



FEBRUARY 2024

# MONTHLY DATA REPORT



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This report provides an overview of the services delivered by HEART from February 1st, 2024 - February 29th, 2024. 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

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INCIDENT TYPES BY POLICE  
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911 INCIDENTS

311 INCIDENTS

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CITY INCIDENTS

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**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 11,100 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

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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

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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

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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

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- 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.

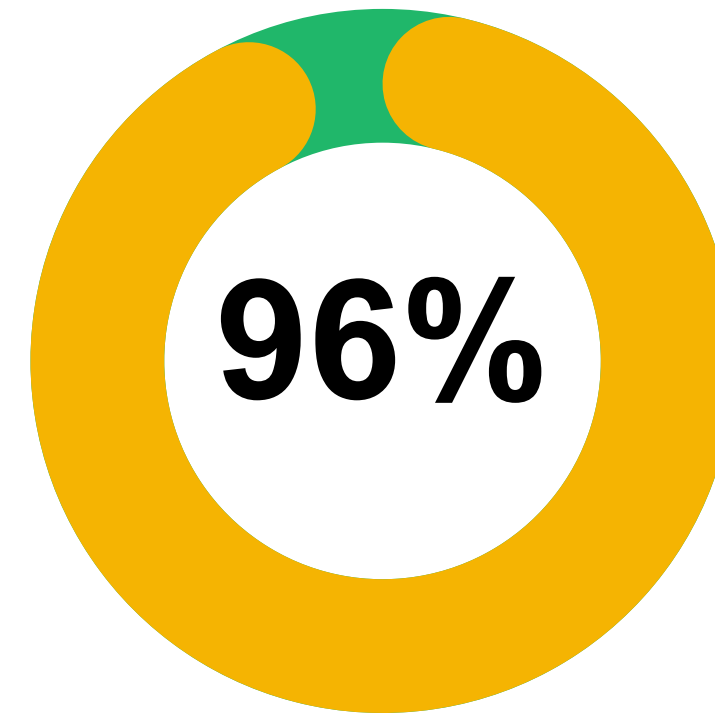
# INCIDENT TOTALS

**1,223**

TOTAL INCIDENTS RESOLVED

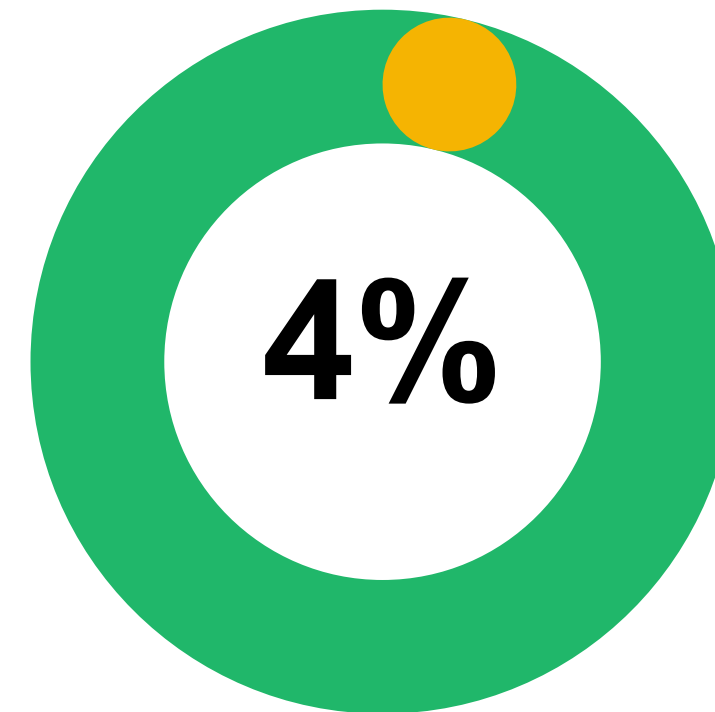
**42**

DAILY AVERAGE RESOLVED



**1,172**

RECEIVED AND  
RESOLVED IN FEBRUARY

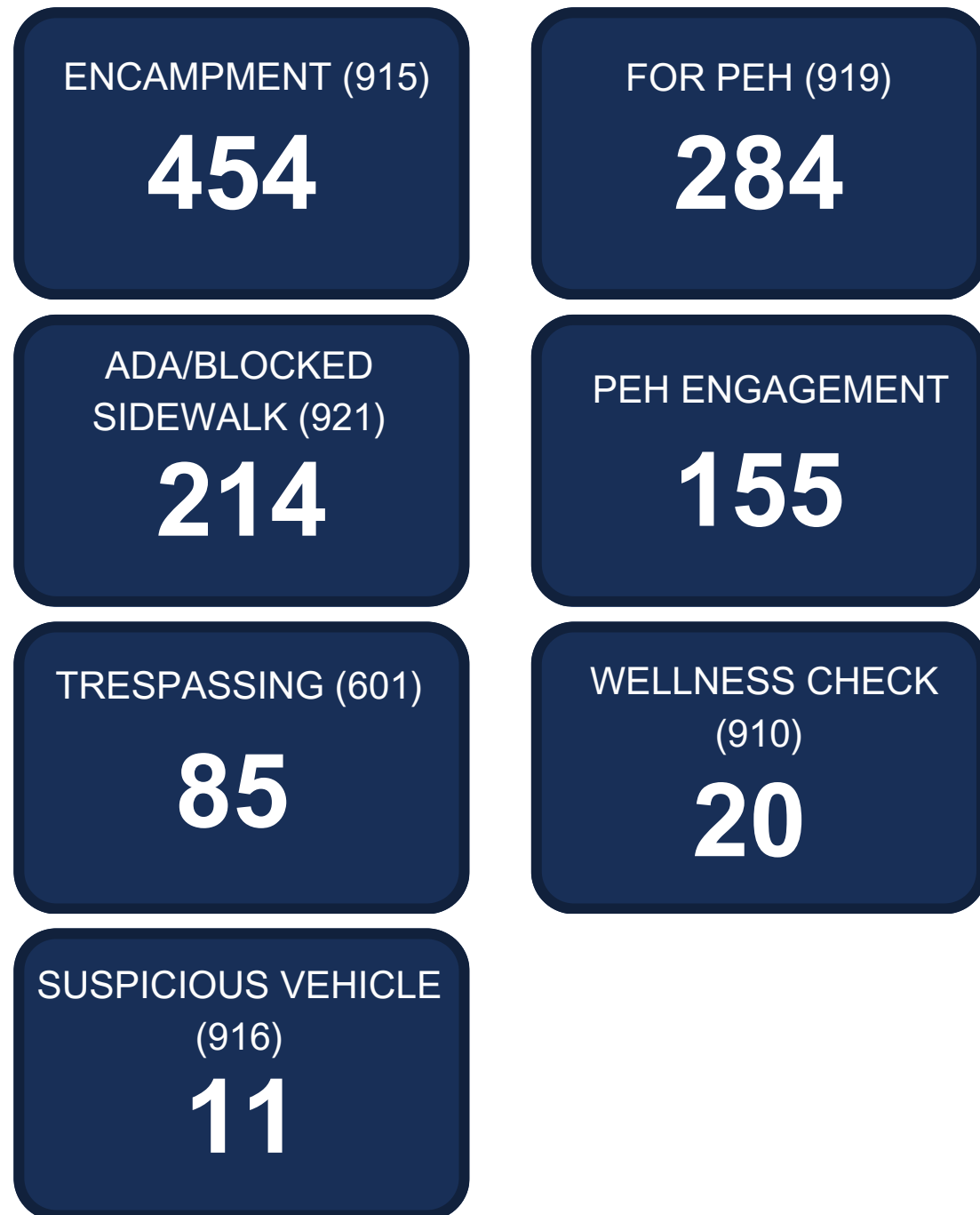


**51**

RECEIVED IN JANUARY AND  
RESOLVED IN FEBRUARY

# DATA SUMMARY OF 1,223 RESOLVED INCIDENTS

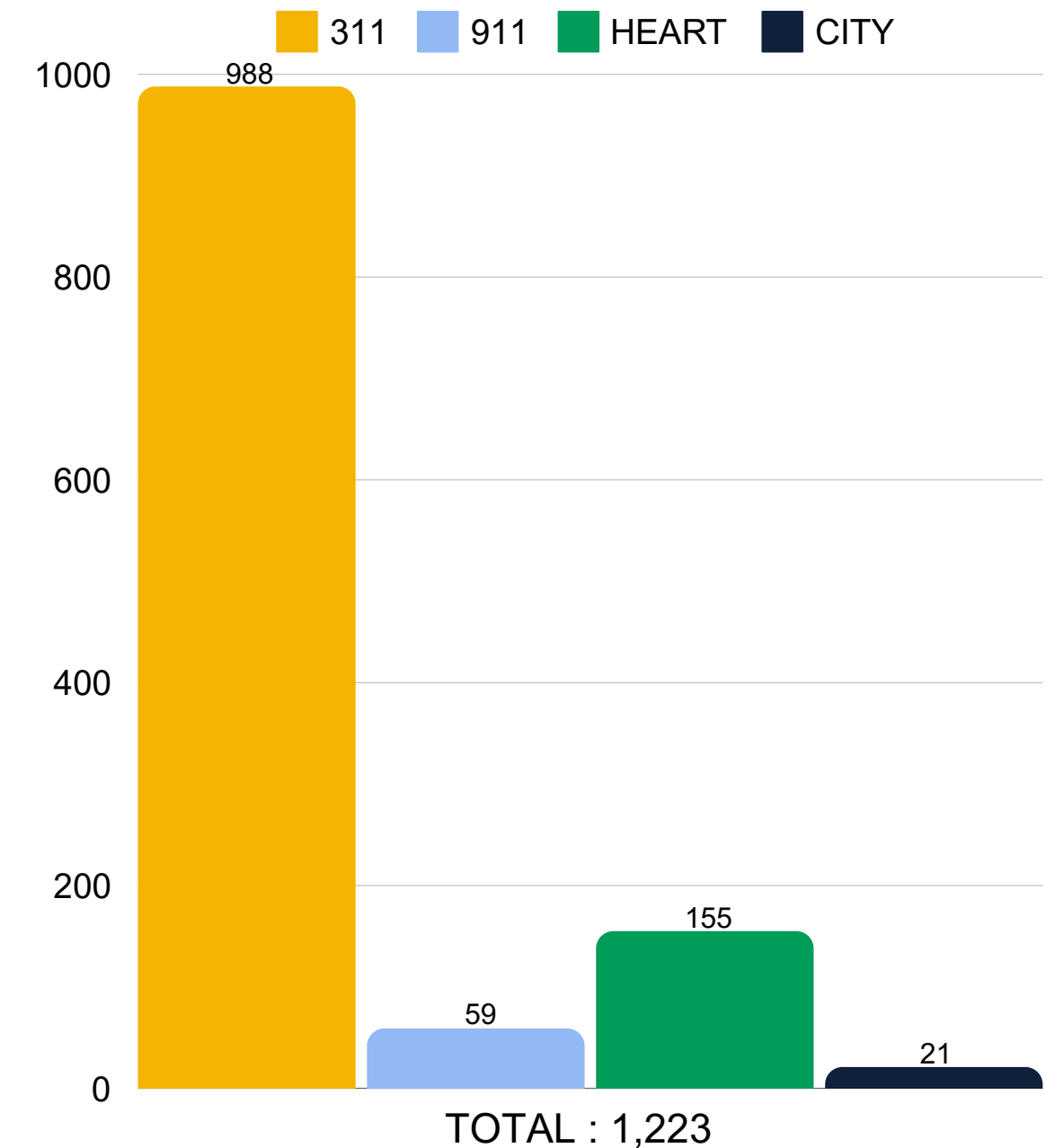
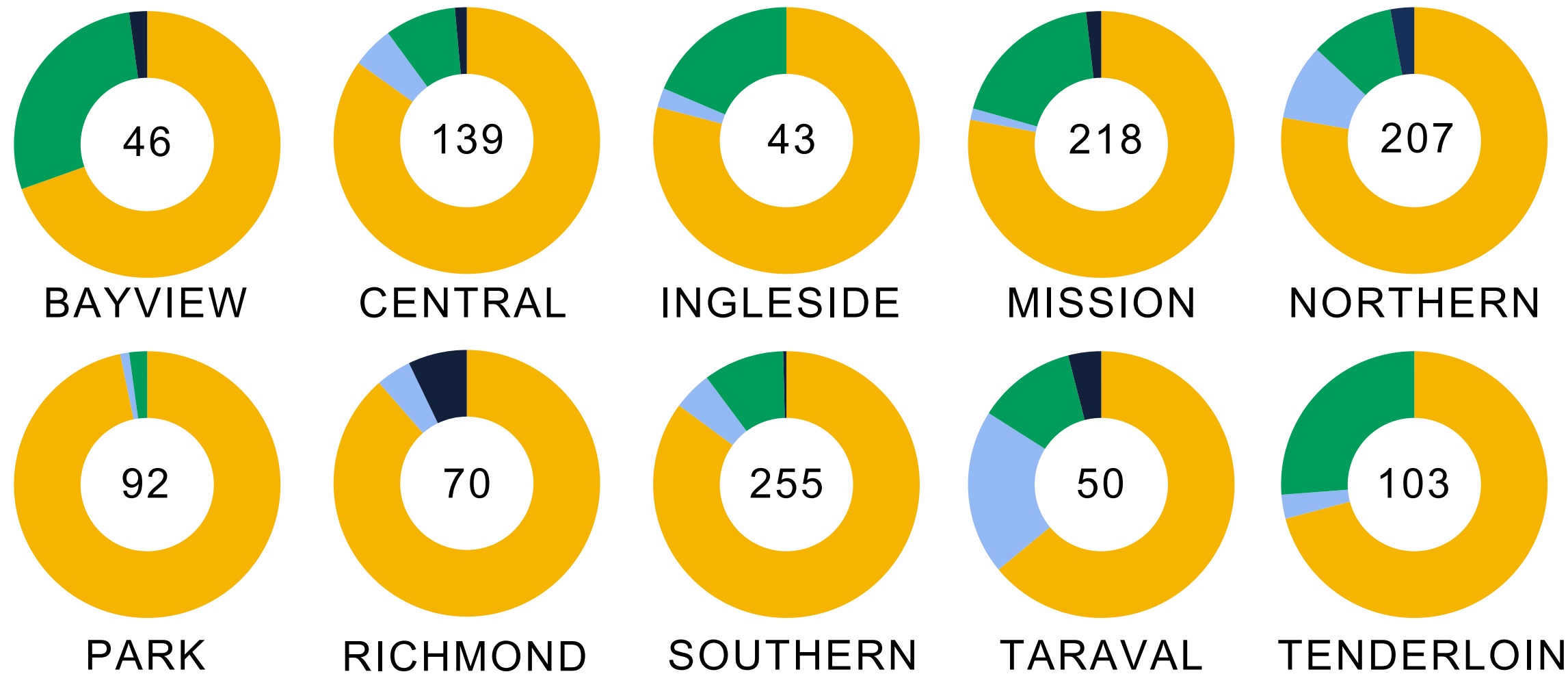
## INCIDENT TYPES



## RESOLVED REASONS



# INCIDENT SOURCE BY POLICE DISTRICTS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED



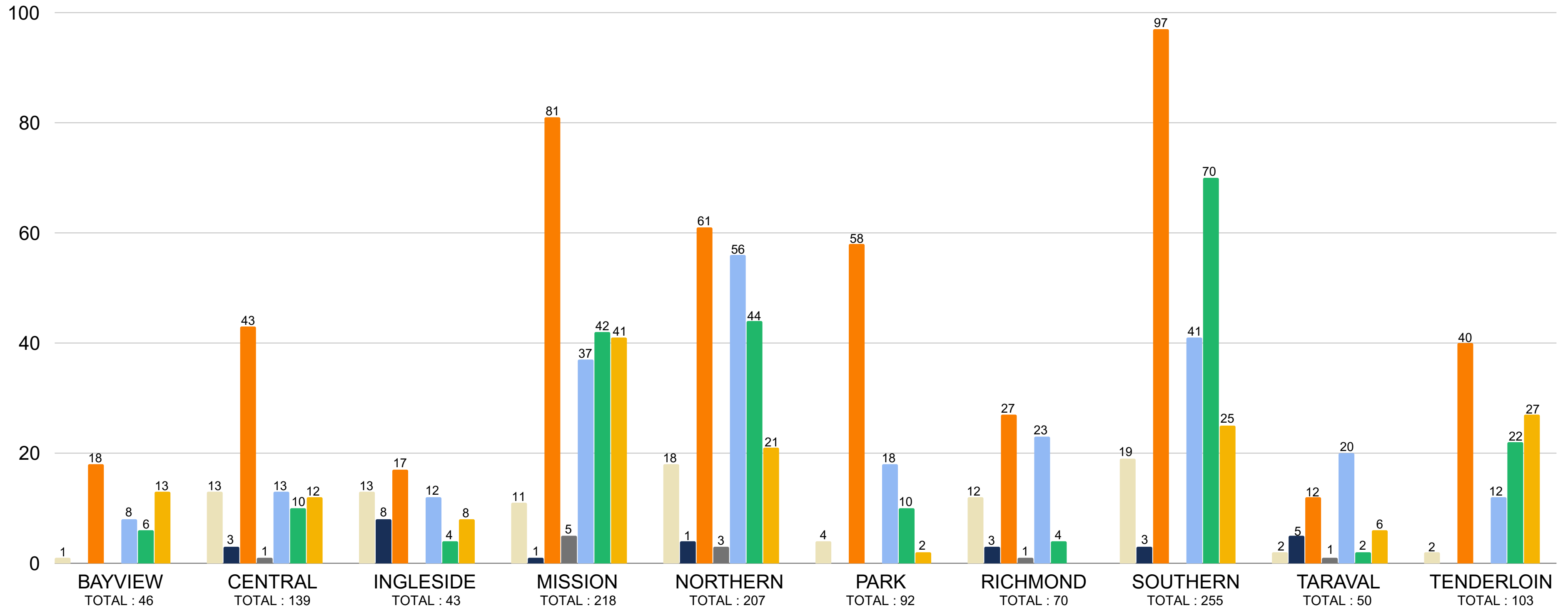
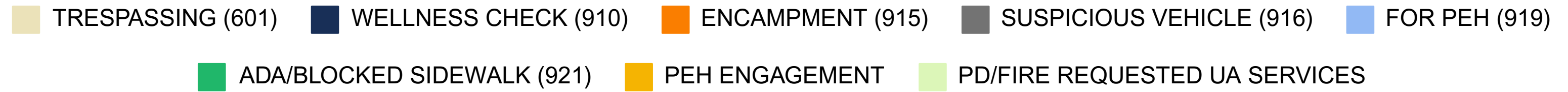
SPECIAL REQUEST\*

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

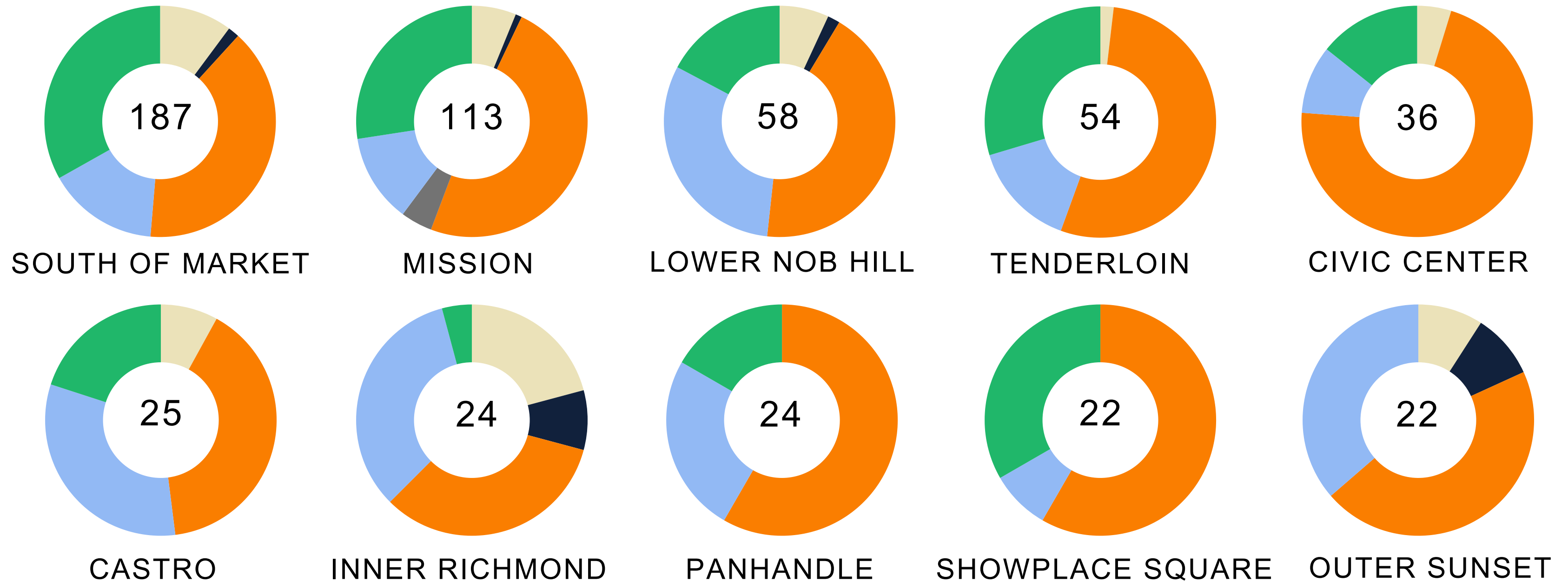




# INCIDENT TYPES BY POLICE DISTRICTS



# TOP 10 NEIGHBORHOODS\* - INCIDENT TYPES



TRESPASSING (601)
  WELLNESS CHECK (910)
  ENCAMPMENT (915)
  SUSPICIOUS VEHICLE (916)
  FOR PEH (919)

