



Virginia Department of Corrections

Facility Security and Control

Operating Procedure 420.4

Corrections Crisis Intervention Team

Authority:

Directive 420, *Inmate Control & Use of Force*

Effective Date: March 1, 2026

Amended:

Supersedes:

Operating Procedure 420.4, November 1, 2022

Access: Restricted Public Inmate

ACA/PREA Standards:

None

Content Owner:	Rose Durbin Assistant Corrections Operations Administrator	<i>Signature Copy on File</i>	1/13/26
		Signature	Date
Reviewer:	Rodney Younce Security Operations and Emergency Preparedness Administrator	<i>Signature Copy on File</i>	1/17/26
		Signature	Date
Signatory:	Leslie J. Fleming Deputy Director for Institutions	<i>Signature Copy on File</i>	1/20/26
		Signature	Date
Signatory:	Jermiah Fitz Deputy Director for Community Corrections	<i>Signature Copy on File</i>	1/20/26
		Signature	Date

REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, Prison Rape Elimination Act (PREA) standards, and DOC directives and operating procedures.

Table of Contents

DEFINITIONS	3
PURPOSE	4
PROCEDURE	4
I. Corrections Crisis Intervention Team (CCIT) Steering Committee	4
II. CCIT Instructor	5
III. Employee Participation and CCIT Member Training	5
IV. CCIT Employee Response	6
V. CCIT and Planned Use of Force Incidents	7
REFERENCES.....	7
ATTACHMENTS	7
FORM CITATIONS	7



DEFINITIONS

Academy (ASD) - Any DCJS certified training school operated by the DOC; includes the Academy for Staff Development - Central Campus (ASD-C), Academy for Staff Development - Western Campus (ASD-W), Academy for Staff Development - Eastern Campus (ASD-E), and satellite academies (including institutional training schools).

Community Corrections Alternative Program (CCAP) - A system of residential facilities operated by the Department of Corrections to provide evidence-based programming as a diversionary alternative to incarceration in accordance with COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion.*

Cool-down Space - A safe and secure room in general population for inmates to reflect on their behavior choices, manage their emotions, reduce stress, and practice self-directed behavior.

Corrections Crisis Intervention Team (CCIT) - Corrections employees, mental health providers, and mental health advocates who are learning and working together through specialized training on more effective methods to deal with someone experiencing a mental health crisis.

Corrections Crisis Intervention Team (CCIT) Coordinator - Training and Development Coordinators from the Academy assigned to coordinate and train CCIT for the DOC.

Corrections Crisis Intervention Team (CCIT) Liaison - A CCIT certified employee designated to act as the facility conduit between management, training, and CCIT Corrections Officers.

Corrections Crisis Intervention Team (CCIT) Member - A DOC employee who has received specialized training in recognizing symptoms of mental illness, identifying persons who are in crisis, and using communication skills to assist in de-escalating potentially dangerous situations.

Crisis - An individual is in crisis when they are unable to cope with internal or external stimuli creating an inability to function at a reasonable level, thus creating a risk of harm to themselves or others.

Crisis Intervention Team (CIT) - Community-based programs designed to improve responses to individuals experiencing mental health crises by fostering collaboration between law enforcement, mental health professionals, and community resources.

Curriculum (ASD) - Individual subjects comprising a course of study approved by the Training Director.

Facility Property - All property associated with a major institution, correctional field unit, work center, Community Corrections Alternative Program, etc.

Inmate - A person who is incarcerated in a Virginia Department of Corrections facility or who is Virginia Department of Corrections responsible to serve a state sentence.

Institutional Training Officer (ITO) - The designated facility employee who is responsible for the overall management and coordination of training at a satellite academy.

Probationer/Parolee - A person who is on community supervision as the result of the commission of a criminal offense and released to the community under the jurisdiction of Courts, paroling authorities, the Virginia Department of Corrections, or other release authority; this includes post release supervision and Community Corrections Alternative Programs.

Research Plan - A plan to determine the type of research to study to improve or change CCIT curriculum, delivery of training, or use of CCIT in the facilities.

