

Introducing New Online Course!



Oct. 13, 15, 17, 21 and 23, 2025

1000 - 1900 EST

Please note your respective time zone.

This online course is designed to prepare sworn law enforcement officers to respond effectively and safely to people with mental illnesses and/or co-occurring substance use disorders who are in crisis.

The course will focus on familiarization with a variety of the most common mental health disorders, legal realities and options for responding to these events, as well as verbal and physical de-escalation techniques.

Panel discussions, group exercises, decision-making exercises, and much more will be included in this course.

Note: This version of the Crisis Intervention Team (CIT) course is conducted entirely online through a live instructor-led process. Students will need a computer or tablet with a webcam and microphone capabilities to participate in this course.

Course Information

A grant through the U.S. Department of Justice, Bureau of Justice Assistance, allows the NTOA to provide scholarship training for this course. The NTOA is proud to offer this course at a discounted rate, regardless of membership status.

COST:

\$100 for members and non-members

CERTIFICATION:

Students will receive an NTOA Certificate of Completion.

REGISTER 

Questions, topics or speaker suggestions: onlinetraining@ntoa.org



ONLINE CRISIS INTERVENTION TEAM (CIT)

COURSE OVERVIEW AND INSTRUCTIONAL GOALS

Dates: October 13, 15, 17, 21 and 23 (10:00 AM to 7:00 PM Eastern Time)

COURSE LENGTH: 40 Hours (5 Days)
40 Hours Classroom

This entire course is conducted online via Zoom.

COURSE OVERVIEW

This course is designed to prepare sworn Law Enforcement Officers to respond effectively and safely to people with mental illnesses and/or co-occurring substance use disorders that are in crisis. The course will focus on familiarization with a variety of the most common mental health disorders, legal realities, and options for responding to these events, as well as verbal and physical de-escalation techniques. Panel discussions, group exercises, and decision-making exercises will be a part of the course; and much more.

NOTE: This version of the Crisis Intervention Team (CIT) Course is conducted entirely online through a live instructor-led process. Students will need a computer or tablet with webcam and microphone capabilities in order to participate in this course.

INSTRUCTIONAL GOALS

Upon completion of this course the attendee will be familiar with:

1. A Variety of Mental Health and Mood Disorders
2. Signs of Anxiety and PTSD
3. Veterans and Homelessness Issues
4. Policy and Procedure
5. Psychopharmacology
6. Cultural Impacts on Mental Health
7. Mental Health Community Resources
8. Suicidal Subjects
9. Assessment, Commitment, and Legal Considerations
10. De-escalation Communication Skills
11. Tactical Response and De-escalation
12. Tactical Liability & Legal Considerations
13. Multiple Perspectives Panels
14. Multiple Decision-Making Exercises
15. Multiple Incident Case Studies
16. Multiple Group Exercises



ONLINE CRISIS INTERVENTION TEAM (CIT)



DAY TO DAY / HOUR TO HOUR AGENDA ALL TIMES EASTERN STANDARD TIME (EST)

DAY ONE

Hours:

1000-1030	Course Overview & Administration
1030-1200	Introduction to Mental Health and Mood Disorders (PowerPoint)
1200-1330	Psychotic Disorders (PowerPoint)
1330-1430	Personality Disorders (PowerPoint)
1430-1530	Lunch
1530-1630	Neurocognitive Disorders (PowerPoint)
1630-1730	Neurodevelopmental Disorders in Children, Youth, & Adolescents (PowerPoint)
1730-1900	Disruptive/Impulse Control/Conduct Disorders in Children, Youth, & Adolescents (PowerPoint)

HOMEWORK:

Instruction:

“Barriers to Mental Health Care” Read Ahead

DAY TWO

Hours:

1000-1030	Day 1 Review and Group Discussion
1030-1130	Substance Related and Addictive Disorders (PowerPoint)
1130-1230	Anxiety and PTSD (PowerPoint)
1230-1300	Psychopharmacology (PowerPoint)
1300-1400	Veterans and Homelessness (PowerPoint)
1400-1500	Lunch
1500-1600	Family and Peer Perspectives Panel
1600-1700	Culture and Mental Health (PowerPoint)
1700-1745	Policy and Procedure Breakout Group Discussions
1745-1900	Mental Health Community Resources Group Discussions

