



JULY 2023

MONTHLY DATA REPORT



Date:
September 5, 2023

Presented by: Katherine Napoleon

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

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DISTRICTS

INCIDENT TYPES BY POLICE
DISTRICTS

TOP 10 NEIGHBORHOODS

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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, 6:30 am to 7:30 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 2,300 calls for service have been documented, exceeding the monthly contractual requirement by over 120%. Less than 5% 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, 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
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

- In mid-August, HEART will launch the Quick Service Plan (QSP) to complement and streamline our Needs Assessment Questionnaire, used to document each engagement with unhoused people, though, prone to repetitive entries and statistical misstep.
- 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 RECEIVED

39

DAILY AVERAGE RECEIVED

1,169

TOTAL INCIDENTS RESOLVED

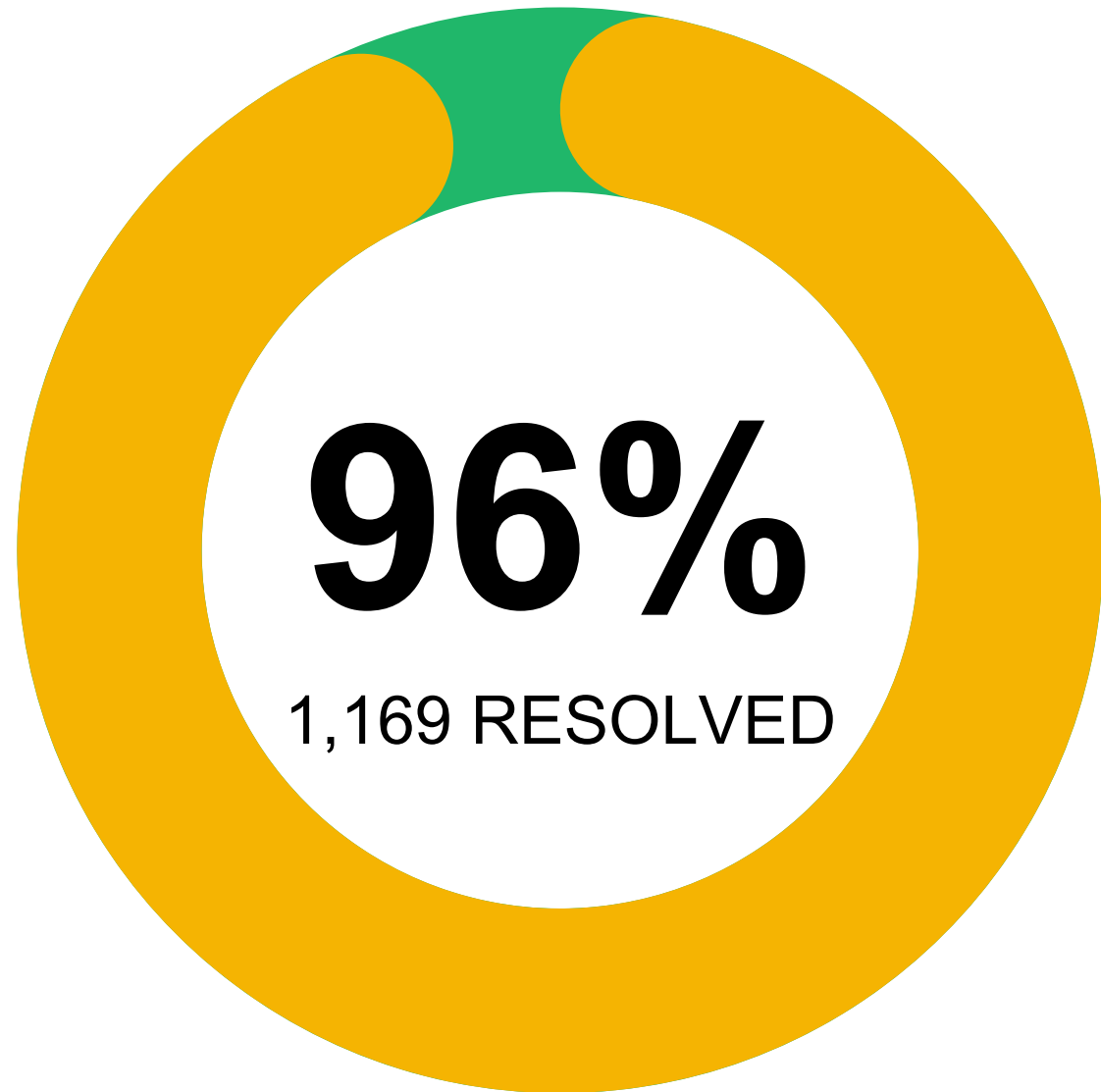
38

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.

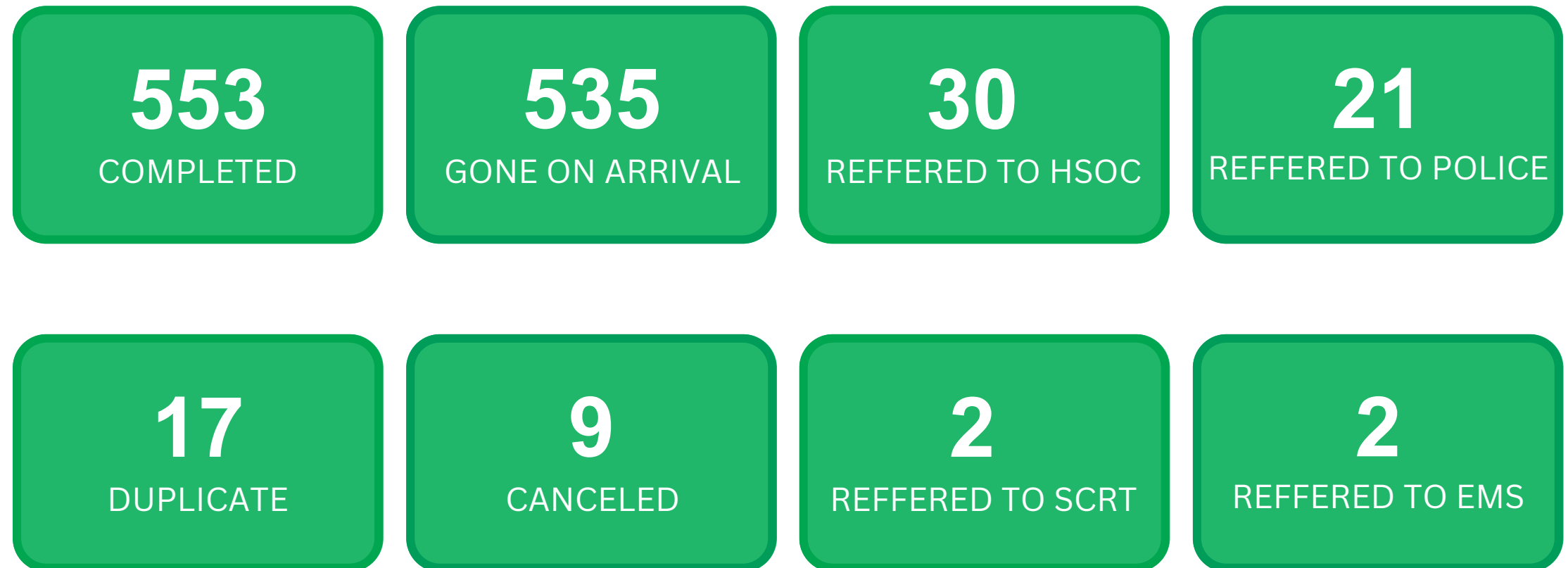


DATA SUMMARY



1,223
TOTAL INCIDENTS

**Out of a total of 1,223 incidents, 1,169 were resolved, making up 96% of the total.
54 incidents rolled over into August.*



HIGHLIGHTS



307
COMPLETED-ADA

The term Completed-ADA signifies that the field teams have successfully ensured a minimum of 4ft of clearance in the designated areas to accommodate individuals with disabilities, such as wheelchair users.



495
PEH ENGAGEMENTS

PEH Engagements refers to the interactions and efforts made to engage with individuals who are currently without stable housing or living on the streets.

These engagements involve various activities aimed at understanding and addressing the needs of people experiencing homelessness.



203
NEEDS ASSESSMENTS

Needs Assessments refers to the process of evaluating and identifying the specific needs of individuals who lack stable housing.

The purpose of these assessments is to gather comprehensive information about PEHs' circumstances, challenges, and aspirations in order to develop appropriate intervention or support plans.



1
OD REVERSAL

OD Reversal refers to the process of reversing an opioid overdose, typically using medications like naloxone.

Field teams are equipped with naloxone and trained in its administration to quickly respond to opioid overdoses.



69
SHELTER WILLING

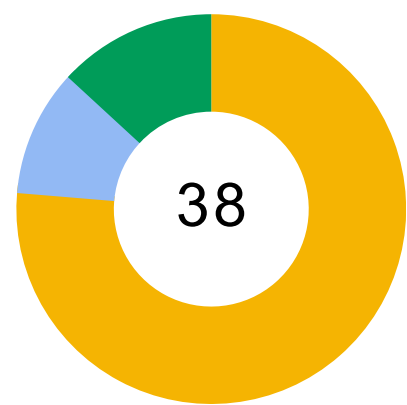
Shelter Willing refers to PEHs willing to accept shelter placement. It indicates that they are willing to engage, follow the shelter's rules and regulations, and actively participate in the services and resources offered.

Being shelter willing can be an important step toward addressing homelessness and achieving housing stability.

