



NOVEMBER 2023

MONTHLY DATA REPORT



Presented by: Katherine Napoleon

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This report provides an overview of the services delivered by HEART from November 1st, 2023 - November 30th, 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 7,600 calls for service have been documented, exceeding the monthly contractual requirement by over 120%. Less than 8% 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.

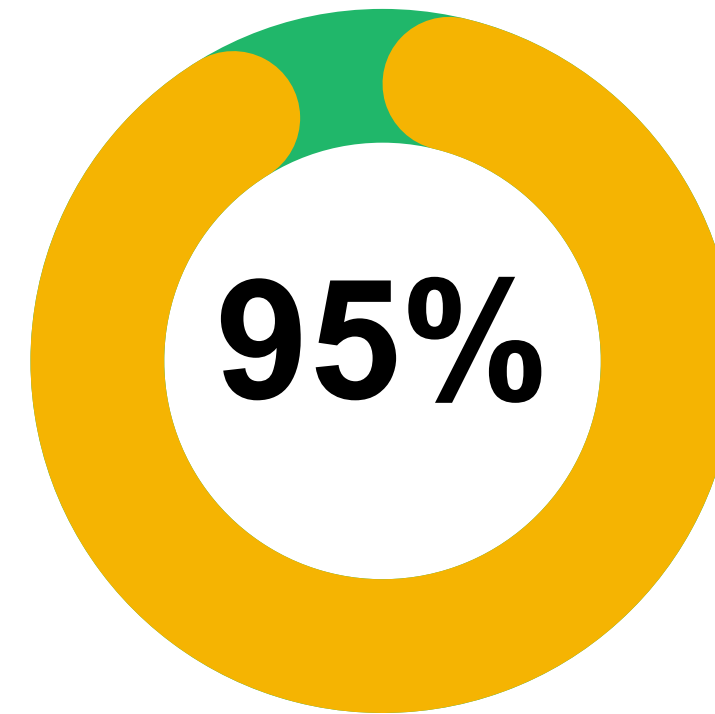
INCIDENT TOTALS

1,317

TOTAL INCIDENTS RESOLVED

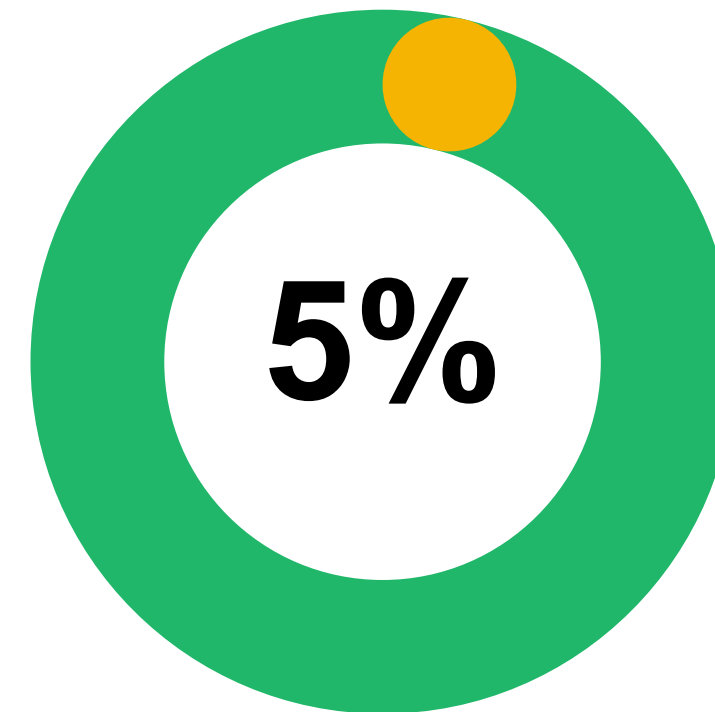
42

DAILY AVERAGE RESOLVED



1,258

RECEIVED AND
RESOLVED IN NOVEMBER



59

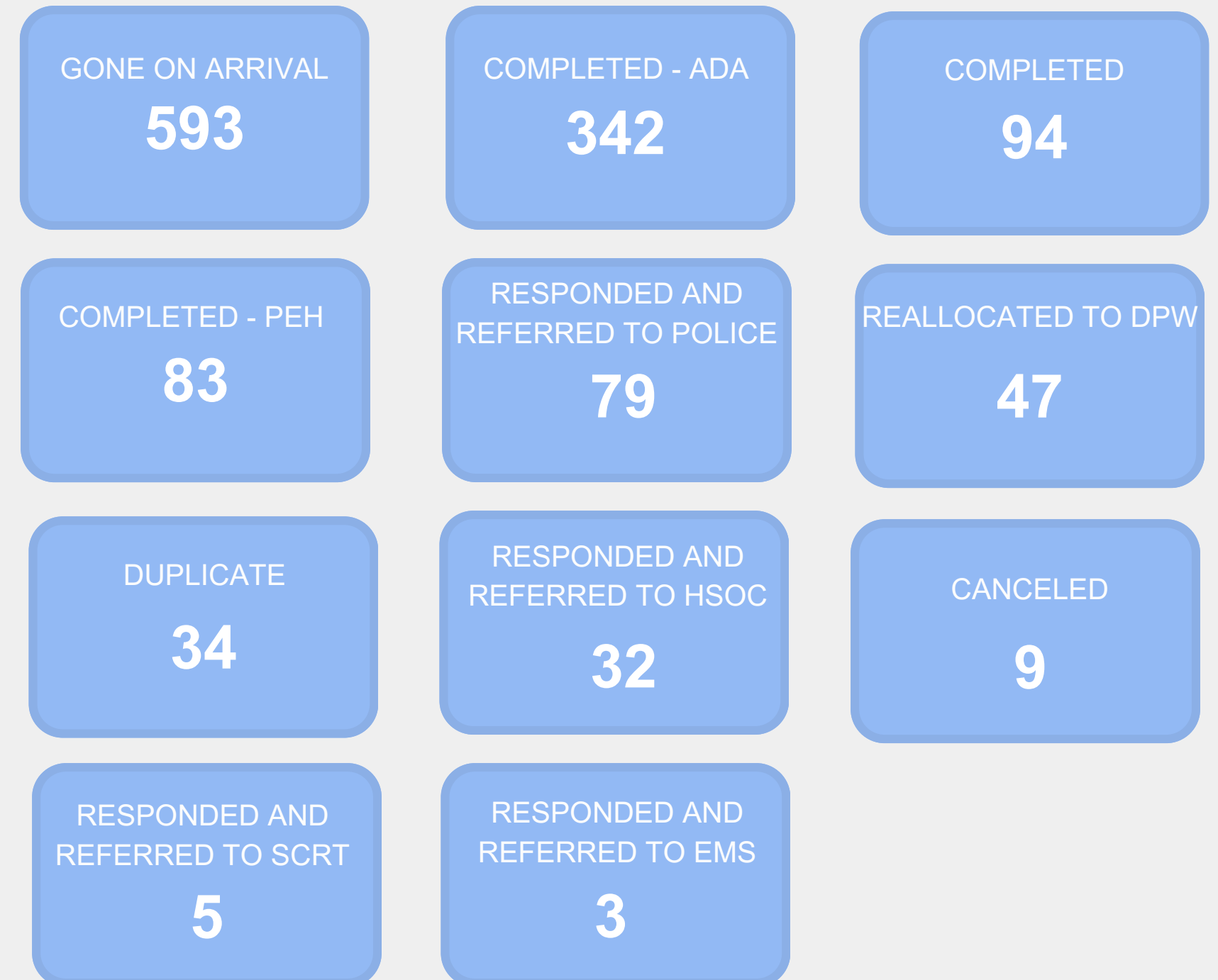
RECEIVED IN OCTOBER AND
RESOLVED IN NOVEMBER

DATA SUMMARY OF 1,317 RESOLVED INCIDENTS

INCIDENT TYPES

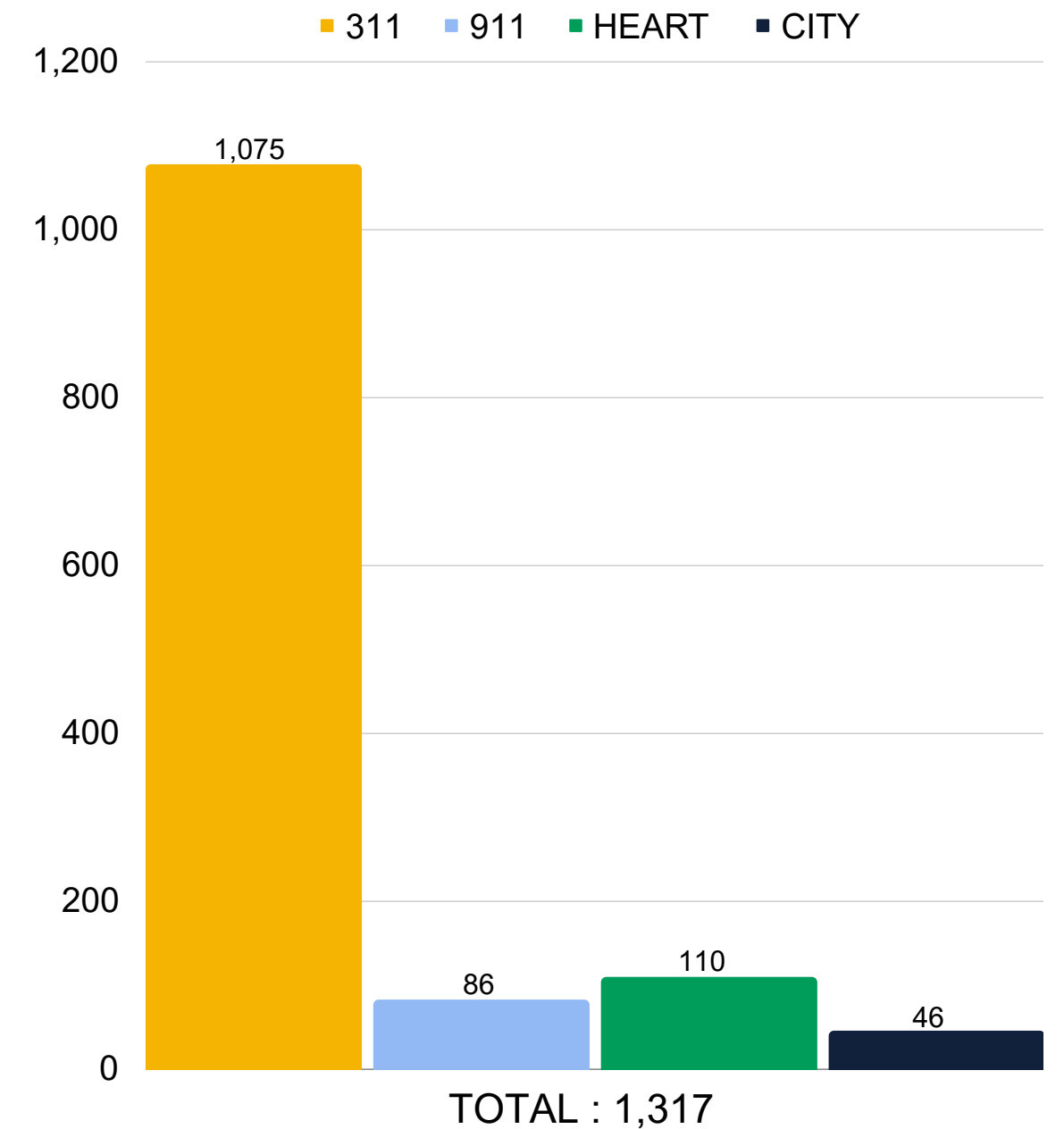
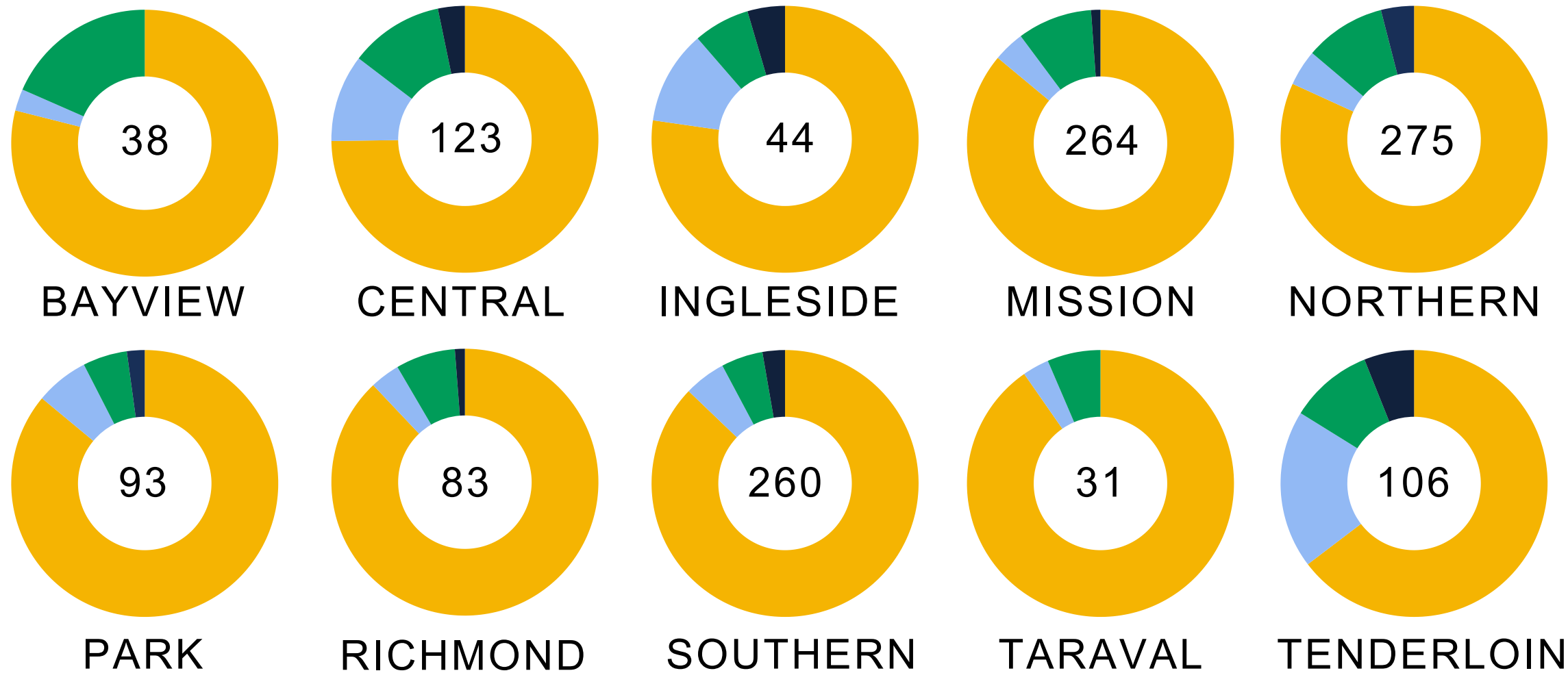


