

Tenderloin Emergency Initiative Situation Report

Operational Period 24

5/23/22-5/29/22

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) 24 continued to focus on the transition from crisis to sustained operations for all sections of the TEI organization, including leadership, communications, community engagement, and data collection and visualization. Increased enforcement and engagement continued in UN Plaza to mitigate harmful behaviors and connect individuals to activities and services at the Tenderloin Center (TLC) and other City programs. Shelter availability was limited with very few non-congregate options. The public polling survey for those who live, work, or volunteer in the Tenderloin continued to receive responses and was translated into additional languages this OP. By the conclusion of OP 24, there were over 850 responses.

Key Activities/Highlights:

- Joint field operations continued, focusing on the Ellis and Eddy corridors as well as Mission and Minna priority locations.
- The Tenderloin and Civic Center Community Benefit Districts distributed the public polling survey on sentiments about conditions in the Tenderloin to Block Safety Groups and Mid-Market stakeholders. The survey is available in English, Spanish, Chinese, Filipino, Vietnamese, Thai, and Khmer as of OP 24. Arabic translations are complete and will be published during OP 25.
- City Planning personnel who will lead sustained operations of the Tenderloin Emergency Initiative met with the community stakeholder group to initiate a discussion about the structure, governance, and goals for sustained operations in the neighborhood. They invited the community stakeholder group to participate in the weekly Tenderloin People's Congress Vision 2020 Committee meeting, which is working to blend the operations of the TEI with the [Tenderloin Community Action Plan](#).

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 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 24 (May 23 – May 29)

Objective	Goal Area Crosswalk	Tactics and Response Activities
<p>1. Perform daily joint field outreach and operations at the following priority locations:</p> <ul style="list-style-type: none"> a. Market between 6th and 9th b. 400, 500, 600, 700 Eddy c. 300, 400, 600 Ellis d. 200 Taylor e. 300, 400 Hyde f. Mission between 7th and 9th (inc. Laskie) g. 500, 600 Minna h. Myrtle between Polk and Larkin i. Jessie at 6th 	<p>All</p>	<ul style="list-style-type: none"> • Performed twice-daily Joint Field Operations Monday 5/23 through Sunday 5/27. <ul style="list-style-type: none"> ○ Monday morning operations started at 500 and 600 Minna, and afternoon operations started at Mission between 7th and 9th ○ Tuesday morning operations started at Myrtle between Polk and Larkin, and afternoon operations started at 500 and 600 Minna ○ Wednesday morning operations started at Jessie at 6th, and afternoon operations started at Bill Graham ○ Thursday morning operations started at 300 Ellis, and afternoon operations started at 500 and 600 Minna ○ Friday morning operations started at 700 Eddy, and afternoon operations started at 300 Hyde ○ Saturday morning operations started at 300 Hyde, and afternoon operations started at 700 Eddy ○ Sunday morning operations started at Mission between 7th and 9th, and afternoon operations started at 300 Ellis • Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives. • SFPD maintained increased levels of staffing in the TEI project area, especially focusing on enforcement at UN Plaza. The following enforcement operations occurred in the priority areas during this OP: <ul style="list-style-type: none"> ○ Two instances of arrest for aggravated assault, one arrest for stolen property, and two warrant arrests at UN Plaza ○ Four instances of arrest for drug sales at Eddy and Hyde ○ Three instances of arrest for drug sales at 8th and Market ○ One arrest for robbery on Market between 7th and 8th ○ One warrant arrest on Leavenworth between Eddy and Ellis

