

Community Safety: Campus Progress Report

For activities between January 1, 2023, to June 30, 2023.

As of 7/20/2023

CAMPUS NAME: UC SAN FRANCISCO

PROGRESS AND UPDATES

Provide updates on progress and continuous improvement efforts.

Guideline 1 — Community and Service-Driven Safety

All members of the UC community should feel valued, welcomed, and free from any threat of physical, psychological, or emotional harm. Our campus safety system must reflect the needs and values of a diverse campus community including those vulnerable to harm. Specific strategies and tactics in the campus plans will be shaped by a process that includes a broad representation of the campus population and is sensitive to the needs of historically marginalized communities.

The campus safety system will provide high-quality service in a courteous and accessible manner that allows our community to feel safe and respected in every interaction. Interactions will be held to a high standard of respect and fairness and will be monitored. Hiring procedures and guidelines for campus safety personnel will involve participation of a broad representation of campus community groups including students, faculty, and staff. This begins a continuous process of evaluation and improvement. Campuses will continually engage their communities and strengthen campus safety practices.

Action 1-1: Organized events

Please list all organized events, during the reporting period, relating to community engagement associated to actions in Guideline 1.

1-1 Organized events: Implementation detail / description of actions taken

Active Threat Trainings – From January 2023 to June 2023, we completed trainings for over 400 staff, faculty, students via zoom, in-person or hybrid for various SF Bay Area locations, departments, and campus organizations.

Safety Presentations – From January 2023 to June 2023, we completed 5 customized presentations on security resources, crime trends and crime prevention strategies. We also completed 25 security surveys and assessments and one Bike Safety Presentation.

Crisis Prevention Institute Training – Provided regular and on-going de-escalation training to over 200 UCSF Health medical center staff.

Community Engagement Events – Participated in various family focused events such as the Ronald McDonald Grand Opening, Bike Rodeo, Oakland Block Party, Mission Bay Childcare Visits, and Sunday Streets in San Francisco.

Committee Meetings – Held regularly scheduled meetings with campus stakeholders to discuss security, safety concerns and/or outstanding cases, such as Student of Concern Committee, Ethics and Compliance, Office for the Prevention of Harassment and Discrimination (OPHD), Workplace Violence Prevention, Office of Legal Affairs. Other committees include Environment of Care – Benioff Children’s Hospital Oakland, Environmental Social Governance WMC Event Safety Planning and BASC/Risk at UCOP, Shattuck Neighborhood Crime Prevention Committee.

Action 1-2: Lessons learned

Provide lessons learned from past community engagement activities and describe how they informed (or will inform) future community engagement.

Lessons learned (Action 1-2): Implementation detail / description of actions taken

Feedback was received from the community regarding their concerns about the purpose of our engagement activities. We have drafted a community outreach strategy that would allow us to develop and enhance meaningful relationships between UCSF PD and the community through partnerships and relevant outreach activities to build trust and encourage dialogue.

Action 1-3: Future events

Please list future events, planned between July and December 2023, relating to community engagement associated with actions in Guideline 1.

Coffee with Public Safety Ambassadors, Mt. Zion Hospital

National Night Out, San Francisco Police Department Southern Station

One Warm Coat Drive

Holiday Cheer Toy Drive for Benioff Children’s Hospital, Oakland, and San Francisco

Coffee with the Chief

Active Threat Trainings

Crisis Prevention Institute De-Escalation Trainings

Safety Presentations

Childcare Visits

Farmer’s Market Tabling

Future events (Action 1-3): Implementation detail / description of actions taken

Community Safety Board – Quarterly meeting by invitation only, with about 27 board members, scheduled in August or September. The last meeting was held on June 28, 2023.

CURYJ Outreach Event for Victims of Gun Violence – We are in the preliminary stages of

collaborating with a non-profit organization [CURYJ](#) (Communities United for Restorative Youth Justice), pronounced courage, and planning an event for patients of Benioff Children's Hospitals who were victims of gun violence. We hope to outreach to these families, host a small luncheon and be in community with them.

Young Community Developers, UCSF Job Readiness Program Graduation – Efforts are under way to create a 2-week job readiness training program for local San Francisco residents, specifically the Bayview neighborhood of San Francisco. Participants will learn skills and certifications necessary for security jobs and will be supported in the application process for the Public Safety Ambassador role at UCSF. Graduation will be scheduled for the first week of October 2023.

Action 1-4: Community input

Describe how community input from periodically administered surveys (Action 1.6) and from the real-time feedback platforms (Action 1.7) are informing decisions about community safety?

