



SEPTEMBER 2023

MONTHLY DATA REPORT



Date:
October 1st, 2023

Presented by: Katherine Napoleon

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This report provides an overview of the services delivered by HEART from September 1st, 2023 - September 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
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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 4,800 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

1,319

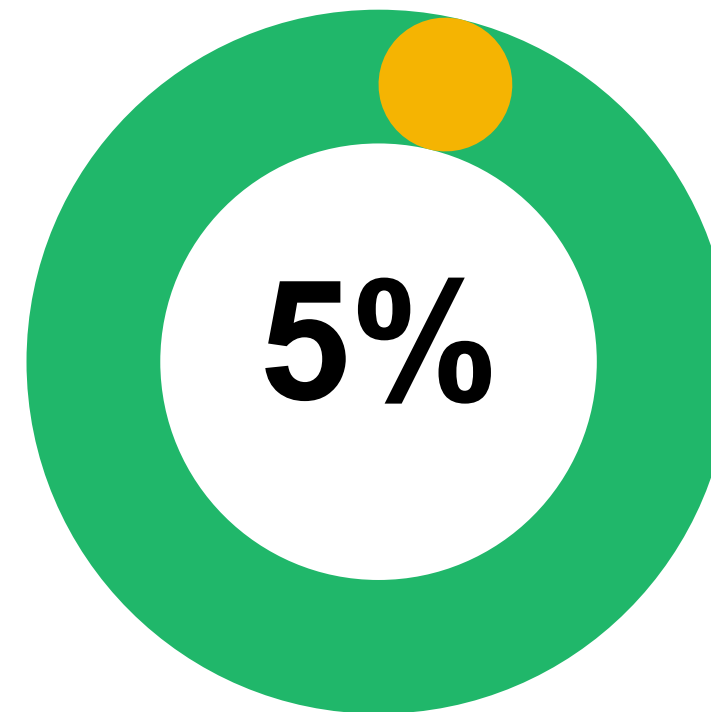
TOTAL INCIDENTS RESOLVED

44

DAILY AVERAGE RESOLVED



1,255
RECEIVED AND
RESOLVED IN SEPTEMBER



63
RECEIVED IN AUGUST AND
RESOLVED IN SEPTEMBER

DATA SUMMARY OF 1,319 RESOLVED INCIDENTS

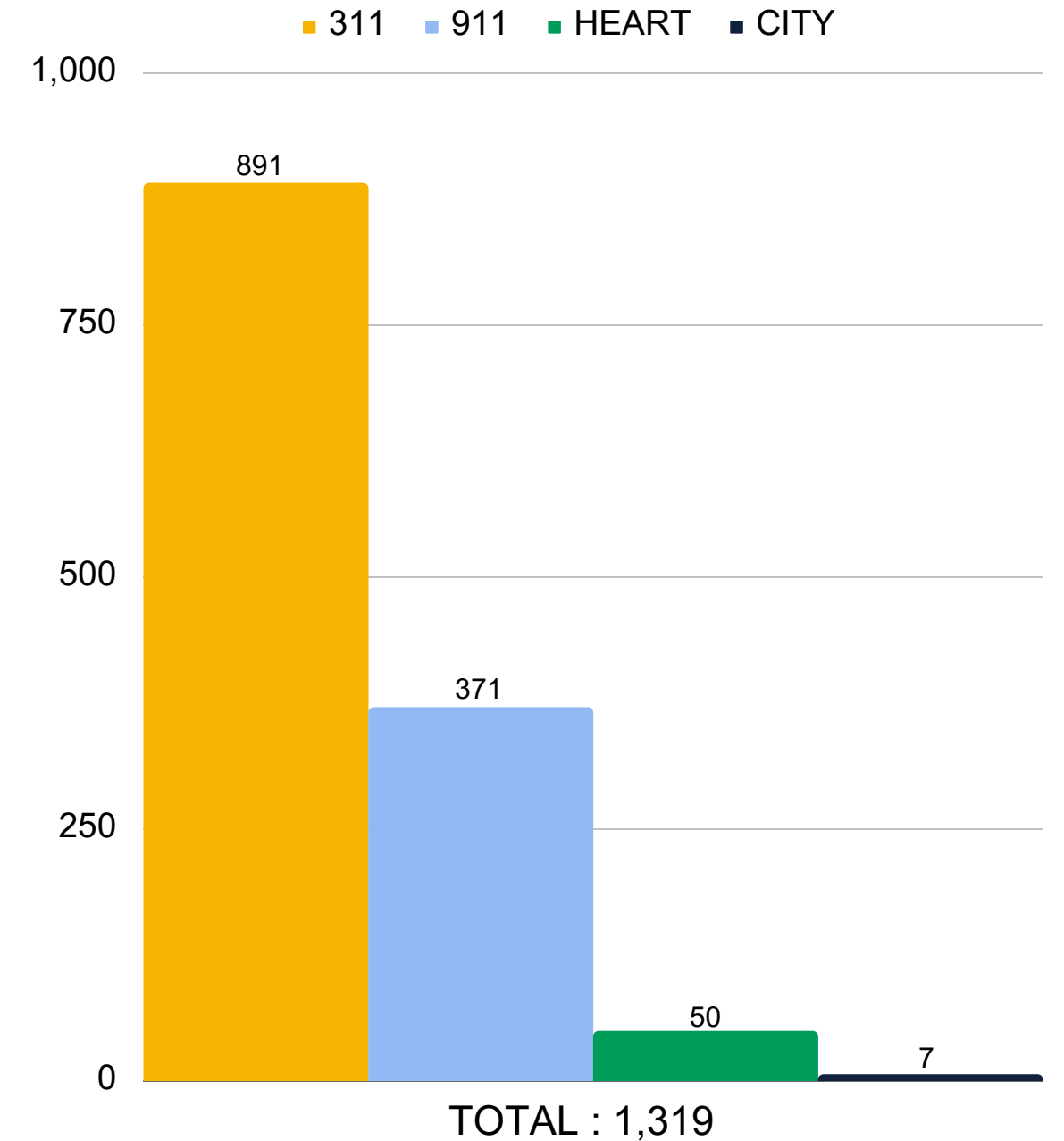
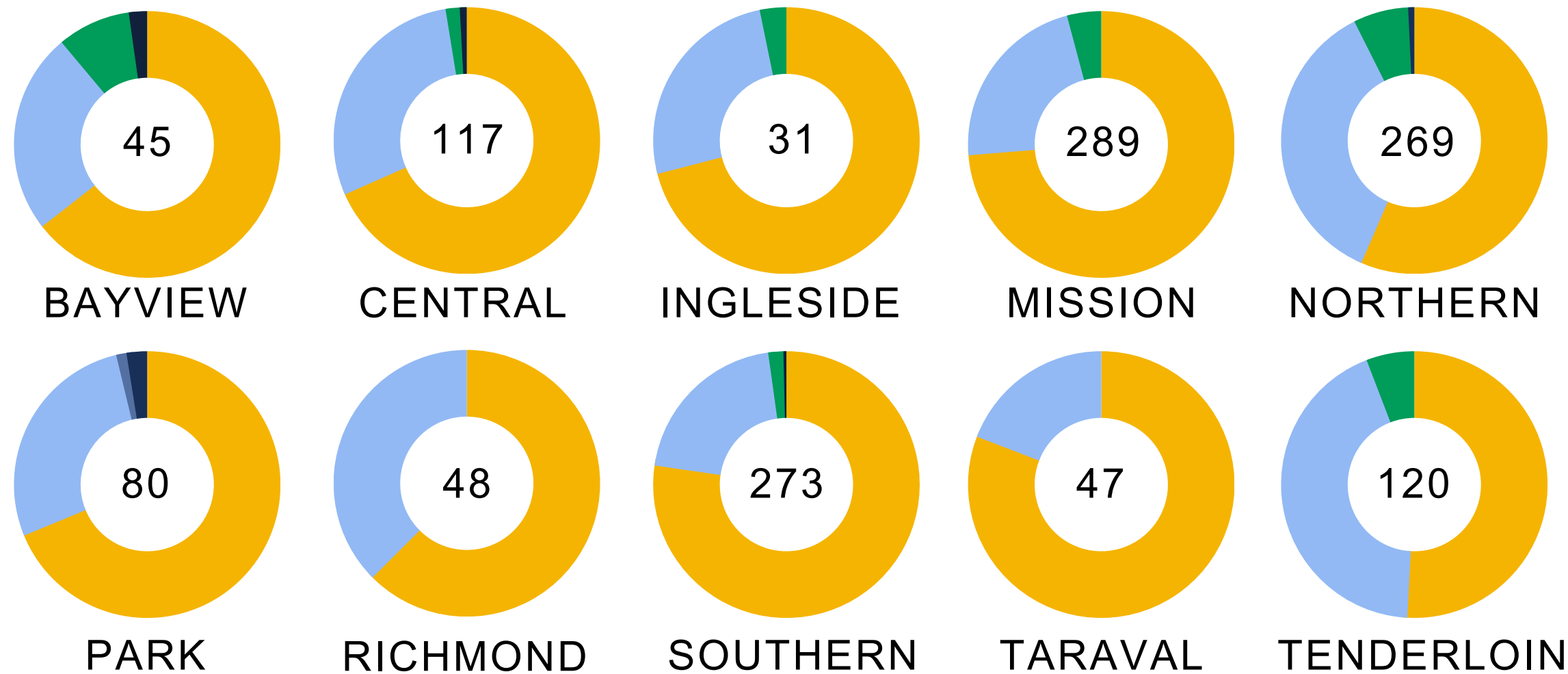
INCIDENT TYPES