Satellite Academy - A training facility (normally at or in the vicinity of a major institution and referred to as an institutional training school), which operates under the authority of the Academy for Staff Development.



PURPOSE

This operating procedure establishes the Corrections Crisis Intervention Team (CCIT) to reduce use of force incidents by training employees to de-escalate situations involving Department of Corrections (DOC) inmates and CCAP probationers/parolees in crisis by utilizing specialized intervention techniques.

PROCEDURE

- I. Corrections Crisis Intervention Team (CCIT) Steering Committee
 - A. A Steering Committee comprised of employees from a variety of disciplines within the DOC governs the CCIT. Members include:
 1. Chief of Mental Health and Wellness Services or designee;
 2. Training Director or designee;
 3. Mental Health Initiatives Administrator or designee; and
 4. Two CCIT Coordinators or designees.
 - B. The CCIT Steering Committee:
 1. meets on a biannual basis to:
 - a. review facility CCIT Committee recommendations;
 - b. develop a Research Plan;
 - c. review research;
 - d. ensure consistent implementation of CCITs across the agency;
 - e. serve as a liaison with community partners; and
 - f. monitor CCIT implementation;
 2. may establish subcommittees, as necessary, such as a training and evaluation committee to achieve CCIT goals;
 3. supervises and supports the development and implementation of CCIT trainings throughout the DOC;
 4. develops and implements a standardized training curriculum;
 5. selects speakers;
 6. establishes an annual training schedule;
 7. develops online training resources; and
 8. serves as a resource for the facility CCIT committees.
 - C. CCIT facilities will establish a committee to guide and implement CCIT operations within the facility.
 1. The committee will meet quarterly or more frequently, if needed.
 2. The facility CCIT committee includes:
 - a. the Facility Unit Head or designee;
 - b. the Chief of Security or designee;
 - c. the Institutional Training Officer;
 - d. a facility Mental Health Clinician Senior or designee;
 - e. the CCIT Liaison;
 - f. a community-based mental health advocate to provide input from the perspective of individuals who live with mental illnesses and their family members; and
 - g. any other employees designated to participate.
 3. The facility committee will:



- a. manage the selection of CCIT participants;
 - b. mentor CCIT members; and
 - c. review incidents where the facility CCIT was used both successfully and unsuccessfully.
4. The facility committee:
- a. provides feedback and quarterly reports to the CCIT Steering Committee;
 - b. reviews data reports and monitors for accuracy;
 - c. provides program support and problem solving; and
 - d. ensures adherence to CCIT principles.

II. Corrections Crisis Intervention Team (CCIT) Instructor Requirements

- A. Employees must complete a *CCIT Instructor Questionnaire* and answer all questions fully to be considered for CCIT instructor certification.
1. Non-completion of the *CCIT Instructor Questionnaire* or providing insufficient answers will result in a denial of the employee's request.
 2. Once the questionnaire is complete the prospective employee may enroll in the next available class.
- B. To become a CCIT instructor, an employee must:
1. have 5 years of service, or 6 months of experience in utilizing CCIT skills to serve as a CCIT Instructor;
 2. successfully complete the *ASD CCIT Train the Trainer Course*;
 3. assist in conducting CCIT training for 32 hours a year, from April 1 through March 31, unless:
 - a. determined otherwise by the employee's certification date; or
 - b. provided a grace period based on when the training is concluded; and
 4. have supervisor's approval to attend training and assist with Crisis Intervention Team (CIT) training for 32 hours each year.
- C. Employees who successfully completed CIT instructor's course elsewhere must submit a copy of the certificate or certification documents to the registrar's office @ Registrar@vadoc.virginia.gov with a completed *Training Credit Approval 350_F1* in accordance with Operating Procedure 350.1, *Training Administration*.
- D. CCIT instructors who fail to complete the required 32 hours of training in a year must attend a refresher training or recertify in *CCIT Train the Trainer*. The training required is based on the number of missed training hours.
1. Instructors who assist with CCIT training for 8 hours or less require full recertification.
 2. Instructors who assist with CCIT training for more than 8 hours require refresher training.
- E. CCIT Coordinators must approve in writing for a CCIT instructor to make-up missed training.
- F. A CCIT Coordinator may remove a CCIT instructor or CCIT member:
1. if the coordinator determines the CCIT member's or candidate's continued participation may be detrimental to, or may not be in the best interest of, the CCIT instructor, other CCIT instructors, or the DOC; and
 2. for failure to complete the required training as outlined in this operating procedure.

