



DECEMBER 2023

MONTHLY DATA REPORT



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This report provides an overview of the services delivered by HEART from December 1st, 2023 - December 31st, 2023. HEART utilizes data to assess the extent and effectiveness of our impact, identify areas requiring support, and highlight opportunities for improvement. Our impact ranges from the ability to engage with our clients to providing proper empathy, support, and care as an alternative to the police.

The data has been categorized as follows:

PRESENT IMPACT &
FUTURE FOCUS

INCIDENT TOTALS

DATA SUMMARY

INCIDENT SOURCE BY POLICE
DISTRICTS

INCIDENT TYPES BY POLICE
DISTRICTS

TOP 10 NEIGHBORHOODS

RESPONSE TIMES

911 INCIDENTS

311 INCIDENTS

HEART INCIDENTS

CITY INCIDENTS

MONTHLY TRENDS

MONTHLY TOTALS

The San Francisco HEART (Homeless Engagement Assistance Response Team) is a leading civilian first responder program designed to be an alternative to the conventional police response model, providing citywide coverage through mobile teams dispatched by the City's 9-1-1 (non-urgent) and 3-1-1 communications centers. SF HEART operates seven days a week, 7:00 am to 7:00 pm Monday – Friday, and 7:00 am to 3:30 pm on weekends. HEART deploys teams to unhoused people seeking shelter, substance abuse recovery, and mental health services.

HEART staff does not carry weapons nor enforce laws but instead, they skillfully link shelter and socio-health services to unhoused populations and reduce low level neighborhood conflicts associated with disturbances, noise complaints, wellness checks, suspicious persons, disorderly conduct, trespassing, and in particular, obstruction to people with disabilities and legal access to public space.

Since the official launch of SF HEART in June 2023, over 8,800 calls for service have been documented, exceeding the monthly contractual requirement by over 120%. Less than 9% of total calls handled by HEART were referred to public safety agencies. On an evolving scale, HEART is also responding to the Department of Emergency Management requests regarding persistent unhoused populations exhibiting signs of escalating distress and crises – the complexity of these calls require one-to-four hours per engagement, sometimes, with recurrence, and often, involving real time coordinated-communication with the Department of Public Health, the Department of Homeless and Supportive Housing, Department of Public Works, and City Hall.

PRESENT IMPACT & FUTURE FOCUS

DATA-DRIVEN COMMUNICATIONS AND ACCOUNTABILITY

As a responder to nonurgent 9-1-1 and 3-1-1 calls seven days a week, our communications and data specialists monitor in real time our field staff deployments, updating PEH engagement instructions in the Connected Worker App (CWA) and then tracking outcomes of that PEH engagement through a more comprehensive Assessment report captured in HEART's use of Zendesk. The data generated from these systems result in the validation of a monthly report.

TOOLS IN THE FIELD

In line with HEART's scope of work, all our team members are trained on using City-dispatch PD Radios (Motorola 800mhz) and UA-HEART Motorola Tlk 100s, in addition to secured iPads for live connection and protection of case management privacy of PEHs.

HEART staff are CPR, First Aid, and Narcan certified. Teams are equipped with First Aid Kits, Narcan, pickers for bio-hazard waste, and 4ft rulers.

OPERATIONAL SNAPSHOT

By contract with the SF Department of Emergency Management, HEART's operating hours are seven days a week.

Monday through Friday
7:00 am to 7:00 pm
Saturday and Sunday
7:00 am to 3:30pm.

Based on 9-1-1 and 3-1-1 dispatched calls, HEART deploys up to four vans citywide for mobile and street-team response.

PRESENT IMPACT & FUTURE FOCUS

MEASURES TO STRENGTHEN OUTCOMES

- To better serve the individuals we encounter on the streets, we need interactive access (rather than view-only) to the One System for serving people in real time.
- To strengthen our delivery of care and facilitation of services, we ask the Department of Public Health and Department of Homelessness and Supportive Housing to grant training opportunities for applicable HEART staff pertaining to distressed populations with behavioral and substance disorders.
- Request a briefing with the City Attorney on the operational parameters for conducting our scope of work relative to the current or modified injunction and city policies.
- We request an allocation of shelter beds to promptly place qualified people willing to accept housing at the time of our engagement.

