



OCTOBER 2023

MONTHLY DATA REPORT



Presented by: Katherine Napoleon

TABLE OF CONTENTS

This report provides an overview of the services delivered by HEART from October 1st, 2023 - October 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

START DATE TO DATE 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 7,400 calls for service have been documented, exceeding the monthly contractual requirement by over 120%. Less than 6% 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.

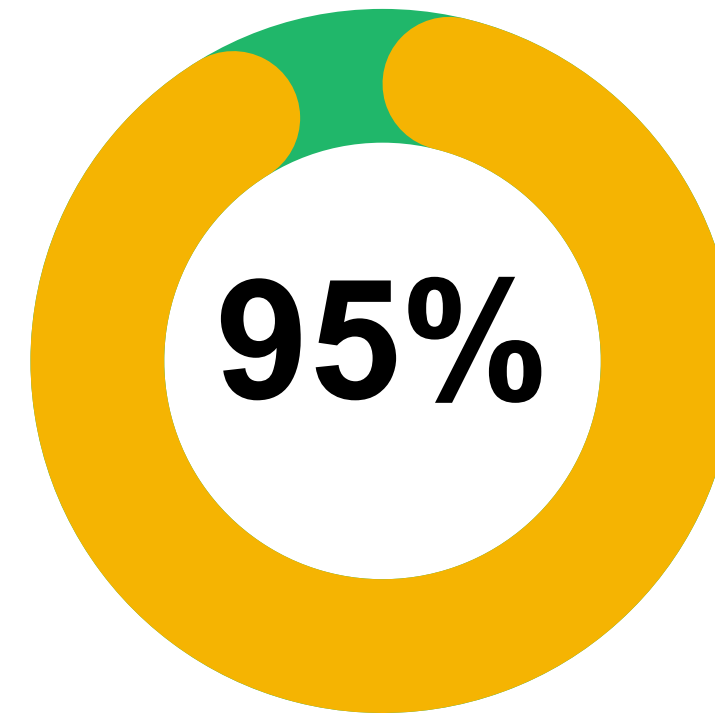
INCIDENT TOTALS

1,471

TOTAL INCIDENTS RESOLVED

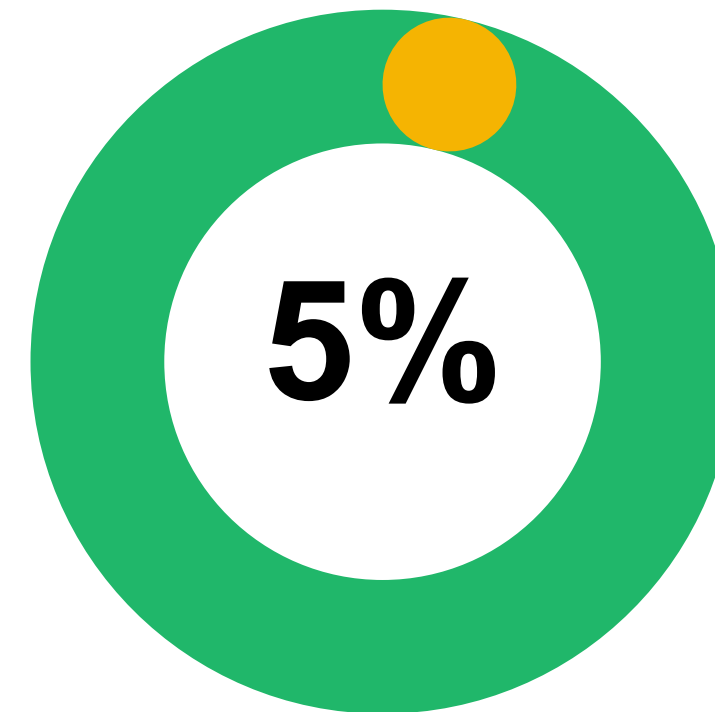
47

DAILY AVERAGE RESOLVED



1,397

RECEIVED AND
RESOLVED IN OCTOBER



74

RECEIVED IN SEPTEMBER AND
RESOLVED IN OCTOBER

DATA SUMMARY OF 1,471 RESOLVED INCIDENTS

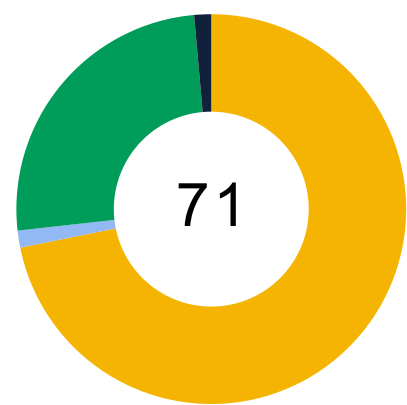
INCIDENT TYPES



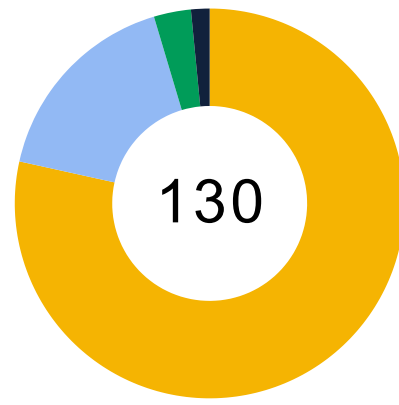
CLOSURE REASONS



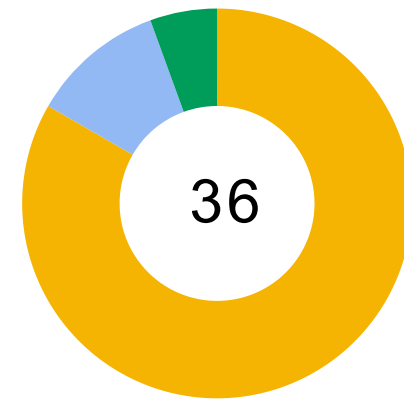
INCIDENT SOURCE BY POLICE DISTRICTS



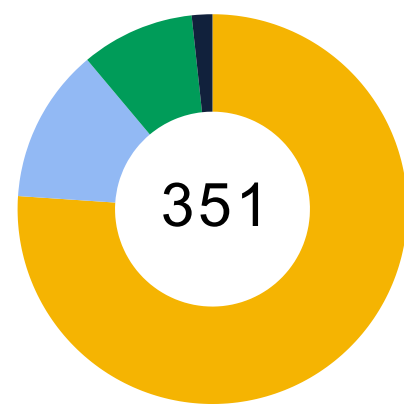
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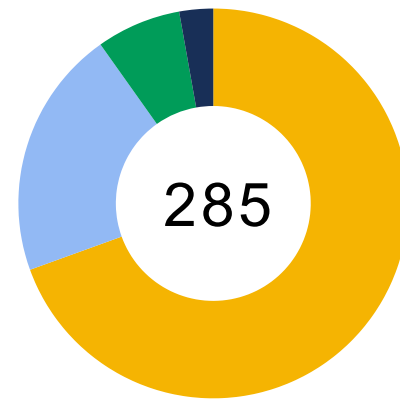
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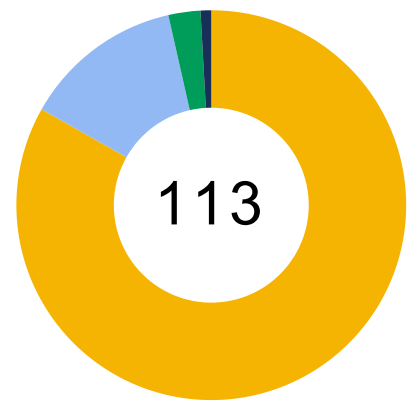
INGLESIDE



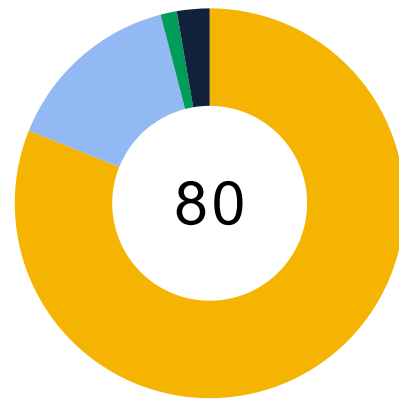
MISSION



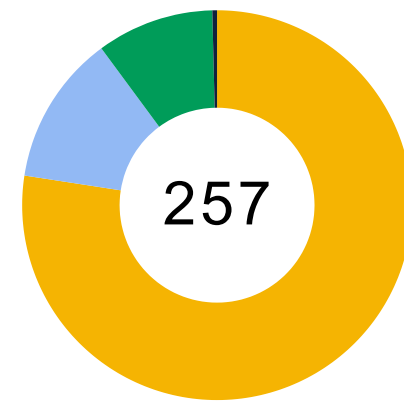
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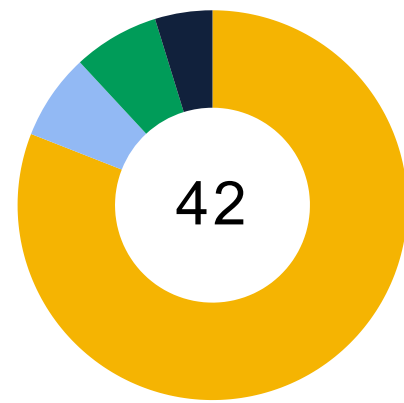
PARK



