

# Testimonials

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*It's frightening to call the police on a family member, but knowing that a CIT officer will respond is reassuring. They're trained to understand what a mental health crisis may look like and how to handle it in a calming, supportive manner and they know the community resources that are available to help.*

- Family Member

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*A few years ago, my son was in a bad place. He had locked himself in a room, and the police were contemplating breaking in. Then, a third officer appeared on the scene and he was able to talk my son out of the room. At that time, we were not aware of the title CIT, but the other officers made us aware that this officer was specially trained to help individuals with mental health issues. This officer went to the hospital with my son and communicated with us regarding his status. The CIT Officer was very helpful in a time of maximum stress.*

- Pam



## Contact Us

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## Cleveland Division of Police Crisis Intervention Team (CIT) Program

A specialized law enforcement response for individuals experiencing a mental health crisis.



Information for  
Residents and  
Community  
Agencies





## CIT Mission & Purpose

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The Crisis Intervention Team (CIT) Model is a solution-focused, community oriented response to helping people with mental illness.

The CIT program brings together stakeholders from law enforcement, behavioral health and advocacy sectors, along with people who live with a mental illness, to develop solutions for safely re-directing people in crisis away from the judicial system and into the health care system whenever appropriate.

The CIT program aims to always have at least one CIT Officer available and ready to provide a respectful, effective crisis intervention.

## WHO is a CIT Officer

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- A CIT Officer is a designated patrol officer trained and skilled at de-escalating crises for people with mental health issues.
- How can you tell if someone is a CIT Officer? They will be wearing a CIT pin on their uniform like the one pictured to the left.

## Non-Police Response to Someone in Crisis

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If you or someone you know is experiencing a mental health crisis, you can call **Cuyahoga County's 24-Hour Suicide Prevention, Mental Health/Addiction Crisis, Information, and Diversion Center Referral Hotline:**

**216-623-6888**

If someone appears to be a serious danger to self or others, you can call 911 and request a CIT Officer.

## HOW to Request CIT Officer

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In the City of Cleveland, you can request a CIT Officer by calling 911 in an emergency or by calling 216-621-1234 for a non-emergency. When you call, provide as many details as possible to assist officers in addressing the crisis.

- Identify if you or the person you are calling about is a danger to self or others. Does the individual have access to any weapons?
- Give a detailed description of the individual and the nature of the crisis.
- Is the person taking any medications for a mental illness? Did they recently stop taking them?
- Any history of interactions with police?

