

# Tenderloin Emergency Initiative Situation Report

## Operational Period 20

4/25/22-5/1/22

*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

During Operational Period (OP) 20, the Tenderloin Center (TLC), formerly the Tenderloin Linkage Center, celebrated its 100<sup>th</sup> day of operations and announced the formal name change. Efforts for OP 20 focused on continuing to operationalize the transition to sustained operations at the TLC, and strategy development for mitigation of problem behaviors in UN Plaza. These efforts included issuing citations to personal vehicles parked in the plaza, addressing illegal vending, and offering resources and connections to the TLC to individuals in the plaza.

#### Key Activities/Highlights:

- The Tenderloin Linkage Center celebrated its 100th day of operations on 4/27 with a formal name change to “Tenderloin Center”.
- During this OP, approximately 180 new hires and personnel from contracted CBOs received training on the skills and values of the TLC.
- The public dashboard for the goal area “[Reducing Homelessness and Street Sleeping in the Tenderloin](#)” was revised to add data on housing assessments done at the TLC, which are used to determine whether a person is eligible to be housed in a City-managed housing program.
- As part of the goal area of “Increasing Safe Passage and Accessibility” in UN Plaza, MTA issued 6 citations to personal cars parked in the plaza that were preventing access to the public space by the community.

### 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 20 (April 25 – May 1)

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"> <li>a. 300 Block of Hyde</li> <li>b. 600 Block of Ellis</li> <li>c. 400 Block of Leavenworth</li> <li>d. 700/600/400 Blocks of Eddy</li> <li>e. 12<sup>th</sup> &amp; Market</li> <li>f. UN Plaza</li> <li>g. 200 Block of Golden Gate</li> <li>h. Cedar and Myrtle between Polk and Larkin</li> <li>i. Mission between 7<sup>th</sup> and 9<sup>th</sup></li> </ul>	<p>All</p>	<ul style="list-style-type: none"> <li>• Performed twice-daily Joint Field Operations Monday 4/25 through Sunday 5/1. <ul style="list-style-type: none"> <li>○ Monday morning operations started at 12<sup>th</sup> and Market, and afternoon operations started at Mission between 7<sup>th</sup> and 8<sup>th</sup></li> <li>○ Tuesday morning operations started at Cedar and Polk, and afternoon operations started at 12<sup>th</sup> and Market <ul style="list-style-type: none"> <li>▪ Morning outreach took place at 12<sup>th</sup> and Market</li> </ul> </li> <li>○ Wednesday morning operations started at Mission and 7<sup>th</sup>, and afternoon operations started at 600 Ellis</li> <li>○ Thursday morning operations started at UN Plaza, and afternoon operations started at Mission and 7<sup>th</sup></li> <li>○ Friday morning operations started at 700 Eddy, and afternoon operations started at UN Plaza</li> <li>○ Saturday morning operations started at 400 Leavenworth, and afternoon operations started at Laskie and Mission</li> <li>○ Sunday morning operations started at 300 Hyde, and afternoon operations started at 700 Ellis</li> </ul> </li> <li>• Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives.</li> <li>• SFPD maintained increased staffing levels in the TEI project area, with priority foot patrols along Hyde, Ellis, Eddy, and Larkin Streets, and at UN Plaza.</li> <li>• Two instances of arrest were made in the priority location of 8<sup>th</sup> and Market during this OP for possession for sale.</li> <li>• Multiple arrests including charges for robbery and aggravated assault at the priority location of Hyde and Ellis.</li> </ul>

