

# Tenderloin Emergency Initiative Situation Report

## Operational Period 5

1/10/22 - 1/16/22

*This situation report is generated on a weekly basis and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Intervention. This plan 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

Progress in Operational Period (OP) 5 was limited due to significant staffing shortages across all responsive agencies due to COVID-19. Rather than performing joint field operations in priority areas, individual agencies continued with their own engagements at the priority locations. Ongoing efforts during OP 5 focused on finalizing operational and logistical planning for the Linkage Center. During this week, the services list for the Center was finalized, and initial staffing plans were confirmed. In addition, a more robust equity and community engagement plan began to take shape, including a review of the 7 priority problem areas with neighborhood stakeholders and listening sessions with groups of residents.

#### Key Activities/Highlights:

- Finalized details for the launch of the Tenderloin Linkage Center, which will include a reduced capacity, footprint, and hours due to limited staffing.
- Built the outdoor space of the Linkage Center in an effort to make it safer during the ongoing COVID-19 surge.
- Held listening sessions with neighborhood residents to hear ongoing feedback on the progress of operations thus far.
- Continued daily operational discussions identifying status of operations at each of the prioritized locations, resources attributed to the response, and bed placement availability to determine services that can be provided.

### 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.

The following priority problems were established by a joint group of City and community stakeholders 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 5 (Jan 10 – Jan 16)

Objective	Priority Problem Crosswalk	Tactics and Response Activities
<p>1. Continue daily interventions at the following priority locations:</p> <ul style="list-style-type: none"> <li>a. 600 Eddy</li> <li>b. 7<sup>th</sup> and Market</li> <li>c. 300 Hyde</li> <li>d. 400 Eddy</li> </ul>	<p>Drug dealing and violent crime</p> <p>Open air drug use</p> <p>Lack of shelter and drop-in resources</p> <p>Lack of safe passage and accessibility</p> <p>Waste and debris</p> <p>Illegal vending</p>	<ul style="list-style-type: none"> <li>• Daily metrics listed in section below.</li> <li>• Priority locations reduced this week due to staffing shortages caused by Covid-19. <ul style="list-style-type: none"> <li>○ Aggregating metrics to evaluate ongoing priority locations</li> <li>○ Activity around Boeddeker Park may add it to priority list for next Op Period</li> </ul> </li> <li>• 2 parking control officers issued a total of 59 citations on Jan 12 <ul style="list-style-type: none"> <li>○ MTA looking at additional days of enforcement moving forward</li> </ul> </li> <li>• Field outreach and response teams such as SCRT, DPH field teams and CBO partners had limited capacity during this Op Period due to COVID.</li> <li>• Many of the vacant beds and placements reserved for Tenderloin Emergency Initiative are unavailable due to active COVID-19 outbreaks at the facilities.</li> <li>• Prioritized daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages.</li> <li>• HSOC worked with DPW and City Administrator’s Office to shut off steam vent on Larkin across from Asian Art Museum.</li> <li>• DPH developing COVID protocols for transportation and processes for quarantine.</li> </ul>
<p>2. Evaluate joint field operations model from OP 4 and identify areas for improvement by 1/16.</p>	<p>N/A, internal process improvement</p>	<ul style="list-style-type: none"> <li>• Consistently evaluating options for collecting operational agency updates ahead of daily operations meetings.</li> <li>• Prioritized daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages.</li> </ul>

		<ul style="list-style-type: none"> <li>• DPH aligning outreach metrics and essential information with HOT for review by other agencies.</li> <li>• Next Op Period will include aggregated detail from agencies performing joint field operations with clear areas of strength and areas for improvement.</li> </ul>
3. Finalize Linkage Center staffing, including roles and responsibilities for all staff and volunteers by 1/14.	<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"> <li>• Established daily meetings starting 1/12 for all agencies and staff working at the Linkage Center to discuss responsibilities, supplies, and services provided.</li> <li>• Completed initial draft of staff roles and responsibilities document and distributed to Linkage Center site staff for feedback.</li> <li>• Mandatory training held Friday from 1-5pm for all people working on site. Training included information on how to recognize signs of overdose, how to administer Narcan, and when and how to call 911. Training will be recorded and distributed to CBO/City Agencies.</li> <li>• Standard work for Linkage Center remains in progress for all agencies and will be completed prior to site opening on 1/18.</li> </ul>
4. Finalize Linkage Center services list by 1/12.	<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"> <li>• Received feedback from ADP and HSA on 1/12 outlining services to be provided at the Linkage Center. DEM compiled final services list on 1/16 in preparation for Linkage Center opening on 1/18. List reflected below.</li> <li>• Tier 1 (personal services): water, coffee, snacks and meals, handwashing, toilets, PPE, clothing, wound treatment supplies, showers, laundry, animal care, social space and activities, regular health fairs, other dignity services as available.</li> <li>• Tier 2 (linkage to programs): primary care and medical treatment referral, behavioral and mental health treatment, substance use treatment, shelter, permanent supportive housing, transitional housing, community and social support, therapy and mentoring, vocational and legal support, food and nutrition support, youth and family care, veteran support, other services as available.</li> </ul>
5. Start build out of outdoor area for	Lack of shelter and drop-in resources	<ul style="list-style-type: none"> <li>• Fencing installed 1/12.</li> </ul>

