

[REDACTED]

Recommendation 12.3

Tanya Koshy [REDACTED]

Mon 10/12/2020 11:46 AM

To: McGuire, Catherine (POL) [REDACTED]; Scott, William (POL) [REDACTED]
[REDACTED]
[REDACTED] Altorfer, Eric (POL)
[REDACTED]
[REDACTED]

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Dear Acting Captain Altorfer,

Our office has completed its review of the materials supporting implementation of Recommendation 12.3 that have been submitted to us as part of the collaborative reform process. After reviewing the package and information provided by the Department, the California Department of Justice finds as follows:

Recommendation 12.3: Newly promoted supervisors should also receive CIT training as part of their training for their new assignments.

Response to Recommendation 12.3:

Nearly all of SFPD members have received a 10-hour crisis intervention team (CIT) training and more than half have received a 40-hour CIT training. In addition to these trainings, members who are newly promoted to a supervisory position receive a refresher CIT training as part of their two-week leadership seminar at the Academy. This supervisor training requirement is codified in the Field Operations Bureau CIT Unit Order 20-01. SFPD has provided documentation that members that have been promoted to supervisor in the past several months (just prior to the issuance of Unit Order 20-01) have received this training.

The refresher course is evidence-based and tailored to specific supervisory rankings. Newly-promoted sergeants are trained on, among other topics, CIT field tactics and how to direct a team approach to crisis incidents. Newly-promoted lieutenants and captains are trained on, among other topics, conducting debriefs and hostage negotiation team issues.

Based upon all of the above, the 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 these further. Thank you.

Tanya

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Finding # 12	The SFPD has significantly expanded its Crisis Intervention Team (CIT) training program; however, SFPD does not have a strong operations protocol for CIT response.
Recommendation # 12.3	Newly promoted supervisors should also receive CIT training as part of their training for their new assignments.

Recommendation Status	Complete	Partially Complete	In Progress
	Not Started	No Assessment	

Summary

The San Francisco Police Department’s work in completing this recommendation is sufficient to be designated as Complete; however, the team will continue to monitor training requirements and documentation to ensure this practice of including CIT training as part of required training for newly promoted supervisors in their new assignments, is institutionalized.

Compliance Measures		Status/Measure Met
1	Provide evidence-based CIT training to supervisors.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2	Provide documentation that the required training has been completed by all supervisors upon promotion.	√ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Administrative Issues

Compliance Issues



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Finding # 12: The SFPD has significantly expanded its Crisis Intervention Team (CIT) training program; however, SFPD does not have a strong operations protocol for CIT response. Crisis Intervention Team training instructs officers how to effectively manage behavioral crisis situations in the field. Since February 2015, all recruits complete the 40-hour Crisis Intervention Team training before they leave the Academy. As of March 2016, 593 members-27 percent of the department have received crisis intervention training (CIT). Although there is a policy that supervisors are to be requested at the scene of an incident wherein a member of the public in mental health crisis is armed, more must be in place to address such situations. The team learned that CIT-trained officers are not pre-identified to facilitate their assignment to calls related to persons in mental health crisis. However, given the data issues facing SFPD, the ability to clearly track and confirm policy adherence for identifying CIT-trained officers remains an issue.

Recommendation # 12.3

Newly promoted supervisors should also receive CIT training as part of their training for their new assignments.

Response Date: 07/27/20

Executive Summary:

Law enforcement officers across the United States often find themselves in situations where they have to make difficult decisions very quickly. San Francisco Police Officers are not the exception. We have become the spearhead in responding to a person experiencing mental health crisis in our City. In order to address this concern, on February 9, 2011 in its police resolution 11-18, Police Commissioners recommended "the Department shall make reasonable efforts to ensure that the CIT includes at least 20-25% of the patrol division, and shall ensure that CIT members wear a badge that identifies them as CIT officers." (See attached Resolution 11-18).

The training is divided into two sections, the first of which is the traditional 40 hour Memphis Model Crisis Intervention Training Course. Topics covered in the CIT course include Blue Courage/Nobility of Policing, Introduction to the Mental Health System, Legal Updates, Case Law, Mental Health & the Justice System, Introduction to the Brain, Juvenile Brain & Complex Trauma, Toxic Trauma, Compassion Fatigue, Managing Fatigue, Homeless Issues & Resources, Elder Issues & Resources, Developmental Disabilities & the Autism Spectrum, Mental Health Signs & Symptoms, Veteran Trauma & PTSD, Suicide Negotiations, Intervention Techniques, Suicide By Cop, and Implicit Bias. Community and advocacy groups, such as National Alliance of Mental Illness (NAMI), Sharing Our Lives Experiences & Voices (SOLVE), Hunter's Point Family, Department of Emergency Management (DEM), and Coalition on Homelessness, also participate in the instruction of the CIT course. The CIT course also



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has a scenario component in which students are able to sharpen communication skills and practice verbal techniques when dealing with those experiencing a mental crisis.

