

Tenderloin Emergency Initiative Situation Report

Operational Period 7

1/24/22 - 1/30/22

This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Initiative. This report includes but is not limited to operations prompted by the Declaration of Emergency for drug overdoses in the Tenderloin, dated December 17, 2021.

EXECUTIVE SUMMARY

All response agencies' staffing and available shelter referral options continued to be impacted due to COVID-19 during Operational Period (OP) 7. Efforts for OP 7 focused on refining and implementing plans for coordinating daily interventions at priority locations, continuing ongoing operations and necessary process improvements at the Linkage Center, and enhancing efforts to ensure that community stakeholders remain informed and engaged in Tenderloin Emergency Initiative planning and operations.

Key Activities/Highlights:

- Plans for long-term staffing, space improvements, and the expansion of on-site services at the Linkage Center were developed by City Department representatives and CBO partners.
- The new Street Wellness Response Team (SWRT) started 1/24, which will provide an additional resource to respond to 911 calls or on-views for persons in crisis on the street, and will be available to be assigned to operations in the Tenderloin as requested.
- The schedule for community engagement events in the coming weeks was finalized.
- Linkage Center walkthroughs with community partners began.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments tied to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative's response efforts.

A joint group of City and community stakeholders established the following priority problems as the top issues to address in the Tenderloin. To ensure that operations are directly addressing the top problems, all objectives must link back to at least one of the priority areas:

1. Drug dealing and violent crime
2. Open-air drug use
3. Lack of shelter and drop-in resources
4. Lack of safe passage and accessibility
5. Waste and debris
6. High levels of 911 medical calls
7. Illegal vending

OPERATIONAL PERIOD 7 (Jan 24 – Jan 30)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Perform daily interventions at the following priority locations:</p> <ul style="list-style-type: none"> a. 600 Eddy b. 7th and Market c. 300 Hyde d. 400 Eddy e. 200 Turk f. Boeddeker Park 	<p>Drug dealing and violent crime</p> <p>High levels of 911 medical calls</p> <p>Open-air drug use</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • Daily metrics for each priority location are listed in the Metrics Tracking section below. • A portion of the vacant beds and placements reserved for the Tenderloin Emergency Initiative continues to be limited due to active COVID-19 outbreaks. However, new guidance released this Op Period no longer requires the suspension of admissions at shelters due to COVID positive test results, which should increase placement availability in the coming weeks. • Continue to prioritize daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages. • The new Street Wellness Response Team (SWRT) started 1/24. SWRT is a citywide resource responds to 911 calls or on-views for persons in crisis on the street, similar to SCRT. SWRT will run its initial team 6am-6pm 7 days a week, will prioritize Tenderloin response calls, and will be available to be assigned to joint field operations in the Tenderloin as requested. • A DPW truck and steamer were committed to priority areas during the morning, swing, and evening shifts. Tenderloin daily clean-up operations also included a packer available on standby, 2 litter patrols, and 2 steamers in the area. • MTA enforcement activities focused on the unit block of Jones, Turk, and Hyde on Wednesday and Thursday. On 1/26, there were 72 citations, and on 1/27, there were 65 citations and 12 vehicles towed for no ID.

		<ul style="list-style-type: none"> • Muni shelter on 7th and Market identified as damaged during daily morning operational survey. The service request was documented in the 311 system, and repairs were coordinated by MTA by 1/27. • HSH Hot Teams visited all priority locations daily. • Field outreach was performed at each of the priority locations between 1/24 and 1/28 by DPH-affiliated community providers, including SF AIDS Foundation fentanyl team, GLIDE, St. James Infirmary, SF City Impact, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin. • Coordination between Tenderloin Emergency Initiative outreach efforts and community providers performing outreach will be prioritized in future Op Periods.
<p>2. Perform joint field operations at a minimum of two priority locations during OP 7.</p>	<p>Drug dealing and violent crime</p> <p>High levels of 911 medical calls</p> <p>Open-air drug use</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> • Performed Joint Field Operations Thursday 1/27 and Friday 1/28. <ul style="list-style-type: none"> ○ Thursday operations locations: <ul style="list-style-type: none"> ▪ 700 block of Eddy ▪ 600 block of Eddy ▪ 400 block of Eddy ▪ 300 block of Hyde ○ Friday operations locations: <ul style="list-style-type: none"> ▪ 300 block of Jones ▪ 200 block of Jones ▪ 7th and Market • Operations included representatives from SFFD, DEM, DPH, HSH, MTA, DPW, CBOs, and SFPD. • Power washing and debris pick-up were completed as a component of joint operations. All areas were power washed where appropriate. On 1/27, 2.4 tons of debris were removed, and 3 Recology bins were repossessed. • During the 1/27 joint operations, the team completed 35 encounters, including 1 evaluation by the Street Crisis Response Team and 4 individuals identified as having housing priority status. There were no transports to urgent care.

