

CRISIS INTERVENTION TEAM



SAN FRANCISCO POLICE DEPARTMENT  
ORO EN PAZ Y FIERRO EN GUERRA



CRISIS INTERVENTION TEAM  
ANNUAL REPORT

**2024**

SAN FRANCISCO POLICE DEPARTMENT  
POLICE COMMISSION REPORT

# CRISIS INTERVENTION TEAM



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## 2024 Crisis Intervention Team (CIT) Annual Report

### ***SFPD CIT Unit's Mission: Compassion, Respect, and Dedication to Service***

*At the San Francisco Police Department, we are more than just law enforcement—we are guardians of safety, advocates for mental health, and partners in crisis intervention. Every day, we stand united in our commitment to serving our community with compassion, respect, and dignity.*

*We understand that individuals experiencing mental illness, intellectual and developmental disabilities (IDD), behavioral crises, and substance use disorders need a response that is informed, patient, and understanding. Our mission is to respond with empathy, professionalism, and a steadfast dedication to public safety—ensuring everyone receives the care, protection, and respect they deserve.*

*We believe that every life matters. Every person in crisis deserves to be heard, valued and helped. Through fostering trust, prioritizing de-escalation, and strengthening partnerships with our community, we strive to turn moments of crisis into opportunities for safety, recovery, and support.*

The 2024 Annual Report highlights significant developments, key achievements, and operational goals of the San Francisco Police Department's Crisis Intervention Team (CIT) Program, including fieldwork, training, and policy development. This annual summary reflects on the unique accomplishments, objectives, and challenges faced by the CIT Unit throughout the year.

We present this report with excitement and pride, as it showcases the best practices of 21st-century policing.

# 2024 Police Commission Crisis Intervention Team Annual Report

## Table of Contents

<b>Setting the Scene for Crisis Intervention in 2024</b>	
Public Safety Requires Crisis Intervention	4
Expanded Criteria for Grave Disability: SB 43 Overview	5
CIT Unit: Roles and Responsibilities	6
CIT Analytical Data and Statistics	7
The CIT Training Division: Curriculum and Statistics	11
The CIT Curriculum: <i>Instructor Biographies</i>	13
The CIT Liaison Program	17
Supporting Street Crisis Response Team (SCRT)	19
Critical Support to the Hostage/Crisis Negotiations Team	20
Disengagement Policy (DGO 5.24)	21
The Expansion of the CIT Unit: <i>An Introduction to CIT members</i>	22
Legacy of Phenomenal CIT Leadership	27
The CIT Annual Awards Ceremony	28
Partnership with DPH Comprehensive Crisis Services	28
The CIT Working Group	29
<b>Future CIT Projects</b>	<b>30</b>
<b>Proactive &amp; Preventative Policing</b>	<b>31</b>
<b>2024 CIT Dedication</b>	<b>32</b>
<b><i>The Crisis Intervention Team: Who We Are</i></b>	<b>33</b>

## ***CIT 2024: Public Safety Requires Excellence in Crisis Intervention***



The San Francisco Police Department's (SFPD) Crisis Intervention Team (CIT) Unit is deeply committed to providing the highest standard of public safety for everyone in San Francisco. Public safety is a broad concept that encompasses law enforcement, emergency response, and public health. These complex areas often overlap, requiring law enforcement personnel to be well-versed in crisis intervention strategies. This knowledge ensures they can assist individuals in the most appropriate manner, considering their training, experience, and the specific circumstances at hand.



Officers often encounter individuals exhibiting various forms of crisis behavior. To effectively address these challenges, officers rely on nuanced skills to determine the most appropriate engagement strategy for conflict resolution, de-escalation, or, when necessary, enforcement actions.

As such, crisis intervention skills serve as the foundation of exceptional policing, ensuring that officers can effectively engage with diverse individuals and meet the needs of the communities they serve.

San Francisco's vibrant communities attracted over 23 million visitors in 2024, according to the San Francisco Travel Association. As a major metropolitan city, San Francisco hosts numerous extraordinary events. However, ensuring public safety requires robust crisis intervention strategies to prevent tragedies and assist those in need.

At the close of 2024, San Francisco experienced a mayoral leadership transition from Mayor London Breed to Mayor Daniel Lurie. These passionate leaders have recognized the city's many unique challenges, with public safety remaining a central priority for the continued growth, success, and vitality of this beautiful city and its diverse, dynamic communities. The city's dedicated professionals meet these challenges with commitment and pride, ensuring the safety and well-being of all who live, work, and visit San Francisco.

***As a foundational concept of the Crisis Intervention Team, the San Francisco Police Department's highest priority is safeguarding the life, dignity, and liberty of all persons.***



## **CIT 2024: Expanded Criteria for Grave Disability, Senate Bill 43 Overview**

A key aspect of crisis intervention for trained officers involves conducting mental health assessments. The procedures for an involuntary 5150 Welfare & Institutions (W&I) Mental Health Detention are governed by the Lanterman-Petris-Short (LPS) Act of 1967. In general terms, the criteria for a 5150 W&I hold require one or more of the following conditions: danger to self, danger to others, and/or grave disability.

On January 1, 2024, Senate Bill (SB) 43 expanded the definition of Grave Disability in relation to these procedures. This change incorporated additional elements into the definition:

***“A condition in which a person; as a result of a mental health disorder, a severe substance use disorder, or a co-occurring mental health disorder and a substance use disorder; is unable to provide for their basic personal needs for food, clothing, shelter, personal safety, or necessary medical care.”***

While the expansion under SB 43 aims to assist the most vulnerable members of our population, the inclusion of "substance use disorder" requires a formal diagnosis for it to serve as the sole criterion or probable cause for detention under 5150 W&I.

In previous years, substance use disorder was not considered a qualifying factor for grave disability. As a result, this additional criterion necessitates expanded training for both officers and clinicians to ensure proper assessment and application.



In alignment with legislative changes, the CIT Unit remains committed to excellence in training and the development of best practices in collaboration with supportive agencies. These efforts ensure that officers can effectively fulfill their duties while adhering to legal expectations. At times, implementing new practices can be challenging when legislative updates precede training initiatives. To address this, the CIT Unit has been working closely with partner agencies, such as the San Francisco Fire Department’s Community Paramedicine Teams, to develop standard operating procedures that reflect the latest legislation.

## **CIT 2024: A Broad Range of Roles for CIT Unit Members**

### **EXCELLENCE IN CRISIS INTERVENTION REQUIRES DEDICATED PERSONNEL**

The CIT Unit has had a profound impact on SFPD policy and procedure, shaping a culture of de-escalation and crisis intervention. Since the 2017 implementation of the Threat Assessment & De-Escalation Strategies Course, the department has seen a significant reduction in use of force.

The SFPD CIT Unit has earned national recognition, receiving the Award of Distinction from the California Police Officers Association in 2019 and presenting original material at the International Association of Chiefs of Police (IACP) Conference that same year. In 2020, CIT Unit members were invited to speak at the California Association of Hostage Negotiators (CAHN) Northern Regional Conference, followed by a presentation at the Annual CAHN Conference in 2021. In 2022, the CIT Unit presented a case study regarding disengagement at the Annual Force Science Conference.



As the nation navigates law enforcement reform, it is essential to recognize the SFPD's leadership in progressive training and de-escalation strategies, with the CIT Unit playing a pivotal role in shaping modern policing.