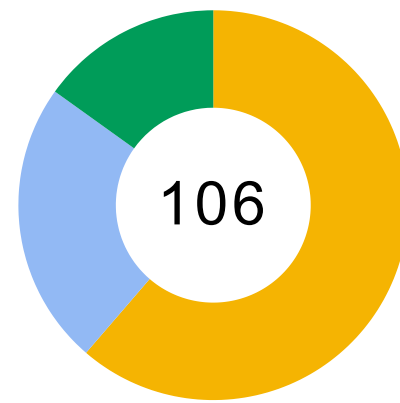
RICHMOND



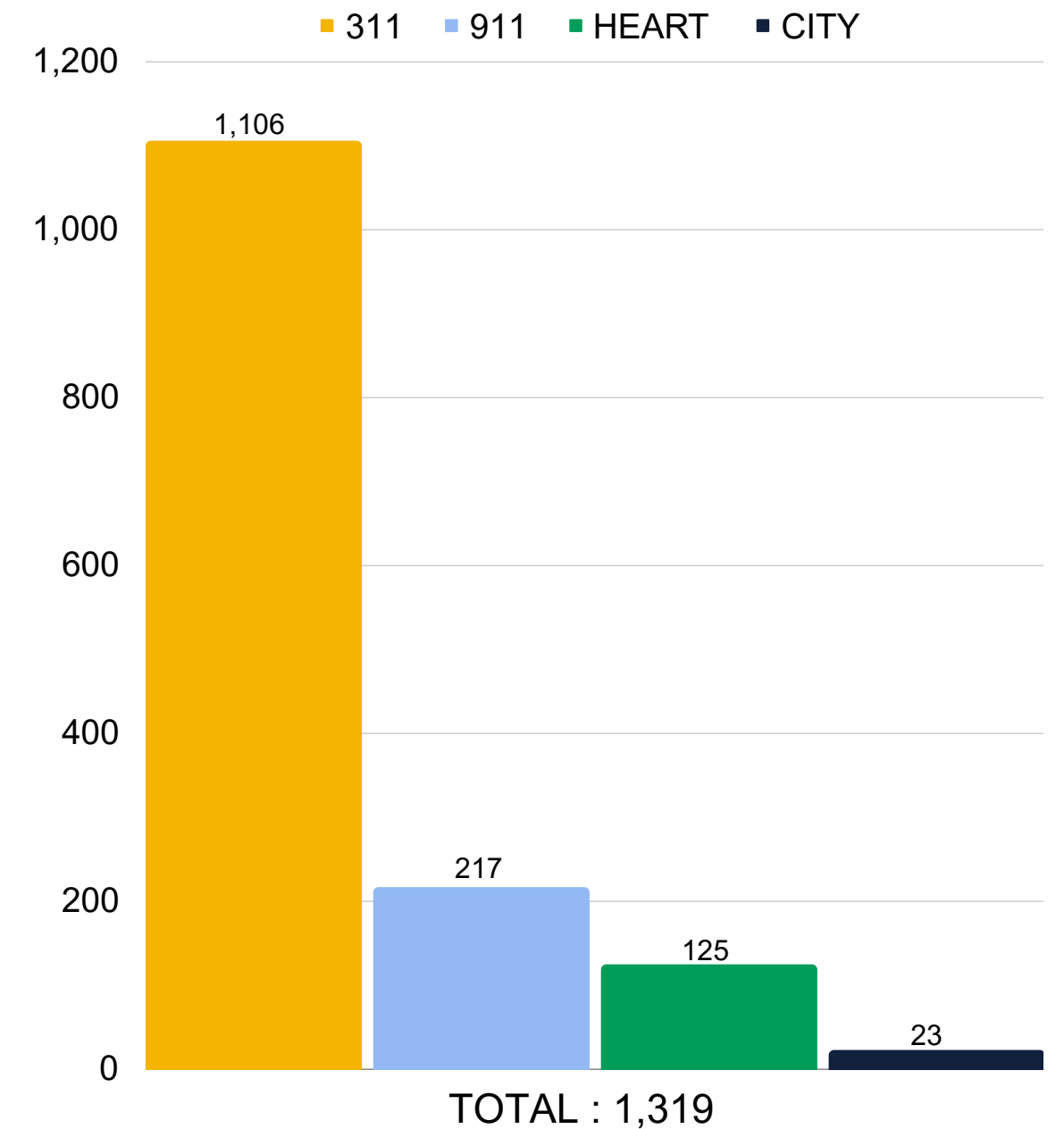
SOUTHERN



TARAVAL



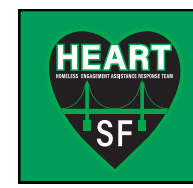
TENDERLOIN



911 INCIDENTS



311 INCIDENTS



HEART INITIATED

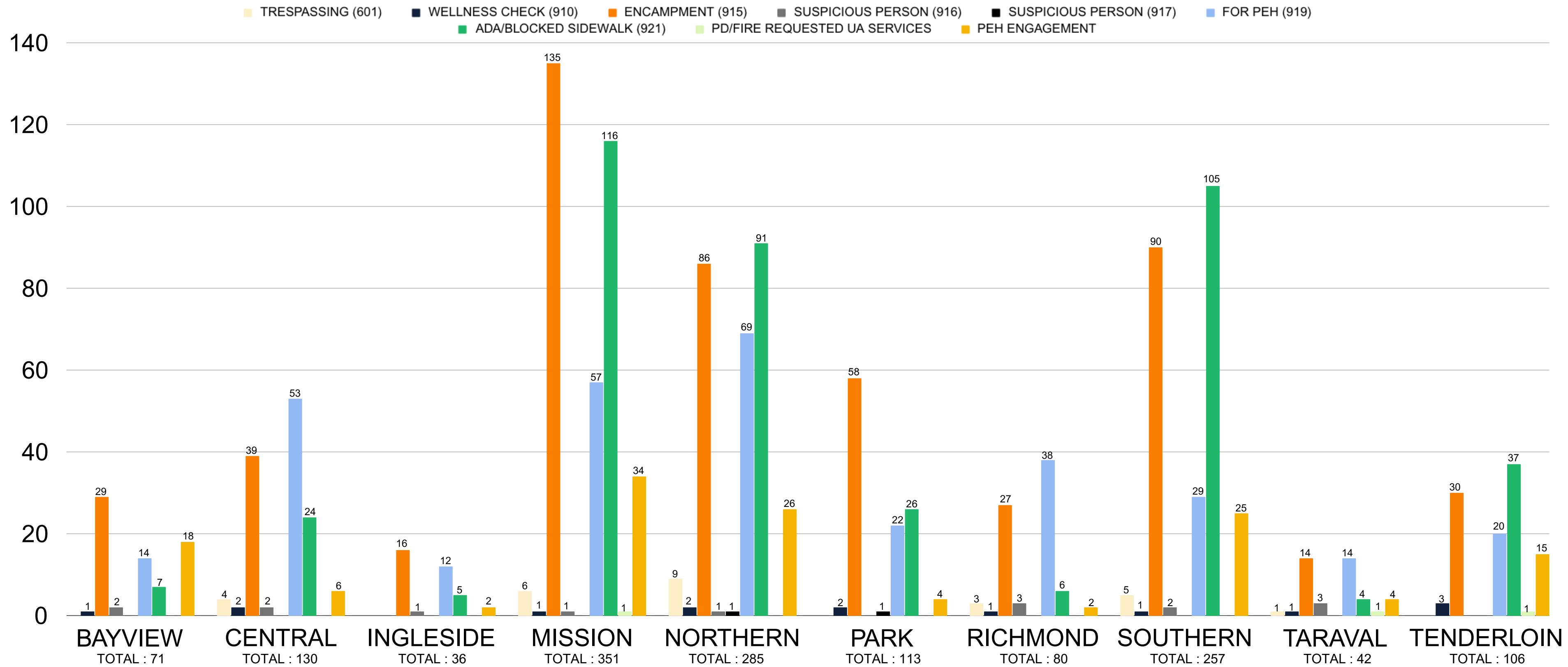


SPECIAL REQUEST*

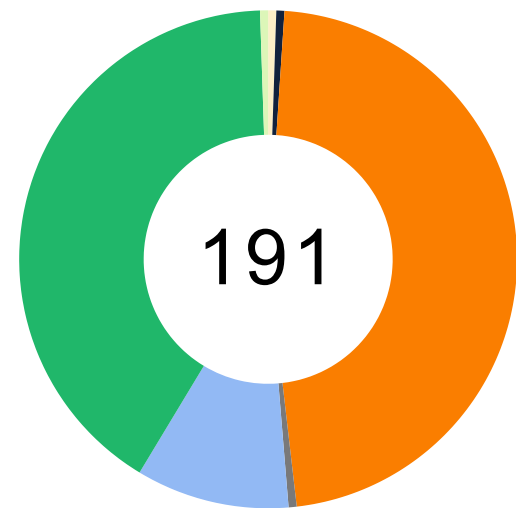
*Special Requests are from city leaders re: observed PEH with persistent needs.



