

Tenderloin Emergency Initiative Situation Report

Operational Period 19

4/18/22-4/24/22

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

Efforts for Operational Period (OP) 19 focused on developing the transition plan from crisis operations led by DEM to sustained operations led by City Planning, which will occur on July 1, 2022. The Tenderloin Linkage Center (TLC) also continued to operationalize the transition strategy to sustained operations, including preparing to onboard and train new dedicated staff and contractors, implementing specialized tools and optimized methodologies for data tracking, and long-term space planning.

Additionally, the goal area of "Increasing Safe Passage and Accessibility" continued to be a priority in OP 19, with efforts to mitigate sidewalk-blocking bicycle "chop shops", parked cars blocking access to UN Plaza, and the development of a unified City policy for safe and healthy streets underway. On April 21, Urban Alchemy activated a parking lot at Hyde and Turk as an ["Urban Oasis, a Public Space for Peaceful People,"](#) open to the public from 8 a.m. to 6 p.m. for social activities, washrooms, and daytime storage for guests. This space is sponsored by key TEI partners, including the Mid-Market Business Association and the Tenderloin Community Benefit District, among others.

Key Activities/Highlights:

- The Incident Commander presented a draft concept to key TEI stakeholders for review and approval on April 21, and the logistics, communications, and community outreach functions of the current phase of the Initiative also began working with partners to begin the transition planning.
- The Tenderloin Linkage Center (TLC) kicked off the implementation of the QLess guest queuing system to provide line management, service queuing, and data management for guests. TLC leadership is also working on additional metrics improvements to show the outcomes of activities and services provided at the facility.
- Improvements in the UN Plaza continued in OP 19. As part of the goal area of "Increasing Safe Passage and Accessibility", TEI began a mitigation and enforcement strategy for personal cars parked at UN Plaza. MTA distributed 46 warning flyers in advance of citation efforts scheduled to begin on 4/26. Joint Field Operations also began regularly addressing bicycle "chop shops" which often block access to sidewalks.

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. Increase connections to care

OPERATIONAL PERIOD 19 (April 18 – April 24)

Objective	Goal Area Crosswalk	Tactics and Response Activities
<p>1. Perform daily joint field outreach and operations at the following priority locations:</p> <ul style="list-style-type: none"> a. 300 Block of Hyde b. 700/600/500 Block of Ellis c. 200/300/400 Block of Leavenworth d. 500/400/300/200 Block of Turk e. 700/600/400 Blocks of Eddy f. Mission between 7th and 8th g. 300 Block of Jones h. 12th & Market i. 200 Block of Golden Gate 	<p>All</p>	<ul style="list-style-type: none"> • Performed twice-daily Joint Field Operations Monday 4/18 through Sunday 4/24. <ul style="list-style-type: none"> ○ Monday morning operations started at 300 Jones, and afternoon operations started at Cedar and Larkin ○ Tuesday morning operations started at Mission and 8th, and afternoon operations started at 300 Jones ○ Wednesday morning operations started at 12th and Market, and afternoon operations started at Mission and 8th ○ Thursday morning operations started at 700 Eddy, and afternoon operations started at 200 Turk ○ Friday morning operations started at 200 Leavenworth, and afternoon operations started at 12th and Market ○ Saturday morning operations started at 300 Hyde, and afternoon operations started at 8th and Mission ○ Sunday morning operations started at Cedar and Polk, and afternoon operations started at 300 Jones • Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives. • SFPD maintained increased levels of staffing in the TEI project area. Officer deployments focused on Larkin, Eddy, and Turk corridors, and UN Plaza. • MTA maintained enforcement activities in all priority locations. On 4/19, 68 citations were issued. On 4/20, 42 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.

