

Tenderloin Emergency Initiative Situation Report

Operational Period 16

3/28/22-4/3/22

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

All response agencies' available shelter referral options were limited during Operational Period (OP) 16 due in part due to the continuing resolution of a large encampment at 12th and Market from OP 15. Staffing was also limited. Efforts for OP 16 focused on refining metrics for public dashboards on the [Tenderloin Emergency Initiative data and reports](#) page and revising the dashboard for the goal area "[Reduce Homelessness and Street Sleeping](#)." Planning for the Tenderloin Linkage Center (TLC) continued this OP, which included the development of a future state model for the facility, a long-term staffing plan, a transition schedule, and a budget for the future vision and scope.

Key Activities/Highlights:

- A revised public-facing dashboard to show progress for the goal area "[Reduce Homelessness and Street Sleeping](#)" was published on the Tenderloin Emergency Initiative data and reports website on 4/1.
- Joint field operations prioritized the area of 12th and Market to address community concerns about increased street sleeping, safety concerns, and waste buildup in the area. 23 people who were previously sleeping on the street in this location were placed into shelter during Operational Periods 15 and 16.
- TLC leadership worked with the Civic Center Community Benefit District (CCCBD) to develop a plan for improving the external aesthetics of the TLC to contribute to the ongoing quality of life improvements in the area. The plan includes designing and installing fencing, funded by the CCCBD.
- The Equity and Community Engagement Team held three listening sessions: St. Anthony's and 826 Valencia on 3/28, Tenderloin People's Congress on 3/31, and residents and property managers of 300 block of Hyde & 400 block of Eddy on 4/1.

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 and the outcomes of those efforts measured by impact on 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 16 (March 28 – April 3)

Objective	Goal Area Crosswalk	Tactics and Response Activities
<p>1. Perform daily joint field outreach and operations at the following priority locations on a rotating basis:</p> <ul style="list-style-type: none"> a. 300 Block of Hyde b. 300/600 Blocks of Ellis c. 100 Block of Leavenworth d. 700/600/400/200/100 Blocks of Eddy e. 12th and Market f. 7th and 8th from Market to Mission g. 6th and Minna h. 200 Block of Golden Gate 	<p>All</p>	<ul style="list-style-type: none"> • Performed twice-daily Joint Field Operations Monday 3/28 through Sunday 4/3. <ul style="list-style-type: none"> ○ Monday morning operations started at 6th and Minna, and afternoon operations started at 12th and Market ○ Tuesday morning operations started at 12th and Market, and afternoon operations started at 6th and Minna ○ Wednesday morning operations started at 300 Ellis, and afternoon operations started at Myrtle and Polk ○ Thursday morning operations started at 12th and Market, and afternoon operations started on Shannon Alley ○ Friday morning operations started at 6th and Mission, and afternoon operations started at Cedar and Polk ○ Saturday morning operations started at 300 Hyde, and afternoon operations started at 200 Eddy ○ Sunday morning operations started at 700 Eddy, and afternoon operations started at 300 Hyde • Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives. • SFPD maintained increased levels of staffing in the TEI project area. • MTA maintained enforcement activities in all priority locations. On 3/29, 46 citations were issued, and 2 vehicles were towed. On 3/31, 31 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.

		<ul style="list-style-type: none"> Field outreach was performed at each priority location between 3/28 and 4/1 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.
<p>2. Review existing staffing levels for Joint Field Operations and revise expectations for staff and tracked outcomes by 3/31.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> Held a coordination meeting with Joint Field Operations partners on 3/31 to discuss staffing levels related to FEST. This limited resource currently supports Joint Field Operations but will be returning to HSOC next week. FEST is increasing staffing and will be able to support both JFO and HSOC operations within two weeks or less. An additional meeting is scheduled for OP 17 to ensure adequate ambassador deployment preparations and implementation meet anticipated timelines.
<p>3. Review existing and projected community ambassador deployment locations and adjust other resource deployments if necessary by 3/30.</p>	<p>Reduce drug sales and violent crime</p> <p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p>	<ul style="list-style-type: none"> A meeting was held with City agencies where a plan was finalized to adjust resources to facilitate ambassador deployments along Market Street. Additional ambassador deployments will be occurring over the next two weeks.

	<p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p> <p>Eliminate widespread street vending</p>	
<p>4. Finalize the Tenderloin Linkage Center's future state recommendations, including a draft budget and long-term staffing plan, by 4/1.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> • The recommendation for the future state model of the Tenderloin Linkage Center (TLC) was finalized. • A long-term staffing plan and transition schedule for Disaster Services Workers was developed and hiring staff for TLC positions continued. • TLC leadership prepared materials for a meeting with the Mayor's Budget Office to confirm the future vision and scope of the TLC, scheduled for 4/7.
<p>5. Confirm data and metrics related to the "Increase Connections to Care" goal and create an initial draft dashboard by 4/1.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> • Data and metrics for the dashboard were validated with stakeholders. • Work to publish the public dashboard for the goal area of "increasing connections to care" continued in OP 16. It will be published in OP 17.
<p>6. Finalize and publish updates to the "Reduce Homelessness and Street Sleeping" goal</p>	<p>Reduce homelessness and street sleeping</p>	<ul style="list-style-type: none"> • The public dashboard for the goal area "Reducing Homelessness and Street Sleeping" was revised and published on the Tenderloin Emergency Initiative data and reports page.