RESOLVED REASONS



INCIDENT SOURCE BY POLICE DISTRICTS

Redirecting HEART calls through 311 is a strategy San Francisco uses to reduce pressure on the 911 system.



911 INCIDENTS



311 INCIDENTS



HEART INITIATED



SPECIAL REQUEST*

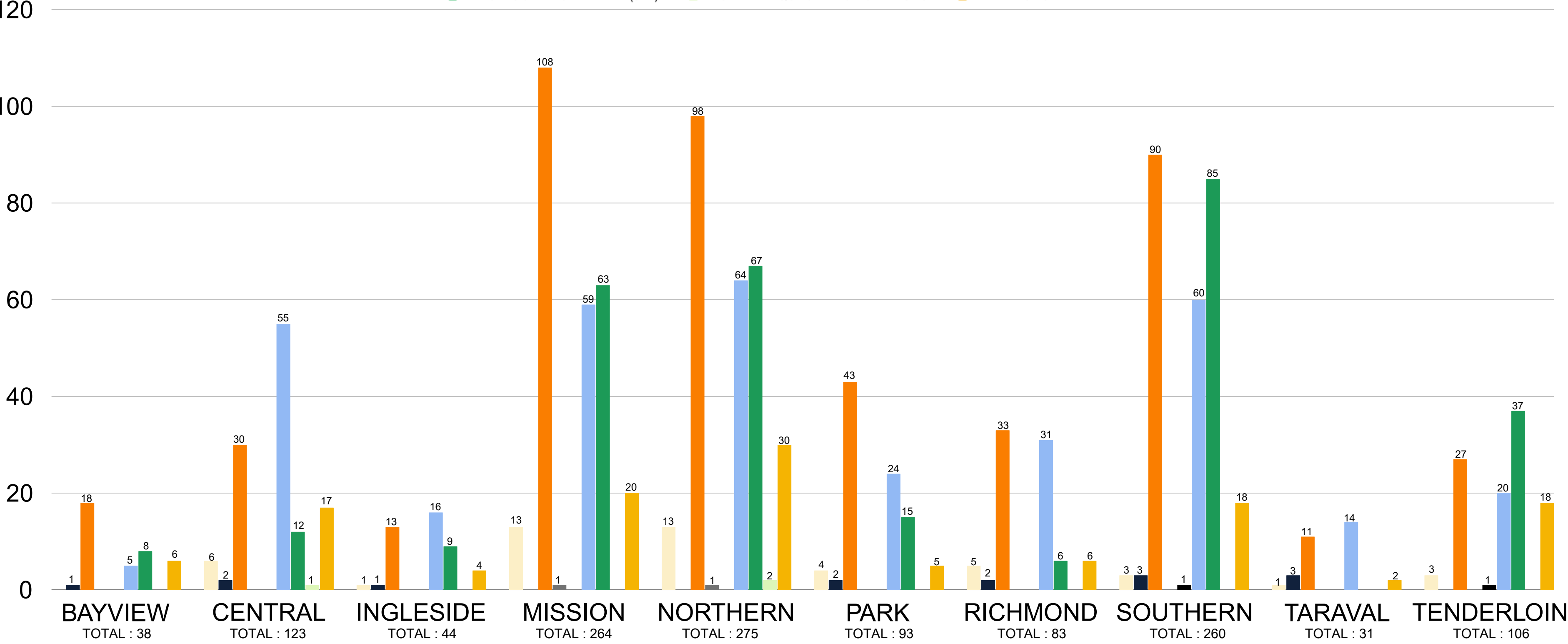
*Special Requests are from city leaders re: observed PEH with persistent needs.



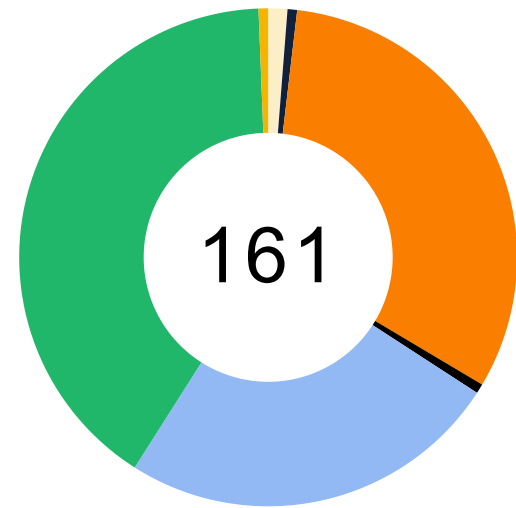
INCIDENT TYPES BY POLICE DISTRICTS

■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ ENCAMPMENT (915)
 ■ SUSPICIOUS PERSON (916)
 ■ SUSPICIOUS PERSON (917)
 ■ FOR PEH (919)

