

#NAMIcon16

A NAMI CIT Toolkit: Building A Program and Training Volunteers

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NAMI Los Angeles County Council



Crisis Intervention Team Training

- Basic Goals
 - Improve officer and consumer safety
 - Re-direct individuals with serious mental illness from the Judicial System to the Health Care System
- First responder model of police-based crisis intervention with community, health care, and advocacy partnerships

University of Memphis, CIT Model, Core Elements, Sept. 2007
- CIT training reduces the use of force and helps officers understand the importance of utilizing diversion programs as an alternative to incarceration



NAMI LACC & CIT Training “The Ask”

- 1,500 LASD Custody Deputies in 18 months. Started July 2015. 4-5 trainings monthly
- LASD Patrol: 400 deputies annually for 5-6 years. 2-4 trainings monthly. Start Fall 2016
- 45 Independent police departments. Start Feb. 2016. 2 trainings monthly for 3-5 years
- LAPD ongoing training increasing to 2x monthly
- Development of a trained NAMI volunteer workforce became essential



NAMI LACC CIT Program

- NAMI LACC does not manage a statewide CIT training grant or the entire curriculum and program
- Provide family and peer testimonial segment
- NAMI presenters provide the “human face” of mental illness
- Strong emotional impact
- We collaborate and partner with every law enforcement agency in Los Angeles County
- Total of 25,000 sworn officers



Why Did NAMI LACC Need A Training Program?

- Quality assurance with consistent messaging
- Just because one has a mental illness, or loves someone with a mental illness, does not mean they will be effective presenters to law enforcement audiences
- Important to remove negative, anti-police messaging
- NAMI speakers will be trained to tell their personal stories in their own words with consistent positive messaging and to reinforce the goals of CIT
- LAPD 2013: 34% of all use of force incidents involved persons with serious mental illness



Why Does NAMI Need A Training Program?

- Law enforcement officers attend CIT training once in their careers
- LAPD officer: 2-5 daily encounters with individuals with SMI
- An average of 3 daily encounters per officer = 15 x weekly for each officer. 60x month. 720 yearly encounters
- 60 monthly encounters x 24 class attendees = 1,440 monthly encounters PER CIT CLASS. 17,280 per year!
- We get one chance to bring our stories and emotional impact to their training
- NAMI members will bring these tools home, build their CIT programs, present with improved skills, and help save lives



Administrative & Logistical Concerns

- Where do we find our presenters?
 - Family-to-Family teachers and graduates
 - In Our Own Voice presenters and Peer-to-Peer mentors
 - Vetting potential presenters
 - Attend our 6 hour NAMI Training Day
- Hire a NAMI CIT Training Coordinator Liaison



Administrative & Logistical Concerns, Cont'd

- Coordination with law enforcement agencies
 - LASD Investment in Mental Health Committee
 - District Attorney's Office managing 45 independent police department trainings
 - Close working relationship with LAPD
 - Calendar schedule of training sessions for each agency
 - Review handouts with law enforcement agencies
- Review protocols with law enforcement agencies
 - Negotiate protocols for discussing communication skills and de-escalation techniques



Funding Concerns

- Funding for our part-time employee
- Costs for printing and mailing handouts
- Purchase Order Contracts
- Invoicing
- Presenter costs = \$60 per session/presenter
- 2 person teams: 1 family member, 1 peer
- Inclusive cost per session with copying, mailing, employee liaison, and wages = \$220



NAMI Training Day Components and Handouts

- NAMI Training Day Presentation Outline for trainers and handout Agenda for volunteers
- Specific Interactive Questions for Patrol & Custody
- Do's and Don'ts
- NAMI Handouts
 - Defining the Family Voice
 - IOOV Peer Presentation Program
- Evaluation Form
- Presentation Timelines with Handout Lists for each



NAMI Training Day Agenda

- Welcome (15 minutes)
- CIT overview and summary of goals
- CIT and the Sequential Intercept Model
- Personal empowerment for presenters and officers
- Overview of training schedules and status of county law enforcement agency CIT programs. Funding status.
- Special circumstances
 - Empathy/Voices Exercise
 - Different timelines for different agencies. 75 minute, 90 minute, 2 hour timelines for both 2 and 4 person teams.



Agenda

Opening Remarks

- Historical context of reforms, goals, and themes (20 minutes)
- Origins of CIT and its history
- NAMI's place in CIT in your community
- Goals of CIT training
 - Safety for peers, family members, and law enforcement
 - De-escalation and reduction in use of force
 - Connecting with pre-booking diversion program
- Community Collaboration and Partnerships



Opening Remarks, Cont'd

- Purpose of our NAMI Training Day
- Teach our volunteers how to be effective presenters to a law enforcement audience
- Freedom to tell your personal story in your own words with consistent positive messaging
- Identify positive or negative police behaviors within the context of your personal narrative that always supports the goals of CIT training



Agenda Themes

- Do not promote a negative anti-police personal agenda
- We depend on law enforcement to keep our loved ones, or ourselves, safe
- We are not law enforcement trainers. Stay away from police protocols and policy
- Emphasize the importance of CIT training
- Culture change can impact a community
- Review Do's and Don'ts



Do's & Don'ts

NAMI CIT Law Enforcement Training

Do

- Focus on your story and what you want to teach them.
- Empathize with the police officers. Remind them you know they have a difficult job.
- Humanize as much as possible. Remind them of the human beings, both consumers and family members that are behind the mental illness.
- Interact. Ask them questions. This is the most dynamic and important element of your presentation! Let them ask questions of you too. Provide the opportunity for them to teach you from their perspective.
- Everything you share should remain within the context of your compelling personal narrative. Weave your "lessons" into your own personal experience.
- Tell them that we are depending on them to keep ourselves, or our loved ones, safe.
- Remind them that everyone with serious mental illness in the jail, or arrested in the field, will be returning to the community in the future. How the officers interact with consumers today will influence how someone will interact with police officers in the future, and possibly impact whether they seek out help. Each interaction is crucial.
- If you have had a negative experience with police in the past, frame it in a way that there is a lesson to be learned. Find the positive, if possible, in a bad situation. Great lessons can be learned from difficult or negative experiences.
- If your personal experience with law enforcement was a positive one, explain why and how this helped you or your family through the episode.
- Remember you are representing NAMI at these trainings, not a personal agenda.
- Have fun. Allow the officers to get to know you through your story.
- Tell them how NAMI can help.
- Stick to the timeline of your presentation.

Don't

- Don't go over your personal time limit. If you go over, you take time away from the other presenters.
- Avoid making political statements or verbally attacking police officers. Our role is to teach and humanize. The best way to do that is not to be confrontational.
- Don't lash out or seek revenge even if your personal experience was negative or tragic. Use the emotional impact of your experience to teach and foster change, not tear down.
- Stay away from policy and procedural issues. They are here to listen to your personal story. That is what they will remember!
- Don't attempt to be a law enforcement trainer. You aren't. You are a family member/consumer with a story to tell which can enlighten their understanding of people with mental illness and their families.

Agenda

Opening Speaker

- Optional (15 minutes)
- Inspirational motivational speaker
- High profile community or NAMI leader
- Law enforcement leadership (Police Chief or Sheriff representative from patrol or custody)



Agenda

Family Member Presentation

- 45 minutes total: two family member presentations, 15 each, 15 minutes Q & A
- Each presenter shares personal story
- Strategies to adjust presentations to patrol officers vs. custody deputies. Know your audience
- What do we want law enforcement officers to understand about people who live with serious mental illness (from the family member perspective)?
 - Failure to follow instructions may not be willful non-compliance
 - Discuss degrees of dangerousness



Family Member Presentation Cont'd

- What do we want law enforcement officers to understand about family members of people who live with serious mental illness?
 - Families depend on law enforcement to keep loved ones safe whether in jail or in the community
 - Not everyone in jail committed offenses with serious criminal intent
 - We depend on law enforcement to minimize use of force which makes everyone safer, officers and peers
 - We do not want to fear law enforcement
 - Family members are in crisis too!



