

Crisis Intervention Team

2019 Annual Report



CITY & COUNTY OF SAN FRANCISCO

Police Department



04.15.2020

WHAT IS THE PURPOSE OF CIT?

The San Francisco Police Department's highest priority is safeguarding the life, dignity and liberty of all persons. Officers shall demonstrate this commitment in their daily interactions with the community they are sworn to protect and serve. The Department is committed to accomplishing this mission by using rapport-building communication, crisis intervention, and de-escalation principles, whenever feasible, before resorting to force.

The Department is dedicated to providing the highest level of service to all communities, including individuals diagnosed with mental illnesses or other disabilities, as well as those suffering from the adverse consequences of substance abuse and personal behavioral crises.

The Department has adopted the Crisis Intervention Team (CIT) program to address persons in crisis incidents. CIT members shall use tactics consistent with CIT training to address persons in crisis incidents, with the safety of all of persons being considered.

WHEN ARE CIT MEMBERS CALLED?

- The caller has personal knowledge regarding the subject.
- Subject is in immediate crisis and/or armed with a knife or edged weapon, blunt object (i.e., stick, bat).
- Subject is a threat to themselves or others, and exhibiting violent behavior. (responding officers may request a team response)

#1 GOAL OF CIT:

The goal of the CIT program is to have ALL officers trained to respond to individuals in crisis to:

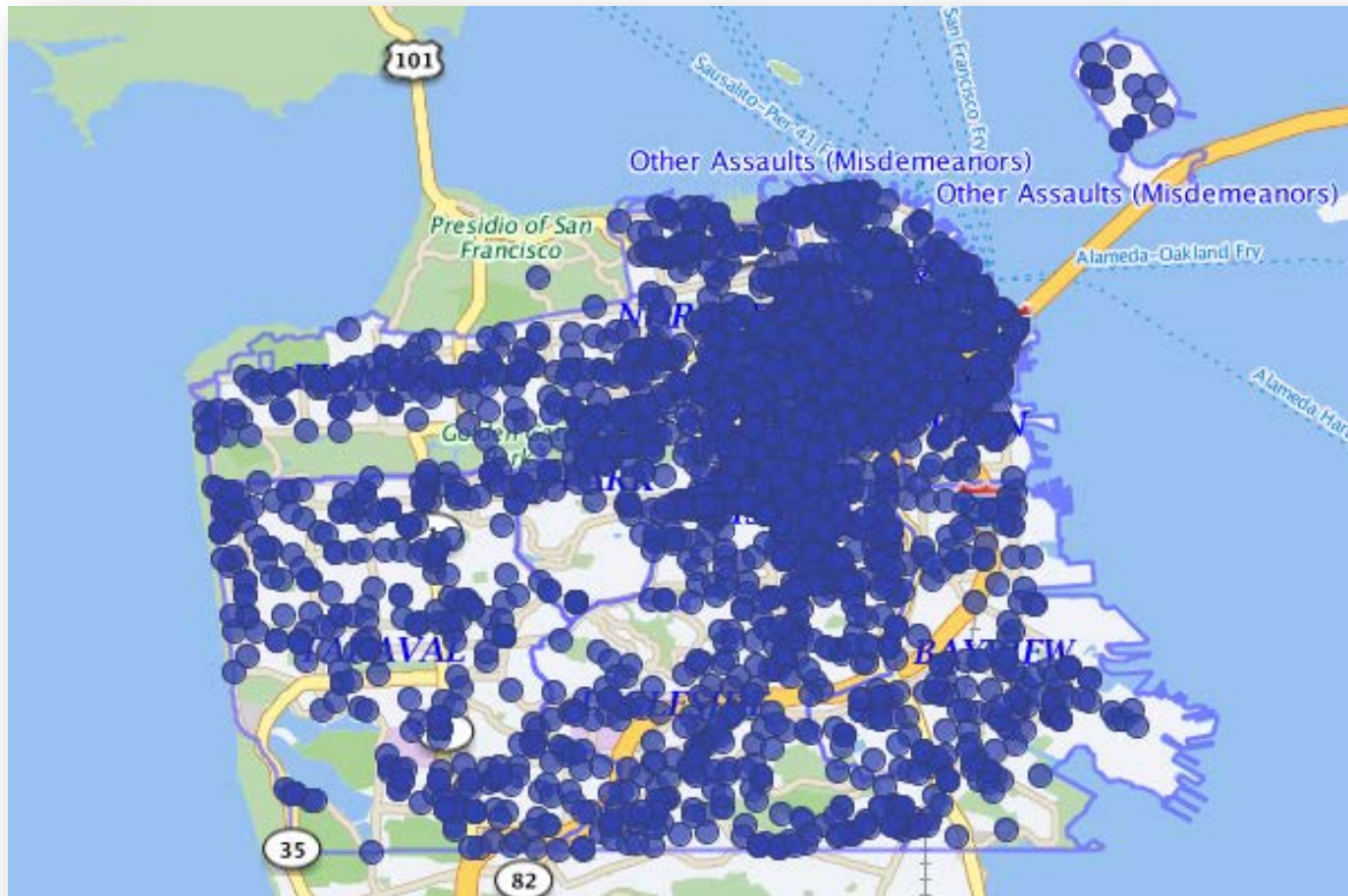
- De-escalate crisis situations
- Reduce the necessity for the use of force
- Connect individuals in crisis with mental health resources.

2019 DEM Calls For Service

Call Code	Call Description	2019 Total
800	Mentally Disturbed Person	16,542
801	Person Attempting Suicide	4,121
806	Juvenile Beyond Parental Control	362
5150	Mental Health Detention	658
800CR	Mentally Disturbed Person/ Weapon or Potential for Violence (Crisis Intervention Team Response)	132
801CR	Person Attempting Suicide/ Weapon or Potential for Violence (Crisis Intervention Team Response)	45
910	Check on Well being	28,980
	GRAND TOTAL	50,840

2019 Citywide Mental Health Detentions: 3,426

After field assessment



Mental Health Calls for Service Use of Force Data

Call Type	Incident Count	Percent Incidents
Check on Well Being	11	17%
Mental Health Detention	18	28%
Mentally Disturbed Person	33	50%
Suicidal Person	3	5%
Total Incidents	65	100%

Mental Health Calls for Service Type of Force Used

Type of Force	Number of Types of Uses of Force
Physical Control	42
Strike by Object/Fist	19
Pointing of Firearms	15
Impact Weapon (Baton)	6
OC (Pepper Spray)	2
ERIW (Less Lethal/Bean Bag)	9
Other	1
Total number of force used	93

Use of force was used in 65 mental health-related incidents.
During those 65 incidents, officers used a total of 93 types of force.

Mental Health Calls for Service Use of Force Injury Data

INJURY/NON-INJURY BY PARTY	PERSONS	PERCENT
Subject Injured	35	21%
Officer Injured	7	4%
Subject Not Injured	30	18%
Officer Not Injured	93	57%
Total	165	100%

In the 65 mental health-related incidents, there were 65 subjects and 88 officers for a total of 153 persons.

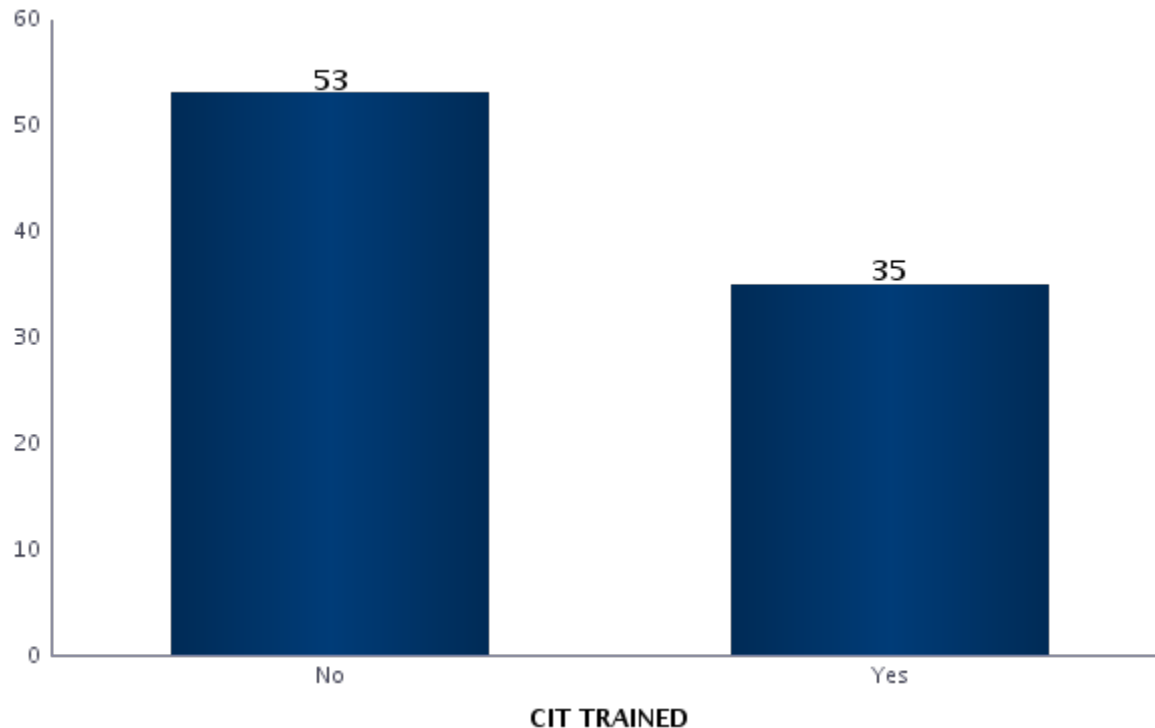
Some officers were involved in more than one use force which increased the injury/non injured to 165 .

