented changes in public safety and mental health services. Recruitment, retention, and sustaining high levels of morale are constant challenges for executives that are only made worse when well-meaning employees behave in a manner that impacts the communities' trust in their departments. The biological impacts of acute trauma and chronic stress exposure are layered with validated leadership theories and principles to help expand understanding of how better to lead today's modern public safety and clinical organizations. These topics and principles are relevant to departments of any size, location, or primary areas of responsibility.

**Workshop Level:** Intermediate

**Track:** Wellness

**Location:** Grand Ballroom E

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August 11, 2025

2:00 p.m - 3:30 p.m

### **An Innovative Continuum for Sustainable Police Mental Health Partnerships: Prevention, Response, and Enhanced Engagement**

York Regional Police is one of the largest police services in Canada, serving a culturally-diverse 1.2M residents in urban and rural areas. As the first in Ontario to directly employ mental health Social Workers, our Mental Health Resources Unit (MHRU) continues to lead with creative strategies in response to community needs. For decades, our plain-clothes, co-responding team has responded to mental health calls however with noted service gaps: repeated non-emergent contact, maladaptive behavioural crises, and heightened engagement with persons facing severe and persistent symptoms. In response, program expansions include police-employed Social Workers, high-acuity engagement, outreach, follow up, 911 call diversion crisis workers, and training for Communications staff. This holistic team helps reduce inappropriate use of emergency health care and justice systems. Our data indicates an increase of 288% of non-emergent mental health calls being diverted to crisis workers embedded in 911 Communications. Without a centralized receiving facility, high frequency callers have each averaged between 50-100 calls per year, with estimated minimum equivalent hours spent on scene by officers. MHRU has reduced average engagement time to under 25 hours per person per year, with meaningful connections to community resources. This presentation describes a continuum of engagement mechanisms in partnership with mental health professionals which responds better to the



needs of persons in crisis. Panelists will share behavioural indicators exhibited by high frequency callers, requiring alternative responses. Tips and strategies will be shared about officers, health information custodians, and community partners working together within the parameters of each profession's respective privacy legislations.

**Workshop Level:** Intermediate

**Track:** Co-Response

**Location:** Grand Ballroom F

August 11, 2025

2:00 p.m - 3:30 p.m

### **A to Z: From Program Development to Evaluation Framework for Statewide Jail In-Reach**

This workshop will provide an overview of Georgia's state funded Jail In-Reach (JIR) Programs including program development and framework, funding plan for sustainability, and cross-system data collection to measure program effectiveness. Georgia's JIR model is centered around the work of Care Coordinators and Forensic Peer Mentors (FPM) who build the bridge between currently incarcerated individuals and behavioral health providers through early identification, trust building and community transition planning. This workshop will give participants the nuts and bolts for developing a statewide program for JIR that leverages the state's behavioral health funds. Additionally, presenters will cover how to capture data across the mental health and criminal justice systems to assess program outcomes related to recidivism, impacts on county jails, and service uptake post-release. Participants will receive a business process model that documents all the components of Georgia's JIR model. Participants will also receive detailed definitions and methodologies for analyzing jail and mental health services data to demonstrate program outcomes.

**Workshop Level:** Advanced

**Track:** CIT Programming

**Location:** Grand Ballroom G/H

August 11, 2025

2:00 p.m - 3:30 p.m

### **Sharing Your Story with Law Enforcement: Building engagement and trust**

Research indicates that the vast majority of people with mental illness do not engage in criminal or violent behavior. Research also consistently shows that individuals with mental illness have a significantly higher rate of contact with law enforcement compared to the general population. Law enforcement officers are frequent first responders to people experiencing mental health or suicidal crises. While police should not be the only first responders to these types of crises, it is critical that law enforcement officers have the tools, resources and training to reduce the use of force when they do respond to these situations. (Nearly one in four people shot and killed by police officers between 2015 and 2020 had a mental health condition). Both law enforcement and individuals with mental illness deserve a system that reduces trauma and tragedy. This workshop will provide insight into the lived experiences of those individuals who themselves or their family members have had engagements with law enforcement during a time of mental health crisis. Sharing Your Story with Law Enforcement is a program specifically designed to help individuals tell their personal stories in a way that can help to build trust, address fear, and increase community engagement. These are the stories of hope and recovery.

**Workshop Level:** Beginner

**Track:** Certified Peers/Lived Experience

**Location:** Grand Ballroom J/K



August 11, 2025

2:00 p.m - 3:30 p.m

### **Congratulations! You're a CIT Coordinator, now what?!**

Ready to elevate your CIT game? Join former CIT International Board Member and 22-year CIT veteran, Habsi Kaba, for insights into her journey as the CIT Director. Learn about the Eleventh Judicial Circuit Criminal Mental Health Project, CIT Program. Whether you're a novice or seasoned CIT Coordinator, Habsi will share her captivating CIT experiences, from initial implementation, setbacks and trials, to achieving sustainable success. Discover the secrets behind effective steering committees, creating powerful partnerships, delivering impactful training, optimizing operations, fostering collaboration, troubleshooting challenges, streamlining processes, leveraging data, and much more. Don't miss this engaging session with a leading CIT subject-matter expert.

**Workshop Level:** Beginner

**Track:** Program Sustainability

**Location:** Marquis Ballroom Northeast

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August 11, 2025

2:00 p.m - 3:30 p.m

### **A Strategic Pause: How Crisis Intervention Saved a Life**

In this gripping workshop, we will walk you through a real-life police response to a high-stakes crisis. What began as a call for help for an individual in mental health distress quickly escalated into a tense and complex situation. When law enforcement arrived, the individual in crisis refused to let his father leave the home, transforming the incident into what appeared to be a hostage situation. Drawing on their Crisis Intervention Team training, officers demonstrated exceptional restraint and situational awareness. With precision and composure, they successfully rescued the father while leaving the individual in crisis safely inside. Rather than forcing a dangerous confrontation, officers implemented strategic disengagement, retreating to enable a thoughtful, co-responder approach at a later date. This pivotal decision ultimately revealed the individual's intent to provoke a suicide-by-cop scenario. By prioritizing patience and collaboration, the Crisis Intervention Team not only diffused the immediate threat but also saved the individual's life. Join us to explore San Francisco's innovative approach to crisis response, including the co-responding model and the development of disengagement policies. This session highlights the critical role of de-escalation and teamwork in transforming potential tragedy into an opportunity for hope and recovery.

**Workshop Level:** Beginner

**Track:** De-Escalation

**Location:** Marquis Ballroom Northwest

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August 11, 2025

2:00 p.m - 3:30 p.m

### **Intoxication, Withdrawal, and Treatment of Substance Use Disorders**

CIT professionals encounter individuals struggling with substance use on a daily basis and are better able to assist these individuals in acute crisis situations if they are more familiar with what intoxication and withdrawal looks like. This presentation will review signs and

symptoms of intoxication and withdrawal from illicit substances including hallucinogens, cocaine, methamphetamine, opioids, benzodiazepines, alcohol, and marijuana. This presentation will also discuss medication treatment options for individuals struggling with disordered use of these substances.

**Workshop Level:** Beginner    **Track:** Behavioral Health    **Location:** Orange County Ballroom 1/2

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August 11, 2025

2:00 p.m - 3:30 p.m

### **Beyond Training: Advancing Crisis System Transformation with CIT**

The Detroit-Wayne Crisis Intervention Team (CIT) program follows the nationally recognized Memphis Model to deliver its 40-hour CIT training, equipping law enforcement officers with essential skills in de-escalation and crisis response. However, Detroit-Wayne CIT goes beyond standard training by integrating a Crisis System Transformation approach, emphasizing data-driven decision-making, interagency information-sharing, and privacy-compliant practices within the framework of the Sequential Intercept Model (SIM). This workshop will explore how Detroit-Wayne CIT leverages data integration to enhance crisis response while maintaining HIPAA compliance and other privacy protections. Participants will gain insight into cross-agency collaborations that support diversion efforts, enhance behavioral health partnerships, and improve outcomes for individuals in crisis. Attendees will leave with actionable strategies for implementing CIT enhancements in their own communities.

**Workshop Level:** Intermediate

**Track:** Crisis System Improvement

**Location:** Orange County Ballroom 3/4

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August 11, 2025

2:00 p.m - 3:30 p.m

### **Question, Persuade, Refer (QPR)**

QPR stands for Question, Persuade, and Refer — the 3 simple steps anyone can learn to help save a life from suicide. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help. Each year thousands of Americans, like you, are saying "Yes"; to saving the life of a friend, colleague, sibling, or neighbor. In CPR the general public is educated about the classic signs of a heart attack: pressure, fullness, squeezing and pain in the center of the chest, sweating, and other symptoms, and then taught how to respond. In QPR the general public is educated about the known warning signs of a suicide crisis: expressions of hopelessness, depression, giving away prized possessions, talking of suicide, securing lethal means, and then taught how to respond. Sgt. Dardeen and Kimble Richardson have instructed QPR to dozens of organizations including the Indianapolis Colts, Eli Lilly, and the Indiana Wellness Council. Their dynamic teaching style keeps the audience engaged while still being respectful of the subject matter.

**Workshop Level:** Beginner

**Track:** Training

**Location:** Platinum Ballroom 1-4

August 11, 2025

2:00 p.m - 3:30 p.m

### **Crisis Response in Schools: Managing protocols and the human experience**

Effectively managing crisis situations requires more than just following protocols, it demands a dynamic, trauma-informed approach that integrates operational strategies with behavioral health insights. This session will explore Comprehensive Crisis Management in Schools through the lens of Crisis Intervention Team (CIT) principles, demonstrating how logistics, officer support systems, and emergency response protocols can be seamlessly blended with co-regulation techniques, neuroscience, and trauma-responsive practices to improve crisis outcomes. Participants will gain insight into Humble ISD's crisis management framework, including policies, procedures, and collaboration between law enforcement, schools, and community partners. The session will also highlight how CIT officers can leverage neuroscience—understanding stress responses such as fight, flight, freeze, fawn, and flop—to enhance de-escalation efforts. Attendees will leave with practical tools such as mirror neurons, breathwork, tapping, and humming, empowering them to regulate stress, improve communication, and respond effectively during crises.