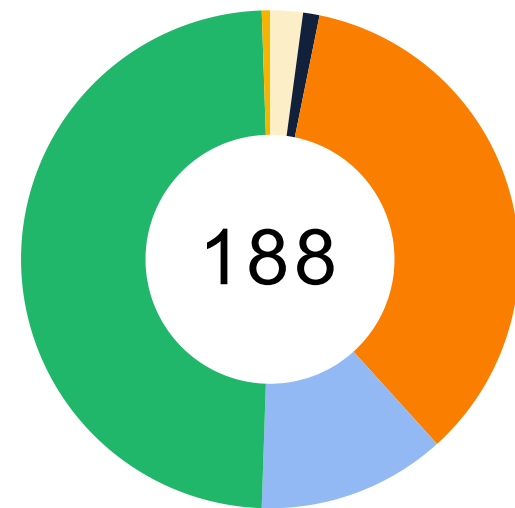
INCIDENT TYPES BY POLICE DISTRICTS



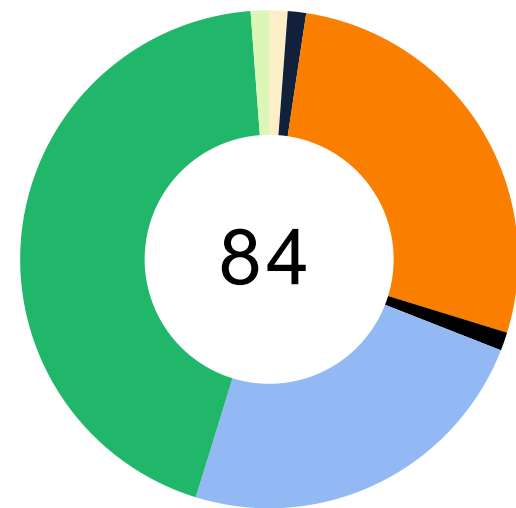
TOP 10 NEIGHBORHOODS* - INCIDENT TYPES



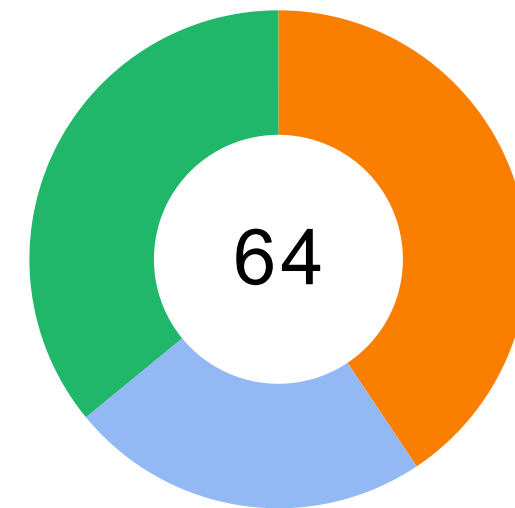
MISSION



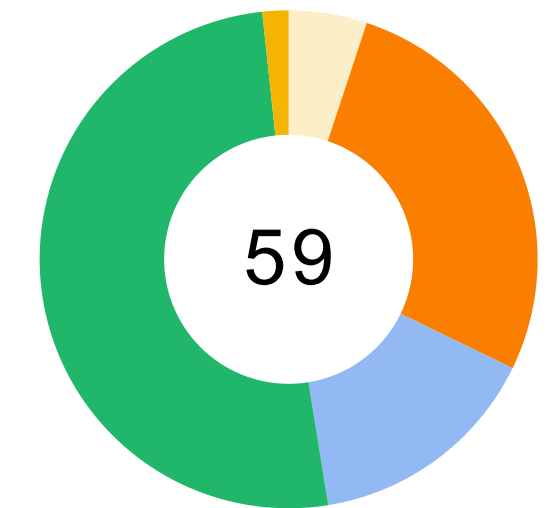
SOUTH OF MARKET



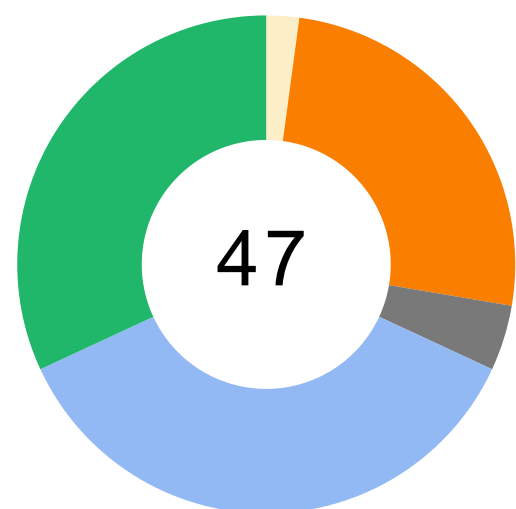
TENDERLOIN



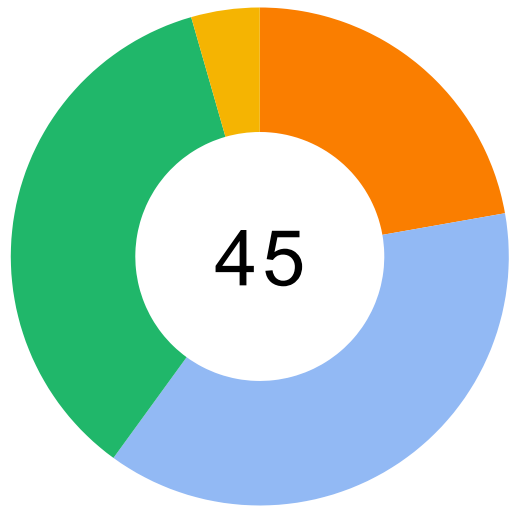
CIVIC CENTER



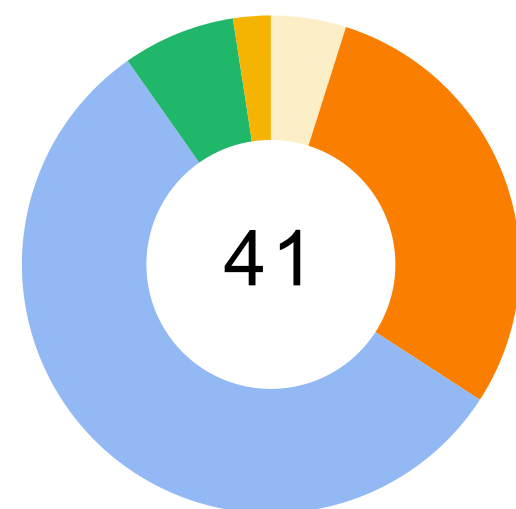
CATHEDRAL HILL



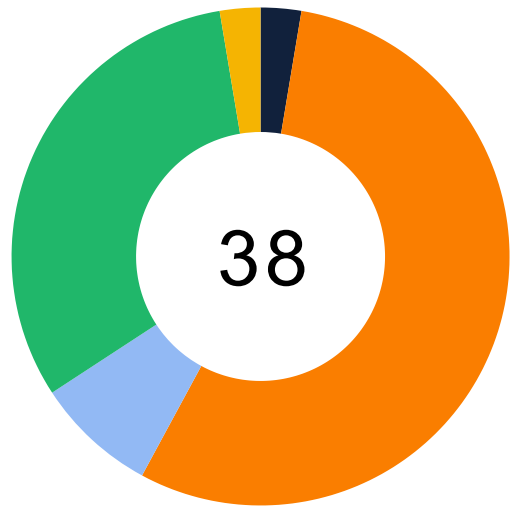
LOWER NOB HILL



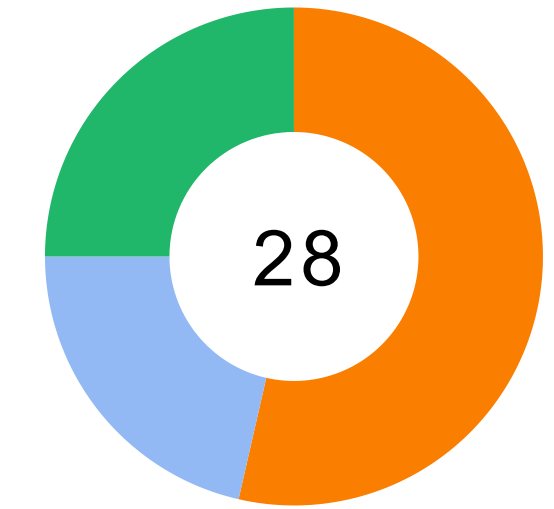
CASTRO



INNER RICHMOND



PANHANDLE



HAYES VALLEY

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

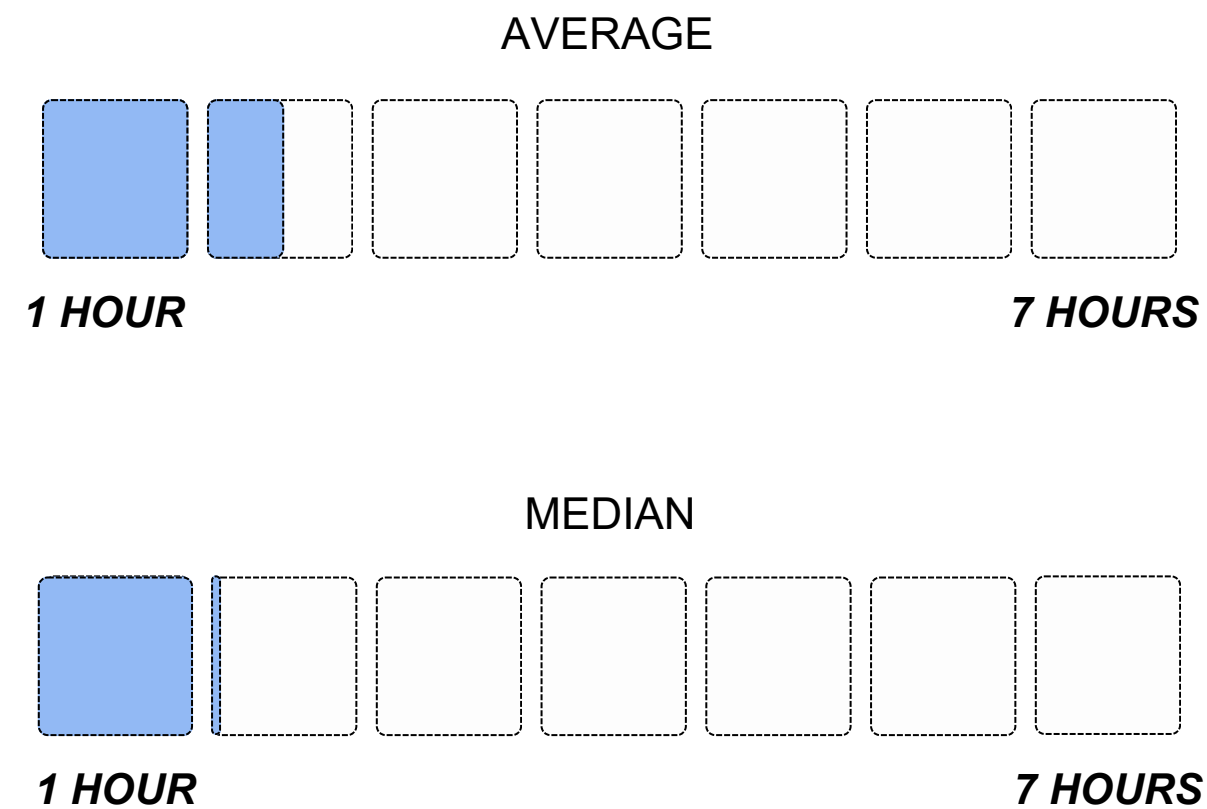
■ ADA/BLOCKED SIDEWALK (921)
 ■ PD/FIRE REQUESTED UA SERVICES
 ■ PEH ENGAGEMENT

*Rings will not add up to 1,417 as this slide shows the top 10 neighborhoods HEART served of 118.



