



San Francisco Police Crisis Intervention Team (CIT)

SAN FRANCISCO POLICE DEPARTMENT CIT LIAISON PROGRAM

*CRISIS INTERVENTION
at EVERY DISTRICT PATROL STATION*



2020

PROGRAM GUIDE





CIT LIAISON PROGRAM:

A PATROL-BASED APPROACH to CRISIS MANAGEMENT

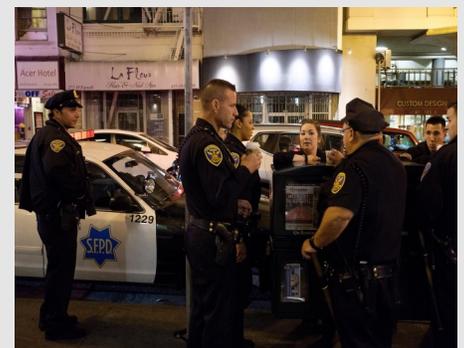


OBJECTIVES:

The goal of the SFPD CIT Liaison Program is to purposefully expand the substantive structure of functional Crisis intervention at the patrol level of law enforcement.

The CIT Program has an existing partnership with the *Department of Public Health* and *DPH Crisis Specialists* are readily available to respond and assist police with incidents requiring crisis intervention. Currently, the San Francisco Police Department responds to approximately 50,000 Crisis-related calls for services per year, which span the gauntlet from simple outreach to full tactical engagement of the most serious public safety risks.

Given the extremely large volume of crisis-related incidents in San Francisco, it makes sense that all district stations are able to operate as functional satellites to the larger CIT Unit, so that intervention strategies are maximized and the most challenged and concerning subjects receive the appropriate attention and consideration. The CIT Liaison Program fortifies the San Francisco Police Department's ability to readily engage the multitude of complex and diverse of crisis-related incidents that unfold throughout the City's 10 patrol districts every day. The CIT Liaison Program encourages each station to IDENTIFY, CONSIDER and ENGAGE crisis issues/subjects in their districts. CIT Liaisons are encouraged to notify crisis specialists at DPH regarding appropriate services and referrals with the intent to help people and also circumvent routine and repeat patrol response. With this CIT Liaison Program in place, patrol officers are able to help facilitate long-term strategies to ensure public safety and community wellbeing.



CRISIS INTERVENTION is a Foundation of Patrol
The expanded Roles and Responsibilities for FIRST RESPONDERS
Require a Police Department that fosters structural and
practical applications for Crisis Intervention on the streets.



On December 21, 2016, the San Francisco Police Commission unanimously adopted San Francisco Police Department General Order 5.21, *the Crisis Intervention Team Response to Person in Crisis Calls for Service*.

In addition to describing detailed SFPD CIT policies, training, procedures and administrative structure, this DGO mandates a quarterly report of data to the San Francisco Police Commission of mental Health related calls for service. The significant accumulation of data underscores the breadth of crisis-related work that police are dealing with across San Francisco.



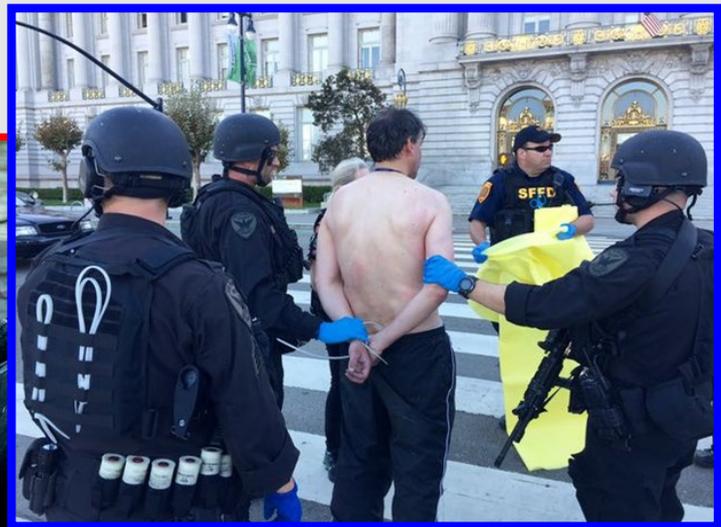
Data reflect the significant role of First Responders in the immediate resolution of crisis situations. As a result, there is a tremendous focus on *ACUTE* care for subjects, and there is little opportunity to cultivate *LONG-TERM* strategies for crisis resolution. One of the goals of the CIT Liaison Program is to encourage First Responders to connect subjects, when feasible, with the appropriate services and programs, so that prolonged crisis situations can be managed and or resolved.



