Tenderloin Emergency Initiative Situation Report
Operational Period 15
3/21/22-3/27/22

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

Efforts for Operational Period (OP) 15 focused on refining metrics for existing public dashboards on the Tenderloin Emergency Initiative data and reports page and publishing a new dashboard for the goal area of "reducing fatal and non-fatal overdoses". The goal area of "increasing access to behavioral health services" was revised to "increasing connections to care" to reflect the range of services that are provided through the Tenderloin Emergency Initiative, including social services and behavioral health service connections. Joint Field Operations continued to expand to additional areas of the TEI project area and buffer zone based on daily observations and community input, and further locations were identified as priorities for all participating departments.

Key Activities/Highlights:

- A new public-facing dashboard to show progress for the goal area of "reducing fatal and non-fatal overdoses" was published on the Tenderloin Emergency Initiative data and reports website on 3/25.
- The quarterly tent count completed in OP 12 showed a 41% decrease in street sleeping in the Tenderloin neighborhood since the beginning of the Tenderloin Emergency Initiative.
- The list of priority locations was expanded to reflect a wider area for daily TEI cleanup and outreach activities in addition to Joint Field Operations targeted areas.

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 goal areas as the top issues to address in the Tenderloin. These goal areas track the output of City and non-City partners working on the Tenderloin Emergency Initiative but also outcomes of those efforts measured by impact in the neighborhood. To ensure that operations are directly addressing the goal areas, all objectives must link back to at least one of the following goal areas:

1. Reduce drug sales and violent crime
2. Reduce homelessness and street sleeping
3. Eliminate widespread public drug usage
4. Increase safe passage and accessibility
5. Cleaner sidewalks and streets
6. Reduce fatal and non-fatal overdoses

7. Eliminate widespread street vending
8. Increase connections to care

OPERATIONAL PERIOD 15 (March 21 – March 27)

Objective	Goal Area Crosswalk	Tactics and Response Activities

1. Perform daily joint field outreach and operations at the following priority locations on a rotating basis:
  a. 500/600 Block of Ellis
  b. 100 Block of Leavenworth
  c. 300 Block of Hyde
  d. 700/600/400/ 200/100 Block of Eddy
  e. 12th and Market
  f. 200 Block of Golden Gate
  g. Unit Block of Turk
  h. 100 Block of Mason/ 5th and Market
	All	• Performed twice-daily Joint Field Operations Monday 3/21 through Sunday 3/27.
		  o Monday morning operations began at 300 Hyde and afternoon operations began at Myrtle and Polk
		  o Tuesday morning operations began at 700 Eddy and afternoon operations began at Cedar and Polk
		  o Wednesday morning operations began at 100 Turk and afternoon operations began at 300 Ellis
		  o Thursday morning and afternoon operations began at 12th and Market
		  o Friday morning and afternoon operations began at 12th and Market
		  o Saturday morning operations began at 300 Hyde and afternoon operations began at Myrtle and Polk
		  o Sunday morning operations began at 700 Eddy and afternoon operations began at Cedar and Polk
		• Operations included representatives from SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD.
		• SFPD maintained increased levels of staffing in the TEI project area.
		• MTA maintained enforcement activities in all priority locations. On 3/22, 55 citations were issued. On 3/24, 25 citations were issued.
		• 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.
		• HSOC supported the TEI with work on the edge of the project area on 3/21.

			• Field outreach was performed at each priority location between 3/21 and 3/25 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin.
2.	Finalize the Tenderloin Linkage Center's long-term model, including a draft budget, staffing plan, and equipment inventory list by 3/25.	Reduce homelessness and street sleeping Eliminate widespread public drug usage Reduce fatal and non-fatal overdoses Increase connections to care	• Work to finalize the budget for continued operations of the Tenderloin Linkage Center (TLC) continued with CBO partners and Collective Impact Model partners in OP 15. • The right-sized staffing model for the transition period for Phase 3 was finalized based on the established scope of the future state of the TLC. • Completed an inventory of equipment at the TLC provided for Phases 1 and 2 by partner departments. Work to return equipment to departments and acquire replacements will continue in the following OPs.
3.	Develop, revise, and/or finalize multiple public information products and projects, including the safer and healthier streets flyer, TEI key messages and FAQs, and Linkage Center design by 3/27.	Reduce drug sales and violent crime Reduce homelessness and street sleeping Eliminate widespread public drug usage Increase safe passage and accessibility Cleaner sidewalks and streets	• Revised the safe and healthier streets flyer with feedback from operational partners in OP 15 and will provide a finalized draft for the Incident Commander and TEI policy group for review in OP 16. The flyer provides guidelines that describe unacceptable behaviors that cause harm to the community.