**Workshop Level:** Beginner

**Track:** Youth

**Location:** Platinum Ballroom 7-10

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Strengthening CIT Steering Committees: Engaging State Councils on Developmental Disabilities and IDD Agencies**

Crisis Intervention Teams (CIT) play a critical role ensuring effective responses to individuals with intellectual and developmental disabilities (IDD) who encounter law enforcement and emergency services. To enhance collaboration and improve outcomes, CIT Steering Committees must integrate key stakeholders, including State Councils on Developmental Disabilities and IDD agencies. These organizations provide essential expertise, resources, and advocacy information on diversion through the developmental disabilities systems and community-based services. This session will explore the benefits of including IDD-focused agencies in CIT Steering Committees, and resources that may be available.

**Workshop Level:** Beginner

**Track:** IDD

**Location:** Grand Ballroom A/B

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Partners in Progress: Readying Crisis Response Programs for Evaluation**

To support the sustainability and expansion of crisis response models, it is essential to strengthen existing programs through thoughtful program maintenance and growth. This presentation will provide insight on the provision of technical assistance (TA) to the Mobile Assistance Community Responders of Oakland (MACRO) community responder program (CRP) and the development of partnerships between MACRO, the Council of State Governments (CSG) Justice Center, and the University of Chicago Health Lab to ensure implementation evaluation readiness for the program. Attendees at this presentation will understand the purpose of evaluations in promoting public transparency and streamlining community responder program goals and impact; the programmatic components that are

essential to an effective implementation evaluation; and how robust partnership opportunities can assist community responder programs to organize their critical community work and highlight their internal successes as they expand the first response and behavioral health response landscape.

**Workshop Level:** Beginner    **Track:** Program Sustainability    **Location:** Grand Ballroom C/D

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Mission-Critical Emotionally Intelligent De-Escalation in Crisis Response**

Looking to immerse yourself in crisis response with emotionally intelligent (EI) delivery? Are you wanting to leverage the influence that emotionally intelligent de-escalation can provide? Join us for an introduction into the essential skills required for high-stakes crisis situations. Learn how EI and strategic communication integrate into real world scenarios and how you can incorporate the knowledge into your agencies' response to crises.

**Workshop Level:** Intermediate

**Track:** De-Escalation

**Location:** Grand Ballroom E

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Ten Steps to Successful Scenario-Based CIT Training**

Scenario-based instruction is a cornerstone of effective Crisis Intervention Team (CIT) training, but making role-play exercises impactful can be challenging. This workshop provides a clear, structured approach to creating engaging, realistic scenarios that enhance learning outcomes. Participants will learn how to design meaningful role-plays, deliver constructive feedback, and create a supportive environment that reduces student anxiety. Many trainees struggle with the discomfort of performing in front of peers. This session will introduce practical strategies to ease their apprehension while ensuring they can confidently apply new skills in real-world situations. Effective scenario-based training not only helps students retain knowledge but also provides instructors with a measurable way to assess competency. By following these ten proven steps, instructors will be equipped to develop scenario-based training that is realistic, effective, and engaging. Attendees will leave with actionable techniques to enhance their CIT programs and ensure their students are prepared for the challenges of crisis intervention.

**Workshop Level:** Beginner

**Track:** Training

**Location:** Grand Ballroom F

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Crisis Care on Wheels: Transforming Mobile Response to a Person-Centered Approach**

Often, individuals in crisis fall in and out of crisis. A more comprehensive behavioral health approach breaks this revolving door cycle. This session will explore just that: an innovative trauma-informed, person-centered, and coordinated mobile response model where licensed clinicians ride with peer specialists to provide timely, responsive, and effective behavioral health care. With a commitment to responding within 60 minutes, mobile response teams (MRTs) deliver licensed clinical interventions that include crisis stabilization, supportive counseling, and the development of personalized safety plans. The

presentation will also discuss the provision of interim psychiatric care and non-emergency transportation, eliminating the need for law enforcement engagement and transport. Participants will learn how these services and ongoing peer support work together to ensure comprehensive support, facilitating timely referrals and linkages to appropriate resources. Presenters will highlight real-life case studies and share data demonstrating the success and scalability of MRTs as a model for community-based mental health support. Attendees will leave with a deeper understanding of how innovative, responsive services can reshape mental health care in their own communities and enhance overall well-being.

**Workshop Level:** Intermediate      **Track:** Co-Response      **Location:** Grand Ballroom G/H

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Leveraging Advocates and the Voice of Lived Expertise in CIT**

Since the first CIT program started in Memphis, NAMIs have been a core part of building CIT programs and reimagining crisis care in communities across the country. By including community advocacy groups like NAMI, CIT programs benefit from personal experience and the energy of advocates to create change. During this session, hear from NAMI leaders about how they have worked with CIT programs and local leaders to reimagine crisis response and drive criminal justice diversion in their communities. Learn best practices for engaging with advocacy groups like NAMI and leveraging lived expertise to improve your CIT efforts.

**Workshop Level:** Beginner

**Track:** Certified Peers/Lived Experience

**Location:** Grand Ballroom J/K

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Two Knocks on the Door: From Devastation to a New Alliance**

What happens when the worst moment of your life becomes the catalyst for real change? This workshop explores how personal tragedy can transform into a movement for systemic reform. After losing my son in a police-involved shooting during a mental health crisis, I chose not only to fight for justice but also to build bridges—with law enforcement, mental health professionals, and policymakers. Through the power of forgiveness and collaboration, we changed the system, proving that crisis intervention is not just a training—it's a life-saving necessity. Participants will leave inspired, equipped with strategies to turn adversity into advocacy, and empowered to forge partnerships that drive meaningful change.

**Workshop Level:** Beginner

**Track:** Certified Peers/Lived Experience

**Location:** Marquis Ballroom Northeast

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August 11, 2025

4:00 p.m - 5:00 p.m

### **See Spot Serve: Incorporating Therapy Canines in Crisis Response Programming & Deployment**

Canines have long proven to be invaluable companions in the law enforcement community - and as therapy animals they provide a calming presence, steadfast loyalty, and a positive impact on officer demeanor and public relations. Research has consistently demonstrated

the positive impact of therapy dogs in high stress situations. As experts have noted: People have an affinity to a non-judgmental, warm, furry animal that can come and just sit with them and listen. Illinois' new "crisis therapy team" program established a specialized certification program for CIT officers and co-responders who utilize therapy dogs in their duties. These teams must adhere to statewide standards for therapy dog training and certification to ensure consistency and quality performance. Participation in the program is voluntary and allows for annual continuing education opportunities for therapy dog teams, enhancing their readiness for crisis response. By maintaining a specialized certification program for canine response teams, agencies are well equipped to track the training of canines and their handlers, know the regional availability of these teams, and serve as a centralized response agent to deploy these teams upon request.

**Workshop Level:** Beginner    **Track:** CIT Programming    **Location:** Marquis Ballroom Northwest

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Creating and Implementing a 911 Diversion Program**

This workshop explores critical issue of mental health crisis response and benefits of diverting such calls away from traditional law enforcement interventions. The discussion centers on the need for more appropriate, specialized care that can address mental health emergencies with the sensitivity, training, and expertise required. The workshop will examine establishing triage guidelines for 9-1-1 dispatch centers with the cooperation and guidance of our mental health partners (OCHCA/ OC Links).

**Workshop Level:** Intermediate    **Track:** 911/988.    **Location:** Orange County Ballroom 3/4

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Thinking Outside the Box in a CIT Program**

Quality CIT Programs involve so much more than training. Come learn some "out of the box" strategies regarding how to include more community resources, first responders, and law enforcement agencies in your training/curriculum model as well as your Planning and Steering Committees. Come learn some ways to creatively include entities that can easily be missed in the development of a CIT Program. We will specifically talk about Corrections, Dispatchers, Mental Health Providers, EMS, Firefighters, however, these ideas could pertain to any group! It truly takes a village to diversify and unify a CIT Program.

**Workshop Level:** Intermediate  
**Location:** Platinum Ballroom 1-4

**Track:** Crisis System Improvement

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August 11, 2025

4:00 p.m - 5:00 p.m

### **The Sucker Punch: How Trauma and Three Suicide Attempts Shaped My Journey as a Therapist and Crisis Responder**

Imagine being just 23, a single mother of two, consumed by pain to the point where ending your life seems like the only escape. This was my harsh reality—a distressing beginning that ignited a remarkable transformation. The scars I carry, both physical and emotional, are not mere reminders of my struggles; they are badges of survival, telling a powerful story of



resilience against all odds. Healing is seldom a straight path, and when faced with the complexities of comorbid diagnoses, the road can seem overwhelming. My battle with Generalized Anxiety Disorder, compounded by a history of abuse, Clinical Depression, and PTSD, often felt like navigating a deceitful maze where recovery seemed just out of reach. Just when I glimpsed hope, despair threatened to consume me once more. Yet, through this wild journey, I have emerged with invaluable insights that I am eager to share. My experiences—including three attempts on my life—have not defined me; they have ignited my passion for helping others. I firmly believe that survivors of abuse and those grappling with suicidal thoughts can heal and reclaim their lives. For over a decade, I have dedicated myself to creating a safe place for my clients—a space where they can uncover the same hope and resilience, I fought so hard to find. As a Licensed Mental Health Counselor and a Crisis Worker, I have the profound privilege of being there for others in their darkest moments. When I respond to a person experiencing a crisis, I don't just put on my clinician hat; I step into my survivor boots, ready to empathize and uplift those who feel lost in their pain.