THE BEGINNING of the “CIT LIAISON” PROGRAM:
Why is this type of program needed?

CURRENT ISSUES and CONSTRAINTS: Volume, Expectations, and Resources

A high volume of mental health-related calls, and crisis situations throughout San Francisco requires an expanded Law Enforcement approach to resolving problems and issues citywide, utilizing the most appropriate resources whenever possible. As per DGO 5.21 every District Station is required to have designated “CIT Liaisons” who specialize in matters pertaining to Crisis Intervention.



**HIGH VOLUME OF CRISIS-RELATED SITUATIONS
THROUGHOUT SAN FRANCISCO
REQUIRES EXPANSIVE ENGAGEMENT**



The following are the most up to date 2018 data on crisis-related calls:

Call Code	Call Description	2018 Total
800	Mentally Disturbed Person	18,225
801	Person Attempting Suicide	4,121
806	Juvenile Beyond Parental Control	390
5150	Mental Health Detention	718
800CR	Mentally Disturbed Person/ Weapon or Potential for Violence (Crisis Intervention Team Response)	125
801CR	Person Attempting Suicide/ Weapon or Potential for Violence (Crisis Intervention Team Response)	46
910	Check on Well being	26,987
GRAND TOTAL		50,612

**2018
YEAR
END
REPORT**

Please note that some of the “800” (Mentally Disturbed Person) calls turned into a 5150 Mental Health Evaluations after the subjects were contacted by officers. Additionally, Officers also responded to **26, 987** calls to “Check on the Wellbeing” calls of individuals in distress. A grand total of **50,612** calls for service involving a potential

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





CIT LIAISON PROGRAM:

A PATROL-BASED APPROACH to CRISIS MANAGEMENT

— WHAT MAKES THIS PROGRAM FEASIBLE & FUNCTIONAL?

• DESIGNATED “CIT LIAISON” OFFICERS at EVERY STATION:

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. Each designated CIT Liaison takes on the roles and responsibilities established in this course guide. This designated group of 20+

CIT Liaison Officers operates as a built-in auxiliary 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.



• STRUCTURAL PARTNERSHIP WITH DPH: COMPREHENSIVE CRISIS SPECIALISTS

With the Department of Public Health and DPH Crisis Specialists, the CIT Program is building partnerships to assist subjects in crisis in a meaningful and effective way. DPH and Comprehensive Crisis have existing infrastructure of providing crisis services and support to subjects who need assistance. Given that first responders are often first to be dispatched to a Crisis Situation, it makes good sense that Law Enforcement officers and DPH/Mobile Crisis personnel work together, in order to provide the highest degree of effective Crisis Intervention while ensuring public safety. The CIT Liaison program will broaden the interconnection of SFPD personnel and DPH Crisis Intervention Specialists in matters pertaining to the resolution of crisis situations. DPH Crisis Specialists are able to respond to police incidents out in the field and both professions forge close working relationships to facilitate the most immediate and effective arc of crisis intervention.





CIT LIAISON PROGRAM **A PATROL-BASED APPROACH to CRISIS MANAGEMENT**

—**WHAT MAKES THIS PROGRAM FEASIBLE & FUNCTIONAL? (CONT.)**

• **EXCELLENCE in LAW ENFORCEMENT TRAINING**

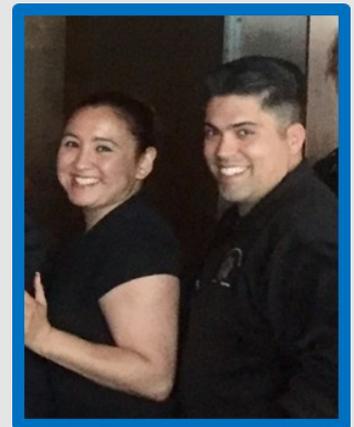
The CIT Program provides a P.O.S..T.–Certified **40-hr Crisis Intervention Certification** course to Law Enforcement as well as a **10-hr CIT Field Tactics Course to patrol**. With this strong core of Crisis Intervention training, patrol has a wealth of capable and invested officers who are committed to the practices and principles of Crisis Intervention. The CIT Liaison program is forged by this tradition of solid 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/ CIT COURSE**
(To be completed by all those assigned to Patrol, Investigative, and Administrative Units)