		<ul style="list-style-type: none"> During the 1/28 joint operations, the team completed 62 encounters, including 21 evaluations by the Street Crisis Response Team, and there were no transports to urgent care.
<p>3. Refine and document the coordination needed for successful field outreach operations across city and non-city agencies.</p>	<p>High levels of 911 medical calls</p> <p>Open-air drug use</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p>	<ul style="list-style-type: none"> Ongoing process. Actively engaged with partners to flag and resolve duplications of effort and inconsistencies of information between agencies performing outreach. This objective will continue to be worked on in the next operational period.
<p>4. Revise and implement the operational plan for targeted neighborhood cleaning operations that respond quickly to 311 and community calls for service.</p>	<p>Lack of safe passage and accessibility</p> <p>Waste and debris</p>	<ul style="list-style-type: none"> Staffing limitations prevented this objective from being accomplished during OP 7. Will move to OP 8.
<p>5. Revise the Linkage Center short- and long-term staffing and management plan by 1/26.</p>	<p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> Identified six new Disaster Service Workers to assist in the transition of Linkage Center site management from DEM to DPH by 2/14. Began onboarding three of six during OP 7 and will finish onboarding of all six during OP 8. Minimum staffing requirements for existing operations and footprint finalized on 1/30. Expanded staff to meet identified minimum staffing will be initiated during OP 8.
<p>6. Advance the planning efforts for Linkage Center scope, design, and service provision by 1/28.</p>	<p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p>	<ul style="list-style-type: none"> Linkage Center outdoor space design improvements continued during this Op Period. Expanded outdoor footprint will be implemented in OP 8, including additional canopies, enhanced privacy screening, safer fence placement, and expanded fence perimeter. Ongoing long-term design for the site remains in progress.

	High levels of 911 medical calls	<ul style="list-style-type: none"> • Community providers continued to provide services and linkage at the site during OP 7 but ongoing physical space limitations remain at the site due to limited first floor footprint. • Spatial expansion planning is in progress to accommodate additional community providers and city agency staff. • A finalized schedule for days, times, and services provided by all city and community provider staff will be in place by OP 8.
7. Host three days of Linkage Center walkthroughs with community partners on 1/26, 1/27, and 1/28.	<p>Lack of shelter and drop-in resources</p> <p>Open-air drug use</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> • Walkthroughs occurred during OP 7: <ul style="list-style-type: none"> ○ Street Medicine ○ Shelter Health • Walkthroughs for two additional community providers had to be rescheduled from OP 7 to OP 8 due to staff shortages. • Additional community member and key stakeholder walkthroughs are scheduled for OP 8.
8. Finalize the ongoing equity and community engagement processes, including meeting scopes and schedules, by 1/27.	All	<ul style="list-style-type: none"> • Compiled updated CBO stakeholder list for ongoing outreach and engagement. • Confirmed adequate staffing for upcoming community engagement events. Scheduled and confirmed two listening sessions during OP 8 for key community stakeholders. • Will continue ongoing work to schedule additional listening sessions and community engagement meetings to maintain positive information sharing and feedback.

METRICS TRACKING – OPERATIONAL PERIOD 7

OP 7 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily with the exception of weekends which may vary in time.

