



MARCH 2024

MONTHLY DATA REPORT



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This report provides an overview of the services delivered by HEART from March 1st, 2024 - March 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 INCIDENT TOTALS
MONTHLY TRENDS	FISCAL YEAR 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 12,400 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.

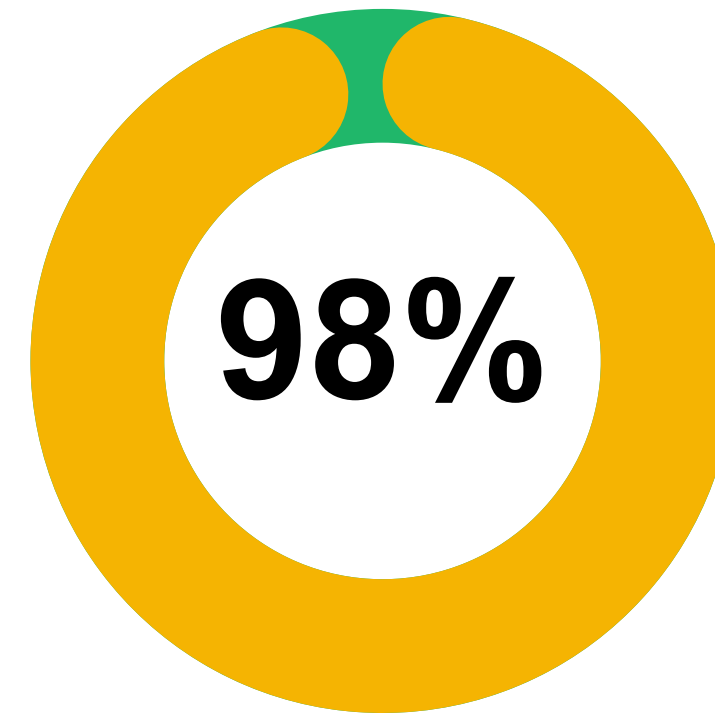
INCIDENT TOTALS

1,303

TOTAL INCIDENTS RESOLVED

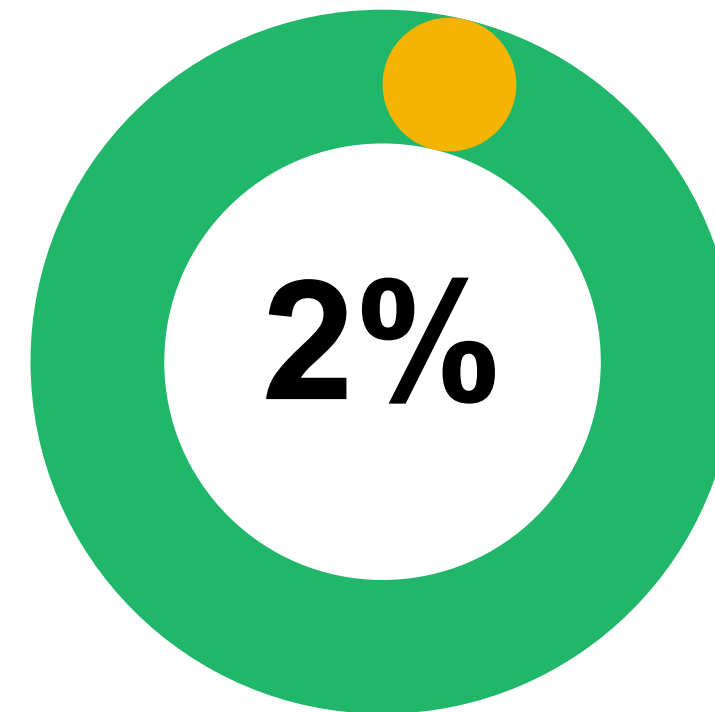
45

DAILY AVERAGE RESOLVED



1,286

RECEIVED AND
RESOLVED IN MARCH



17

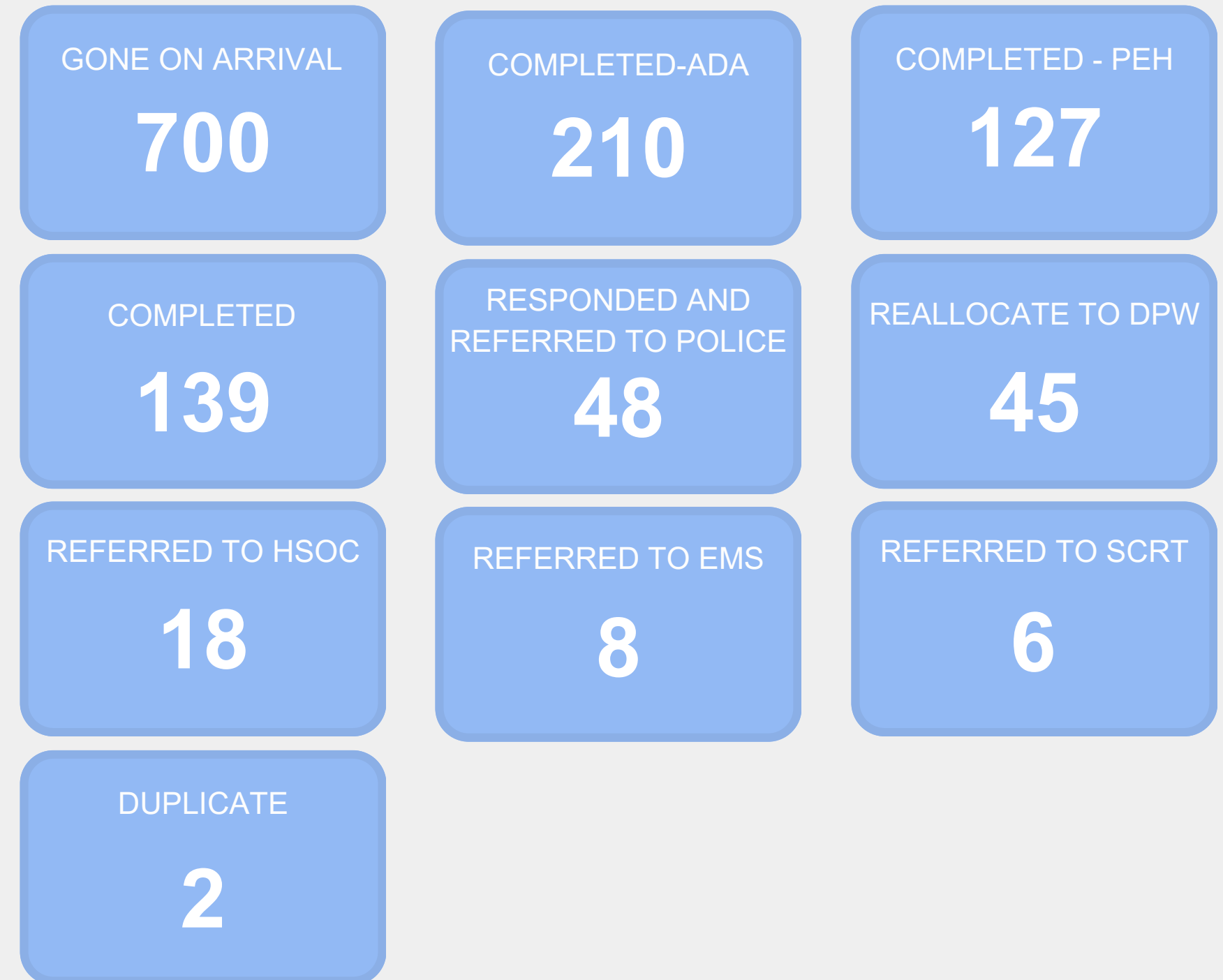
RECEIVED IN FEBRUARY AND
RESOLVED IN MARCH

