



# MOBILE TEAM TRAINING UNIT IV

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A Statewide System of Inservice Training Program  
Illinois Law Enforcement Training and Standards Board



## PRESENTS

# CIT CONCEPTS FOR 911 DISPATCH PERSONNEL

### Learning Goal:

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. Telecommunicators need options.

### Illinois CIT Instructor Bios

**Ariana Kitty** is a 19-year dispatch veteran with the last four years' experience in Operations Supervision at North west 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** is a 24-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 6 years. She is the CIT Coordinator for her agency and is qualified as an expert witness in CIT concepts and practices. Alexandra is excited and honored to bring the lessons she has learned over her years of practice to you.

**DATE: May 28, 2026**

**TIME: 8:00 AM-5:00 PM**

**\*\*NEW LOCATION\*\***

**Location:** MTTU IV @ Black Hawk College 6600 34th Avenue, Building 2, Room 126 Moline, IL

Cost: MTTU IV MEMBERS: \$ 0.00 - NON MTTU IV MEMBERS: \$ 0.00

**MTTU IV Members are given priority registration status.**

Per Board approval, this Class Meets the following Mandatory Training Key Guidelines.

No mandates.