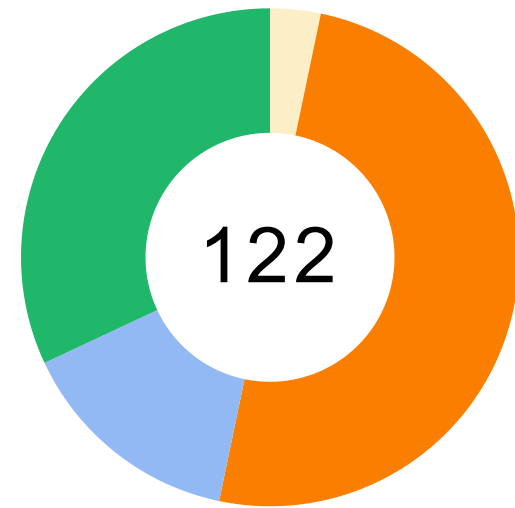
■ ADA/BLOCKED SIDEWALK (921)
 ■ PD/FIRE REQUESTED UA SERVICES
 ■ PEH ENGAGEMENT



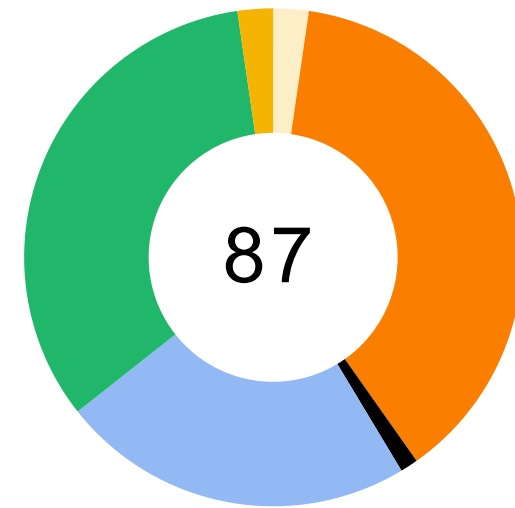
TOP 10 NEIGHBORHOODS* - INCIDENT TYPES



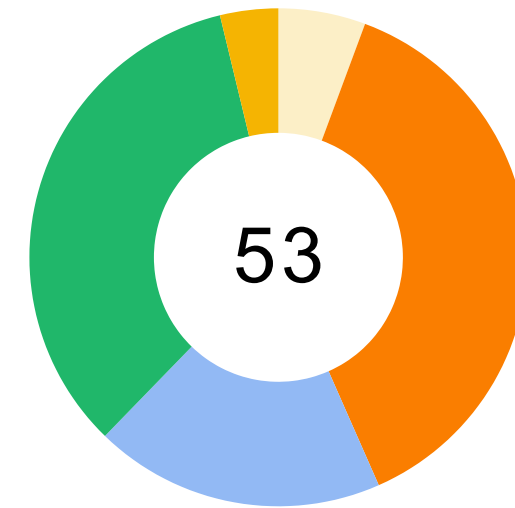
SOUTH OF MARKET



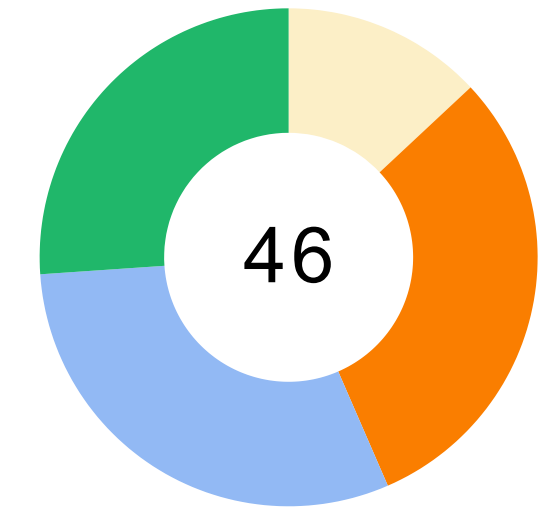
MISSION



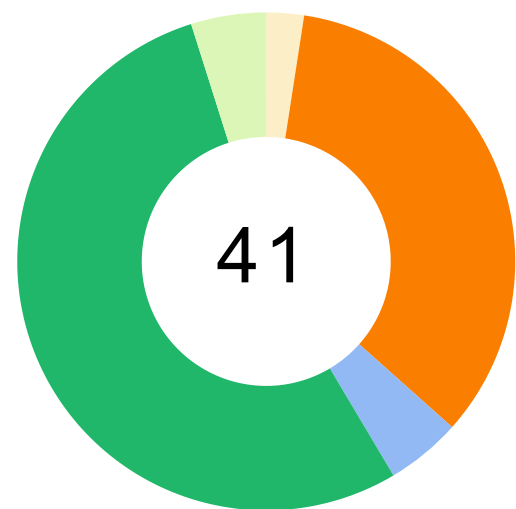
TENDERLOIN



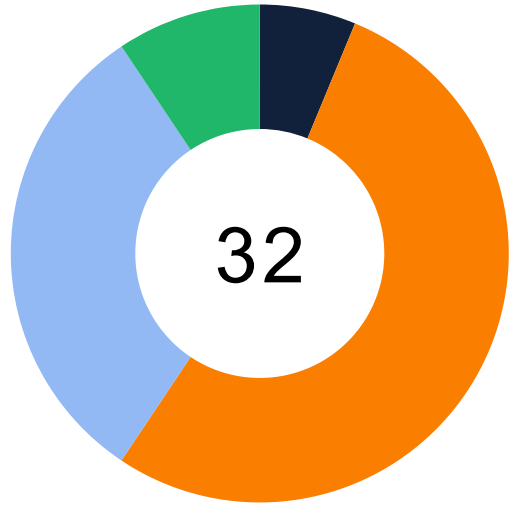
CIVIC CENTER



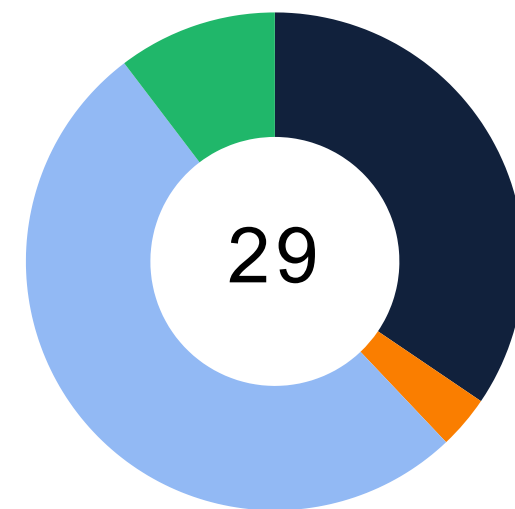
LOWER NOB HILL



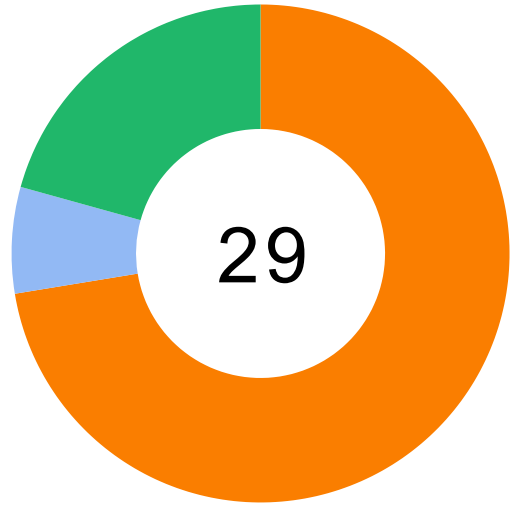
CATHEDRAL HILL



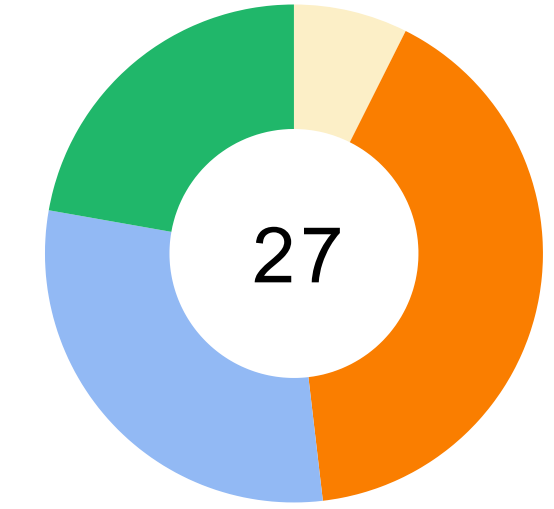
INNER RICHMOND



MARINA



PANHANDLE



CASTRO

■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ ENCAMPMENT (915)
 ■ SUSPICIOUS PERSON (916)
 ■ SUSPICIOUS PERSON (917)
 ■ FOR PEH (919)

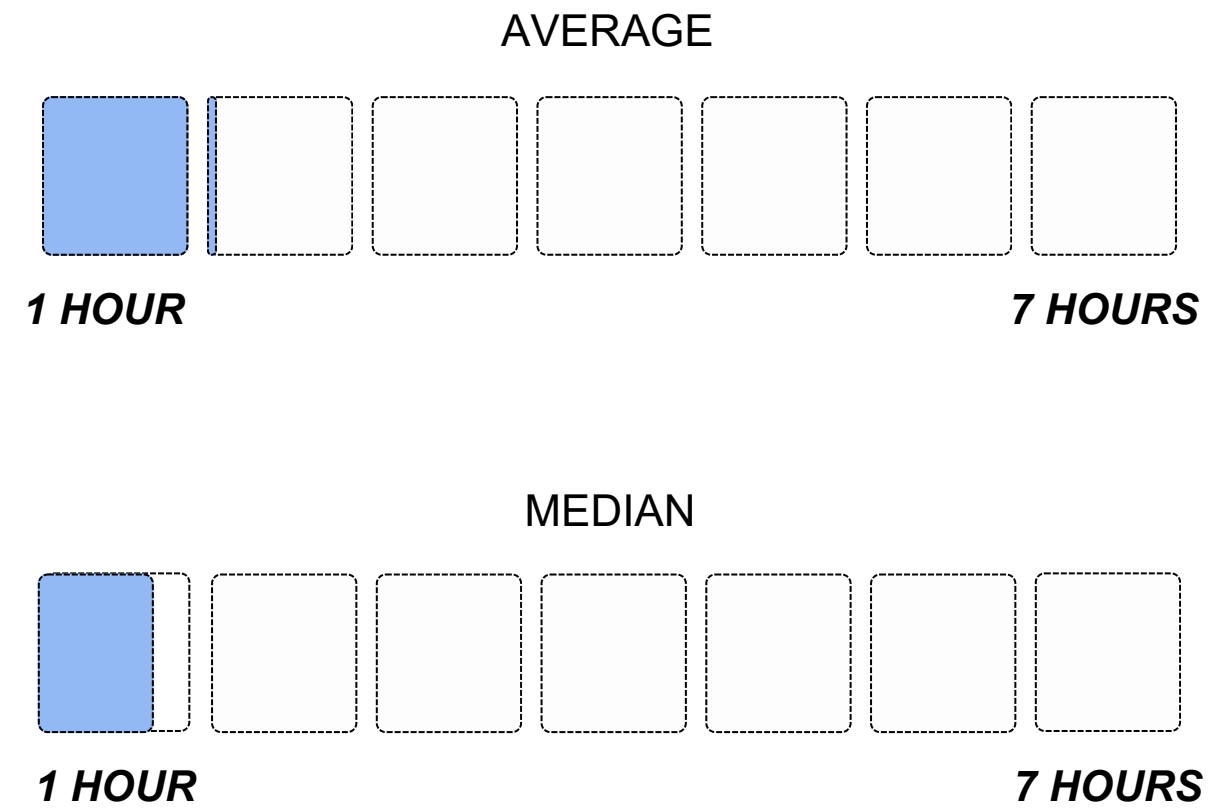
■ ADA/BLOCKED SIDEWALK (921)
 ■ PD/FIRE REQUESTED UA SERVICES
 ■ PEH ENGAGEMENT

*Rings will not add up to 1,317 as this slide shows the top 10 neighborhoods HEART served of 118.