CIT PROGRAM CURRICULUM: Lt. Mario Molina, Sgt. Laura Colin, Sgt. Donald Anderson

CIT FIELD UNIT: Sgt. Kelly Kruger, Officer Carlos Manfredi, Officer Shawn Fulgado, Officer Elizabeth Prillinger





CIT LIAISON PROGRAM

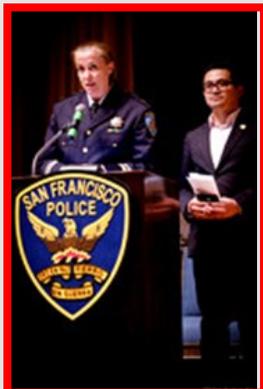
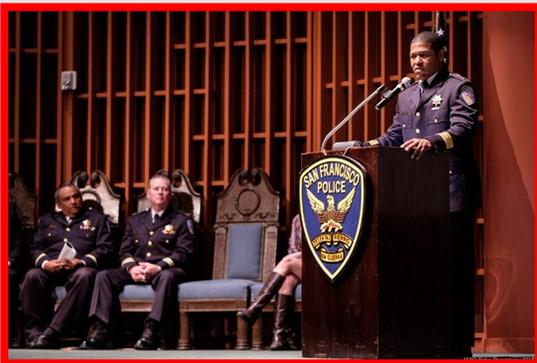
A PATROL-BASED APPROACH to CRISIS MANAGEMENT

— **WHAT MAKES THIS PROGRAM FEASIBLE & FUNCTIONAL? (CONT.)**

• **REWARDING EXCELLENCE IN THE FIELD: CIT AWARDS**

The San Francisco Police Department's **Crisis Intervention Team** is committed to honoring excellent crisis intervention skills and holds an **Annual CIT Awards Ceremony** to formally recognize SFPD Police Officers who demonstrate exceptional use of CIT principles and skills in the field. The CIT Unit in combination with Community stakeholders (CIT Working Group) work together to review nominated incidents and select officers for awards, whose actions and engagements with subjects in crisis were exceptional. The award winning officers were involved in complex and sometimes extremely dangerous incidents where lives were often saved and tragedy was averted.

By recognizing these fine officers, the SFPD helps foster a culture of reverence and respect for the application of crisis intervention skills within the scope of Law Enforcement. Some of the CIT Liaison Officers have been selected because of their aptitude for crisis intervention in the field.





CIT LIAISON PROGRAM

A PATROL-BASED APPROACH to CRISIS MANAGEMENT

— WHAT MAKES THIS PROGRAM FEASIBLE & FUNCTIONAL? (CONT.)

• COMMUNITY INVOLVEMENT: **THE CIT WORKING GROUP**

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...and implementing best practices.

The Crisis Intervention Team is committed to establishing an ongoing commitment to best practices. Because we serve and protect many diverse communities, we strive to understand the needs, expectations and concerns of our City. The CIT Working Group is a civilian advisory board comprised of dedicated 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.



PURPOSE BEHIND THE CIT LIAISON ROLE: An Expansive Approach to Citywide Issues



For the last few years the Crisis Intervention Team (CIT) has been working diligently to provide patrol with the highest degree of training and support. Given that many dynamic incidents unfold daily on patrol, every officer is presented with significant challenges to identify, intercept, and intervene crisis situations in the safest and most effective ways possible.

Fortunately, each District Station has a wealth of patrol intelligence, and it is this institutional knowledge that our officers exhibit which provides the essential framework to the Crisis Intervention Team. It makes sense to tap into the working knowledge of cops who know their districts, their communities, and the respective issues and services unique to every neighborhood.