CLOSURE REASONS



INCIDENT SOURCE BY POLICE DISTRICTS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED

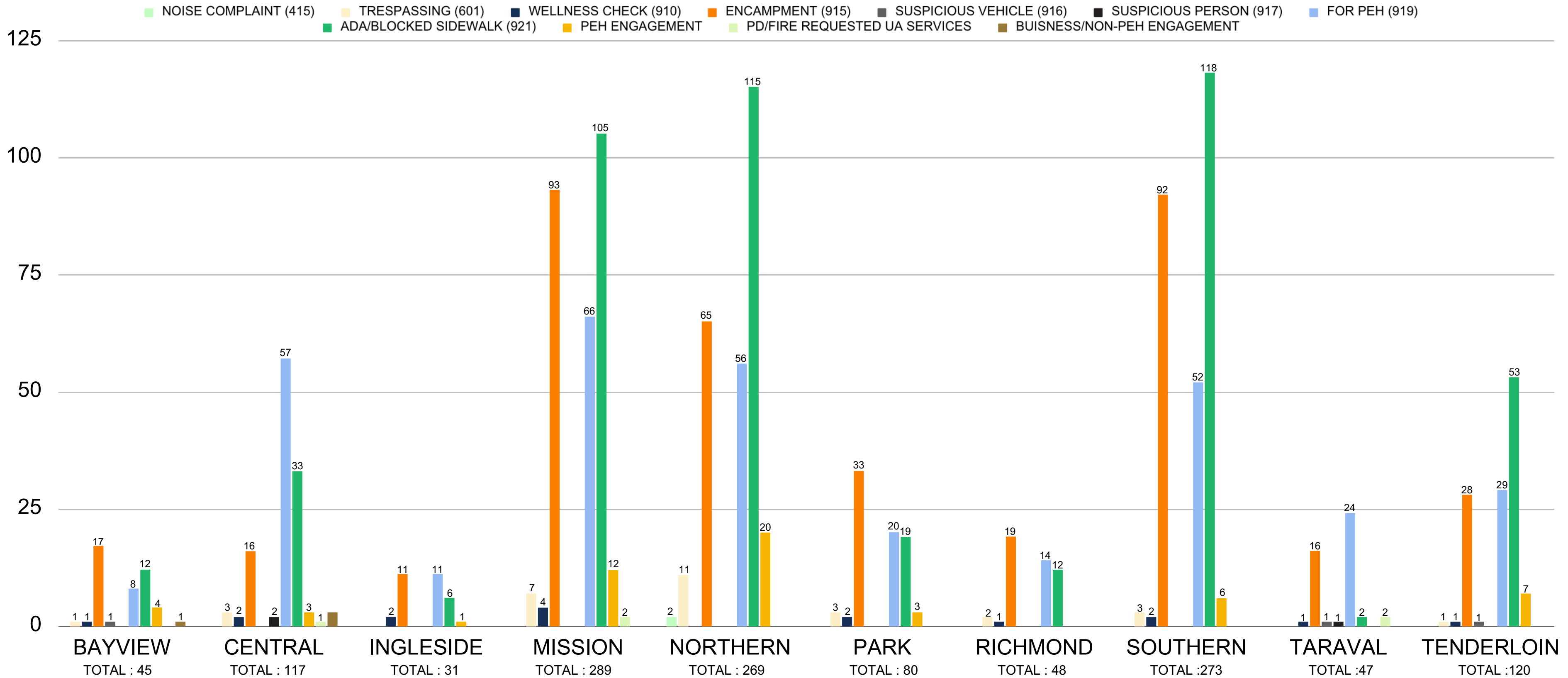


SPECIAL REQUEST*

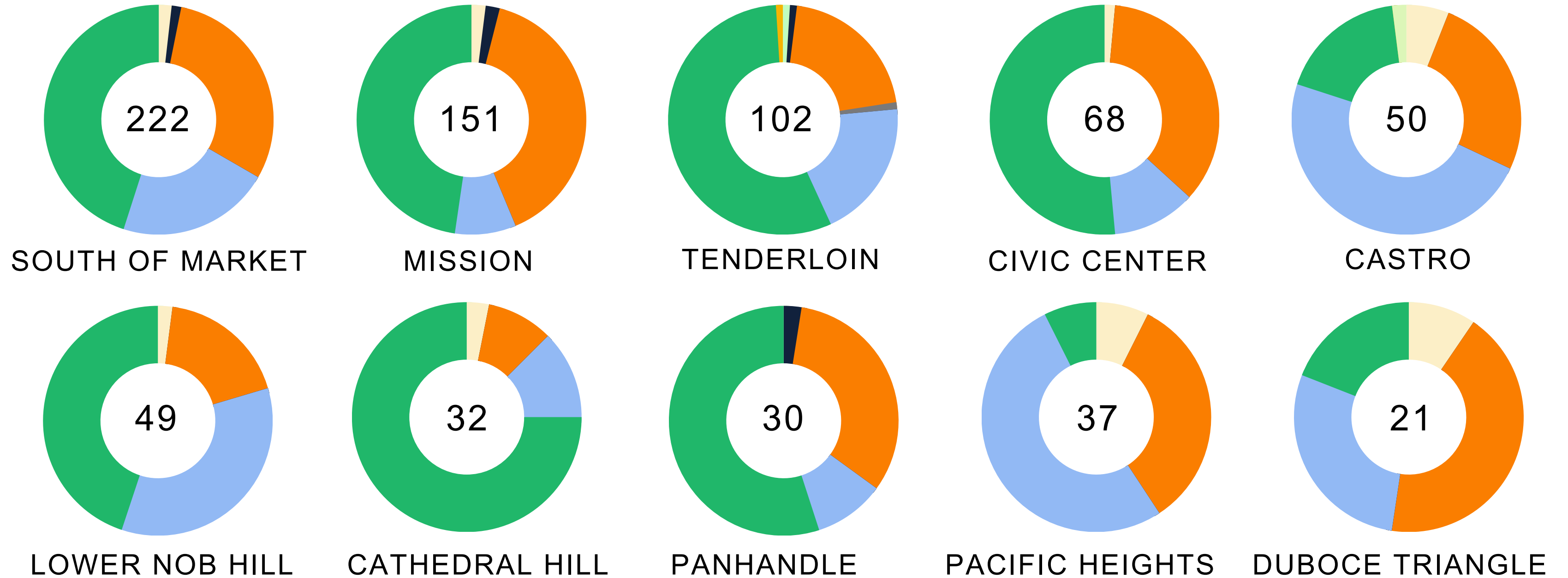
*Special Request are from city leaders re: observed PEH with persistent needs



INCIDENT TYPES BY POLICE DISTRICTS



TOP 10 NEIGHBORHOODS* - INCIDENT TYPES



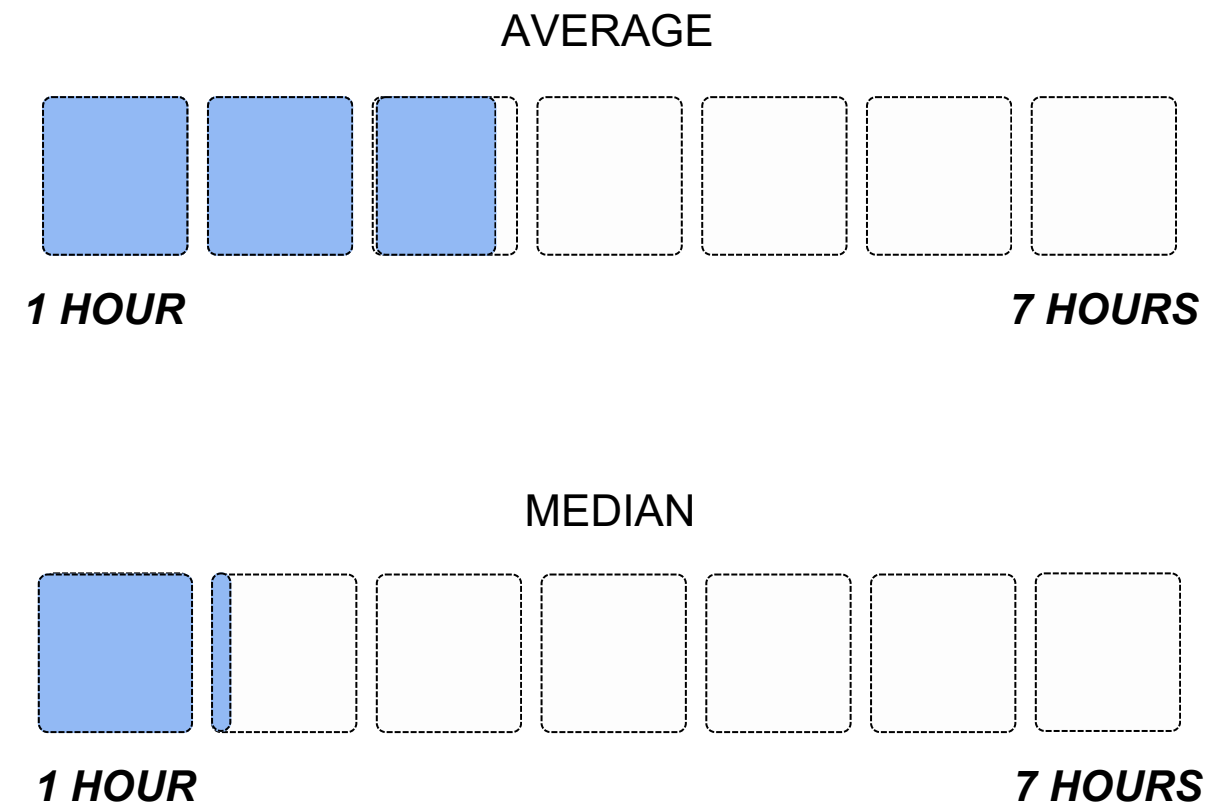
■ NOISE COMPLAINT (415)
 ■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ ENCAMPMENT (915)
 ■ SUSPICIOUS VEHICLE (916)
 ■ SUSPICIOUS PERSON (917)
 ■ FOR PEH (919)
■ ADA/BLOCKED SIDEWALK (921)
 ■ PEH ENGAGEMENT
 ■ PD/FIRE REQUESTED UA SERVICES
 ■ BUISNESS/NON-PEH ENGAGEMENT

*Rings will not add up to 1,319 This slide shows the top 10 neighborhoods HEART served of 118.