300 block of Hyde

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/24/22	10	24	7	N	0	Y	N/A	N	N
1/25/22	4	17	5	N	0	Y	N/A	N	N
1/26/22	5	26	5	N	0	Y	N/A	N	N
1/27/22	7	1	4	N	1	Y	N/A	Y	N
1/28/22	2	5	5	N	1	Y	N/A	N	N
1/29/22	3	6	2	N	1	Y	N/A	N	N
1/30/22	0	6	2	N	0	Y	N/A	N	N

7th/Market

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/24/22	5	8	0	N	0	Y	Y	N	N
1/25/22	1	0	0	N	0	N	Y	N	N
1/26/22	3	0	0	N	0	N	Y	N	N
1/27/22	0	1	0	N	0	N	Y	Y	1
1/28/22	0	0	0	N	0	N	Y	N	N
1/29/22	1	2	0	N	0	Y	Y	Y	N
1/30/22	0	4	0	N	0	Y	Y	N	N

400 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/24/22	0	3	2	N	0	Y	N/A	Y	Y
1/25/22	4	17	5	N	0	Y	N/A	N	N
1/26/22	7	5	2	N	0	Y	N/A	N	Y
1/27/22	6	2	2	N	0	Y	N/A	Y	Y
1/28/22	3	4	1	N	0	Y	N/A	Y	Y
1/29/22	2	2	4	N	0	Y	N/A	N	N
1/30/22	2	0	0	N	0	Y	N/A	N	N

600 block of Eddy

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/24/22	5	22	1	N	0	Y	Y	Y	N
1/25/22	4	11	0	N	0	N	Y	N	N
1/26/22	4	12	0	N	1	Y	Y	N	N
1/27/22	3	6	0	N	0	Y	Y	Y	N
1/28/22	0	20	0	N	0	Y	N	N	N
1/29/22	1	3	0	N	0	Y	Y	N	N
1/30/22	2	0	0	N	0	Y	Y	N	Y

Boeddeker Park

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/24/22	1	2	5	N	0	Y	N/A	Y	N
1/25/22	4	4	6	N	0	Y	N/A	N	N
1/26/22	3	1	4	N	0	Y	N/A	N	N
1/27/22	10	0	4	N	0	Y	N/A	Y	N

1/28/22	4	0	4	N	0	Y	N/A	N	N
1/29/22	5	1	4	N	0	Y	N/A	N	N
1/30/22	2	0	4	N	0	N	N/A	Y	N

Note: "Problem Behaviors" defined as a person exhibiting one or more of the following: lying down on a sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through the street without regard to traffic, no attempt at hygiene, inappropriately clothed for the weather, exposed genitalia, public hoarding, lack of awareness of surroundings, public defecation. "Drug activity" is defined as visible drug dealing or open-air drug use. "Problem vehicles" are defined as vehicles that are either abandoned or missing major components such as windshields, doors, or major engine parts.

Additional metrics:

Linkage Center

- Total number of visits: 2,017
- Number of visits by referral from street to center: Unknown for this Op Period
- Number of self-presented visits: Unknown for this Op Period
- Engagements in Tier 1 Service Connection: 2,017
- Engagements in Tier 2 Service Connection: 1,652
 - o Meaningful engagements: 1,136
 - o Referrals: 458
 - Primary care and/or dental: 185
 - Other referrals (more detail pending): 273
 - o Pending linkage: 9
 - Housing – No beds available: 3
 - Housing – Eligibility issue: 2
 - Housing – Other: 2
 - Mental health outpatient – Completed intake and awaiting appointment: 1
 - Medical care – Appointment made for following day: 1
 - o Completed linkage: 28
 - Navigation center: 3
 - Winter shelter: 2
 - Primary care: 1
 - Transitional housing or stabilization room: 5
 - Substance use disorder treatment: 3
 - Medication-assisted treatment: 1
 - Mental health outpatient: 1
- Naloxone distribution: Unknown for this Op Period
- Number of overdose reversals: 2
- Number of overdose deaths: 0

Note: Definitions of Tier 2 engagements are as follows – "Meaningful Engagement" means details about a service and eligibility were provided to a guest but the guest did not choose to connect to the identified service; "Referral" refers to a longer conversation with guest where information is provided regarding how to access existing walk-in or drop-in services and guest states they will access the service; "Pending Linkage" means a referral and linkage was made but the identified program was unavailable and therefore the guest's name was placed on a waiting list for the service;

"Completed Linkage" means referral and linkage was made, an available placement or appointment was confirmed, paperwork was completed, and transport to the service occurred where necessary.