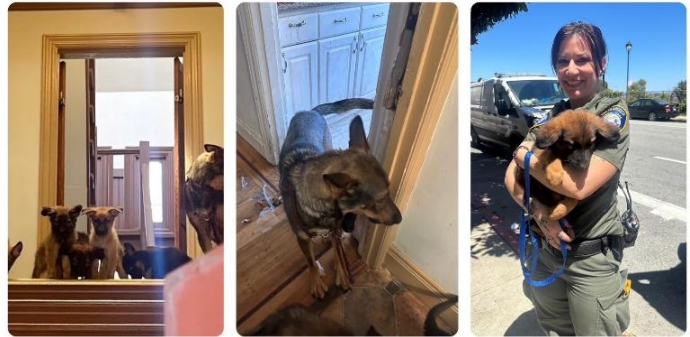
### ***CIT UNIT 2025: CIT Unit Responsibilities and Initiatives***

- Conducts department-wide training, including the Peace Officer Standards and Training (POST) certified 40-hour Mental Health Awareness Course, 10-hour Threat Assessment & De-escalation Strategies Course and 12-hour Persons with Disabilities/Behavioral Health Course.
- Operates a co-response program with Department of Public Health (DPH) Comprehensive Crisis Services (CCS) clinicians, assisting individuals in crisis who may require services, mental health evaluations, or law enforcement intervention.
- Conducts strategic investigations and assessments for individuals in crisis.
- Provides mental health support during active Hostage/Crisis Negotiations (H/CNT) callouts.
- Facilitates behavioral health follow-ups for individuals involved in H/CNT callouts.
- Offers immediate support for specialized investigations involving individuals in crisis.
- Prepares Behavioral Threat Assessments for active incidents as needed.
- Issues Officer Safety Bulletins and Advisories for high-risk or vulnerable individuals in crisis.
- Manages the CIT Liaison Program, a citywide patrol initiative identifying individuals needing behavioral health intervention.
- Reviews crisis-related notifications to ensure CIT coordination with clinicians and appropriate intervention.
- Conducts roll-call training at district stations as needed.
- Notifies DPH, CCS, Jail Psychiatric Services and Veteran Justice Outreach (VJO) Services



regarding justice-involved individuals requiring further evaluation.

- Reports all Tarasoff threat incidents to the Department of Justice.
- Reviews and facilitate firearm releases for individuals whose mental health-related prohibitions have expired.
- Processes public records requests related to mental health detention incidents.
- Participates in collaborative meetings with city departments and stakeholders to ensure best practices in crisis intervention.
- Conducts internal data analysis on crisis incidents and training.
- Provides subject matter expertise to the City Attorney’s Office and Department of Police Accountability (DPA) for case review and to POST for training initiatives.
- Engages with the CIT Working Group (civilian and mental health organization stakeholders) and participates in community meetings.
- Participate in multi-disciplinary meetings with other agencies to develop effective engagement strategies.
- Prepare new and revise current Department General Orders and policies as needed.
- Interprets legislative changes and updates training programs to ensure department-wide adaptation.



## **CIT 2024: SFPD Crisis Intervention Throughout San Francisco** **Analytical Consideration of Data and Information**

### **A SIGNIFICANT VOLUME OF CRISIS CALLS**

Statistically, the SFPD is well-equipped to handle crisis-related incidents. In 2024, the department responded to 24,510 calls for service that generally or specifically required a CIT response on a patrol level. Of this total number of calls, SFPD officers responded to 14,779 requests for Well-Being Checks and 9,731 calls categorized under the below listed radio codes.

**Annual 2024 CIT-Related Call Types by Quarter**

<b>RADIO CODES: CRISIS CALLS</b>
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

Final Call Type	2024				
	Q1	Q2	Q3	Q4	YTD Total
5150	34	33	36	34	137
800	1,084	1,255	1,267	1,331	4,937
800CR	5	3	5	5	18
801	1,048	1,157	1,062	1,151	4,418
801CR	1	2	5	1	9
806	60	57	40	55	212
<b>TOTAL:</b>	<b>2,232</b>	<b>2,507</b>	<b>2,415</b>	<b>2,577</b>	<b>9,731</b>

Final Call Type	2024				
	Q1	Q2	Q3	Q4	YTD Total
910	4,785	2,859	3,519	3,616	14,779

**2024 TOTAL CRISIS CALLS: 24, 510**

The total of 24,510 CIT-related calls in 2024 closely aligns with the 2023 data, which recorded 25,527 such calls. In comparison to 2023, SFPD officers responded to a slight decrease in crisis-related calls, likely due to the continued implementation and expansion of non-police crisis response teams led by the Department of Public Health and the San Francisco Fire Department.

Despite this shift, officers continue to apply CIT skills and training in a wide range of dynamic encounters beyond mental health-related incidents. Officers regularly de-escalate violent situations, respond to accidents, and engage with empathy to assist victims of crime.

CIT Related Calls by Final Call Type, Priority Code & On View Status January 1 - December 31, 2024							
Final Call Type	Priority Code	On View Status	2024				801CR
			Q1	Q2	Q3	Q4	
5150	A	Dispatched	2	2	1	2	7
	B	Dispatched	25	18	24	23	90
		Self-Initiated	7	12	11	9	39
	I	Dispatched		1			1
<b>5150 Total</b>			<b>34</b>	<b>33</b>	<b>36</b>	<b>34</b>	<b>137</b>
800	3	Dispatched			1		1
		Self-Initiated					
	A	Dispatched	805	975	961	1,003	3,744
		Self-Initiated	1	4	1	1	7
	B	Dispatched	54	85	78	98	315
		Self-Initiated	154	119	129	138	540
	C	Dispatched	3	2	3		8
		Self-Initiated	1				1
I	Dispatched	65	70	94	91	320	
	Self-Initiated	1				1	
<b>800 Total</b>			<b>1,084</b>	<b>1,255</b>	<b>1,267</b>	<b>1,331</b>	<b>4,937</b>
800CR	A	Dispatched	5	3	5	5	18
<b>800CR Total</b>			<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>18</b>
801	A	Dispatched	1,012	1,111	1,044	1,108	4,275
		Self-Initiated	7	18	4	5	34
	B	Dispatched		1		1	2
		Self-Initiated					
I	Dispatched	29	27	14	37	107	
<b>801 Total</b>			<b>1,048</b>	<b>1,157</b>	<b>1,062</b>	<b>1,151</b>	<b>4,418</b>
801CR	A	Dispatched	1	2	5	1	9
<b>801CR Total</b>			<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>9</b>
806	A	Dispatched	31	32	25	31	119
		Self-Initiated					
	B	Dispatched	26	23	14	24	87
		Self-Initiated		1			1
I	Dispatched	3	1	1		5	
<b>806 Total</b>			<b>60</b>	<b>57</b>	<b>40</b>	<b>55</b>	<b>212</b>
910	A	Dispatched	1,567	1,355	1,488	1,488	5,898
		Self-Initiated	4	3	2	1	10
	B	Dispatched	2,882	1,084	1,562	1,695	7,223
		Self-Initiated	297	382	427	388	1,494
	C	Dispatched	8	2	3	2	15
	I	Dispatched	27	33	37	42	139
		Self-Initiated					
	<b>910 Total</b>			<b>4,785</b>	<b>2,859</b>	<b>3,519</b>	<b>3,616</b>
<b>Grand Total</b>			<b>7,017</b>	<b>5,366</b>	<b>5,934</b>	<b>6,193</b>	<b>24,510</b>

**Data Source:** San Francisco Police Department CAD via Business Intelligence Environment

**Date Prepared:** January 22, 2025

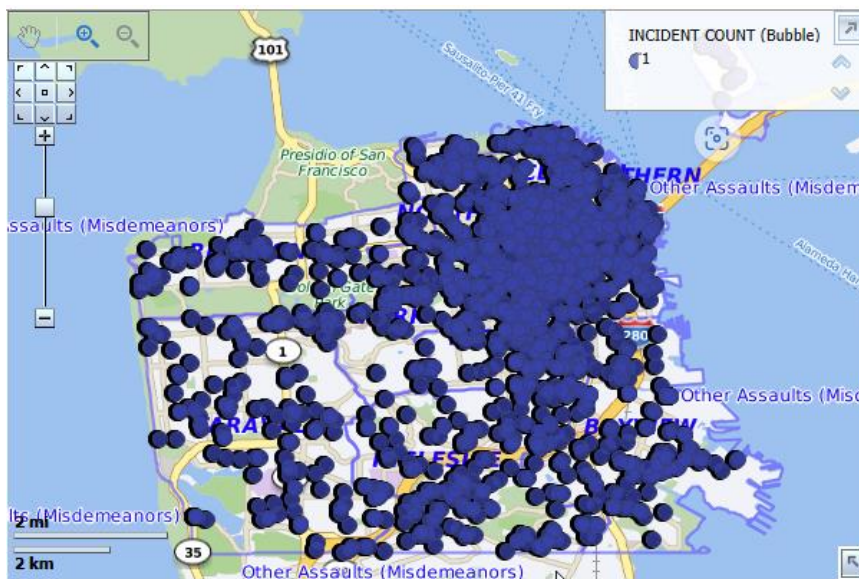
1/23/2025

## ***CIT 2024: Data Collection Services in Transition***

The CIT Unit recognizes that comprehensive data collection and analysis are essential for understanding the full scope of its work.

