



JUNE 2023

MONTHLY DATA REPORT



Date:
July 17th, 2023

Presented by: Katherine Napoleon

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This report provides an overview of the services delivered by HEART from May 30, 2023, to June 30, 2023. HEART utilizes data to assess the extent and effectiveness of our impact, identify areas requiring support, and highlight opportunities for improvement.

The data has been categorized as follows:

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**SERVICES PROVIDED ON
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The San Francisco HEART (Homeless Engagement and Response Team) operation is a program of Urban Alchemy, a non-profit organization dedicated to advancing community-based public safety for engaging distressed and unhoused populations seeking relief from the streets by facilitating access to shelter and services for substance and behavioral disorders.

Transcendence through Training & Lived-Experience

SF HEART recognizes that our staff training must touch the lives of everyone we meet, starting at work -- many of our workforce are people who share the lived-experience of being homeless, formerly incarcerated, poverty-stricken, recovering from domestic violence, behavioral and substance crises. Our training rigor is tailored to the varied capacity of our workforce, designed to elevate standards, and prepare Practitioners, Supervisors, Care Coordinators, Communication-and-Data Specialists, and our Leadership, to deploy our team-centric strategies for compassionately and effectively responding to 911 (non-urgent) and 311 dispatched calls to accomplish the following:

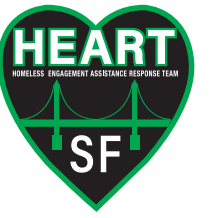
Our responses include, but are not limited to:

- Reduce law enforcement responses to non-emergency calls related to people experiencing homelessness.
- Effectively facilitating housing, public health and social service resources to people who are homeless, living in vehicles, and in our urban outdoors.
- Working to remove barriers that prohibit disability access on sidewalks and public spaces.
- Providing transportation to PEH's (people experiencing homelessness) for access to emergency shelter, housing, medical and social services.
- Conducting welfare checks, engaging people who may need medical attention and overdose intervention.
- Responding to calls for service for trespassing, suspicious person/vehicles.
- Collaborating with community partners on case management solutions for complex and chronic PEH's.





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 Tik 100s

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, and pickers for bio-hazard waste,

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, and 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



Early Challenges & Opportunity

- We request that the Connected Worker App's (CWA) Application Program Interface (API) be made available to HEART for data congruency.
- We request that HEART's Care Coordinators have access to the City's One System. To help expedite our mission for linking distressed people with housing and services, the One System can make a considerable difference.
- Enhanced training to standardize the documentation of a PEH Needs Assessment with the quality data control of its ticketed report in Zendesk.
- 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.
- To meet with the Department of Public Works for discussing roles and collaboration.