BASIC OUTLINE of the CIT LIAISON ROLE

As per General Order 5.21, each station has two (2) designated CIT LIAISON positions, (one Officer, one Sergeant). The CIT Liaison is a critical role in the larger implementation of the Department's Crisis Intervention program because these officers represent their district station in matters pertaining to Crisis Intervention. The CIT Liaison's role will encompass a range of tasks including, but not limited to:

- *Adhere to principles and practices of CIT*
- *Be cognizant of known subjects with frequent history of mental health disturbances*
- *Maintain working knowledge of district issues*
- *Facilitate resolution of 'lower-risk' incidents/subjects*
- *Make notifications to Psych Liaison regarding 'high-risk' subjects*
- *Implement roll-call training as needed*
- *Engage Mobile Crisis/ DPH services when applicable*
- *Attend regular scheduled CIT team meetings and arrange Field Visits with DPH Crisis Intervention Specialists.*



CIT LIAISON OFFICERS and CIT FIELD UNIT: Working TOGETHER to TRIAGE LOWER-RISK and HIGH-RISK SUBJECTS

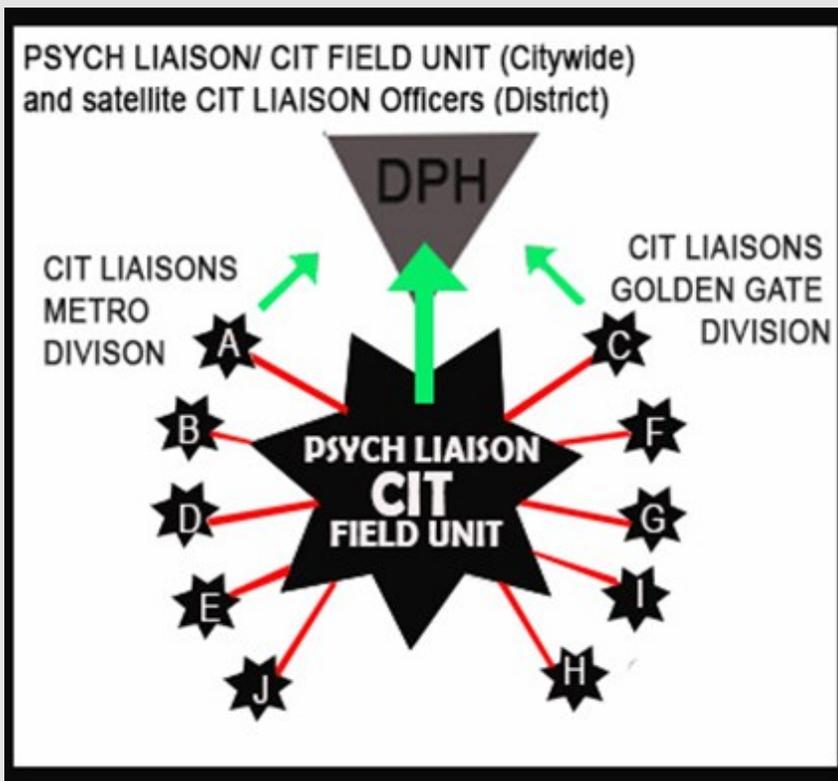
DIVISION of HIGH PRIORITY and MEDIUM PRIORITY CASES and management between Psych Liaison/ CIT (Central unit) and CIT LIAISON Officers (District Stations.)

PSYCH LIAISON & CIT FIELD UNIT:

Psych Liaison: URGENT, high-priority, and most-topical cases requiring immediate intervention: High-Risk Subjects and Sensitive Information. To coordinate with DPH as needed. Psych Liaison notified by CIT Liaison, and other staff, regarding High-Priority subjects and incidents

CIT LIAISON:

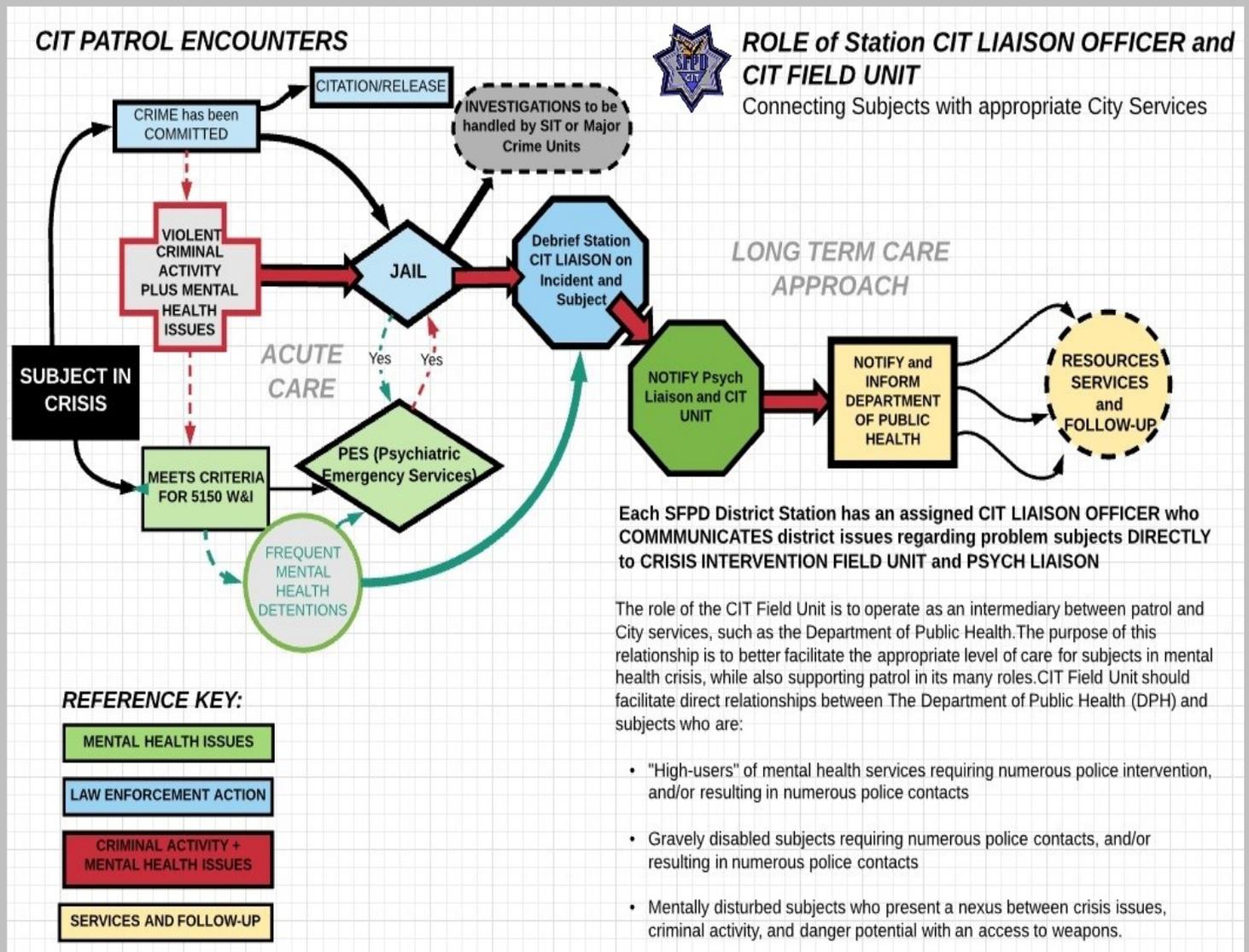
CIT LIAISON: Medium-priority subjects and incidents in the District. Expanded general responsibilities for CIT LIAISON Officers at District Stations: (Medium-priority subjects, initial investigations and case management, and notification to Mobile Crisis, and notification to Psych Liaison / CIT when needed.)



FLOW CHART DEPICTING INTERDEPARTMENTAL & INTERDISCIPLINARY CRISIS INTERVENTION:



- ◆ CIT LIAISON (Patrol)
- ◆ CIT / PSYCH LIAISON
- ◆ DPH



INCENTIVES for maximum participation from CIT LIAISON Officers at District Stations:

- ◆ Per pay-period compensation (i.e. Training Sergeant pay.)
- ◆ Utilization of invaluable institutional knowledge to help people and communities
- ◆ Access to career-development training: CIT, HNT, etc.
- ◆ Build knowledge and make contacts for useful City Services (DPH, Mobile Crisis)

CIT LIAISON OFFICER: GENERAL RESPONSIBILITIES

Employ the designated CIT LIAISON OFFICERS at District Stations to conduct the following general duties, to supplement Psych Liaison Unit, and to assist and utilize DPH services when feasible:

- ◆ **MAINTAIN WORKING KNOWLEDGE of DISTRICT ISSUES:** Maintain working knowledge of district concerns as they pertain to CIT
- ◆ **MAINTAIN WORKING KNOWLEDGE of CIT Practices and Principles:** be cognizant of CIT Field Tactics, Intervention strategies, training issues, etc.
- ◆ **KNOW DISTRICT'S 800 SUBJECTS:** Have working knowledge of District's most concerning subjects, as they pertain to CIT: (gravely disabled, subjects frequently receiving mental health detentions, subjects who appear to present a danger to others and access to weapons and who also may be suffering from mental health issues.)
- ◆ **CONDUCT DE-BRIEFINGS:** When feasible conduct informal debriefings with personnel at the conclusion of crisis incidents to determine positive and negative outcomes, with the intent of improving engagement and tactics.
- ◆ **INFORMATION:** Obtain pertinent data regarding issues. Present material accordingly to Psych Liaison and CIT Unit as needed. (Such as: reports, criminal history, firearm prohibitions, registered firearms.)
- ◆ **HIGH- RISK NOTIFICATIONS:** Notify Psych Liaison immediately regarding higher-risk subjects (weapons, history of violent crime.)
- ◆ **CONTACT MOBILE CRISIS services as needed and provide information regarding issues.** DPH to coordinate outreach as needed.
- ◆ **DOCUMENT ACTIVITY:** Keep notes on activity with DPH and engagement with subjects in "CIT Log" to be forwarded to CIT as needed, or to establish plans and strategies
- ◆ **COMMUNICATE:** Communicate issues with Psych Liaison/CIT Unit. Communicate with Mobile Crisis/DPH regarding subjects.



CIT LIAISON OFFICERS at each DISTRICT STATION:

This designated group CIT Liaison Officers operates as a built-in auxiliary unit that functions primarily 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.

SAN FRANCISCO POLICE DEPARTMENT DISTRICT STATIONS

CENTRAL

**Sergeant Dennis O’Mahony
Officer Stephen Collins**

SOUTHERN:

**Sgt. Jasmine Suguitan
Officer Edcel Suarez**

TENDERLOIN:

**Sgt. George Luedtke
Officer James Gay**

BAYVIEW:

**Sergeant TBD (vacant)
Officer Eric Eastlund**

MISSION:

**Sergeant Mike Mitchell
Officer John Cathey**

NORTHERN:

**Sergeant Chris Smith
Officer Derek Brown**

PARK:

**TBD (vacant)
Officer Jason Zimiga**

RICHMOND

**Sgt. Eric Mahoney
Officer Anna Cuthbertson**

INGLESIDE:

**Sergeant Lisa Springer
Officer Timothy Watts**

TARAVAL:

**Sergeant Pavel Khmarskiy
Officer TBD (vacant)**





DPH: *Partnership with CIT*

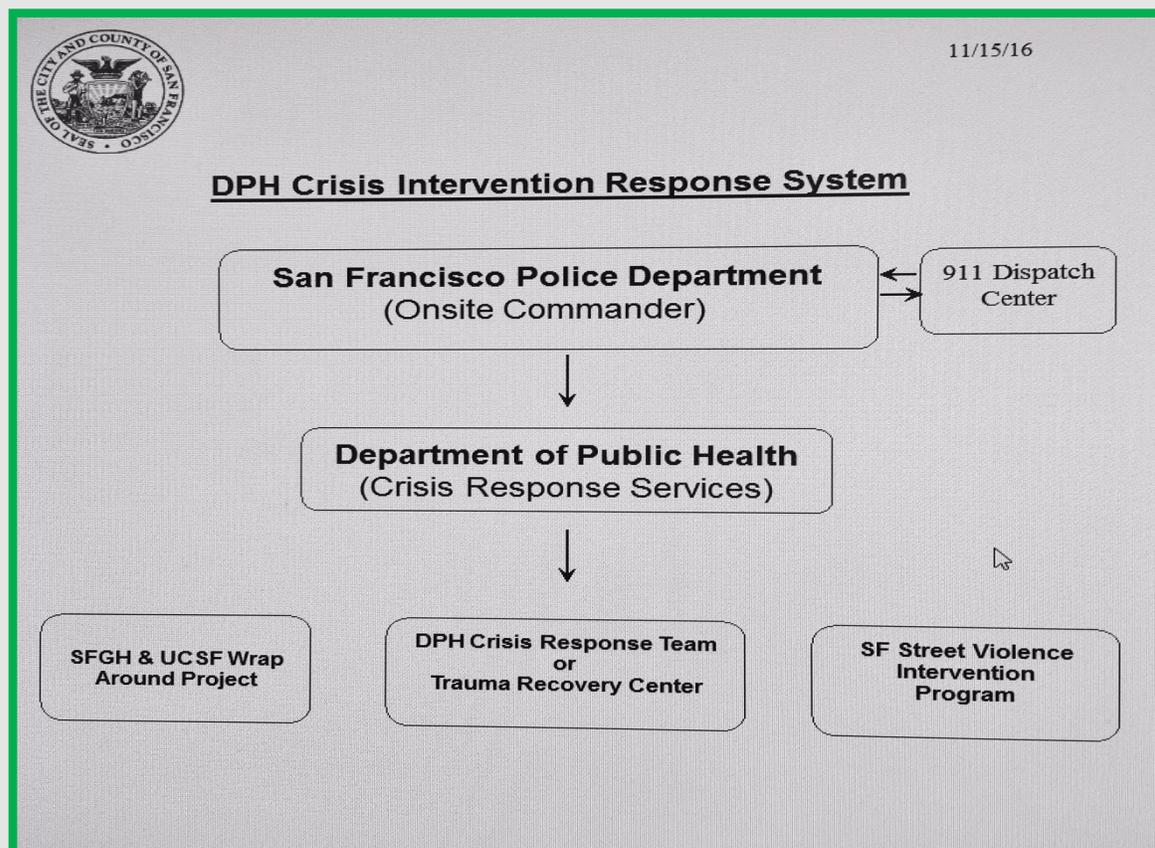
Expanded Fabric of Partnership: Information directly provided from patrol CIT LIAISONS to Mobile Crisis/DPH will expand knowledge of issues citywide.