<p>j. Cedar and Myrtle between Polk and Larkin</p> <p>k. UN Plaza</p>		<ul style="list-style-type: none"> • HSOC supported TEI efforts with outreach and assessments at 12th and Market on 4/21 as a follow-up to engagements and shelter placements in OPs 15 and 16. • Field outreach was performed at each priority location between 4/18 and 4/22 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. Continue advance planning and implementation of various operational changes at the Tenderloin Linkage Center throughout Operational Period 19, including the staff onboarding program, the kick-off meeting for the QLess service navigation system, transitioning Code Tenderloin to the full-time service navigation function, development of health services navigator role and resources, and being responsive to Mayor's Budget Office's budget instructions.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> • The Tenderloin Linkage Center (TLC) kicked off the implementation of the QLess guest queuing system to provide line management, service queuing, and data management for guests. The system will be fully implemented in OP 21. • Code Tenderloin personnel were fully operational in the Service Navigator and Shift Lead positions in OP 19. • Work to develop an optimized plan for data collection by on-site providers at the TLC began in OP 19. This plan is intended to enhance data quality on activities at the TLC and connect activities to existing departmental systems, streamline guest data flow, and consolidate metrics reporting for public dashboards and internal process improvements. • TLC prepared to onboard new staff from DPH, HSA, and Code Tenderloin during OP 20.
<p>3. Finalize edits for the City's unified policy for safe and healthy streets by 4/19, send to graphic</p>	<p>All</p>	<ul style="list-style-type: none"> • The City's unified policy for safe and healthy streets and the informational flyer were finalized in OP 19 and a final product will be delivered in OP 20 (English language on 4/25 and Spanish, Chinese,

designer by 4/20, and receive final version by 4/22.		Filipino, Arabic, Vietnamese, Thai, and Khmer translations on 4/29). The distribution plan will be developed in OP 20.
4. Implement mitigation and enforcement strategy for personal cars parked at UN Plaza throughout the OP.	Increase safe passage and accessibility	<ul style="list-style-type: none"> As part of the mitigation and enforcement strategy for personal cars parked at UN Plaza, MTA distributed 46 warning flyers in advance of citation efforts scheduled to begin on 4/26.
5. Implement mitigation strategy regarding bicycle "chop shops" in the neighborhood starting on 4/18.	<p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p> <p>Eliminate widespread street vending</p>	<ul style="list-style-type: none"> A strategy to address bicycle "chop shops" during morning Joint Field Operations with key partners DPW and SFPD was implemented in OP 19 to enforce San Francisco Public Works Code Article 20, prohibiting the sale of bicycle parts.
6. Create a messaging strategy that highlights progress on reducing violent crime and drug sales by 4/21.	Reduce drug sales and violent crime	<ul style="list-style-type: none"> The Joint Information Center met with SFPD to discuss messaging and developed draft messaging highlighting progress toward the goal area of "Reducing Drug Sales and Violent Crime". Work to finalize messaging for traditional and social media will continue in OP 20.
7. Update observational measures protocol for review and approval by leadership by 4/22.	<p>Reduce drug sales and violent crime</p> <p>Eliminate widespread public drug usage</p> <p>Eliminate widespread street vending</p>	<ul style="list-style-type: none"> The initial proposal for observational measures for the goal areas of "Reducing Drug Sales and Violent Crime", "Eliminating Widespread Public Drug Usage", "Cleaner Sidewalks and Streets", and "Eliminating Widespread Street Vending" was shared with the Incident Commander and JFO leadership in OP 19. Next steps for implementation depend on staffing availability and priority of other data projects.
8. Finalize draft measures and data sources for	Increase connections to care	<ul style="list-style-type: none"> Recommendations for data sources related to connections to care from the field were submitted to the Incident Commander on 4/20.

