

The Seven Recommendations at a Glance

1. Consolidate the peer workforce under a single employer of record

Designate RAMS as the employer of record for all SCRT peer personnel, with a grandfather provision for current HOT specialists and teammates; retain all system database access; and establish Medi-Cal reimbursement pathways that leverage the certified peer workforce.

2. Formalize tiered crisis specialization within the peer role

Codify advancement tiers incorporating first responder training — the RAMS Crisis Responder Academy, EMT certification, and CIT training pending SFPD collaboration — effective immediately for new hires, with timelines for existing staff to meet the increased standard.

3. Increase efficiency of the overlapping deployment model with periodic training operations

Dedicate the shift-overlap window, when all units are on the board, to cross-team drills, case debriefs, and scenario-based practice — so training occurs on shift without reducing street coverage.

4. Maintain engagement with the national alternative response field

Require semiannual convenings with national colleagues to track advancements in alternative crisis response and incorporate implementation science findings as they become evidence-based.

5. Resolve deployment station parking through a formal agreement

Execute a memorandum of understanding with City College of San Francisco's Evans Campus, or otherwise designate a single equitable pickup and drop-off point with baseline staff facilities.

6. Preserve a pathway toward a permanent civil service classification

Reserve contract language for a future Crisis Response Peer Counselor classification at parity with Health Worker IV, permitting rotation at regular intervals within the system of care. Formalizing the crisis responder role is also an investment in the program's sustainability and the City's accountability: a classified, credentialed workforce is the responsible long-term structure for a permanent 911 resource.

7. Co-create an evaluation method for the next 24 months

Six months of baseline through the concurrent operational changes, eighteen months of data collection, conducted or validated by the Controller's Office or an external academic partner, with findings complete in time to inform the FY 2029–30 budget cycle.

The full one-page Collaborative Framework, as circulated to the commissions in July 2026, remains the controlling summary of these recommendations. This booklet does not amend it; it equips it.