

Tenderloin Emergency Initiative Situation Report

Operational Period 22

5/9/22-5/15/22

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) 22 focused on developing a unified multi-agency plan and operational strategy to address harmful behaviors in UN Plaza, which was approved by the TEI Policy Group on 5/10. The plan includes increased outreach by public health partners and increased enforcement by SFPD, MTA, and RPD Park Rangers. UN Plaza will continue to be a priority in future OPs as the plan is implemented. Transition planning for sustained operations continued in OP 22, including determining levels of operational service that will be performed by all operational partners and minimum staffing levels to meet those commitments. A final plan for service and staffing levels will be developed in OP 23. The Mayor's Budget Office approved DPW's budget for enhanced cleaning in the TEI project area for the fiscal year 2022-2023.

Key Activities/Highlights:

- The Policy Group approved a multi-agency strategy for addressing harmful behaviors in UN Plaza on 5/10.
- TEI leadership met with District 5 Supervisor Dean Preston and his office on 5/9 to provide situational awareness on TEI activities, and progress and address questions, following a change in district boundaries.
- The Equity and Community Engagement Team held a listening session with the resident and property managers of the 300 block of Ellis on 5/12.

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 22 (May 9 – May 15)

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. 300, 400 Hyde b. 300, 600 Ellis c. 400, 600, 700 Eddy d. UN Plaza e. Mission between 7th and 9th (inc. Laskie) f. 8th at Market g. 500, 600 Minna 	<p>All</p>	<ul style="list-style-type: none"> • Performed twice-daily Joint Field Operations Monday 5/9 through Sunday 5/15. <ul style="list-style-type: none"> ○ Monday morning operations started at Mission between 7th and 9th, and afternoon operations started at 300 Hyde ○ Tuesday morning operations started at 500 and 600 Minna, and afternoon operations started at Mission between 7th and 9th ○ Wednesday morning operations started at 300 Hyde, and afternoon operations started at 500 and 600 Minna ○ Thursday morning operations started at 300 Ellis, and afternoon operations started at UN Plaza ○ Friday morning operations started at 700 Eddy, and afternoon operations started at 300 Ellis ○ Saturday morning operations started at 500 and 600 Minna, and afternoon operations started at 700 Eddy ○ Sunday morning operations started at Mission between 7th and 9th, and afternoon operations started at 500 and 600 Minna • Operations included SFFD, DEM, DPH, MTA, DPW, CBOs, and SFPD representatives. • SFPD maintained increased levels of staffing in the TEI project area, especially focusing on enforcement at UN Plaza. • MTA maintained enforcement activities in all priority locations. 58 citations were issued in the TEI project area on 5/10, including 1 in UN Plaza. 45 citations were issued on 5/11. 2 citations were issued in UN Plaza on 5/12. • DPW corridor staff maintained a presence in all priority locations Monday through Friday, 8 a.m. through 5 p.m., maintaining cleanliness.

		<ul style="list-style-type: none"> • DPW conducted the weekly power washing of the sidewalk outside of the Tenderloin Center (TLC) and removed graffiti from the facility exterior on 5/10. • HSH HOT Teams conducted outreach in all priority locations Monday through Friday. • HSOC supported TEI efforts with outreach, cleaning, and placements on Mission between 8th and 9th and Laskie Alley on 5/10. • Field outreach was performed at each priority location between 5/9 and 5/13 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. Present recommended multi-agency plan for UN Plaza interventions and receive approval for implementation of next steps by 5/11. Finalize operational strategy by 5/13.</p>	<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"> • The TEI Incident Commander presented the multi-agency plan for interventions for harmful behaviors at UN Plaza to the TEI Policy Group on 5/10. The Policy Group approved the plan. • Outreach and enforcement by SFPD increased in UN Plaza in OP 22 in accordance with the UN Plaza plan. • In future OPs, TEI leadership will coordinate with key department stakeholders to increase staffing dedicated to intervention efforts in UN Plaza and develop solutions to prevent misuse of the space.
<p>3. Provide briefing(s) to Supervisor Dean Preston on the TEI on 5/9 to provide situational</p>	<p>All</p>	<ul style="list-style-type: none"> • The majority of the TEI project area was moved from District 6 to District 5 following the approval of new district boundaries on 4/28.