		<ul style="list-style-type: none"> • MTA maintained enforcement activities in all priority locations. 27 citations were issued on 5/24, including 1 in UN Plaza. 62 citations were issued on 5/25. • DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness. • DPW conducted the weekly power washing within the Tenderloin Center (TLC) exterior footprint. • TLC personnel increased outreach in UN Plaza to connect individuals to resources and social space through the TLC. • HSH HOT Teams conducted outreach in all priority locations Monday through Friday. • HSH piloted an expansion of shelter outreach and placement hours to 24/7 for the Street Wellness Response Team (SWRT) and EMS6. Although these street response teams are not dedicated TEI resources, they spend considerable time in the TEI area and support Tenderloin sheltered and unsheltered residents. • HSOC supported TEI efforts with outreach and cleaning on the edge of the project area at Fern and Hemlock alleys on 5/23. • Field outreach was performed at each priority location between 5/23 and 5/27 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. • The Mid-Market Business Association activated the south side of Market Street and expanded the presence of Urban Alchemy practitioners in the TEI project area as part of the Community Safety Program.
2. Finalize operational minimum levels of service for sustained operations planning by 5/27.	All	<ul style="list-style-type: none"> • Final draft operational levels of service were compiled during OP 24. • Finalizing the minimum levels of service for sustained operations is contingent on funding levels that are still pending with the City's budget process. • This objective will be continued into OP 25.
3. Draft a revised UN Plaza and Market Street	Reduce drug sales and violent crime	<ul style="list-style-type: none"> • Operational meetings continued with public safety and enforcement agencies this OP. • This objective will continue into OP 25.

<p>corridor intervention plan by 5/26.</p>	<p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p> <p>Eliminate widespread street vending</p> <p>Increase connections to care</p>	
<p>4. Implement enhanced data collection processes, including robust training of on-site staff, to ensure accurate data collection with revised definitions and advance transition plan to Qless system throughout the OP.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> • The TLC implemented several new MS forms to enhance data collection and provided training and oversight to on-site staff on usage. • Continued to refine MS forms for other on-site providers to better capture the breadth of on-site activities. • Plans for implementing the QLess guest queuing system have been paused due to system limitations. The TLC will focus resources on improving MS forms, which will be the foundation for the QLess system if it is feasible in the future.

<p>5. Publish the revised dashboard for services, activities, and connections at the Tenderloin Center (TLC) as part of the increase connections to care goal by 5/25.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> • The Data and Intelligence team worked with the TLC to troubleshoot data collection and reporting issues in OP 24. • The preview page for the revised dashboard for services, activities, and connections at the TLC will be circulated in OP 25, and the data dashboards will be published on the public reporting page in OP 26.
<p>6. Publish the preview page for the benefits dashboard as part of the increase connections to care goal by 5/27.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> • The Data and Intelligence team met with HSA to confirm the benefits information and share a mock-up of the benefits page. The following benefits will be included in the final publication: <ul style="list-style-type: none"> ○ CalFresh – food assistance program ○ Medi-Cal – health care benefits ○ County Adult Assistance Programs (CAAP) – income assistance for adults • The preview page for the benefits dashboard was completed and circulated for review with TEI and TLC leadership and data owners. The benefits dashboard will be completed and published in OP 25.
<p>7. Confirm the services, activities, and connections taking place in the field that align with those reported in TLC activity dashboards by 5/27 to support the development of the Street Team dashboard in OP 25.</p>	<p>Reduce homelessness and street sleeping Eliminate widespread public drug usage Reduce fatal and non-fatal overdoses Increase connections to care</p>	<ul style="list-style-type: none"> • Work to develop the Street Team dashboard will take place in OP 27 to allow time for the completion of the dashboards in the TLC PowerBI workspace and updates to forms that collect the relevant data.
<p>8. Expand outreach within Tenderloin neighborhoods and community-based</p>	<p>Reduce drug sales and violent crime</p>	<ul style="list-style-type: none"> • The Tenderloin and Civic Center Community Benefit Districts distributed the public polling survey to Block Safety Groups and Mid-Market stakeholders.