Mental Health Calls for Service Use of Force Presence of Weapon

WEAPON TYPE	INCIDENT COUNT	PERCENT
Blunt Object	1	2%
Firearm or Edged Weapon	8	12%
Other	7	11%
No Weapon	49	75%
Total Incidents	65	100%

In the 65 mental health-related incidents, the involved subject had a weapon in 25% of the calls for service.

Use of Force - Officer CIT Status



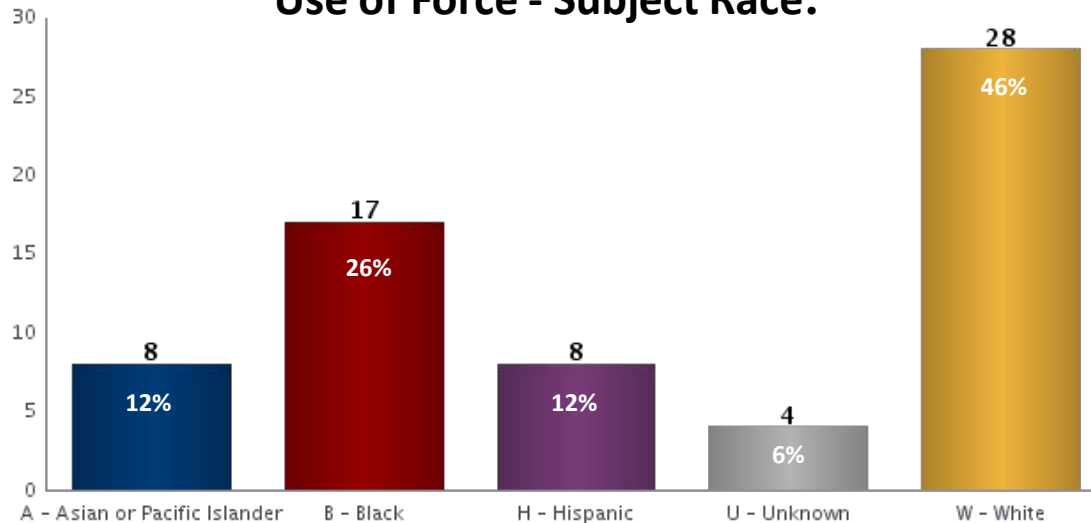
SFPD responded to approximately **742,789** calls for service in **2019**.

Of those, **50,840** were calls for service related to Mental Health and Check on Well Being of a person.

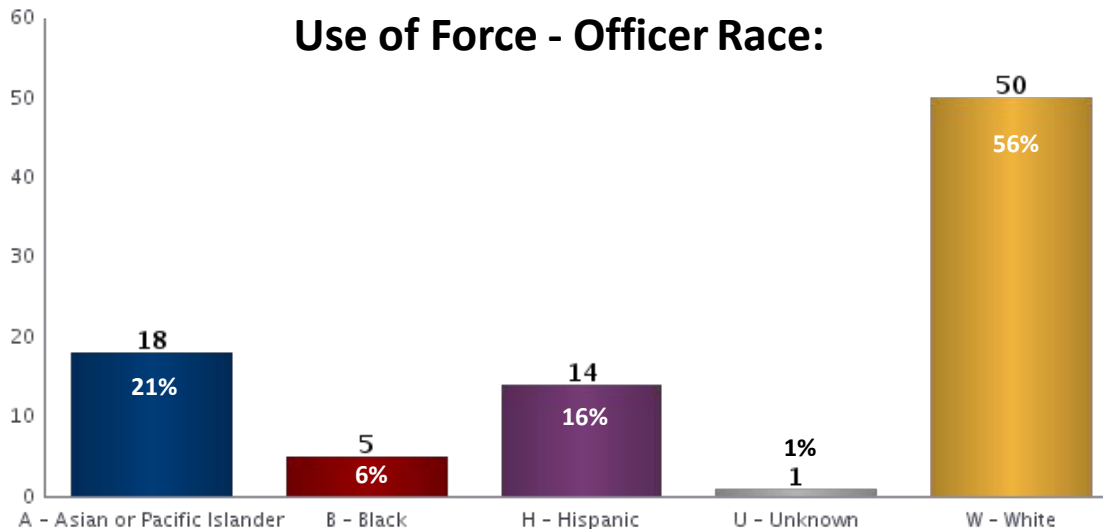
There were **65** Mental Health Related calls that involved Use of Force, which equals **0.01%** of total calls for service and **0.13%** of Mental Health calls for service.

Mental Health Calls for Service - Use of Force Demographics

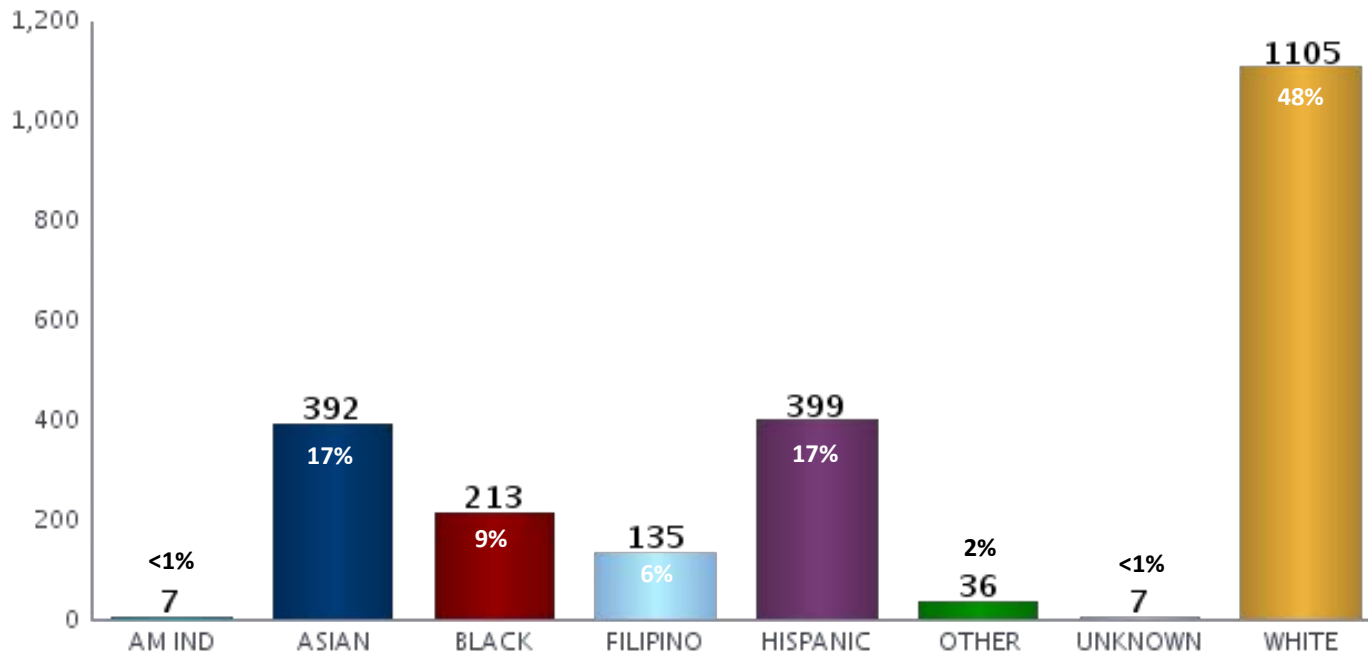
Use of Force - Subject Race:



Use of Force - Officer Race:



SFPD Sworn Demographics



Member(s) with Blank under RACE/ETHNICITY have not provided that information.

