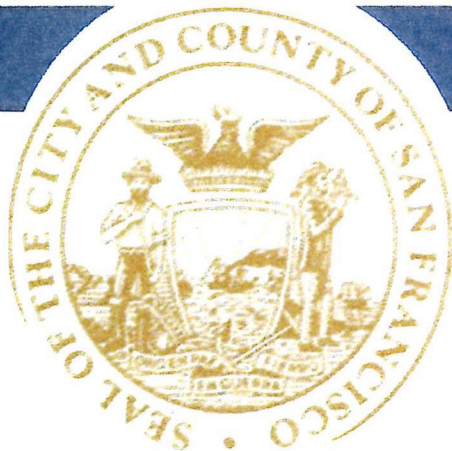


# Crisis Intervention Team

## 2022 Annual Report



CITY & COUNTY OF SAN FRANCISCO

Police Department

05/01/2023

## CRISIS INTERVENTION TEAM: A Structural Outline





San Francisco Police Department-Trained CIT

**TRAINING INITIATIVES: 2022 Training Stats**

**40-HOUR CERTIFICATION PROGRAM:**

California Peace Officers Standards and Training (POST) certified course with a focus on de-escalation, signs and symptoms of mental illnesses, recognizing persons in crisis, and team response concept

**10-HOUR FIELD TACTICS/DE-ESCALATION**

Designed to compliment the certification course with an emphasis on the team concept, de-escalation, and field tactics in crisis incidents.

As of 12/12/2022

	40 - Hour CIT Course				10 - Hour CIT Field Tactics			
	Total Sworn	Certified	Not Certified	Other	40-Hour Course	10-Hour Course	Other	10-Hour Course
Central Station (Co. A)	119	101	18		85%	119		100%
Southern Station (Co. B)	115	83	32		72%	115		100%
Bayview Station (Co. C)	105	70	35		67%	104		99%
Mission Station (Co. D)	114	81	33		71%	114	2	100%
Northern Station (Co. E)	122	103	19		84%	122		100%
Park Station (Co. F)	70	53	17		76%	70		100%
Richmond Station (Co. G)	74	59	15		80%	74		100%
Ingleside Station (Co. H)	106	81	25		76%	106		100%
Taraval Station (Co. I)	84	76	8		90%	84		100%
Tenderloin Station (Co. J)	142	101	41	1	71%	142		100%
<b>District Stations:</b>	<b>1051</b>	<b>808</b>	<b>243</b>	<b>1</b>	<b>77%</b>	<b>1050</b>	<b>2</b>	<b>100%</b>
<b>Metro Division:</b>	612	469	143		77%	612		100%
<b>Golden Gate Division:</b>	439	339	100		77%	438		100%
<b>Specialized Units:</b>	860	510	350	22	59%	860	54	100%
AIRP/ADMN/AFOB	131	106	25	10	81%	131	9	100%
<b>Total (Including Other):</b>				<b>33</b>		<b>1975</b>	<b>65</b>	
<b>Total Sworn ONLY:</b>	<b>1911</b>	<b>1318</b>	<b>593</b>		<b>69%</b>	<b>1910</b>		<b>100%</b>



## PARTNERSHIP WITH DEPARTMENT OF PUBLIC HEALTH: *Comprehensive Crisis Service*

### **EXPANDED FABRIC OF PARTNERSHIP:**

CIT Field Unit provides supportive assistance to crisis specialists when they need to engage higher risk subjects who may pose a public safety concern.

### **ENHANCED SERVICE:**

DPH and Comprehensive Crisis have an existing infrastructure to provide assistance. Their efforts are strengthened by the presence of CIT officers who are both conversant in de-escalation, crisis negotiations, and safety protocols.

### **OUTREACH and FIELD WORK:**

DPH Crisis Specialists consult with and can respond to critical incidents (DGO 8.01) in the field and both professions forge close working relationships to facilitate the most immediate and effective arc of crisis intervention.

