

Tenderloin Emergency Initiative Situation Report

Operational Period 10

2/14/22-2/20/22

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 continue to be impacted due to COVID-19 or capacity limits during Operational Period (OP) 10. Efforts for OP 10 focused on increasing all operations in all priority areas, including additional efforts on the 300 block of Ellis, transitioning the management of the Tenderloin Linkage Center to an interim Disaster Service Worker leadership team, developing a master plan for expanding Linkage Center service offerings and improving the facility, and continuing to identify and refine metrics to show the progress of Tenderloin Emergency Initiative operations and the impact on the neighborhood.

Key Activities/Highlights:

- Joint Field Operations increased the cadence to seven days a week in all priority locations.
- Several days of Joint Field Operations and outreach took place at the 300 block of Ellis, which was identified as a priority by community partners. The Field Outreach team also coordinated closely with community partners serving the block to understand their needs and solicit feedback on operations.
- A Disaster Service Worker leadership team completed the transfer of Tenderloin Linkage Center management and operations and will serve as the interim management structure and implement the master plan for the site.

OPERATIONAL PROGRESS REPORTS

Weekly progress reports include the accomplishments according to the OP's objectives and new operational information related to the Tenderloin Emergency Initiative 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

Note: These priority problems will be revised and adjusted to reflect the main goals of the Tenderloin Emergency Initiative starting no later than OP 12. This will help track not just the

output of City and non-City staff but also the outcomes of those efforts as measured by impact in the neighborhood.

OPERATIONAL PERIOD 10 (Feb 14 – Feb 20)

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. 300 Hyde b. 400 Eddy c. 600 Eddy d. 300 Ellis e. Boeddeker Park f. 7th and Market 	<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"> • MTA maintained enforcement activities in all priority locations. On 2/14, there was 1 vehicle tow. On 2/16, 45 citations were issued. On 2/17, 45 citations were issued and 7 vehicles were towed. • DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness. • HSH HOT Teams conducted outreach in all priority locations Monday through Friday. • Field outreach was performed at each priority location between 2/14 and 2/18 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, GLIDE, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin. • Performed seven Joint Field Operations Monday 2/14 through Sunday 2/20. <ul style="list-style-type: none"> ○ Monday operations began at 300 Hyde ○ Tuesday operations began at 300 Jones ○ Wednesday operations began at 300 Ellis ○ Thursday operations began at 300 Ellis ○ Friday operations began at 300 Jones ○ Saturday operations began at 300 Hyde ○ Sunday operations began at 300 Jones • Operations included representatives from SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD. • During the 2/14 Joint Field Operations, the team completed a housing assessment and transported a guest to the non-congregate shelter. • During the 2/15 Joint Field Operations, the team completed 25 encounters, transported 1 guest to a congregate shelter, and transported 1 guest to the non-congregate shelter.

		<ul style="list-style-type: none"> • During the 2/16 Joint Field Operations, the team completed 9 encounters, transported 1 guest to a congregate shelter, and transported 5 guests to the non-congregate shelter. • During the 2/17 Joint Field Operations, the team completed 8 encounters, completed 4 housing assessments and transported these guests to the non-congregate shelter, and transported 1 client to a sobering center. • During the 2/18 Joint Field Operations, the team completed 9 encounters and transported 5 guests to the non-congregate shelter, 2 individuals to urgent care, 1 individual to a sobering center, and 1 individual to the Linkage Center.
2. Clearly establish outcome expectations and schedule for adjusted field operations to occur 7 days a week and serve all priority locations on a rotating basis.	All	<ul style="list-style-type: none"> • Outcome expectations were established and have informed data sources and goal areas. • A schedule was finalized for conducting field operations all days of the week, serving all priority areas.
3. Coordinate with city and community providers to create and implement an operational strategy to mitigate problem behaviors compromising health and safety on the 300 block of Ellis.	All	<ul style="list-style-type: none"> • Field Outreach Branch leadership met with community providers serving the 300 block of Ellis to discuss outreach and Joint Field Operations activities planned for the block and solicit feedback on 2/15. • Following the 2/16 Joint Field Operations on the 300 block of Ellis, Field Outreach Branch leadership held a hot wash on 2/17 with the community providers serving the block to determine next steps for operations on the block. • PUC repaired the streetlights on the 300 block of Ellis, secured exposed wires, resulting in all streetlights returning to service on 2/16.
4. Finalize the new TEI goal areas and identify data sources that capture outcome measures for each goal area.	All	<ul style="list-style-type: none"> • New goal areas for the Tenderloin Emergency Initiative were established and will be implemented to measure the impact and progress of operations beginning OP 12. • Work to determine specific metrics for each goal area and identify corresponding data sources continued during OP 10.
5. Create a plan to begin tracking new outcome	All	<ul style="list-style-type: none"> • Ongoing work. Identified metrics for each new goal area to show the impact of Tenderloin Emergency Initiative operations and began content