**Workshop Level:** Beginner

**Track:** Wellness

**Location:** Platinum Ballroom 7-10

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August 11, 2025

4:00 p.m - 5:00 p.m

### **Brain Injury & Crisis: Partnering for Effective Interventions, Improving Outcomes, and Building Community Resilience**

The intersectionality of brain injury is likely an unrecognized and steady undercurrent across individuals Crisis Intervention Teams encounter. Brain injury is considered the silent epidemic; effects are often not easily seen or accurately identified. Nearly 1.6 million women experience repetitive intimate partner violence related TBIs every year. Women who have been strangled and hit in the head repeatedly are up to 12 times more likely to experience a TBI than athletes or military members. <https://www.concussionalliance.org/partner-inflicted-brain-injury#connecting-ipv-tbi> As many as 92% of unhoused individuals experienced their first TBI before becoming homeless. Over half of people who are unhoused or experiencing housing insecurity are living with TBI. Of those individuals, 25% experienced moderate to severe brain injuries, a number ten times higher than the general population (TN BrightFutures). In regard to the opioid epidemic, the often unacknowledged consequence of surviving an overdose is living with a hypoxic brain injury. The prevalence of brain injury across the criminal justice system is well documented with prevalence rates ranging from 65 percent to as 95 percent in specific vulnerable populations. The presentation includes foundational information related to this invisible injury including definition, prevalence, symptoms, and tangible strategies for supporting people living with brain injury. The presentation highlights strategies for recognizing brain injury in the field and evidence-based brain injury screening tools within the context of a best practice framework for creating brain injury informed infrastructure across partners, as well as brain injury informed modifications to de-escalation and therapeutic interventions.

**Workshop Level:** Beginner

**Track:** Behavioral Health

**Location:** Orange County Ballroom 1/2



## DAY 2 – TUESDAY

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August 12, 2025

8:00 a.m – 9:30 a.m

### **General Session: Keynote Speaker Dr. Victoria Harris**

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August 12, 2025

10:00 a.m - 11:30 a.m

### **More Than a Feeling**

During this workshop, Sgt. Mark DiBona (Ret) will speak about how his mental health condition, suicide attempt and his childhood trauma affected his law enforcement career and marriage. He will also speak about how mental illness is not just a feeling, it's physical pain also: it's "More Than a Feeling".

**Workshop Level:** Beginner

**Track:** Wellness

**Location:** Grand Ballroom A/B

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August 12, 2025

10:00 a.m - 11:30 a.m

### **Traumatic Brain Injury (TBI) Awareness & Wellness-TBI Education and Resources for Officers & Citizens**

We will provide an overview of the consequences of brain injury within a community policing context, and the overlapping causes of TBI that impacts Law Enforcement Officers (LEOs) service members, veterans, and citizens (among incarcerated adults, the prevalence of TBI is estimated to be 50%). We will focus on best practices for recognizing and supporting LEOs with TBI in order to ensure a return to duty, maximizing the best outcome for the LEO, their families and peers and the communities they serve and protect. Service members, LEOs as well as justice involved/high risk citizens are vulnerable to exposure to both mTBI, aka, concussion and acquired brain injury (ABI). There is a great deal of overlap between these groups, aptly termed. According to Community Policing Dispatch it is estimated that nearly 25% of today's law enforcement community has served in the military. This military to civilian law enforcement journey is referred to by author J. Erlemann as "Boots to Badges". While service members and veterans are beneficiaries of TBI research conducted and applied to treat service connected brain injury, there hasn't been a comparable response to the risk and prevalence of TBI among LEOs. Thus far, research in this area reveals "a startling 60% of LEOs reported a history of TBI, 20% reported a history of multiple TBIs". This workshop will also highlight one speaker's journey from severe TBI, substance use and justice involvement into recovery, advocacy and a career driven by a commitment to serve and support others.

**Workshop Level:** Intermediate

**Track:** Behavioral Health

**Location:** Grand Ballroom C/D

August 12, 2025

10:00 a.m - 11:30 a.m

### **The World Through the Eyes of People in Crisis: How Neuroscience Enhances Interventions**

Our brains are prediction machines, constantly shaping our perceptions and responses based on past experiences. Predictive Processing Theory helps explain how individuals—especially those from special populations, including people with autism, PTSD, or mental health conditions—interpret the world differently. Understanding these neural processes allows first responders, law enforcement, and caregivers to develop more effective, trauma-informed interventions. This session explores how the brain constructs reality, why some individuals may react unexpectedly to stress or authority, and how to adjust communication and de-escalation strategies to align with their unique neurological frameworks. Attendees will gain insights into how sensory processing, cognitive expectations, and past trauma influence behavior, equipping them with science-backed tools to foster trust, reduce conflict, and improve outcomes in the field.

**Workshop Level:** Intermediate

**Track:** De-Escalation

**Location:** Grand Ballroom E

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August 12, 2025

10:00 a.m - 11:30 a.m

### **Best Practice in Emergency Response for People with Intellectual and Developmental Disabilities (IDD) and Other Diverse Populations**

In recent years it has become evident through a significant increase in cases involving people with intellectual and developmental disabilities (IDD) that first responders may benefit from increased collaboration and resources in working with diverse populations. This education needs to be specific to identifying individuals with IDD and especially those who live within the intersection of other marginalized groups. This pertains to interacting with and finding resolutions that are mutually beneficial for the individual and first responder, as supported by evidence-based research. Members of the Michigan Developmental Disabilities Council, advocacy organizations, and individuals with intellectual and developmental disabilities (IDD) will present information and share lived experiences in promoting positive outcomes with emergency services. The presentation will address tools and resources to help first responders identify when they encounter people from diverse groups and support them in achieving improved results.

**Workshop Level:** Intermediate

**Track:** IDD

**Location:** Grand Ballroom F

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August 12, 2025

10:00 a.m - 11:30 a.m

### **CITI Public Policy Committee: Strategies to Advance Officer Wellness**

CIT International developed a public policy committee with five subcommittees in 2024. The Officer Wellness subcommittee will present the actions identified to support officer wellness and solicit engagement from the audience. Addressing the wellbeing of police officers is critical given higher rates of suicide, substance use, and PTSD.

**Workshop Level:** Beginner

**Track:** Program Sustainability

**Location:** Grand Ballroom G/H

August 12, 2025

10:00 a.m - 11:30 a.m

### **Designing and Implementing a Train-The-Trainer CIT Program for the Ukrainian National Police**

In this workshop we will discuss how a train-the-trainer CIT program was designed and ultimately implemented in an active and rapidly changing environment for the Ukrainian National Police. While conducting a CIT program in the U.S. may seem fairly straightforward, conducting such a program is both complex and involves flexibility as this country had never had a formal CIT program. We will discuss the importance of conducting multiple needs assessments across the regions with key personnel, customizing curriculum, having boots on the ground for translations, interpreters, as well as logistical needs such as training actors for scenarios. Equally important and ultimately necessary was the development of a wellness program that we incorporated utilizing yoga, imagery, mindfulness, and open discussions with officers who were involved in the front lines. We will provide various examples and suggestions on how what we created can be utilized across other CIT programs, both U.S. and International.

**Workshop Level:** Advanced

**Track:** Training

**Location:** Grand Ballroom J/K

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August 12, 2025

10:00 a.m - 11:30 a.m

### **Development and Implementation of an Advanced Training Curriculum for Non-Law Enforcement Co-Responders (i.e. Clinicians, Peers, and other First Responders)**

This presentation will demonstrate how to utilize existing partnerships and stakeholders to develop a high-quality training program for non-law enforcement co-responders, such as clinicians, peers, and other first responders. The presentation will emphasize safety as a top priority while maintaining a therapeutic connection with individuals experiencing a behavioral health crisis. This opportunity will not only enhance current safety practices of non-law enforcement co-responders but will also serve as a motivator for current law enforcement partners of co-responding programs as they lead advanced training initiatives. Being in a rural area of Southwest Virginia, outreaching law enforcement for immediate assistance during an escalated situation (i.e. physical aggression or violence) is not always feasible. Therefore, it is imperative to provide non-law enforcement co-responders with an advanced level training curriculum. At the end of the day, our desire is that everyone involved in an escalated behavioral health crisis situation returns home safely. All training is provided by Department of Criminal Justice Services certified instructors in collaboration with the local police academy.

**Workshop Level:** Advanced

**Track:** Co-Response

**Location:** Marquis Ballroom Northeast

August 12, 2025

10:00 a.m - 11:30 a.m

### **Conundrum of Care: Police and Mental Health Providers Unite to Tackle High-Utilizer Youth Cases**

Over the past year, local law enforcement and hospital mental health providers in Columbus, Ohio, have intensified their collaboration to address the rising number of high-utilizer youth cases. These entities have embraced a "One Team" approach to navigate these complex, cross-system cases. Youth providers and law enforcement entities will share case examples, outcomes, and collaborative techniques, offering a blueprint for a successful, albeit sometimes challenging, partnership aimed at boosting family resiliency in the community. Presenters will discuss how tactical disengagement policies can enhance family confidence in managing youth crises. They will also share tips and tricks for sustainable communication across systems. Moreover, presenters will illustrate how the involved parties have worked together to enhance competency and understanding of youth mental health, crisis situations, and the continuum of care. Additionally, the role of CIT training in fostering mutual understanding among all parties involved will be highlighted.

