



JANUARY 2024

MONTHLY DATA REPORT



TABLE OF CONTENTS

This report provides an overview of the services delivered by HEART from January 1st, 2024 - January 31st, 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

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 9,900 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

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.

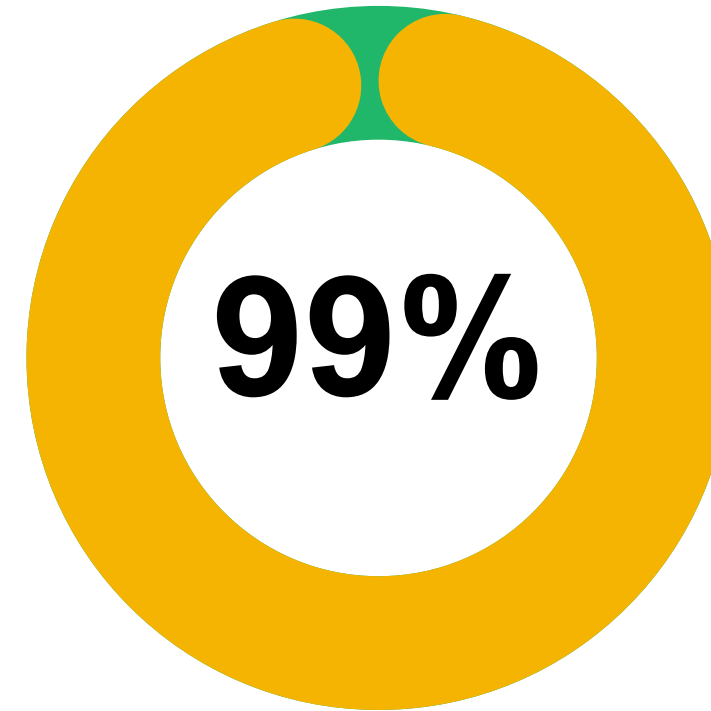
INCIDENT TOTALS

1,159

TOTAL INCIDENTS RESOLVED

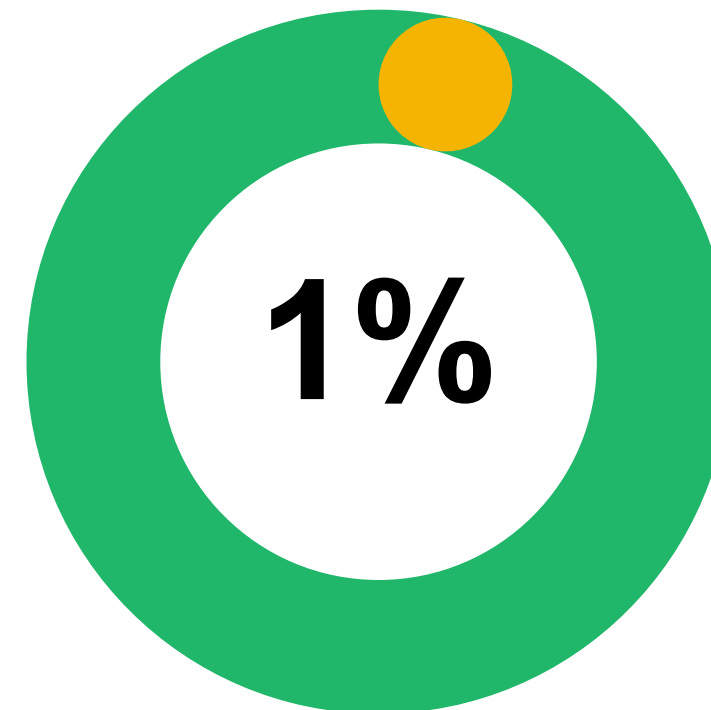
37

DAILY AVERAGE RESOLVED



1,154

RECEIVED AND
RESOLVED IN JANUARY



5

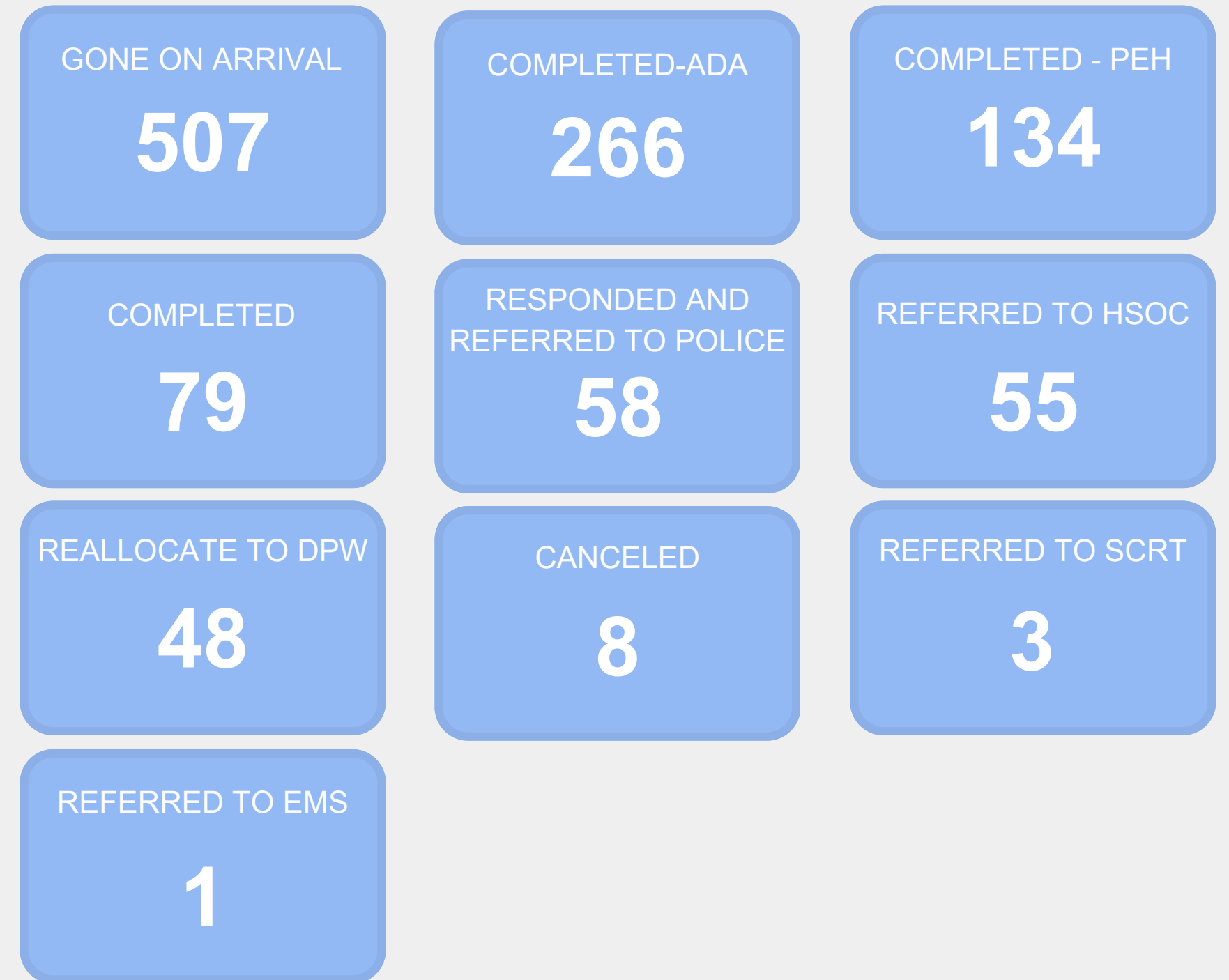
RECEIVED IN DECEMBER AND
RESOLVED IN JANUARY

DATA SUMMARY OF 1,159 RESOLVED INCIDENTS

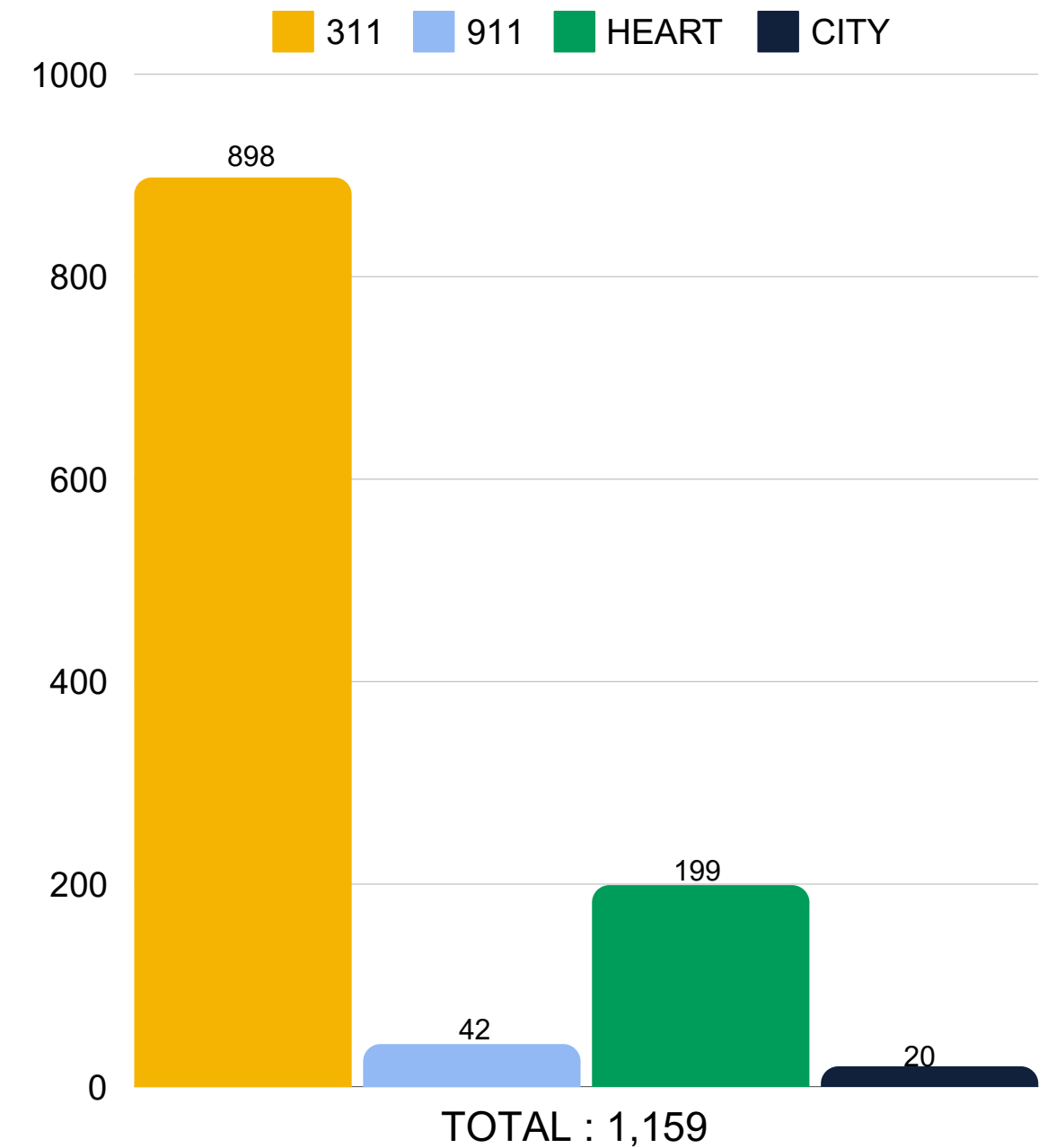
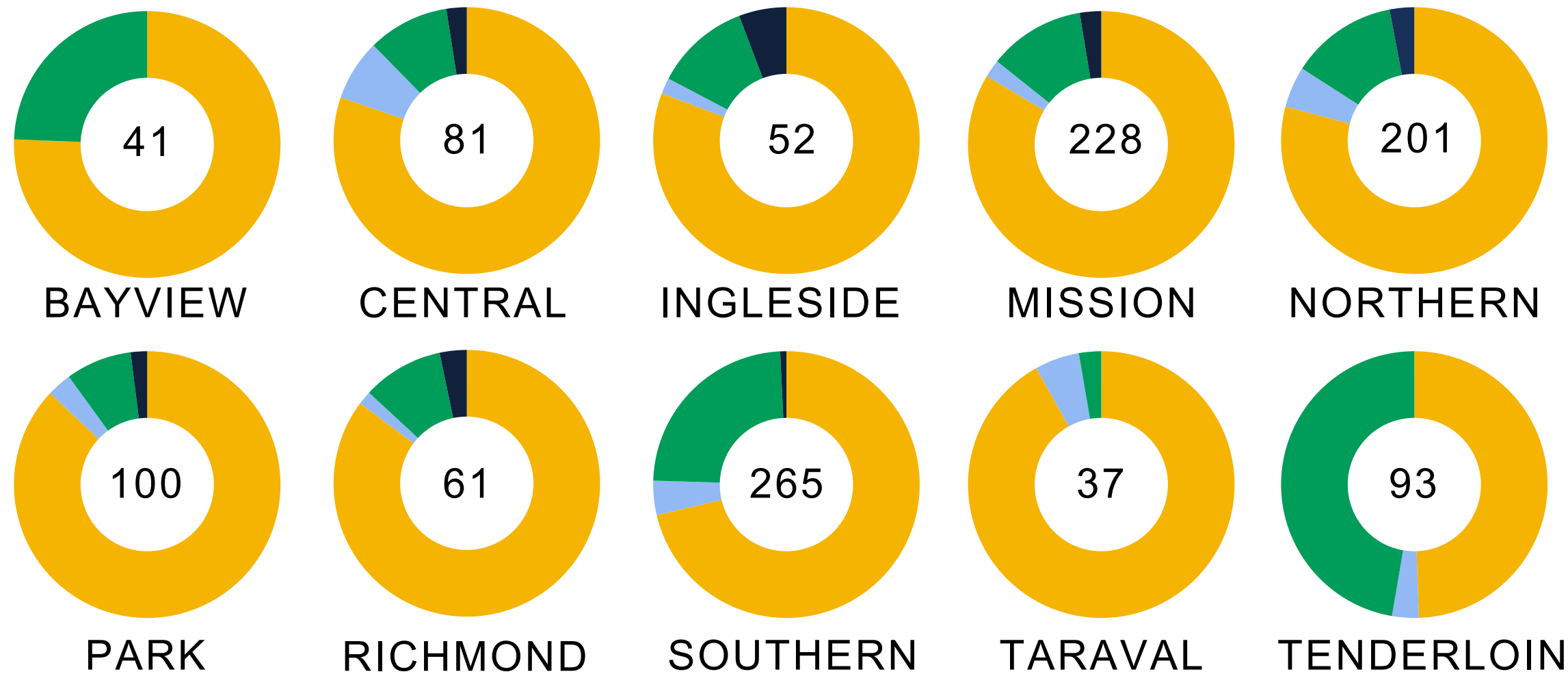
INCIDENT TYPES