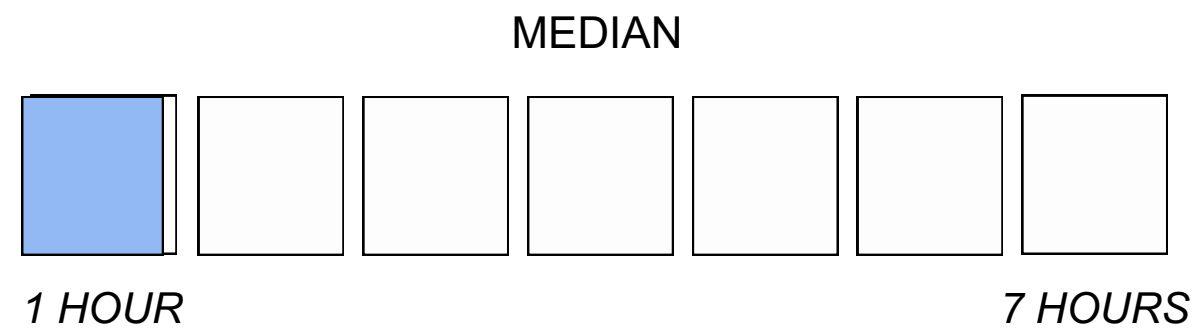
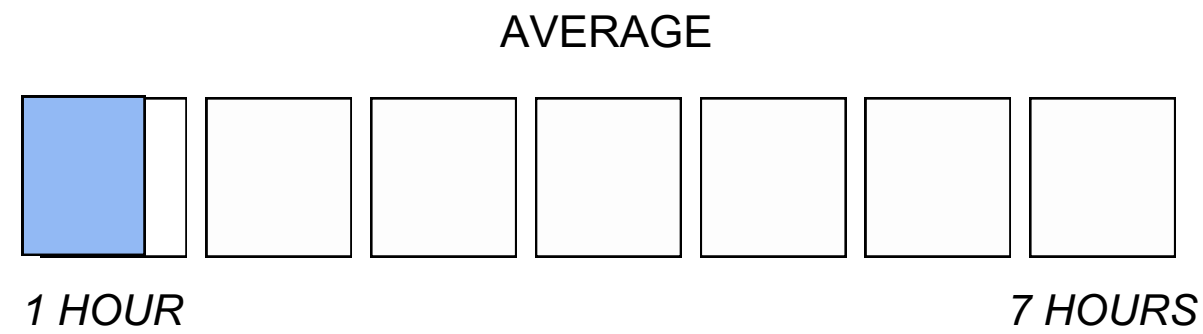
ADA/BLOCKED SIDEWALK (921)
  PEH ENGAGEMENT
  PD/FIRE REQUESTED UA SERVICES

\*Rings will not add up to 1,223. This slide shows the top 10 neighborhoods HEART served of 118.



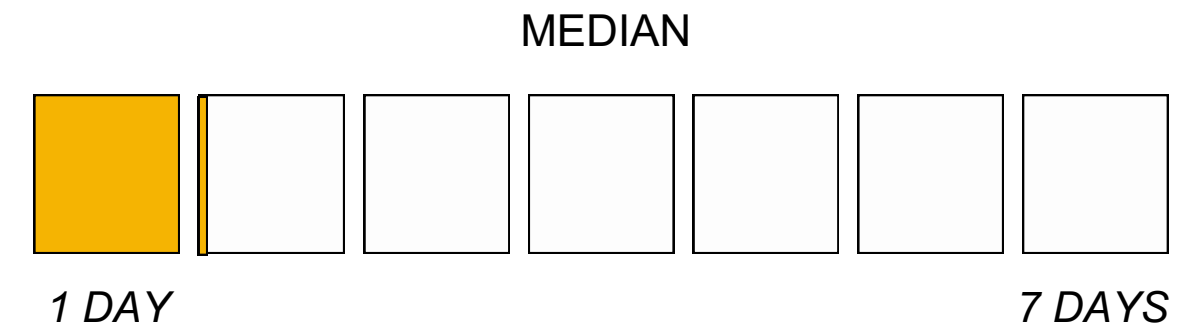
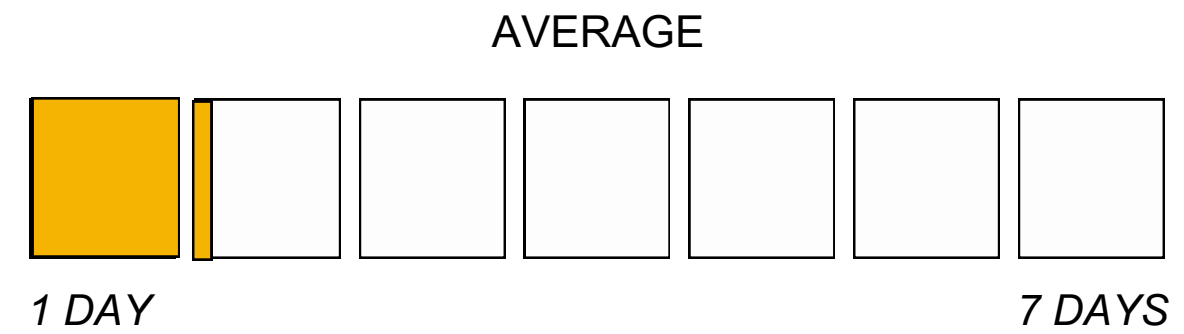
# RESPONSE TIMES

## 911 INCIDENTS



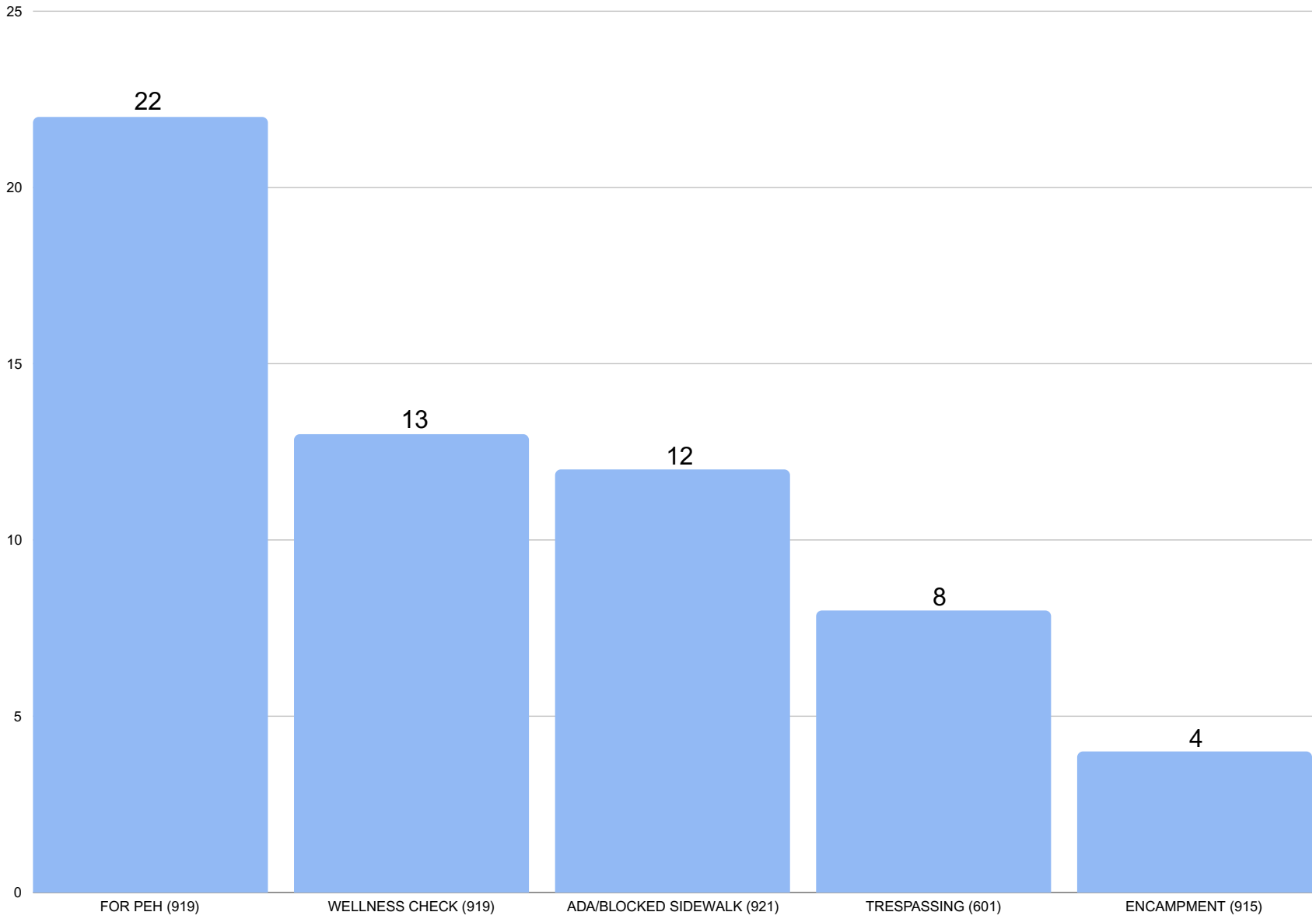
AVERAGE	MEDIAN
48 MINS	53 MINS

## 311 INCIDENTS

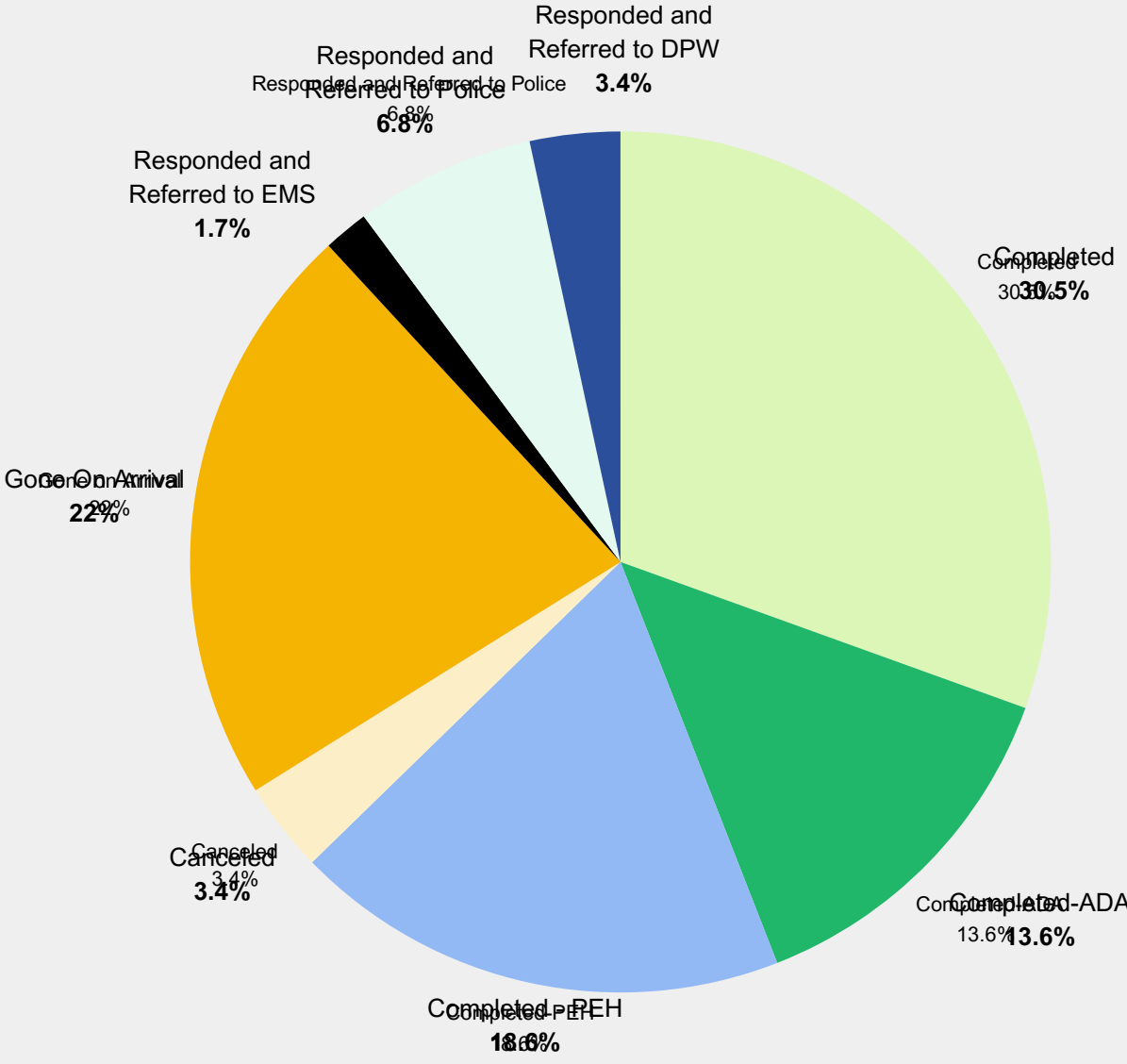


AVERAGE	MEDIAN
1 DAY 3 HOURS 53 MINS	24 HOURS 58 MINS

# 911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
For PEH (919)	22
Wellness Check (910)	13
ADA/Blocked Sidewalks (921)	12
Trespassing (601)	8
Encampment(s) (915)	4
<b>Total</b>	<b>59</b>