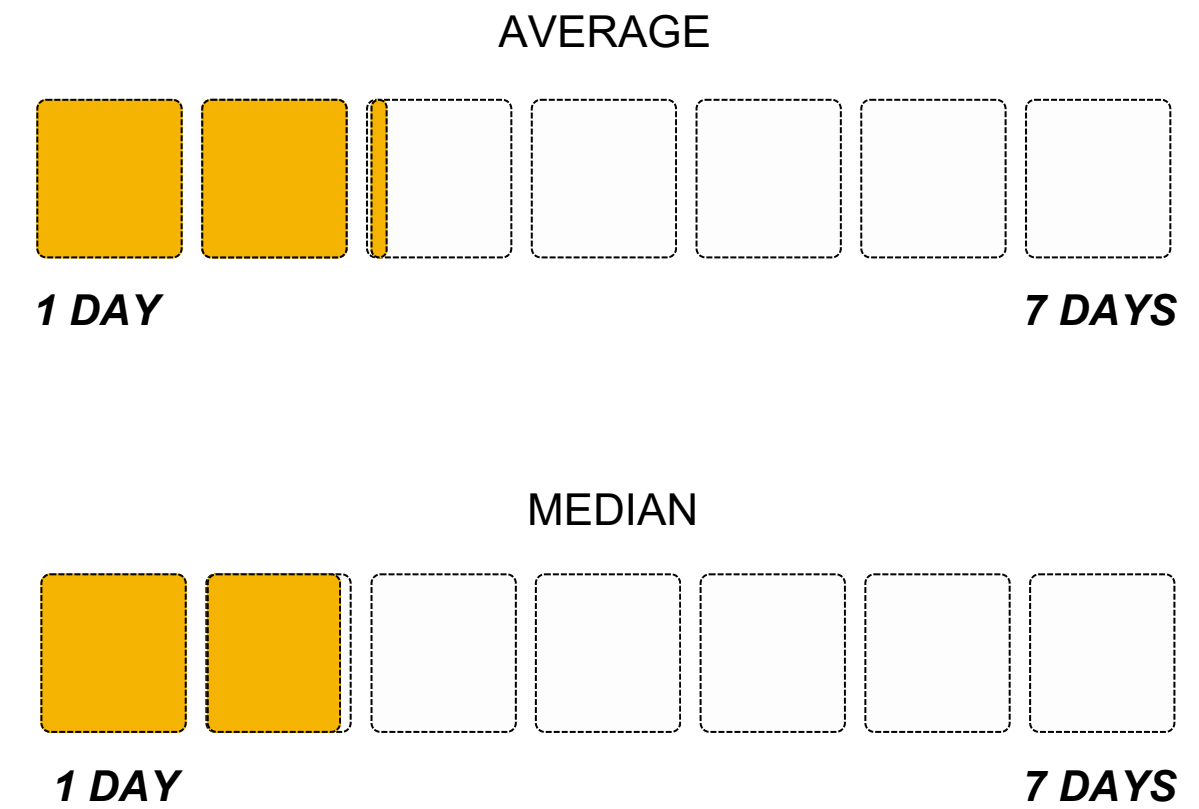
RESPONSE TIMES

911 INCIDENTS



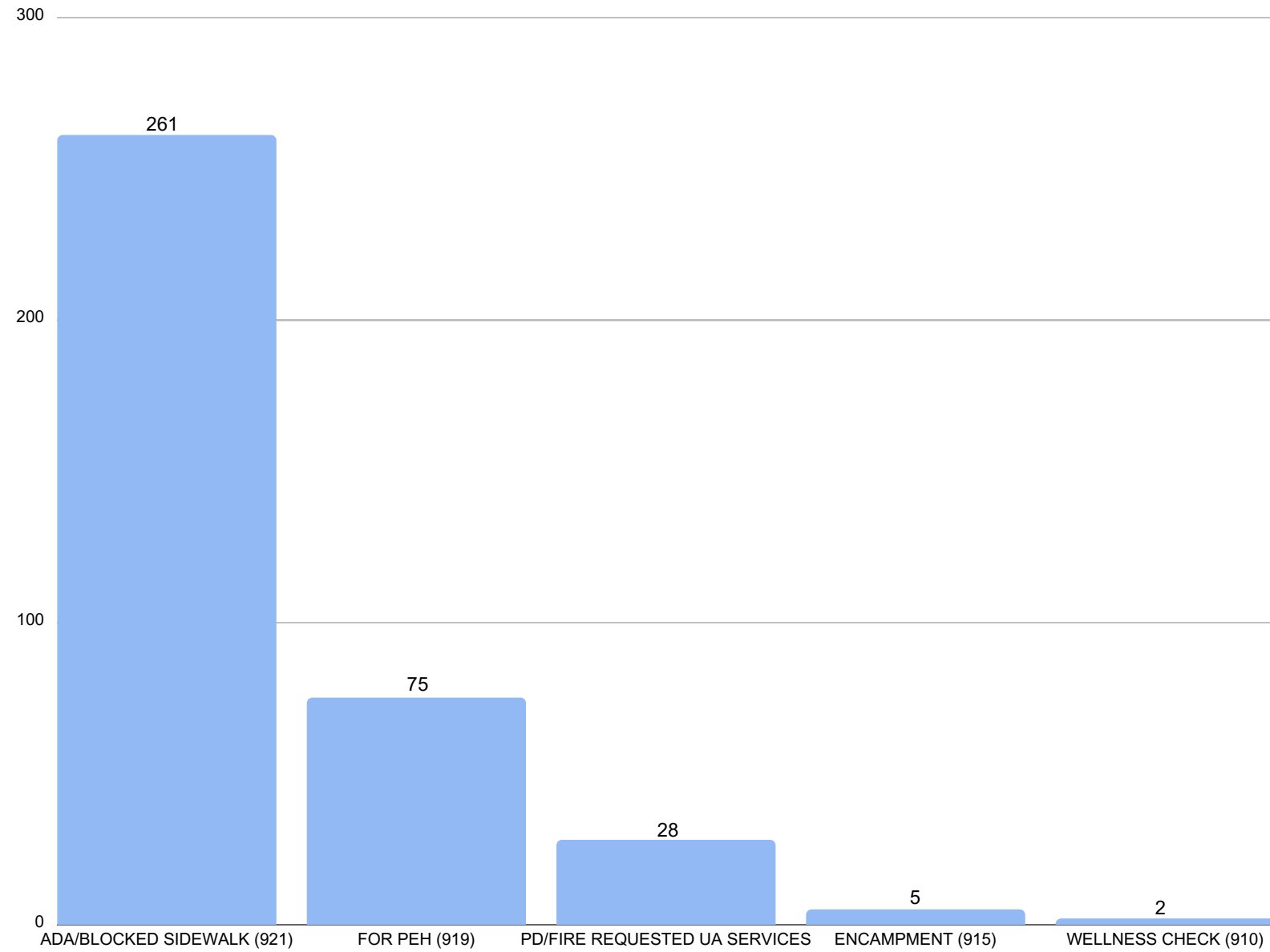
AVERAGE	MEDIAN
2 HOURS 48 MINS	1 HOUR 16 MINS