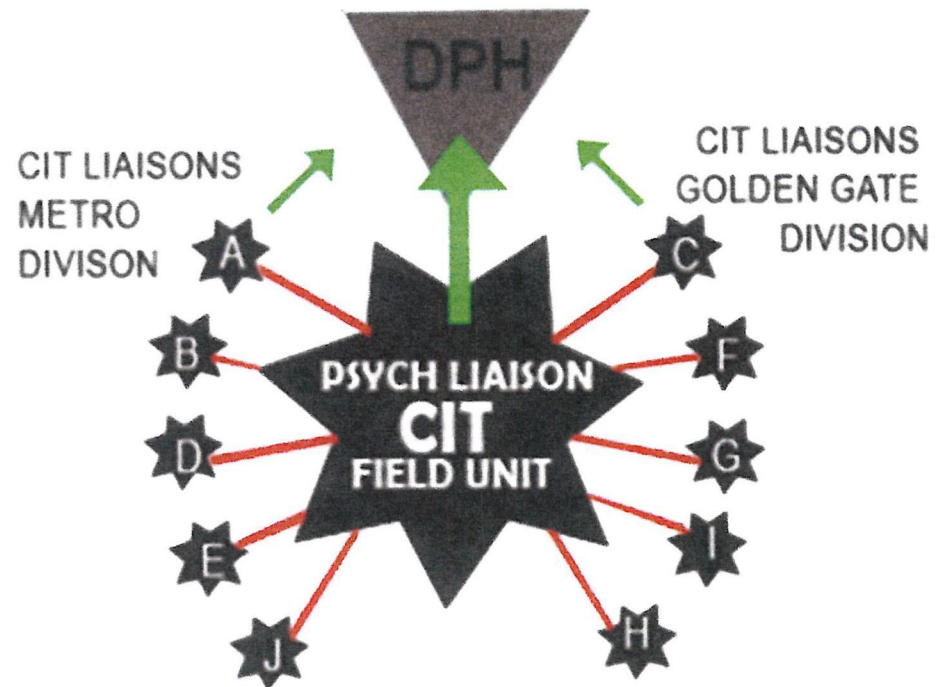




## CIT LIAISONS: *Patrol-Based Approach to Crisis Management*

- CIT expanded its structural approach to crisis intervention by implementing the CIT Liaison Program.
- Each of the 10 district stations has 2 assigned patrol members who operate as functional satellites to the larger CIT unit.
- This model couples CAD Calls for service with District knowledge of officers to Synergize mental health services, so that we forge intervention strategies for the most challenged, concerning, and vulnerable persons receive the appropriate attention and consideration.

PYSCH LIAISON CIT FIELD UNIT (Citywide)  
CIT LIAISON OFFICERS (District)