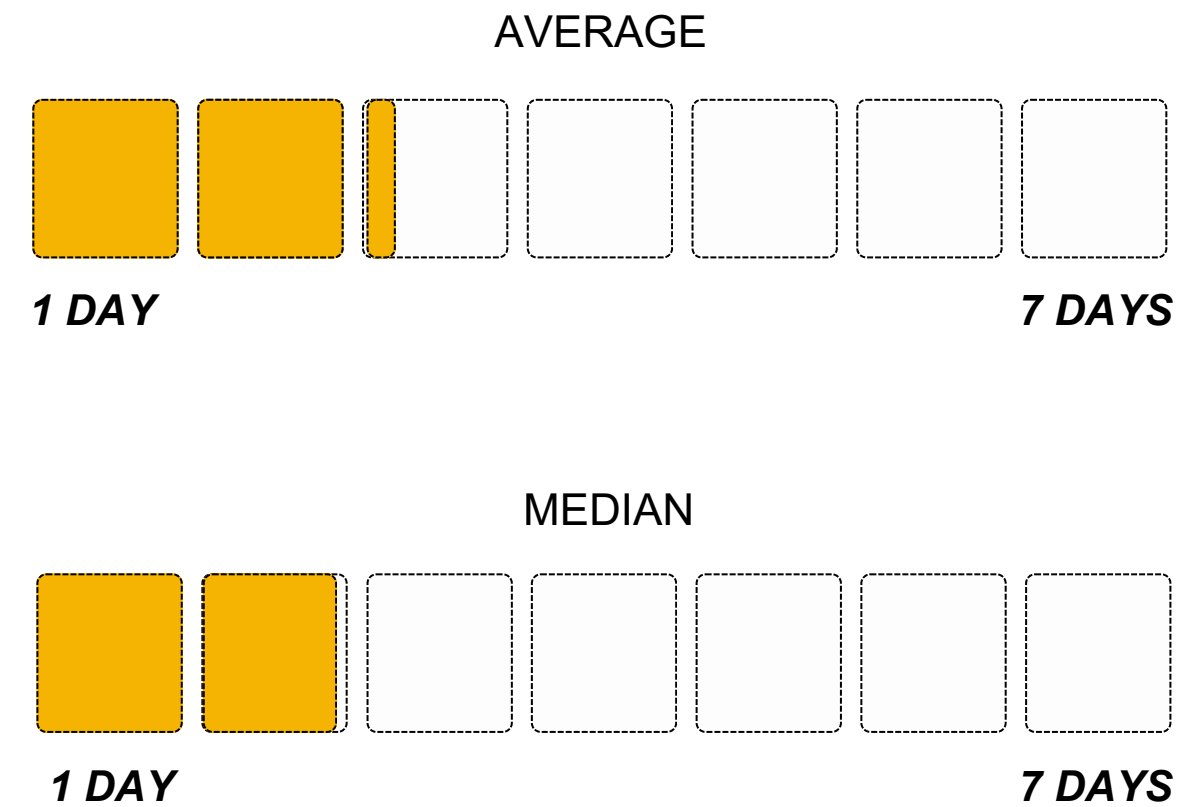
RESPONSE TIMES

911 INCIDENTS



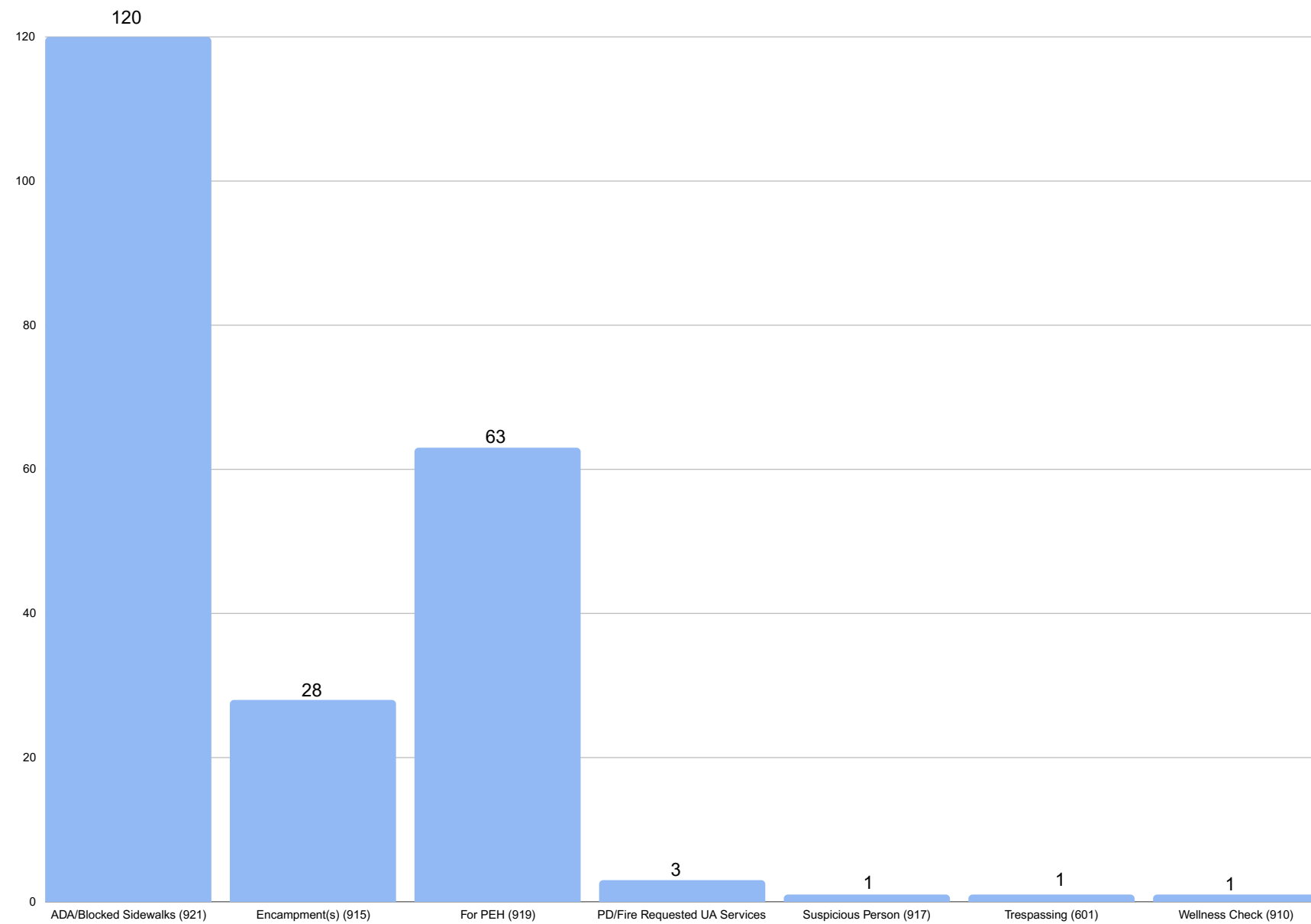
AVERAGE	MEDIAN
1 HOUR 29 MINS	1 HOUR 6 MINS

311 INCIDENTS

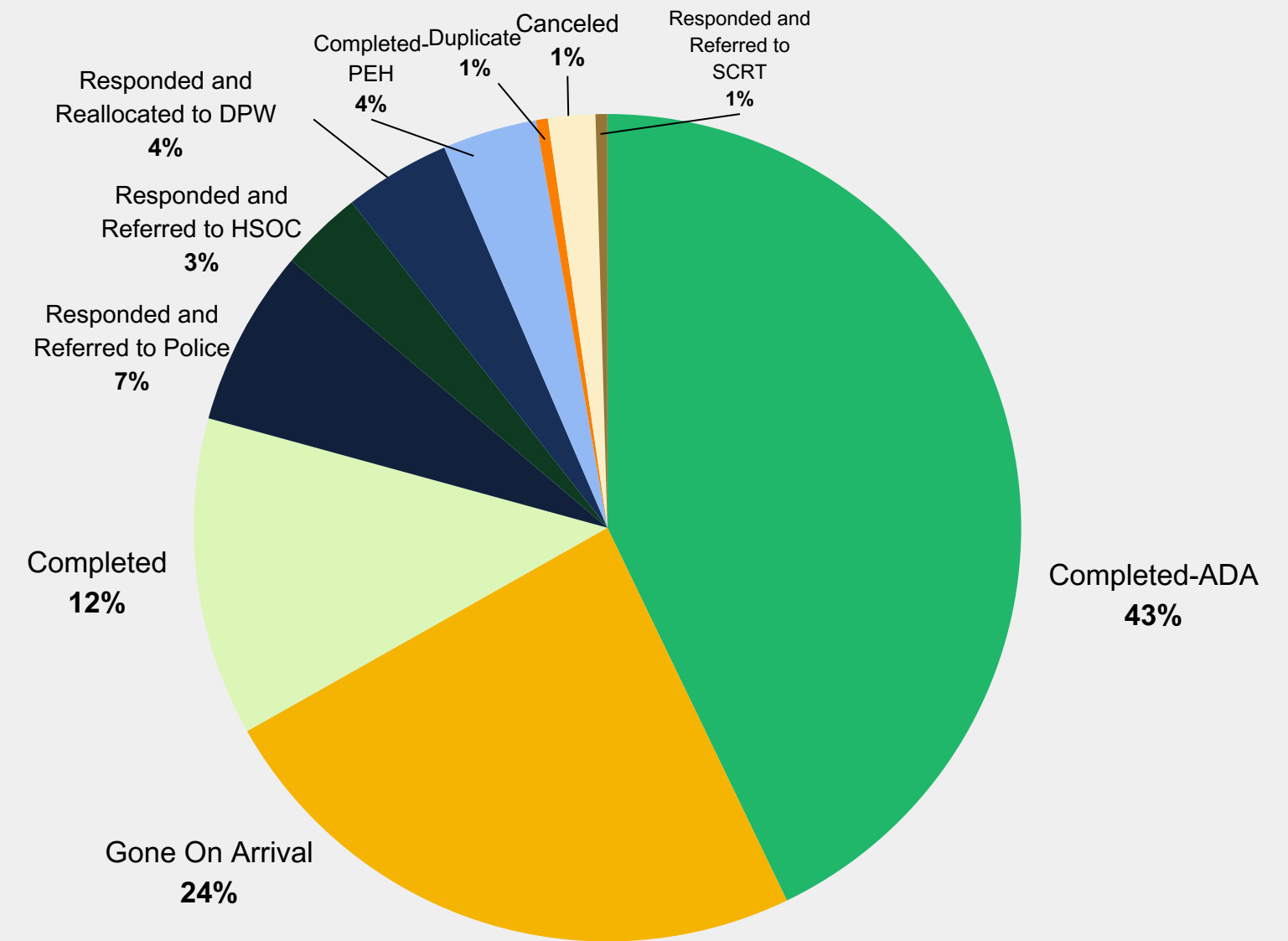


AVERAGE	MEDIAN
2 DAYS 4 HOURS 47 MINS	1 DAY 23 HOURS 26 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
ADA/Blocked Sidewalks (921)	120
Encampment(s) (915)	28
For PEH (919)	63
PD/Fire Requested UA Services	3
Suspicious Person (917)	1
Trespassing (601)	1
Wellness Check (910)	1
Total	217



Primary Outcomes	
Completed - ADA	93
GOA/UTL	52
Completed	27
Responded & referred to Police	15
Responded & Reallocated to DPW	9
Completed - PEH	8
Responded & referred to HSOC	7
Canceled	4
Duplicate	1
Responded & referred SCRT	1
Total	217



SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to an Access Point	8
Referred to Emergency Shelter/Night Shelter	4
Total	12

Social Service Activities	
Provided Water/Coffee	45
Provided Meal/Snack	30
Provided Client with Service Provider Information	19
Created a Service Plan	6
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	4
Provided Hygiene Kit	4
Referred to Care Coordinator	4
Referred to Outreach/HOT	3
Provided Clothing/Blanket/Shoes	2
Assisted with Obtaining Vital Documents	1
Total	118