Community input (Action 1-4) Implementation detail / description of actions taken

Spidr Tech surveys are sent out to callers after each interaction with dispatch. We are currently working to implement additional functionality of the survey system to expand public access to our survey and increase survey completion rates. Based on community feedback, we will also improve our follow-up with reporting parties by providing an outcome of their cases through the survey system's texting capabilities. We are also implementing a website page which will display survey results and real-time feedback from the community. These enhancements will have a positive impact on informing our decisions about community safety.

Action 1:5: Training dates

Please provide dates, during the reporting period, that sworn and non-sworn personnel have received or will receive high quality and regulatory training as described in the plan (Action 1.4 and 1.11).

Training dates (Action 1-5): Implementation detail / description of actions taken

Customer Service Training – We continue to train sworn and non-sworn personnel in customer service skills through Disney Institute of Training. 69% of Sworn staff have completed the training. We plan to have all staff members trained in customer service through UC Learning by December 2023.

De-Escalation Training – All UCOP/Fresno Public Safety Ambassadors and UCSF Health Safety Ambassadors (Medical Center) have completed required de-escalation training. Campus Public Safety Ambassadors are encouraged but not required to take this course as they are not in patient-facing roles. Sworn personnel have completed mandated de-escalation training as of December 2022 and are required to take this course every two years. We currently have Crisis Prevention Institute (CPI) trainers on staff.

Healers At the Gate – Security Supervisors, managers and staff continue to participate in Healers at the Gate, a training that interrupts patterns of discrimination and harm. It brings together campus security supervisors, nurses and nursing supervisors, social workers, and other healthcare professionals from across the UCSF campus to come face-to-face, in service and dialogue, with people impacted by racism, homelessness, and substance abuse.

Use of Force – Campus Public Safety Ambassadors are not given use of force training. UCSF Health Safety Ambassadors (Medical Center) must complete de-escalation training, including a hands-on component. Sworn Police Officers are required to take this training annually in compliance with AB392.

Wellness Training – Wellness training and techniques will be provided at our annual department meeting on October 25, 2023.

LGBTQ+ Awareness Training – This law enforcement specific training has started and will be completed by all Sworn Police Officers by September 2023.

GLIDE Alabama Pilgrimage – This Truth, Justice and Reconciliation program is led by GLIDE’s Center for Social Justice where participants visit and learn about the history of racism and how it has continued to morph in our country through systems of oppression, policies, and laws. Delegates from the Police Department will be sent annually. The March 2023 pilgrimage was attended by our Chief of Police and a UCSF Health Safety Ambassador from the Security Services Division.

Action 1-6: Additional information

Is there anything else you would like to report progress on related to Guideline 1?

Additional information (Action 1-6): Implementation detail / description of actions taken

We continue to evaluate additional de-escalation course providers and DEI (Diversity, Equity, and Inclusion) training for our staff. We currently are implementing wellness programs into our operations, including a Care Space for prayer, meditation and quiet.

Guideline 2 — Holistic, Inclusive and Tiered Response Services

To ensure the safety of the UC community, a tiered response model will match a call for service with the appropriate type of response and responder(s). This holistic approach will include mental health, wellness, basic needs, bias/hate response, law enforcement, emergency response and other services through interdepartmental partnerships and cross-trainings. Multidisciplinary crisis teams will be available 24/7 and triage behavioral health crises, conduct wellness checks, and safely connect individuals to coordinated care, including health and social support resources. Non-sworn security personnel will more visibly render services such as residence hall foot patrols, providing safe shuttles/walks for students, staffing events requiring additional security, and diffusing unsafe behavior.

The University will prioritize deterrence and violent crime prevention over the enforcement of non-violent minor offenses, such as non-hazardous traffic violations. The University will reinforce existing guidelines that minimize police presence at protests, follow de-escalation methods in the event of violence and seek non-urgent mutual aid first from UC campuses before calling outside law enforcement agencies.

Action 2-1: Public safety tiers

Public safety tiers (Action 2-1): Implementation detail / description of actions taken

1. Security and Public Safety Services

Public Safety Ambassadors are unarmed civilians that monitor access control and report calls for service. UCSF Health Safety Ambassadors are unarmed civilians that guard the Medical Centers

and clinics, monitor access control, and respond to calls for service and are trained in de-escalation techniques. They also accompany the Code CARE team. We have recently added a crime scene investigation team consisting of two Records and Evidence Technicians.

2. Student Safety Partners

None

3. Mental Health and Student Service Professionals

Code CARE is a collaborative team specifically trained to assist anyone needing extra support in managing the stress and risks that can be experienced in a hospital setting. This team is not yet active on all units.