DATA SUMMARY OF 1,303 RESOLVED INCIDENTS

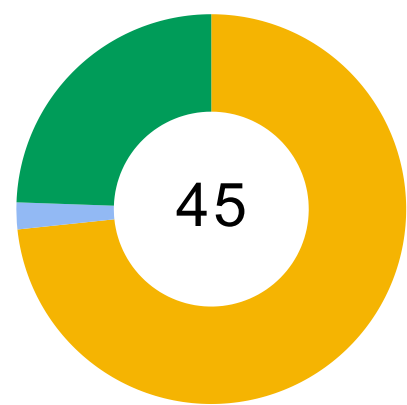
INCIDENT TYPES



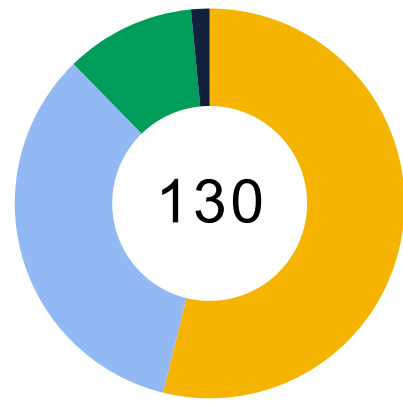
RESOLVED REASONS



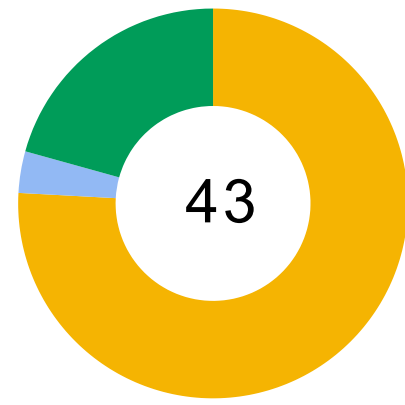
INCIDENT SOURCE BY POLICE DISTRICTS



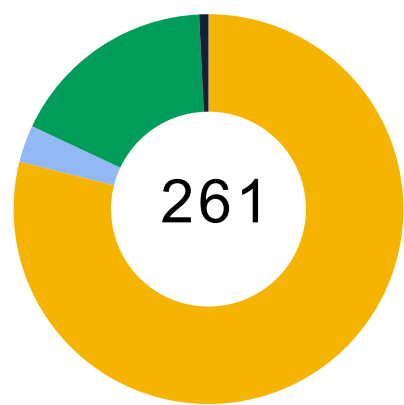
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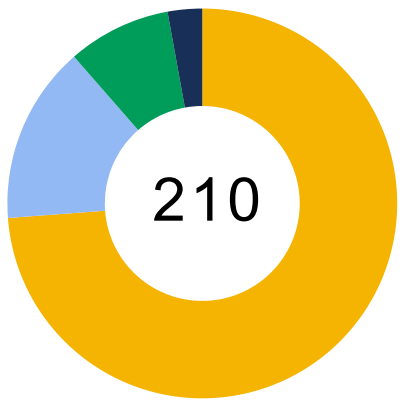
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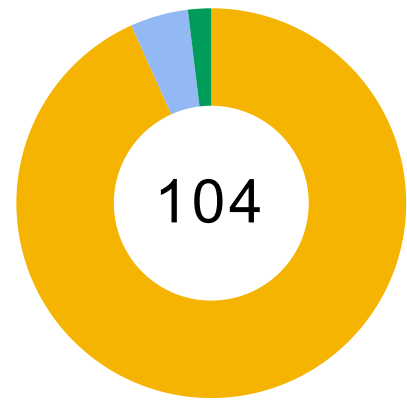
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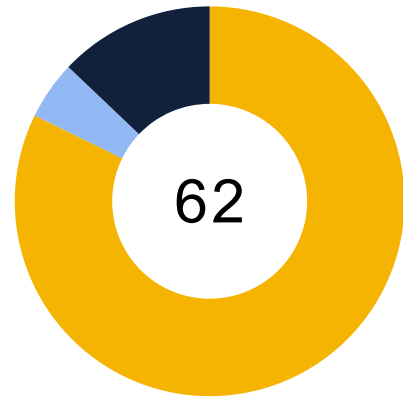
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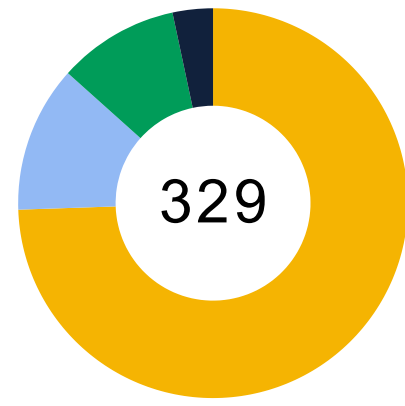
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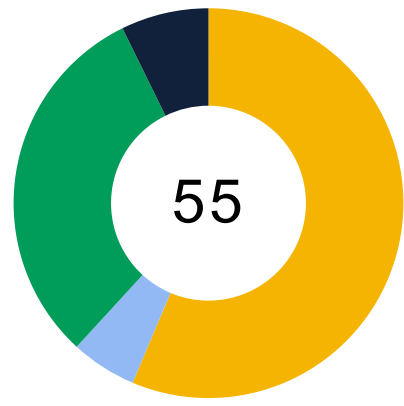
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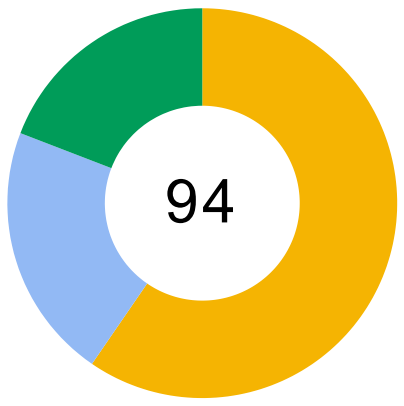
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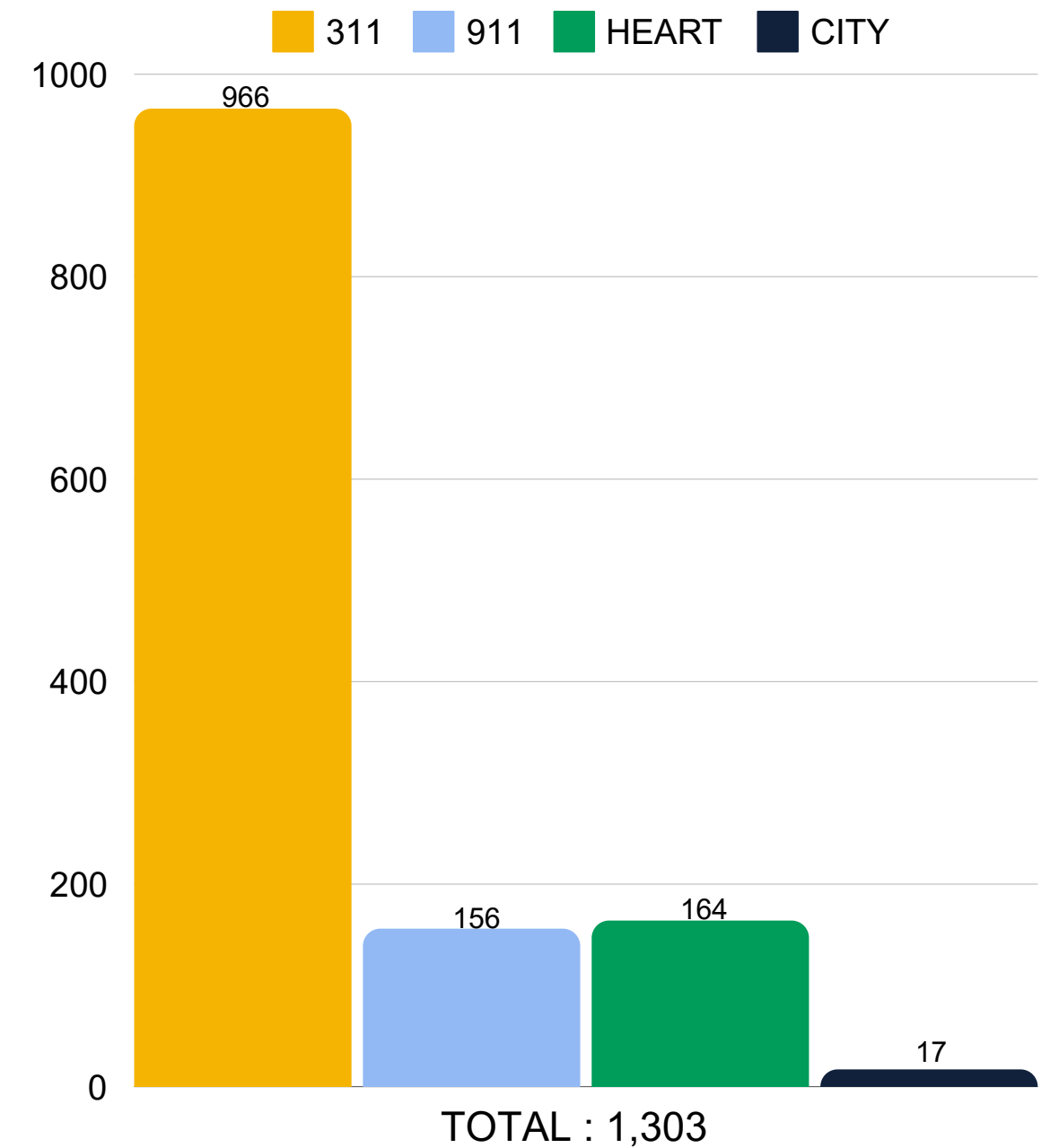
SOUTHERN



TARAVAL



TENDERLOIN



911 INCIDENTS



311 INCIDENTS



HEART INITIATED



SPECIAL REQUEST*

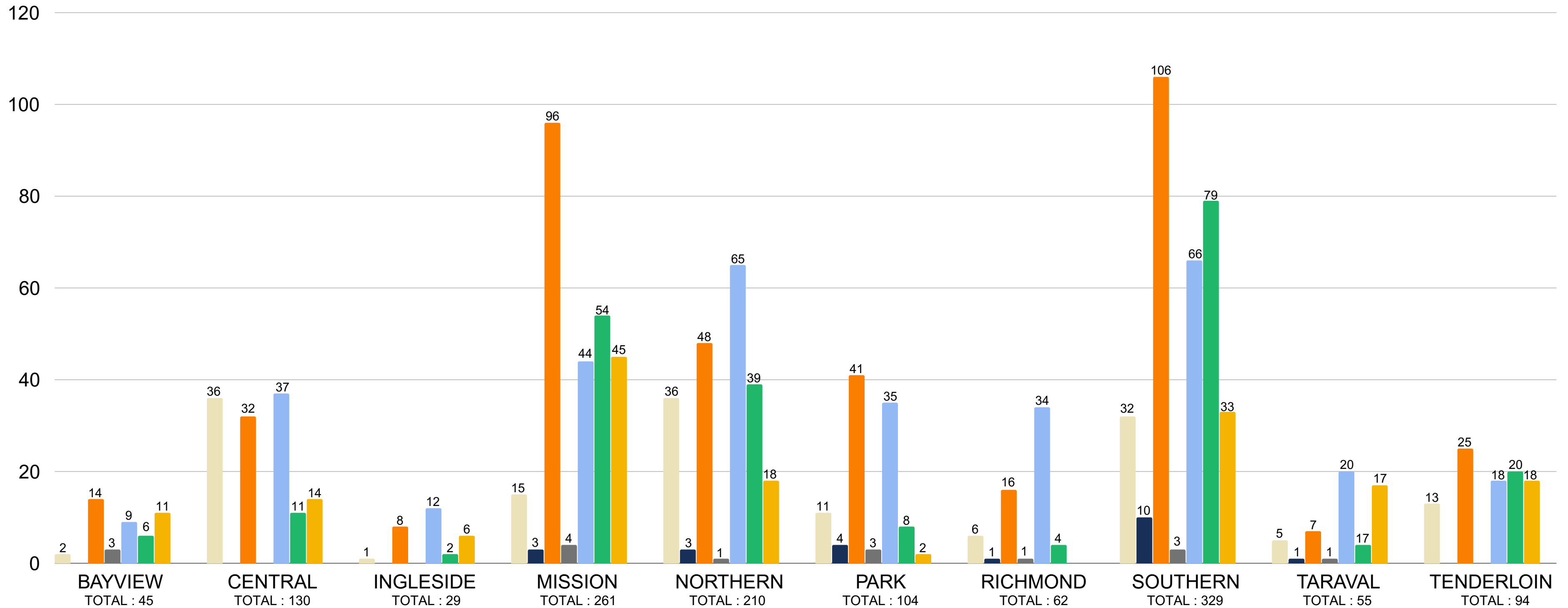
*Special Request are from city leaders re: observed PEH with persistent needs



