

Tenderloin Emergency Initiative Situation Report

Operational Period 4

1/03/22 - 1/09/22

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) 4 focused on specific joint field operations and refining details for the Linkage Center. The first joint field operations occurred on the block of 300 Hyde to disrupt drug dealing and offer services and connections to people in pre-identified priority locations. These included continued 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. Linkage Center work continued throughout OP 4 as indoor and outdoor space design progressed and key community organizations who may staff the site were brought up to speed. In addition, service connections and staffing plans progressed throughout OP 4 and will be finalized in OP 5.

Key Activities/Highlights:

- Received the keys and took possession of the building serving as the future location of the Linkage Center (1170 Market).
- Participated in the Board of Supervisors meeting on 1/4/22 that resulted in a vote to continue the item discussion to 2/8/22.
- Focused on improving method to capture metrics and refining the type of data from key agencies that need to be captured.
- Initiated first joint field operations on 300 block of Hyde in conjunction with DPH, HSH, ADP, MTA, DPW, SFFD and SFPD staff, community partners, and volunteers.
- Conducted Linkage Center walk-throughs to evaluate space allotment options, including outdoor capacity.

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:

1. Drug dealing and violent crime
2. Open-air drug use
3. Lack of shelter and drop-in resources
4. Lack of safe passage and accessibility
5. Waste and debris
6. High levels of 911 medical calls
7. Illegal vending

OPERATIONAL PERIOD 4 (Jan 3 – Jan 9)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<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 	<ul style="list-style-type: none"> • Drug dealing and violent crime • High levels of 911 medical calls • Open air drug use • Illegal vending 	<ul style="list-style-type: none"> • Daily metrics listed in section below. • 50 parking citations from MTA on 1/6/22 over the course of 4.5 hours. • SFPD intermittent fixed posts at UN Plaza at 7th/Market to deter drug dealing and illegal vending. • Initiated daily bed and resource placement polling from ADP, DPH, and HSH to identify available resources for placement. • DPH provided holistic health care outreach staff including substance use and mental health support in addition to ongoing medical outreach already in place. This included resources to reduce drug use and prevent drug overdose. • Additional resources from 300 Hyde joint operation also able to conduct outreach, engagement and cleaning operations on 400 and 600 Eddy on 1/6/22 and 1/7/22.
<p>2. Implement priority location joint operation on 300 block of Hyde from 1/5-1/7.</p>	<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"> • Multi-day joint operation on 300 Block of Hyde included staff from DPH, HSH, ADP, MTA, DPW, SFFD, SFPD staff and community partners and volunteers. DPH, ADP and HSH identified diverse set of resources and available placements prior to each day's operation.

		<ul style="list-style-type: none"> • TLCBD conducted outreach to residents and business owners regarding the 300 Hyde operations. Ongoing discussions with community partners will need to identify strategy to ensure that space can be activated once joint operations are complete. • 1/5/22: Operations included HSOC. Outcomes resulted in 12 being placed into a hotel and 6 placed into a shelter • 1/6/22: Operations included blocks of 400 and 600 Eddy. Performed 72 total encounters by four different outreach teams, resulting in 1 linkage to rapid housing. Removed 2.5 tons of debris and waste. Cleaned and thoroughly washed all three blocks. • 1/7/22: 51 encounters by three different outreach teams, resulting in 6 housing assessments and 1 shelter placement, and 1 referral and taxi to urgent care. Also distributed 15 pairs of socks, 9 waters, 4 ponchos/blankets, 7 gift cards. • 1/8/22 and 1/9/22: Intermittent SFPD disruption of drug dealing and DPW cleaning of block.
<p>3. Perform walk throughs of Linkage Center with City and community partners.</p>	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High level of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Conducted multiple walkthroughs of 1170 Market Street with City and non-City staff who will jointly staff the Center to begin design of the space. • Still evaluating use of indoor space; location offers 37,000 square feet with eight floors. Initial evaluation leans towards using lower floors only and room for storage and expansion on upper floors as necessary.