INCIDENT TOTALS

1,229

Total Incidents Received

38

Daily Average Received

1,174

Total Incidents Resolved

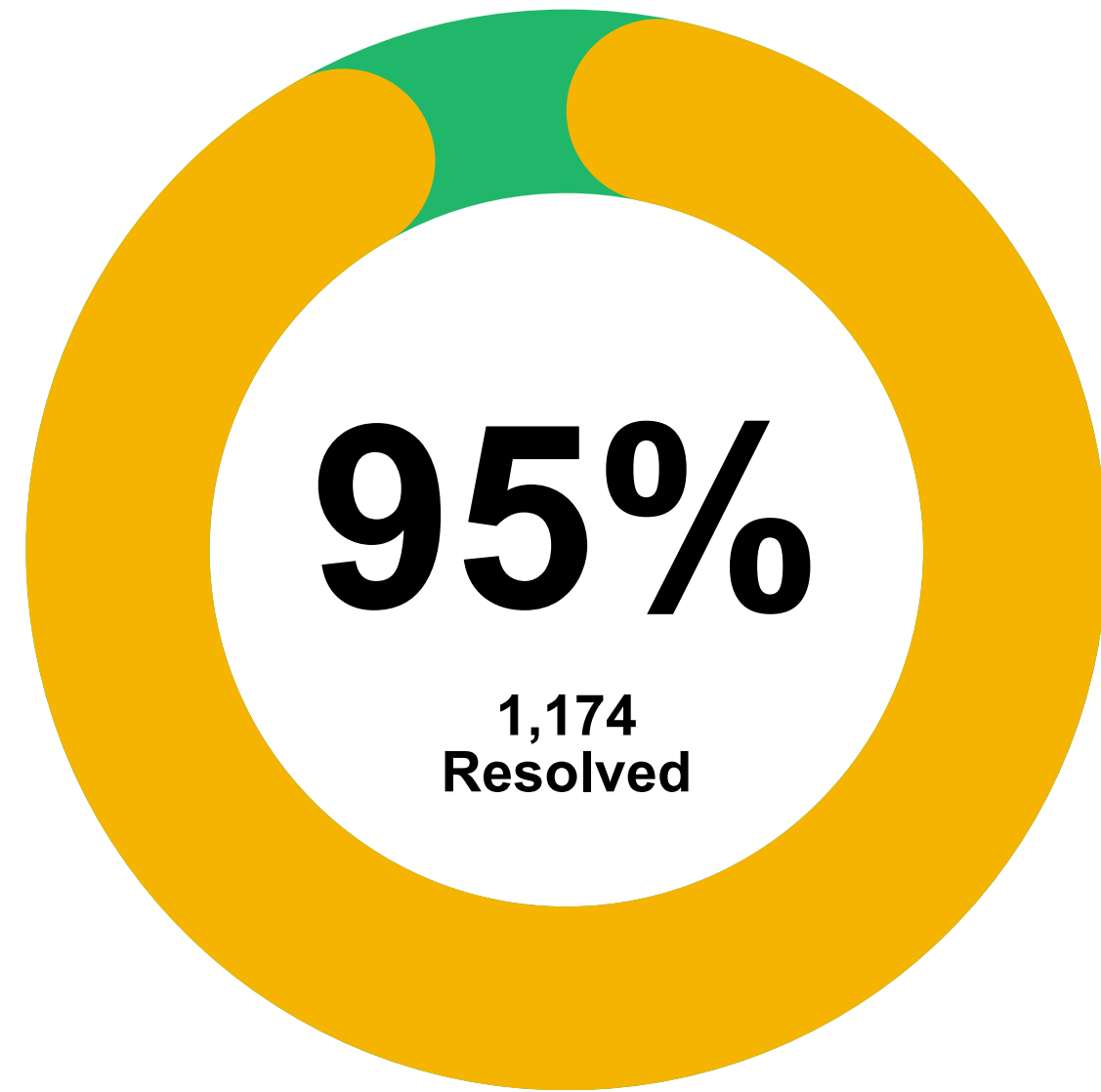
37

Daily Average Resolved

When it comes to handling incidents, it is crucial to keep track of both the date the incident was received and the date it was resolved. These two dates provide important information and allow us to effectively monitor and analyze our incident management process. By comparing the received and resolved dates, we can assess the efficiency of our response time and identify any delays or bottlenecks in resolving incidents. This data helps us improve our incident management practices and ensure timely resolution for our stakeholders.



DATA SUMMARY

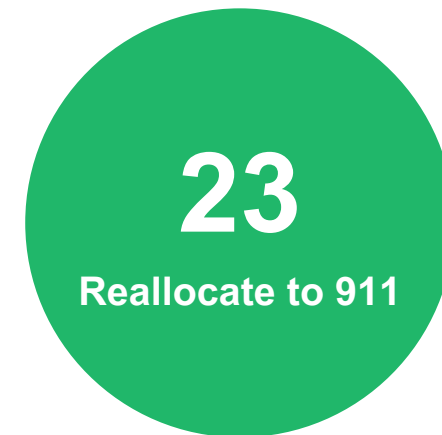
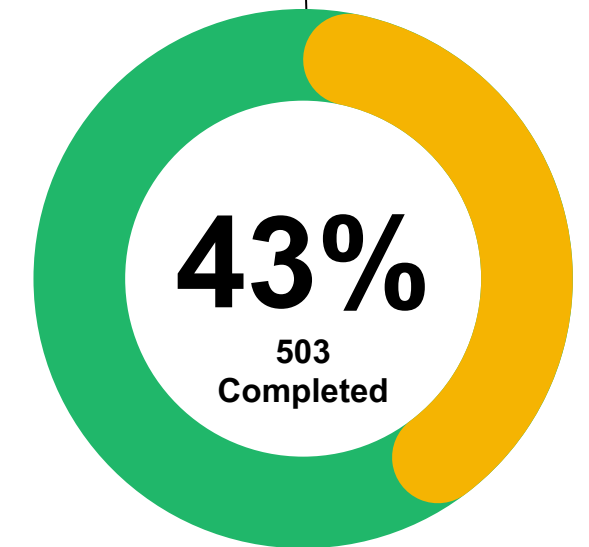
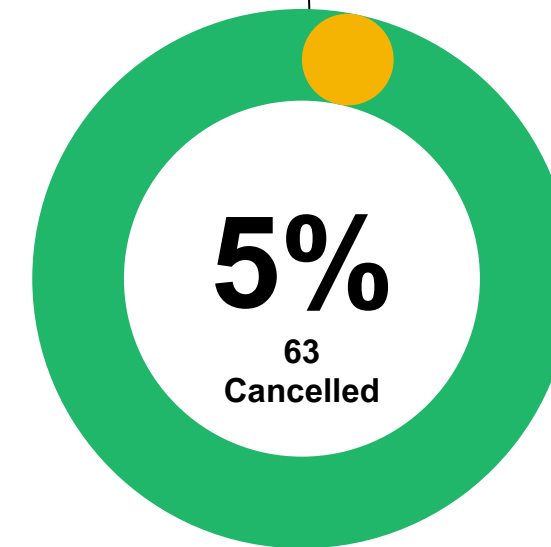
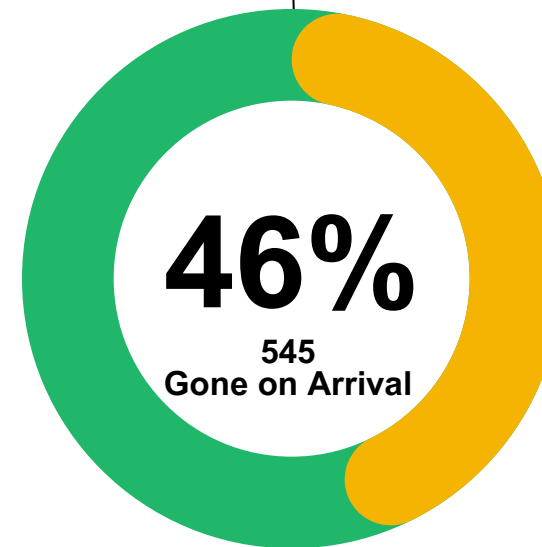


