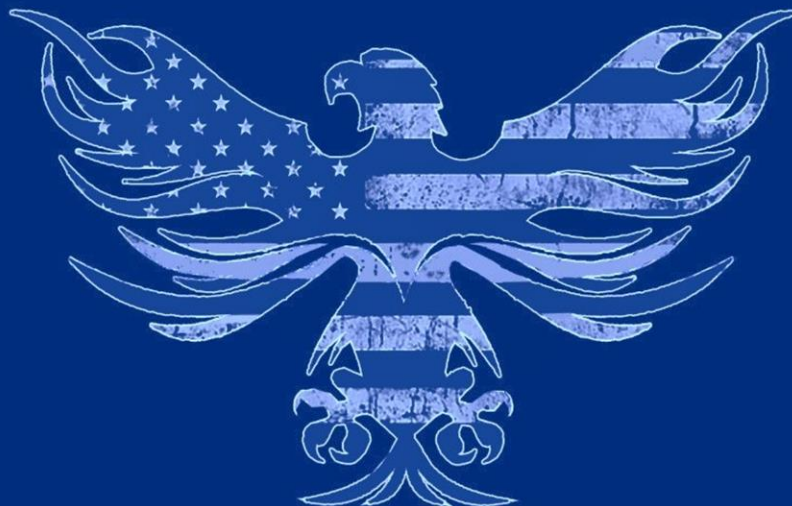


**CRISIS INTERVENTION TEAM
ANNUAL REPORT**

2023

**SAN FRANCISCO POLICE DEPARTMENT
POLICE COMMISSION REPORT**

CRISIS INTERVENTION TEAM



SAN FRANCISCO POLICE DEPARTMENT
ORO EN PAZ Y FIERRO EN GUERRA

2023 Crisis Intervention Team (CIT) Annual Report

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.

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.

—San Francisco Police Department General Order 5.21

The following 2023 Annual Report includes topical themes, highlights, 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 Group's annual report for 2023. The CIT Working Group is outlined in DGO 5.21 and is comprised of representatives from private and public agencies.

2023 Police Commission Crisis Intervention Team Annual Report

Table of Contents

Setting the Scene for Crisis Intervention in 2023

| | |
|---|----|
| Safety with Respect – A Core Concept of CIT | 4 |
| A De-Escalation Strategy: The Disengagement Policy | 5 |
| A Spotlight on CIT Changemakers and Visionaries | 7 |
| CIT: Supporting Street Crisis Response Team (SCRT) | 9 |
| CIT: An integral partner of the Hostage/Crisis Negotiations Team (H/CNT) | 10 |
| The Annual CIT Awards Ceremony | 12 |
| SFPD Crisis Intervention Team exemplifies 21 st Century Policing | 14 |

Operational Structure of the Crisis Intervention Team:

| | |
|-------------------------------------|----|
| <i>CRISIS INTERVENTION TRAINING</i> | 17 |
| <i>The CIT FIELD UNIT</i> | 23 |
| <i>The CIT LIAISON PROGRAM</i> | 24 |
| <i>The CIT WORKING GROUP</i> | 25 |

| | |
|--|----|
| 2023: SFPD Crisis Intervention Throughout San Francisco | 26 |
| Analytical Consideration of Data and Information | |

| | |
|---|----|
| CIT: Critical Recommendations for Best Practices | 30 |
|---|----|

| | |
|--|----|
| CIT: Proactive & Preventative Policing | 33 |
| Threat Assessment & Engagement | 34 |
| CIT Case Studies: Examples of Integrative Engagement | 35 |

| | |
|------------------------|----|
| 2023 DEDICATION | 38 |
|------------------------|----|

| | |
|--|----|
| <i>The Crisis Intervention Team: Who We Are</i> | 39 |
|--|----|

CIT 2023: 'Safety with Respect' - A Core Concept of Crisis Intervention



San Francisco is a world-class City served by the very finest Peace Officers who continually strive for public safety excellence. The San Francisco Police Department's *Crisis Intervention Team* is on the leading edge of law enforcement best practices -- the basis of which is evident in both qualitative and quantitative analysis. Crisis Intervention Training (CIT) is deeply relevant to the specific, real-time interactions our officers have with thousands of people in many types of incidents. CIT also provides an ideological underpinning for the aspirational goals of 21st Century Policing, safeguarding the life, dignity, and liberty of all persons. The SFPD's commitment to Crisis Intervention reflects the department's integrity and compassion, which is thematically captured in the SFPD motto: "Safety with Respect."

SFPD Officers exemplify *Safety with Respect* because they have the collective belief that to actively convey earnest respect for all people is a foundation for building authentic trust and legitimacy throughout our communities. *Safety With Respect* is a central concept in crisis situations when rapport-building and de-escalation strategies are essential, influential tools in the safe resolution of dynamic problems.

The challenges of 2023 required SFPD officers to continue their ascent to the highest level of professionalism with great flexibility and endurance. At the heart of *Crisis Intervention*, the values of courage, compassion, and critical decision-making are woven into the rich fabric of human engagement that our officers demonstrate every day in the field.

It is evident that Crisis Intervention skills and strategies are deeply relevant not only in the specific interactions law enforcement officers have with people - but also central to the larger aspirational ethos of 21st Century Policing.

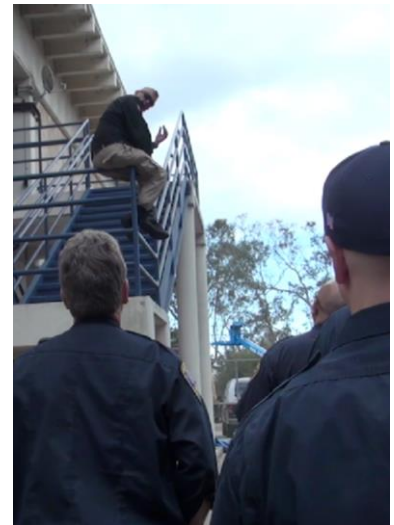
The San Francisco Police Department is resoundingly committed to delivering the essential promise of *Safety with Respect* to all those who inhabit, work in, and visit our incredible, historic, and diverse city.



CIT 2023: The Disengagement Policy as a De-Escalation Strategy

Policing in the 21st Century requires an extraordinary duty to Public Safety, informed by both legislative awareness and professional accountability. As California Law has evolved to further ensure civil liberties, law enforcement professionals must adapt their procedural strategies to be in coherence with legislative changes. As such, certain incidents, while chaotic and concerning, may not meet the current legal threshold for intrusive law enforcement action that may fall under the 4th Amendment protections (Search and Seizure.)

The Disengagement Policy, which was adopted by the San Francisco Police Department in 2023, provides procedural structure for critical decision-making when incidents may benefit from tactical disengagement. Disengagement, as a de-escalation technique, works most effectively when there is a coordinated, strategic re-engagement with the subject(s) at a later time which may involve any of the following: service facilitation, crisis intervention, medical evaluation, and/or possible law enforcement action should there be a criminal component.



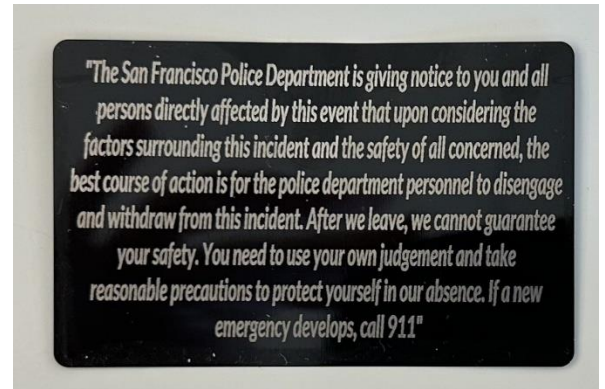
THE EVOLUTION OF THE DISENGAGEMENT POLICY

In January of 2019, Deputy Chief Ann Mannix (ret) returned from a conference in Southern California. While there, she heard of other agencies attempting to develop disengagement policies. Deputy Chief Mannix requested that CIT personnel, Lieutenant Donald Anderson (at that time a sergeant) and Sergeant Laura Colin research and develop a disengagement policy for the San Francisco Police Department.

Lieutenant Anderson took lead on this project as he was the Executive Officer of the Hostage/Crisis Negotiation Team (H/CNT) and a graduate of the Sherman Block Supervisory Leadership Institute and had attended that program with multiple law enforcement officers from other jurisdictions throughout the state. Lieutenant Anderson was able to connect with his fellow graduates and obtained policies from other agencies. He also sought out additional training courses which discussed the ideas of disengagement. Lieutenant Anderson, within a few months, had created the first draft of the policy.

In January 2020, Assembly Bill 392 changed California Penal Code 835(a). The law requires that law enforcement offer de-escalation when feasible. The California Commission on Peace Officer Standards & Training recognizes disengagement as a de-escalation strategy. As a result of this, it was imperative that disengagement become an option in today's world of policing. Since the San Francisco Police Department is routinely on the forefront of best practices, it was clear that SFPD should have its own Disengagement Policy.

Lieutenant Anderson continued to seek out additional information and feedback through other Department subject matter experts which included members from the Crisis Intervention Team, Field Tactics/Force Options, Tactical Company, and Hostage/Crisis Negotiations Team. He also worked on the policy in collaboration with the Department of Police Accountability's Policy Director, Janelle Caywood. The policy was additionally vetted through stakeholders and members of the CIT Working group.



On May 3, 2023, the San Francisco Police Commission unanimously approved the implementation of Department General Order 5.24 -Disengagement Procedures. Lieutenant Anderson and Sergeant Colin spent the next several weeks training members on the new policy before it took effect on July 18, 2023.

The Disengagement / Re-Engagement Continuum: SFPD on a National Platform

As Lieutenant Anderson was still actively working on the final stages of the Disengagement Policy, members of the SFPD Crisis Intervention Unit were selected to present at the 2022 National *Force Science* Conference in Orlando, Florida. *The Force Science Institute* is an elite forum attended by clinicians, law enforcement, academics, legal professionals, and other stakeholders who are highly dedicated to the most effective, safe, and humane ways for law enforcement to engage dynamic and violent subjects who present significant public safety concerns. *Force Science* features groundbreaking academic work on de-escalation strategies, safe technologies, neurobiological stress management, and threat assessment.



Lieutenant Donald Anderson and Officer Elizabeth Prillinger of the CIT Unit developed an original presentation based on a real-life disengagement incident and CIT case study, involving a barricaded crisis subject with weapons who was ultimately re-engaged safely by SFPD's CIT Unit. This Disengagement / Re-Engagement case study was illuminating as a later interview with the crisis subject revealed he was prepared to engage in 'Suicide by Cop' behavior had the initial responding officers employed a traditional 'move to contact approach' during the original incident. The premise of this CIT presentation on disengagement raised points as to how thoughtful and well-planned disengagement strategies can function as effective de-escalation practices, and how strategic CIT re-engagement can have long-term positive impacts on subjects, their families, and loved ones.

The intent of the Disengagement Policy is not for members to de-police in San Francisco; Officers are still held accountable for their duties and responsibilities. The intent of the policy is to save lives. The policy allows our members to slow down, make better decisions, and re-engage under different circumstances. The policy provides guidelines to officers on appropriate disengagement procedures.

CIT 2023: A Spotlight on CIT Changemakers and Visionaries

Inspired collaboration is at the heart of effective Crisis Intervention. As the CIT Unit moves forward into 2024, we want to cast a bright spotlight on some extremely dedicated changemakers and visionaries who have contributed to the success of our program and its bright future. We want to introduce you to Dr. Shivika Dharamrup of Comprehensive Crisis Services (DPH) who is the newest member of our CIT Field Unit, Dr. Richard Patel at Psychiatric Emergency Services (PES.) and Terezie Bohrer of the CIT Working Group for her 12 years of outstanding service to this civilian-based CIT Working Group. Additionally, the CIT Unit is eternally grateful for the leadership and inspired direction of its former Officer in Charge, Lt. Mario Molina.