In 2024, the SFPD implemented Benchmark as part of its data collection system, enhancing the integration and accuracy of information tracking. In April 2024, SFPD transitioned from the Crime Data Warehouse (CDW) to Benchmark for various data and documentation services, including use-of-force reporting.

However, as of February 2025, Benchmark data is not yet accessible to the SFPD Technology Division for analysis. Due to this transition, CIT-related use-of-force data is currently unavailable to the SFPD Technology Unit, and CIT Unit is awaiting the release of this information from the Benchmark system. In previous years, Annual CIT Reports included detailed analyses of use-of-force incidents. However, the 2024 Annual Report can only present data extrapolated from the Crime Data Warehouse, which did not capture use-of-force statistics after April 2024.



### ***MENTAL HEALTH DETENTIONS – 1,896***

***Data pulled from Business Intelligence Classic dashboard (Crime Data Warehouse)***

The map above illustrates the geographic distribution of mental health detentions across San Francisco in 2024. The SFPD conducted 1,896 mental health detentions in 2024, compared to 2,211 in 2023.

Mental health detentions were predominantly concentrated in downtown areas, including Upper and Lower Market, the Tenderloin, the Embarcadero, Union Square, and South of Market. The SFPD Metro and Mid-City Divisions, which include Central, Tenderloin, Southern, Mission, and Northern Districts—reported a high volume of mental health detentions. This trend correlates with a higher presence of unhoused individuals exhibiting behaviors that meet 5150 W&I criteria, raising public safety concerns. Meanwhile, the SFPD Golden Gate Division, which covers Richmond, Taraval, Park, Bayview, and Ingleside Districts—also recorded a significant number of mental health detentions. However, in these areas, most individuals involved were housed. The CIT Unit acknowledges that housed individuals in crisis may require additional engagement strategies, as their deteriorating mental state may remain hidden behind closed doors, making intervention more complex and challenging.

The CIT Unit remains committed to minimizing exigent situations and ensuring that officers thoroughly understand the legal scope of search and seizure as it pertains to Fourth Amendment protections and mental health detentions. Through ongoing training and field practice, the CIT Unit emphasizes constitutional considerations while prioritizing safe, effective crisis intervention.

## CIT 2024: High-Utilization of Psychiatric Emergency Services

INCIDENT COUNT ▲ ▼	LAST NAME, FIRST NAME
21	[REDACTED]
18	[REDACTED]
16	[REDACTED]
12	[REDACTED]
11	[REDACTED]
9	[REDACTED]
8	[REDACTED]
7	[REDACTED]
7	[REDACTED]
6	[REDACTED]
5	[REDACTED]
5	[REDACTED]
5	[REDACTED]

The redacted graph below illustrates the highest users of psychiatric emergency services in San Francisco during 2024.

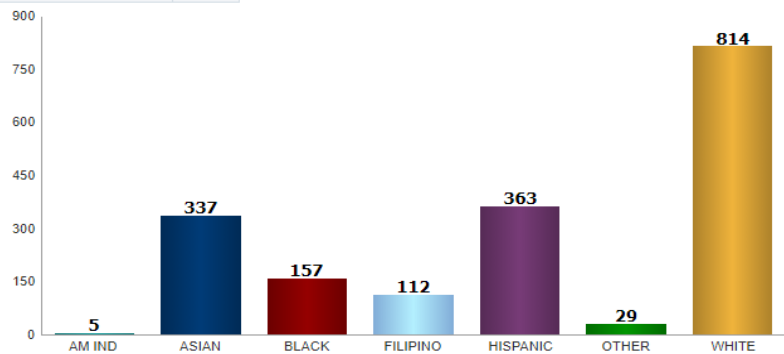
Each redaction bar represents a known individual, highlighting a critical concern—these 13 individuals required multiple mental health detentions throughout 2024, with one subject experiencing 21 detentions in a single year. This data underscores an urgent need for intervention, as certain individuals in severe behavioral crises require a significantly higher level of supervision and support.

The CIT Unit acknowledges that violent or dangerous situations may necessitate a law enforcement response to stabilize the scene and ensure public safety. However, the repeated police response to the same individuals, particularly those posing a potential danger, presents serious concerns—as increased law enforcement encounters statistically heighten the risk of use-of-force incidents.

The CIT Unit strongly supports the broader goals of the LPS Act, which aims to uphold the independence and dignity of individuals struggling with mental health conditions and developmental disabilities. At the same time, the CIT Unit advocates for expanded supervision and services for individuals whose crisis-related behaviors necessitate additional intervention and oversight.

Currently, the only available race-related data from the Business Intelligence Dashboard pertains to the distribution of race among sworn personnel.

RACE/ETHNICITY ▲ ▼	COUNT
AM IND	5
ASIAN	337
BLACK	157
FILIPINO	112
HISPANIC	363
OTHER	29
WHITE	814
<b>Grand Total</b>	<b>1816</b>



Notes:  
All data is being pulled from HRMS and loaded nightly.  
Created by the Business Intelligence Team, any questions or concerns please email us at [sfpd.busintell@sfgov.org](mailto:sfpd.busintell@sfgov.org).

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**According to the SFPD Technology Unit, Benchmark data is forthcoming.**

## ***CIT 2024: The Crisis Intervention Team Training Initiatives, Practical Applications & Legal Updates***

The CIT Unit provides CIT training to police personnel and facilitates the practical application of crisis intervention strategies in the field.



### ***CRISIS INTERVENTION TRAINING: A High Value Education***

The SFPD stands at the forefront of law enforcement nationwide, particularly in its advanced implementation of CIT training and de-escalation-based field tactics. In 2024, the CIT Unit continued to provide both the 40-hour Mental Health Awareness Course and the 10-hour Threat Assessment & De-Escalation Strategies Course to all sworn members. Both courses are certified by the California Commission on Police Officer Standards and Training (P.O.S.T.) and are designed to enhance officers' crisis response capabilities. These training courses ensure that patrol officers are well-equipped with the knowledge and practical skills necessary for effective crisis intervention strategies. As a result, patrol units now include a strong core of highly capable and committed officers dedicated to the principles and practices of crisis intervention.

The Crisis Intervention Team is built on a foundation of critical, informed training, reinforced by real-world patrol applications.

### ***CIT Training Courses***

- 40-hour Mental Health Awareness Course
  - (CIT Certification upon completion)
- 10-hour Threat Assessment & De-Escalation Strategies Course
  - (Mandatory for all sworn members)

The SFPD CIT Unit has trained a significant majority of its law enforcement personnel. As of December 2024, 72% of all SFPD sworn officers, more specifically, 76% of patrol officers, have completed the 40-hour Mental Health Awareness Course, while 100% of sworn officers have successfully completed the 10-hour Threat Assessment & De-Escalation Strategies Course.

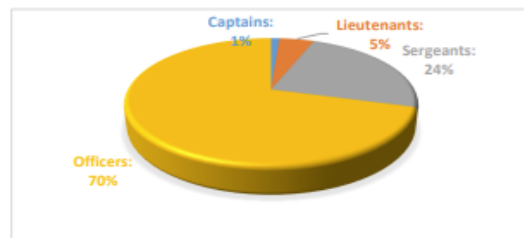
# CIT 2024: CIT Training – Statistics and Data

## San Francisco Police Department-Trained CIT

As of 12/21/2024

	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)	109	87	22		80%	109		100%
Southern Station (Co. B)	106	68	38		64%	106		100%
Bayview Station (Co. C)	92	58	34		63%	92		100%
Mission Station (Co. D)	113	76	37		67%	113	2	100%
Northern Station (Co. E)	110	88	22		80%	110		100%
Park Station (Co. F)	68	51	17		75%	68		100%
Richmond Station (Co. G)	65	48	17		74%	65		100%
Ingleside Station (Co. H)	89	76	13		85%	89		100%
Taraval Station (Co. I)	75	64	11		85%	75		100%
Tenderloin Station (Co. J)	117	97	20		83%	117		100%
<b>District Stations:</b>	<b>944</b>	<b>713</b>	<b>231</b>	<b>0</b>	<b>76%</b>	<b>944</b>	<b>2</b>	<b>100%</b>
<b>Metro Division:</b>	555	416	139		75%	555		100%
<b>Golden Gate Division:</b>	389	297	92		76%	389		100%
<b>Specialized Units:</b>	852	574	278	42	67%	852	101	100%
<b>Airport (AIRP/ADMN/AFOB)</b>	118	97	21	19	82%	118	28	100%
<b>Other:</b>				61			131	
<b>Total Sworn ONLY:</b>	<b>1796</b>	<b>1287</b>	<b>509</b>		<b>72%</b>	<b>1796</b>		<b>100%</b>

