

San Francisco Police Department Crisis Intervention Team Program

Lieutenant Donald Anderson
Officer-in-Charge

Crisis Intervention Team &
Hostage Crisis Negotiation Team





Lieutenant Donald Anderson

Born and raised in San Francisco

Joined the SFPD in 2005

Promoted to Sergeant in 2013

Promoted to Lieutenant in 2022

Assignments:

- Patrol, Investigation, and Training Divisions
- Crisis Intervention Team
- Hostage Crisis Negotiation Team
- Use of Force and Defensive Tactics Instructor
- Nationally Certified Instructor
- Subject Matter Expert

A photograph of the Golden Gate Bridge in San Francisco at night. The bridge is illuminated with warm orange lights, and its reflection is visible in the dark water of the bay. The city lights of San Francisco are visible in the background under a deep blue twilight sky.

San Francisco, California

San Francisco Police Department

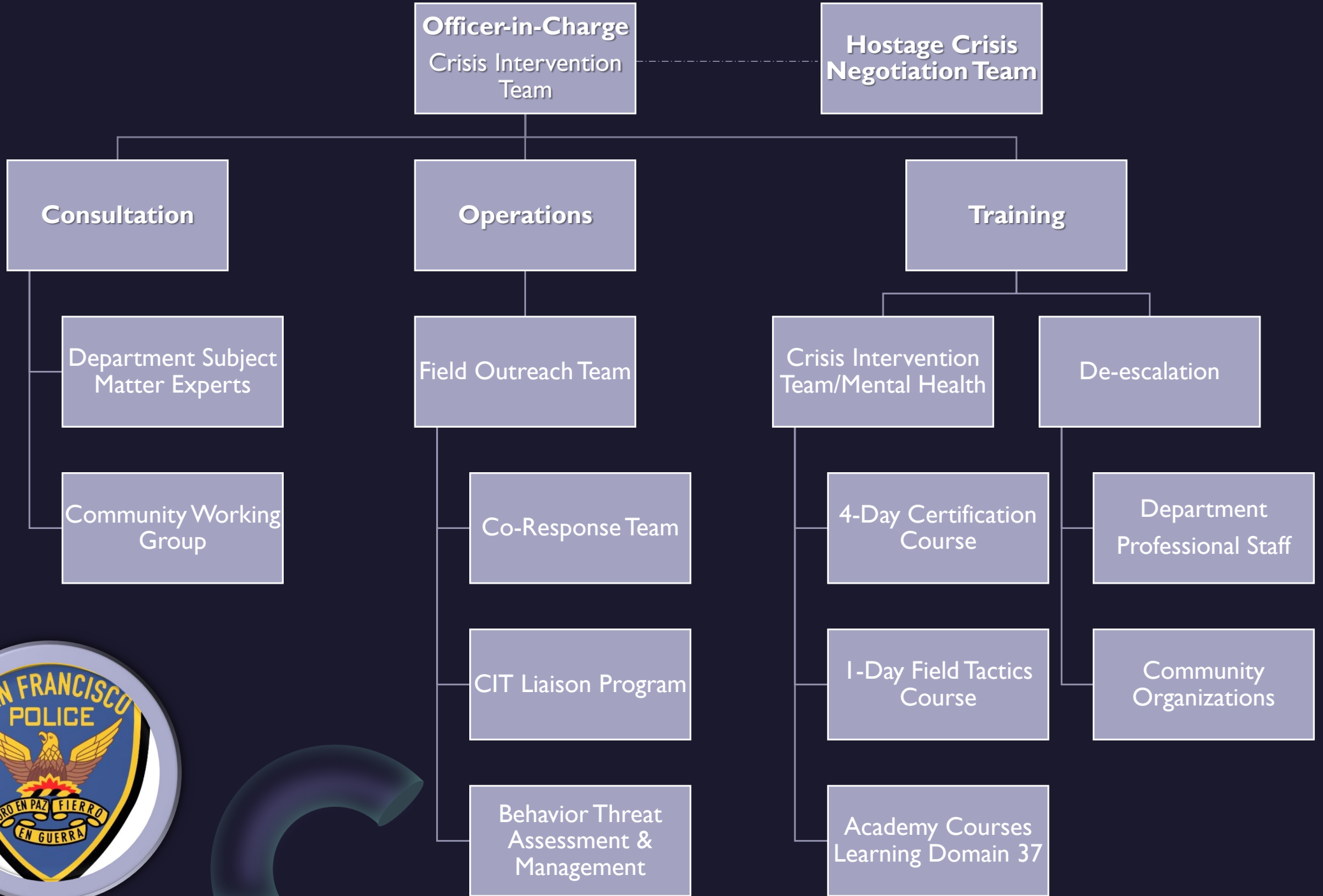
Mid-City Division	Golden Gate Division	Metro Division
Mission Station	Bayview Station	Central Station
Tenderloin Station	Park Station	Southern Station
Drug Market Agency Coordination Center (DMACC)	Richmond Station	Northern Station
	Ingleside Station	
	Taraval Station	
San Francisco International Airport (San Mateo County)		