**Workshop Level:** Intermediate

**Track:** Youth

**Location:** Marquis Ballroom Northwest

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August 12, 2025

10:00 a.m - 11:30 a.m

### **Integrating the Core Elements of CIT into the Development of an Innovative Comprehensive Crisis System of Care Between - Perspectives from Law Enforcement and Behavioral Health**

This workshop will discuss the steps needed for law enforcement and behavioral health to partner together, using innovative ideas and new technology, to develop a comprehensive crisis system of care. Mobile Police Department and AltaPointe Health, in Mobile Alabama, have been working together for the past six years to develop a rich partnership that meets the needs of the community and is helping to reduce law enforcement involvement in behavioral health crises by using technology, training, innovative practices, and community engagement. The program started with Sequential Intercept Mapping and Crisis Intervention Team Training, involving area stakeholders in decision-making and planning. The team approach includes the latest technology for training officers and responding to individuals in crisis to provide prompt access to clinical evaluation in 30 seconds or less, reducing officer time on mental health calls by 70%. The collateral effects of these innovative practices, which include a specialized homeless response team, has been reduction of time spent on calls by officers, a dramatic reduction in arrest, access to treatment for individuals who were previously unknown to the behavioral health providers, reduction in force incidents, and improved community engagement. We will discuss stakeholder buy-in, the importance of having the right partners, funding strategies, use of technology to enhance training and services, data collection and analysis, and continuous quality-improvement as they relate to program development and sustainability. The team will share setbacks, innovations, and plans for the future, targeted at minimizing law enforcement response and liability.

**Workshop Level:** Intermediate

**Track:** Crisis System Improvement

**Location:** Orange County Ballroom 1/2

August 12, 2025

10:00 a.m - 11:30 a.m

### **From New Year's to New Paws.**

After 9/11/2001, a new era for utilizing therapy dogs was created in the U.S.. Since 2015, Tri-State Canine Response Team has responded throughout the US to over 18 mass causality events (including Pulse Nightclub in Orlando, FL, Mandalay Bay in Las Vegas, NV, Sutherland Springs, Texas, Marjorie Stoneman Douglas High School in Parkland, FL, Eastbrook Elementary School Paramus NJ, Thousand Oaks, California, State College, Pennsylvania, Robb Elementary School in Uvalde, TX, Boulder, Colorado, Indianapolis, Indiana, Buffalo, New York, Highland Park, Illinois, and the 10th anniversary of Sandy Hook Elementary School shooting in Newtown, CT, Nashville, Tennessee, and most recently Bourbon St. New Orleans, LA). Tri-State Canine Response Team dogs are trained to recognize mild, moderate, and severe emotional disturbance and provide a stabilizing presence that helps facilitate normal coping. Interactions between handlers and their trained dogs aid those in crisis and facilitate recovery and resilience. Working with a variety of Critical Incident Stress Management (CISM) teams, they provide supportive interventions during individual crises, informational and interactive groups, and memorial services. Through CIT International Conferences, a friendship and bond were made with NAMI Southwest Louisiana, Jefferson Parish Sheriff's Office, and CIT-NJ's Canine Ambassadors. From this Bond and friendship when the 2025 New Year's traumatic event occurred on Bourbon St. NELO reached out and asked CIT-NJ's K9 Ambassadors to help their community through the tragic event, but also lead to helping establish a NELO Crisis K9 team.

**Workshop Level:** Beginner    **Track:** CIT Programming.    **Location:** Orange County Ballroom 3/4

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August 12, 2025

10:00 a.m - 11:30 a.m

### **Developing a Comprehensive Crisis Continuum of Care: Tales from the Field**

As communities seek alternatives to traditional law enforcement and emergency department responses, Community Crisis Response Partnerships (CCRP) grantees are building integrated, person-centered crisis systems. This session will explore how grantees, supported by the GAINS Center's technical assistance (TA), have advanced mobile crisis, co-response models, and coordination across 911/988 call centers and behavioral health providers. Drawing on insights from 25 CCRP sites, we'll examine how TA helped grantees navigate workforce shortages, coordination barriers, and resource limitations through the development of coordinated staffing plans, shared training curricula, and community diversion summits. Case studies from high-performing programs will illustrate effective strategies for reducing emergency department utilization, improving first responder collaboration, and enhancing system-wide alignment. Participants will leave with practical tools and lessons learned to support local crisis response systems.

**Workshop Level:** Beginner    **Track:** 911/988    **Location:** Platinum Ballroom 9/10

August 12, 2025

1:00 p.m - 2:30 p.m

### **Fund Raising 101**

This workshop will present various ways to raise funds for your CIT Program including: Events, Non-events, Personal Asks, and Grants. Examples of each of these methods will be discussed along with the up-front planning needed for successful fundraising. Critical and useful tips for writing grants to Foundations, Local Community Giving Agencies, County, State, and Federal grant agencies will be presented.

**Workshop Level:** Intermediate **Track:** Program Sustainability

**Location:** Grand Ballroom A/B

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August 12, 2025

1:00 p.m - 2:30 p.m

### **Advancing the Use of Psychiatric Advance Directives (PADs) in California's Crisis Response System**

This workshop will explore the role of Psychiatric Advance Directives (PADs) in enhancing person-centered crisis response and cross-agency collaboration. PADs are legal tools that allow individuals with mental health conditions to document their treatment preferences, de-escalation strategies, and designated healthcare advocates before a crisis occurs. Research shows that PADs improve treatment engagement, reduce involuntary hospitalization, and decrease crisis encounters with law enforcement. As California expands its crisis response system, several counties are piloting a standardized, cross-agency approach to implementing PADs. This workshop will highlight the collaborative efforts among behavioral health providers, peers, family members, hospitals, and first responders to develop training, workflows, and best practices for PAD access and use. Participants will gain insights into how PADs can be integrated into emergency response protocols to improve care coordination, respect individual autonomy, and support recovery-oriented outcomes. Key discussion topics include: • The legal and ethical foundations of PADs • Best practices for incorporating PADs into crisis response • Training strategies for behavioral health teams, law enforcement, and emergency departments • Lessons learned from pilot programs and strategies for scalability. This interactive session will feature presentations from experts and crisis system stakeholders, along with facilitated discussions to explore barriers and solutions. Attendees will leave with practical tools to support PAD use and adoption within their communities.

**Workshop Level:** Intermediate

**Track:** CIT Programming

**Location:** Grand Ballroom C/D

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August 12, 2025

1:00 p.m - 2:30 p.m

### **ADEPT: Advanced De-escalation and Escalation Prevention Training**

This workshop is to introduce participants to an advanced evidence-based approach to working with those in crisis for CIT professionals, recently implemented in partnership with the Oregon Department of Public Safety Standards and Training and Oregon Center of Behavioral Health and Justice Integration (OCBJHI). This program was designed to increase

the responders' understanding of their worldview through their personal experiences, and current well-being, and demonstrate how those can affect and ultimately deliver a trauma-informed response to a person in crisis. Additionally, presenters will introduce a framework which can be immediately implemented in the field to enhance their response to the person in crisis. The presenters will provide outcomes supported by data gathered through course participants during the last three years that this course has been offered in Oregon.

**Workshop Level:** Beginner

**Track:** De-Escalation

**Location:** Grand Ballroom E

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August 12, 2025

1:00 p.m - 2:30 p.m

### **Tactical sensory training for resiliency and self regulation during critical incidents and chronic stress.**

This workshop explores the essential role of sensory strategies in helping Crisis Intervention Teams (CIT) and first responders manage stress, enhance self-regulation, and improve overall well-being. High-pressure situations can take a toll on mental and physical health, but sensory techniques offer practical tools for maintaining balance and focus. Participants will learn to engage all eight sensory systems—sight, sound, taste, smell, touch, vestibular (movement), proprioception (body position), and interoception (internal sensations)—to regulate emotions and reduce stress. Through hands-on exercises, mindfulness practices, and environmental adjustments, attendees will learn and apply sensory based resiliency training.

**Workshop Level:** Beginner

**Track:** Wellness

**Location:** Grand Ballroom F

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August 12, 2025

1:00 p.m - 2:30 p.m

### **Patient Not Prisoner: How Crisis Intervention Teams Have Saved My Life**

When working to build the infrastructure for a successful CIT program, trainees need to be able to identify ways to reduce trauma during a mental health crisis. An important component of any CIT program is to include input from people with lived experience who are currently receiving and benefiting from professional mental health services. Melissa has been successfully living with bipolar disorder since 2000 despite experiencing six major psychotic episodes and hospitalizations. She shares a video of herself experiencing severe psychosis in 2017 and her presentations provide opportunities to compare her behaviors during her psychotic episode to her current stable mental state.

**Workshop Level:** Beginner

**Track:** Certified Peers/Lived Experience

**Location:** Grand Ballroom G/H

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August 12, 2025

1:00 p.m - 2:30 p.m

### **Crisis Response and Intervention Training: How it Can Enhance Your CIT Program.**

Training is essential to provide police with effective strategies to respond to crises involving individuals with mental health conditions and/or intellectual and developmental disabilities. Crisis Response and Intervention Training (CRIT) is a 40-hour, no-cost curriculum that prepares police officers to respond to people experiencing crises related to mental health



conditions or intellectual and developmental disabilities. This workshop discusses how integrating CRIT can enhance your community's existing Crisis Intervention Team (CIT) programs. Panelists will discuss distinctions between CRIT and CIT and illustrate how CRIT can complement current crisis response initiatives.

**Workshop Level:** Beginner

**Track:** Training

**Location:** Grand Ballroom J/K

August 12, 2025

1:00 p.m - 2:30 p.m

### **After the 40 Hours: Building a Robust and Sustainable CIT Program**

Building a CIT program is hard work, but once you have a coordinating team and 40-hour training under your belt, you aren't done yet! Wisconsin CIT has worked to keep CIT trained officers, coordinating teams, and CIT stakeholders engaged for years after their initial involvement and training. In this session we will discuss how we sustain communication with CIT stakeholders across Wisconsin with an annual CIT Symposium, CIT Advanced Courses, a CIT online refresher course, and more. We will also discuss how CIT stakeholders in Wisconsin have come together to build new ways to support CIT statewide by building statewide committees, CIT coordinator opportunities, and more. CIT is so much more than just a 40-hour training. Come hear examples of how Wisconsin is taking this to heart and leave with innovative ideas of how Wisconsin achieved continued connection that you could replicate in your community.