40 - HR CIT Certified Personnel	
Deputy Chiefs:	3
Commanders:	3
Captains:	14
Lieutenants:	60
Sergeants:	303
Officers:	904
<b>Total Sworn ONLY:</b>	<b>1287</b>
<b>Non-Sworn:</b>	<b>61</b>
<b>Total (Including other)</b>	<b>1348</b>



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	2
2025	6
<b>Total:</b>	<b>83</b>

2024 CIT COURSES	
July 15-18	Septemeber 9-12
2025 CIT COURSES	
January 13-16	September 8-11
May 19-22	September 29-October 2
June 16-19	October 20-23

The CIT Mental Health Awareness Course features a diverse curriculum led by civilian instructors, combining academic expertise with firsthand lived experiences of mental health and developmental disabilities. The CIT Unit collaborates with National Alliance on Mental Illness (NAMI), Mental Health Association of San Francisco (MHASF), and other leading agencies to promote wellness and independence for individuals facing complex challenges. Several presenters candidly share their personal mental health experiences, disabilities, and law enforcement interactions. It is their lived experience which broadens officers' understanding of mental health challenges and fosters a greater level of empathy, compassion and awareness.

Key training topics include Nobility of Policing, Mental Health Signs & Symptoms, Juvenile Brain & Complex Trama, Developmental Disabilities & the Autism Spectrum, Managing Fatigue, Suicide Prevention, Veteran Trauma & PTSD, Implicit Bias, Intervention Techniques, Suicide by Cop, Policy & Legal Updates, Case Law, and more. This comprehensive training equips officers with critical skills to handle crisis situations effectively and professionally.

***CIT CURRICULUM: Selected Instructor Biographies***  
***The 40-hr Mental Health Awareness Course:***

The SFPD’S CIT Training Program has earned recognition for its groundbreaking curriculum, covering a wide range of pioneering topics. The program’s success is directly tied to its exceptional instructors, who are deeply committed to developing safe and effective intervention strategies for individuals in crisis. Our CIT instructors bring expertise, academic rigor, and compassion, enriching the program with diverse perspectives. Beyond enhancing awareness and skills, these instructors elevate the professionalism of law enforcement, ensuring officers are better equipped to handle crisis situations. While many dedicated instructors contribute to the 40-hour CIT course, the following biographies highlight a few foundational instructors whose academic and professional expertise have profoundly enriched the CIT curriculum, for which we are deeply grateful.

**Dr. Gena Castro-Rodriguez, PsyD**

Dr. Castro-Rodriguez provides exceptional instruction on Adolescent Trauma, Juvenile Behavior, and Crisis Response. She guides officers through the complexities of adolescent neurological and psychological development, particularly in youth with histories of adverse childhood experiences (ACES Study).

Her training equips officers with practical communication tools to effectively engage troubled youth and achieve crisis resolution. By deepening officers' understanding of trauma, she enhances their ability to develop trauma-informed strategies for interacting with adolescents in crisis.



*Dr. Gena Castro Rodriguez is a licensed marriage and family therapist, educator, and thought leader with over 30 years of experience in mental health, trauma-informed care, and community wellness. Based in San Francisco, she has dedicated her career to improving access to mental health services and fostering resilience in underserved communities.*

*Dr. Castro Rodriguez was the Chief of Victim Services for the San Francisco District Attorney’s Office for 7 years and currently serves as the Executive Director of the National Alliance for Trauma Recovery Centers at UCSF and is an Associate Professor in the Graduate Counseling Psychology Program at the University of San Francisco.*

*Her work emphasizes culturally responsive care, equity, and collaboration to empower individuals and families. A sought-after speaker, she brings expertise in trauma recovery, restorative justice, and the intersections of mental health and social justice to her engaging presentations.*

## **Dr. Richard Patel, Attending Physician at Psychiatric Emergency Services**

Dr. Richard Patel delivers a comprehensive instructional block in the 40-hour CIT Course, focusing on Signs and Symptoms of Mental Health and Substance Use issues. As a clinical professor of Psychiatry at UCSF, he provides invaluable expertise to law enforcement officers, enhancing their understanding of mental health conditions and crisis response.

Beyond his role in the CIT curriculum, Dr. Patel serves as a critical resource to the CIT Unit, bringing practical insights as an attending physician at Zuckerberg San Francisco General Hospital (SFGH) Psychiatric Emergency Services (PES) for over 28 years.



*Dr. Richard Patel serves as an attending physician at Psychiatric Emergency Services (PES) at Zuckerberg San Francisco General Hospital and is a Clinical Professor of Psychiatry at UCSF.*

*A licensed physician since 1994, Dr. Patel has operated his own practice since 1995. His extensive expertise spans child and adult psychology, forensic psychiatry, and criminal psychiatry, making him a leading authority in mental health and crisis intervention.*

## **Dr. Christopher Weaver, PhD**

Dr. Weaver plays a vital role in the CIT curriculum, leading two key instruction blocks: Veteran Trauma and Post-Traumatic Stress Disorder (PTSD) and Implicit Bias.

The PTSD course, focused on Veteran Affairs, is highly relevant to first responders, who also face stress and trauma in their work. Officers learn to recognize PTSD symptoms and apply grounding techniques to calm individuals in crisis and build rapport.

Dr. Weaver's Implicit Bias training is an interactive session that helps officers identify unconscious biases. He leads discussions surrounding navigating this human reaction, ensuring fair and equitable interactions with the public.



*Dr. Christopher Weaver is an Associate Professor and Director of the Forensic Psychology Program at Palo Alto University. He earned his Ph.D. in Clinical Psychology from the University of Louisville and has held research and clinical positions at UCSF and Stanford University.*

*A published expert in psychopathy, violence risk assessment, substance abuse, and psychological trauma, Dr. Weaver has co-authored books on law, mental health, and psychopathology. His current research explores the impact of trauma and substance use on criminal behavior and the assessment of PTSD-related dissimulation.*

*Dr. Weaver is also leading a groundbreaking training and research initiative aimed at enhancing police effectiveness in engaging with individuals experiencing mental illness.*

## **Dr. Joel Fay, PsyD, ABPP**

As a foundational instructor of the 40-hour CIT course, Dr. Joel Fay delivers a thought-provoking curriculum on Suicide by Cop, Suicide Negotiations, Intervention Techniques and Case Law. His instruction is enriched by his extensive experience as both a police officer and psychologist, offering practical insights on use-of-force proportionality and the importance of treating all individuals with dignity and respect.

Dr. Fay is a military veteran who also served on the Hostage Negotiation and K9 Teams prior to his retirement from law enforcement.



*Dr. Joel Fay served as a police officer for over 30 years before earning his Doctorate in Psychology from Argosy University, integrating his law enforcement experience into his clinical work. Now in private practice, he supports first responders across various organizations.*

*A renowned CIT instructor, Dr. Fay, trains law enforcement agencies throughout California and has co-authored multiple publications on emergency service stress. He is a co-author of *Counseling Cops: What Clinicians Need to Know* and a co-founder of the First Responder Support Network, where he serves as Clinical Director. He has played a vital role in the West Coast Post-Trauma Retreat, helping save countless first responders in crisis.*

*Dr. Fay's outstanding contributions have earned him the California Psychological Association's 2007 Humanitarian Award and the American Psychological Association's 2012 Award for Excellence in Police & Public Safety Psychology. He is also Board Certified in Police and Public Safety Psychology.*

## **Captain Jack Hart**

At the start of each 40-hour CIT class, Captain Jack Hart delivers a powerful address on police nobility, instilling a deeper sense of purpose in attendees. His dynamic presentation fosters a "guardian mindset", reminding officers of their duty to serve with courage, compassion, and integrity.

Captain Hart engages officers in thought-provoking discussions, reinforcing the higher calling of law enforcement. As a Master Instructor in "Blue Courage," a police leadership development course, he has inspired officers nationwide, from small agencies to large departments.