<p>j. Market &amp; 8<sup>th</sup></p>		<ul style="list-style-type: none"> <li>• One instance of arrest for vandalism occurred during this OP at Turk and Leavenworth.</li> <li>• Multiple arrests from a joint narcotics enforcement operation on 600 and 700 Eddy.</li> <li>• MTA maintained enforcement activities in all priority locations. On 4/26, 40 citations were issued, which included 2 citations in UN Plaza. On 4/27, 55 citations were issued. On 4/28, 4 citations were issued, all in UN Plaza.</li> <li>• DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness.</li> <li>• HSH HOT Teams conducted outreach in all priority locations Monday through Friday.</li> <li>• HSOC supported TEI efforts with outreach and assessments at 12<sup>th</sup> and Market on 4/26 and on the border of the project area on 4/25 and 4/28.</li> <li>• Field outreach was performed at each priority location between 4/25 and 4/29 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.</li> </ul>
<p>2. Continue advance planning and implementation of operational changes at the TLC throughout OP 20, including staff onboarding, official Tenderloin Center name change, contract adjustments, Qless service navigation system, health services navigator role and resources, and being responsive to Mayor's</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>	<ul style="list-style-type: none"> <li>• The Tenderloin Linkage Center celebrated its 100th day of operations on 4/27 with a formal name change to "Tenderloin Center" (TLC) to emphasize the value of on-site dignity services and the TLC as a safe space for people in the Tenderloin.</li> <li>• Approximately 180 staff from DPH, HSA, HSH, Adult Probation Reentry, Code Tenderloin, Urban Alchemy, Dolores Street Community Services, Episcopal Community Services, and HealthRight 360 received onboarding training on the required skills and values of the TLC, including anti-stigma, radical hospitality, trauma-informed care, culture of safety and de-escalation, and self-care.</li> </ul>

Budget Office's budget instructions.	Increase connections to care	
3. Disseminate the English version of the City's unified policy for safe and healthy streets during OP 20. Complete Spanish, Chinese, Filipino, Arabic, Vietnamese, Thai, and Khmer versions by 4/29.	<p>Reduce drug sales and violent crime</p> <p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p> <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"> <li>• The English language materials for the City's unified policy for safe and healthy streets were finalized. The materials outline activities that are prohibited in the community and reminds viewers that violation may result in enforcement.</li> <li>• A distribution plan will be developed in OP 21.</li> <li>• Translations for the flyer in Spanish, Chinese, and Filipino were completed in OP 20. Additional translations into Arabic, Thai, Vietnamese, and Khmer will be developed in OP 21.</li> </ul>
4. Hold discussions on implementing the City's unified policy for safe and healthy streets with operational departments and agencies responsible for accountability throughout OP 20.	<p>Reduce drug sales and violent crime</p> <p>Reduce homelessness and street sleeping</p> <p>Eliminate widespread public drug usage</p>	<ul style="list-style-type: none"> <li>• TEI stakeholders received the English language materials for the City's unified policy for safe and healthy streets for review in OP 20.</li> <li>• Operational implementation discussions were delayed to OP 21, and will include SFPD, DPH, HSH, DPW, DEM, and SFFD personnel.</li> <li>•</li> </ul>

	<p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p> <p>Eliminate widespread street vending</p>	
5. Develop public information content that highlights progress on reducing violent crime and drug sales by 4/27.	Reduce drug sales and violent crime	<ul style="list-style-type: none"> <li>The Joint Information Center provided messaging on the progress towards the goal area of “reducing violent crime and drug sales” to partners and community stakeholders on 4/29.</li> </ul>
6. Finalize a plan by 4/29 outlining sustainable staffing that does not rely on Disaster Service Workers after 5/31.	All	<ul style="list-style-type: none"> <li>The Logistics Section Personnel Branch developed a plan to deactivate the remaining Disaster Service Workers engaged in TEI operations (all at the TLC) to return to their home departments as of the close of business on 4/31.</li> <li>The personnel sustainability plan includes recommendations for the department managing TEI operations to seek an agreement with the home departments for an employee on loan if personnel must be extended.</li> <li>The TLC is on track to replace deactivated DSWs through either new hires or contracts with CBOs.</li> </ul>
7. Complete and publish the preview of the updated housing assessments and placement dashboard on the “Reducing Homelessness and Street Sleeping in the Tenderloin” page by	Reduce homelessness and street sleeping	<ul style="list-style-type: none"> <li>The public dashboard for the goal area “<a href="#">Reducing Homelessness and Street Sleeping in the Tenderloin</a>” was revised to add data on housing assessments done at the TLC, which are used to determine whether a person is eligible to be housed in a City-managed housing program.</li> </ul>