Medical Activities	
	N/A

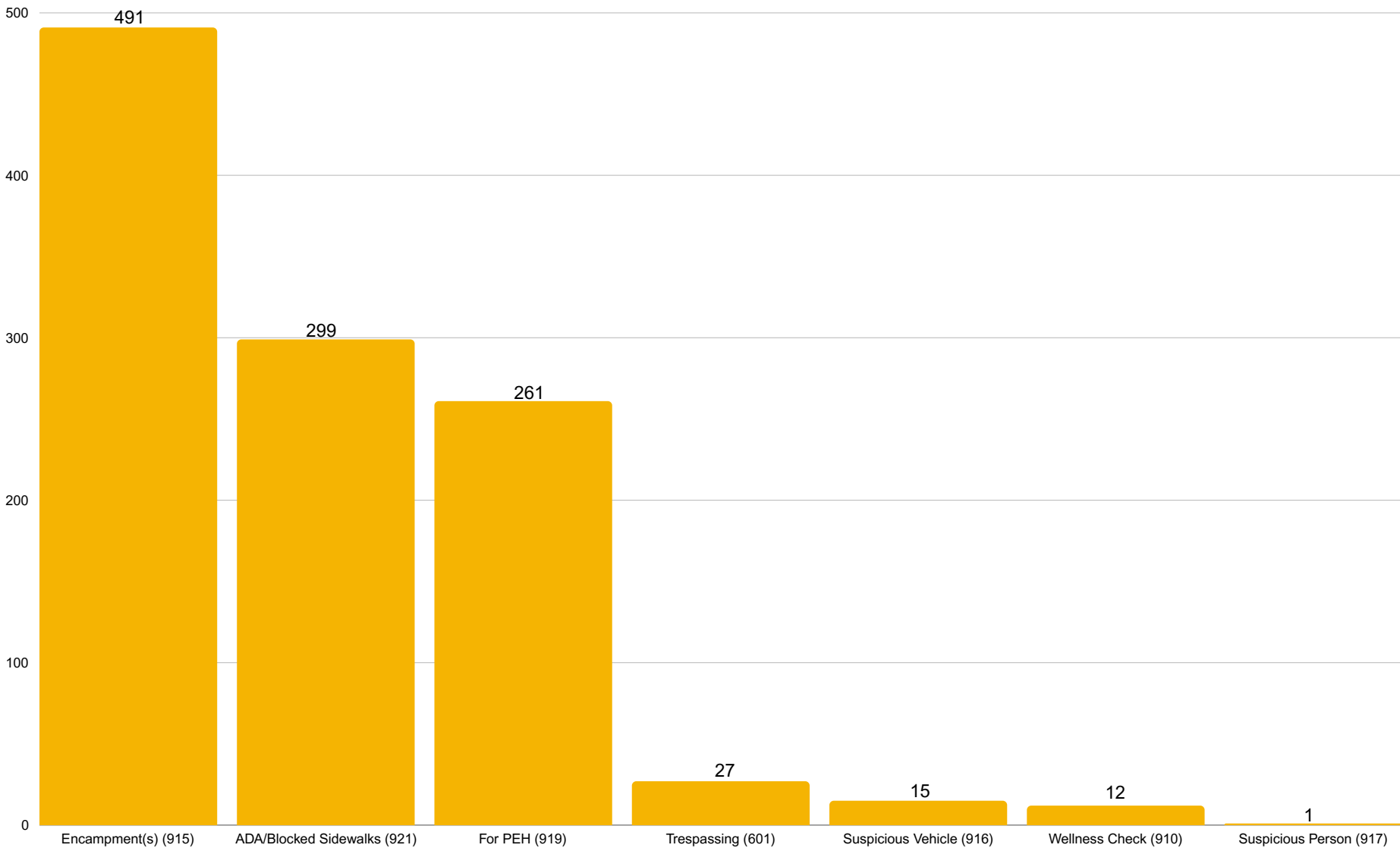
Mental Health Activities	
Referred to Behavioral/Mental Health Services	1
Total	1

Other Activities	
Needs Assessment Completed	18
Referred to Sanitation/DPW	14
Provided Trash Bag(s)	10
Transportation Assistance	1
Total	43

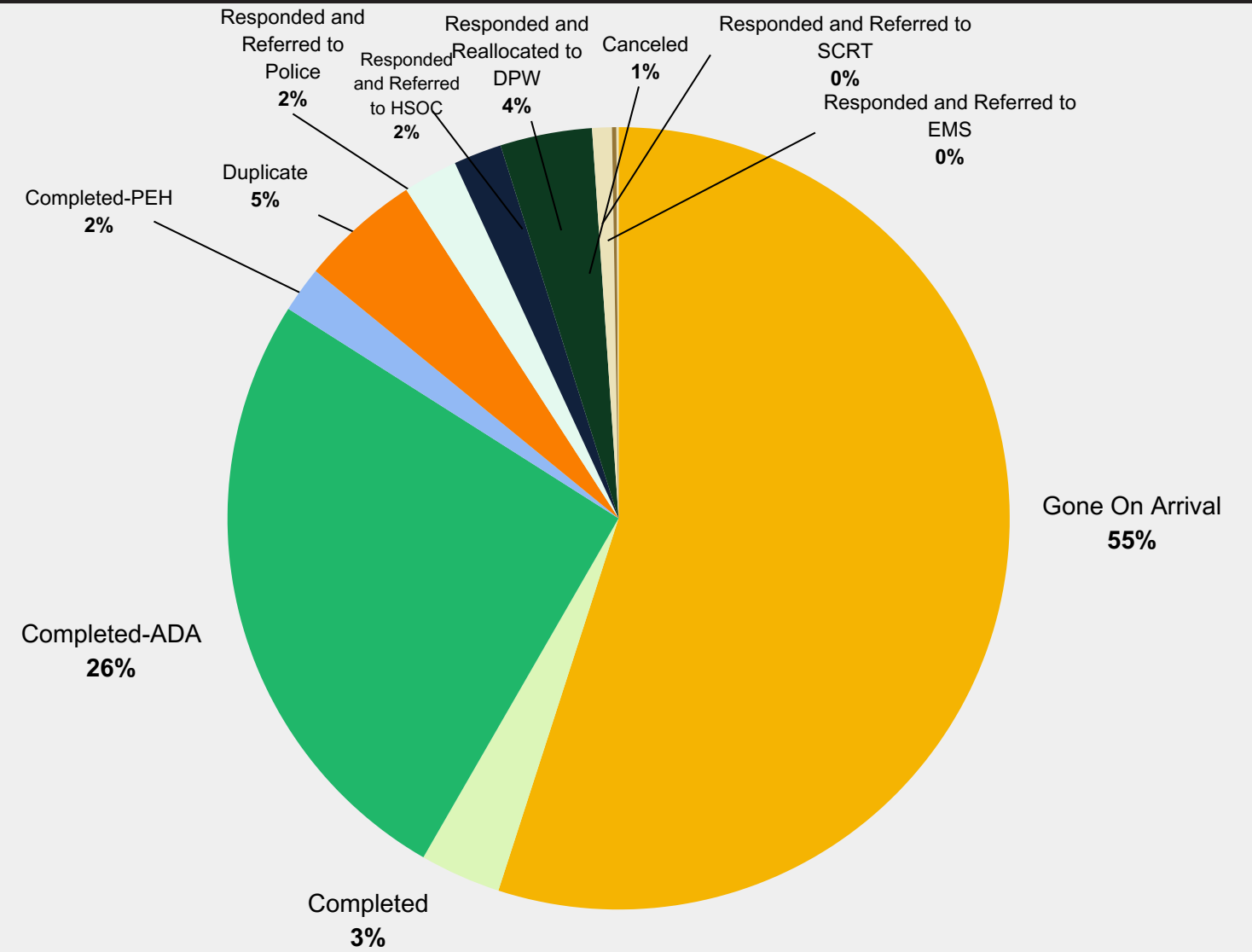
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment(s) (915)	491
ADA/Blocked Sidewalks (921)	299
For PEH (919)	261
Trespassing (601)	27
Suspicious Vehicle (916)	15
Wellness Check (910)	12
Suspicious Person (917)	1
Total	1,106



Types of Incidents	
GOA/UTL	608
Completed - ADA	284
Duplicate	55
Responded & Reallocated to DPW	42
Completed	37
Responded & referred to Police	25
Responded & referred to HSOC	22
Completed - PEH	21
Canceled	9
Responded & referred SCRT	2
Responded & referred to EMS	1
Total	1,106

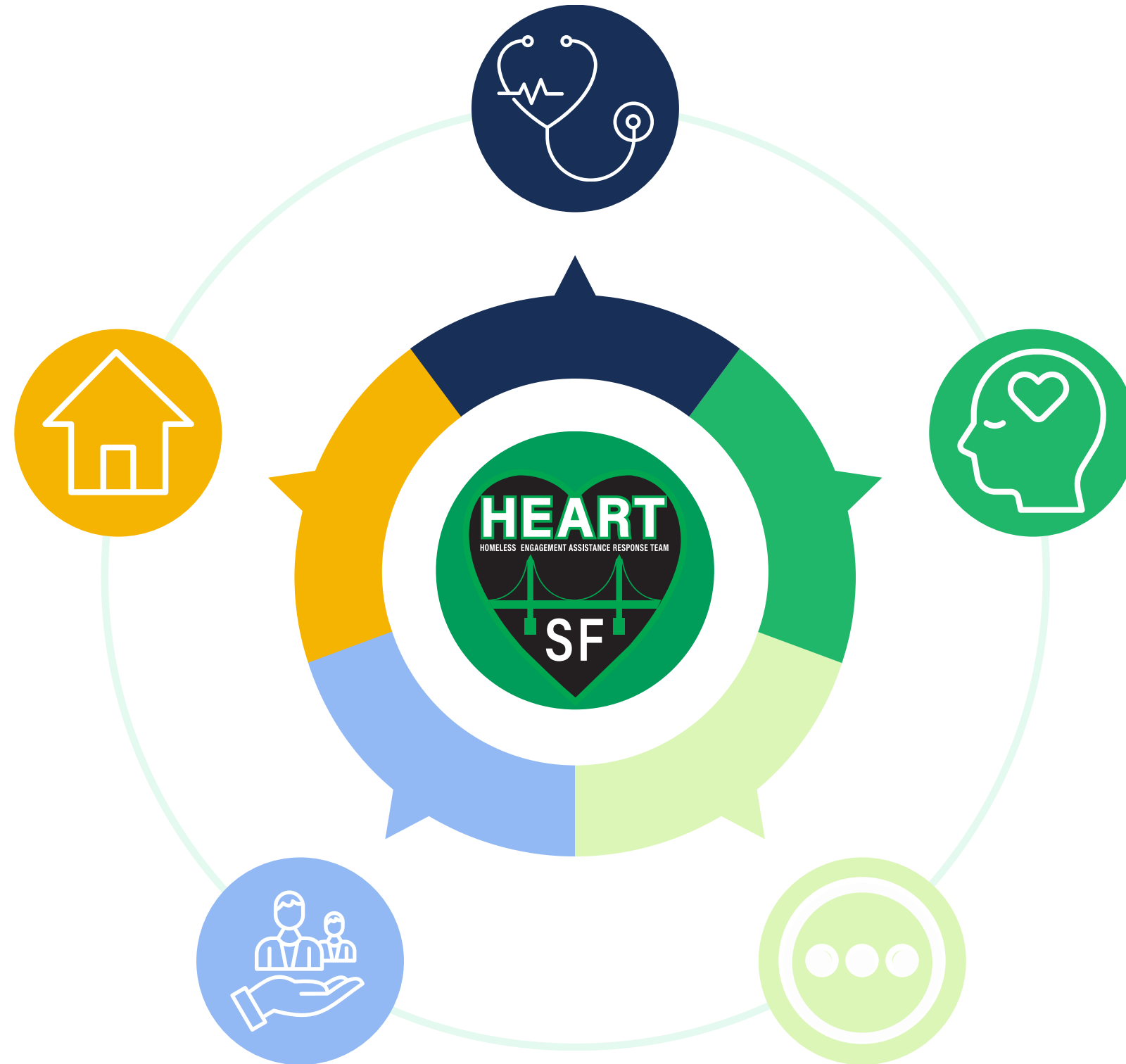


SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to an Access Point	12
Referred to Emergency Shelter/Night Shelter	10
Total	22