*Captain Jack Hart joined the San Francisco Police Department in 1999 and has served in diverse patrol assignments, shaping his expertise as a California POST-certified instructor. He has taught over 50 Academy Recruit Classes, covering constitutional law, criminal law, criminal procedure, and leadership development.*

*As a Sergeant, he led a plainclothes team in the Bayview District, targeting serious street crimes. As a Lieutenant, he oversaw Candlestick Park operations, managing large-scale event security.*

*Promoted to Captain, he served in SFPD's Homeland Security Unit and led the mutual-aid response to the 2017 North Bay firestorms. He now commands SFPD's Park Station, overseeing Haight-Ashbury and the neighborhoods surrounding Golden Gate Park.*

**The SFPD Crisis Intervention Team (CIT) has provided specialized training modules to various agencies, including but not limited to:**

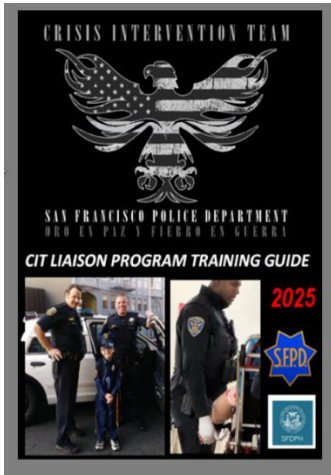
- San Francisco Fire Department EMS 6
- San Francisco Sheriff's Department
- San Francisco Park Rangers
- San Francisco Department of Emergency Management
- Comprehensive Crisis Services (DPH)
- United States Park Police
- University of San Francisco Police Department
- UCSF Police Department
- Golden Gate Bridge Patrol
- BART Police Department
- Adult Probation
- Department of Police Accountability (DPA)
- Civilian Groups
- Department of Justice (DOJ)

**The 40-hour CIT Certification Course covers a comprehensive range of topics, including but not limited to:**

- De-Escalation & Crisis Response
- Learning Disabilities & Autism Spectrum Disorders
- Sleep Health & Officer Wellness
- Signs & Symptoms of Mental Health Issues
- Lived Experience & PTSD
- Veteran Affairs & Implicit Bias
- Suicide Prevention & Adolescent Brain Development
- Trauma, Case Law, and More

This well-rounded curriculum equips officers with critical skills to effectively handle mental health crises and engage the community with compassion and professionalism.

## 2024: The CIT Liaison Program



The CIT Liaison Program enhances the department's ability to identify and engage individuals in crisis who may pose a risk to themselves or others. As of this report, all CIT Liaison positions have been filled by credentialed officers trained in Crisis Intervention.

Per Department General Order (DGO) 5.21, each of San Francisco's ten district stations must have 2 designated CIT Liaison Officers, specializing in crisis intervention within their districts.

CIT Liaisons serve in an ancillary role, supporting CIT Unit efforts while remaining active in patrol. This structure allows the CIT Unit to quickly identify high-risk individuals, leveraging patrol officers' firsthand experience in responding to crisis incidents.



**District Station  
CIT Liaison Officers 2025**

CENTRAL Station: (415) 315-2400  
Officer Stephen Collins  
Officer George Raymond

SOUTHERN Station: (415) 575-6027  
Officer Edcel Suarez  
Officer Tyler Cope

BAYVIEW Station: (415) 671-2300  
Sergeant Joaquin Borromeo  
Officer Eric Eastlund

MISSION Station: (415) 558-5400  
Sergeant Adam Plantinga  
Officer Nathalie Peraza

NORTHERN Station: (415) 614-3400  
Officer Derek Brown  
Officer Malia Dudum

PARK Station: (415) 242-3000  
Officer Joanne Walker  
Officer Stan Bratchikov

RICHMOND Station: (415) 666-8000  
Sergeant Eric Mahoney  
Officer Anna Cuthbertson

INGLESIDE Station: (415) 404-4000  
Officer Tim Watts  
Officer Anthony Bautista

TARAVAL Station: (415) 759 -3100  
Sergeant Pavel Khmarskiy  
Officer Matthew Hewitson

TENDERLOIN Station: (415) 345-7341  
Sergeant George Luedtke  
Officer James Gay

**CIT Liaison Responsibilities:**



**Understand CIT Practices & Principles**

- Stay updated on CIT field tactics, intervention strategies, training protocols, General Orders, and Department Notices.

**Conduct Debriefings & Training**

- When feasible, lead informal debriefings after crisis incidents and assist with station-level training.

**Stay Informed on District Issues & High-Priority Subjects**

- Maintain knowledge of crisis-related concerns, available resources, and high-risk individuals needing intervention.

**Making Notifications**

- Immediately inform the CIT Unit of high-risk subjects (e.g., weapons, violent history) and document crisis intervention activity when appropriate.

**Maintain Communication**

- Engage with the CIT Unit and Comprehensive Crisis Services/DPH on subjects of concern (e.g., reports, criminal history, firearm prohibitions). Respond to CIT-related communications promptly.

**Coordinate with Comprehensive Crisis Services (DPH)**

- Provide relevant information for outreach coordination.

**Provide On-Scene Support for CIT Field Visits**

- Assist as needed or when feasible

## ***CIT 2024: Supporting the Street Crisis Response Team (SCRT)***



### ***Collaborative Crisis Response in 2024***

In 2024, the San Francisco Police Department reinforced its commitment to collaborative crisis response citywide. Since 2020, alternative response models have emerged, leading to the expansion of non-police response teams for non-criminal service calls.

One such team, the San Francisco Fire Department's Community Paramedicine Street Crisis Response Team (SCRT), has undergone several structural modifications since its launch. While clinicians are no longer included within the response model, SCRT teams consist of paramedics and certified peers trained in substance use, trauma, and behavioral health conditions. SCRT paramedics have the authority, as granted by DPH, to conduct Mental Health Detentions. In 2024, the CIT Unit and Community Paramedicine leaders worked jointly with the Mayor's Office regarding collaborative implementation of SB43 and transport policies. Training for patrol regarding these changes is scheduled to begin in the first quarter of 2025.

Meanwhile, SFPD officers continue to respond to crisis incidents involving violence, weapons, or immediate danger to public safety. Under 5150 W&I, two of the three criteria for Mental Health Detentions explicitly reference danger to self and danger to others, requiring a trained police response to prevent violence and ensure safety. The SFPD recognizes the ongoing need for highly trained officers, skilled in crisis intervention, CIT field tactics, and de-escalation.

The CIT Unit supports the growth and success of non-police response teams and values their commitment to crisis intervention. However, certain situations—such as those involving a heightened safety risk—require a police response. Police officers handle a full spectrum of high-risk incidents, including weapons, trauma, and life-threatening situations related to violent encounters. Law enforcement personnel are equipped and trained to handle complex, dynamic and fluid public safety risks. Expecting clinicians, civilians, or first responders who lack the physical tools, safety equipment and/or training to manage such cases is neither appropriate nor safe.

In 2024, Sergeant Laura Anderson (the interim Officer In Charge of CIT) collaborated with SFFD's Community Paramedicine Section Chief April Sloan to enhance engagement strategies and jointly strengthen their teams' ability to meet San Francisco's crisis response needs. Later in the year, April Sloan was promoted to the rank of Assistant Deputy Chief of the Community Paramedicine Division. Under her command are SFFD's Daniel Nazzareta who serves as the newly promoted Section Chief of Operations and Michael Mason who leads as the Section Chief of Administration.



## ***CIT 2024: Crisis Intervention Team Supports the SFPD Hostage/Crisis Negotiations Team***

The Crisis Intervention Team (CIT) and Hostage/Crisis Negotiation Team (H/CNT) are closely connected, as crisis is central to both. Crisis Intervention and Crisis Negotiation are inextricably linked, requiring collaborative strategies for effective resolution.



All CIT Unit members receive Hostage/Crisis Negotiation Team (H/CNT) training. Six CIT Unit members have served on the SFPD’s negotiation team, with five members still active on the H/CNT. This collaboration is vital, as many incidents involve active crises or behavioral health concerns. The CIT Unit actively supports and follows up on H/CNT incidents, often responding alongside DPH Crisis Specialists to coordinate on-scene care for members of the public. The CIT Unit collaborates closely with DPH’s CCS clinicians, ensuring post-incident follow-up to connect individuals with appropriate resources. Many H/CNT callouts involve individuals with mental health conditions or histories of violence, highlighting the importance of crisis intervention. The H/CNT and CIT Unit must work closely together to ensure that valuable information is exchanged between these two important teams, for the success of care and treatment for all individuals involved.