311 INCIDENTS

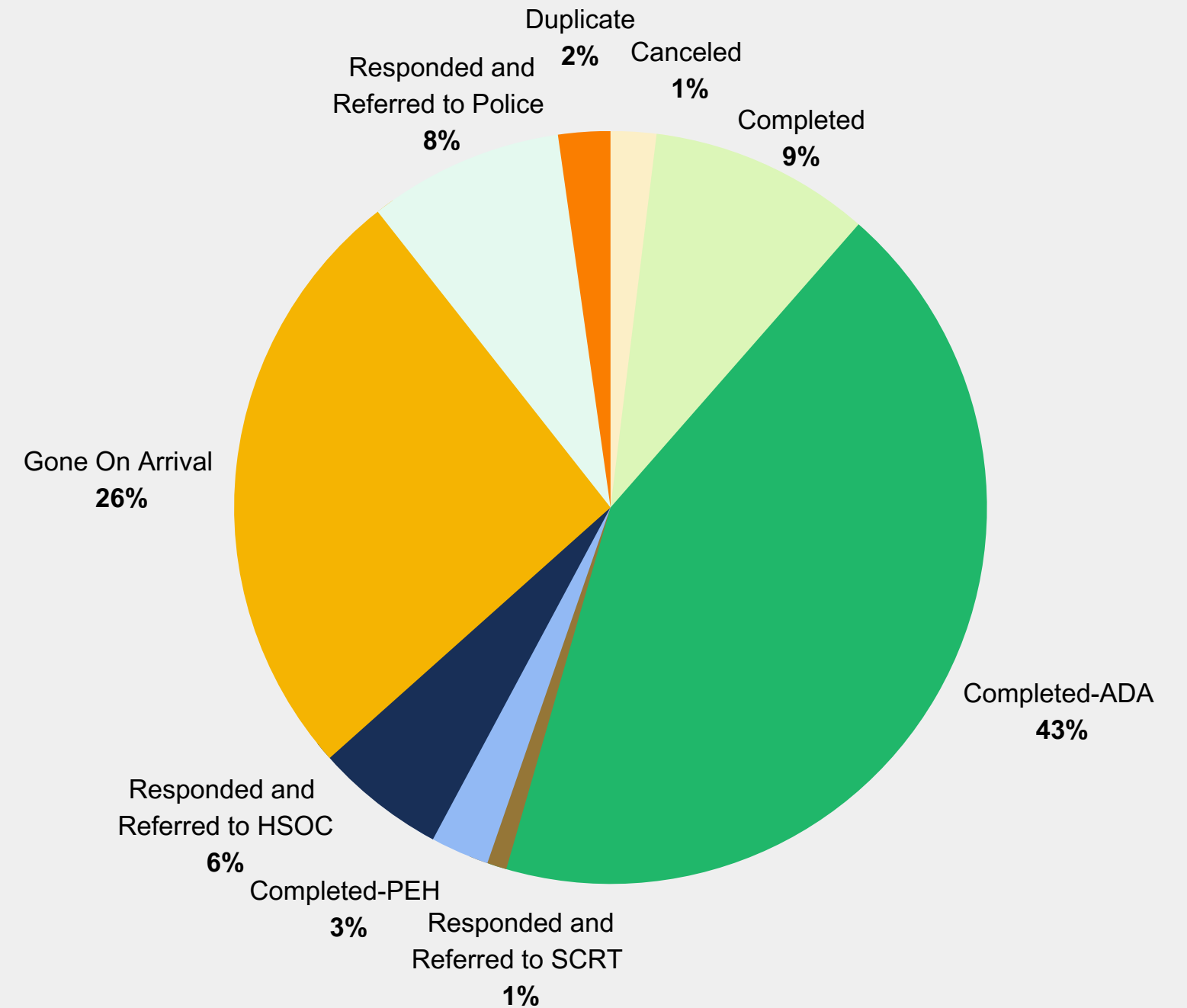


AVERAGE	MEDIAN
2 DAYS 3 HOURS 3 MINS	1 DAY 23 HOURS 54 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
ADA/Blocked Sidewalk (921)	261
For PEH (919)	75
Encampment (915)	28
PD/Fire Requested UA Services	5
Noise Complaint (415)	2
Total	371



- Completed-ADA **154**
- Completed-PEH **9**
- Gone on Arrival **93**
- Duplicate **8**
- Completed **34**
- Canceled **7**
- Responded and Referred to Police **30**
- Responded and Referred to SCRT **3**
- Responded and Referred to HSOC **20**



SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to an Access Point	8
Referred to Emergency Shelter/Night Shelter	3
PEH Declined Housing Referral	1
Total	12

Social Service Activities	
Provided Water/Coffee	54
Provided Meal/Snack	30
Provided Client with Service Provider Information	16
Assisted with Obtaining Vital Documents	13
SF-Referred to Care Coordinator	8
Provided Hygiene Kit	7
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	6
Created a Service Plan	2
SReferred to Outreach/HOT	2
Provided Clothing/Blanket/Shoes	1
Referred to Problem-solving	1
Total	140



Medical Activities	
Referred to Primary Care Provider	1
Total	1

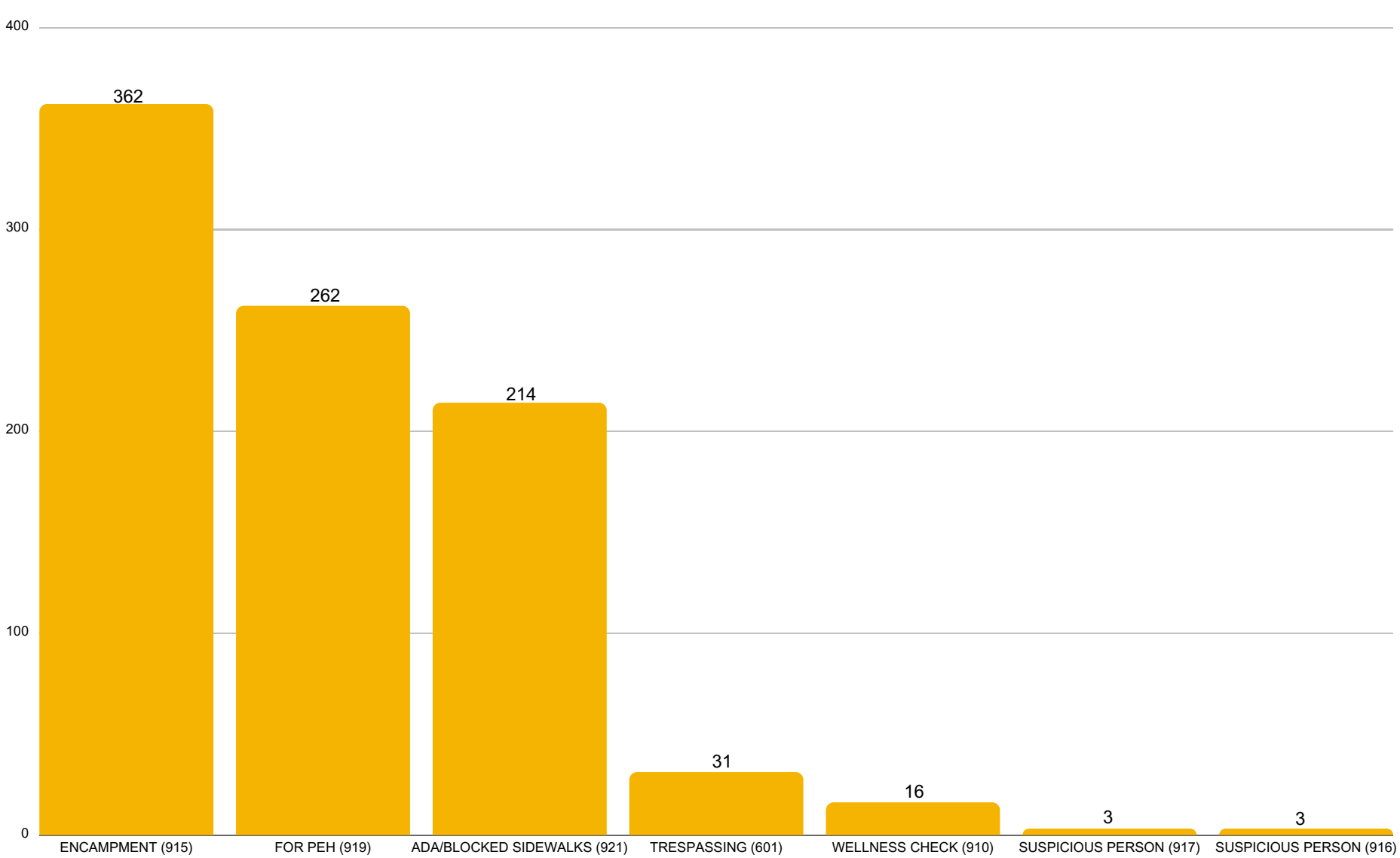
Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	32
Referred to Sanitation/DPW	30
Provided Trash Bag(s)	9
Transportation Assistance	2
Total	73

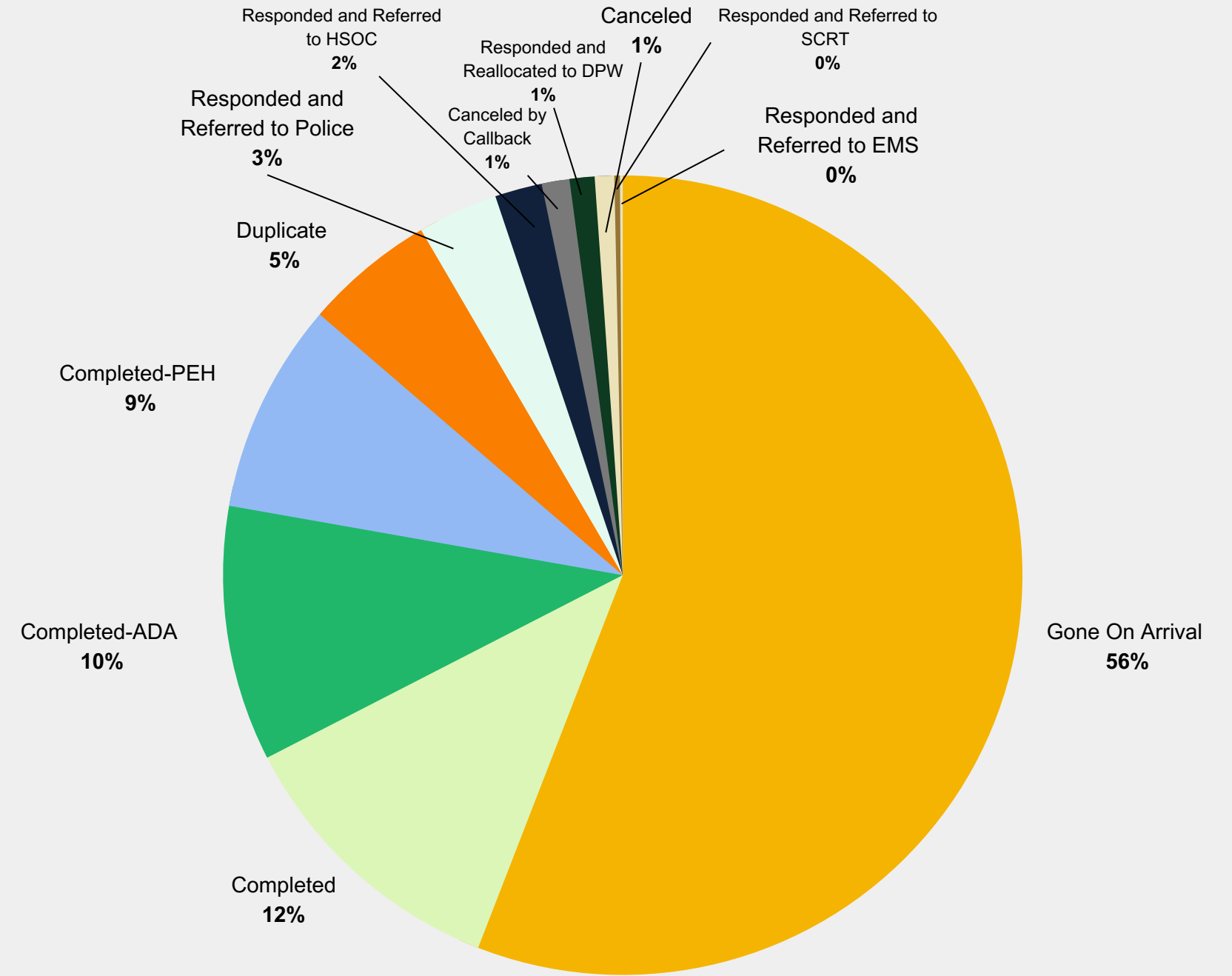
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment(s) (915)	362
For PEH (919)	262
ADA/Blocked Sidewalks (921)	214
Trespassing (601)	31
Wellness Check (910)	16
Suspicious Person (917)	3
Suspicious Vehicle (916)	3
Total	891