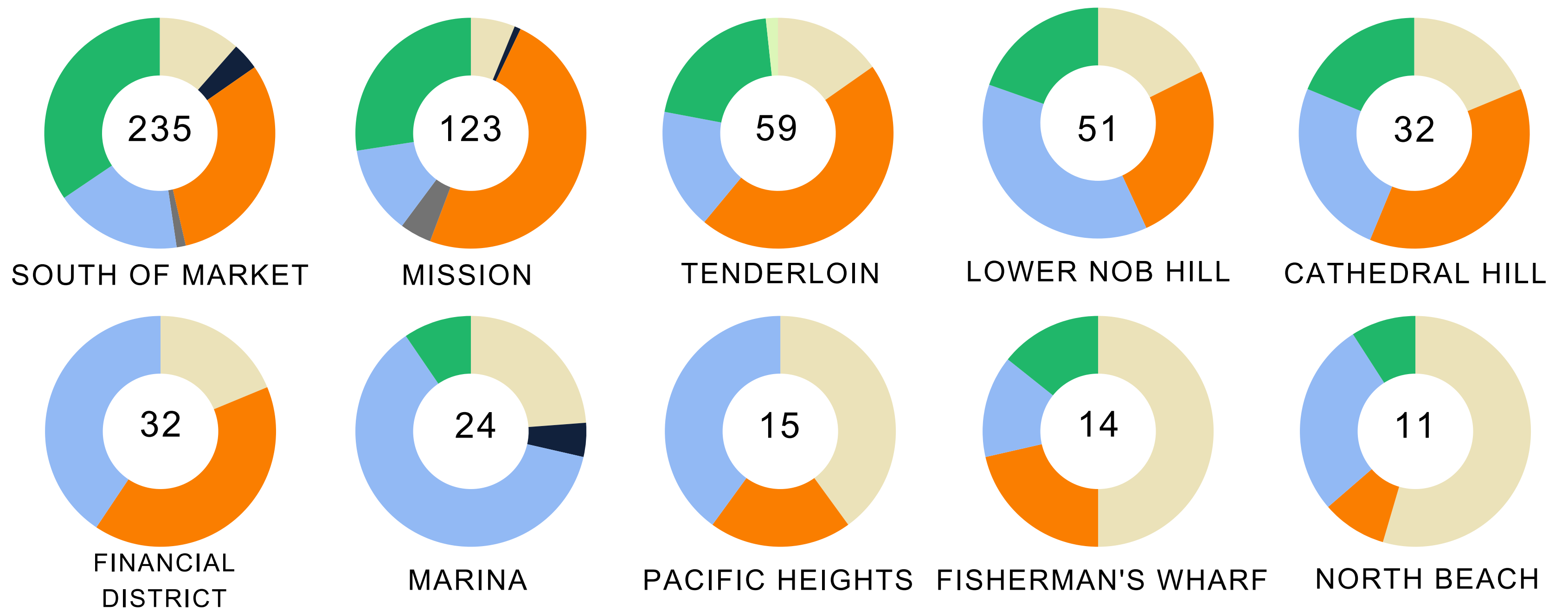
INCIDENT TYPES BY POLICE DISTRICTS

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

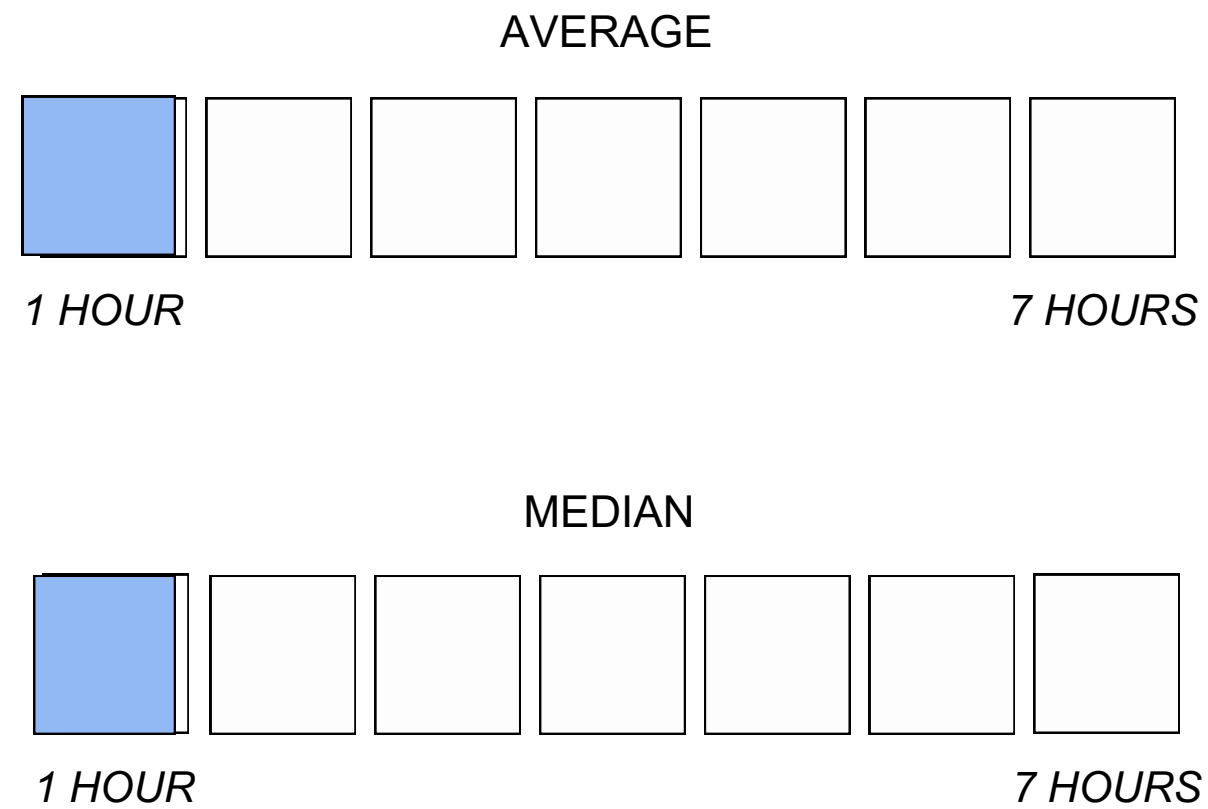
ADA/BLOCKED SIDEWALK (921)
 PEH ENGAGEMENT
 PD/FIRE REQUESTED UA SERVICES

*Rings will not add up to 1,303. This slide shows the top 10 neighborhoods HEART served of 118.