<p>dashboard no later than 4/1.</p>		
<p>7. Submit recommendation to leadership by 3/30 that covers the formatting and content of future iterations of the weekly Situation Report based on the transition away from raw data and toward community impact dashboards.</p>	<p>All</p>	<ul style="list-style-type: none"> • A proposal for the next iteration of the weekly TEI Situation Report was submitted for review to the Incident Commander and Deputy Incident Commander. The next iteration of the Situation Report is defined by removing operational metrics from the Situation Report when they become incorporated into public dashboards.
<p>8. Finalize and distribute the safer and healthier streets documentation by 4/5. (JIS)</p>	<p>Reduce drug sales and violent crime</p> <p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Cleaner sidewalks and streets</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Eliminate widespread street vending</p>	<ul style="list-style-type: none"> • The safer and healthier streets flyer continued to be reviewed by the Policy Group in OP 16. This flyer provides guidelines that describe a unified approach of helping measures, safety measures, and community investments that will help support a thriving Tenderloin. • This objective will be continued into OP 17.

<p>9. Compile project plan for Tenderloin Linkage Center exterior aesthetic design and present to TEI leadership by 4/1.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> • TLC leadership worked with the Civic Center Community Benefit District (CCCBD) to develop a plan for improving the external aesthetics of the TLC to contribute to the ongoing quality of life improvements in the area. • Further improvements to the exterior of the TLC will include working with City partners to solve issues such as removing and replacing unhealthy trees and covering unused tree wells.
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METRICS TRACKING – OPERATIONAL PERIOD 16

OP 16 Priority Locations:

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

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
3/28	8	25	0	N	0	Y	N/A	N	Y
3/29	4	35	0	N	0	Y	N/A	Y	N
3/30	3	7	0	N	0	Y	N/A	Y	Y
3/31	10	14	0	N	0	Y	N/A	N	Y
4/1	12	21	0	N	0	Y	N/A	Y	Y
4/2	12	16	1	Y	0	Y	N/A	Y	Y
4/3	14	22	1	Y	0	Y	N/A	Y	Y

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
3/28	<i>Not Assessed</i>								
3/29	5	2	0	N	0	Y	N/A	Y	N
3/30	10	1	0	N	0	Y	N/A	Y	N
3/31	1	0	0	N	0	Y	N/A	Y	N
4/1	4	0	0	N	0	Y	N/A	Y	N
4/2	5	1	0	N	0	Y	N/A	N	N
4/3	<i>Not Assessed</i>								

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
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3/28	9	6	2	N	0	Y	N/A	N	N
3/29	7	10	4	N	0	Y	N/A	N	N
3/30	<i>Not Assessed</i>								
3/31	0	20	0	N	0	Y	N/A	N	N
4/1	8	10	0	N	0	Y	N/A	N	N
4/2	4	8	0	N	0	Y	N/A	N	N
4/3	4	6	0	N	0	Y	N/A	N	N

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
3/28	<i>Not Assessed</i>								
3/29	0	0	1	N	0	N	N/A	Y	N
3/30	0	0	1	N	0	N	N/A	Y	N
3/31	2	1	3	N	0	Y	N/A	Y	N
4/1	1	6	1	N	0	Y	N/A	Y	N
4/2	0	0	1	N	0	Y	N/A	N	N
4/3	<i>Not Assessed</i>								

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
3/28	0	0	1	N	0	N	N/A	N	N
3/29	1	0	0	N	0	Y	N/A	Y	N
3/30	0	5	1	N	0	Y	N/A	Y	N
3/31	2	2	0	N	0	Y	N/A	N	N
4/1	<i>Not Assessed</i>								
4/2	2	5	0	N	0	Y	N/A	N	N
4/3	<i>Not Assessed</i>								

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
3/28	3	0	0	N	0	Y	N/A	Y	N
3/29	3	0	1	N	0	Y	N/A	Y	N
3/30	1	0	1	N	0	Y	N/A	Y	N
3/31	1	0	1	N	0	Y	N/A	Y	N
4/1	4	0	2	N	0	Y	N/A	Y	N
4/2	0	2	1	N	0	Y	N/A	Y	N
4/3	<i>Not Assessed</i>								

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
3/28	4	9	0	N	0	Y	N/A	Y	Y
3/29	3	7	0	N	0	Y	N/A	Y	N
3/30	4	0	0	N	0	Y	N/A	Y	N
3/31	<i>Not Assessed</i>								
4/1	2	4	0	N	0	Y	N/A	Y	Y
4/2	4	6	0	Y	0	Y	N/A	Y	Y
4/3	<i>Not Assessed</i>								

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
3/28	7	11	0	N	0	Y	N	Y	N
3/29	6	3	1	N	0	Y	Y	Y	N
3/30	0	0	0	N	0	Y	N	N	N
3/31	6	10	0	N	0	Y	N	Y	N
4/1	0	8	0	N	0	Y	N	Y	N