Agenda

Peer Presentation

- 45 minutes total: two peer presentations, 15 minutes each, 15 minutes Q & A
- Each presenter shares personal story
- Discuss strategies to adjust presentations to patrol officers vs. custody deputies. Know your audience
- How to utilize IOOV training to craft presentation
- Opportunity to share your lived experience with symptomatic behavior and what you want officers to understand about being a person living with SMI



Peer Presentation Cont'd

- What do you want law enforcement officers to understand about people who live with serious mental illness?
 - Describe what it was like to be taken to a hospital in a police car
 - If comfortable, describe your experience with involuntary commitment
 - Describe your episodes
 - How did this impair your ability to interact with officers?
 - How did your emotional, mental condition, and symptoms effect your ability to comply with commands?



Agenda

CIT & Community Collaborations

- Affiliate leader: 10 minutes after or during lunch
- Review plans to meet with local law enforcement agencies to improve collaboration and expand partnerships
- Plan meetings, luncheons, or other events
- Plan development of NAMI information cards for officers/deputies to carry with them in patrol cars
- Law enforcement as NAMI outreach



Agenda

Law Enforcement Presentation

- Sworn officer will discuss how to present to a law enforcement audience
- What are law enforcement officers looking for from their CIT training?
- Who are law enforcement officers and what are their belief systems?
- What does an officer/deputy need to learn from peers and family members that they cannot learn from a CIT curriculum?



Law Enforcement Presentation Cont'd

- Do's and Don'ts from the law enforcement perspective.
 - How to avoid alienating your law enforcement audience
 - Strategies that will reinforce acceptance of stories, information, and message of our NAMI volunteers
 - What will cause a law enforcement audience to reject or discount the content, meaning, and purpose of your presentation?
- How can NAMI presenters reinforce their credibility with law enforcement officers and emphasize support for the CIT training they are receiving



Agenda

Empathy/Voices Exercise

- Two Family-to-Family Class teachers, 45 minutes
- Experienced teachers will model how to perform the exercise and discuss its importance
- How to lead and complete in 20 minutes
- Why is the exercise so impactful
 - “Shock value”
 - Explores why someone in crisis may not be responsive
- Acts as a strong segue to Interactive Discussion
- Discuss the important perspectives learned even if the exercise is not performed by NAMI



Handout

Interactive Questions

- Specific questions designed for Patrol or Custody
- Review our sample lists of questions
- Use to “get the conversation started”
- Dynamic segment of your presentation



Interactive Questions/Patrol NAMI CIT Law Enforcement Training

Patrol Questions

Note: The questions below are being provided as potential “conversation starters.” This is not a script, but rather a list of questions you can use in the moment to facilitate an interactive discussion with the law enforcement officers in attendance. Your story, your compelling personal narrative of your journey with mental illness is the most important segment of law enforcement training programs. Weave all the lessons and anecdotes you share into the fabric of your personal story. You are what the officers will remember from this training program!

- What are some of the most difficult challenges that you encounter when you are interacting with individuals living with the symptoms of serious mental illness?
 - *Note: Your job is to get them talking. Express empathy in how difficult these issues can be. You can illustrate similar issues that occur at home. Invite their supervisors and trainers to address their questions and concerns.*
- Did you learn anything today that you could use in your next encounter with someone who is living with serious mental illness?
- In my story, if you were responding to my crisis/my family member’s crisis and you had been provided knowledge of my/their history, would that have changed your response?
 - What information and history would be helpful to you during an encounter?
 - Do you ask the individual or family for medical/psychiatric information or history? Do you ask about insurance, Medi-Cal, or Medicare coverage?
 - What would be helpful to you (law enforcement) during the times that you are called upon to interact with people with serious mental illness and their families?
 - Is there anything families could do differently when you come out to interview our relatives on a mental health call? What will allow us to understand each other better?
 - Mental health peers have great insights into how they wish to be addressed and treated by law enforcement. Provide examples.
- With safety in consideration, what different interview techniques could you employ that might facilitate less adversarial situations? For example:
 - Talk to consumer in a more private setting away from their family or others;
 - Talk to the family one-on-one out of earshot of the ill family member.
- Share the difficulty we have as family members to call police for help when someone we love is in a mental health crisis and may not have committed a crime?
 - We would rather call for clinical assistance, but often those resources are not available. This leaves us with the only option available, law enforcement.
- Share the experience of family members who are full-time caregivers and have valuable insight from years of experience?

- We believe that CIT training can dramatically reduce the use of force. NAMI policy also seeks to encourage zero tolerance of the use of seclusion and restraints in institutionalized settings, whenever possible.
 - The additional training you have been receiving has provided you further de-escalation and communication skill sets.
 - Did you gather skills during your CIT training that were completely new to you?
 - How do you think CIT will impact your day-to-day interactions with people with mental illness?
- We have a new resource in our community. Are you aware that our county has implemented Laura's Law?
 - Assisted Outpatient Treatment (AOT) has the potential to provide new hope for people who have been revolving through the system.
 - This new development should give us all hope that a new resource is available to help people who are very seriously ill.
- Has our NAMI presentation impacted you, and in what way?
 - What did you hear today that would change the way you perceive someone with mental illness?
 - Did we share anything today that reinforces the training that you have been receiving?
- What can NAMI do to further facilitate partnerships with local police departments?

"Voices/Empathy" Exercise Questions

- Did you participate in the Voices Exercise, or view a video presentation?
 - *Note: In presentations for some law enforcement agencies, NAMI members may have conducted the Voices/Empathy Exercise.*
- How did the exercise make you feel?
- Did you find the experience of the Voices exercise helpful?
- How did the exercise change the way you view someone with serious mental illness?

Interactive Questions/Custody NAMI LACC Law Enforcement Training

Custody Questions

Note: The questions below are being provided as potential "conversation starters." This is not a script, but rather a list of questions you can use in the moment to facilitate an interactive discussion with the law enforcement officers in attendance. Your story, your compelling personal narrative of your journey with mental illness is the most important segment of law enforcement training programs. Weave all the lessons and anecdotes you share into the fabric of your personal story. You are what the deputies will remember from this training program!

- What are some of the most difficult challenges that you encounter when you are interacting with individuals living with the symptoms of serious mental illness?
 - *Note: Your job is to get them talking. Express empathy in how difficult these issues can be. You can illustrate similar issues that occur at home. Invite their Sheriff supervisors and trainers to address their questions and concerns.*
- Not everyone in our jail system who is living with the symptoms of serious mental illness is identified as someone who should be in appropriate psychiatric housing.
 - Do you understand how important it is to family members that their ill relatives who are in jail are placed in appropriate psychiatric housing?
 - What symptomatic behavior might provide insight that someone has an undiagnosed, or unidentified, mental illness?
 - *Note: This is another opportunity to invite the supervisors and law enforcement trainers in the room to address their questions and concerns.*
- Have you ever seen any of the harsh side effects that can be produced by certain medications? (If you need examples, you can use dry mouth, odd facial expressions, gestures, or involuntary movements of the mouth such as in tardive dyskinesia)
 - Do these symptomatic behaviors ever appear to you as rude or disrespectful?
 - Are you aware that such movements may not be voluntary or under the person's control?
 - Has our presentation made you more comfortable bringing these observations to the attention of a clinician?
- We believe that CIT training can dramatically reduce the use of force. NAMI policy also seeks to encourage zero tolerance of the use of seclusion and restraints in institutionalized settings, whenever possible.
 - The additional training you have been receiving has provided you further de-escalation and communication skill sets.
 - Did you gather skills during your CIT training that were completely new to you?
 - How do you think CIT will impact your day-to-day interactions with people with mental illness?