	Eliminate widespread street vending	
4. Review and confirm the revised TEI goals, metrics, and outcome measures, including progress on dashboards and data gathering tactics and their associated timelines by 3/23.	All	• This work is ongoing and will continue in OP 16.
5. Confirm data sources and finalize dashboards for decreasing overdoses and increasing connections to care by 3/25.	Reduce fatal and non-fatal overdoses Increase connections to care	• Work to compile the metrics and data sources from all operational partners for the revised goal of "increasing connections to care" continued in OP 15. This work is ongoing and will be continued to OP 16. • The public dashboard for the goal area of "reducing fatal and non-fatal overdoses" was completed and published on the Tenderloin Emergency Initiative page.
6. Begin development of improved forms for data gathering related to field observations, operations, and calls for service by 3/25.	Reduce drug sales and violent crime Eliminate widespread public drug usage Increase safe passage and accessibility Cleaner sidewalks and streets Eliminate widespread street vending	• Work to develop tools for observation data collection began in OP 15 and will continue through OP 17.

7. Revise and refine the process for documenting and following up on short- and long-term community needs.	All	• Work to refine the process for documenting and following up on community needs and requests continued in OP 15 and is ongoing. The Community and Equity Brach will continue to develop pathways to escalate requests to departments in OP 16.
8. Present highlights from the TLC Equity Assessment to TLC leadership and determine next steps no later than 3/25.	Reduce homelessness and street sleeping Eliminate widespread public drug usage Reduce fatal and non-fatal overdoses Increase connections to care	• The Equity and Community Branch presented findings and recommendations from the TLC Equity Assessment to TLC leadership on 3/24. Next steps will include presenting the assessment to Human Rights Commission staff for strategic planning.
9. Refine measures and gather additional data related to the goals of increasing access to behavioral health services and decreasing homelessness and street sleeping by 3/18.	Reduce homelessness and street sleeping Increase connections to care	• Work to refine measures and establish data sources for the goal area of "reducing homelessness and street sleeping" continued in OP 15 and the revised dashboard will be published on the Tenderloin Emergency Initiative data and reports page in OP 16.
10. Make updates to all dashboards and public reports that draw from SF311 to reflect a changed data pull with improved geographic boundaries by 3/18.	Reduce drug sales and violent crime Reduce homelessness and street sleeping	• Completed a dataset to improve the accuracy of data from 311 shown on public dashboards, which now includes the buffer zone of the TEI project area.

	Increase safe passage and accessibility Cleaner sidewalks and streets Reduce fatal and non-fatal overdoses	

11. Continue holding listening sessions, addressing community feedback, and documenting short- and long-term community needs.	All	• Scheduled 3 community listening sessions for OP 16:
		   ○ St. Anthony's and 826 Valencia on 3/28
		   ○ Tenderloin People's Congress on 3/31
		   ○ Second session for residents and property managers from 300 Hyde/400 Eddy on 4/1

METRICS TRACKING – OPERATIONAL PERIOD 15

OP 15 Priority Locations:

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

500 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
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	1	0	0	N	0	Y	N/A	Y	N
3/24	3	0	0	N	0	Y	N/A	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

600 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
3/21	Not assessed on 3/21								
3/22	5	5	3	Y	0	Y	N/A	N	Y
3/23	2	4	2	N	0	Y	N/A	N	N
3/24	4	2	2	N	0	Y	N/A	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

100 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

Date									
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	1	3	0	N	0	Y	N/A	N	N
3/24	2	2	0	N	0	Y	N/A	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

200 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
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	5	0	0	N	0	Y	N/A	N	N
3/24	4	0	0	N	0	Y	N/A	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

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
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	2	0	0	N	0	Y	N/A	Y	N
3/24	6	8	0	N	0	Y	N/A	Y	Y
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