1796 Sworn Members



Crisis Intervention Team Overview





Crisis Intervention Team Command Structure

Commander
Golden Gate Division
Tracy McCray

Lieutenant
Donald Anderson
CIT Coordinator

Field Outreach Team
Sergeant Elizabeth Prillinger
Acting Sergeant Carlos Manfredi
Officer Christopher Cotter
Officer Kieth Murphy
Officer Nicolas Zerga
Officer John Ishida
Officer Matthew Nazar
Dr. Shivika Dharamrup (DPH-CCS)

**CIT Subject Matter
Experts/Consultants**
Lieutenant Mario Molina
(OIC 2015-2023)
Lieutenant Laura Anderson
(OIC 2023-2024)



Police Crisis Intervention Training (PCIT)



June 2001 – Sony Metreon Theater
– Officer Involved Shooting

PCIT 2001 – 2009

Approximately 900 Trained

Discontinued in 2009 – Budget

SFPD Officer-Involved Shootings Five Year Study



Released January 2010

Five of Fifteen believed to be having mental health challenges

Four believed to be officer-involved fatalities following suicidal behavior

City and County of San Francisco v. Sheehan

San Francisco Police Commission Implemented the CIT Working Group

CIT Working Group

- San Francisco Police Department
- San Francisco Fire Department
- Department of Police Accountability
- Public Defenders Office
- Department of Emergency Management
- National Alliance of Mental Illness of San Francisco
- Department of Public Health Comprehensive Crisis Services
- State Council on Developmental Disabilities
- Autism Aspergers Spectrum Coalition for Education Networking and Development
- Felton Institute
- San Francisco Mental Health Association
- District Attorney's Office

Crisis Intervention Team Training

- Memphis Model vs. LA Model
- 2011 – 2015
- Three classes a year
- Certified Recruits
- Misconceptions about CIT
 - No established relationships
 - No buy-in from officers



San Francisco mayor asks feds to look at police shooting of Mario Woods



By Dana Ford, CNN

2 min read · Published 5:33 PM EST, Wed January 27, 2016



(CNN) — The mayor of San Francisco has asked the Department of Justice to investigate the death of a young black man who was shot and killed by police officers.

The Death of Mario Woods



CRISIS INTERVENTION TEAM: A *Structural Outline*



4-Day Mental Health Awareness Course

- **Blue Courage – Resilient ethical policing**
- **Communication Techniques/Crisis Intervention**
- **Intellectual/Developmental Disabilities**
- **Aging Population Challenges & Resources**
- **Veteran Trauma/PTSD**
- **Implicit Bias**
- **Adolescent Challenges & Resources**
- **Major Mental Disorder, Personality Disorder, Cognitive Disorder**
- **Suicidal Behavior/Suicide Negotiations**
- **Panel Presentation (NAMI & SOLVE)**
- **Case Law, Legal Updates, Policy, and Procedures**
- **Self-care/ Managing Fatigue**

Individual Response



Began in February 2017

Promotional Trainings

POST Certified Course

Added to Recruit/Lateral Curriculum

100% of the Department trained



**1-Day Threat
Assessment
De-Escalation
Strategies Course**

1-Day Threat Assessment De-Escalation Strategies Course



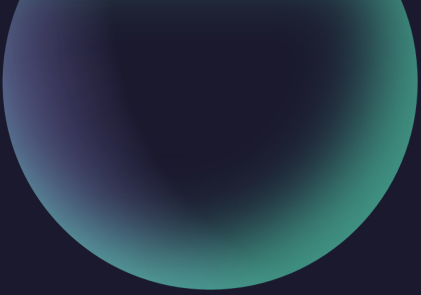
- Review Policy / Procedures
- Scene Management
(Containment, Leadership Roles, and Resources)
- CIT Team Concept
- Tactical De-Escalation
- Scenario Exercises
- Mat Room Exercises