<p>Linkage Center and finalize design and layout by 1/16.</p>	<p>Open-air drug use  High levels of 911 medical calls</p>	<ul style="list-style-type: none"> <li>• Confirmed Linkage Center hours: 8am-8pm, 7 days a week. Will work to increase staffing capacity to expand hours and operational footprint as soon as staff return from isolation/quarantine related to COVID-19.</li> <li>• Site opening will include basic fencing with privacy screens and city-branded signage.</li> <li>• Future Op Periods will include objectives to work with community stakeholders and residents on more permanent Linkage Center design and aesthetics for duration of operations (estimated through June 2022).</li> </ul>
<p>6. Schedule briefings and listening sessions with key residential and community stakeholder groups by 1/12.</p>	<p>All</p>	<ul style="list-style-type: none"> <li>• Human Rights Commission scheduled and facilitated two population-specific listening sessions with community stakeholders, including one in Spanish.</li> <li>• Next Op Period will clarify method for scheduling these types of listening sessions, who will lead this coordination, and establish process for community partners to request a briefing.</li> </ul>
<p>7. Adjust and improve strategy for community stakeholder participation in planning and operations by 1/13.</p>	<p>All</p>	<ul style="list-style-type: none"> <li>• Held community stakeholder meeting with community partners to provide operational updates and incorporate feedback.</li> <li>• Working to appoint a person to lead joint field operations and community stakeholder outreach (incorporates CBOs, residents, and businesses).</li> <li>• Working to identify full team focused on equity &amp; community engagement.</li> </ul>
<p>8. Perform evaluation of operational strategy and 7 key problem areas by 1/16.</p>	<p>N/A, internal process improvement and accountability</p>	<ul style="list-style-type: none"> <li>• 7 key priority problems were confirmed and echoed by community stakeholders. These remain the 7 top problems for the neighborhood.</li> <li>• The Linkage Center was identified as a clear accomplishment for a short-term solution for “lack of shelter and drop-in resources” and “open-air drug use”.</li> <li>• Request to specifically name street overdoses in relation to “high levels of 911 medical calls”.</li> </ul>

		<ul style="list-style-type: none"><li>• Heard feedback that community could use information and educational material geared toward families and in multiple languages that explains some of the priority problems seen in the Tenderloin.</li><li>• Gathering ongoing feedback from key City agencies based on field outreach.</li><li>• Strategy document will be updated during Op Period 6 to reflect the feedback received.</li></ul>
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## METRICS TRACKING – OPERATIONAL PERIOD 5

Weekly metric reports are due by the end of the operational period by Sunday and no later than the following Monday, the beginning of the next operational period

### OP 5 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	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	6	7	3	N	0	N	N/A	Y	N
1/11/22	10	20	4	N	0	Y	N/A	N	N
1/12/22	13	19	3	N	0	Y	N/A	N	N
1/13/22	12	22	4	N	0	Y	N/A	N	N
1/14/22	10	19	6	N	0	Y	N/A	N	Y
1/15/22	Data not available								
1/16/22	8	26	3	N	0	N	N/A	N	N

### **7<sup>th</sup>/Market**

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	2	5	1	N	0	N	Y	N	N
1/11/22	2	0	0	N	0	N	N	N	N
1/12/22	5	0	0	N	0	Y	Y	N	Y
1/13/22	0	0	0	N	0	Y	Y	Y	N
1/14/22	3	0	0	N	0	Y	Y	N	Y
1/15/22	Data not available								
1/16/22	3	15	0	N	0	Y	Y	Y	N