awareness and address questions.		<ul style="list-style-type: none"> • TEI leadership met with District 5 Supervisor Dean Preston and his office on 5/9 to provide situational awareness on TEI activities and progress and address questions.
4. Finalize latest transition plan from crisis to sustained operations, including staffing timelines, draft operational minimum levels of service, dashboard ownership, community feedback methodology, and key messages by 5/13.	All	<ul style="list-style-type: none"> • Work to develop the transition plan from crisis to sustained operations continued in OP 22, including determining levels of service by all operational partners and minimum staffing levels to meet those commitments. A final plan for service and staffing levels will be developed in OP 23. • The Data and Visualization Unit met with the Planning Department on 5/11 to develop a strategy for the transition of data maintenance, publishing, and reporting responsibilities.
5. Incorporate solicited feedback into public polling survey questions and finalize any changes to the implementation strategy and timeline by 5/13.	<p>Reduce drug sales and violent crime</p> <p>Eliminate widespread public drug usage</p> <p>Increase safe passage and accessibility</p> <p>Cleaner sidewalks and streets</p>	<ul style="list-style-type: none"> • TEI leadership continued to refine the public opinion survey that will be deployed to people who live, work, volunteer, and frequent the Tenderloin to gauge their sentiments about changing conditions in the TEI project area. • This included soliciting feedback and incorporating recommendations from a community data analysis subject matter expert and from a focus group of internal and external stakeholders. • TEI leadership reviewed strategies for survey deployment and distribution, language competency, and resources for collecting survey responses.
6. Complete mock-up page for revised "Increase Connections to Care Page" with updated visualizations for the results of field outreach and service referrals/connections	Increase connections to care	<ul style="list-style-type: none"> • The proof of concept document for the revised "Increase Connections to Care for People in the Tenderloin" public dashboard was developed, reviewed, and affirmed by data owners and TEI leadership, including clarifying language and improved visualizations. • A mock-up page based on the proof of concept document will be developed in OP 23.

<p>through the TLC by 5/13.</p>		
<p>7. Meet with the DPH, HSH, and HSA by 5/13 to confirm standard definitions and visualizations for the revised "Increase Connections to Care" page by 5/12.</p>	<p>Increase connections to care</p>	<ul style="list-style-type: none"> • The Data and Visualizations Unit met with DPH, HSH, and HSA to align expectations of metrics and data management associated with activities at the TLC and JFO, including interim data reporting methods while Qless guest queuing system configuration is underway with the vendor. • DPH confirmed standard definitions for on-site activities at the TLC and referrals and linkages to services outside of the TLC facility and will continue to refine and clarify messaging for the "Increase Connections to Care" public dashboard.
<p>8. Finalize and disseminate Vietnamese, Arabic, Thai, and Khmer versions "Keep Our Neighborhood Healthy and Safe" poster by 5/13.</p>	<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> <p>Increase connections to care</p>	<ul style="list-style-type: none"> • Translation of the "Keep Our Neighborhood Healthy and Safe" flyers in Vietnamese, Arabic, Thai, and Khmer continued in OP 22. Finalized materials will be disseminated in OP 23.

METRICS TRACKING – OPERATIONAL PERIOD 22

OP 22 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
5/9	6	24	2	N	0	Y	N/A	N	N
5/10	3	12	0	N	0	N	N/A	N	Y
5/11	20	5	1	N	0	Y	N/A	Y	N
5/12	25	10	1	N	0	Y	N/A	Y	N
5/13	20	7	0	N	0	Y	N/A	Y	N
5/14	8	20	0	N	0	Y	N/A	Y	N
5/15	8	10	0	N	0	Y	N/A	Y	N

400 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
5/9	1	4	0	N	0	N	N/A	N	N
5/10	0	6	0	N	0	N	N/A	N	N
5/11	0	0	0	N	0	N	N/A	N	N
5/12	0	0	0	N	0	Y	N/A	N	N
5/13	2	1	0	N	0	Y	N/A	N	N
5/14	4	6	0	N	0	Y	N/A	N	N
5/15	0	4	0	N	0	Y	N/A	N	N

300 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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5/9	3	4	0	N	0	N	N/A	Y	N
5/10	4	8	4	N	0	Y	N/A	N	N
5/11	9	4	3	Y	0	Y	N/A	Y	N
5/12	10	4	0	N	0	Y	N/A	Y	N
5/13	8	3	0	N	0	Y	N/A	Y	N
5/14	12	2	0	N	0	Y	N/A	N	N
5/15	9	2	0	N	0	Y	N/A	Y	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
5/9	4	6	2	N	0	Y	N/A	N	N
5/10	9	3	2	N	0	Y	N/A	N	N
5/11	12	5	0	N	0	Y	N/A	Y	N
5/12	20	12	3	N	0	Y	N/A	Y	N
5/13	18	8	3	N	0	Y	N/A	N	N
5/14	6	11	1	N	0	Y	N/A	Y	N
5/15	2	2	1	N	0	Y	N/A	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
5/9	1	3	0	N	0	Y	N/A	Y	Y
5/10	5	6	0	N	0	Y	N/A	N	N
5/11	15	7	0	N	0	Y	N/A	Y	N
5/12	15	5	0	N	0	Y	N/A	Y	Y
5/13	13	4	0	N	0	Y	N/A	N	N
5/14	2	10	0	N	0	Y	N/A	Y	Y
5/15	2	12	0	N	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
5/9	1	2	0	N	0	N	N	N	N
5/10	1	15	0	N	0	Y	Y	N	N
5/11	9	3	1	N	0	Y	N	Y	N
5/12	11	3	0	N	0	Y	N	N	N
5/13	8	2	0	N	0	Y	N	Y	N
5/14	6	12	0	N	0	Y	Y	Y	N
5/15	3	6	0	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
5/9	1	7	0	N	0	Y	N	N	N
5/10	2	0	0	N	0	Y	N	N	N
5/11	3	1	0	N	0	Y	N	N	N
5/12	11	6	0	N	0	Y	Y	N	N
5/13	3	0	0	N	0	Y	Y	N	N
5/14	8	13	0	N	0	Y	N	N	N
5/15	4	6	1	Y	0	Y	N	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
5/9	7	16	0	N	0	N	N/A	Y	Y
5/10	13	22	0	N	0	N	N/A	Y	N
5/11	20	9	0	N	0	Y	N/A	Y	Y
5/12	5	2	0	N	0	N	N/A	Y	N
5/13	15	6	0	N	0	Y	N/A	Y	N