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

Direct Stream of Relevant Information: Patrol is best suited to convey medium-priority district issues concerning CIT concerning subjects directly to Mobile Crisis/ DPH.

OUTREACH: as needed, and as facilitated by CIT Liaison Officer (once per month minimum per district.)

High Priority/Urgent CIT Subjects: DPH to work directly with Psych Liaison/ CIT Field Unit on top priority and most sensitive issues requiring immediate intervention. Psych Liaison to remain “Gate Keeper” of High Priority and most Sensitive CIT issues.



DPH Crisis Intervention Specialist Team Summary

The DPH Crisis Intervention Specialist Team is a long-term project that aims to support law enforcement in crisis situations involving mental health, and ensure that individuals are adequately assessed and provided mental health crisis services if needed.

Partners: This initiative is a collaboration between the Department of Public Health (DPH) and the San Francisco Police Department (SFPD) to support officers who are responding to crises where behavioral health concerns may be present. The San Francisco Police Department (SFPD) and Department of Public Health (DPH) have a long history of collaborating in crisis situations and this program will further support a comprehensive and coordinated effort to support individuals in crisis.

Since November 2016 SFPD and DPH has implemented systematic collaboration and response in crisis situations where behavioral health concerns may be present.

Since 2016 DPH staff hired specifically for this program began training and working with SFPD. This DPH Crisis Intervention Specialist Team works along with SFP CIT Unit and responds to crisis situations and implements ongoing crisis management strategies. Ultimately, a fully hired and trained staff will allow for specialized 24/7 support and collaboration with SFPD.

This DPH/CIT partnership will also examine: negotiation outcomes, crisis assessment outcomes, referrals, short term case management services, linkage to long term care, and reduction in crisis contacts.

SCOPE: The work of the DPH Crisis specialists will include but is not limited to the following:

- ◆ Act as mental health professionals in police crisis situations
- ◆ Support primary police negotiators
- ◆ Conduct crisis assessments
- ◆ Debrief individuals affected by a crisis
- ◆ Provide consultation for victims
- ◆ Other crisis response services
- ◆ Respond to Field Visits
- ◆ Work with SFPD to coordinate effective, de-escalated, and substantive engagement strategies for subjects in crisis.



DEPARTMENT OF PUBLIC HEALTH: CRISIS SERVICES

WHO WE ARE

Comprehensive Crisis Services (CCS) is an agency that provides acute behavioral health and crisis response services to both adults and children. It is comprised of four different teams, Crisis Response, Child Crisis, Mobile Crisis,

WHAT WE PROVIDE

Crisis Response Team provides mobile 24/7 days a week response to homicides, critical shootings, stabbings, and suicides; provides clinical support, Grief and Trauma Focus counseling and crisis case management services to individuals, families and community members affected by community violence and critical incidents. Services are provided for both adults and children.