1,229
Total Incidents

**Out of a total of 1,229 incidents, 1,174 were resolved, making up 95% of the total. 55 incidents rolled over into July.*

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1,174 Resolved Incidents



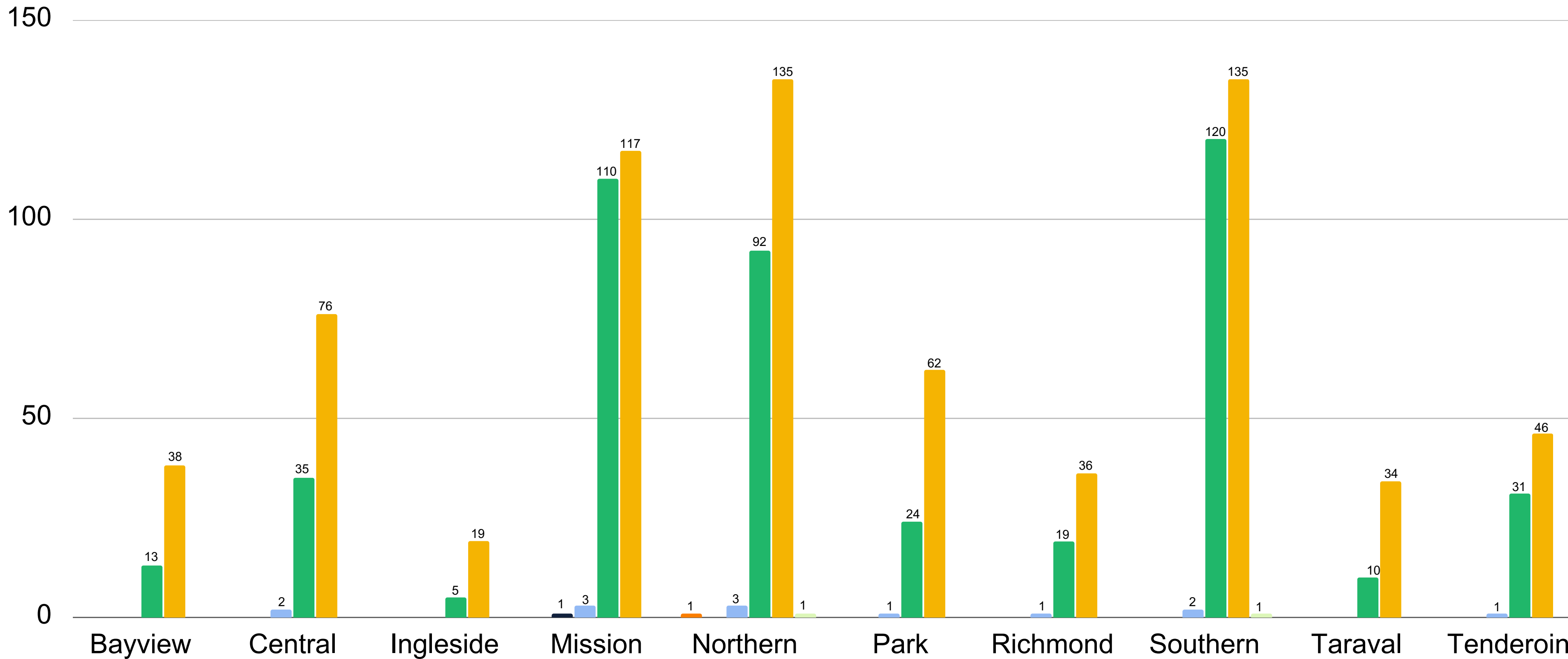
**Out of 1,174 resolved incidents, 6% are reallocated and the remaining 94% are from gone on arrival, cancelled, and completed.*