		<ul style="list-style-type: none"> • Design continuing for a fenced outdoor space to be created adjacent to the building to be used for smoking, pet area, and COVID safety. • Additional walkthroughs to continue with expanded community stakeholders to finish design during next Op Period.
4. Finalize list of Tier 1 and Tier 2 services to be provided at Linkage Center by 1/7.	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High level of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • First draft of combined recommended services compiled and distributed to City partners for verification on 1/9/22. • Tier 1 recommended services include basic hygiene and dignity services, such as food, water, coffee, toilets, handwashing, and social space, as well as intermittent services like health fairs, laundry, showers, and pet care. • Tier 2 recommended services include behavioral health, mental health, food services support, vocational support, shelter and transitional housing referrals, mentoring, and other services to be determined. • Services offered continue to be dependent on resource restrictions due to COVID-19. • Verification discussions to occur in Op Period 5.
5. Document staffing plan for Linkage Center, including staff for site, escorts, and outreach by 1/9.	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High level of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Multiple City agencies, including DPH, HSH, HSA, and ADP are negotiating contracts and/or planning for community staffing and peer counselors with lived experience. • Final staffing plan will be completed by Op Period 5.
6. Perform outreach to community and neighborhood stakeholders	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources 	<ul style="list-style-type: none"> • Neighborhood stakeholder engagement occurred 1/3/22.

<p>regarding Linkage Center scope and details starting 1/3.</p>	<ul style="list-style-type: none"> • High level of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Mayoral announcement of Linkage Center and other initiative updates sent on 1/4/22. • Initial discussions on developing flyer and/or other translated material for potential guests for ongoing information dissemination. • Ongoing efforts to provide briefings on Linkage Center at existing community and stakeholder meetings in development.
<p>7. Establish long-term improvement process discussion team for outreach and engagement groups in the Tenderloin by 1/7.</p>	<ul style="list-style-type: none"> • Lack of shelter and drop-in resources • High level of 911 medical calls • Open air drug use 	<ul style="list-style-type: none"> • Implemented initial joint field operations with additional resources from other agencies; improvement still needed to identify roles and responsibilities among outreach resources. • Discussed requirement to have long-term strategy for outreach team information sharing and unified effort. • Identified 20 teams who do outreach in TL. Stakeholders want this better aligned and a longer-term working group. • Goal to establish working group to focus on quality improvement projects (Whole Person Integrated Care Street Medicine) including daily meetings to identify long-term needs for improvement.
<p>8. Perform expedited response to 311 service requests for waste and other infrastructure needs starting 1/5.</p>	<ul style="list-style-type: none"> • Lack of safe passage and accessibility • Drug dealing and violent crime 	<ul style="list-style-type: none"> • Confirmed appropriate points of contacts for SFPUC, SFPW and SFMTA to notify when a 311 service request needs to be expedited. • Developing process to review all 311 Service Requests in Tenderloin boundary, plus one-block buffer, on a daily basis.

		<ul style="list-style-type: none"> • For next Op Period, encourage use of 311 Mobile App for TL service requests; consider social media posts and fliers for community members/businesses. • Submitted ~25 lighting issues via 311; will coordinate with SFPUC next week to identify schedule for repairs.
9. Submit all required metrics for previous three operational periods as data is available by 1/4.	N/A, internal organization and transparency	<ul style="list-style-type: none"> • Worked with agencies to provide data by from each Op Period no later than each Monday. • Metrics will be compiled and made available to the public every Tuesday. • Next Op Period will identify process for adjustment of metrics as necessary.

METRICS TRACKING – OPERATIONAL PERIOD 4

Weekly metric reports are due by the end of the operational period by Sunday and no later than the following Monday, the beginning of the next operational period

OP 4 Priority Locations:

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

300 block of Hyde

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	10	20	6	0	0	Y	N/A	Y	N
1/4/22	25	15	4	0	0	Y	N/A	Y	N
1/5/22	10	10	5	0	0	Y	N/A	N	N
1/6/22	10	20	2	0	0	Y	N/A	N	N
1/7/22	25	10	1	0	0	N	N/A	N	Y
1/8/22	Not available								
1/9/22	Not available								

300 block of Ellis

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	3	1	7	0	0	Y	N/A	Y	N
1/4/22	0	0	6	0	0	Y	N/A	Y	N
1/5/22	2	0	3	0	0	Y	N/A	Y	N
1/6/22	3	0	6	0	0	Y	N/A	Y	N
1/7/22	2	0	4	0	0	N	N/A	Y	N
1/8/22	Not available								
1/9/22	Not available								

7th/Market

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	1	0	0	0	0	N	Y	N	N
1/4/22	10	7	0	0	0	N	Y	N	N
1/5/22	10	2	0	0	0	Y	N	N	Y
1/6/22	10	3	0	0	0	Y	N	N	N
1/7/22	7	3	0	0	0	Y	Y	N	Y
1/8/22	Not available								
1/9/22	Not available								