Resolved Types	
Completed	18
GOA/UTL	13
Completed - PEH	11
Completed - ADA	8
Responded & referred to Police	4
Canceled	2
Responded & Reallocated to DPW	2
Responded & referred to EMS	1
<b>Total</b>	<b>59</b>



# SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to Access Point	1
<b>Total</b>	<b>1</b>

Social Service Activities	
Provided Water/Coffee	21
Provided Meal/Snack	18
Provided Client with Service Provider Information	5
Provided Clothing/Blanket/Shoes	4
Referred to Care Coordinator	4
Provided Hygiene Kit	3
Assisted with Obtaining Vital Documents	1
Created a Service Plan	1
Provided Service Provider with Client Information	1
Referred to Clothing Closet	1
Referred to Mobile Hygiene	1
<b>Total</b>	<b>60</b>



Medical Activities	
	N/A

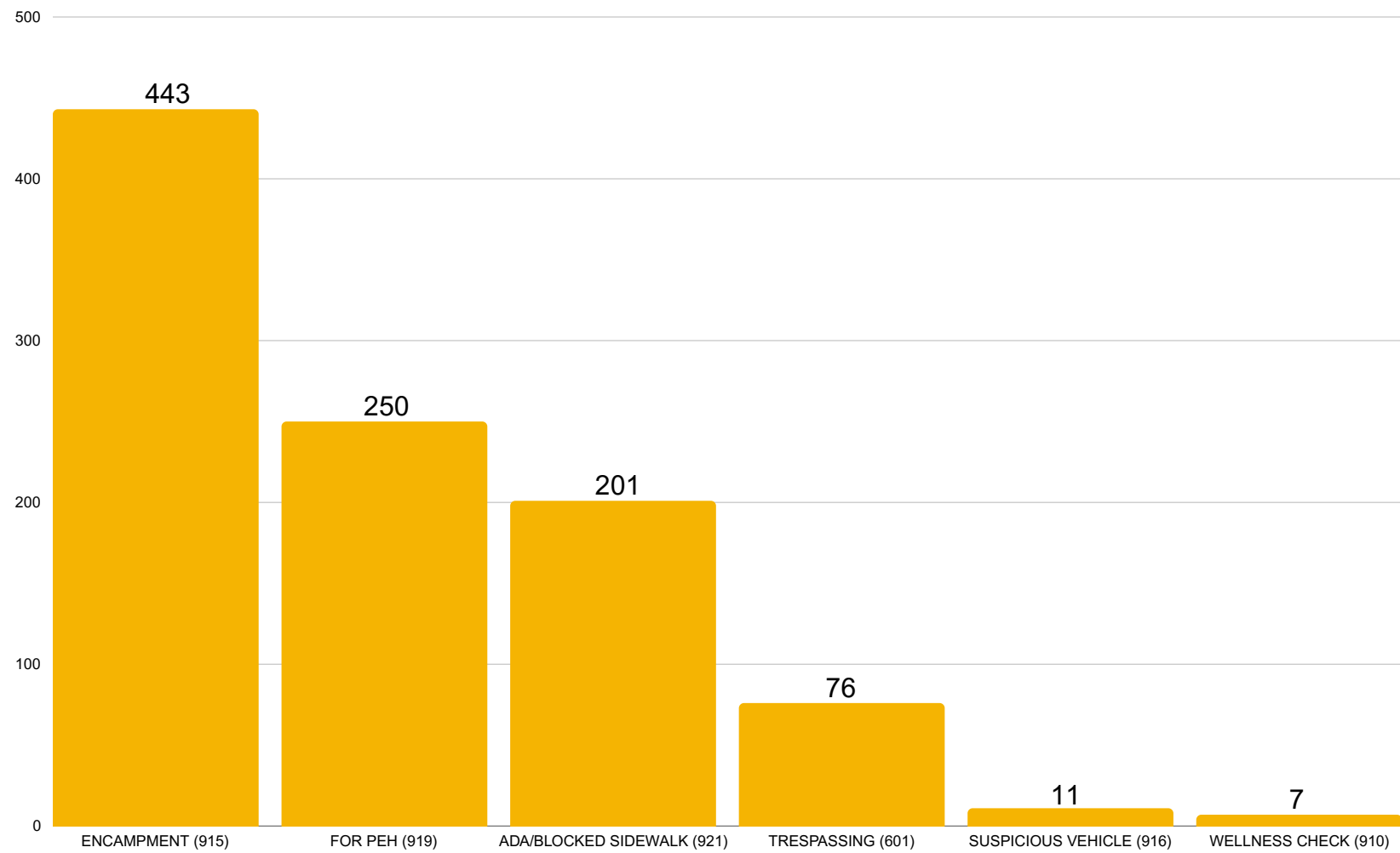
Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	10
Referred to Sanitation/DPW	3
Transportation	4
# Trash Bags Provided	3
<b>Total</b>	<b>20</b>

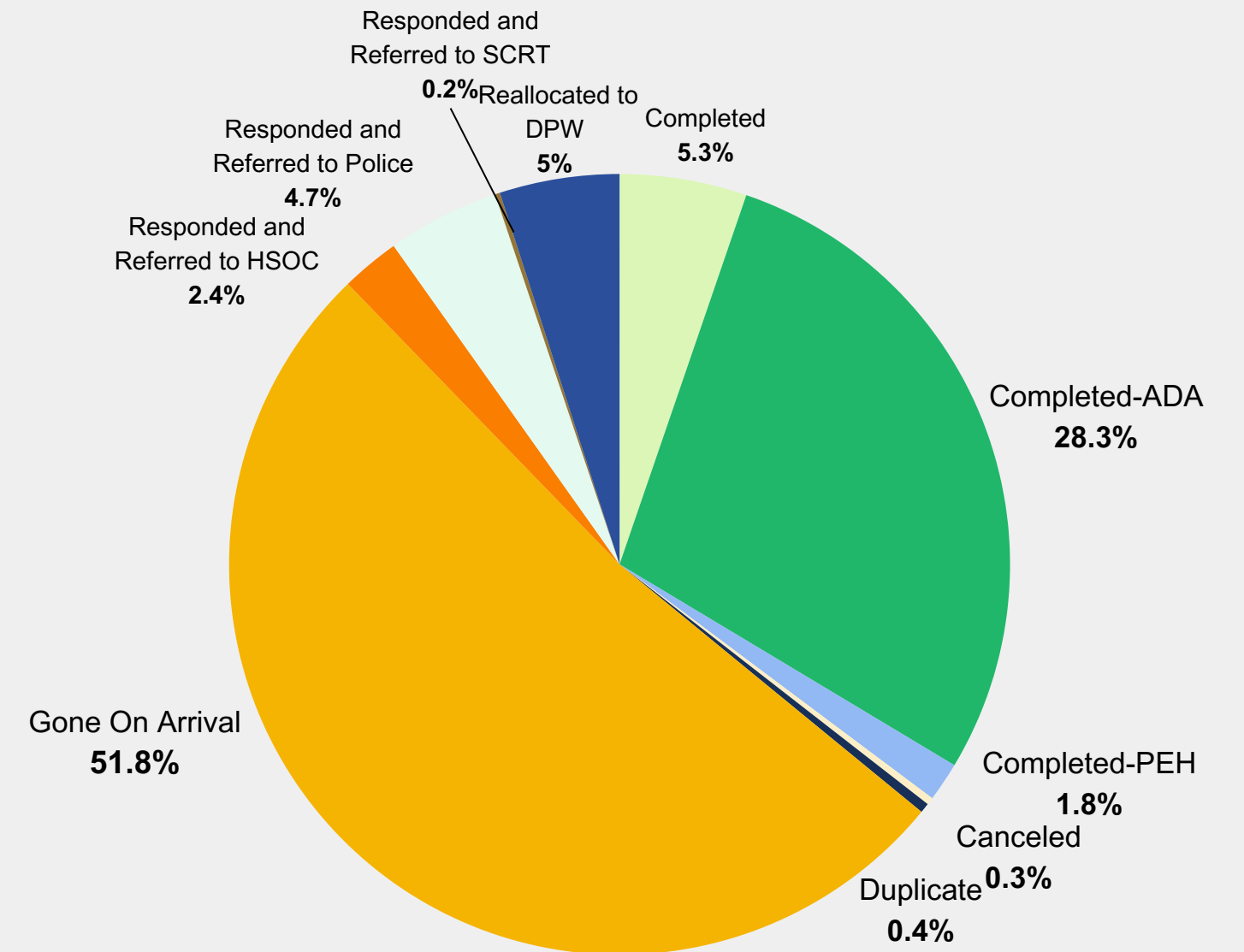
\*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



# 311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment(s) (915)	443
For PEH (919)	250
ADA/Blocked Sidewalks (921)	201
Trespassing (601)	76
Suspicious Vehicle (916)	11
Wellness Check (910)	7
<b>Total</b>	<b>988</b>



Resolved Types	
GOA/UTL	512
Completed - ADA	280
Completed	52
Responded & Reallocated to DPW	49
Responded & referred to Police	46
Responded & referred to HSOC	24
Completed - PEH	16
Duplicate	4
Canceled	3
Responded & referred SCRT	2
<b>Total</b>	<b>988</b>