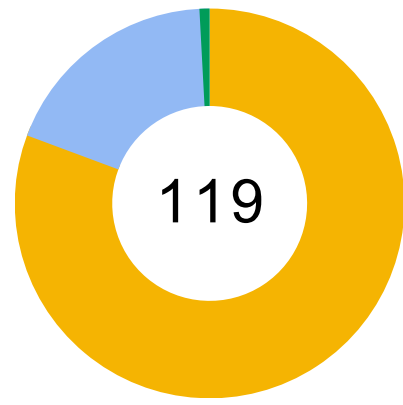
**This does not represent aggregate data. These data icons are quantified by incidents independent of each other*



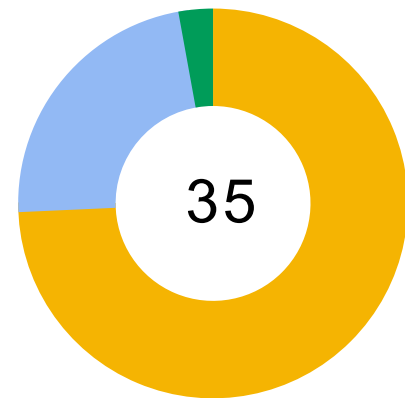
INCIDENT SOURCE BY POLICE DISTRICTS



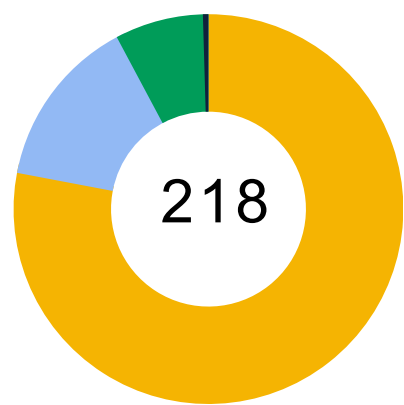
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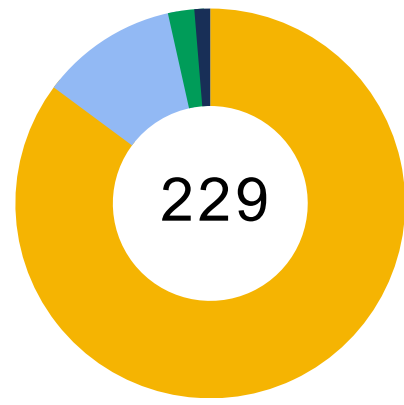
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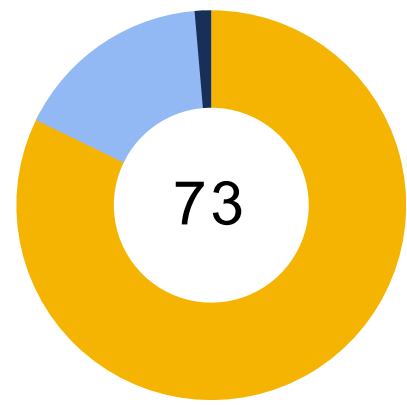
INGLESIDE



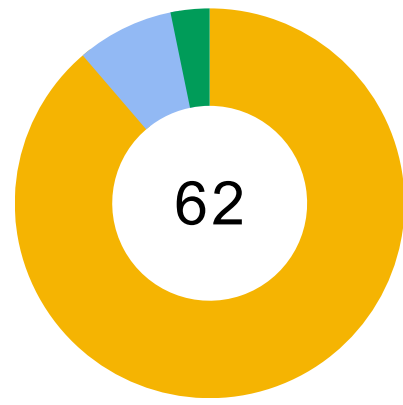
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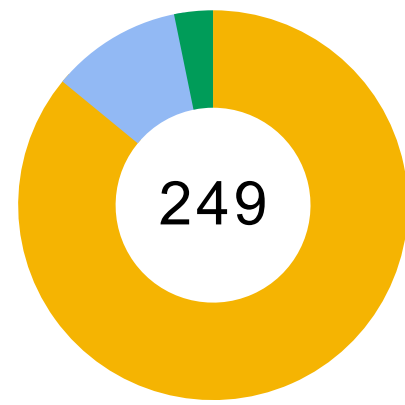
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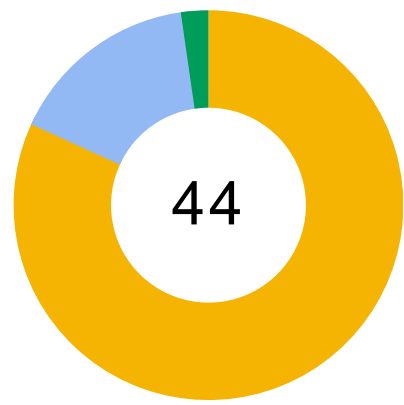
PARK



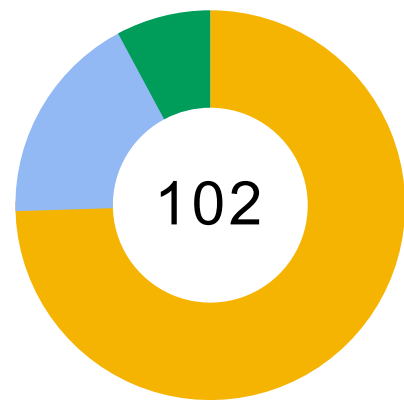
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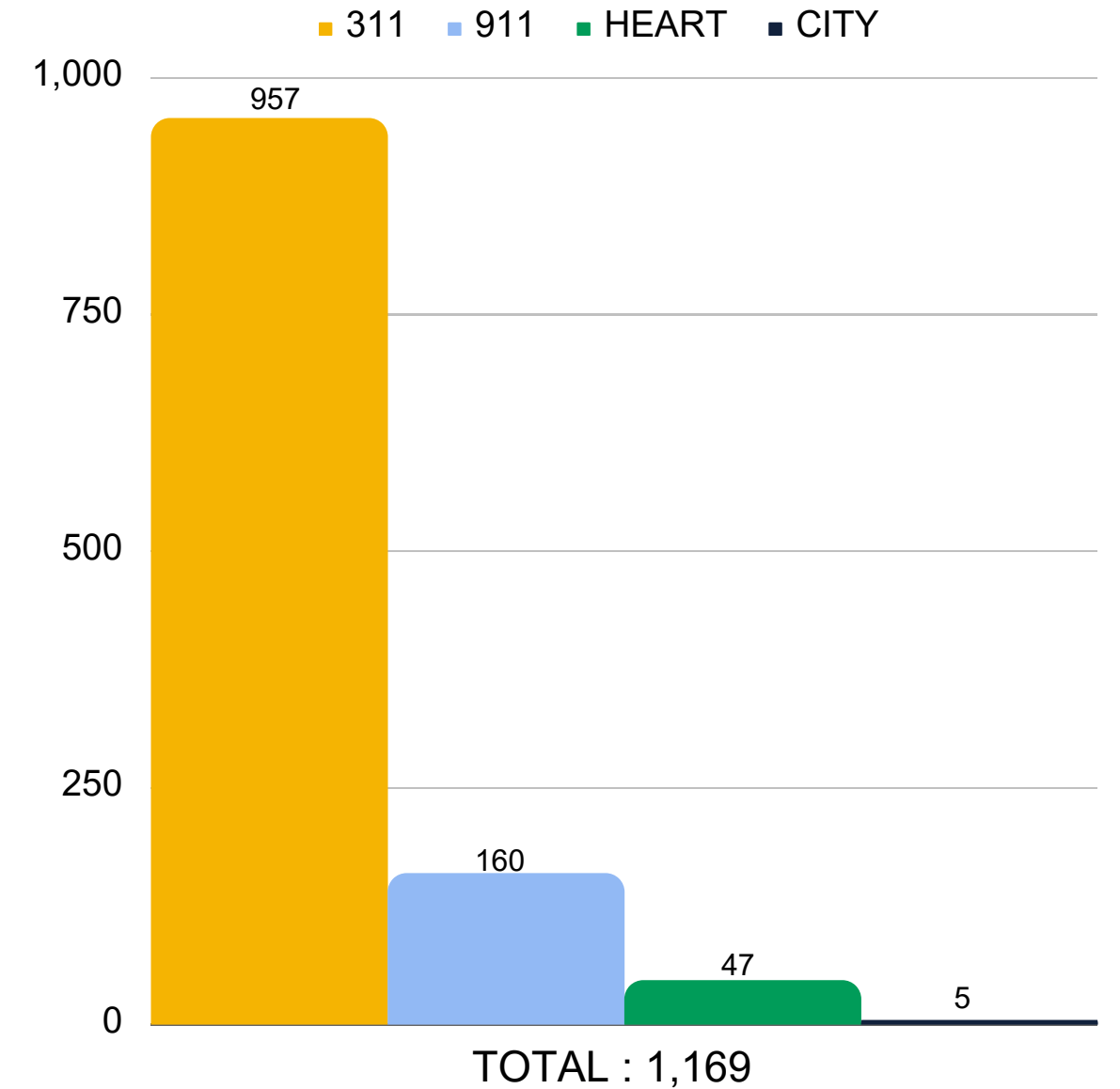
SOUTHERN