Moving Towards a True Co-Responder Model:

Introducing Dr. Shivika Dharamrup, MA, PsyD. Clinical Psychologist



The CIT Unit is extremely excited to introduce you to Dr. Shivika Dharamrup, who is assigned to DPH Comprehensive Crisis Services (CCS) as a Clinical Psychologist. Since 2018, the CIT Field Unit has been working closely with many wonderful CCS clinicians and crisis specialists. However, both units are housed in separate locations, which can inhibit real-time responses and organic problem-solving opportunities. In 2023 the CIT Unit, through advocacy from Director Stephanie Felder of CCS and A/Lieutenant Laura Colin of CIT, began the process to bring Dr. Dharamrup into the regular, operational design of the CIT Field Unit for 2 days per week to truly adopt a co-responder model. For the days assigned to CIT, Dr. Dharamrup works alongside the CIT Unit and responds with them on field visits, working to provide subjects to mental health care and wrap around services. This direct contact fosters collaboration, learning, and professional discussion, which in turn improves team functionality and the effectiveness of engagement strategies with the subjects who need help. Since Dr. Dharamrup's direct involvement with CIT, our unit has been able to engage and resolve crisis situations more

effectively and expeditiously due to our organic partnership with a clinical psychologist.

Shivika moved to the Bay Area in 2002 to pursue her Doctorate in Psychology from the California School of Professional Psychology. She has a strong background in forensics and working with law enforcement agencies. She has worked in Contra Costa County, Marin County, City of Berkeley, and San Mateo County. Her work experience includes working on several mobile crisis teams as well as in various correctional facilities. She joined the San Francisco Department of Public Health in 2022 working in the Comprehensive Crisis Services (CCS) – Mobile Crisis Team. Shivika has worked on multiple cases with SFPD's CIT Unit in this capacity. At the beginning of this year, she became the first psychologist to be an embedded member of the CIT Unit. She spends half her work week at SFPD's CIT office which we're hoping to expand to full-time to provide more comprehensive services to subjects struggling with mental or behavioral health issues.

***A Legacy of Creating Best Practices and Changing Culture:
Recognizing The Visionary Leadership of Acting Captain Mario Molina***



The Crisis Intervention Team acknowledges the visionary leadership of Lieutenant Mario Molina who recently left CIT to assume a much-deserved assignment as an SFPD Night Captain in 2023. A/Captain Mario Molina has been with the Police Department for 29 years. As the Crisis Intervention Team Coordinator for the San Francisco Police Department, he spearheaded an extraordinary range of training initiatives and policy changes which have forever influenced positive changes upon the culture of policing in San Francisco. In 2015, he was the Officer in Charge of the SFPD Behavioral Science Unit, which included the Peer Support Team, Critical Incident Response Team (CIRT), and Crisis Intervention Team (CIT). In 2016, the CIT Unit became its own independent entity, with A/Captain Molina at the helm, under the Field Operations Bureau. A/Captain Molina has experience in working with juvenile offenders from his 5 years of work as a counselor at the San Francisco Youth Guidance Center and

two years as a probation officer. He has a Master’s Degree of Science in Marriage, Family, Child Counseling (MFCC) and a Bachelor of Arts in Child Developmental Psychology from San Francisco State University. For those in the department, A/Captain Molina has an extraordinary reputation for his years of intensive and dedicated work at the Gang Task Force Unit, where his investigative acumen and courageous actions brought closure to many high-profile cases which involved horrific and violent crimes linked to gang activity.

The CIT Unit recognizes A/Captain Molina’s profound legacy as a major founding force of our SFPD Crisis Intervention Team, which is now commonly regarded as an extraordinary CIT model both nationally and internationally.

***Inflecting Great Change Through Collaboration:
Celebrating Terezie (Terry) Bohrer of the CIT Working Group***



The CIT Working Group has been led by the formidable Terezie Bohrer, whose intelligence, compassion, and vision has been an invaluable force of leadership since 2010. Without her incisive insight and profound dedication to the CIT Working Group, our department would not be where it is today --at the forefront of Crisis Intervention. The CIT Working Group has evolved into a major engine of community collaboration that it is today because of Ms. Bohrer’s incredibly commitment. She has inflected meaningful change in policy, police reforms, and the training curriculum of our officers. The CIT Unit is eternally grateful to Terry Bohrer whose legacy of contribution to the Crisis Intervention program will live in the resounding purpose of our highest priority, to safeguard the life, liberty and dignity of all persons. Thank you, Terry!

Terezie Bohrer, Awarded at 2024 CIT Awards
Photo Credit: David Elliott Lewis, CIT Working Group

CIT: Supporting the Street Crisis Response Team (SCRT)

Throughout 2023, the *San Francisco Police Department* demonstrated its commitment to collaborative response throughout The City. As 2020 ushered in various alternative models to traditional police response, San Francisco implemented several non-police response teams for non-criminal calls for service. We have since seen the expanded implementation of teams such as the San Francisco Fire Department's Street Crisis Response Team (SCRT) who have modified their structure over the life of the program. While SCRT no longer includes a clinician, the teams are comprised of paramedics and certified peers, who are specifically informed regarding substances, trauma, mental and behavioral health conditions.

In 2023 SCRT continued to expand their response for calls involving subjects requiring crisis engagement. ***While SFPD officers continue to respond to all active crisis incidents involving reports of violence and/or weapons or where the subject presents a danger to self or others, SCRT has also continued to broaden their range and expand their call criteria.***

The Crisis Intervention Team recognizes there is tremendous purpose behind non-police response to crisis. However, this alternate model does not diminish the need for highly trained police officers conversant in crisis intervention, field tactics, and de-escalation strategies. Circumstances with heightened safety concerns may not be appropriate for non-police responders who may encounter a subject with weapons or who is actively suicidal. In fact, two of the three definitive criteria for Mental Health Detentions as per the legislative language of 5150 W&I (Danger to self, Danger to Others, and/or Grave Disability) specifically reference 'danger' – a component which mandates a Law Enforcement response to manage safety and to prevent violence. ***In this sense, while civilian responders can diffuse situations preemptively deemed 'safe', police officers respond to the full range of dynamic incidents that involve weapons, trauma, violence, and potential loss of life.***

CIT supports the success and expansion of non-police response teams and is grateful for their commitment to crisis response. Many crisis incidents do involve a danger component and/or violence, and police may be the only first responders adequately equipped and trained to deal with the myriad of public safety issues. SFPD officers will forever remain on the forefront of Crisis Intervention as there are frequently components of danger that require police response. A/Lt. Laura Colin of CIT works closely with Operations Section Chief April Sloan who oversees Community Paramedicine, including SCRT. Together these two leaders work collaboratively to identify issues, improve engagement strategies, and improve their respective teams to meet the crisis needs of The City.

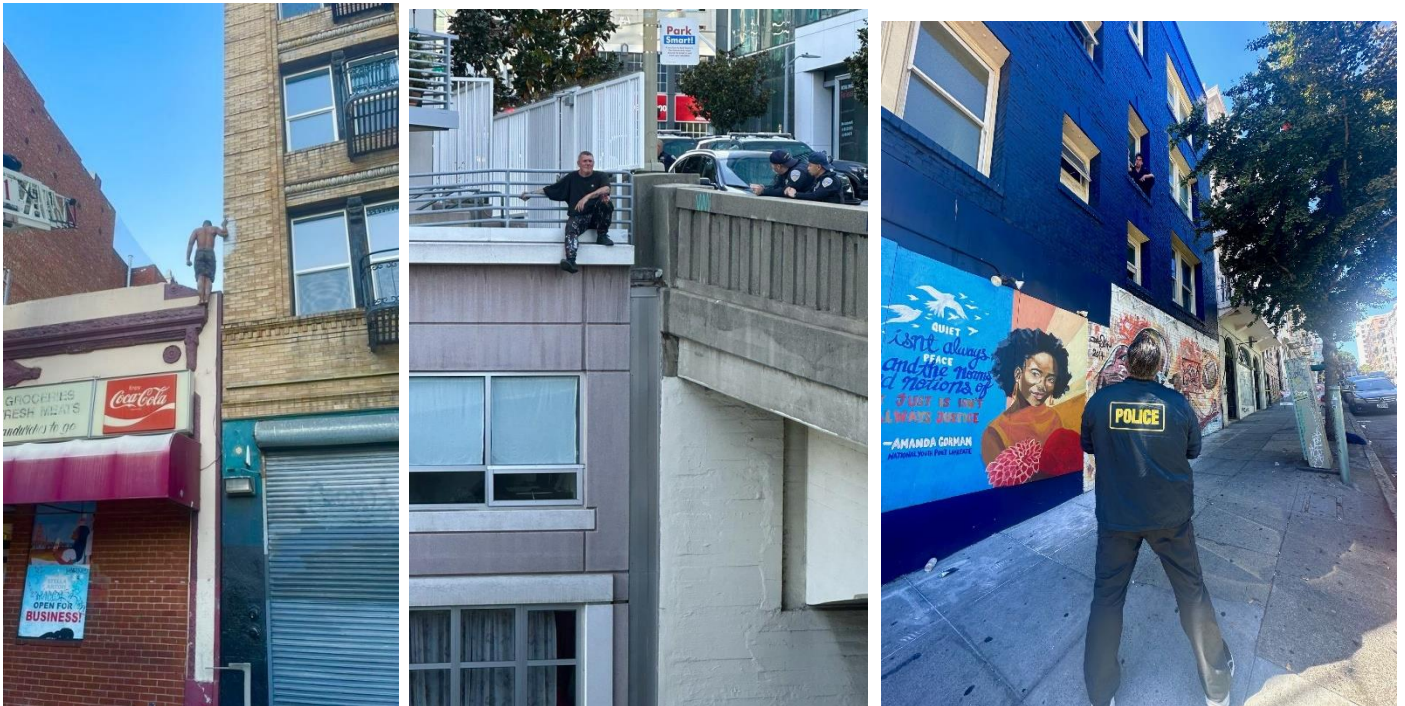


Operations Section Chief April Sloan and Paramedic Captain Brandon Chatham, SFFD (SCRT), courtesy of *Google Images*

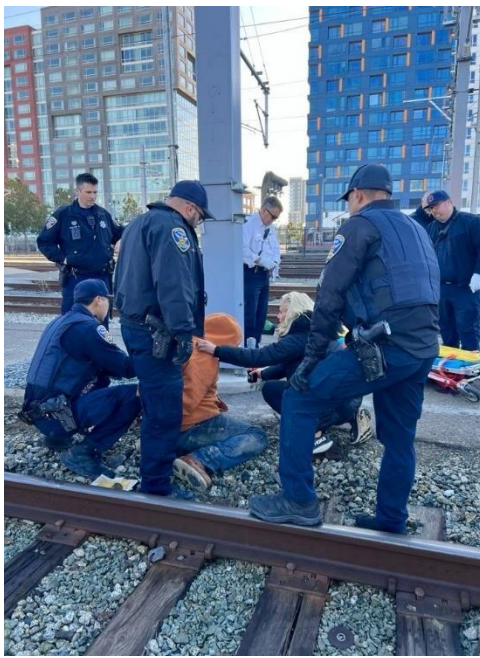
CIT 2023: Crisis Intervention Team (CIT) Supports The SFPD Hostage/Crisis Negotiations Team (H/CNT)

In 2023 SFPD Officers responded to 71 Hostage/ Crisis Negotiation Team “Callouts” (a slight decrease from the two years prior.)

The Hostage/Crisis Negotiation Team (H/CNT) is a specialized unit consisting of selected police officers who have completed up to 80 hours of Basic Crisis Negotiations Training (FBI and D-PREP) and 20 hours of annual training. The H/CNT unit facilitates resolutions for the most serious crisis-related calls and often involve a barricaded subject (usually in crisis, and/or actively suicidal) who has either committed a violent crime, and/or taken hostages, and/or expressed suicidal intent, and/or threatened to harm others.