**Workshop Level:** Beginner

**Track:** Program Sustainability

**Location:** Marquis Ballroom Northeast

August 12, 2025

1:00 p.m - 2:30 p.m

### **From Crisis to Care: Enhancing Skills and Support for First Responders**

A well-trained workforce is the foundation of an effective crisis response system. This session will explore the essential components of a comprehensive training program for mobile crisis teams, co-response units, and behavioral health crisis call center staff, emphasizing both initial orientation and ongoing professional development. Participants will gain insight into what should be included in formal training procedures, from de-escalation techniques and trauma-informed care to risk screening for suicide, violence, and psychosis. The session will highlight how SAMHSA's Community Crisis Response Partnerships (CCRP) grantees have leveraged technical assistance (TA) to design effective training programs tailored to the evolving needs of crisis responders. Innovative training approaches will be explored, including strategies to enhance cultural competence, address staff burnout, and ensure continuous skill-building. Additionally, we will examine the critical role of workforce development in sustaining crisis services, discussing how targeted TA can help address workforce shortages and skill gaps. Attendees will leave with actionable strategies for implementing structured training programs that promote staff readiness, retention, and resilience.

**Workshop Level:** Beginner

**Track:** CIT Programming

**Location:** Marquis Ballroom Northwest

August 12, 2025

1:00 p.m - 2:30 p.m

### **Crisis Response at -40F: Partnering with Law Enforcement and Dispatch in Fairbanks, Alaska**

Leaders from the Fairbanks Police Department, Fairbanks Emergency Communication Center, the City's Mayor's Department, and Alaska Behavioral Health Mobile Crisis Team will detail their efforts in establishing a crisis response system in Fairbanks, Alaska. This presentation will highlight the strategies and processes implemented to create buy-in and acceptance of a civilian mobile crisis team within police and emergency communication departments. The Fairbanks Police Department and Fairbanks Emergency Communication Center will discuss how they developed response levels for high-acuity calls that involve collaboration with law enforcement, as well as independent responses to lower-acuity calls by the Mobile Crisis Team. Notably, the Mobile Crisis Team has successfully diverted 84% of their calls from hospitalization, incarceration, and further law enforcement involvement. The presentation will also cover the philosophy of the Mobile Crisis Team, which emphasizes treating law enforcement as partners rather than adversaries. Additionally, the Mobile Crisis Team will share their strategies for building strong relationships with dispatchers, law enforcement agencies, and fire departments across the Interior Region. The City of Fairbanks will provide insights into the funding, data collection, team composition, and community acceptance of the program and address the challenges encountered, formation of new partnerships, development of new City programs, and future plans for a crisis stabilization unit.

**Workshop Level:** Intermediate

**Track:** Crisis System Improvement

**Location:** Orange County Ballroom 1/2

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August 12, 2025

1:00 p.m - 2:30 p.m

### **No Filters, No Jargon: Ask a Docs Anything About Mental Health and Evaluations**

This interactive workshop provides attendees with a rare opportunity to engage directly with a Forensic and Clinical Psychiatrist (Dr. William R. Enochs, M.D.) and a Forensic and Clinical Psychologist (Dr. Jeanette Simmons, PsyD) to gain deeper insights into psychological evaluations. The session will offer a brief but informative overview of unique insights into mental health assessments, psychiatric diagnoses, risk evaluations, and dealing with individuals in crisis. The majority of the session will be dedicated to an open Q&A, allowing attendees to ask pressing questions related to their work in the field. This is a unique opportunity to gain direct, unfiltered insights from experts on navigating complex mental health situations in real time. This workshop is designed to be highly engaging, practical, and directly relevant to the challenges faced by first responders and social service professionals in the field. Come prepared with questions—this is your chance to “Ask the Docs” and enhance your understanding of mental health in emergency response!

**Workshop Level:** Beginner

**Track:** Behavioral Health.

**Location:** Orange County Ballroom 3/4

August 12, 2025

1:00 p.m - 2:30 p.m

### **Preaching to the Choir: CIT Programs Work, So What's the Problem??**

Crisis Intervention Team (CIT) programs, implemented in over 2,700 communities across the US, have been shown to improve knowledge and attitudes about mental illness, and reduce the use of force. Program training can also help with de-escalation skills and increase referrals to mental health services for those in need. CIT serves as an inter-agency connecting point between law enforcement, mental health providers and hospital emergency services. However, these findings raise more questions than answered and will be used as the launching point for this workshop. After a brief review of the scholarly findings concerning CIT, data from the 2023 National Alliance on Mental Illness (NAMI) Criminal Justice Survey, will be presented. Maps will be used to show where CIT is active as a collaborative initiative, and importantly, where CIT is not yet active. The bulk of this workshop will be spent teasing apart factors that inhibit the development and success of CIT, and focusing on possible solutions. Knowledge and experience of workshop participants is critical for this portion and will be sought. A variety of perspectives from participants will be brought forth – from marginalized people with acute mental health conditions, to family members, to law enforcement, to those in mental health, and from rural America without easy access to transportation and technology. Importantly, the last portion of this workshop will focus on viable, practical solutions to the challenges uncovered. Participants will have shared local pathways to success.

**Workshop Level:** Intermediate  
**Location:** Platinum Ballroom 1/2

**Track:** Crisis System Improvement

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Breaking Barriers: How Collaboration is Transforming Crisis Care in one Pennsylvania Region**

Building a sustainable crisis care system requires strong collaboration, strategic outreach, and stakeholder engagement. This presentation will explore how multi-county and multi-agency partnerships led to the creation of the Emergency Behavioral Health Crisis Walk-In Center in Harrisburg, PA—and building broad community support for the initiative. Leaders from county government, in response to a State grant opportunity, came together to secure funding to redesign the crisis system to align with the SAMHSA best practice guidelines for Crisis Intervention. Presenters will share insights on navigating policy and funding challenges, fostering collaboration among government agencies, healthcare providers, and first responders, and ensuring the public understands how to access crisis services. The discussion will highlight the strategies used to engage communities, educate key stakeholders, and drive long-term sustainability.

**Workshop Level:** Intermediate  
**Location:** Grand Ballroom A/B

**Track:** Crisis System Improvement

August 12, 2025

3:00 p.m - 4:30 p.m

### **Sensory Implications when Responding to someone in Crisis with Developmental Disabilities**

When responding to a crisis call involving a person with developmental disabilities, it is crucial to understand how sensory processing impacts behavior and emotional regulation. Sensory overstimulation can affect an individual's ability to communicate, follow directions, and self-regulate, often escalating a crisis. Beyond the commonly recognized senses of sight, smell, and touch, lesser-known sensory systems—such as proprioception, vestibular, and interoception—also play a vital role in stress responses and behavior. This workshop equips first responders, including law enforcement officers, emergency medical personnel, and firefighters, with the knowledge and tools to recognize sensory triggers and adapt their approach. Participants will explore how sensory challenges influence crisis situations and learn strategies to minimize overstimulation, enhance communication, and create a safer, more effective response for individuals with developmental disabilities.

**Workshop Level:** Beginner

**Track:** IDD

**Location:** Grand Ballroom C/D

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Dangerous Behavioral Indicators – The Difference Between A Mental Health Crisis and Psychopathology**

A common misconception is those struggling with mental illness, intellectual and developmental disabilities are dangerous and prone to violence. As active shootings and other types of targeted violence is becoming more commonplace in our society, it is imperative we understand the differences between mental health crisis, and psychopathic malicious intent. This presentation will provide attendees with information to help them better identify dangerous individuals from those in mental health crisis, and the best practices they should incorporate when confronted with such incidents.

**Workshop Level:** Advanced

**Track:** CIT Programming

**Location:** Grand Ballroom E

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Crawl, Walk, Run Your Way to Effective De-escalation Training**

De-escalation involves skills, strategies, confidence, and compassion, but can be difficult to learn all at once. CIT training is an opportunity to develop these needed attributes, but how can it be taught in a classroom in a way that can be successfully transitioned to the field? The session will start with introducing the “crisis brain” and why de-escalation is needed to get a safe outcome and finish with how to apply mental health de-escalation in the field while remaining tactical. This session will crawl, walk, and run you through the format that Mecklenburg County CIT has adapted to introduce de-escalation on day 1 and build on it throughout the training week. This session will mix in demonstrations of the essential points and activities with discussions of the logic behind the training, thus encouraging participants to come prepared to learn through participation.

**Workshop Level:** Beginner

**Track:** De-Escalation

**Location:** Grand Ballroom F

August 12, 2025

3:00 p.m - 4:30 p.m

### **Reimagining Incarceration and Law Enforcement's Understanding of Substance Use Disorder**

Mental Health and SUD can rarely be separated. Many times, officers pull up on a scene where both diagnoses are in play. We will talk about reducing Stigma and Shame, how we foster compassion, and how collaboration is key and the new practices in place for de-escalation. I will speak from what I have learned creating a film called The Addict's Wake, and law enforcement officers, who are implementing new things, will share from their lived experiences. We will review the ACES survey, discuss the community effects of Substance Use and how the silo mentality is failing us.

**Workshop Level:** Beginner    **Track:** Behavioral Health    **Location:** Grand Ballroom G/H

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August 12, 2025

3:00 p.m - 4:30 p.m

### **And the Oscar Goes to: Working with professional actors to conduct standardized scenarios**

CIT training seeks to improve officer skills for safely responding to mental health crisis calls. While prior research has examined the impact of CIT on officer knowledge, attitudes, and disposition decisions, no research that we are aware of has measured actual skills, and no studies have utilized a randomized controlled trial (RCT) design, which is the most rigorous research design. In the first ever RCT of CIT training, we are doing just that by having officer participants complete three standardized scenarios with professional actors at three time points. In this session, we will provide an overview of the study and our process for creating standardized scenarios that could be performed by a single actor up to 45 times on the same day. We will then discuss how we worked with a theatre expert to conduct a casting call and auditions, hire nine actors, and train them to perform the scenarios with consistency, while adjusting their demeanor and response based on officer behavior. We will be joined by two of our actors to demonstrate standardized scenarios and share their experiences. Finally, we will discuss the value of engaging with professional actors to conduct scenarios for research, training, and testing purposes, and provide tips for doing so.