TARAVAL



TENDERLOIN



911 INCIDENTS



311 INCIDENTS



HEART INITIATED

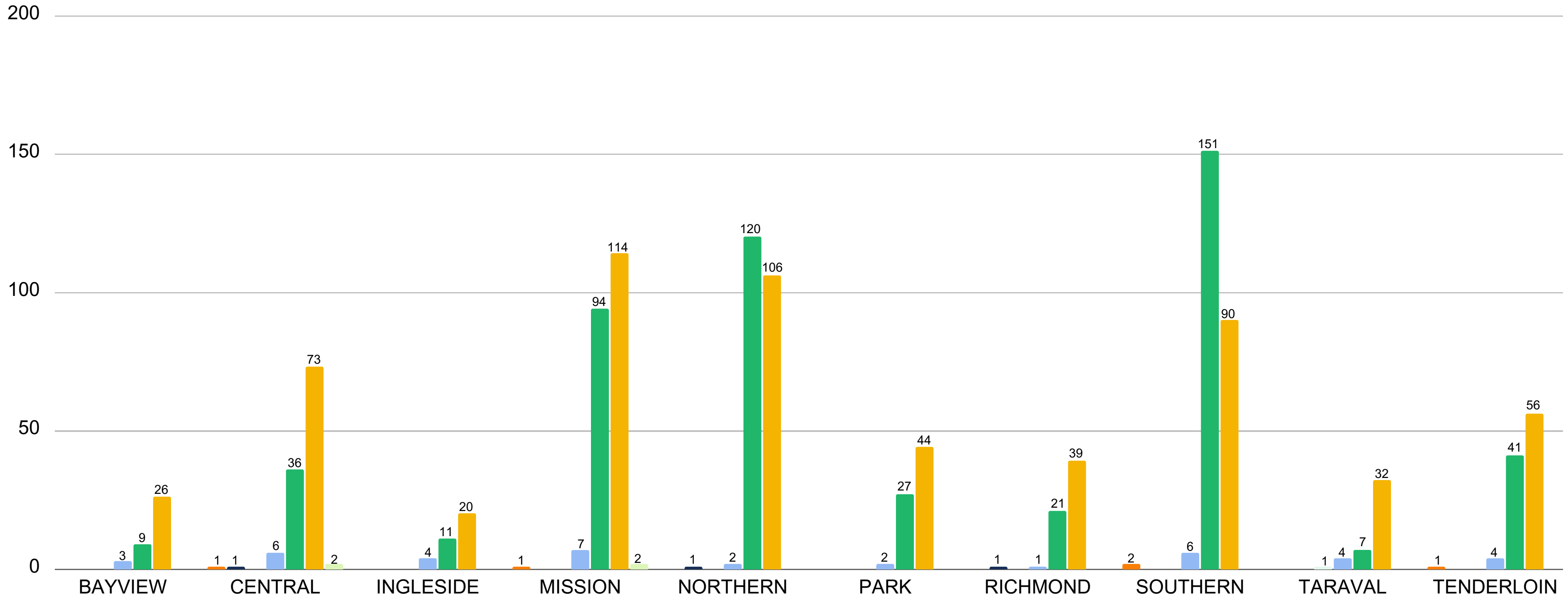


CITY INITIATED

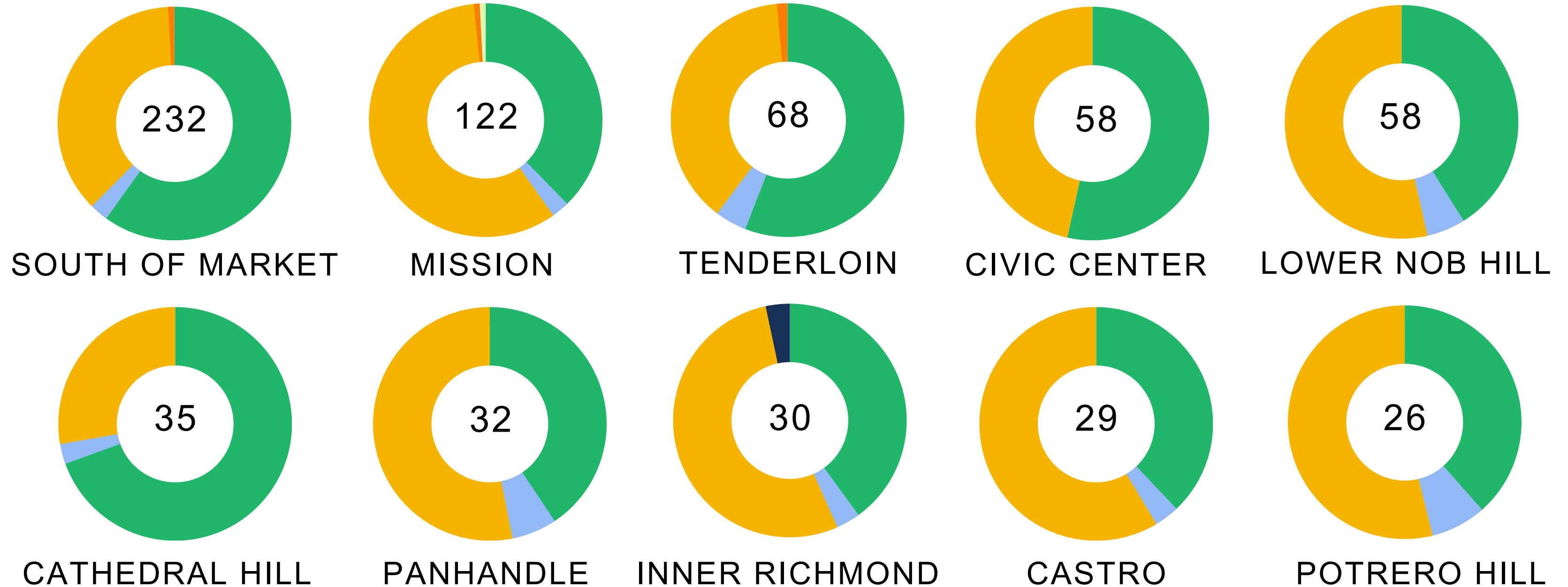


INCIDENT TYPES BY POLICE DISTRICTS

■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ SUSPICIOUS VEHICLE (916)
 ■ FOR PEH (919)
 ■ ADA BLOCKED SIDEWALK (921)
 ■ PEH ENGAGEMENT
 ■ PD/FIRE REQUESTED UA SERVICES



TOP 10 NEIGHBORHOODS* - INCIDENT TYPES

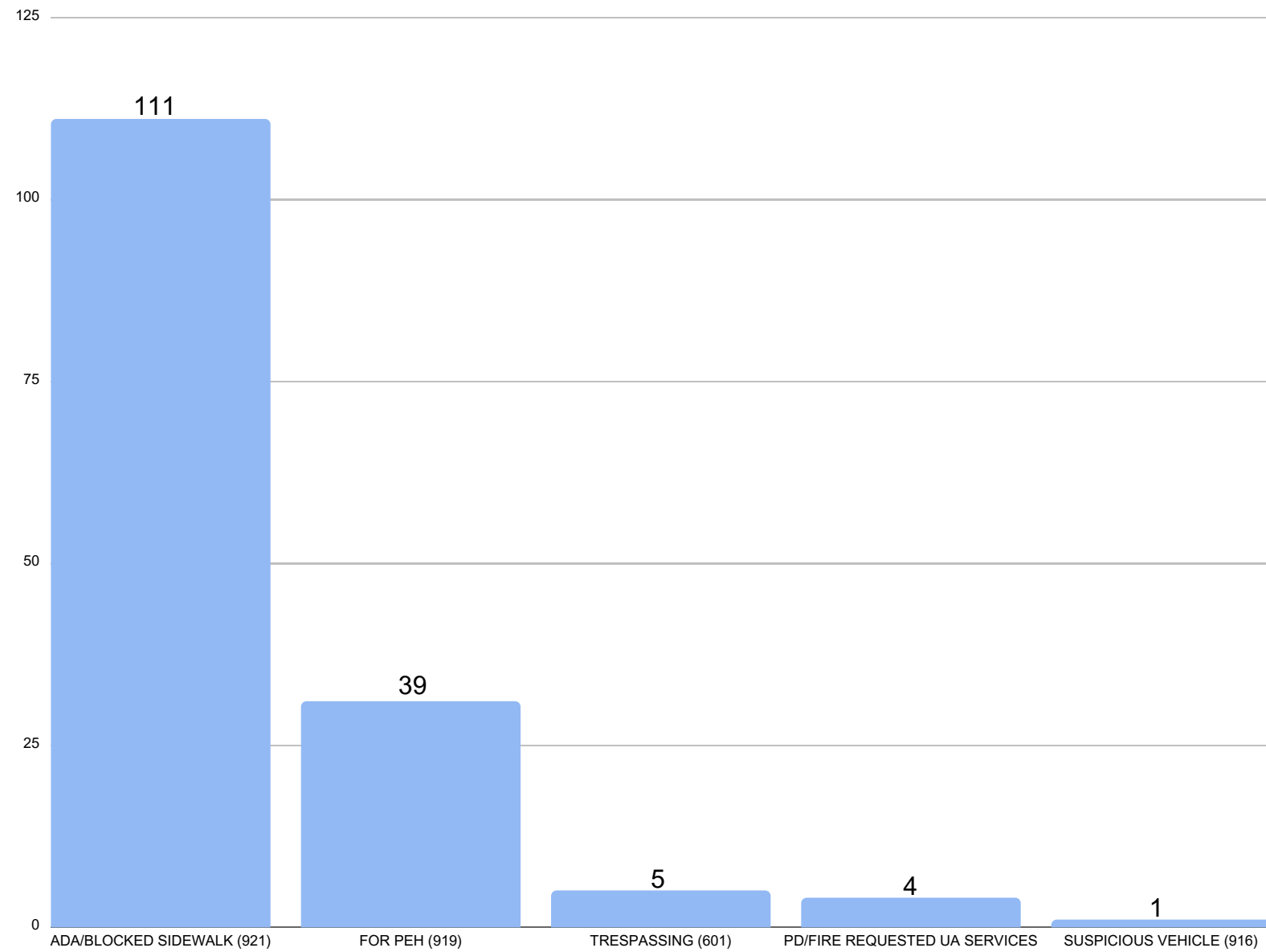


■ TRESPASSING (601)
 ■ WELLNESS CHECK (910)
 ■ SUSPICIOUS VEHICLE (916)
 ■ FOR PEH (919)
 ■ ADA BLOCKED SIDEWALK (921)
 ■ PEH ENGAGEMENT
 ■ PD/FIRE REQUESTED UA SERVICES