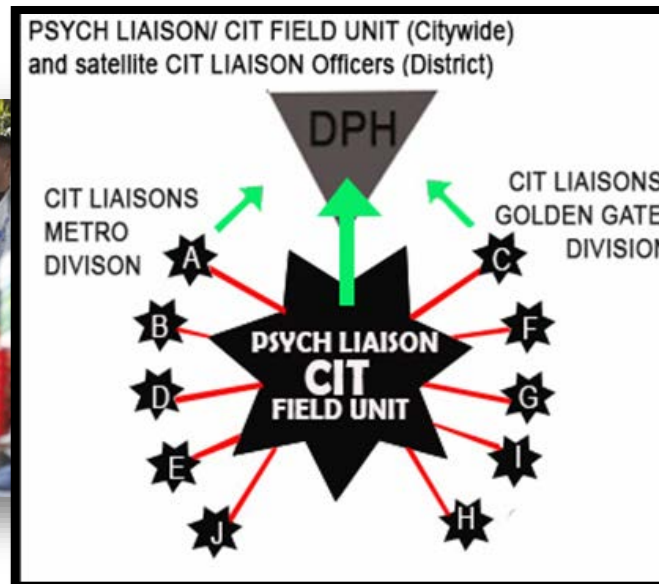
2019 CIT Training Stats

By District Station	Total Personnel	40-Hour CIT Certified		10-Hour CIT Field Tactics	
		Number of Officers	Percent	Number of Officers	10-Hour Course
Central Station	153	88	58%	151	99%
Southern Station	143	71	50%	143	100%
Bayview Station	137	70	51%	136	99%
Mission Station	151	72	48%	153	100%
Northern Station	134	97	72%	134	100%
Park Station	86	57	66%	86	100%
Richmond Station	89	48	54%	89	100%
Ingleside Station	120	71	59%	120	100%
Taraval Station	103	73	71%	103	100%
Tenderloin Station	146	84	57%	146	100%
TOTALS	1262	731	58%	1261	99%
Specialized Units					
Specialized Units	1000	450	45%	944	95%
Department Total					
TOTALS	2262	1181	52%	2205	98%

BY RANK	
Deputy Chiefs	1
Commanders	417
Captains	7
Lieutenants	51
Sergeants	279
Officers	821
TOTAL SWORN	1180
PSA (Airport)	12
Other Non-Sworn	9
TOTAL NON-SWORN	21
TOTAL	1181

Expanded Organizational Structure: CIT LIAISON PROGRAM

- CIT expanded its structural approach to crisis intervention by implementing the CIT Liaison Program.
- Each of the 10 district stations has 2 assigned patrol personnel who operate as functional satellites to the larger CIT unit.
- This model harnesses the patrol intelligence and district knowledge of officers to maximize our ability to forge intervention strategies so the most challenged, concerning, and vulnerable subjects receive the appropriate attention and consideration.



PARTNERSHIP WITH DEPARTMENT OF PUBLIC HEALTH: COPS AND CLINICIANS WORKING TOGETHER

Expanded Fabric of Partnership: Information directly provided from patrol and CIT Unit to Mobile Crisis/DPH. This expanded fabric of partnership builds substantive knowledge of issues citywide.

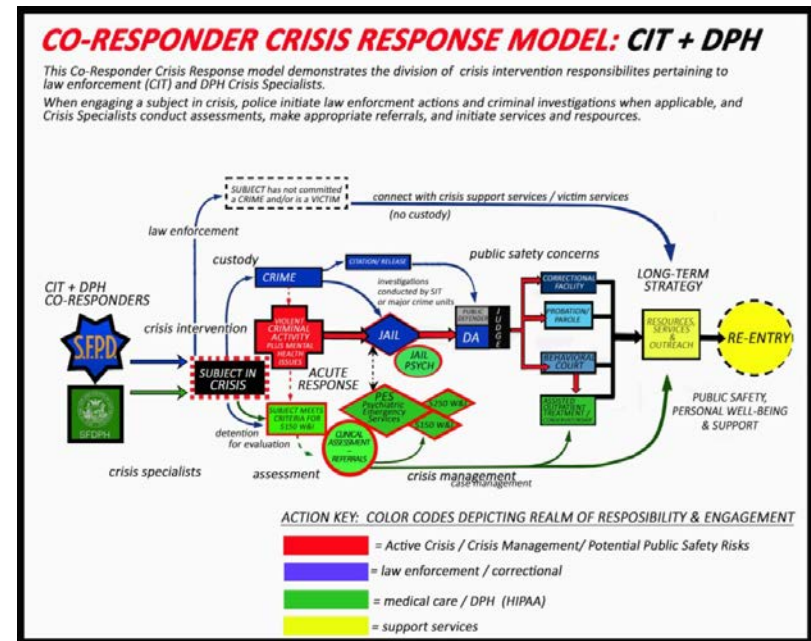
All HIPAA Standards maintained: full compliance. No sensitive information released to CIT Liaison Officers, or to the public

Direct Stream of Relevant Information: CIT officers able to convey medium-priority, **Mid-Level** Crisis subjects and **High Priority** Subjects directly to Mobile Crisis/ DPH.

OUTREACH and FIELD WORK:

CIT Unit to notify and request field visits and/or follow-up by DPH regarding **High Priority/Urgent CIT**

Subjects and coordinate follow up for Mid-level Subjects. DPH to work directly with Psych Liaison/ CIT Field Unit on top priority and most sensitive issues requiring immediate intervention. DPH Clinicians and SFPD CIT to respond together to field visits as needed to facilitate optimal crisis response and engage-



2019 and 2020 CIT Course Schedule

2019 CIT 40-Hour Courses

February 25 – 28

March 11 – 14

April 22 – 25

May 6 – 9

July 29 - August 1

August 26 – 29

September 16 – 19

October 28 – 31

2020 CIT 40-Hour Courses

January 27 – 30

February 10 – 13

February 24 – 27

March 9 – 12

March 23-26

May 18 – 21

August 24 – 27

September 14 -17

November 2 -5

Thank you!



SAN FRANCISCO POLICE DEPARTMENT
CRISIS INTERVENTION TEAM
End of the Year Report

San Francisco Police Commission
-2019-

CRISIS INTERVENTION TEAM



SAN FRANCISCO POLICE DEPARTMENT
ORO EN PAZ Y FIERRO EN GUERRA

PRESENTED BY
THE CRISIS INTERVENTION TEAM
FIELD OPERATIONS BUREAU

SAN FRANCISCO POLICE DEPARTMENT

CRISIS INTERVENTION TEAM

THE CRISIS INTERVENTION TEAM (CIT) RESPONSE TO PERSON IN CRISIS CALLS FOR SERVICE

PURPOSE:

The San Francisco Police Department's highest priority is safeguarding the life, dignity and liberty of all persons. Officers shall demonstrate this commitment in their daily interactions with the community they are sworn to protect and serve. The Department is committed to accomplishing this mission by using rapport-building communication, crisis intervention, and de-escalation principles, whenever feasible, before resorting to force.

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—San Francisco Police Department General Order 5.21

The following report includes some of recent highlights, accomplishments and operational goals of the San Francisco Police Department's Crisis Intervention Team program spanning training and field work.

Attached to this report is the Crisis Intervention Team Working Groups annual report for 2019. The CIT Working Group is outlined in DGO 5.21 and is comprised of representatives from private and public agencies.

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

2019- **California Police Officer's Association
Award of Distinction**
Presented to the SFPD CIT Unit
Award of Distinction for excellence in CIT Training
and Crisis Response



San Francisco Crisis Intervention Team Awards:

The San Francisco Police Department holds an **Annual CIT Awards Ceremony** to formally recognize SFPD Police Officers who demonstrate exceptional use of CIT principles and skills in the field.

2019 —Crisis Intervention Team Awards: awarded to multiple members of CIT UNIT and Hostage Negotiation Team



SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



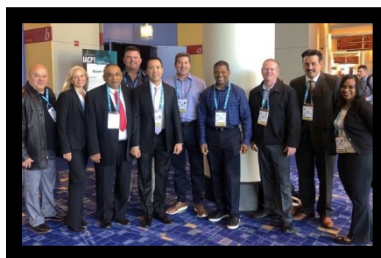
SELECTED PRESENTATIONS

♦ *International Association Chiefs of Police (IACP), 2019 — Chicago, IL*

Annual International Conference

Selected to present original presentation: “Beyond Crisis Intervention”

Presented by CIT Unit Members and SFPD Command Staff



♦ *American Psychological Association (APA), 2019 — San Francisco, CA*

Annual APA Conference,

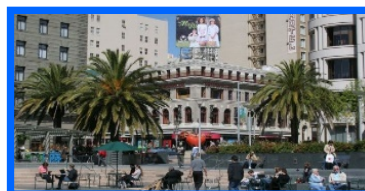
Selected Presentation: Crisis Intervention & Force Options Training Simulator

Presented CIT Unit Members



COMMUNITY PRESENTATIONS:

Cultivating Awareness about CIT and Community Engagement Throughout San Francisco



- Union Square Merchants Association
- Office of the Conservator
- Comprehensive Crisis
- Westside Crisis
- South of Market Merchants Association
- North Beach Neighborhood Association
- Bayview Community
- Mission High School

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



- Ambassador Program (Union Square)
- Community Policing Advisory Board—Ingleside Station
- Community Meetings (District Police Stations)
- Community Police Academy
- Nurses' Association: Mental Health Detention Certification
- Hunters Point family—Pitstop Program
- Friends Academy School