<p>additional connections to care delivered at the TLC and in the field for presentation to the Incident Commander by 4/22.</p>		<ul style="list-style-type: none"> • Held a data discussion related to connections to care metrics, including determining standard definitions and visualizations for the results of field outreach and service referrals/connections through the TLC on 4/22. • A follow-up meeting will be held in OP 20.
<p>9. Update the "Reduce Violent Crime and Drug Sales" goal page with a new dashboard showing 911 calls related to violent crime by 4/22.</p>	<p>Reduce drug sales and violent crime</p>	<ul style="list-style-type: none"> • Work to update the public dashboard for the goal area of "Reduce Violent Crime and Drug Sales" to include 911 calls related to violent crime continued in OP 19. A draft of the dashboard will be reviewed by the Incident Commander in OP 20.
<p>10. Develop preliminary dashboards measuring the volume of calls dispatched to the Street Crisis Response Team (SCRT) in the Tenderloin by 4/22.</p>	<p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <p>Reduce fatal and non-fatal overdoses</p> <p>Increase connections to care</p>	<ul style="list-style-type: none"> • Work to determine a data source for measuring the volume of calls dispatched to the SCRT in the Tenderloin began in OP 19. This work will continue in future OPs to confirm an accurate data stream.
<p>11. Present crisis to sustained operations transition plan to key stakeholders by 4/21 and update plan to final draft state by 4/22.</p>	<p>All</p>	<ul style="list-style-type: none"> • The Incident Commander presented initial concept of transition from crisis operations to sustained operations to the community stakeholder working group on 4/21. Feedback was provided that covered the importance of ongoing dedicated resources and coordination in the new fiscal year. • Additional work to transition to sustained operations took place in OP 19:

		<ul style="list-style-type: none"> ○ The TEI Logistics Section shared a draft plan for transitioning away from providing Disaster Service Workers for TEI operations with leadership in OP 19. ○ The Joint Information Center coordinated with the City Planning Department to on the communications transition plan with the goal of presenting a draft to TEI leadership in OP 20. ○ The Equity and Community Engagement Branch also began coordination with City Planning on the transition to sustained operations.
<p>12. Revise education and mitigation strategy for vending at UN Plaza and establish implementation plan for OP 20.</p>	<p>Eliminate widespread street vending</p>	<ul style="list-style-type: none"> ● Incident Commander held initial meetings with DPW to discuss roles and responsibilities for street vending. ● Additional conversations with other stakeholders responsible for street vending mitigation and enforcement will occur during OP 20.

METRICS TRACKING – OPERATIONAL PERIOD 19

OP 19 Priority Locations:

Data tracked via point-in-time site assessment between 0730-0930 daily except 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
4/18	5	5	0	N	0	Y	N/A	Y	N
4/19	8	26	1	N	0	Y	N/A	N	Y
4/20	22	9	0	N	0	Y	N/A	Y	N
4/21	31	15	0	N	0	Y	N/A	N	N
4/22	8	3	3	N	0	Y	N/A	Y	N
4/23	17	7	0	N	0	Y	N/A	N	N
4/24	15	22	0	N	0	Y	N/A	N	N

700 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
4/18	6	4	1	N	0	Y	N/A	N	N
4/19	5	5	2	N	0	Y	N/A	N	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, and 4/23</i>								
4/21									
4/22									
4/23									
4/24	6	5	3	N	0	Y	N/A	N	N

600 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
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4/18	6	12	2	N	0	Y	N/A	N	N
4/19	8	25	4	N	0	Y	N/A	N	Y
4/20	12	5	3	N	0	Y	N/A	Y	N
4/21	11	6	5	N	0	Y	N/A	Y	N
4/22	11	4	5	N	0	Y	N/A	N	N
4/23	12	5	0	N	0	Y	N/A	N	N
4/24	7	13	1	N	0	Y	N/A	N	N

500 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
4/18	0	3	2	N	0	Y	N/A	N	N
4/19	<i>Not assessed on 4/19, 4/20, 4/21, 4/22, and 4/23</i>								
4/20									
4/21									
4/22									
4/23									
4/24	2	4	3	N	0	Y	N/A	N	N

400 Block of Leavenworth

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	6	6	0	N	0	Y	N/A	N	N
4/19	2	3	1	N	0	Y	N/A	N	Y
4/20	<i>Not assessed on 4/20, 4/21, 4/22, and 4/23</i>								
4/21									
4/22									
4/23									
4/24	7	7	4	N	0	Y	N/A	Y	N

300 Block of Leavenworth

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	5	6	2	N	0	Y	N	N	N
4/19	2	3	1	N	0	Y	N	N	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, and 4/23</i>								
4/21									
4/22									
4/23									
4/24	3	7	0	N	0	Y	N	Y	N

200 Block of Leavenworth

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	0	5	0	N	0	Y	N	N	Y
4/19	4	4	0	N	0	Y	N	N	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/21									
4/22									
4/23									
4/24									