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
3/21	Not assessed on 3/21								
3/22	5	4	0	N	0	Y	Y	N	N
3/23	0	1	0	N	0	Y	Y	N	N
3/24	2	5	0	N	0	Y	Y	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

700 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
3/21	Not assessed on 3/21, 3/22, or 3/23								
3/22									
3/23									
3/24	0	0	0	N	0	Y	Y	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

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
3/21	7	22	0	N	0	Y	N/A	Y	N
3/22	7	17	0	N	0	Y	N/A	N	Y
3/23	8	18	0	N	0	Y	N/A	Y	N
3/24	3	12	0	N	0	Y	N/A	Y	Y
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									

3/27									

100 block of Leavenworth

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/21	*Not assessed on 3/21 or 3/22*								
3/22									
3/23	2	3	0	N	0	Y	N/A	N	N
3/24	4	3	1	N	0	Y	N/A	Y	N
3/25	*Not assessed on 3/25, 3/26, or 3/27*								
3/26									
3/27									

100 block of Mason

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/21	*Not assessed on 3/21 or 3/22*								
3/22									
3/23	2	0	2	N	0	Y	N/A	N	N
3/24	1	0	1	N	0	Y	N/A	N	N
3/25	*Not assessed on 3/25, 3/26, or 3/27*								
3/26									
3/27									

5th and 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
3/21	*Not assessed on 3/21 or 3/22*								
3/22									
3/23	2	0	1	N	0	N	N	Y	N

Date									
3/24	3	2	0	N	0	Y	N	Y	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

12th and 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
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	1	2	20	N	0	Y	N/A	N	N
3/24	6	0	0	N	0	Y	N/A	N	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

0 block of Turk

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/21	Not assessed on 3/21 or 3/22								
3/22									
3/23	1	0	0	N	0	Y	N/A	N	N
3/24	0	0	0	N	0	Y	N/A	Y	N
3/25	Not assessed on 3/25, 3/26, or 3/27								
3/26									
3/27									

200 block of Golden Gate

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending

3/21	Not assessed on 3/21 or 3/22							
3/22								
3/23	0	3	0	N	0	N	N/A	Y	N
3/24	2	2	0	N	0	N	N/A	Y	N
3/25	Not assessed on 3/25, 3/26, or 3/27							
3/26								
3/27								

Note: "Problem Behaviors" are 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.

Dashboard links and metrics by goal area:

Reduce drug sales and violent crime

Data on arrests for narcotic sales and assault/battery and the quantity of narcotics seized can be found on the public dashboard: Reducing violent crime and drug sales in the Tenderloin

- Calls for service: 1,267
    - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 182
    - Priority B (crimes that just occurred where suspects may still be nearby): 335
    - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 750

Reduce homelessness and street sleeping

Data on encounters with people experiencing homelessness, placements into shelter, tent counts, and calls for service regarding encampments can be found on the public dashboard: Reducing homelessness and street sleeping in the Tenderloin

- Housing assessments among guests at the TLC: 72

Cleaner sidewalks and streets

Data on requests for street cleaning and amounts of waste removed by DPW can be found on the public dashboard: Cleaner sidewalks and streets in the Tenderloin

- Public Works:
    - Number of power washings completed: 76
- Urban Alchemy:
    - Trash bags filled: 899

Increase safe passage and accessibility

Data on streetlight repairs, curb and sidewalk repairs, and responses to blocked streets and sidewalks can be found on the public dashboard: Increasing safe passage and accessibility in the Tenderloin

- Urban Alchemy
  - Positive engagements: 25,162
  - Social norm interventions: 7,297
  - De-escalation interventions: 1,117
  - 911 requests: 17
  - 311 requests: 36
  - Needles collected: 1,581
- MTA Parking enforcement citations: 56 citations and 1 tow

311 infrastructure-related service calls	Total	Closed	Outstanding
Encampments	63	55	8
Graffiti	63	26	37
Damaged property	35	15	20

Reduce widespread public drug use

- Linkage Center
  - Total number of visits: 2,828

Reduce fatal and non-fatal overdoses

Data on overdose reversals by EMS, Tenderloin Linkage Center staff, and community members, as well as the number of naloxone doses distributed to the community and accidental overdose deaths can be found on the public dashboard: Reducing fatal and non-fatal overdoses in the Tenderloin

