

Tenderloin Emergency Initiative Situation Report

Operational Period 11

2/21/22-2/27/22

This situation report is generated every week and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Initiative. This report 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

All response agencies' staffing and available shelter referral options continue to be impacted due to COVID-19 or capacity limits during Operational Period (OP) 11. Efforts for OP 11 focused on improving coordination between Joint Field Operations and outreach operations with City agencies and community partners, continuing to improve Tenderloin Linkage Center processes and the facility, continuing to identify and refine metrics to show the progress of Tenderloin Emergency Initiative operations and the impact on the neighborhood, and solidifying processes to track, follow up on, and close out requests for support from the community.

Key Activities/Highlights:

- DPW supported the Tenderloin Linkage Center with a redesign plan of the exterior footprint, which will be implemented in OP 12. The redesign will provide additional privacy, weatherization of the space, and improved access to spaces for guests.
- Community listening sessions about the Tenderloin Emergency Initiative continued this OP to share updates on operations, solicit community feedback, and understand community priorities and concerns. Community members and organizations continued to express the need to be involved in planning for the future state of sustained operations in the Tenderloin.
- Collaborative efforts with community organizations to address and maintain the priority locations in the Tenderloin showed improvements in priority problems. Community organizations and City partners were able to communicate their priorities and needs and support each other's efforts.

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.

A joint group of City and community stakeholders established the following priority problems 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

Note: These priority problems will be revised and adjusted to reflect the main goals of the Tenderloin Emergency Initiative starting no later than OP 12. This will help track not just the output of City and non-City staff but also the outcomes of those efforts as measured by impact in the neighborhood.

OPERATIONAL PERIOD 11 (Feb 21 – Feb 27)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Perform daily interventions at the following priority locations:</p> <ul style="list-style-type: none"> a. 300 Ellis b. 300 Hyde c. 400 Eddy d. 600 Eddy e. Boeddeker Park f. 7th and Market g. 8th and Market 	<p>Drug dealing and violent crime</p> <p>High levels of 911 medical calls</p> <p>Open-air drug use</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • Daily assessments of each priority location are listed in the Metrics Tracking section below. • MTA maintained enforcement activities in all priority locations. There were 107 citations issued this OP. • DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness. • HSH HOT Teams conducted outreach in all priority locations Monday through Friday. • The Street Crisis Response Team (SCRT) had reduced staffing this OP, which resulted in fewer engagements. • Field outreach was performed at each priority location between 2/21 and 2/25 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, GLIDE, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin.
<p>2. Perform joint field operations 7 days a week and serve all priority locations on a rotating basis.</p>	<p>Drug dealing and violent crime</p> <p>Open-air drug use</p> <p>Lack of shelter and drop-in resources</p> <p>Lack of safe passage and accessibility</p>	<ul style="list-style-type: none"> • Performed seven Joint Field Operations Monday 2/21 through Sunday 2/27. <ul style="list-style-type: none"> ○ Monday operations began at 300 Hyde ○ Tuesday operations began at 300 Jones ○ Wednesday operations began at 700 Eddy ○ Thursday operations began at 300 Jones ○ Friday operations began at 300 Hyde ○ Saturday operations began at 700 Eddy ○ Sunday operations began at 300 Jones • Operations included representatives from SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD.

	<p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • During the 2/22 Joint Field Operations, the team completed 13 encounters, transported 1 guest to the Linkage Center, and provided advocacy for two guests to maintain placement in the non-congregate shelter. • During the 2/23 Joint Field Operations, the team completed 19 encounters, transported 1 guest to the Linkage Center, and referred and transported 2 guests to a Navigation Center. • During the 2/24 Joint Field Operations, the team completed 25 encounters, transported 1 client to a clinic, transported 1 client to a sobering center, and completed housing assessments for 2 guests and transported them to shelter solutions. • During the 2/25 Joint Field Operations, the team completed 19 encounters and transported 1 guest to a shelter.
<p>3. Revise the Situation Report structure and contents to reflect updated TEI goal areas and outcome measures for each goal area by 2/25 to be implemented in the report for OP 12.</p>	<p>All</p>	<ul style="list-style-type: none"> • A new Situation Report template was proposed to Tenderloin Emergency Initiative leadership to reflect metrics associated with the new goal areas, which will be implemented in OP 12.
<p>4. Finalize contents for a public-facing data dashboard that communicates progress on the updated TEI goal areas by 2/25.</p>	<p>All</p>	<ul style="list-style-type: none"> • Work to develop the content and establish data feeds for a public-facing data dashboard showing progress in each new goal area continued this OP. The website launch is planned for OP 12.
<p>5. Begin planning to open respite and wellness space and implement the redesign of the exterior footprint as part of the Tenderloin Linkage Center service expansion.</p>	<p>Open-air drug use</p> <p>Lack of shelter and drop-in resources</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> • The redesign plan of the outdoor footprint Tenderloin Linkage Center was completed in OP 11. • Planning for the wellness space continued this OP.