- Gone on Arrival **498**
- Responded and Referred to HSOC **17**
- Completed **103**
- Canceled by Callback **10**
- Completed-ADA **92**
- Responded and Reallocated to DPW **9**
- Completed-PEH **76**
- Canceled **7**
- Duplicate **47**
- Responded and Referred to SCRT **2**
- Responded and Referred to Police **29**
- Responded and Referred to EMS **1**



SERVICES PROVIDED ON 311 INCIDENTS



Medical Activities	
Referred to Primary Care Provider	2
Referred to Dental Provider	1
Total	3

Housing Activities	
Referred to Emergency Shelter/Night Shelter	9
Referred to Access Point	9
Total	18

Other Activities	
Needs Assessment Completed	81
Referred to Sanitation/DPW	48
Transportation Assistance	2
Provided Trash Bag(s)	5
Total	136



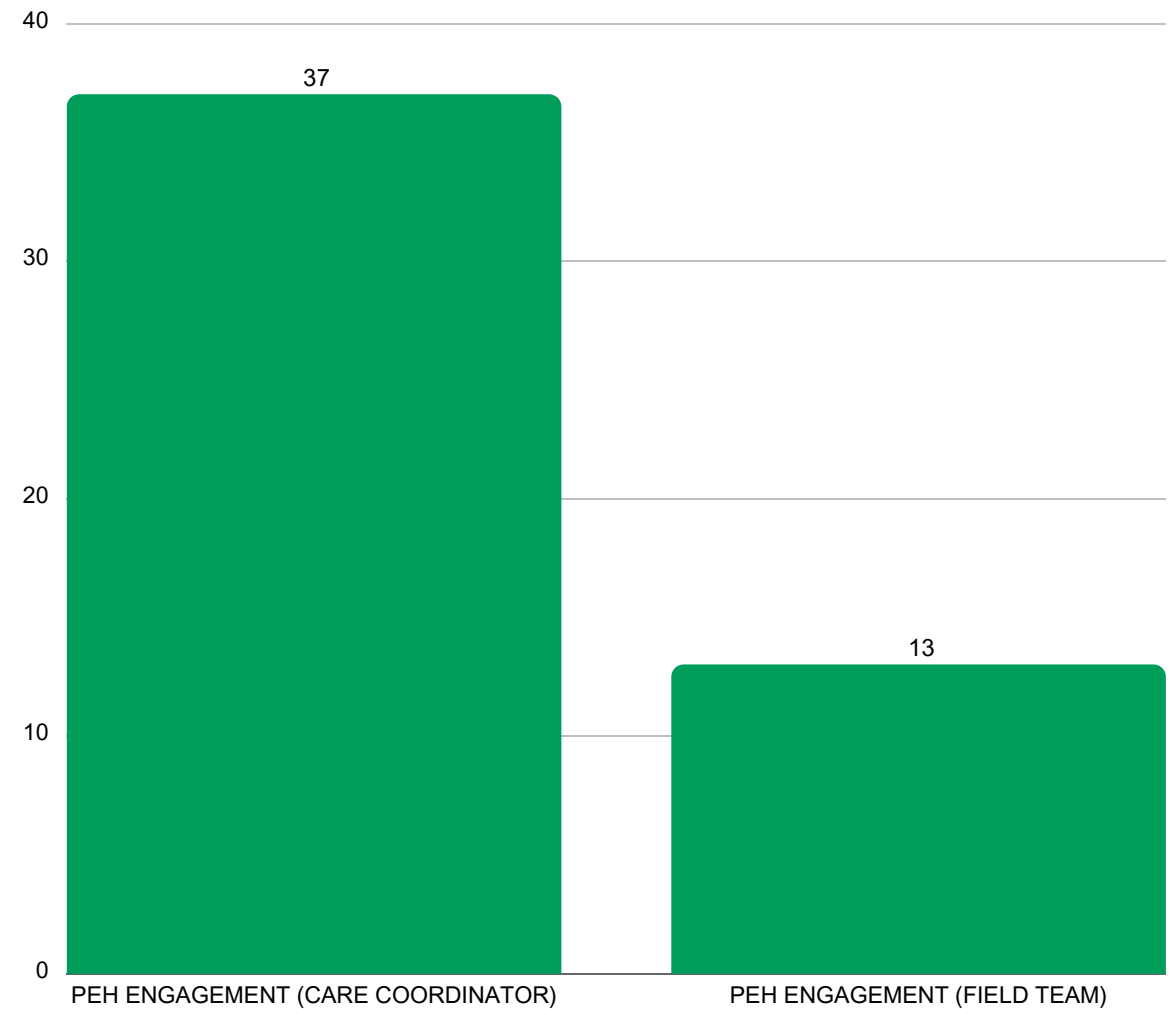
Social Service Activities	
Provided Water/Coffee	62
Provided Client with Service Provider Information	47
Provided Meal/Snack	33
Created a Service Plan	25
Referred to Care Coordinator	20
Assisted with Obtaining Vital Documents	17
Provided Hygiene Kit	10
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	8
Provided Clothing/Blanket/Shoes	5
Referred to Outreach/HOT	3
Referred to Clothing Closet	1
Referred to MUNI/BART Access	1
Referred to Recovery Support Services	1
Total	233

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

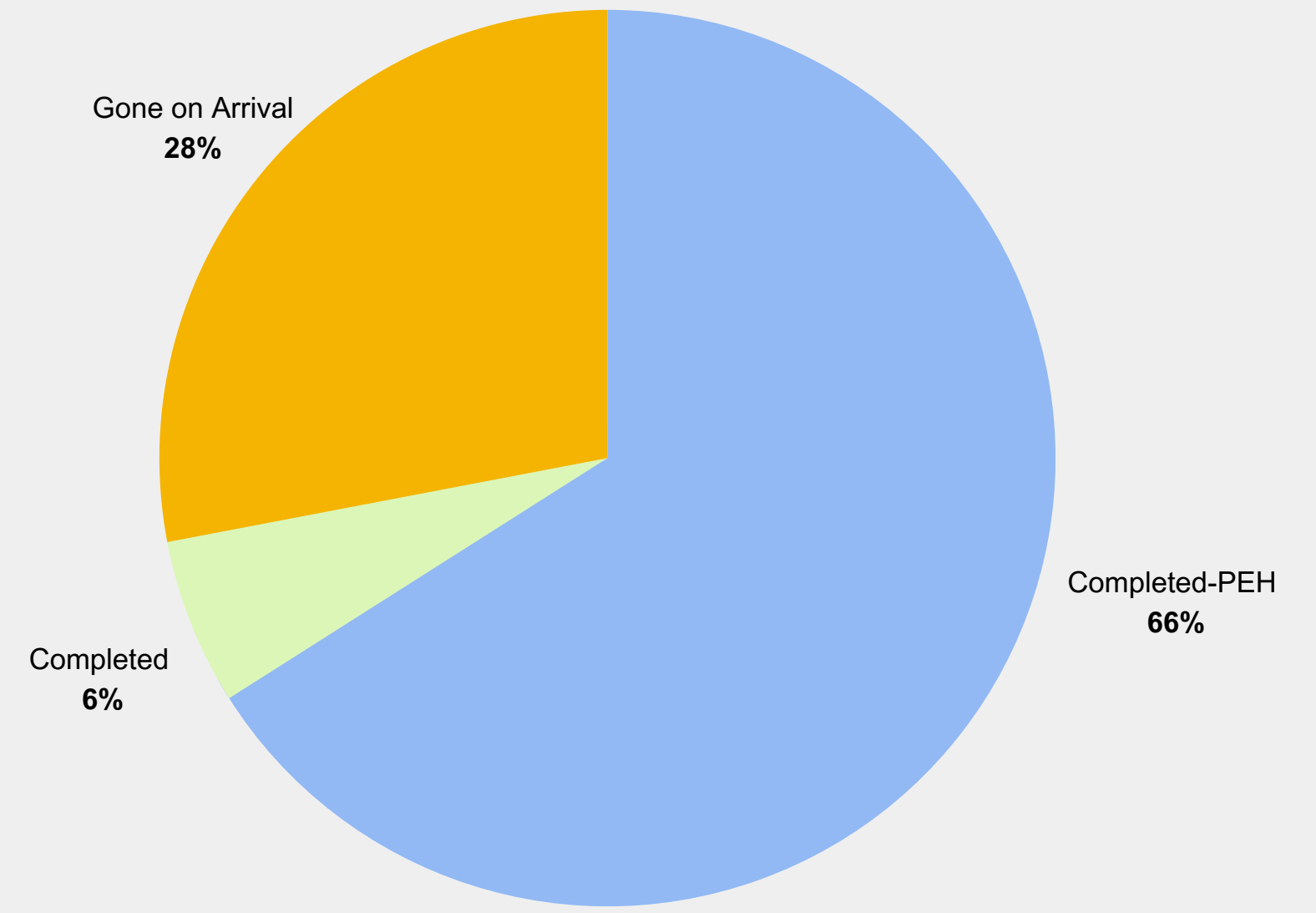
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