- We have a new resource in our community. Are you aware that our county has implemented Laura's Law?
 - Assisted Outpatient Treatment (AOT) has the potential to provide new hope for people who have been revolving through the system.
 - This new development should give us all hope that a new resource is available to help people who are very seriously ill.
- Has our NAMI presentation impacted you, and in what way?
 - What did you hear today that would change the way you perceive someone with mental illness?
- Did we share anything today that reinforces the training that you have been receiving?

“Voices/Empathy” Exercise Questions

- Did you participate in the Voices Exercise, or view a video presentation?
- How did the exercise make you feel?
- Did you find the experience of the Voices exercise helpful?
- How did the exercise change the way you view someone with serious mental illness?

NAMI Los Angeles County Council

October 2015

Agenda

Interactive Questions

- Create a relaxed environment
- You are the people they have been learning about!
- We are the “human face of mental illness”
- Peers: The officers want to learn about you and your life! Your opportunity to share. Invite them to ask questions!
- Family members: Share how mental illness has affected your life and your family



We Are Families and Peers

- We are not professional law enforcement trainers
- Stay away from policy, de-escalation techniques, and law enforcement protocols
- We are not there to tell them how to act in the course of their duties
- We only wish to share our experiences
- We hope that sharing our experiences will be helpful in understanding why the techniques they are learning from their CIT training are effective



Agenda

Evaluation Form

- Executive Director or Affiliate Leader, 10 minutes
- Purpose of the form and information
 - Answers can be aggregated for review and analysis
- Assess performance and effectiveness of presentations
- Complete “Before” section during opening remarks
- Complete “After” section at conclusion of session





NAMI Law Enforcement Presentation Evaluation

Presentation Location: _____ Date: _____

Please place an X in the space next to each of the following statements that indicates your degree of agreement or disagreement with the statement.

BEFORE presentation	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
I had some knowledge of NAMI.					
I have referred people to contact the NAMI organization for support.					
I understood the struggles families experience with their relatives who are severely mentally ill.					

AFTER presentation	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
1. A) I understand that mental illness is a brain disorder.					
B) I learned this today.					
2. The presentation increased my understanding of mental illness and its symptoms.					
3. This presentation improved my understanding of people who live with mental illness.					
4. This presentation improved my understanding of families and the challenges they face in helping their relatives with serious mental illness.					
5. As a result of this presentation, I will feel more comfortable being responsible for and interacting with people who have serious mental illness.					
6. This presentation will impact me in how I will communicate with persons with serious mental illness.					
7. This presentation will modify the way I will handle encounters with persons with serious mental illness.					
8. I am more likely to refer people to NAMI for support.					

Agenda

Practice Sessions

- 50 minutes
- Goal: Assist presenters in crafting testimony that will deliver a clear and succinct message
- Draft Presentation Story (15 minutes)
 - Quiet, individual work
- Pair one peer and one family member (15 minutes)
 - Share feedback and practice personal narratives
- Two sample presentations to the audience (5 minutes each). One family member and one peer
- Audience suggestions, feedback, and critique (10 minutes)



Two Hour Timeline

- Two Presenter Timeline
- Welcome and Introduction (10 minutes)
- Family Member Presentation (20 minutes)
- Q & A (10 minutes)
- Peer Presentation (20 minutes)
- Q & A (10 minutes)
- Voices/Empathy Exercise (20 Minutes)
- Voices Exercise Discussion, Interactive Questions, and General Q & A (25 minutes)
- Evaluation Form (5 minutes)



NAMI Two Hour Presentation Timeline for Sheriff's Patrol Training

Welcome and Introduction 10 minutes

- Presenters (2) will introduce themselves and identify as family member and peer.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask the Deputies to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Family member presenter will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate and access treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.

Peer Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenter will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have had personal interaction with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.

Voices/Empathy Exercise 20 minutes

- NAMI Presenters will perform the "Voices/Empathy Exercise."

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 25 minutes

- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the "symptomatic experience" of the exercise to their own personal or family member's experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion to facilitate their understanding of persons with serious mental illness. Utilize the list of Interactive Questions for Patrol
- Questions will relate to the challenges deputies encounter interacting with individuals living with serious mental illness in the community.
- An opportunity for deputies to ask any questions they might have of our presenters.

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI 75 Minute CIT Presentation Timeline for Patrol Training Plus 15 Minute Autism Community Presentation

Welcome and Introduction 5 minutes

- Presenters will introduce themselves and identify as family members and peers.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy

- Ask officers to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 25 minutes (15 minute presentation, 10 minutes Q & A)

- Family member presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.
- Q & A: Utilize Interactive Questions for Patrol

Peer Presentation 25 minutes (15 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have interacted with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.
- Q & A: Utilize Interactive Questions for Patrol

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 15 minutes

- Deputies will have already performed the “Voices Exercise.”
- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the “symptomatic experience” of the exercise to their own or family member’s experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion. Utilize the list of Interactive Questions for Patrol.
- An opportunity for deputies to ask any questions they might have of our presenters.

Autism Community Presentation 15 Minutes

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI and Community Partners

- Political climate is conducive to CIT training
- Develop partnership with criminal justice system
- Highlight NAMI resources and how we can partner to assist those in need in our communities
- Provide law enforcement with a single NAMI contact for administrative issues and scheduling
- Address BOS for criminal justice reform
- Collaboration and community partnership will earn NAMI your seat at the county table



Peer Testimonial

It has assisted me with working through the myriad of fears I had of law enforcement interactions. I experienced the true level of interest of the class by the questions & comments they expressed. I left each presentation feeling like ALL the pain I experienced throughout my life...was all a worthwhile effort because my story does have a definite impact.



Sheriff Deputy Testimonials

- *I appreciate the willingness to speak to us. It made an extreme impact to have both a family member and a person with mental illness. It made me less nervous to interact with the mental illness population.*
- *The real life experiences really opened up my eyes on how mentally ill patients interact with the community and how at times, they need help and support from friends, family and law enforcement.*



Albuquerque Police Department

- NAMI Albuquerque gave our toolkit a test drive!
- Detective Matthew Tinney, Albuquerque Police Department

Thank you for your willingness to talk openly with all of us. It goes further than you will know in destigmatizing mental health and opening up officers to be better at community policing. Your presentation is affecting change throughout the state.



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NAMI Los Angeles County Council



NAMI LACC CIT Training Day Presentation Agenda

NAMI Los Angeles County Council (LACC)

Welcome: 15 Minutes

- Welcome the volunteers and ask for their cooperation during our training day.
- Explain how CIT training connects to the reform efforts in your county.
- Discuss how this represents the first step in developing the Sequential Intercept Model.
 - The **Sequential Intercept Model (SIM)** is a framework for understanding how people with mental illness interact with the criminal justice system.
 - It organizes targeted strategies for justice-involved individuals with SMI, employs a SIM mapping process, and identifies populations, opportunities, process, decision makers, and stakeholders.
- Crisis Intervention Team training is an essential component of Intercept One.
- Discuss the importance of personal empowerment as a volunteer and the need for everyone to protect their own mental health as the months of training continue.
 - Participation in this program is a positive force in your community.
 - It should also be empowering in one's own personal recovery (both consumer and family member).
 - This is difficult work that sometimes revisits negative or traumatizing incidents. No shame or guilt in deciding not to participate.
- Provide a brief summary of the actual training presentation timelines.
 - Explain any differences between the training programs of the different county law enforcement agencies, if applicable.
 - Number of NAMI presenters can differ from agency to agency.
 - 2 family members, 2 peers.
 - 1 family member, 1 peer.
 - Difference in costs (\$60 stipend per presenter, if applicable).
 - Sheriff's Custody training program vs. Sheriff's Patrol training.
 - Difference in curriculums and duration of training programs.
 - Duration of NAMI segments (90 minutes-2Hours).
 - Training for various county police departments
 - Difference in curriculums across your county's city police departments and duration of training programs (i.e. 40 hours, 32 hours, 16 hours).
 - Duration of NAMI segment (90 minutes-2 hours).
 - California Highway Patrol (CHP)
 - Different curriculum and timeline than local police departments (12 hours).
 - Duration of NAMI segment (60 minutes).
 - State vs. local funding source.