RESOLVED REASONS



INCIDENT SOURCE BY POLICE DISTRICTS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED

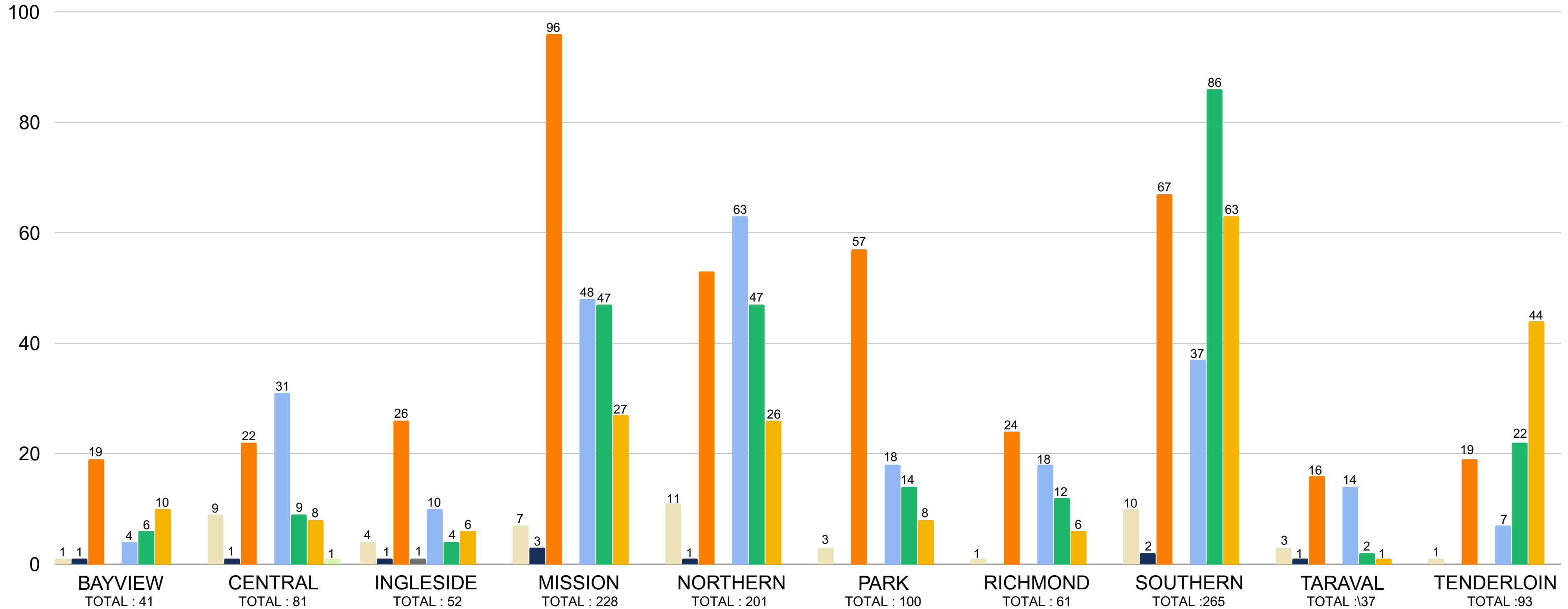
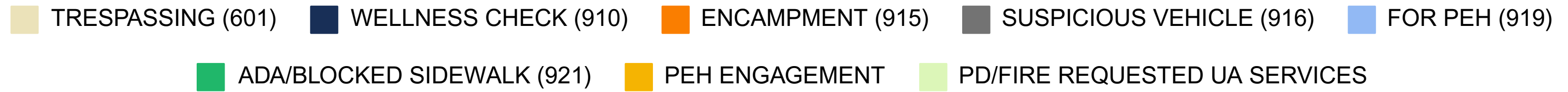


SPECIAL REQUEST*

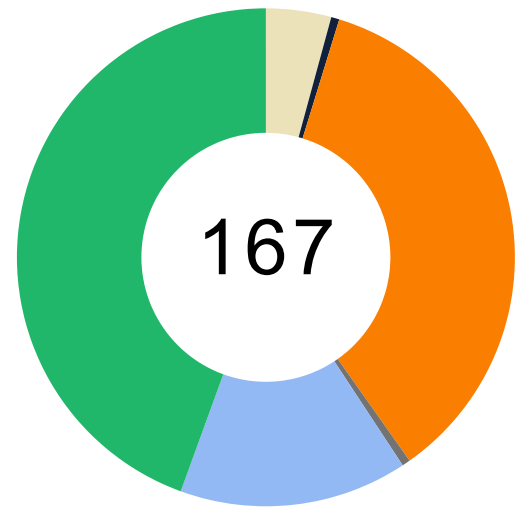
*Special Request are from city leaders re: observed PEH with persistent needs