Crisis Intervention Team (CIT)

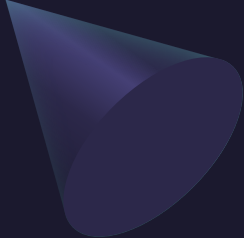
SFPD Department General Order 5.21

- Team Response to Crisis Incidents
 - Formulate a plan
 - Establish rapport
 - Use de-escalation tactics
- Safely Resolve Person in Crisis Incidents Without Use of Force – WHEN FEASIBLE
- Refer Person in Crisis to Mental Health Service Provider or other resources





CIT - Team Concept



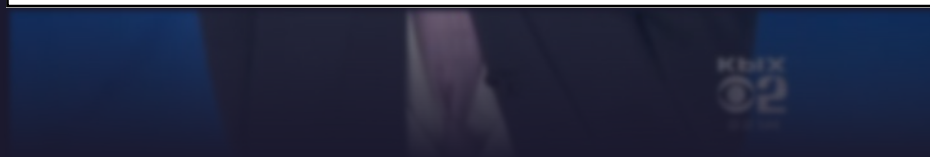
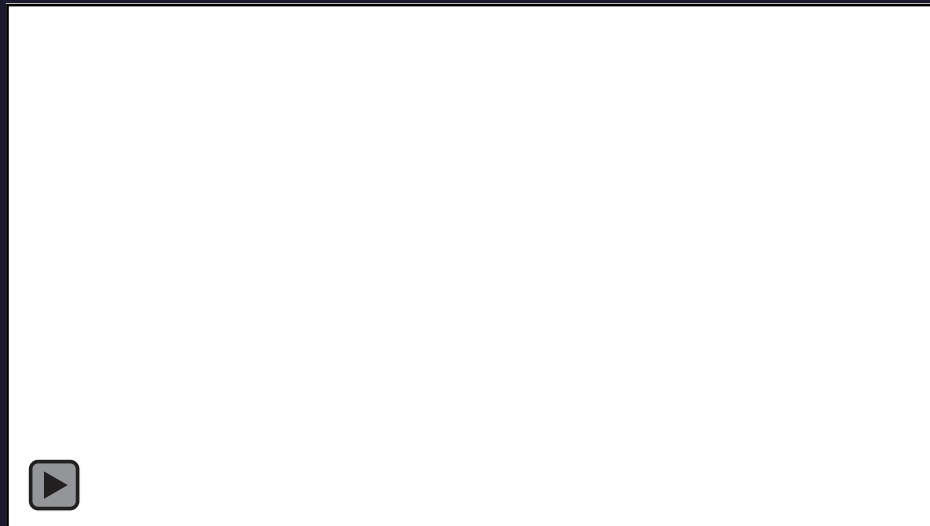
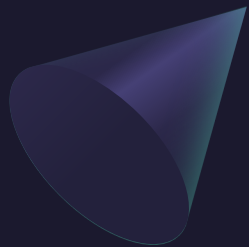
Contact Officer – Communication

Lethal Cover – Protects the contact and other resource officers

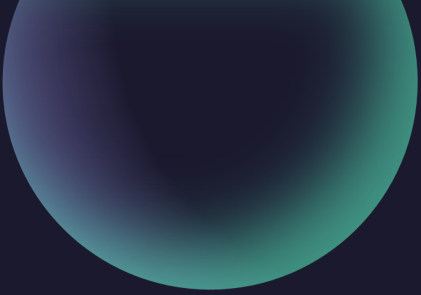
Less-Lethal Cover – Extended range impact weapon (ERIW) or other less-lethal force options

Resource Officer – Assist at the scene (React Team, Perimeter, Crowd/Traffic Control)

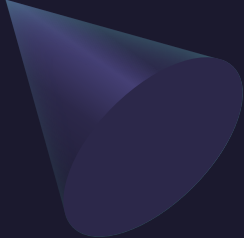
Sergeant – Supervise, monitor, and support the Crisis Intervention Team



SFPD Team Concept



1-Day Threat Assessment/De- Escalation Strategies Officer Reviews



“PowerPoint presentation was spot on and conveyed the information per policy and GO’s.”