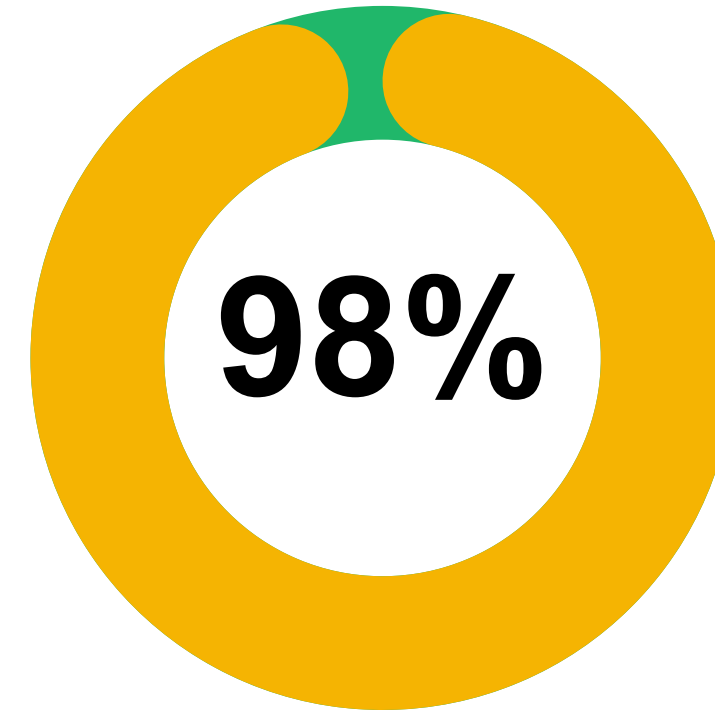
INCIDENT TOTALS

1,160

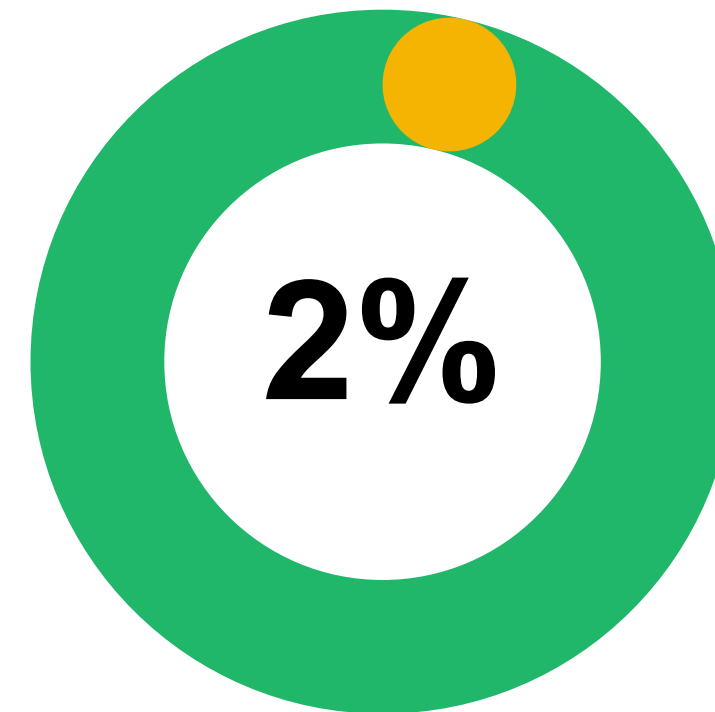
TOTAL INCIDENTS RESOLVED

37

DAILY AVERAGE RESOLVED



1,139
RECEIVED AND
RESOLVED IN DECEMBER



21
RECEIVED IN NOVEMBER AND
RESOLVED IN DECEMBER

DATA SUMMARY OF 1,160 RESOLVED INCIDENTS

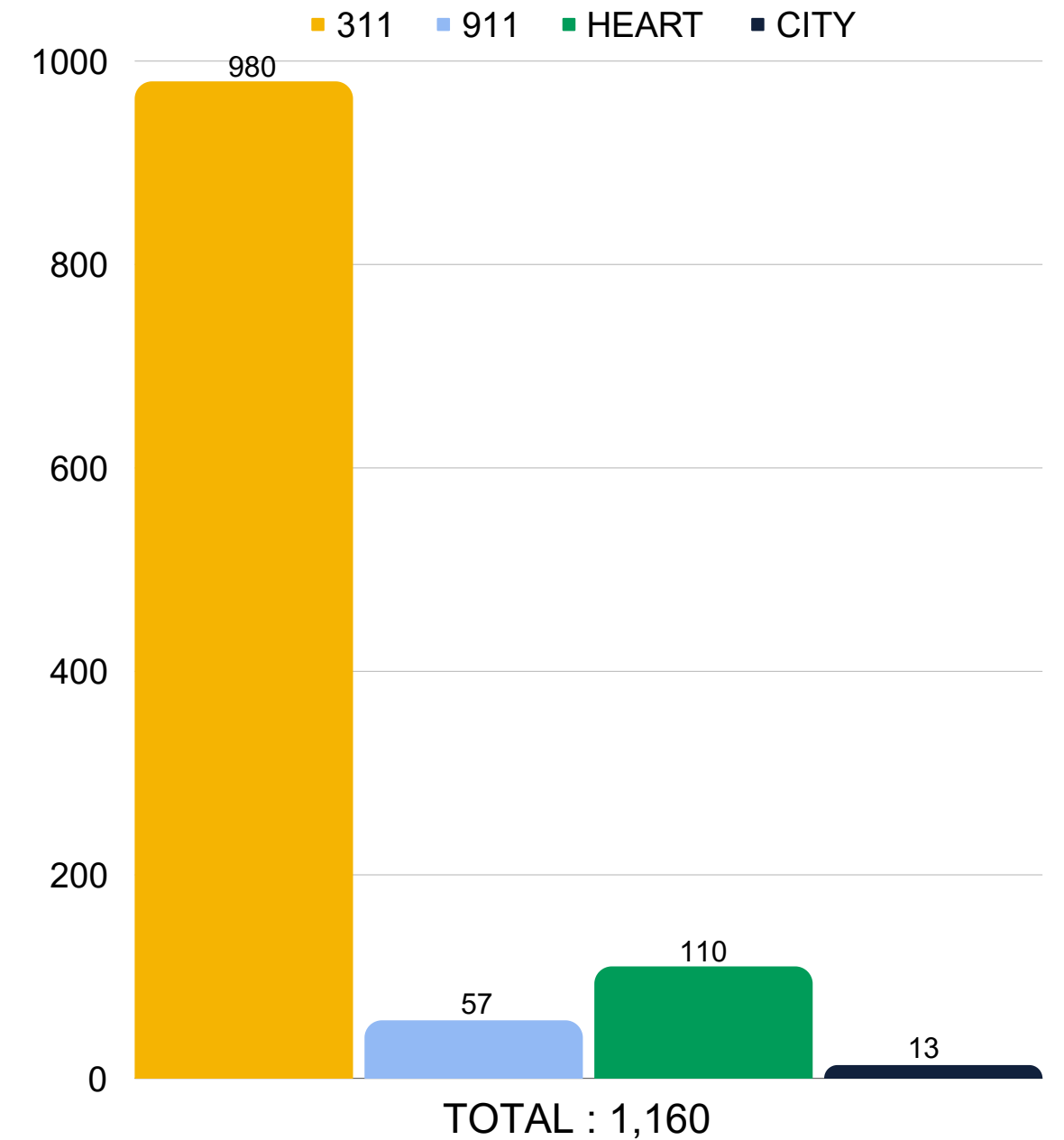
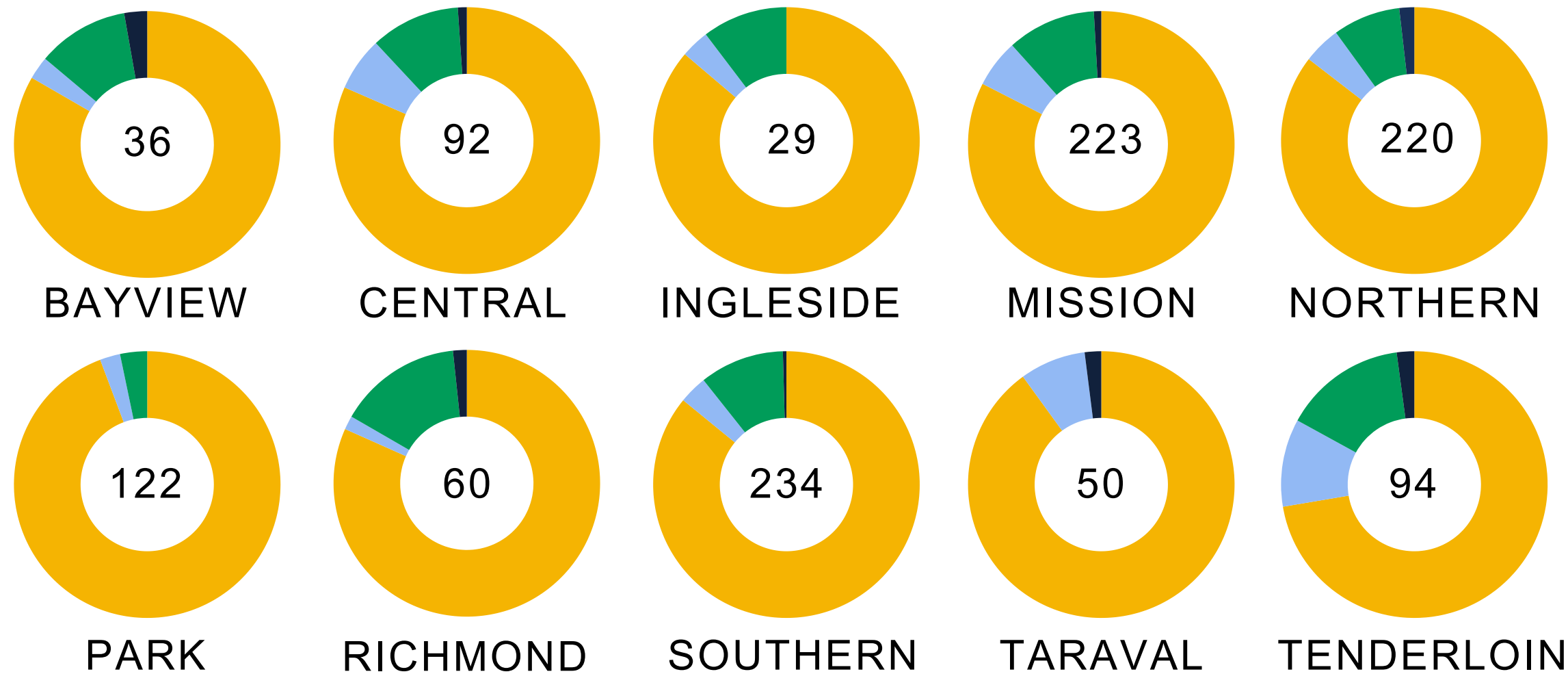
INCIDENT TYPES



RESOLVED REASONS



INCIDENT SOURCE BY POLICE DISTRICTS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED



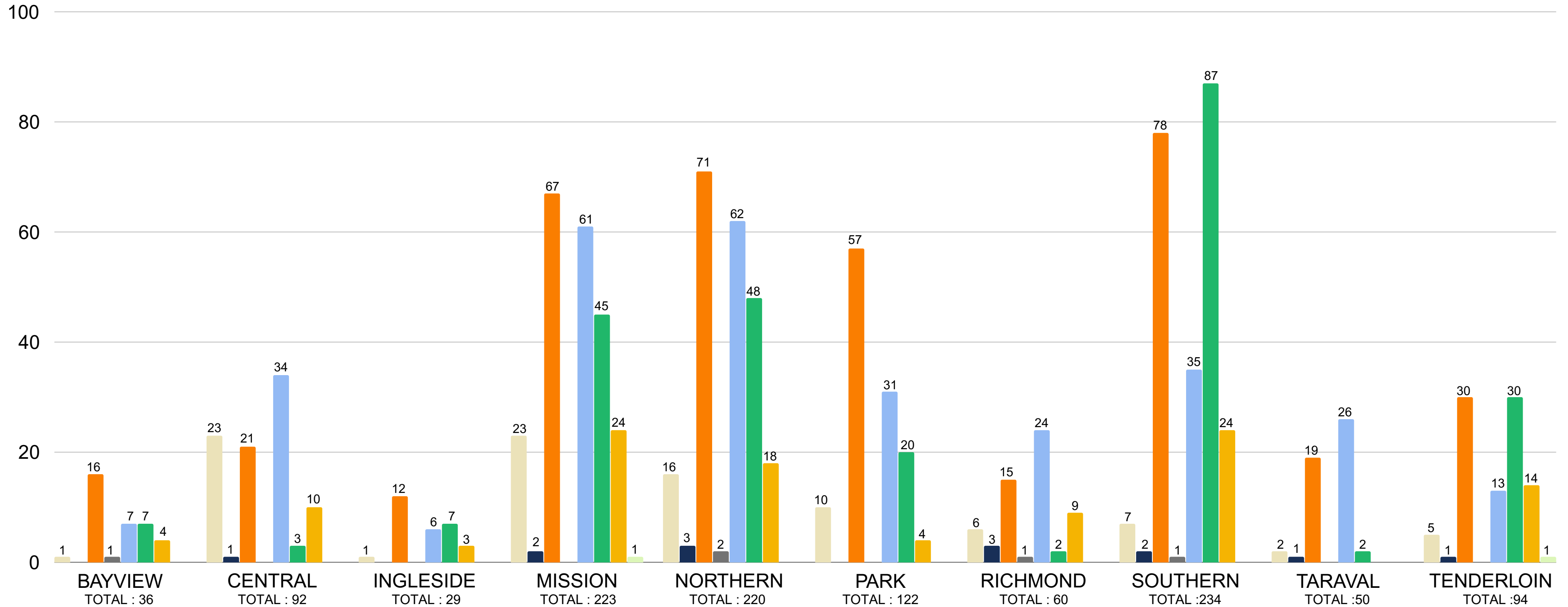
SPECIAL REQUEST*

*Special Request are from city leaders re: observed PEH with persistent needs

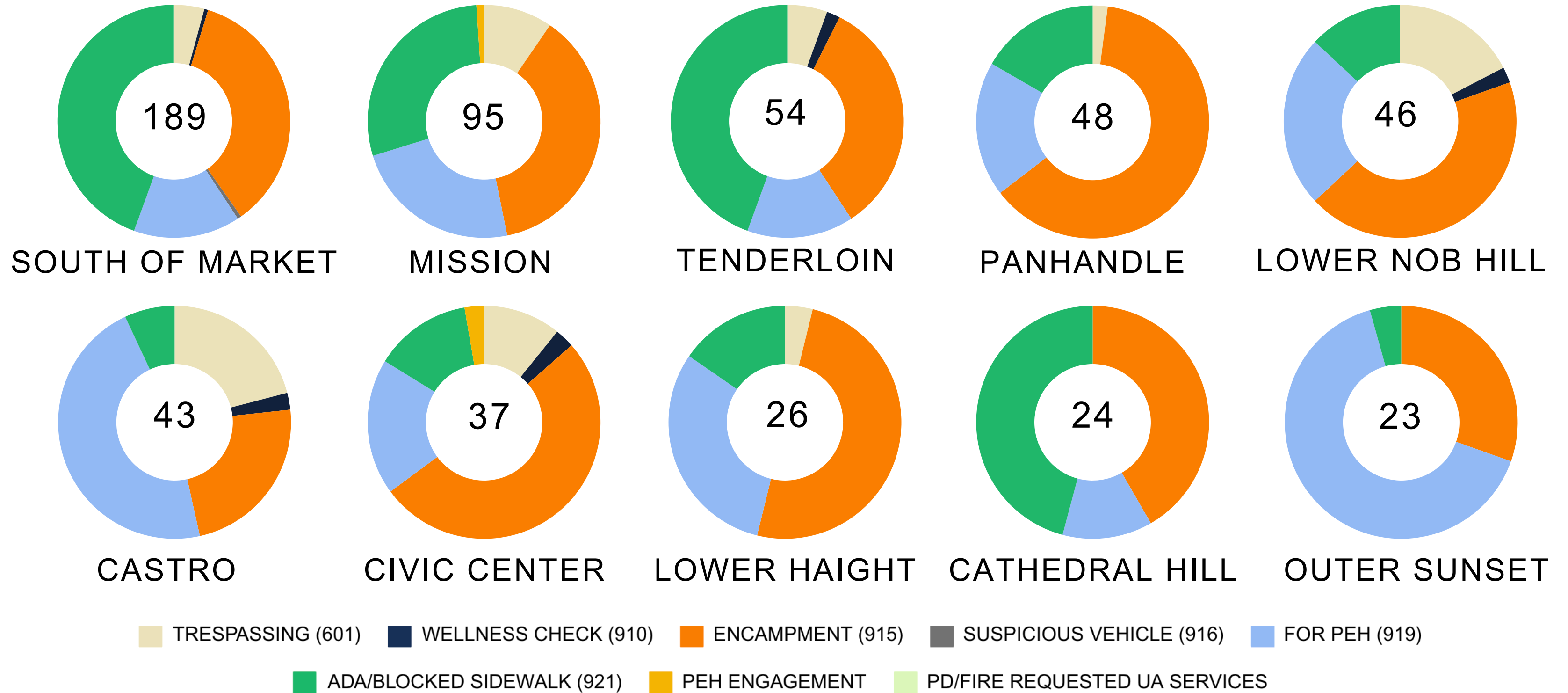


INCIDENT TYPES BY POLICE DISTRICTS

■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ ENCAMPMENT (915)
 ■ SUSPICIOUS VEHICLE (916)
 ■ FOR PEH (919)
■ ADA/BLOCKED SIDEWALK (921)
 ■ PEH ENGAGEMENT
 ■ PD/FIRE REQUESTED UA SERVICES