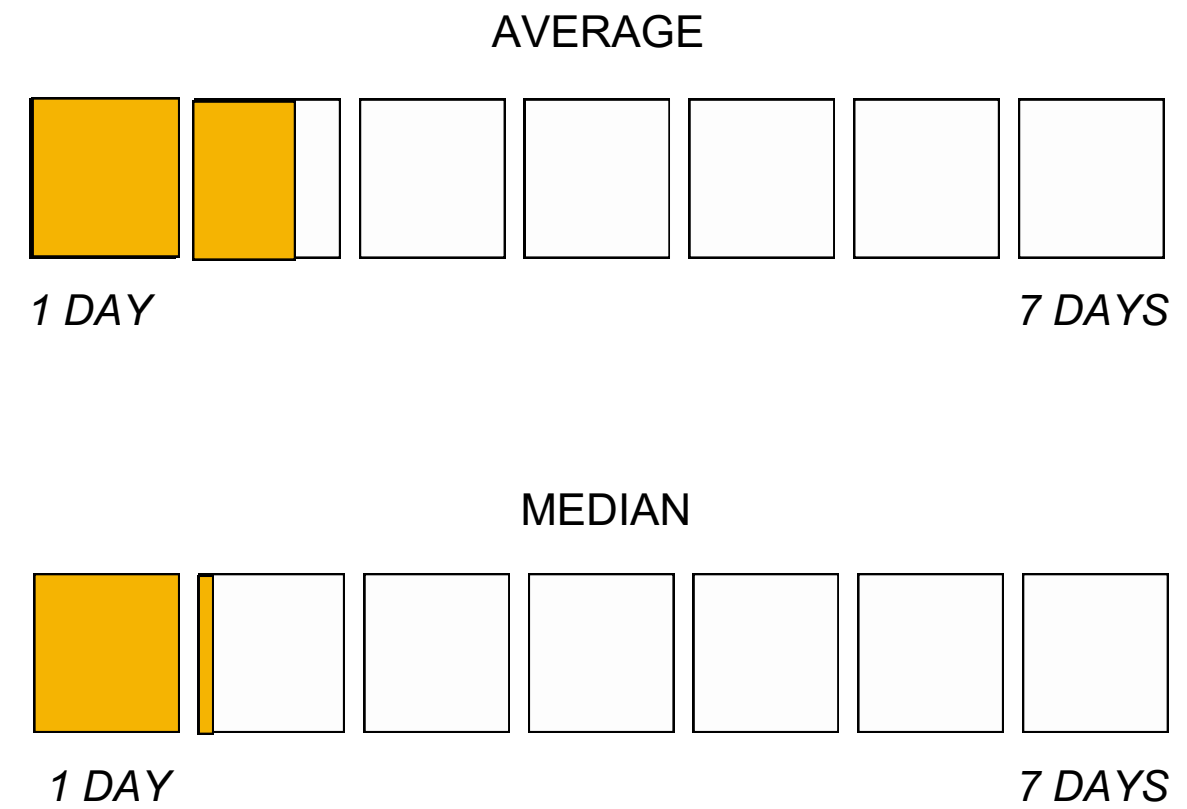
RESPONSE TIMES

911 INCIDENTS



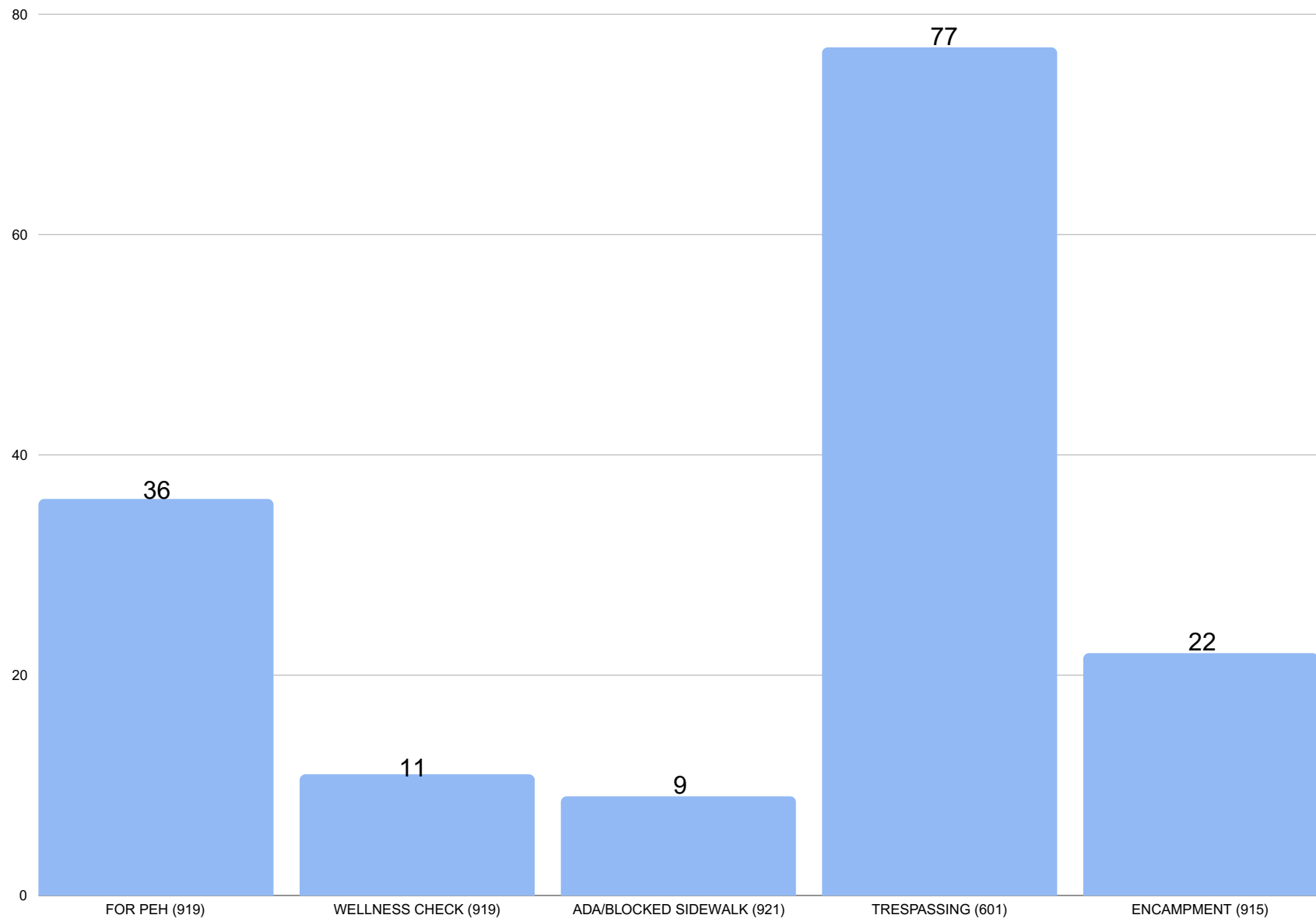
AVERAGE	MEDIAN
56 MINS	50 MINS

311 INCIDENTS

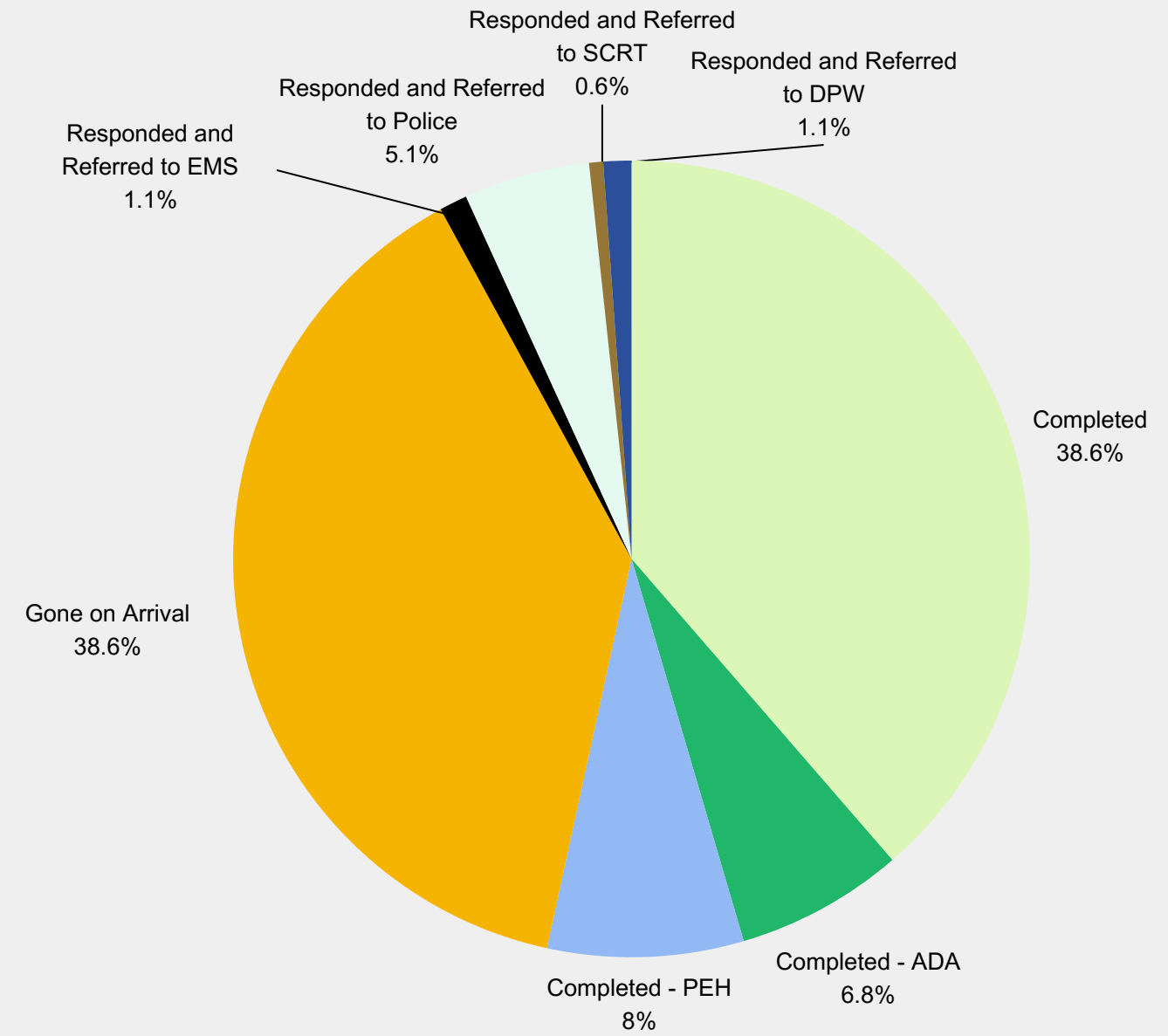


AVERAGE	MEDIAN
1 DAY 14 HOURS 47 MINS	1 DAY 3 HOURS 32 MINS

911 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
For PEH (919)	36
Wellness Check (910)	11
ADA/Blocked Sidewalks (921)	9
Trespassing (601)	77
Encampment(s) (915)	22
Total	156



Resolved Types	
GOA/UTL	68
Completed	48
Completed - PEH	14
Completed - ADA	12
Responded & referred to Police	9
Responded & Reallocated to DPW	2
Responded & referred to EMS	2
Responded & referred SCRT	1
Total	156

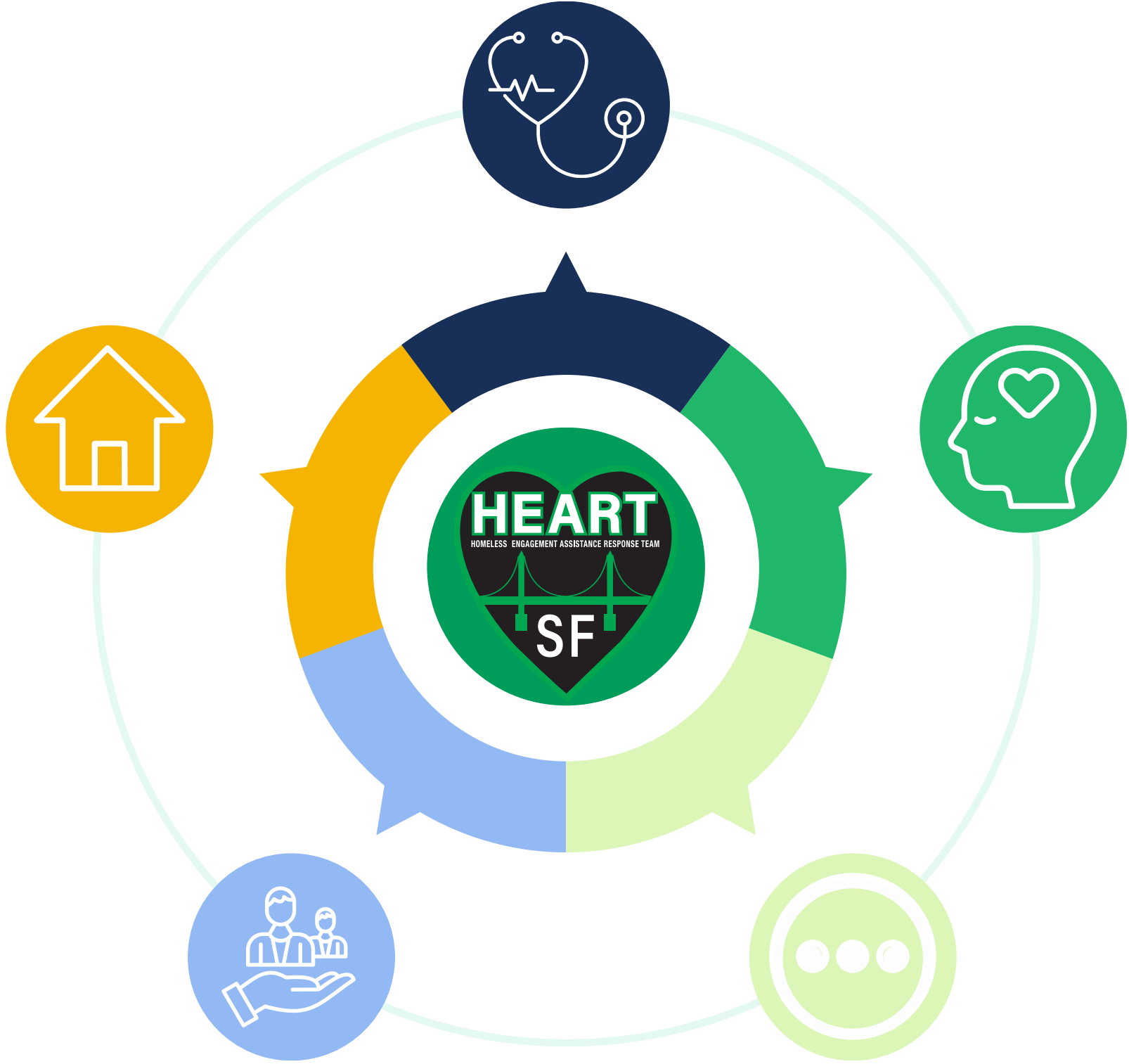


SERVICES PROVIDED ON 911 INCIDENTS



Housing Activities	
Successful Placement into Shelter	1
PEH Denied Referral	1
Referred to an Access Point	2
Referred to Emergency Shelter/Night Shelter	4
Total	8

Social Service Activities	
Provided Water/Coffee	42
Provided Meal/Snack	28
Provided Clothing/Blanket/Shoes	24
Provided Hygiene Kit	21
Provided Client with Service Provider Information	7
Created a Service Plan	3
Completed Public Benefits Application (GA/GR, CalFresh, Medi-Cal)	2
Assisted with Obtaining Vital Documents	1
Referred to MUNI/BART Access	1
Total	129



Medical Activities	
Referred to Medication Assisted Treatment	1
Total	1

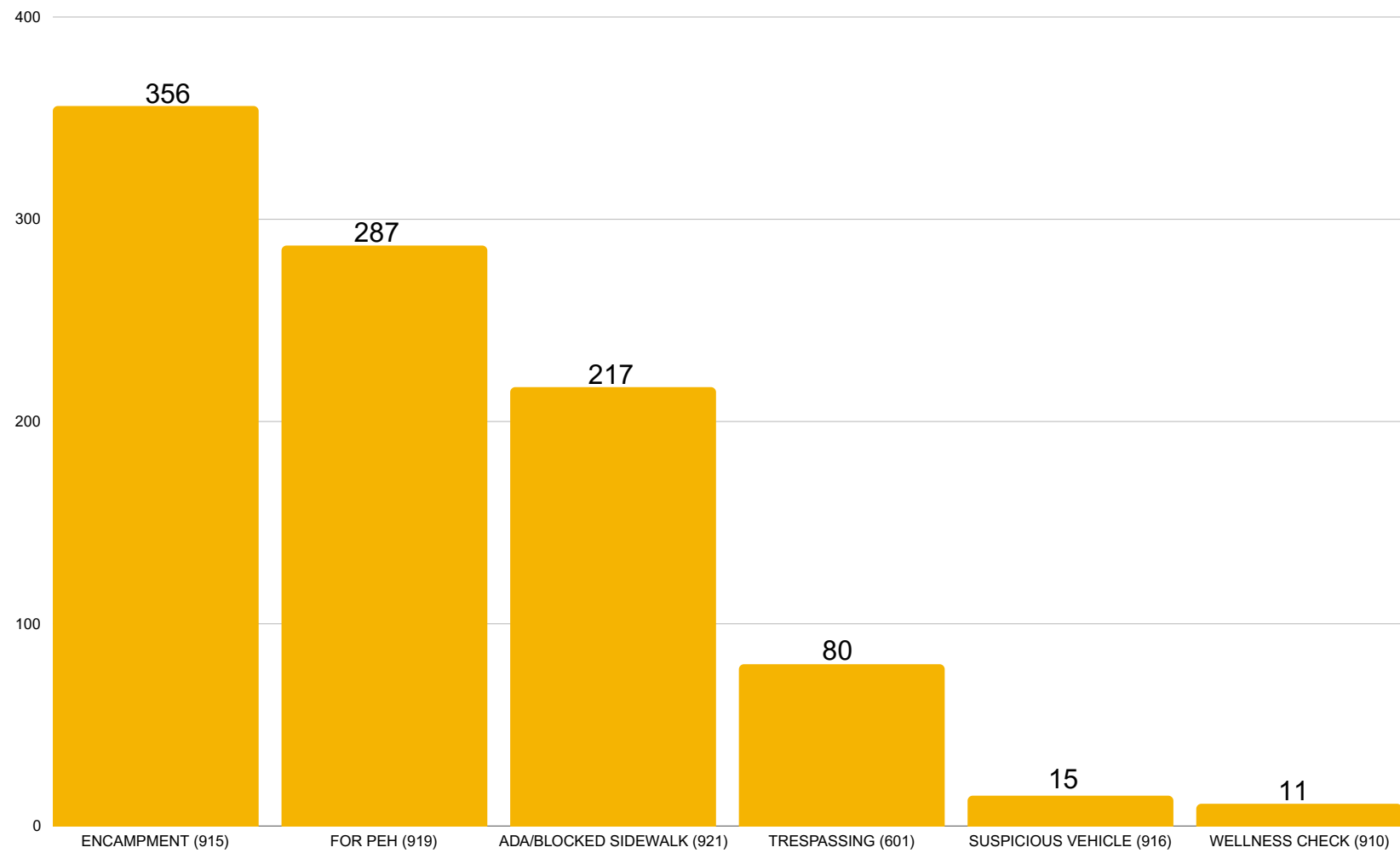
Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	11
Referred to Sanitation/DPW	3
Transportation	11
Total	25