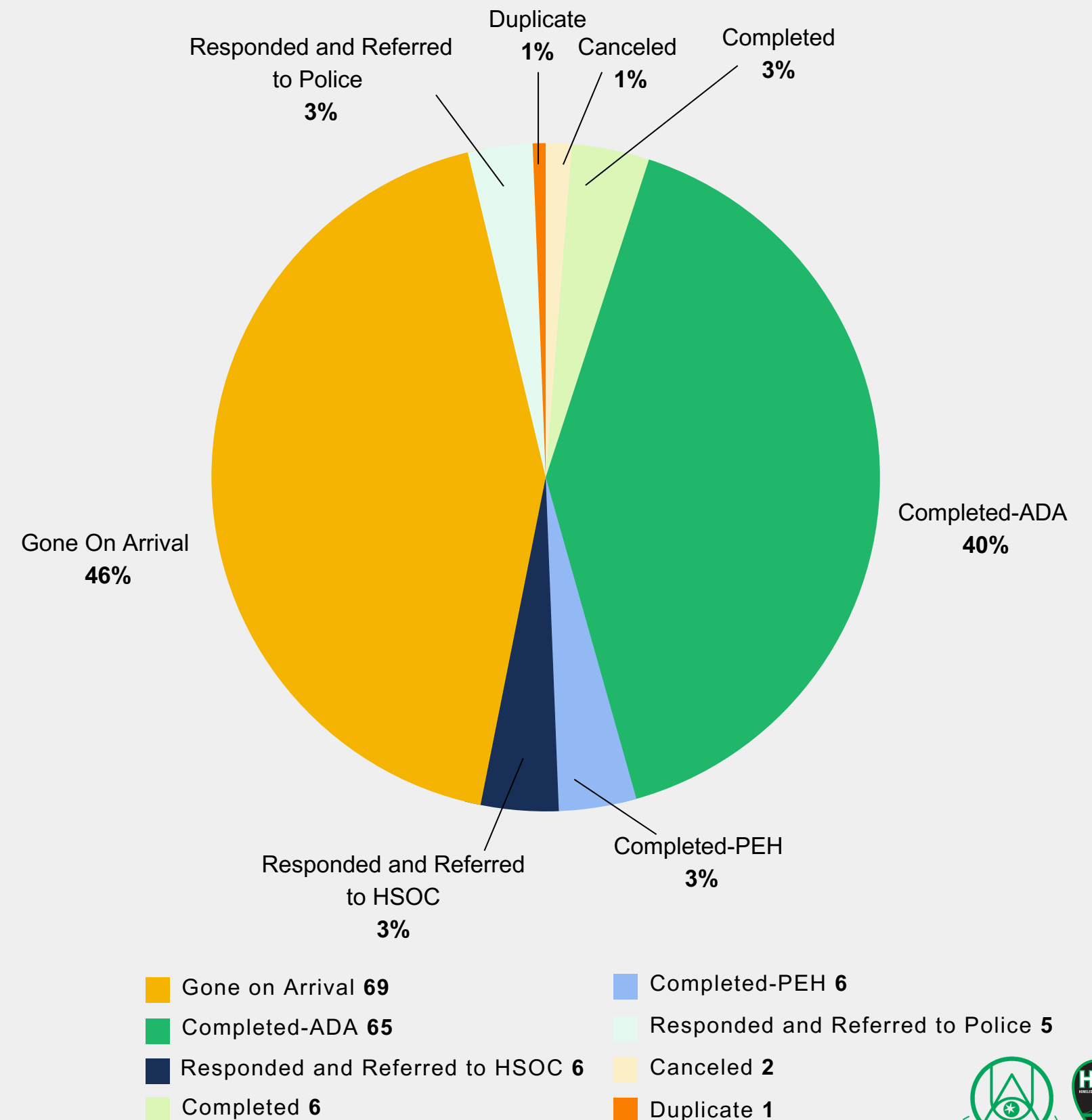
*Rings will not add up to 1,169. This slide shows the top 10 neighborhoods HEART served of 118.



911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
ADA/Blocked Sidewalk (921)	111
For PEH (919)	39
Trespassing (601)	5
PD/Fire Requested UA Services	4
Suspicious Vehicle (916)	1
Total	160



SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to Access Point	9
Referred to Emergency/Night Shelter	4
Total	13

Social Service Activities	
Provided Water/Coffee	38
Needs Assessment Completed	31
Provided Meal/Snack	22
Assisted with Obtaining Vital Documents	20
Provided Hygiene Kit	16
Provided Client with Service Provider Information	14
Referred to SF/HOT	8
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	6
Provided Clothing/Blanket/Shoes	6
Referred to Pubic Benefits (GA, CalFresh, Medi-Cal)	2
Referred to Clothing Closet	1
Referred to Mobile Hygiene	1
Referred to Recovery Support Services	1
Total	166



Medical Activities	
Referred to Primary Care Provider	1
Total	1

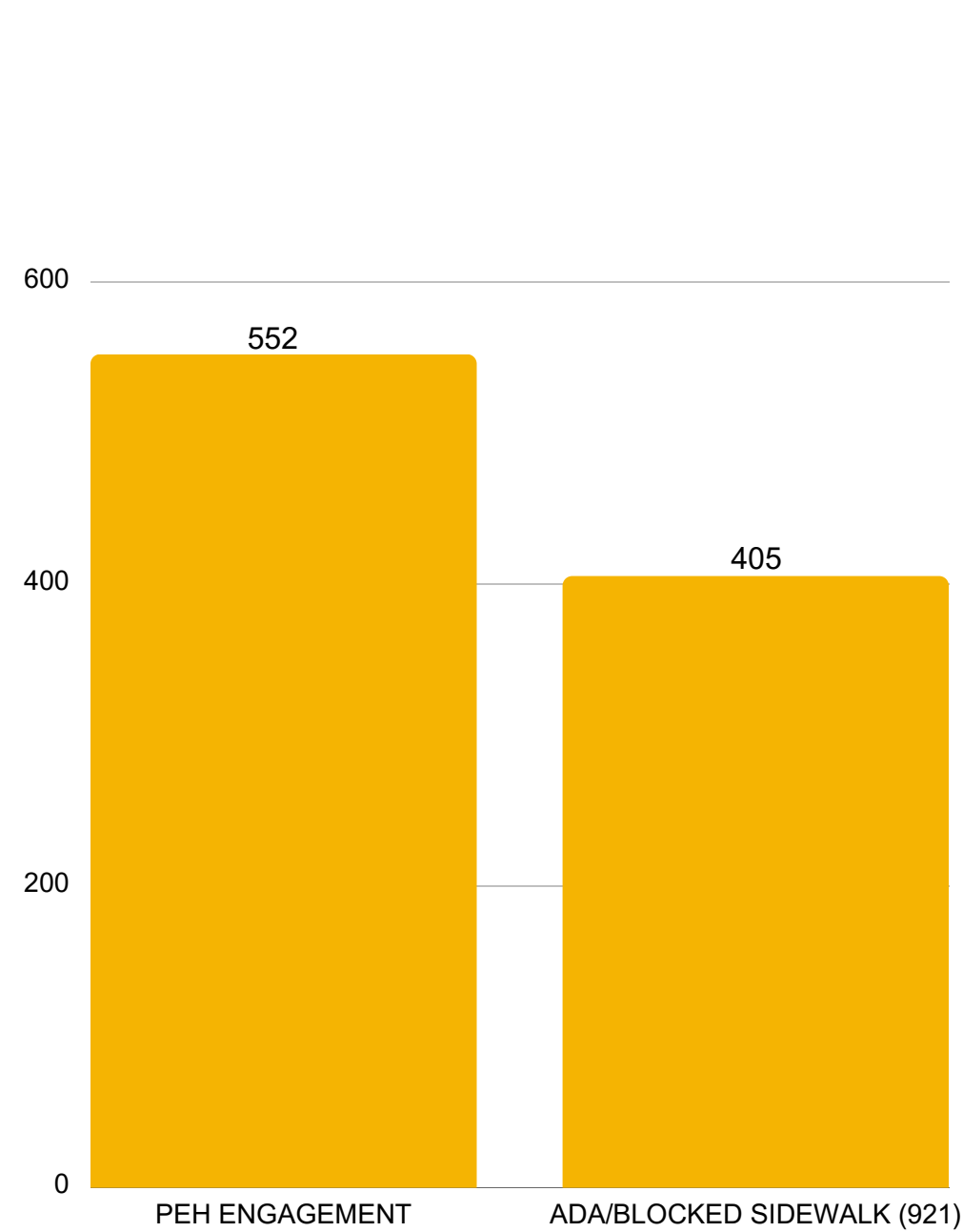
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	7
Provided Trash Bags	5
Total	12

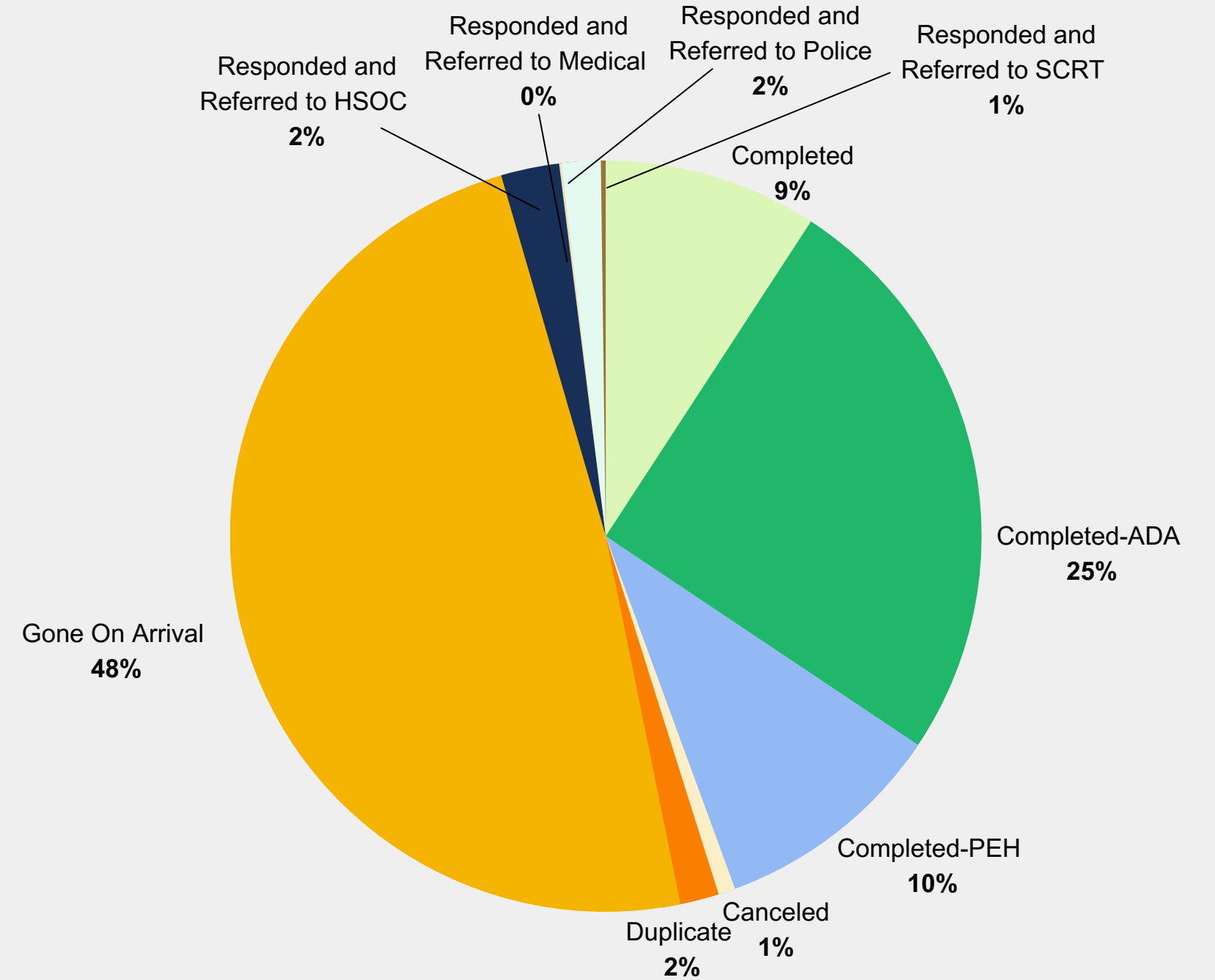
*Out of 64 PEH engagements, 16 PEH declined services.
 *Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
PEH Engagement	552
ADA Blocked Sidewalk (921)	405
Total	957



