



NAMI P.D. CONNECT

De-escalation Training for Police Officers Handling Mental Health Calls



NAMI P.D. Connect was created because of the overwhelming amount of families and police officers reaching out to NAMI DuPage in need...

During the years of the recession that began in 2008 police departments were becoming increasingly frustrated at the increase in call outs that were more based in social services than crime. Additionally police were finding that they lacked the information on community resources. Some police departments had officers that had been trained in C.I.T (Crisis Intervention Team), a 40-hour week training to de-escalate call outs with someone experiencing a mental health crisis. But many police departments did not, and were struggling to cope with someone calling emergency services multiple times a week. Many police officers were frustrated that after dealing with an individual, and taking the time to make sure they were taken the emergency room, they would often find them back on the streets 48 hours later, in no better shape than they were before.

For many families, they often felt that the police didn't understand the complexities of someone suffering a mental health crisis, and were instead at times escalating situations that if handled differently would potentially have more positive outcomes.

Because of all of this, police departments reached out to NAMI DuPage to provide some training. Out of that NAMI P.D. CONNECT was created. The full NAMI P.D. Connect is an 8-hour training program for law enforcement on recognizing and responding to individuals and/or criminal offenders experiencing mental health issues. Police officers also learn about local resources in their area such as NAMI DuPage Peer Counseling offered to offenders whose mental illness is a contributing factor to their commission of a crime with MICAP. Additionally, we recognized the importance of self-care for police offers and first responders and include this in the curriculum as well.

This program is beneficial for all police officers and first responders who have not had the opportunity to complete C.I.T as well as officers that have completed C.I.T and need a refresher/update on local resources and new ways to work with this population. We hope that you will take advantage of this program and join us in helping to connect individuals who have a mental illness and their family members to life changing resources.



Angela Adkins
Executive Director of NAMI DuPage

Presentation Overview

Our Education & Community Training Department is pleased to offer NAMI P.D. Connect. Through education we can reduce stigma, provide resources and inform the public that recovery is possible. NAMI P.D. Connect was created a little over a year ago, and since then has achieved tremendous success in educating police officers about more effective strategies for handling mental health calls. We know that these calls can be very frustrating and often times it may seem as if there are very little options as to what can be done. NAMI P.D. Connect aims to fill in some of those gaps and uncertainties, empowering officers to feel more certain and assured when responding to mental health calls. Out of the officers that have already participated in NAMI P.D. Connect, 95 percent of them have agreed that they have increased skills and tools to deal appropriately with a mental health crisis.

Our NAMI P.D. Connect Program offers a variety of presentation options for First Responders and Security Staff in DuPage County. Through 8-hour, 4-hour, or other length trainings- we provide an overview of what mental illness is and how to best interact with or approach someone who is exhibiting symptoms of a mental illness during a call.

"I will remember the speakers' personal stories and how I became emotionally attached to them. Understanding what they went through and the obstacles they had to overcome."

- NAMI P.D Connect Participant

"The most impactful part of the presentation was how honest and real their stories were, so impressive."

- NAMI P.D Connect Participant

NAMI P.D. Connect is lead by our main speaker Mike Hoffman. The full NAMI P.D. Connect training is 8 hours long and incorporates other guest speakers including: two individuals or family members sharing their stories, a MICAP Representative, and a State's Attorney representative to discuss the Mental Health Code. Though the presentation is largely lecture based, the training is also meant to be interactive, incorporating many example scenarios and other activities. Participants will receive a certificate for completing the training.

About the Main Presenter: Mike Hoffman

Our NAMI P.D. Connect main presenter Mike Hoffman is a recently retired social worker from the Naperville Police Department where he worked for 30 years. During his time working at the police department, Mike's main duties and daily tasks revolved around crisis intervention. He would handle hundreds of crisis calls and engage in ongoing follow up to a variety of casework including: Domestic Violence, Mental Health, family conflict, drug and alcohol, and youth and senior specific issues. Mike thoroughly enjoys sharing with participants how his 30 years of experience has given him great insight to

various strategies, options, and resources which can be implemented in all types of crisis situations. Mike believes whole-heartedly that “training and education to first responders is essential and helpful to reduce stress and create more options and enhanced response to very challenging situations.”

About our Speaker's Bureau

Our Speaker's Bureau is consistently well-reviewed. During a typical presentation, speakers tell their personal stories, progressing through their “dark days”, moving through their own periods of treatment, acceptance, and post-diagnosis achievements. Our speakers who present all have had some interaction with the police throughout their journey. They are then able to use those experiences, whether positive or negative, to explain to the officers a real life example of what was helpful or not helpful to them in the midst of their personal crisis. One of the most important things that our speakers are able to provide is the real face of a person with mental illness in recovery. We know that unfortunately first responders are seeing most people with mental illness at their absolute worse. Incorporating speakers with lived experience with mental illness who are doing well in their recovery- helps to remind participants what it looks like for someone to be in recovery. Because our speakers come from so many different walks of life, they further prove the fact that mental illness is not a choice, but recovery is.

NAMI.PD.CONNECT Training Outline

1. Introduction
 - A. Welcome And Overview
2. Why Learn About Mental Illness?
 - A. Stigma
 - B. Statistics
 - C. Definition
3. Signs And Symptoms Of Mental Illness
 - A. Physical
 - B. Emotional
 - C. Thoughts
 - D. Behavioral
 - E. Suicidal Thoughts
4. BREAK (15 Min)
5. Common Mental Illnesses
 - A. Find Your Match
 - B. Anxiety Disorders
 - C. Bipolar
 - D. Major Depression
 - E. PTSD
 - F. Psychosis
 - G. Personality Disorder
 - H. Substance Use Disorder
6. What Factors Influence Getting Help?
 - A. Co-Occurrence
 - B. Treatment
 - C. Medications
 - D. Risk Factors and Triggers
 - a. Protective Factors
7. NAMI DuPage Speaker's Bureau: Personal Stories
8. LUNCH BREAK
9. Mental Illness Court Alternative Program (MICAP) Representative
10. Mental Health Code: State's Attorney Representative
11. Introduction to De-escalation
 - a. Frequent calls
 - b. De-escalation Strategies
12. BREAK
13. P.D. CONNECT
 - A. Clear Instructions
 - B. Open Listening
 - C. Non-Confrontational Space Awareness

- D. Negotiable/Non-Judgmental Responses
 - E. Encouraging Resources
 - F. Communicating Empathetically
 - G. Trust Building Conversations
14. Resources & Closing

Scheduling Your Presentation

To schedule your presentation, please submit a presentation request at least 60 days prior to your desired training date(s). You can submit a training request by visiting our website at www.namidupage.org. Or if you have questions about the training or scheduling a presentation you can contact Sara Hynes, the Education and Community Training Director at (630) 752 – 0066 or s.hynes@namidupage.org.

Pricing for the training is as follows:

Note: Each 4 hour or 8 hour training includes a resource tear off pad for each of the participants.

Pricing for PD CONNECT		
Presentation Type	Number of Speakers	Charge
1 hour or less	Main Presenter	\$50
4 Hour	Main Presenter + 1 Speaker	\$300
8 Hour (Full NAMI PD Connect)	Main Presenter + 2 Speakers	\$500

*For requests of presentations of any unlisted length- please call the office for a pricing.

*All presentation pricing estimations are based on a group 25 participants or less. A training for a group larger than 25 people will include a fee of \$10 per additional person over 25.