

NORTHERN ILLINOIS TRAINING ADVISORY BOARD

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CIT Concepts for 911 Dispatch Personnel

Date: October 17, 2025 **Registration Deadline: September 17, 2025**

Times: 0800-1600 hours

Location: Ogle County Sheriff's Office
202 S. 1st Street
Oregon, IL

Instructor: Pat Doyle/Ariana Kitty/Alexandra Kitty Nelson

Member Fee: \$0 Non-Member & Member Non-Sworn Fee: \$150

Learning Goal:

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

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 call

Pat Doyle Instructor Bio

Pat Doyle is the Founder of Vision for Change. She has extensive experience in public speaking, training, and creating innovative programs. During her tenure as Education Director at the National Alliance on Mental Illness (NAMI) of DuPage County (a national award-winning chapter) she created education programs that resulted in local, state, and national recognition. Pat has extensive knowledge as a certified Illinois Law Enforcement Training and Standards Board CIT instructor for the last ten years. Pat recognized dispatchers could play a critical role in the CIT program, but many were not aware of it. Pat and her team created "CIT Concepts for 9-1-1" to ensure their awareness and to enhance their skills to begin to de-escalate a mental health crisis call.

ARIANA KITTY Instructor Bio

Ariana Kitty is a 17-year dispatch veteran with the last four years' experience in Operations Supervision at Northwest Central Dispatch System in Arlington Heights. Upon promotion, she brought with her a passion for improving communication between her Telecommunicators, the public they serve, and the first responders they assist. Ariana has worked tirelessly to bring educational opportunities and crisis intervention skills to dispatch personnel through a partnership with a local mental health provider. In addition to understanding the needs of our public, Ariana strives to encourage dispatchers to address the effects of stress in their lives.

ALEXANDRA KITTY NELSON Instructor Bio

Alexandra Kitty Nelson is a 22-year law enforcement veteran currently serving as a dayshift patrol sergeant in the northwest suburbs of Chicago. She has been a scenario evaluator for ILETSB's CIT program for 5 years and is the CIT Coordinator for her agency.

There are no mandates assigned to this course .