<p>organizations for distribution of public polling survey by 5/25.</p>	<p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p>	<ul style="list-style-type: none"> • Translations into Khmer, Thai, and Vietnamese were added to the survey to increase participation among limited-English-speaking participants. • The Data and Intelligence team completed a map product showing public opinion survey entries by respondent location to track geographic participation, inform where additional outreach may be needed, and capture observations and sentiments.
<p>9. Present updates on transition from crisis operations to sustained operations to community stakeholders on 5/26.</p>	<p>All</p>	<ul style="list-style-type: none"> • Various TEI sections continued working with the transition team to prepare for the transition from crisis operations to sustained operations, including phase III of data collection and visualization, community engagement, and communications. • The TEI Incident Commander and City Planning personnel who will lead sustained operations of the Tenderloin Emergency Initiative met with the community stakeholder group to initiate a discussion about the structure, governance, and goals for sustained operations in the neighborhood. They invited the community stakeholder group to participate in the weekly Tenderloin People's Congress Vision 2020 Committee meeting, which is working to blend the operations of the TEI with the Tenderloin Community Action Plan. • Transition work will continue in OP 25.

METRICS TRACKING – OPERATIONAL PERIOD 24

OP 24 Priority Locations:

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

Market between 6th and 7th

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	<i>Not assessed on 5/23</i>								
5/24	4	8	0	N	0	Y	Y	Y	Y
5/25	1	0	0	N	0	N	N	Y	N
5/26	5	0	0	N	0	Y	N	Y	N
5/27	3	1	0	N	0	Y	N	Y	N
5/28	2	2	1	N	0	Y	N	Y	N
5/29	5	4	0	N	0	Y	N	Y	N

Market between 7th and 8th

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	2	8	0	N	0	Y	N	Y	N
5/24	4	10	0	N	0	Y	N	Y	Y
5/25	1	6	0	N	0	Y	N	N	N
5/26	10	2	0	N	0	N	Y	Y	Y
5/27	6	4	0	N	0	Y	Y	Y	N
5/28	2	3	0	N	0	Y	N	Y	N
5/29	2	4	0	N	0	Y	N	Y	N

Market between 8th and 9th

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	2	12	0	N	0	Y	N	Y	N
5/24	2	8	0	N	0	Y	N	Y	N
5/25	3	36	0	N	0	Y	Y	Y	N
5/26	1	0	0	N	0	N	N	Y	N
5/27	15	4	0	N	0	Y	Y	Y	N
5/28	1	0	0	N	0	Y	N	Y	N
5/29	4	6	1	N	0	Y	N	Y	N

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
5/23	4	7	0	N	0	Y	N/A	Y	N
5/24	4	8	0	N	0	Y	N/A	Y	N
5/25	3	8	0	N	0	Y	N/A	Y	N
5/26	9	2	0	N	0	Y	N/A	Y	N
5/27	10	3	0	N	0	Y	N/A	N	N
5/28	6	8	0	N	0	Y	N/A	Y	Y
5/29	5	9	0	N	0	Y	N/A	Y	N

500 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
5/23	0	0	0	N	0	N	N	Y	N
5/24	1	0	0	N	0	Y	N	Y	N
5/25	1	1	0	N	0	Y	N	N	N
5/26	2	1	0	N	0	N	N	Y	N
5/27	0	0	0	N	0	N	N	N	N

5/28	0	1	0	N	0	Y	N	Y	N
5/29	<i>Not assessed on 5/29</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
5/23	1	6	0	N	0	Y	N	Y	N
5/24	4	8	0	N	0	Y	Y	N	N
5/25	1	6	0	N	0	Y	Y	N	N
5/26	10	3	1	N	0	N	N	Y	N
5/27	18	0	0	N	0	Y	N	N	N
5/28	3	5	0	N	0	Y	N	Y	N
5/29	3	12	0	N	0	Y	N	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
5/23	1	4	0	N	0	Y	Y	N	N
5/24	3	15	0	N	0	Y	Y	Y	N
5/25	0	10	0	N	0	Y	Y	N	N
5/26	5	1	0	N	0	Y	Y	N	N
5/27	6	3	0	N	0	Y	N	N	N
5/28	4	18	0	Y	0	Y	N	Y	N
5/29	7	13	0	N	0	Y	N	N	N