- Number of overdose reversals:
  - Urban Alchemy: 5

Eliminate widespread street vending

- Metrics TBD

Increased access to care

- 911 medical calls to the Tenderloin: 289
  - Deaths: 1
  - Signed out against medical advice: 10
  - No merit: 26
  - Patient declined transport: 34
  - Unable to locate/Gone on arrival: 20
  - Code 2 (acute but not time-critical) transport: 187

- o Code 3 (critical) transport: 11
- Street Crisis Response Team (SCRT)
  - o Number of encounters: 26
    - ▪ Patient declined transport: 8
    - ▪ Unable to locate client: 14
    - ▪ Ambulance transport to hospital: 0
    - ▪ Transport to social/behavioral setting: 2
    - ▪ Other disposition/referral: 2
- Felton Institute's Street Team (FEST)
  - o Number of engagements/encounters: 134
  - o Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 106
  - o Referrals to Linkage Center: 123
- FEST with JFO (Behavioral Health Outreach)
  - o Number of engagements/encounters: 102
  - o Number of people with behavioral health needs encountered: 28
  - o Referrals to Linkage Center: 82
  - o Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 82
  - o Number of placements to medical treatment, mental health treatment, substance use disorder treatment: 0
  - o Number of placements to sobering center: 0
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
  - o Number of engagements/encounters: 100
  - o Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 259
  - o Number of people linked to medical care with Street Medicine: 25
  - o Referrals to Linkage Center: 0

Tenderloin Linkage Center:

- Meaningful engagements: 164
  - o Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 34
  - o COVID-19 (vaccination, testing, etc.): 1
  - o Food and nutrition: 25
  - o Mental Health Care and psychiatric medication refills: 1
  - o Mental Health Urgent Care (Hummingbird, Dore): 1
  - o Physical Health (Primary care/dental/non-urgent): 5
  - o Physical Health (Urgent Medical Care): 4
  - o Prevention HIV, Hep-C, STI Testing and Treatment: 3
  - o Substance use care (drug user health, i.e., syringe programs): 7
  - o Substance use care medication-assisted treatment (methadone/Buprenorphine): 7
  - o Substance use treatment (detox, residential, and outpatient): 3
  - o Therapy and mentoring: 63

- o Vocational, employment, and legal support: 10
- Referrals: 147
  - o Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 74
  - o COVID-19 (vaccination, testing, etc.): 1
  - o Family care: 1
  - o Food and nutrition: 9
  - o Mental Health Care and psychiatric medication refills: 1
  - o Mental Health Urgent Care (Hummingbird, Dore): 0
  - o Prevention HIV, Hep-C, STI Testing & Treatment: 0
  - o Physical Health (Primary care/dental/non-urgent): 7
  - o Physical Health (Urgent Medical Care): 6
  - o Prevention HIV, Hep-C, STI Testing and Treatment: 1
  - o Substance use care (drug user health, i.e., syringe programs): 4
  - o Substance use care medication-assisted treatment (methadone/Buprenorphine): 8
  - o Substance use treatment (detox, residential, and outpatient): 14
  - o Therapy and mentoring: 4
  - o Veteran support: 2
  - o Vocational, employment, and legal support: 15
- Pending linkage: 7
  - o Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 1
  - o COVID-19 (vaccination, testing, etc.): 1
  - o Mental Health Urgent Care (Hummingbird, Dore): 1
  - o Physical Health (Urgent Medical Care): 0
  - o Substance use care (drug user health, i.e., syringe programs): 1
  - o Substance use treatment (detox, residential, and outpatient): 2
  - o Vocational, employment, and legal support: 1
- Completed linkage: 17
  - o Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 5
  - o Food and nutrition: 4
  - o Physical Health (Primary care/dental/non-urgent): 2
  - o Physical Health (Urgent Medical Care): 2
  - o Prevention HIV, Hep-C, STI Testing & Treatment: 0
  - o Substance use treatment (detox, residential, and outpatient): 1
  - o Substance use care medication-assisted treatment (methadone/Buprenorphine): 1
  - o Vocational, employment, and legal support: 2

Tenderloin Linkage Center Notes:

The TLC is an opportunity for guests to connect to shelter and housing among other services. However, data on completed connections to shelter, housing assessments, or housing is included in the goal area of "reducing homelessness and street sleeping", and is not duplicated in this goal area.

"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 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.