ACADEMIC STANDING, CURRICULUM DEVELOPMENT & LAW ENFORCEMENT REFORM

- ♦ **California Policy Lab : Policing Innovation & Reform - Los Angeles**
Law Enforcement Reform Panel
(CIT Unit members: Officer In Charge and Commanding Officer)
- ♦ **Bureau of Justice Assistance Leadership Focus Group: Washington DC**
"2020 Vision for Criminal Justice and Behavioral Health Partnerships"
Selected Member of National Focus Group
(CIT Unit Member)
- ♦ **Macarthur Foundation: Intercept Model: San Francisco**
2019 Intercept Model: San Francisco City Services; Analysis and Problem-Solving
(CIT Unit Member)
- ♦ **P.O.S.T Subject Matter Expert (SME): De-Escalation/Strategic Communication**
Selected by California Police Officer standard and Training (P.O.S.T.)
for Statewide Law Enforcement Training Development regarding Crisis Intervention
(CIT Unit Member: Training Sergeants)
- ♦ **P.O.S.T Subject Matter Expert (SME): Mental Health Detentions**
Selected by California Police Officer standard and Training (P.O.S.T.)
for Statewide Law Enforcement Training Development regarding Crisis Intervention
(CIT Unit Member: CIT Psych Liaison Sergeant)
- ♦ **P.O.S.T De-escalation/ Strategic Communication: Training videos**
Selected to participate in scripted law enforcement training video, ("River City PD")
for Statewide Law Enforcement Training
California Police Officer standard and Training (P.O.S.T.)
(CIT Unit Member)

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



- ♦ ***Disengagement Policy and Procedure*** (under current review)
 - Researched and authored proposed policy for San Francisco Police Department
 - Presented the Proposed Disengagement policy at the California Association of Hostage Negotiators (CAHN) Conference
 - (CIT Unit Member: Training Sergeant)

- ♦ ***Amphetamine Task Force***—selected by San Francisco Mayor London Breed
 - Board member of Problem-Solving panel on Substance Use Crisis pertaining to methamphetamine.
 - CIT / Psych Liaison Sergeant

- ♦ ***Field Tactics/Force Options Serious Incident Review Board: SFPD***
 - Active members of SFPD panel (CIT Staff Members)

- ♦ ***Office of the Conservator: Advisory Position***
 - CIT / Psych Liaison Sergeant operates as Liaison to Office of the Conservator

- ♦ ***Senate Bill 1045 Conservatorship Implementation Task Force***
 - CIT / Psych Liaison Sergeant

- ♦ ***Subject Matter Expert (SME): Assisted Outpatient Treatment (Training Modules)***
 - Contributor for a published article and on line training for inclusion in the e-learning modules on Assisted Outpatient Treatment (AOT) implementation it was with Treatment Advocacy Center, Substance Abuse Mental Health Services Administration (SAMHSA) through the American Psychological Association (APA). (03/19) CIT / Psych Liaison Sergeant

- ♦ ***“Person with the Most Knowledge”- City Attorney Designee***
 - (PMK)/Expert Witness in Mental Health
 - for the San Francisco City Attorney’s Office
 - (CIT Psych Liaison Sergeant)

- ♦ ***“Person with the Most Knowledge”- City Attorney Designee***
 - (PMK)/Expert Witness in Crisis Intervention/De-Escalation
 - for the San Francisco City Attorney’s Office
 - (CIT Unit Members: Training Sergeant)

- ♦ ***Department of Public Health: Course Trainer***
 - Certified involuntary psychiatric evaluation 5150 welfare & Institute code course
 - CIT / Psych Liaison Sergeant

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

EXCELLENCE IN TRAINING: COURSE DEVELOPMENT, IMPLEMENTATION, BEST PRACTICES

♦ 40-Hour—Crisis Intervention Mental Health Awareness Course: (CIT Certification course for Officers)

CIT Training Unit: Redeveloped and implemented current 40-Hour CIT Mental Health Awareness Course
Consisting of over 15 blocks of instruction:

Blue Courage Nobility of Policing, Mobile Crisis, Developmental Disabilities and Autism Spectrum, Mental Health Association, Juvenile Brain and Complex Trauma, Managing Fatigue, Mental Health Signs & Symptoms, National Alliance on Mental Illness (NAMI), Suicide Prevention, Elder Issues and Resources, Veteran Trauma and PTSD, Implicit Bias, SFPD Policy and Legal updates/ Report Writing, SFPD Team Tactics, Tactical De-escalation, Suicide by Cop, Suicide Negotiations, Intervention Techniques, Case Law, Role-Play scenarios

Sworn and Civilian Expert Instructors and presenters with lived experience

Since 2016, over 30 classes and trained over 800 officers,

Total Officer Trained: 1,181, Officers CIT Certified 1,181

Obtained Certification from California P.O.S.T. (exemplifying Police Officer Standards and Training)

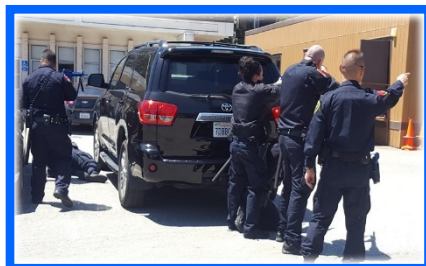
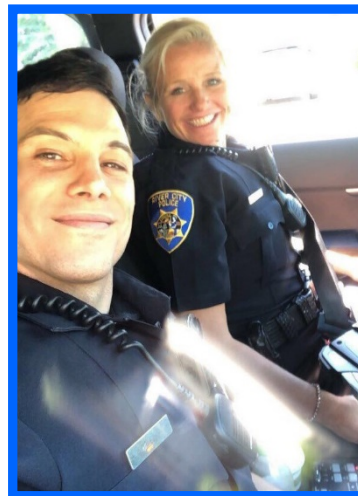


SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

EXCELLENCE IN TRAINING: COURSE DEVELOPMENT, IMPLEMENTATION, BEST PRACTICES

- **10-Hour Threat Assessment/De-Escalation Strategies Course: (CIT Field Tactics for Patrol Officers)**

CIT Training Unit: Developed and instructed a 10-Hour Threat Assessment/De-Escalation Strategies Course
CIT Field Tactics Course: Team-based Incident Response Strategies
Academic Course & Intensive Role playing exercises
Crisis scenarios involving de-escalation and application of best practices
Since 2017: over 110 classes and over 2400 officers trained



- **16-HR Basic Police Academy block, Learning Domain 37 (Mental Health)**
Recruit Instruction as per P.O.S.T. requirements
(CIT Unit Instructor)



SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT) — CONTINUED

EXCELLENCE IN TRAINING: COURSE DEVELOPMENT, IMPLEMENTATION, BEST PRACTICES

TRAINING DATA

San Francisco Police Department-Trained CIT

	Total Personnel	40 - Hour CIT Course			10 - Hour CIT Field Tactics		
		40-Hour Course	Reserves/PSAs/CDs	40-Hour Course	10-Hour Course	Reserves/PSAs/CDs	10-Hour Course
Central Station (Co. A)	153	88		57.52%	151		98.69%
Southern Station (Co. B)	143	71		49.65%	143		100.00%
Bayview Station (Co. C)	137	70		51.09%	136		99.27%
Mission Station (Co. D)	151	72		47.68%	153	2	100.00%
Northern Station (Co. E)	134	97		72.39%	134		100.00%
Park Station (Co. F)	86	57		66.28%	86		100.00%
Richmond Station (Co. G)	89	48		53.93%	89		100.00%
Ingleside Station (Co. H)	120	71		59.17%	120		100.00%
Taraval Station (Co. I)	103	73		70.87%	103		100.00%
Tenderloin Station (Co. J)	146	84		57.53%	146		100.00%
District Stations:	1262	731	0	57.92%	1261	2	99.76%
Metro Division:	727	412		56.67%	727		99.72%
Golden Gate Division:	535	319		59.63%	534		99.81%
Specialized Units:	1000	450	8	42.90%	944	31	91.30%
AIRP/ADMN/AFOB	165	117	12	58.18%	161		97.58%
CED	47	34	1	70.21%	68	21	100.00%
Total:	2262	1181	21	51.28%	2205	33	96.02%

40 - HR CIT Certified Personnel

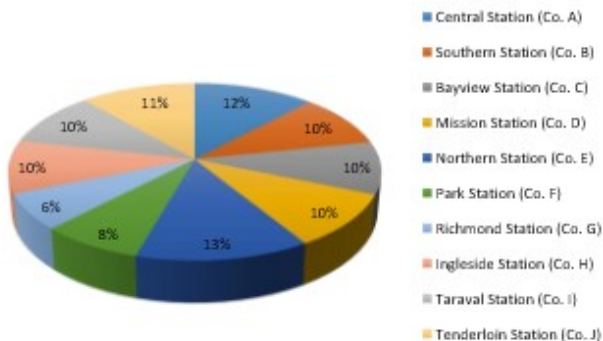
Ranks:

Deputy Chiefs:	1
Commanders:	1
Captains:	7
Lieutenants:	51
Sergeants:	279
Officers:	821
Total Sworn:	1160
PSA (Airport):	12
Other Non-Sworn:	9
Total Non-Sworn:	21
Total:	1181

District Stations

Central Station (Co. A)	88
Southern Station (Co. B)	71
Bayview Station (Co. C)	70
Mission Station (Co. D)	72
Northern Station (Co. E)	97
Park Station (Co. F)	57
Richmond Station (Co. G)	48
Ingleside Station (Co. H)	71
Taraval Station (Co. I)	73
Tenderloin Station (Co. J)	84