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
5/23	8	5	0	N	0	Y	N/A	Y	N

5/24	6	10	1	N	0	Y	N/A	Y	N
5/25	8	8	1	Y	0	Y	N/A	Y	N
5/26	20	5	5	N	0	Y	N/A	Y	N
5/27	10	3	0	N	0	Y	N/A	Y	N
5/28	8	1	1	N	0	Y	N/A	N	N
5/29	12	2	1	N	0	Y	N/A	N	N

400 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
5/23	0	4	0	N	0	Y	N/A	N	N
5/24	0	4	0	N	0	Y	N/A	N	N
5/25	2	6	0	N	0	Y	N/A	N	N
5/26	23	3	0	N	0	Y	N/A	N	N
5/27	12	3	0	N	0	Y	N/A	N	N
5/28	3	2	0	N	0	Y	N/A	N	N
5/29	2	4	0	N	0	Y	N/A	Y	N

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
5/23	5	18	3	N	0	Y	N/A	N	Y
5/24	3	15	3	N	0	Y	N/A	N	Y
5/25	5	12	0	N	0	Y	N/A	Y	Y
5/26	30	10	5	N	0	Y	N/A	N	N
5/27	15	4	0	N	0	Y	N/A	N	N
5/28	0	2	4	N	0	Y	N/A	Y	N
5/29	5	8	3	N	0	Y	N/A	Y	N

200 Block of Taylor

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	<i>Not assessed on 5/23</i>								
5/24	2	2	0	N	0	Y	N/A	N	N
5/25	1	5	2	N	0	Y	N/A	Y	N
5/26	0	0	5	Y	0	Y	N/A	Y	N
5/27	3	0	2	y	0	y	N/A	y	N
5/28	2	0	2	N	0	Y	N/A	N	N
5/29	4	0	4	N	0	Y	N/A	N	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
5/23	2	11	0	N	0	Y	N/A	N	Y
5/24	3	10	0	N	0	Y	N/A	N	Y
5/25	5	12	0	N	0	Y	N/A	Y	Y
5/26	30	10	0	N	0	Y	N/A	N	N
5/27	25	7	0	N	0	Y	N/A	N	N
5/28	10	12	0	N	0	Y	N/A	Y	N
5/29	7	12	0	N	0	Y	N/A	Y	Y

400 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
5/23	1	4	0	N	0	Y	N/A	N	N
5/24	1	4	0	N	0	Y	N/A	N	N
5/25	1	2	0	N	0	Y	N/A	N	N
5/26	0	0	0	N	0	Y	N/A	N	N
5/27	5	1	0	N	0	Y	N/A	N	N

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

Mission between 7th and 8th

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	1	11	0	N	0	Y	N	N	N
5/24	1	15	0	N	0	Y	N	Y	N
5/25	1	6	0	N	0	Y	N	N	N
5/26	10	2	0	N	0	Y	N	Y	Y
5/27	5	1	0	N	0	Y	Y	N	N
5/28	1	4	0	N	0	Y	N	N	N
5/29	6	18	0	N	0	Y	N	N	N

Mission between 8th and 9th (including Laskie)

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	14	24	2	N	0	Y	Y	Y	N
5/24	6	15	0	N	0	Y	Y	Y	N
5/25	3	36	0	N	0	Y	Y	Y	N
5/26	15	2	5	N	0	Y	N	Y	Y
5/27	25	6	8	N	0	Y	Y	N	N
5/28	8	12	1	N	0	Y	Y	N	N
5/29	4	11	0	N	0	Y	N	N	N

500 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
5/23	<i>Not assessed on 5/23</i>								
5/24	0	0	0	N	0	N	N/A	Y	N

5/25	2	4	0	N	0	Y	N/A	Y	N
5/26	1	1	0	N	0	Y	N/A	N	N
5/27	1	0	0	N	0	Y	N/A	N	N
5/28	3	2	0	N	0	Y	N/A	N	N
5/29	2	4	1	N	0	Y	N/A	N	N