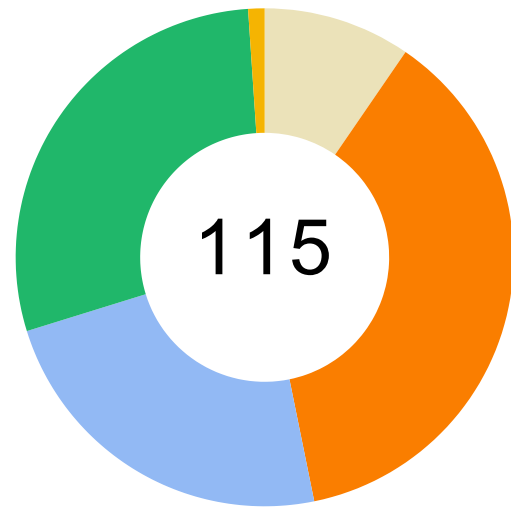
INCIDENT TYPES BY POLICE DISTRICTS



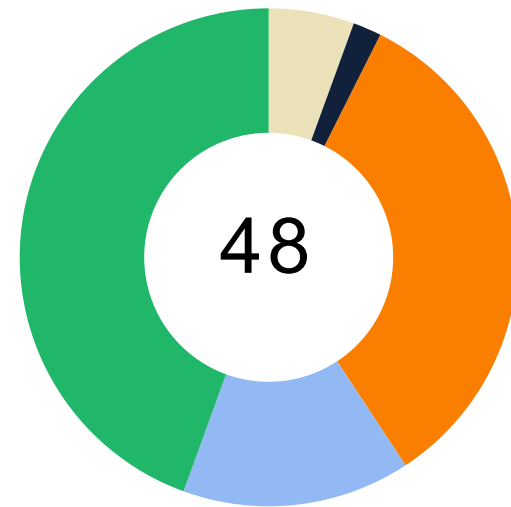
TOP 10 NEIGHBORHOODS* - INCIDENT TYPES



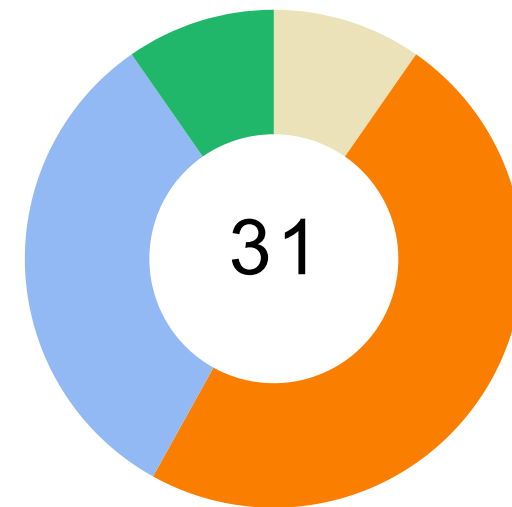
SOUTH OF MARKET



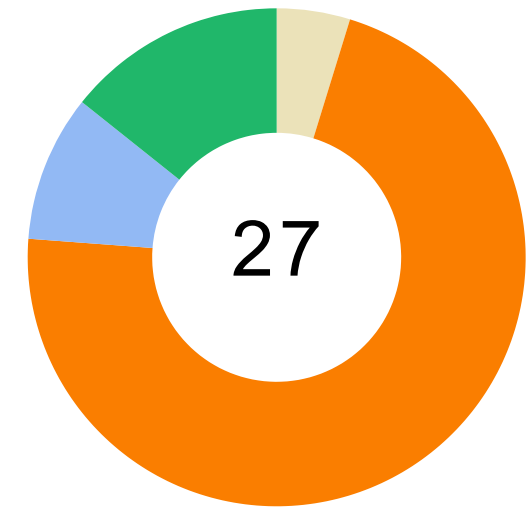
MISSION



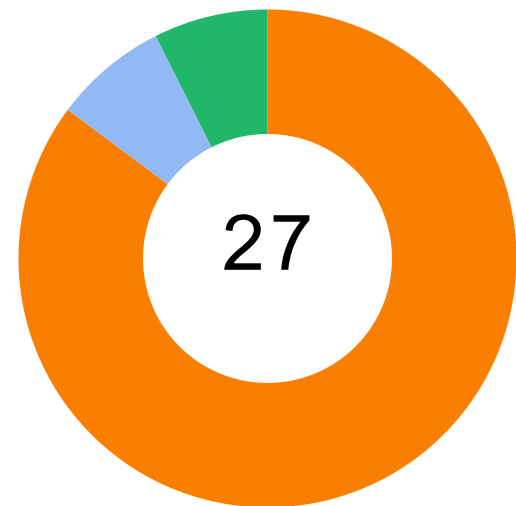
TENDERLOIN



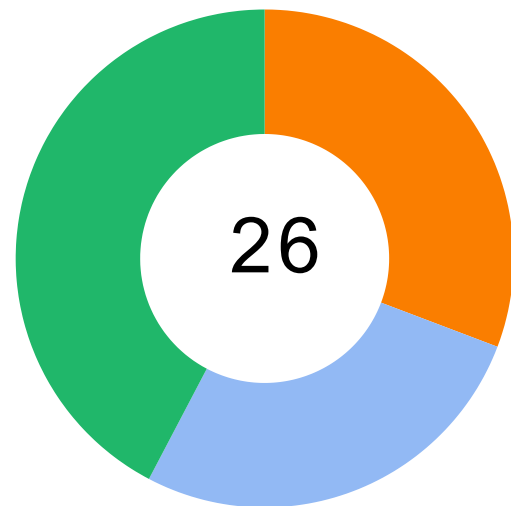
CASTRO



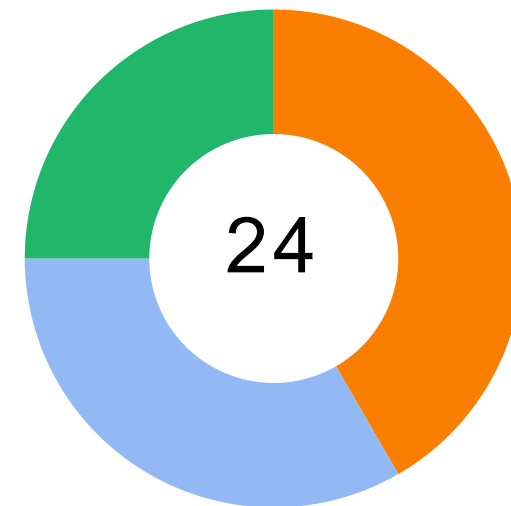
HAYES VALLEY



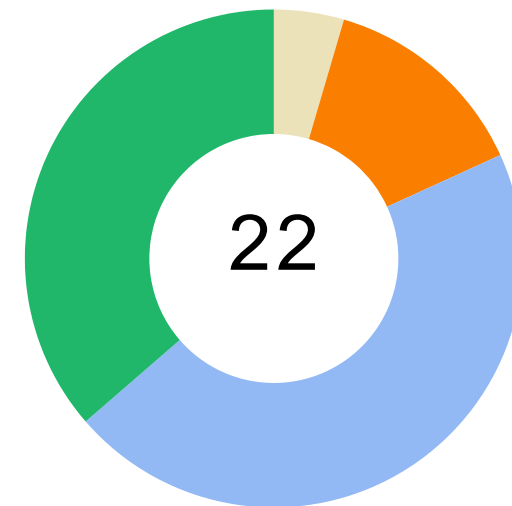
PANHANDLE



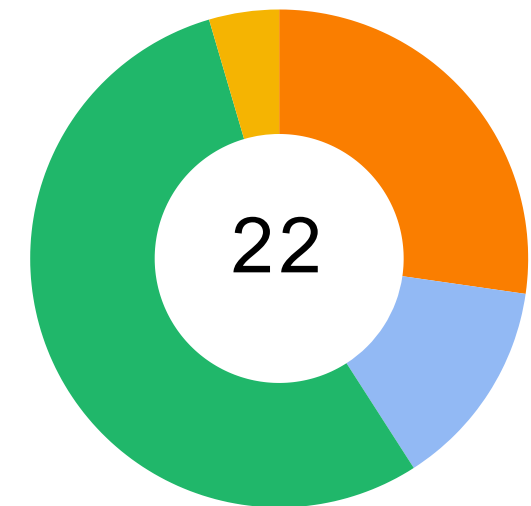
LOWER NOB HILL



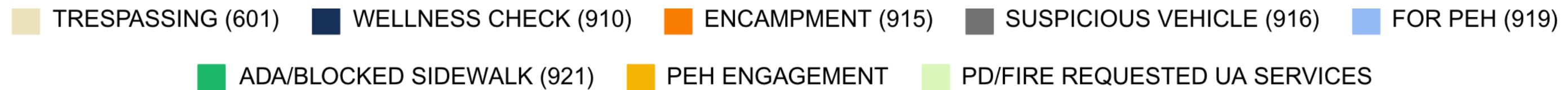
INNER RICHMOND



CIVIC CENTER



SHOWPLACE SQUARE

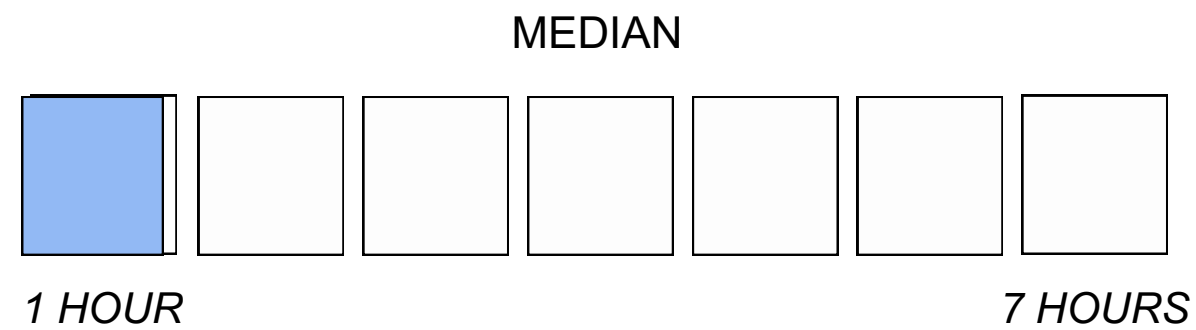
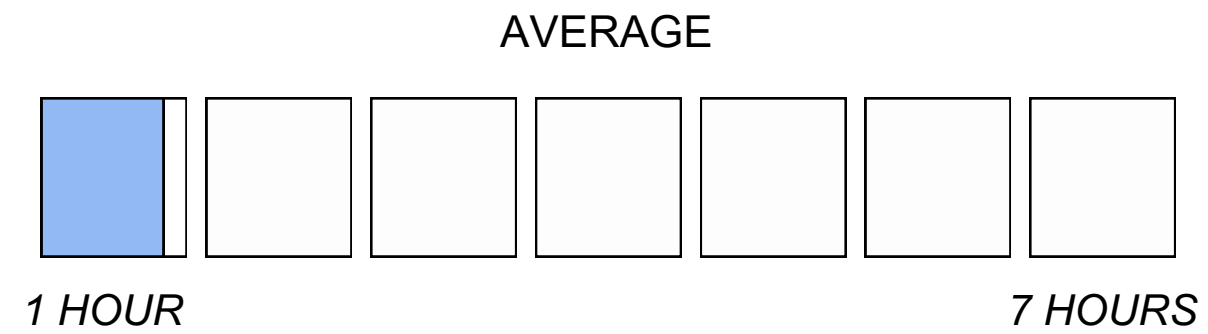


*Rings will not add up to 1,159. This slide shows the top 10 neighborhoods HEART served of 118.



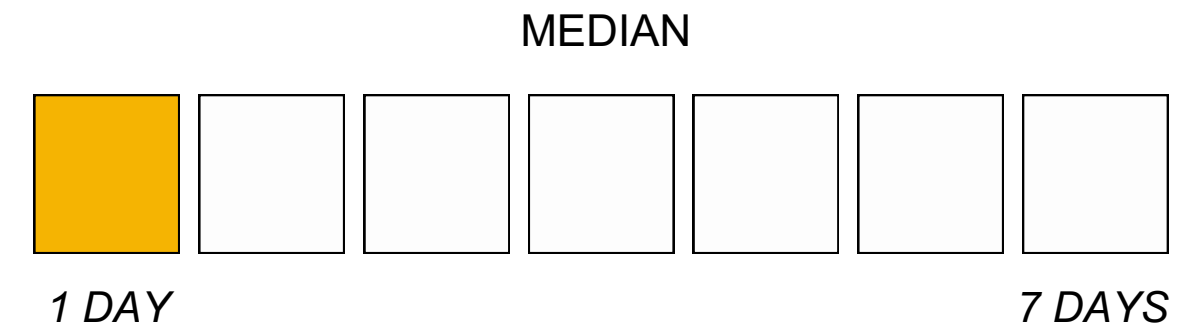
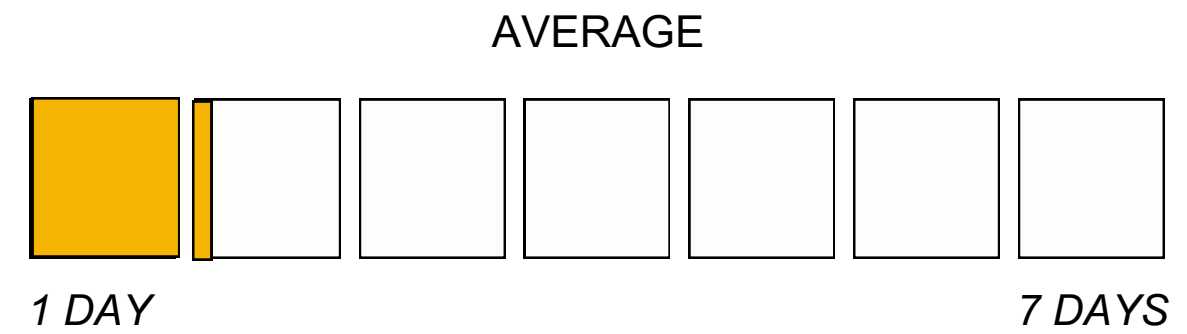
RESPONSE TIMES