Threat Assessment Team (TAT) responds to Workplace Violence and Zero Tolerance, with representatives from Faculty and Staff Assistance Program (FSAP), Labor and Employee Relations (LER), Legal Affairs, Risk Management, UC Police Department and department leadership. Additional funding to provide administrative support and professional development to remain up to date and mitigate risk to UCSF.

Our Coping and Resiliency Program (COPE) is an employee wellness program designed to increase access to mental health support services. This program will help support staff resiliency and will include a chat bot feature to quickly and accurately triage concerns with the ability to connect employees, or team mates, to a variety of services.

4. Sworn Peace Officers

Police Officers protect life and property, patrol and respond to calls for service. Can perform a civil standby for Code CARE Team if requested but will not be involved unless a crime is committed.

Action 2-2: FTE by tier

Please provide the FTE of personnel that carry out functions within each of the four of public safety providers.

FTE by tier (Action 2-2): Implementation detail / description of actions taken

Tier 1: Security and Public Safety Services

239.75 FTE

Tier 2: Student Safety Partners

None

Tier 3: Mental Health and Student Service Professionals

Three FTE are budgeted (two are filled) for the Code CARE program for the Moffitt/Long Hospital on Parnassus. One FTE is budgeted and filled for the Mission Bay Hospital (pediatrics and adults).

The COPE program is planning for two full time employees.

Tier 4: Sworn Peace Officers

No other information outside of data reported on Systemwide Safety Data Dashboard.
<https://universityofcalifornia.edu/about-us/information-center/ucpd-budget-workforce>

Action 2-3: Service calls by tier

Please provide the total number of calls for service for each tier of public safety providers.

Service calls by tier (Action 2-3): Implementation detail / description of actions taken

Tier 1: Security and Public Safety Services

13,672 Total Calls for Service between 1/1/2023 and 6/30/2023

Tier 2: Student Safety Partners

Not Applicable

Tier 3: Mental Health and Student Service Professionals

Code Care Team – 619 Total Consults

The COPE program recently received funding, and we are currently in the process of completing our due diligence. Strategy meetings are scheduled to begin implementation for COPE.

Tier 4: Sworn Peace Officers

No additional information outside of data reported on Systemwide Safety Data Dashboard.
<https://universityofcalifornia.edu/about-us/information-center/ucpd-calls-for-service>

Action 2-4: Budget for non-sworn tiers

Please provide the total campus budget for non-sworn tiered response providers (i.e., personnel in security, student services partners, and mental health and professionals).

Budget for non-sworn tiers (Action 2-4): Implementation detail / description of actions taken

The total FY23 Security Budget is \$22,260,630

Campus = \$9,553,520

Health = \$12,707,110

UCSF Health has budgeted approximately \$650,000 for the Code CARE Team.

Action 2-5: Hours of mental health responders

Are non-sworn mental health responders and providers available 24 hours, 7 days a week? If not, please provide the days or hours of service.

Hours of mental health responders (Action 2-5): Implementation detail / description of actions taken

Yes, our hotline is available 24/7. The San Francisco City and County Street Crisis Response Team is available 24/7. This is an alternative to law enforcement and is a community health approach to people experiencing homelessness, mental health, and substance use crises in San Francisco.

The COPE program hours are still to be determined. We need further understanding to determine program availability.

Action 2-6: Restorative justice and/or neighborhood courts

Describe the utilization of restorative justice programs or neighborhood courts for the adjudication of nonviolent and low-level crimes. If your jurisdiction has limited the opportunities for this by formal partnerships, what alternatives are you exploring and implementing internally?

Restorative justice and/or neighborhood courts (Action 2-6): Implementation detail / description of actions taken

We currently use restorative justice programs and neighborhood courts for the adjudication of nonviolent and low-level crimes through San Francisco's District Attorney's Office. This method is provided as an option for all relevant cases. Neighborhood courts are held on our UCSF Campus regularly.

<https://www.sfdistrictattorney.org/policy/restorative-justice/neighborhood-courts/>

Action 2-7: Additional information

Is there anything else you would like to report progress on related to Guideline 2?

Additional information (Action 2-7): Implementation detail / description of actions taken

To better understand how we can apply the restorative justice mindset and framework within our department, we currently have one non-sworn staff member trained in Tier 2 Restorative Justice Facilitation. We plan to have one sworn police sergeant trained as a Tier 1 Restorative Justice Facilitator by December 2023.