One of the functions of the CIT unit is to respond, as needed, with DPH Crisis Specialists to H/CNT callouts to coordinate care for the subject on scene. A/Lt. Laura Colin works closely with Director Stephanie Felder of Comprehensive Crisis Services, especially during active crisis incidents where negotiations are implemented. The CIT Unit also facilitates follow-up response and engagement with these crisis subjects *after* the situation is resolved. This follow-up goal is a significant component of CIT principles, in order that people receive appropriate resources. It should be noted that an exponential number of subjects who require H/CNT callouts have a significant mental health and/or behavioral health history of violence. All members of the Crisis Intervention Team Unit are trained in the 40 hr Negotiations course and three active H/CNT negotiators are currently assigned to the CIT Field Unit. Negotiation skills provide an excellent foundation for all crisis engagement as active listening skills are the basis for building rapport, cultivating trust, and ultimately influencing behavioral change.



In 2019, the H/CNT unit responded to 36 callouts requiring crisis negotiations. In 2020, 2021 and 2022, H/CNT members responded to 78, 80, and 94 callouts, respectively, requiring crisis negotiations. This upward trend of callouts took a slight downturn in 2023, with a total of 71 callouts. This slight decrease may be indicative of the post-Covid return to ‘normalcy’ in a city that was affected tremendously by the pandemic, causing upheaval, collective stress, and extended states of anxiety. Even so, this 2023 number is essentially double that of 2019, which may further demonstrate the profound patience and critical decision-making of our officers, who routinely adhere to CIT principles of creating ‘time and distance’ when dealing with subjects in crisis.



CIT 2023: SFPD Recognizes Excellence in Crisis Intervention: The Annual CIT Awards Ceremony

The San Francisco Police Department's Crisis Intervention Team is committed to honoring excellence in crisis intervention, especially when the work of officers helps to preserve the life and dignity of those in crisis. The CIT Awards Ceremony that recognized incidents in 2023 was held on March 25th, 2024, at the historic Scottish Rite Masonic Auditorium and was attended by Awardees, SFPD Command Staff, Police Commissioners, DPH Crisis Psychologists and Specialists, local political leaders, advocates in Mental health, and the families of officers who were selected for their outstanding work in crisis intervention. The Ceremony was led by Chief Bill Scott, and the Keynote Speaker was Dr. Gena Castro-Rodriguez, a psychotherapist who also delivers a profoundly valuable block of CIT instruction pertaining to Early Childhood Development and Complex Trauma. She delivered an inspiring and impassioned speech regarding the humanitarian significance of those who work in crisis.



The Award Ceremony was developed in 2016 to formally recognize SFPD Police Officers who demonstrate exceptional use of CIT principles and skills in the field. Since 2016, the CIT Unit in combination with Community stakeholders in the CIT Working Group carefully review the nominations together and select officers to receive the CIT Award. The recipients of these honors were involved in complex and sometimes life-threatening incidents where lives were often saved and tragedy was averted, because the responding officers utilized remarkable crisis intervention skills.





By recognizing these first responders, crisis specialists, and community stakeholders, the SFPD helps foster a culture of reverence and respect for the application of crisis intervention skills within the scope of Law Enforcement.

Throughout 2023, the San Francisco Police Department has been actively responding to and engaging with thousands of subjects in crisis throughout the city, especially those who demonstrate a danger potential and/or present a public safety concern. In these cases where violence or impending violence may be a factor, a civilian response or non-police response is not a viable option. In these cases, our patrol officers demonstrate great competency about crisis intervention techniques, and the highest regard for human life. The officers selected as recipients for the CIT award exemplify the core values and commitments that are the central themes of Crisis Intervention: meeting people where they are, building rapport, preserving public safety, preventing crime, and utilizing de-escalation whenever feasible to minimize the application of force.



In addition to awarding officers, The San Francisco Police Department also honored the work of an SFPD Paramedic Captain, two Crisis Specialists from DPH’s Comprehensive Crisis Services and a member of the CIT Working Group.

It should be noted that the award-winning CIT Unit is a national model, representing the most aspirational elements of 21st Century Policing. This Award Ceremony is a celebration of the sworn officers whose excellence should be recognized and applauded, as their discerning actions helped save lives and avert potential tragedy. These awards serve to shine a light on the humanity of our officers – because in the absence of their efforts, our beautiful city would suffer the loss of extraordinary guardians whose heartfelt service makes the world a better and safer place.

CIT 2023: SFPD Crisis Intervention Exemplifies 21st Century Policing



The San Francisco Police Department is on the leading edge of Law Enforcement in the nation, with specific reference to its advanced applications of *Crisis Intervention Training* (CIT) and de-escalation-based field tactics.

The SFPD Crisis Intervention Team Training Division has trained a distinct majority of its own law enforcement personnel (As of 2023 at least 72% of SFPD sworn officers have completed the 40-hr CIT Certification course and 100% percent of SFPD sworn officers have completed the 10-hr CIT Field Tactics and De-escalation Course.) The SFPD Crisis Intervention Team has also trained other agencies in crisis intervention, including but not limited to: *The San Francisco Fire Department's EMS 6, San Francisco Sheriff's Department, U.S. Park Police Department, University of San Francisco Police Department, UCSF Police Department, Golden Gate Bridge Patrol, BART Police Department, San Francisco Park Rangers, San Francisco Department of Emergency Management, and select outside agency personal.*



Photo Credit: Peter Thoshinsky, Media Unit

Historically, the SFPD CIT Unit has operated at a very high-level despite being a minimally staffed unit currently consisting of one Lieutenant, one Sergeant, and two fully-duty officers.



The CIT Unit is responsible for the following:

- ***All department-wide training of the Crisis Intervention Certification Course (40-hr) and Field Tactics Course (10-hr)***
- ***All Basic Recruit Classes (12-hr) consisting of material within the scope of the California Commission of Peace Officer Standards and Training (P.O.S.T.) Learning Domain 37 (Persons with Disabilities/Behavioral Health.)***
- ***CIT has a co-responder program with DPH Clinicians to perform active field visits with subjects in crisis who may require services, mental health evaluations, and/or law enforcement engagement.***
- ***CIT conducts strategic investigations for crisis subjects requiring engagement and consideration.***
- ***CIT provides all mental health related support to active H/CNT Callouts.***
- ***CIT facilitates behavioral health follow-ups for subjects who were involved in H/CNT Callouts.***
- ***CIT provides immediate support for sensitive and special investigations involving subjects in crisis.***
- ***CIT prepares thorough Behavioral Threat Assessments when applicable for active incidents.***
- ***The CIT Unit regularly prepares Officer Safety Bulletins and Advisories to patrol regarding highly concerning and/or vulnerable crisis subjects.***
- ***The CIT Unit oversees the CIT Liaison program, which is a proactive, preventative patrol-based citywide expansion of the CIT Unit that identifies subjects who require behavioral health engagement.***
- ***The CIT Unit reviews all notifications made by police personnel regarding subjects who may be in crisis, requiring CIT coordination with clinicians or strategic engagement.***
- ***The CIT Unit conducts roll-call training at District Stations when required.***
- ***The CIT Unit makes appropriate notifications to DPH, Comprehensive Crisis Services, Jail Psych, San Francisco General Hospital Psychiatric Emergency Services, private hospitals and the Veteran Justice Outreach Program regarding crisis subjects and justice-involved persons who may require expanded consideration, evaluation, and engagement.***
- ***The CIT Unit notifies the Department of Justice regarding all Tarasoff Threat incidents.***
- ***The CIT Unit reviews and facilitates the release of firearms to subjects whose mental health-related prohibitions have expired.***
- ***The CIT Unit facilitates public records requests pertaining to mental health detention incidents.***
- ***The CIT Unit participates in all required on-going collaborative meetings across various citywide departments and disciplines to ensure best practices of crisis intervention and related concerns.***
- ***The CIT Unit conducts all internal data analysis regarding incidents and training in the SFPD. Various members of CIT have operated as Subject Matter Experts to the California Commission of Peace Officer Standards and Training (P.O.S.T.) for Statewide training programs.***
- ***CIT meets regularly with CIT Working Group (Mental Health Stakeholders) and community meetings.***
- ***The CIT Unit prepares policy and revises Department General Orders as required.***
- ***The CIT Unit also interprets legislative changes and updates to better adapt CIT training and best practices throughout the department.***

HIGHLY QUALITATIVE WORK REQUIRES EXCELLENT AND MOTIVATED PERSONNEL

Although staffing throughout the Department is significantly depleted, the CIT Unit is working as hard as it can to meet the needs of these ongoing responsibilities and the complex needs of the city it serves. For comparison, as of 2023, the Los Angeles Police Department's Mental Evaluation Unit (MEU) is seeking to expand its unit to 84 Officers and 50 Clinicians. The staffing of the full duty SFPD sworn personnel is approximately 16% of the LAPD. Therefore, if one was to staff the CIT Unit to scale against the LAPD Mental Evaluation Unit, the SFPD CIT Unit would be reasonably staffed with 13 full duty sworn members and 8 clinicians.

NBC Newslink:

<https://www.nbctv.com/news/los-angeles/lapd-ready-to-expand-mental-health-crisis-unit/3186736/>

As a compact unit, it has inflicted far-reaching impact on the culture of policy and procedure within the SFPD. Since the implementation of the CIT Field Tactics in 2017, the department has seen a radical reduction in the use of force. The SFPD Crisis Intervention Team was selected to present original material at the *International Association of Chiefs of Police (IACP) Conference* in 2019. In 2021, members of the SFPD Crisis Intervention Team (CIT) were asked to present a course at the *California Association of Hostage Negotiators Annual State Conference* in Burbank, California and the *2022 International Force Science Conference* in Orlando Florida.

As our nation is collectively grappling with major law enforcement issues requiring collaborative revision and reform, it is also reasonable to look inward and recognize the localized excellence of the *San Francisco Police Department* and the impactful role that the *Crisis Intervention Team* has had upon police training and culture.

The work of the CIT Unit well exceeds the time constraints of a normal workday. The 4 sworn members of the unit work tirelessly to provide support to patrol around the clock.



CIT 2023: The Crisis Intervention Team - The Training Division Training Initiatives, Practical Applications & Building Community Partnerships

The Crisis Intervention Team is committed to providing CIT training to police personnel and facilitating practical applications of Crisis Intervention in the field. The following categories represent extremely significant components of the CIT unit. The CIT Unit consists of: *CIT Training Division, The CIT Field Unit, The CIT Liaison Program, and The CIT Working Group.*

CRISIS INTERVENTION TRAINING: An Invaluable Curriculum

During 2023 The CIT Program continued to provide a 40-hr Crisis Intervention Certification Course to Law Enforcement as well as a 10-hr CIT Field Tactics Course to recruits, both of which are certified by the California Commission on Peace Officer Standards and Training (P.O.S.T.)

CIT Trainers developed a revolutionary hybrid course that consisted of both remote learning via ZOOM and scenario-based in-person training at the onset of the pandemic. With this strong core of Crisis Intervention training, patrol has a wealth of capable and invested officers who are committed to the practices and principles of Crisis Intervention. The Crisis Intervention Team is forged by a tradition of critical and informed training along with the practical applications of patrol strategies.

- 40-hr - **CRISIS INTERVENTION TRAINING** and Mental Health Awareness Course
(CIT Certification upon completion of course)
- 10-hr – **FIELD TACTICS COURSE**
(Completed by all sworn personnel)





CIT 2023: CIT TRAINING – Knowledge Fosters Excellence

The San Francisco Police Department Crisis Intervention Training has gained nationwide praise for its excellent and ground-breaking curriculum, which covers a multitude of pioneering topics. The CIT Unit recognizes that the great quality of its program is entirely proportional to the phenomenal instructors who are deeply invested in cultivating the highest degree of safe and effective intervention strategies for subjects in crisis. **While enlightening those in attendance, these CIT instructors are not only helping elevate critical awareness and skills that help people in crisis -- but their work is raising the professionalism of law enforcement itself.** There are many additional instructors who comprise the curriculum of the CIT 40-hr course, but the following biographies highlight some of the extraordinary foundational instructors whose academic and professional commitments have enriched the CIT curriculum beyond measure.

