



Operating Procedure

Effective Date June 1, 2017	Number 420.4
Amended	Operating Level Department
Supersedes First Issue	
Authority COV §53.1-10	
Subject CORRECTIONS CRISIS INTERVENTION TEAM	
ACA/PREA Standards None	
Office of Primary Responsibility Chief of Corrections Operations	
Incarcerated Offender Access Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Attachments Yes <input checked="" type="checkbox"/> #1 No <input type="checkbox"/>

I. PURPOSE

This operating procedure defines the structure and utilization of the Corrections Crisis Intervention Team to reduce use of force incidents by training staff to de-escalate situations involving Department of Corrections offenders in crisis utilizing specialized intervention techniques.

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Corrections Crisis Intervention Team (CCIT) Officer - A Corrections Officer who has received specialized training in recognizing symptoms of mental illness, identifying persons who are in crisis, and communication skills to assist in de-escalating potentially dangerous situations

Crisis - A person is in crisis when they are unable to cope with internal or external stimuli creating an inability to function at a reasonable level, thus creating a risk of harm to themselves or others.

Mentally Disordered Offender - An individual under the supervision of the Department of Corrections who has been diagnosed by a Qualified Mental Health Professional as having a serious mental illness per the current DSM resulting in a significant thought and/or mood disorder, which significantly impairs the individual's judgment, perception of reality, and ability to cope with the daily demands of living.

IV. PROCEDURE

A. Corrections Crisis Intervention Team

1. The Virginia Department of Corrections in conjunction with the National Institute of Corrections (NIC) has developed a Corrections Crisis Intervention Team (CCIT) program based on current research and best practices for the purpose of increasing safety and reducing use of force incidents involving offenders in crisis.
2. This voluntary, specialized training provides staff with the tools to intervene in a crisis involving offenders.
3. CCIT is based on a partnership between corrections, mental health providers, and mental health advocates, both during and after the 40-hour training. This partnership creates a foundation for addressing underlying issues and practices that lead to a deeper criminal justice involvement, including high rates of segregation and release violations for offenders who live with mental illness.
4. CCIT is governed by a Steering Committee comprised of a multi-disciplinary team consisting of:
 - a. Organizational Development Manager
 - b. Training Director
 - c. Chief of Mental Health

- d. Chief of Research, Policy, and Planning
 - e. Director of Victims Services
 - f. Training and Development Coordinator Senior
 - g. Chief Probation and Parole Officer
 - h. Facility CCIT Committee Member
 - i. Administrative Procedures Specialist
 - j. Community Mental Health Advocate
5. The CCIT Steering Committee meets on a biannual basis to review recommendations from the facility CCIT Committees, develop a research plan, review research, ensure consistent implementation across the agency, serve as a liaison with community partners, establish training, procedures, and to monitor CCIT implementation.
 6. The CCIT Steering Committee may form subgroups, such as the Training and Evaluation Committees as necessary to achieve the goals of the group.
 7. The CCIT Training Committee:
 - a. Oversees and supports the development and implementation of CCIT trainings throughout the DOC by developing and implementation of a standardized training curriculum, selection of speakers, establishment of an annual training schedule, and development of online training resources.
 - b. May serve as a resource for the facility CCIT committees
 - c. CCIT Training Committee membership is defined by the CCIT Steering Committee
 8. Each facility utilizing CCIT must establish a committee to guide and implement CCIT within the facility. The committee may develop a meeting schedule based on facility needs and CCIT use.
 - a. The Facility CCIT Committee membership includes, at a minimum:
 - i. Warden or designee
 - ii. Psychologist Senior
 - iii. CCIT Liaison
 - iv. Community based mental health advocate
 - b. The committee meets to handle the review of applications, selection of participants, as well as to discuss the removal of participants, coordinate facility CCIT implementation; review incidents involving CCIT, plan and implement refresher trainings; review CCIT coaching applications and coaching development.
 - c. The committee is to provide feedback and quarterly reports to the CCIT steering committee, ensure data collection and reporting, provide program support/problem solving, and ensure adherence to CCIT principles.
 9. Mental Health Advocates
 - a. Each committee includes at least one community-based mental health advocate member. This member provides input from the perspective of people who live with mental illnesses and/or their family members.
 - b. The advocate's role is, at a minimum, to:
 - i. Attend and provide input at committee meetings
 - ii. Review and provide feedback on any recommended changes to the CCIT training curriculum
 - iii. Assist in presentations about the CCIT initiative to various audiences as appropriate
 - iv. Participate in Warden's quarterly community stakeholder meetings
 - v. Identify and suggest community-based resources to support the DOC's CCIT initiative, such as potential site visit locations and training speakers
 - vi. As necessary, identify individuals to speak on the advocacy panel for CCIT training classes
 - vii. As necessary, facilitate the advocacy panel and site visits for CCIT training classes