HEART INCIDENT TYPES & PRIMARY OUTCOMES



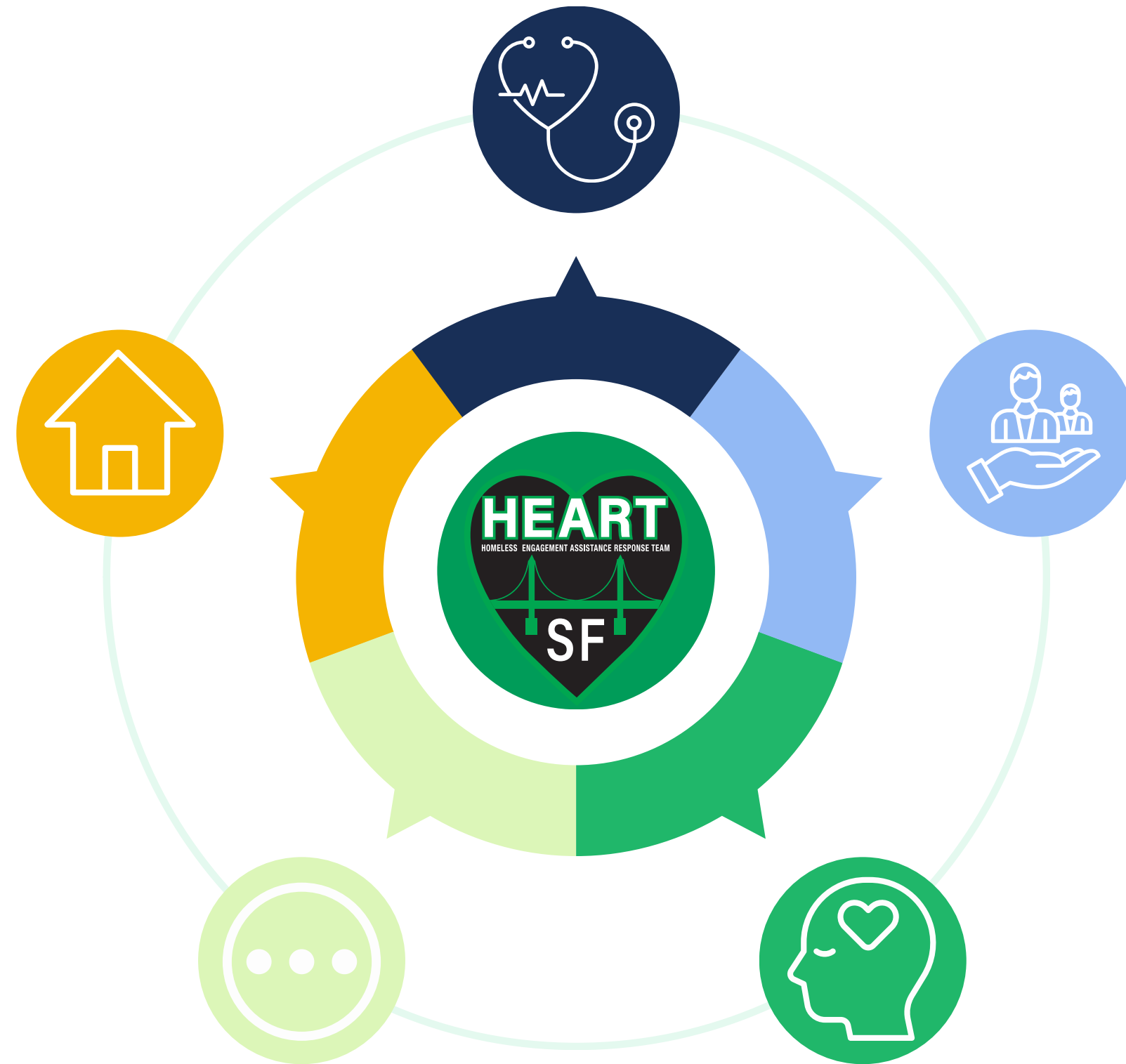
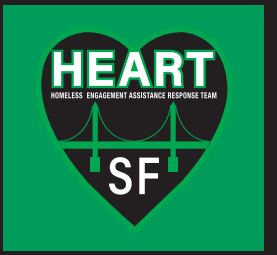
Type of Incidents	
PEH Engagement (Care Coordinator)	37
PEH Engagement (Field Team)	13
Total	50



- Completed-PEH 33
- Completed 3
- Gone on Arrival 14



SERVICES PROVIDED ON HEART INCIDENTS



Medical Activities	
Referred to Medication Assisted Treatment	1
OD Reversal	1
Total	2

Housing Activities	
Referred to an Access Point	6
Total	6

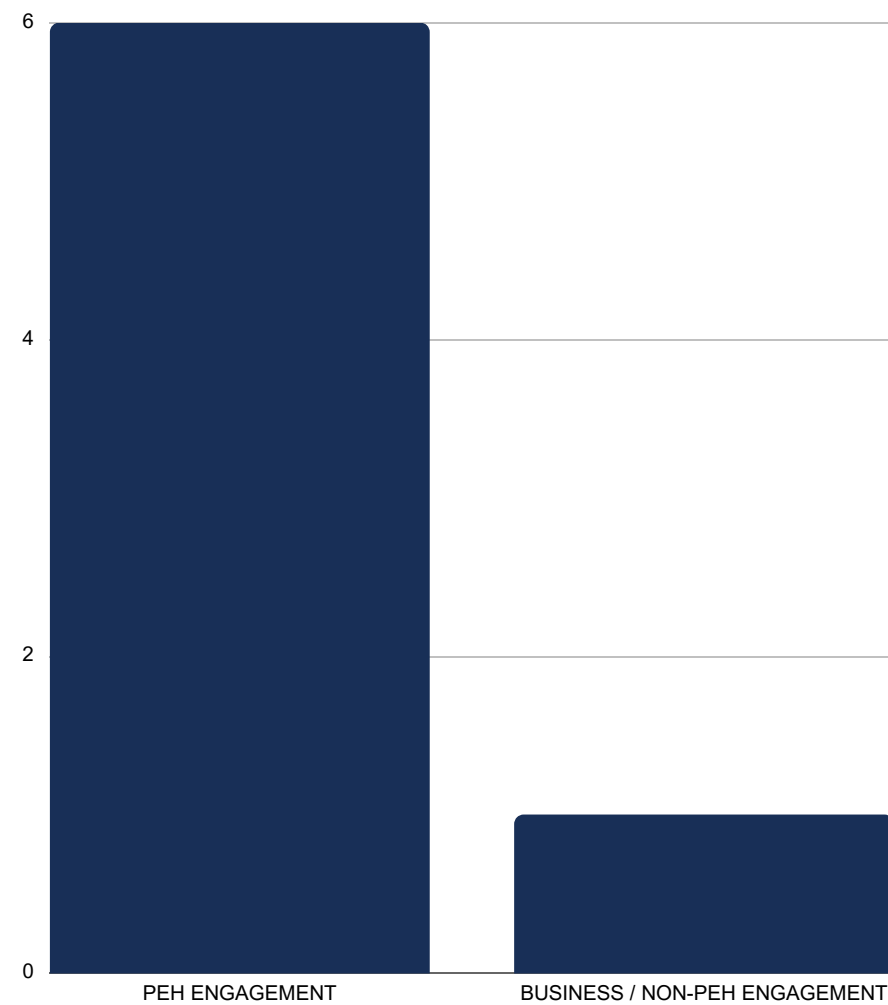
Other Activities	
Needs Assessment Completed	13
Transportation Assistance	7
Provided Trash Bag(s)	1
Referred to Sanitation/DPW	1
Total	22

Social Service Activities	
Provided Water/Coffee	12
Created a Service Plan	11
Assisted with Obtaining Vital Documents	10
Provided Client with Service Provider Information	11
Provided Meal/Snack	10
Completed Public Benefits Application (GA/GR, CalFresh, Medi-Cal)	5
Followed-up on Service Plan	3
Provided Hygiene Kit	3
Provided Clothing/Blanket/Shoes	1
Total	66

