

Tenderloin Center Overview & Updates

May 17, 2022

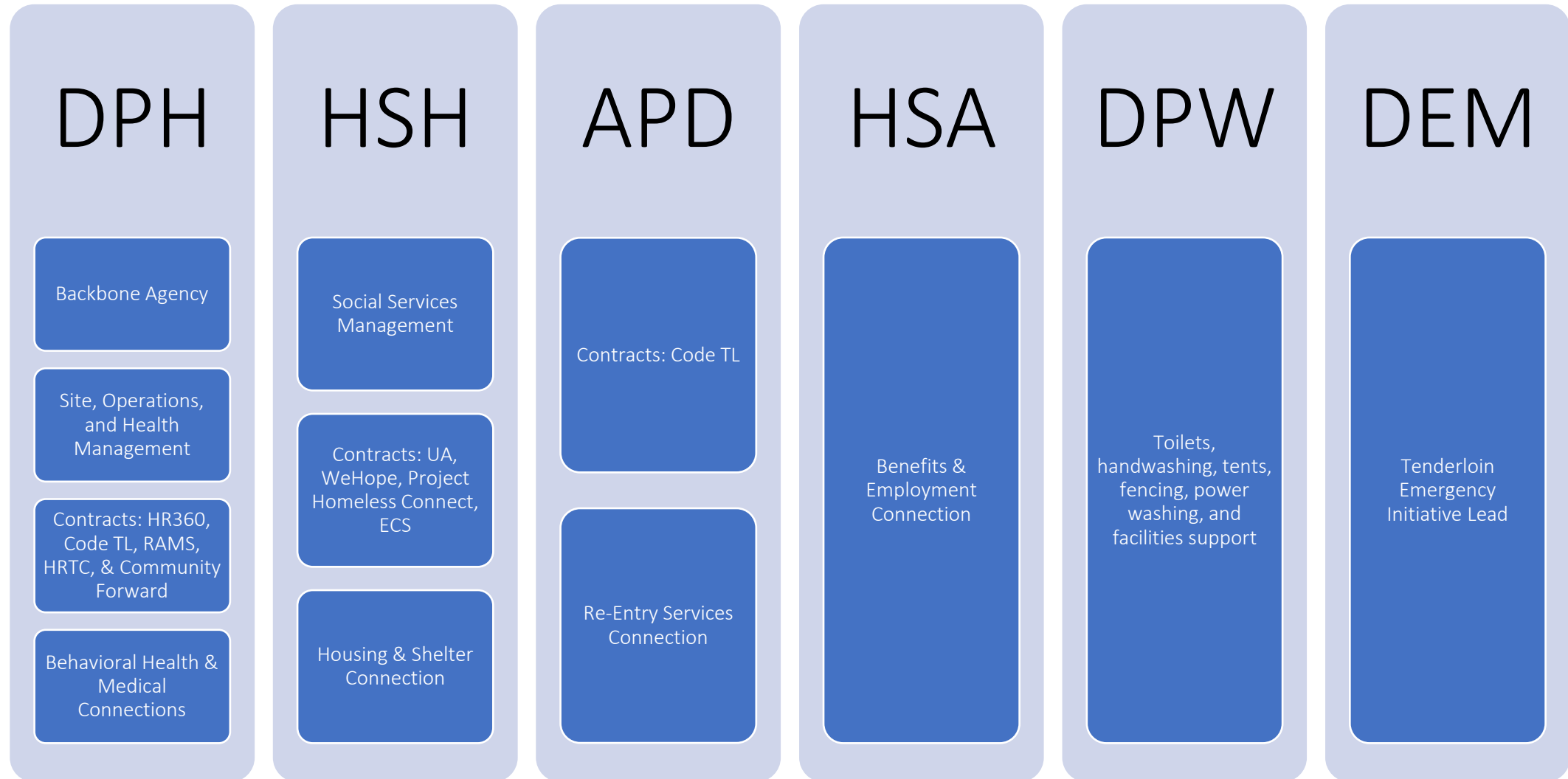


TLC Background

- **Overdose deaths are epidemic in San Francisco; racial disparities pronounced**
 - More than 700 San Franciscans died of overdose in 2020 and more than 650 in 2021
 - Driven by the potent opioid, fentanyl
 - More lives lost than to COVID
 - Black/African American disproportionately impacted: >4x opioid-involved mortality rate compared with other San Franciscans
- **Community Impact:**
 - Intervention is a critical component of overall Tenderloin Emergency initiative's goals of reducing harm and promoting health and wellness for all in the Tenderloin

Data Source: Office of the Chief Medical Examiner

Collective Impact: City Department Governance





Tenderloin Center Service Model

Common Agenda

Primary Objectives

- Reduce fatal and non-fatal overdoses
- Reduce widespread public drug use
- Provide access to critical dignity, social, and behavioral health services

Common Agenda

Target Population

- People who use drugs in the Tenderloin