Social Service Activities	
Provided Water/Coffee	81
Provided Client with Service Provider Information	54
Provided Meal/Snack	47
Provided Hygiene Kit	16
Assisted with Obtaining Vital Documents	15
Created a Service Plan	14
Referred to Care Coordinator	8
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	6
Provided Clothing/Blanket/Shoes	6
Referred to Outreach/HOT	3
Referred to Clothing Closet	1
Referred to Domestic Violence Services	1
Referred to Problem-solving	1
Total	253



Medical Activities	
Referred to Dental Provider	1
Referred to Detox Center	1
Referred to Primary Care Provider	2
Total	4

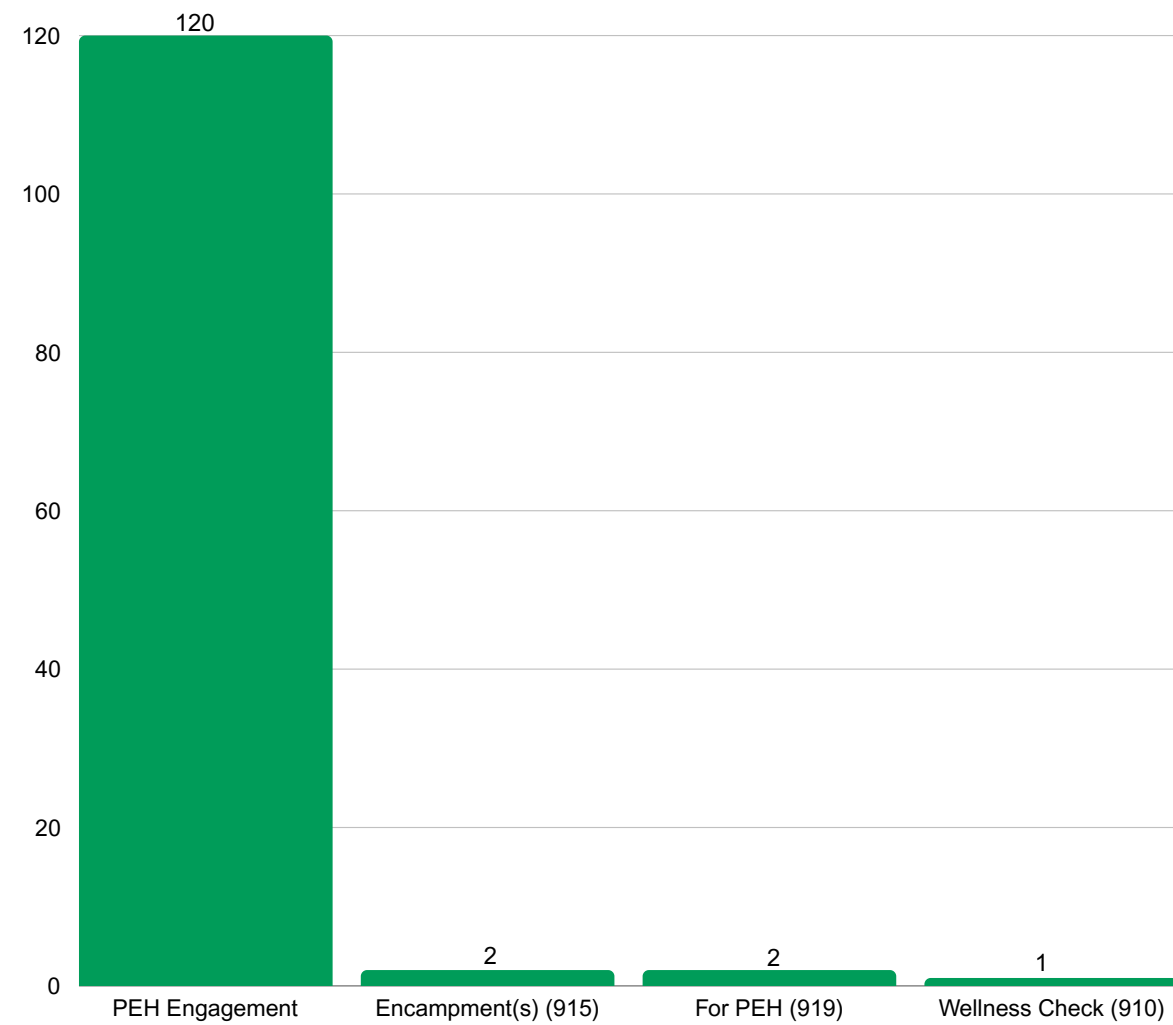
Mental Health Activities	
Referred to Behavioral/Mental Health Services	1
Total	1

Other Activities	
Provided Trash Bags	18
Referred to Sanitation/DPW	76
Needs Assessment Completed	48
Transportation Assistance	4
Total	146

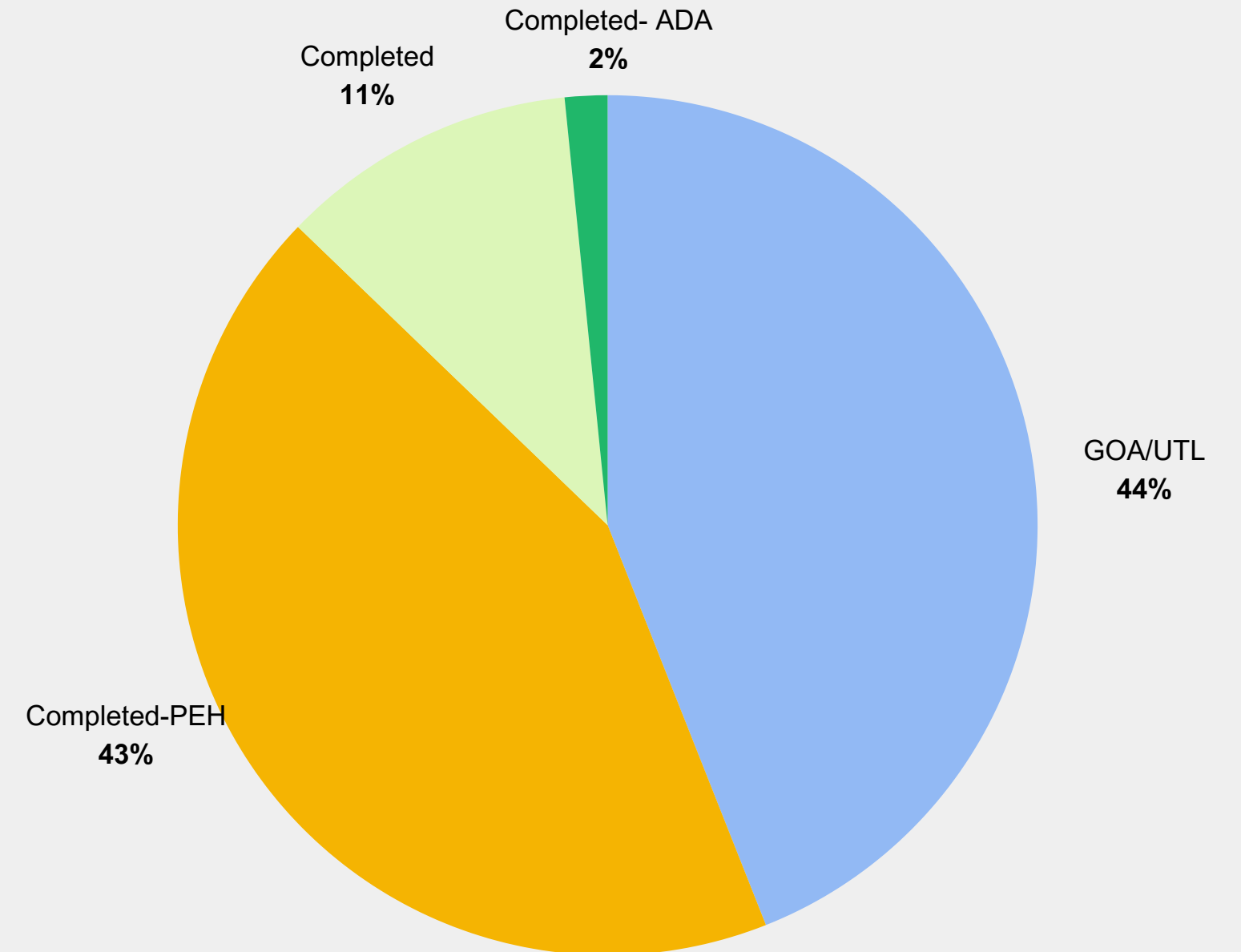
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	120
Encampment (915)	2
For PEH (919)	2
Wellness Check (910)	1
Total	125



Primary Dispositions	
GOA/UTL	55
Completed - PEH	54
Completed	14
Completed - ADA	2
Total	125

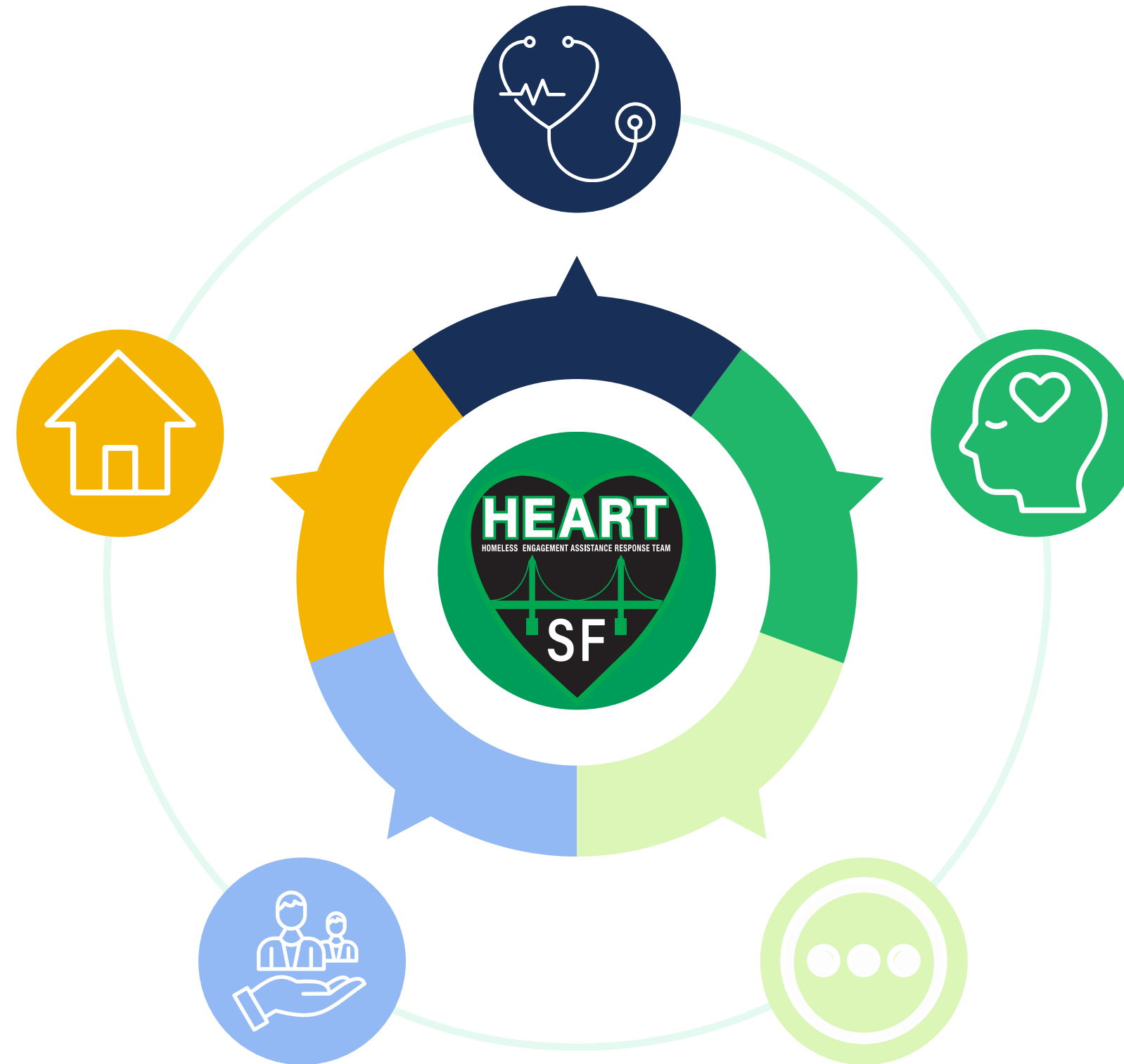


SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to an Access Point	5
Successful Placement into Shelter	2
Referred to Emergency Shelter/Night Shelter	2
Completed Housing Application	1
Total	10