The Certification Course has a robust curriculum consisting of civilian instructors, whose excellence spans formal academic material as well as presentations of ‘lived experience’ from those who have firsthand knowledge of mental health issues, and developmental disabilities. The CIT Unit partners with NAMI, (the National Alliance of Mental Illness), and MHASF (Mental Health Association SF) and other leading agencies in promoting wellness and independence for those living with complex mental and developmental issues. Several presenters speak candidly and openly to police about their history, and their experience with police officers, and these critical discussions promote empathy, compassion, and awareness. **Our officers are provided blocks of instruction regarding: the Nobility of Policing, Juvenile Brain, Complex Trauma, Managing Fatigue, Developmental Disabilities, Signs and Symptoms of Mental Health and Substance Use, Lived Experience, Veteran Trauma, Post Traumatic Stress Disorder, Implicit Bias, Suicide By Cop, Suicide Intervention, Case Law surrounding mental health, CIT Field Tactics, and more.**

SELECTED INSTRUCTOR BIOGRAPHIES: The 40-hr CIT Certification Course Curriculum

Dr. Christopher Weaver, PhD

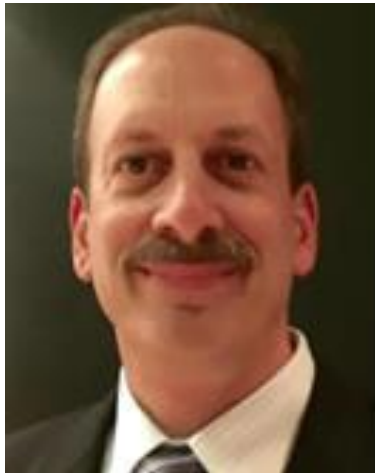
As an integral part of the CIT curriculum, Dr. Weaver provides two significant and distinct blocks of instruction: *Post Traumatic Stress Disorder (PTSD) in Veterans* and *Implicit Bias*. The PTSD block is geared towards Veteran Affairs and is exceptionally informative to first responders, who also may experience profound stress and trauma during their dangerous and challenging work. This course helps officers recognize signs and symptoms of PTSD and teaches officers to utilize ‘grounding techniques’ that can help calm subjects in crisis and build rapport. Dr. Weaver also facilitates an interactive block on *Implicit Bias*, which encourages officers to recognize the subliminal biases we all have, and how to better navigate these problematic constructs to foster more fair and equitable encounters with all subjects.



Dr. Christopher Weaver is an Associate Professor at Palo Alto University, and Director of Palo Alto University's Forensic Psychology Program. He received his Ph.D. in Clinical Psychology from the University of Louisville, He has held research and clinical positions (pre- and postdoctoral) at the University of California, San Francisco, and Stanford University. Dr. Weaver has published significant material in the areas of psychopathy and violence risk assessment. Most recently, he has published his work in the areas of substance abuse and psychological trauma. He has co-authored books in law and mental health and psychopathology. Dr. Weaver's current research focuses on how trauma and substance use can play an impactful role in criminal offending, and the assessment of dissimulation in PTSD assessment. Dr. Weaver is currently conducting a ground-breaking training and research program designed to increase police officer effectiveness in working with people with mental illness.

Dr. Joel Fay, Psy.D., ABPP

As a foundational instructor of the CIT 40-hr course Dr. Joel Fay presents a thought-provoking original curriculum that discusses the phenomenon of Suicide by Cop, Crisis Intervention Field Work, and Case Law. All these topics are enriched deeply by Dr. Fay's unique expertise that is based on both his extensive practical experience as a Police Officer and his rigorous training as a psychologist and clinician. Officers learn a great deal from Dr. Fay who seeks to raise officers' awareness regarding 'proportionality' in use of force and why it is so very important to treat all people with dignity and respect.



Joel Fay Psy.D served as a police officer for over 30 years. Dr. Fay obtained his Doctorate in Psychology from Argosy University, bringing his experience as a police officer towards his role as a clinician. Dr. Fay is now in private practice working with first responders across multiple organizations. Dr. Fay instructs Crisis Intervention Training for numerous agencies throughout California, has co-authored several articles about emergency service stress, and he is a co-author of "Counseling Cops, What Clinicians Need to Know." He is also a co-founder of the First Responder Support Network and is the current Clinical Director. He has played an integral role in the West Coast Post-Trauma Retreat that has helped save so many lives of first responders in crisis. He has received great recognition for his work, including the California Psychological Association 2007 Humanitarian Award and the American Psychological Association 2012 Award for Outstanding Contributions to the Practice of Police & Public Safety Psychology. Dr. Fay is Board Certified in Police and Public Safety Psychology.

Dr. Gena Castro-Rodriguez, Psy. D

Dr. Castro-Rodriguez delivers a phenomenal block of instructional material pertaining to Adolescent Trauma and Juvenile Behavior and Crisis Response. She guides officers through the complexity of adolescent neurological and psychological development and how it affects the behavior of young people, especially those who have history of adverse childhood experiences (ACES Study.) Dr. Castro-Rodriguez gives officers practical tools to communicate more effectively with troubled youth with a goal toward crisis resolution. With her breadth of understanding about trauma and adverse childhood experiences, she presents great insights into the behaviors of adolescent subjects who may be involved in incidents that could require a crisis response from police. With enhanced empathy and awareness, officers may develop more effective trauma-informed engagement strategies with adolescent subjects.



Dr. Gena Castro-Rodriguez is a psychotherapist and licensed marriage and family therapist. Dr. Gena Castro-Rodriguez is in private practice, and is also an assistant professor at the University of San Francisco, and Director of the Survivor Resource Center for the Prosecutors Alliance California. She received her bachelor's degree in psychology from Sacramento State University, a master's degree in counseling psychology from the University of San Francisco, and her Doctorate in Clinical Psychology from the California Institute for Integral Studies. Dr. Gena Castro-Rodriguez has conducted extensive research in the areas of interpersonal trauma, the cycle of violence, delinquency and criminal behavior, victimology, gender responsive strategies and secondary trauma. She has been an instructor at the University of San Francisco graduate counseling psychology program and is the former Chief of the Victim Services Division for the San Francisco District Attorney's Office where she oversaw the work with more than 9,000 victims of violent crime a year.

Captain Jack Hart (San Francisco Police Department)

At the inception of each CIT 40-hr class, Captain Jack Hart delivers an impassioned and profound treatise on the nobility of policing, which serves to foster deeper purpose amongst attendees. His dynamic and captivating presentation cultivates a “guardian mindset” in the hearts and minds of our officers. He stimulates rigorous philosophical and spiritual discussions that serve to remind officers of their tremendous calling to serve all communities with courage, compassion, and purpose. Captain Hart is a Master Instructor in a police leadership development course called "Blue Courage," where he has inspired police officers of all ranks in large and small departments across the country and internationally.



Captain Jack Hart became a sworn member of the San Francisco Police Department in 1999. Since then, he has served in diverse patrol assignments which have informed his incredible aptitude as a California POST-certified instructor. Captain Hart has taught over 50 Academy Recruit Classes in courses spanning: constitutional law, criminal law, criminal procedure, and leadership development. As a Sergeant, Captain Hart led a plainclothes team in the Bayview district, which sought to resolve serious street crimes. Once promoted to lieutenant, he served as the officer-in-charge of the Candlestick Park detail, which required operational finesse given the enormous crowds in attendance. As a SFPD Captain he was assigned to SFPD's Homeland Security Unit and he also led the Department's mutual-aid response to the devastating firestorms that ravaged many communities in the North Bay in 2017. Captain Hart is currently the Captain of SFPD's Park Station, which presides over the historic Haight-Ashbury and a vibrant swath of neighborhoods adjacent to Golden Gate Park located in Central San Francisco.

Lieutenant Donald Anderson (San Francisco Police Department)

All those who attend the SFPD CIT 40-hr Certification Course and the 10-hr CIT Field Tactics Course will be provided with indispensable presentations delivered by Lt. Donald Anderson. Lt. Anderson is committed to raising the decision-making abilities and de-escalation skills of officers during dynamic incidents. His practical discussions outline the importance of critically minded field tactics, which enhance both effective crisis resolution and scene safety. Lt. Anderson discussed the impact of pertinent case law so officers can be as informed, accountable, and responsible as possible.



Lieutenant Donald Anderson is assigned as a watch commander at Ingleside Station in the Patrol Division of the San Francisco Police Department. In his previous assignments, which include patrol, investigations, and training divisions, he has worked diligently to advance the policies and protocols that affect officers. While a Sergeant, he was assigned as a Training Coordinator and Supervisor for the Crisis Intervention Team unit, and he was the Executive Officer of the Hostage/Crisis Negotiations Team. He is a California Police Officer Standards and Training (POST) certified Instructor specializing in Use of Force, De-Escalation, and Defensive Tactics. Lt. Donald Anderson is also a Subject Matter Expert in De-escalation, Crisis Intervention, Crisis Negotiations, and Disengagement Strategies.

Dr. Richard Patel, Psychiatric Emergency Services, Attending Physician

Dr. Richard Patel presents an informative block of instruction in the 40 hr CIT Certification Course, covering *Signs and Symptoms of Mental Health Issues and Substance Use*. Dr. Patel provides a wealth of knowledge to our law enforcement officers as he has also been a clinical professor of Psychiatry at UCSF's School of Medicine, Department of Psychiatry. Outside of the CIT Curriculum, Dr. Patel also operates as an invaluable and practical resource as he gladly takes calls and questions from the CIT Unit and patrol officers, as needed.



Dr. Richard Patel is the former Director of Psychiatric Emergency Services (PES) at Zuckerberg San Francisco General Hospital. He is also a Clinical Professor at UCSF's School of Medicine, Department of Psychiatry. Dr. Patel has been a licensed physician since 1994, and has run his own practice since 1995. His extensive experience spans from child and adult psychology to forensic criminal psychiatry.

These instructors not only represent excellence in their chosen professions, but have generously brought their unique perspectives, academic rigor, and compassion to our CIT program. This spotlight on the CIT Curriculum only represents a few of the many outstanding instructors and teachers who comprise the CIT 40-hr curriculum, for whom our CIT Unit is most grateful. We also wish to acknowledge the participation of speakers with Lived Experience as Mental Health Service Consumers, who broaden the understanding of our students with their personal stories and experiences.