<p>6. Finalize roles and responsibilities of outreach personnel who are assuming scheduling and support activities related to Joint Field Operations.</p>	<p>Open-air drug use</p> <p>Lack of shelter and drop-in resources</p> <p>Lack of safe passage and accessibility</p> <p>High levels of 911 medical calls</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • Work to improve coordination between Outreach operations and Joint Field Operations and clarify roles and responsibilities continued in OP 11.
<p>7. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies.).</p>	<p>All</p>	<ul style="list-style-type: none"> • Work to refine the Tenderloin Emergency Initiative master plan, identify and secure resources, and implement projects continued in OP 11, including the processes for hiring personnel, establishing contracts, determining the budget, and securing permits for Phase 3 and sustained operations of the Tenderloin Linkage Center.
<p>8. Develop and implement Personnel and Staffing Branch within the Logistics Section, and establish a DSW request and deployment process.</p>	<p>All</p>	<ul style="list-style-type: none"> • Activated a Personnel and Staffing Branch within the Logistics Section of the Tenderloin Emergency Initiative organizational structure to manage the Disaster Service Worker request and deployment process. • The goals of the Personnel and Staffing Branch include developing staffing contracts and agreements for Phase 3 sustained operations beyond the emergency proclamation period.
<p>9. Strengthen approach for opening and closing community requests for service and support.</p>	<p>All</p>	<ul style="list-style-type: none"> • Completed an equity assessment of services provided at the Tenderloin Linkage Center. • Established a platform and assigned dedicated personnel to triage and streamline community requests and follow-up action items. • Hosted two community listening sessions to share information and solicit feedback for the following community groups in OP 11:

		<ul style="list-style-type: none">○ Las Familias del Tenderloin on 2/23 (Spanish language)○ Youth (High school juniors and seniors) on 2/25• Scheduled two community listening sessions for OP 12:<ul style="list-style-type: none">○ HSH providers working in COVID-19 Shelter in Place hotels on 2/28○ Southeast Asian Development Center on 3/3○ Standing Tenderloin Emergency Initiative Community Stakeholders, weekly on Thursdays
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METRICS TRACKING – OPERATIONAL PERIOD 11

OP 11 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily except weekends which may vary in time.

300 block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	9	4	0	Y	0	Y	N/A	Y	N
2/22	6	3	0	Y	0	Y	N/A	Y	N
2/23	7	1	0	N	0	Y	N/A	Y	N
2/24	9	1	0	Y	0	Y	N/A	N	N
2/25	7	3	1	N	0	Y	N/A	N	N
2/26	9	2	1	N	0	Y	N/A	Y	N
2/27	11	5	1	N	0	Y	N/A	Y	N

300 block of Hyde

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	5	8	1	N	0	Y	N/A	Y	N
2/22	0	4	2	N	0	Y	N/A	Y	N
2/23	4	1	2	N	0	Y	N/A	N	N
2/24	3	6	2	N	0	Y	N/A	N	Y
2/25	4	6	2	N	0	Y	N/A	Y	N
2/26	5	8	2	N	0	Y	N/A	Y	Y
2/27	4	9	2	N	0	Y	N/A	Y	Y

400 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
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2/21	4	7	0	N	0	Y	N/A	Y	Y
2/22	0	7	0	N	0	Y	N/A	Y	Y
2/23	3	0	0	N	0	Y	N/A	N	N
2/24	3	2	0	N	0	Y	N/A	Y	Y
2/25	2	1	0	N	0	Y	N/A	Y	Y
2/26	3	2	0	N	0	Y	N/A	Y	N
2/27	4	2	0	N	0	Y	N/A	Y	N

600 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	4	22	0	N	0	Y	N	N	N
2/22	2	4	0	N	0	Y	N	Y	Y
2/23	2	0	0	N	0	Y	N	Y	N
2/24	3	3	0	N	0	Y	N	N	N
2/25	2	0	0	N	0	N	N	Y	N
2/26	2	3	0	N	0	Y	N	Y	N
2/27	4	3	0	N	0	Y	N	Y	N

