



**San Francisco Police Department  
Professional Standards & Principled Policing Bureau  
Department of Justice Compliance**

<b>Individual Recommendation Report</b> <b>Bureau:</b> Chief of Staff <b>Rec. Number:</b> 12.1 <b>Assigned To Project Manager:</b> Lt. Mario Molina <b>Prepared by:</b> Lt. Mario Molina <b>Priority:</b> Low	<b>Reserved For Executive Sponsor Only</b> <b>Date Issued:</b> <b>Return Date:</b> <b>Success level:</b> Choose One <b>Other Status:</b> <b>Noncompliance:</b> <b>Waiver approval:</b>
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**Executive Summary:**

Responding to persons in a crisis calls for service must have a sound protocol from the moment the call is received through the 911 intake system to the time that a police officer is being dispatched to the call. A comprehensive CIT dispatch protocol has been established and agreed upon by DEM and SFPD to ensure that the call takers, police dispatchers and police officers have a clear understanding of the coordinated response that is needed when responding to assist a person experiencing a mental, behavioral or substance use crisis.

**DOJ Objective: Use of Force**

**DOJ Recommendation #: 12.1**

SFPD should work with the Department of Emergency Management to ensure sound CIT protocols, namely the following:

- Ensure that dispatchers are notified at the beginning of each shift which units have CIT trained officers assigned so they are appropriately dispatched to calls for persons with mental health disabilities.
- Develop protocols to ensure that mental health crisis calls for service are answered by intake personnel at the Department of Emergency Management and the information is appropriately relayed to field personnel.

**Purpose:**

To have a uniform protocol between SFPD and DEM Personnel when responding to a Person In Crisis call for service.

**Policy:**

Effective 12/21/2017, The San Francisco Police Department adopted DGO 5.21 The Crisis Intervention Team (CIT) Response to Persons in Crisis Calls for Service.



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**DGO 5.21 Section III Procedures:**

- F. **DEM:** DEM will designate any call for service that involves a person in crisis with the added "CR" Computer Assisted Dispatch (CAD) designation to identify Crisis Intervention Team Response calls for service.
- G. **CAD Disposition:** Members shall use the most appropriate CAD disposition code whenever they clear a dispatched or on-view call for service involving a person in crisis. When a member determines an incident involves a person in crisis, the officer should notify dispatch so that CAD can be updated to reflect the "CR" designation in the call for service (i.e., 219CR, 245CR, 217CR, 800CR).

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**Written Directive: (D.G.O., Dept. Manual, Bureau Orders, Dept. Bulletins, etc.)**

- D.G.O. 5.21
- D.B. 16-097 (Re-Issued 14-143; Rescinded)
- D.B. 14-143

**Supporting Documentation: (Learning Domains, Power points, Lesson Plans, Policies)**

- CIT field tactics course syllabus
- CIT schedule and syllabus
- CIT Introduction power point slides
- CIT training scenarios
- Field tactics power point slides
- Tactical De-escalation Training slides
- Field De-escalation Tactics Training Evaluation Forms

**Implementation, training & records (How to prove we did what we said?)**

- Field De-escalation Tactics Training Evaluation Forms and Class Roster
- Approved memo regarding the adoption of DEM TB 17007

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**Reserved for PSPPB Only**

President's Task Force

Blue Ribbon Panel

CJTF SF Bar Association

Department of Police Accountability

Civil Grand Jury:

DPA (Formerly OCC) Recommendation No. 12