Social Service Activities	
Followed-up on Service Plan	16
Created a Service Plan	14
Provided Water/Coffee	13
Provided Client with Service Provider Information	12
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	8
Provided Meal/Snack	7
Assisted with Obtaining Vital Documents	5
Provided Clothing/Blanket/Shoes	3
Referred to Clothing Closet	2
Provided Hygiene Kit	1
Referred to MUNI/BART Access	1
Total	82



Medical Activities	
OD Reversal	2
Referred to Primary Care Provider	1
Total	3

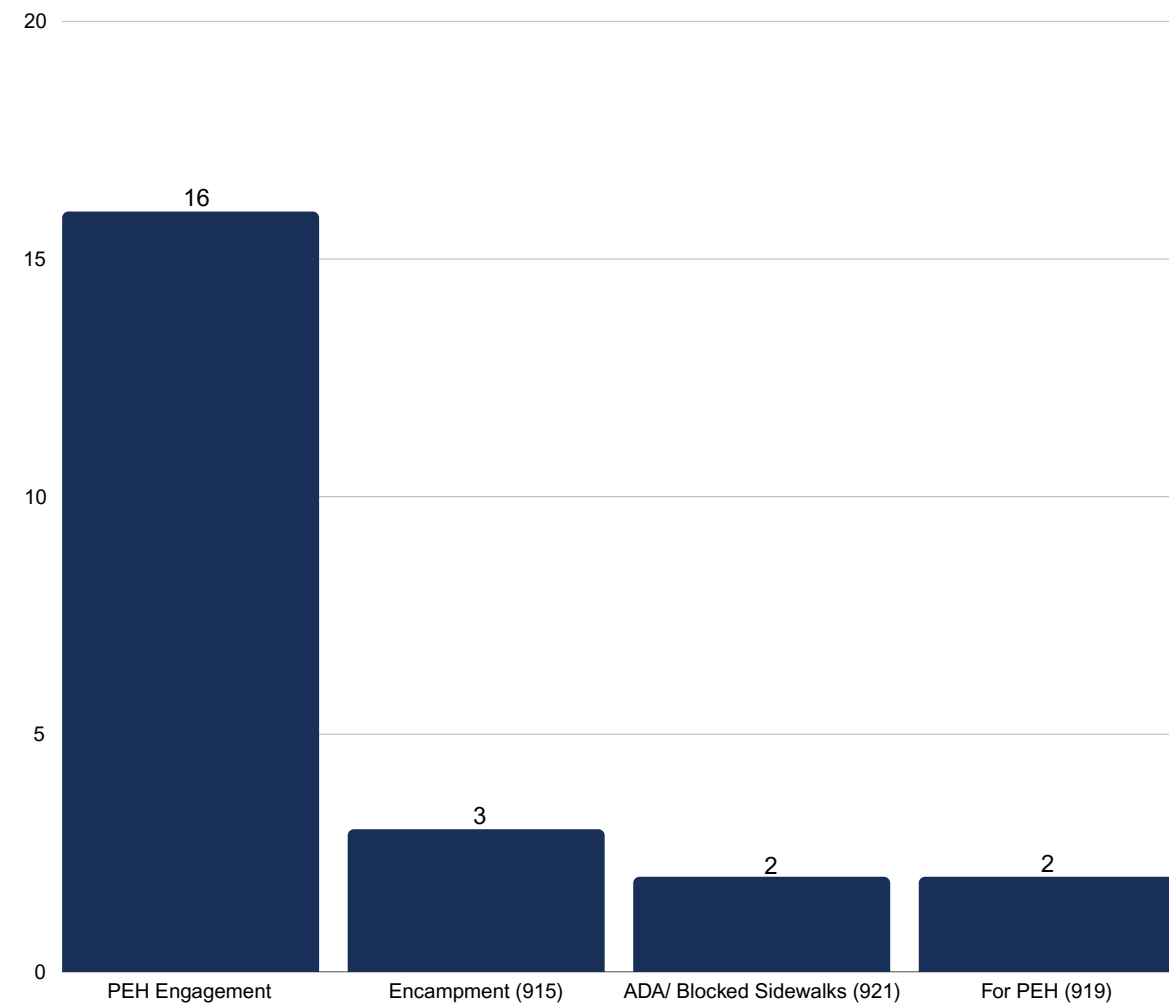
Mental Health Activities	
Referred to Behavioral/Mental Health Services	1
Total	1

Other Activities	
Needs Assessment Completed	14
Transportation Assistance	6
Referred to Sanitation/DPW	1
Total	21

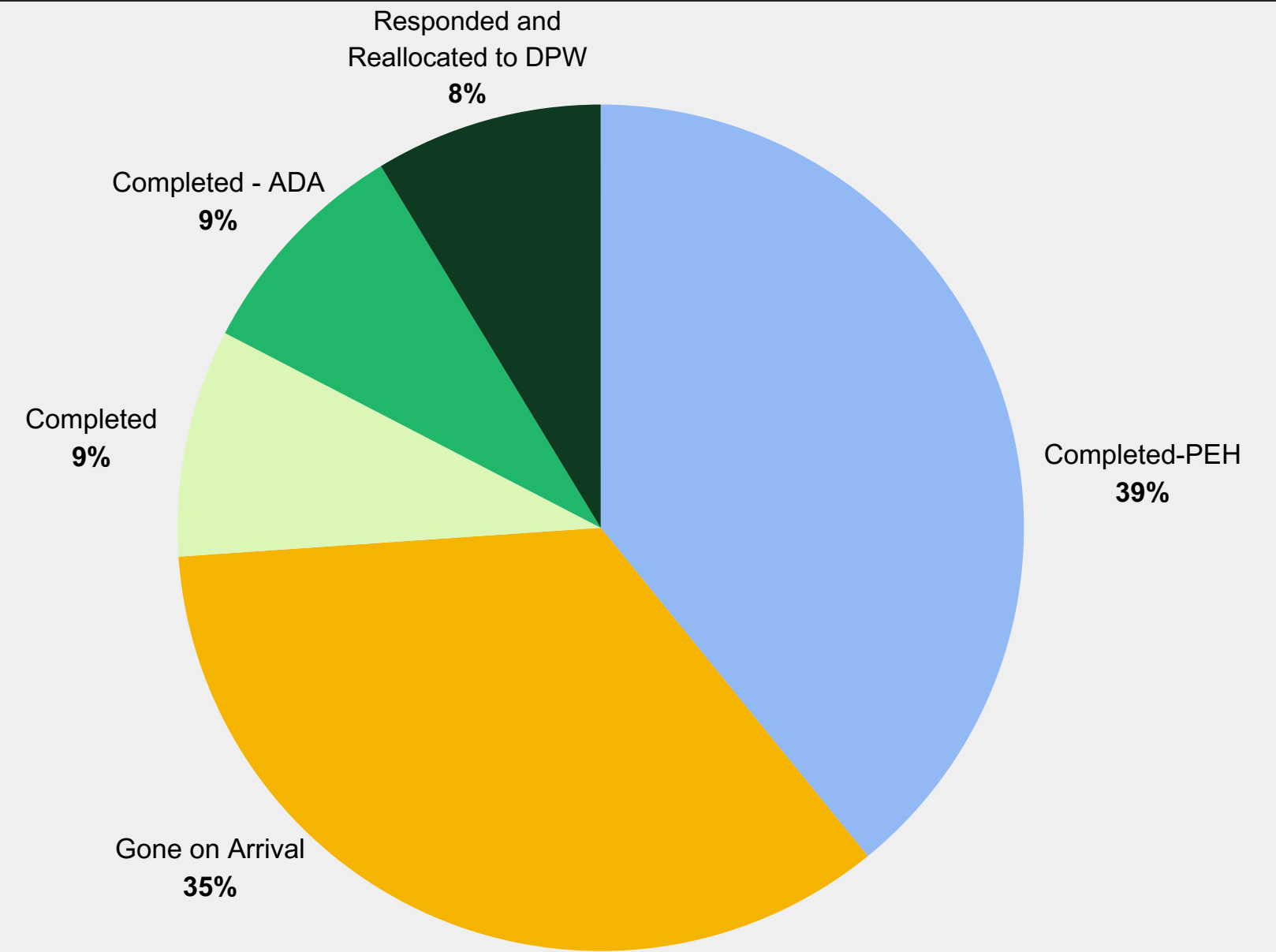
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	16
Encampment (915)	3
ADA/ Blocked Sidewalks (921)	2
For PEH (919)	2
Total	23



Type of Incidents	
Completed-PEH	9
GOA/UTL	8
Completed	2
Completed-ADA	2
Responded and Referred to DPW	2
Total	23

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



SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
Successful Placement into Shelter	1
Total	1

Social Service Activities	
Provided Water/Coffee	9
Provided Meal/Snack	6
Provided Client with Service Provider Information	5
Created a Service Plan	2
Assisted with Obtaining Vital Documents	1
Completed Public Benefits Application (GA CalFresh, Medi-Cal)	1
Provided Hygiene Kit	1
Referred to Clothing Closet	1
Total	26



