

Tenderloin Emergency Initiative Situation Report

Operational Period 6

1/17/22 - 1/23/22

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) 6 continues to be impacted due to significant staffing shortages across all response agencies due to COVID-19. Ongoing efforts during OP 6 focused on opening the Tenderloin Linkage Center on January 18, 2022 and conducting Joint Field Operations in priority areas on January 20 and 21, 2022.

Key Activities/Highlights:

- The Tenderloin Linkage Center opened January 18, 2022, with reduced capacity, footprint, and hours due to limited staff. 1,180 visits occurred at the Linkage Center during OP 6.
- City Departments and CBOs are working to evaluate options and timelines for expanding services and capacity at the Linkage Center in the coming week(s).
- Daily operational discussions and longer-term planning efforts have been initiated to determine the status of priority neighborhood locations, identify resources allocated to the response, and plan for more sustainable bed placement availability.
- Efforts to refine community stakeholder outreach and feedback processes were prioritized.

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

OPERATIONAL PERIOD 6 (Jan 17 – Jan 23)

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 (200 Eddy and 300 Jones) 	<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. • Many of the vacant beds and placements reserved for the Tenderloin Emergency Initiative continue to be limited due to active COVID-19 outbreaks. • Continue to prioritize daily status monitoring of shelters, navigation centers, jails, and other congregate settings due to COVID-19 outbreaks and related staffing shortages. • Boeddeker Park was added to the list of priority locations for this operational period. <ul style="list-style-type: none"> ○ Aggregating metrics to evaluate ongoing priority locations for future operational periods. • Daily street outreach teams at the priority locations reported a lot of interest in and enthusiasm about the Linkage Center and high engagement numbers. There were requests for supplies including Narcan, PPE, and other essentials, which will be available at the Linkage Center. • Parking control officers issued a total of 35 citations during OP 6.
<p>2. Perform joint field operations at a minimum of two priority locations during OP 6.</p>	<p>Drug dealing and violent crime</p> <p>High levels of 911 medical calls</p>	<ul style="list-style-type: none"> • Performed Joint Field Operations on January 20. and 21, 2022. <ul style="list-style-type: none"> ○ Operations took place on 700 Block of Eddy, 600 Block of Eddy, 400 Block of Eddy, and 300 Block of Hyde. • Performed Joint Field Operations on January 21.

	<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"> ○ Operations took place on 300 Block of Jones, 200 Block of Jones, 200 Block of Turk, 7th and Market, and around Boeddeker Park. ● Operations included representatives from DPH, HSH, MTA, DPW, CBOs, and SFPD. ● Team completed 67 encounters, including 2 evaluations by the Street Crisis Response Team and 1 transport to urgent care. ● Power washing and debris pick up was completed as component of joint operations. Specific metrics are listed in section below. ● Field outreach teams are working together to improve effectiveness of joint outreach, including pairing HOT and DPH outreach workers together and having the teams check midway through the operation to make adjustments and improvements. ● Post-operation feedback noted areas for improved coordination regarding agency shift changes and a way to verify capacity at Linkage Center before referrals to the site. Will prioritize these areas for improvement next Op Period.
<p>3. Proactively monitor all 311 service requests at and around priority locations and coordinate prioritized response.</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 issues identified at the priority locations (e.g., graffiti, debris). ● Identified an additional process to improve upon and expedite notifications to MTA about damage or other issues with Muni bus shelters and platforms. ● Identified clear need to prioritize more targeted, responsive cleaning operations. Will make a specific objective for next Op Period.
<p>4. Finalize the Tenderloin Emergency Initiative organizational chart and distribute to all relevant stakeholders by 1/19.</p>	<p>All</p>	<ul style="list-style-type: none"> ● Created and defined roles and responsibilities for various agencies involved in the Tenderloin Emergency Initiative to provide clarification on roles and responsibilities. ● Organizational chart will be made available during next Op Period.