### ***2024 H/CNT Deployment & Incident Analysis***

In 2024, the Hostage/Crisis Negotiation Team (H/CNT) responded to 50 callouts, with negotiators actively engaging in 48 crisis incidents. This marks a decline from 2023, which saw 71 callouts. This decrease may reflect a post-COVID return to normalcy, following a sharp increase in H/CNT incidents from 2020 to 2022, when responses peaked at 78, 80, and 94 callouts per year, respectively. At its highest in 2022, H/CNT activations nearly tripled 2019’s 34 callouts, as mental health-related service calls surged during the pandemic.

### ***Celebrating the 50<sup>th</sup> Anniversary of the SFPD Hostage/Crisis Negotiations Team***

In 2024, SFPD celebrated the 50th Anniversary of H/CNT, marking a milestone in de-escalation and crisis intervention—core principles of modern policing. Since 1974, H/CNT has worked to prevent tragedy, ensure public safety, and prioritize human life, responding to hundreds of critical incidents involving high-risk situations.



On December 4, 2024, current and former SFPD Negotiators gathered at SFPD Headquarters to commemorate this historic occasion. Chief Bill Scott expressed gratitude for crisis negotiators, recognizing the team’s role and contribution to the evolution of de-escalation in policing over the past 50 years.

The original HNT, established in 1974 by visionary leaders such as Sergeant Gerald Doane (Ret.) and Commander Richard Klapp (Ret.), paved the way for modern crisis negotiation strategies. Among those in attendance was Sergeant William Kidd (Ret.), a renowned negotiations trainer, law enforcement historian, and founding member of the California Association of Hostage Negotiators (CAHN). Retired Sergeant Kidd delivered a poignant speech, especially considering the absence of other key figures and the passing of Retired Commander Richard Klapp, just one week before the event.

## ***CIT 2024: Disengagement Policy (DGO 5.24)***

Adopted by the SFPD in 2023, the Disengagement Policy provides structured guidance for critical decision-making in cases where tactical disengagement is beneficial. Effective disengagement requires a coordinated re-engagement plan. This policy underscores SFPD’s commitment to legally sound, effective, and compassionate crisis intervention.

### ***Strategic Disengagement & Crisis Re-Engagement***

While specialized units and patrol resolve acute crisis incidents, many cases require ongoing engagement, especially for individuals with suicidal ideation or public safety concerns. The CIT Unit plays a critical role in ensuring these individuals are properly connected to crisis services.

In some cases, a barricaded subject may pose a danger only to themselves without committing a violent crime. Here, a disengagement strategy can de-escalate the situation, allowing officers to re-engage the subject later in a safer, more effective manner. However, disengagement must be strategic, with a clear follow-up plan. The CIT Unit coordinates and handles these re-engagement efforts where mental or behavioral health for the individual is a concern.

*“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.”*

*– Lieutenant Donald Anderson (Author of the SFPD’s Disengagement Policy)*

## ***CIT 2024: The Expansion of the CIT Unit***



Since its 2016 inception, the CIT Unit has engaged thousands of individuals in crisis across San Francisco, employing specialized intervention strategies beyond conventional patrol capabilities. The unit was established to enhance law enforcement’s role in crisis intervention, addressing the growing need for behavioral health support.

In 2024, the CIT Unit expanded, adding five new officers, bringing the team to eight sworn personnel (one lieutenant, one sergeant, six officers) and one part-time Clinical Psychologist from the Department of Public Health’s Comprehensive Crisis Services (CCS.) This expansion was especially critical, as for much of 2024, only three sworn members handled mental health cases citywide.

Additionally, the CIT Unit operates under a co-response model, collaborating with CCS and a primary Clinician who splits her time between SFPD’s CIT Unit and DPH’s CCS team.

***The following biographies highlight the dedicated professionals who make up the Crisis Intervention Team.***

### **Lieutenant Donald Anderson**



A San Francisco native from the Ingleside District, Lieutenant Donald Anderson graduated from Thurgood Marshall Academic High School and earned a bachelor’s degree in criminal justice administration from the University of Phoenix.

Since joining SFPD in 2005, he served in the Tenderloin, Park, and Mission Districts before being promoted to Sergeant in 2013, where he later worked in the Ingleside, Southern, and Richmond Districts.

Promoted to Lieutenant in 2022, he served as Watch Commander in the Ingleside District before becoming the Officer-in-Charge of the CIT Unit.

Previously, he was a member of the Hostage/Crisis Negotiation Team, advancing to Executive Officer and later serving as Interim Officer-in-Charge from December 2020 to August 2021.

A POST-certified Defensive Tactics and Use of Force Instructor, Lieutenant Anderson has been instrumental in developing the CIT Threat Assessment & De-Escalation Strategies Course, where he also serves as the lead instructor. He authored SFPD’s first Disengagement Policy and has helped implement 21st-century policing strategies across the department. A nationally certified instructor and subject matter expert, he is a leader in de-escalation, crisis intervention and crisis negotiations.

His numerous department awards and recognitions, including a Life-Saving Award and multiple Crisis Intervention Team Awards, reflect his unwavering commitment to public safety and crisis intervention.

## Sergeant Elizabeth Prillinger



Sergeant Elizabeth Prillinger is a San Francisco Police Sergeant with over 18 years of experience, recognized for her compassion, critical thinking, and dedication to Crisis Intervention.

As a CIT Unit member, she has conducted hundreds of crisis-oriented field visits under the co-responder model and has played a key role in training thousands of officers. She has also prepared detailed Behavioral Threat Assessments and serves as an Assistant Team Lead for the Hostage/Crisis Negotiation Team.

Her expertise is shaped by years of patrol experience and specialized assignments, including serving on the Mayor's Security Detail for San Francisco Mayors Gavin Newsom and Edwin Lee. She is also a Certified Forensic Artist for Law Enforcement.

Sergeant Prillinger holds a Bachelor of Arts in Archaeology and Art History from Princeton University and a Master of Fine Arts from the San Francisco Art Institute. She has been selected to present original research at state, national, and international conferences, furthering excellence in law enforcement.

## A/Sergeant Carlos Manfredi



A/Sergeant Carlos Manfredi, a San Jose native, attended Archbishop Mitty High School before earning a bachelor's degree in criminal justice administration from California State University, Sacramento, and a master's degree in public administration from the University of San Francisco.

Since joining the San Francisco Police Department in 2002, A/Sergeant Manfredi has served in the Northern, Bayview, and Mission Districts. He is a former Specialist Team member, having worked alongside SWAT as a BOLT/Sniper. A/Sergeant Manfredi is a POST-certified firearms instructor and has also previously served on the Dignitary Protection Detail, as a Public Information Officer, and Field Training Officer.

A/Sergeant Manfredi is a dedicated member of the Peer Support Team, Critical Incident Response Team, and Hostage/Crisis Negotiation Team, contributing to these teams for over a decade. Most recently, he joined SFPD's new Drone Unit as a collateral assignment.

Off-duty, he enjoys spending time with his wife and two children. Passionate about cooking, he specializes in traditional Argentinean cuisine, honoring his heritage.

## Officer Christopher Cotter



Officer Christopher Cotter, a San Francisco native, attended high school in South San Francisco before pursuing higher education at the College of San Mateo. He joined the San Francisco Police Department in 2005.

Officer Cotter completed field training in the Ingleside District and probation at Central Station before earning a permanent assignment at Mission Station, where he served as a plainclothes officer and Field Training Officer. He later worked at the Department Operations Center for 18 months before transferring to Northern Station in 2013. In October 2024, he joined the CIT Unit.

A highly decorated officer, Officer Cotter, has been awarded Captain's Commendations, Police Commission Commendations, a Silver Medal, and a Purple Heart for injuries sustained in the line of duty. He has also been recognized as Mission Station Officer of the Year and received the Lion's Club Officer of the Year Award.

Since 2016, Officer Cotter has been a Team Lead for the Critical Incident Response Team and now serves as Assistant Team Lead. In 2018, he joined the Hostage/Crisis Negotiation Team, where he also holds the role of Assistant Team Lead.

Dedicated to building trust and collaboration between law enforcement and the community, Officer Cotter plays a vital role in CIT, contributing to SFPD's commitment to 21st-century policing.

## Officer Keith Murphy



Officer Keith Murphy was born in Burlingame, CA, and raised in San Ramon, CA, graduating from California High School in 2005. He studied Criminal Justice at Diablo Valley College before joining the San Francisco Police Department in 2008 at the age of 21.