Medical Activities	
	N/A

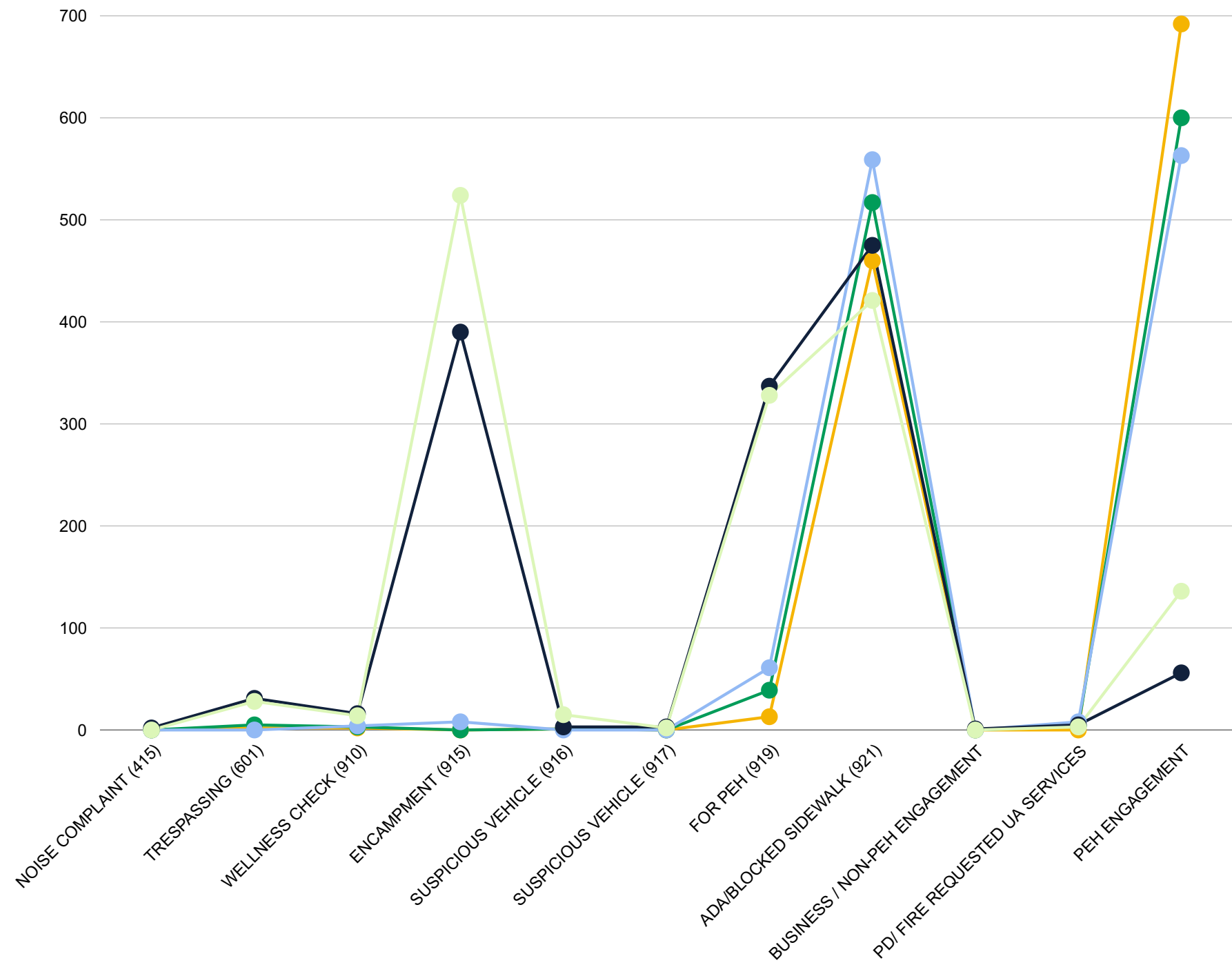
Mental Health Activities	
Referred to Behavioral/Mental Health Service	1
Total	1

Other Activities	
Referred to Sanitation/DPW	3
Transportation Assistance	3
Needs Assessment Completed	2
Provided Trash Bags	2
Total	8

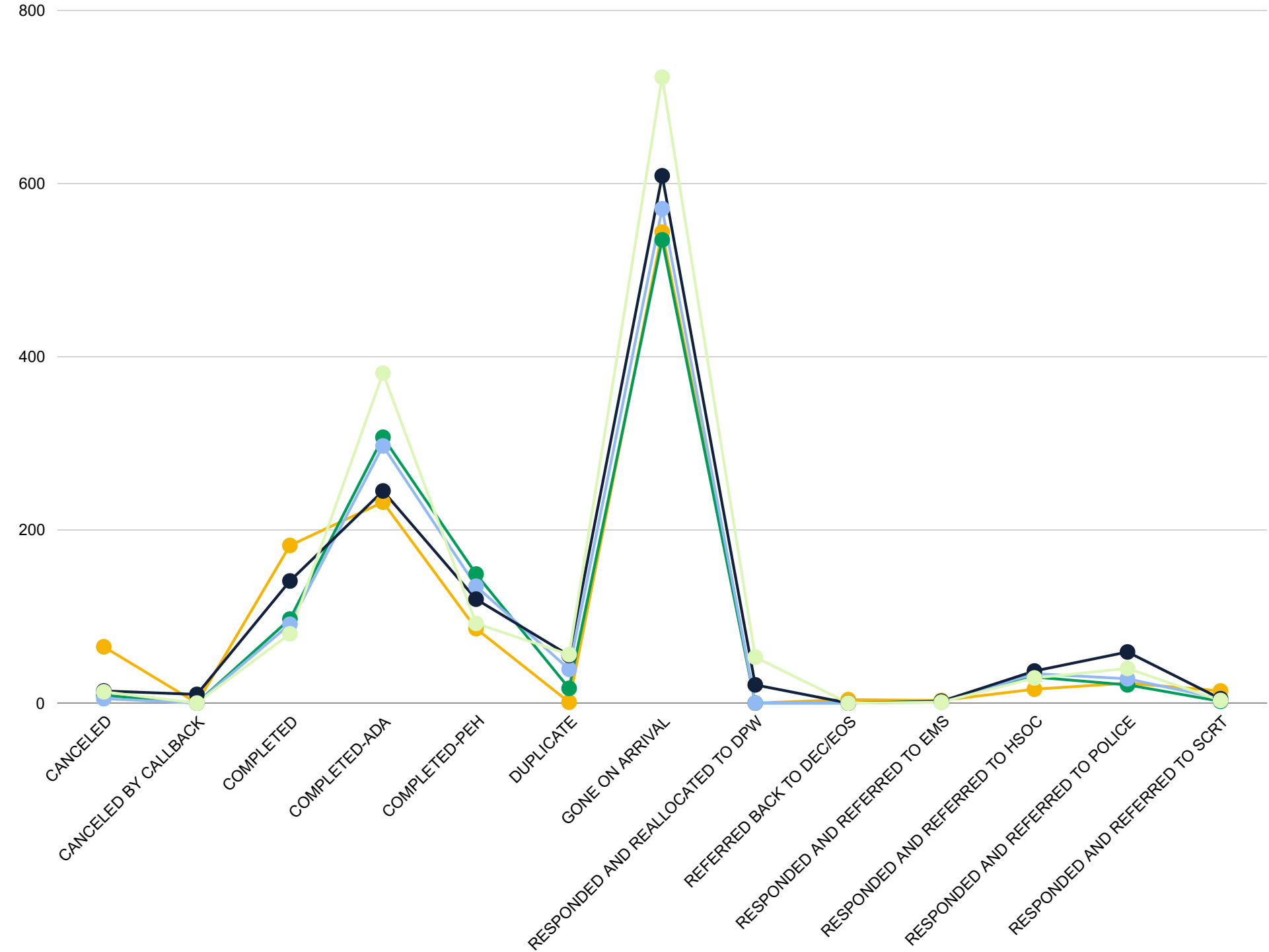


MONTHLY TRENDS

TYPE OF INCIDENTS

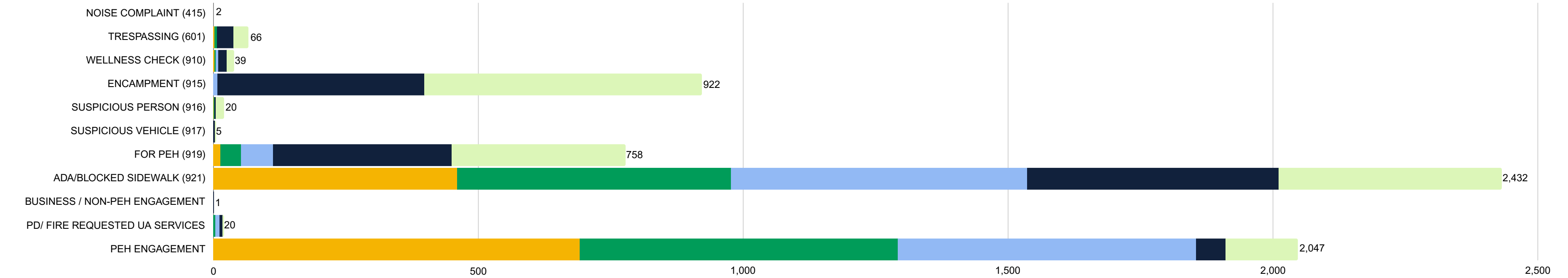


PRIMARY OUTCOMES

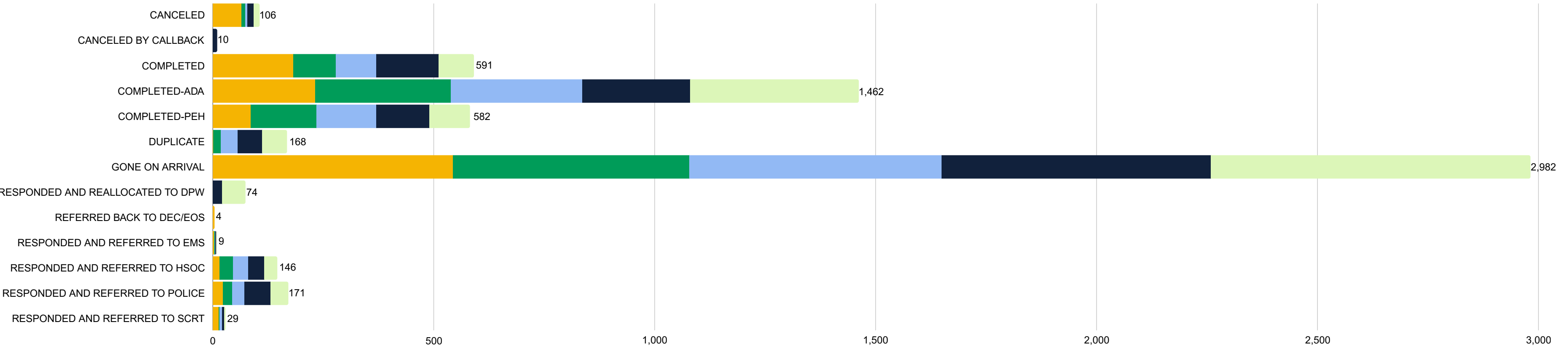


MONTHLY TOTALS

TYPES OF INCIDENTS



PRIMARY OUTCOMES





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