District Stations



2020 CIT 40 - Hour Courses

January 27 - 30, 2020
February 10 - 13, 2020
February 24 - 27, 2020
March 9 - 12, 2020
March 23 - 26, 2020
May 18 - 21, 2020
August 24 - 27, 2020
September 14 - 17, 2020
November 2 - 5, 2020

Divisions

Metro Division:	412
Golden Gate Division:	319
Support Units	450

Divisions



40 - Hour CIT by Year

2011	1
2012	3
2013	3
2014	4
2015	4
2016	10
2017	6
2018	7
2019	8
2020	9
2021	
2022	
2023	
2024	
2025	
Total:	55

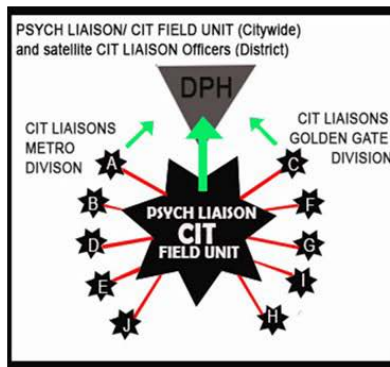
SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



EXPANDED ORGANIZATIONAL STRUCTURE: THE CIT LIAISON PROGRAM

The CIT Unit is expanding its structural approach to crisis intervention, by implementing the **CIT Liaison Program**, whereby each of our 10 district stations has 2 assigned patrol personnel who operate as functional satellites to the larger CIT unit. This Liaison model harnesses the patrol intelligence and district knowledge of our officers at each station so that we can maximize our ability to forge intervention strategies so the most challenged, concerning, and vulnerable subjects receive the appropriate attention and consideration.

Data reflect the significant role of First Responders in the resolution of crisis situations. As a result, there is a tremendous focus on **ACUTE care** for subjects, and there is little opportunity for cultivating **LONG-TERM care** and connection with adequate services. Currently SFPD CIT/PSYCH LIAISON facilitates intervention strategies for the most extreme and concerning high-risk subjects, but it is imperative that patrol is able to supplement these efforts by facilitating the resolution of lower-risk or mid-level crisis situations that can be directed to DPH as needed.



Together with the CIT Field Unit, the CIT LIAISONS can take an active part in connecting subjects to more substantive treatment and outreach, and work towards a more effective and immediate crisis intervention in the field. It is our goal for the CIT Liaisons to understand the importance of the following concepts and to also facilitate engagement with subjects in crisis, so that optimal resolutions and outcomes can be actualized with greater efficacy and agency.

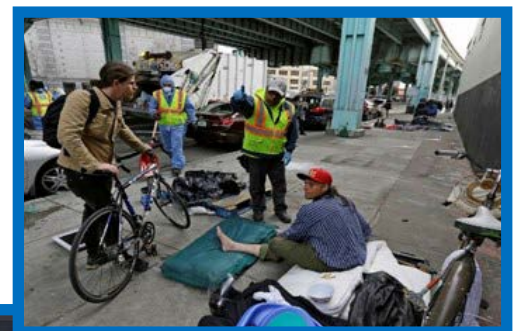
- ◆ *Request Field Visits /Home Visits (DPH & CIT)*
- ◆ *Street Outreach*
- ◆ *Referrals*
- ◆ *Medical Treatment*
- ◆ *Psychiatric Emergency Services*
- ◆ *Mental Health Services*
- ◆ *Housing Opportunities*
- ◆ *Shelter Opportunities*
- ◆ *Veteran Services*
- ◆ *Victim Support Services*
- ◆ *Substance-Use Programs*
- ◆ *Diversion*
- ◆ *Behavioral Court / Diversion Programs*
- ◆ *Relocation Support*
- ◆ *Assisted Outpatient Treatment*
- ◆ *Request Conservatorship Consideration*
- ◆ *Conduct Follow-ups*
- ◆ *Monitor Correctional/Rehabilitation*
- ◆ *Connection to Ongoing Crisis Support*
- ◆ *Threat Assessment*
- ◆ **PROACTIVE PREVENTATIVE POLICING**

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



EXPANDED ORGANIZATIONAL STRUCTURE: THE CIT LIAISON PROGRAM

- APPLICATION OF INSTITUTIONAL KNOWLEDGE:** Working patrol CIT Officers are most knowledgeable of district issues, and are best suited to inform DPH directly regarding the issues and subjects who require assistance and consideration. Direct Source information for maximum efficiency.
- ♦ **ACUTE CARE and LONG-TERM CARE APPROACH:** This model with its interdisciplinary and interdepartmental components encourages patrol to be involved in helping direct subjects from acute emergency care, and into long-term support and services whenever feasible.
 - ♦ **PRIORITY-BASED TRIAGE:** Lessens the volume of general cases directed at Psych Liaison. Reserves Psych Liaison of High-Priority Incidents and Subjects as needed
 - ♦ **DIRECT RESPONSIBILITY:** Expands accountability and encourages competent responsibility throughout patrol and City programs.
 - ♦ **POSITIVE COMMUNITY ENGAGEMENT:** heightens visibility of CIT-related principles out in the field: immediate outreach and response.
 - ♦ **BUILDS INTERDISCIPLINARY RELATIONSHIPS:** Expands fabric of partnership between SFPD personnel and DPH Crisis Specialists. Builds functionality and trust, yielding superior results for those needing help and intervention.
 - ♦ **EFFECTIVE RESOURCES:** Assists DPH in accessing subjects and connecting services in the most immediate and direct fashion
 - ♦ **FOLLOW-UPS:** District-based engagement facilitates opportunity for follow-ups and check-ins with subjects.



SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)



PARTNERSHIP WITH DEPARTMENT OF PUBLIC HEALTH: COPS AND CLINICIANS WORKING TOGETHER

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SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

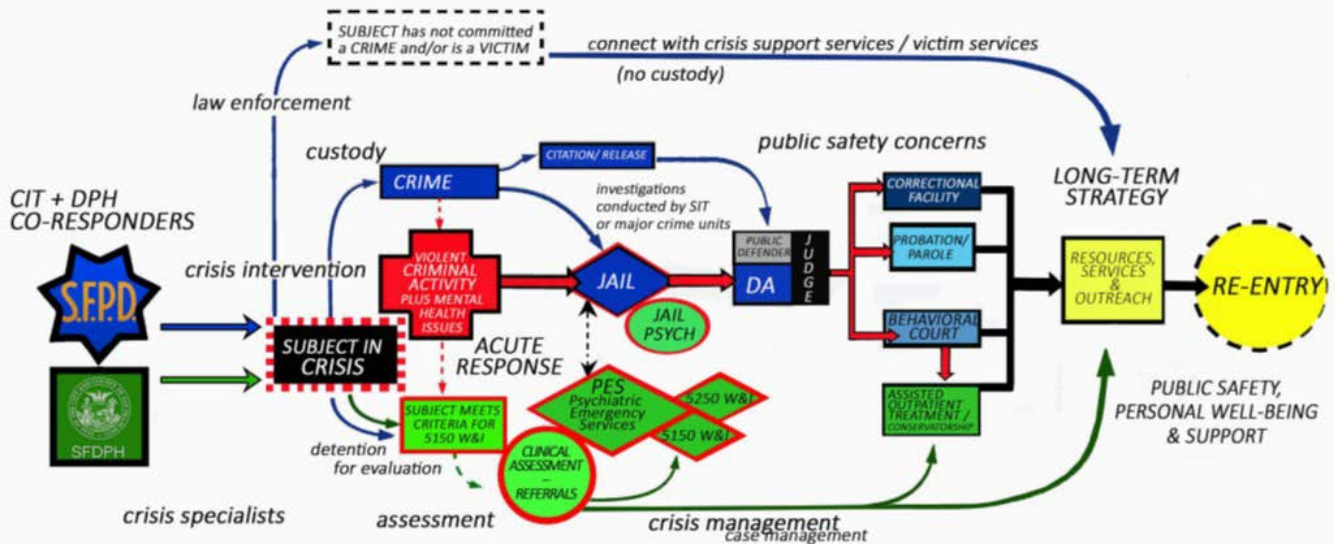


PARTNERSHIP WITH DEPARTMENT OF PUBLIC HEALTH

CO-RESPONDER CRISIS RESPONSE MODEL: CIT + DPH

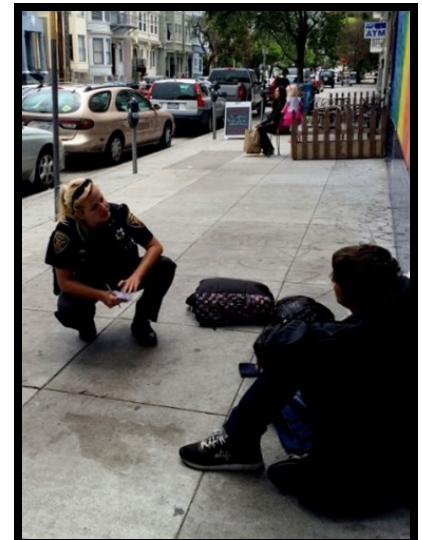
This Co-Responder Crisis Response model demonstrates the division of crisis intervention responsibilities pertaining to law enforcement (CIT) and DPH Crisis Specialists.

