

Tenderloin Emergency Intervention Situation Report

Operational Period 3

12/27/21 - 1/02/22

This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Intervention. This plan includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.

EXECUTIVE SUMMARY

Operational Period (OP) 3 focused on ongoing operations as well as developing protocols for various components of the Tenderloin Emergency Initiative operational strategy. These included initial conversations with community organizations and stakeholders to brainstorm the most effective ways to engage unhoused residents and people suffering from substance use disorder while also refining the scope and services to be offered at the Linkage Center. The Linkage Center location was finalized during OP 3 as the City finalized a lease agreement for a building at UN Plaza to serve as a combined indoor/outdoor space. OP 3 also initiated planning conversations with community stakeholders and City Departments regarding feasibility planning for long-term housing, shelter, and health resources dedicated to the Tenderloin.

Key Activities/Highlights:

- First Supplement to Declaration of Emergency released, allowing for temporary waiver of Civil Service Commission regulations to promote faster hiring for health, human services, and homelessness departmental staff, and waiving certain sections of the Administrative Code therefore allowing the City to lease a location for the Linkage Center without delay.
- Entered into lease agreement with 1170 Market for use of Linkage Center on 12/31/21. Term for lease effective 1/3/22.
- Confirmed weekly metrics for health, homelessness and supportive housing, public works, public utilities, and police in order to track progress.
- Held operational discussions with community partners to refine the staffing and outreach plans for the Linkage Center.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative response efforts.

The following priority problems were established by a joint group of City and community stakeholders as the top issues to address in the Tenderloin. To ensure that operations are directly addressing the top problems, all objectives must link back to at least one of the priority areas:

- Drug dealing and violent crime
- Open-air drug use
- Lack of shelter and drop-in resources
- Lack of safe passage and accessibility
- Waste and debris
- High levels of 911 medical calls
- Illegal vending

OPERATIONAL PERIOD 3 (Dec 27, 2021 – Jan 2, 2022)

| Objective | Priority Problem Crosswalk | Tactics and Response Activities |
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| <p>1. Implement intervention tactics at the following priority locations.</p> <ul style="list-style-type: none"> a. 300 block of Hyde b. 300 block of Ellis c. 7th/Market d. 400 block of Eddy e. 600 block of Eddy f. 200-300 blocks of Jones g. 300 block of Golden Gate (night) | <ul style="list-style-type: none"> • Drug dealing and violent crime • High levels of 911 medical calls • Open air drug use | <ul style="list-style-type: none"> • Daily metrics listed in section below. • Resources for all agencies (DPH, HSH, SFPD, SFFD, others) significantly impacted due to COVID-19 surge, therefore limiting ability to perform substantial interventions. • Next Op Period will require increased outreach and engagement at priority locations (this objective is not purely about enforcement). • SFPD prioritizing stolen property transaction operations with officers detailed from the Burglary unit. • SFPD and MTA parking enforcement operation executed on 12/29. Total citations 58. • Noted continued illegal vending at 6th St/ Market during the nighttime hours. • Noted high rates of drug activity (dealing and using) continues on the 300 block of Hyde. Will plan for unified operation for next Op Period. |
| <p>2. Finalize the guest engagement and referral process for Linkage Center, including interaction with community organizations and parameters for enforcement.</p> | <ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High levels of 911 medical calls • Open air drug use | <ul style="list-style-type: none"> • Conversations ongoing; final engagement and referral process not achieved; will move to next Op Period to finalize. • DPH meetings with CBO partners (HR360 and SFCHC) throughout this Op Period to discuss outreach strategy. |