INCIDENT TYPES BY POLICE DISTRICTS

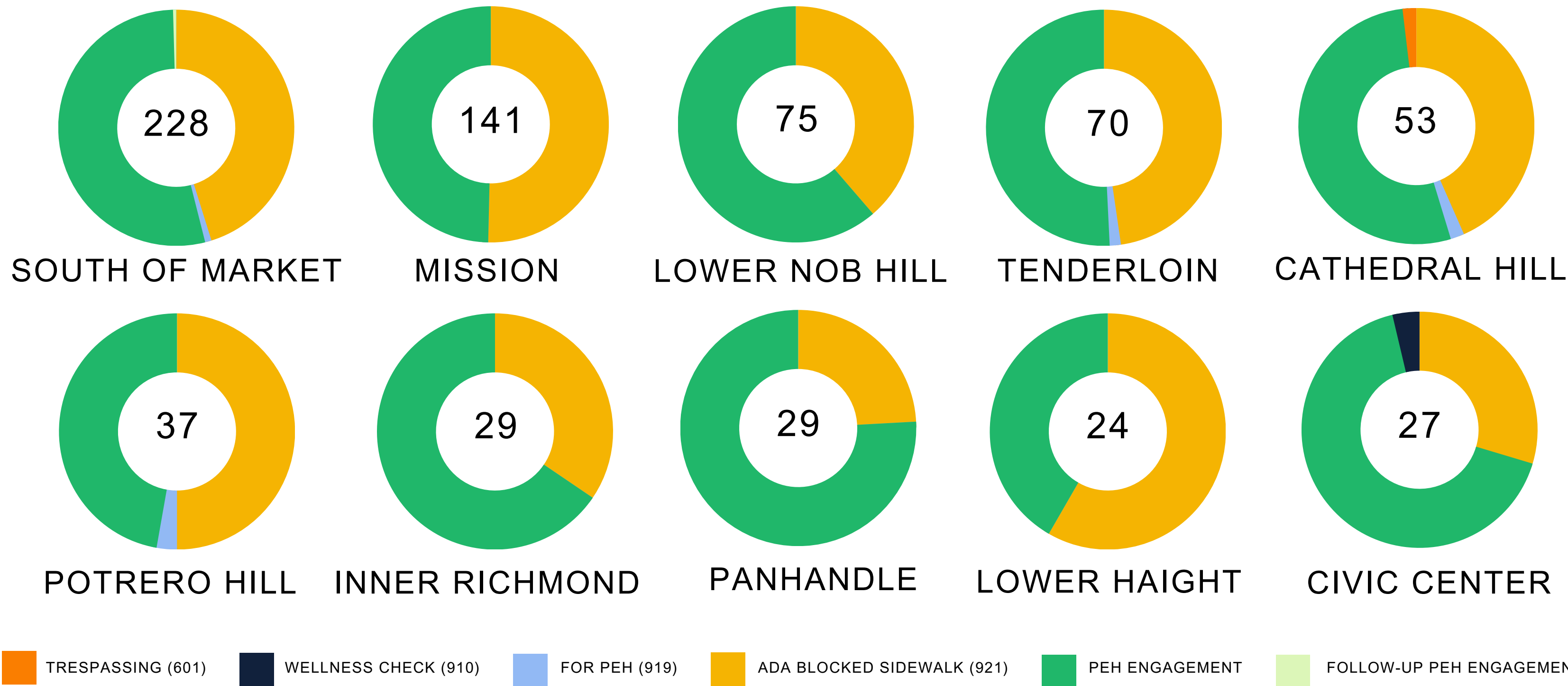


■ Trespassing (601)
 ■ Wellness Check (910)
 ■ For PEH (919)
 ■ ADA Blocked Sidewalk (921)
 ■ PEH Engagement
■ Follow-Up PEH Engagement