### 400 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	5	2	1	N	0	Y	N/A	Y	N
1/11/22	6	2	0	N	0	Y	N/A	N	Y
1/12/22	10	10	1	N	0	Y	N/A	N	Y
1/13/22	4	4	1	N	0	Y	N/A	Y	Y
1/14/22	7	3	1	N	0	Y	N	N	Y
1/15/22	Data not available								
1/16/22	2	12	1	N	0	Y	N/A	Y	N

### 600 block of Eddy

Date	Problem Behaviors	Drug activity	Tents	Power Taps	Problem vehicles	Trash or debris	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/10/22	5	25	0	N	0	N	Y	Y	N
1/11/22	5	2	0	N	0	Y	Y	Y	N
1/12/22	11	22	0	N	0	Y	Y	N	N
1/13/22	7	10	0	N	0	Y	Y	Y	N
1/14/22	4	11	0	N	0	Y	Y	Y	N
1/15/22	Data not available								
1/16/22	3	21	0	N	0	Y	Y	Y	N

Note: "Problem Behaviors" defined as a person exhibiting one or more of the following: lying down on sidewalk or street, reacting to internal stimuli in a way that is causing public consternation, walking through 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.

#### Additional metrics:

#### **Linkage Center** *[all Linkage Center metrics pending opening of the site]*

- Total number of guests:
- Average number of guests at a given time:
- Number of guests by referral from street to center:
  - Total:
  - Itemized by referral group:



- Number of self-presented guests:
- Guests engaged in Tier 1 Service Connection:
- Guests engaged in Tier 2 Service Connection:
  - Itemized by type of service/program:
- Guests successfully referred and transported to Tier 2 Service:
  - Itemized by type of service/program:
- Number of times naloxone distributed at Center:
  - Preventative:
  - Overdose response:

## Health and Medical

- 911 medical calls to the Tenderloin: 340
  - Deaths: 5
  - Overdose: 1
  - Signed out against medical advice: 7
  - No merit: 36
  - Patient declined transport: 42
  - Unable to locate / Gone on arrival: 24
  - Code 2 (acute but not time-critical) transport: 213
  - Code 3 (critical) transport: 12
- Totals health engagements and encounters in Tenderloin this week: 253
- Total doses of Naloxone distributed in Tenderloin this week: 59
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 219
  - Itemized by outreach team:
    - Street Crisis Response Team (SCRT)
      - Number of encounters: 30
        - No merit: 0
        - Patient declined transport: 14
        - Unable to locate client: 12
        - Ambulance transport to hospital: 0
        - SCRT transport to social/behavioral setting: 0
        - Other disposition/referral: 4
      - Number of Naloxone doses distributed: 0
    - Felton Institute's Street Team (FEST)
      - Number of engagements/encounters: 208
      - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 174
      - Number of naloxone doses distributed: 53
    - Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
      - Number of engagements/encounters: 15
      - Number of Naloxone doses distributed: 6
      - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 45
      - Number of people linked to medical care with Street Medicine: 0

## Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 216
  - Referrals into shelter: 10
    - SIP Sites: 0
    - Congregate: 10
    - Navigation: 0
    - TAY Navigation: 0
    - Winter Shelter: 0
    - Emergency Shelter: 0
  - Referrals to other services: 11
    - Medical: 11
    - Behavioral health: 0
    - Homeward Bound: 0
    - Substance use treatment: 0
    - Financial benefits: 0
  - Tools provided:
    - Hand sanitizer: 0
    - Hygiene supplies: 39
    - Face masks: 14
    - Handwashing kit: 0
    - Food/snacks: 7
    - Water: 175
    - Undergarments: 9
    - Shoes: 0
    - Emergency blankets: 20
    - Ponchos: 7
    - Other clothing: 10

**Urban Alchemy data not available for this Operational Period at time of posting.**

**Public Works data not available for this Operational Period at time of posting.**

## Infrastructure

<b>311 infrastructure –related service calls</b>	<b>Total</b>	<b>Closed</b>	<b>Outstanding</b>
Sidewalk/curb issue	7	4	3
Street and sidewalk cleaning	322	274	48
Encampments	47	40	7
Graffiti	84	31	53
Damaged property	20	10	10
Streetlight repair	16	6	10

## **Law Enforcement**

- Number of felony arrests: 44
- Number of misdemeanor arrests: 10
- Number of arrests related to drug sales or possession for sale: 14
- Quantity of seized narcotics: 1,405 grams (1.40 kilos)
- Quantity of seized fentanyl: 928 grams (0.92 kilos)
- MTA parking enforcement citations: 59