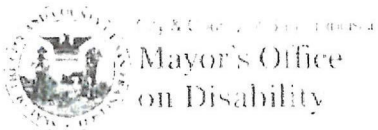


## CIT WORKING GROUP:

### *Building Resilient Community Partnerships*

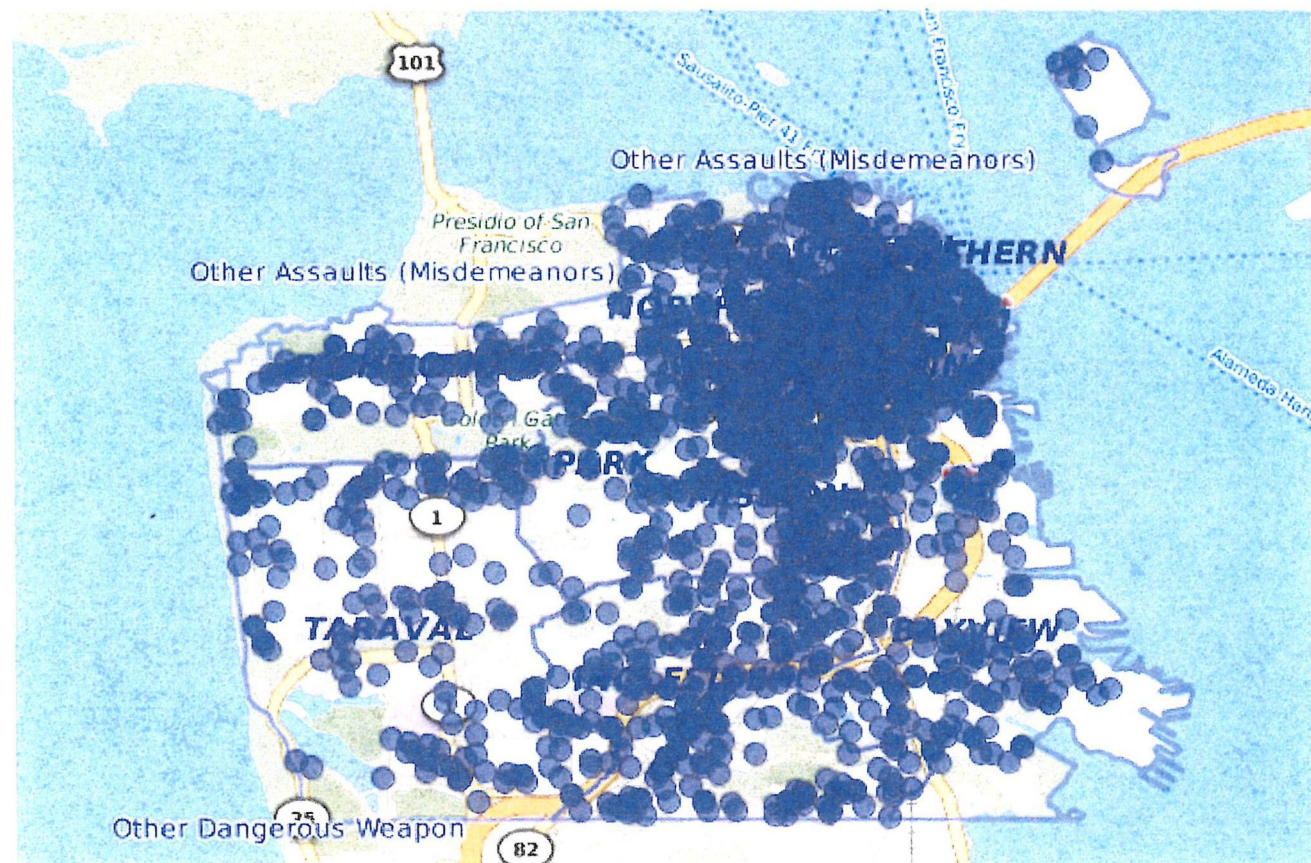
By listening to the needs and experiences of the communities we serve, we are better able to understand their needs, expectations, and concerns.

The mental health professionals, community stakeholders, and advocacy groups which comprise the CIT Working Group work alongside the CIT Team to address current concerns and to recognize important issues to improve the practice of crisis intervention.



## San Francisco Police Department Incident Detail - Mental Health Detentions Report is based on Section Violation 5150 W&I 2,308 total

It should be noted that while some subjects are detained in an open public setting or on the street, most mental health detentions are reported within residences and structures requiring law enforcement response.



San Francisco Police Department Incident Details related to Mental Health Detentions  
And Tarasoff Report-Demographic of Subjects.

## 2022 CALLS FOR SERVICE

In 2022 the SFPD responded to over **39,926** calls for service that may have generally and specifically required some type of Crisis Intervention (CIT) 15,057 CIT-related calls. Additionally, SFPD officer responded to 24,869 requested Well Being Checks (Radio Code 910)

Final Call Type	2022				
	Q1	Q2	Q3	Q4 Total	YTD Total
800	4087	3740	1565	1254	10646
801	1015	939	1002	965	3921
5150	52	66	78	52	248
806	47	52	42	39	180
800CR	25	10	9	10	54
801CR	2	1	5	0	8
<b>TOTAL:</b>	<b>5228</b>	<b>4808</b>	<b>2701</b>	<b>2320</b>	<b>15057</b>

Final Call Type	2022				
	Q1	Q2	Q3	Q4 Total	YTD Total
910	6461	6246	6231	5931	24869

**RADIO CODES: CRISIS CALLS**

5150 - mental health detention

800 – mentally disturbed person

801- suicidal person

806 – juvenile beyond control

5150 – mental health detention. Radio Code

800 CR – mentally disturbed person (requiring Crisis Response)

801 CR –suicidal person (requiring Crisis Response)

910- well-being check



## Mental Health Calls for Service Type of Force Used

**Interpretive Takeaway-**

The district surge in reported Use of Force in 2022 compared to previous years is based on the terminological design of the UOF force policy that required officers to report all minimal kinetic transfers upon subjects as ‘control holds.’ The breakdown of types of force indicate that control holds consist of 285 out of 333 reportable uses of force. From this one can infer that the remaining difference of 48 reportable uses of force are attributed to physical takedowns, personal body weapons, less lethal force options, exhibition of firearms, and pointing of firearms. In this sense, 285 out of 333 Uses of Force consisted primarily of control holds or minimal kinetic transfers.