HOMEWORK:

Instruction:

“More Mobile Crisis Response Teams Go Statewide” Read Ahead



ONLINE CRISIS INTERVENTION TEAM (CIT)



DAY THREE

Hours:

1000-1030
1030-1130
1130-1230
1230-1430
1430-1530
1530-1900

Instruction:

Day 2 Review and Group Discussion
First Responder Lived Experience Panel
CIT Alternative Response Options (PowerPoint)
Suicide & Suicidal Subjects (PowerPoint)
Lunch
Assessment, Commitment, and Legal Considerations (PowerPoint)

HOMEWORK:

Top 20 Tactical Concepts Read Ahead

DAY FOUR

Hours:

1000-1030
1030-1230
1230-1330
1330-1400
1400-1500
1500-1900

Instruction:

Day 3 Review and Group Discussion
De-escalation Communication Skills (PowerPoint)
De-escalation Communication Skills Group Exercises
Tactical Response & De-escalation (PowerPoint)
Lunch
Tactical Response & De-escalation (PowerPoint)

DAY FIVE

Hours:

1000-1030
1030-1200
1200-1315
1315-1430
1430-1530
1530-1645
1645-1800
1800-1900

Instruction:

Day 4 Review and Group Discussion
Liability and Legal Considerations (PowerPoint)
Scenario Round Robin
Scenario Round Robin
Lunch
Scenario Round Robin
Scenario Round Robin
Course Closeout



ONLINE CRISIS INTERVENTION TEAM (CIT)



COURSE OUTLINE

- I. Preface
 - A. Course Overview
 - B. Instructional Goals
 - C. Agenda
- II. Introduction to Mental Health and Mood Disorders
 - A. Definition of Mental Illness
 - B. Definition of Mood Disorders
 - C. Symptoms of Mood Disorders
 - D. Behaviors Associated with Mood Disorders
- III. Psychotic Disorders
 - A. Hallucinations and Delusions
 - B. Key Behaviors of a Person with Psychosis
 - C. Strategies to Communicate with Someone with Psychosis
- IV. Personality Disorders
 - A. Anti-Social and Borderline Personality Disorders
 - B. Key Behaviors Relevant to LE Intervention
 - C. Strategies for Intervention with Someone with a Personality Disorder
- V. Neurocognitive Disorders
 - A. Effects of Dementia and Alzheimer's Disease
 - B. Symptoms of Traumatic Brain Injury
 - C. Symptoms of Delirium
 - D. Strategies for Responding to Calls Involving Individuals with Neurocognitive Disorders
- VI. Neurodevelopmental Disorders in Children, Youth, & Adolescents
 - A. Intellectual Disabilities
 - B. Fetal Alcohol Spectrum Disorder
 - C. Attention Deficit Hyperactivity Disorder
 - D. Symptoms and Behaviors Associated with Autism Spectrum Disorders
 - E. Tips for Interacting
- VII. Disruptive/Impulse Control/Conduct Disorders in Children, Youth, & Adolescents
 - A. Characteristics and Diagnostic Criteria of Common Disruptive, Impulse Control, and Conduct Behaviors
 - B. Impact of Disorders on Behavior and Decision-Making in Youth
 - C. Intervention Strategies for De-escalating Crisis Situations
 - D. Collaborative Approaches



ONLINE CRISIS INTERVENTION TEAM (CIT)



- VIII. Substance Related and Addictive Disorders
 - A. Definition of Substance Related and Addictive Disorders
 - B. Behaviors Associated with Substance Related and Addictive Disorders
 - C. Effective Approaches to Intervening

- IX. Anxiety & PTSD
 - A. Definition of Anxiety
 - B. Causes of PTSD
 - C. Symptoms of PTSD
 - D. Approaches When Interactive with Someone with PTSD

- X. Psychopharmacology
 - A. Psychotropic Medications
 - B. Common Side Effects
 - C. Reasons for Not Taking Medication

