

Tenderloin Emergency Initiative Situation Report

Operational Period 14

3/14/22-3/20/22

This situation report is generated every week and represents accomplishments from the crisis operations phase of the Tenderloin Emergency Initiative (TEI). 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

The 90-day Declaration of Emergency for Drug Overdoses in the Tenderloin concluded this Operational Period (OP). The Board of Supervisors held a hearing on the emergency response, where Tenderloin Emergency Initiative leadership presented details on the outcomes of operations launched for the initiative and provided a long-term plan for continuing efforts after the Declaration of Emergency expires. As part of the long-term plan, daily coordination, outreach, care, street cleaning, other efforts to disrupt and mitigate harmful behaviors, and the operations of the Tenderloin Linkage Center (TLC) will continue.

Efforts for OP 14 focused on strategic planning, long-term staffing, and reconfiguration of the outdoor space at the Tenderloin Linkage Center, which will provide increased privacy and access to space and services for guests, including the ability to use the shower and laundry facility without leaving the site. Work to develop public dashboards to show outcomes for the Tenderloin Emergency Initiative goal areas continued this OP, further refining and streamlining metrics that will measure neighborhood impact.

Key Activities/Highlights:

- Following the Board of Supervisors hearing on 3/15, the Mayor's Office posted a [press release on the first 90 days of the Tenderloin Emergency Initiative](#) that emphasizes progress, metrics, cross-sector coordination, and next steps as operations continue.
- The outdoor footprint of the TLC was redesigned, which includes improved guest flow, increased privacy measures, and the relocation of the shower/laundry facility from the Market Street curbside into the fenced-in perimeter.
- SFPD increased officer deployments to the Tenderloin area during this OP.

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 goal areas as the top issues to address in the Tenderloin. These goal areas track the output of City and non-City partners working on the Tenderloin Emergency Initiative but also outcomes of those efforts measured by impact in the neighborhood. To ensure that operations are directly addressing the goal areas, all objectives must link back to at least one of the following goal areas:

1. Reduce drug sales and violent crime
2. Reduce homelessness and street sleeping

3. Eliminate widespread public drug usage
4. Increase safe passage and accessibility
5. Cleaner sidewalks and streets
6. Reduce fatal and non-fatal overdoses
7. Eliminate widespread street vending
8. Increased access to behavioral health services

*Note: During this OP, the operational team decided to revise the goal "increase access to behavioral health services" to "increase connections to care". This revision is due to a need to track other social services that were not otherwise captured in a goal. Behavioral health service connections will be included in this revised goal. This new goal will be reflected in OP 15.

OPERATIONAL PERIOD 14 (March 14 – March 20)

Objective	Goal Area Crosswalk	Tactics and Response Activities
<p>1. Perform daily joint field outreach and operations at the following priority locations on a rotating basis:</p> <ul style="list-style-type: none"> a. Cedar between Polk and Larkin b. 200/300 Block of Jones c. 300 Block of Hyde d. 700/600/400/100 Block of Eddy e. Myrtle between Polk and Larkin 	<p>All</p>	<ul style="list-style-type: none"> • Performed 7 Joint Field Operations Monday 3/14 through Sunday 3/20. <ul style="list-style-type: none"> ○ Monday operations began at unit block of Cedar ○ Tuesday operations began at 700 Eddy ○ Wednesday operations began at unit block of Myrtle ○ Thursday operations began at 300 Jones ○ Friday operations began at 300 Hyde ○ Saturday operations began at unit block of Cedar ○ Sunday operations began at 300 unit block of Myrtle • Operations included representatives from SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD. • During the 3/14 Joint Field Operations and earlier outreach, the team completed 10 encounters, transported 1 individual to a hospital by ambulance, and transported 2 individuals to 2 non-congregate shelters. • During the 3/15 Joint Field Operations and earlier outreach, the team completed 24 encounters, transported 1 individual to a Navigation Center, and assisted 1 individual with their motorized chair. • Outcomes of Joint Friend Operations conducted on 3/16, 3/17, and 3/18 were unavailable at the time of this report’s publishing. • On 3/14, SFPD increased levels of officers from other stations to support Tenderloin Station. Daily staffing levels and deployments will vary based on availability. • MTA maintained enforcement activities in all priority locations. On 3/15, 53 citations were issued. On 3/17, 51 citations were issued. • 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.