Type of Force	Total
Control Hold	285
Take Down	14
Exhibit Firearm	10
Pointing of Firearm	7
ERIW / Pointing Firearm	5
Personal Body Weapons	3
ERIW / Firearm Exhibited	2
OC Spray	2
Leg Sweep	2
Knee Strike	2
40 mm Impact Weapon	1
<b>Grand Total</b>	<b>333</b>

It should be noted that 6 of the 7 “Pointing of Firearms” were as a result of providing lethal cover required under Use of Force policy when an ERIW use deployed. SFPD officers who employ the “less lethal” ERIW *Extended Range Impact Weapon* must do so with the supportive inclusion of a ‘lethal cover’ officer who will point a firearm at the subject during ERIW deployment, as such, the ‘pointing of firearms” is artificially inflated.

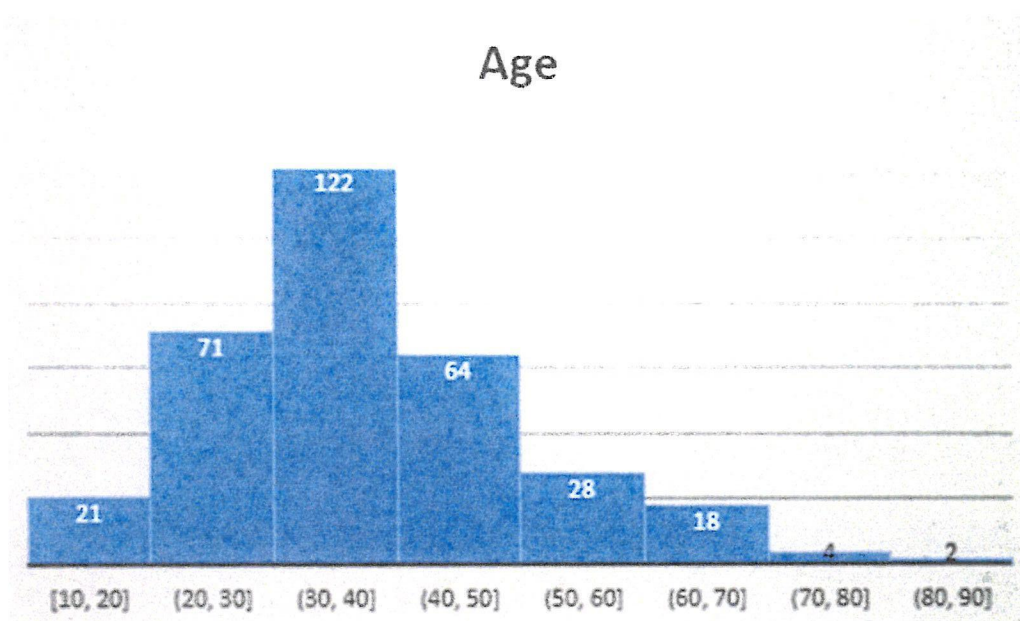
## Mental Health Calls for Service Subject's Race

Race	Total
Asian	38
Black	88
Hispanic	61
Unknown	14
White	132
<b>Grand Total</b>	<b>333</b>

### Interpretive Takeaway-

The information pertaining to that reported race of the subjects engage, so that the highest principle of sanctity of life and safety with respect are ensured.

## Mental Health Calls for Service Subject's Age



### Interpretive Takeaway-

The information pertaining to the age ranges indicates most subjects who were involved in a use of force were between the ages of 20 and 50, with the largest accumulation of subjects being 30- 40 years old. Extremely low numbers of reported use of force in juvenile and senior populations. It should be noted that these numbers indicate the lowest value of use of force as a control hold or minimal kinetic transfer.