Guideline 3 — Transparency and Continuous Improvement through Data

A systemwide dashboard with campus-level detail will be created and regularly updated to inform and empower the UC community. Based on new systemwide reporting requirements and uniform standards

for data collection, this information will be used to assess campus safety practices, generate recommendations for best practices and hold the institution accountable.

Action 3-1: Data reporting

Are you reporting all data described in the UC Community Safety Plan for publication on the Systemwide Data Dashboard. If not, please describe any challenges with data reporting.

Data reporting (Action 3-1): Implementation detail / description of actions taken

Yes, we are reporting all data. We have no challenges in reporting.

Action 3-2: Data-informed decisions

Has campus safety data informed community safety decisions and continuous improvement? If so, describe how and provide examples.

Decisions informed by data (Action 3-2): Implementation detail / description of actions taken

Campus Safety Data is analyzed regularly by our Command Staff. Crime trends are used to inform where sworn police officers need to focus their attention, collaborating with our campus Public Safety Ambassadors as necessary. For example, when there was an increase in bike thefts in a particular geographical location, we increased patrolling in the area and created an action plan on how to address the activity. Other actions are taken based on crime trends, including the purchase of portable cameras staged in parking lots and monitored at security stations.

Furthermore, in reviewing our UCOP Community Safety Plan Stop Data Dashboard, we've discovered that more frequent analysis is required to ensure data accuracy and determine how our current policing is affecting our community. We also have plans to implement Stop Data refresher training for both dispatchers and sworn police officers to make certain we are capturing complete Stop Data and implementing new changes to Stop Data requirements.

Action 3-3: Data as a tool for improvement

How are you using the Systemwide Data Dashboards as an analytical and comparison tool for continuous improvement?

Data as a tool for improvement (Action 3-3): Implementation detail / description of actions taken

Systemwide Data Dashboards are reviewed regularly to identify trends and determine if any process or policy changes are needed, or if personnel need additional training.

Action 3-4: Additional information

Is there anything else you would like to report progress on related to Guideline 3?

Additional information (Action 3-4): Implementation detail / description of actions taken

N/A

Guideline 4 — Accountability and Independent Oversight

Campus complaint processes are essential mechanisms for the community to report misconduct and ensure that officers are acting consistently with rules, policies, and the law. A standardized and robust complaint and investigation process will be implemented through police accountability boards.

The Office of President will designate a full-time position in service to the campuses to coordinate campus safety, ensure continuous improvement through best practices and monitor the implementation of the UC Community Safety Plan.

Two UC campuses are currently accredited by IACLEA, the International Association of Campus Law Enforcement Administrators. IACLEA is grounded in President Obama's Task Force on 21st Century Policing and continually evaluates and implements best practices for campus safety as part of its accreditation standards. The remaining eight UC campuses will seek this accreditation. Review and accreditation by independent third-party experts will ensure operational readiness, align policies and procedures with modern professional standards and best practices, promote a strong emphasis on the safety of the public and officers, offer additional community input opportunities, and provide an independent and ongoing audit and review function.

Action 4-1: Police Accountability Board status

Is your Police Accountability Board (PAB) or equivalent committee operational and have trainings been conducted (4.1b)? If not, when is the projected date to be established?

Police Accountability Board status (Action 4-1): Implementation detail / description of actions taken

In-progress. We are modelling the PAB framework used by UC Davis. Potential board members have been identified. As a member of the National Association for Civilian Oversight of Law Enforcement (NACOLE), UCSF will leverage NACOLE-provided training. In addition, UCOP is coordinating with NACOLE to provide additional specific training for the UC Police Accountability Boards. We are recruiting to fill a newly created operational role to support the UCSF PAB process. The projected date to be established is Fall 2023, given the recruitment timeline.

Action 4-2: Links to PAB information

Please provide any links to a member roster, by-laws, procedures, and PAB website.

Links to PAB information (Action 4-2): Implementation detail / description of actions taken

TBD

Action 4-3: Certification status

Please describe your progress and status on IACLEA certification.

Certification status (Action 4-3): Implementation detail / description of actions taken

IACLEA 4-year certification is complete and was recertified as of April 2022.

Action 4-4: Additional information

Is there anything else you would like to report progress on related to Guideline 4?

Additional information (Action 4-4): Implementation detail / description of actions taken

N/A

Other updates

Please provide any other updates or comments associated with the implementation and continuous improvement of the UC Community Safety Plan.

We will be obtaining support from the UCSF Communications Public Information Office to monitor and advise on improvements in messages sent out to the community.

A new UCSF Police Department website has been launched. Our data dashboards are currently in development and will be posted monthly, along with the results from our customer service survey.