911 INCIDENTS



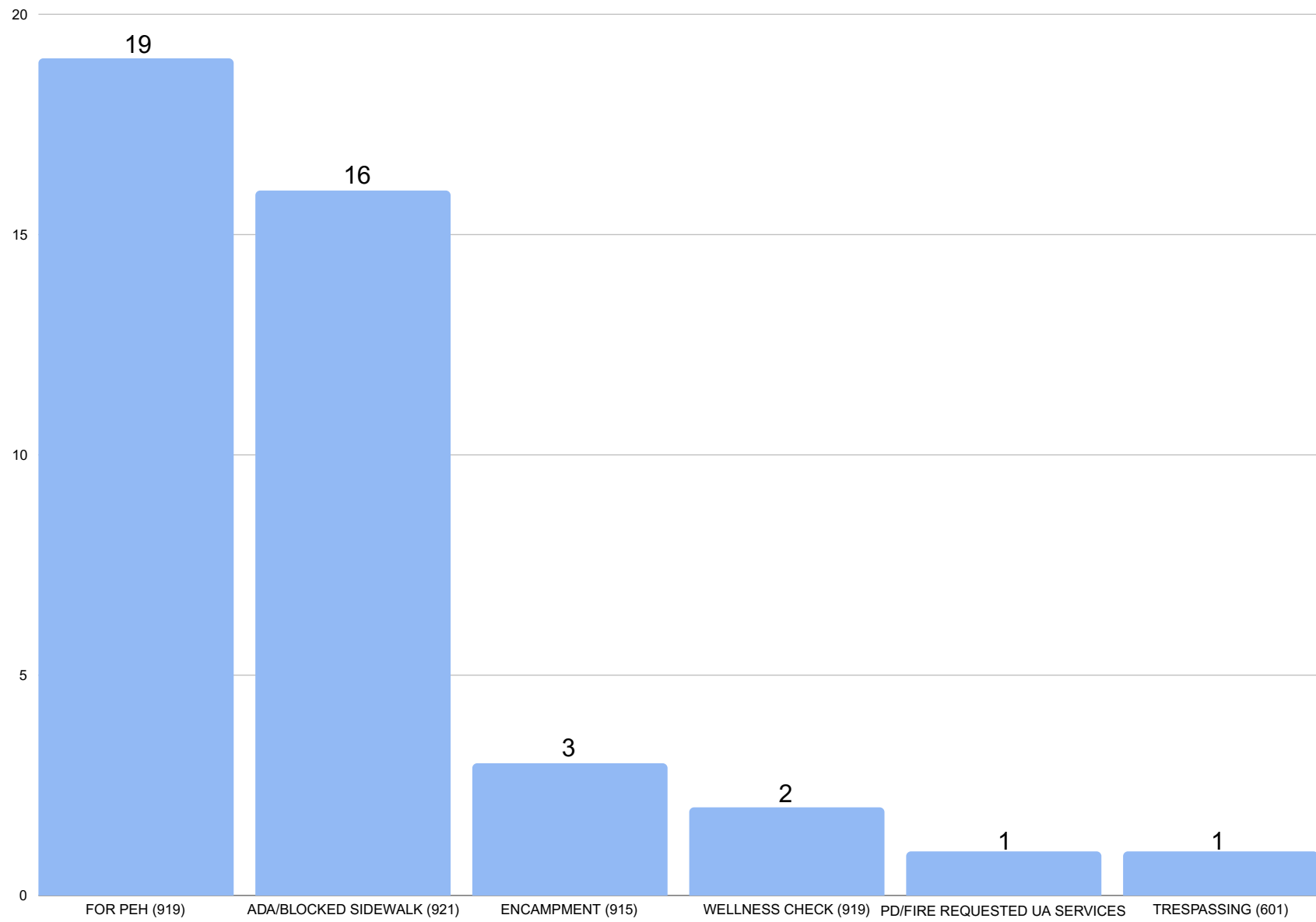
AVERAGE	MEDIAN
48 MINS	55 MINS

311 INCIDENTS

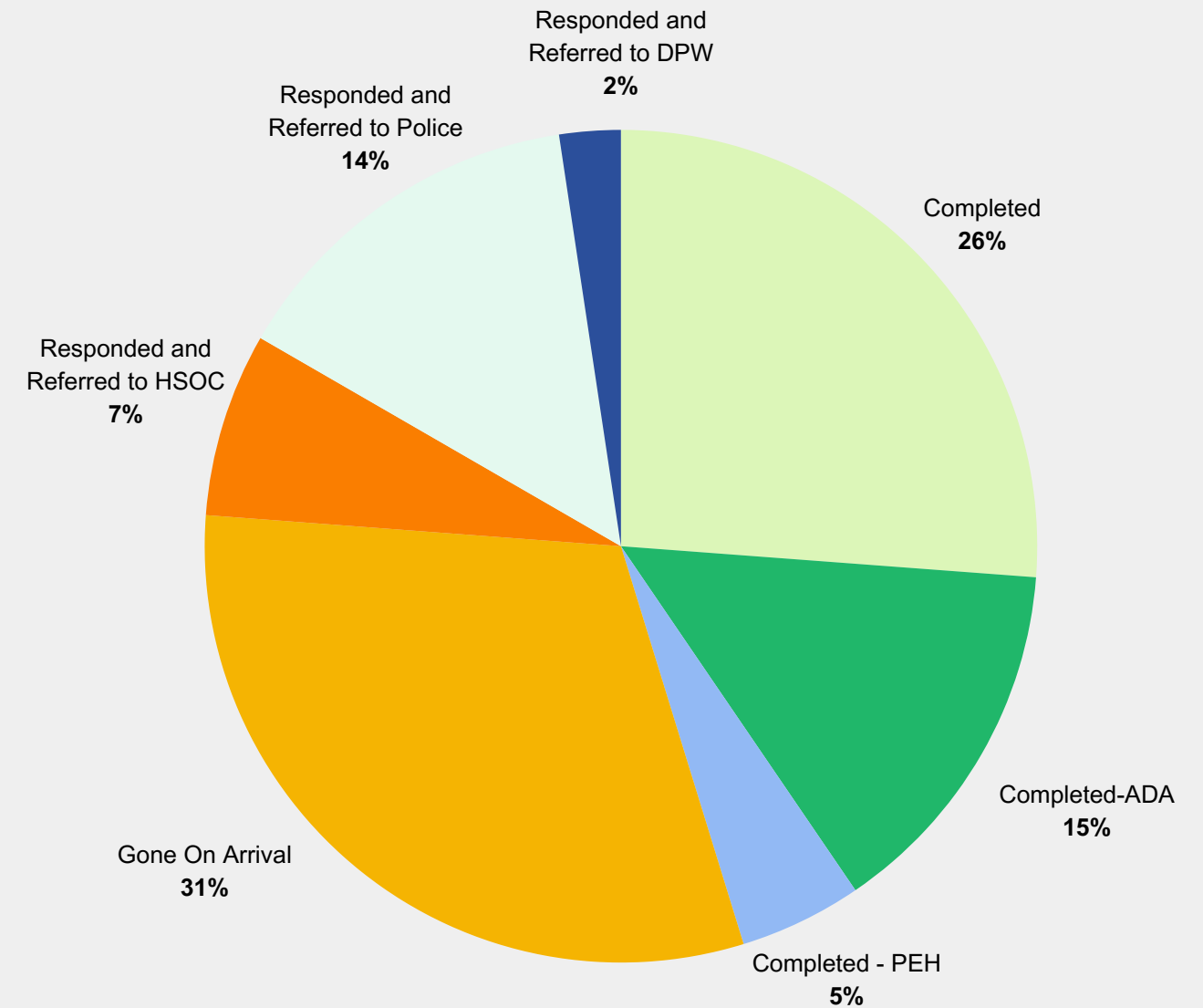


AVERAGE	MEDIAN
1 DAY 7 HOURS 13 MINS	24 HOURS 02 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
For PEH (919)	19
ADA/Blocked Sidewalks (921)	16
Encampment(s) (915)	3
Wellness Check (910)	2
PD/Fire Requested UA Services	1
Trespassing (601)	1
Total	42



Resolved Types	
GOA/UTL	13
Completed	11
Completed - ADA	6
Responded & referred to Police	6
Completed - PEH	2
Responded & referred to HSOC	3
Total	42



SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Referred to Emergency Shelter	1
Referred to Access Point	1
Total	2

Social Service Activities	
Provided Water/Coffee	6
Provided Meal/Snack	5
Provided Client with Service Provider Information	2
Provided Clothing/Blanket/Shoes	2
Provided Hygiene Kit	1
Provided Service Provider with Client Information	1
Referred to Mobile Hygiene	1
Total	18



Medical Activities	
	N/A

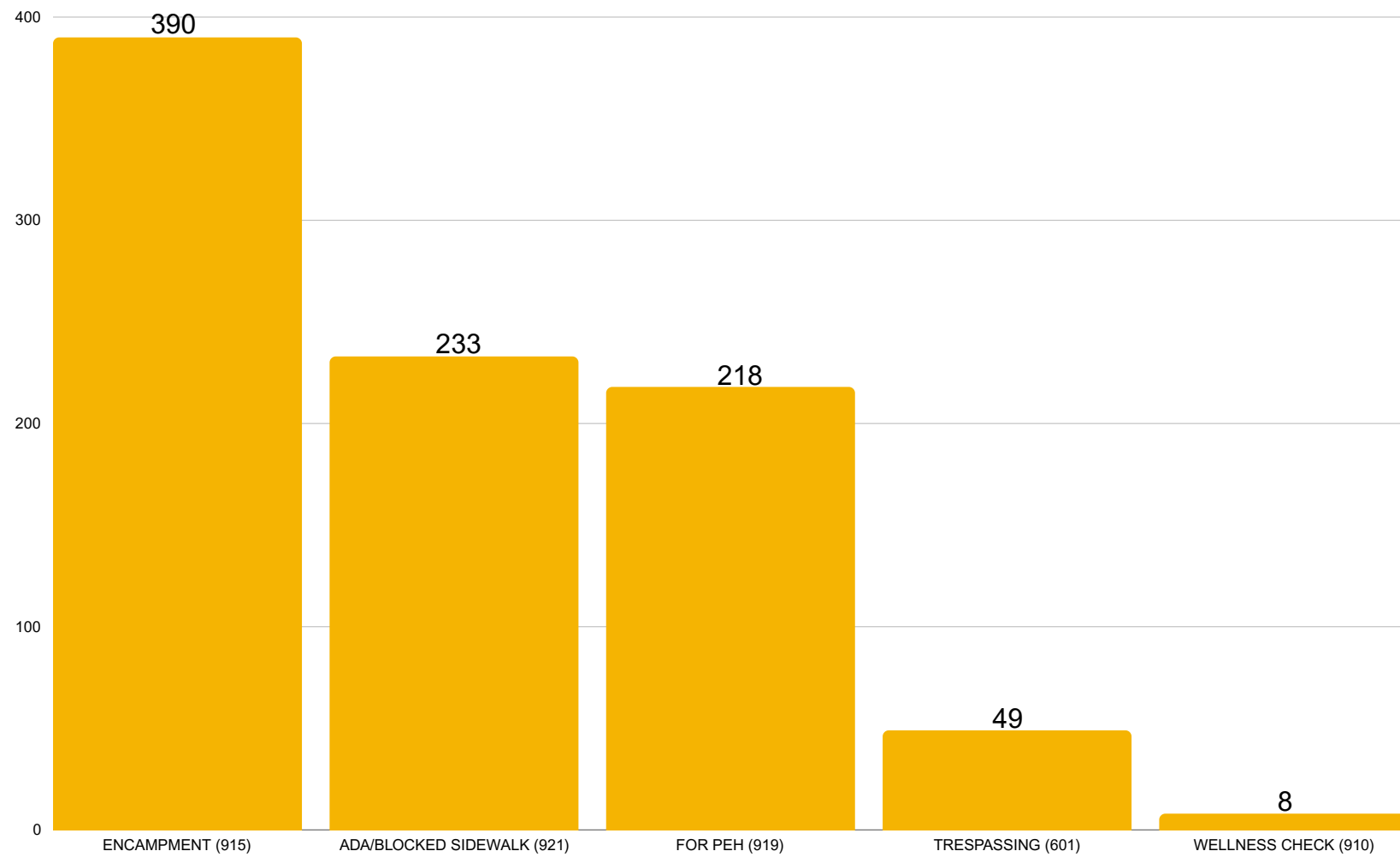
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	8
Needs Assessment Completed	3
Transportation	2
# Trash Bags Provided	3
Total	16