Officer Murphy completed field training at Bayview Station, probation at Park Station, and served at Northern Station from 2010 to 2024. His assignments have included plainclothes operations, violence reduction foot beats, and Northern Station's housing unit.

A dedicated member of the CIT Unit, Officer Murphy also serves as a Specialist Team member working alongside SWAT, a Certified POST Instructor, and a Peer Support Team member. He is a highly decorated officer with numerous commendations and is also a Field Training Officer.

Off-duty, Officer Murphy enjoys family time with his wife and their three children. He has a passion for fitness and is a lifelong fan of the San Francisco Giants, 49ers, and Golden State Warriors.

## Officer Nicholas Zerga

Officer Nicholas Zerga joined the CIT Unit in November 2024. He began his law enforcement career as part of the 232nd recruit class in 2012.

He completed field training at Ingleside Station, probation at Southern Station, and received his permanent assignment at Northern Station in 2014, where he served until 2022 before transferring to Taraval Station. He is also a member of the Hostage/Crisis Negotiation Team.

A fourth-generation San Franciscan, Officer Zerga takes immense pride in his heritage and is deeply committed to serving the community he loves. A dedicated family man, he is a Bay Area sports fan, golf enthusiast, trivia lover, husband, and a very tired father of two young boys.

Excited for this next chapter, Officer Zerga looks forward to continuing his law enforcement journey with the CIT Unit.



## Officer John Ishida

Officer John Ishida was born in San Francisco and raised in Pinole, CA. He earned an Associate of Arts degree in Administration of Justice from Contra Costa Community College and a Bachelor of Arts degree in Criminal Justice from Sacramento State.

Officer Ishida joined the San Francisco Police Department in January 2014, completing field training in the Ingleside District, his probationary year in the Taraval District, and receiving a permanent assignment at Mission Station, where he served from 2015 to 2024.

While at Mission Station, Officer Ishida specialized in Human Trafficking Investigations and was assigned to the Mission Station's Human Trafficking Abatement Unit. Working alongside the Special Victims Unit Human Trafficking Unit, he assisted in the investigation and arrest of multiple human traffickers.

Off-duty, John enjoys camping, cooking, and video games.



## Officer Matthew Nazar



Officer Matthew Nazar was born in San Francisco, CA, and raised in Novato, CA. A 2012 graduate of Novato High School, he was an active football and wrestling athlete. He later studied Criminal Justice and Emergency Medicine at Santa Rosa Junior College.

Before joining law enforcement, Officer Nazar worked as a seasonal firefighter with the Marin County Fire Department's Tamalpais Fire Crew. In 2015, he joined the San Francisco Police Department, completing field training at Tenderloin Station, probation at Taraval Station, and receiving a permanent assignment at Northern Station.

Officer Nazar serves as a Field Training Officer and is a member of both the Hostage/Crisis Negotiation Team and the CIT Unit.

Off-duty, he enjoys spending time with family and friends, playing guitar with his band, and working as an Assistant Wrestling Coach at Lowell High School. He recently earned an Administration of Justice degree from College of the Siskiyous and is pursuing a bachelor's degree in criminal justice at San Francisco State University.

## Dr. Shivika Dharamrup



Dr. Shivika Dharamrup is a Clinical Psychologist with the San Francisco Department of Public Health - Comprehensive Crisis Services and works closely with the SFPD's CIT Unit. She provides critical mental health care during field visits and enhances CIT's crisis engagement strategies.

She began her psychology career in 2002, earning her Doctorate in Psychology from the California School of Professional Psychology. With extensive experience in forensic psychology and law enforcement collaboration, she has worked in Contra Costa, Marin, Berkeley, and San Mateo Counties, serving on mobile crisis teams and within correctional facilities.

In 2022, Dr. Dharamrup joined CCS – Mobile Crisis Team. Her collaboration with SFPD's CIT Unit led to her becoming the first embedded clinical psychologist within the team in 2023. She now spends two days per week directly supporting CIT field operations, strengthening the connection between mental health services and law enforcement.

Her expertise in crisis intervention, forensic psychology, and mental health care coordination has significantly enhanced CIT's crisis response. One of her proudest achievements is pioneering the embedded psychologist role within CIT, laying the foundation for a more integrated, comprehensive mental health support system.

## ***CIT 2024: The Legacy of Leadership***

Since its inception in 2016, inspired leadership has been key to the CIT Unit's success. As we move into 2025, we honor the influential leaders who shaped CIT and have since taken on new assignments.

### **A/Captain Mario Molina**



The Crisis Intervention Team extends its deepest gratitude and best wishes to A/Captain Mario Molina, who is set to retire in 2025 after an exceptional 30+ year career with SFPD. A visionary leader, A/Captain Molina transitioned from CIT to SFPD Night Captain in 2023, leaving a lasting impact on police training, policy, and culture. As Crisis Intervention Team Coordinator, he spearheaded numerous training initiatives and policy reforms, shaping modern policing practices.

From 2015 to 2016, he served as Officer-in-Charge of the SFPD Behavioral Science Unit, overseeing the Peer Support Unit, Critical Incident Response Team, and Crisis Intervention Team. Before his law enforcement career, he spent five years counseling juvenile offenders at the San Francisco Youth Guidance Center and two years as a probation officer.

A/Captain Molina holds a Master of Science in Marriage, Family, and Child Counseling and a Bachelor of Arts in Child Developmental Psychology from San Francisco State University. Highly respected for his investigative acumen and courage, he played a pivotal role in the Gang Task Force Unit, bringing closure to high-profile gang-related cases.

The CIT Unit proudly recognizes A/Captain Molina as a founding force behind SFPD's nationally and internationally recognized Crisis Intervention Program. His legacy will continue to influence policing and crisis response for years to come.

### **Sergeant Laura Anderson**



Sergeant Laura Anderson, a San Francisco native from the Ingleside District, joined the Police Department in 1999. She served as a patrol officer at Mission, Northern, and Ingleside Stations before transitioning to Crime Scene Investigations in 2009. In 2013 she was assigned to the Behavioral Science Unit.

In 2015, she was promoted to Sergeant, and two months later, was recruited to the CIT Unit. Her primary role as the CIT Administrator included facilitating CIT training for department members and other local law enforcement agencies. She worked diligently to revamp the curriculum in the CIT courses and to recruit quality instructors. In this role, she also took part in the review and revision of CIT related department policies and procedures.

In April 2023, Sergeant Anderson was appointed interim Acting Lieutenant of the CIT Unit, where she led efforts to relocate the team, to improve response times for crisis incidents and oversaw the expansion of the team by securing additional full-duty staff. She fostered positive relationships with DPH's Comprehensive Crisis Services, SFPD's Community Paramedicine leaders and the Department of Police Accountability. She also maintained a collaborative and constructive partnership with the CIT Working Group members.

In December 2025, Laura accepted an opportunity to join the newly established Family Support Unit, operating under the direct leadership of the Chief's Office, allowing her to combine her passion of assisting officers with her expertise in Crisis Intervention.

Off-duty, Sergeant Anderson, with the support of her husband and child, is heavily involved in animal rescue where she advocates for those who can't speak for themselves.

## ***CIT 2024: SFPD Recognizes Excellence in Crisis Intervention: The Annual CIT Awards Ceremony***

Each year, the San Francisco Police Department hosts the Annual CIT Awards Ceremony to honor officers and first responders who exemplify best practices and outstanding use of CIT principles and methodologies. These awards recognize excellence in de-escalation and life preservation, highlighting officers who demonstrate extraordinary efforts to uphold the dignity and safety of those in crisis.

Established in 2016, the award selections are made through a rigorous review process, conducted by the CIT Unit in collaboration with community stakeholders from the CIT Working Group. Recipients are chosen for their exceptional performance in high-risk, complex, and often life-saving crisis incidents.

The Annual 2023 CIT Awards Ceremony, reflecting incidents from the previous year, was held on March 25, 2024, at the historic San Francisco Scottish Rite Masonic Center. The event was attended by award recipients, SFPD Command Staff, Police Commissioners, DPH Crisis Clinicians, local political leaders, mental health advocates, and families and friends of honorees.



### ***Commitment to Crisis Intervention & Public Safety***

By honoring first responders, crisis specialists, and community stakeholders, SFPD reinforces a culture of respect for our collaborative partners.