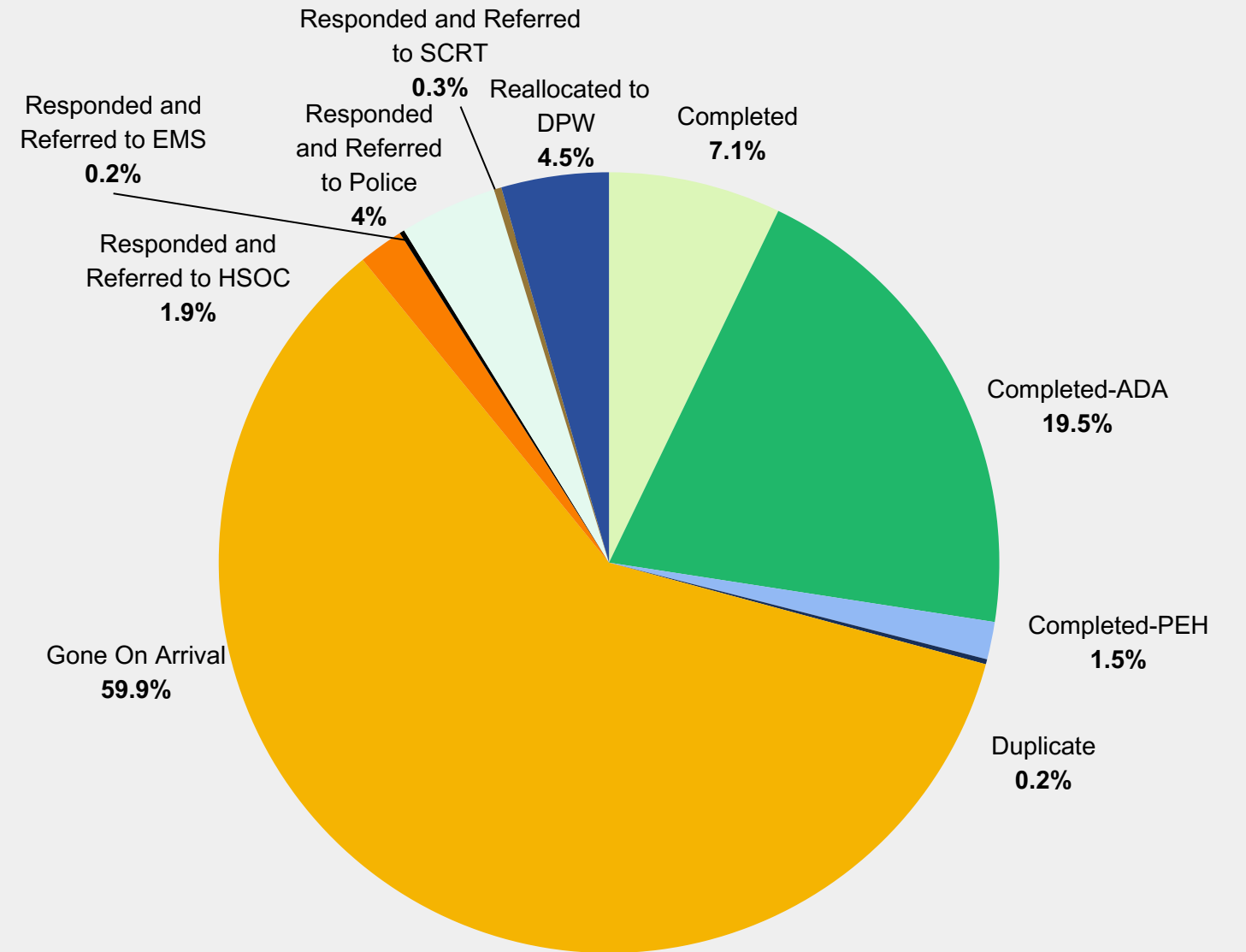
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs



311 INCIDENT TYPES & PRIMARY OUTCOMES



Types of Incidents	
Encampment(s) (915)	356
For PEH (919)	287
ADA/Blocked Sidewalks (921)	217
Trespassing (601)	80
Suspicious Vehicle (916)	15
Wellness Check (910)	11
Total	966



Resolved Types	
GOA/UTL	579
Completed - ADA	196
Completed	69
Responded & Reallocated to DPW	43
Responded & referred to Police	39
Responded & referred to HSOC	18
Completed - PEH	15
Responded & referred SCRT	3
Duplicate	2
Total	966

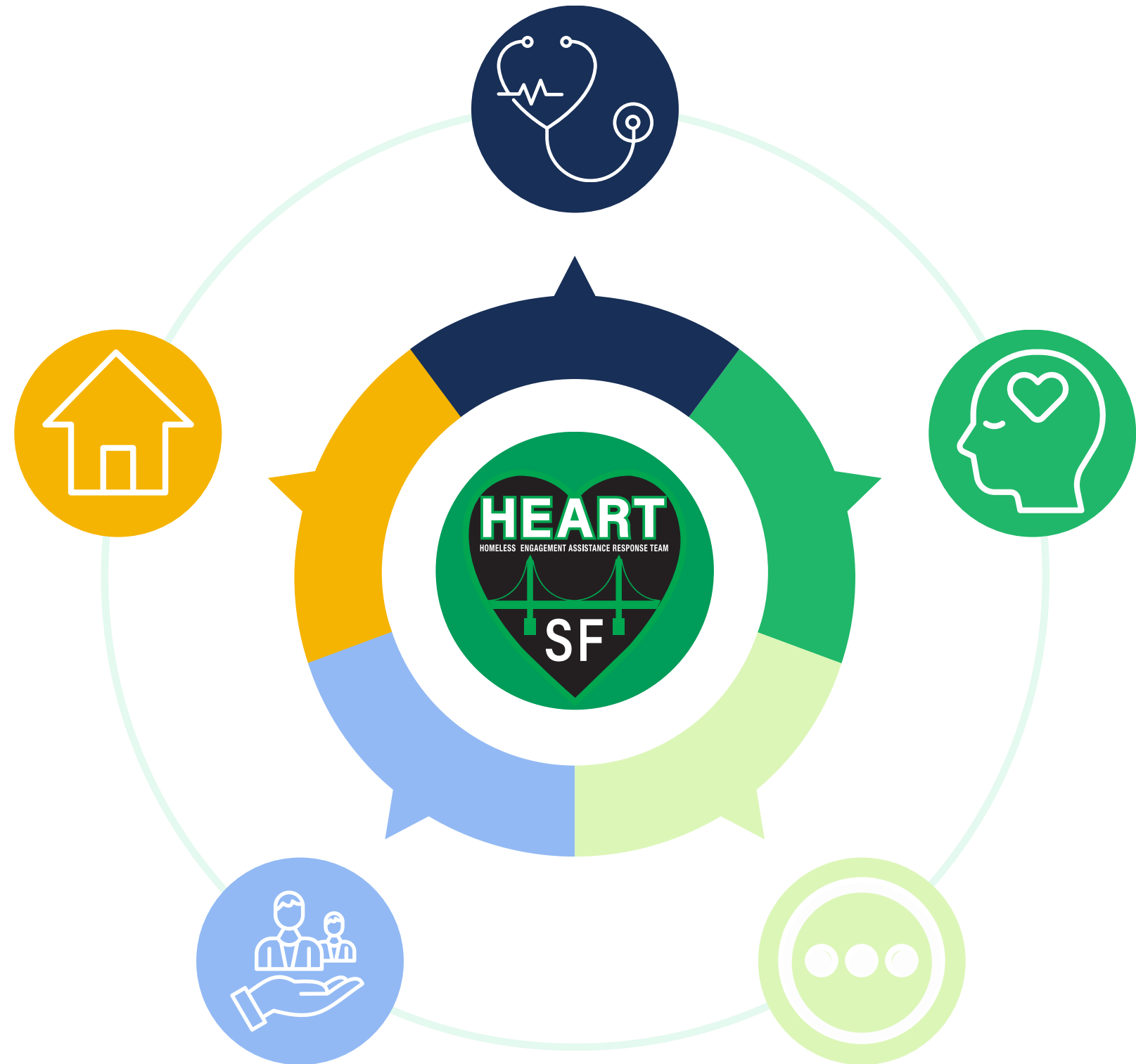


SERVICES PROVIDED ON 311 INCIDENTS



Housing Activities	
Referred to an Access Point	10
Referred to Emergency Shelter/Night Shelter	7
Permanent Housing Attained	1
Total	18

Social Service Activities	
Provided Water/Coffee	124
Provided Meal/Snack	72
Provided Hygiene Kit	71
Provided Clothing/Blanket/Shoes	47
Provided Client with Service Provider Information	25
Referred to Mobile Hygiene	7
Referred to Care Coordinator	5
Created a Service Plan	4
Completed Public Benefits Application (GA, CalFresh, Medi-Cal)	4
Referred to Clothing Closet	3
Provided Service Provider with Client Information	2
Assisted with Obtaining Vital Documents	2
Referred to Veterans Services	1
Referred to MUNI/BART Access	1
Total	369



Medical Activities	
Referred to Medication Assisted Treatment	1
Referred to Primary Care Provider	2
Total	3

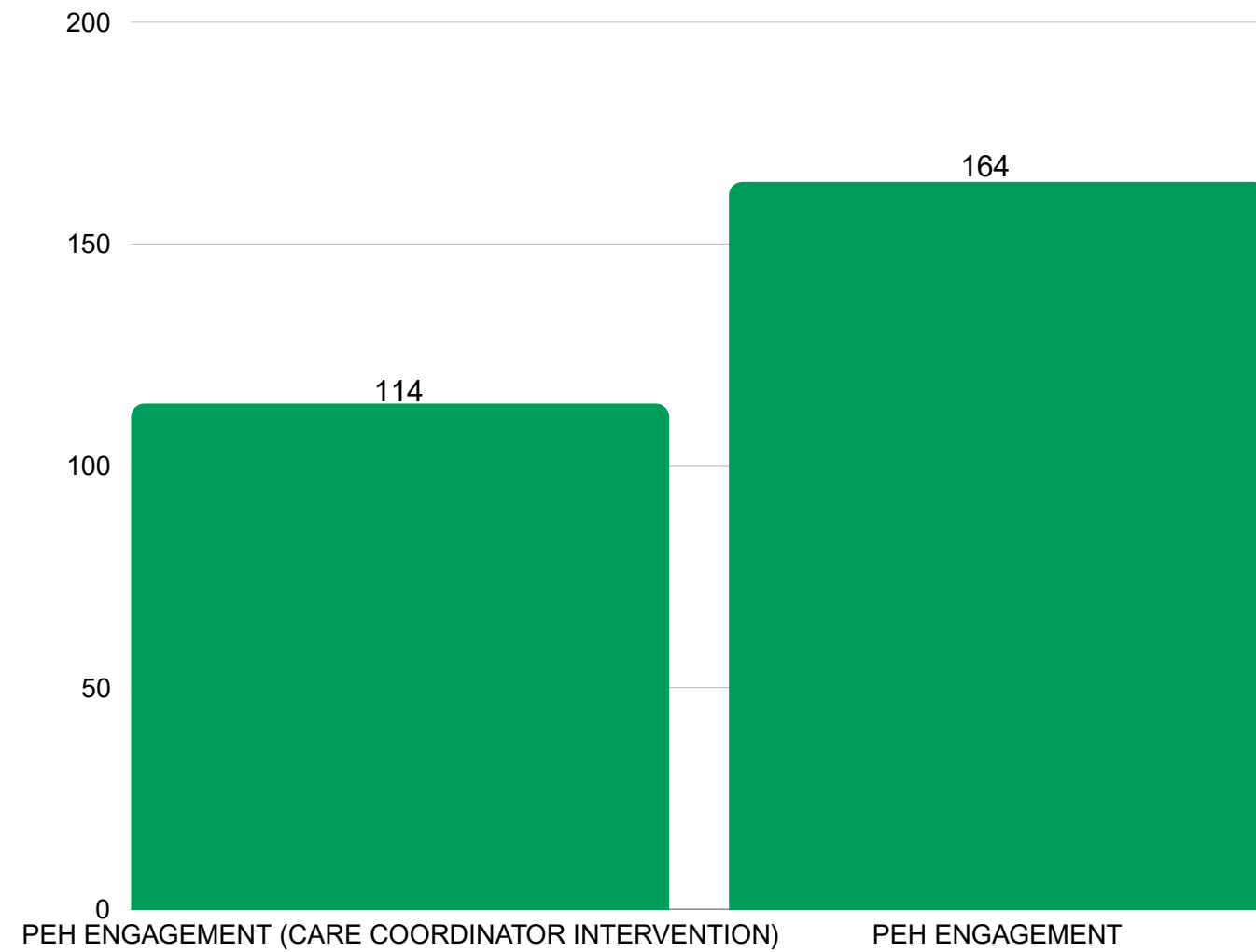
Mental Health Activities	
	N/A

Other Activities	
Referred to Sanitation/DPW	49
Needs Assessment Completed	23
Provided Trash Bags	14
Transportation	6
Total	92