400 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	5	5	2	0	0	Y	N/A	N	N
1/4/22	15	10	14	0	0	Y	N/A	N	N
1/5/22	3	2	3	0	0	Y	N/A	N	Y
1/6/22	5	8	0	0	0	Y	N/A	N	Y
1/7/22	20	7	0	N	0	Y	N/A	N	Y
1/8/22	Not available								
1/9/22	Not available								

600 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	3	8	0	0	0	Y	Y	N	N

1/4/22	10	15	0	0	0	Y	Y	N	N
1/5/22	5	1	0	0	0	Y	Y	N	N
1/6/22	2	1	0	0	0	N	Y	N	N
1/7/22	17	3	0	0	0	Y	Y	Y	N
1/8/22	Not available								
1/9/22	Not available								

200 block of Jones

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	7	5	8	0	0	Y	N/A	N	N
1/4/22	3	10	6	0	0	Y	N/A	N	N
1/5/22	0	0	0	0	0	N	N/A	Y	N
1/6/22	5	1	0	0	0	N	N/A	N	N
1/7/22	1	0	0	0	0	N	N/A	Y	N
1/8/22	Not available								
1/9/22	Not available								

300 block of Jones

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/3/22	Not available								
1/4/22	Not available								
1/5/22	5	5	4	0	0	Y	N/A	N	N
1/6/22	3	3	4	0	0	Y	N/A	N	N
1/7/22	3	10	4	0	0	Y	N/A	N	N

1/8/22	Not available
1/9/22	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. "Problem vehicles" defined as vehicles that are either abandoned or missing major components such as windshields, doors, or major engine parts.

Additional metrics:

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:
 - Total:
 - 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: 356
 - Deaths: 7
 - Overdose: 17
 - Gone on arrival/unable to locate: 20
 - Signed out against medical advice: 4
 - No merit: 37
 - Patient declined transport: 45
 - Code 2 (acute but not time-critical) transport: 214
 - Code 3 (critical) transport: 12
- Total health engagements and encounters in Tenderloin this week: 215
- Total doses of Naloxone distributed in Tenderloin this week: 68
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 145

Itemized by outreach team:

- Street Crisis Response Team (SCRT)
 - Number of encounters: 17
 - No merit: 1
 - Patient denied transport: 7
 - Unable to locate client: 8
 - Ambulance transport to hospital: 1
 - SCRT transport to social/behavioral setting: 0
 - Number of Naloxone doses distributed: 1
- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 133
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 84
 - Number of Naloxone doses distributed: 23
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 65
 - Number of Naloxone doses distributed: 44
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 61
 - Number of people linked to medical care with Street Medicine: 10

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 645
 - Referrals into shelter: 59
 - SIP Sites: 19
 - Congregate: 5
 - Navigation: 1
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 34
 - Referrals to other services: 14
 - Medical: 0
 - Behavioral health: 0
 - Homeward Bound: 4
 - Substance use treatment: 10
 - Financial benefits: 0
 - Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 196
 - Face masks: 45
 - Handwashing kit: 0
 - Food/snacks: 74
 - Water: 382
 - Undergarments: 112
 - Shoes: 3

- Emergency blankets: 60
- Ponchos: 65
- Other clothing: 69

Urban Alchemy

- Positive engagements: 11,897
- Social norm interventions: 3,652
- De-escalation interventions: 712
- Overdose reversals: 3
- 911 requests: 1
- 311 requests: 5
- Needles collected: 632
- Trash bags filled: 378

Public Works

- Amount of waste collected in Tenderloin: 235 tons
- Number of power washings completed: 146
- Service requests for waste submitted to 311: 121
- Services requests for waste responded by DPW: 115
- Number of bag and tags completed: 9

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	7	3	4
Street and sidewalk cleaning	436	394	42
Encampments	64	52	12
Graffiti	65	28	37
Damaged property	23	17	6
Streetlight repair	7	4	3

Enforcement

- Number of felony arrests: 30
- Number of misdemeanor arrests: 10
- Number of arrests related to drug sales or possession for sale: 5
- Quantity of seized narcotics: 245 grams
- Quantity of seized fentanyl: 110 grams
- MTA Parking enforcement citations: 50 (in 4.5 hours on 1/5)