**Workshop Level:** Intermediate    **Track:** Training    **Location:** Grand Ballroom J/K

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Brains, Badges, and Burnout: Rethinking First Responder Wellbeing Through Neuroscience**

First responders operate in high-stakes environments where rapid decision-making, heightened alertness, and emotional control are essential. Over time, the brain adapts to this constant exposure to stress and trauma, often leading to emotional exhaustion, relationship strain, and health challenges. Many traditional burnout prevention strategies fall short because they fail to account for how the brain's threat response system and predictive

processing shape behavior, perception, and recovery. This session unpacks the neuroscience behind chronic hypervigilance, explaining why misunderstanding the brain's predictive nature has led to ineffective interventions. Attendees will learn how predictive processing influences stress responses, how repeated exposure to threats reshapes the nervous system, and how to develop more effective, science-backed strategies for resilience. By shifting the focus from symptom management to how the brain constructs reality, first responders and their support networks can build interventions that truly support long-term wellbeing, recovery, and peak performance.

**Workshop Level:** Beginner    **Track:** Wellness    **Location:** Marquis Ballroom Northeast

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Situational Awareness for Clinical Professionals**

Situational Awareness for Clinical Professionals workshop is designed to equip social workers, therapists, and other clinical professionals with the critical skills needed to recognize, assess, and respond to potential threats while conducting home visits or working in unpredictable environments. This interactive training enhances professionals' ability to maintain personal safety, make informed decisions under stress, and employ de-escalation strategies when facing volatile situations.

**Workshop Level:** Beginner

**Track:** Behavioral Health

**Location:** Marquis Ballroom Northwest

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August 12, 2025

3:00 p.m - 4:30 p.m

### **The Critical Role of Crisis Receiving Centers & Peers in CIT Programs**

As 988 and Crisis Intervention Team (CIT) programs continue to intersect, there is growing national attention on enhancing community behavioral health crisis services. In response, Crisis Receiving Centers are becoming more common across the country. However, many struggle to operate under the essential "No-Wrong Door" philosophy required by law enforcement. This challenge often leads to an over-reliance on emergency departments and jails or results in individuals simply missing the care they need. Even fewer Crisis Centers incorporate peer support as a core component of their crisis programs, often due to concerns about peer-support staff working with individuals in crisis. Yet, integrating peer support directly into facility-based crisis services is key to transforming how communities respond to behavioral health crises and increasing opportunities for recovery. Ironically, crisis receiving centers can thrive in both urban and rural settings. While workforce and operational factors may vary based on population density and geography, well-implemented Crisis Receiving Centers provide a welcoming, "no-wrong door" admission process with rapid hand-offs—typically in less than 10 minutes—regardless of the community's size. Join us to learn how this model is effectively implemented in large metropolitan areas such as Phoenix and Washington, DC, as well as in rural American communities.

**Workshop Level:** Intermediate

**Track:** Certified Peers/Lived Experience

**Location:** Orange County Ballroom 3/4

August 12, 2025

3:00 p.m - 4:30 p.m

### **We're on the Same Side! Working WITH the Police When a Loved One Needs Help**

Collaboration between police and the community we serve is crucial! In the spirit of Covey's "7 Habits," this workshop will help people "seek first to understand" each other, on both sides of the police/public relationship. Understanding the biases and preconceptions we feel can help foster interactions that are mutually supportive and affirming. And, most importantly, lead to a safe and compassionate outcome for the everyone involved.

**Workshop Level:** Beginner    **Track:** Program Sustainability    **Location:** Platinum Ballroom 1/2

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August 12, 2025

3:00 p.m - 4:30 p.m

### **Families In Focus in CIT**

Families are an important component of Crisis Intervention Training and often times are not mentioned a great deal in the previous CIT International Conferences that I have attended. Families are one leg of the three legged stool. This workshop will highlight with lived experience the differences that families can make in the community and their role in CIT. Families In Focus will illustrate the family role in the larger System of Care and also provide ways counties and states can create a family liaison role in their areas. Often times families are not involved or overlooked in these Systems of Care. It is time that importance of family involvement comes to the forefront of CIT! Creating a designated and motivated family liaison can be a very important asset to the CIT Training in every community. My experience in being a family liaison for twenty five years in Humboldt County will illustrate this component of CIT training.

**Workshop Level:** Beginner    **Track:** Youth    **Location:** Platinum Ballroom 9/10

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August 12, 2025

3:00 p.m - 4:30 p.m

### **No More Lists: The Power of Post Crisis Navigation**

No more resource packets. How the Maricopa County Sheriff's Department went from handing out lengthy lists of numbers to connecting individuals in one phone call. The presentation will highlight how the implementation of a law enforcement co-responder model in combination with post crisis navigation strategies increase the sustainability of Crisis Intervention Teams. Co-responders identify when someone is in need, and through partnership with law enforcement, community organizations and peers, the needs are addressed with one phone call. Navigation eliminates long lists where individuals in crisis become overwhelmed or paralyzed and replaces that with a warm follow-up phone call. Through the creation of navigation pathways, community partnerships outreach the person in crisis to improve social determinants of health. These practices are pivotal in enhancing the overall effectiveness of CIT programs, which are essential in stabilizing community members, combatting overuse of law enforcement and crisis systems, and transforming crisis into an opportunity for help.

**Workshop Level:** Intermediate  
**Location:** Orange County Ballroom 1/2

**Track:** Crisis System Improvement



## DAY 3 – WEDNESDAY

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August 13, 2025

8:00 a.m. – 10:30 a.m.

### **General Session: Keynote Speaker Mr. Kevin Fischer**

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August 13, 2025

10:00 a.m - 11:00 a.m

### **Understanding Huntington's Disease: Partnering with First Responders for Effective Intervention**

Huntington's disease is widely recognized as one of the most devastating diseases known to humanity. Those affected by Huntington's disease confront severe psychiatric behaviors, cognitive impairments, and involuntary movements that drastically impact their quality of life. Consequently, families often face crises that necessitate the involvement of Crisis Intervention Teams. Alarming, the suicide rate among individuals with Huntington's disease is three times higher than the national average, driven by issues of impulse control that can lead to violence, self-harm, and suicidal thoughts. Individuals with Huntington's disease frequently exhibit symptoms that mimic intoxication, such as slurred speech and impaired gait, which can mislead the public into contacting law enforcement. This misperception often results in frustration, non-compliance, and sometimes aggression from the affected individuals, further complicating their situation. Cognitive impairment is a hallmark of Huntington's disease, making it challenging for individuals to follow or comprehend even the simplest instructions. They may struggle to communicate their needs to caregivers effectively, adding another layer of difficulty for families. Additionally, many individuals with Huntington's disease can experience hallucinations and psychosis, creating terrifying situations for both them and their families. Unfortunately, first responders often arrive at these scenes without any knowledge of Huntington's disease, which can exacerbate the crisis. Our educational programs are crucial for empowering law enforcement and first responders with the knowledge they need to deescalate situations involving individuals living with Huntington's disease. We focus on equipping them with an understanding of the symptoms and behaviors associated with this condition to reduce unnecessary confrontations and improve outcomes. It is essential that first responders receive this training to foster compassion and effective intervention in these challenging scenarios.

**Workshop Level:** Beginner

**Track:** Behavioral Health

**Location:** Grand Ballroom A/B

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August 13, 2025

10:00 a.m - 11:00 a.m

### **Certified Police Social Workers: Addressing Underlying Needs**

A significant percentage of officers' time is spent responding to calls that involve no public safety risk. Certified police social workers who are employed by police departments have the ability to co-respond with CIT officers or be separately dispatched to respond to non-public safety calls. Research has identified improved connections to service agencies and decreased demand on officers' time to address non-public safety calls. Police social

workers address the underlying needs that result in repeated calls for service for law enforcement.

**Workshop Level:** Intermediate

**Track:** CIT Programming

**Location:** Grand Ballroom C/D

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August 13, 2025

10:00 a.m - 11:00 a.m

### **Behavioral Threat Assessment and Management (BTAM). How Co-Response Teams Work to Prevent Targeted Violence**

Targeted violence affects all communities, impacting schools, hospitals, houses of worship, and businesses. Early recognition and intervention have proven to be effective measures to mitigate these acts of violence. However, these measures can only be successfully implemented through the utilization of a multidisciplinary approach. Programs like Co-Response where a law enforcement professional and a clinical professional respond to crises together, has proven to be effective in the prevention of these events. This presentation will provide an introduction to Behavioral Threat Assessment and Management (BTAM) and discuss co-response's operational role within BTAM teams by way of presentation and review of a case study where a school shooting was prevented utilizing these principals.

**Workshop Level:** Intermediate

**Track:** Co-Response

**Location:** Grand Ballroom E

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August 13, 2025

10:00 a.m - 11:00 a.m

### **You Good? Two words that saved my life and stopped me from suicide.**

In 2015, Pete Wiesner faced the darkest moment of his life. Struggling with post-traumatic stress disorder (PTSD), he found himself overwhelmed by a marriage breakdown, the emotional toll of leading a tragic drowning investigation involving a young boy, and the long-buried trauma of childhood sexual abuse. Amidst these compounded stressors, Pete made the decision to end his life with his service weapon. What changed the course of that moment? Two simple words: "You good?" A supervisor—but more importantly, a friend—recognized Pete's distress and stepped in, unknowingly derailing his suicide attempt. In this powerful and deeply personal workshop, Pete shares his journey of survival, resilience, and recovery. He explores the critical role of peer support, leadership awareness, and mental health intervention in policing and first responder communities. The session highlights the warning signs of crisis, the impact of trauma accumulation, and the lifesaving power of human connection. Attendees will gain practical strategies for recognizing and responding to colleagues in distress, fostering a culture of openness and support, and breaking the stigma surrounding mental health in law enforcement. Pete's story is a compelling reminder that sometimes, the smallest gestures—checking in, listening, and showing you care—can make the biggest difference.

