

From: [Gabriel Martinez](#)
To: [REDACTED]
Subject: Recommendation 6.2
Date: Tuesday, February 2, 2021 8:43:59 AM

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Dear Acting Captain Altorfer,

Our office has completed its review of the materials related to Recommendation 6.2 that were submitted to us as part of the collaborative reform process. This package focused on SFPD instituting policies and trainings regarding de-escalation and responding to individuals in crisis. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 6.2: To support policies mandated through recent Department Bulletins, as well as to ensure implementation of best practices and policies outlined in the Final Report of the President's Task Force of 21st Century Policing, The SFPD's Training and Education Division should prepare training on the following topics at minimum:

- Enhanced de-escalation
- Sanctity of life
- Enhanced service-oriented interactions with homeless individuals
- Improved dispatch protocols for cases requiring Crisis Intervention Team response

Response to 6.2: On December 21, 2016, SFPD published Department General Order 5.01, "Use of Force." The Order begins with a statement on the sanctity of life: "The San Francisco Police Department's highest priority is safeguarding the life, dignity and liberty of all persons." The policy also contains a de-escalation section requiring the use of de-escalation tactics such as time, distance, cover, backup (including a Crisis Intervention Team), and tactical repositioning when feasible. Similarly, SFPD's use-of-force training follows the language of the Order and emphasizes the sanctity of life, de-escalation, and discusses the Crisis Intervention Team.

Also on December 21, 2016, SFPD published Department General Order 5.21, "Crisis Intervention Team Response." The stated goal of the order is to "safely resolve person in crisis incidents without the use of force, whenever possible, and to refer persons in crisis to community mental health service providers or other resources, as appropriate." The Order provides procedures when responding to crisis calls, mandates crisis intervention training, and requires data collection. Additionally, the Order provides for the dispatcher to broadcast a city-wide request for enhanced CIT-trained officers (40 hours of additional training) if no CIT officer is available within the district. As submitted in Recommendation 12.2, over 99% of SFPD officers are certified in the 10-hour POST CIT training and 54% are trained in the 40-hour POST CIT training.

March 24, 2017, the Department of Emergency Communications issued a Training Bulletin, "Behavioral Crisis Calls & the Role of the DEC." The Bulletin informed dispatchers of the codes to use to ensure qualified Crisis Intervention Team members respond to behavioral

crisis calls, pursuant to Order 5.21. As stated in Recommendation 12.1, existing dispatchers received rolling training and all new dispatchers are taught the new CIT coding and communication process.

SFPD has also issued several Department Bulletins regarding interactions with homeless individuals. On November 22, 2019, SFPD issued Department Bulletin 19-231 (re-issued DB 17-244), "Contacting the Homeless Outreach Team," a collaborative initiative among SF agencies serving the homeless. The Homeless Outreach Team can provide individuals with a shelter bed, and collaborate with services provided by MSC South, Next Door, and a Woman's Place shelters. On April 16, 2019, SFPD issued Department Bulletin DB 19-081 (superseding DB 18-192 and DB 17-065), "Homeward Bound Program and Navigation Center." The Bulletin informs SFPD officers on how to use the Homeward Bound Program, which aims at reuniting persons experiencing homelessness with family and friends.

SFPD has partnered with Palo Alto University to analyze mental health calls for service and Crisis Intervention Team responses. Ongoing Palo Alto University projects include a CIT outcome assessment survey, a psychiatric hold outcome assessment, a suicide assessment app, and an officer PTSD app. SFPD has requested an ongoing partnership with Palo Alto University. SFPD also publishes an annual report regarding mental health calls for service and use of force. The last report covered the timeframe of January 1 to June 30, 2020 and included 11,039 mental health calls for service and 14,731 calls for checks on wellbeing, and force was used in 26 of those incidents.

Based upon all the above, the California Department of Justice finds that SFPD is in substantial compliance with this recommendation. Please let us know if you have any questions or would like to discuss further. Thank you.

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Collaborative Reform Completion Memorandum (RFI)

Finding #6

The SFPD has not developed comprehensive formal training specifically related to use of force practices.

Recommendation # 6.2 To support policies mandated through recent Department Bulletins, as well as to ensure implementation of best practices and policies outlined in the Final Report of the President's Task Force of 21st Century Policing, The SFPD's Training and Education Division should prepare training on the following topics at minimum:

- Enhanced de-escalation
- Sanctity of life
- Enhanced service-oriented interactions with homeless individuals
- Improved dispatch protocols for cases requiring Crisis Intervention Team response

Response Date: 11/16/2020

Executive Summary:

Per Hillard Heintze, the San Francisco Police Department has met the compliance measures of training the aforementioned topics through adoption, issuance, and/or training of the following policies:

- **Department General Order 5.01** (Use of Force) which “addresses sanctity of life and de-escalation (Attachment # 1)
- **Department General Order 5.21** (Crisis Intervention Team Response) which “provides guidance to officers and DEM personnel regarding CIT response and de-escalation” (Attachment # 2)
- **Department Bulletins** which “address service and interaction with the homeless community.” DB 19-231/DB 17-244- Contacting the Homeless Outreach Team (Attachment # 3); and DB 19-081/DB 18-192/DB 17-065- Homeward Bound Program and Navigation Center (Attachment # 4)
- **Training Materials**
 1. Use of Force DGO 5.01/Tactical De-escalation Training (Power Point [Attachment # 5])
 2. Power Point on Homeless [Attachment # 6]
 3. Learning Domain 42 Homeless Course Outline [Attachment # 7]
 4. Power Point on CIT Training [Attachment # 8]
 5. Department of Emergency Management Training: Training Bulletin (TB) 17-001 [Attachment # 9]



Collaborative Reform Completion Memorandum (RFI)

Response to Request For Information (RFI):

On July 13, 2020, SFPD Captain Jack Hart #596 and Lieutenant Mario Molina #1586 engaged in a phone conference with CAL DOJ and Hillard Heintze. In order to address Hillard Heintze's request for additional information (RFI) regarding having evidence of a continual loop to improve training involving Use of Force/CIT, Lt. Molina proposed the following solution. Lt. Molina stated that the Crisis Intervention Team (CIT) Unit is in the process of working with Palo Alto University to conduct a survey seeking feedback from sworn members regarding Use of Force and CIT, and having the responses to be collected and analyzed by the University. During the phone call, Captain Hart also mentioned that an academic analysis was conducted in February 2017

Please refer to documentations (Attachment # 10- CIT Data Evaluation and Attachment # 11- CIT Quantitative Data Evaluation)

(Hillard Heintze) was receptive to Lt. Molina's and Captain Hart's proposal. In his response, requested the Department to provide the following to address Compliance Measure (CM) # 2- "Evidence of continual loop" as it relates to Use of Force and CIT.

- Survey Plan regarding working with Palo Alto University (Attachment # 12).
- Sample of Survey Questions (Attachment # 13).
- Timeline of Execution (Attachment # 12).

CAL DOJ agreed with request in order to address CM #2.

As such, SFPD is providing the following documents to address the RFI request. On January 26, 2018, Lt. Molina wrote a letter on behalf of SFPD to the Palo Alto University explaining the Department's previous collaboration

on mental health-related issues. Lt. Molina stated that SFPD is committed to working on future collaborations.



Collaborative Reform Completion Memorandum (RFI)

Email Correspondence, (Attachment # 14)



MARK FARRELL
MAYOR

CITY AND COUNTY OF SAN FRANCISCO
POLICE DEPARTMENT
HEADQUARTERS
1245 3RD Street
San Francisco, California 94158



WILLIAM SCOTT
CHIEF OF POLICE

January 26, 2018

To Whom It May Concern:

[REDACTED]
Palo Alto, CA 94304

The San Francisco Police Department (SFPD) has worked _____ in the past collaborating on mental health related issues. SFPD is committed to working _____ in exploring the benefits of using a suicide risk assessment application in the field. SFPD will work _____ to provide de-identified information that may assist in the development of the application.

If you have any further questions, please feel free to contact me.


Lt. Mario Molina
Crisis Intervention Coordinator
Field Operations Bureau



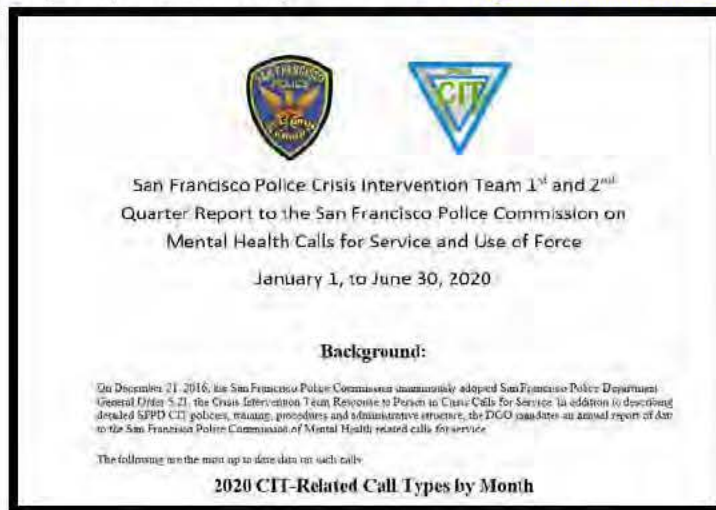
Collaborative Reform Completion Memorandum (RFI)

In response to the request of proving that SFPD has a mechanism for having on-going reviews, the CIT Unit conducts a quarterly review of incident reports involving CIT related calls. The CIT Unit then reports the result of the quarterly review to the Police Commission per the following DGO 5.21 (Attachment # 2), Sections:

- (IV) (A) (8): "Coordinate, review and analyze CIT data"
- (IV) (A) (10): "Provide reports and recommendations, in consultation with the Mental Health Working Group, to the Chief of Police, the Command Staff, and the Police Commission on the Department response to person in crisis incidents on a quarterly basis."

Please see a sample of historical quarterly reports reviewed quarterly by the CIT Unit (Attachment #17).

CIT Quarterly Report, January – June 2020 [Attachment # 17 (a)]



CIT Quarterly Report, 2019 End of Year Report, [Attachment # 17 (b)]