III. Employee Participation and CCIT Member Training

- A. Any employee who wants to become a CCIT member must notify their supervisor.
- B. The Facility Unit Head may temporarily suspend or remove a CCIT member:



1. who is pending a review into their conduct; or
2. for any circumstances that may affect the members' continued voluntary participation.

C. Training Requirements

1. Employees must successfully complete the mandated 40-hour training program to become CCIT certified. CCIT Training:
 - a. assists participants in learning to recognize and respond to inmates in crisis;
 - b. helps employees to recognize some apparent signs and symptoms of crisis;
 - c. equips employees with de-escalation tools and techniques to diffuse situations in a professional, competent, and empathetic manner; and
 - d. helps to prevent injuries and other tragedies.
2. CCIT Training:
 - a. will only be conducted under ASD purview;
 - b. must be conducted by a CCIT Instructor;
 - c. may only take place at the ASD, a satellite academy location, or a designated alternate site; and
 - d. may not take place on facility property.
3. CCIT instructors must conduct training under the guidance of CCIT Coordinators.
4. The DOC training curriculum includes information on:
 - a. mental health disorders and treatment;
 - b. treatment systems;
 - c. verbal de-escalation and effective communication;
 - d. cultural competence;
 - e. policies, procedures, and legal issues;
 - f. self-care;
 - g. hearing voices and understanding Schizophrenia;
 - h. dealing with veterans in crisis;
 - i. the four Coaching Plays, Basic Corrections Crisis Intervention Team Skills;
 - j. role plays; and
 - k. mental health services and success stories in the community.

IV. CCIT Employee Response

- A. If a CCIT trained employee is immediately available, the CCIT trained employee may utilize CCIT de-escalation tools to diffuse the situation, as the situation is developing, without authorization from the Shift Commander.
- B. If a CCIT trained employee is not immediately available, and a non-CCIT employee determines that the CCIT de-escalation tools may be beneficial to diffuse an escalating situation, the employee must contact the Shift Commander and request activation of a trained CCIT employee.
- C. As the situation continues, CCIT trained employees must evaluate the circumstances and available information to determine what response to include use of the institution's cool-down space, if any, is necessary.
- D. CCIT trained employees must notify the Shift Commander of the incident in accordance with Operating Procedure 038.1, *Reporting Serious and Unusual Incidents*.



V. CCIT and Planned Use of Force Incidents

- A. CCIT trained employees must complete and submit an *Internal Incident Report* in VACORIS prior to the end of their shift when the employee utilizes their training to intervene:
 - 1. in a planned use of force incident;
 - 2. during an active incident; or
 - 3. to prevent a crisis or incident.
- B. Guidance on completing and submitting an appropriate Internal Incident Report is provided on Attachment 1, *Corrections Crisis Intervention Team (CCIT) Internal Incident Report Instructions*.
- C. *Internal Incident Reports* must include the following information:
 - 1. type of incident, select “Corrections Crisis Intervention Team Involved”;
 - 2. description of incident;
 - 3. actions taken during the incident;
 - 4. location of the incident;
 - 5. special inmate and CCAP probationer/parolee characteristics;
 - 6. the time spent intervening; and
 - 7. any referrals offered or requested.

REFERENCES

COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*
Operating Procedure 038.1, *Reporting Serious and Unusual Incidents*
Operating Procedure 350.1, *Training Administration*

ATTACHMENTS

Attachment 1, *Corrections Crisis Intervention Team Internal Incident Instructions*

FORM CITATIONS

Training Credit Approval 350_F1