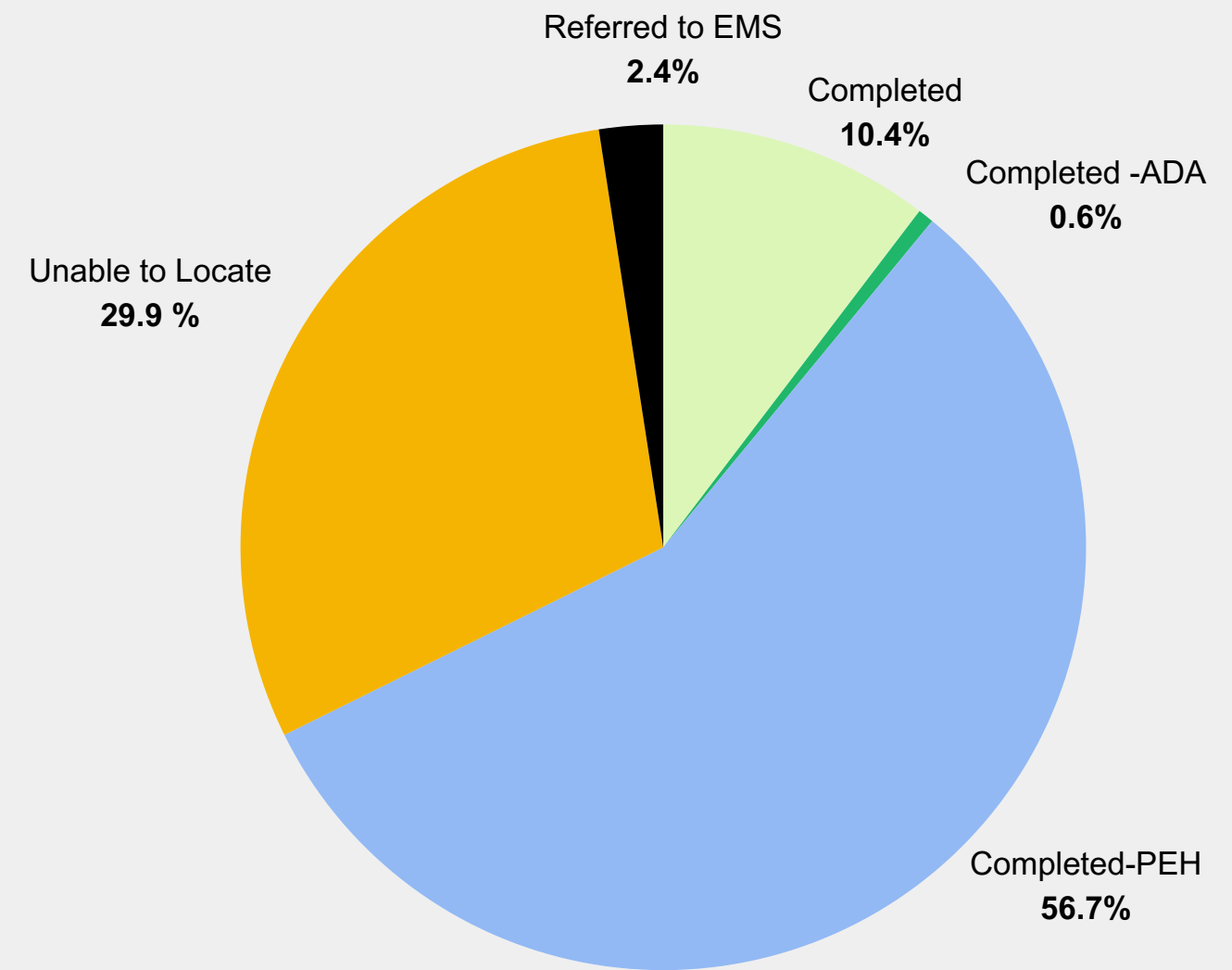
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HEART INCIDENT TYPES & PRIMARY OUTCOMES



Type of Incidents	
PEH Engagement	164
PEH Engagement (Care Coordinator Intervention)	114
Total	278



Resolved Types	
Completed - PEH	93
Unable to Locate	49
Completed	17
Completed - ADA	1
Referred to EMS	4
Total	278

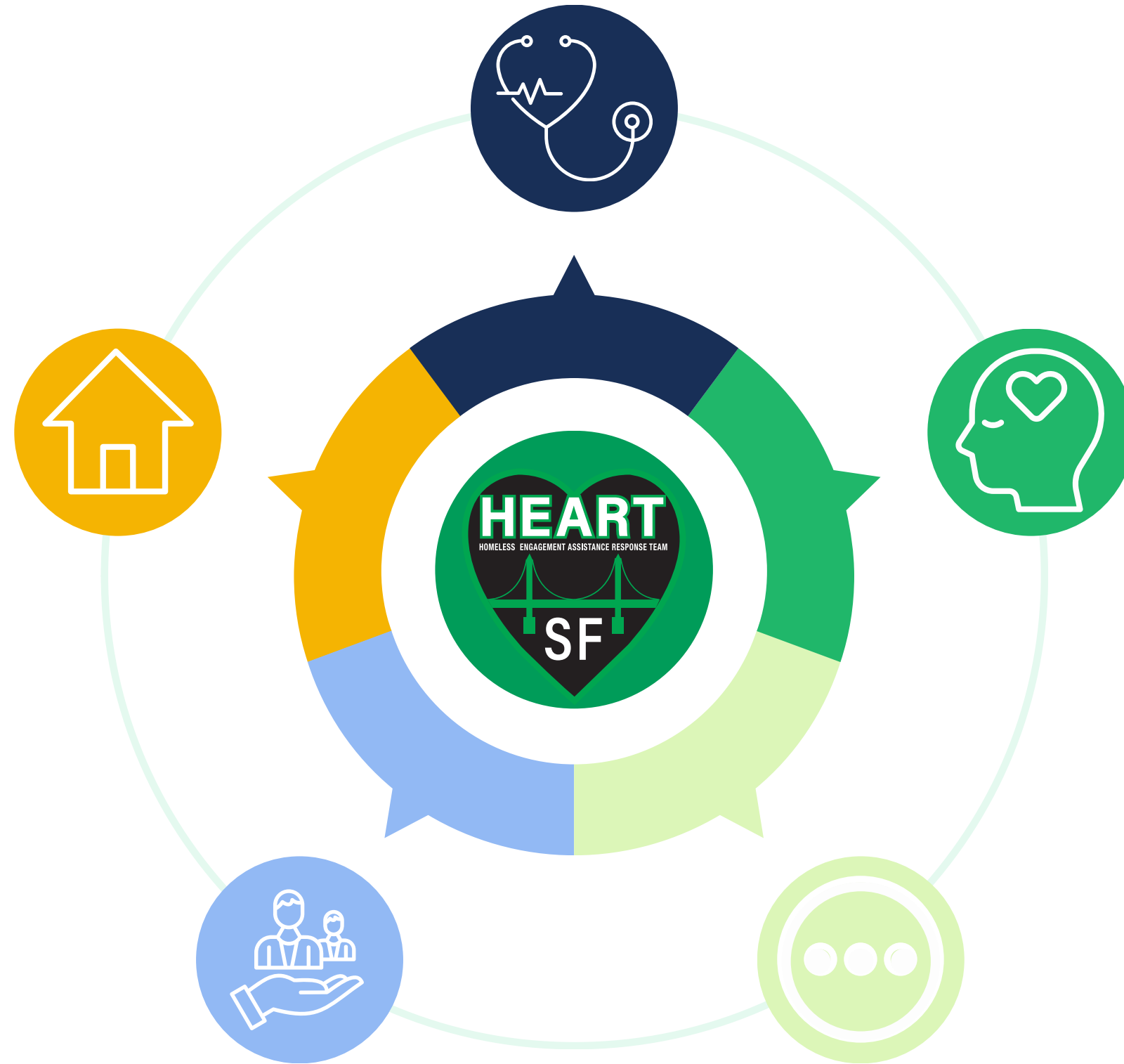


SERVICES PROVIDED ON HEART INCIDENTS



Housing Activities	
Referred to Emergency Shelter	11
Referred to an Access Point	8
Successful Placement into Shelter	1
Total	20

Social Service Activities	
Followed-up on Service Plan	85
Provided Water/Coffee	46
Provided Service Provider with Client Information	46
Provided Meal/Snack	42
Provided Clothing/Blanket/Shoes	33
Provided Client with Service Provider Information	15
Created a Service Plan	14
Completed Public Benefits Application (GA/GR, CalFresh, Medi-Cal)	8
Provided Hygiene Kit	5
Referred to Mobile Hygiene	5
Assisted with Obtaining Vital Documents	5
Referred to Clothing Closet	3
Referred to Care Coordinator	2
Referred to Outreach/HOT	1
Total	294



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

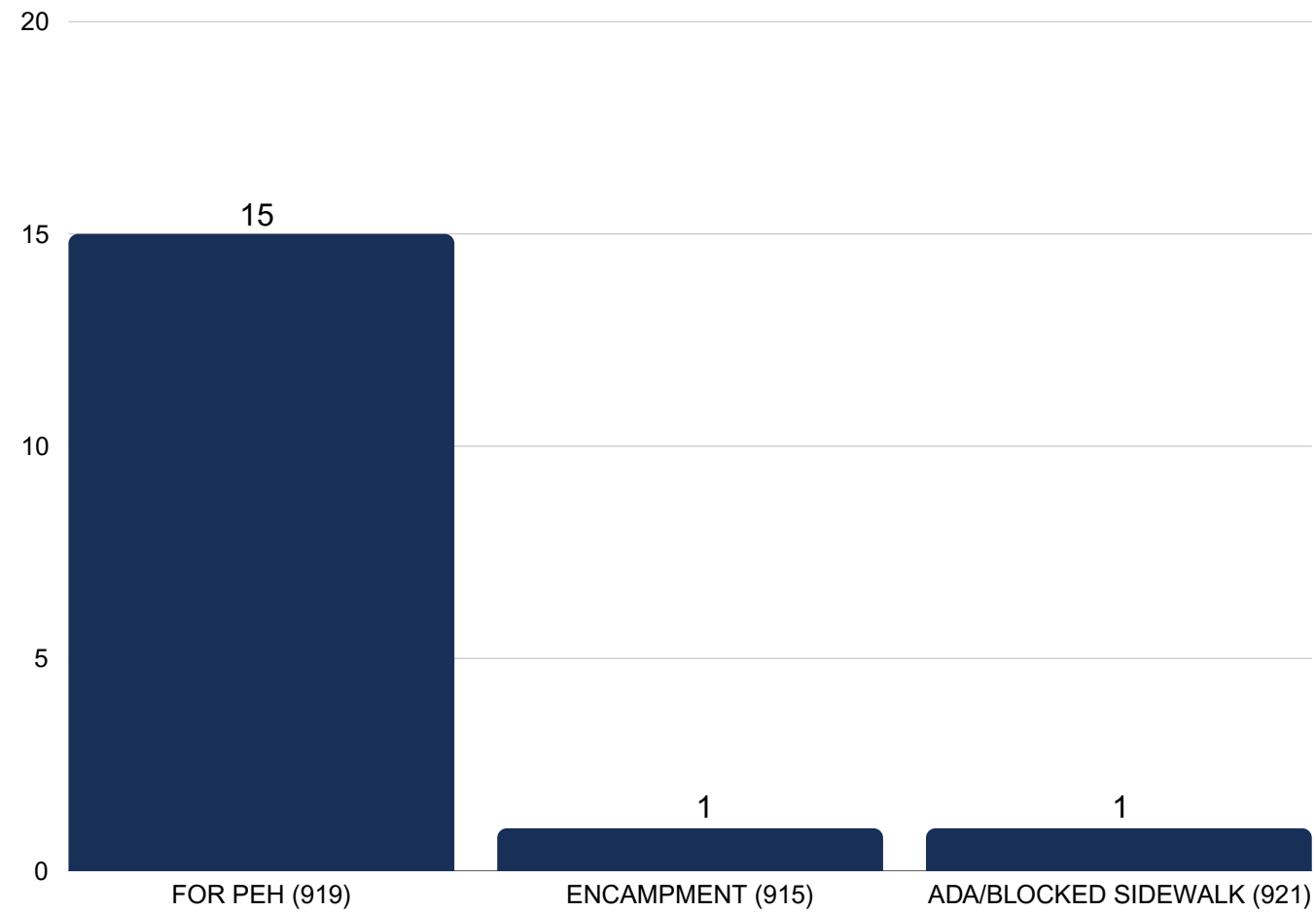
Mental Health Activities	
	N/A

Other Activities	
Transportation	23
Needs Assessment Completed	20
Provided Trash Bags	5
Referred to Sanitation/DPW	3
# Narcan Doses Provided	3
Total	54