- Gone on Arrival **466**
- Completed-ADA **241**
- Completed-PEH **96**
- Completed **88**
- Responded and Referred to HSOC **24**
- Duplicate **16**
- Responded and Referred to Police **16**
- Canceled **7**
- Responded and Referred to SCRT **2**
- Responded and Referred to EMS **1**



SERVICES PROVIDED ON 311 INCIDENTS

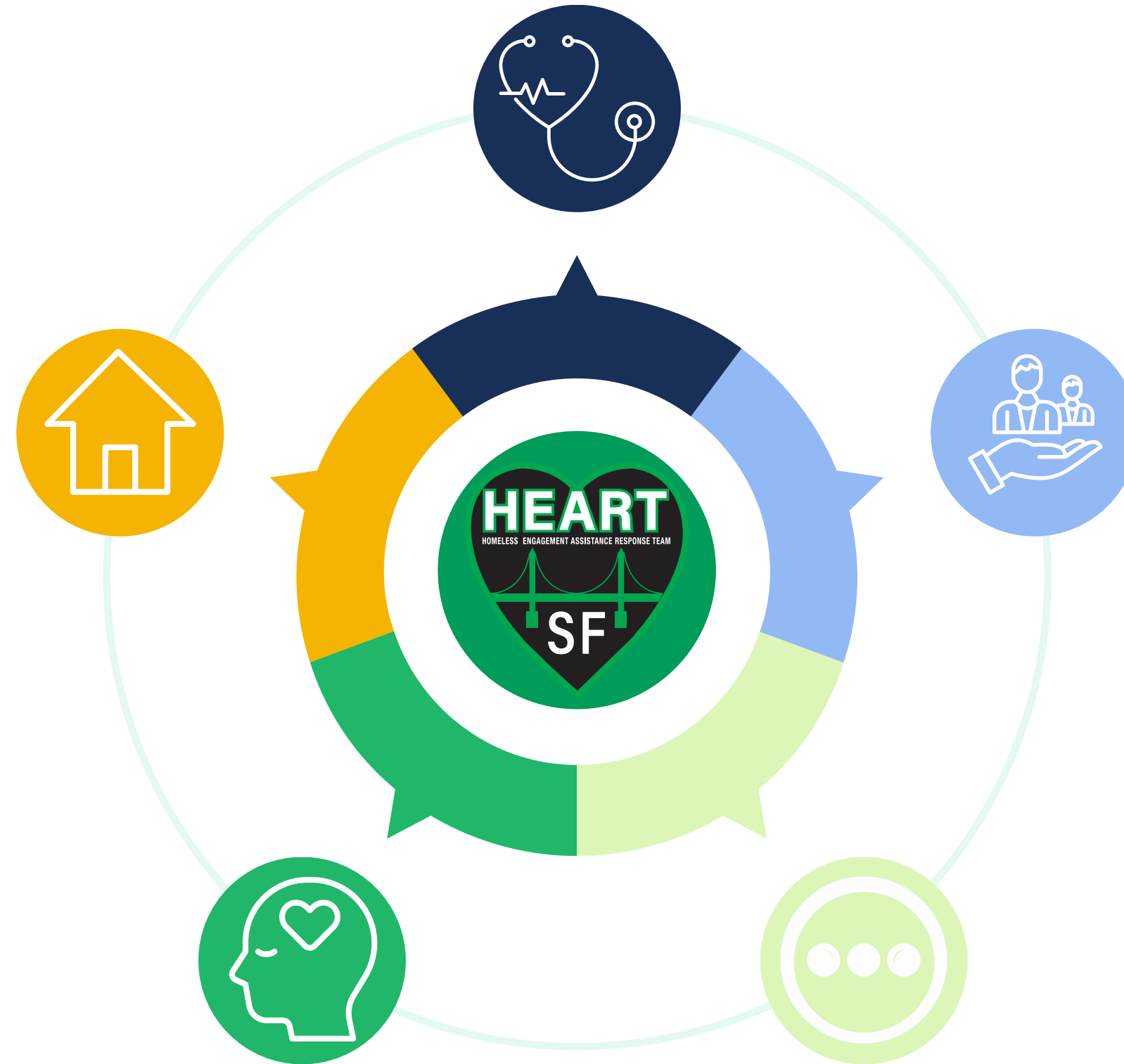


Medical Activities	
Referred to Inpatient Program	1
Total	1

Housing Activities	
Referred to Access Point	61
Referred to Emergency Shelter/Night Shelter	10
Successful Placement into Shelter	1
PEH Declined Shelter Placement	1
Total	73

Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	71
Provided Trash Bags	18
Transportation Assistance	2
Total	91

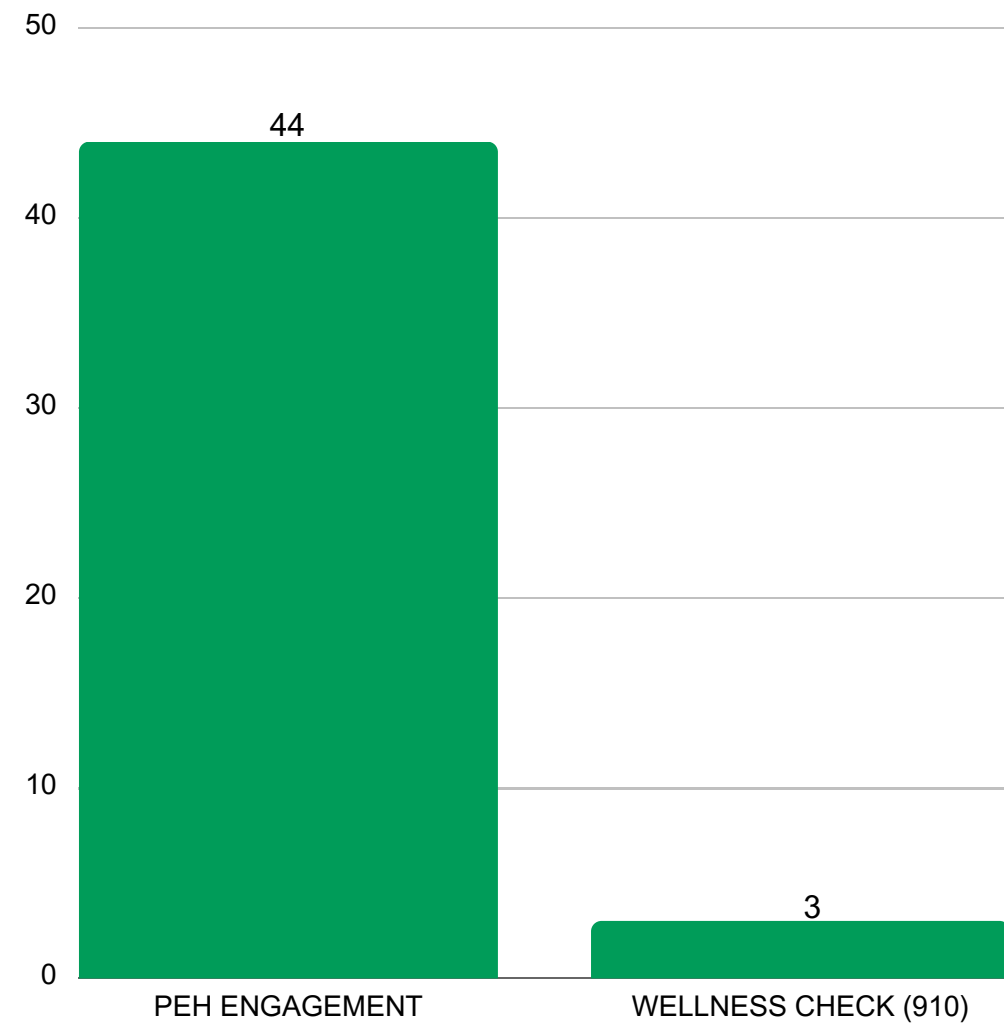


Social Service Activities	
Provided Water/Coffee	154
Needs Assessments Completed	135
Provided Hygiene Kit	94
Provided Meal/Snack	80
Assisted with Obtaining Vital Documents	79
Provided Client with Service Provider Information	41
Referred to Outreach/HOT	34
Provided Clothing/Blanket/Shoes	21
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	16
Referred to Clothing Closet	9
Referred to Public Benefits (GA, CalFresh, Medi-Cal, etc.)	5
Referred to Harm Reduction Services	2
Referred to Mobile Hygiene	2
Referred to Care Coordinator	1
Referred to Domestic Violence Services	1
Referred to Job/Employment Services	1
Total	641