- Equity Focus: People disproportionately impacted by fatal overdose in San Francisco:
 - Black/African-American
 - Male identified
 - Experiencing homelessness
 - Between the ages of 35 – 64
 - Use on the street

Service Design

Low-barrier welcoming space that attends to people's physical and psychological safety.

- **Operating Hours:** 7-days a week 8:00am – 8:00pm (opens at 11am every Wednesday for staff development)
- **Spaces:** Privacy, socialization, services connection, and sober area

Hierarchy of Service Needs:

- **Dignity Services:** Toilets, showers, laundry, emergency clothing, hot meals, water
- **Essential Resources:** Housing and shelter assessment/placement, benefits enrollment and other referrals for social services

Focus on common risk factors of people who use drugs:

- **Infection Prevention/Testing:** STI/HIV/Hep C, and hygienic supplies
- **Medical Care:** Wound care supplies, referrals to urgent and primary care
- **Overdose Prevention:** Wide availability of naloxone and reversal response

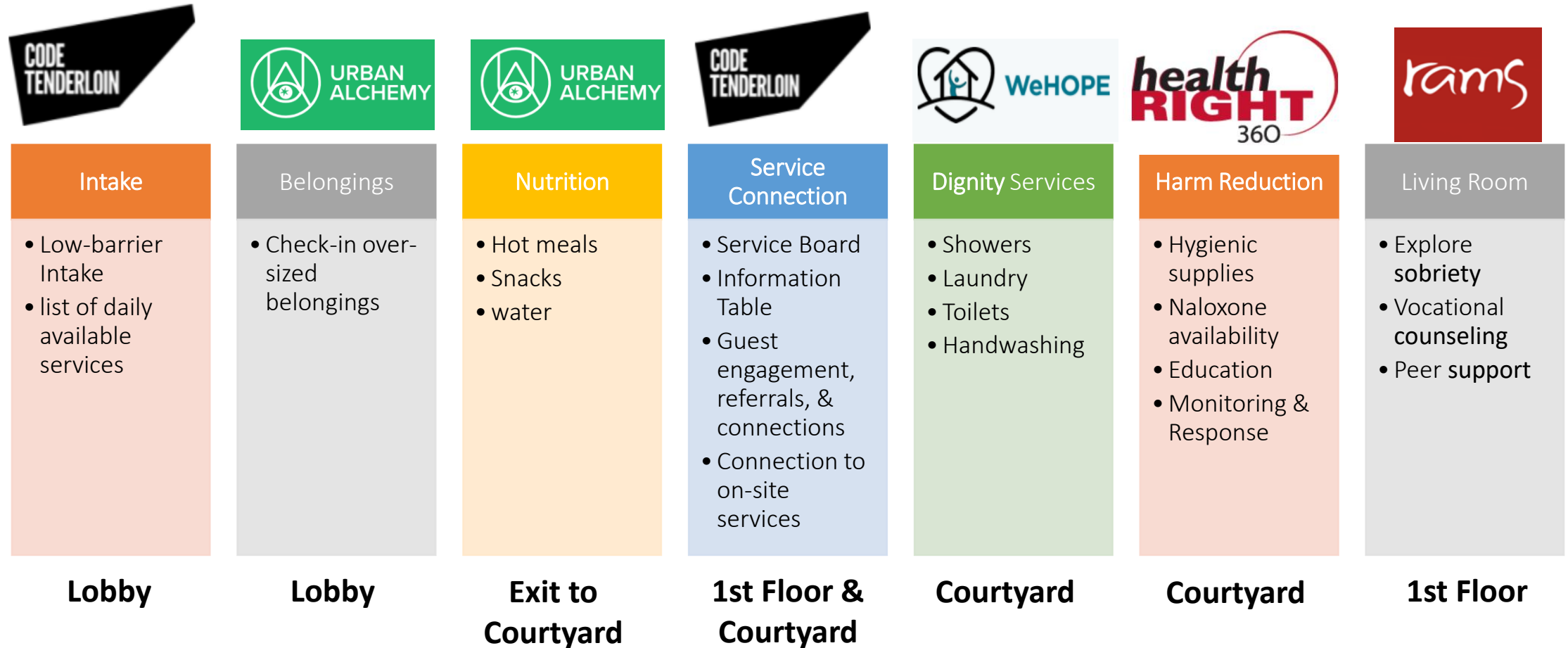
Range of Substance Use Interventions:

- **Harm Reduction:** hygienic supplies, non-judgmental counseling, and overdose education and response with naloxone
- **Treatment:** Direct linkage to SUD treatment, including medication-assisted and other outpatient treatment, residential treatment, and sober living
- **Living Room:** For people seeking space and support

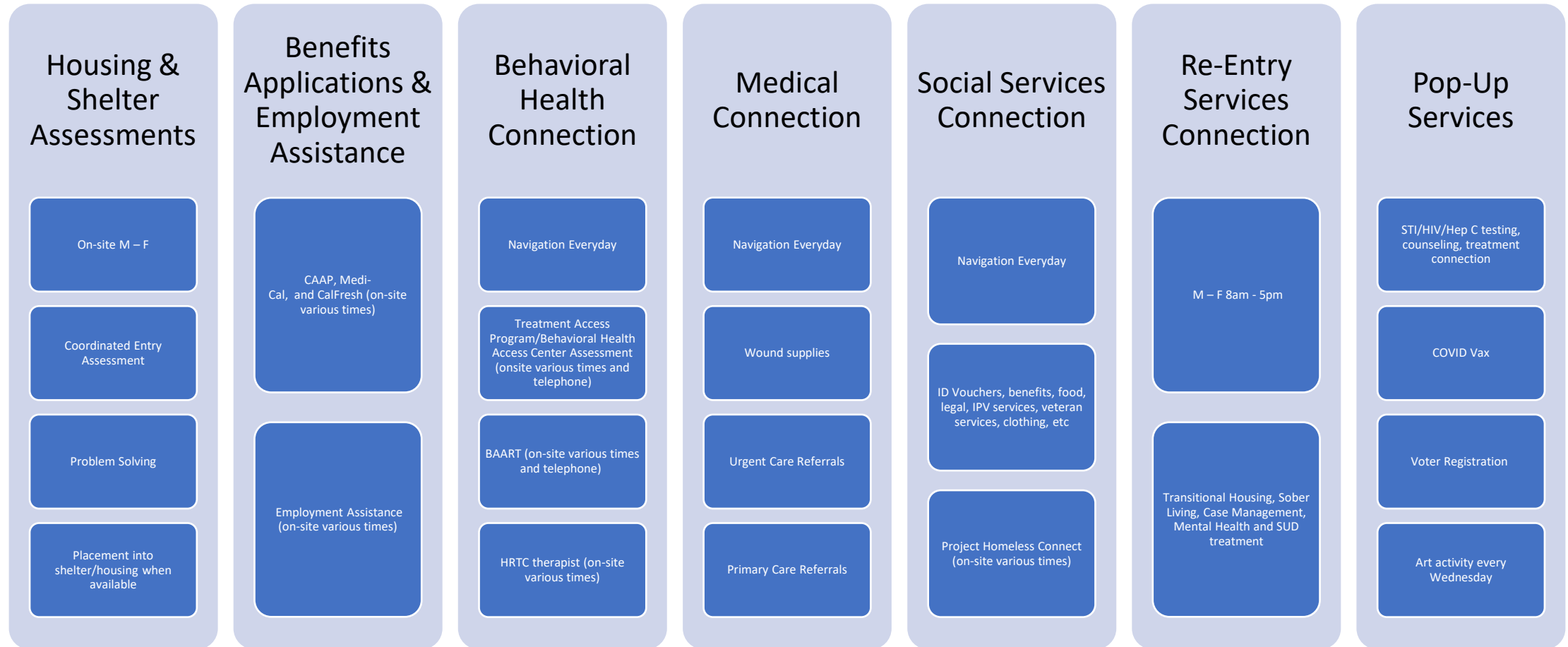
Cross-Sector + Peer Staffing + Community Driven:

- **Collective Impact:** Collaboration across city departments
- **Peer Staffing:** Direct participation by TL residents and/or people with lived experience of homelessness, mental illness, substance use, incarceration, etc.
- **Community Driven:** Guest participation and community relationships.

TLC Guest Flow



Service Connections



Transportation available via Community Forward van, taxi vouchers, MUNI tokens and monthly MUNI passes
Service Navigators provide some escort services

Tenderloin Center Metrics

Stay Up-to-Date
TEI Dashboard

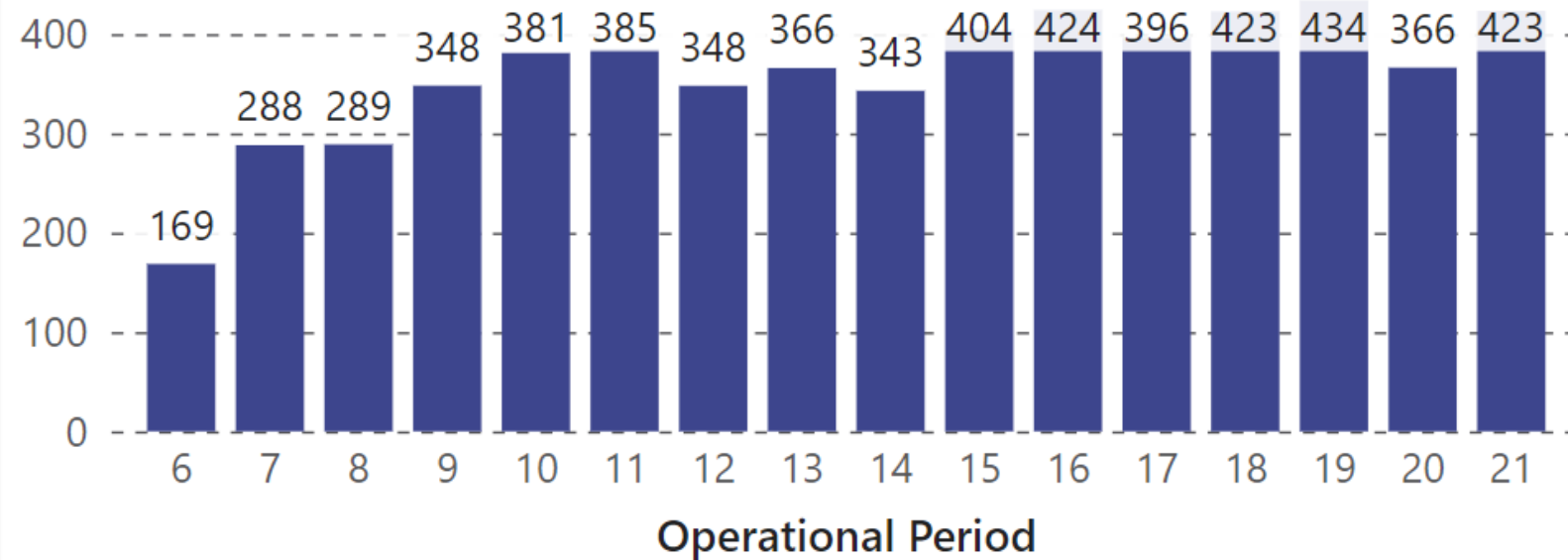
Daily Guest Visits

Cumulative daily guests at the
Tenderloin Center

40,507

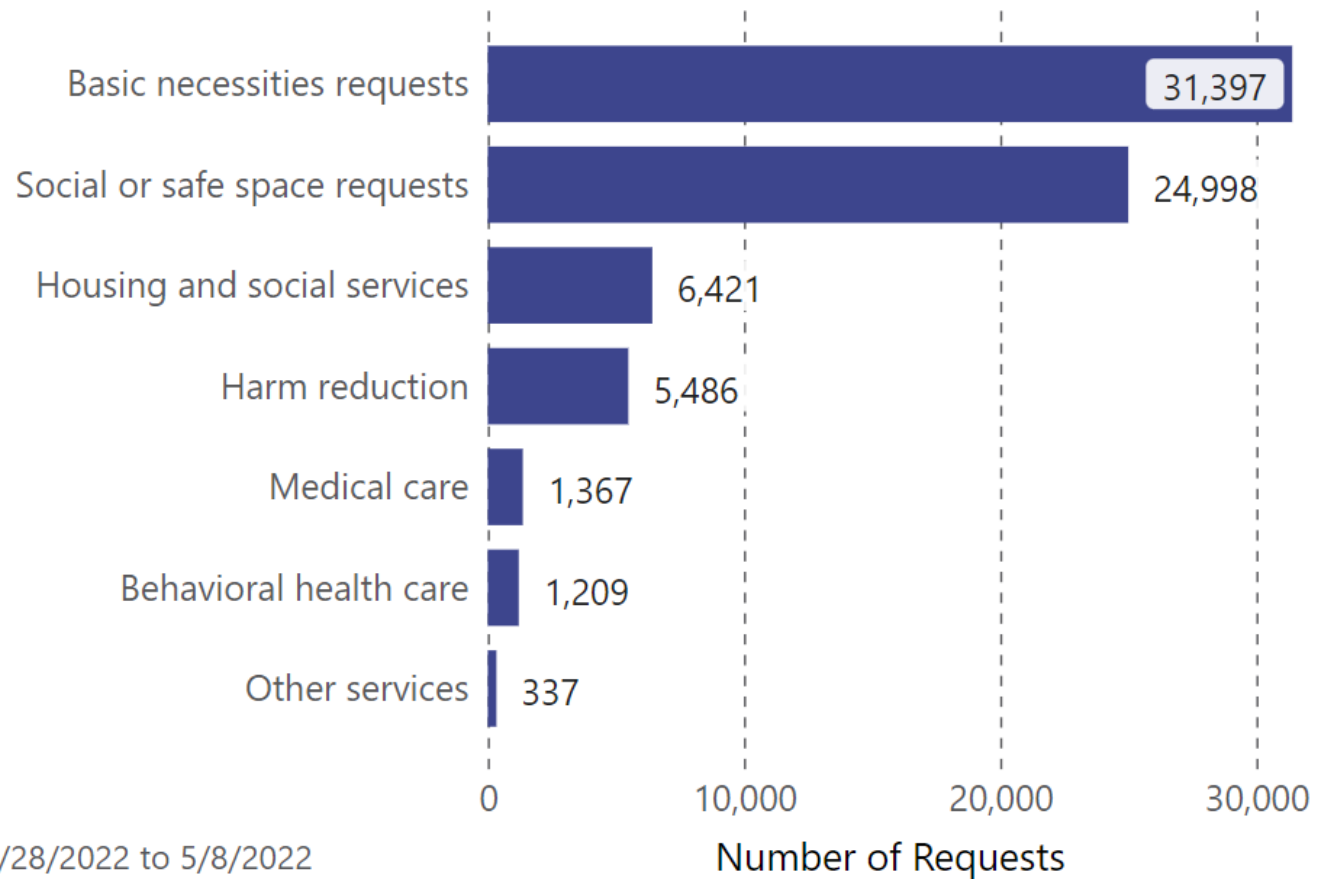
1/17/2022 through 5/8/2022

Average daily guests at the Tenderloin Center



Service Requests
February 28th
– May 5th

Services requested at the Tenderloin Center



Dignity Services

Cumulative meals
provided

27,210

1/17/2022 - 5/8/2022

Cumulative showers
provided

4,333

1/17/2022 - 5/8/2022

Cumulative loads of
laundry provided

1,347

1/17/2022 - 5/8/2022

Referrals & Connections

Cumulative service