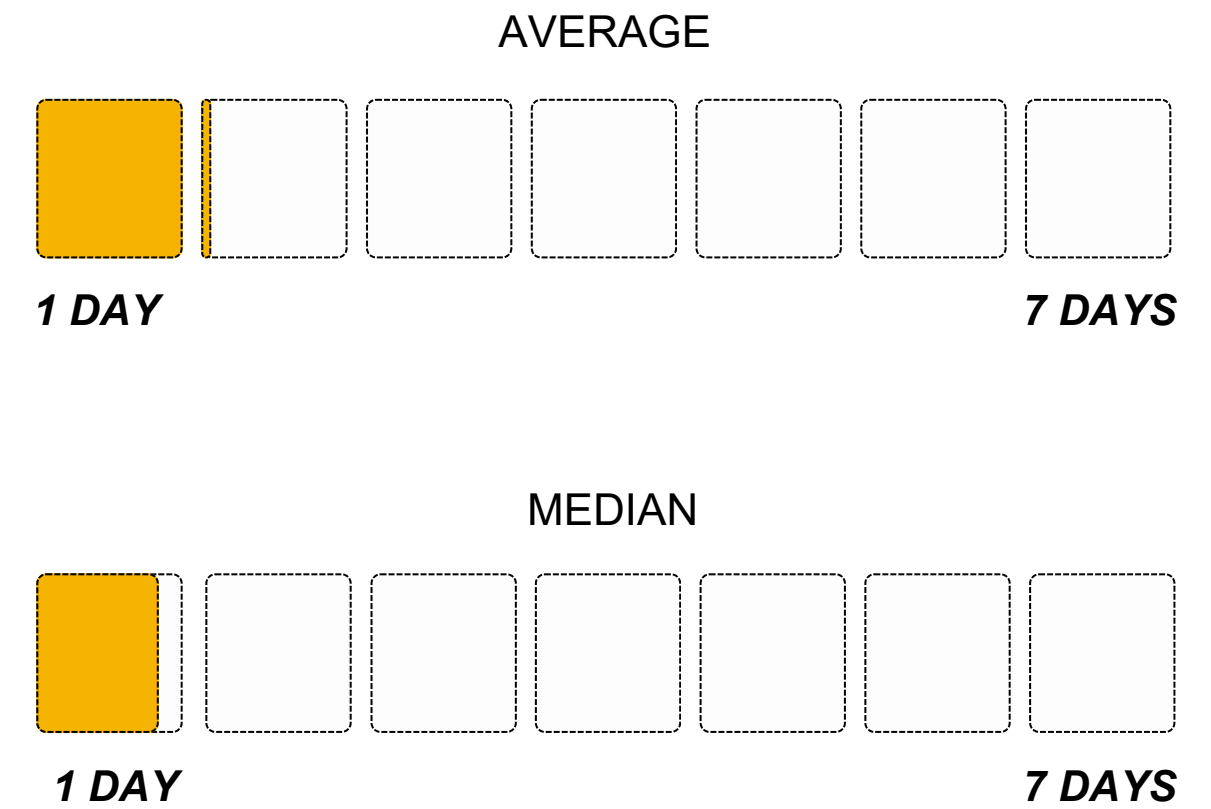
RESPONSE TIMES

911 INCIDENTS



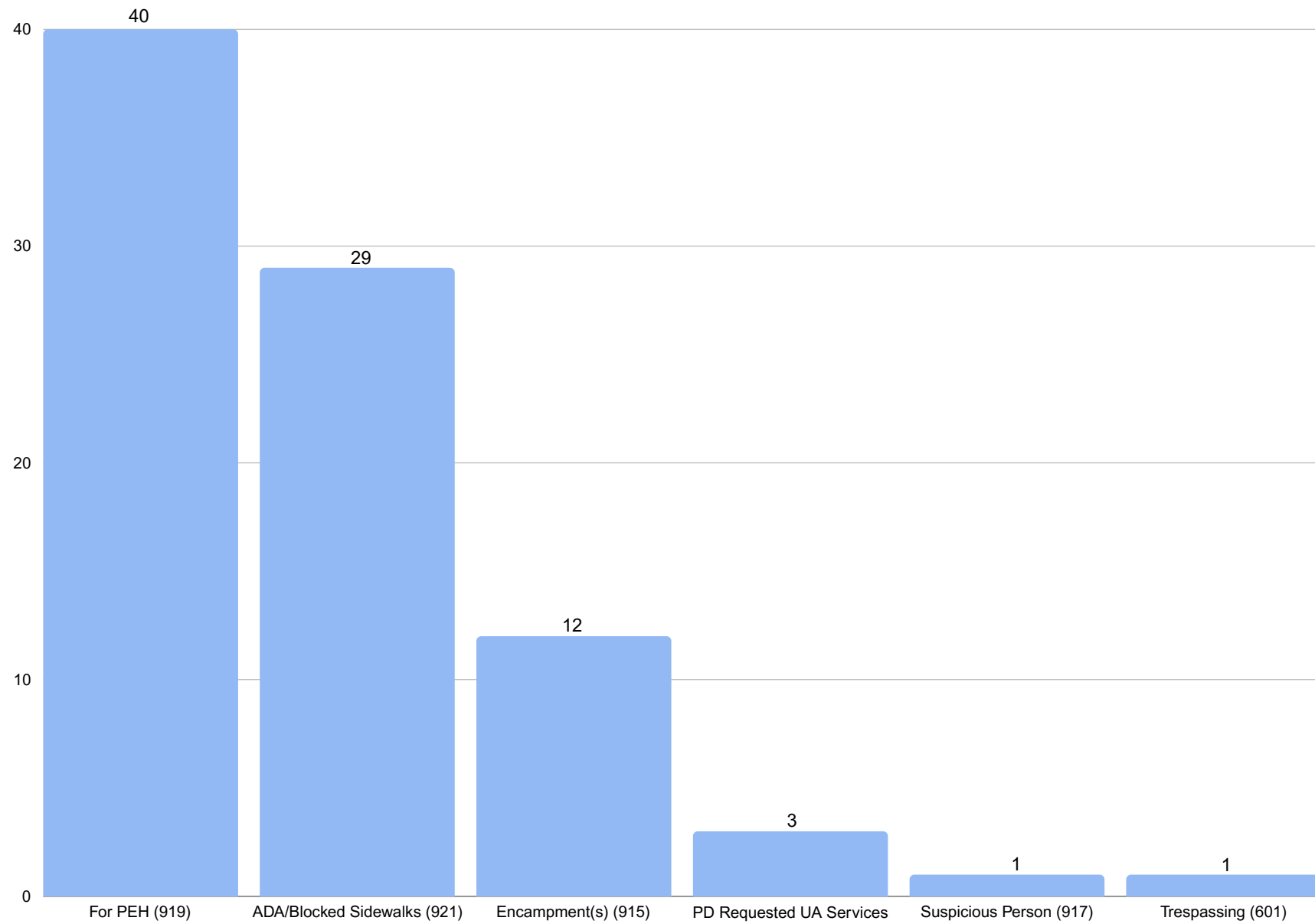
AVERAGE	MEDIAN
1 HOUR 3 MINS	46 MINS

311 INCIDENTS

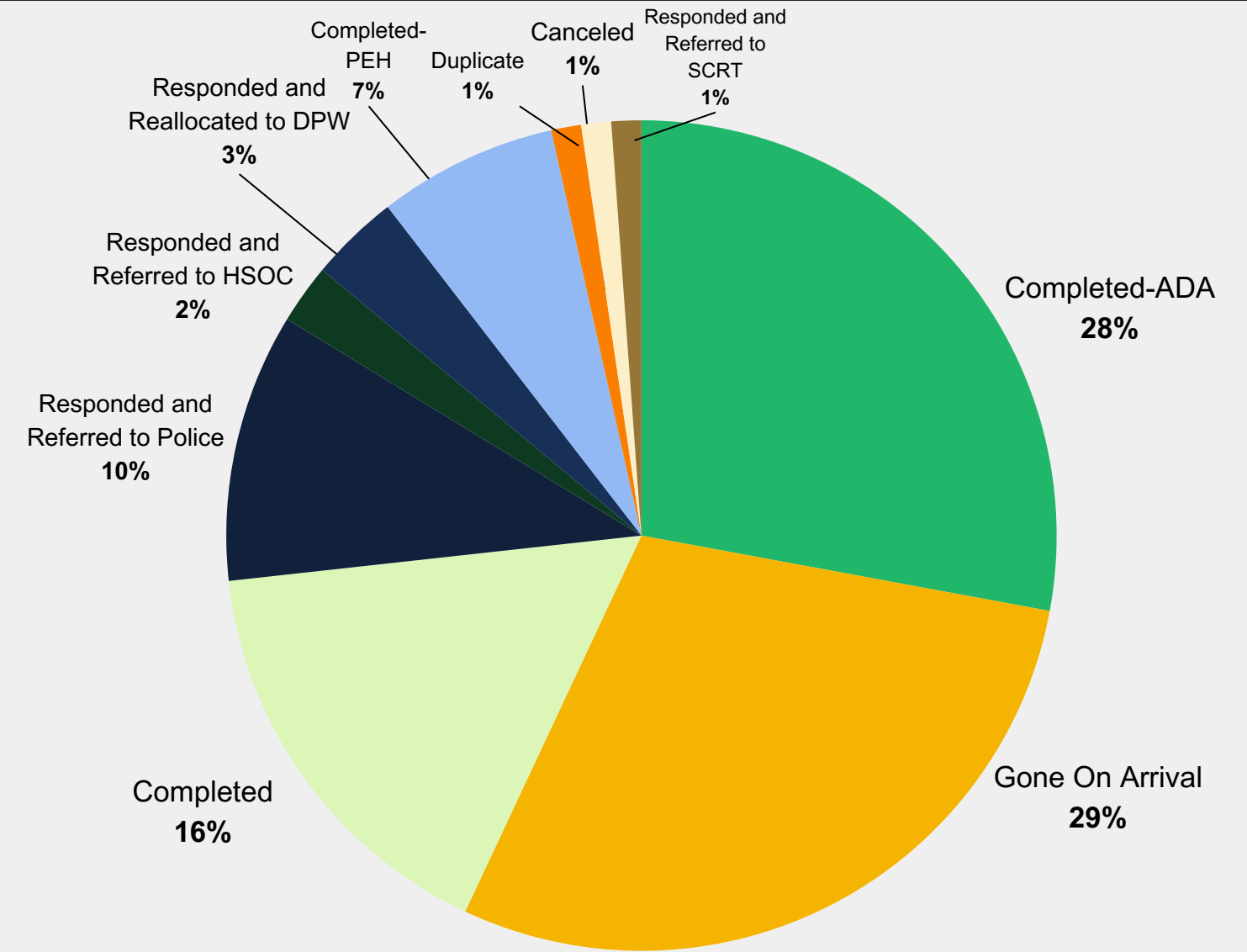


AVERAGE	MEDIAN
1 DAY 40 MINS	19 HOURS 55 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
For PEH (919)	40
ADA/Blocked Sidewalks (921)	29
Encampment(s) (915)	12
PD Requested UA Services	3
Suspicious Person (917)	1
Trespassing (601)	1
Total	86



Primary Outcomes	
GOA/UTL	25
Completed - ADA	24
Completed	14
Responded & referred to Police	9
Completed - PEH	6
Responded & Reallocated to DPW	3
Responded & referred to HSOC	2
Canceled	1
Duplicate	1
Responded & referred SCRT	1
Total	86

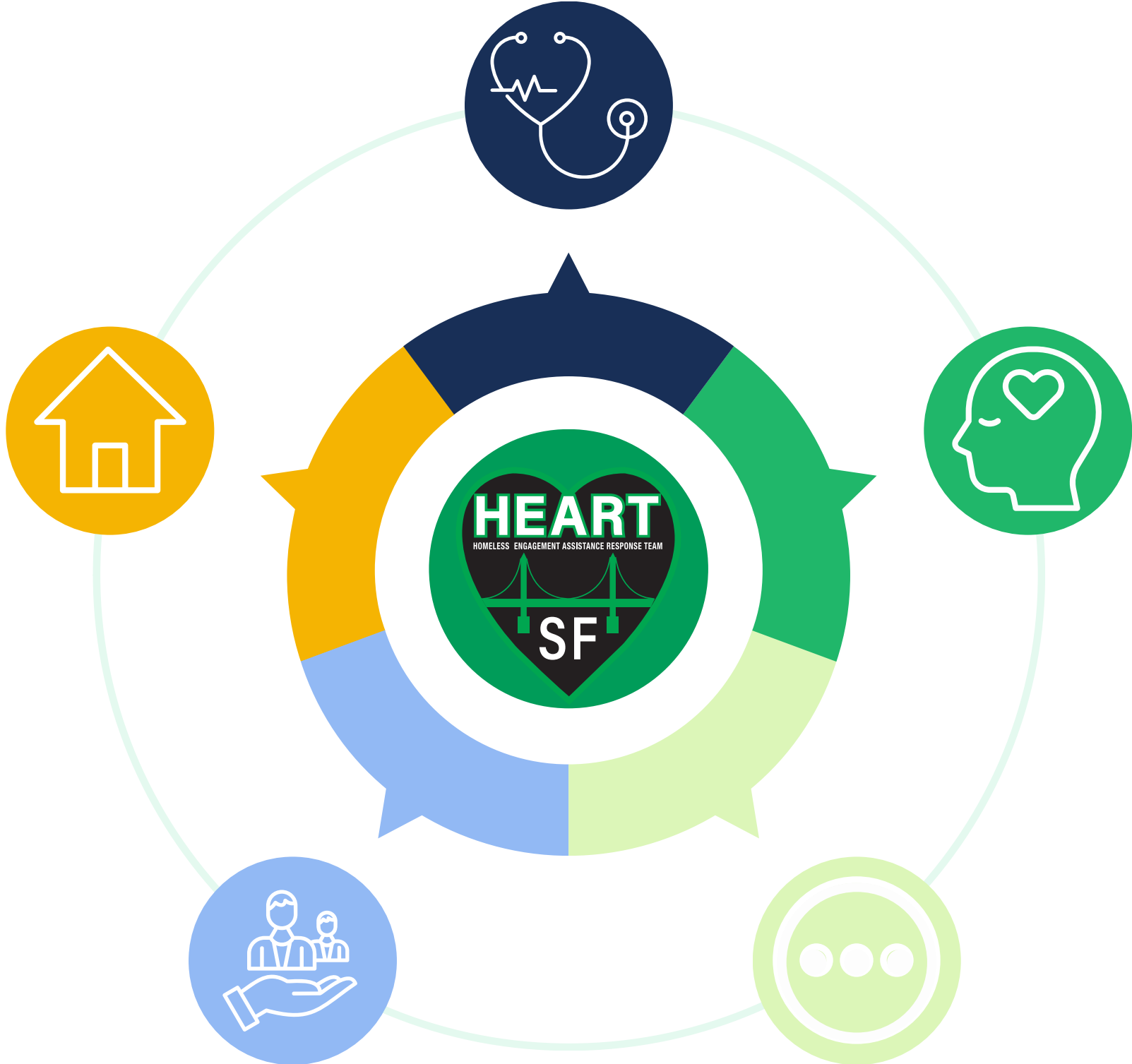


SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to an Access Point	2
Referred to Emergency Shelter/Night Shelter	1
Total	3

Social Service Activities	
Provided Water/Coffee	15
Provided Client with Service Provider Information	8
Provided Meal/Snack	7
Assisted with Obtaining Vital Documents	4
Provided Clothing/Blanket/Shoes	2
Referred to MUNI/BART Access	2
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	1
Total	39