600 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
5/23	<i>Not assessed on 5/23</i>								
5/24	6	6	0	Y	0	Y	N/A	N	N
5/25	2	8	1	N	0	Y	N/A	N	N
5/26	10	5	0	N	0	Y	N/A	N	N
5/27	11	5	0	N	0	Y	N/A	N	N
5/28	6	11	0	N	0	Y	N/A	N	N
5/29	4	1	1	N	0	Y	N/A	N	N

Myrtle between Polk and Larkin

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	<i>Not assessed on 5/23</i>								
5/24	2	6	5	N	0	Y	N/A	N	N
5/25	4	10	7	N	0	Y	N/A	N	N
5/26	2	0	7	N	0	Y	N/A	N	N
5/27	9	4	8	N	0	Y	N/A	N	N
5/28	2	0	5	N	0	Y	N/A	N	N
5/29	4	5	7	N	0	Y	N/A	N	N

6th and Jessie

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/23	2	0	8	N	0	N	N/A	N	N
5/24	1	8	7	N	0	Y	N/A	N	N
5/25	2	12	8	N	0	Y	N/A	Y	N
5/26	0	0	7	N	0	Y	N/A	N	N
5/27	2	2	7	N	0	Y	N/A	N	N
5/28	3	2	7	N	0	Y	N/A	N	N
5/29	3	4	7	N	0	Y	N/A	N	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, the quantity of narcotics seized, and emergency calls to 911 made in the Tenderloin to report a violent crime can be found on the public dashboard: [Reducing violent crime and drug sales in the Tenderloin](#)

- Calls for service: 1,160
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 197
 - Priority B (crimes that just occurred where suspects may still be nearby): 300
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 663

Reduce homelessness and street sleeping

Data on encounters with people experiencing homelessness, placements into shelter, housing assessments and placement into housing, tent counts, and calls for service regarding encampments can be found on the public dashboard: [Reducing homelessness and street sleeping in the Tenderloin](#)

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: 100
- Urban Alchemy:
 - Trash bags filled: 790

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: 29,065
 - Social norm interventions: 6,091
 - De-escalation interventions: 1,184
 - 911 requests: 9
 - 311 requests: 36
 - Needles collected: 1,400

1,400 Reduce widespread public drug use

- Tenderloin Center
 - Total number of visits: 2,991

Reduce fatal and non-fatal overdoses

Data on overdose reversals by EMS, Tenderloin Center staff, and community members; 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 access to care

Data on requests, referrals, and connections to care services through the Tenderloin Center can be found on the public dashboard: [Increasing connections to care for people in the Tenderloin](#)

The data shown in the dashboard is cumulative. Data for the Operational Period is shown below.

- Street Crisis Response Team (SCRT)
 - Number of encounters: 13
- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 696
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 615

- Note: Community Health Equity & Promotion and Persons Experiencing Homelessness Outreach Teams did not conduct outreach during OP 24

Tenderloin Center:

- Dignity Services Provided:
 - Showers: 198
 - Laundry: 93
 - Hot meals: 2,655
- Referrals: 328
 - Social services: 245
 - Physical health: 19
 - Behavioral health: 64
- Completed linkage: 81
 - Social services: 55
 - Physical health: 15
 - Behavioral health: 11

Tenderloin 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.

“Dignity Services” include showers, laundry, hygiene, and food provided to guests at the TLC. “Referrals” occur when staff initiates a process for a guest to access a service off-site. This may include a service navigator helping a guest set up a primary care appointment, enroll in an employment training course, or providing information and supporting a guest to access a specific health or social service. “Linkages” occur when a guest is confirmed as having connected to a service. Connections include confirmed enrollments in a public benefit such as Medi-Cal, confirmed move-in to a housing or shelter program, or confirmed engagement in a health service following a TLC referral.