TOP 10 NEIGHBORHOODS* - INCIDENT TYPES



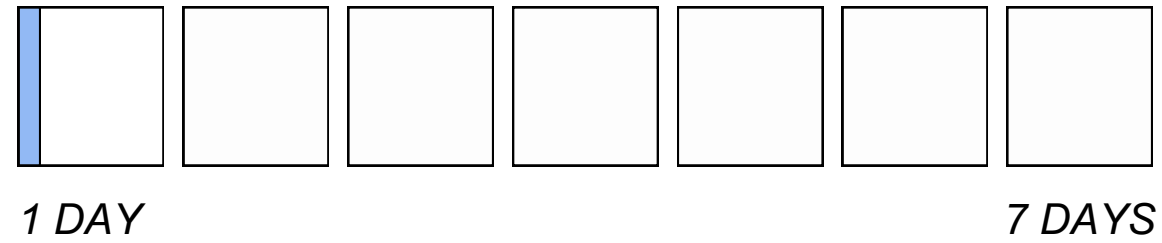
*Rings will not add up to 1,160. This slide shows the top 10 neighborhoods HEART served of 118.



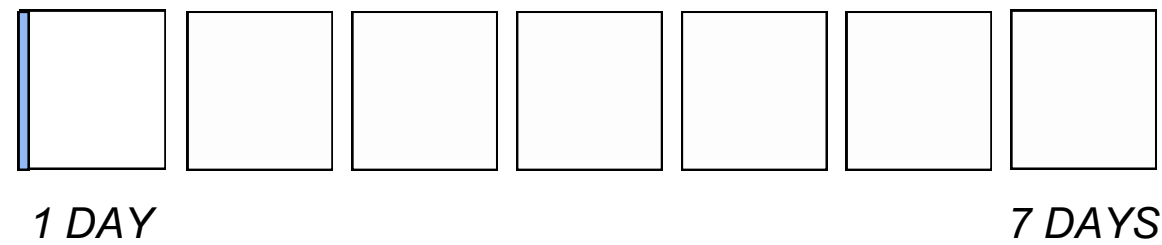
RESPONSE TIMES

911 INCIDENTS

AVERAGE



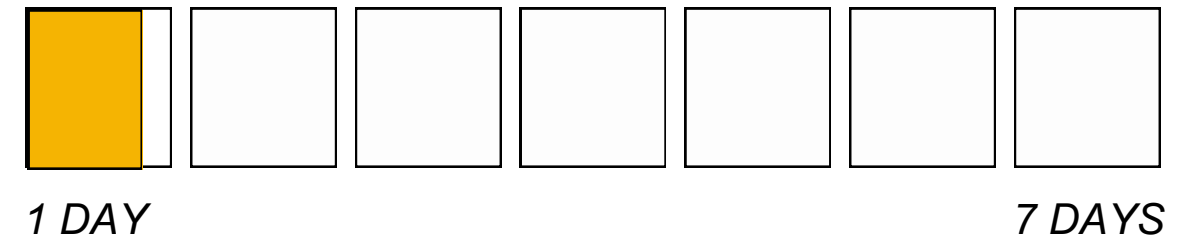
MEDIAN



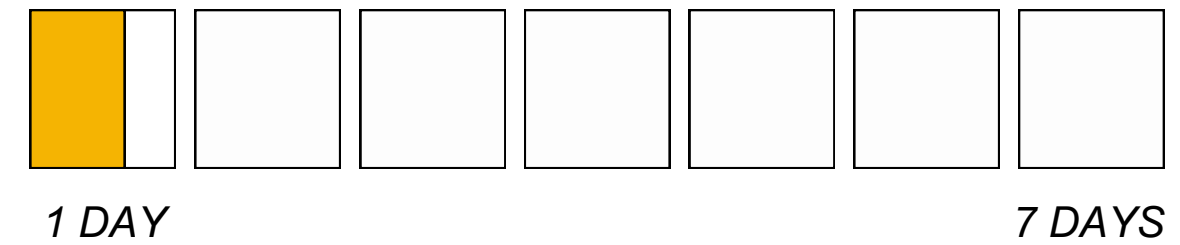
AVERAGE	MEDIAN
4 HOURS 19 MINS	44 MINS

311 INCIDENTS

AVERAGE

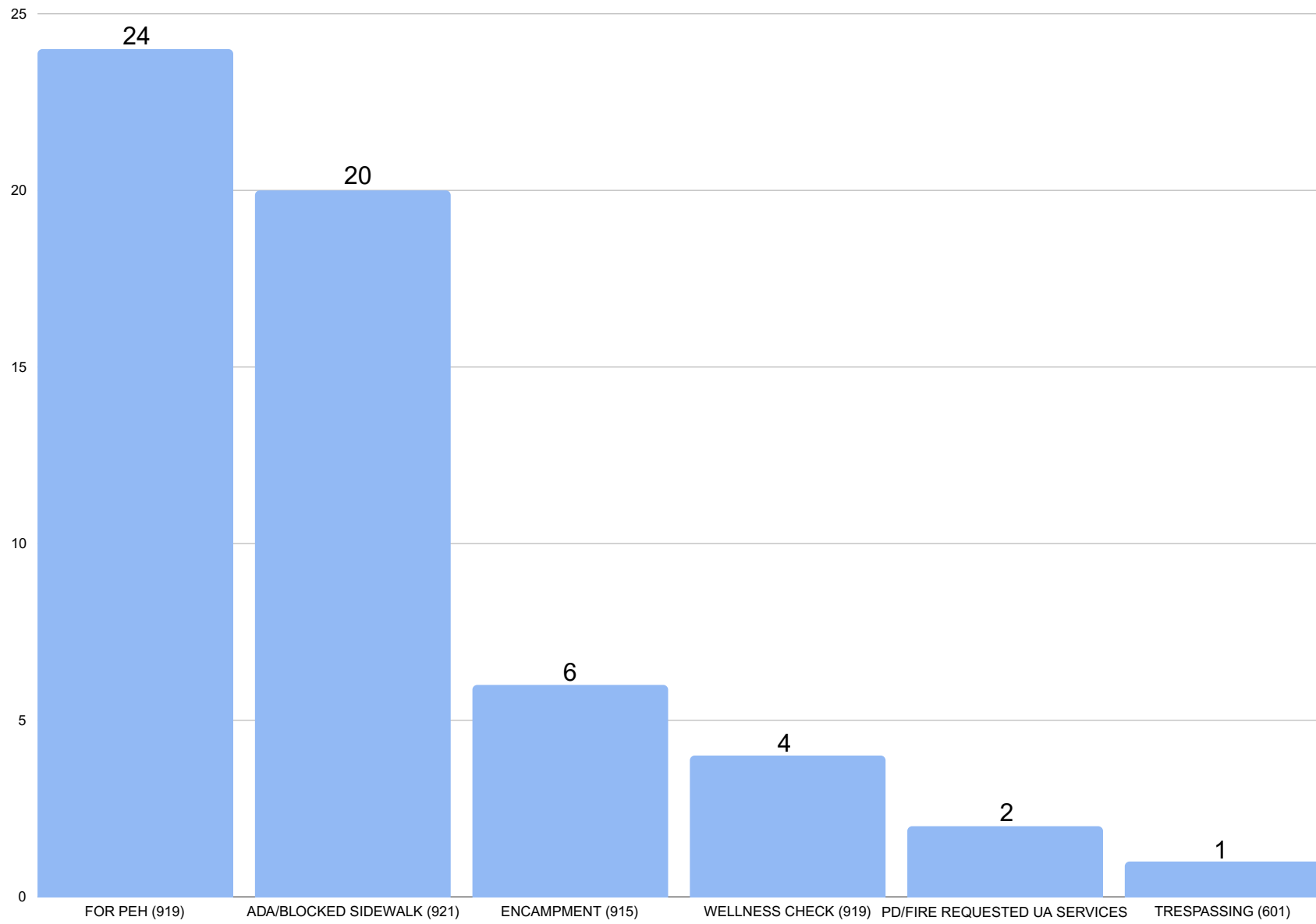


MEDIAN

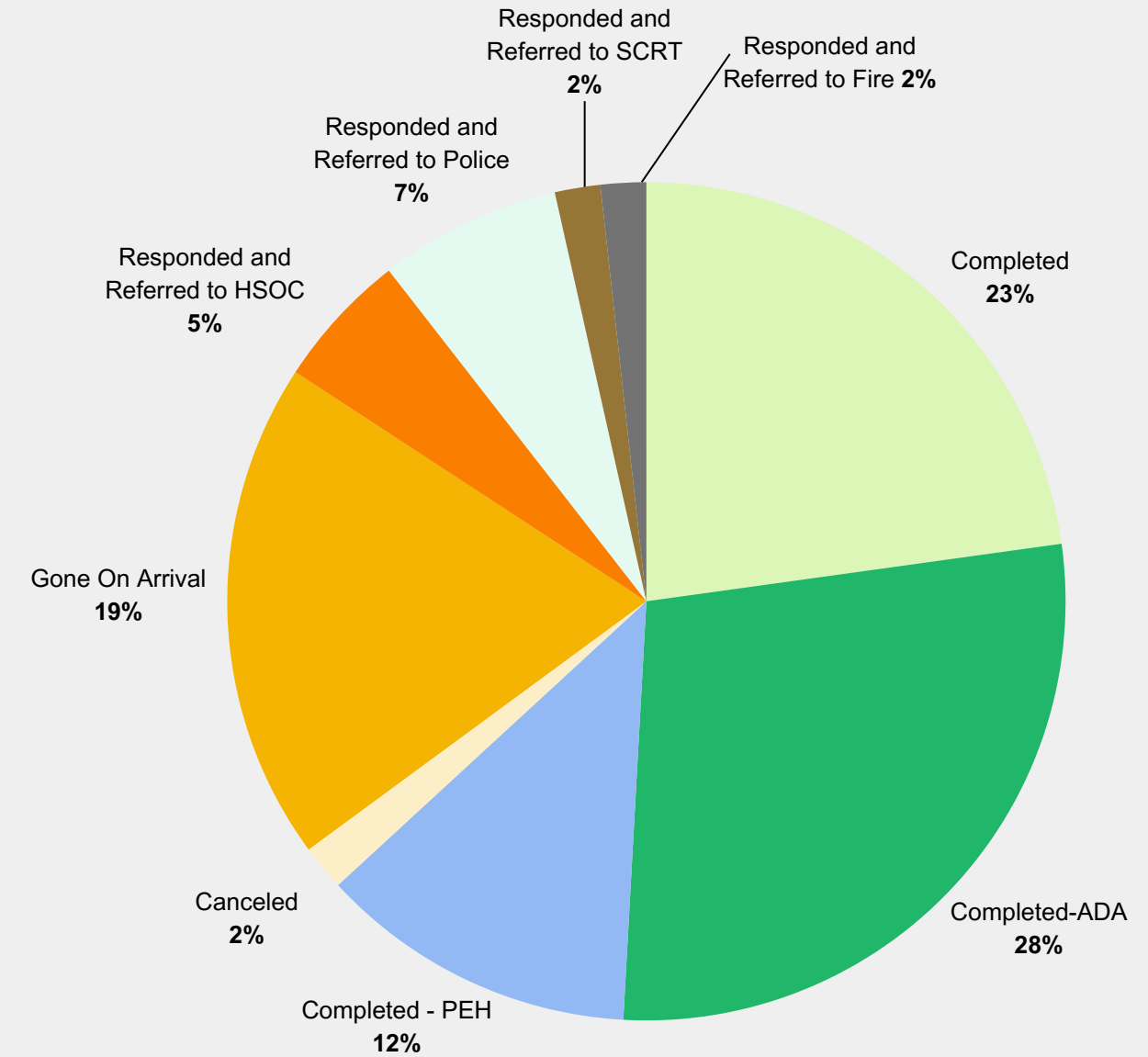


AVERAGE	MEDIAN
21 HOURS 15 MINS	19 HOURS 18 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
For PEH (919)	24
ADA/Blocked Sidewalks (921)	20
Encampment(s) (915)	6
Wellness Check (910)	4
PD/Fire Requested UA Services	2
Trespassing (601)	1
Total	57



Resolved Types	
Completed - ADA	16
Completed	13
GOA/UTL	11