Medical Activities	
	N/A

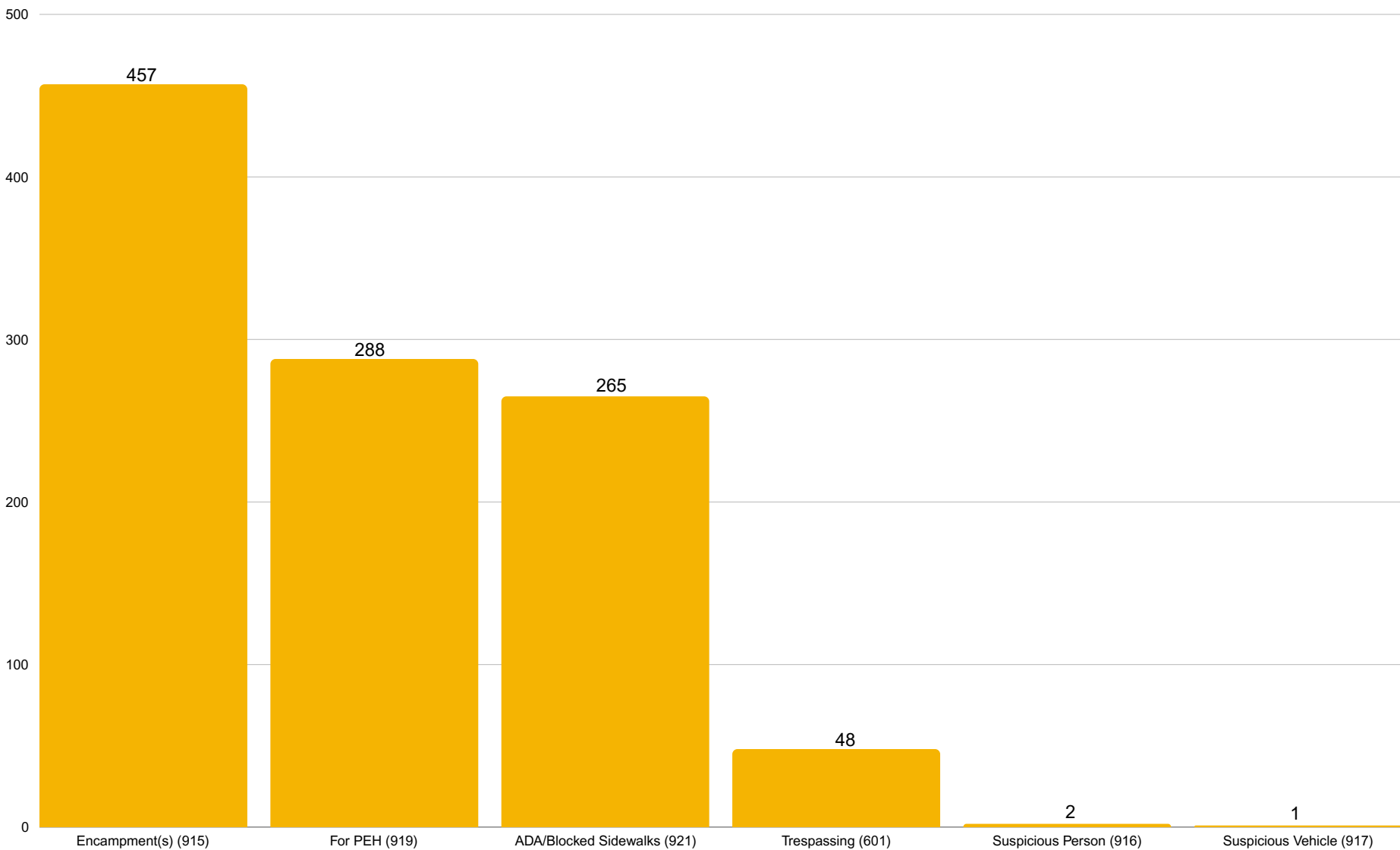
Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	5
Referred to Sanitation/DPW	5
Total	10

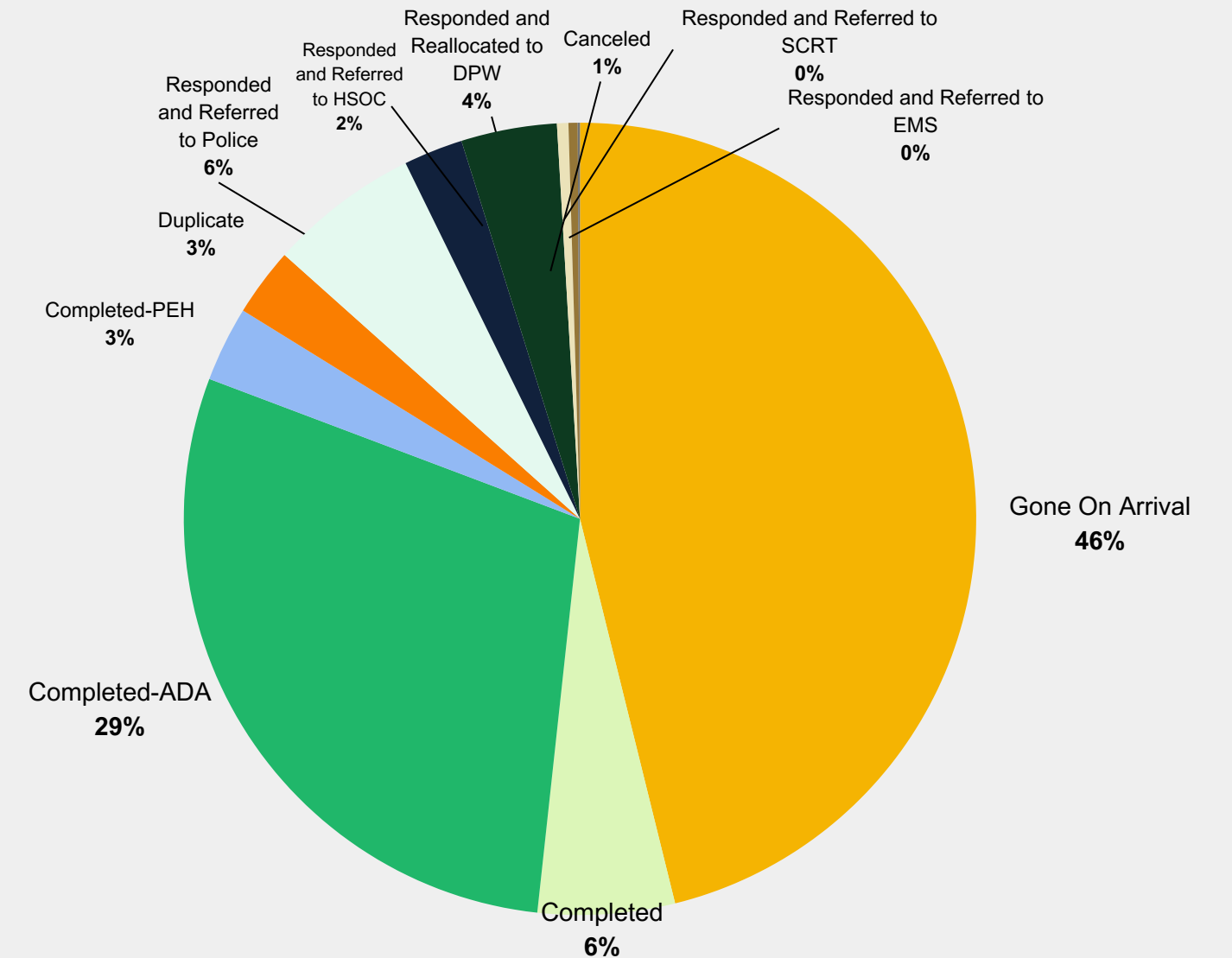
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment(s) (915)	457
For PEH (919)	288
ADA/Blocked Sidewalks (921)	265
Trespassing (601)	48
Wellness Check (910)	14
Suspicious Vehicle (916)	2
Suspicious Person (917)	1
Total	1,075



Primary Outcomes	
GOA/UTL	496
Completed - ADA	312
Responded & referred to Police	66
Completed	60
Responded & Reallocated to DPW	42
Completed - PEH	33
Duplicate	30
Responded & referred to HSOC	26
Canceled	5
Responded & referred SCRT	4
Responded & referred to EMS	1
Total	1,075

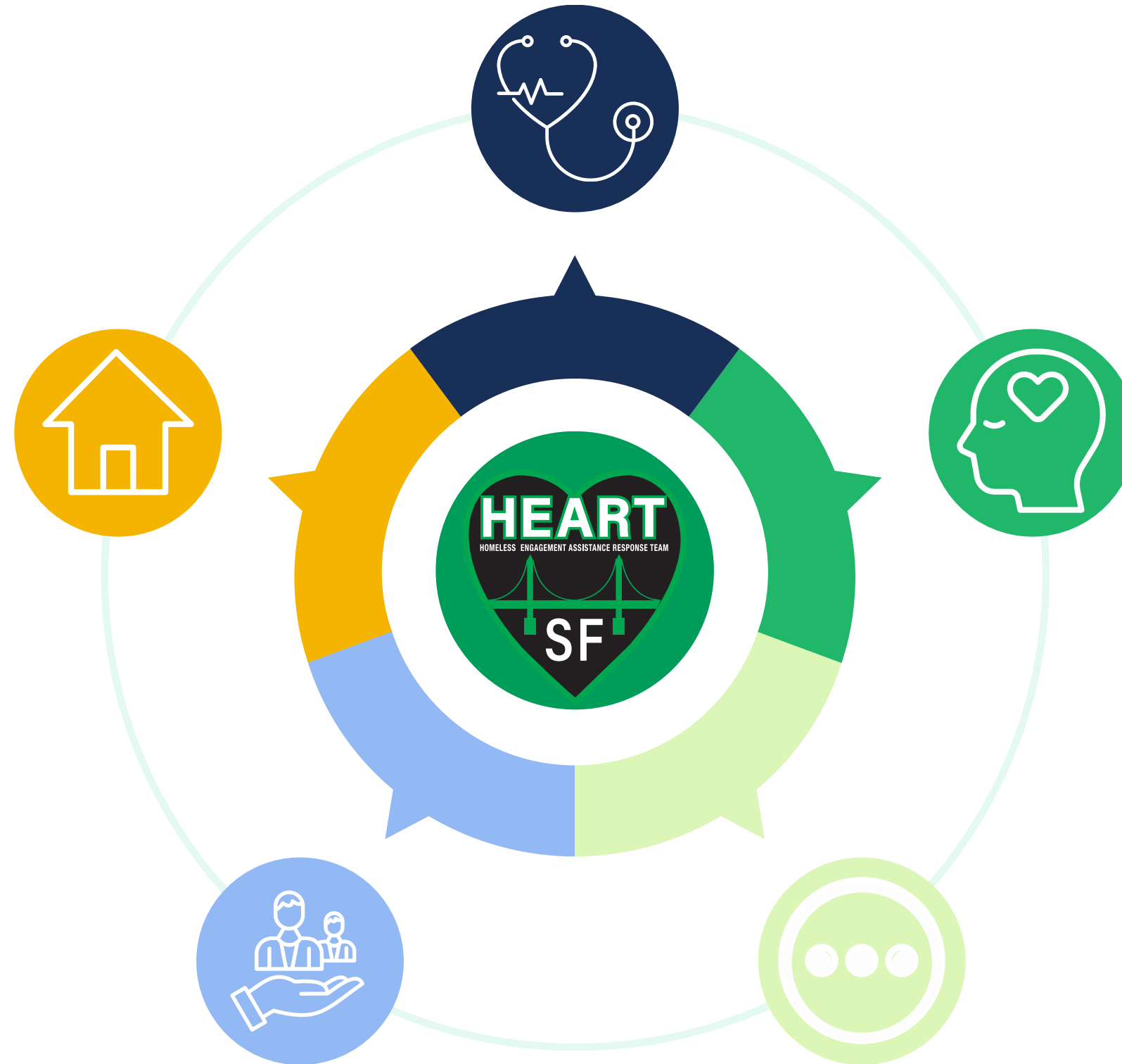


SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to an Access Point	12
Referred to Emergency Shelter/Night Shelter	9
Total	21

Social Service Activities	
Provided Water/Coffee	119
Provided Meal/Snack	76
Provided Client with Service Provider Information	41
Assisted with Obtaining Vital Documents	40
Provided Hygiene Kit	11
Provided Clothing/Blanket/Shoes	9
Referred to MUNI/BART Access	9
Referred to Care Coordinator	6
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	5
Created a Service Plan	5
Referred to Outreach/HOT	2
Followed-up on Service Plan	1
Referred to Public Benefits (GA, CalFresh, Medi-Cal)	1
Total	325