When engaging a subject in crisis, police initiate law enforcement actions and criminal investigations when applicable, and Crisis Specialists conduct assessments, make appropriate referrals, and initiate services and resources.



ACTION KEY: COLOR CODES DEPICTING REALM OF RESPONSIBILITY & ENGAGEMENT

- = Active Crisis / Crisis Management/ Potential Public Safety Risks
- = law enforcement / correctional
- = medical care / DPH (HIPAA)
- = support services



**SAN FRANCISCO POLICE DEPARTMENT
CRISIS INTERVENTION TEAM (CIT)**



COMMUNITY STAKEHOLDERS: THE CIT WORKING GROUP

The San Francisco Police Department's Crisis Intervention Team is committed to establishing an ongoing commitment to best practices. Because we serve and protect many diverse communities, we strive to understand the needs, expectations and concerns of our City.

The CIT Working Group is comprised of dedicated civilian Community Stakeholders and Law Enforcement officers with both personal and professional commitment to Crisis Intervention. Together they work towards clarifying important issues, recognizing CIT goals, and improving the practice of crisis intervention.

We deeply value their commitment and effort to this field.



**SAN FRANCISCO POLICE DEPARTMENT
CRISIS INTERVENTION TEAM (CIT)**



GENERAL STATISTICS AND DATA ANALYSIS: 2019

Calendar Year 2019							
Distinct Count of CALL_NO	Column Labels						
D-Group/Call Type	5150	800	800CR	801	801CR	806	Grand Total
3A- Central	70	2941	7	383	7	15	3423
3B- Southern	117	2364	18	795	7	14	3315
3C-Bayview	20	496	11	226	2	75	830
3D-Mission	157	2684	15	442	5	20	3323
3E-Northern	70	2667	17	524	3	40	3321
3F-Park	39	1009	6	179	1	7	1241
3G-Richmond	25	888	7	236	1	36	1193
3H-Ingleside	30	823	23	307	6	105	1294
3I-Taraval	38	958	12	365	9	42	1424
3J-Tenderloin	84	1626	16	594	4	8	2332
3PR				64			64
BN				1			1
DC				1			1
HOM- HSOC	5	84		2			91
OAK				1			1
SO-Sheriff	3	2					5
UN				1			1
Grand Total	658	16542	132	4121	45	362	21, 860

5150 MentalHealth Call 800 Mentally Disturbed Person 800CR Mentally Disturbed Person Crisis Response (Weapon Involved)

801 Person Att. Suicide 801CR Person Att Suicide (weapon involved) 806 Youth Beyond Parental Control

Please note that this raw data and there is a margin for error.

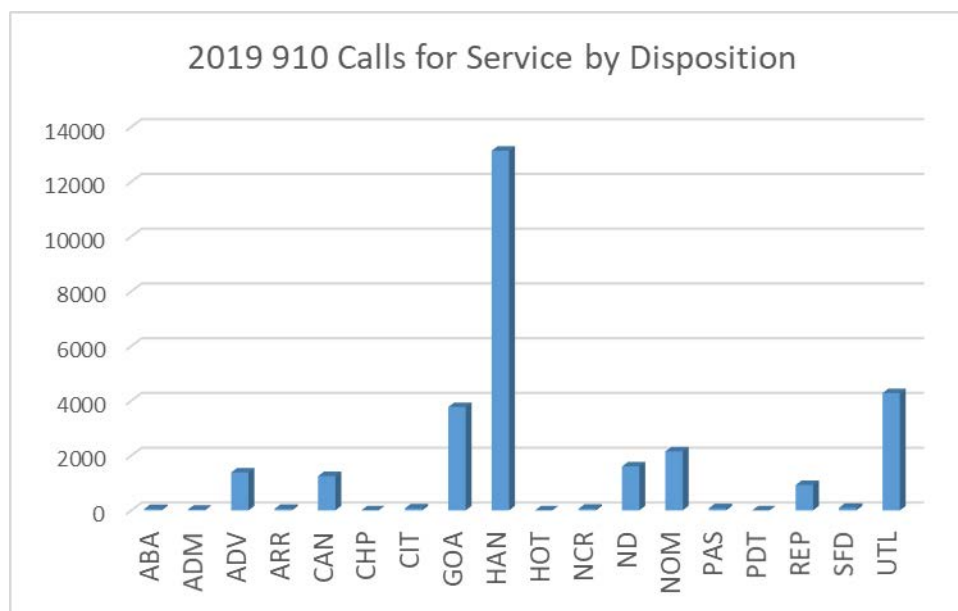
**SAN FRANCISCO POLICE DEPARTMENT
CRISIS INTERVENTION TEAM (CIT)**



Actual Disposition for Check on the Wellbeing Calls

Dispositions:

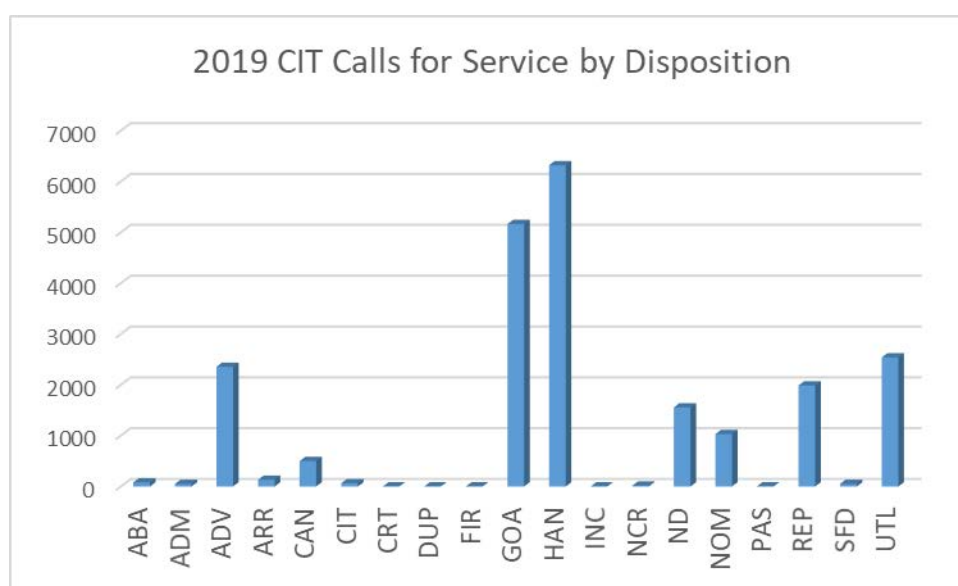
ABA	Abated
ADM	Admonished
ADV	Advised
ARR	Arrest
CAN	Cancel
CHP	California Highway
CHP	Patrol
CIT	Cited
GOA	Gone on Arrival
HAN	Handled
HOT	HOT Team Transport
NCR	Non-Criminal
ND	No Disposition
NOM	No Merit
PAS	Premises Appears Secure
REP	Report
SFD	SFFD
UTL	Unable to Locate



Actual CIT Disposition for Calls for Service

Dispositions:

ABA	Abated
ADM	Admonished
ADV	Advised
ARR	Arrest
CAN	Cancel
CHP	California Highway
CHP	Patrol
CIT	Cited
GOA	Gone on Arrival
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NCR	Non-Criminal
ND	No Disposition
NOM	No Merit
PAS	Premises Appears Secure
REP	Report
SFD	SFFD
UTL	Unable to Locate



Check on the Well-being Calls for Service:

Calendar Year 2019	
D-Group	Distinct Count of CALL_NO
311	2
3A - Central	3259
3B-Southern	3956
3C-Bayview	1984
3D-Mission	3721
3E-Northern	3791
3F-Park	1910
3G-Richmond	1856
3H-Ingleside	2444
3I-Taraval	2496
3J-Tenderloin	3254
3PR	6
DC	2
HOM- HSOC	293
SO	6
Grand Total	28,980

“Check on Well-Being “ Calls for Service very often require some measure of Crisis Intervention Engagement from responding officers, to assess the nature of the situation, and what type of outreach and/or engagement may be required.

Please note that some of these calls were categorized as No Merit, GOA (Gone on Arrival), UTL (unable to Locate). However, the officers responded to the scene.