Health and Medical

- 911 medical calls to the Tenderloin: 280
 - o Deaths: 7
 - o Signed out against medical advice: 7
 - o No merit: 22
 - o Patient declined transport: 25
 - o Unable to locate / Gone on arrival: 14
 - o Code 2 (acute but not time-critical) transport: 194
 - o Code 3 (critical) transport: 11
- Totals health engagements and encounters in Tenderloin this week: 306
- Total doses of Naloxone distributed in Tenderloin this week: 57
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 232
- Total health and medical referrals to Linkage Center: 233
 - o Street Crisis Response Team (SCRT)
 - Number of encounters: 20
 - No merit: 1
 - Patient declined transport: 8
 - Unable to locate client: 5
 - Ambulance transport to hospital: 0
 - Transport to social/behavioral setting: 2
 - Referrals to Linkage Center: 3
 - Number of Naloxone doses distributed: 0
 - o Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 264
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 231
 - Number of Naloxone doses distributed: 37
 - Referrals to Linkage Center: 220
 - o Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 22
 - Number of Naloxone doses distributed: 20
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 0
 - Number of people linked to medical care with Street Medicine: 0
 - Referrals to Linkage Center: 10

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 341

- o Referrals into shelter: 31
 - SIP Sites: 0
 - Congregate: 14
 - Navigation: 8
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 9
- o Referrals to other services: 35
 - Medical: 12
 - Behavioral health: 5
 - Homeward Bound: 0
 - Substance use treatment: 5
 - Financial benefits: 13
- o Tools provided: 192
 - Hand sanitizer: 0
 - Hygiene supplies: 25
 - Face masks: 12
 - Handwashing kit: 0
 - Food/snacks: 43
 - Water: 97
 - Undergarments: 7
 - Shoes: 1
 - Emergency blankets: 0
 - Ponchos: 0
 - Other clothing: 7

Urban Alchemy

- Positive engagements: 9,976
- Social norm interventions: 3,609
- De-escalation interventions: 780
- Overdose reversals: 1
- 911 requests: 2
- 311 requests: 5
- Needles collected: 751
- Trash bags filled: 499

Public Works

- Amount of waste collected in Tenderloin: 220 Tons
- Number of power washings completed: 129
- Service requests for waste submitted to 311: 485
- Services requests for waste responded by DPW: 439
- Number of bags of debris collected: 94

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	7	2	5
Street and sidewalk cleaning	data under review; see above for DPW response metrics for service requests for waste		
Encampments	87	64	23
Graffiti	85	35	50
Damaged property	24	11	13
Streetlight repair	117	72	45

Enforcement

- Calls for service: 1,254
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 182
 - Priority B (crimes that just occurred where suspects may still be nearby): 326
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 746
- Number of felony arrests: 38
 - Arson/Attempted arson: 2
 - Assault/battery: 3
 - Commercial/residential burglary: 1
 - Domestic violence: 3
 - Firearm: 1
 - Elder abuse: 1
 - Narcotics sales/possession for sale: 14
 - Robbery: 1
 - Terrorist threat: 2
 - Vehicle stolen/recover: 2
 - Warrant arrest: 7
 - Weapon (non-firearm) possession: 1
- Number of misdemeanor arrests: 6
 - Assault/battery: 1
 - Narcotics sales/possession for sale: 2
 - Shoplifting: 1
 - Theft: 1
 - Miscellaneous: 1
- Quantity of seized narcotics: 1,750 grams
- Quantity of seized fentanyl: 659 grams
- MTA parking enforcement citations: 137 citations and 12 tows on 1/27 and 1/28.