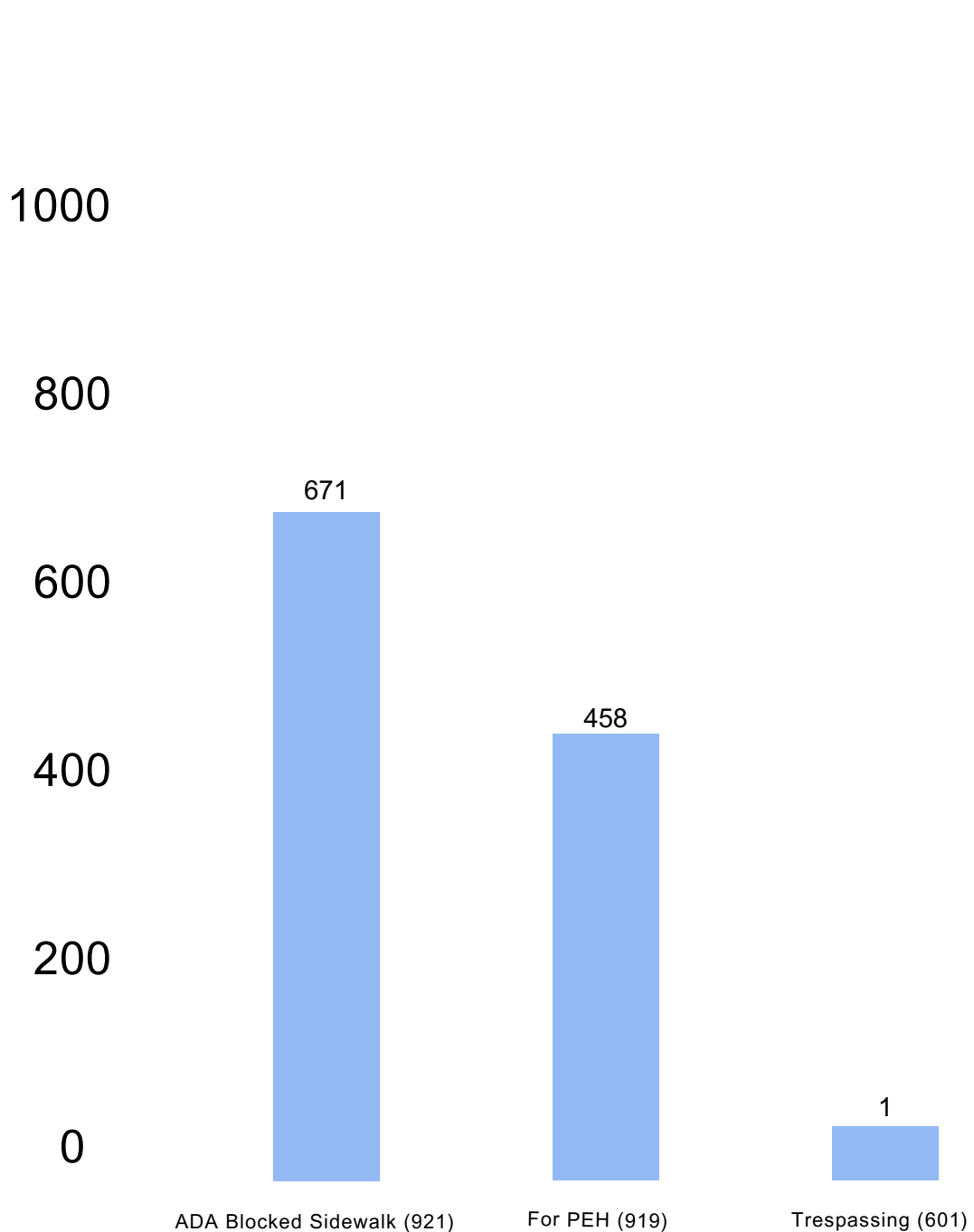


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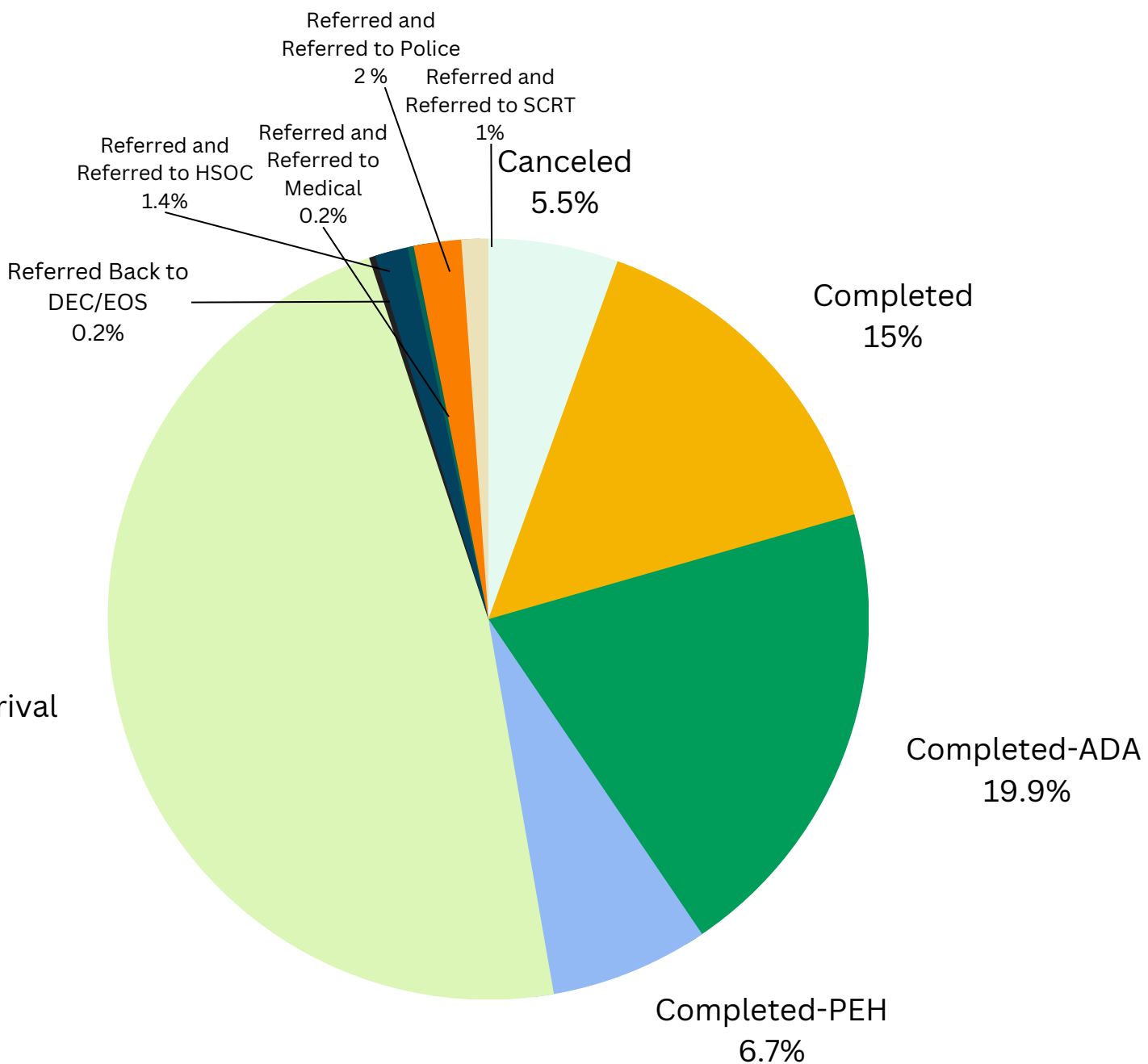
TOP 10 NEIGHBORHOODS - INCIDENT TYPES



INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
PEH Engagement	671
ADA Blocked Sidewalk (921)	458
For PEH (919)	13
Trespassing (601)	1
Total	1,143



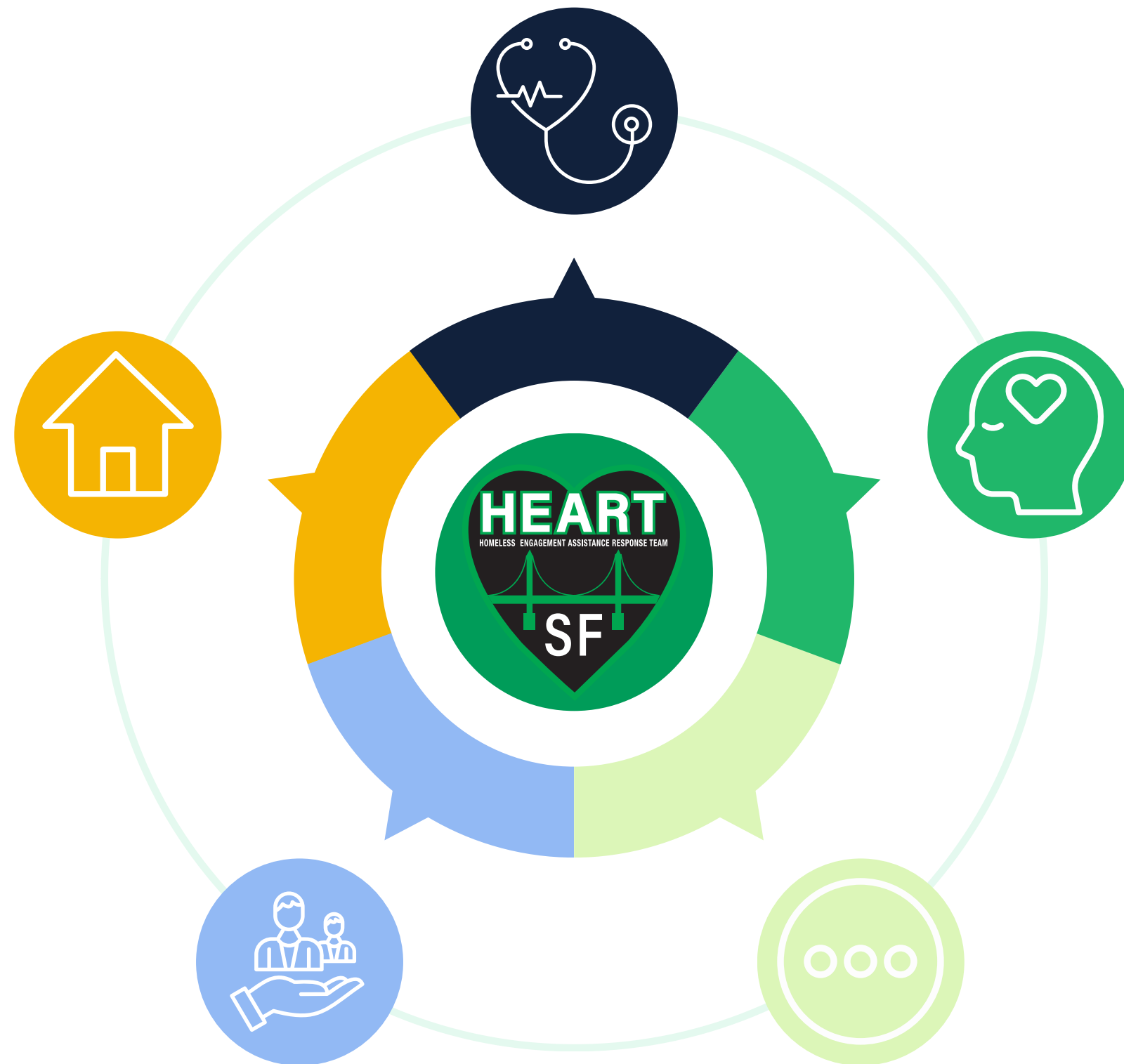
Primary Outcomes			
Canceled	63	Referred Back to DEC/EOS	3
Completed	172	Responded and Referred to HSOC	16
Completed- ADA	228	Responded and Referred to Medical	3
Completed-PEH	77	Responded and Referred to Police	23
Gone on Arrival	545	Responded and Referred to SCRT	13
Total		Total	1,143





SERVICES PROVIDED ON 911 & 311 INCIDENTS

Social Service Activities	
Provided Water/Coffee	220
Assisted with Obtaining Vital Documents	114
Provided Meal/Snack	69
Provided Hygiene Kit	47
Provided Clothing/Blanket/Shoes	23
Referred to Mobile Hygiene	18
Provided Client with Service Provider Information	10
Referred to Public Benefits (GA, CalFresh, Medi-Cal, etc.)	5
Referred to Care Coordinator	4
Referred to MUNI/BART Access	3
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	1
Created a Service Plan	1
Provided Service Provider with Client Information	1
Referred to Recovery Support Services	1
Total	517



