



in partnership with



Institute for
LAW ENFORCEMENT
ADMINISTRATION

PUBLIC SAFETY TRAINING · TEXAS

TRAINING FOR THE TELECOMMUNICATOR

RESPOND.

RECOGNIZE | EVALUATE | SUPPORT | PRIORITIZE | OBSERVE | NAVIGATE | DE-ESCALATE

Designed to meet the legislative mandate established by TCOLE Rule 221.12, in accordance with Chapter 1701 of the Texas Occupations Code. This course also meets the training requirements to be eligible for the Mental Health Telecommunicator proficiency established by TCOLE as of June 1, 2026.

Every call is more than the words on the screen. It's the story behind the voice.

A 16-hour, actionable framework for telecommunicators, who are often the first to encounter mental health needs hidden inside criminal, disturbance, or emergency calls. RESPOND equips dispatchers to recognize when a call is being shaped by unmet mental health needs, even when those needs are not the reason for the call, then communicate clearly with officers and connect callers to the right resources.

WHAT PARTICIPANTS WILL LEARN

- 1 Identify mental health drivers in criminal or disturbance calls.** Spot cues in caller behavior, tone, language, or third-party reports that signal mental health factors are present.
- 2 Recognize unidentified risks to officers.** Flag calls where unpredictable behavior, substance use, or co-occurring crises could elevate officer risk.
- 3 Enhance call-taking awareness.** Assess when a caller may need a mental health lens or referral, even when the call is coded as criminal.
- 4 Respond effectively on the phone.** Use communication strategies that de-escalate, gather critical information, and reassure callers in distress.
- 5 Communicate clearly with officers.** Relay observations in concise, officer-ready language that strengthens safety and situational awareness.

WHY IT MATTERS

Mental health needs are often masked inside calls coded as disturbance, disorderly conduct, or public safety concerns. Without proper recognition, these calls can escalate fast, raising risk for officers, callers, and the community. RESPOND prepares telecommunicators to bridge that gap across call handling, officer deployment, and overall public safety strategy.

COURSE AT A GLANCE

FORMAT

16-Hour Course

TUITION

\$550 per seat

AUDIENCE

Telecommunicators &
Dispatch

COURSE OUTCOMES

- ✓ Confidently identify and code calls influenced by mental health needs.
- ✓ Communicate risk indicators and drivers to officers in the field.
- ✓ Apply de-escalation and supportive communication on the phone.
- ✓ Contribute to safer outcomes for officers, callers, and communities.

INQUIRIES

cpi@mmhpi.org

COURSE INFORMATION

COURSE SCHEDULE

September 10–11, 2026

LOCATION

Institute for Law Enforcement Administration
5201 Democracy Drive
Plano, Texas 75024

[REGISTER HERE →](#)

Delivered through the Caruth Police Institute (CPI) in partnership with the Institute for Law Enforcement Administration (ILEA).

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Texas State of Mind®