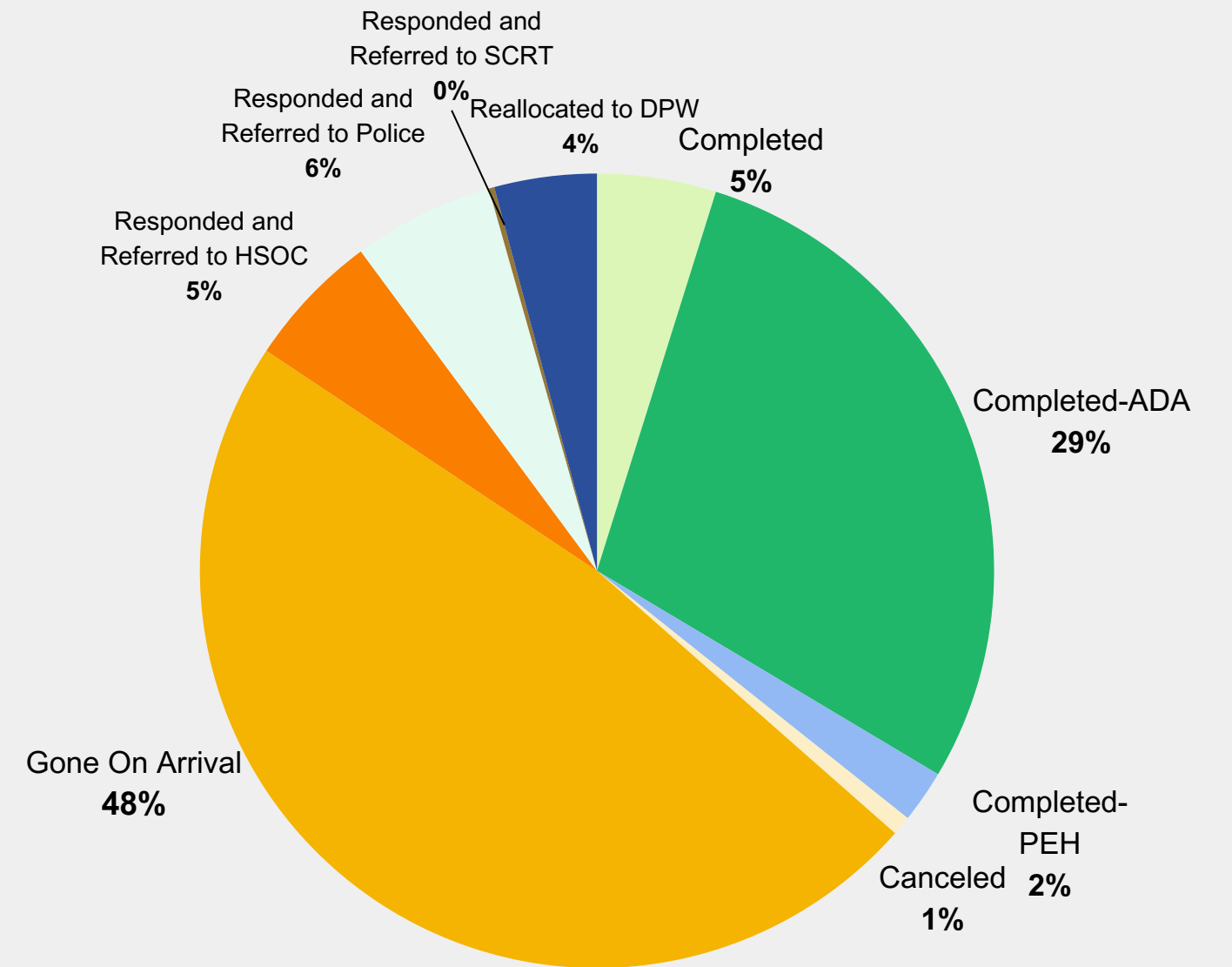
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment (915)	390
ADA/Blocked Sidewalks (921)	233
For PEH (919)	218
Trespassing (601)	49
Wellness Check (910)	8
Total	898



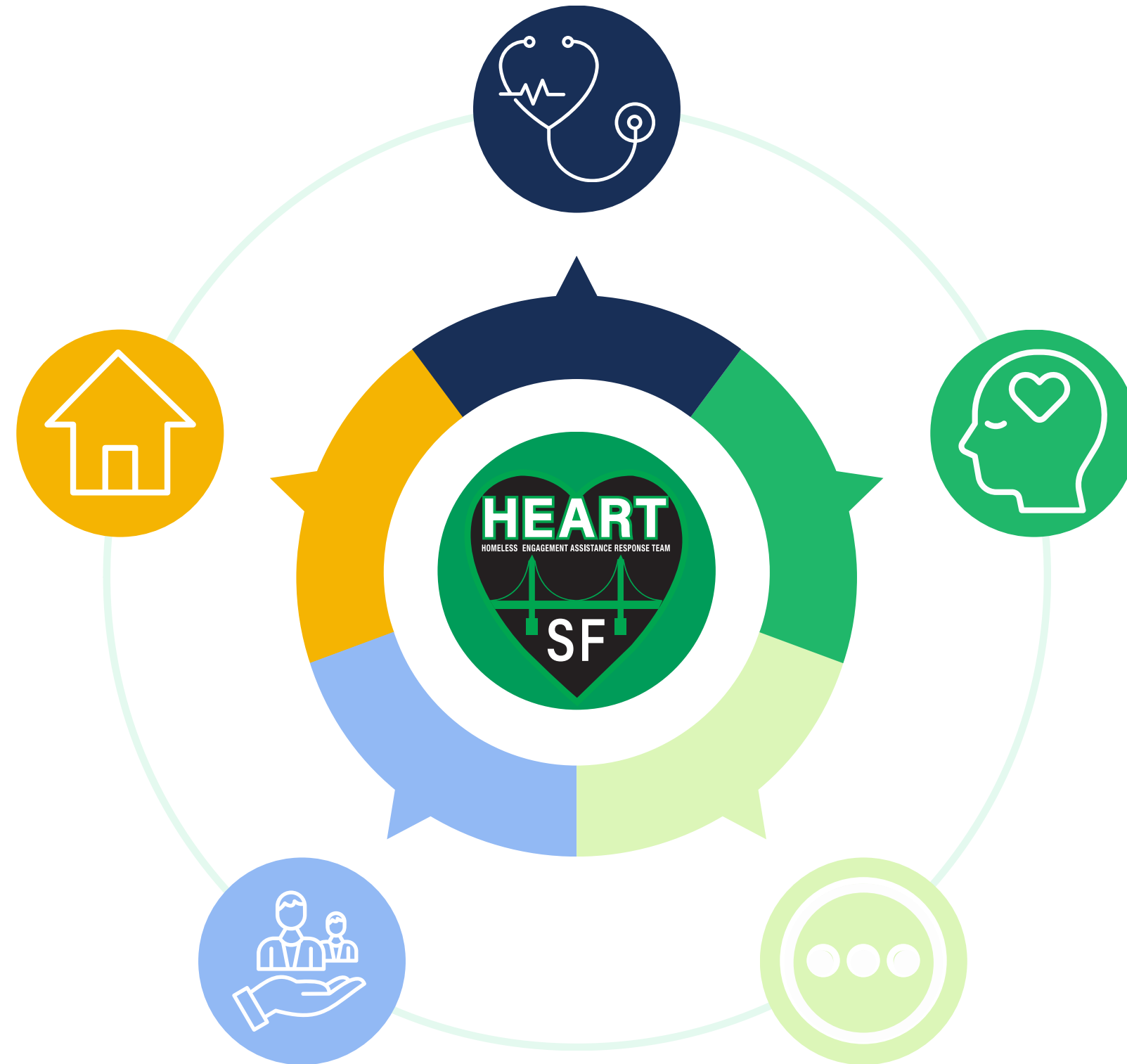
Resolved Types	
GOA/UTL	425
Completed - ADA	255
Responded & Referred to Police	51
Responded & Referred to HSOC	49
Reallocated to DPW	47
Completed	43
Completed - PEH	19
Canceled	7
Responded & Referred SCRT	2
Total	898



SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to an Access Point	15
Referred to Emergency Shelter/Night Shelter	4
Referred to Problem Solving	1
Total	20
Social Service Activities	
Provided Water/Coffee	121
Provided Meal/Snack	83
Provided Client with Service Provider Information	22
Provided Clothing/Blanket/Shoes	20
Assisted with Obtaining Vital Documents	8
Provided Hygiene Kit	7
Referred to Care Coordinator	7
Completed Public Benefits Application	2
Created a Service Plan	2
Referred to Outreach/HOT	2
Provided Service Provider with Client Information	1
Referred to MUNI/BART Access	1
Referred to Mobile Hygiene	1
Referred to Public Benefits	1
Total	282



Medical Activities	
Referred to Detox Center	4
Total	4

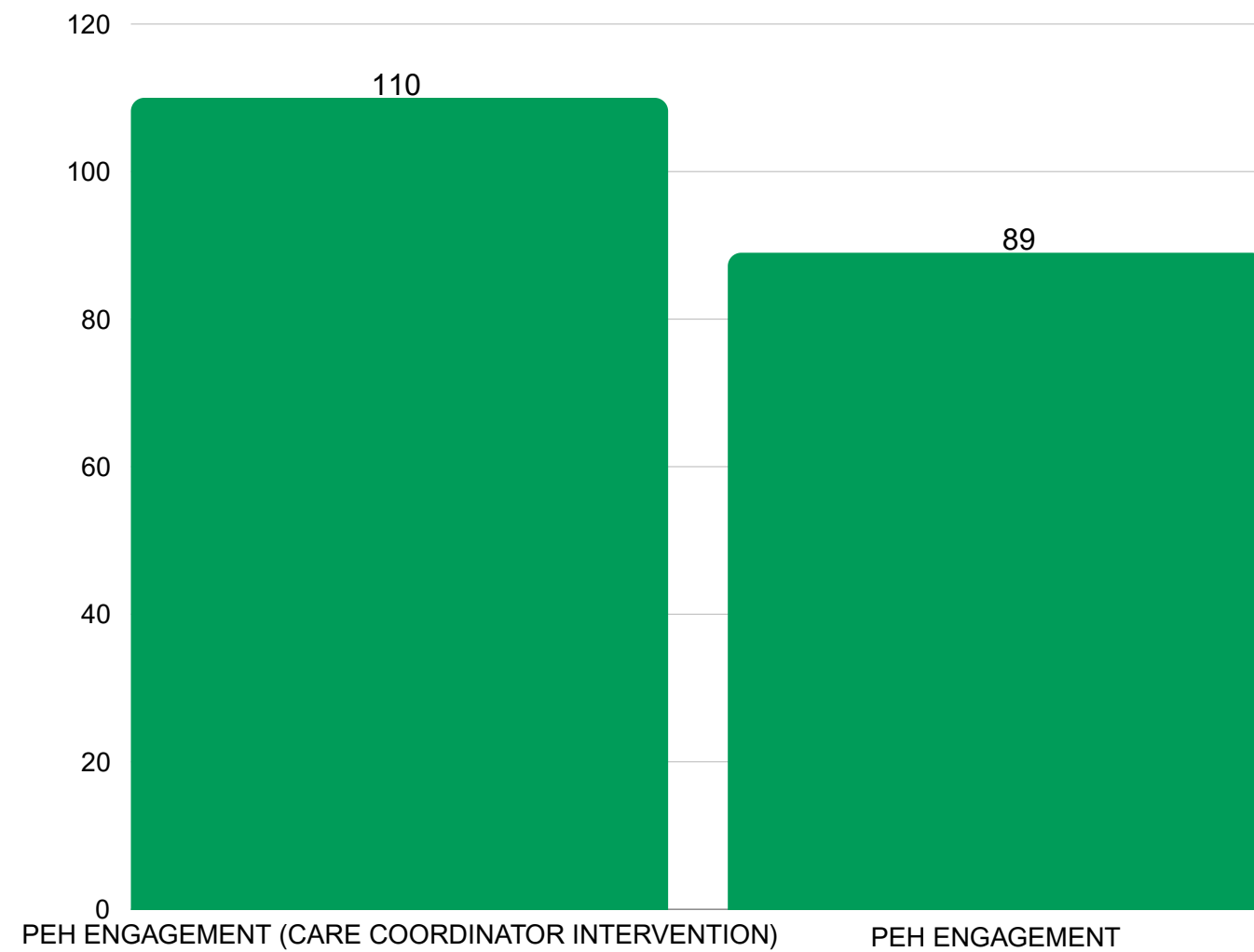
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	88
Needs Assessment Completed	28
# Trash Bags Provided	18
Transportation	12
Total	146