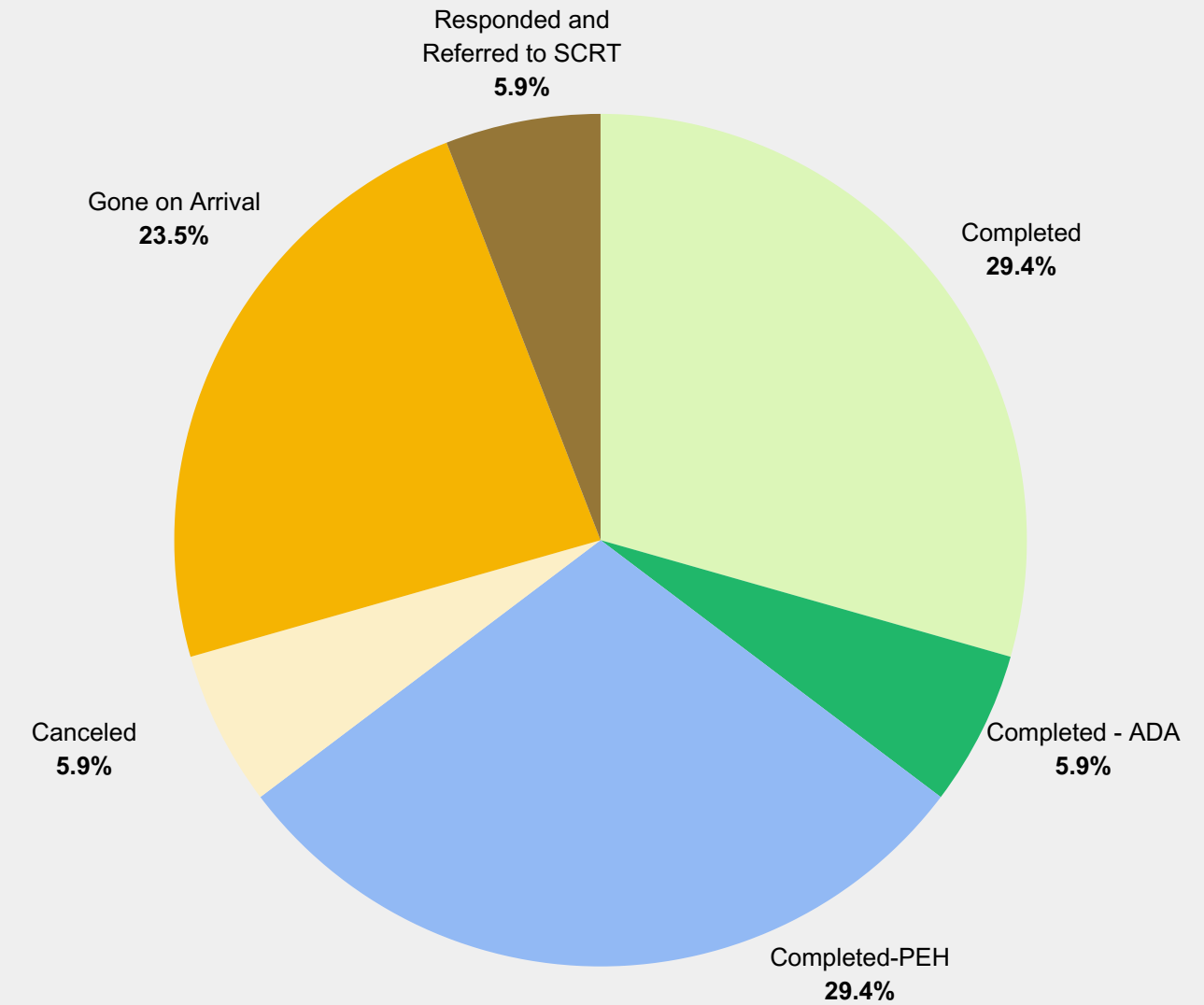
*Each incident requires customized interventions, and individuals may receive one or multiple services based on their needs.



SPECIAL REQUEST TYPES & PRIMARY OUTCOMES



Type of Incidents	
For PEH (919)	15
Encampment(s) (915)	1
ADA/Blocked Sidewalks (921)	1
Total	17



Resolved Types	
Completed - PEH	5
Completed	5
GOA/UTL	4
Completed - ADA	1
Responded and Referred SCRT	1
Canceled	1
Total	17

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

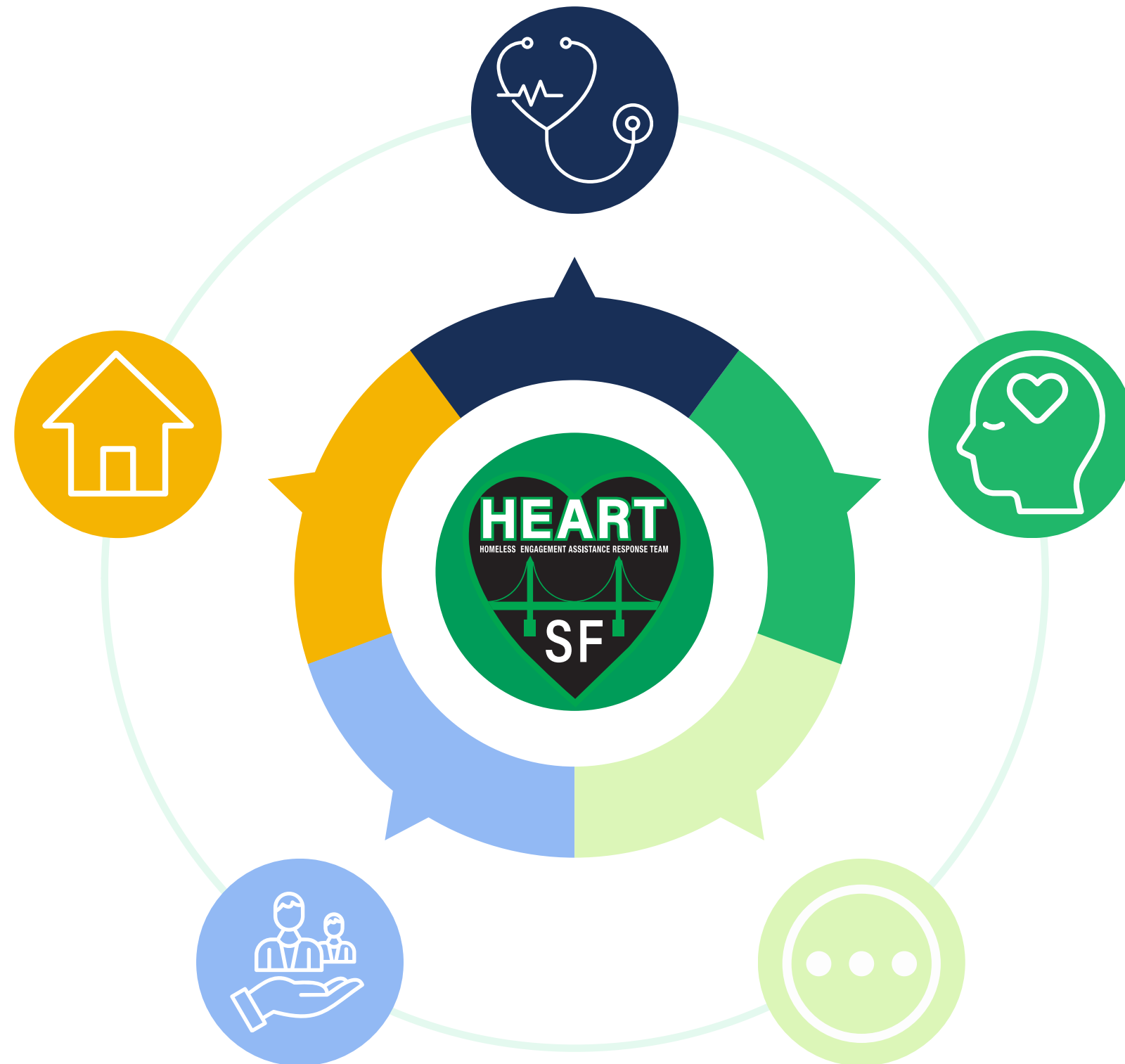


SERVICES PROVIDED ON SPECIAL REQUEST



Housing Activities	
Successful Placement into Shelter	1
Referred to an Access Point	1
Total	2

Social Service Activities	
Provided Water/Coffee	4
Provided Meal/Snack	5
Provided Clothing/Blanket/Shoes	2
Referred to Mobile Hygiene	2
Completed Public Benefits Application (GA/GR, CalFresh, Medi-Cal)	2
Provided Client with Service Provider Information	1
Provided Hygiene Kit	1
Provided Hygiene Kit	1
Referred to MUNI/BART Access	1
Referred to Clothing Closet	1
Total	20



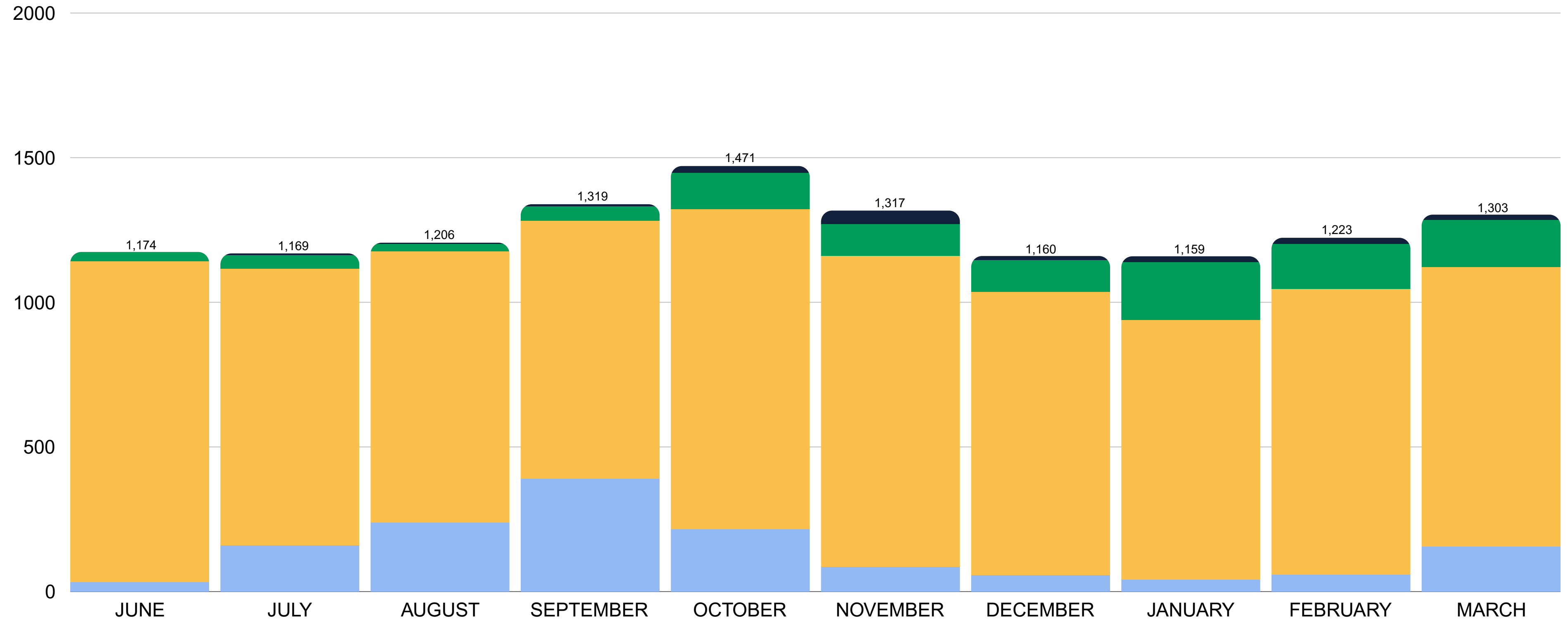
Medical Activities	
Referred to Dental Provider	1
Total	1