Completed - PEH	7
Responded & referred to Police	4
Responded & referred to HSOC	3
Canceled	1
Responded & referred SCRT	1
Responded & referred to Fire	1
Total	57

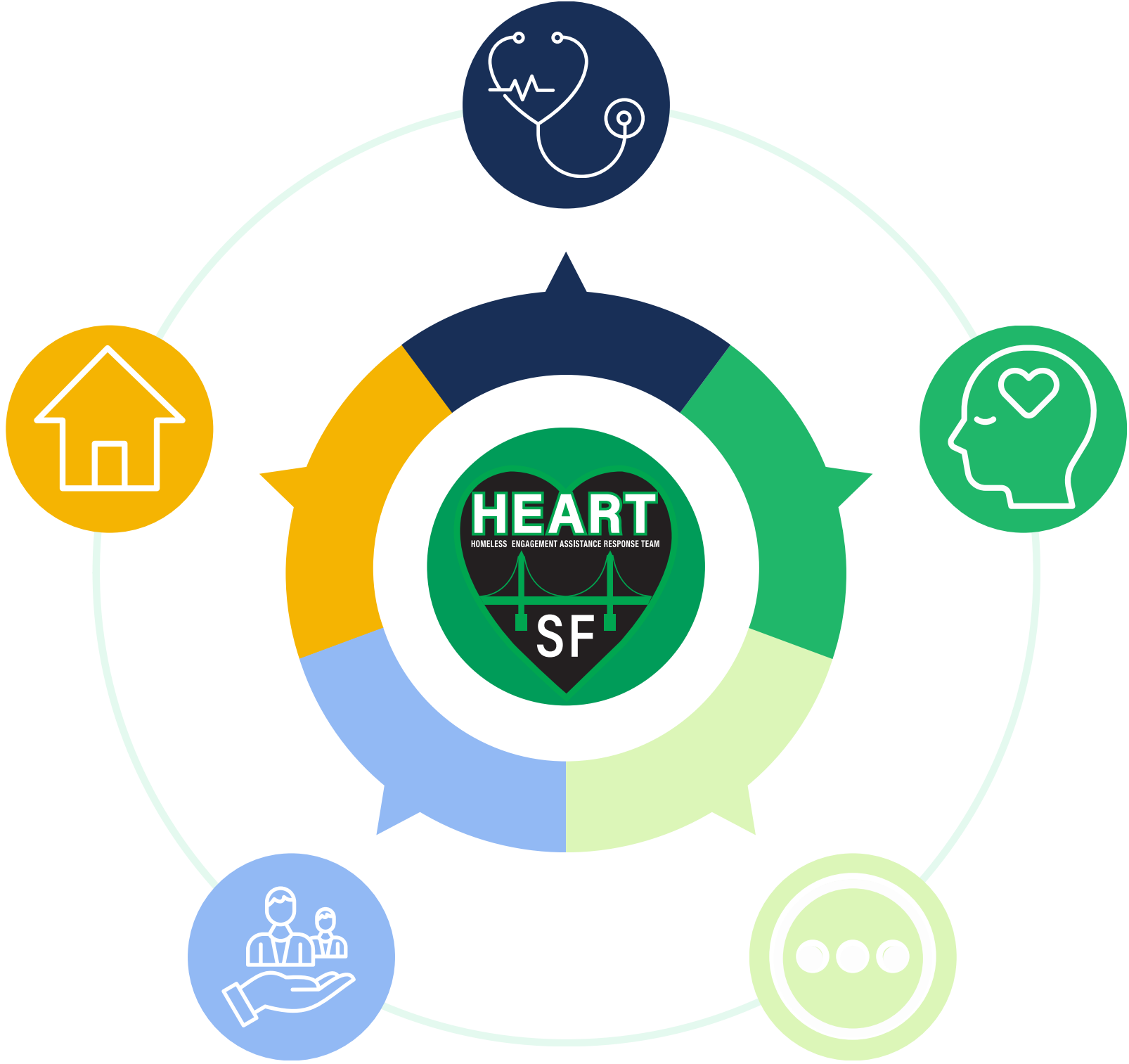


SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to Emergency Shelter	3
Total	3

Social Service Activities	
Provided Water/Coffee	13
Provided Meal/Snack	11
Provided Client with Service Provider Information	5
Provided Clothing/Blanket/Shoes	4
Provided Hygiene Kit	3
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	2
Provided Service Provider with Client Information	2
Created a Service Plan	1
Referred to Care Coordinator	1
Referred to MUNI/BART Access	1
Total	43



Medical Activities	
	N/A

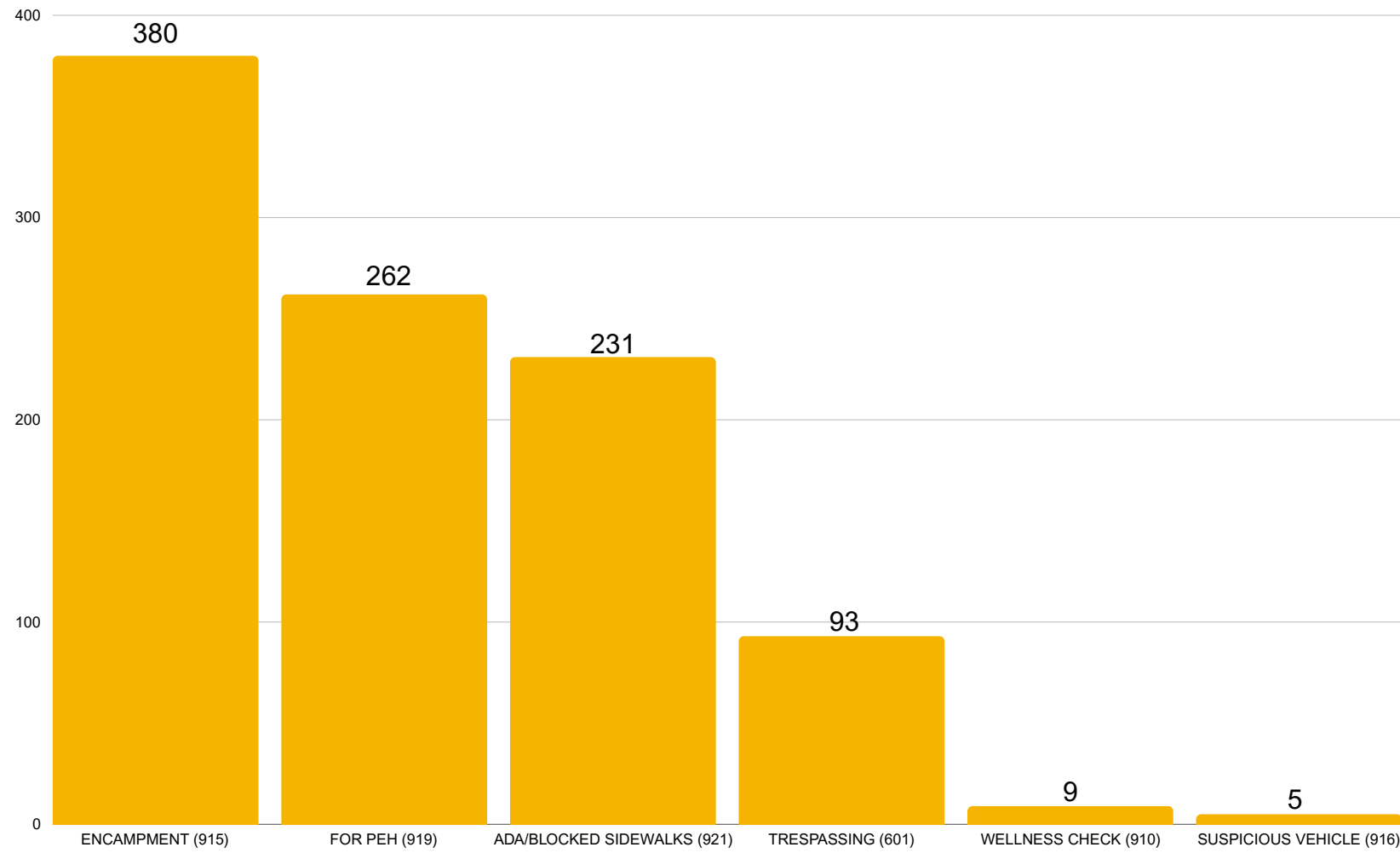
Mental Health Activities	
Referred to Mental Health Services	1
Total	1