The San Francisco Police Department prioritizes safeguarding life, dignity, and liberty. Officers are committed to building rapport, using crisis intervention, and applying de-escalation techniques whenever feasible—ensuring public safety.

***The San Francisco Police Department is proud to announce the upcoming CIT Awards Ceremony, scheduled for May 28, 2025.***

## ***CIT 2024: A Working Partnership with DPH Comprehensive Crisis Service***



In 2024, the CIT Unit reinforced its collaboration with CCS. The CIT Unit members provide critical support to crisis specialists when engaging high-risk individuals who pose public safety concerns.

The CIT Unit and CCS partnership ensures that first responders and clinicians work together to safely engage and assist individuals in crisis, prioritizing scene safety and subject care. With CCS providing infrastructure and support, the CIT Unit enhances these efforts with expertise in de-escalation, crisis negotiation, and safety protocols.

This collaborative approach creates a hybrid crisis response team, integrating clinical expertise with law enforcement training. Before each planned engagement, the CIT Unit and CCS team develop plans ensuring adaptive and safe engagement strategies for the dynamic nature of crisis incidents.



## ***CIT 2024: CIT Builds Resilient Community Partnerships***

The CIT Program upholds the highest standards of crisis intervention by actively engaging with community members, mental health professionals, and advocacy groups within the CIT Working Group. Throughout 2024, the CIT Working Group addressed key issues, concerns, and goals to enhance best practices in Crisis Intervention.

Given the challenges of San Francisco’s mental health landscape, SFPD remains committed to understanding the needs, expectations, and concerns and all community members. As such, the CIT Working Group, a civilian advisory board, consists of community stakeholders with personal and professional dedication to Crisis Intervention.

Through collaboration, they help clarify critical issues, shape CIT objectives, and improve crisis response strategies. The CIT Unit holds a tremendous amount of gratitude for our Working Group partners and deeply values their commitment and contributions to advancing effective crisis intervention.

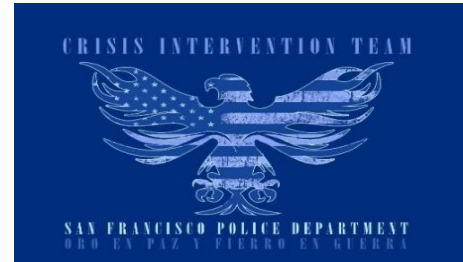


## ***CIT 2024: Future CIT Projects***

### ***IMPLEMENTATION OF UPDATED DEPARTMENT GENERAL ORDERS PERTAINING TO CRISIS:***

**DGO 6.14 - Psychological Evaluations of Adults:** Adopted by San Francisco Police Commission and under review by the San Francisco Police Officer's Association.

**DGO 7.02 - Psychological Evaluations of Juveniles:** Under review and revision by Lieutenant Donald Anderson.



### ***TRAINING & LEARNING:***

The CIT Unit, jointly with SFFD Community Paramedicine leaders, will begin roll call training for sworn personnel in the field. Roll call training will address changes surrounding SB 43, the revised changes in DGO 6.14, collaboration with the Community Paramedicine Teams and allow an open forum for sworn personnel to discuss concerns and best practices. The CIT Unit remains committed to addressing these critical legal issues through ongoing CIT training, ensuring officers are well-equipped to navigate the complexities of modern policing.

### ***DATA COLLECTION:***

**Integrated Data Collection:** Efforts are underway to enhance data accessibility through Benchmark, with technology teams actively working on this transition.

**Mental Health Evaluation Holds:** The CIT Unit has collaborated with the Technology Division to track data on varying types of mental health holds, including:

- Danger to Self
- Danger to Others
- Gravely Disabled

**Gravely Disabled Holds:** To improve data accuracy, the CIT Unit has requested the categorization of grave disability holds based on the underlying cause:

- Mental Health
- Substance Abuse
- Both Mental Health and Substance Abuse

**Transportation and Hospital Tracking:** The CIT Unit is also working with the Technology Division to collect data on transport methods, selected receiving hospitals, and officers' time spent at the receiving hospitals while awaiting the transfer of the patient from law enforcement to medical personnel. The CIT Unit believes the collection of this information will improve operational efficiency and resource allocation. The collection of all data listed above is forthcoming.

## ***CIT 2024: Proactive and Preventative Policing***

### **Leveraging Expertise Across Multiple Systems**

The CIT Unit works to connect individuals in crisis with the most effective resources while ensuring public safety. By integrating law enforcement, mental health crisis intervention, medical care, and outreach, the team develops strategic engagement plans to address complex situations.

When individuals in crisis commit crimes, they may become Justice-Involved Persons and could be referred to Behavioral Court (Diversion), where supportive treatment and services are considered as part of their release conditions.



Additionally, clinicians may refer individuals to more structured support programs such as Conservatorship, Assisted Outpatient Treatment, or Intensive Case Management. These programs require formal clinician and Department of Public Health referrals for admission. Law enforcement personnel cannot directly refer individuals to these medical or psychiatric programs.

### **Timely Interventions: Ensuring Public Safety & Preventing Violent Crimes**

The CIT Unit is dedicated to proactive and preventative policing, ensuring efficient and sensitive engagement with individuals in crisis to foster trust, well-being, and safe interactions. While outreach is a core aspect of the CIT Program, preventing serious crime and mitigating risks to public safety remain key priorities. Collaboration between law enforcement and mental health professionals allows for effective assessment, intervention, and prevention of violence and tragedy. The CIT Unit integrates Threat Assessment principles with crisis engagement strategies to identify and intervene with high-risk individuals who may be on a path to violence.

### **CIT: Behavioral Threat Assessment & Integrated Engagement**

When applicable, the CIT Unit conducts Behavioral Threat Assessments to evaluate whether an individual in crisis also poses a public safety risk. These assessments consider factors such as:

- History of violence or criminal activity
- Threats of harm or concerning statements
- Behavioral patterns indicating a potential for violence

The CIT Unit proactively identifies individuals who require targeted crisis intervention to prevent violent crime and mitigate risks. When necessary, the CIT Unit collaborates with patrol and investigative personnel, other agencies, and city departments to ensure coordinated intervention strategies. This approach enables the deployment of appropriate resources and the development of effective crisis management plans.

For individuals displaying significant threat indicators, the CIT Unit issues secure and confidential alerts to patrol officers, Community Paramedicine and CCS. These notifications provide critical information regarding subjects with potential for violence, suicide-by-cop behaviors, or other public safety concerns. By ensuring officers and agency partners are well-informed, the CIT Unit enhances pre-incident planning and risk mitigation, supporting safe and effective responses.

# CIT 2024: A Dedication to the Legacy of the Fallen

The San Francisco Police Department *Crisis Intervention Team* is committed to treating everyone with dignity as we provide safety with respect to our communities. Our commitment to public safety is unwavering despite the inherent dangers of the job. As officers respond to calls for emergency services, there are those who make the ultimate sacrifice in the commission of their enormously challenging assignments. *This Crisis Intervention Team Annual Report is further dedicated to the 157 Law Enforcement Officers nationwide who died in the Line of Duty throughout 2024.*

The Crisis Intervention Team acknowledges the legacy of these fallen officers. As we honor them, we uphold the values and vision of those who are guardians of peace and safety.



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

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

Lieutenant Donald Anderson serves as the Officer-in-Charge of the Crisis Intervention Team (CIT), which includes an active field unit and comprehensive training program.

The CIT Unit operates within the Field Operations Bureau and is overseen by:

- Captain Stephen Jonas
- Commander Eric Vintero (Golden Gate Division)
- Deputy Chief Julian Ng (Field Operations Bureau)

### **SFPD CRISIS INTERVENTION TEAM**

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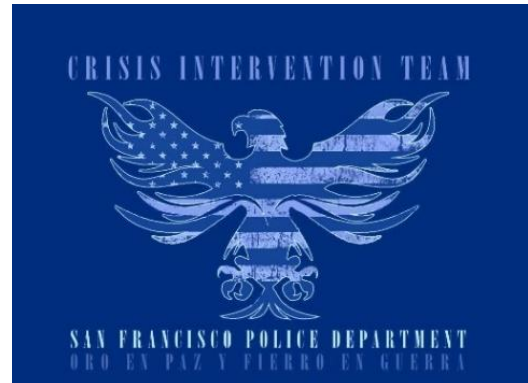
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