Boeddeker Park

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	6	6	0	N	0	Y	N/A	N	N
2/22	1	6	0	N	0	Y	N/A	N	N
2/23	0	0	0	N	0	Y	N/A	Y	N
2/24	3	0	0	N	0	Y	N/A	Y	N
2/25	3	1	2	N	0	Y	N/A	Y	N
2/26	4	2	0	N	0	Y	N/A	Y	N
2/27	3	4	0	N	0	Y	N/A	Y	N

7TH/Market

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	3	5	0	N	0	Y	N	Y	Y
2/22	1	3	0	N	0	Y	N	Y	N
2/23	0	1	0	N	0	N	N	Y	Y
2/24	9	11	0	N	0	Y	N	Y	Y
2/25	4	20	0	N	0	Y	N	Y	Y
2/26	3	5	0	N	0	Y	N	Y	N
2/27	3	9	0	N	0	Y	N	Y	N

8th/Market

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/21	<i>No assessments of 8th/Market on 2/21 and 2/22.</i>								
2/22									
2/23	3	8	0	N	0	N	N	Y	N
2/24	6	10	0	N	0	Y	N	Y	N
2/25	6	6	1	N	0	Y	N	Y	N
2/26	1	4	0	N	0	N	N	Y	N
2/27	2	6	0	N	0	N	N	Y	N

Note: "Problem Behaviors" defined as a person exhibiting one or more of the following: lying down on a sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through the 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. "Drug activity" is defined as visible drug dealing or open-air drug use. "Problem vehicles" are defined as vehicles that are either abandoned or missing major components such as windshields, doors, or major engine parts.

Additional metrics:

Linkage Center

- Total number of visits: 2,696
- Number of visits due to referral from street to center: 904
- Number of self-presented visits: 1,792
- Engagements in Tier 1 Service Connection: 2,696

- Engagements in Tier 2 Service Connection: 289
 - Meaningful engagements: 126
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 9
 - COVID-19 (vaccination, testing, etc.): 2
 - Emergency/Winter Shelter: 11
 - Navigation Center/Shelter: 5
 - Transitional housing: 1
 - HSH Housing Assessment Coordinated Entry: 19
 - Family care (HSA): 1
 - Food and nutrition: 43
 - Mental Health Care and psychiatric medication refills: 0
 - Physical Health (Primary care/dental/non-urgent): 1
 - Physical Health (Urgent Medical Care): 0
 - Prevention HIV, Hep-C, STI Testing and Treatment: 0
 - Substance use care (drug user health, i.e., syringe programs): 7
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 0
 - Substance use treatment (detox, residential, and outpatient): 5
 - Therapy and mentoring: 18
 - Veteran support: 0
 - Vocational, employment, and legal support: 4
 - Referrals: 144
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 32
 - COVID-19 (vaccination, testing, etc.): 1
 - Emergency/Winter Shelter: 17
 - Navigation Center/Shelter: 24
 - Transitional housing: 1
 - Referred to permanent supportive housing: 2
 - HSH Housing Assessment Coordinated Entry: 23
 - Family care (HSA): 1
 - Food and nutrition: 11
 - Mental Health Care and psychiatric medication refills: 2
 - Mental Health Urgent Care (Hummingbird, Dore): 1
 - Prevention HIV, Hep-C, STI Testing & Treatment: 2
 - Physical Health (Primary care/dental/non-urgent): 5
 - Physical Health (Urgent Medical Care): 0
 - Substance use care (drug user health, i.e., syringe programs): 2
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 2
 - Substance use treatment (detox, residential, and outpatient): 5
 - Therapy and mentoring: 3
 - Veteran support: 1
 - Vocational, employment, and legal support: 9
 - Pending linkage: 4
 - Navigation Center/Shelter: 2

- Referred to permanent supportive housing: 1
 - Substance use treatment (detox, residential, and outpatient): 1
- Completed linkage: 15
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 1
 - Navigation Center/Shelter: 1
 - Referred to permanent supportive housing: 3
 - HSH Housing Assessment Coordinated Entry: 2
 - Mental Health Care and psychiatric medication refills: 2
 - Prevention HIV, Hep-C, STI Testing & Treatment: 2
 - Physical Health (Urgent Medical Care): 1
 - Substance use treatment (detox, residential, and outpatient): 2
 - Therapy and mentoring: 1
 - Vocational, employment, and legal support: 0
- Naloxone distribution:
 - Distributed but not administered: 67 kits (134 doses)
 - Number of overdose reversals: 4
- Number of overdose deaths: 0

Note: Definitions of Tier 2 engagements are as follows: "Meaningful Engagement" means details about a service and eligibility were provided to a guest but the guest did not choose to connect to the identified service; "Referral" refers to a longer conversation with the guest where information is provided regarding how to access existing walk-in or drop-in services and guest states they will access the service; "Pending Linkage" means a referral and linkage was made but the identified program was unavailable and therefore the guest's name was placed on a waiting list for the service; "Completed Linkage" means referral and linkage was made, an available placement or appointment was confirmed, paperwork was completed, and transport to the service occurred where necessary.