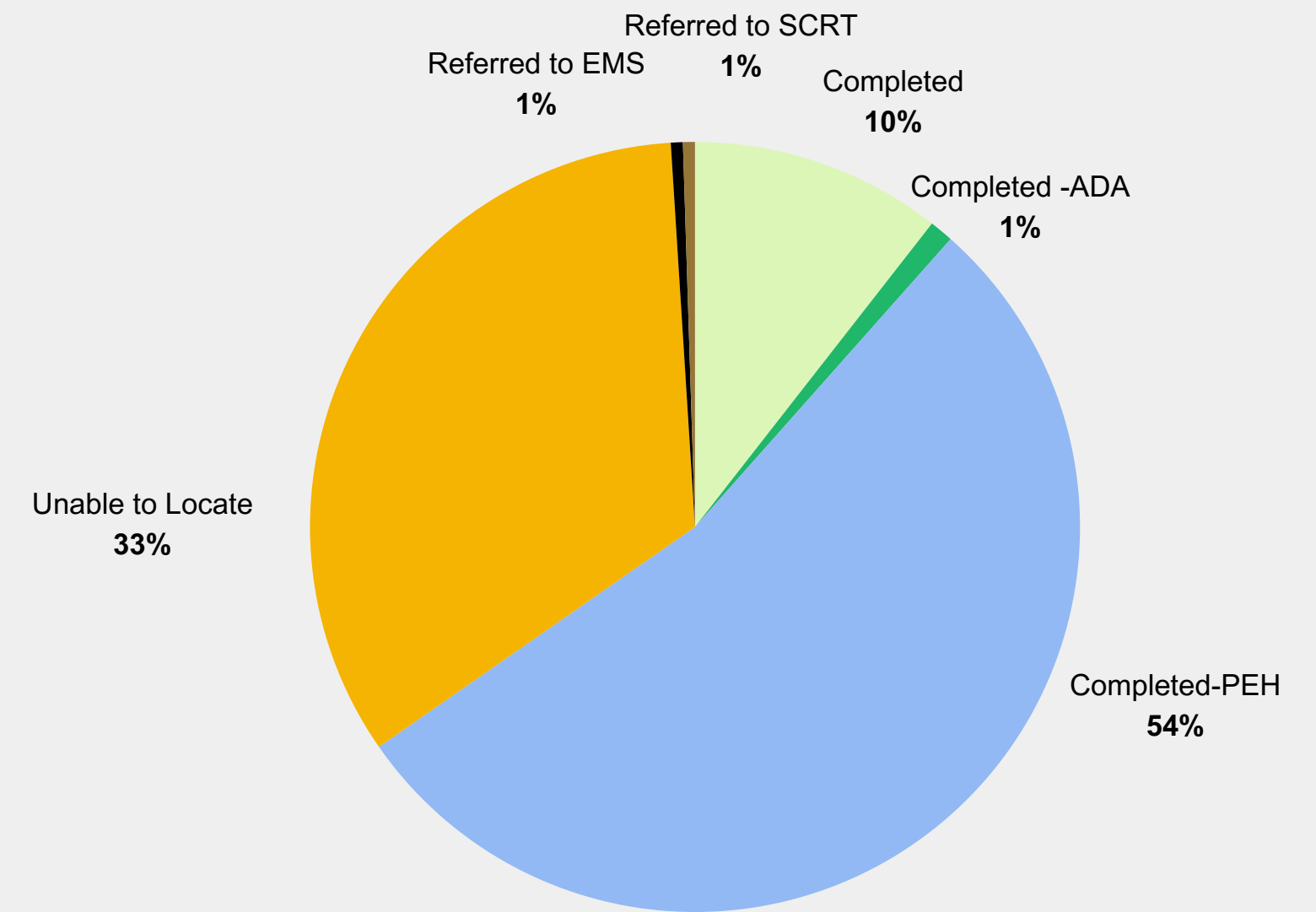
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement (Care Coordinator Intervention)	110
PEH Engagement	89
Total	199



Resolved Types	
Completed- PEH	107
Unable to Locate	67
Completed	21
Completed- ADA	2
Referred to EMS	1
Referred to SCRT	1
Total	199

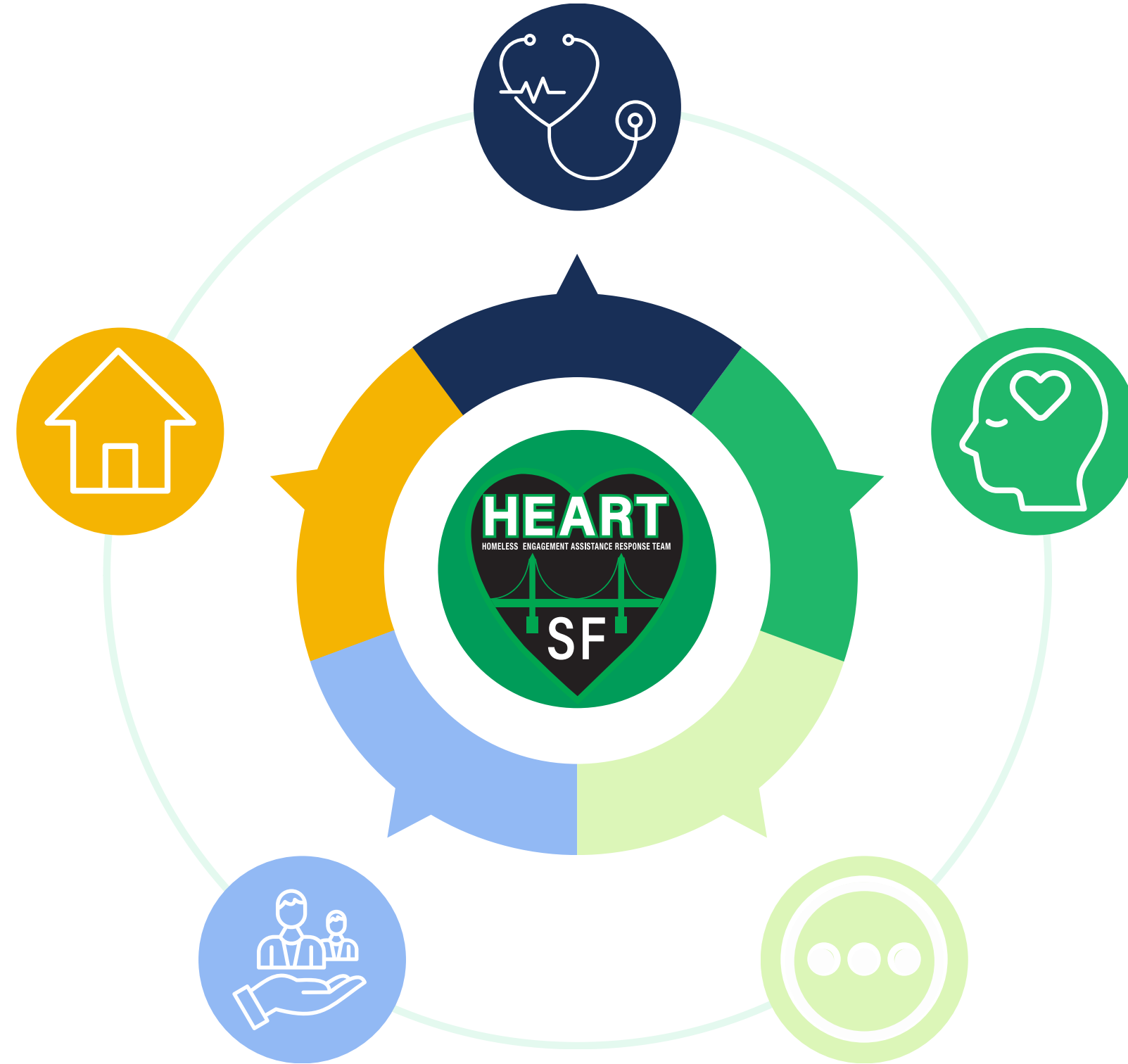


SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to an Access Point	19
Referred to Emergency Shelter	6
Referred to Problem Solving	1
Total	26

Social Service Activities	
Followed-up on Service Plan	61
Provided Water/Coffee	56
Provided Meal/Snack	49
Assisted with Obtaining Vital Documents	34
Provided Client with Service Provider Information	29
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	12
Provided Clothing/Blanket/Shoes	9
Created a Service Plan	7
Provided Hygiene Kit	6
Referred to Care Coordinator	6
Referred to MUNI/BART Access	4
Provided Service Provider with Client Information	2
Referred to Outreach/HOT	1
Total	276



