



Training:	Crisis Awareness Training (CAT)
Instructor:	Curtis Boyd –CIT/CAT Coordinator

Objectives:	To avoid transit employee assaults and escalation of passenger conflict through mental health awareness, assertive behavior training, and de-escalation.
Materials:	Hand-out material, post-training evaluation
Logistical requirements:	Internet connections, PowerPoint, Video

Purpose: CAT Crisis Awareness Training

In 2009, all Pennsylvania State Mental Health Hospitals closed their doors for good. The short-term mental health outpatient facilities and community group homes replaced the long-term care state mental health treatment facilities. As a direct result, the jails and prisons quickly became the new insane asylums. This created a problem for law enforcement, as people living with mental illness were falling through the cracks of the system designed to service this population. **CIT (Crisis Intervention Team)** 40-hour certification training is mandatory for all of current sworn Allegheny County Port Authority's law enforcement officers. Assessment, de-escalation, and diversion are key components in CIT Training.

CAT (Crisis Awareness Training) is designed to create mental health awareness, passenger relations, assertive training, and offer CIT de-escalation tools. The training is designed to assist transit employees in avoiding conflict through mental health awareness. The CAT curriculum includes 4 perspectives.

- 1). Mental health awareness; a unique personal perspective, strategic empathy, stigma, psychotropic medications, behaviors, and avoiding triggers
- 2). So what is CIT?
- 3). Assertiveness training (knowing your behaviors)
- 4). CIT de-escalation tools for transit employees; avoiding assault

Course Description:

This course is designed to introduce the public employee to Crisis Awareness. A 4-part training that includes: 1). Mental health (personal perspective), 2). So what is CIT? 3). Assertive training (knowing your behaviors), and 4). De-escalation. This course is meant to explain operator assault characteristics and the primary factors that contribute to operator assaults. Additionally, this course gives a uniquely personal perspective on mental health. Using methods of strategic empathy to resolve passenger conflict with people living with mental illness, preventing escalation of conflicts that could lead to the operator being assaulted.

This course will familiarize Port Authority employees with an introductory overview of the core principles of CIT. This course will describe the elements of the Crisis Intervention Training by introducing the core elements of (CIT) training.¹ CAT will clarify and describe the importance of the operators understanding the CIT trained officers function as they respond to calls involving people living with mental illness. This course will also touch on explaining (CIT) situational awareness of dealing with the mental health public.

This course will present the employees with the opportunity to learn and enhance the skill of assertive training through understanding and awareness of their behaviors and attitudes when encountering patrons living with mental illness.

The Employee will understand the principles of de-escalation, and how to apply these principles to avoid escalating conflict with people living with mental illness.

This course is highly participative. Course participants will be actively interacting with the facilitator. Employees will draw upon their own experiences, training, and contribute to the class discussions.

Section	Crisis Awareness Training
	<i>TRAINING SIGN IN</i>
I.	FAMILY PERSPECTIVE MENTAL HEALTH
II.	WHAT IS CIT?
III.	ASSERTIVE TRAINING
IV.	De-escalation
V.	EVALUATIONS/QUESTIONS

¹ (University of Memphis CIT Center, 2007) DuPont R, Cochran S, Pillsbury S

² (TCBRP Synthesis 93, 2011) Practices to Protect Bus Operators from Passenger Assault

Presenter Information:

Curtis Boyd is a unique and creative talent. He first began a successful career in the music business as a prolific producer and multi-instrumentalist musician. Curtis changed careers as his passion for public service guided him towards a career in law enforcement. Right from the start, as a Community Resource Officer, Curtis jumped in with his passion for community service by joining the FBI Adopt-A-School board. He participated in a comprehensive youth program that addressed multiple, interrelated issues, including mental health, drugs, crime, gangs, and violence in partnership with Federal, State, County, and local law enforcement agencies. Curtis became a tireless advocate for mental health training in law enforcement. It was in The FBI Adopt-A-School program where Curtis utilized community resources to bring mental health training to The Port Authority Police Department in 2007. Although not immediately successful, Curtis continued to campaign and engage The Port Authority Police Departments Leadership to implement CIT (Crisis Intervention Team) Training. In 2009, Curtis successfully participated and graduated **The CIT 40-hour Law Enforcement Certification Training**. Today, CIT training is mandatory for all current sworn Allegheny County Port Authority Police Department Officers and Supervisors.

Trained and certified through CIT International as a Certified CIT Coordinator, He garners support and personally works with CIT International leadership. He has valuable knowledge and insight of CIT. This educational experience encourages Curtis to continue to promote and advocate for the CIT gold standard mental health training programs. Curtis created and designed the **CAT (Crisis Awareness Training)** curriculum for Port Authority of Allegheny County transit employees. This essential training touches on mental health awareness, assertive training, and CIT de-escalation skills for transit operators, first line supervisors, and administrators. CAT training for transit employees is a very valuable tool. It is helpful for the CIT Certified Port Authority Police Officers who respond to incidents involving the mentally ill passengers who utilize public transportation. This unique program has been implemented system-wide in the newly formed Port Authority University training curriculum.

Curtis is currently Co-Coordinator of the City of Pittsburgh Crisis Intervention Team Est. 2007. He is directly involved in the managing of logistics and coordination of CIT training and activities. In addition, he is closely involved in developing, overseeing, working, planning, enhancing the CIT program in Allegheny County. Curtis, a veteran 25-year law enforcement officer, gives a very powerful and moving presentation of "The Family Perspective." He shares intimate details of the challenges he faced as the son of a mother, and two siblings living with severe Schizophrenia. Curtis is a very effective speaker who utilizes humor, strength, and sensitivity in his role in law enforcement and as an advocate for the mentally ill.

Presenter Contact Information:

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