- Current countywide law enforcement training timelines and funding status.
 - Sheriff's Department-Custody and Patrol Divisions.
 - Availability of local funding for stipends and administrative costs.
 - Local police departments.
 - Availability of local funding for stipends and administrative costs.
 - California Highway Patrol (CHP)
 - A state agency without any current funding capability.
- Special circumstances
 - Who will perform the Empathy/Voices Exercise? NAMI presenters or law enforcement trainers? Both?
 - Why is this important?
 - Exercise displays a real illustration of the challenges someone with serious mental illness must cope with.
 - Provides powerful assistance in focusing the discussion.
 - Interactive discussion between NAMI presenters and officers/deputies is essential about what was learned through the performance of the exercise in their training program.
 - Opportunity for consumers to describe their personal experience with symptoms and their effect on interaction with police/deputies.
 - Opportunity for family members to describe their personal experience observing symptomatic behavior in their loved ones and how this affected their interaction with police/deputies.

Opening Remarks: Historical Context of Reform, Goals, and Themes. 20 minutes

- Origins of CIT and its history.
 - Community partnership and collaboration started in 1988 between the Memphis Police Department, NAMI Memphis, the University of Memphis, and the University of Tennessee.
- Discuss NAMI's place in the development of CIT programs.
 - NAMI has been a partner in CIT programs since its inception.
 - This training program seeks to provide guidance and tools for our NAMI volunteer workforce to develop the most effective presentations possible.
- Goals of CIT training.
 - Safety for consumers and law enforcement.
 - De-escalation. Reductions in use of force.
 - Community collaboration. CIT is more than just first-responder training.
 - It is a partnership between law enforcement and the community.
 - Detail several ways in which NAMI can partner with local law enforcement agencies.
 - Meetings or luncheons to discuss issues.

- Laminated cards with affiliate contact information for law enforcement to carry in their glove compartments. Cards can be provided to families in crisis as NAMI outreach.
 - Peer interactions with custody deputies or first-responders will have a dramatic impact on their recovery for years to come.
 - Positive interactions with law enforcement in the field or in a correctional facility can encourage consumers to seek and engage in treatment.
 - Negative experiences could cause one to avoid engagement, remain untreated and without services.
 - Eventually, everyone in jail or prison is coming home.
 - Purpose of our training day
 - To teach our volunteers how to be effective presenters.
 - In order for our training program to be effective, everyone must stay on a positive message that supports training and reform.
 - Each presenter will have the freedom to tell their own personal story in their own words, but positive messaging must remain consistent.
 - Emphasize positive police behaviors and identify negative behaviors within the context of your personal story only.
 - Avoid discussion of police policy and protocols.
 - If you had a negative or tragic experience with an interaction with law enforcement, the message must be, “Perhaps if that officer had received the CIT training you are being provided, that tragedy or negative outcome would never have happened and the result would have been a positive one without the use of force.”
 - Do not promote a negative anti-police personal agenda.
 - Zero tolerance for statements of revenge or retribution.
 - We depend on law enforcement, in jail or in the field, to keep our loved ones safe.
 - Themes to watch for today
 - We are not law enforcement trainers.
 - Ask for a show of hands of how many in attendance are certified law enforcement trainers. (Drives home the point.)
 - We are here to support this training initiative and emphasize the importance of the training the officers/deputies are receiving.
 - Each time a deputy/officer changes their behavior because of this training they could be saving a life, reducing the use of force, and encouraging recovery.
 - How many daily interactions with someone living with serious mental illness does an officer have? Each precinct?

- Multiply that by the week, month, or year. Literally hundreds of lives can be changed over the course of a career of each officer.
 - Review and discuss Do's & Don'ts handout.
 - Put a human face on mental illness.
 - Stigma reduction.
 - Reduce discrimination against persons with serious mental illness.
 - Understand the importance of diversion and linkage to treatment.
 - Stay within the context of your compelling personal narrative.

Opening Speaker: Inspirational Speaker or Representative from Law Enforcement (Optional)
15 minutes

- Speaker: Share thoughts and perspectives about what he/she has learned from their family's experience with serious mental illness, and the interaction between law enforcement and themselves, or loved one.
- Law Enforcement: Opportunity for a representative from Sheriff's or Police Department to emphasize the importance of CIT and thank NAMI for their partnership.

Family Member Presentation: Two Family Member Presenters (Criteria: Family-to-Family teachers or class graduates). 45 minutes (Two speakers x 15 minutes each, 15 minutes Q & A)

- Each presenter will have an opportunity to share their personal story with the class.
- Personal testimony should provide a focus that supports the goals of the training.
- Discuss how they can structure their presentations. Call attention to NAMI handout "Defining Your Story for the Family Voice."
- Be respectful of timelines so everyone gets equal time.
- What do you want law enforcement officers to understand about people who live with serious mental illness?
 - Failure to follow instructions may not be willful non-compliance, but rather the result of symptoms that someone may not be able to control.
 - Danger to self can occur through grave disability. An individual who is very ill may not be able to take care of themselves; have the ability to prepare food even though they have access to food; or they may believe food is tainted or poisoned; or they may not wear appropriate clothing for the weather.
 - Dangerousness is not always imminent!
- What do you want law enforcement officers to understand about family members of people with serious mental illness?
 - Families depend on law enforcement officers to keep their loved ones safe in jail and in the community.
 - Not everyone in jail committed offenses with serious criminal intent.
 - Families depend on police officers to minimize the use of force which keeps everyone safe, the peer and the officer.

- Family members do not want to fear law enforcement. In many instances, we have no other choice during a crisis than to call law enforcement, and hope that the officers who respond are trained to handle mental health crisis situations.
- Family members are also in crisis during serious mental health episodes of their loved one.
- We are the experts and we can provide valuable history.
 - The importance of the “historical course of illness.” AB 1194.
- Discuss strategies to adjust your presentation to Sheriff’s Deputies who work in custody in the county jail vs. a presentation to police officers who work in the field.
 - One law enforcement agency may ask for a shorter presentation from NAMI. Condense your presentations accordingly.
 - Follow the appropriate Presentation Timelines which we will provide.
 - Utilize the specific Interactive Questions for Custody or Patrol to facilitate discussions and Q & A.
- Q & A

Peer Presentation: Two Peer Presenters (Criteria: In Our Own Voice trained). 45 minutes (Two speakers x 15 minutes each, 15 minutes Q & A)

- Each presenter will have an opportunity to share their personal story with the group and how they will use their personal testimony to support the goals of the training.
- Discuss how they structure their presentations within the IOOV framework.
- Be respectful of timelines so everyone gets equal time.
- What do you want law enforcement officers to understand about people who live with serious mental illness?
 - Strategies that can improve effectiveness.
 - How to weave these points into your personal testimony.
 - Describe your episodes where you reached a state of grave disability.
 - What was it like to be taken to a psychiatric hospital in a police car?
 - If you are comfortable, talk about your relevant experience regarding involuntary commitment and what you want an officer to understand about that episode in your life.
 - Describe your episodes where you reached a state of dangerousness to self or others.
 - What did that feel like and how did this impair your interactions with law enforcement?
 - How did your emotional, mental condition, and symptoms effect your ability to comply with an officer or deputy’s instructions or commands?
- Discuss options to adjust your presentation to Sheriff’s Deputies who work in custody at the county jail from a presentation to police officers who work in the field.
- Q & A.