measures in OP 11 and identify a projected schedule for a public-facing data dashboard that communicates progress on the goal areas.		development to create a public-facing website to display metrics and qualitative observations.
6. Place at least 20 additional people from the streets of the Tenderloin into non-congregate shelter by 2/18.	Lack of shelter and drop-in resources	<ul style="list-style-type: none"> Successfully placed 32 guests from the Tenderloin into a non-congregate shelter in OP 10 for a total of 111 guests as of 2/18.
7. Begin implementation of the Tenderloin Linkage Center master project plan, including expansion and staffing transition initiatives.	<p>Lack of safe passage and accessibility</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"> The Tenderloin Linkage Center began implementation of the master project plan, including initiating planning to expand services offered on-site and extend operating hours. Completed plans to add a third meal to the Tenderloin Linkage Center service offerings, planned to begin in OP 11.
8. Continue planning process for Phase 3 (sustained operations) of the Tenderloin Emergency Initiative, including collecting community feedback and identifying lead city agencies.	All	<ul style="list-style-type: none"> Tenderloin Linkage Center leadership held a meeting with City department leadership involved in Tenderloin operations to review the Collective Impact model as a strategy for developing and implementing Phase 3 planning of the Tenderloin Emergency Initiative on 2/17.
9. Expand TEI community engagement strategy to		<ul style="list-style-type: none"> The Equity and Community Engagement Branch launched a survey in English, Spanish, Filipino, and Chinese to collect feedback on the

<p>include project management of short- and long-term community priorities.</p>		<p>Tenderloin Emergency Initiative from community members and partner organizations.</p> <ul style="list-style-type: none">• Began planning for long-term solutions to address concerns about the Tenderloin raised by community members, including establishing a platform to collect and track requests by community members and scheduling recurring listening sessions to provide updates on action items back to the community.• Hosted community listening sessions to share information and solicit feedback for the following community groups in OP 10:<ul style="list-style-type: none">○ Arabic-speaking residents on 2/14○ Residents of the 100 block of Jones on 2/16○ Tenderloin People's Congress on 2/17○ Transitional-age youth on 2/18• Scheduled two community listening sessions for OP 11:<ul style="list-style-type: none">○ Las Familias del Tenderloin on 2/23 (Spanish language)○ Youth (High school juniors and seniors) on 2/25
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METRICS TRACKING – OPERATIONAL PERIOD 10

OP 10 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
2/14	0	6	0	N	0	N	N/A	Y	N
2/15	2	5	4	N	0	N	N/A	Y	N
2/16	6	24	2	N	0	Y	N/A	Y	N
2/17	6	0	1	N	0	Y	N/A	Y	N
2/18	6	5	0	N	0	Y	N/A	Y	N
2/19	7	8	2	N	0	Y	N/A	N	N
2/20	5	9	2	N	0	Y	N/A	Y	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
2/14	2	6	0	N	0	Y	N/A	Y	N
2/15	2	14	0	N	0	Y	N/A	Y	N
2/16	5	6	0	N	0	Y	N/A	Y	N
2/17	3	2	0	N	0	Y	N/A	N	Y
2/18	5	5	0	N	0	Y	N/A	N	Y
2/19	3	8	0	N	0	Y	N/A	Y	Y
2/20	3	29	0	N	0	Y	N/A	Y	Y