Other Activities	
Referred to Sanitation/DPW	6
Needs Assessment Completed	5
Transportation	3
# Trash Bags Provided	2
Total	16

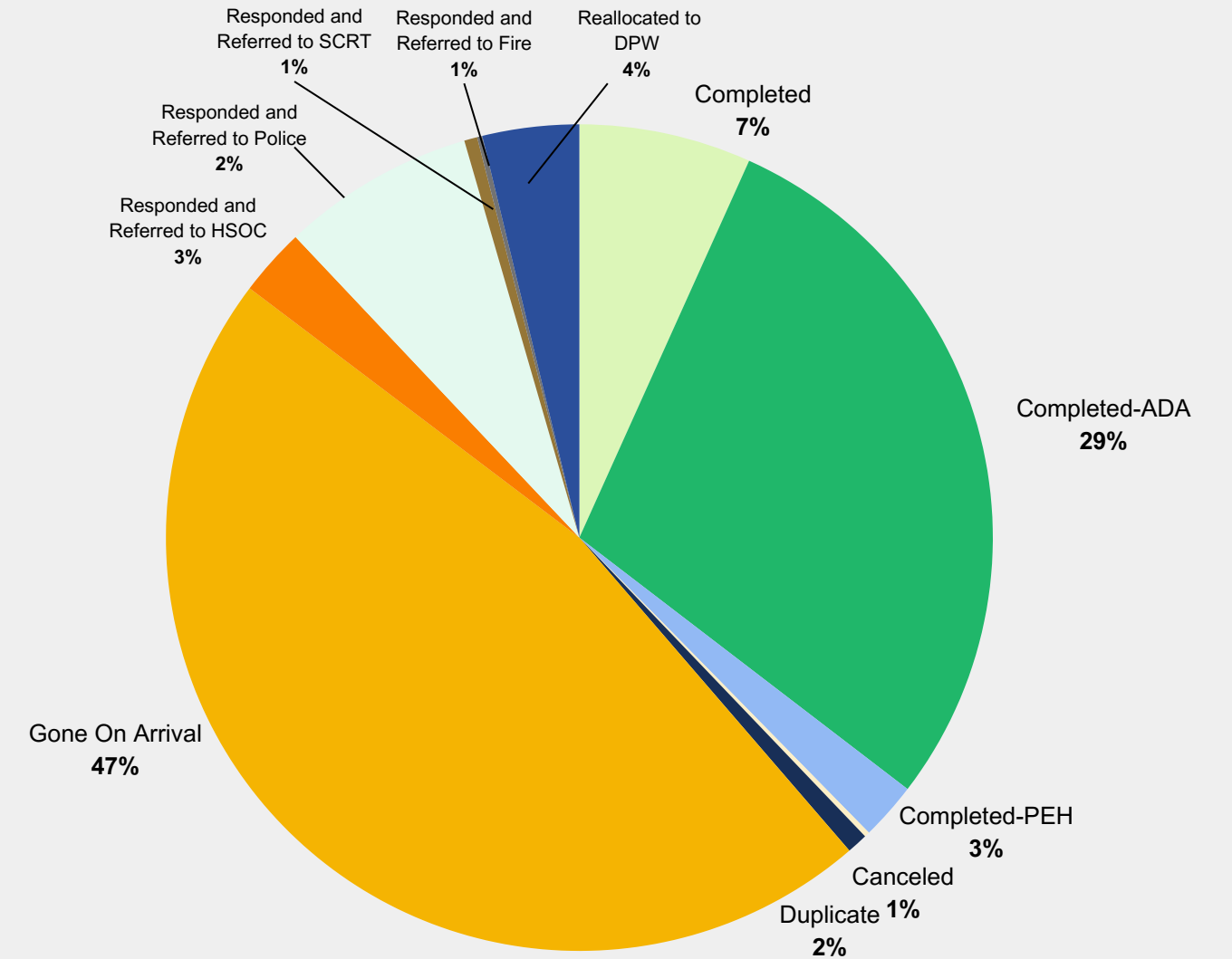
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment (915)	380
For PEH (919)	262
ADA/Blocked Sidewalks (921)	231
Trespassing (601)	93
Wellness Check (910)	9
Suspicious Vehicle (916)	5
Total	980



Resolved Types	
GOA/UTL	457
Completed - ADA	281
Responded & Referred to Police	74
Completed	66
Reallocated to DPW	37
Responded & Referred to HSOC	26
Completed - PEH	22
Duplicate	8
Responded & Referred SCRT	5
Canceled	2
Responded & Referred to Fire	2
Total	980

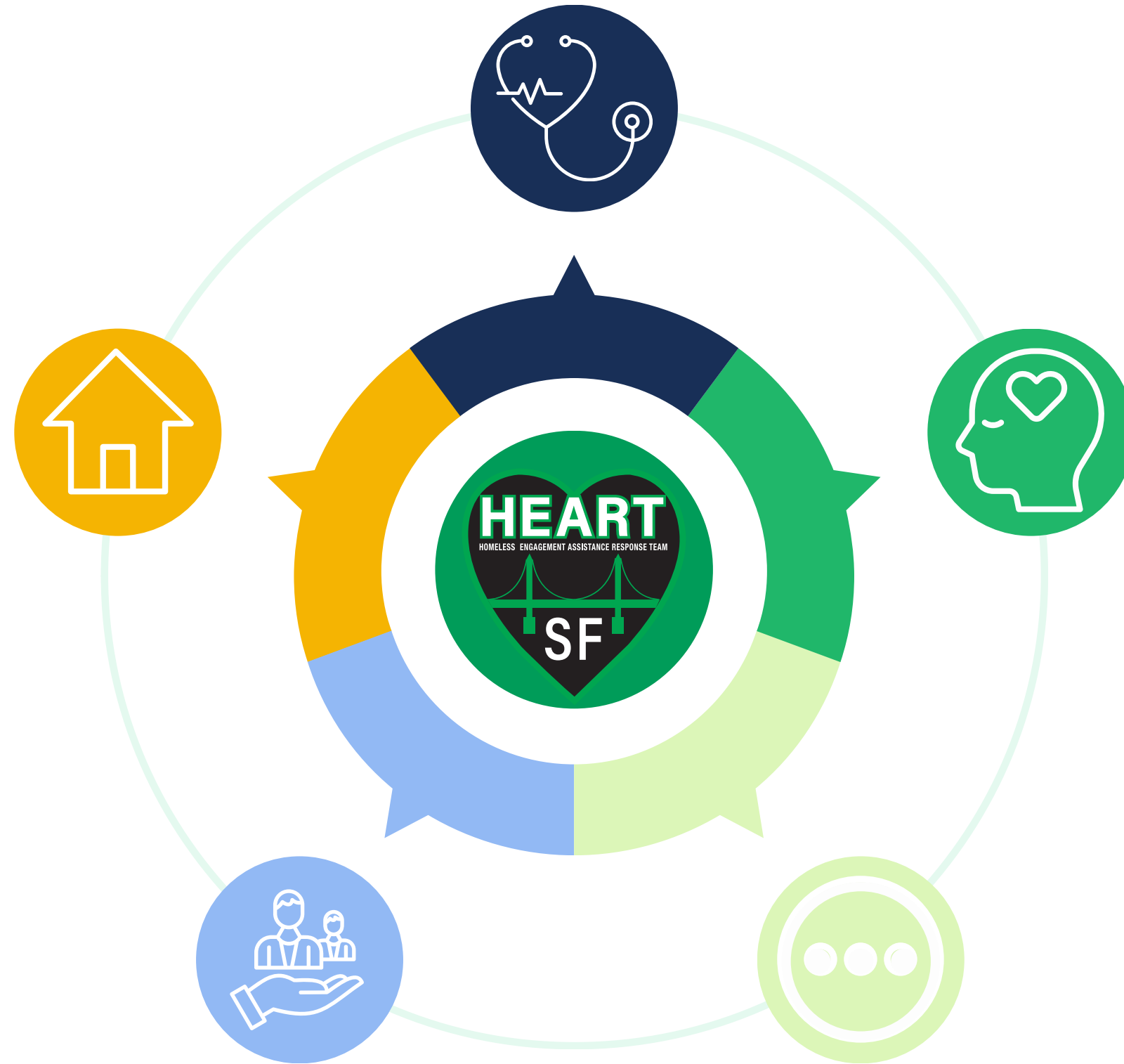


SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to Emergency Shelter/Night Shelter	7
Referred to an Access Point	4
Successful Placement into Shelter	2
Total	13

Social Service Activities	
Provided Water/Coffee	96
Provided Meal/Snack	86
Provided Client with Service Provider Information	30
Assisted with Obtaining Vital Documents	24
Provided Clothing/Blanket/Shoes	20
Completed Public Benefits Application (GA, CalFresh, Medi-Cal, etc.)	10
Provided Hygiene Kit	7
Referred to Care Coordinator	4
Created a Service Plan	3
Provided Service Provider with Client Information	3
Referred to MUNI/BART Access	3
Referred to Outreach/HOT	1
Total	287