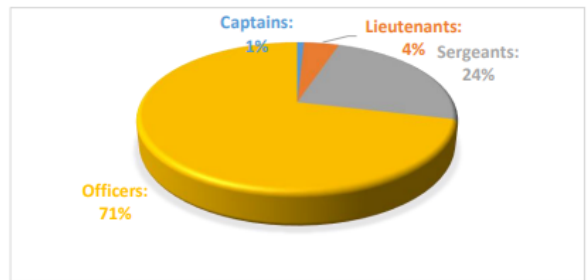
CIT 2023: CIT TRAINING – STATISTICS AND DATA

San Francisco Police Department-Trained CIT

As of 12/30/2023

| | Total Sworn | 40 - Hour CIT Course | | | 10 - Hour CIT Field Tactics | | | |
|------------------------------|-------------|----------------------|---------------|-----------|-----------------------------|----------------|----------|----------------|
| | | Certified | Not Certified | Non-Sworn | 40-Hour Course | 10-Hour Course | Other | 10-Hour Course |
| Central Station (Co. A) | 115 | 93 | 22 | | 81% | 115 | | 100% |
| Southern Station (Co. B) | 101 | 76 | 25 | | 75% | 101 | | 100% |
| Bayview Station (Co. C) | 97 | 64 | 33 | | 66% | 97 | | 100% |
| Mission Station (Co. D) | 117 | 81 | 36 | | 69% | 117 | 2 | 100% |
| Northern Station (Co. E) | 119 | 103 | 16 | | 87% | 119 | | 100% |
| Park Station (Co. F) | 74 | 55 | 19 | | 74% | 74 | | 100% |
| Richmond Station (Co. G) | 70 | 53 | 17 | | 76% | 70 | | 100% |
| Ingleside Station (Co. H) | 92 | 74 | 18 | | 80% | 92 | | 100% |
| Taraval Station (Co. I) | 79 | 74 | 5 | | 94% | 79 | | 100% |
| Tenderloin Station (Co. J) | 128 | 103 | 25 | | 80% | 128 | | 100% |
| District Stations: | 992 | 776 | 216 | 0 | 78% | 992 | 2 | 100% |
| Metro Division: | 580 | 456 | 124 | | 79% | 580 | | 100% |
| Golden Gate Division: | 412 | 320 | 92 | | 78% | 412 | | 100% |
| Specialized Units: | 832 | 531 | 301 | 34 | 64% | 832 | 78 | 100% |
| Airport (AIRP/ADMN/AFOB) | 126 | 106 | 20 | 10 | 84% | 126 | 15 | 100% |
| Other: | | | | 44 | | | 95 | |
| Total Sworn ONLY: | 1824 | 1307 | 517 | | 72% | 1824 | | 100% |

| 40 - HR CIT Certified Personnel | |
|---------------------------------|-------------|
| Deputy Chiefs: | 3 |
| Commanders: | 3 |
| Captains: | 11 |
| Lieutenants: | 56 |
| Sergeants: | 306 |
| Officers: | 928 |
| Total Sworn ONLY: | 1307 |
| Non-Sworn: | 44 |
| Total (Including other) | 1351 |



| 40 - Hour CIT Courses by Year | |
|-------------------------------|-----------|
| 2011 | 1 |
| 2012 | 3 |
| 2013 | 3 |
| 2014 | 4 |
| 2015 | 4 |
| 2016 | 10 |
| 2017 | 6 |
| 2018 | 7 |
| 2019 | 8 |
| 2020 | 4 |
| 2021 | 16 |
| 2022 | 5 |
| 2023 | 4 |
| 2024 | |
| 2025 | |
| Total: | 75 |

| 2022 CIT COURSES | |
|---------------------|-----------------|
| January 24-27 | June 13-16 |
| February 7-10 | July 11-14 |
| March 21-24 | August 22-25 |
| April 11-14 | September 19-22 |
| April 25-28 | October 24-27 |
| May 23-26 | November 14-17 |
| 2023 CIT COURSES | |
| February 27-March 2 | July 24-27 |
| April 24-27 | September 11-14 |
| May 22-25 | October 23-26 |
| July 17-20 | November 6-9 |

***CIT 2023: THE CRISIS INTERVENTION FIELD UNIT:
A Working Partnership with the Department of Public Health's
Comprehensive Crisis Services (CCS)***



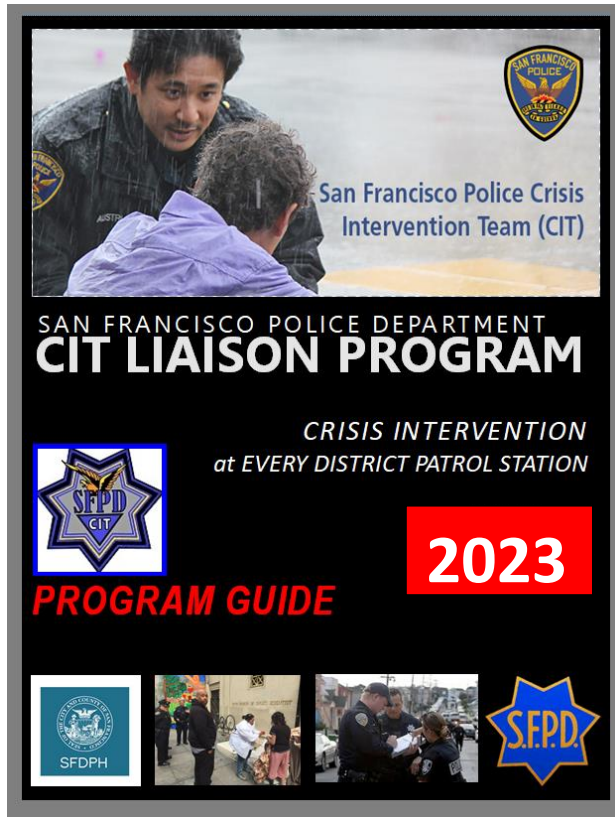
Throughout 2023, *The Crisis Intervention Team* continued to fortify its partnerships with DPH's Comprehensive Crisis Services (CCS). Members of the CIT Field Unit respond to situations to provide supportive assistance to CCS crisis specialists, when they need to engage higher risk subjects who pose public safety concerns and a potential for danger.

This working partnership between CIT and CCS exists so first responders and clinicians can work together to effectively assist subjects in crisis with an emphasis on scene safety and subject engagement. Given that DPH and CCS have an existing infrastructure to provide services and support to subjects who need assistance, their efforts are strengthened by the presence of CIT officers who are both conversant in de-escalation, crisis negotiations, and safety protocols.

The working partnerships between clinicians and law enforcement are highly valuable, as together they form a hybrid crisis response team with extensive knowledge of each other's training and expertise. Prior to each planned engagement the CIT/CCS crisis response team develops primary, alternate, contingency, and emergency (PACE) plans. This multi-tiered version of pre-incident planning helps shape the safest and most adaptive engagement strategies for dynamic conditions that are factors in most crisis situations and critical incidents.

CCS Crisis Specialists can respond to police incidents in the field. Both professions forge close working relationships to facilitate the most immediate and effective arc of crisis intervention. In high-risk incidents which require a Hostage/Crisis Negotiation Team (H/CNT) response from SFPD, the CIT Field Unit can meet with CCS specialists on scene to help coordinate care for the subject(s) and family members as needed.

CIT 2023: THE CIT LIAISON PROGRAM: A Patrol Based Approach to Crisis Engagement

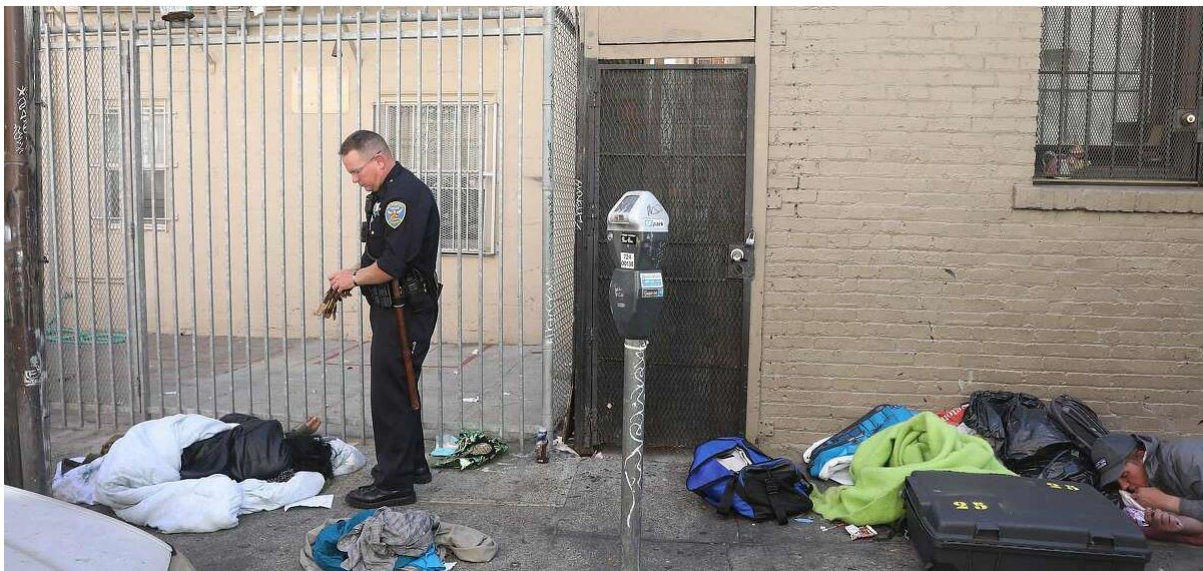


As per Department General Order (DGO 5.21) all 10 District Stations throughout San Francisco are required to have designated “CIT Liaisons” who specialize in matters pertaining to Crisis Intervention in their respective district.

In 2023 the CIT Liaisons identified CIT related issues and concerns at their district stations. The Liaisons operate as a conduit to the CIT Field unit so crisis subjects who are most concerning are appropriately identified, engaged, and/or connected effectively with programs and services as swiftly as possible. In turn, other city services and civilian crisis specialists may be notified should there be subjects who require further consideration and connection.

Each designated CIT Liaison takes on the roles and responsibilities established by the CIT Unit. This designated group of 20 CIT Liaison Officers operates as a built-in auxiliary CIT unit that functions as patrol but also supports and effectuates the larger goals of Crisis Intervention throughout the city.

Because this program is rooted in patrol, it provides a strong core of principled policing, while also serving as a built-in “safety net” to the most vulnerable subjects in our communities who require substantial CIT engagement.



CIT 2023: THE CIT WORKING GROUP EXAMPLIFIES COLLABORATION
CIT Builds Resilient Community Partnerships

The CIT Program works towards the highest standards of crisis intervention by listening to the needs and experiences of the communities we serve, mental health professionals, and advocacy groups which comprise the CIT Working Group. Throughout 2023 the CIT Working Group continued to meet regularly via Zoom platform to identify issues, concerns, and goals for the CIT program.

Because SFPD officers serve and protect many diverse communities, we strive to understand the needs, expectations, and concerns of our City. The CIT Working Group is a civilian advisory board comprised of civilian Community Stakeholders with both personal and professional commitment to Crisis Intervention. Together they work with SFPD CIT Unit towards clarifying important issues, recognizing CIT goals, and improving the practice of crisis intervention. We deeply value their commitment and effort to this field.



CIT 2023: SFPD CRISIS INTERVENTION THROUGHOUT SAN FRANCISCO
Analytical Consideration of Data and Information

A SIGNIFICANT VOLUME OF CRISIS CALLS

Statistically, the SFPD is well-attuned to dealing with subjects in crisis. In 2022 the SFPD responded to over **33,734** calls for service that may have generally and specifically required some type of Crisis Intervention. Of those calls, there were 9,937 CIT-related calls consisting of the following categories: (Mentally Disturbed Person (Radio Code 800), Suicidal Person (Radio Code 801), requested Mental Health Detention (Radio Code 5150), Juvenile Beyond Control (Radio Code 806), Mentally Disturbed Crisis Response (Radio Code 800CR) and Suicidal Person/Crisis Response (Radio Code 801CR).) Additionally, SFPD officers responded to 23,797 requested Well-Being Checks (Radio Code 910). Well-Being Checks are a broad designation which may be called in by family or friends of subjects, or observers/witnesses who are concerned about the well-being of a subject based on their behaviors, statements, and/or history. This broad total of 33,734 is slightly diminished compared with the previous year. In 2022 the SFPD responded to over **39,926** crisis-related calls for service. These types of calls may require some crisis intervention skill and applications from the responding officers.