## Mental Health Calls for Service Use of Force Incidents Data

Injury	Total
No Injury	306
Subject Complaint of Pain	15
Subject Minor Injury	7
Subject Minor Visible Injury	5
<b>Subjects total</b>	<b>333</b>
Officer Minor Injury	6
Officer Moderate Injury	2
Officer Spit on	2
Officer Complaint of Pain	1
Nurse Injured	1
<b>Officers and other party</b>	<b>12</b>

### Interpretive Takeaway-

Of the 333 reported incidents, 306 were documented as 'no injury' -- which shows the significant and consistent restraint with which officers are implementing force. This extremely high number of uninjured subjects further demonstrates that officers are using the most minimal amount of force when force may be reasonably necessary.

Additionally, 9 officers and 1 nurse experienced injuries because of the subject's actions, and two officers were assaulted

## Mental Health Calls for Service Gender

Gender	Total
Male	214
Female	119
<b>Grand Total</b>	<b>333</b>

### Interpretive Takeaway-

Of the number of subjects who were involved in reportable use of force incidents, nearly twice the number were reported as male as compared to female. There were no subjects who were reported as non-binary.

## Mental Health Calls for Service Use of Force Housed and Unhoused

Residential Status	
Housed	179
Unhoused	62
Unknown	92
<b>Grand Total</b>	<b>333</b>

### **Interpretive Takeaway-**

The information pertaining to the residential status of the subjects involved in mental health related use of force incidents indicated the vast majority (54%) are recorded as housed subjects (179 out of 333.) The subjects who were identified specifically as 'unhoused' are recorded as 18% of the total subjects involved in a mental-health related use of force (62 out of 333)

## Mental Health Calls for Service Use of Force Reporting Party

Reporting Party	Total
Unknown	205
Known	104
On View	11
Self-Reported	10
Outside Agency	3
<b>Grand Total</b>	<b>333</b>

### **Interpretive Takeaway-**

The information pertaining to the reporting parties shows that many incidents are reported by unknown reporting parties. This demographic underscores the general atmosphere of 'uncertainty' of details that officers may have prior to responding to a dynamic incident. Unknown or anonymous reporting parties may often not be readily available as witnesses to the original incident, which puts more responsibility on law enforcement to immediately interpret the details and to engage subjects appropriately.

Thank you

*Questions?*



**SAN FRANCISCO  
POLICE DEPARTMENT**

**CIT A**

## Disengagement Procedures

### X.XX.01 PURPOSE

The purpose of this order is to establish protocols for disengaging from a barricaded/isolated subject, and to establish guidelines for the duties of officers, supervisors, and superior officers. The San Francisco Police Department's highest priority remains safeguarding the life, dignity, and liberty of all persons. The Department is committed to accomplishing this mission by using strategic communication, crisis intervention, and de-escalation tactics, whenever feasible, before resorting to force.

There may be incidents involving a person who is not a threat to officers or others that a responding officer or supervisor believes can be handled more safely using disengagement. This policy recognizes that the legal authority to take a person into custody does not override law enforcement discretion to pursue a safer course of action.

### X.XX.02 DEFINITIONS

**Barricaded Incident:** An incident where a person maintains a position of cover or concealment and ignores or resists law enforcement personnel, and it is reasonable to believe the subject is armed with a dangerous or deadly weapon.

If the person is not suspected of committing a criminal offense, the incident can be labeled as a Non-Criminal Barricade Incident.

**Isolated Subject Incident:** An incident where a person is in an open outdoor area (e.g., park or sidewalk) and has minimal contact with the public, and ignores or resist law enforcement personnel, and it is reasonable to believe the subject is armed with a dangerous or deadly weapon.

**Disengagement:** The tactical decision to leave, delay contact, delay custody and / or plan to make contact at a different time and under different circumstances.

**De-escalation:** The process of using strategies and techniques intended to decrease the intensity of the situation. Disengagement is a de-escalation strategy and technique.

**Strategic Communication:** The use of verbal and non-verbal techniques to aid in controlling a situation and enhancing officer and community safety.