Medical Activities	
Referred to Medical Provider	2
Referred to Detox	1
Total	3

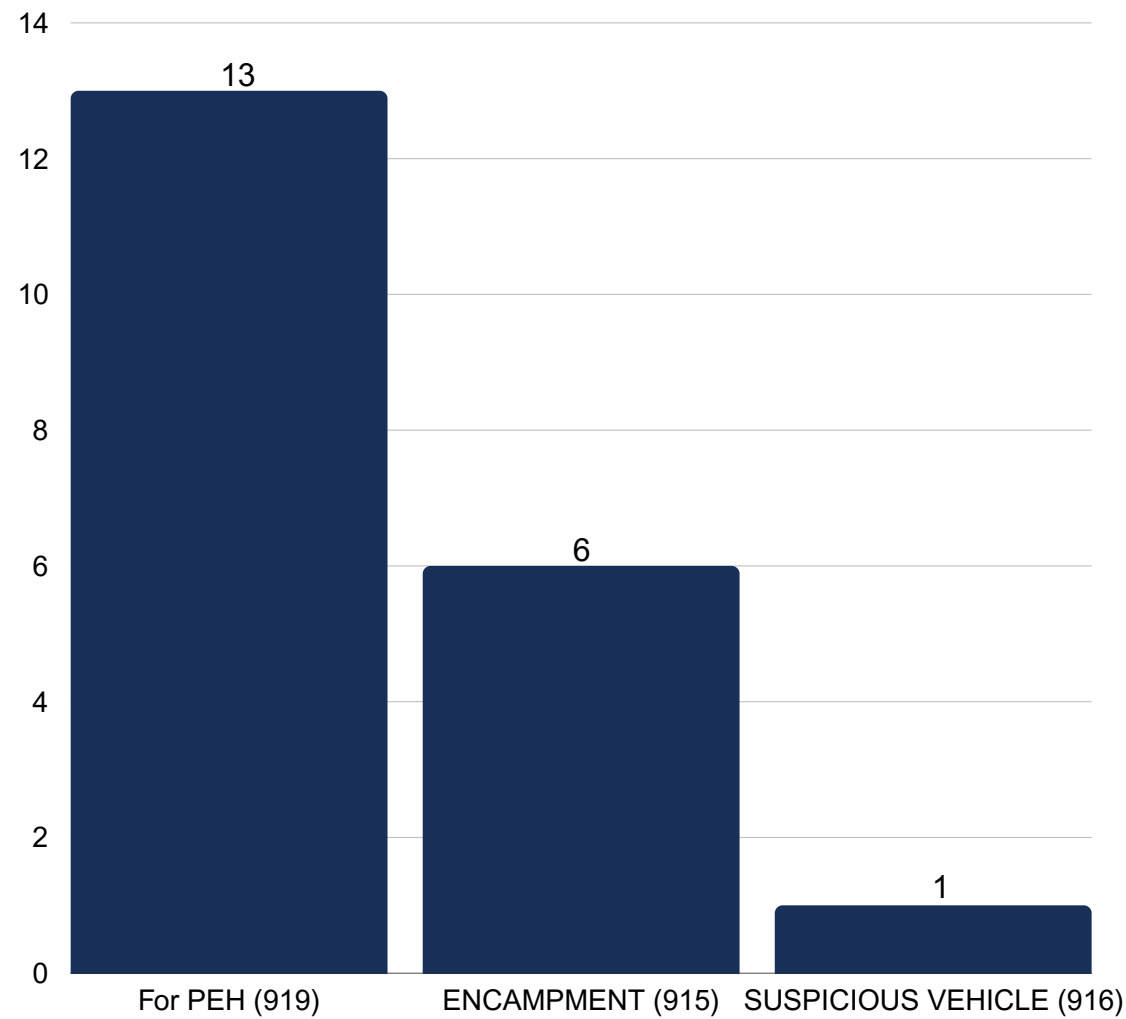
Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	48
Transportation	18
Provided Trash Bags	4
Referred to Sanitation/DPW	3
Total	73

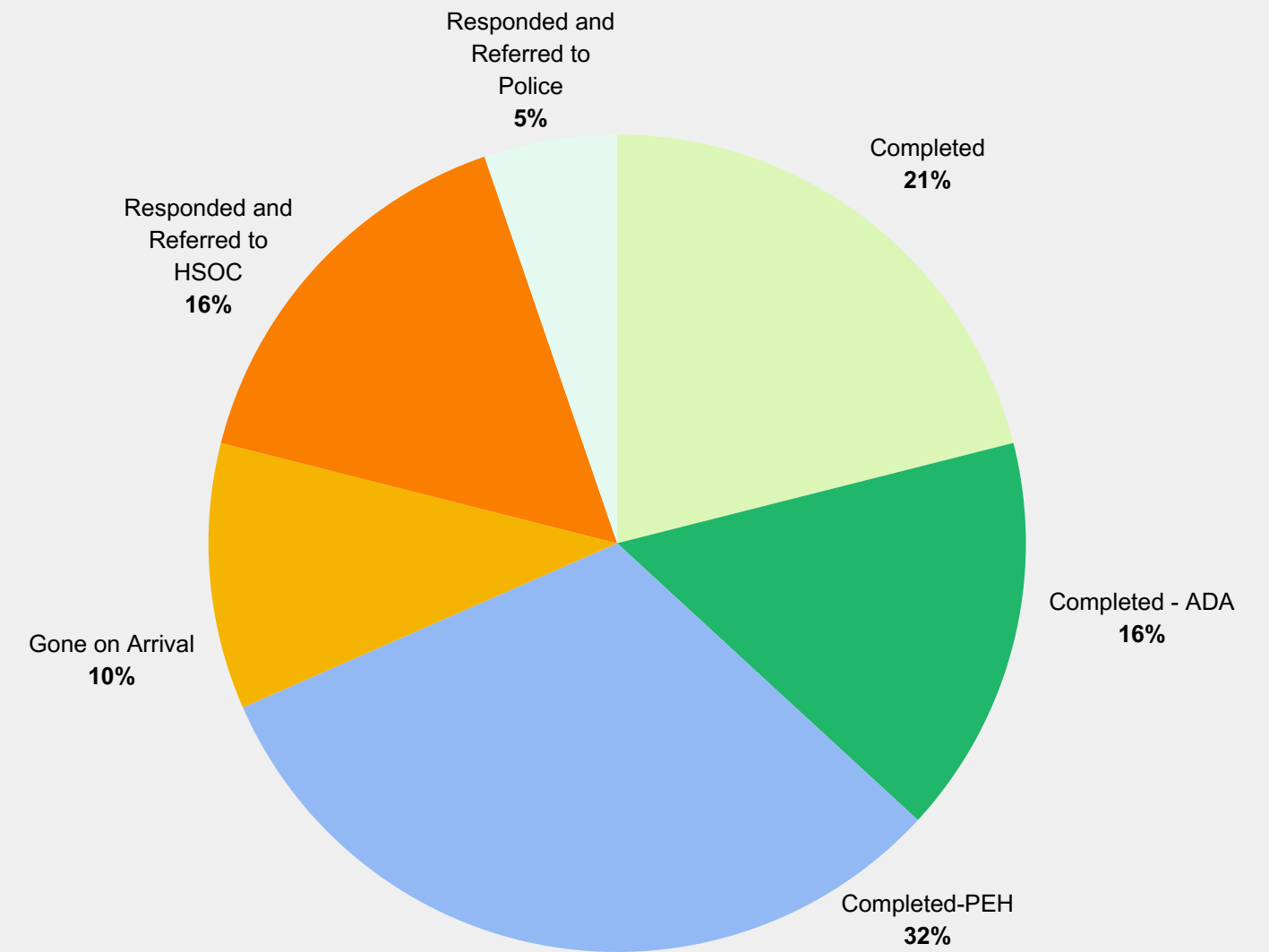
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
For PEH (919)	13
Encampment (915)	6
Suspicious Vehicle (916)	1
Total	20



Resolved Types	
Completed - PEH	6
Completed	4
Completed -ADA	3
Responded & Referred to HSOC	3
Gone on Arrival	2
Responded & Referred to Police	1
Total	20

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

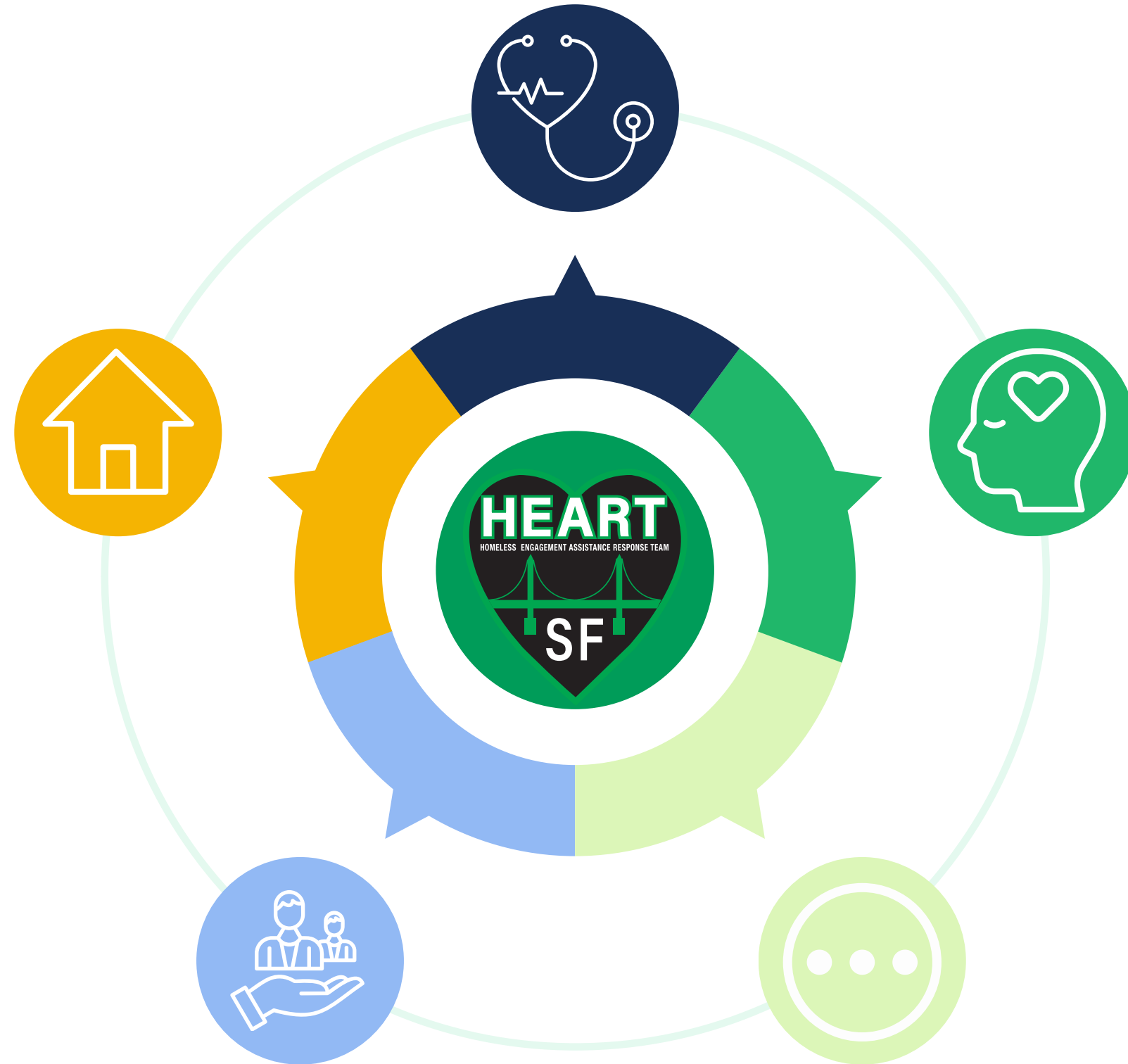


SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
Referred to Access Point	2
Total	2

Social Service Activities	
Provided Water/Coffee	11
Provided Meal/Snack	8
Assisted with Obtaining Vital Documents	1
Referred to Care Coordinator	1
Total	21



Medical Activities	
Referred to Detox Center	1
Total	1

Mental Health Activities	
	N/A

Other Activities	
Provided Trash Bag	7
Needs Assessment Completed	7
Transportation	3
Total	17