<p>5. Open the Tenderloin Linkage Center to guests on 1/18.</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"> • Linkage Center operational as of 1/18, providing Tier 1 and Tier 2 services. • Hours of operation: 8am to 8pm, 7 days a week with representatives from DEM, DPH, HSH, ADP, and multiple community providers. • Evaluating areas for improvement when providing services and identifying best practices. • Developing site management protocols, including opening and closing procedures. Standard Work documents continuously evaluated and updated as needed. • Continuing efforts to document and clarify schedules and resources associated with each provider and partner working on site. • Initiating working group to plan for expansion of resources, services, footprint, and staff. • Developing more efficient process for collecting and reviewing daily metrics from the site (initial metrics provided in section below).
<p>6. Revise outreach and communications plan for Linkage Center referrals by 1/18 and begin implementing plan with designated field outreach teams.</p>	<p>All</p>	<ul style="list-style-type: none"> • Linkage Center overview and details distributed to field outreach leads on 1/17 in advance of site opening to guide conversations with potential guests. • Developed the Tenderloin Linkage Center Walkthrough Access Policy, in effect as of 1/22/2022. Policy prioritizes Tenderloin neighborhood community providers to learn more about the site and resources offered. • Identified outreach opportunities for referrals and linkages requested after normal operating hours from referral sites. Receiving referrals from street outreach area providers. • Outreach teams with flyers directed guests to the linkage center, and a need was identified for increased signage and promotion at local CBOs.
<p>7. Schedule at least three additional community feedback and listening sessions by 1/20.</p>	<p>All</p>	<ul style="list-style-type: none"> • This objective was paused during OP 6 while the Community Engagement Officers were officially onboarded. This objective will be accomplished in the next Op Period.

METRICS TRACKING – OPERATIONAL PERIOD 6

OP 6 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
1/17/22	5	32	1	0	0	Y	N/A	N	N
1/18/22	11	22	5	0	0	Y	N/A	N	N
1/19/22	10	4	3	0	0	Y	N/A	N	Y
1/20/22	6	25	4	0	0	Y	N/A	N	N
1/21/22	7	25	5	0	1	Y	N/A	N	N
1/22/22	10	25	4	0	0	Y	N/A	Y	N
1/23/22	5	27	4	0	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
1/17/22	2	2	0	0	0	N	Y	Y	N
1/18/22	3	0	0	0	0	Y	Y	Y	N
1/19/22	2	2	0	0	0	Y	Y	Y	Y
1/20/22	0	0	0	0	0	N	Y	Y	N
1/21/22	1	0	0	0	0	N	Y	N	N
1/22/22	0	0	0	0	0	N	Y	Y	Y
1/23/22	0	3	0	0	0	N	Y	Y	Y

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
1/17/22	3	16	1	0	0	Y	N/A	N	Y
1/18/22	7	7	3	0	0	Y	N/A	N	Y
1/19/22	7	10	1	0	0	Y	N/A	Y	Y
1/20/22	5	23	0	0	0	Y	N/A	N	Y
1/21/22	6	9	2	0	0	Y	N/A	N	Y
1/22/22	6	17	2	0	0	Y	N/A	Y	Y
1/23/22	2	12	2	0	0	Y	N/A	Y	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
1/17/22	2	12	0	0	0	Y	Y	Y	N
1/18/22	11	23	0	0	0	Y	Y	N	N
1/19/22	8	12	0	0	0	Y	Y	Y	Y
1/20/22	7	22	0	0	1	Y	Y	Y	N
1/21/22	5	21	0	0	0	Y	Y	N	N
1/22/22	2	14	0	0	0	Y	Y	Y	N
1/23/22	4	24	0	0	0	Y	Y	N	N

200 block of Turk

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
1/17/22	1	5	0	0	0	Y	Y	N	N
1/18/22	0	0	0	0	0	N	N	Y	N
1/19/22	2	0	0	0	0	Y	Y	Y	N
1/20/22	0	0	0	0	N	N	N	Y	N

1/21/22	0	0	0	0	0	N	N	N	N
1/22/22	2	0	0	0	N	Y	N	Y	Y
1/23/22	0	5	0	0	0	N	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
1/17/22	2	8	4	0	0	Y	N/A	N	N
1/18/22	10	3	11	0	0	Y	N/A	N	N
1/19/22	7	3	0	0	0	Y	N/A	Y	N
1/20/22	7	2	7	0	0	Y	N/A	Y	N
1/21/22	4	1	5	0	0	Y	N/A	Y	N
1/22/22	6	0	4	0	0	Y	N/A	Y	N
1/23/22	4	1	5	0	0	Y	N/A	N	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" 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: 1,180
- Number of guests by referral from street to center: Unknown for first week
- Number of self-presented guests: Unknown for first week
- Engagements in Tier 1 Service Connection: 1,180
- Engagements in Tier 2 Service Connection: 499
 - o Meaningful engagements (details about service and eligibility provided to guest but guest did not choose to connect to service): 268
 - o Referrals (longer conversation with guest and information provided for walk-in or drop-in service and guest states they will access the service): 187
 - o Pending linkage (referral and linkage was made but identified program was unavailable and guest's name placed on waiting list): 11