Medical Activities	
Referred to Detox Center	1
Total	1

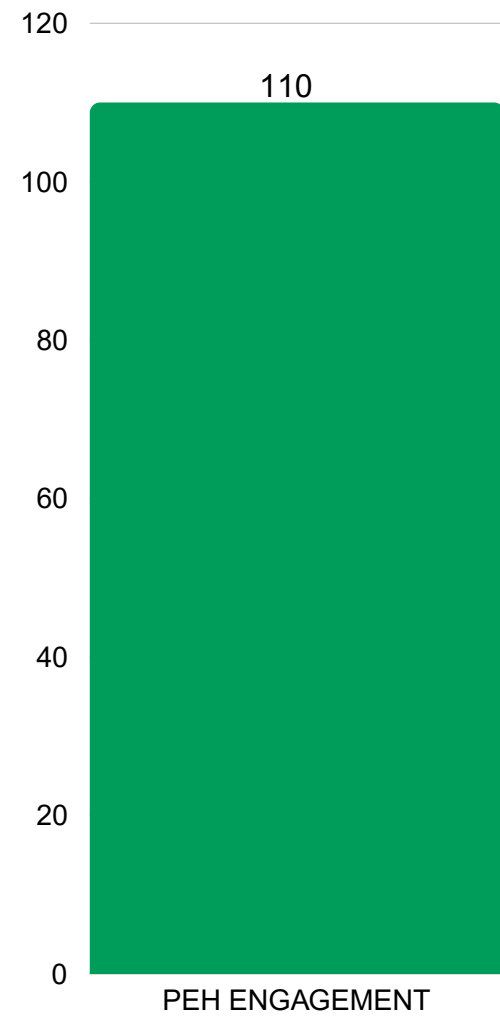
Mental Health Activities	
Referred to Behavioral/Mental Health Services	1
Total	1

Other Activities	
Referred to Sanitation/DPW	89
Needs Assessment Completed	26
# Trash Bags Provided	22
Transportation	10
Total	147

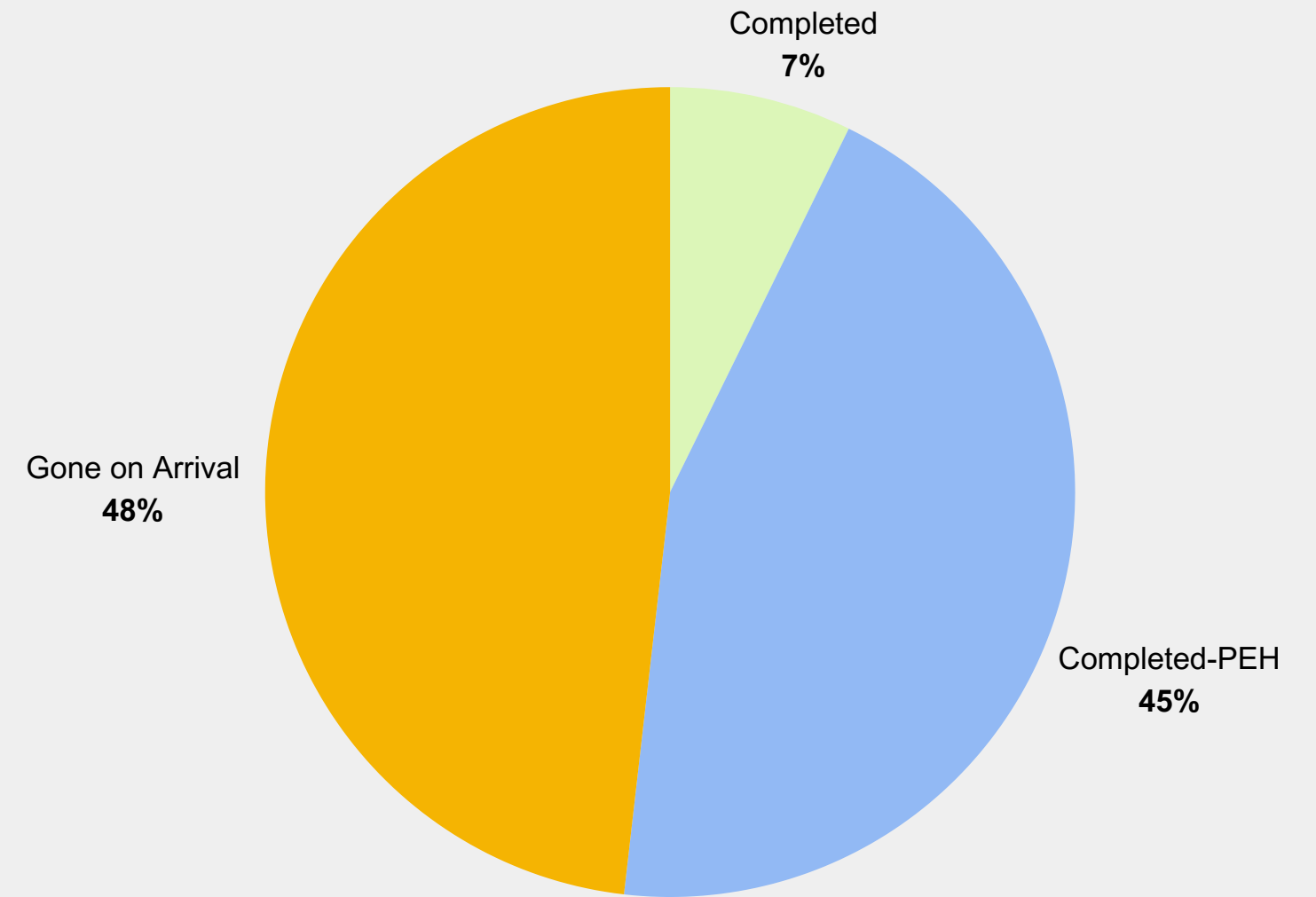
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HEART INCIDENT TYPES & PRIMARY OUTCOMES



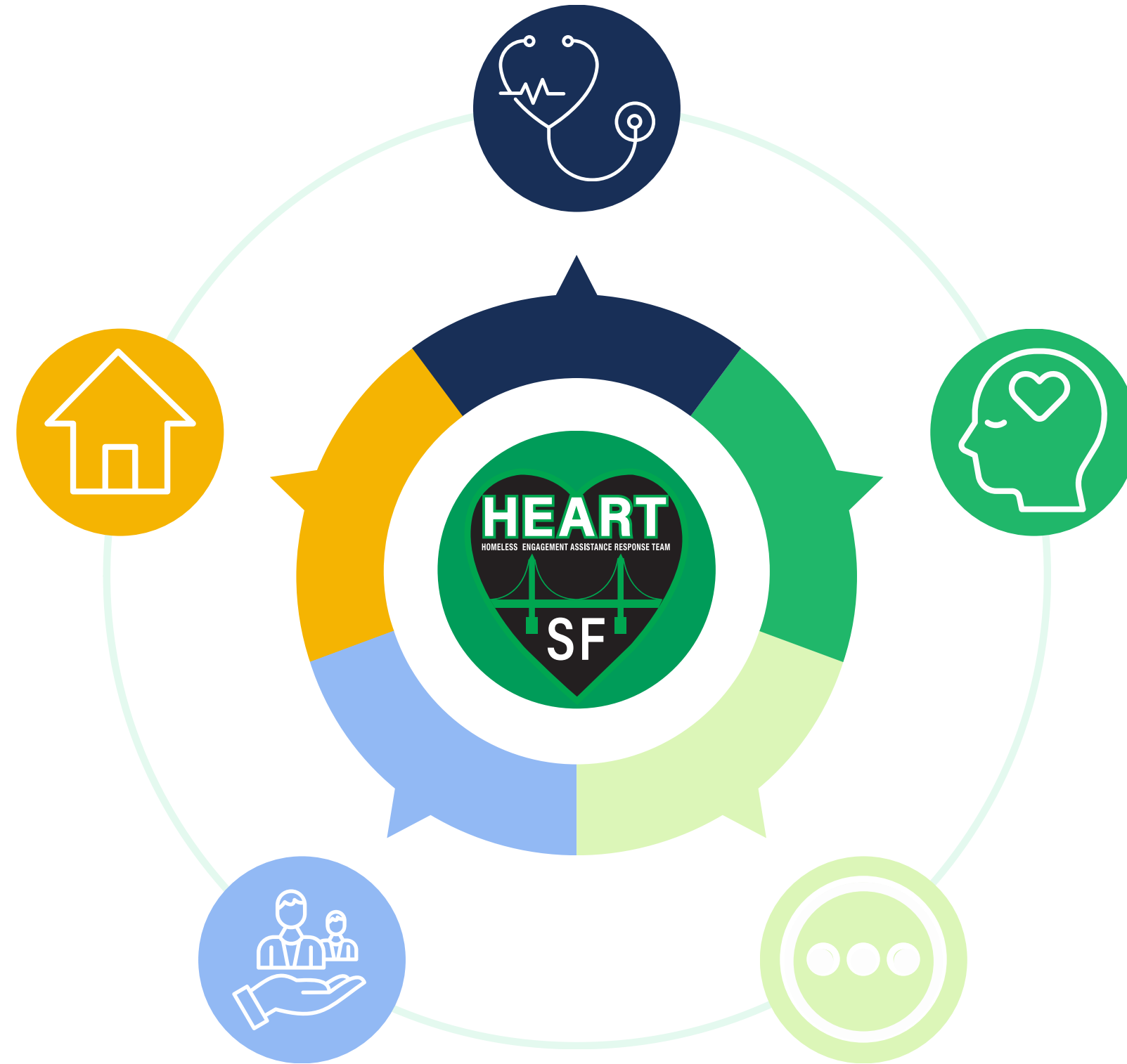
Type of Incidents	
PEH Engagement	110
Total	110



Resolved Types	
Gone on Arrival	53
Completed- PEH	49
Completed	8
Total	110



SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to an Access Point	1
Referred to Emergency Shelter	5
Total	6

Social Service Activities	
Followed-up on Service Plan	13
Provided Water/Coffee	13
Provided Meal/Snack	9
Assisted with Obtaining Vital Documents	4
Created a Service Plan	4
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	2
Provided Client with Service Provider Information	4
Provided Clothing/Blanket/Shoes	1
Referred to Outreach/HOT	1
Referred to Care Coordinator	1
Referred to Clothing Closet	1
Referred to MUNI/BART Access	1
Total	117