Medical Activities	
	N/A

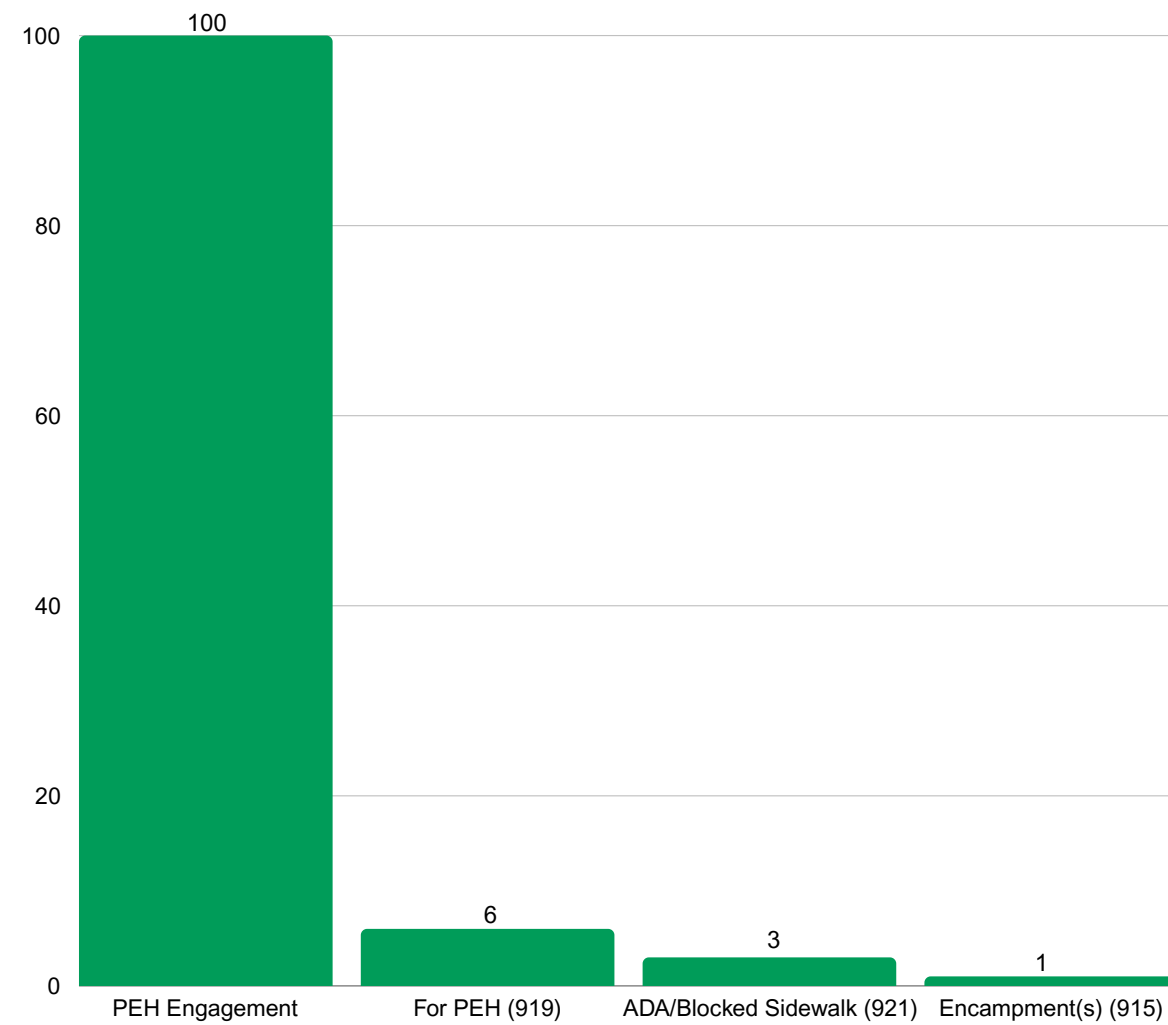
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	66
Needs Assessment Completed	44
Transportation Assistance	9
Provided Trash Bags	8
Total	122

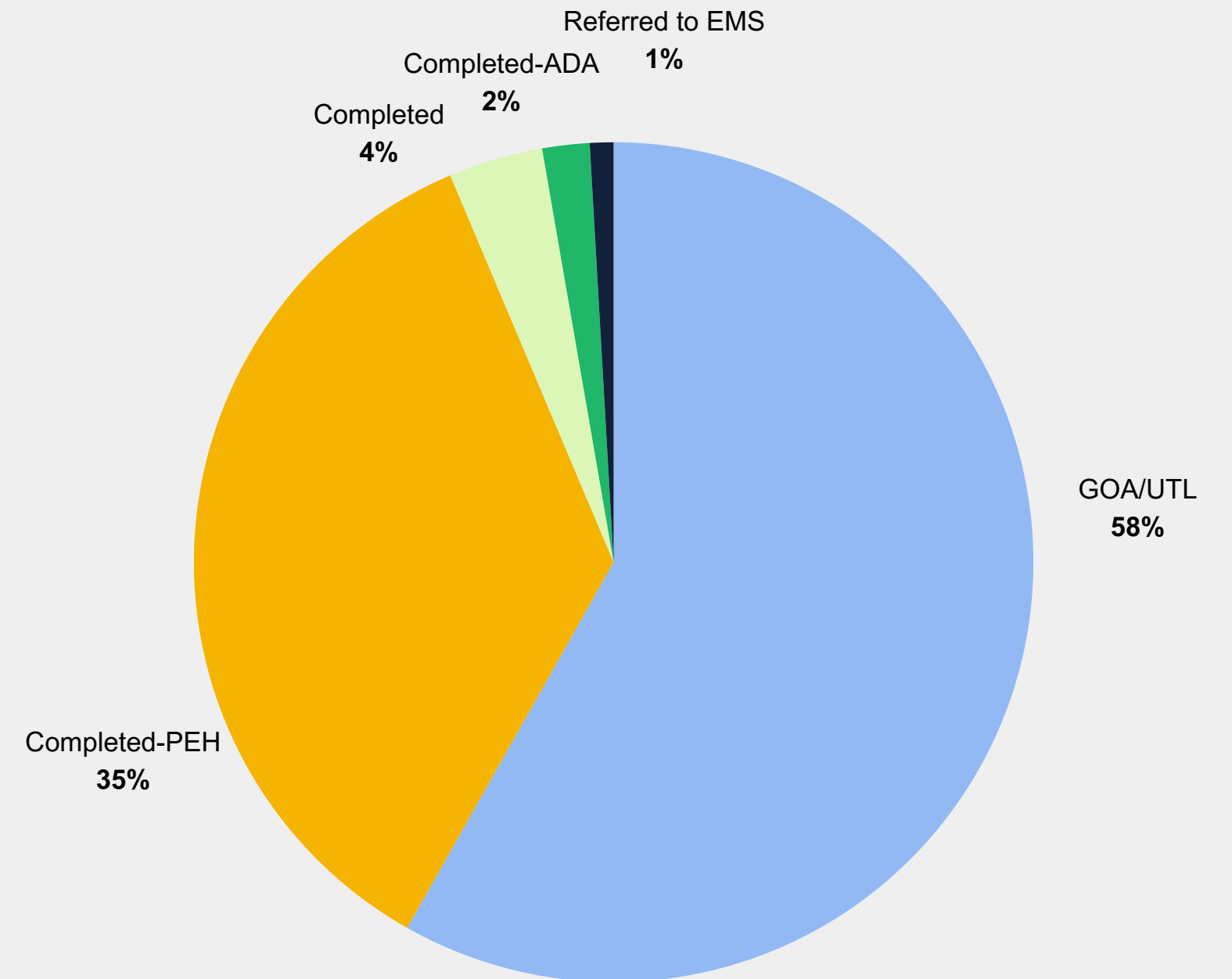
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	100
For PEH (919)	6
ADA/Blocked Sidewalks (921)	3
Encampment(s) (915)	1
Total	110



Primary Dispositions	
GOA/UTL	64
Completed - PEH	39
Completed	4
Completed - ADA	2
Referred to EMS	1
Total	110

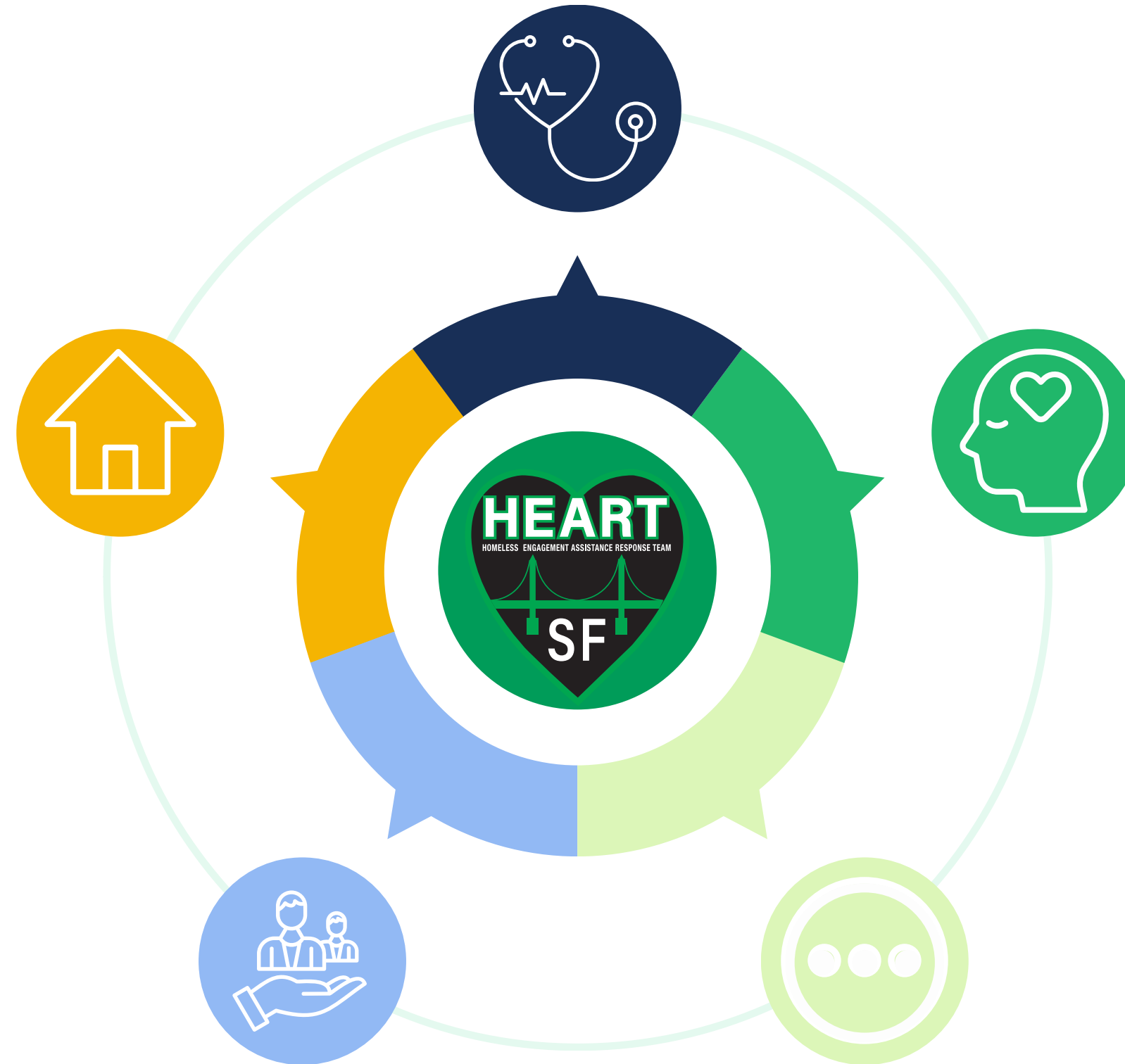


SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to Emergency Shelter/Night Shelter	3
Referred to an Access Point	1
Total	4