- o Completed linkage (referral and linkage was made, placement or appointment identified, paperwork completed; transport to service occurred where necessary): 33

Note – itemized categories for service connection (e.g. behavioral health, substance use treatment, housing and shelter, food security, etc. is still being compiled at the time of this report and will be included in future iterations)

- Naloxone distribution:
 - o Distributed but not administered: Unknown for first week
 - o Number of doses administered for overdose response: 12
 - o Number of people requiring naloxone administration: 3
- Number of overdose deaths: 0

Health and Medical

- 911 medical calls to the Tenderloin: 294
 - o Deaths: 5
 - o Signed out against medical advice: 6
 - o No merit: 27
 - o Patient declined transport: 38
 - o Unable to locate / Gone on arrival: 15
 - o Code 2 (acute but not time-critical) transport: 198
 - o Code 3 (critical) transport: 5
- Totals health engagements and encounters in Tenderloin this week: 337
- Total doses of Naloxone distributed in Tenderloin this week: 78
- Total number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 249
- Total health and medical referrals to Linkage Center: 186
 - o Street Crisis Response Team (SCRT)
 - Number of encounters: 25
 - No merit: 0
 - Patient declined transport: 8
 - Unable to locate client: 15
 - Ambulance transport to hospital: 1
 - Transport to social/behavioral setting: 1
 - Referrals to Linkage Center: 0
 - Number of Naloxone doses distributed: 1
 - o Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 298
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 249
 - Number of Naloxone doses distributed: 55
 - Referrals to Linkage Center: 183
 - o Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team

- Number of engagements/encounters: 14
- Number of Naloxone doses distributed: 22
- 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: 3

Homelessness and Supportive Housing

- SF Homeless Outreach Team (HOT) Tenderloin encounters: 357
 - o Referrals into shelter:
 - SIP Sites: 0
 - Congregate: 2
 - Navigation: 15
 - TAY Navigation: 0
 - Winter Shelter: 0
 - Emergency Shelter: 0
 - o Referrals to other services:
 - Medical: 4
 - Behavioral health: 3
 - Homeward Bound: 1
 - Substance use treatment: 0
 - Financial benefits: 16
 - o Tools provided:
 - Hand sanitizer: 0
 - Hygiene supplies: 38
 - Face masks: 11
 - Handwashing kit: 0
 - Food/snacks: 4
 - Water: 65
 - Undergarments: 8
 - Shoes: 0
 - Emergency blankets: 0
 - Ponchos: 15
 - Other clothing: 9

Urban Alchemy

- Positive engagements: 6,826
- Social norm interventions: 2,665
- De-escalation interventions: 201
- Overdose reversals: 1
- 911 requests: 2
- 311 requests: 2
- Needles collected: 526
- Trash bags filled: 286

Public Works

- Amount of waste collected in Tenderloin: 3.86 Tons
- Number of power washings completed: 50
- Service requests for waste submitted to 311: 496
- Services requests for waste responded by DPW: 200
- Number of bag and tags completed: 85

Infrastructure

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	6	2	4
Street and sidewalk cleaning	491	334	157
Encampments	64	40	24
Graffiti	82	27	55
Damaged property	33	6	27
Streetlight repair	2	0	2

Law Enforcement

- Calls for service: 1,336
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 175
 - Priority B (crimes that just occurred where suspects may still be nearby): 309
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 852
- Number of felony arrests: 36
 - Assault/battery: 3
 - Carjacking: 1
 - Commercial/residential burglary: 1
 - Domestic violence: 4
 - Firearm: 2
 - Narcotics sales/possession for sale: 17
 - Resist/delay arrest: 1
 - Robbery: 1
 - Theft: 1
 - Vehicle stolen/recover: 1
 - Warrant arrest: 4
- Number of misdemeanor arrests: 10
 - Assault/battery: 1
 - Driving without license: 1
 - Shoplifting: 4

- Vandalism: 3
 - Miscellaneous: 1
- Quantity of seized narcotics: 1,700 grams
- Quantity of seized fentanyl: 1,114 grams
- MTA Parking enforcement citations: 35