5/14	6	8	0	N	0	Y	N/A	Y	Y
5/15	0	5	1	N	0	Y	N/A	Y	Y

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
5/9	3	0	0	N	0	N	N	N	N
5/10	1	1	1	N	0	N	N	Y	N
5/11	8	2	0	N	0	Y	Y	Y	N
5/12	4	1	0	N	0	Y	Y	N	N
5/13	6	1	0	N	0	Y	Y	N	N
5/14	3	4	1	N	0	Y	N	N	N
5/15	3	2	1	N	0	Y	N	N	N

Mission between 8th and 9th (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
5/9	6	17	6	N	0	Y	N	Y	N
5/10	13	31	6	N	0	Y	N	N	N
5/11	11	1	3	N	0	Y	Y	Y	N
5/12	15	5	3	N	0	Y	Y	N	N
5/13	15	0	2	N	0	Y	Y	Y	N
5/14	5	5	0	N	0	Y	N	N	N
5/15	4	4	0	N	0	Y	N	N	N

8th and 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
5/9	1	5	0	N	0	N	N	Y	N
5/10	3	0	0	N	0	N	N	Y	N

5/11	9	6	0	N	0	Y	Y	Y	N
5/12	12	6	0	N	0	Y	Y	N	N
5/13	8	4	0	N	0	Y	N	Y	N
5/14	<i>Not assessed on 5/14</i>								
5/15	5	8	1	N	0	Y	N	Y	N

500 Minna

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/9	<i>Not assessed on 5/9 and 5/10</i>								
5/10	<i>Not assessed on 5/9 and 5/10</i>								
5/11	3	1	0	N	0	Y	N/A	N	N
5/12	3	0	0	N	0	Y	N/A	N	N
5/13	<i>Not assessed on 5/13</i>								
5/14	3	3	0	N	0	U	N/A	N	N
5/15	2	0	0	N	0	Y	N/A	N	N

600 Minna

Date	Problem behaviors	Drug activity	Tents	Power taps	Problem vehicles	Trash or debris present	Muni shelter issue	Ambassadors or outreach teams present	Illegal vending
5/9	11	0	3	N	0	Y	N/A	N	N
5/10	3	10	0	N	0	Y	N/A	Y	N
5/11	15	6	0	N	0	Y	N/A	Y	N
5/12	0	0	0	N	0	Y	N/A	Y	N
5/13	6	0	0	N	0	Y	N/A	N	N
5/14	4	2	3	N	0	Y	N/A	N	N
5/15	5	10	2	N	0	Y	N/A	N	N

**Assessments for all priority locations for 5/13 were not available for the publication of this report on 5/18. This data has been updated as of 5/19/22.*

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: 1,255
 - Priority A (in-progress crimes that pose imminent dangers to safety or major property damage): 153
 - Priority B (crimes that just occurred where suspects may still be nearby): 301
 - Priority C (non-emergency crimes where there is no present threat to life or property and no suspects are nearby): 801

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: 68
- Urban Alchemy:
 - Trash bags filled: 944

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: 31,323
 - Social norm interventions: 7,896
 - De-escalation interventions: 1,396
 - 911 requests: 3
 - 311 requests: 44
 - Needles collected: 1,802

Reduce widespread public drug use

- Tenderloin Center
 - Total number of visits: 3,471

Reduce fatal and non-fatal overdoses

Data on overdose reversals by EMS, Tenderloin 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: 14
- Felton Institute's Street Team (FEST)
 - Number of engagements/encounters: 334
 - Number of referrals to medical treatment, mental health treatment, substance use disorder treatment: 253
- Community Health Equity & Promotion (CHEP) & Persons Experiencing Homelessness Outreach Team*:
 - Number of engagements/encounters: 30
 - 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

**Note: Data for CHEP and Persons Experiencing Homelessness Team was not available for the publication of this report on 5/18. This data has been updated as of 5/19/22.*

Tenderloin Center:

- Dignity Services Provided:
 - Showers: 170
 - Laundry: 76
 - Hot meals: 2,625
- Referrals: 272
 - Social services: 205
 - Physical health: 28
 - Behavioral health: 39
- Completed linkage: 68

- Social services: 19
- Physical health: 38
- Behavioral health: 11

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, an available placement or appointment was confirmed, paperwork was completed, and transport to the service occurred where necessary.