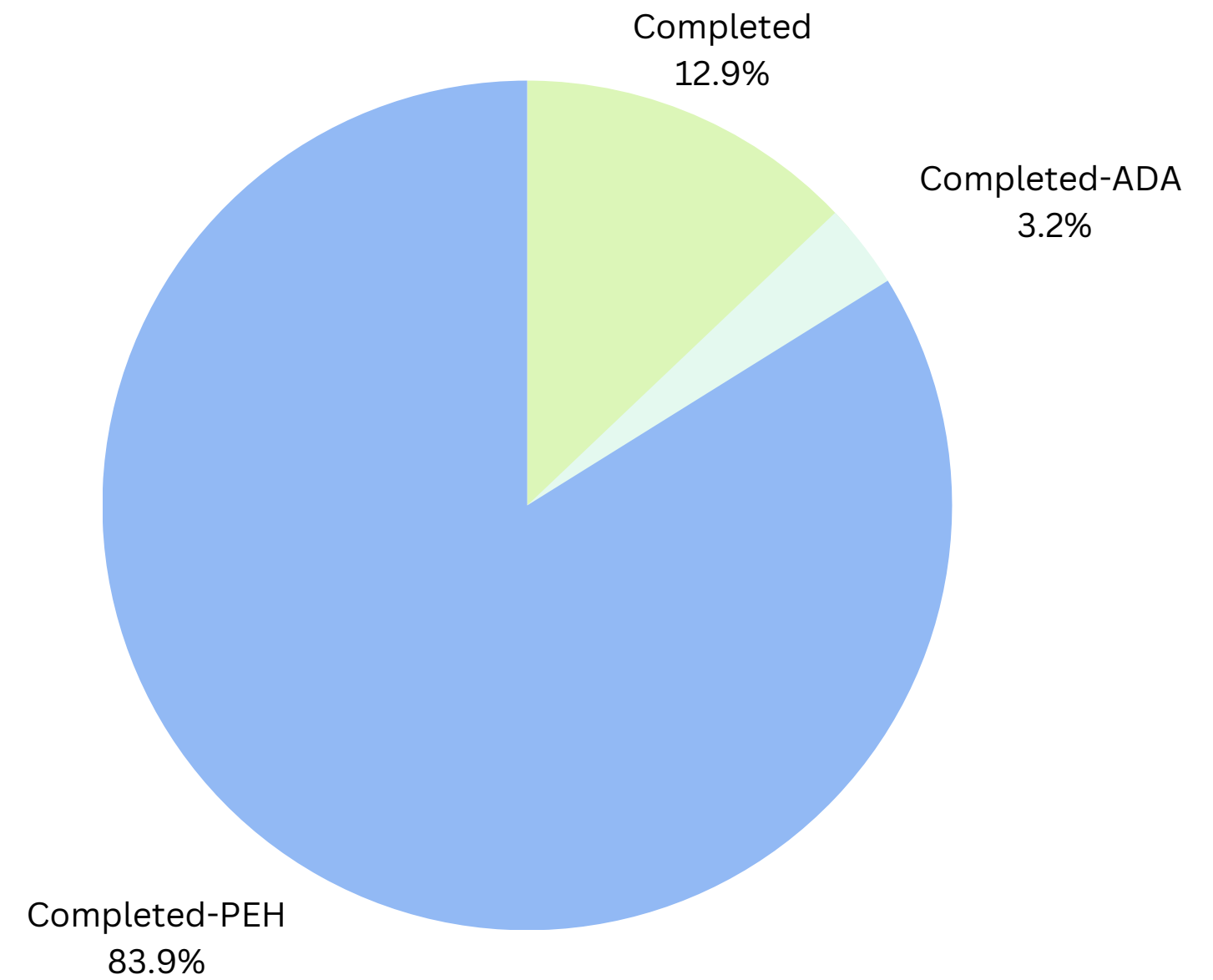
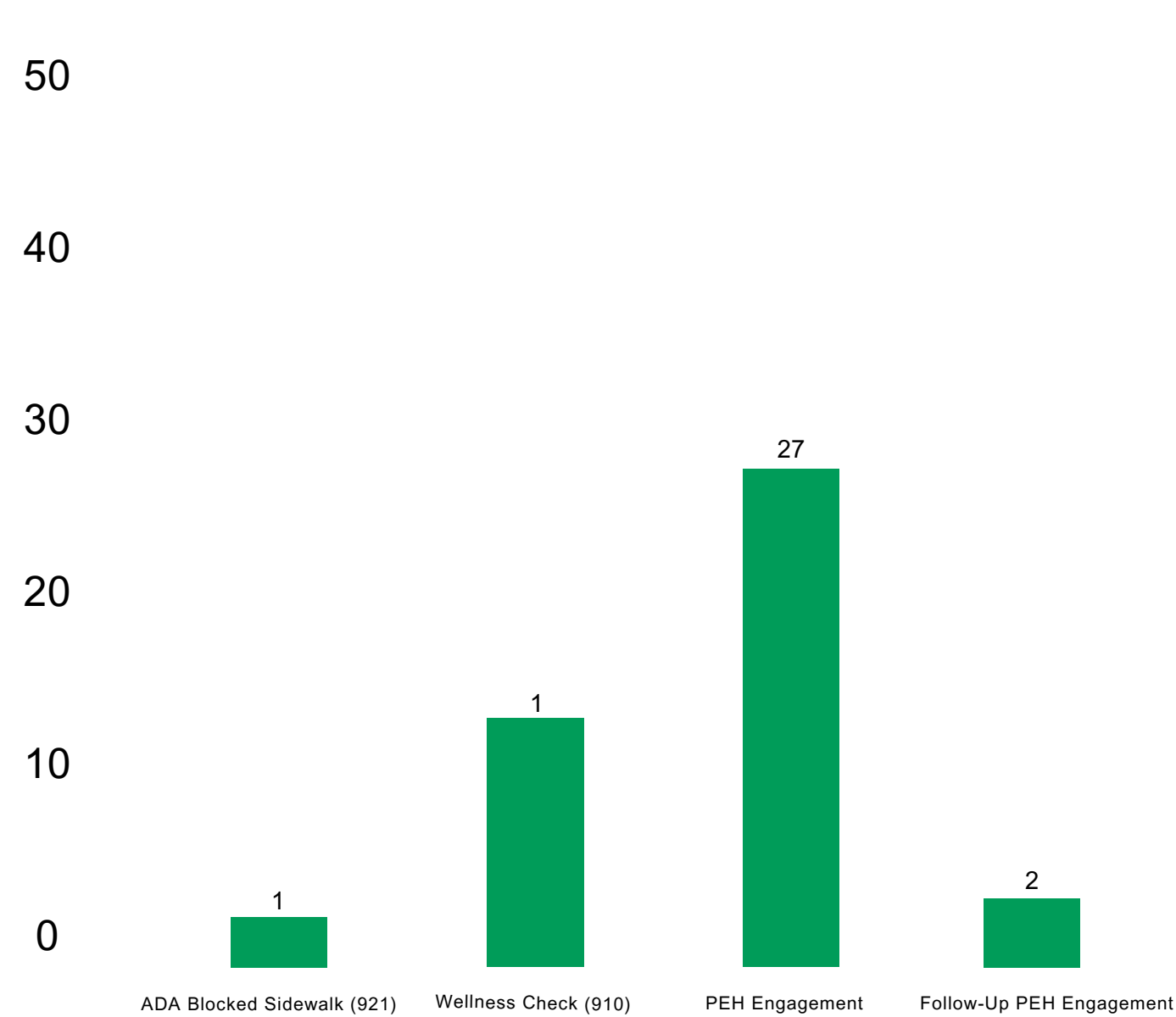
Housing Activities	
Referred to Access Point	62
Referred to Emergency Shelter/Night Shelter	5
Total	67