“The sims with full team were incredibly helpful as was the refresher in the mat room.”

“The class was very useful. The Department should invest in more “Team Training.”

“Some of the best training done by SFPD. Should be incorporated in A.O.”

“Excellent course. The scenarios were realistic and encouraged full participation. Great job by the instructors.”

“Great course of instruction! Incorporating the scenarios and role plays as team leader and less lethal was exceptional. Would strongly recommend this training to my peers.”

“This Training was very valuable to me. The instructors were all truly amazing. Please give us more of this training. It will save so many lives...”



TRAINING INITIATIVES: 2024 Training Stats

4-Day CERTIFICATION PROGRAM:

California Peace Officers Standards and Training (POST) certified course with a focus on de-escalation, signs and symptoms of mental illnesses, recognizing persons in crisis, and team response concept

1-Day FIELD TACTICS/DE-ESCALATION

Designed to compliment the certification course with an emphasis on the team concept, de-escalation, and field tactics in crisis incidents.

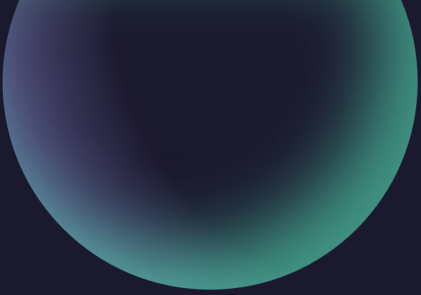
San Francisco Police Department-Trained CIT

As of 12/21/2024

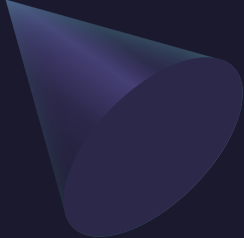
As of 12/21/2024	40 - Hour CIT Course					10 - Hour CIT Field Tactics		
	Total Sworn	Certified	Not Certified	Non-Sworn	40-Hour Course	10-Hour Course	Other	10-Hour Course
Central Station (Co. A)	109	87	22		80%	109		100%
Southern Station (Co. B)	106	68	38		64%	106		100%
Bayview Station (Co. C)	92	58	34		63%	92		100%
Mission Station (Co. D)	113	76	37		67%	113	2	100%
Northern Station (Co. E)	110	88	22		80%	110		100%
Park Station (Co. F)	68	51	17		75%	68		100%
Richmond Station (Co. G)	65	48	17		74%	65		100%
Ingleside Station (Co. H)	89	76	13		85%	89		100%
Taraval Station (Co. I)	75	64	11		85%	75		100%
Tenderloin Station (Co. J)	117	97	20		83%	117		100%
District Stations:	944	713	231	0	76%	944	2	100%
Metro Division:	555	416	139		75%	555		100%
Golden Gate Division:	389	297	92		76%	389		100%
Specialized Units:	852	574	278	42	67%	852	101	100%
Airport (AIRP/ADMN/AFOB)	118	97	21	19	82%	118	28	100%
Other:				61			131	
Total Sworn ONLY:	1796	1287	509		72%	1796		100%

San Francisco Police Department Annual CIT Awards Ceremony





San Francisco Police Department Use of Force and Mental Health Detention Comparison



Use of Force

68% drop from 2016 to 2020

Pointing of Firearms

80% drop from 2016 to 2020

Officer Involved Shooting

18 months without an OIS

Mental Health Detentions

38% drop from 2016 to 2020



Integrated Crisis Response: Strengthening Partnerships in the Field

Expanded Collaboration:

The CIT Field Unit supports DPH Crisis Specialists and the SFFD Street Crisis Response Team during high-risk encounters involving public safety concerns.

Enhanced Service Delivery:

DPH and SFFD bring strong existing infrastructure. CIT officers enhance response efforts with expertise in de-escalation, crisis negotiation, and safety protocols.

Coordinated Field Response:

DPH Crisis Specialists can respond to critical incidents alongside CIT officers, fostering trusted partnerships that enable rapid, effective crisis intervention.