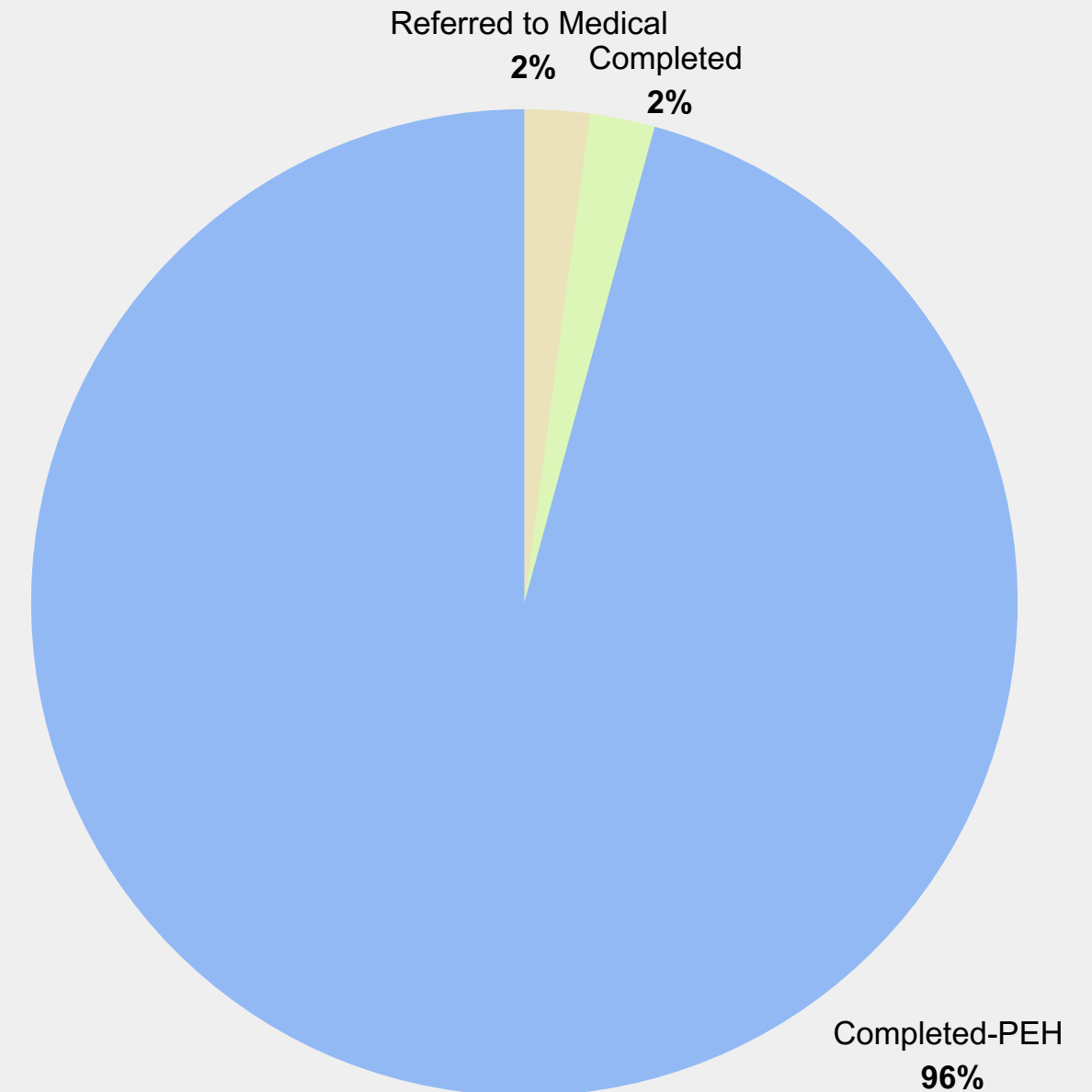
**Out of 380 PEH engagements, 125 PEH declined services
 Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	44
Wellness Check (910)	3
Total	47



- Completed-PEH 45
- Completed 1
- Responded and Referred to EMS 1

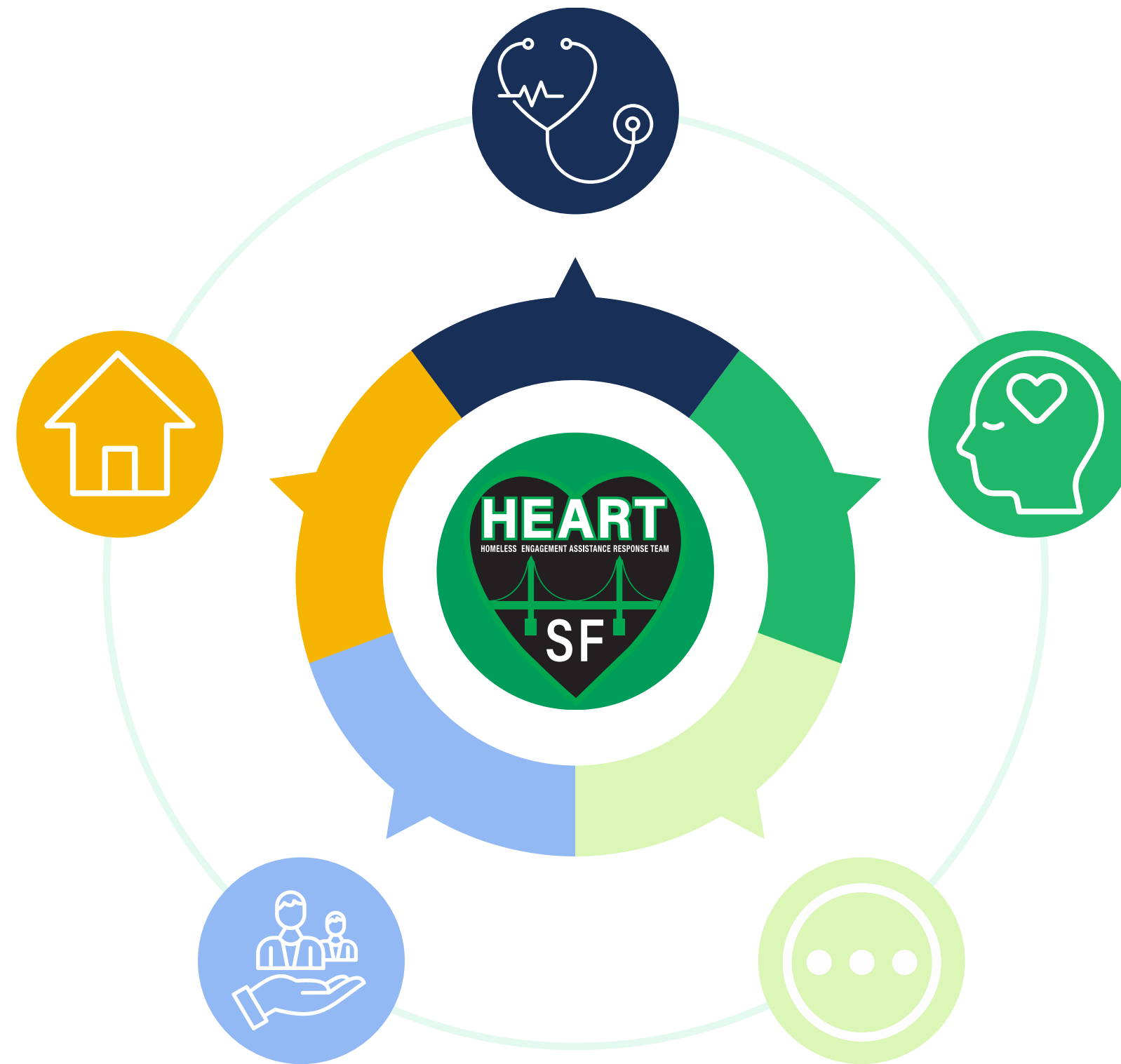


SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to Access Point	18
Successful Placement into Shelter	1
PEH Declined Shelter Placement	1
Total	20

Social Service Activities	
Needs Assessment Completed	35
Assisted with Obtaining Vital Documents	26
Provided Water/Coffee	24
Provided Client with Service Provider Information	14
Referred to Outreach/HOT	13
Provided Meal/Snack	11
Provided Hygiene Kit	9
Provided Clothing/Blanket/Shoes	8
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	4
Referred to Care Coordinator	1
Referred to LGBTQ+ Services	1
Referred to Pubic Benefits (GA, CalFresh, Medi-Cal)	1
Total	147