Mental Health Activities	
	N/A

Medical Activities	
Referred to Medication Assisted Treatment	1
Referred to Primary Care Provider	1
Referred to Inpatient	1
Total	3

Other Activities	
PEH Declined Services	123
Referred to Sanitation/DPW	78
Referred to Outreach/HOT	19
Transportation Assistance (General)	11
Business/Public Safety Relationship Building	1
Total	232

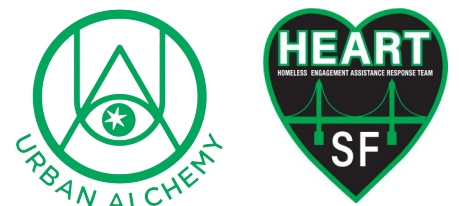
HEART INCIDENT TYPES & PRIMARY OUTCOMES



Non 311/911 Incidents (True Diversion)	
ADA Blocked Sidewalk (921)	1
Wellness Check (910)	1
PEH Engagement	27
Follow-up PEH Engagement	2
Total	31

Primary Outcome	
Completed	4
Completed- ADA	1
Completed-PEH	26
Total	31

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SERVICES PROVIDED ON HEART INITIATED INCIDENTS

Housing Activities	
Referred to Access Point	21
Referred to Emergency Shelter/Night Shelter	2
Total	24

Social Service Activities	
Assisted with Obtaining Vital Documents	23
Provided Water/Coffee	25
Provided Hygiene Kit	7
Provided Meal/Snack	7
Provided Clothing/Blanket/Shoes	6
Referred to Mobile Hygiene	4
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	4
Provided Client with Service Provider Information	2
Referred to Public Benefits (GA, CalFresh, Medi-Cal)	1
Referred to Care Coordinator	1
Total	80



Mental Health Activities	
	N/A

Medical Activities	
Referred to Detox Center	1
Referred to Inpatient Program	1
Total	1

Other Activities	
PEH Declined Services	6
Referred to Sanitation/DPW	6
Transportation Assistance (General)	5
Business/Public Safety Relationship Building	1
Referred to Sanitation/DPW	1
Total	19

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





For more information, please visit us at:
www.urban-alchemy.us