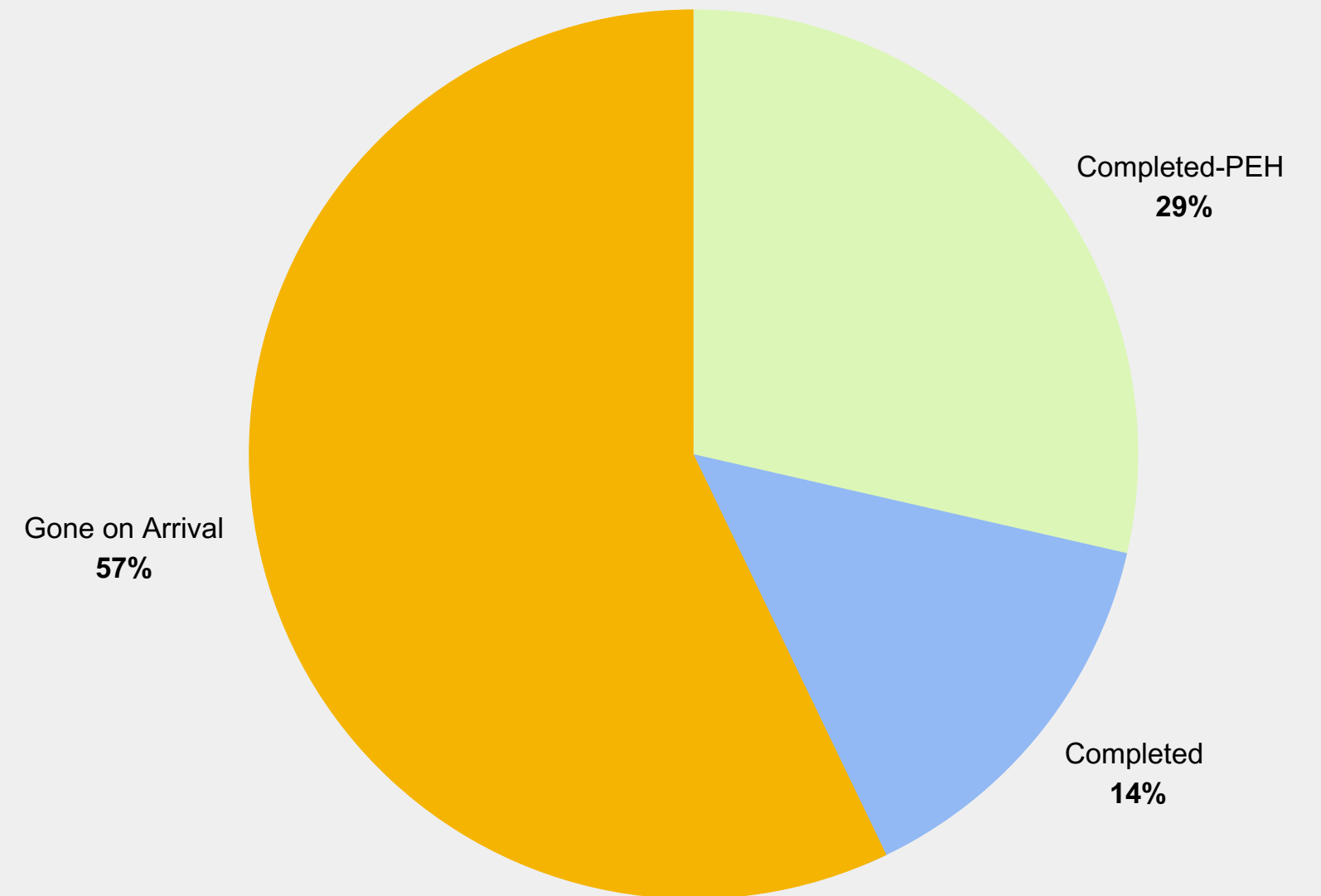
Mental Health Activities	
	N/A



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	6
Business/Non PEH Engagement	1
Total	7



- Gone on Arrival 4
- Completed-PEH 2
- Completed 1

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

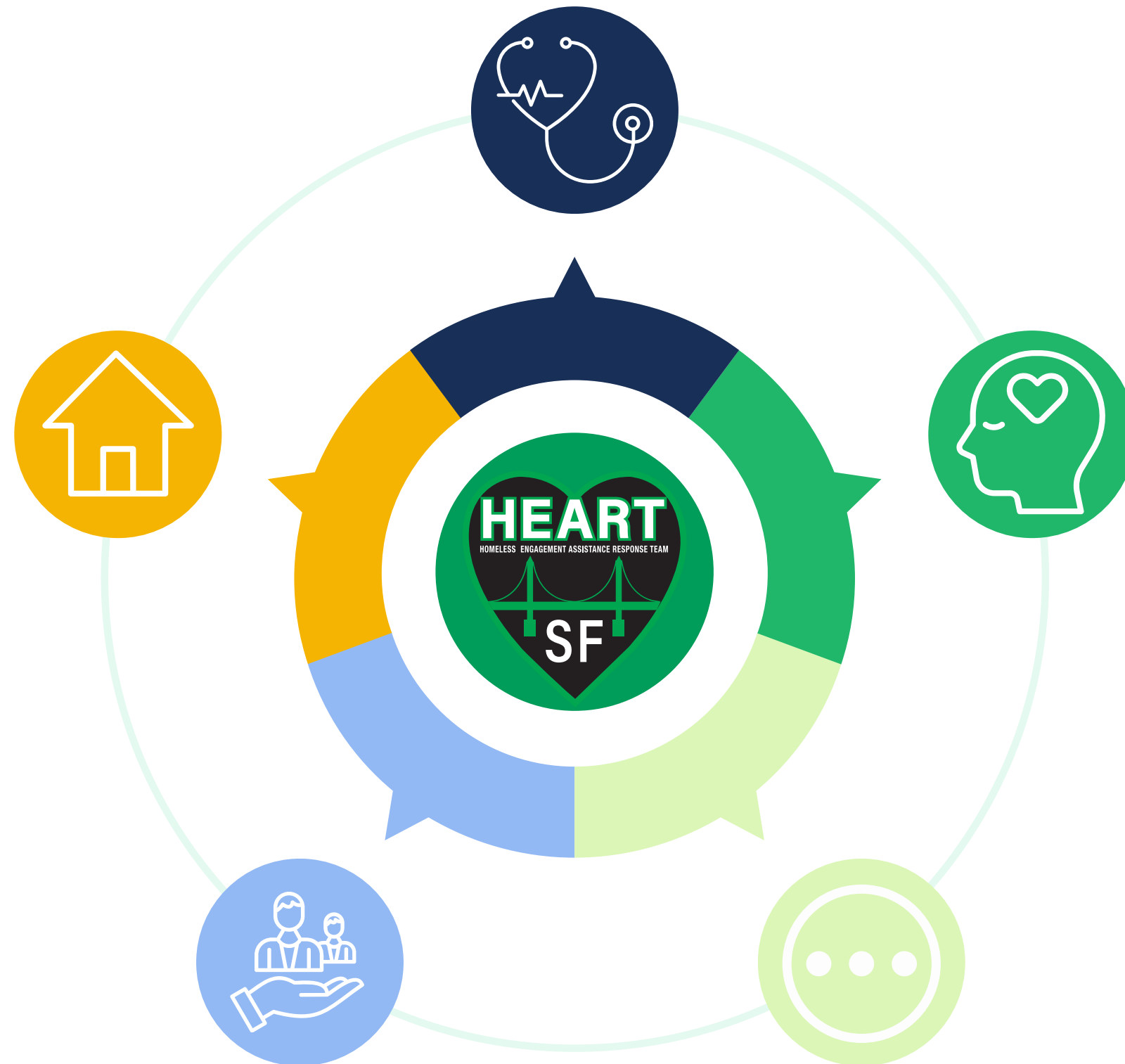


SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
	N/A

Social Service Activities	
Provided Meal/Snack	3
Provided Water/Coffee	3
Created a Service Plan	2
Provided Hygiene Kit	1
Referred to Care Coordinator	1
Total	10