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
2/14	3	4	0	N	0	N	N	Y	N
2/15	0	16	0	N	0	Y	N	Y	N
2/16	0	10	0	N	0	N	N	Y	N
2/17	2	1	0	N	0	N	N	N	N
2/18	4	6	0	N	0	Y	N	N	N
2/19	4	8	0	N	0	Y	N	N	N
2/20	3	9	0	N	0	Y	N	N	N

300 block of Ellis

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
2/14	12	12	8	Y	0	Y	N	N	N
2/15	15	12	8	Y	0	Y	N	Y	Y
2/16	12	0	8	Y	0	Y	N	Y	Y
2/17	9	0	2	N	0	Y	N	Y	N
2/18	6	0	0	N	0	N	N	Y	N
2/19	5	2	0	Y	0	N	N	Y	N
2/20	12	10	0	Y	0	Y	N	Y	N

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
2/14	6	0	1	N	0	Y	N/A	Y	N
2/15	12	6	3	N	0	Y	N/A	Y	N
2/16	6	10	0	N	0	Y	N/A	Y	N
2/17	7	1	0	N	0	N	N/A	Y	N
2/18	9	1	1	N	0	Y	N/A	Y	N

2/19	9	4	0	N	0	Y	N/A	Y	N
2/20	12	6	0	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
2/14	8	0	0	N	0	N	N	Y	Y
2/15	1	3	0	N	0	N	N	Y	Y
2/16	0	5	0	N	0	N	N	Y	Y
2/17	4	0	0	N	0	Y	N	Y	N
2/18	<i>No assessments at 7th and Market on 2/18 and 2/19.</i>								
2/19									
2/20	5	0	0	N	0	Y	N	Y	Y

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" defined as visible drug dealing or open-air drug use. "Problem vehicles" 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: 2,666
- Number of visits due to referral from street to center: 662
- Number of self-presented visits: 2,004
- Engagements in Tier 1 Service Connection: 2,666
- Engagements in Tier 2 Service Connection: 769¹
 - Meaningful engagements: 589
 - Community/social services (ID Voucher, GA, CalFresh, Medi-Cal): 40
 - COVID-19 (vaccination, testing, etc.): 4
 - Emergency/Winter Shelter: 5
 - Navigation Center/Shelter: 31
 - Transitional housing: 3
 - HSH Housing Assessment Coordinated Entry: 24
 - Family care (HSA): 2

¹ Data gathered for Tier 2 Service Connections in previously OPs is being reviewed for accuracy in accordance with a digital data gathering methodology implemented in OP 10.