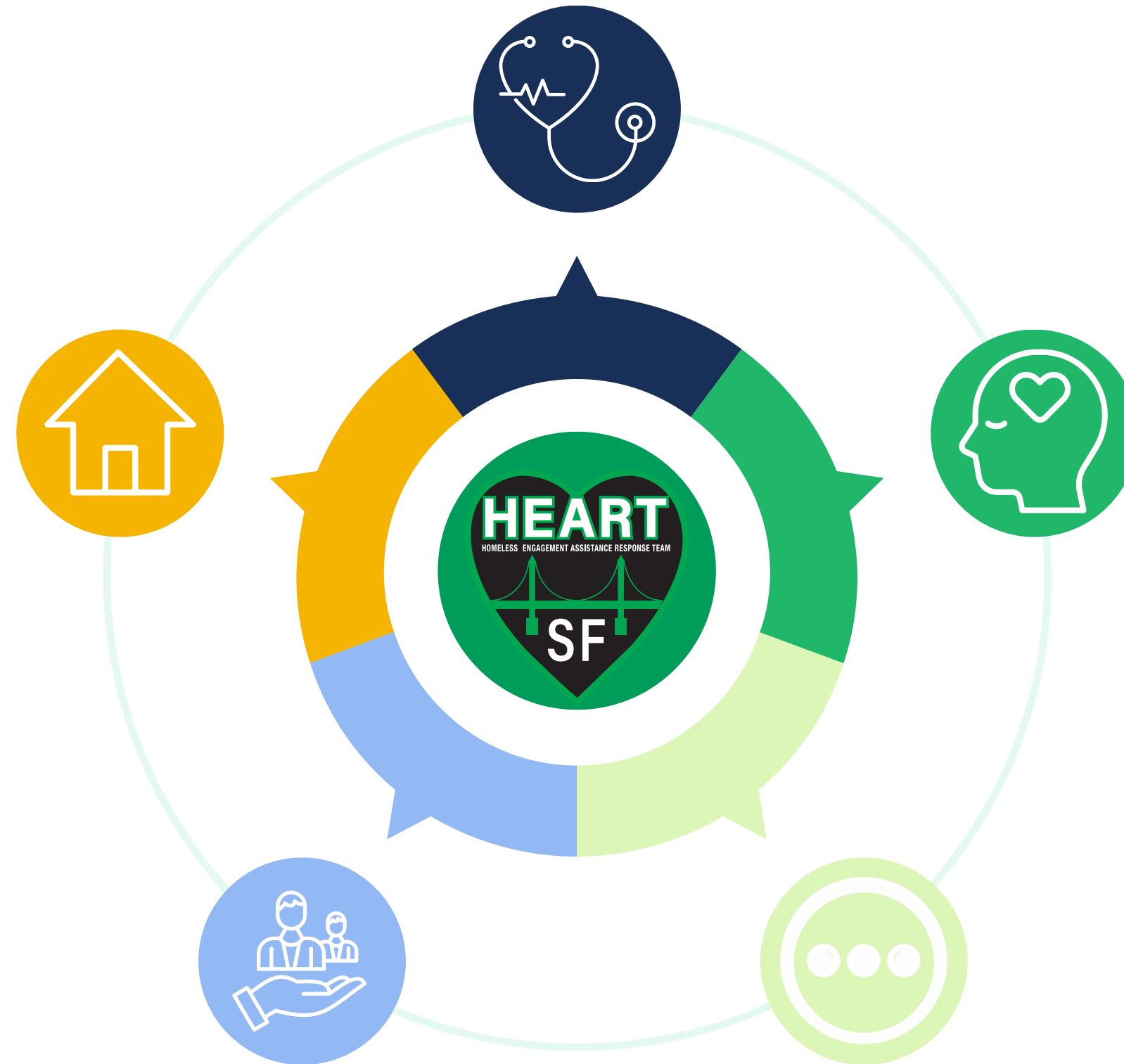


# SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to an Access Point	7
Referred to Emergency Shelter/Night Shelter	5
<b>Total</b>	<b>12</b>

Social Service Activities	
Provided Water/Coffee	121
Provided Meal/Snack	83
Provided Hygiene Kit	22
Provided Client with Service Provider Information	21
Provided Clothing/Blanket/Shoes	8
Referred to Care Coordinator	7
Created a Service Plan	7
Referred to Mobile Hygiene	2
Referred to Clothing Closet	2
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	2
Referred to Outreach/HOT	1
Assisted with Obtaining Vital Documents	1
Referred to MUNI/BART Access	1
<b>Total</b>	<b>329</b>



Medical Activities	
Referred to Detox Center	1
Referred to Inpatient Program	1
Referred to Primary Care Provider	1
<b>Total</b>	<b>3</b>

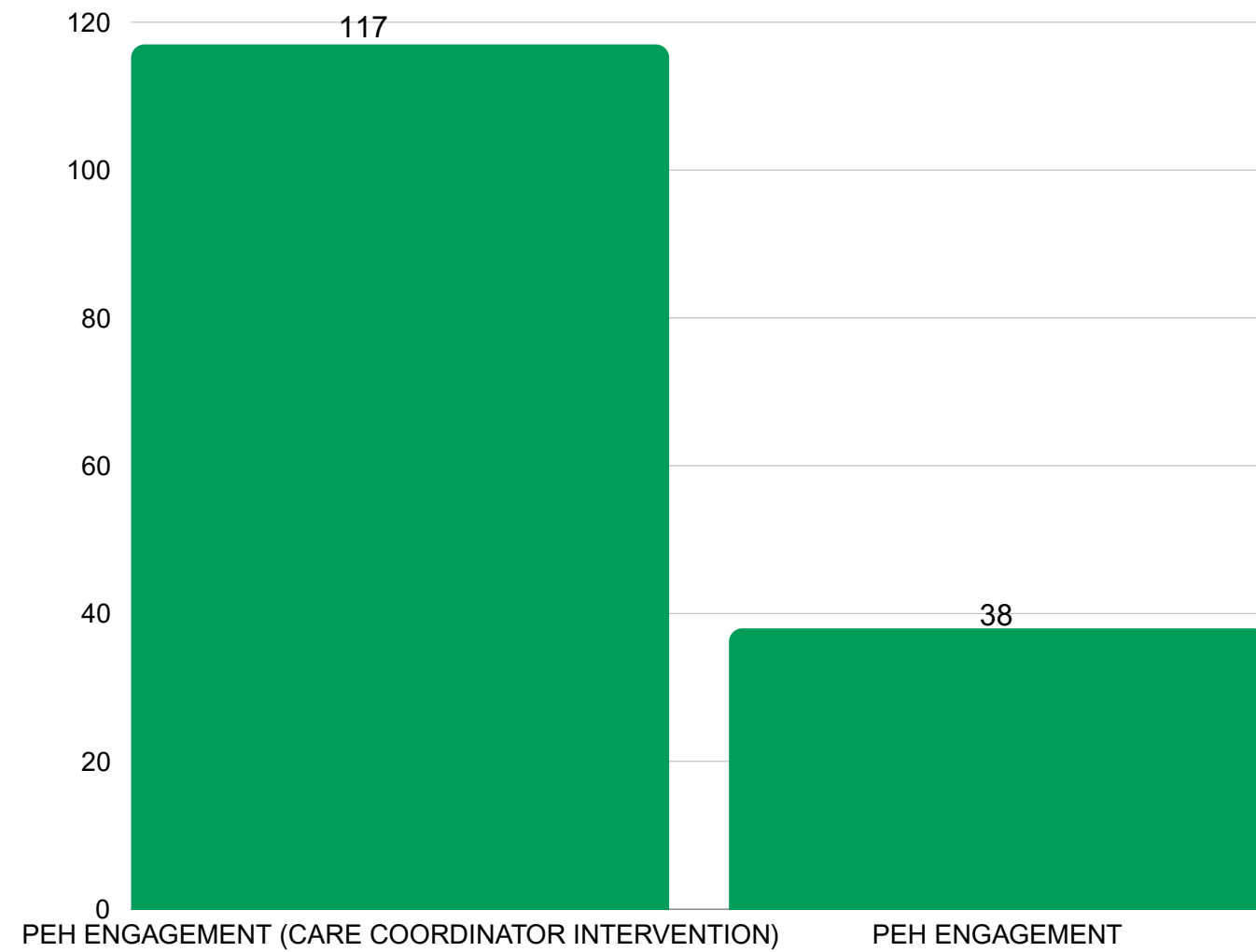
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	59
Needs Assessment Completed	25
# Trash Bags Provided	17
Transportation	6
<b>Total</b>	<b>107</b>

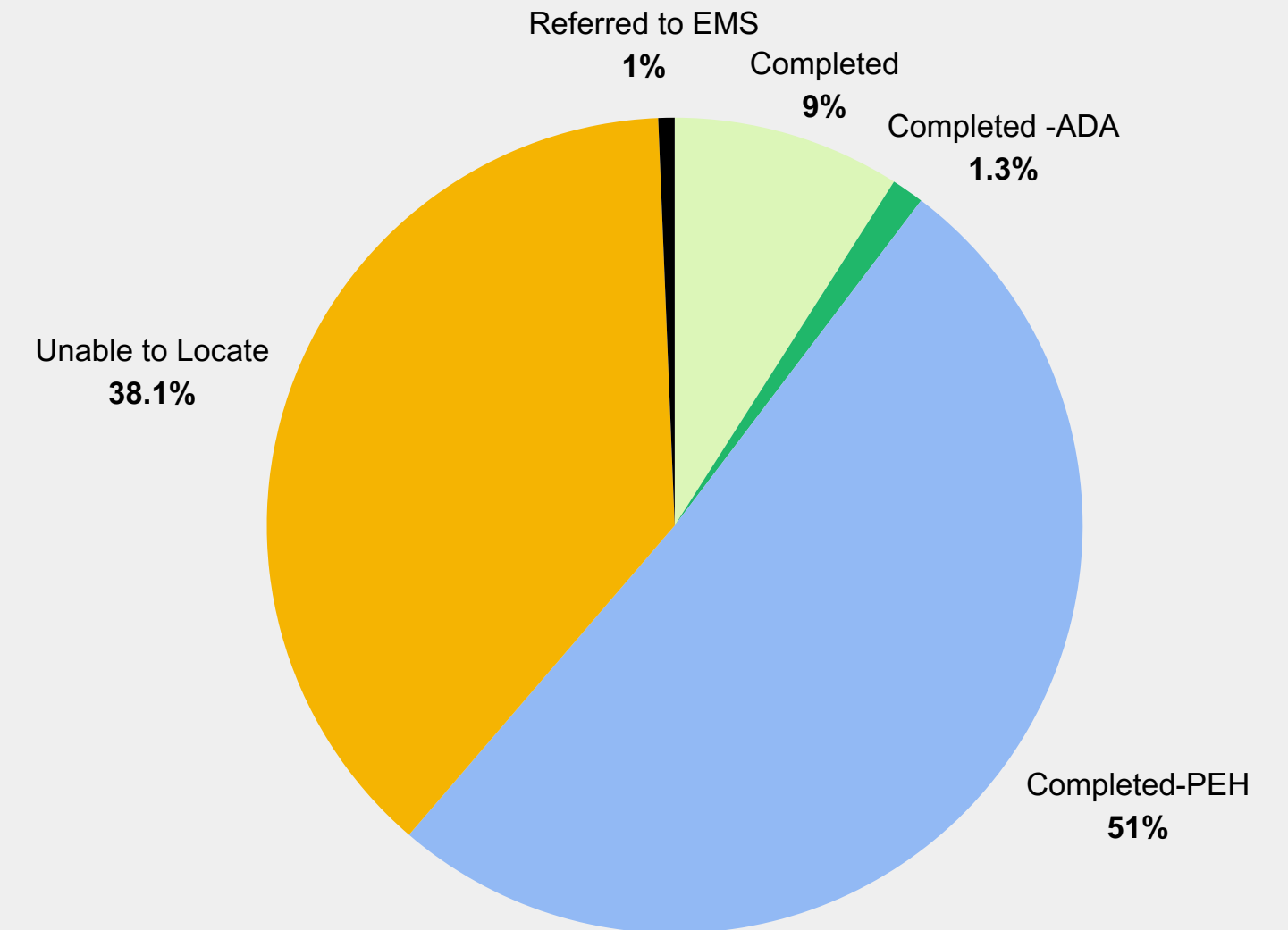
\*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



# HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement (Care Coordinator Intervention)	117
PEH Engagement	38
<b>Total</b>	<b>155</b>



Resolved Types	
Completed - PEH	79
Unable to Locate	59
Completed	14
Completed - ADA	2
Referred to EMS	1
<b>Total</b>	<b>155</b>



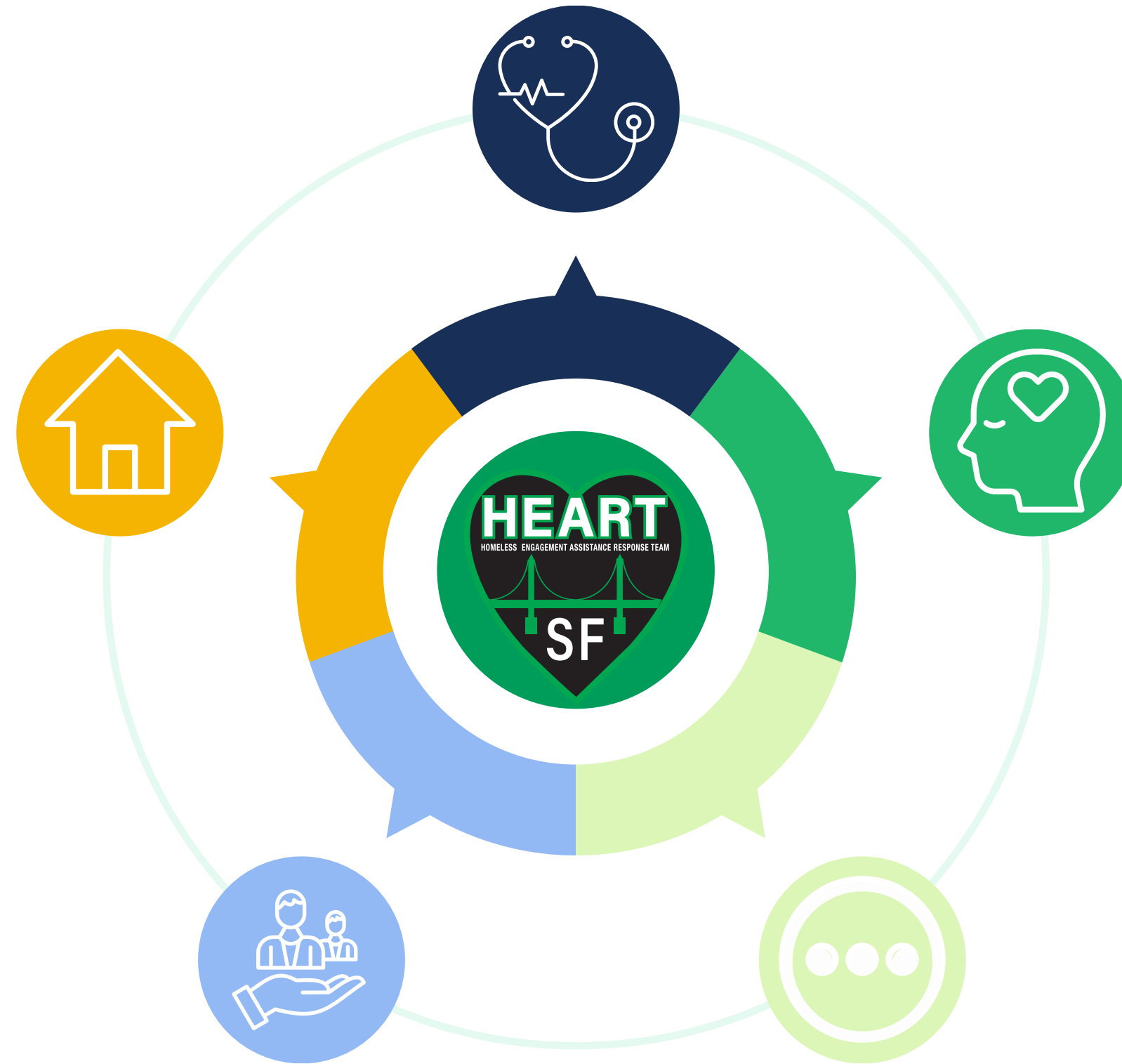


# SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to Emergency Shelter	12
Referred to an Access Point	8
Attained Permanent Housing	1
Successful Placement into Shelter	1
<b>Total</b>	<b>22</b>

Social Service Activities	
Followed-up on Service Plan	61
Provided Water/Coffee	56
Provided Meal/Snack	49
Provided Hygiene Kit	34
Provided Client with Service Provider Information	29
Created a Service Plan	12
Provided Clothing/Blanket/Shoes	9
Referred to Mobile Hygiene	7
Assisted with Obtaining Vital Documents	6
Referred to Clothing Closet	6
Provided Service Provider with Client Information	4
Referred to Care Coordinator	2
Completed Public Benefits Application (GA/GR, CalFresh, Medi-Cal)	1
Referred to Outreach/HOT	1
<b>Total</b>	<b>242</b>



Medical Activities	
Referred to Medical Provider	2
Referred to Primary Care Provider	2
Referred to Detox Center	2
OD Reversal	1
Referred to Medicated Assisted Treatment (Suboxone/Methadone)	1
<b>Total</b>	<b>8</b>

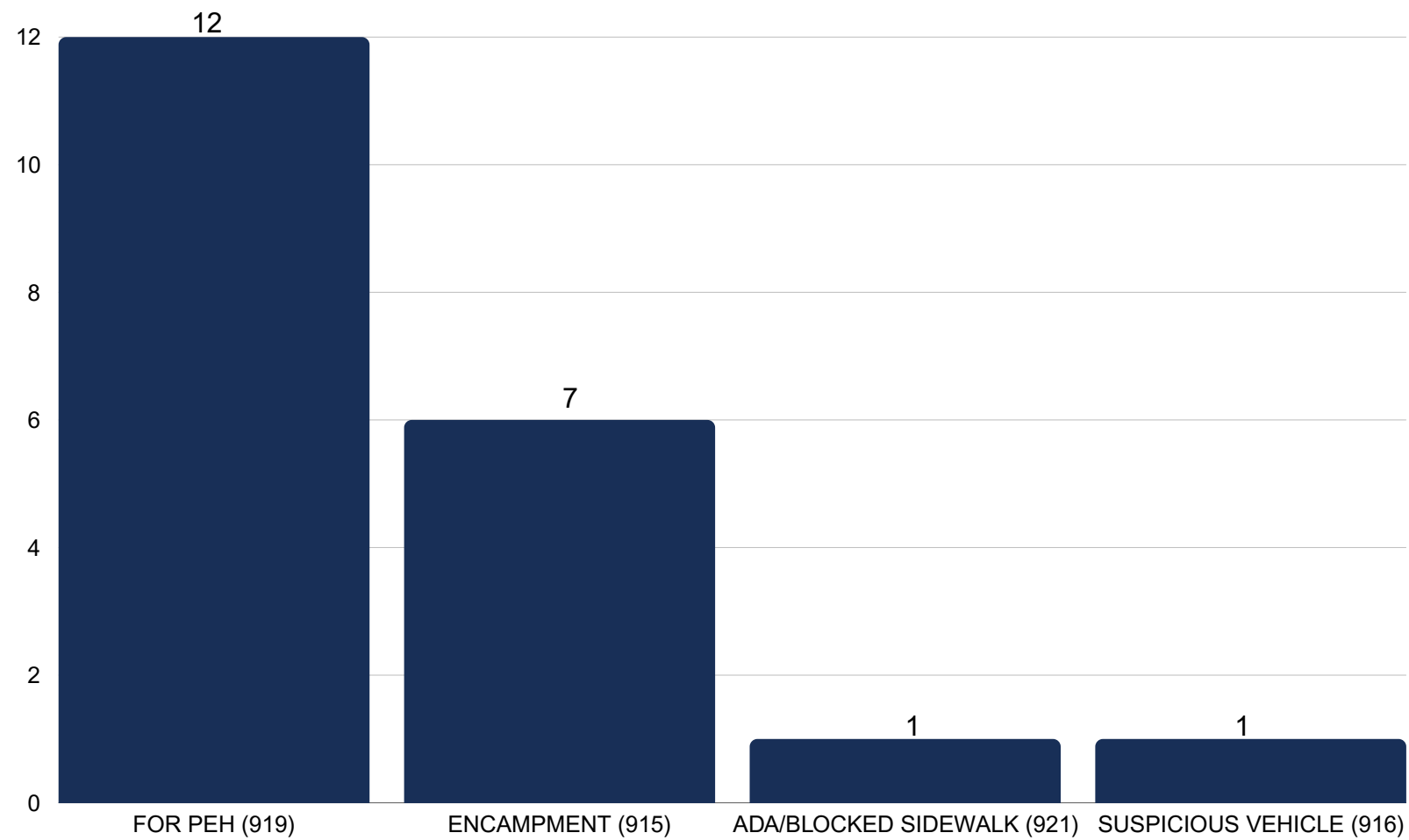
Mental Health Activities	
	N/A

Other Activities	
Transportation	25
Needs Assessment Completed	19
Provided Trash Bags	2
Referred to Sanitation/DPW	2
<b>Total</b>	<b>48</b>