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| | | <ul style="list-style-type: none"> Identified over 20 groups performing outreach and engagement in the Tenderloin; strategy to use existing network of outreach with more complete information and expanded access to resources for all parties. |
| 3. Finalize location for Linkage Center by 12/29. | <ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use | <ul style="list-style-type: none"> Entered into negotiations with 1170 Market Street as preferred option on 12/21. Alternative options: buildings in surrounding area or tent erected in vacant lot/UN Plaza. Lease finalized and signed 12/31/21. Term starts 1/3/22. |
| 4. Perform outreach to community and neighborhood stakeholders regarding Linkage Center concept and scope starting 12/27. | <ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use | <ul style="list-style-type: none"> On hold – community requested not to start socializing concept for Center until location is confirmed and more details are finalized. Request from community to develop informational flyers with visual maps and key messages; will prioritize for OP 4 and 5. |
| 5. Initiate improvement process discussions for community outreach and existing programs. | <ul style="list-style-type: none"> Lack of shelter and drop-in resources High levels of 911 medical calls Open air drug use | <ul style="list-style-type: none"> Conversation initiated with community stakeholders; specific process improvement plan development to move to next Op Period. Considering developing working or advisory group. |
| 6. Initiate planning for increased treatment and shelter resources dedicated to the Tenderloin. | <ul style="list-style-type: none"> Lack of shelter and drop-in resources | <ul style="list-style-type: none"> HSR identified winter weather shelter-in-place hotel for temporary dedicated housing resources for Tenderloin, up to 10 placements per day until capacity is full. This Op Period placed 61 guests into 55 hotel rooms from the street. Ongoing long-term planning pending; will move to next Op Period. |

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| <p>7. Address critical streetlight outages as informed by the developed lighting priority list.</p> | <ul style="list-style-type: none"> • Lack of safe passage and accessibility • Drug dealing and violent crime | <ul style="list-style-type: none"> • Coordination meeting 12/30 confirmed 311 process for PUC response to streetlight outages. DEM working with stakeholders on prioritization process for infrastructure issues in the TL. • Nothing significant to report for this Op Period. |
| <p>8. Initiate feasibility planning for adjusted nighttime cleaning and enforcement tactics.</p> | <ul style="list-style-type: none"> • Lack of safe passage and accessibility • Drug dealing and violent crime | <ul style="list-style-type: none"> • Nothing significant to report for this Op Period. • Ongoing strategic planning will be required next Op Period. |

METRICS TRACKING – OPERATIONAL PERIOD 3

OP 3 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily.

300 block of Hyde

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|--------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 10 | 22 | 5 | N | 0 | Y | N/A | N | N |
| 12/28/21 | 10 | 22 | 5 | N | 0 | Y | N/A | N | N |
| 12/29/21 | 15 | 25 | 6 | N | 0 | Y | N/A | N | N |
| 12/30/21 | 20 | 30 | 6 | N | 0 | Y | N/A | N | N |
| 12/31/21 | Data not available | | | | | | | | |
| 1/1/22 | Data not available | | | | | | | | |
| 1/2/22 | Data not available | | | | | | | | |

300 block of Ellis

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|--------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 5 | 0 | 11 | Y | 0 | Y | N | Y | N |
| 12/28/21 | 6 | 0 | 4 | Y | 0 | Y | N/A | Y | N |
| 12/29/21 | 3 | 0 | 3 | Y | 0 | Y | N/A | Y | N |
| 12/30/21 | 2 | 0 | 4 | N | 0 | Y | N/A | Y | N |
| 12/31/21 | Data not available | | | | | | | | |
| 1/1/22 | Data not available | | | | | | | | |
| 1/2/22 | Data not available | | | | | | | | |

7th/Market

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|--------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 3 | 10 | 0 | N | 0 | Y | n/a | N | N |
| 12/28/21 | 2 | 4 | 0 | N | 0 | Y | Y | N | N |
| 12/29/21 | 2 | 0 | 0 | N | 0 | N | Y | N | N |
| 12/30/21 | 5 | 1 | 0 | N | 0 | N | Y | N | Y |
| 12/31/21 | Data not available | | | | | | | | |
| 1/1/22 | Data not available | | | | | | | | |
| 1/2/22 | Data not available | | | | | | | | |

400 block of Eddy

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|--------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 5 | 8 | 3 | ? | 0 | Y | N/A | N | Y |
| 12/28/21 | 6 | 4 | 1 | N | 0 | Y | N/A | N | Y |
| 12/29/21 | 4 | 12 | 1 | N | 0 | Y | N/A | N | N |
| 12/30/21 | | 8 | 0 | N | 0 | Y | N/A | N | N |
| 12/31/21 | Data not available | | | | | | | | |
| 1/1/22 | Data not available | | | | | | | | |
| 1/2/22 | Data not available | | | | | | | | |

600 block of Eddy

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|-------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 5 | 8 | 3 | ? | 0 | Y | Y | Y | N |
| 12/28/21 | 5 | 7 | 0 | N | 0 | Y | Y | N | N |
| 12/29/21 | 7 | 15 | 0 | N | 0 | Y | Y | N | N |
| 12/30/21 | 10 | 10 | 0 | N | 0 | Y | Y | N | N |

| | |
|----------|--------------------|
| 12/31/21 | Data not available |
| 1/1/22 | Data not available |
| 1/2/22 | Data not available |