		<ul style="list-style-type: none"> • HSOC supported the TEI project area in the 1-block buffer zone with encampment resolutions and tent engagements on 3/15. • Field outreach was performed at each priority location between 3/14 and 3/18 by DPH and DPH-affiliated community providers, including the SF AIDS Foundation fentanyl team, SF Community Health Center Project REACT, Felton Engagement Specialist Team, and Code Tenderloin.
<p>2. Collate and integrate department budgets into a single TLC integrated budget and present to the Mayor's Budget Office on 3/16.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increased access to behavioral health services</p>	<ul style="list-style-type: none"> • Presented the collated TLC budget to the Mayor's Budget Office on 3/15 and kicked off the longer-term TLC budget process. • Discussion for future state and budget revisions for the TLC will occur in OP 15.
<p>3. Implement TLC's redesigned outdoor footprint by 3/19.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increased access to behavioral health services</p>	<ul style="list-style-type: none"> • Implemented the redesign of the TLC's outdoor footprint on 3/18, which included improved guest flow, increased privacy measures, and the relocation of the shower/laundry facility from the Market Street curbside into the fenced-in perimeter.

<p>4. Evaluate the effectiveness of lighting coverage and operational times for the three additional light towers added to key locations in UN Plaza by 3/18.</p>	<p>Reduce drug sales and violent crime</p> <p>Increase safe passage and accessibility</p>	<ul style="list-style-type: none"> The 3 key locations where light towers were placed in UN Plaza in OP 13 were evaluated and will continue to be supported with adjustments based on community feedback.
<p>5. Evaluate long-term lighting recommendations, including planning and funding process, by 3/18 and present findings to TEI leadership.</p>	<p>Reduce drug sales and violent crime</p> <p>Increase safe passage and accessibility</p>	<ul style="list-style-type: none"> Tenderloin Emergency Initiative Operations held 2 meetings with City infrastructure departments to explore long-term street lighting enhancement options based on jurisdiction, including feasibility, cost estimates, and funding options. Following this meeting, departments will develop their budget estimates to implement their proposed lighting improvements.
<p>6. Present the Tenderloin Emergency Initiative update to the San Francisco Board of Supervisors by 3/15.</p>	<p>All</p>	<ul style="list-style-type: none"> Tenderloin Emergency Initiative leadership presented on the progress of the first 90 days of operations at the Board of Supervisors hearing on 3/15. Highlights included: <ul style="list-style-type: none"> The City's ongoing commitment to Tenderloin operations even after the Declaration of Emergency expires Discussion and summary of the progress of the overall initiative A continued focus on the importance of outcome measures and easily captured data and impact metrics Questions about long-term planning and operations in the Tenderloin A recording of the presentation can be viewed on San Francisco Government TV.
<p>7. Develop and disseminate the Tenderloin Emergency Initiative press release highlighting accomplishments,</p>	<p>All</p>	<ul style="list-style-type: none"> On 3/16, the Joint Information Center disseminated a press release on the first 90 days of the Tenderloin Emergency Initiative that emphasizes progress, metrics, cross-sector coordination, and next steps as operations continue.

findings, and next steps by 3/15.		
8. Publish webpages and dashboards related to the goals of reducing fatal and non-fatal overdoses and increasing access to behavioral health services by 3/15.	Reduce fatal and non-fatal overdoses Increased access to behavioral health services	<ul style="list-style-type: none"> • Work to develop the public dashboards for the goal areas of reducing fatal and non-fatal overdoses and increasing access to behavioral health continued in OP 14 but was unable to be completed due to source data clarifications and revisions. • This objective will be continued to OP 15.
9. Refine measures and gather additional data related to the goals of increasing access to behavioral health services and decreasing homelessness and street sleeping by 3/18.	Reduce homelessness and street sleeping Increased access to behavioral health services	<ul style="list-style-type: none"> • This work is ongoing and will be continued to OP 15. • During this OP, the operational team decided to revise the goal “increase access to behavioral health services” to “increase connections to care”. This new goal will be reflected in OP 15. This revision is due to a need to track other social services that were not otherwise captured in a goal. Behavioral health service connections will be included in this revised goal.
10. Make updates to all dashboards and public reports that draw from SF311 to reflect a changed data pull with improved geographic boundaries by 3/18.	Increase safe passage and accessibility Cleaner sidewalks and streets Eliminate widespread street vending	<ul style="list-style-type: none"> • Work to refine data pulled from 311 for the geographic boundaries of the Tenderloin Emergency Initiative project area continued this OP and will be complete in OP 15.
11. Continue holding listening sessions, addressing community feedback, and documenting short- and	All	<ul style="list-style-type: none"> • Scheduled a community listening session for OP 15: <ul style="list-style-type: none"> ○ Las Familias del Tenderloin on 3/25

long-term community needs.		
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METRICS TRACKING – OPERATIONAL PERIOD 14

OP 14 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily except weekends which may vary in time.