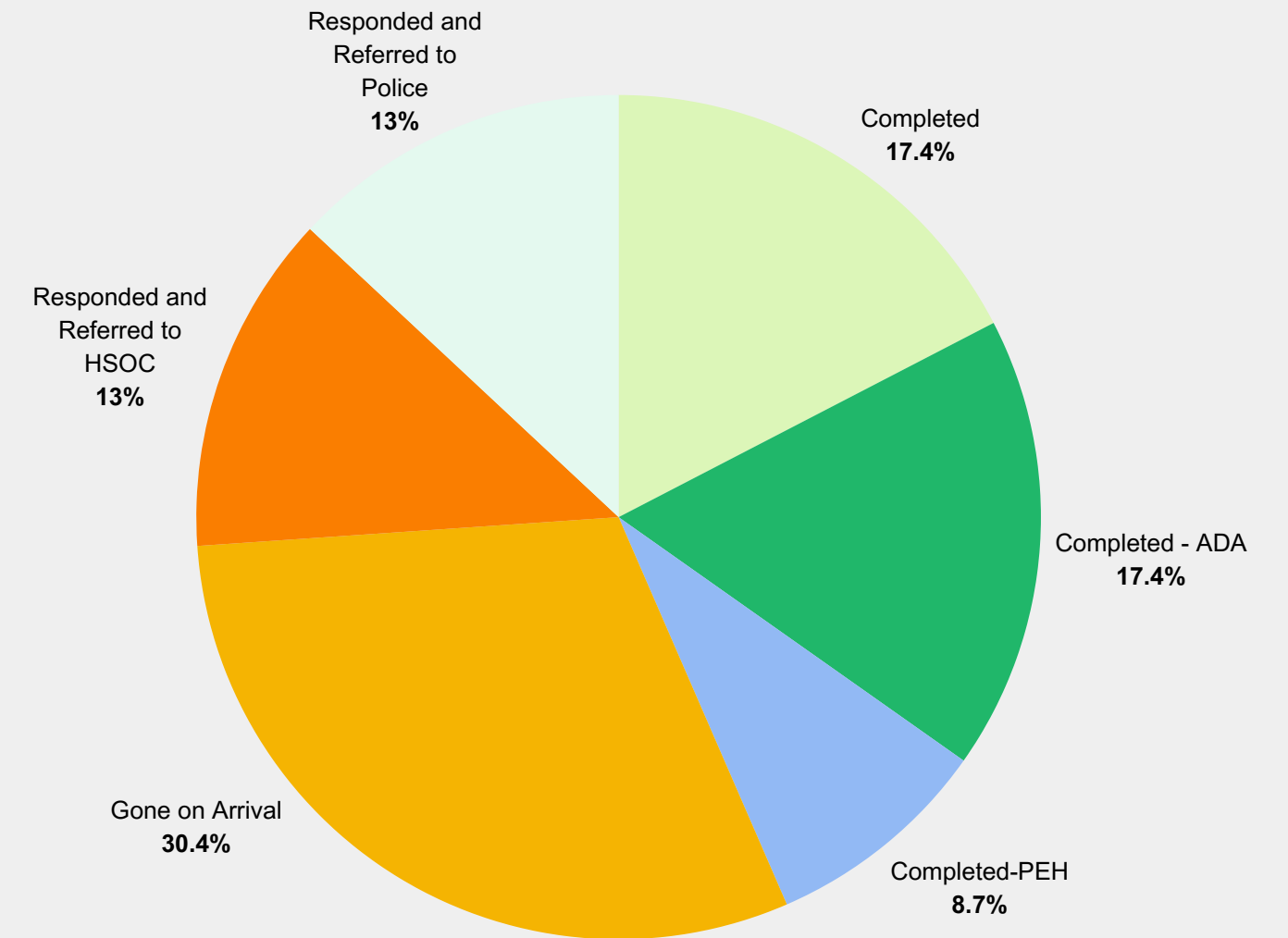
\*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



# SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
For PEH (919)	12
Encampment(s) (915)	7
ADA/Blocked Sidewalks (921)	1
Trespassing (601)	1
<b>Total</b>	<b>21</b>



Resolved Types	
GOA/UTL	7
Completed - ADA	4
Responded & referred to HSOC	3
Responded & referred to Police	3
Completed	2
Completed - PEH	2
<b>Total</b>	<b>21</b>

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

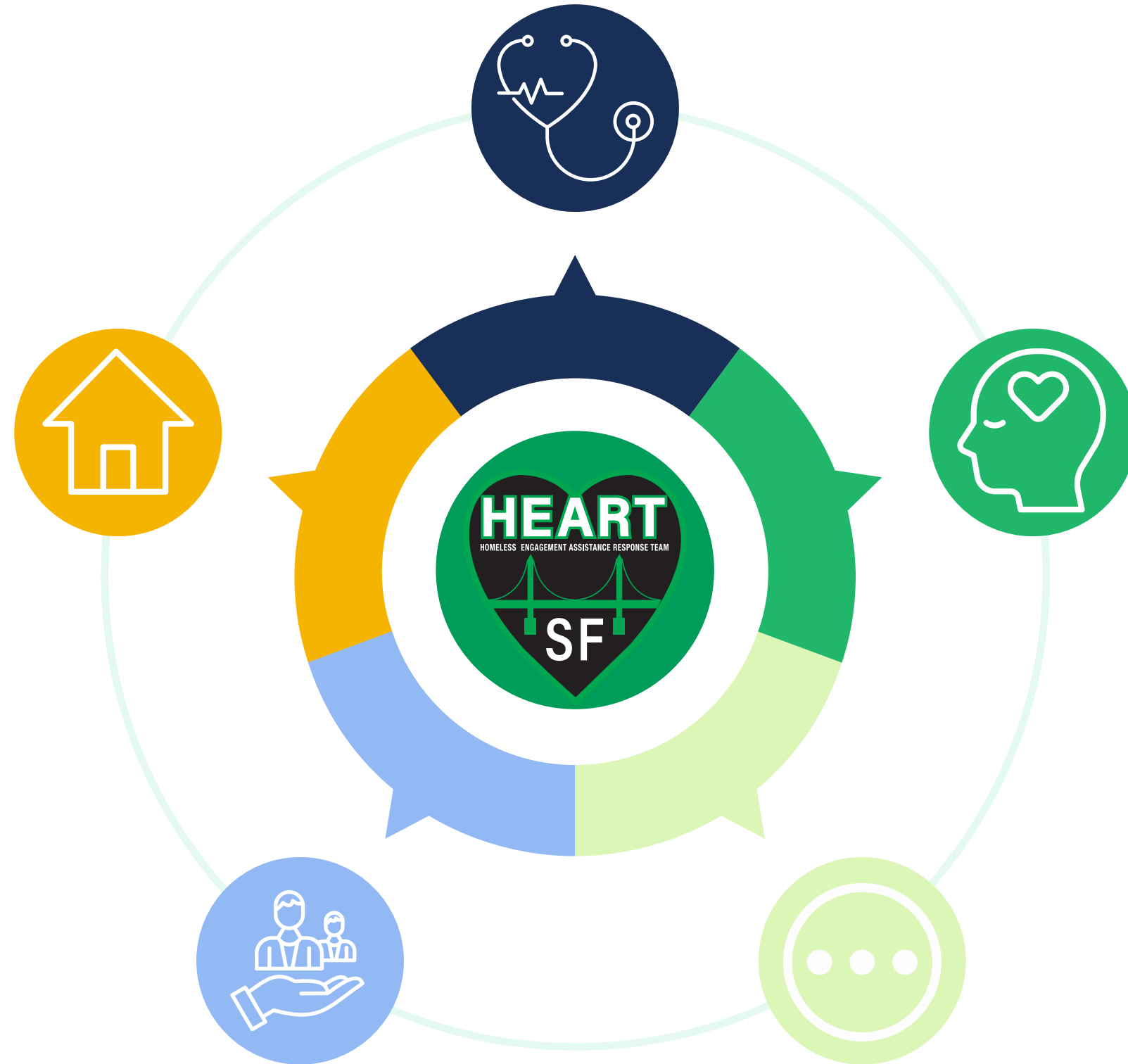


# SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
	N/A

Social Service Activities	
Provided Water/Coffee	4
Provided Meal/Snack	3
Referred to Care Coordinator	2
Provided Client with Service Provider Information	1
Provided Clothing/Blanket/Shoes	1
Assisted with Obtaining Vital Documents	1
Referred to Mobile Hygiene	1
<b>Total</b>	<b>13</b>



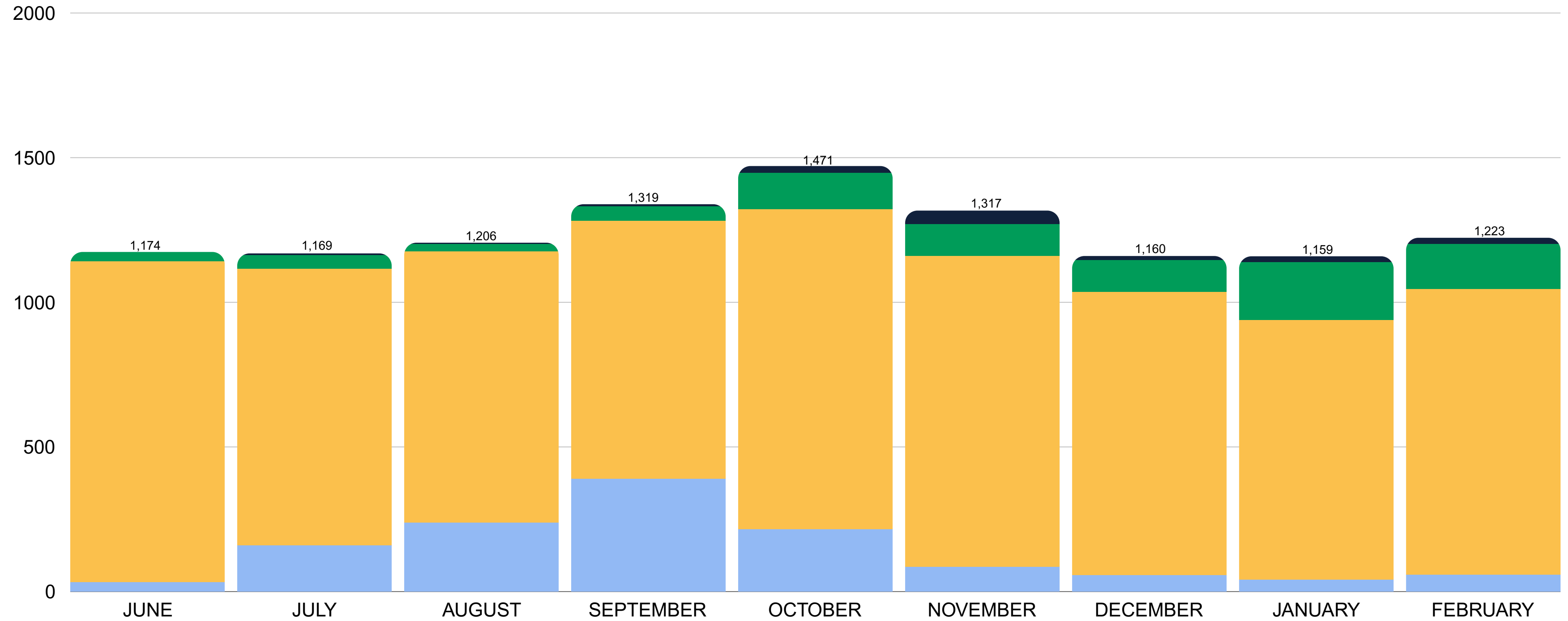
Medical Activities	
	N/A

Mental Health Activities	
	N/A

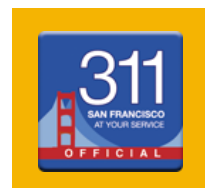
Other Activities	
Referred to Sanitation/DPW	2
Needs Assessment Completed	1
Transportation	1
<b>Total</b>	<b>4</b>