- XI. Veterans and Homelessness
 - A. Issues Impacting Veterans
 - B. Resources for Veterans
 - C. Homelessness Issues
 - D. Resources for Persons Experiencing Homeless

- XII. Family and Peer Perspectives Panel

- XIII. Culture and Mental Health
 - A. Culture Defined
 - B. Impact of Culture on Mental Health
 - C. Cultural Considerations
 - D. Diversity

- XIV. Policy and Procedure Breakout Group Discussions

- XV. Mental Health Community Resources Group Discussions
 - A. Community Resources
 - B. Hospital and Crisis Unit Resources
 - C. National Resources

- XVI. First Responder Lived Experience Panel



ONLINE CRISIS INTERVENTION TEAM (CIT)



- XVII. CIT Alternative Response Options
 - A. CIT Units
 - B. Co-Responder Units
 - C. CNT Package
 - D. SWAT Lite

- XVIII. Suicide and Suicidal Subjects
 - A. Suicide Data and Trends
 - B. Signs of Suicidal Behavior
 - C. Communicating With a Suicidal Person
 - D. Assessment
 - E. Intervention

- XIX. Assessment, Commitment, and Legal Considerations
 - A. Current Cycle
 - B. Assessment
 - C. Mental Health Law
 - D. Involuntary Commitment
 - E. Liability and Concepts

- XX. De-escalation Communication Skills
 - A. Defining a Crisis
 - B. Managing Responses
 - C. Crisis Intervention
 - D. Guidelines to Defusing Crisis
 - E. Effective Communication Skills
 - F. Do's and Don'ts of Verbal Interaction

- XXI. De-escalation Communication Skills Group Exercises

- XXII. Tactical Response & De-escalation
 - A. Safety Priorities
 - B. De-Escalation
 - C. On Scene Decision Making
 - D. Officer Created Jeopardy
 - E. Use of Force Options
 - F. Seizure Options
 - G. Relevant Case Law



ONLINE CRISIS INTERVENTION TEAM (CIT)



- XXIII. Liability and Legal Considerations
 - A. Federal Laws
 - B. State Laws
 - C. CIT Calls vs Tactical Situations
 - D. CIT Officers Role During Barricaded Individual Situations
 - E. Officer Created Jeopardy and Liability

- XXIV. Course Summary & Closeout



ONLINE CRISIS INTERVENTION TEAM (CIT)



STUDENT EQUIPMENT LIST

INDIVIDUAL

- This course is conducted entirely online
- Computer or tablet and internet connection are mandatory
- Zoom will be used to deliver the online instructor-led training – students do not need a Zoom account, but they do need to download Zoom software
- **Computer or tablet device must have webcam and microphone to participate in class discussions (internal or external)**
- Student materials will be made available via Dropbox link
- Business casual attire may be worn



ONLINE CRISIS INTERVENTION TEAM (CIT)



NTOA PROVIDED INSTRUCTOR MATERIALS

INSTRUCTOR PACKET (sent electronically)

- Course roster
- Instructor agreements

COURSE PRESENTATION MATERIALS

- PowerPoint presentations available on Basecamp for download
- Lesson Plans/Teaching Notes available on Basecamp for download



ONLINE CRISIS INTERVENTION TEAM (CIT)



STUDENT NOTEBOOK TABLE OF CONTENTS

TAB	DESCRIPTION
1.	Introduction to Mental Health and Mood Disorders
2.	Psychotic Disorders
3.	Personality Disorders
4.	Neurocognitive Disorders
5.	Neurodevelopmental Disorders in Children, Youth, and Adolescents
6.	Disruptive/Impulse Control/Conduct Disorders in Children, Youth, and Adolescents
7.	Substance Related and Addictive Disorders
8.	Anxiety and PTSD
9.	Psychopharmacology
10.	Veterans and Homelessness
11.	Culture and Mental Health
12.	Mental Health Community Resources
13.	CIT Alternative Response Options
14.	Suicide and Suicidal Subjects
15.	Assessment, Commitment, and Legal Considerations
16.	De-escalation Communication Skills
17.	Tactical Response and De-escalation
18.	Liability and Legal Considerations