4/29 for review by leadership.		
8. Establish new Microsoft PowerBI workspaces for public reporting by 4/29.	All	<ul style="list-style-type: none"> <li>• A new PowerBI workspace for the <a href="#">Tenderloin Emergency Initiative public dashboards</a> was established in OP 20, which improves the overall performance of the dashboards for the public. The new workspace allows dashboards to load more quickly and remove the constraint on the number of simultaneous views.</li> </ul>
9. Finalize goals and milestones for the transition from crisis operations to sustained operations by 4/29.	All	<ul style="list-style-type: none"> <li>• Goals and milestones for transition from crisis operations to sustained operations were drafted with timelines for delivery throughout May and June. However, adjustments in operational staffing, hiring, and system needs are requiring these initial milestones to be revised.</li> <li>• Another revision will occur in OP 21.</li> </ul>





4/25	<i>Not assessed on 4/25</i>								
4/26	6	6	0	N	0	Y	N	N	N
4/27	0	0	0	N	0	N	N	N	N
4/28	0	0	0	N	0	Y	N	N	N
4/29	3	6	3	N	0	Y	N	N	N
4/30	2	3	0	N	0	Y	N	N	N
5/1	0	7	1	N	0	Y	N	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
4/25	8	26	0	N	0	Y	N	N	N
4/26	2	6	0	N	0	Y	Y	N	N
4/27	2	14	0	N	0	Y	Y	N	N
4/28	9	4	0	N	0	Y	N	N	N
4/29	<i>Not assessed on 4/29</i>								
4/30	2	6	0	N	0	Y	N	N	N
5/1	2	6	0	N	0	Y	N	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
4/25	4	10	1	N	0	Y	Y	Y	N
4/26	2	10	0	N	0	Y	Y	N	N
4/27	4	11	0	N	0	Y	Y	N	N
4/28	9	2	0	N	0	Y	N	N	N
4/29	3	15	0	N	0	Y	N	N	N
4/30	5	8	0	N	0	Y	N	Y	N
5/1	3	18	0	N	0	Y	N	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
4/25	0	8	0	N	0	Y	N	N	Y
4/26	4	11	0	N	0	Y	Y	N	N
4/27	3	5	0	N	0	Y	N	Y	Y
4/28	12	5	0	N	0	Y	N	N	Y
4/29	2	7	0	N	0	Y	N	N	N
4/30	5	6	0	N	0	Y	N	Y	Y
5/1	0	17	0	N	0	Y	N	N	N

### 12<sup>th</sup> & 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
4/25	0	6	10	N	0	Y	N/A	N	N
4/26	3	0	6	N	0	Y	N/A	N	N
4/27	0	0	0	N	0	N	N/A	N	N
4/28	2	1	1	N	1	Y	N/A	N	N
4/29	0	0	0	N	0	N	N/A	N	N
4/30	0	0	0	N	0	Y	N/A	N	N
5/1	1	6	0	N	0	N	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
4/25	<i>Not assessed on 4/25</i>								
4/26	11	100	0	N	0	Y	N/A	Y	Y
4/27	8	50	0	N	0	Y	N/A	Y	Y
4/28	6	2	1	N	0	Y	N/A	Y	N
4/29	6	35	0	N	0	Y	N/A	Y	Y
4/30	9	20	0	N	0	N	N/A	Y	Y

5/1	1	15	0	N	0	Y	N/A	Y	Y
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### 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
4/25	0	0	0	N	0	N	N/A	Y	N
4/26	2	0	0	N	0	Y	N/A	Y	N
4/27	1	6	0	N	0	Y	N/A	Y	N
4/28	3	1	0	N	0	Y	N/A	Y	N
4/29	0	4	0	N	0	Y	N/A	Y	N
4/30	3	4	0	N	0	Y	N/A	Y	N
5/1	2	6	0	N	0	Y	N/A	Y	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
4/25	2	3	0	N	0	Y	N/A	N	N
4/26	<i>Not assessed on 4/26</i>								
4/27	2	3	2	N	0	Y	N/A	N	N
4/28	2	0	2	N	0	Y	N/A	N	N
4/29	2	3	2	N	0	Y	N/A	N	N
4/30	2	0	3	N	0	Y	N/A	N	N
5/1	1	3	3	N	0	Y	N/A	N	N