Medical Activities	
	N/A

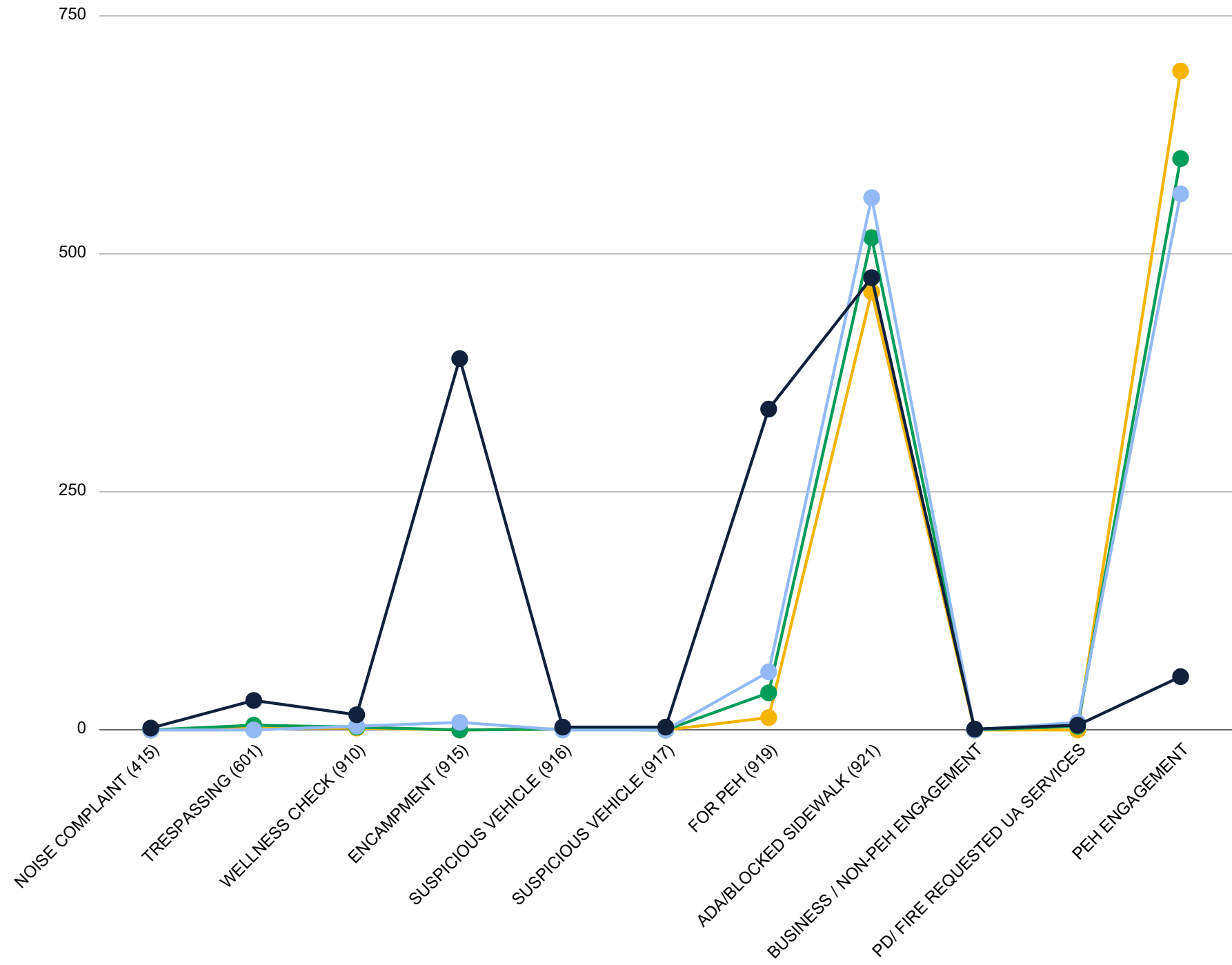
Mental Health Activities	
	N/A

Other Activities	
Provided Trash Bag(s)	1
Total	1

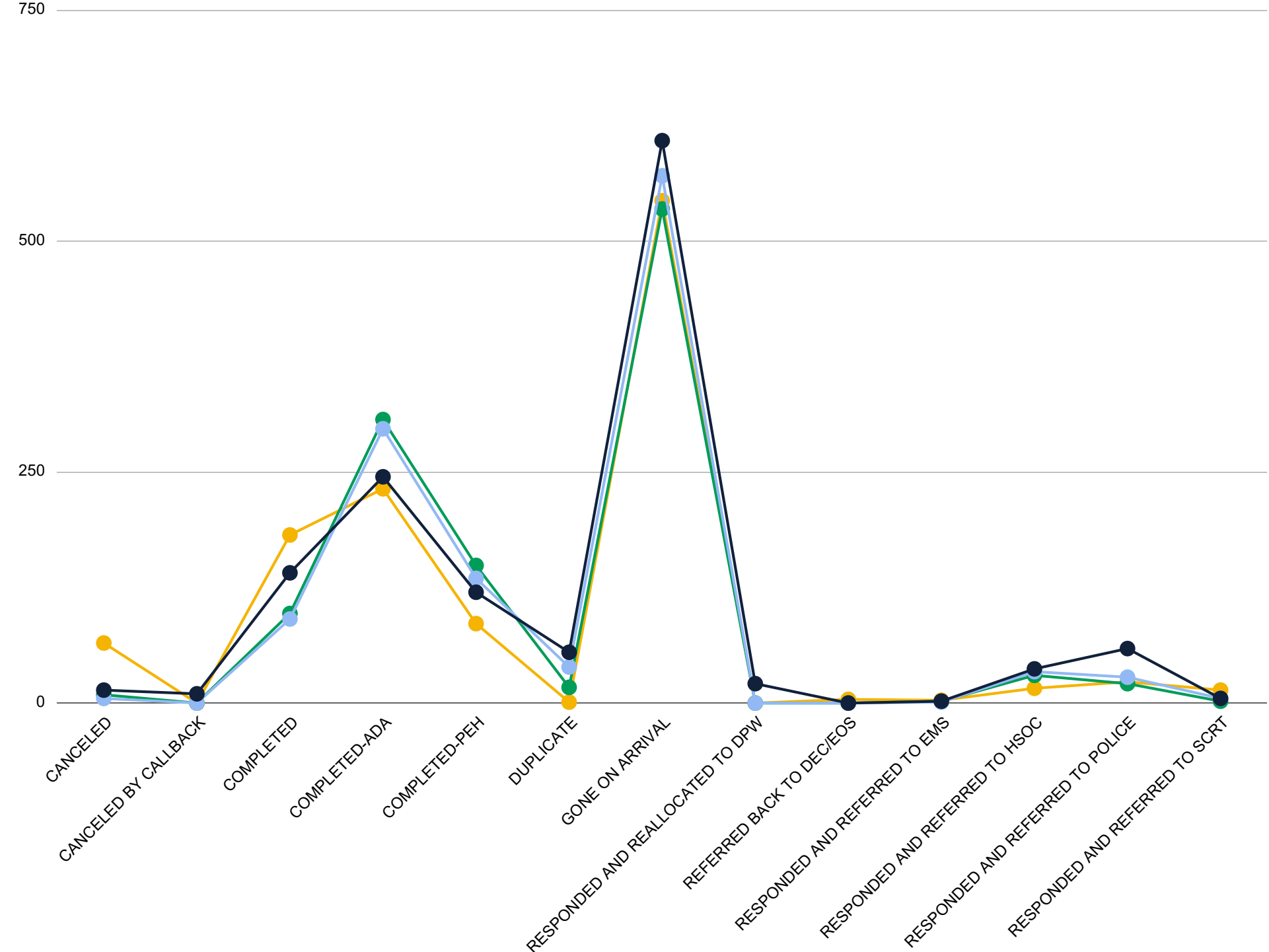


MONTHLY TRENDS

TYPE OF INCIDENTS

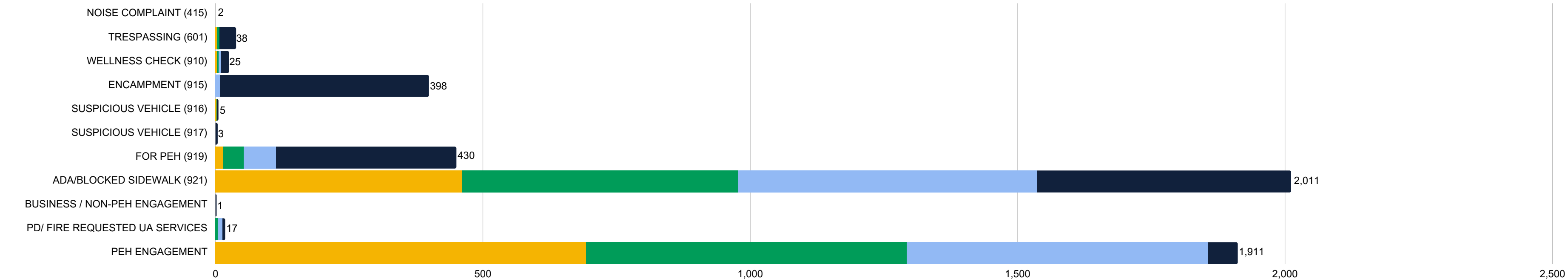


PRIMARY OUTCOMES

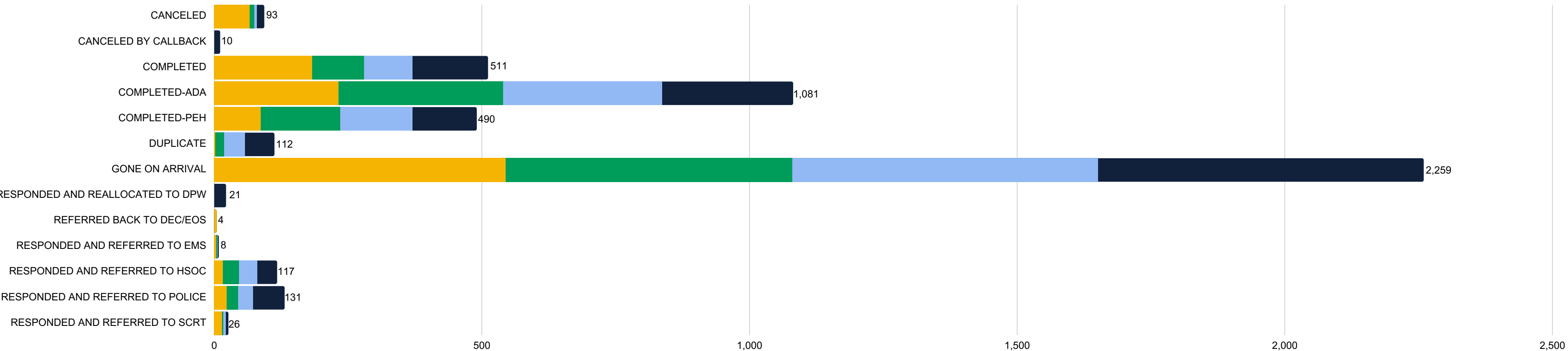


START DATE TO DATE TOTALS

TYPES OF INCIDENTS



PRIMARY OUTCOMES





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