Medical Activities	
Referred to Detox Center	1
OD Reversal	1
Total	2

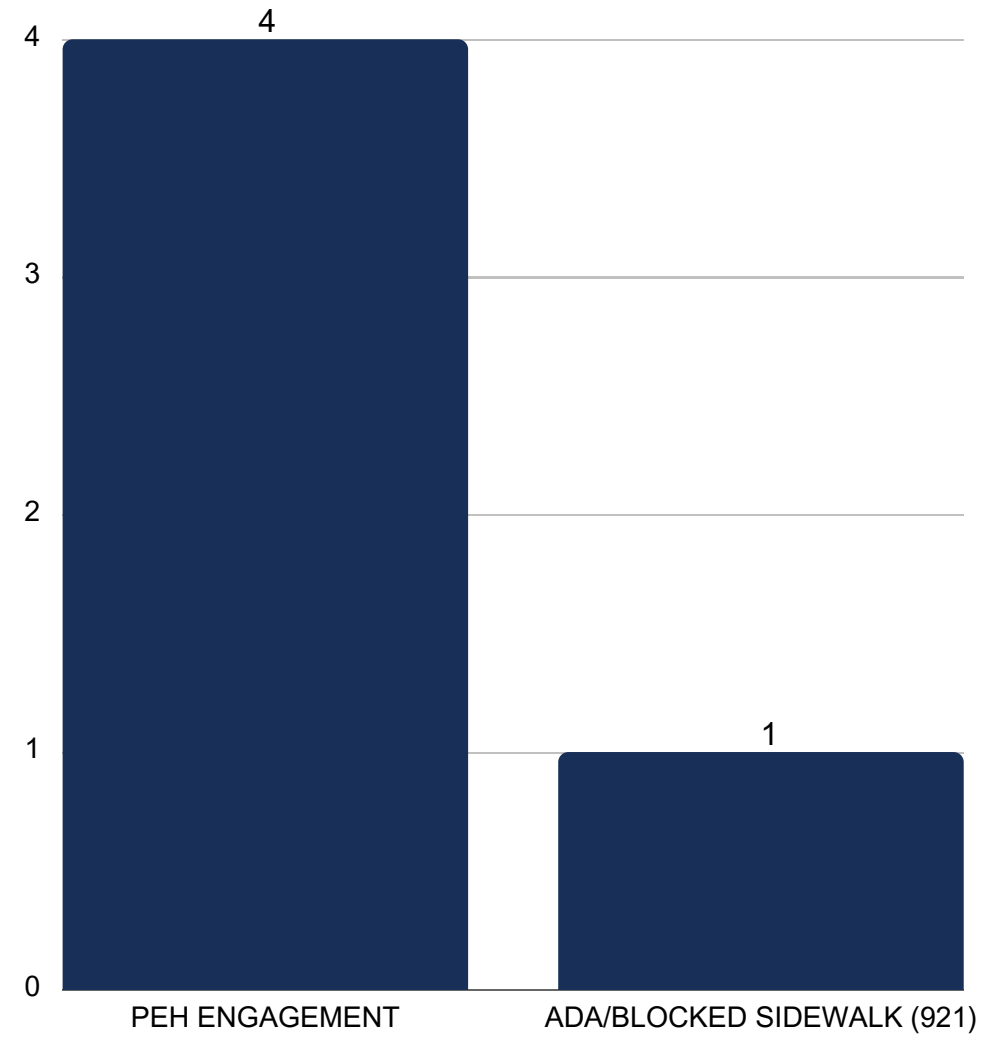
Mental Health Activities	
	N/A

Other Activities	
Transportation Assistance (General)	2
Total	2

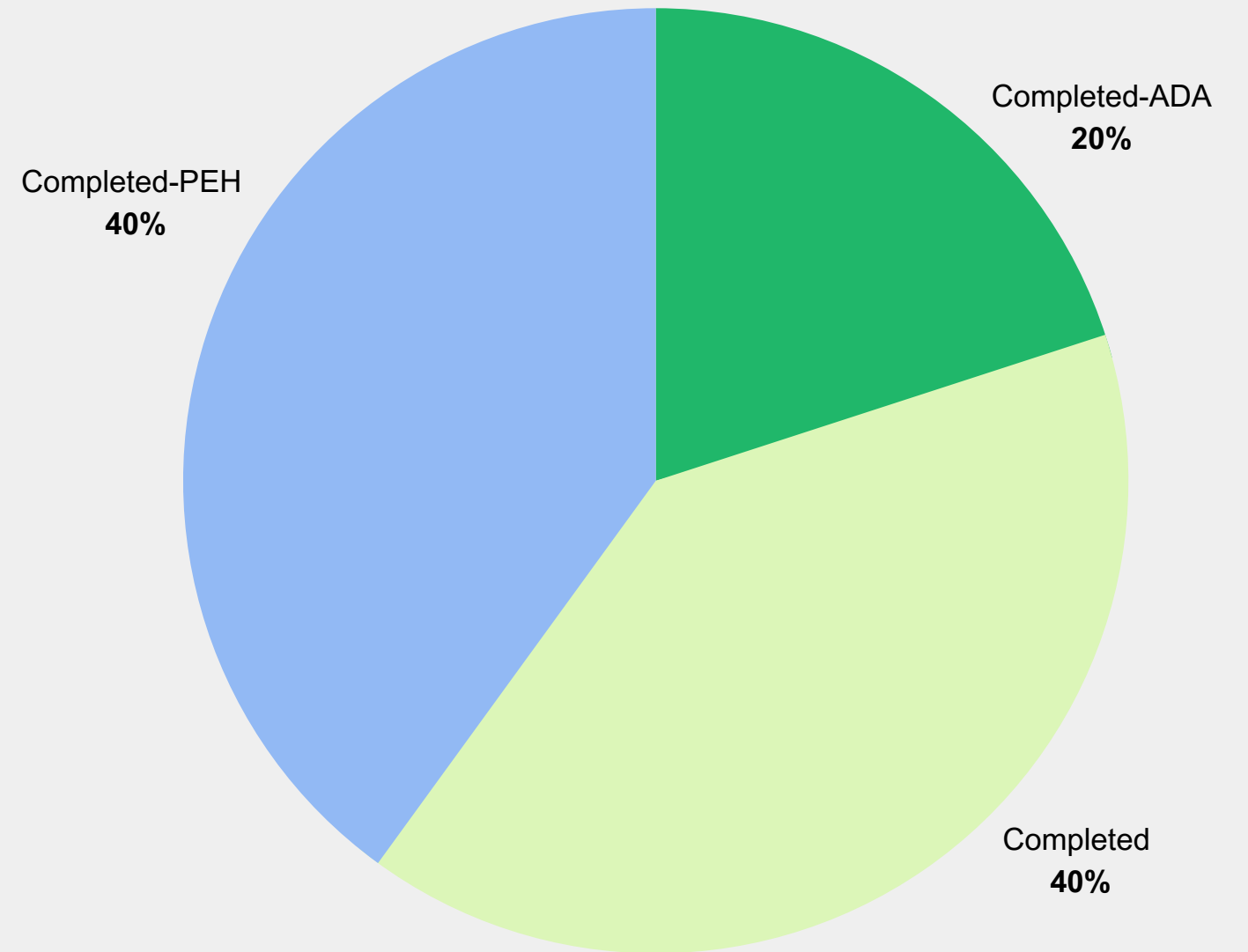
*Out of 47 PEH Engagements, 2 PEH declined services.
 *Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



CITY INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	4
ADA/Blocked Sidewalk (921)	1
Total	5



- Completed-PEH 2
- Completed 2
- Completed-ADA 1

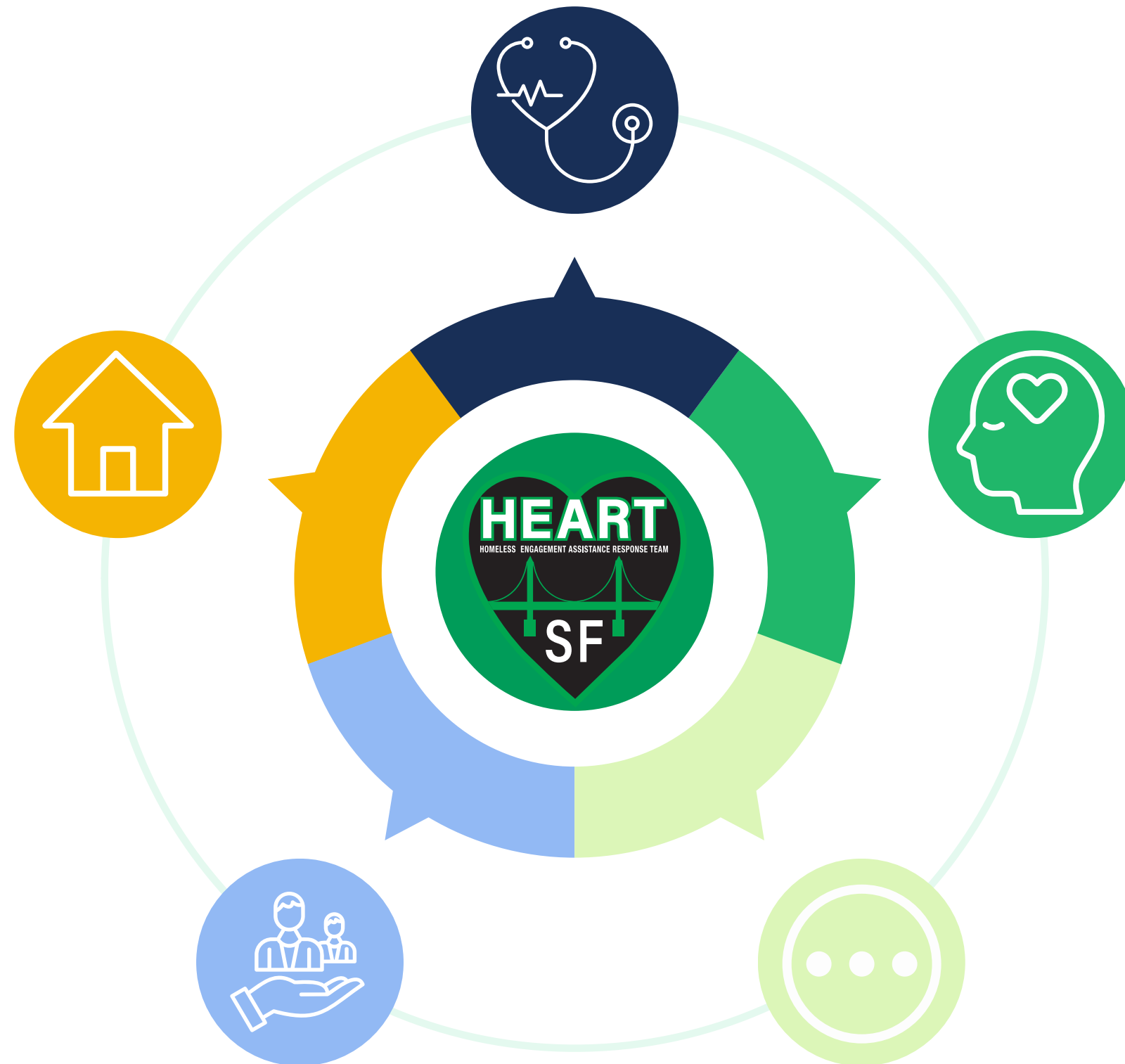


SERVICES PROVIDED ON CITY INCIDENTS



Housing Activities	
Successful Placement into Shelter	1
Total	1

Social Service Activities	
Needs Assessment Completed	2
Provided Water/Coffee	2
Provided Meal/Snack	2
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	1
Provided Client with Service Provider Information	1
Total	9