Annual 2023 CIT-Related Call Types per Quarter

| Final Call Type | 2023 | | | | |
|-----------------|-------------|-------------|-------------|-------------|-------------|
| | Q1 | Q2 | Q3 | Q4 Total | YTD Total |
| 800 | 1169 | 1331 | 1469 | 1262 | 5231 |
| 801 | 991 | 1035 | 1079 | 1121 | 4226 |
| 5150 | 67 | 63 | 63 | 55 | 248 |
| 806 | 59 | 48 | 48 | 45 | 200 |
| 800CR | 5 | 12 | 4 | 4 | 25 |
| 801CR | 2 | 1 | | 4 | 7 |
| TOTAL: | 2293 | 2490 | 2663 | 2491 | 9937 |

| Final Call Type | 2023 | | | | |
|-----------------|------|------|------|----------|-----------|
| | Q1 | Q2 | Q3 | Q4 Total | YTD Total |
| 910 | 5886 | 6131 | 5986 | 5794 | 23797 |

RADIO CODES: CRISIS CALLS

- 5150 - mental health detention
- 800 – mentally disturbed person
- 801- suicidal person
- 806 – juvenile beyond control
- 5150 – mental health detention
- 800 CR – mentally disturbed person (requiring Crisis Response)
- 801 CR –suicidal person (requiring Crisis Response)
- 910- well-being check

2023 TOTAL CRISIS CALLS: 33,734

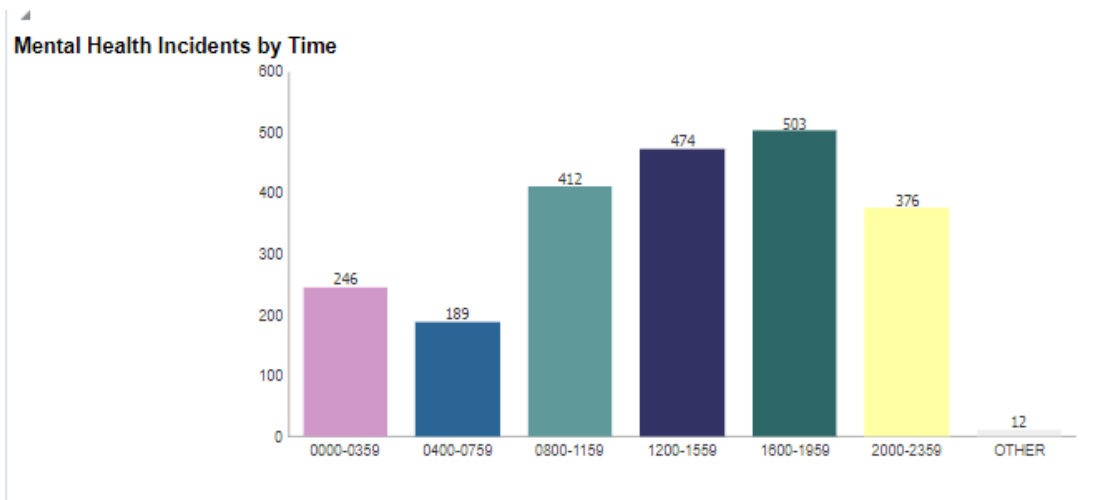
While the numbers reflect a decrease over the previous year, this number is only a reflection of mental health related calls. Officers continue to use CIT skills for a myriad of dynamic encounters that are not linked specifically to mental health issues. SFPD officers regularly de-escalate incidents from neighbor disputes to violent felonies and constantly engage and assist victims of crimes. The 2023 total number of calls is accumulated from data provided by the Department of Emergency Management.

CIT 2023: MENTAL HEALTH INCIDENT: TIME AND DAY OF WEEK

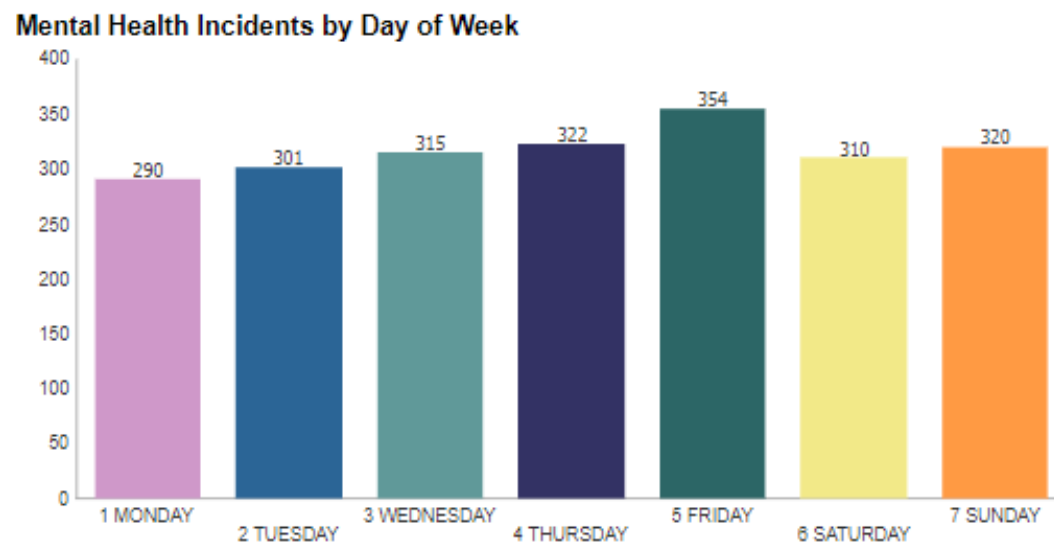
Mental Health Incident by Time of Day & Day of Week

| | | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY | INCIDENT COUNT |
|-------------|-------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| TIME | INCODE DESCRIPTION | INCIDENT COUNT | INCIDENT COUNT | INCIDENT COUNT | INCIDENT COUNT | INCIDENT COUNT | INCIDENT COUNT | INCIDENT COUNT | |
| 0000-0359 | Mental Health Detention | 33 | 29 | 29 | 32 | 36 | 48 | 39 | 246 |
| 0400-0759 | Mental Health Detention | 25 | 31 | 21 | 31 | 27 | 27 | 27 | 189 |
| 0800-1159 | Mental Health Detention | 57 | 59 | 64 | 59 | 69 | 52 | 52 | 412 |
| 1200-1559 | Mental Health Detention | 64 | 69 | 60 | 64 | 85 | 64 | 68 | 474 |
| 1600-1959 | Mental Health Detention | 66 | 64 | 85 | 85 | 76 | 56 | 71 | 503 |
| 2000-2359 | Mental Health Detention | 42 | 48 | 54 | 51 | 59 | 60 | 62 | 376 |
| OTHER | Mental Health Detention | 3 | 1 | 2 | | 2 | 3 | 1 | 12 |
| Grand Total | | 290 | 301 | 315 | 322 | 354 | 310 | 320 | 2211 |

MENTAL HEALTH INCIDENT: TIME

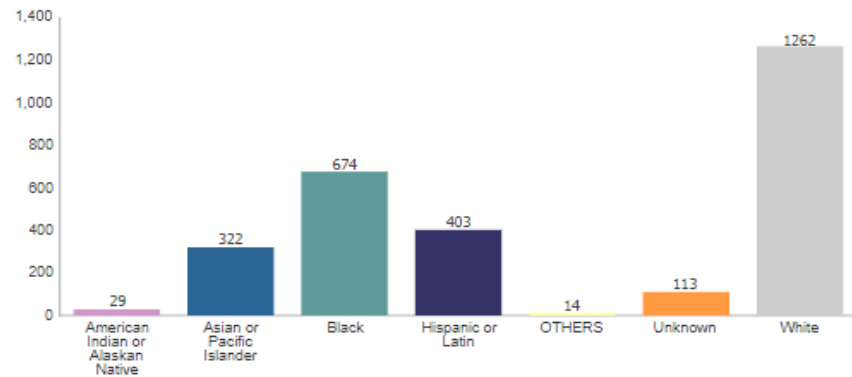


MENTAL HEALTH INCIDENT: DAY OF WEEK



CIT 2023: SUBJECT DEMOGRAPHICS: Mental Health Incidents

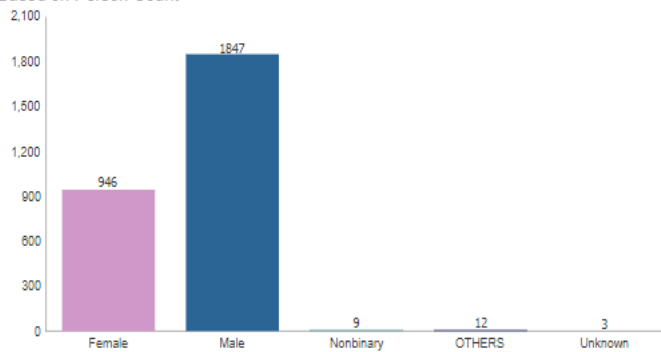
Mental Health by Race Based on Person Count



Mental Health by Gender

Based on Person Count

Mental Health by Gender Based on Person Count



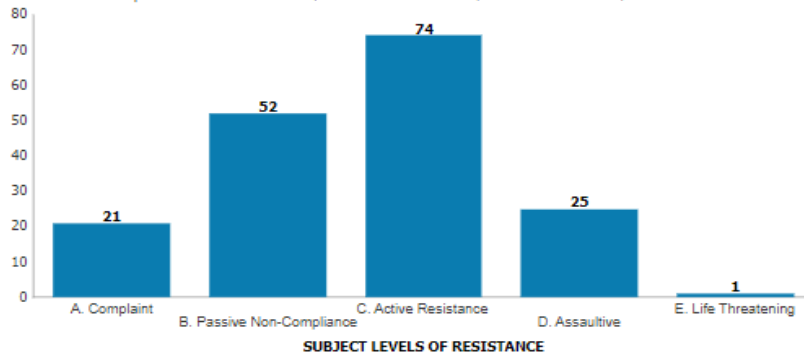
CIT 2023: USE OF FORCE: Mental Health Incidents

UOF Eval Mental Health Subject Levels Of Resistance

Incident Category Type: Mental Health Detention; Aided Case

or

DEM Radio Code equals: ATTEMPT SUICIDE; CHECK WELL BEING; PERSON W/KNIFE; PSYCH EVAL



CIT 2023: USE OF FORCE: Mental Health Incidents, cont.

San Francisco Police Department - Mental Health Incidents & Use of Force

Data is coming from the Supervisory Use of Force form (handwritten form) entered by EIS, the new Use of Force Evaluation form entered through CDW was implemented as of April 12, 2022, and new Use of Force Evaluation data is not a part of this Dashboard.

| INCIDENT CATEGORY TYPE | DEM RADIO CODE | COUNT- UOF INCIDENTS | % |
|-------------------------|------------------|----------------------|--------|
| Grand Total | | 129 | 100.0% |
| Mental Health Detention | | 99 | 76.7% |
| Aided Case | | 19 | 14.7% |
| | CHECK WELL BEING | 5 | 3.9% |
| | PERSON W/KNIFE | 4 | 3.1% |
| | ATTEMPT SUICIDE | 2 | 1.6% |

Mental Health Category Type/DEM Radio Code of Force Used

Implemented April 12, 2022

Incident Category Type: Mental Health Detention; Aided Case

or

DEM Radio Code: ATTEMPT SUICIDE; CHECK WELL BEING; PERSON W/KNIFE; PSYCH EVAL

| SUBJECT WEAPON DESCR, TYPE OF WEAPON OTHR DESC | COUNT- UOF INCIDENTS |
|--|----------------------|
| ,Broken bottle | 1 |
| ,Dog (Pit Bull) | 1 |
| ,Glass bottle | 1 |
| Blunt Object, | 5 |
| Firearm, | 1 |
| Knife/Other Edged Weapon, | 7 |
| Knife/Other Edged Weapon, Gardening pick/rake | 1 |
| Simulated Weapon, | 1 |
| Grand Total | 18 |

Notes:

Data is coming from the Use of Force Evaluation, this form was implemented as of April 12, 2022. Data is loaded nightly.

Officers and Subjects based on Person not on Incident Count.