Lunch: Break and lunch. 20 minutes. Once everyone has their lunch, we will continue.

CIT and Community Collaboration: Affiliate Leader. 10 minutes

- Review plans to meet with local law enforcement agencies to improve collaboration and expand partnerships. Meetings, luncheons, or other events.
- Plan development of NAMI affiliate information laminated cards officers can carry in their patrol cars to connect families in crisis with local NAMI affiliates for support.

Training from the law enforcement perspective: Law Enforcement Officer. 45 minutes

- A sworn police officer will discuss how to be an effective presenter to a law enforcement audience.
- What are law enforcement officers looking for from their CIT training?
- Who are law enforcement officers and what are their belief systems?
- Do's & Don'ts from the law enforcement perspective.
 - Discuss how to avoid alienating the officers you are presenting to.
 - What presentation strategies will reinforce acceptance by the officer/deputy audience of the stories and information provided by NAMI presenters?
 - What strategies will cause a law enforcement audience to reject or discount the content, meaning, and purpose of your presentation?
- Discuss how NAMI presenters can reinforce their credibility with law enforcement officers and emphasize support for the CIT training they are receiving.
- What does a law enforcement officer need to learn from family members and peers that they cannot learn from the CIT course curriculum?
- Q & A

Empathy/Voices Exercise Training: Two Family-to-Family Class Teachers. 45 minutes

- Each of you can share why this exercise is impactful and what it means to you.
- Experienced Family-to-Family teachers will discuss how to perform the Empathy Exercise and its importance.
- Teach methods of completing the exercise and leading an effective group discussion within the 20 minute timeframe available during actual CIT trainings.
- Discuss their experiences in performing the exercises and why it is impactful.
 - Explain to the NAMI volunteers the “shock value” of the exercise.
 - It is not designed to be stigmatizing or to stereotype people with mental illness.
 - The Voices/Empathy Exercise is designed as a simulation that will help an officer understand why someone in the throes of a mental health crisis may have difficulty, or be unable to comply, with an officer’s instructions.
 - Improves understanding that an individual who does not follow instructions may do so as a result of a chaotic brain (sometimes causing aggressive behavior) and not willful non-compliance.
- NAMI presenters can discuss the important perspectives gained through the participation of the “Voices” Empathy Exercise, even if we do not perform it ourselves.
- Exercise acts as a strong segue to the next segment of the Interactive Discussions.

- Some law enforcement agencies will perform the Voices Exercise differently than we do in our NAMI Family-to-Family classes. Discuss who will perform the Exercise during the planning and development process with each law enforcement agency.
- Q & A

Interactive Questions for Patrol and Custody, Q & A Discussions: Family Member and Peer Presenters. 45 minutes

- **Review our sample list of Interactive Questions to “get the conversation started.”**
- How to get your audience comfortable to ask questions.
 - Tell a story or ask a question.
 - Use laughter as a means to create a more relaxed environment.
- Importance of interactive discussions with the officers.
 - This can be the most dynamic segment of your presentation!
- Peers: This segment is law enforcement’s opportunity to actually speak to someone with a serious mental illness. You are the people they have been learning about in their curriculum courses.
 - A great opportunity to review the Voices/Empathy Exercise even if performed by their law enforcement trainers instead of by NAMI (or also by NAMI) during their course. This discussion is an essential component of the NAMI presentation.
 - An opportunity to describe your symptoms when you are not well.
 - How did your symptoms impact your interactions with your family?
 - How did your symptoms impact, or could impact, your interaction with an officer/deputy?
 - This is your personal opportunity to be the “human face of mental illness.”
 - The officers/deputies want to ask you questions and learn about you and your life. Provide them with the invitation so they will feel comfortable asking you such personal questions.
 - Your discussion with the officers/deputies has the potential to be the most powerful segment of a NAMI CIT presentation.
- Family Members: Your opportunity to describe how mental illness has affected your family and your life.
 - An opportunity to describe what you observe when your family member is not well and exhibiting symptomatic behavior.
 - How does symptomatic behavior affect your family and your life?
 - Describe your fears of how such behavior might affect your family member’s interaction with a law enforcement officer.
 - If the conversation heads in the direction of “communication skills,” stay away from policy, de-escalation techniques, and law enforcement protocols.
 - Explain why this is important to the volunteers. You will alienate your audience by inferring they do not know how to do their job correctly.

They will not accept instructions on how to do their job differently, or better, from anyone who is not a law enforcement professional. If you attempt to do this, you will not be received as a credible presenter. This is extremely important.

- Leave the “training” to their professional law enforcement trainers. If you want the training to be informed by NAMI insights, then be involved early in the development process of the training program as advocates.
- Frame any examples in the context of “tips that work at home.” You could say, “Perhaps you will find this example helpful and could apply it in the context of your CIT training.”
- *Note: We are not law enforcement trainers. We are not telling them how to act in the course of their duties, but rather sharing our experiences that we have found to effective, or ineffective, with our loved ones at home.*
- We hope that sharing our experiences will be helpful in understanding why the techniques their professional trainers are teaching them work.

Evaluation Forms for Training: Executive Director or Affiliate Leadership. 10 minutes

- Inform the attendees about the form and our training evaluation process.
 - Answers can be aggregated and reviewed for analysis.
- Explain the purpose of the evaluations and what information we are trying to gather.
 - Feedback from law enforcement can help NAMI assess performance of our presenters and effectiveness of our presentations.
- After the completion of each NAMI law enforcement presentation, have the officers/deputies complete the Evaluation Form.

Practice Sessions: All presenters and the audience will provide feedback. 50 minutes

- Presenters will seek to improve their skillsets that will assist our volunteers in crafting their testimony to deliver a succinct and clear message.
- Quiet/individual work (15 minutes)
 - Each attendee will work on his/her own narrative and draft notes for their presentations, which should include:
 - Episodes they want to convey.
 - Particular language they want to incorporate.
 - Their symptoms and how they feel during an episode (if they are a peer).
 - Their experience (positive and negative) with law enforcement.
 - How long they have been experiencing mental illness in their lives (as a peer or through a loved one).
 - Additional relevant information they want to convey in their story time.
- Paired work (15 minutes)
 - Pairs may be peer/peer, peer/family or family/family, but ideally we would pair a family member and a peer.