**Special Relationships:** Special relationships can be created in the following circumstances:

1. The officer makes a representation (express or implied) that is detrimentally relied upon and causes a foreseeable harm. Detrimental reliance occurs when a member's promise or representation reasonably induces a person to rely upon it.
2. The officer engages in an affirmative act that increases the foreseeable risk of harm to the individual.

For example, a special relationship can be created if an officer promises to care for someone and then the individual is later injured due to the member's failure of care. As a general rule, law enforcement officers only owe a duty of care to protect members of the general public when they create a special relationship.

### **X.XX.03 POLICY**

Disengagement should be considered when continued contact might result in an undue safety risk to the barricaded/isolated subject, members of the community, and/or department members. Disengagement is a de-escalation strategy. Before disengaging, members who respond to a barricaded/isolated subject incident are reminded to use de-escalation strategies and techniques such as formulate a plan, create distance, use cover, attempt to establish rapport through strategic communication, when feasible. Members should utilize available resources to come to a peaceful resolution before initiating any disengagement procedures. When the risk to the involved subject, members of the community, or responding officers outweighs the need for immediate action, members should consider disengagement to improve officer safety, mitigate threats, maintain public trust, and preserve life.

Examples of disengagement scenarios include, but are not limited to, a person in crisis incident and there are no imminent risks to the public, crimes when the suspect is known and the arrest can be delayed, or crimes when the victim refuses to sign a Citizen's Arrest Form and/or refuses law enforcement services.

### **XX.XX.04 PROCEDURES**

- A. **Officer's Duties** – The senior officer of the first arriving unit is responsible for the command and control of the incident unless a supervisor assigns this responsibility to another member, or a more experienced officer declares and takes responsibility. This officer shall have the latitude and authority to assign any other officers to any assignment or task.

When confronted with a barricaded/isolated subject, members shall follow the below procedures, if feasible:

1. **Observation** – Barring any exigent circumstances, the primary objective of the responding officer(s) will be to observe the incident from a distance, assess the nature of the call, and gather the appropriate personnel and resources. When members are confronted with a barricaded incident in a physical location,

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members should not make entry absent a warrant or exceptions to the Fourth Amendment.

2. **Containment** – Begin to establish proper containment of the subject and location.
3. **React Team** – Establish a team of officers to coordinate and react to the situation. A react team is a set of designated officers who react to the changing variables of an incident. The react team can become an arrest team, a chase team, a crisis intervention team, or even a hostage rescue team, given the dynamic circumstances of an event.
4. **Communication** – Attempt to utilize strategic communication with the subject and make reasonable attempts to seek a peaceful resolution. One officer should be responsible, at any given time, for reasonable attempts to establish rapport and engage in strategic communication with the barricaded/isolated subject. If the barricaded/isolated subject refuses or ignores lawful orders, officers shall request for a supervisor to respond to the scene.

If the subject's relatives, roommates, and/or acquaintances are present at the location, reasonable attempts should be made to separate them from the subject. Once the individuals are separated from the subject, officers should attempt to identify these parties and interview them to gain additional information.

- B. **Sergeant's Duties** – Respond to the scene and assume command and control unless relieved by another supervisor or higher-ranking officer. The following considerations are not listed by order of importance.
  1. **Resources** – Ensure appropriate resources have been requested to the scene.
  2. **Communication** – Ensure reasonable attempts have been made to communicate with the subject.
  3. **Coordination** – Ensure that both containment and a react team have been established, when feasible.
  4. **Evaluation** – Determine the nature of the incident and whether a criminal offense has occurred. If the barricaded/isolated subject continues to refuse or ignore lawful orders, request that the Lieutenant respond to the scene. If the Lieutenant is not available, request that the District Captain or Night/Weekend Captain respond.
  5. **Notification** – Notify the Department of Emergency Management (DEM) and Department Operations Center (DOC) of the situation via police radio or telephone of the situation.

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6. **Command Post** – If necessary, establish an Incident Command Post and notify DEM of its location and a safe avenue of approach.
7. **Specialized Resources** – Assess need for specialized resources such as the Tactical Unit, the Specialists Team, the Hostage/Crisis Negotiations Team (H/CNT), and interpreter/bilingual officer if subject is Limited English Proficient (LEP).