- Food and nutrition: 7
 - Mental Health Care and psychiatric medication refills: 0
 - Physical Health (Primary care/dental/non-urgent): 2
 - Physical Health (Urgent Medical Care): 3
 - Prevention HIV, Hep-C, STI Testing and Treatment: 1
 - Substance use care (drug user health, i.e., syringe programs): 456
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 4
 - Substance use treatment (detox, residential, and outpatient): 6
 - Therapy and mentoring: 18
 - Veteran support: 0
 - Vocational, employment, and legal support: 8
- Referrals: 166
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 20
 - COVID-19 (vaccination, testing, etc.): 1
 - Emergency/Winter Shelter: 12
 - Navigation Center/Shelter: 23
 - Transitional housing: 2
 - Referred to permanent supportive housing: 8
 - HSH Housing Assessment Coordinated Entry: 56
 - Family care (HSA): 1
 - Food and nutrition: 6
 - Mental Health Care and psychiatric medication refills: 0
 - Mental Health Urgent Care (Hummingbird, Dore): 0
 - Physical Health (Primary care/dental/non-urgent): 7
 - Physical Health (Urgent Medical Care): 2
 - Substance use care (drug user health, i.e., syringe programs): 3
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 1
 - Substance use treatment (detox, residential, and outpatient): 6
 - Therapy and mentoring: 2
 - Veteran support: 0
 - Vocational, employment, and legal support: 16
- Pending linkage: 1
 - Substance use care (drug user health, i.e., syringe programs): 1
- Completed linkage: 13
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 4
 - Referred to permanent supportive housing: 1
 - HSH Housing Assessment Coordinated Entry: 3
 - Physical Health (Urgent Medical Care): 4
 - Vocational, employment, and legal support: 1
- Naloxone distribution:
 - Distributed but not administered: 34 kits (68 doses)
 - Number of overdose reversals: 7
- 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:
 - Deaths: 2
 - Signed out against medical advice: 9
 - No merit: 26
 - Patient declined transport: 32
 - Unable to locate/Gone on arrival: 16
 - Code 2 (acute but not time-critical) transport: 178
 - Code 3 (critical) transport: 16
- Total health engagements and encounters in Tenderloin this week: 287
- Total doses of Naloxone distributed in Tenderloin this week: 59
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 211
- Total referrals to Linkage Center:
 - Street Crisis Response Team (SCRT)
 - Number of encounters: 17
 - Patient declined transport: 7
 - Unable to locate client: 7
 - Ambulance transport to hospital: 1
 - Transport to social/behavioral setting: 1
 - Other disposition/referral: 1
 - Referrals to Linkage Center: 0
 - Number of Naloxone doses distributed: 0
 - Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 220
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 208
 - Referrals to Linkage Center: 208
 - Number of Naloxone doses distributed: 49
 - Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 50
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 2
 - Number of people linked to medical care with Street Medicine: 0
 - Referrals to Linkage Center: 10

- Number of Naloxone doses distributed: 10

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 143
 - Referrals into shelter: 58
 - SIP Sites: 0
 - Congregate: 19
 - Non-congregate: 0
 - Navigation: 11
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 28
 - Referrals to other services:
 - Medical: 2
 - Behavioral health: 1
 - Homeward Bound: 0
 - Substance use treatment: 0
 - Financial benefits: 7
 - Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 38
 - Face masks: 4
 - Handwashing kit: 0
 - Food/snacks: 2
 - Water: 49
 - Undergarments: 1
 - Shoes: 0
 - Emergency blankets: 0
 - Ponchos: 0
 - Other clothing: 0

Urban Alchemy

- Positive engagements: 15,397
- Social norm interventions: 4,310
- De-escalation interventions: 968
- Overdose reversals: 0
- 911 requests: 0
- 311 requests: 37
- Needles collected: 1,446
- Trash bags filled: 711

Public Works

- Amount of waste collected in Tenderloin: 205 tons
- Number of power washings completed: 110

- Service requests for waste submitted to 311: 450
- Services requests for waste responded by DPW: 422
- Number of bags of debris collected: 105

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	7	2	5
Encampments	82	62	20
Graffiti	92	15	77
Damaged property	22	5	17
Streetlight repair	16	7	9

Law Enforcement

- Calls for service: 1,160
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 161
 - Priority B (crimes that just occurred where suspects may still be nearby): 334
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 665
- Number of felony arrests: 32
 - Assault/battery: 2
 - Carjacking: 0
 - Commercial/residential burglary: 0
 - Domestic violence: 3
 - Firearm: 0
 - Narcotics sales/possession for sale: 10
 - Resist/delay arrest: 0
 - Robbery: 1
 - Terrorist threats: 2
 - Theft: 1
 - Vehicle stolen/recover: 1
 - Violation of restraining order: 1
 - Warrant arrest: 11
- Number of misdemeanor arrests: 11
 - Assault/battery: 4
 - Narcotics sales/possession for sale: 5
 - Shoplifting: 1
 - Theft: 1
- Quantity of seized narcotics: 2,479 grams
- Quantity of seized fentanyl: 1,195 grams

- MTA Parking enforcement citations: 90 citations and 8 vehicle tows on 2/14, 2/16, and 2/17.