

Fw: Recommendation 12.1

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From: Gabriel Martinez [REDACTED]
Sent: Wednesday, September 4, 2019 2:05 PM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: Recommendation 12.1

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Dear Lieutenant Dorantes,

Our office has completed its review of the materials related to Recommendation 12.1 that have been submitted to us as part of the collaborative reform process. This package focused on SFPD working with the Department of Emergency Management to ensure Crisis Intervention Team (CIT) officers are dispatched to calls for persons with mental health disabilities. After reviewing the package and information provided by SFPD, the California Department of Justice finds as follows:

Recommendation 12.1.: The 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.

Response to 12.1: On December 21, 2016, the San Francisco Police Department published Department General Order (DGO) 5.21, "The Crisis Intervention Team (CIT) Response to Persons in Crisis Calls for Service." The DGO required the Department of Emergency Management (DEM) to (1) identify calls for service that involve a person in crisis, (2) request a CIT POST certified officer to respond, and (3) issue a city-wide request for a CIT-trained officer if no CIT-trained officers are available in a district.

SFPD and DEM worked jointly to develop DEM protocols for dispatching officers to persons in crisis. On March 24, 2017, DEM published DEM Training Bulletin TB17-007, "Behavior Crisis Calls & the Role of the DEC Dispatch." The Bulletin creates a CR suffix that notifies dispatch of a person in crisis. After verifying that the CR designation is properly reported, dispatchers are directed to dispatch a CIT-trained officer and ensure a responding unit has an Extended Range Impact Weapon (such as a beanbag shotgun) with contingency plans if a CIT-trained officer is not immediately available. In 2017, DEM trained 122 dispatchers and 30 supervisors/coordinators on the TB17-007 and the policy is now being taught to all new trainees. SFPD sends DEM information when an officer completes CIT training. DEM then updates its systems so that dispatchers see which on-duty officers are CIT trained when responding to calls. In March 2019, DEM instituted an audit of five percent of CIT calls on a monthly basis (in addition to randomly reviewing calls of all types) to ensure CIT calls are being handled properly. Information SFPD provided in a supplemental email evidences that SFPD consulted with the Los Angeles and Memphis police departments and incorporated principles from a National Police Executive Research Forum training when developing its protocols for dispatching CIT-trained officers to CIT incidents.

Based upon all of the above, the Department of Justice finds that SFPD is in substantial compliance with this recommendation; however, Cal DOJ recommends that SFPD implement remedial or corrective action when deficiencies are found in its audit of CIT calls.

Please let us know if you have any questions or would like to discuss this further. Thank you.

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Hillard Heintze File Review Recommendation # 12.1

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.
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Recommendation # 12.1	<p>The SFPD should work with the Department of Emergency Management to ensure sound CIT protocols, namely the following:</p> <ul style="list-style-type: none"> • 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.
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Recommendation Status	Complete	Partially Complete	In Progress
	Not Started	No Assessment	

Summary

All compliance measures are met.

The San Francisco Police Department worked with the Department of Emergency Management to develop protocols for dispatching officers to CIT incidents, meeting Compliance Measure 1. For Compliance Measures 2-5, roll-call sheets identify officers that are CIT certified and are provided electronically to dispatchers making dispatchers aware of those officers who are CIT certified. Dispatchers can use this information to ensure the appropriately trained officers are dispatched to CIT incidents which are noted with a descriptive call code - CR - so that officers can clearly identify that the calls require a CIT response. DEM dispatchers have received the same basic and expanded CIT training as SFPD officers which ensures that their training and protocols are consistent with promising practices. For Compliance Measure 6, DEM conducts a random review of all dispatch calls and in March 2019 formalized a review process which specifically targets CIT calls. The response to this recommendation is designated as Complete. However, the Hillard Heintze team in Phase III will monitor the department’s cooperation and collaboration with the Department of Emergency Management to institutionalize proper CIT response.

Compliance Measures		Status/Measure Met
1	Work with DEM on sound CIT dispatch protocols including seeking and receiving DEM input and assessing best practices.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2	Ensure dispatcher notified of SFPD units with CIT-trained officers.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3	Ensure calls involving persons with mental health disabilities dispatch to CIT-trained officers.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
4	Establish protocols based in best practice for DEM intake personnel handle mental health calls for service.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
5	Ensure crisis call information is appropriately relayed to field personnel.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6	Audit to determine if protocols are followed.	✓ Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Hillard Heintze File Review Recommendation # 12.1

Administrative Issues

The attached additional information from Lt. Molina regarding consultation of best practices will need to be included in the submission to Cal DOJ in order to review for Substantial Compliance. Please cc the Hillard Heintze team on the updated package sent to Cal DOJ via PowerDMS.

Compliance Issues



Collaborative Reform Completion Memorandum

Finding # 12.1 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 # 12.1 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.

Response Date: 8-26-19

This is a response to Response for Information (RFI) sent via electronic mail on 8-22-19.

Supplemental Document Request:

Requested Documents	Responsive Documents and Why?
The attached additional information from Lt. Molina regarding consultation of best practices will need to be included in the submission to Cal DOJ in order to review for Substantial Compliance. Please cc the Hillard Heintze team on the updated package sent to Cal DOJ via PowerDMS.	As requested, please refer to the attached email communication between Lt. Mario Molina and Gabriel Martinez from Cal DOJ regarding consultation of best practices.