500 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
4/18	2	6	0	N	0	Y	N/A	Y	N
4/19	5	7	0	N	0	Y	N/A	Y	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/21									
4/22									
4/23									

4/24	
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400 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
4/18	3	4	0	N	0	Y	N	Y	N
4/19	6	5	0	N	0	Y	N	Y	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/21									
4/22									
4/23									
4/24									

300 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
4/18	0	0	0	N	0	Y	N	Y	N
4/19	0	0	0	N	0	Y	N	Y	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/21									
4/22									
4/23									
4/24									

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
4/18	0	0	0	N	0	Y	N	Y	N
4/19	<i>Not assessed on 4/20, 4/21, 4/22, and 4/23</i>								
4/20									

4/21									
4/22									
4/23									
4/24	2	2	0	N	0	Y	N	Y	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
4/18	12	15	0	N	0	Y	Y	N	N
4/19	8	14	0	N	0	Y	Y	N	N
4/20	0	0	0	N	0	Y	N	N	N
4/21	3	2	0	N	0	Y	N	N	N
4/22	8	0	0	N	0	Y	Y	N	N
4/23	6	3	0	N	0	Y	Y	N	N
4/24	10	22	0	N	0	Y	Y	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
4/18	10	16	0	N	0	Y	Y	Y	N
4/19	12	12	2	N	0	Y	Y	N	N
4/20	6	3	1	N	0	Y	Y	Y	N
4/21	5	3	0	N	0	Y	Y	N	N
4/22	7	2	0	N	0	Y	Y	Y	N
4/23	6	2	0	N	0	Y	Y	N	N
4/24	7	12	1	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
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4/18	5	2	0	N	0	Y	N	N	Y
4/19	2	0	0	N	0	Y	N	N	N
4/20	9	4	2	N	0	Y	N	Y	Y
4/21	9	4	0	N	0	Y	N	Y	N
4/22	11	3	0	N	0	Y	N	Y	N
4/23	12	5	0	N	0	Y	N	Y	Y
4/24	2	2	0	N	0	Y	N	Y	N

Mission between 7th and 8th

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	11	25	6	N	0	Y	Y	N	N
4/19	12	24	6	N	0	Y	N	N	N
4/20	<i>Not assessed on 4/20, 4/21, and 4/22</i>								
4/21									
4/22									
4/23	6	3	1	N	0	Y	Y	Y	N
4/24	16	36	4	N	0	Y	N	N	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
4/18	<i>Not assessed on 4/18</i>								
4/19	5	3	3	N	0	Y	N	N	N
4/20	<i>Not assessed on 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/21									
4/22									
4/23									
4/24									

12th & 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
4/18	2	12	8	N	0	Y	N/A	N	N
4/19	5	12	7	N	0	Y	N/A	N	N
4/20	7	3	5	N	0	Y	N/A	N	N
4/21	0	0	7	N	0	Y	N/A	N	N
4/22	1	1	6	N	0	Y	N/A	N	N
4/23	<i>Not assessed on 4/23</i>								
4/24	2	10	12	N	0	Y	N/A	N	N

200 Block of Golden Gate

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	8	5	0	N	0	Y	N	N	N
4/19	5	6	0	N	0	Y	N	Y	N
4/20	3	3	0	N	0	Y	N	Y	N
4/21	3	0	0	N	0	Y	N	N	N
4/22	4	3	2	N	0	Y	N	Y	N
4/23	<i>Not assessed on 4/23</i>								
4/24	4	4	0	N	0	Y	N	N	N

Cedar between Polk & 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
4/18	2	6	4	N	0	Y	N/A	N	N
4/19	3	4	3	N	1	Y	N/A	N	N
4/20	4	1	2	N	0	Y	N/A	N	N
4/21	6	3	3	N	0	N	N/A	N	N
4/22	3	0	4	N	0	Y	N/A	N	N
4/23	<i>Not assessed on 4/23</i>								