UOF Eval Mental Health includes: Incident Category Type: Mental Health Detention; Aided Case

or

DEM Radio Code: ATTEMPT SUICIDE; CHECK WELL BEING; PERSON W/KNIFE; PSYCH EVAL

Created by the Business Intelligence Team, any questions or concerns please email us at sfpd.busintell@sfgov.org.

| INJURED or UNINJURED PARTY | PERSON COUNT | % |
|----------------------------|--------------|--------|
| Grand Total | 282 | 100.0% |
| Officer Injured | 12 | 4.3% |
| Officer Not Injured | 195 | 69.1% |
| Subject Injured | 22 | 7.8% |
| Subject Not Injured | 53 | 18.8% |

| UOF TYPE OF FORCE DESCR | COUNT- UOF INCIDENTS | % |
|--|----------------------|--------|
| Grand Total | 85 | 100.0% |
| Physical Control Hold/Take Down | 68 | 80.0% |
| Strike by Obj. (personal body weapon)/Fist | 10 | 11.8% |
| Firearm Pointing | 9 | 10.6% |
| Chemical Agent | 4 | 4.7% |
| ERIW | 4 | 4.7% |
| Other | 4 | 4.7% |
| ERIW 40mm | 3 | 3.5% |
| Impact Weapon | 2 | 2.4% |

CIT 2023: CRITICAL RECOMMENDATIONS FOR FUTURE BEST PRACTICES



APPLICATION OF DE-ESCALATION WHEN FEASIBLE

DE-ESCALATION. Officers shall, when feasible, employ de-escalation techniques to decrease the likelihood of the need to use force during an incident and to increase the likelihood of voluntary compliance. Officers shall when feasible, attempt to understand and consider the possible reasons why a subject may be noncompliant or resisting arrest. A subject may not be capable of understanding the situation because of a medical condition; mental, physical, or hearing impairment; language barrier; drug interaction; or emotional crisis and have no criminal intent.

These situations may not make the subject any less dangerous but understanding a subject's situation may enable officers to calm the subject and allow officers to use de-escalation techniques while maintaining public and officer safety. Officers who act to de-escalate an incident, which can delay taking a subject into custody, while keeping the public and officers safe, will not be found to have neglected their duty. They will be found to have fulfilled it.

EXPANDED STAFFING FOR CIT UNIT:

The current CIT Unit consists of 4 full-duty sworn personnel and one modified-duty officer. As staffing allows, the recommendation is to expand the number of full duty officers and clinicians to provide a more comprehensive co-responder model. Additionally, in the future, the CIT Unit hopes to expand into a more centralized location so as to respond more expeditiously to assist all patrol stations.

IMPLEMENTATION OF UPDATED DEPARTMENT GENERAL ORDERS PERTAINING TO CRISIS:

DGO 6.14 - Psychological Evaluations of Adults: update written and under review.

DGO 7.02 - Psychological Evaluations of Juveniles: update in progress.

REPORT WRITING & DOCUMENTATION:

Officers need to continue to improve their understanding of and descriptions of De-Escalation and Discretionary Time

There has been significant improvement from 2021 to 2023 in the way officers are describing their attempts to de-escalate subjects. Similarly, officers are more readily describing the lack of discretionary time in their encounters. Officers are expected to use de-escalation in the field and if use of force is reported, they are required to acknowledge whether de-escalation was used. The Thoughts, Emotions, Behaviors (TEB) Model finds that the predominate number of crisis subjects in Use of Force incidents demonstrate CONTAMINATED THOUGHT, HIGH EMOTION, NON-COMPLIANCE and that de-escalation may not actually be feasible. ***In these circumstances it is especially important for the reporting officer to describe why de-escalation did not work, or whether the subject was unable to accept de-escalation.***

REPORT WRITING: Officers should thoroughly describe the subject's demeanor (Thought, Emotion, Behavior) in the narrative.

Officers continue to improve in their descriptions of the subject's behavior in the respective narratives of their reports. These accurate behavioral descriptions are essential because the subject's demeanor may significantly impact the efficacy of the de-escalation strategies employed by officers. When feasible officers should include descriptions of the subject's behavior, statements, reactions -- especially when subjects are not responding to de-escalation.

REPORT WRITING: Officers should describe if there was limited discretionary time and how that informed their abilities and decisions.

In the event that an incident requires officers to make split-second decisions, it is important to describe how a lack of discretionary time, and/or exigency required immediate engagement.

NOTIFICATIONS and ALERTS:

Concerning Subjects

Should officers engage subjects with significant frequency based on the subject's concerning behaviors, and/ or should the subject present ongoing concerns for public safety or personal well-being, officers should notify the appointed CIT Liaison Officer at their district station and/or Crisis Intervention Unit. These notifications are important because it can help establish who presents ongoing risks to themselves and others, and who requires expanded engagement from CIT (SFPD) and/or Comprehensive Crisis Services (DPH.) ***These notifications and strategic engagements can help minimize dramatic and/or unsafe encounters with the subject while also connecting the subject to appropriate services when applicable.***

Potential 'Suicide by Cop'

Officers, based on their training and experience, should note in their respective reports whether the subject demonstrated an attempted suicide by cop, or a propensity for potential suicide by cop. Even if a crisis incident is resolved peaceably with a legal detention, medical treatment, and/or without use of force, it is important for the CIT Unit to be aware of subjects who may initiate, provoke, and/or demonstrate suicidal behaviors that rely on a lethal use of force application from police. Officers should notify the CIT unit regarding encounters with subjects that included elements that indicate potential use of force:

The notification process is important because it underscores the need for follow-up and engagement, possibly from crisis services outside of law enforcement. ***It is also important for officers to be familiar with subjects whose histories may include Suicide by Cop behavior as this will help officers engage the subject as safely and effectively as possible.*** The *Crisis Intervention Team* should be notified should a subject indicate Suicide by Cop behaviors.

DEBRIEFING:

Officers and their First Line Supervisors should engage in debriefs whenever possible, especially regarding complex and tense encounters pertaining to crisis incidents. Debriefs are an excellent

way to provide both positive criticism and identify problematic strategies. Debriefs also foster a CIT Team Concept and encourage each individual officer to build upon their training and experience.

CONSTANT SCENARIO-BASED TRAINING & LEARNING: CASE LAW AND DISCUSSION

As the Law Enforcement professional must constantly adapt and master the concepts and regulations of shifting legal obligations and ramifications, it is essential that all San Francisco Police Officers must readily understand how to do their jobs effectively in accordance with legal updates. *The Crisis Intervention Team* knows that for officers to operate confidently in the field they must have an excellent working knowledge of policy and procedure AND current applications of the Law. ***This is never more crucial with the implementation of AB 392 and its bearing on Use of Force and the 'objective reasonableness' of an officer.*** There have been numerous changes in recent laws which can be confusing for officers to understand, especially in the areas of search and seizure and reasonable use of force. Officers must be able to articulate and recognize imminent dangers and the appropriateness of their response in terms of proportionality, use of force policy, 4th Amendment Intrusions, the feasibility of de-escalation, creating time and distance when allowed, and the opportunity to conduct pre-incident planning when discretionary time is available. The CIT Unit continues to address these important legal issues in the CIT Training.

DATA COLLECTION:

Hospitals and Treatment Facilities: The SFPD is currently working to capture data regarding Hospital Transports, via the current report writing system.

"Medical-Only" Transports Tracked: Currently subjects who are transported for 'medical only' are not tracked by SFPD although they may be high users of medical services and/or require continual CIT engagement for mental health issues.

INTERAGENCY ACCOUNTABILITY:

The San Francisco Police Department is held to an extremely high standard both internally and externally regarding its documented activity, data collection, and adherence to protocols and general operating practices. In the realm of Crisis Intervention where other agencies must be adequately involved when the issues are no longer the singular domain of Law Enforcement and/or Public Safety alone, these entities should also be capable of providing data in order to ensure that duplication of work between agencies is not taking place.

AWARDS AND CITATIONS:

CIT AWARDS CEREMONY:

Supervisors should continue to recognize CIT excellence in those who work in the field, helping to defuse crisis incidents and resolving tense encounters with the highest regard for human

dignity and the preservation of life. Supervisors should submit names of officers for CIT Awards so that they may be recognized, and their work can be promoted as exemplary.

MEDIA AND RAISING PUBLIC AWARENESS:

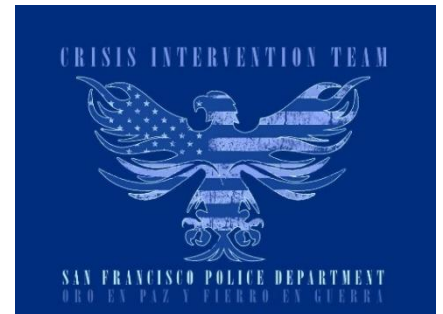
Suggestion: “Positive Outcome Summaries – Weekly Top 10”

District Stations prepare daily accounting of the most serious incidents occurring in their districts, violent crimes, fatal accidents, significant arrests. Stations can also make a habit of highlighting and notifying commanding officers when excellent work in crisis intervention and de-escalation and community service is being conducted in the field. As such, Command Staff and Media Personnel will have greater access to share and highlight positive outcomes to be released with great regularity to the media and in public forums. This is a highly important goal to share positive outcomes as oftentimes police-related incidents only garner attention when circumstances are dire and/or traumatic to the persons involved. There are hundreds of positive encounters that SFPD officers have regularly and these encounters, big and small, should be celebrated and shared with the public so our communities can learn about the excellent, thoughtful, and compassionate work our officers are doing.

CIT 2023: PROACTIVE AND PREVENTITIVE POLICING

PUBLIC SAFETY & PUBLIC HEALTH: COMBINED EXPERTISE THROUGHOUT MULTIPLE SYSTEMS

The CIT Unit works to connect subjects with the most effective realm of resources and ensure public safety. Often the *Crisis Intervention Team* applies elements of Law Enforcement, Mental Health Crisis Interventions, Medical Interventions, and Outreach in order to create effective engagement strategies that help to resolve complex problems.



When crimes are committed by subjects in crisis, they may become *Justice Involved* persons. Oftentimes Justice Involved crisis subjects may be referred to Behavioral Health Court (Diversion) where elements of supportive treatment and services may be factored into conditions of their release.

Additionally, subjects in crisis may be referred by clinicians for more strict supportive programs such as ***Conservatorship, Assisted Outpatient Treatment, and Intensive Case Management***. These special programs must be requested by Clinicians and DPH for the referrals to be accepted and admitted. Law Enforcement personnel cannot write referrals about crisis subjects to be admitted into formal medically and psychiatrically supportive programs.

CIT THREAT ASSESSMENT & INTEGRATIVE ENGAGEMENT

When applicable, the CIT Unit conducts critical and nuanced threat assessments to determine whether a subject in crisis may also present a public safety concern based on demonstrated acts of violence, history of crime, threats of future harm, and other concerning behaviors/statements which may indicate the subject may be on a pathway to violence. It is one of the goals of the Crisis Intervention Team to proactively interpret and interrupt potentially violent and destructive behaviors that may be predicated by crisis.

The Crisis Intervention Team seeks to thoughtfully identify subjects who require engagement and substantive crisis intervention to avert negative outcomes and to prevent violent crime and public safety risks. In turn, the CIT Unit may also alert SFPD members, and or other agencies or departments, to issues pertaining to subjects in crisis who pose a risk to themselves and/or others, and or present an ongoing public safety risk. This integrated engagement strategy serves to appropriately inform and enlist the services and resources that can help build a solid and safe plan for crisis intervention.

When the behaviors of a subject are significantly concerning in terms of threat assessment, the CIT unit will author and distribute secure and confidential alerts to patrol. These alerts and advisory notifications serve to better inform officers about subjects they may encounter who may be demonstrating a serious violence potential, suicide by cop indicators, and/or other relevant behavior that can pose serious officer safety and public safety concerns. The CIT Unit wants to support officers to ensure they are as well-informed to conduct safe engagements and pre-incident planning whenever feasible.