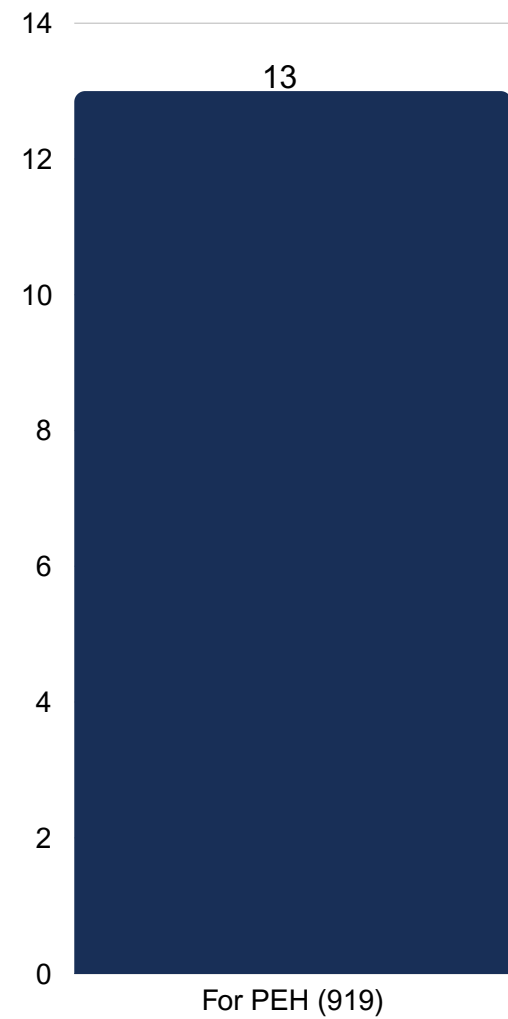
Medical Activities	
OD Reversal	1
Total	1

Mental Health Activities	
	N/A

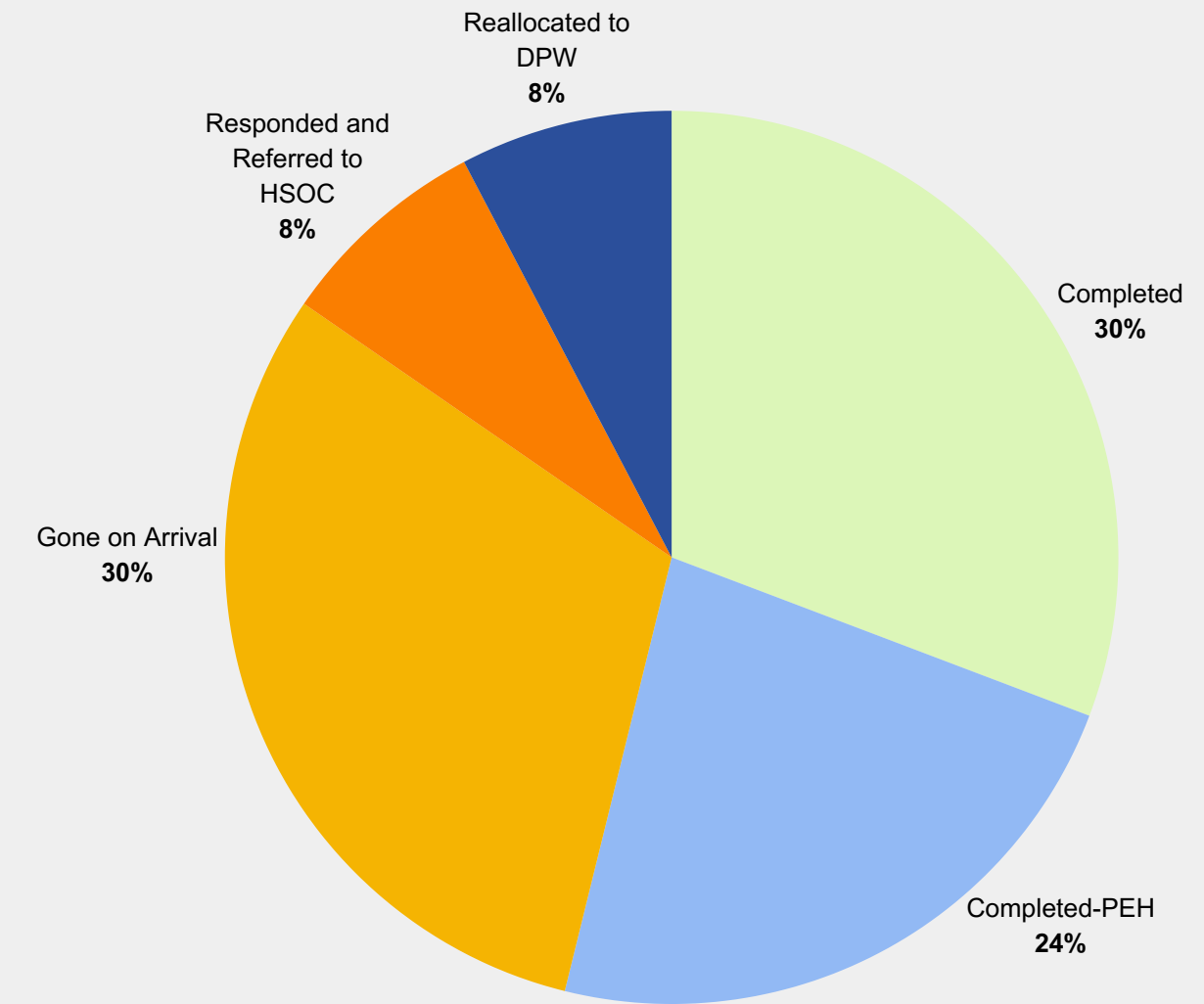
Other Activities	
Care Coordinator Intervention	78
Needs Assessment Completed	17
Transportation	7
Referred to Sanitation/DPW	3
Total	105



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
For PEH (919)	13
Total	13



Resolved Types	
Completed	4
GOA/UTL	4
Completed - PEH	3
Responded & Reallocated to DPW	1
Responded & Referred to HSOC	1
Total	13

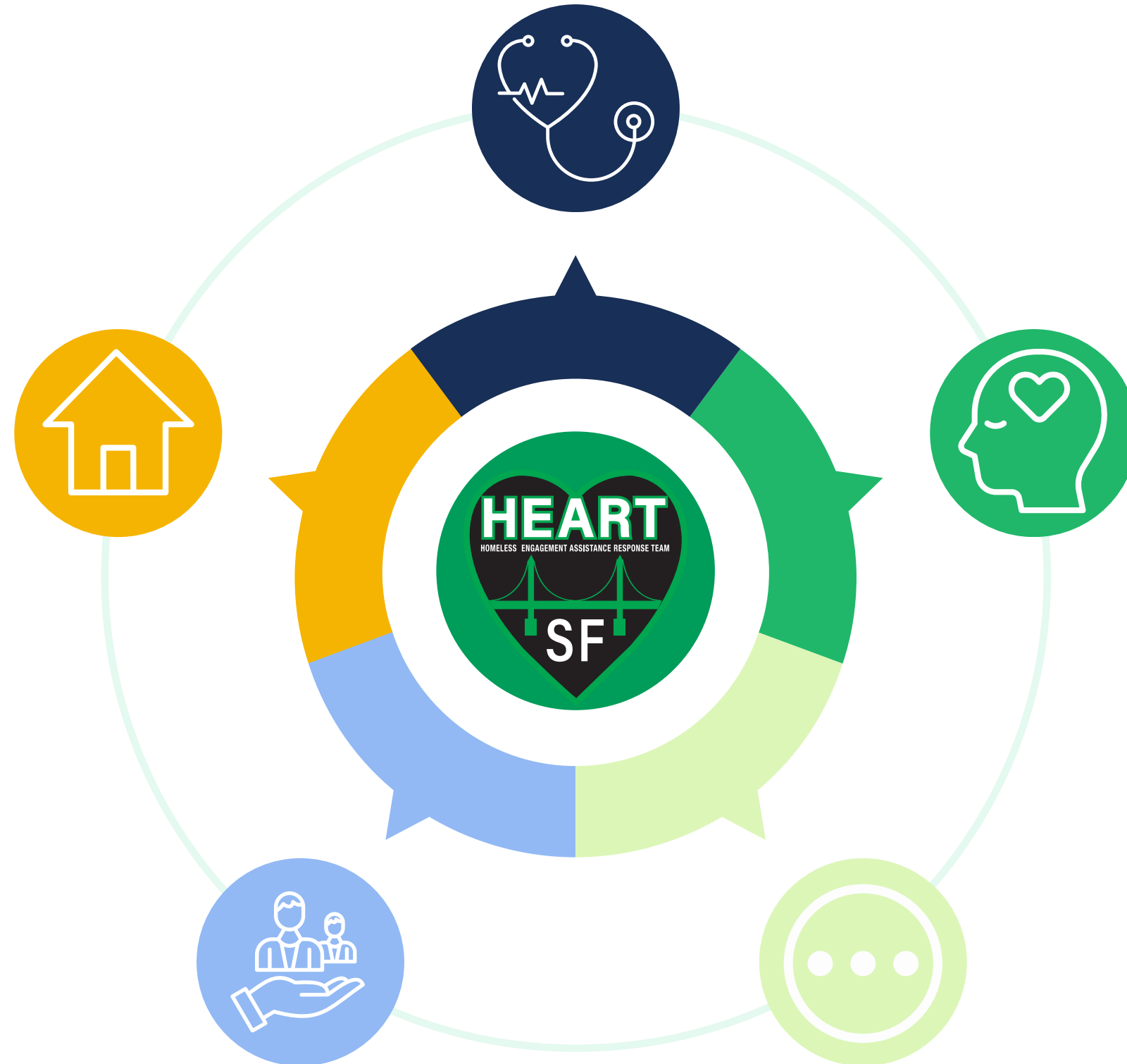
*Special Request are from city leaders re: observed PEH with persistent needs



SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
	N/A
Social Service Activities	
Provided Meal/Snack	3
Provided Water/Coffee	3
Provided Client with Service Provider Information	2
Provided Clothing/Blanket/Shoes	2
Assisted with Obtaining Vital Documents	1
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	1
Provided Hygiene Kit	1
Referred to Care Coordinator	1
Total	14