- Family members and peers provide feedback to each other on their personal narratives. Assist each other to tailor their messages and highlight specific examples they think would be effective segments of each other's presentations.
- Family member presentation (5 minutes)
 - A family member is selected from the audience to model a sample presentation to the audience based on their notes and the feedback from their partner.
- Peer presentation (5 minutes)
 - A peer is selected from the audience to model a sample presentation to the audience based on their notes and the feedback from their partner.
- Debrief/Feedback (10 minutes)
 - The general audience provides suggestions, critique, and feedback on how to improve the presentations, what worked, and what could be strengthened.
- *Note: Presentations will be 8-30 minutes during actual law enforcement training sessions. Reduce the time to 5 minutes each for training day to stay within our timelines. Will also help people practice editing their testimony to essential subjects.*

Closing Remarks: 5 minutes

Mark Gale, Criminal Justice Chair
NAMI Los Angeles County Council

Brittney Weissman, Executive Director
NAMI Los Angeles County Council

The development of this NAMI CIT Presentation Training Agenda has been a team effort of the dedicated advocates of NAMI in Los Angeles County. Everyone involved provided important input that inspired this new program. Special thanks to Jim Randall, Wendy Kauderer, Victor Cass, Linda Patterson, Sharon Dunas, Christine Miranda, and Wendy Levins. Special appreciation to Ron Thomas for his participation and inspiration. Most of all we thank the initial 90 NAMI volunteers of Los Angeles County who are giving their time, support, passion, and enthusiasm to the onset of training the 25,000 law enforcement officers who work in our county.

The NAMI Los Angeles County Council also wants to express our appreciation for the collaborative and partnering spirit of the Los Angeles County District Attorney's Office, the Los Angeles Sheriff's Department, the Los Angeles Police Department, the 45 independent police departments of our county, the Los Angeles Department of Mental Health, and the California Highway Patrol.

October 2015

NAMI LACC CIT Training Day Presentation Agenda

Date

Welcome: Status of local CIT Programs. 15 minutes

Opening Remarks: Historical Context of Reform, Goals, and Themes. 20 minutes

Opening Speaker: Inspirational Speaker, optional. 15 minutes

Family Member Presentation: Two Family Member Presenters. 45 minutes

Peer Presentation: Two Peer Presenters. 45 minutes

Lunch: Break and lunch. 20 minutes. Once everyone has their lunch, we will continue.

CIT and Community Collaboration: Affiliate Leader. 10 minutes

Training from the law enforcement perspective: Law Enforcement Officer. 45 minutes

Empathy/Voices Exercise Training: Two Family-to-Family Class Teachers. 45 minutes

Interactive Questions for Patrol and Custody, Q & A Discussions: Family Member and Peer Presenters. 45 minutes

Evaluation Forms for Training: Executive Director or Affiliate Leadership. 10 minutes

Practice Sessions: All presenters and the audience will provide feedback. 50 minutes

Closing Remarks: 5 minutes

Interactive Questions/Patrol NAMI CIT Law Enforcement Training

Patrol Questions

Note: The questions below are being provided as potential “conversation starters.” This is not a script, but rather a list of questions you can use in the moment to facilitate an interactive discussion with the law enforcement officers in attendance. Your story, your compelling personal narrative of your journey with mental illness is the most important segment of law enforcement training programs. Weave all the lessons and anecdotes you share into the fabric of your personal story. You are what the officers will remember from this training program!

- What are some of the most difficult challenges that you encounter when you are interacting with individuals living with the symptoms of serious mental illness?
 - *Note: Your job is to get them talking. Express empathy in how difficult these issues can be. You can illustrate similar issues that occur at home. Invite their supervisors and trainers to address their questions and concerns.*
- Did you learn anything today that you could use in your next encounter with someone who is living with serious mental illness?
- In my story, if you were responding to my crisis/my family member’s crisis and you had been provided knowledge of my/their history, would that have changed your response?
 - What information and history would be helpful to you during an encounter?
 - Do you ask the individual or family for medical/psychiatric information or history? Do you ask about insurance, Medi-Cal, or Medicare coverage?
 - What would be helpful to you (law enforcement) during the times that you are called upon to interact with people with serious mental illness and their families?
 - Is there anything families could do differently when you come out to interview our relatives on a mental health call? What will allow us to understand each other better?
 - Mental health peers have great insights into how they wish to be addressed and treated by law enforcement. Provide examples.
- With safety in consideration, what different interview techniques could you employ that might facilitate less adversarial situations? For example:
 - Talk to consumer in a more private setting away from their family or others;
 - Talk to the family one-on-one out of earshot of the ill family member.
- Share the difficulty we have as family members to call police for help when someone we love is in a mental health crisis and may not have committed a crime?
 - We would rather call for clinical assistance, but often those resources are not available. This leaves us with the only option available, law enforcement.
- Share the experience of family members who are full-time caregivers and have valuable insight from years of experience?

- We believe that CIT training can dramatically reduce the use of force. NAMI policy also seeks to encourage zero tolerance of the use of seclusion and restraints in institutionalized settings, whenever possible.
 - The additional training you have been receiving has provided you further de-escalation and communication skill sets.
 - Did you gather skills during your CIT training that were completely new to you?
 - How do you think CIT will impact your day-to-day interactions with people with mental illness?
- We have a new resource in our community. Are you aware that our county has implemented Laura's Law?
 - Assisted Outpatient Treatment (AOT) has the potential to provide new hope for people who have been revolving through the system.
 - This new development should give us all hope that a new resource is available to help people who are very seriously ill.
- Has our NAMI presentation impacted you, and in what way?
 - What did you hear today that would change the way you perceive someone with mental illness?
 - Did we share anything today that reinforces the training that you have been receiving?
- What can NAMI do to further facilitate partnerships with local police departments?

“Voices/Empathy” Exercise Questions

- Did you participate in the Voices Exercise, or view a video presentation?
 - *Note: In presentations for some law enforcement agencies, NAMI members may have conducted the Voices/Empathy Exercise.*
- How did the exercise make you feel?
- Did you find the experience of the Voices exercise helpful?
- How did the exercise change the way you view someone with serious mental illness?

Interactive Questions/Custody NAMI LACC Law Enforcement Training

Custody Questions

Note: The questions below are being provided as potential “conversation starters.” This is not a script, but rather a list of questions you can use in the moment to facilitate an interactive discussion with the law enforcement officers in attendance. Your story, your compelling personal narrative of your journey with mental illness is the most important segment of law enforcement training programs. Weave all the lessons and anecdotes you share into the fabric of your personal story. You are what the deputies will remember from this training program!

- What are some of the most difficult challenges that you encounter when you are interacting with individuals living with the symptoms of serious mental illness?
 - *Note: Your job is to get them talking. Express empathy in how difficult these issues can be. You can illustrate similar issues that occur at home. Invite their Sheriff supervisors and trainers to address their questions and concerns.*
- Not everyone in our jail system who is living with the symptoms of serious mental illness is identified as someone who should be in appropriate psychiatric housing.
 - Do you understand how important it is to family members that their ill relatives who are in jail are placed in appropriate psychiatric housing?
 - What symptomatic behavior might provide insight that someone has an undiagnosed, or unidentified, mental illness?
 - *Note: This is another opportunity to invite the supervisors and law enforcement trainers in the room to address their questions and concerns.*
- Have you ever seen any of the harsh side effects that can be produced by certain medications? (If you need examples, you can use dry mouth, odd facial expressions, gestures, or involuntary movements of the mouth such as in tardive dyskinesia)
 - Do these symptomatic behaviors ever appear to you as rude or disrespectful?
 - Are you aware that such movements may not be voluntary or under the person’s control?
 - Has our presentation made you more comfortable bringing these observations to the attention of a clinician?
- We believe that CIT training can dramatically reduce the use of force. NAMI policy also seeks to encourage zero tolerance of the use of seclusion and restraints in institutionalized settings, whenever possible.
 - The additional training you have been receiving has provided you further de-escalation and communication skill sets.
 - Did you gather skills during your CIT training that were completely new to you?
 - How do you think CIT will impact your day-to-day interactions with people with mental illness?

- We have a new resource in our community. Are you aware that our county has implemented Laura's Law?
 - Assisted Outpatient Treatment (AOT) has the potential to provide new hope for people who have been revolving through the system.
 - This new development should give us all hope that a new resource is available to help people who are very seriously ill.
- Has our NAMI presentation impacted you, and in what way?
 - What did you hear today that would change the way you perceive someone with mental illness?
- Did we share anything today that reinforces the training that you have been receiving?