Cedar Between Polk and Larkin

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/14	2	0	1	N	0	Y	N/A	N	N
3/15	1	0	1	N	0	N	N/A	N	N
3/16	<i>Not Assessed</i>								
3/17	0	0	1	N	0	Y	N/A	N	N
3/18	1	1	0	N	0	Y	N/A	N	N
3/19	0	0	0	N	0	N	N/A	N	N
3/20	0	0	0	N	0	N	N/A	N	N

Myrtle between Polk and Larkin

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/14	4	0	0	N	0	Y	N/A	N	N
3/15	1	0	1	N	0	N	N/A	N	N
3/16	<i>Not Assessed</i>								
3/17	<i>Not Assessed</i>								
3/18	0	0	0	N	0	N	N/A	N	N
3/19	0	1	1	N	0	N	N/A	N	N
3/20	0	0	0	N	0	N	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
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3/14	1	0	0	N	0	N	N	Y	N
3/15	<i>Not Assessed</i>								
3/16	3	10	0	N	0	Y	N	Y	N
3/17	3	6	0	N	0	Y	N	N	N
3/18	2	6	0	Y	0	Y	N	Y	N
3/19	5	0	0	N	0	Y	N	N	N
3/20	0	2	0	N	0	Y	Y	N	N

700 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
3/14	<i>Not Assessed</i>								
3/15									
3/16									
3/17	1	3	0	N	0	Y	Y	N	N
3/18	2	6	0	N	0	Y	N	Y	N
3/19	1	2	0	N	0	N	Y	N	N
3/20	<i>Not Assessed</i>								

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
3/14	6	25	1	N	0	Y	N/A	Y	Y
3/15	4	14	1	N	0	Y	N/A	Y	Y
3/16	6	25	0	N	0	Y	N/A	Y	Y
3/17	0	10	1	N	0	Y	N/A	Y	N
3/18	1	18	0	N	0	Y	N/A	Y	N
3/19	6	16	0	N	0	Y	N/A	Y	N
3/20	8	18	0	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
3/14	3	0	0	N	0	Y	N/A	Y	N
3/15	<i>Not Assessed</i>								
3/16	3	5	0	N	0	Y	N/A	Y	N
3/17	4	10	0	N	0	Y	N/A	Y	Y
3/18	4	3	0	N	0	Y	N/A	Y	Y
3/19	2	4	0	N	0	Y	N/A	Y	N
3/20	3	6	0	N	0	Y	N/A	N	N

100 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
3/14	5	5	0	N	0	Y	N/A	Y	Y
3/15	3	5	0	N	0	Y	N/A	Y	Y
3/16	<i>Not Assessed</i>								
3/17	0	0	0	N	0	N	N/A	N	N
3/18	0	0	0	N	0	N	N/A	Y	N
3/19	0	2	1	N	0	N	N/A	N	N
3/20	1	0	0	N	0	Y	N/A	N	N

200 block of Jones

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/14	5	3	0	N	0	Y	N/A	N	N
3/15	<i>Not Assessed</i>								
3/16	<i>Not Assessed</i>								
3/17	1	0	2	N	0	N	N/A	N	N
3/18	3	5	0	N	0	Y	N/A	Y	N

3/19	4	3	0	N/A	0	Y	N/A	Y	N
3/20	3	0	0	N	0	Y	N/A	Y	N

300 block of Jones

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
3/14	3	0	1	N	0	N	N/A	Y	N
3/15	2	0	1	N	0	N	N/A	Y	N
3/16	3	0	1	N	0	Y	N/A	Y	N
3/17	0	0	3	N	0	Y	N/A	N	N
3/18	0	0	0	N	0	Y	N/A	N	N
3/19	9	0	0	N	0	Y	N/A	Y	N
3/20	6	0	1	N	0	Y	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.

OP 14 Tenderloin Linkage Center Report:*

The Tenderloin Linkage Center is a safe space for guests to easily and quickly access services.

- Engagements in Tier 1 Service Connection: 2,400
- Engagements in Tier 2 Service Connection: 326
 - Meaningful engagements: 98
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 36
 - COVID-19 (vaccination, testing, etc.): 2
 - Food and nutrition: 10
 - Mental Health Care and psychiatric medication refills: 0
 - Physical Health (Primary care/dental/non-urgent): 3
 - Physical Health (Urgent Medical Care): 1
 - Prevention HIV, Hep-C, STI Testing and Treatment: 0
 - Substance use care (drug user health, i.e., syringe programs): 2
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 0
 - Substance use treatment (detox, residential, and outpatient): 5
 - Therapy and mentoring: 30
 - Vocational, employment, and legal support: 9