4/24	3	6	1	N	0	Y	N/A	N	N
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Myrtle between Polk & 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
4/18	3	6	0	N	1	Y	N/A	N	N
4/19	1	4	4	Y	0	Y	N/A	N	N
4/20	5	0	3	N	0	Y	N/A	N	N
4/21	3	1	4	N	0	Y	N/A	N	N
4/22	8	4	2	N	0	Y	N/A	N	N
4/23	<i>Not assessed on 4/23</i>								
4/24	6	7	4	N	0	Y	N/A	N	N

UN Plaza

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/18	<i>Not assessed on 4/18, 4/19, 4/20, 4/21, 4/22, 4/23, and 4/24</i>								
4/19									
4/20									
4/21									
4/22									
4/23									
4/24									

Note: "Problem Behaviors" are 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.

[Dashboard links and metrics by goal area:](#)

Reduce drug sales and violent crime

Data on arrests for narcotic sales and assault/battery and the quantity of narcotics seized can be found on the public dashboard: [Reducing violent crime and drug sales in the Tenderloin](#)

- Calls for service: 1,135
 - 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): 352
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 622

Reduce homelessness and street sleeping

Data on encounters with people experiencing homelessness, placements into shelter, housing assessments and placement into housing, tent counts, and calls for service regarding encampments can be found on the public dashboard: [Reducing homelessness and street sleeping in the Tenderloin](#)

Cleaner sidewalks and streets

Data on requests for street cleaning and amounts of waste removed by DPW can be found on the public dashboard: [Cleaner sidewalks and streets in the Tenderloin](#)

- Public Works:
 - Number of power washings completed: 70
- Urban Alchemy:
 - Trash bags filled: 860

Increase safe passage and accessibility

Data on streetlight repairs, curb and sidewalk repairs, and responses to blocked streets and sidewalks can be found on the public dashboard: [Increasing safe passage and accessibility in the Tenderloin](#)

- Urban Alchemy
 - Positive engagements: 30,830
 - Social norm interventions: 7,595
 - De-escalation interventions: 1,421
 - 911 requests: 3
 - 311 requests: 28
 - Needles collected: 1,408

Reduce widespread public drug use

- Linkage Center
 - Total number of visits: 3,038

Reduce fatal and non-fatal overdoses

Data on overdose reversals by EMS, Tenderloin Linkage Center staff, and community members, as well as the number of naloxone doses distributed to the community and accidental overdose

deaths can be found on the public dashboard: [Reducing fatal and non-fatal overdoses in the Tenderloin](#)

- Number of overdose reversals:
 - Urban Alchemy: 1

Eliminate widespread street vending

- Metrics TBD

Increased access to care

Data on requests, referrals, and connections to care services through the Tenderloin Center can be found on the public dashboard: [Increasing connections to care for people in the Tenderloin](#)

The data shown in the dashboard is cumulative. Data for the Operational Period is shown below.

- Street Crisis Response Team (SCRT)
 - Number of encounters: 35
- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 213
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 180
- FEST with JFO (Behavioral Health Outreach)
 - Number of engagements/encounters: 64
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 58
 - Number of placements to medical treatment, mental health treatment, substance use disorder treatment: 3
 - Number of placements to sobering center: 0
- Community Health Equity & Promotion & Persons Experiencing Homelessness Outreach Team
 - Number of engagements/encounters: 30
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 1
 - Number of people linked to medical care with Street Medicine: 0

Tenderloin Linkage Center:

- Dignity Services Provided:
 - Showers: 181
 - Laundry: 93
 - Hot meals: 2,625
- Referrals: 57
 - Social services: 49
 - Physical health: 5
 - Behavioral health: 3
- Pending linkage: 1

- Behavioral health: 1
- Completed linkage: 9
 - Social services: 1
 - Physical health: 7
 - Behavioral health: 1

Tenderloin Linkage Center Notes:

The TLC is an opportunity for guests to connect to shelter and housing among other services. However, data on placements to shelter, housing assessments, and housing placements are included in the public dashboard for the goal area of "Reducing Homelessness and Street Sleeping" and is not duplicated in this goal area.

"Referral" refers to a longer conversation with a guest where information is provided regarding how to access existing walk-in or drop-in services and the 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.