referrals

1,485

1/31/2022 - 5/8/2022

Cumulative service
connections

174

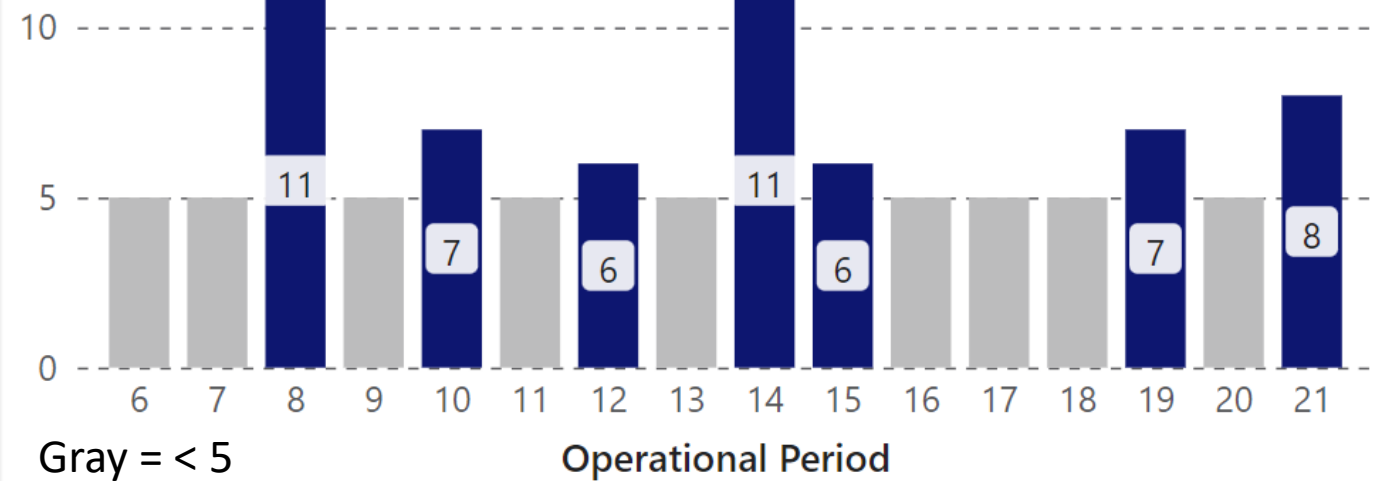
1/31/2022 - 5/8/2022

Overdose
Reversals
January 18 –
May 8th

Cumulative overdoses reversed
at the Tenderloin Center

78

Overdoses reversed at the Tenderloin Center





Tenderloin Center
What's Next?

TLC Priorities

Item	Dates
Lease extension at 1170 Market St through December 31, 2022	May – June 2022
MBO Budget Approval	May 2022
Enhancing Service Navigation and Metrics	June 2022
Outdoor and fence line enhancements	May – June 2022