MULTIDISCIPLINARY FORENSIC TEAM (MDT) – Department of Public Health Notifications

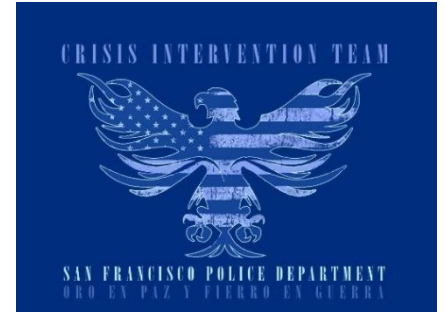
Throughout 2023, The CIT Unit prepared significant referral information for the Department of Public Health and Behavioral Health Services pertaining to subjects who present a significant public safety concern and/or demonstrate profound issues with self-care. DPH includes CIT as part of the Multi-Disciplinary Forensic Team (MDT) consisting of clinicians, and those who specialize in the behavioral health services of justice-involved subjects.

Crisis Subjects who are presented to the MDT for consideration or review have a very significant history of mental health issues, hospital admissions, a documented history of violence and/or criminal activity and/or have demonstrated they require further consideration as subjects who may be referred for conservatorship. The information presented by CIT to the MDT is one way in that HIPAA restricts the medical disclosures of subjects to law enforcement. This MDT is an opportunity for Behavioral Health professionals to learn more contextual and behavioral patterns about the subjects they are engaging, especially when there is a public safety concern that may require greater consideration regarding the services the subject receives. During 2023, DPH suspended formal MDT meetings, however they are still receptive to information presented directly by CIT.

CIT 2023: RESOLUTIONS & VIOLENCE PREVENTION

- Real CIT Incidents

Please review some of the recent summaries of actual, dynamic incidents that demonstrate the highly effective and proactive work of CIT trained officers. As a department, it is our goal to effectively engage subjects in crisis and mitigate the harm they may have caused themselves or others, AND to also prevent further acts of violence.



This presentation is only a brief synopsis of the complex, compassionate, respectful, and highly proactive work by CIT-trained officers, which helps keep people safe, and intercepts and prevents violent crime. These real examples of Crisis Intervention convey the deep humanitarian value of the work of our officers who are doing their best to help people, protect communities, and ensure public safety.

Please note that the featured subjects' names, personal information, and medical history have not been disclosed. These summaries are intended to give shape and volume to the incredible work that the CIT-trained officers have been doing throughout 2023.

Oftentimes the effectiveness of law enforcement is measured in hard data. But the realm of crisis intervention is extremely challenging to interpret, to quantify the unquantifiable.

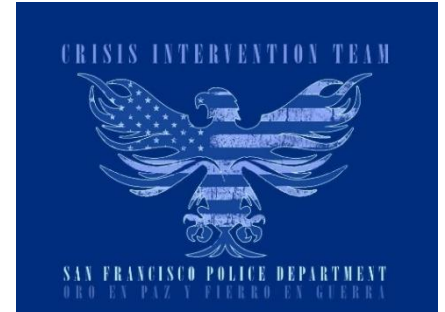
How does one effectively gauge the value of a life saved – a suicide deterred, a mass-casualty event prevented, a recovery supported, a family reunited, and tragedy averted? These are positive resolutions that are hard to measure...and this is the quantitative puzzle of Crisis Intervention.

Crisis Intervention: Incident #1

Officers, Clinicians, and Paramedics work together to coordinate a safe engagement strategy for a highly agitated bariatric crisis subject who was presenting a major public safety concern due to assaultive and aggressive behavior in a highly populated apartment building:

On July 10, 2023, the Crisis Intervention Unit received a phone call from the Department of Public Health's Comprehensive Crisis Services (CCS) regarding a subject who was highly agitated and combative. CCS Specialists John Wright and Roberto Lopez responded to the location to conduct a mental health evaluation on the subject as they had received information that she was breaking windows and brandishing knives only days earlier. Due to the dangerous and combative behavior she was displaying, CCS Specialists Wright and Lopez requested the assistance of the CIT Unit.

The CIT Unit had also received additional information from officers at Southern Station regarding this same subject. Southern officers advised the CIT Unit that her actions and behaviors had been escalating, creating more disruption to the entire apartment complex. She had become more aggressive toward residents and apartment staff. She had even been recently seen walking around her apartment complex with a knife and slashing neighbors' doors.



The CIT Unit responded to the apartment complex to meet with CCS Specialists Wright and Lopez who advised that they conducted an evaluation and determined that the subject met the criteria for a mental health detention. They added that she would require hospitalization, but they needed law enforcement assistance due to her hostile and aggressive behavior. Southern Station units had also responded to assist the CIT Unit.

CCS Specialists Wright and Lopez told the CIT Unit that she also had other health issues which would require immediate medical attention. As a result of this information, the CIT Unit requested the assistance of the San Francisco Fire Department Community Paramedic Captain, Brandon Chatham. Captain Chatham assisted in coordinating a response from a specialized bariatric ambulance.

As the coordinating agencies discussed plans on how to best approach the subject, she began to break windows from her third-floor apartment. She also threw objects out of the windows. She was heard leaving her apartment and began roaming around the apartment complex.

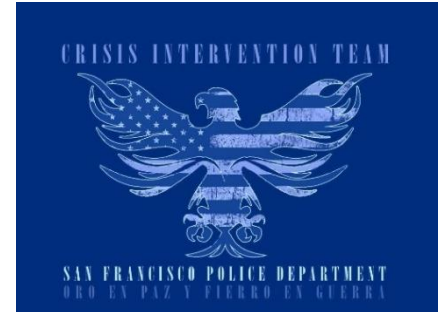
CCS Specialists Wright and Lopez located her in the communal laundry room on the ground level. At this point Officer Charles (Derek) August stepped in to communicate with her. He had a previous positive history of building a solid rapport with her from prior contacts. And it became immediately clear that Officer August's rapport building abilities were a highly valuable tool to help gain her compliance. The subject responded very favorably to Officer August's calm and reassuring demeanor and instructions. The subject followed Officer August's directions and as a result was safely assisted onto the gurney. Thanks to the behind-the-scenes coordination from Captain Chatham and CCS Specialists Wright and Lopez, the subject was transported to the hospital for medical care without incident.

Officer Charles (Derek) August, Captain Brandon Chatham and CCS Specialists John Wright and Roberto Lopez clearly went above and beyond in coordinating both mental health and medical care for this subject.

The officers, clinicians, and paramedics seamlessly worked together as a united team to achieve the most desirable outcome. Each member showed an exemplary use of CIT principles and methodologies to obtain a peaceful resolution. This coordinated multi-agency team response IS the epitome of what Crisis Intervention should look like across the Country.

Crisis Intervention: Incident #2

In a world where mass casualty incidents are a tragic reality, troubled persons in possession of weapons in a public setting raise extreme concerns. Strategic and proactive engagement by law enforcement professionals not only prevents potential violence, but it exemplifies crisis intervention at its finest.



On October 8, 2022, at approximately 5:30PM, Tenderloin Station officers were dispatched to Westfield Mall. Officers were told that there was a subject on the second floor of the mall with a rifle in his possession.

Officer Martin Barnes and Officer Baron Darnell were two of the many officers who responded to that call. They were flagged down by mall security, who pointed toward the store the subject was in. The security guard made a gesture with his hands indicating that the subject had a gun. Officers Baron and Darnell observed the subject, who was facing away from them, and saw what appeared to be the butt of a rifle protruding out of the subject's backpack.

Officers Barnes and Darnell observed several customers and employees in the store where the subject was standing. Therefore, Officer Barnes immediately drew his firearm. The subject then turned toward Officer Barnes, which gave a clear view that the subject had a two-foot knife inside of a sheath, near his waistband.

While several customers and employees ran out of the store, Officers Barnes and Darnell were unable to exit and take better positions of cover due to innocent bystanders still being trapped inside the store with the subject.

The subject was agitated and hostile towards Officers Barnes and Darnell. They ordered him to take off his backpack, which contained the possible rifle. However, the subject refused all orders and stated that the rifle was a toy. He told Officers Barnes and Darnell, "You're going to shoot me in the back for no reason."

Officer Barnes attempted to engage the subject with de-escalation strategies and informed the subject that he wanted to resolve the incident peacefully. Yet, the subject refused to comply. Officer Barnes told him that they would need to place him in handcuffs and confirm that the rifle was a toy. The subject responded by saying, "You're going to have to shoot me before I turn around." The subject turned away from Officers Barnes and Darnell and placed his hands on the store counter. Officer Barnes then directed the subject to put his hands behind his back, which he did. By this time additional Tenderloin officers arrived on scene and the subject was safely taken into custody.

It was later determined that what was initially thought to be a rifle, was actually a crossbow. The subject also had other illegal weapons which included a brass knuckle, taser, a sling shot with throwing stars attached to it, a wooden baton, and nunchucks. The subject was also in possession of suspected illegal narcotics.

While additional officers assisted on this call, the actions of first responding officers Martin Barnes and Baron Darnell speak to the level of bravery within the San Francisco Police Department.

The split-second decisions of these SFPD officers showed exemplary use of CIT principles, tactics and training in order to bring this potentially deadly incident to a peaceful resolution.

CIT 2023: A DEDICATION TO THE LEGACY OF OTHERS' SACRIFICE

The San Francisco Police Department's *Crisis Intervention Team* aspires to rise to the complex needs and challenges of the communities we serve and protect. Our work is forged by the invaluable efforts of Law Enforcement personnel who serve San Francisco with integrity, honor, and selfless commitment. While San Francisco Police Officers have shouldered the unique burdens of this year with courage and resilience, this Crisis Intervention End of Year Report is further dedicated to the 135 Law Enforcement Officers nationwide who died in the Line of Duty throughout 2023.

The entire *Crisis Intervention Team* wishes to acknowledge these fallen officers. Their enormous sacrifice for the communities they served is a deeply profound legacy that forges our values and commitment with even greater purpose.

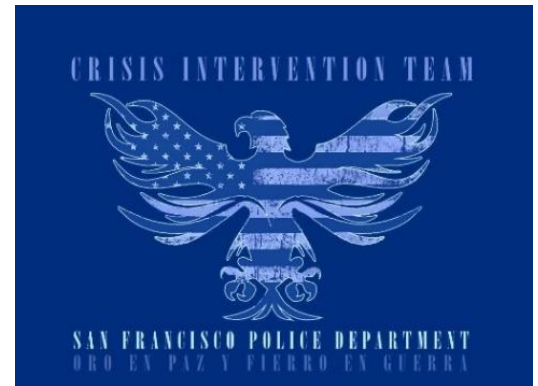


SFPD Officer Memorial Wall, San Francisco Police Headquarters, 1245 Third Street, San Francisco Commemorating the 103 San Francisco Police Officers who have died in the Line of Duty

SAN FRANCISCO POLICE DEPARTMENT CRISIS INTERVENTION TEAM (CIT)

The Crisis Intervention Team is supervised by Acting Lieutenant Laura Colin. The Crisis Intervention Team consists of a CIT Field Unit and a CIT Training Unit.

The CIT Unit is part of the *Field Operations Bureau* and is overseen by Commander Eric Vintero (*Golden Gate Division*) and Deputy Chief Julian Ng of *Field Operations Bureau*.



CRISIS INTERVENTION TEAM FIELD OPERATIONS BUREAU

A/ Lieutenant Laura Colin
Crisis Intervention Team Coordinator
Email: laura.colin@sfgov.org

A/ Sergeant Carlos Manfredi
Crisis Intervention Team: Field Unit
Email: carlos.m.manfredi@sfgov.org

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

Officer Matt Nazar
Crisis Intervention Team: Field Unit / CIT Liaison Program
Email: matthew.nazar@sfgov.org



Selected Photography Credits: Sean Melody, Peter Thoshinsky, and David Elliot Lewis