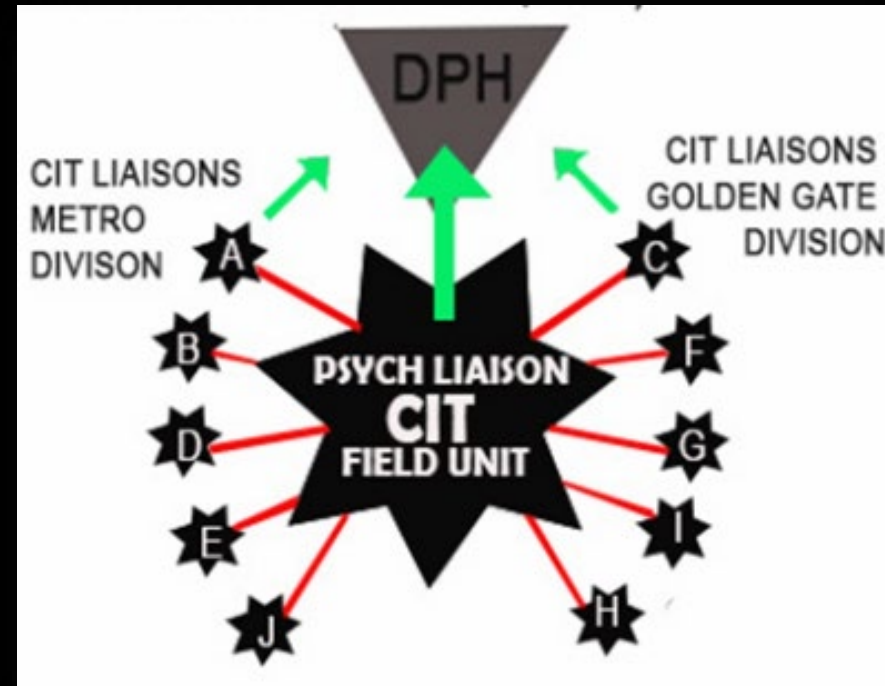




CIT Liaison Program: *Strengthening Localized Crisis Response*

- **Decentralized Support Structure:**
The CIT Unit has expanded its crisis intervention model through the CIT Liaison Program, embedding 2 trained patrol officers at each of the 10 district stations.
- **District-Embedded Expertise:**
These liaisons serve as functional satellites to the core CIT Unit, bringing mental health response capabilities directly into neighborhood patrol operations.
- **Strategic, Informed Interventions:**
By aligning call-for-service data with district-level officer knowledge, the program enhances our ability to support the most vulnerable and high-need individuals with focused, compassionate, and effective intervention strategies.

CIT FIELD UNIT (Citywide) CIT LIAISON OFFICERS (District)





Community Collaboration: Guiding CIT Best Practices



Informed by the Community:
Partnering with the CIT Working Group enhances our understanding of community needs, expectations, and concerns related to crisis response.



Broad-Based Partnership:
The Working Group includes mental health organizations, advocacy groups, community stakeholders, and City agencies, all collaborating with the CIT Unit.



Driving Continuous Improvement:
Together, we identify emerging issues and strengthen the SFPD CIT model, ensuring our approach to crisis intervention remains responsive, inclusive, and effective.



The State of America Leading Up the Death of George Floyd



- COVID – 19 Pandemic (January 2020)
- Economic Fallout (Unemployment skyrocketed – April 2020)
- Social Climate – Isolation, anxiety and mistrust in government
- Racial Tension & Police Excessive force
 - Breonna Taylor
 - George Floyd (May 2020)

San Francisco Mayor London Breed Roadmap for New Police Reforms



- Demilitarize Police
- End Use of Police as a Response to Non-Criminal Activity
- Address Police Bias and Strengthen Accountability
- Redirect Funding for Racial Equity

San Francisco Fire Department Street Crisis Response Teams



- Launched: November 30, 2020
- Mission: Trauma-informed response to behavioral health crises
- Team: Community Paramedic, EMT, Peer Support Specialist
- Purpose: For crises not requiring law enforcement
- Services: Link to psychiatric urgent care, sobering centers, detox, respite, shelter & other supports

Year	Mental Health Detentions
2020	2,787
2021	2,646
2022	2,312
2023	2,213
2024	1,896



San Francisco Agency Response to Mental Health Crises

- San Francisco Police Department
 - Responds when **violence or weapons** are involved
- San Francisco Fire Department – Street Crisis Response Team
 - Responds when **no violence is present**
 - Provides **medical and behavioral health support**
- Department of Public Health – Comprehensive Crisis Services
 - Provides **ongoing treatment and follow-up care**
 - Connects individuals to **psychiatric, detox, and social services**



Any Questions?