**Workshop Level:** Beginner

**Track:** Wellness

**Location:** Grand Ballroom F

August 13, 2025

10:00 a.m - 11:00 a.m

### **U.S.VETS OC Veteran Peer Support & Cultural Competency**

All too often we hear, "Veterans don't want to work with or open up to civilians." Veterans often face challenges reintegrating into their communities after returning home from the service. Talking about their experiences with their civilian counterparts can be difficult and leave both Veterans and civilians feeling they are separated by a vast divide. In an effort to better serve our veteran communities & bridge the veteran-civilian divide, our US VETS Orange County Veteran Peer Specialist Team designed a Veteran Cultural Competence Training that will help bridge the divide. We must first educate our community on how to establish rapport with veterans, understand military verbiage & ultimately support veterans during unforeseen times of crisis. Furthermore, statistics show that 84% of Veterans say that Americans don't understand them. 71% of Americans say they have little or no understanding of Veterans.

**Workshop Level:** Beginner    **Track:** CIT Programming    **Location:** Grand Ballroom G/H

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August 13, 2025

10:00 a.m - 11:00 a.m

### **988/911 Collaboration: Strengthening our Communities through Relationships, Resources, and Support**

Collaboration between 911 Public Safety Access Points and 988 services is essential to transform the crisis service system, meet the needs of individuals experiencing a crisis, and properly utilize existing resources to strengthen our communities. This session will focus on Georgia's collaboration with 911 partners prior and after the rollout of 988. The session will provide information about how collaboration led to the creation of resource documents for 911 operators as well as the development and funding of ongoing training for this population. Supporting self-care and suicide prevention among 911 operators and other members of law enforcement is essential to improving wellness and resilience. This session will focus on suicide data, review best practices, and provide support resources and guides to enhance self-care and wellness among 911 operators and other members of law enforcement.

**Workshop Level:** Beginner    **Track:** 911/988    **Location:** Marquis Ballroom Northeast

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August 13, 2025

10:00 a.m - 11:00 a.m

### **Collaborative Crisis Response: Integrating Law Enforcement and Systems-Based Practices for Supporting Individuals with IDD and Mental Health Needs**

Up to 78% of autistic children have at least one mental health (MH) condition, with nearly 50% having two or more. These conditions, alongside medical issues like seizures and GI disorders, lead to high Emergency Department (ED) use and hospital stays. Such complexities often result in crises among individuals with co-occurring developmental disabilities and MH needs. Predictors include high irritability, psychotropic medication use, and prior ED visits. Caregivers often wait until a crisis before seeking support, underscoring the need for proactive prevention. The START model employs positive psychology, trauma-informed care, and the Biopsychosocial model to prevent crises. Essential to this approach is collaboration with law enforcement to ensure safety and effective de-escalation. Training

focused on trauma-informed practices and character strengths to foster empathy, effective communication, and mutual respect enhance crisis response, reduce escalation, and promote safety for all.

**Workshop Level:** Beginner

**Track:** IDD

**Location:** Orange County Ballroom 1/2

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August 13, 2025

10:00 a.m - 11:00 a.m

### **From Start to Gold; Implementing a CIT Regional Program in Orange County**

This workshop will inform participants on how to start a Regional CIT program from implementation through certification. Topics will include planning and start up, essential partnerships with law enforcement and elements of a robust crisis continuum, CIT Training, forming a CIT Steering Committee, planning for Sequential Intercept Mapping and Program Certification with CIT International. Orange County Regional CIT was established in April of 2021 including key stakeholders, developing CIT intercept mapping and the details of how individuals flow into and out of our Behavioral Health and criminal justice systems. The subgroups that convene regularly are LE/First Responders, Consumer/Family Advocacy Groups, Mental Health/Medical providers and Fire/EMS to identify gaps, needs, strengths and potential solutions. Orange County is located in the Los Angeles metropolitan area in Southern California. As of the 2020 census, the population was 3,186,989, making it the third-most-populous county in California, the sixth-most-populous in the United States. The county has 27 law enforcement agencies, 24 emergency communications centers and five correction facilities operated by the Orange County Sheriff Department, 1 correction facility operated by Anaheim Police Department, 1 correction facility operated by Huntington Beach Police Department and one correction facility operated by Santa Ana Police Department.

**Workshop Level:** Beginner

**Track:** Program Sustainability

**Location:** Grand Ballroom J/K

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August 13, 2025

10:00 a.m - 11:00 a.m

### **Crisis Intervention Team (CIT) Refresher Course: Enhancing Officer Preparedness in Responding to Mental Health Crises**

Crisis Intervention Team (CIT) training has been recognized as a "Promising Practice" in law enforcement to positively impact officer attitudes while enhancing safety for both officers and citizens (Compton et al., 2022; Watson et al., 2021; Willis et al., 2023; Watson & Fulambarker, 2012). While CIT International recommends periodic CIT refresher training for first responders (Usher et al., 2019), little is known empirically about subsequent learning loss that may occur after initial CIT training. Researchers will present findings from a survey of law enforcement officers representing 10 jurisdictions in a Mid-Atlantic region who completed their last CIT training four or more years ago. Survey results are matched with officer responses from their initial 40-hour basic CIT training to identify areas officers may have experienced learning loss. Findings and recommendations are intended to support ongoing efforts to understand how to sustain CIT knowledge and how jurisdictions may develop targeted refresher trainings for officers to better respond to mental health crises.

**Workshop Level:** Advanced

**Track:** Training

**Location:** Marquis Ballroom Northwest

August 13, 2025

10:00 a.m - 11:00 a.m

### **But Wait, There's More: Advance CIT Courses and Programming to Continue Growth and Development**

Celebrating 20 years, the Illinois CIT team has built off of the Memphis Model and grown the statewide program into a vibrant community of trainers, coordinators, and dedicated officers. In addition to offering classes each week throughout the state, several advanced courses and networking events are planned each year. With statewide coordination, advanced CIT trainings involving a general refresher as well as courses geared toward dispatcher, juvenile, veteran, and correctional setting encounters are now offered. Carefully crafted CIT concepts courses were developed to introduce CIT at the recruit level while adhering to the core concepts of the Memphis Model. Supplementing these courses, the Training Board hosts regional meetings and a bi-annual conference to bring CIT stakeholders together to remain informed of new developments, network with others, enhance co-response opportunities, and celebrate accomplishments throughout the State. Combined, these courses, productions, and events help to grow CIT programs to new levels of effectiveness. If you are looking to expand your CIT program to accommodate the evolving needs of your community, the Illinois program has something for you.

**Workshop Level:** Intermediate

**Track:** Program Sustainability

**Location:** Orange County Ballroom 3/4

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August 13, 2025

11:30 a.m - 12:30 p.m

### **911 Crisis Call Diversion: Assessing Policy Changes and Measuring Effectiveness**

911 crisis call diversion can improve outcomes for individuals in crisis by reducing unnecessary law enforcement response and connecting callers to the appropriate behavioral health resources. However, modifying 911 policies to support diversion requires a careful assessment of operational and liability considerations to ensure safe and effective implementation. This session will guide participants through the process of evaluating 911 policies with a focus on liability concerns. Attendees will learn how to assess which calls can be diverted, how to structure policies to mitigate risk, and how to document decision-making processes to protect both responders and the public. We will discuss strategies for balancing public safety with the need for crisis care, including considerations for indemnification, interagency agreements, and responder protections. Measuring the success of a diversion program is critical for sustainability. This session will also outline key performance indicators (KPIs) to track the impact of policy changes. By using data to evaluate outcomes, agencies can make informed adjustments to diversion policies while maintaining accountability. By the end of this session, participants will have a framework for assessing 911 policies with operational and liability factors in mind and utilizing data to measure the effectiveness of their diversion efforts.

**Workshop Level:** Intermediate

**Track:** 911/988

**Location:** Grand Ballroom A/B

August 13, 2025

11:30 a.m - 12:30 p.m

### **Revolutionizing De-escalation Competency Training: Harnessing Virtual Reality for Real-World Impact**

The workshop centres on the products of a partnership between universities, police services and immersive technology industry leaders. The Mental Health Crisis Response (MHCR) Education and Training program offers a research-driven initiative that enhances de-escalation competencies among frontline officers in the context of mental health crisis by leveraging virtual reality (VR) technology (Lavoie et al., 2023). The program is designed to train police officers to recognize signs of mental health crisis, increase bias awareness, and augment de-escalation and communication practices to contribute to safer and more effective community interactions. Co-designed by a community stakeholders composed of academics, persons with living experience, cultural safety experts, police use-of-force trainers, and mental health clinicians, this initiative is based on an award-winning concept of “relational policing” (Lavoie et al., 2022). The hallmark of this training is the use of realistic scenario-based simulations and assessment, offering experiential learning opportunities to rehearse key competencies. A series of high-fidelity, immersive scenarios were developed through a partnership with StreetSmarts VR. This advanced VR platform enables learners to take part in realistic crisis simulations, allowing officers to practice and refine competencies in a safe and controlled environment (Munoz et al., 2024). This data-driven approach reflects best practices, community values, and prepares officers for real-world conditions by ensuring repeatable, measurable training outcomes. MHCR represents a significant advancement in policing education, bridging the gap between traditional training methods and modern technology. Its adoption is set to transform how officers engage with individuals in crisis.

**Workshop Level:** Intermediate

**Track:** De-Escalation

**Location:** Grand Ballroom C/D

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Calm Under Pressure: Unlocking the Power of Body-Based Techniques to Defuse Crisis**

Explore innovative body-based de-escalation techniques that leverage the power of the five senses to calm the body and mind of individuals in crisis. By integrating advanced concepts like mirror neurons, the window of tolerance, and self-soothing, participants will gain an understanding of how sensory experiences can profoundly impact emotional regulation and de-escalate crises. Learn practical strategies for using the five senses to facilitate relaxation and emotional stability in tense situations and gain tools to help individuals ground themselves and individuals in crisis.