4/2	7	10	0	N	0	Y	Y	Y	N
4/3	9	13	0	N	0	Y	Y	Y	N

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
3/28	3	9	0	N	0	Y	N	Y	N
3/29	1	0	0	N	0	N	N	Y	N
3/30	1	3	1	N	0	N	N	Y	N
3/31	3	3	1	N	0	Y	Y	N	N
4/1	3	3	1	N	0	Y	Y	N	N
4/2	3	6	0	N	0	Y	Y	Y	N
4/3	5	6	0	N	0	Y	Y	Y	N

12th & 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
3/28	2	0	7	N	0	Y	N/A	N	N
3/29	2	0	9	N	0	Y	N/A	N	N
3/30	2	0	9	N	0	Y	N/A	N	N
3/31	2	0	9	N	0	Y	N/A	N	N
4/1	2	0	6	N	0	N	N/A	N	N
4/2	2	0	5	N	0	Y	N/A	N	N
4/3	<i>Not Assessed</i>								

7th from Market to Mission

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/28	9	13	0	N	0	Y	Y	N	N
3/29	6	8	0	N	0	Y	Y	N	N

3/30	7	7	0	N	0	Y	Y	N	N
3/31	6	8	0	N	0	N	Y	Y	N
4/1	8	12	1	N	0	Y	Y	Y	N
4/2	12	10	0	N	0	Y	Y	N	N
4/3	<i>Not Assessed</i>								

8th from Market to Mission

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/28	9	15	0	N	0	Y	N	N	N
3/29	6	12	0	N	0	Y	N	N	N
3/30	8	14	0	N	0	Y	N	N	N
3/31	3	4	0	N	0	Y	N	Y	N
4/1	4	8	1	N	0	Y	N	Y	N
4/2	8	8	0	N	0	Y	N	N	N
4/3	<i>Not Assessed</i>								

6th & Minna

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/28	7	0	0	N	0	Y	N/A	N	N
3/29	6	0	0	N	0	Y	N/A	N	N
3/30	5	0	0	N	0	Y	N/A	N	N
3/31	2	0	0	N	0	Y	N/A	N	N
4/1	2	1	0	N	0	Y	N/A	Y	N
4/2	4	0	0	N	0	Y	N/A	N	N
4/3	<i>Not Assessed</i>								

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
3/28	3	6	0	N	0	Y	N	N	N
3/29	3	6	0	N	0	Y	N	N	N
3/30	3	6	0	N	0	Y	N	N	N
3/31	1	1	0	N	0	N	N/A	Y	N
4/1	0	1	0	N	0	Y	N/A	Y	N
4/2	0	3	0	N	0	Y	N/A	Y	N
4/3	0	5	0	N	0	Y	N/A	Y	N

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: 1,228
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 171
 - Priority B (crimes that just occurred where suspects may still be nearby): 299
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 758

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: 51

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: 97
- Urban Alchemy:
 - Trash bags filled: 845

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: 22,410
 - Social norm interventions: 6,665
 - De-escalation interventions: 1,234
 - 911 requests: 16
 - 311 requests: 25
 - Needles collected: 1,532

311 infrastructure-related service calls	Total	Closed	Outstanding
Encampments	82	66	16
Graffiti	76	27	49
Damaged property	32	9	23

Reduce widespread public drug use

- Linkage Center
 - Total number of visits: 2,970

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: 3

Eliminate widespread street vending

- Metrics TBD

Increased connections to care

- Street Crisis Response Team (SCRT)
 - Number of engagements: 36
 - Number of encounters regarding substance use and/or mental health: 9
 - Number of referrals regarding substance use and/or mental health: 0
- Felton Institute's Street Team (FEST)

- Number of engagements/encounters: 105
- Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 93
- FEST with JFO (Behavioral Health Outreach)
 - Number of engagements/encounters: 110
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 102
 - Number of placements to medical treatment, mental health treatment, substance use disorder treatment: 0
 - Number of placements to sobering center: 0
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 149
 - Number of referrals to mental health treatment: 40
 - Number of linkages to mental health treatment: 5
 - Number of referrals to substance use disorder treatment: 1
 - Number of linkages to substance use disorder treatment: 1
 - Number of linkages to medical care w/Street Medicine: 23

Tenderloin Linkage Center:

- Dignity Services Provided:
 - Showers: 325
 - Laundry: 96
 - Hot meals: 2,319
- Referrals: 154
 - Community & other social services: 110
 - Mental health care: 10
 - Physical health & preventative services: 22
 - Substance use treatment: 11
 - Drug user health: 1
- Pending linkage: 6
 - Community & other social services: 5
 - Physical health & preventative services: 1
- Completed linkage*: 52
 - Community & other social services: 30
 - Mental health care: 1
 - Physical health and preventative services: 16
 - Substance use treatment: 5

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.

"Referral" refers to a longer conversation with a guest where information is provided regarding how to access existing walk-in or drop-in services, and the 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.

**Note: Data for "completed linkages" was not available for the publication of this report on 4/6. This data has been updated as of 4/11/22.*