“Voices/Empathy” Exercise Questions

- Did you participate in the Voices Exercise, or view a video presentation?
- How did the exercise make you feel?
- Did you find the experience of the Voices exercise helpful?
- How did the exercise change the way you view someone with serious mental illness?

NAMI Los Angeles County Council
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Do's & Don'ts

NAMI CIT Law Enforcement Training

Do

- Focus on your story and what you want to teach them.
- Empathize with the police officers. Remind them you know they have a difficult job.
- Humanize as much as possible. Remind them of the human beings, both consumers and family members that are behind the mental illness.
- **Interact.** Ask them questions. This is the most dynamic and important element of your presentation! Let them ask questions of you too. Provide the opportunity for them to teach you from their perspective.
- Everything you share should remain within the context of your compelling personal narrative. Weave your “lessons” into your own personal experience.
- Tell them that we are depending on them to keep ourselves, or our loved ones, safe.
- Remind them that everyone with serious mental illness in the jail, or arrested in the field, will be returning to the community in the future. How the officers interact with consumers today will influence how someone will interact with police officers in the future, and possibly impact whether they seek out help. Each interaction is crucial.
- If you have had a negative experience with police in the past, frame it in a way that there is a lesson to be learned. Find the positive, if possible, in a bad situation. Great lessons can be learned from difficult or negative experiences.
- If your personal experience with law enforcement was a positive one, explain why and how this helped you or your family through the episode.
- Remember you are representing NAMI at these trainings, not a personal agenda.
- Have fun. Allow the officers to get to know you through your story.
- Tell them how NAMI can help.
- Stick to the timeline of your presentation.

Don't

- Don't go over your personal time limit. If you go over, you take time away from the other presenters.
- Avoid making political statements or verbally attacking police officers. Our role is to teach and humanize. The best way to do that is not to be confrontational.
- Don't lash out or seek revenge even if your personal experience was negative or tragic. Use the emotional impact of your experience to teach and foster change, not tear down.
- Stay away from policy and procedural issues. They are here to listen to your personal story. That is what they will remember!
- Don't attempt to be a law enforcement trainer. You aren't. You are a family member/consumer with a story to tell which can enlighten their understanding of people with mental illness and their families.



NAMI Law Enforcement Presentation Evaluation

Presentation Location: _____ Date: _____

Please place an X in the space next to each of the following statements that indicates your degree of agreement or disagreement with the statement.

BEFORE presentation	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
I had some knowledge of NAMI.					
I have referred people to contact the NAMI organization for support.					
I understood the struggles families experience with their relatives who are severely mentally ill.					

AFTER presentation	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
1. A) I understand that mental illness is a brain disorder. B) I learned this today.					
2. The presentation increased my understanding of mental illness and its symptoms.					
3. This presentation improved my understanding of people who live with mental illness.					
4. This presentation improved my understanding of families and the challenges they face in helping their relatives with serious mental illness.					
5. As a result of this presentation, I will feel more comfortable being responsible for and interacting with people who have serious mental illness.					
6. This presentation will impact me in how I will communicate with persons with serious mental illness.					
7. This presentation will modify the way I will handle encounters with persons with serious mental illness.					
8. I am more likely to refer people to NAMI for support.					

NAMI Law Enforcement Training Handout Lists

NAMI Training Day Presentation

Agenda Handout for the volunteers
Agenda Description document for the presenters
Do's & Don'ts-Final Draft
Defining Your Story for the Family Voice
Supplies and handouts for Empathy Exercise
Interactive Questions-Patrol
Interactive Questions-Custody
Evaluation Form
Location, times, and directions for training

NAMI Law Enforcement Sheriff's Training-Custody

Presentation Timeline-Two Hours, Two Presenters
Interactive Questions (Custody)
NAMI Affiliate List/Program Information Form
Evaluation Form
Location information/directions to STARS Center, map of site, & program schedule

NAMI Law Enforcement Sheriff's Training-Patrol

Presentation Timeline-Two Hours, Two Presenters
Interactive Questions (Patrol)
NAMI Affiliate List/Program Information Form
Evaluation Form
Location information/directions to training site & program schedule

NAMI Law Enforcement Police Training

Presentation Timeline w/Autism Presentation-75 + 15 minutes, Two Presenters or
Presentation Timeline (NAMI only)-90 Minutes, Two Presenters
Interactive Questions (Patrol)
NAMI Affiliate List/Program Information Form
Evaluation Form
Location information/directions to training site & program schedule

NAMI Law Enforcement Patrol Training-CHP

Presentation Timeline-60 minutes, Two Presenters
Interactive Questions (Patrol)
NAMI Affiliate List/Program Information Form
Evaluation Form
Location information/directions to training site & program schedule

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Defining Your Story for the Family Voice

INTRODUCTION AND OPENER

- 1) Greet the audience
- 2) Introduce yourself with a little background to define yourself
- 3) Get audience attention with a statement or question to start

FOLLOWING FOUR SECTIONS CONTAIN QUESTION TO HELP YOU DEFINE YOUR STORY. You do not have to answer all of them.

LIFE INTERRUPTED:

- 1) What was your life like before mental illness visited your family
- 2) What happened to the emotional climate of your family Shock? Anguish?
- 3) What were you thinking at first? Denial, Wishful thinking, Hoping Against Hope
- 4) What was the emotional impact on you? Rage? Resentment? Guilt? Shame? Grief?
- 5) What happened to your relationships with your ill relative? With your Family and Friends?

ACCEPTANCE:

- 1) How did you begin to accept that your loved one was mentally ill?
- 2) Was there a defining moment when you did this? With a Person? With a Group?
- 3) What types of barriers to acceptance had you previously felt?
- 4) What were your initial actions steps after you accepted your relative was ill?
- 5) How have you disclosed your relative's mental illness to others?

TREATMENT AND RECOVERY:

- 1) What was your involvement in the treatment and recovery process for your loved one? Driving to appointments, seeing docs with relative, support groups, classes, medication adherence?
- 2) What was the most important thing you did as a caregiver?
- 3) Did you utilize any forms of mental health treatment for yourself?
- 4) From what did you need to recover
- 5) How has NAMI helped you through this process?

STILL STANDING:

- 1) What coping skills have been most helpful? Nutrition, Exercise, Support groups, Supportive Family and or Friends?

- 2) How have you redefined your life since mental illness visited?
- 3) What contributions to the world of mental illness would you like to make or are making?
- 4) How important is NAMI to help those with a diagnosis and their family?
- 5) What is the status of your relationship with your ill loved one now?

Q & A PERIOD:

- 1) Different audiences will focus on different aspects of your story. You are not in control of what they ask you. You can respond if you feel you are in hot water with:
 - a. I prefer not to answer that question
 - b. I did not have that experience
 - c. I am here to share my story, but I cannot give specific advice.

STAY WAY FROM HOT POTATOES - Hot potatoes are issues that tend to trigger strong emotions or opinions or controversy.

- a. Religion
- b. Graphic Violence Descriptions
- c. Sexuality
- d. Politics
- e. Abortion

NAMI National

10 Important Points for Creating Your Story

When creating your story and conducting a presentation, be sure to incorporate these aspects into your story:

1. Use “I” Statements.

Your story is derived from each individual’s personal experience. Keep stories within this context by using “I” statements. Do not give out opinions, advice, or make general statements about a group of people.