200-300 blocks of Jones

| Date | Problem behaviors | Drug consumption | Tents | Power taps | Vehicles | Trash present | Muni shelter issue | Ambassadors or outreach teams present | Vending |
|----------|--------------------|------------------|-------|------------|----------|---------------|--------------------|---------------------------------------|---------|
| 12/27/21 | 4 | 6 | 7 | ? | 0 | Y | N/A | Y | N |
| 12/28/21 | 5 | 5 | 10 | N | 0 | Y | N/A | N | N |
| 12/29/21 | 12 | 4 | 6 | N | 0 | Y | N/A | N | N |
| 12/30/21 | 10 | 2 | 8 | N | 0 | Y | N/A | Y | N |
| 12/31/21 | Data not available | | | | | | | | |
| 1/1/22 | Data not available | | | | | | | | |
| 1/2/22 | Data not available | | | | | | | | |

Note: "Problem behaviors" defined as a person exhibiting one or more of the following: lying down on sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation.

Additional metrics:

Note: IT system changes, manual data pulls, and staffing shortages have limited the ability for agencies to track metrics during OP 3.

Linkage Center *[all Linkage Center metrics pending opening of the site]*

- Total number of guests:
- Average number of guests at a given time:
- Shortest stay:
- Longest stay:
- Average length of stay:
- Number of guests by referral from street to center:
 - Itemized by referral group:
- Number of self-presented guests:
- Guests engaged in Tier 1 Service Connection:
- Guests engaged in Tier 2 Service Connection:
 - Itemized by type of service/program:

- Guests successfully referred and transported to Tier 2 Service:
 - Itemized by type of service/program:
- Number of times naloxone distributed at Center:
 - Preventative:
 - Overdose response:

Health and Medical

- 911 medical calls to the Tenderloin: TBD
 - Overdose patients transported to ZSFGH Emergency Department: TBD
 - Deaths: TBD
 - Other disposition: TBD
- Street Crisis Response Team encounters in Tenderloin: 26
 - *Future iterations will be itemized by disposition of encounter*
- Weekly outreach encounters from the following DPH-affiliated groups: TBD
 - Street Medicine: 64
 - SF Community Health Center: TBD
 - Community Health Equity & Promotion: TBD
 - People Experiencing Homelessness / Single-Room Occupancy Hub: TBD
- Weekly referrals from the Tenderloin into the following DPH locations: TBD
 - Harm Reduction Therapy Center: TBD
 - Felton Institute: 32
 - Others: TBD

Homelessness and Supportive Housing

- Tenderloin tent count: 51 on 12/30
- SF Homeless Outreach Team (HOT) Tenderloin encounters: TBD
 - Referrals into shelter: TBD
 - Itemized based on shelter
 - Referrals to other services (*monthly metrics only*): TBD
 - Medical: TBD
 - Behavioral health: TBD
 - Homeward Bound: TBD
 - Substance use treatment: TBD
 - Financial benefits: TBD
 - Declined services: TBD
 - Tools provided: 192
 - Hand sanitizer: 0
 - Hygiene supplies: 26
 - Face masks: 2
 - Handwashing kit: 0
 - Food/snacks: 8
 - Water: 61
 - Undergarments: 8
 - Shoes: 0
 - Emergency blankets: 15
 - Ponchos: 65

- Other clothing: 7

Public Works

The following metrics address data from 12/20/21 through 1/2/22. Future reports will contain one week data only.

- Amount of waste collected in Tenderloin: 463 tons
- Number of power washings completed: 284 locations
- Service requests for waste submitted to 311: 1,134
- Services requests responded to by Public Works: 1,044
- Number of bag and tags completed: 171

Infrastructure

- Number of infrastructure-related 311 service calls: TBD
- Number of light fixes addressed by PUC: 16 (since 12/6)
- Number of bus shelter fixes addressed by MTA: TBD

Law Enforcement

- Number of felony arrests in Tenderloin: 32
- Number of misdemeanor arrests in Tenderloin: 18
- Number of arrests related to drug sales or possession for sale: 14
- Quantity of seized narcotics: 1,677 grams
- Quantity of seized fentanyl: 1,065 grams
- Parking enforcement citations: 58 (in 4.5 hours on 12/29)