**Workshop Level:** Intermediate

**Track:** Training

**Location:** Grand Ballroom E



August 13, 2025

11:30 a.m - 12:30 p.m

### **Advanced Communication Skills for Public Safety Professionals**

This workshop aligns with the CIT Programming and its Core Elements via “Ongoing Elements” and “Operational Elements.” Better educated and trained CIT officers have improved interaction with citizens during crisis situations. Communication skills such as Active Listening and advanced techniques improve safety to professional law enforcement, fire, EMS, dispatch as well as consumers and family members. Advanced communication skills help with improving partnerships within the CIT teams. This enhances interaction and trust between public safety personnel and mental health professionals. Improved relationships within the CIT “family” then translate to improved interactions and care for the public, including consumers and their family members. Advanced skills could become part of the initial CIT training, but certainly part of a team’s refresher skills training. Presentation of cases involving interactions with individuals in crisis could allow trained CIT officers to discuss how the initial training helped them. In the same fashion, these interactions could allow consumers and family members explain how communication skills enhanced their interactions (and perhaps cooperation) with on-scene public safety. This type of training allows for the ongoing sustainability of CIT in general.

**Workshop Level:** Intermediate

**Track:** Training

**Location:** Grand Ballroom F

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Harnessing Science When it Matters Most: The Integrated Behavioural Emergency Assessment and Response Model**

Current approaches to training in behavioral health response primarily focus on traditional crisis intervention methods adapted from clinical settings. While corresponding knowledge, skills, and abilities have significantly improved first responders’ proficiency in effectively responding to individuals experiencing crisis, these methods do not address the full spectrum of behavioral emergencies. Not every emergency response originates from an acute behavioral crisis that is characterized by a loss of coping capacity. A variety of psychiatric conditions, including personality disorders, substance use, as well as intellectual and developmental disabilities can result in maladaptive behaviors that help these individuals cope but still prompt emergency calls. In these instances, traditional crisis-focused interventions are often not the most appropriate response and can have unintended consequences, such as positively reinforcing dysregulated behaviors. Currently, no existing framework effectively integrates evidence-based guidelines for first responders to manage both acute behavioral crises and sub-threshold maladaptive behaviors that do not stem from a crisis state. To bridge this gap, this session introduces the integrated Behavioral Emergency Assessment and Response (iBEAR) model, a theory-driven, evidence-based framework designed to help first responders (1) differentiate between acute psychiatric crisis and behavioral emergencies below crisis threshold, (2) apply structured behavior management techniques in addition to crisis intervention, and (3) implement practical, situational guidelines to improve decision-making in behavioral emergencies. The model responds to a well-documented demand for enhanced preparedness in managing behavioral emergencies. The session will foster an interdisciplinary discussion on innovative



response strategies and practical training improvements that enhance responder preparedness and community well-being.

**Workshop Level:** Intermediate

**Track:** CIT Programming

**Location:** Grand Ballroom J/K

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Not Just Another Co-Response: A Trauma Informed Approach to Improving Outcomes for Children**

This session introduces Family Service of Rhode Island's Go Team, a law enforcement/social service co-response model that provides immediate crisis intervention for traumatized children at crime scenes and ongoing services for families. Different from traditional co-response models, the Go Team's focus is mitigating immediate child trauma exposure and addressing other family basic and safety needs in the moment, including coordinating with other providers (e.g., child welfare, behavioral health, etc.) to not only ensure the child's needs are met, but also to support officers as they do their duties, and limit repeat calls to the same households. For over 20 years, the Go Team partnership model has operated across Rhode Island and earned national recognition. Now, with a federal NCTSN grant, FSRI is replicating the model nationwide through its Trauma-Informed Policing (TIP) Center. Data will be shared to support Go Team as an emerging evidence-based model for co-response, and attendees will leave with a deeper understanding of trauma and its impact on children and families. Attendees will explore case studies, learn implementation strategies, and discover how to launch a Go Team in their own communities.

**Workshop Level:** Intermediate

**Track:** Youth

**Location:** Marquis Ballroom Northeast

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Empowering CIT Instructors: Strategies for Maximizing Student Growth and Engagement**

This dynamic workshop is designed for instructors, coordinators, and those involved in facilitating a CIT training. The presenters will give insight into how to foster an engaging learning environment that maximizes educational value while promoting personal and professional growth. Over the course of the session, participants will explore a variety of interactive activities and discussions tailored to meet the needs of the variety of first responders who attend a CIT class. The workshop will cover how to promote skills such as critical thinking, effective communication, and teamwork. These attributes will aid in the effectiveness of students in practical scenarios. Presenters will share insights and knowledge gained from their experience in tailoring CIT classes and role plays to a specific audience. A group exercise will foster collaboration among participants enabling them to learn from each other. The importance of recognizing individual learning styles will be discussed and how to create scenarios that effectively equip students with valuable tools that are tailored to their student's profession. By the end of this session, participants will be better equipped to reach an ever growing diverse classroom that has become a part of CIT.

**Workshop Level:** Beginner

**Track:** Training

**Location:** Marquis Ballroom Northwest

August 13, 2025

11:30 a.m - 12:30 p.m

### **The START Model – Enhancing Crisis Response for People with Intellectual & Developmental Disabilities through Partnerships**

START (Systemic, Therapeutic, Assessment, Resources and Treatment) is a mental health model for people with Intellectual and Developmental Disabilities (I/DD) and complex behavioral health needs. START provides prevention and intervention services through crisis planning and response, education, consultation and coaching. START teams provide crisis response to safely and effectively de-escalate a crisis for the person and their caregivers. START utilizes biopsychosocial, trauma-informed, person and family-centered and culturally competent approaches in all aspects of crisis intervention and response. This presentation will describe how START teams partner with community crisis services, police and other first responders in crisis intervention and response and how the strategies utilized by START can be applied to other co-responding situations. These partnerships are crucial to enhance existing resources and build capacity in understanding the underlying mental health vulnerabilities that often lead to crisis for people with I/DD.

**Workshop Level:** Beginner    **Track:** IDD    **Location:** Orange County Ballroom 3/4

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Co-Response: Not just for big cities**

Creating a Co-Response Mental Health Crisis unit is not just for big cities. In this workshop we will discuss the process and some roadblocks in our journey of creating a Co-Responder unit in our small town that is now making a huge impact on the community. We will help explain the dire need for cooperative efforts of a CIT program despite the size of an agency. From the ongoing elements of partnerships and community relations to the sustaining elements of documented performance outcomes and outreach beyond our jurisdictional boundaries. We are hopeful that we can bridge the gap between big cities and small towns in the world of Crisis Intervention.

**Workshop Level:** Beginner    **Track:** Co-Response    **Location:** Grand Ballroom G/H

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August 13, 2025

11:30 a.m - 12:30 p.m

### **Two Self-Care CIT Stories- On a Winning Streak**

The stories of two CIT Officers who have recovered from alcohol addiction, one easy story and one hard, but both winners. And the story of the supervisor who had to deal with the trauma faced dealing with both of them.

**Workshop Level:** Beginner    **Track:** Wellness    **Location:** Orange County Ballroom 1/2

August 13, 2025

11:30 a.m - 12:30 p.m

### **Transforming Crisis Response: Collaborative Approaches in Behavioral Health – San Bernardino County Steering Committee Panel**

The San Bernardino County Crisis Intervention Team (CIT) training program serves as a comprehensive framework aimed at equipping first responders with the skills necessary to handle behavioral health crises effectively. Under the leadership of a steering committee composed of representatives from both the San Bernardino County Sheriff's Department Community Services and Re-entry Division, and the Department of Behavioral Health Crisis Services, the program benefits from bi-monthly meetings that facilitate continuous evaluation and oversight. This collaborative initiative focuses on the latest trends and best practices in crisis intervention, ensuring that training materials remain relevant and impactful. By fostering a culture of partnership and respect, the CIT training program creates a supportive environment not only for first responders but also for community members, families, and various community partners. Through these efforts, the program aims to enhance the overall safety and well-being of individuals experiencing mental health crises and to improve the effectiveness of first responders in their interactions with these individuals. The partnership established a Memorandum of Understanding (MOU) that assigned a sheriff's deputy to the behavioral health CIT program. This innovative role differs from the typical model, where behavioral health experts are often embedded within police departments. By having a dedicated full-time training deputy, the program ensures that all CIT-related initiatives are coordinated across various stations throughout the county. This deputy acts as a crucial liaison, facilitating training sessions, sharing resources, and enhancing collaboration among law enforcement and mental health professionals to improve responses to individuals experiencing mental health crises.

**Workshop Level:** Beginner    **Track:** Program Sustainability    **Location:** Platinum Ballroom 1/2

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August 13, 2025

11:30 a.m - 12:30 p.m

### **The Role of Certified Peer Support in Crisis Care: Enhancing Trust, Recovery, and Outcomes**

The role of the recovery support specialist, often referred to as peers, has become a critical member of a crisis care team. They bring invaluable lived experiences and offer individuals in crisis a unique perspective that fosters trust and understanding. At crisis response centers operated by Connections Health Solutions, peers have been woven into every level of care. This presentation will discuss the role of peers and how their personal journeys contribute to the treatments and interventions delivered at crisis response centers. It will outline how the role of the peer has evolved at Connections centers and highlight their responsibilities across each level of care – including how they are used to greet individuals coming under the care of first responders at the first responder entrance. Lastly, the presentation will cover how peers enhance the quality of care for a highly acute population, and showcase the positive outcomes achieved at Connections crisis response centers.

**Workshop Level:** Intermediate  
**Location:** Platinum Ballroom 9/10

**Track:** Certified Peers/Lived Experience