**Note: When H/CNT has been activated, the CIT Coordinator will be notified and will contact Department of Public Health Comprehensive Crisis Services (CCS). Members are expected to follow this procedure and not contact CCS directly.**

**C. Incident Commander's Duties** – Assume command and control unless relieved by another supervisor or higher-ranking officer.

1. **Considerations** - The Incident Commander may consider disengagement if the barricaded/isolated subject meets the following criteria:
  - i. Consider the type of crime, if applicable, and evaluate for any imminent risks to the public after disengagement. Members should balance the need to detain/apprehend the subject against the foreseeable imminent risks to the public.
  - ii. Reasonable negotiation/communication attempts have been made and have failed.
  - iii. Tactical options/entry would be considered unreasonable or unacceptable.
  - iv. The risks to third parties are either acceptable or none.
2. **Consultation** - If the above criteria have been met, the Incident Commander may have officers withdraw from the area. Prior to making the decision to disengage, the Incident Commander should consult with the following members, if they are on-scene:
  - i. **Crisis Intervention Team Coordinator or designee** – If there is a mental health follow-up either through the Crisis Intervention Team Unit or CCS clinicians.
  - ii. **Primary Investigative Unit** – If the subject has committed a crime and there are no imminent risks to the public after disengagement, the primary investigative unit may file the appropriate charges under the statute or city ordinance. Members may prepare a warrant and arrest the subject later.

- iii. **Hostage/Crisis Negotiations Team Officer-in-Charge or Team Leader** – To ensure that reasonable negotiation attempts have been made.
  - iv. **Tactical Company Officer-in-Charge or Team Leader** – To consider other tactical options, if appropriate.
3. **Additional Resources** - As members disengage from the incident, they cannot force the relatives, roommates, and/or acquaintances who are present to leave the area, nor can they prevent these persons from assisting the barricaded/isolated subject. The Incident Commander will ensure that any person who lives at the location of the incident and cannot safely return is provided with resource information regarding safe locations to stay.
  4. **Alternative Strategy** - The Incident Commander may leave a team of fixed-post officers or arrange to have officers conduct passing calls at the location. Members are reminded not to make any promises that would create a “special relationship.”
- D. **Disengagement Advisement** – The following advisement should be given to individuals who are directly affected by the incident. The advisement should be documented on Body-Worn Cameras (BWC) or in the incident report.
- “The San Francisco Police Department is giving notice to you (subject, family member, friend, community member), and all persons directly affected by this event that after considering the factors affecting the safety of all concerned, the best course of action is for the department personnel to disengage and withdraw from this incident. We cannot guarantee your safety once we leave. You need to use your own judgment and take reasonable measures to protect yourself in our absence. If a new emergency develops, call 911.”*
- E. **Incident Report** - An incident report shall be written, documenting the following where applicable:
1. Efforts to de-escalate the situation prior to disengagement and, if not, why not;
  2. If there are and injuries sustained by officers and attempts to render aid;
  3. If known, subject injuries including medical assessment or evaluation, and whether the subject refused aid;
  4. Reasons for disengagement including the subject’s actions and behaviors;
  5. The name, rank, and star number of the member who authorized disengagement;

6. The name, rank, and star number of the member(s) who gave the disengagement advisement;
  7. If known, list any community members who were directly affected by the incident and who voluntarily remained at the location and document why;
  8. If temporary lodging is needed for community members, document any offering of resources, such as Red Cross, Comprehensive Crisis Services, or shelter information; and
  9. If known, intended follow-up strategies.
- F. **Person in Crisis Notification** - If the incident involves a person in crisis, a copy of the incident report shall be forwarded to the Crisis Intervention Team Unit.

References:

- Event Management Manual, SFPD
- DGO 5.01, Use of Force Policy and Proper Control of a Person
- DGO 5.21, The CIT Response to Person in Crisis Calls for Service
- DGO 8.01, Major and Critical Incident Evaluation and Notification
- DGO 8.02, Hostage and Barricaded Suspect
- DN 20-120, Requesting the Hostage/Crisis Negotiation Team
- DN 20-164, Requesting the Tactical Unit/SWAT and Call Out Procedures