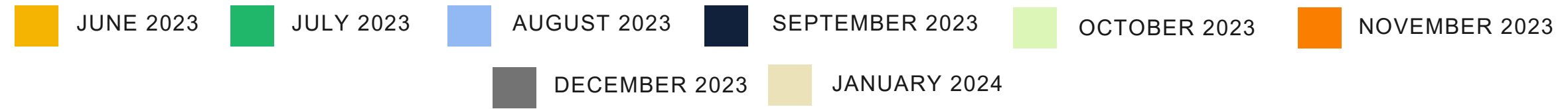
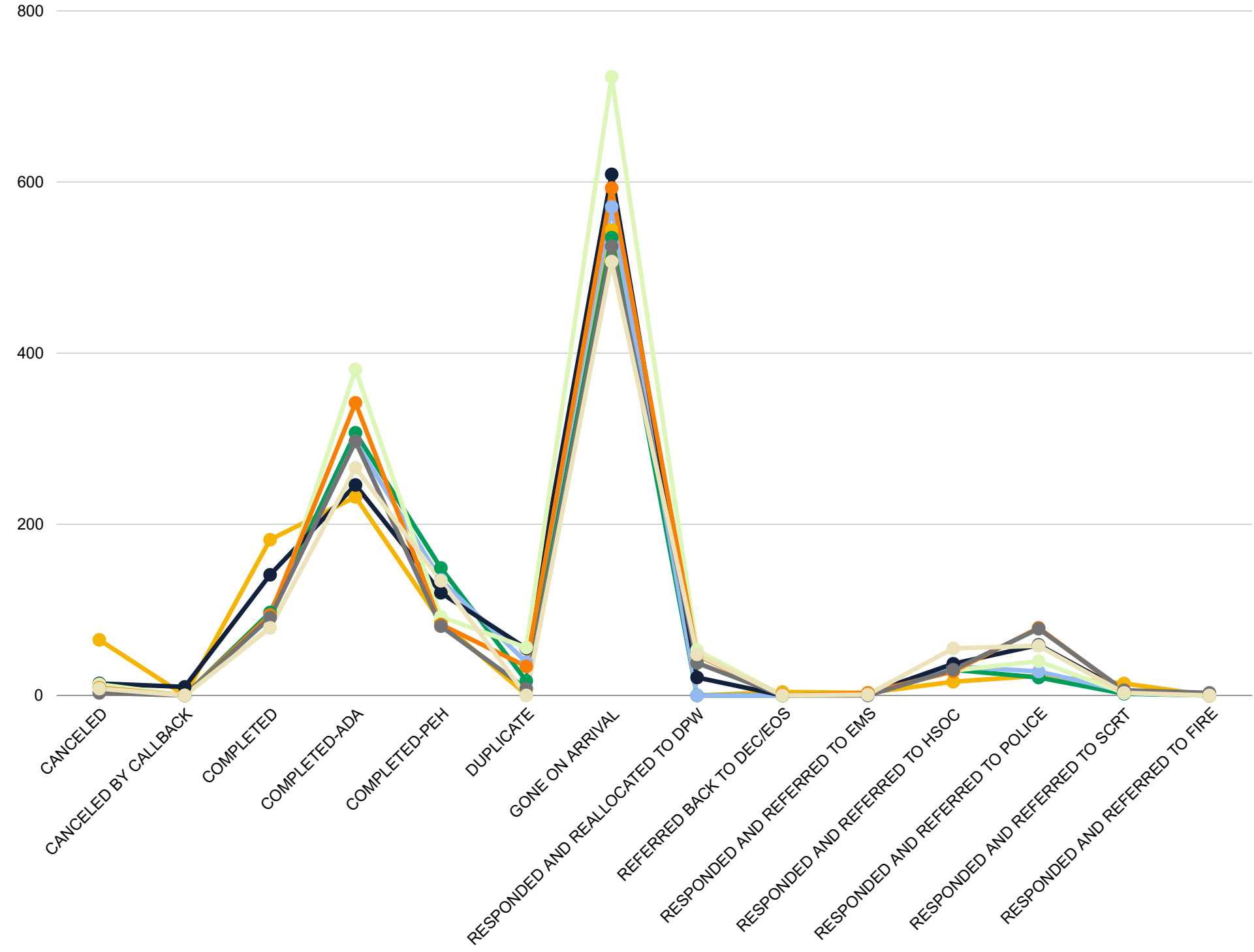
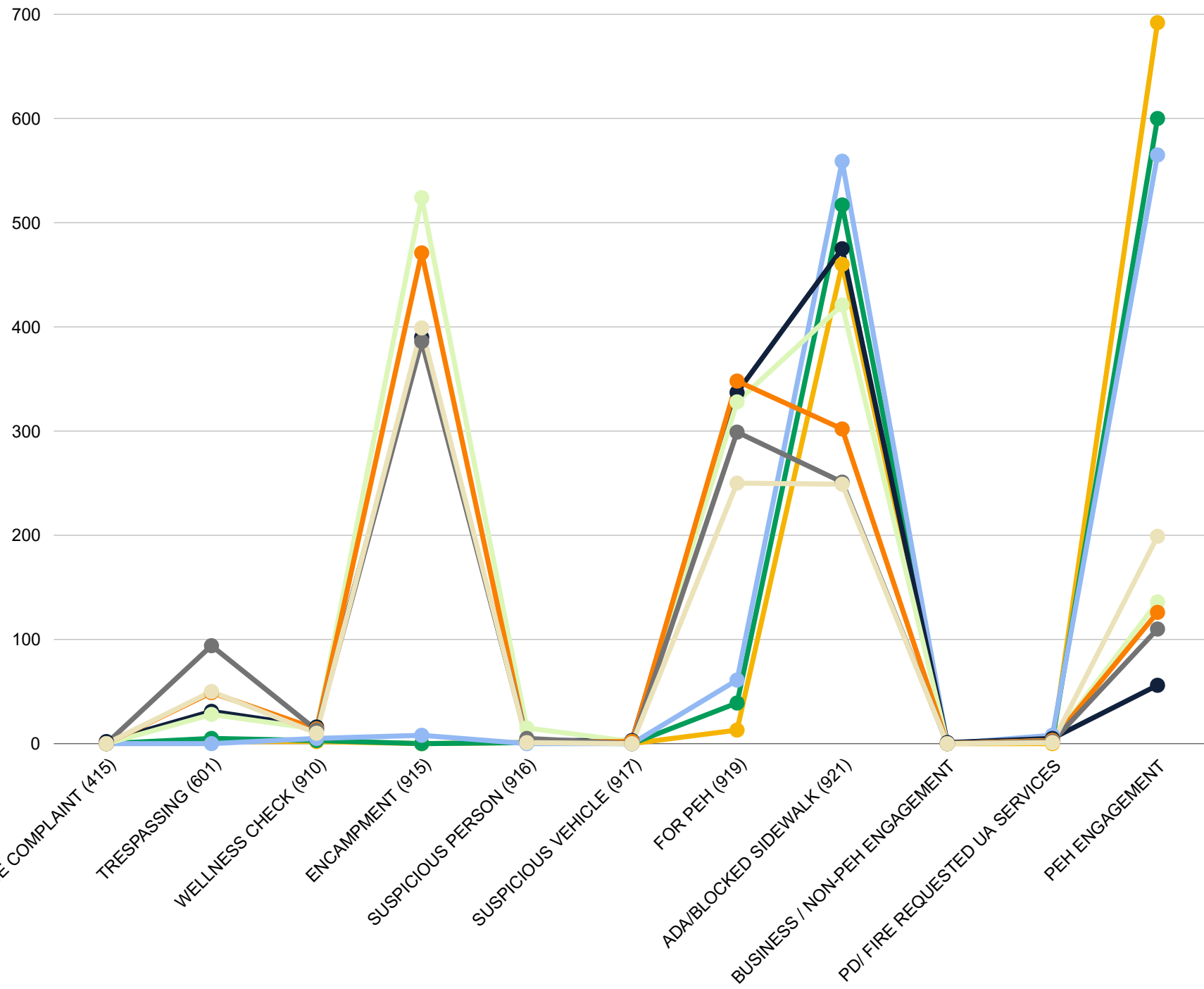
**Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.*



MONTHLY TRENDS

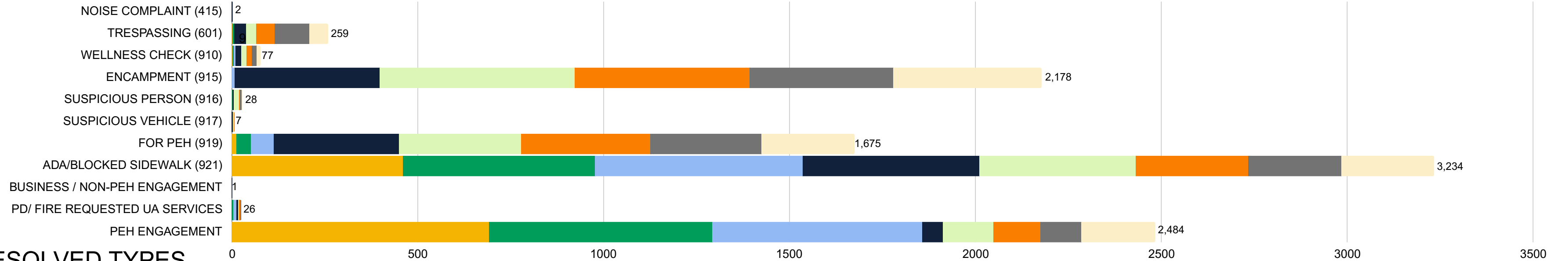
TYPE OF INCIDENTS

RESOLVED TYPES

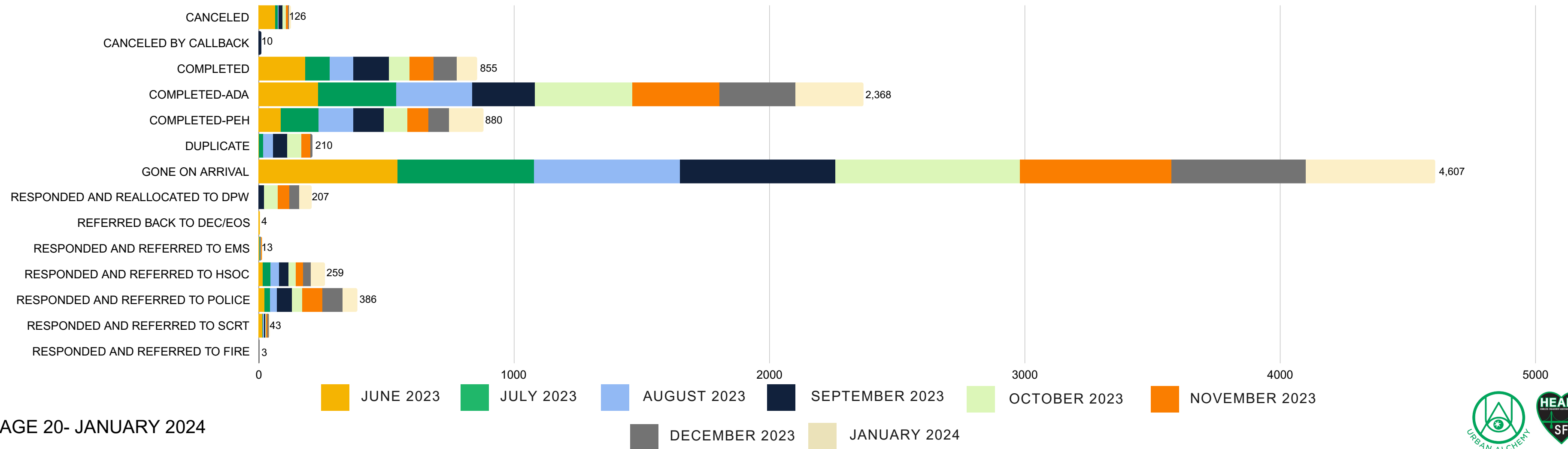


MONTHLY TOTALS

TYPES OF INCIDENTS



RESOLVED TYPES





For more information, please visit us at:
www.urban-alchemy.us