Mental Health Detentions in Previous Years:

2015= 4,660 2016 = 4529 2017= 4,335 2018 = 3,961 2019 = 3,426

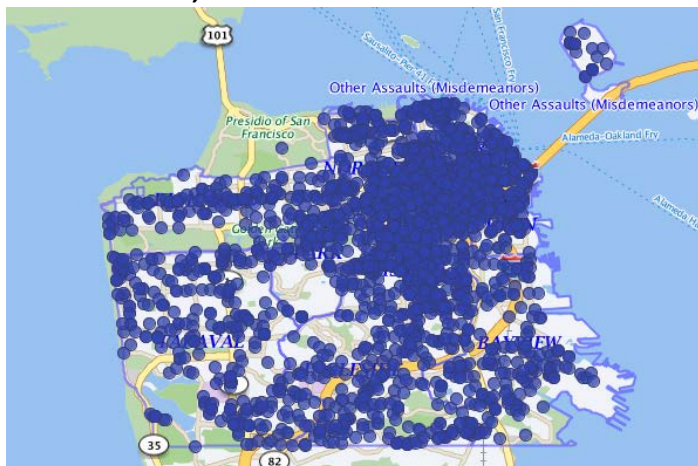
We are seeing a steady reduction of Mental Health Detentions in the last two years.

Use of Force Related to Mental Health Calls in 2019

CALL TYPE	INCIDENT COUNT	% Of Each Call Type
Grand Total	65	100.0%
Check on wellbeing (910)	11	16.9%
Mental Health Detention (5150)	18	27.7%
Mentally Disturbed Person (800)	33	50.8%
Suicidal Person (801)	3	4.6%

There were a total of 21,860 Crisis Calls for Service and an additional 28,980 Well-being Check Calls for Service with a Grand Total of 50,840 calls. Officers used force in 65 of those calls or 0.13%

There were 3,426 Mental Health Detentions in 2019.



**SAN FRANCISCO POLICE DEPARTMENT
CRISIS INTERVENTION TEAM (CIT)**



From January 1 through December 31, 2019, there were a total of 45 Tarasoff incident reports.

Count of Tarasoff by Person Type					
2019	Q1	Q2	Q3	Q4	Total
BOOKED	0	1	0	0	1
DETAINED	1	3	3	2	9
DIVERTED	0	0	0	1	1
SUSPECT	7	7	10	10	34
Total	8	11	13	13	45

Count of Mental Health Detention by Person Type					
2019	Q1	Q2	Q3	Q4	Total
BOOKED	15	16	13	16	60
CITED	27	20	29	18	94
DETAINED	791	838	874	769	3272
DIVERTED	0	1	1	1	3
Total	832	875	916	803	3426

Use of Force Related to Mental Health Calls

CALL TYPE	INCIDENT COUNT	% Of Each Call Type
Grand Total	65	100.0%
Check on wellbeing (910)	11	16.9%
Mental Health Detention (5150)	18	27.7%
Mentally Disturbed Person (800)	33	50.8%
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Mental Health Calls Type of Force Used

TYPE OF FORCE	INCIDENT COUNT	%
Grand Total	65	100.0%
Physical Control	42	64.6%
Strike by Object/Fist	19	29.2%
Pointing of Firearms	15	23.1%
ERIW	9	13.8%
Impact Weapon	6	9.2%
OC	2	3.1%



Mental Health Person Count Injured/Uninjured when Force Used

INJURED/UNINJURED PARTY	PERSON COUNT	%
Grand Total	165	100.0%
Officer Injured	7	4.2%
Officer Not Injured	93	56.4%
Subject Injured	35	21.2%
Subject Not Injured	30	18.2%

SUBJECT ABSENCE OR PRESENCE OF WEAPON

Grand Total		65	100.0%
No		49	75.4%
No Total		49	75.4%
Yes	Blunt Object	1	1.5%
	Knife or Edged Weapon	8	12.3%
	Other	7	10.8%
Yes Total		16	24.6%

Training Trends:

We had seen a great decrease in Officer Involved Shootings since the implementation of the 10hr Threat Assessment/CIT De-Escalation Field Tactics Training. The training began in 2017. Our main focus was to provide officers and line supervisors with tactics that allow them to create time and distance when feasible. We concentrated on instructing our officers in **the team response** concept adopted in the Crisis Intervention DGO 5.21 in 2016. In 2019 CMCR training was implementing by the FTFO Unit. This training reinforces the basic principles of crisis response.

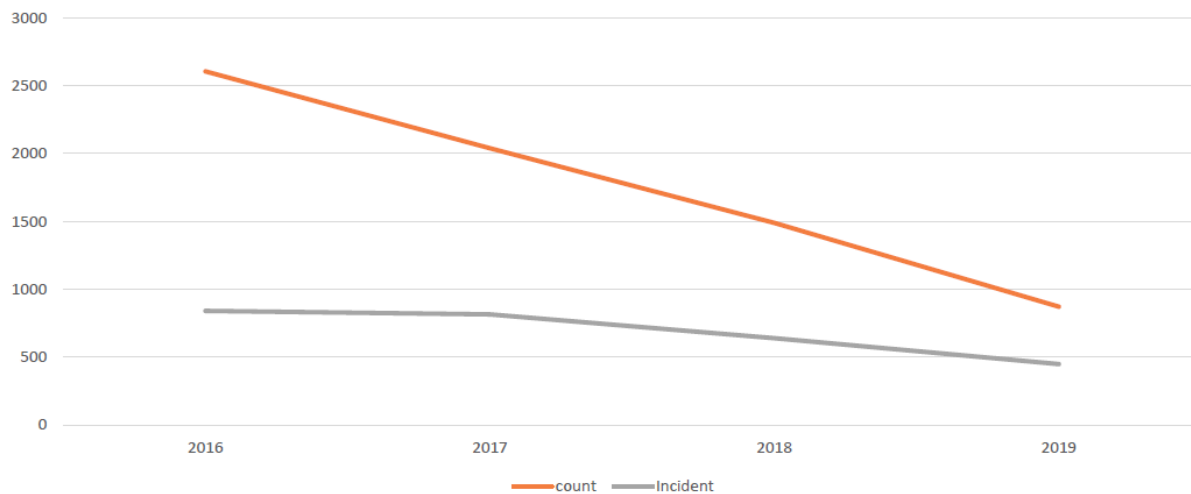




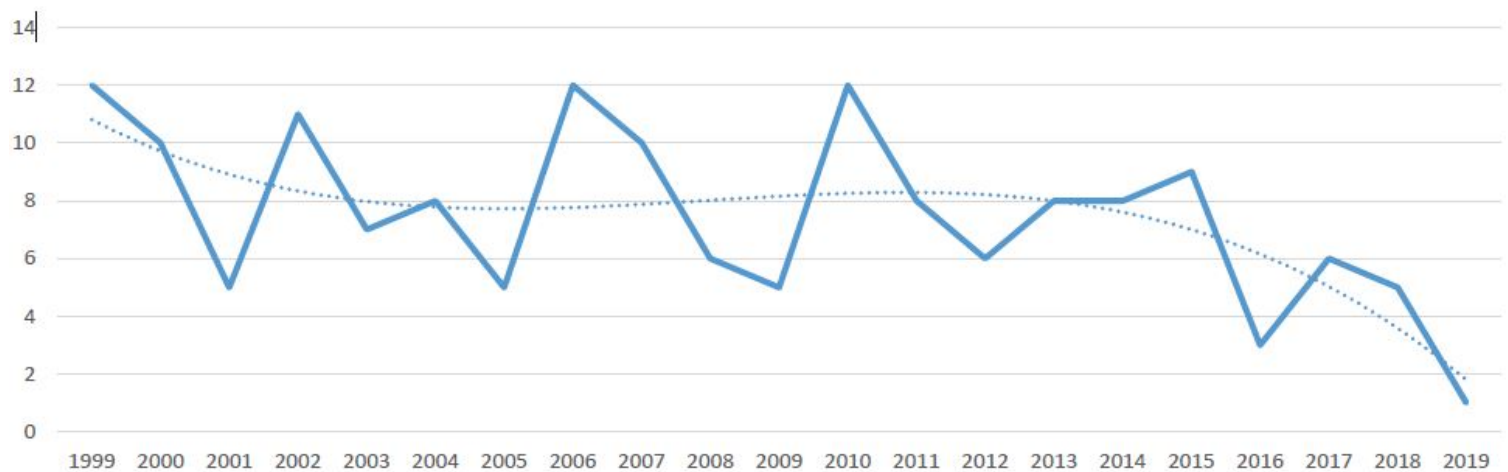
Ratio of firearms pointing incidents to instances

UOF YEAR	COUNT OF FORCE	COUNT OF INCIDENTS	ratio	FORCE DESC
2016	2605	842	3.0938	Pointing of Firearms
2017	2039	815	2.5018	Pointing of Firearms
2018	1489	640	2.3266	Pointing of Firearms
2019	872	449	1.9421	Pointing of Firearms
2020	100	48	2.0833	Pointing of Firearms

Incidents of firearms pointed to number of firearms pointed.



OIS Chart





PROACTIVE PREVENTITIVE POLICING: THE CIT FIELD UNIT

The San Francisco Police Department Crisis Intervention Unit is committed to excellence within the realm of Proactive and Preventative Policing. It is our goal to engage subjects in crisis efficiently and sensitively so as to foster trust, wellbeing. While outreach is a central concept to the CIT Program, we are also committed to the prevention of serious crime and risks to all public safety whenever feasible. Law Enforcement and Mental Health Professionals can work together effectively to assess, intervene, and prevent tragedy and violence. It is a fundamental consideration of the CIT Field Unit to balance Threat Assessment concepts and crisis engagement strategies in order to intercept more highly disturbed subjects who may be on a pathway to violence

The Crisis Intervention concepts can provide a foundation to effectively to assess, intervene, and prevent tragedy and violence.