Medical Activities	
	N/A

Mental Health Activities	
	N/A

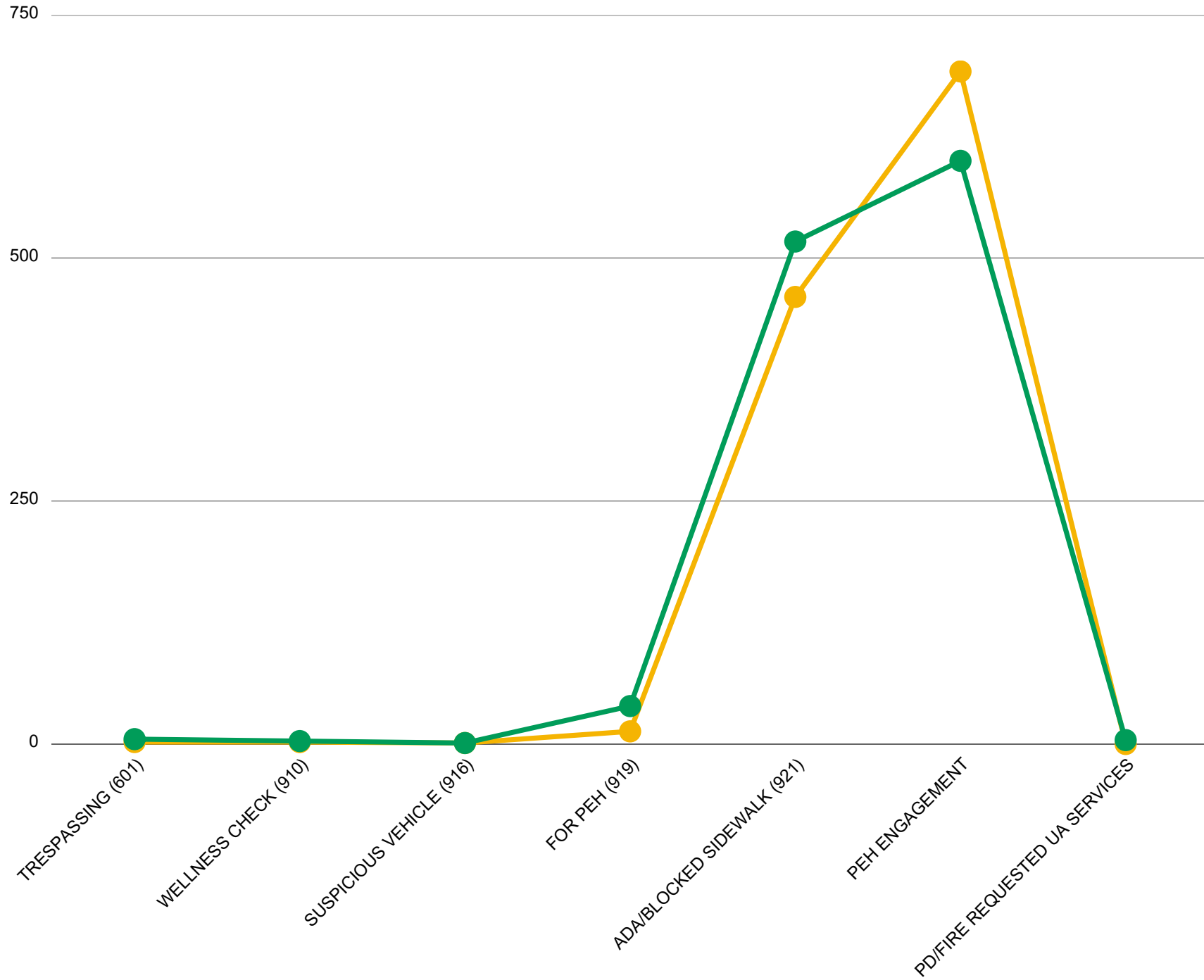
Other Activities	
Transportation Assistance (General)	1
Referred to Sanitation/DPW	1
Total	2

**Out of 4 PEH Engagements, 0 PEH declined services.
Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.

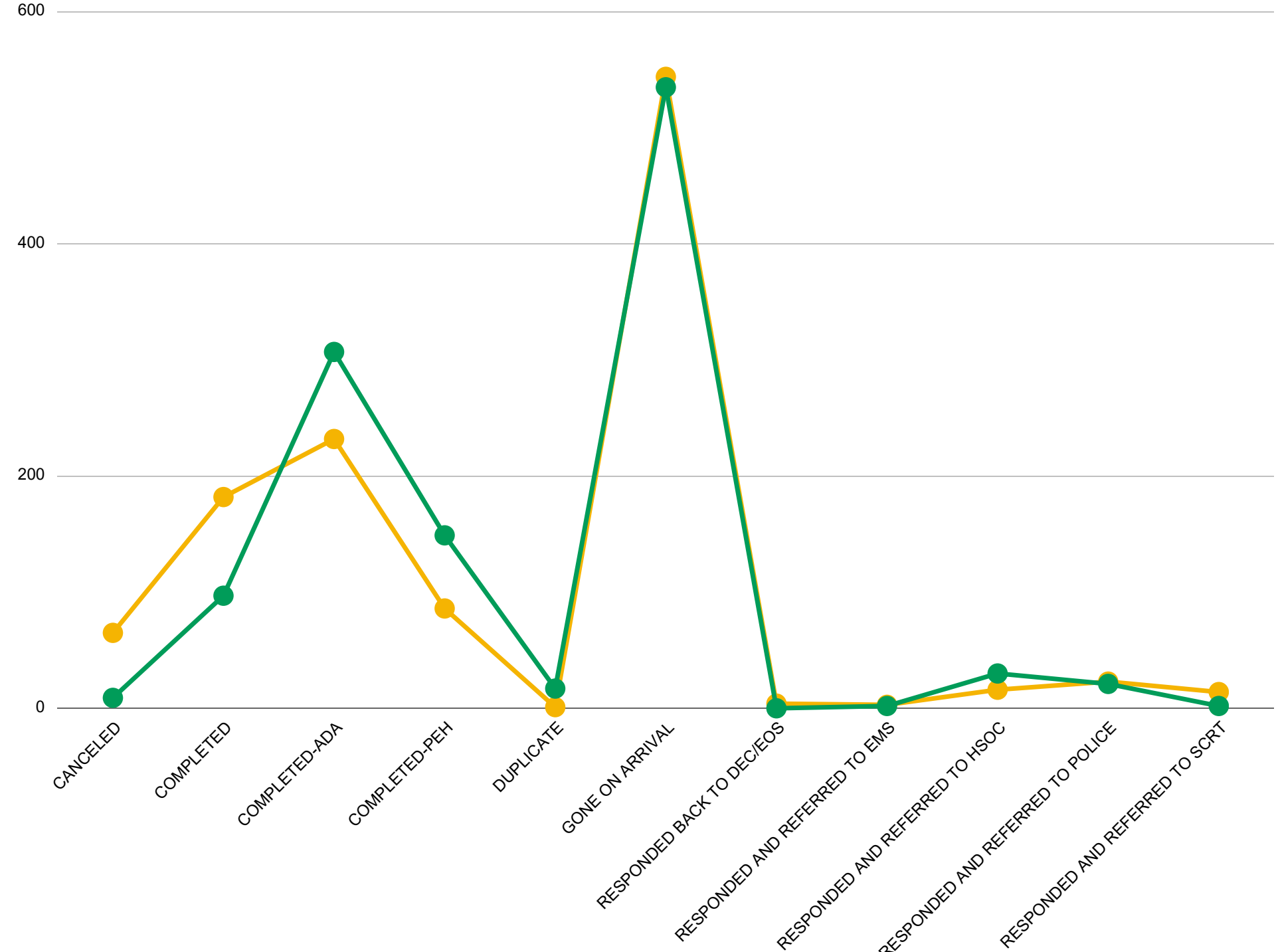


MONTHLY TRENDS

TYPE OF INCIDENTS

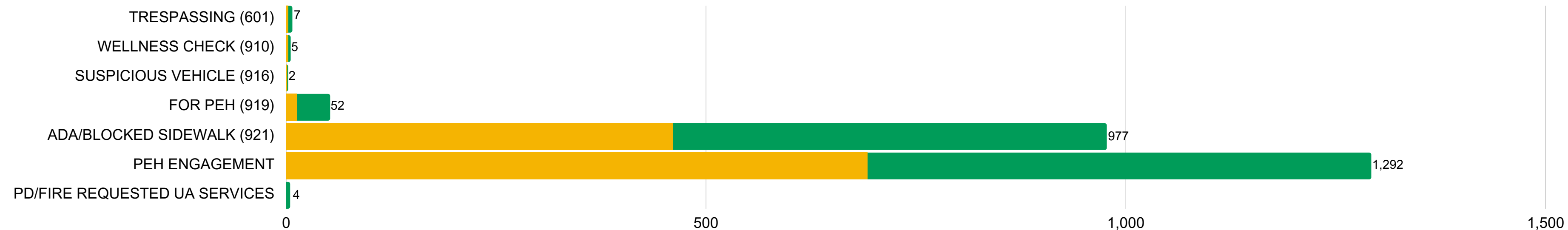


PRIMARY OUTCOMES

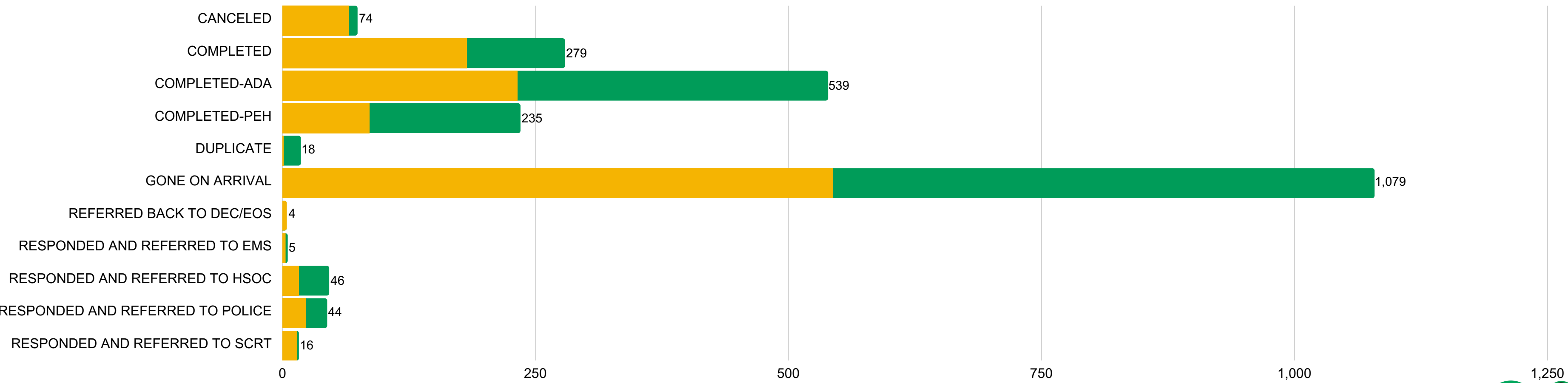


START DATE TO DATE TOTALS

TYPES OF INCIDENTS



PRIMARY OUTCOMES





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