HOW CIT HAS BENEFITED THE UNITED STATES MARSHALS SERVICE

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JUST SEND THEM TO...[INSERT AGENCY NAME]

- The USMS has no policy on how to deal with the “crazy” people that come into our offices
- The USMS offers no training on mental health...period!!!
- The “way it was always done” was to send them to another agency – PPD, FBI or whatever other agency we could think of that they haven’t already been too..FDA OIG
- Our staff didn’t really listen to them....just quickly shooed them away so they wouldn’t have to deal with the “crazy” person
CIT...WHAT IS THAT???

- Crisis Intervention Team training....What?
- We don’t really deal with intervention of crises...do we?
- What does this CIT have to do with “my job”?
- How would this CIT training help us dealing with “crazy people”?
Thank you, thank you, thank you!!!
CRISIS INTERVENTION TEAM TRAINING – EAST VALLEY CIT

• CIT Training - eye opening on a professional and personal level
• Answered every question we had 2 slides ago
• Opened doors we did not know existed – resources, contacts and training
• Changed how we work threat cases – start with mental health work-up prior to any contact (in the past, we just went to interview after doing warrant checks)
• Changed how we approach subjects with known mental health concerns
TIME TO PUT THE TRAINING TO WORK – CASE STUDY OF RICHARD P.

- Threatened to kill his cousin – federal prosecutor
- The USMS opened a threat case
- Never met face to face with Richard – set up meeting but he did not show up – extreme paranoid behavior toward local PD
- Found out a family member is in the mental health community – used them as a resource to connect with Richard
- I spoke to Richard on the phone as a “mediator” (Richard did not know I was working a threat case on him)
CASE STUDY OF RICHARD P.

- Due to violent thoughts and plans – decided not to meet with Richard
- Exhibited bizarre, irrational, aggressive behavior
- At this point, still have not met with Richard
- Found out a family member is in the mental health community – used them as a resource
- I acted as the “mediator” to gauge if Richard was a serious threat to his cousin the federal prosecutor
CASE STUDY OF RICHARD P.

• Richard quickly trusted me because I listened (using those active listening skills I learned in CIT)
• Calls from Richard would last from 1-2 hrs
• All I did was listen to him!!!
• Most of the phone time was Richard talking and talking – I heard the same stories many times
• As the calls continued, I noticed a bigger issue
CASE STUDY OF RICHARD P.

- Richard’s calls were a roller coaster of anger, emotion, paranoia and conspiracy theories.
- I began to notice the control he had over his girlfriend (from listening).
- Girlfriend sounded robotic in the background of the calls – answering Richard’s questions yes and no.
- Began to push Richard for voluntary “stress help.”
- Richard agreed to seek help – but his girlfriend had to go too.
CASE STUDY OF RICHARD P.

- Used the family member to get Richard into treatment
- Richard refused treatment – Girlfriend taken into protective custody
- 1 mile restraining order placed on Richard – cannot even have contact with their dogs
- Richard became more desperate than ever – I believe because of the fear of criminal charges
- Continued to speak with Richard – but the calls dramatically dropped
CASE STUDY OF JUSTIN

• Made threat via social media – “If Kavanaugh is pushed into office against the will of the American people I will slit his throat in the name of the American people”
• First step, attempt to confirm mental health history!!!
CASE STUDY OF JUSTIN

• Based on his social media comments, we believed Justin was in a mental health crisis
• Learned the Secret Service had recently interviewed Justin for a threat made to the President of the United States
• Time to go interview Justin
• As soon as Justin came outside to talk, our belief was quickly confirmed
• Justin’s clothes were in disarray and the inside of his home was a disaster, not to mention the stench coming from the doorway
CASE STUDY OF JUSTIN

• After about 10 minutes of Justin rambling, there was no doubt his mind was racing out of control
• We asked Justin if he had any medical problems and he said he suffers from Bipolar and Manic Depression
• As soon as Justin told us this, we told him we are CIT trained and can get him some help
• Justin sat down on the porch and gave a big exhale in relief – and then Justin thanked us for taking the time to learn a little of what people with mental health deal with
CASE STUDY OF JUSTIN

• Justin got very emotional and told us that he has no friends and relies on internet comments to his posts as his interaction with others
• Justin explained that when he doesn’t get a lot of responses to his posts, he makes his posts more vulgar to get more responses
• Once again, our CIT training proved invaluable
• We were able to get in contact with Justin’s case worker and get a mobile team to come assist us – turned out Justin had run out of his medication that day
WHERE ARE WE TODAY?

- Since March of 2017, the United States Marshals in Arizona have 9 CIT trained personnel – 8 operational and 1 administrative
- Recommending CIT to our federal partners, Postal Service and FBI
- 1 in Flagstaff – 1 in Tucson – 1 in Yuma – 6 in Phoenix
- We are working with local mental health professionals and facilities around the state to get more training for our non CIT trained personnel
- We still have lots of work to do and continue to push hard on our agency senior leaders to see the critical need for CIT throughout our agency
QUESTIONS???????
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