



Northwest Illinois Criminal Justice Commission

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Mobile Team Unit #1 is funded in partnership with the Illinois Law Enforcement Training & Standards Board

CIT Concepts for 9-1-1 Dispatch Personnel

DATE: October 17, 2025

Registration Ends: October 1, 2025

TIME: 8:00 AM—4:00 PM 8 Hours

LOCATION: Ogle County Sheriff's Office, 202 S. 1st St., Oregon, IL

INSTRUCTOR: Pat Doyle and Team

Learning Goal:

Telecommunicators will be able to choose an appropriate course of action in dealing with individuals with mental illnesses.

Exposure to classroom strategies will enhance the Telecommunicator's ability to determine an appropriate response to the situation at hand. Applying the skills addressed in class will help begin to de-escalate a crisis, and enhance officer/ responder safety as well as public safety, in turn reducing the potential for civil and criminal liability.

There is no denying the high volume of such calls and the significant number of reoccurring encounters with people experiencing mental health issues. Telecommunicators need options.

Student Requirements.

The student must be a dispatcher, 911-call taker or law enforcement officer with a minimum of 1 year as an active CIT officer to attend the CIT Dispatch 8-Hour Course.

Student Performance Objectives.

1. Discuss housekeeping matters
2. CIT Programs
 - a. Define Crisis Intervention Teams (CIT) and examine historical background in Illinois
 - b. Memphis Model
3. Role of Dispatch in CIT in a CIT Program
4. Stigma, Stereotypes and Cultural Perspectives
5. Discuss what a call taker/dispatcher's experience has been when receiving mental health calls

REGISTRATION:

All registrations are received on the [MTU#1 website](http://www.mtu1.com). Find Registration instructions [here](#)

THIS IS NOT A PUBLIC MEETING