2. Be descriptive; use specific examples.

Using specific examples when telling your story will help you connect with the audience. Help the audience “get inside” your experience, give specific examples of incidents—something the officers can latch onto in the speech. Instead of just saying that you felt anxious or sad, describe what anxious or sad felt like and looked like for you; really paint a picture for them.

Examples of descriptive statements:

- “Just getting out of bed was like lifting a hundred-pound weight.”
- “I got myself into over \$1,000 of debt in a single day.”
- My heart beat so fast I could barely breathe. I thought I was having a heart attack.”

3. Limit your story to the section being presented.

Each section of the story can be compared to a car of a train. Each car of a train is separate from the other, but taken collectively they all move in the same direction. Stick to the topic at hand. Organizing what you have to say makes for a smoother ride.

4. Give the story within the time allotted (one to four min/section; 10 min total).

It’s impossible to share every facet of your experience in 10 minutes. Remember, you’re just giving the officers a glimpse into who you are, not disclosing your entire life’s story.

5. Make it relatable to your audience.

For this program in particular, it’s especially important to share aspects of your story that students can relate to as much as possible. This will help keep students engaged throughout your presentation. See the key questions to address in each section for ideas for relatable talking points.

6. Incorporate the “10 Key Messages to Leave Students With.”

You should make an effort to incorporate each of the Key Messages to leave the officers with into your story.

7. Use simple, short words that can be easily understood by everyone.

In order to reach the greatest amount of people with your message, use simple, short words that everyone can understand. Big words, technical words and slang, which many may not understand, can distract people from the overall message. If you do use a more technical word like “manic,” be sure to describe what manic looks and feels like. This will help the students better understand what you went through.

8. Make your voice loud enough to be heard by all.

Project your voice so that even people in the very back of the room can hear you. It’s okay to check in with an audience to verify you are speaking loudly enough.

9. Use effective eye contact and body language.

Making eye contact can be challenging, but is worth practicing. Avoid reading directly from your note cards. Instead, use them as a reference and do everything possible to connect with the audience by making eye contact with individuals in the group.

10. Choose a story that does not traumatize you, the teller.

The presenter’s story is an empowering experience for both presenters and audience members. What hurts to talk about won’t help the presentation. Please protect yourself while telling your story. You are in control of what you say; stay safe and only share what you’re comfortable with.

NAMI Two Hour Presentation Timeline for Custody Training & Standards Bureau

Welcome and Introduction 10 minutes

- Presenters will introduce themselves and identify as family member and peer.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask the Deputies to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Family member presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate and access treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.

Peer Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness and discuss their value to the “voices experience.”
- Discussions will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have interacted with the criminal justice system, they will describe their experiences, successes, and challenges.

Voices Exercise Discussion, Interactive Questions, and General Q&A 30-40 minutes

- Deputies will have already performed or viewed video of the “Voices Exercise.”
- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the “symptomatic experience” of the exercise to their own or family member’s personal experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion to facilitate their understanding of persons with serious mental illness and challenges they encounter with inmates with serious mental illness in a custody facility. **Utilize the list of Interactive Questions for Custody.**
- An opportunity for deputies to ask any questions they might have of our presenters.

Evaluation Form 10 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI Two Hour Presentation Timeline for Sheriff's Patrol Training

Welcome and Introduction 10 minutes

- Presenters (2) will introduce themselves and identify as family member and peer.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask the Deputies to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Family member presenter will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate and access treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.

Peer Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenter will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have had personal interaction with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.

Voices/Empathy Exercise 20 minutes

- NAMI Presenters will perform the "Voices/Empathy Exercise."

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 25 minutes

- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the "symptomatic experience" of the exercise to their own personal or family member's experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion to facilitate their understanding of persons with serious mental illness. Utilize the list of Interactive Questions for Patrol
- Questions will relate to the challenges deputies encounter interacting with individuals living with serious mental illness in the community.
- An opportunity for deputies to ask any questions they might have of our presenters.

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI Two Hour Presentation Timeline for Sheriff's Patrol Training

Welcome and Introduction 10 minutes

- Presenters (4) will introduce themselves and identify as family members and peers.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask the deputies to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentations 30 minutes (10 minutes each = 20 minutes, 10 minutes Q & A)

- Family member presenters (2) will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate and access treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.

Peer Presentations 30 minutes (10 minutes each = 20 minutes, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenters (2) will provide personal testimony and "tell his/her story."
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have had personal interaction with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.

Voices/Empathy Exercise 20 minutes (Optional)

- NAMI Presenters will perform the "Voices/Empathy Exercise." (Or, Deputies will have already performed the "Voices Exercise" with LASD trainers.)

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 25 minutes

- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the "symptomatic experience" of the exercise to their own personal or family member's experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion to facilitate their understanding of persons with serious mental illness. Utilize the list of Interactive Questions for Patrol.
- Questions will relate to the challenges deputies encounter interacting with individuals living with serious mental illness in the community.
- An opportunity for deputies to ask any questions they might have of our presenters.

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI 75 Minute CIT Presentation Timeline for Patrol Training Plus 15 Minute Autism Community Presentation

Welcome and Introduction 5 minutes

- Presenters will introduce themselves and identify as family members and peers.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask officers to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 25 minutes (15 minute presentation, 10 minutes Q & A)

- Family member presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.
- **Q & A:** Utilize Interactive Questions for Patrol

Peer Presentation 25 minutes (15 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenter will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have interacted with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.
- **Q & A:** Utilize Interactive Questions for Patrol

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 15 minutes

- Deputies will have already performed the “Voices Exercise.”
- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the “symptomatic experience” of the exercise to their own or family member’s experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion. Utilize the list of Interactive Questions for Patrol.
- An opportunity for deputies to ask any questions they might have of our presenters.

Autism Community Presentation 15 Minutes

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.

NAMI 90 Minute CIT Presentation Timeline for Patrol Training

Welcome and Introduction 10 minutes

- Presenters will introduce themselves and identify as family members and peers.
- Presenters will provide an overview of NAMI, the National Alliance on Mental Illness.
 - Who we are
 - Overview of NAMI educational programs
 - Overview of NAMI support programs
 - Overview of NAMI advocacy
- Ask officers to fill out the Evaluation Form at the conclusion of the presentation.

Family Member Presentation 30 minutes (20 minute presentation, 10 minutes Q & A)

- Family member presenters (2) will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges families face every day in trying to help their family member living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges families face in attempting to facilitate treatment for their ill family member.
- If their family has interacted with the criminal justice system, they will describe their experience, positive or negative, and their successes and challenges.

Peer Presentations 30 minutes (20 minute presentation, 10 minutes Q & A)

- Peer (a person with a mental illness diagnosis) presenters (2) will provide personal testimony and “tell his/her story.”
- Provide an overview of the challenges they personally face every day living with the symptoms of serious mental illness.
- Discussion will describe both the personal and system challenges peers face in attempting to access treatment and stay engaged in treatment.
- If they have interacted with the criminal justice system, they will describe their experience, positive or negative, and their own successes and challenges.

Voices/Empathy Exercise Discussion, Interactive Questions, and General Q & A 25 minutes

- Deputies will have already performed the “Voices Exercise.”
- NAMI presenters will discuss the value of the exercise and the important lessons to be learned from experiencing the exercise.
- NAMI presenters will relate the “symptomatic experience” of the exercise to their own or family member’s experience.
- NAMI presenters will ask a series of questions designed to engage the deputies in an interactive discussion to facilitate their understanding of persons with serious mental illness. Utilize the list of Interactive Questions for Patrol.
- An opportunity for deputies to ask any questions they might have of our presenters.

Evaluation 5 minutes

- Deputies will be asked to fill out the Evaluation Form.