Social Service Activities	
Followed-up on Service Plan	26
Provided Water/Coffee	17
Provided Meal/Snack	12
Assisted with Obtaining Vital Documents	11
Provided Client with Service Provider Information	9
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	7
Referred to MUNI/BART Access	7
Provided Clothing/Blanket/Shoes	3
Created a Service Plan	2
Provided Hygiene Kit	2
Referred to Care Coordinator	2
Referred to Outreach/HOT	1
Total	99



Medical Activities	
OD Reversal	1
Total	1

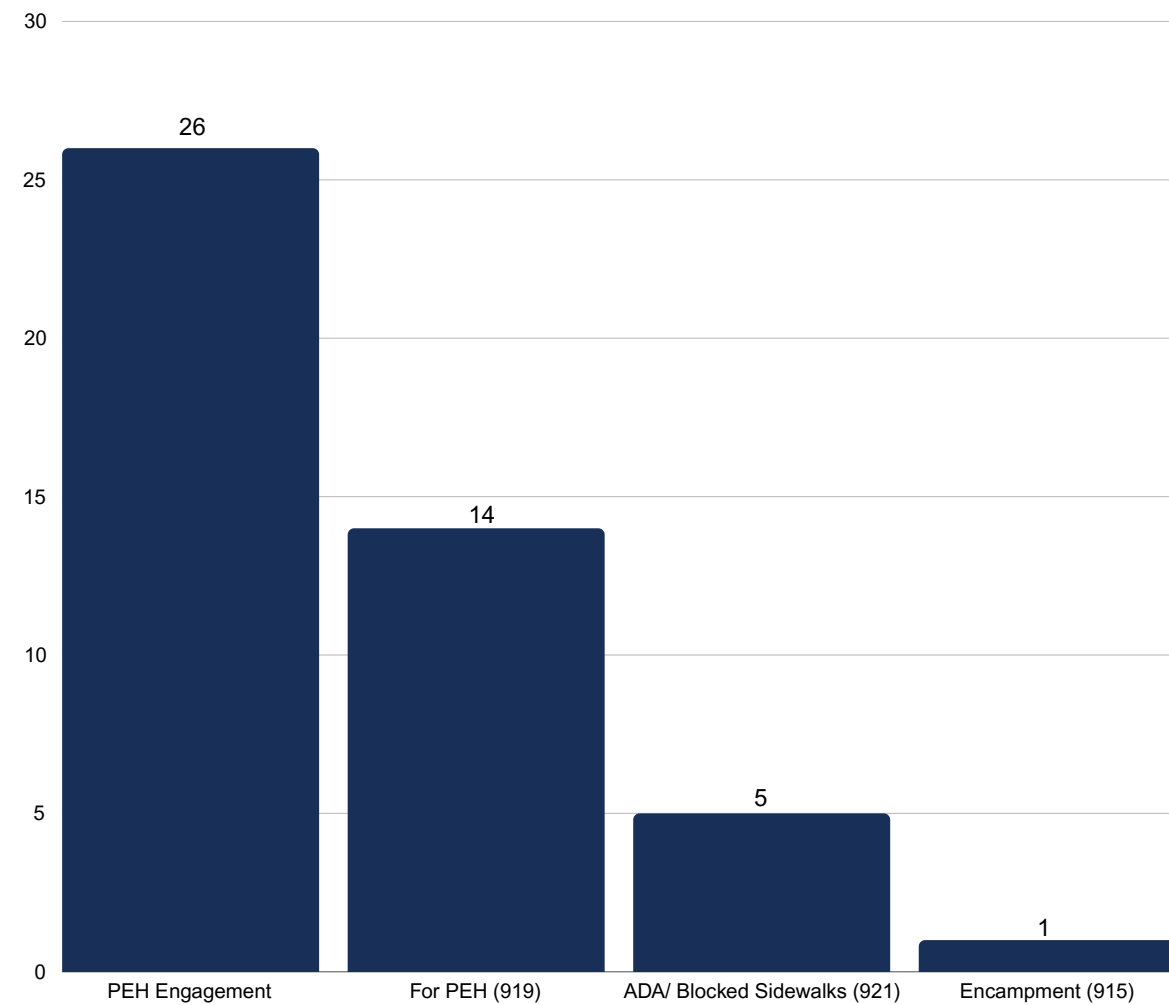
Mental Health Activities	
	N/A

Other Activities	
Care Coordinator Intervention	90
Needs Assessment Completed	9
Transportation Assistance	6
Referred to Sanitation/DPW	2
Provided Trash Bags	2
Total	109

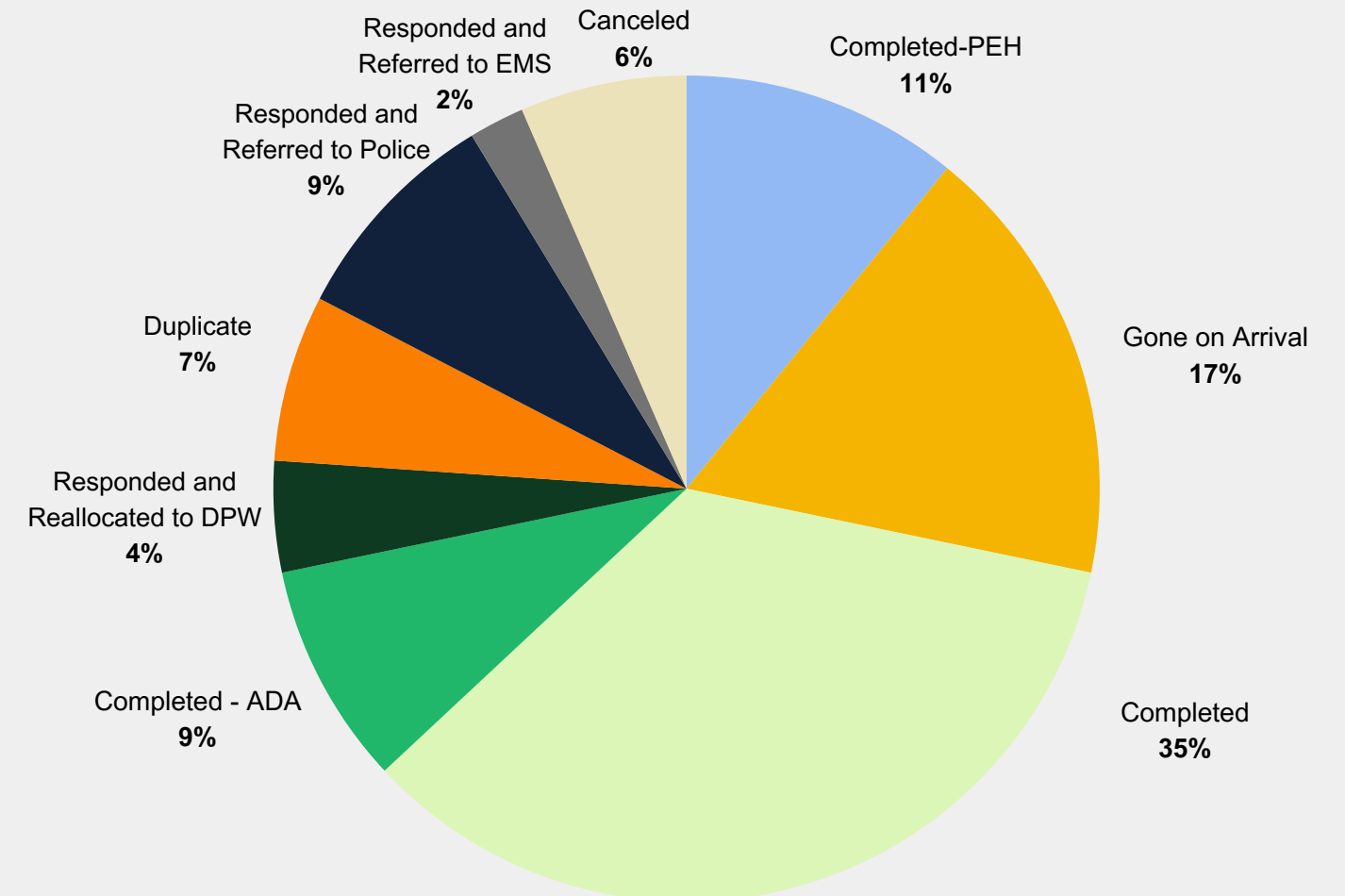
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	26
For PEH (919)	14
ADA/Blocked Sidewalks (921)	5
Encampment(s) (915)	1
Total	46



Primary Outcomes	
Completed	16
GOA/UTL	8
Completed - PEH	5
Completed - ADA	4
Responded & referred to Police	4
Duplicate	3
Canceled	3
Responded & Reallocated to DPW	2
Responded & referred to EMS	1
Total	46

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

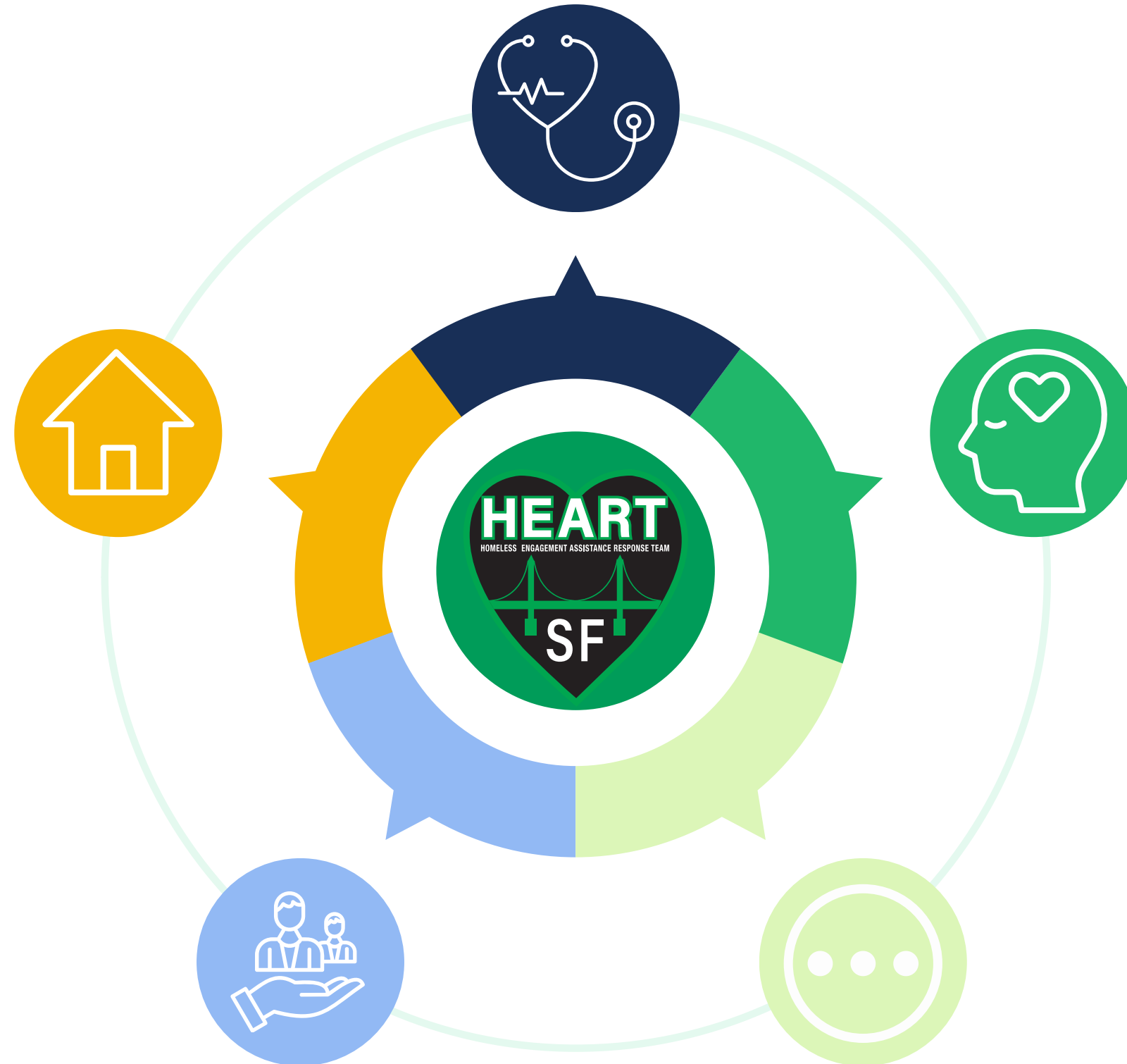


SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
Referred to an Access Point	2
Successful Placement into Shelter	1
Referred to Emergency Shelter/Night Shelter	1
Total	4