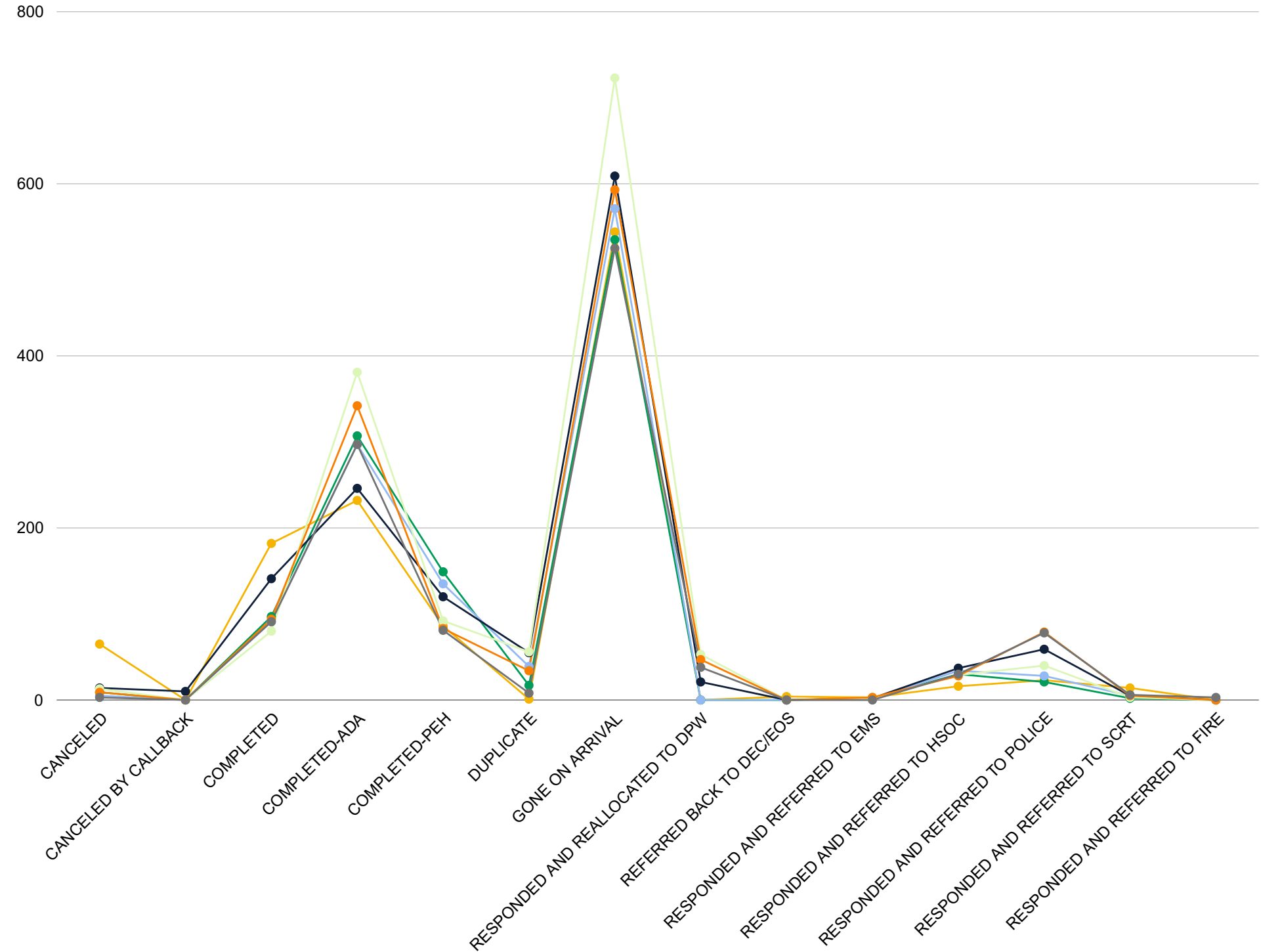
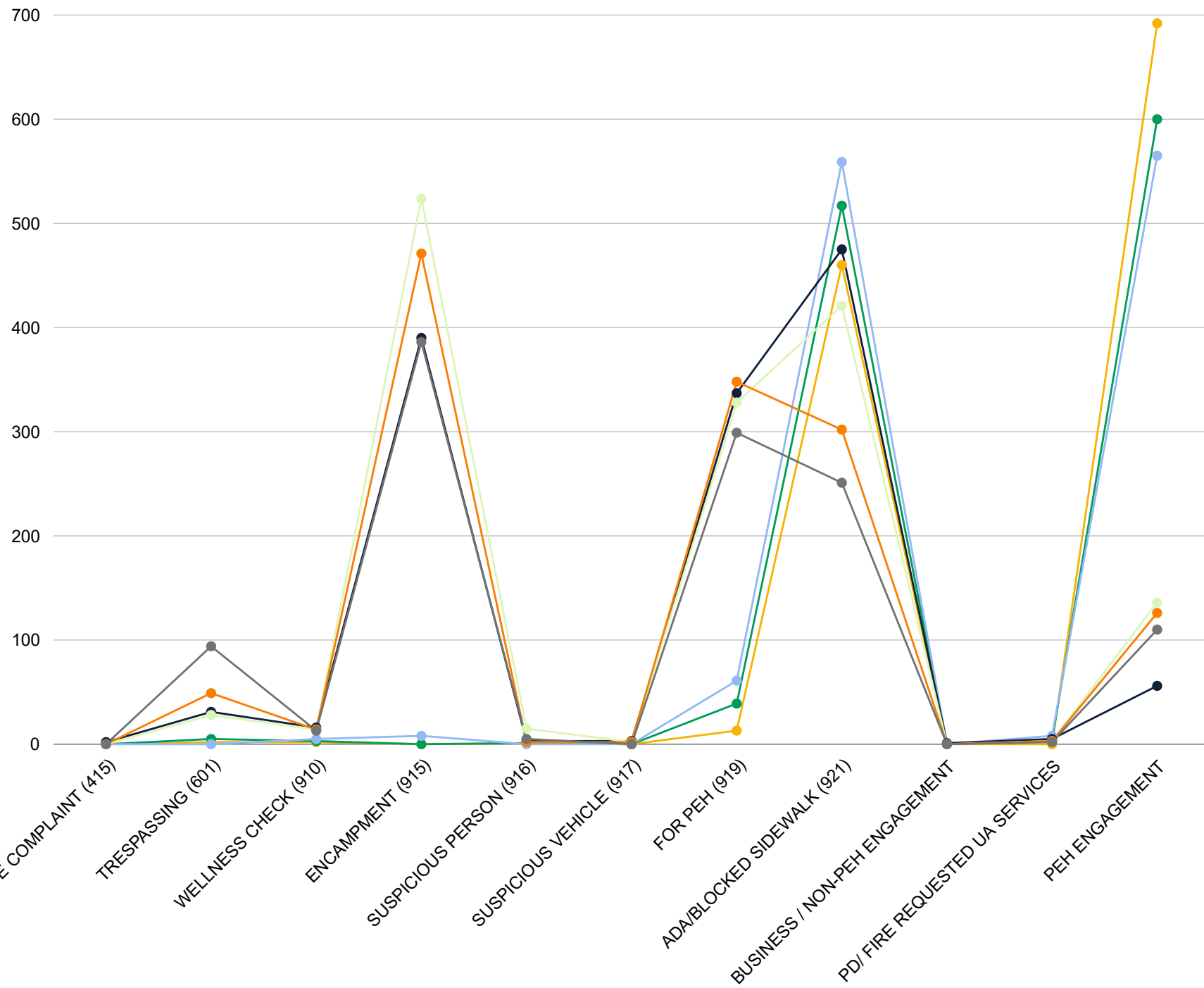
Medical Activities	
	N/A
Mental Health Activities	
	N/A
Other Activities	
Transportation	2
Needs Assessment Completed	3
Total	5



MONTHLY TRENDS

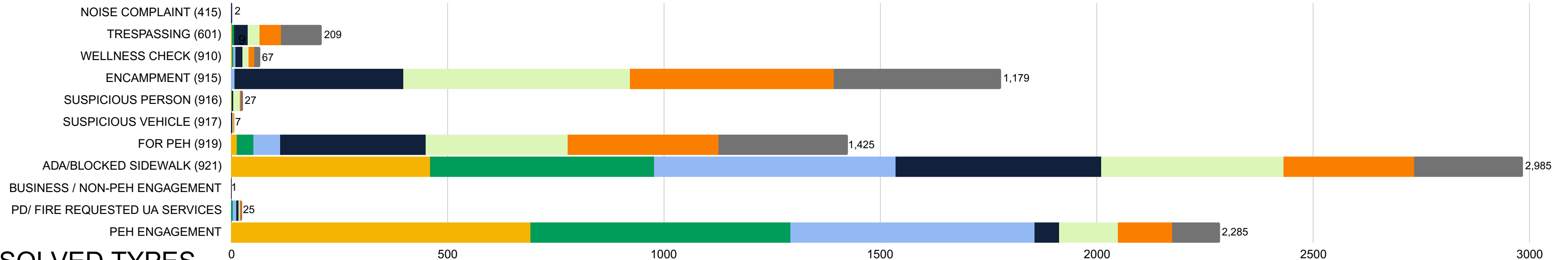
TYPE OF INCIDENTS

RESOLVED TYPES

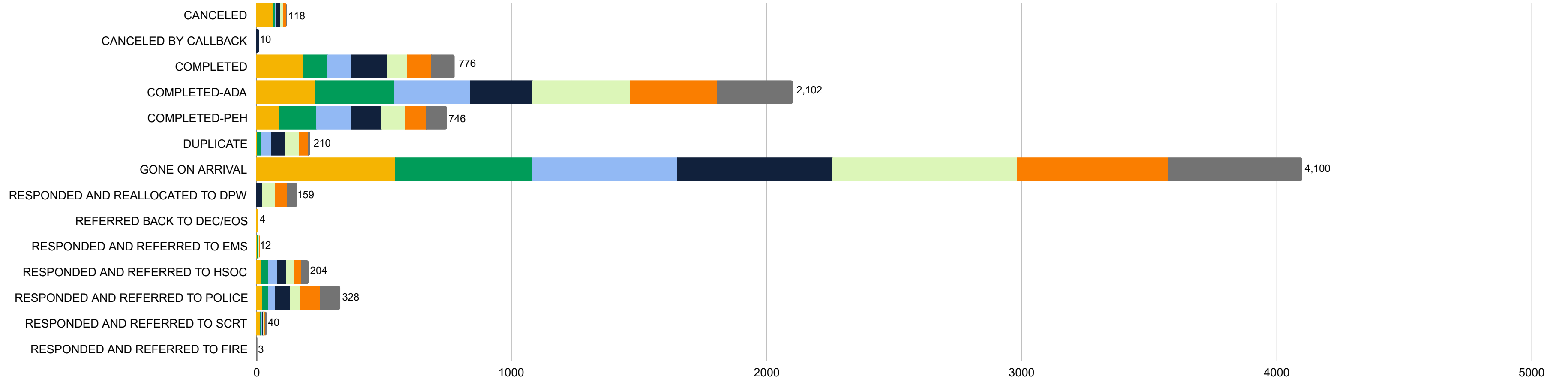


MONTHLY TOTALS

TYPES OF INCIDENTS



RESOLVED TYPES





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