The second training section is the team approach concept and Field Tactical De-escalation Training described in DGO 5.21: The Crisis Intervention Team (CIT) Response to Person in Crisis Calls for Service.

The Team Approach Concept and Tactical De-escalation Training consist of 10 hours of lectures and scenario based training. DEM protocol identify calls that would require a CIT trained officer to respond.

As of December 31, 2019 approximately 99% and 58% of the sworn members in Patrol Division are trained in the 10 Hour CIT Field Tactics and 40 Hour CIT Field Tactics Training, respectively.

Newly promoted supervisors shall receive a refresher course on CIT training during the leadership training seminar at the academy, per FOB Crisis Intervention Team Personnel Unit Order 20-01 (Attachment #1). During the leadership training seminar, FOB CIT Personnel use the CIT Field Tactics for Supervisors PowerPoint presentation (Attachment #2) as a teaching aid to provide CIT training for Sergeants, Lieutenants and Captains going through the two-week leadership seminar, as indicated through the seminar schedules in 2018 (Attachment #3) and 2019 (Attachment #4). Supervisors' attendance is monitored and documented through the 2019 sample Sign-In Roster in Attachment #5 for Sergeants, Attachment #6 for Lieutenants and Attachment #7 for Captains.

Per FOB Crisis Intervention Team Personnel Unit Order 20-01 (Attachment #1), the CIT administrator shall ensure that all newly promoted supervisors' attendance records are retained with the SFPD Academy and copies sent to the CIT Unit for record keeping purposes. Attendance documentation is to be in compliance with the Department's record retention policy.

Compliance Measures:

1) Provide evidence-based CIT training to supervisors.

The SFPD CIT unit promotional training is evidence based. Our officers and supervisors read and evaluate mental health assessment reports, engage officers during our CIT classes, and conduct a question and answer period to gain insight into what training techniques are working and not working in the field with officers. We then meet with our curriculum subcommittee to enhance our training goals to train 1st Line Supervisors - Police Sergeants, Lieutenants and Captains. This CIT Supervision Training includes following module pertaining to Sergeants which includes: *exemplary leadership*



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techniques, supervisory CIT field tactics, directing "team approach" to crisis incidents, exceptional report writing review techniques to maximize effective and accurate documentation of incidents, essential Case Law updates, resources, requests for CIT follow-up, conducting debriefs, implementing performance improvement.

Lieutenants and Captains receive expanded CIT-specific training as it pertains to incident command. This material covers: *critical incidents, important resources and applications, Hostage Negotiation Team, Crisis Intervention Team, Community Engagement on CIT issues and concerns, conducting debriefs, recognizing excellence in station personnel to reinforce best practices.* These CIT Supervisory courses are essential as a part of the promotional process attendees receive CIT-specific supervisor training as they assume roles of greater rank. The course development, as described above, is an illustration of how the training is evidence based.

Please refer to CIT Field Tactics for Supervisors PowerPoint training presentations [Attachment #2 (a)], and [Attachment #2 (b)], given to newly promoted Sergeants, Lieutenants and Captains during a 2-week Leadership Seminar at the SFPD Academy.

2) Provide documentation that the required training has been completed by all supervisors upon promotion.

Supervisors' attendance is monitored and documented through the 2019 sample Sign-In Roster in (Attachment #5) for Sergeants, (Attachment #6) for Lieutenants and (Attachment #7) for Captains. In addition, attendance is electronically inputted into Human Resource Management System as documented in the Course Roster for Sergeants (Attachment #8), Lieutenants (Attachment # 9), and Captains (Attachment #10).

The following Department Notices are attached to show that newly promoted members received CIT training during the leadership seminars.

- Department Notice 19-206, "Promotional Announcement," for Captains and Lieutenants (Attachment # 11)
- Department Notice 19-216, "Promotional Announcement," for Sergeants (Attachment # 12)

Per FOB Crisis Intervention Team Personnel Unit Order 20-01 (Attachment #1), the CIT administrator shall ensure that all newly promoted supervisors' attendance records are retained with the SFPD Academy and copies sent to the CIT Unit for record keeping



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purposes. Attendance documentation is to be in compliance with the Department's record retention policy.