



Southern Illinois Criminal Justice Training Program

Mobile Team Unit 15

Training Announcement

Name of Training			Class ID#	Course ID#
ILETSB - CIT - Dispatch			200530	72601
Date(s) of Training	Time	Hours	Location	
March 13, 2026	8:30 – 4:30	8	MTU 15 Headquarters 1740 Innovation Dr. Room 241 Carbondale, IL	

Course Description

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.

Course Objectives

Examine the behaviors associated with mental health disorders:

- Anxiety Disorder • Panic Disorder • Obsessive Compulsive Disorder (OCD) • Depression
- Bipolar Disorder • Schizophrenia • Post- Traumatic Stress Disorder (PTSD) • Self-Injury
- Define 'Crisis' as it pertains to 911 and its impact on communication • Discuss active listening • Identify specific communication techniques with review of relevant 9-1-1 calls • Examine physiological effects of sedentary work, vicarious trauma, and self-care techniques • Discuss the needs of an individual & family members diagnosed with a mental health disorder through live and recorded presentations • Relate to someone with schizophrenia "hearing voices" using MP3 audio simulation • Identify the needs of an individual diagnosed with a mental health disorder through live and recorded presentations • Discuss medication side effects and reasons why people stop taking their medication • Discuss the role of a CIT officer • Explain available local, state and national resources

Instructors

Alexandra Kitty Nelson is a 28-year law enforcement veteran who recently retired as a patrol sergeant. She established her agency's wellness team and has served as a scenario evaluator for ILETSB's 40-hour CIT course for 10 years. Alexandra co-created *CIT Concepts for 9-1-1* and is now the primary instructor for the course. She earned her master's in psychology in 2023. In 2024, Alexandra co-created and taught a CIT train-the-trainer course to the National Police in Kyiv, Ukraine. Alexandra's passions are enhancing first responder communication skills and advocating for authentic wellness concepts within the emergency responder community.

Ariana Kitty is a 23-year dispatch veteran. She started her career in the northwest suburbs of Chicago working her way up to Operations Manager of a large, consolidated dispatch center. Recently, Ariana transferred her considerable skills to Kentucky where she now works as E911 Manager of the Paducah Communications Services Division. She is passionate about improving communication between her telecommunicators, the public they serve, and the first responders they assist. Since 2017, Ariana has brought educational opportunities, stress management, and crisis intervention skills to dispatch personnel throughout Illinois.

Brandon Ramsey is a mental-health advocate and Certified Recovery Support Specialist (CRSS) trainee who partners with ILETSB to train dispatchers and officers in trauma-informed communication. As a person with lived experience, he shares his story to show how self-stigma, identity, and emergency services response can and do profoundly shape the outcome of a mental-health crisis.

Brandon brings an approachable, humanist perspective to his audiences and uses his platform to advocate for more compassionate and collaborative responses to crisis.

Meets the Following Training Mandates

None

This class is partially funded and certified by the Illinois Law Enforcement Training and Standards Board