### 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
4/25	1	4	1	N	0	Y	N/A	N	N
4/26	<i>Not assessed on 4/26</i>								
4/27	6	4	2	N	0	Y	N/A	Y	N

4/28	4	1	2	N	0	Y	N/A	N	N
4/29	3	4	4	N	0	Y	N/A	N	N
4/30	2	0	6	N	0	Y	N/A	N	N
5/1	2	6	4	N	0	Y	N/A	N	N

### Mission between 7<sup>th</sup> and 9<sup>th</sup> (including Laskie)

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/25	6	14	4	N	0	Y	Y	N	N
4/26	<i>Not assessed on 4/26</i>								
4/27	6	22	7	N	0	Y	Y	N	N
4/28	22	9	0	N	0	Y	Y	N	N
4/29	2	8	0	N	0	Y	N	N	N
4/30	1	16	1	N	0	Y	N	N	N
5/1	4	26	1	N	0	Y	Y	N	N

### Market & 8<sup>th</sup>

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
4/25	12	25	1	N	0	Y	N	N	N
4/26	<i>Not assessed on 4/26</i>								
4/27	2	12	2	N	0	Y	N	Y	N
4/28	12	4	0	N	0	Y	N	N	N
4/29	<i>Not assessed on 4/29</i>								
4/30	2	5	0	N	0	Y	N	Y	N
5/1	4	10	0	N	0	Y	N	Y	N

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, the quantity of narcotics seized, and emergency calls to 911 made in the Tenderloin to report a violent crime can be found on the public dashboard: [Reducing violent crime and drug sales in the Tenderloin](#)

- Calls for service: 1,144
  - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 191
  - Priority B (crimes that just occurred where suspects may still be nearby): 339
  - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 614

### **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: 64
- Urban Alchemy:
  - Trash bags filled: 756

### **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: 24,031
  - Inviting space interventions: 5,000
  - De-escalation interventions: 1,154
  - 911 requests: 7
  - 311 requests: 35
  - Needles collected: 1,399

### **Reduce widespread public drug use**

- Linkage Center
  - Total number of visits: 2,563

## **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: 3

## **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: 5
- Felton Institute's Street Team (FEST)\*
  - Number of engagements/encounters: 333
  - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 282
- FEST with JFO (Behavioral Health Outreach)
  - Number of engagements/encounters:
  - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment:
  - Number of placements to medical treatment, mental health treatment, substance use disorder treatment:
  - Number of placements to sobering center:
- Community Health Equity & Promotion (CHEP) & Persons Experiencing Homelessness Outreach Team\*\*
  - Number of engagements/encounters:
  - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment:
  - Number of people linked to medical care with Street Medicine:

\* This data set now includes outreach performed by FEST with the JFO (behavioral health outreach).

\*\* Metrics for CHEP outreach were not available as of publication of this Situation Report. They will be added once available and the report will be republished.

## **Tenderloin Center:**

- Dignity Services Provided:
  - Showers: 195

- Laundry: 78
  - Hot meals: 1,750
- Referrals: 23
  - Social services: 15
  - Physical health: 3
  - Behavioral health: 5
- Pending linkage: 2
  - Social services: 0
  - Physical health: 0
  - Behavioral health: 2
- Completed linkage: 3
  - Social services: 1
  - Physical health: 0
  - Behavioral health: 2

Tenderloin Center Notes:

The TLC is an opportunity for guests to connect to shelter and housing, among other services. However, data on completed connections to shelter, housing assessments, or housing is included in 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, and available placement or appointment was confirmed, paperwork was completed, and transport to the service occurred where necessary.