RECENT SIGNIFICANT CASES: AVERTING DISASTER, TRAGEDY AND VIOLENCE

- ◆ **ISSUE: CRISIS SUBJECT SELF-IDENTIFYING as MASS SHOOTER** — The CIT Unit learned of a subject who had been contacting the FBI and reporting himself as someone who was being instructed by ‘voices’ to conduct a possible mass shooting, although there was no specific target or threat. CIT Unit engaged the subject to learn he was in possession of prohibited ammunition and weapons. The CIT Unit seized the prohibited weapons and ammunition and charged the subject who was later directed towards substance use treatment. The CIT Unit is still conducting follow up with this subject to date.

—> **PREVENTED: POSSIBLE MASS-SHOOTING**



- ◆ **ISSUE: CRISIS SUBJECT THREATENING TO SHOOT HIMSELF**—The CIT Unit learned of a subject who was threatening to “shoot himself” who was placed on a mental health detention. The subject was a registered gun owner. The CIT Unit obtained a search warrant and seized over 30 firearms from the subject and over 10,000 rounds of ammunition.

—> **PREVENTED: POSSIBLE SUICIDE and/or HARM TO OTHERS**





PROACTIVE PREVENTITIVE POLICING: THE CIT FIELD UNIT

- ◆ **ISSUE: BARRICADED & SUICIDAL CRISIS SUBJECT WIELDING KNIFE**—Crisis Subject engaged in a prolonged stand-off with police after his father calls to report his son is suicidal with a knife and intent on self-harm. Subject barricaded himself in his residence with a knife and refused to come out. Subject is de-escalated by CIT Officers via telephone over several days and later meets with CIT Field Unit and DPH Clinicians. Subject states he would have “let the cops kill him” on the night of the incident because he had been intent on self-harm, indicating he could have forced a “suicide by cop” engagement with police if cops made entry and contact was made. Police later seized 22 knives from subject's bedroom. Subject was detained for mental health detentions and later admitted into substance treatment. Subject is in continual contact with CIT Unit who reaches out to him frequently.

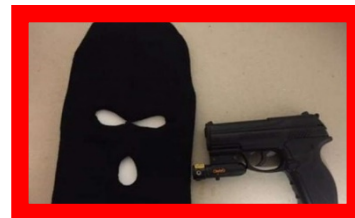
—>**PREVENTED: POSSIBLE SUICIDE BY COP**



- ◆ **ISSUE: CRISIS SUBJECT DISTRIBUTING DISTURBING SOCIAL MEDIA POSTS**

FEATURING GUN AND SKI MASK— The CIT Unit was notified about a student who has been posting images of gun and ski mask online and telling friends he wanted to “make bombs” and wanted to retaliate against various officials. The CIT Unit engaged the subject who was placed on a mental health detention. Items featured in the social media post were located and seized.

—> **PREVENTED: POSSIBLE MASS CASUALTY INCIDENT**



- ◆ **ISSUE: CRISIS SUBJECT THREATENING TO KILL HIMSELF**—The CIT Unit learned of a subject in crisis who was threatening to harm himself. Subject was a military veteran with access to firearms and he also stated he suffered from Post Traumatic Stress Disorder. CIT Unit prepared a Gun Violence Restraining Order, which was granted, and the subject was further prohibited from accessing firearms. —> **PREVENTED: POSSIBLE SUICIDE**



SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

THE CRISIS INTERVENTION TEAM

The Crisis Intervention Team is supervised by Lieutenant Mario Molina and consists of the CIT Field Unit and a CIT Training Unit .

CRISIS INTERVENTION TEAM FIELD OPERATIONS BUREAU

Lieutenant Mario Molina
Crisis Intervention Team Coordinator
Email: mario.molina@sfgov.org

Sergeant Kelly Kruger
Crisis Intervention Team
Psych Liaison
Email: kelly.kruger@sfgov.org

Officer Carlos Manfredi
Crisis Intervention Field Unit
Email: carlos.m.manfredi@sfgov.org

Officer Shawn Fulgado
Crisis Intervention Field Unit
Email: shawn.fulgado@sfgov.org

Officer Lily Prillinger
Crisis Intervention Field Unit / Liaison Program
Email: elizabeth.prillinger@sfgov.org

CIT TRAINING: SFPD ACADEMY

Sergeant Donald Anderson
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Sergeant Laura Colin
Crisis Intervention Team: Training
Email: laura.colin@sfgov.org



ATTACHMENT:

**Crisis Intervention Team Working Group
Annual Report - 2019**

ANNUAL CIT WORK GROUP REPORT: 2019

The San Francisco Crisis Intervention Team (CIT) Working Group, called the CIT Work Group, is comprised of representatives from private and public agencies including but not limited to: mental health service providers, advocates, community members, consumers of mental health services, their families, criminal justice system and representatives from City departments and agencies (e.g., San Francisco Police Department (SFPD), Department of Public Health (DPH), Emergency Management, Public Defenders Office, Mayor's Office on Disability, BART/CIT). The CIT Work Group works collaboratively with and provides advice to the Police Department, through the San Francisco Police Department (SFPD) CIT Coordinator and quarterly meetings with the Police Chief, on crisis intervention training and policies. The membership is open to individual's and agencies interested in the provision of Crisis Intervention Services in San Francisco. (See attached Work Group membership/ mailing list.)

Background Information: On December 21, 2016, Department General Order (DGO) 5.21, The Crisis Intervention Team (CIT) Response to Person in Crisis Calls for Service, was adopted by the Police Commission. In addition to describing detailed SFPD CIT policies, training, procedures and administrative structure, the DGO describes and addresses the Working Group role and responsibilities. The purpose of the Work Group is to: (1) assist in the development of an exemplary SFPD CIT training program including identifying best practices, qualified instructors, training and evaluation materials; (2) establish and promote the CIT Annual Awards Program; and (3) provide recommendations to the SFPD Chief and CIT Coordinator pertaining to policies governing the implementation of the CIT training program. A CIT Work Group was in existence for at least six years prior to DGO 5.21 working with Police Chiefs and Officers to develop and implement a SFPD CIT program (SFPD Resolution No. 11-18). The CIT Work Group expanded its membership under DGO 5.21.

A major focus of the Work Group in 2019 was to advocate for greater involvement from DPH. This happened. The SFPD CIT and DPH designated mental health professionals developed a collaborative partnership to consider new approaches to respond appropriately and support people with mental illnesses in crisis situations. Clearly, this is a work in progress and great strides were made in 2019. Nationwide, behavioral health clinicians assigned to work directly with police officers have demonstrated increased effectiveness in responding to emergency crisis services, and a coordinated interagency crisis intervention system results in better outcomes. While recognizing our major improvement in 2019, the Work Group continues to advocate for designated mental health professionals available to work with the ten District stations, including having the ability to ride along with the Officers.

The second major focus area was the development of a procedure for civilian representation in reviewing CIT incidents involving police response to individuals in behavioral health crisis. This

policy and procedure focus on lessons learned by identifying both successful and problematic responses learned from the incident and making recommendations when appropriate to SFPD's policies, training, interagency coordination, data collection and assistance to persons in crisis. The draft policy was presented to Chief Scott in September, several changes were suggested and made in November, with a final meeting with the Chief in December to complete the process. The document was sent in January to the City Attorney for review and approval.

As in the past, the SFPD CIT training program was amended with input from the Work Group Curriculum Subcommittee when needed, and excellent instructors magnanimously volunteered their time. The Work Group Data Subcommittee, in consultation with SFPD IT Unit, continued to research qualitative and quantitative methodology to measure CIT outcomes. It is important to state the Work Group is extremely pleased with the qualitative data generated to date and continues to offer suggestions to make improvements.

Presentations made to the Work Group in 2019: Bart CIT Multi-Disciplinary Interagency County forensic programs (Officers Armando Sandoval and Hofstein); COHOOTS – Eugene Oregon's CIT (Amy Farah Weiss and Dr. David Elliott Lewis); CIT Dashboard models (Sarah Pennisten); Community-based Collaborative Research (Dr. Chris Weaver); and the Sequential Intercept Model (Jennifer Johnson).

The 2019 CIT Work Group was chaired by Terezie "Terry" Bohrer, a representative of the Mental Health Association of San Francisco. The Chair maintains the e-list of Work Group and Faculty members, prepares agendas, prepares minutes, distributes information pertaining to the charge of the Work Group, schedules special meetings and extends invitations to speakers. Agendas are distributed via e-mail at least three days prior to a regularly scheduled meeting; minutes are e-mailed within one week after the meeting. The Work Group met monthly in an accessible location, at a time convenient to most members. The SFPD CIT Annual Awards ceremony, held in June 2019, honored 38 Officers, recognized SFDPH Comprehensive Crisis Unit, SFFD Emergency Medical Services (EMS6), SF Dept. of Emergency Management and Terezie "Terry" Bohrer for her dedication and leadership.