B. Corrections Crisis Intervention Team Application and Selection Process

1. In order to qualify for the CCIT program, staff must:
 - a. Have completed their probationary period
 - b. Have the ability to participate in continuing education as needed
 - c. Have no formal discipline, written reprimand or above, within the past year and have no formal discipline pending.
 - d. Have no attendance issues
2. Any person desiring to become a CCIT member should complete a [Corrections Crisis Intervention Team Application](#) 420_F28 and submit it to their Shift Commander.
3. Upon review by the Shift Commander, the application will then be forwarded to the Chief of Security and CCIT Coordinator for interview.
4. Training
 - a. All CCIT participants receive training in the Department's CCIT program curriculum based on the Virginia model.
 - b. To be CCIT certified, staff must successfully complete the Department's 40 hour CCIT training program.
 - c. The DOC curriculum shall include the following topics:
 - i. Mental health disorders and treatment
 - ii. Treatment systems
 - iii. Verbal de-escalation and effective communication
 - iv. Cultural competence
 - v. Policies, procedures, and legal issues
 - vi. Self-care
 - vii. Hearing Voices (Understanding Schizophrenia)
 - viii. Dealing with Veterans in Crisis
 - ix. The Four Coaching Plays/Basic Corrections Crisis Intervention Team Skills
 - d. Role playing scenarios which are developed specifically to replicate DOC correctional situations and settings
 - e. Site visits of community based mental health organizations and correctional facility mental health units. Participants learn about the support systems available to offenders with mental illness in the community and correctional facility programming.
5. Corrections Crisis Intervention Team Response – As a situation is developing, CCIT trained staff may utilize CCIT tools without requiring authorization from the Shift Commander.
 - a. As a situation continues, the CCIT staff must evaluate the circumstances and available information and determine what further response (if any) is necessary, including notifying the Shift Commander of the incident.
 - b. If the situation has been de-escalated utilizing CCIT techniques, a report must be completed.
6. Corrections Crisis Intervention Team Activation
 - a. If a CCIT trained staff member is not immediately available and non-CCIT staff determines that CCIT tools may be beneficial in an escalating situation, staff must contact the Shift Commander and request that trained staff be activated.
 - b. The Shift Commander is to review the duty roster and direct the nearest CCIT trained officer to the location of the incident ensuring that there is coverage on the vacated post.
 - c. The CCIT trained officer is responsible for reporting to the location of the incident and utilizing CCIT tools in an effort to de-escalate the situation. If unable to de-escalate the situation, the CCIT trained officer is to notify the Shift Commander that the next level of response is necessary.
7. Reporting

- a. When CCIT trained staff are activated and utilize their training to intervene in an incident, an Internal Incident Report must be completed in VACORIS prior to the end of their shift. See *Attachment 1* for guidance.
 - b. Information to be contained in the report must include:
 - i. Type of Incident – select PILOT Corrections Crisis Intervention Team Involved
 - ii. Description of Situation
 - iii. Action taken during situation
 - iv. Location of incident
 - v. Special offender characteristics
 - vi. Time spent intervening
 - vii. Any referrals offered/requested
 - c. Each quarter the facility CCIT committee must generate a report detailing the use of CCIT at the facility during the previous quarter. The report must include:
 - i. Objective statistical data as determined by the CCIT steering committee
 - ii. Summary of significant accomplishments
 - iii. Primary concerns
 - iv. Goals for CCIT
 - d. The quarterly report must be forwarded to the CCIT Steering Committee.
8. Suspension/Removal/Re-Application
- a. If a CCIT member receives formal discipline under Operating Procedure 135.1, *Standards of Conduct*, they are automatically removed from the CCIT program for a minimum of one year. Information regarding the removal is kept in the employee's supervisory file, not the Human Resources file.
 - b. Any CCIT staff person may be temporarily suspended from voluntary participation pending review into conduct or circumstances that may affect their continued participation with the CCIT program.
 - c. The facility CCIT committee conducts the review and makes case-by-case decisions on suspensions and suspension lengths.
 - d. The former CCIT member may request reinstatement following the one-year removal. The decision to allow return is made on a case-by-case basis by the Unit Head based on recommendation from the facility CCIT committee.
 - e. The Facility Unit Head may utilize the former CCIT member's performance evaluations as part of their review for recertification.

V. REFERENCES

Virginia Crisis Intervention Team Coalition <http://vacitcoalition.org/>

VI. FORM CITATIONS

[*Corrections Crisis Intervention Team Application*](#) 420_F28

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years from the effective date.

Signature Copy on File

4/24/17

A. David Robinson, Chief of Corrections Operations

Date