Health and Medical

- 911 medical calls to the Tenderloin: 279
 - Deaths: 4
 - Signed out against medical advice: 12
 - No merit: 22
 - Patient declined transport: 28
 - Unable to locate/Gone on arrival: 12
 - Code 2 (acute but not time-critical) transport: 193
 - Code 3 (critical) transport: 8
- Total health engagements and encounters in Tenderloin this week: 257
- Total doses of Naloxone distributed in Tenderloin this week: 64
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 215
- Total referrals to Linkage Center: 189
 - Street Crisis Response Team (SCRT)
 - Number of encounters: 10
 - Patient declined transport: 4
 - Unable to locate client: 4

- Ambulance transport to hospital: 1
 - Transport to social/behavioral setting: 0
 - Other disposition/referral: 1
- Referrals to Linkage Center: 0
- Number of Naloxone doses distributed: 0
- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 154
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 153
 - Referrals to Linkage Center: 154
 - Number of Naloxone doses distributed: 25
- FEST with JFO (Behavioral Health Outreach):
 - Number of engagements/encounters: 93
 - Number of people with behavioral health needs encountered: 4
 - Referrals to Linkage Center: 69
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 61
 - Number of placements to medical treatment, mental health treatment, substance use disorder treatment: 1
 - Number of placements to sobering center: 1
 - Number of Naloxone doses distributed: 25 kits
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 0
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 0
 - Number of people linked to medical care with Street Medicine: 0
 - Referrals to Linkage Center: 0
 - Number of Naloxone doses distributed: 0

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 166
 - Referrals into shelter: 16
 - SIP Sites: 0
 - Congregate: 11
 - Non-congregate: 2
 - Navigation: 0
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 3
 - Referrals to other services:
 - Medical: 6
 - Behavioral health: 2
 - Homeward Bound: 0
 - Substance use treatment: 5

- Financial benefits: 15
- Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 8
 - Face masks: 2
 - Handwashing kit: 0
 - Food/snacks: 28
 - Water: 88
 - Undergarments: 19
 - Shoes: 0
 - Emergency blankets: 33
 - Ponchos: 0
 - Other clothing: 8

Urban Alchemy

- Positive engagements: 15,284
- Social norm interventions: 5,373
- De-escalation interventions: 601
- Overdose reversals: 1
- 911 requests: 4
- 311 requests: 19
- Needles collected: 1,155
- Trash bags filled: 551

Public Works

- Amount of waste collected in Tenderloin: 199 tons
- Number of power washings completed: 117
- Service requests for waste submitted to 311: 437
- Services requests for waste responded by DPW: 415
- Number of bags of debris collected: 120

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	9	0	9
Encampments	78	52	26
Graffiti	77	8	69
Damaged property	20	8	12
Streetlight repair	8	3	5

Law Enforcement

- Calls for service: 1,146

- Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 168
- Priority B (crimes that just occurred where suspects may still be nearby): 285
- Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 693
- Number of arrests resulting in booking: 28
 - Assault/battery: 3
 - Carjacking: 0
 - Commercial/residential burglary: 0
 - Domestic violence: 1
 - Embezzlement: 1
 - Firearm: 0
 - Narcotics sales/possession for sale: 12
 - Probation Violation: 1
 - Resist/delay arrest:
 - Robbery: 3
 - Terrorist threats: 1
 - Theft: 0
 - Vandalism: 2
 - Vehicle stolen/recover: 2
 - Violation of restraining order: 1
 - Warrant arrest: 1
- Number of arrests resulting in citation: 9
 - Assault/battery: 4
 - Narcotics sales/possession for sale: 2
 - Shoplifting: 2
 - Theft: 0
 - Driving w/ No License/Suspended/Revoked: 1
- Quantity of seized narcotics: 1,449 grams
- Quantity of seized fentanyl: 1,164 grams
- MTA Parking enforcement citations: 107 citations