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Response by Crisis Intervention Trained Officers

Members of the SFPD respond to thousands of calls annually to assist people experiencing a mental health crisis. Nearly all such calls are handled successfully and without incident. As part of the Department's on-going commitment to providing outstanding police services to the consumers of mental health services, the SFPD has implemented a Crisis Intervention Team (CIT). Over two hundred first responder members have received CIT training in the last two years. CIT trained members can be identified by a gold CIT pin above their uniform nameplate and by a CIT designation in their HRMS special skills report.

CIT trained members are experienced officers who have received specialized training related to mental illness, understating veterans mental health issues, stigma and resources available through the mental health provider community. CIT training includes content on techniques for dealing with mentally ill persons in crisis, including de-escalation techniques.

The next phase of the CIT program involves dispatching CIT trained officers to specific calls for service where their special training can be utilized. The Communications Division of the Department of Emergency Management (DEM) has implemented call intake procedures designed to identify calls for service that involve mentally ill persons in crisis. Such calls will be designated as 800CR or 801CR (CR is DEM's abbreviation for Crisis Intervention Team Response) by the dispatch call taker. In instances of these types of calls, DEM dispatchers will, whenever practicable, dispatch two officers assigned to the District of occurrence, one of whom is CIT trained. Under no circumstances will the absence of an available CIT trained officer delay the dispatch or response to a call regarding a mentally ill person in crisis.

CIT trained members shall use the CAD disposition code CRT whenever they on-view or handle a call that involves a mentally ill person in crisis. Only CIT trained members shall use the CAD disposition code CRT. When a CIT trained officer on-views or arrives at the scene of a call and determines that the incident involves a mentally ill person in crises, the officer should update the CAD to reflect the nature of the call as soon as practicable.

Members shall refer to Department Bulletin A13-120 for responses to mental health calls with armed suspects.


GREGORY P. SUHR
Chief of Police