# MONTHLY INCIDENTS TOTALS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED



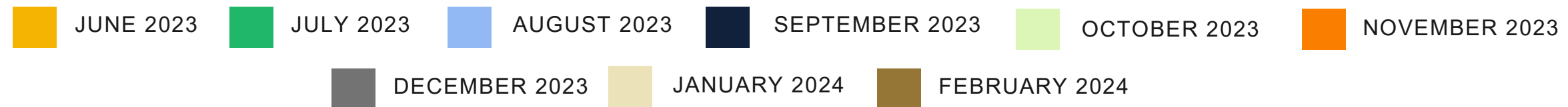
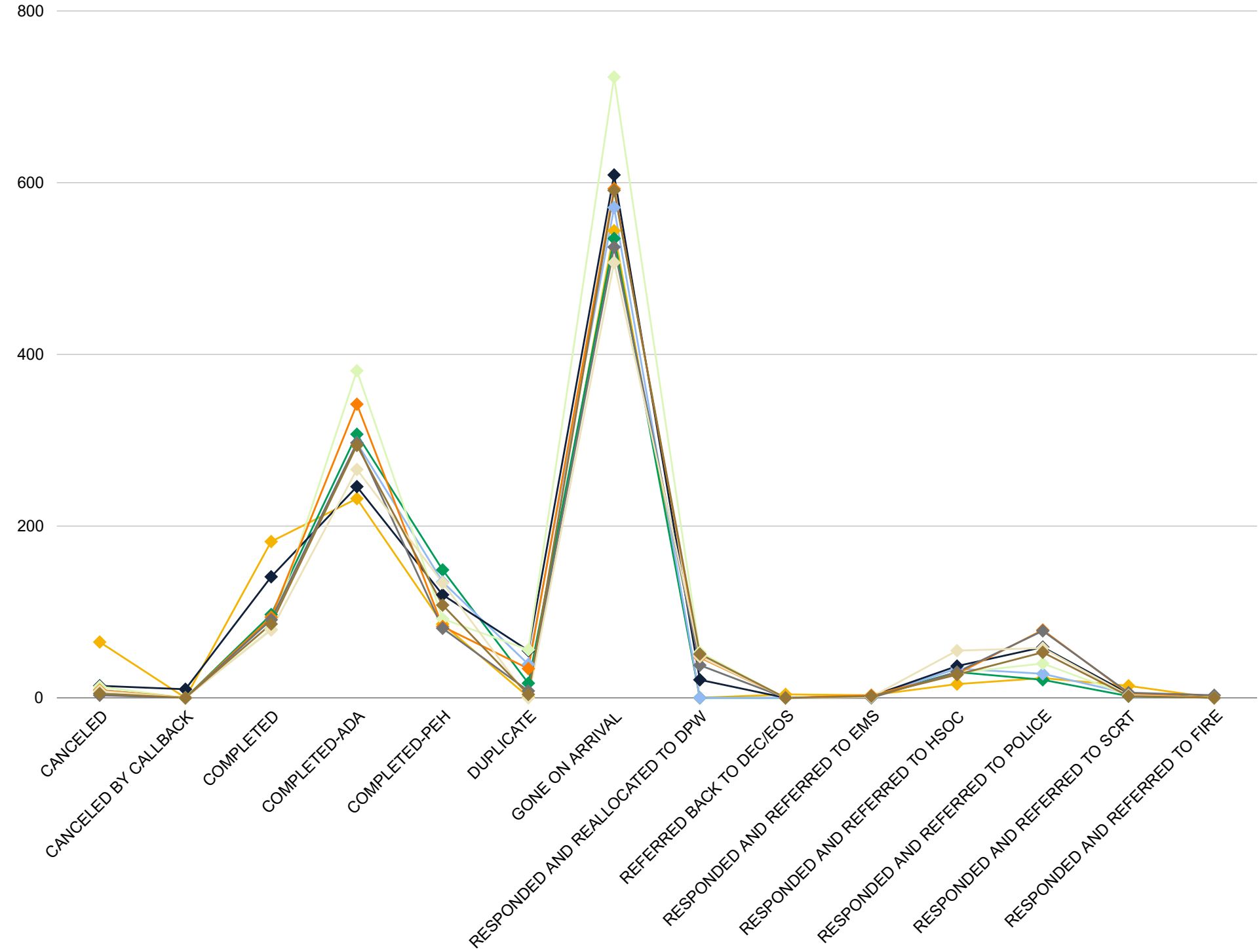
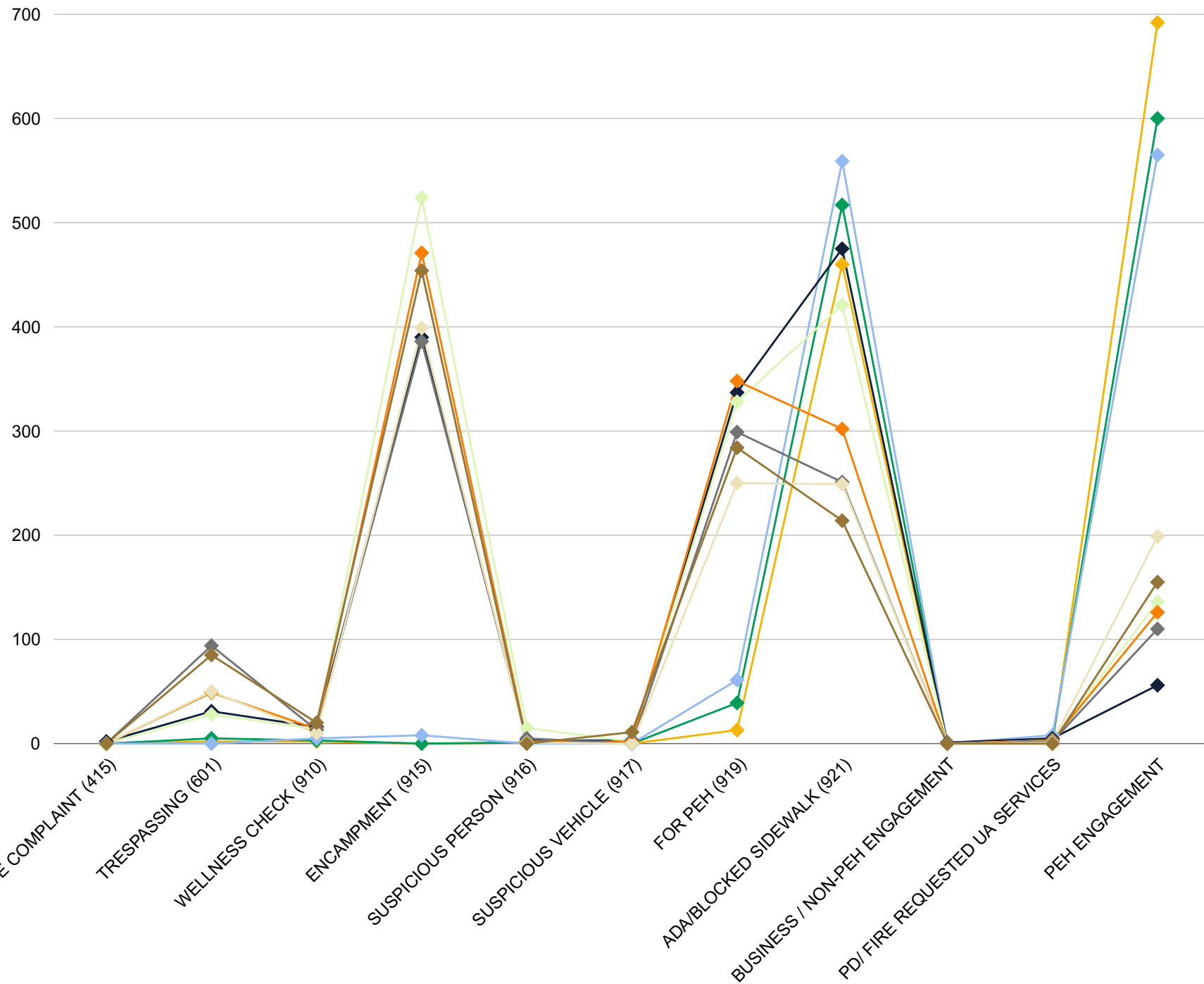
SPECIAL REQUEST\*



# MONTHLY TRENDS

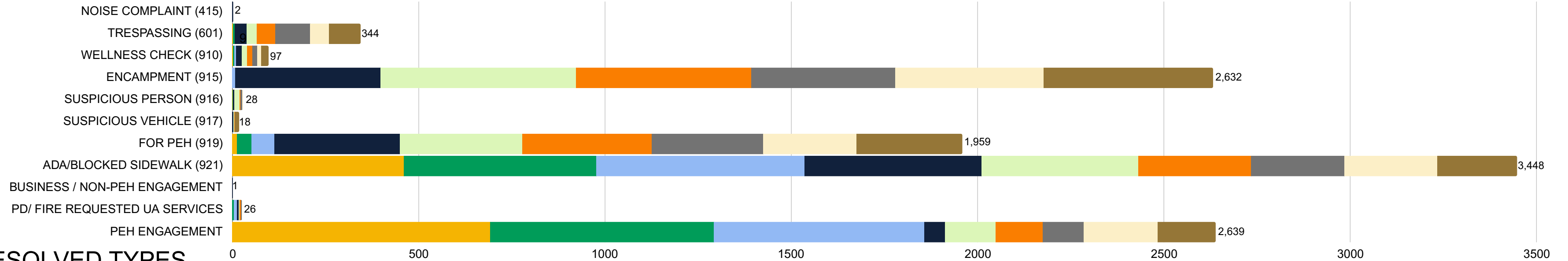
## TYPE OF INCIDENTS

## RESOLVED TYPES

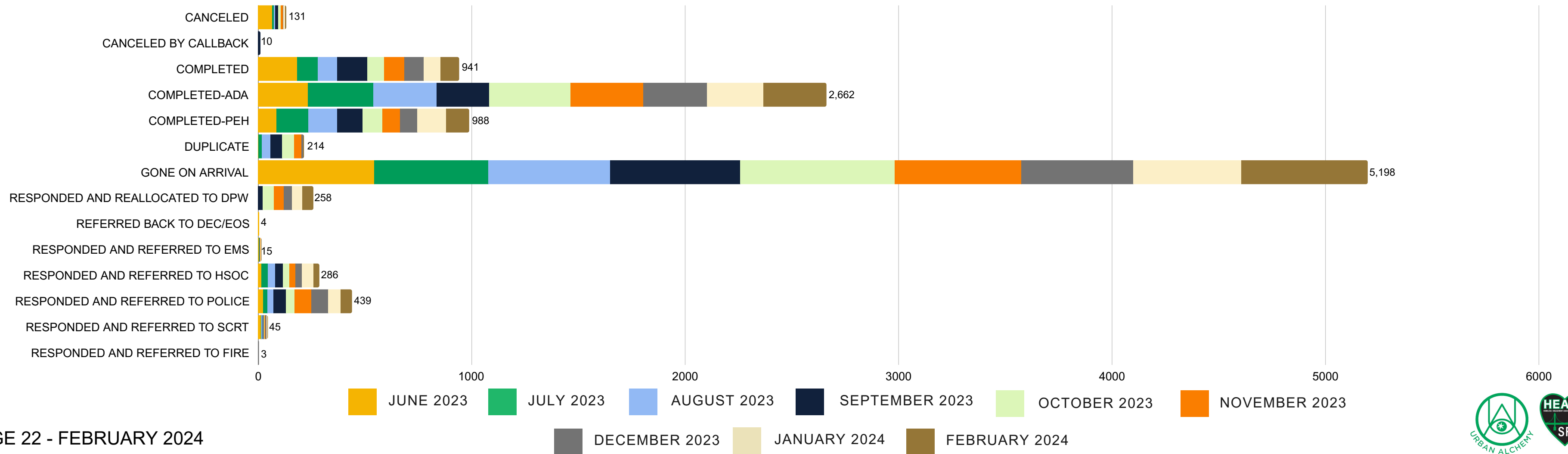


# FISCAL YEAR TO DATE TOTALS

## TYPES OF INCIDENTS



## RESOLVED TYPES





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