Mental Health Activities	
	N/A

Other Activities	
Needs Assessment Completed	4
Transportation	2
Total	6



MONTHLY INCIDENTS TOTALS



911 INCIDENTS



311 INCIDENTS



HEART INITIATED

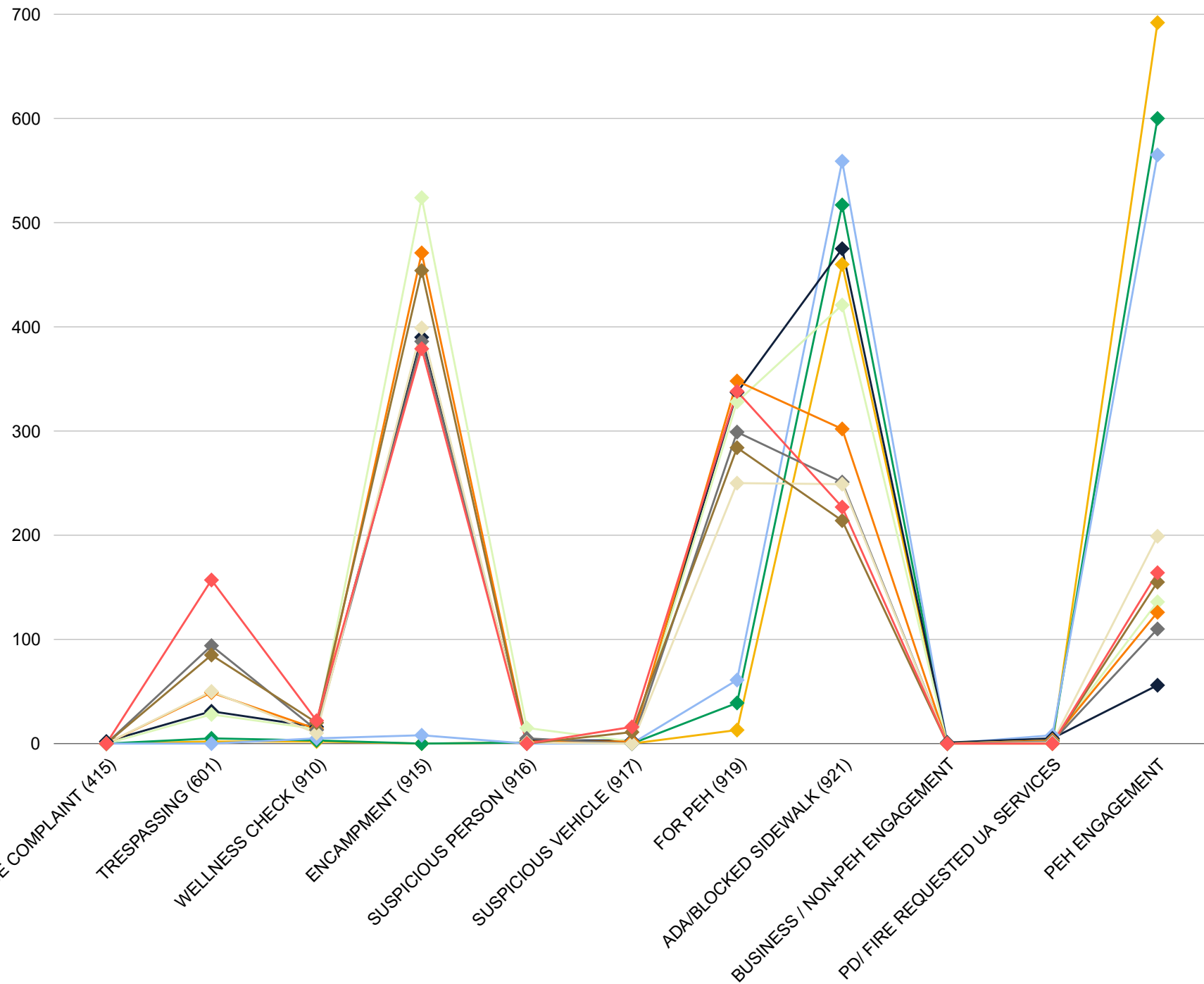


SPECIAL REQUEST*

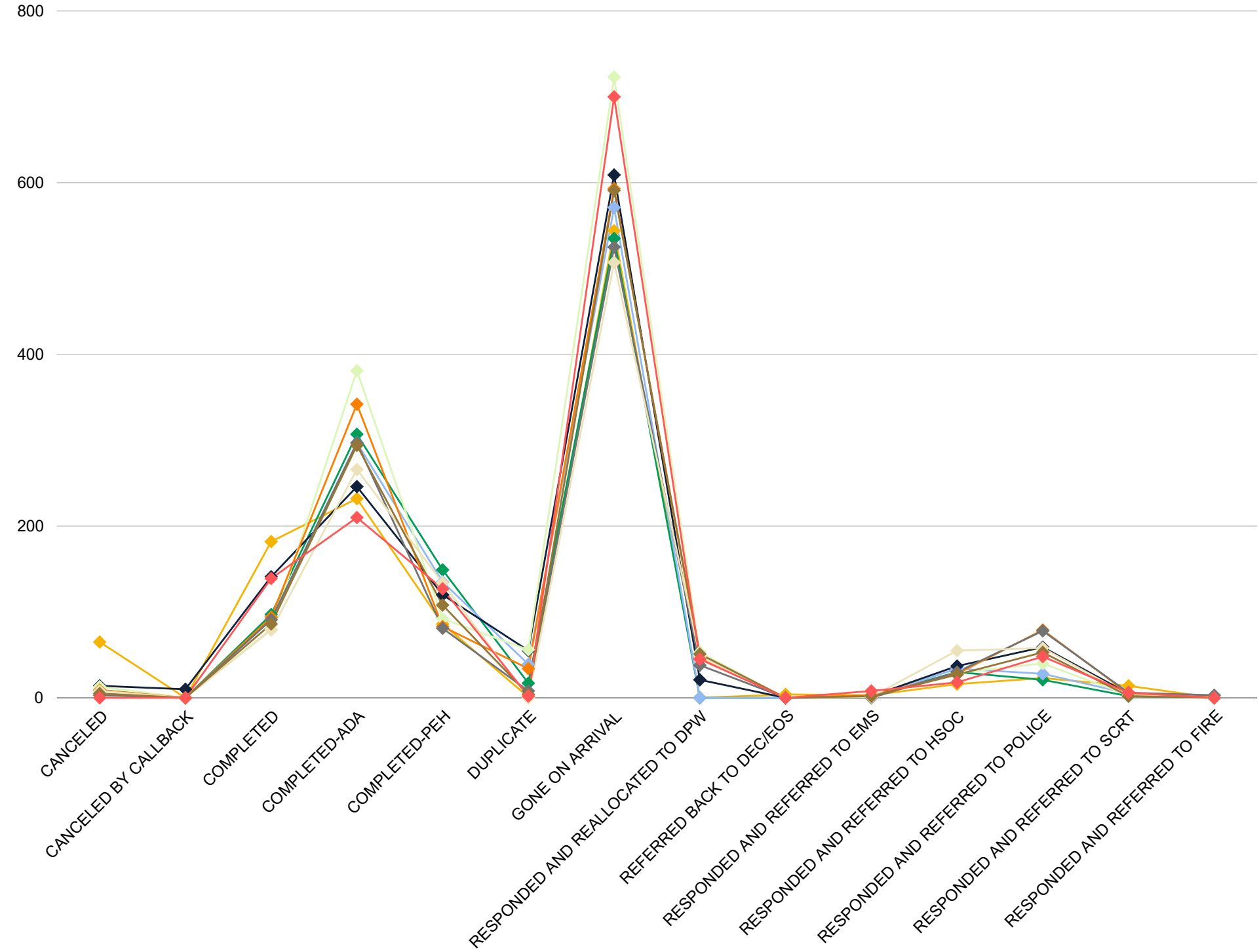


MONTHLY TRENDS

TYPE OF INCIDENTS

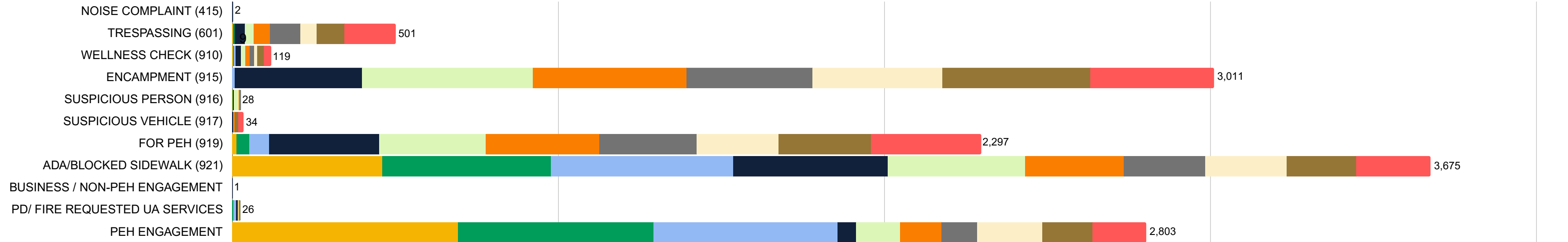


RESOLVED TYPES

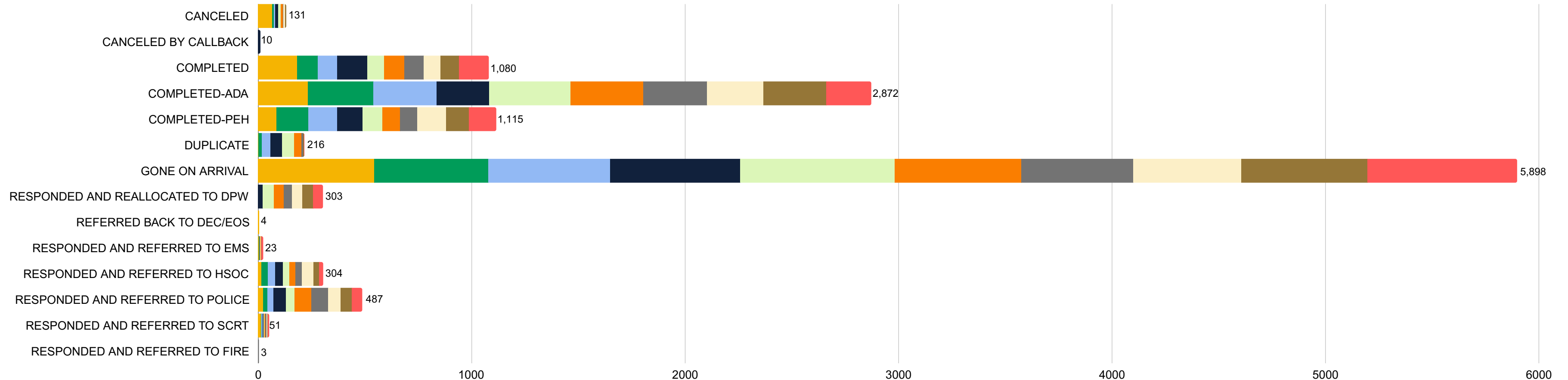


FISCAL YEAR TO DATE TOTALS

TYPES OF INCIDENTS



RESOLVED TYPES





For more information, please visit us at:
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