- Referrals: 194
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 93
 - COVID-19 (vaccination, testing, etc.): 9
 - Food and nutrition: 32
 - Mental Health Care and psychiatric medication refills: 4
 - Mental Health Urgent Care (Hummingbird, Dore): 0
 - Prevention HIV, Hep-C, STI Testing & Treatment: 0
 - Physical Health (Primary care/dental/non-urgent): 6
 - Physical Health (Urgent Medical Care): 6
 - Prevention HIV, Hep-C, STI Testing and Treatment: 0
 - Substance use care (drug user health, i.e., syringe programs): 3
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 8
 - Substance use treatment (detox, residential, and outpatient): 16
 - Therapy and mentoring: 4
 - Veteran support: 1
 - Vocational, employment, and legal support: 12
- Pending linkage: 17
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 17
- Completed linkage: 17
 - Community/social services (ID Voucher, GA, Calfresh, Medi-Cal): 5
 - Food and nutrition: 2
 - Mental Health Care and psychiatric medication refills: 0
 - Physical Health (Primary care/dental/non-urgent): 1
 - Physical Health (Urgent Medical Care): 4
 - Substance use treatment (detox, residential, and outpatient): 3
 - Substance use care medication-assisted treatment (methadone/Buprenorphine): 1
 - Vocational, employment, and legal support: 1

* The TLC metrics for Tier 2 engagements represent a slight underestimate due to a data recording error that attributed some engagements from 3/20 to the following Operational Period.

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

Additional metrics by goal area (all data is for the Tenderloin neighborhood):

Reduce drug sales and violent crime

- Calls for service: 1,221
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 155

- Priority B (crimes that just occurred where suspects may still be nearby): 304
- Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 762
- Number of arrests resulting in booking: 36
 - Assault/battery: 2
 - Narcotics sales/possession for sale: 8
- Number of arrests resulting in a citation: 16
 - Assault/battery: 4
 - Narcotics sales/possession for sale: 1
- Quantity of seized narcotics: 343 grams
- Quantity of seized fentanyl: 147 grams

Reduce homelessness and street sleeping

- SFHOT Encounters in the Tenderloin: 66
- Placements to Shelter from TLC: 21
- Placements to Shelter from Tenderloin (non-TLC): 6
- Housing assessments among guests at the TLC: 46

Cleaner sidewalks and streets

- Public Works:
 - Amount of waste collected in Tenderloin: 215 tons
 - Number of power washings completed: 102
 - Service requests for waste submitted to 311: 353
 - Services requests for waste responded by DPW: 318
 - Number of bags of debris collected: 100
- Urban Alchemy:
 - Trash bags filled: 886

Increase safe passage and accessibility

- Urban Alchemy
 - Positive engagements: 26,604
 - Social norm interventions: 8,577
 - De-escalation interventions: 1,182
 - 911 requests: 12
 - 311 requests: 56
 - Needles collected: 1,537
- MTA Parking enforcement citations: 104 citations

311 infrastructure-related service calls	Total	Closed	Outstanding
Sidewalk/curb issue	12	1	11
Encampments	94	82	12

Graffiti	65	30	35
Damaged property	34	12	22
Streetlight repair	11	2	9

Reduce widespread public drug use

- Linkage Center
 - Total number of visits: 2,400

Reduce fatal and non-fatal overdoses

- Naloxone distributed: 135
 - Linkage Center: 40
 - Street Crisis Response Team (SCRT): 0
 - Felton Institute's Street Team (FEST): 22
 - FEST with JFO (Behavioral Health Outreach): 1
 - Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team: 72
- Number of overdose reversals: 13
 - Linkage Center: 10
 - Urban Alchemy: 3
- 911 medical calls to the Tenderloin: 288
 - Deaths: 8
 - Signed out against medical advice: 10
 - No merit: 31
 - Patient declined transport: 22
 - Unable to locate/Gone on arrival: 20
 - Code 2 (acute but not time-critical) transport: 177
 - Code 3 (critical) transport: 20

Eliminate widespread street vending

- Metrics TBD

Increased access to behavioral health services

- Street Crisis Response Team (SCRT)
 - Number of encounters: 25
 - Patient declined transport: 14
 - Unable to locate client: 10
 - Ambulance transport to hospital: 1
 - Transport to social/behavioral setting: 0
 - Other disposition/referral: 0
 - Referrals to Linkage Center: 0

- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 223
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 212
 - Referrals to Linkage Center: 83
- FEST with JFO (Behavioral Health Outreach)
 - Number of engagements/encounters: 88
 - Number of people with behavioral health needs encountered: 38
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 80
 - Number of placements to medical treatment, mental health treatment, substance use disorder treatment: 0
 - Number of placements to sobering center: 0
 - Referrals to Linkage Center: 81
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 107
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 56
 - Number of people linked to medical care with Street Medicine: 13
 - Referrals to Linkage Center: 0