Social Service Activities	
Provided Water/Coffee	14
Provided Meal/Snack	11
Provided Client with Service Provider Information	3
Assisted with Obtaining Vital Documents	2
Referred to Outreach/HOT	2
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	1
Provided Clothing/Blanket/Shoes	1
Referred to Care Coordinator	1
Referred to Problem-solving	1
Total	36



Medical Activities	
	N/A

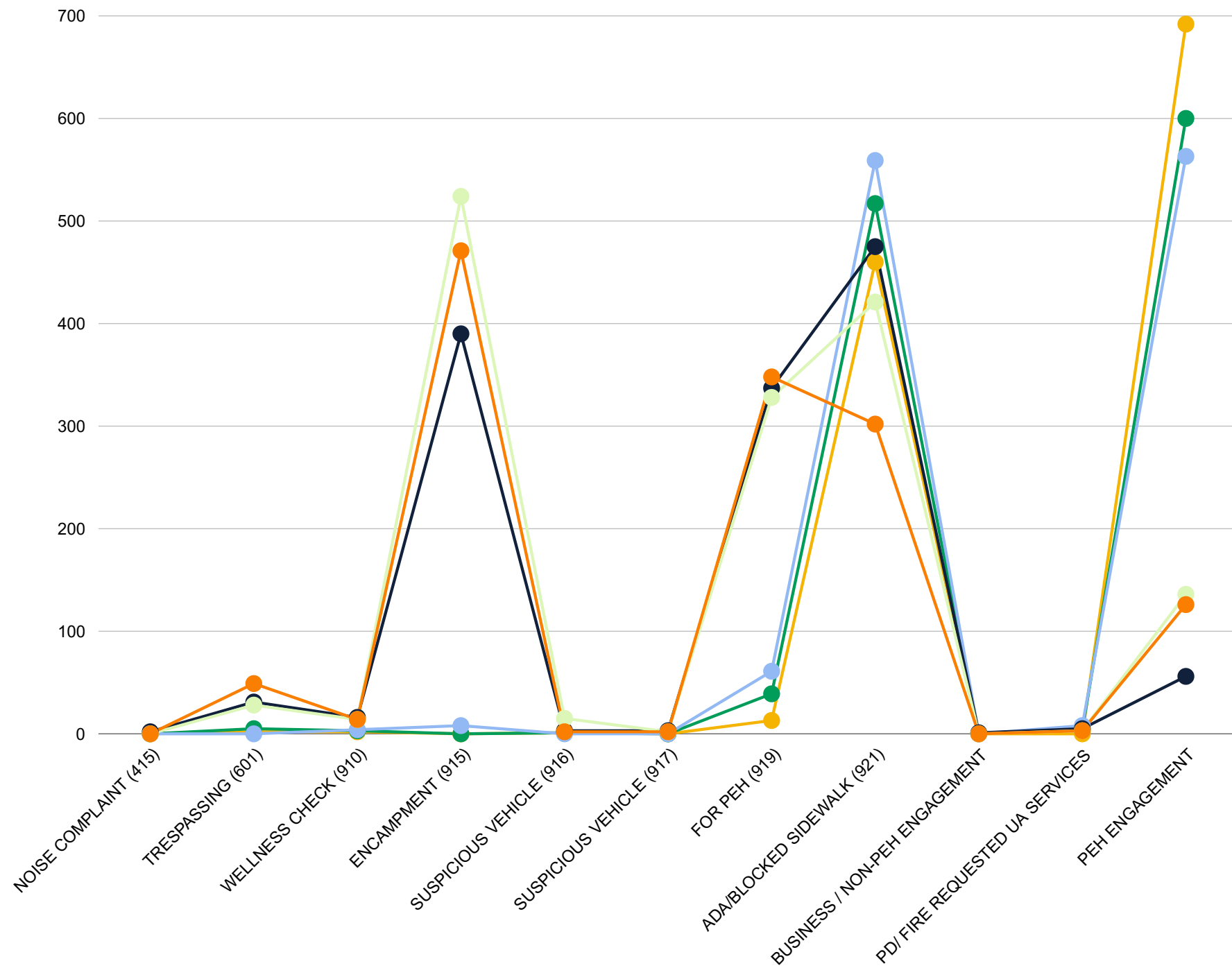
Mental Health Activities	
Referred to Behavioral/Mental Health Service	1
Total	1

Other Activities	
Transportation Assistance	12
Needs Assessment Completed	5
Referred to Sanitation/DPW	3
Provided Trash Bags	1
Total	21

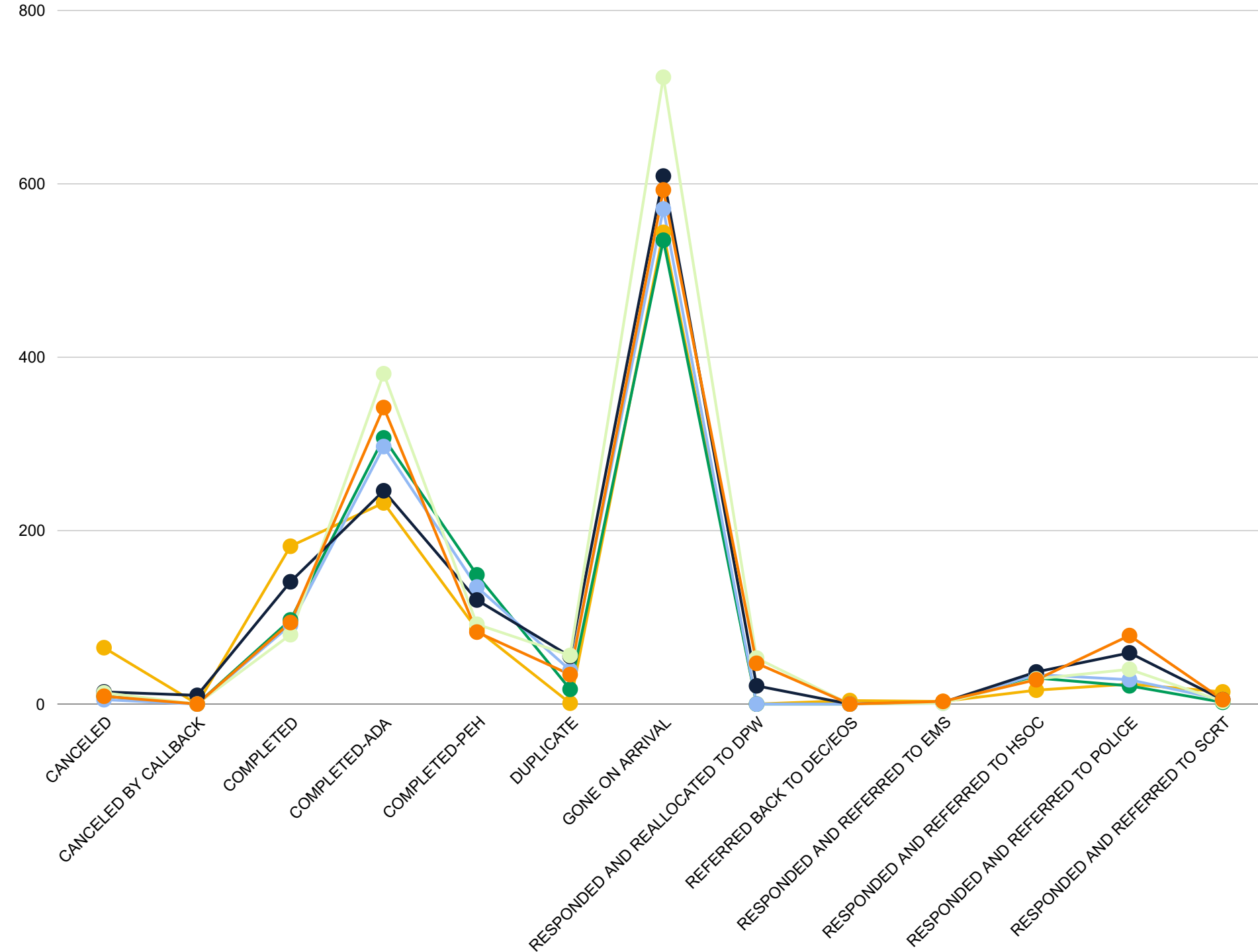


MONTHLY TRENDS

TYPE OF INCIDENTS

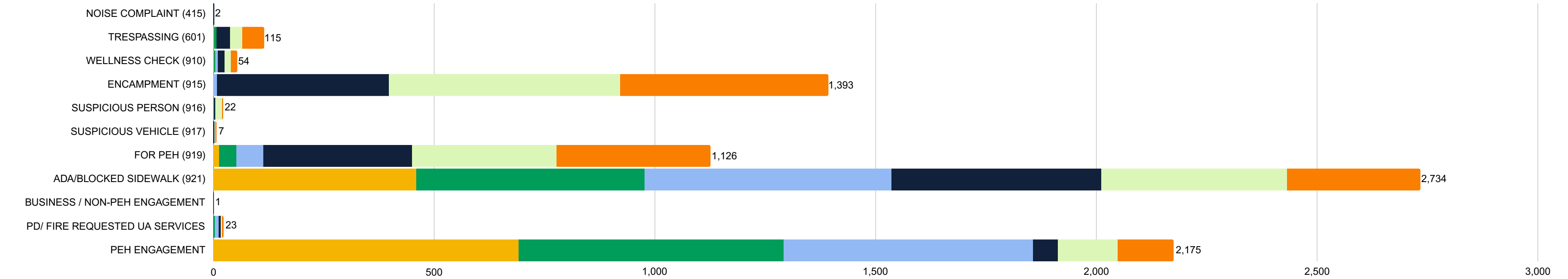


PRIMARY OUTCOMES

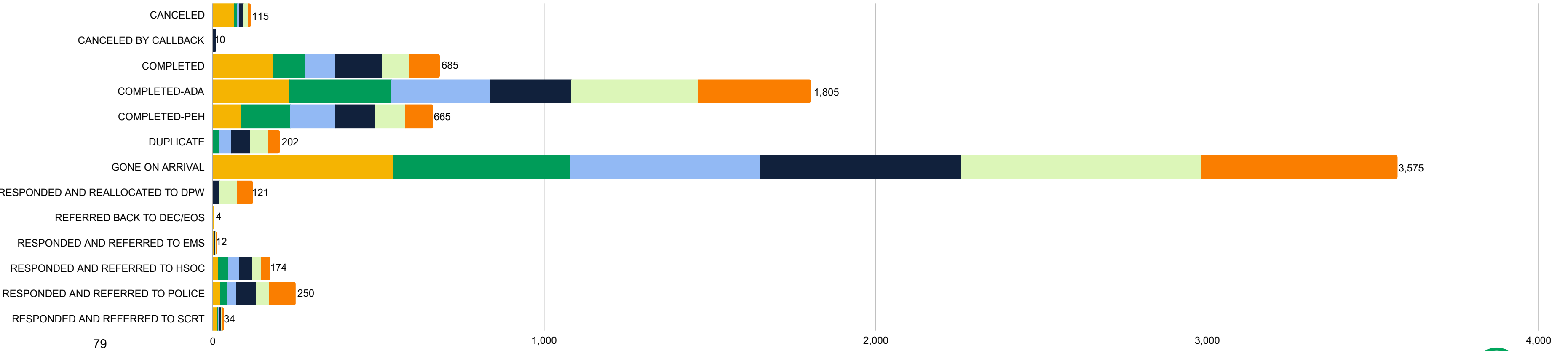


MONTHLY TOTALS

TYPES OF INCIDENTS



PRIMARY OUTCOMES





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