Annual Community Policing Plan

Staff Services Division

CITY & COUNTY OF SAN FRANCISCO

Police Department

11.01.2025

Staff Services Division Overview

The Staff Services Division is the personnel/human resources division of the San Francisco Police Department. The Staff Services Division is responsible for overseeing recruiting/processing new employees, internal transfers of employees, payroll processing, and employee wellness programs (Behavioral Science Unit). In addition, the Staff Services Division oversees the department's Concealed Carry Weapon (CCW) program. The Staff Services Division consists of both sworn and professional staff members.

Goals and Objectives

The Annual Community Policing Plan for the Staff Services Division focuses on the below 5 goals of Community Policing:

- Goal 1: Communication
- Goal 2: Education
- Goal 3: Problem-Solving
- Goal 4: Relationship Building
- Goal 5: SFPD Organization

Goal 1: Communication

Honest, transparent, and empathetic dialogue between the SFPD and San Francisco Community.

- **Objective 1.1:** The Staff Services Division receives numerous public inquiries regarding members of the public interested in joining the department and members of the public requesting further information regarding the CCW process. The Staff Services Division responds to these requests with professionalism and transparency.
- **Objective 1.2:** The Staff Services Division receives numerous requests from outside agencies and members of the public for public information requests regarding the SFPD. The Staff Services Division meets these requests with professionalism and transparency.
- **Objective 1.3:** The Staff Services Division continually outreaches to historically underrepresented groups both within San Francisco and across the nation in order to recruit members to join the San Francisco Police Department.
- **Objective 1.4:** The Staff Services Division will continue to communicate opportunities to join the SFPD with all members of the public and follow up with members of the public in a professional and transparent manner.

Goal 2: Education

SFPD both trains and is trained by the communities it serves

- **Objective 2.1:** Members of the Recruitment Unit and Behavioral Science Unit continuously engage with the community to educate them regarding the mission and values of the San Francisco Police Department.
- **Objective 2.2:** The Behavioral Science Unit (BSU) continuously provides resiliency training to SFPD members in which community chaplains and community members will assist in teaching the classes.

Goal 3: Problem-Solving

Increase safety through collaborative working partnerships between SFPD, community members, and organizations to identify and address local topics of concern

- **Objective 3.1:** Members of the Staff Services Division will connect individuals to resources when calls for service or requests for information are outside their scope.
- **Objective 3.2:** Members of the Staff Services Division Recruitment Unit will identify and develop a recruitment strategy as it concerns to working partnerships between the SFPD and its stakeholders.
- **Objective 3.3:** Members of the Staff Services Division will use a formalized problem-solving model consistent with district stations.

Goal 4: Relationship-Building

Strong, trusting, and respectful relationships between SFPD and all facets of San Francisco Community

- **Objective 4.1:** The Staff Services Division will offer a visible officer presence and proactive positive engagement with members of the community during community and neighborhood recruitment events.
- **Objective 4.2:** The Staff Services Division is dedicated to providing unbiased, dignified, and equal treatment and access to resources to all members of the public during these community and neighborhood events.
- **Objective 4.2:** The Staff Services Division will professionally and timely respond to any public inquiry regarding the recruitment or CCW process.

Goal 5: SFPD Organization

SFPD organization and operation leads community policing efforts and demonstrates a guardian mindset.

- **Objective 5.1:** The Staff Services Division will develop policies, priorities, and procedures that are consistent across the San Francisco Police Department.
- **Objective 5.2:** The Staff Services Division is dedicated to making adaptable and committed continuous review and improvement to this Annual Community Policing Plan.
- **Objective 5.3:** The Staff Services Division will collaborate with professional and sworn members to obtain their perspectives and input in decision-making and policy development processes.
- **Objective 5.4:** The Staff Services Division is committed to restorative justice goals.
- **Objective 5.5:** The Staff Services Division is dedicated to offering members sufficient resources as part of this Annual Community Policing Plan.
- **Objective 5.6:** The Staff Services Division is dedicated to recruit members who reflect the city's diversity and know the communities they serve. The Recruitment Unit will continue to recruit historically underrepresented groups both within San Francisco and across the nation.
- **Objective 5.7:** The Staff Services Division has integrated community policing values in recruitment and wellness training offered by the Behavioral Science Unit.
- **Objective 5.8:** The Staff Services Division has developed strategies to ensure consistency in practices and continuity of this Annual Community Policing Plan.
- **Objective 5.9:** The Staff Services Division will continue to support groups historically underrepresented in the SFPD in their professional development by facilitating fair and equitable hiring, internal transfers of personnel, and equitable training and professional development opportunities for members.
- **Objective 5.10:** The Staff Services Division is dedicated to holding its members accountable to community policing tenets and this Annual Community Policing Plan.

Community Partners

- Behavioral Science Unit Community Chaplains
- Behavioral Science Unit partnered community members and trainers
- Recruitment Unit recruiters regularly attend events through out the city to meet and recruit members from the community.

Problem Solving

- The Staff Services Division is committed to active, responsive and equitable recruitment strategies to the staffing challenges facing the San Francisco Police Department.

- The Staff Services Division is committed to ensuring our members receive wellness and resiliency training and resources to ensure each employee has access these resources.

Community Events

- The Staff Services Division's Recruitment Unit attends recruiting events at Community and Neighborhood Cultural events through out the year in San Francisco.

- Staff Services Division members regularly engage with the community when assigned to provide police services to events through out the city.

- Staff Services Division members will attend events at district stations to engage with officers regarding recruitment/retention trends and to project recruitment opportunities to join the SFPD.

Metrics

- Recruitment hires for new Academy Classes
- Number of applications received from viable candidates and from historically underrepresented groups
- New hire survey results
- Behavioral Science Unit Training student evaluations

Social Media Strategies

The Staff Services Division's Recruitment Unit oversees the department's recruitment social media accounts and dedicated recruitment external website. The Recruitment Unit has a dedicated Social Media Coordinator who regularly updates the accounts to reflect timely and accurate opportunities to join the department to all members of the community.

Accounts we use:

- Twitter
- Instagram
- Handshake
- Facebook
- Interview Now
- LinkedIn

Review and improvement

- Use of recruitment data and metrics
- Surveys completed by new hires regarding recruitment practices effectiveness.
- Community input generated during recruitment events and upon responses to public requests of information or service
- Behavioral Science training class student surveys

Thank you.

Any questions?

You can reach us at sfpd.staffservices@sfgov.org