Child Crisis Team provides mobile 24/7 days a week provides Crisis intervention, up to 30 day crisis case management, and medication support services for youth under the age of 18.

Mobile Crisis Treatment Team provides six day a week (Mon-Fri: 8:30a-11:00p, Sat and holidays: 12:00p-8:00p) behavioral health crisis triage, in-the-field crisis assessments/interventions, and short-term crisis case-management for individuals age 18 years or older who are located within the city/ county of San Francisco.

THE PROCESS

Crisis evaluations which may include:

- 24/7 days a week response
- A family interview
- Provider interview
- An interview with the individual
- A treatment plan to resolve the crisis, which may include a safety plan, follow-up visits, and/or referrals
- A review for the need of medication
- Hospitalization

Response to homicides and critical shootings which may include:

- Response to scene or hospital
- Engagement and Supporting the family
- 24/7 Support Services
- Act as a liaison between SFPD and hospital staff
- Linkage to Victims of Crime

PROFESSIONAL COMMITTED STAFF

We are a diverse staff; Asian/Pacific Islander, Latino, African-American, and Caucasian, from various disciplines: psychiatry, psychology, social work, and by advanced graduate students in psychology and psychiatric social work. We have staff who speak Spanish, Tagalog, Russian, Cantonese, Mandarin, Vietnamese, and American Sign Language. Other languages are available through the use of the AT&T translation services.

REFERRALS

Our referrals come from a broad range including: the individuals themselves, family members, local hospitals, schools, treatment providers, the Department of Social Services, San Francisco Police Department and other community agencies.

FEES

We accept Medi-cal, Healthy Families, Healthy Kids, private insurance, and sliding scale. Crisis services are available to uninsured individuals as well.

REACHING CCS

For more information about Comprehensive Crisis Services, please contact us at:

Crisis Services

Phone: 415-970-3800/4000

Fax: 415-970-3813/4016

We believe in maintaining the dignity of individuals and families to achieve a sense of health and well being in their communities.

Additional DPH Behavioral Health Services CONTACTS and RESOURCES

Psychiatric Emergency Services: (415) 206-8125

Mobile Crisis Team: (415) 970-4000

Comprehensive Child Crisis: (415) 970-3800

Westside Community Crisis: (415) 355-0311



BENEFITS of CIT LIAISON PROGRAM CONCEPT:

- ◆ **APPLICATION OF INSTITUTIONAL KNOWLEDGE:** Working patrol CIT Officers are most knowledgeable of district issues, and are best suited to inform DPH directly regarding the issues and subjects who require assistance and consideration. Direct Source information for maximum efficiency.
- ◆ **ACUTE CARE and LONG-TERM CARE APPROACH:** This model is based on interdisciplinary and interdepartmental components and encourages patrol to be involved in helping connect subjects from acute emergency care, and into long-term support and services whenever feasible.
- ◆ **PRIORITY-BASED TRIAGE:** Lessens the volume of general cases directed at CIT/ Psych Liaison. Reserves Psych Liaison for *High-Priority Incidents and Subjects* as needed (Mental Health Issues + Violent Crime/Public Safety Issues.)
- ◆ **DIRECT RESPONSIBILITY:** Expands accountability and encourages competent responsibility throughout patrol and City Agencies and Programs.
- ◆ **POSITIVE COMMUNITY ENGAGEMENT:** heightens visibility of CIT-related principles out in the field: immediate outreach and response.





SFPD CRISIS INTERVENTION TEAM

CIT UNIT FIELD OPERATIONS BUREAU

Lieutenant Mario Molina
San Francisco Police Department
Crisis Intervention Team Coordinator
Email: mario.molina@sfgov.org

Sergeant Kelly Kruger
San Francisco Police Department
Crisis Intervention Team
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Email: kelly.kruger@sfgov.org

Officer Carlos Manfredi
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Officer Shawn Fulgado
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CIT TRAINING: SFPD ACADEMY

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Sergeant Laura Colin
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Email: laura.colin@sfgov.org

CIT LIAISON PROGRAM

Officer Lily Prillinger
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Crisis Intervention Liaison Program
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