

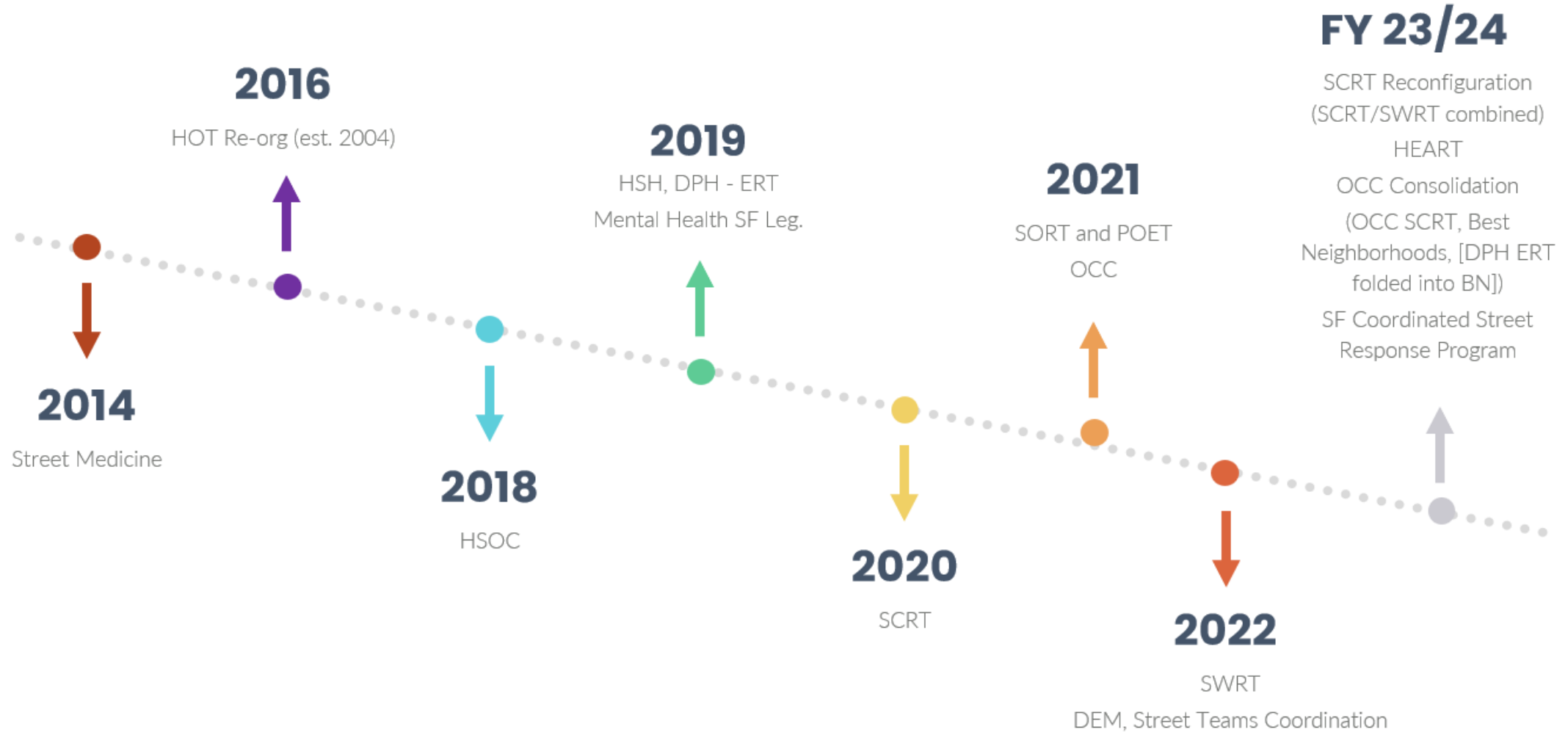


**SF Coordinated Street  
Response Program:  
*An Overview and  
BLA Audit Response***

# Presentation Goals

1. Clarity on the SF Coordinated Street Response Program.
2. Show progress: systems alignment and coordination and use of data systems to better understand services efficiencies and impact.
3. Satisfaction of responsiveness to BLA Audit recommendations.

# Evolution, SF Coordinated Street Response Program



# SF Coordinated Street Response Program

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A coordinated network of crisis response, rapid response and planned outreach efforts that stabilize people in crisis and distress and support healthy and safe San Francisco communities.

# CORE CITY PARTNERS

**Department of Emergency  
Management (DEM):**

Coordination, Healthy Streets  
Operation Center (HSOC),  
Tenderloin Joint Field Operations,  
and Ambassador Programs.

**Department of Public Health  
(DPH):**

Medical outreach, behavioral  
health, overdoses responses.

**San Francisco Fire Department,  
Community Paramedicine (SFFD):**

Behavioral health crisis, non-acute  
medical/wellness services.

**Department of Homelessness and  
Supportive Housing (HSH):**

Outreach, shelter and housing



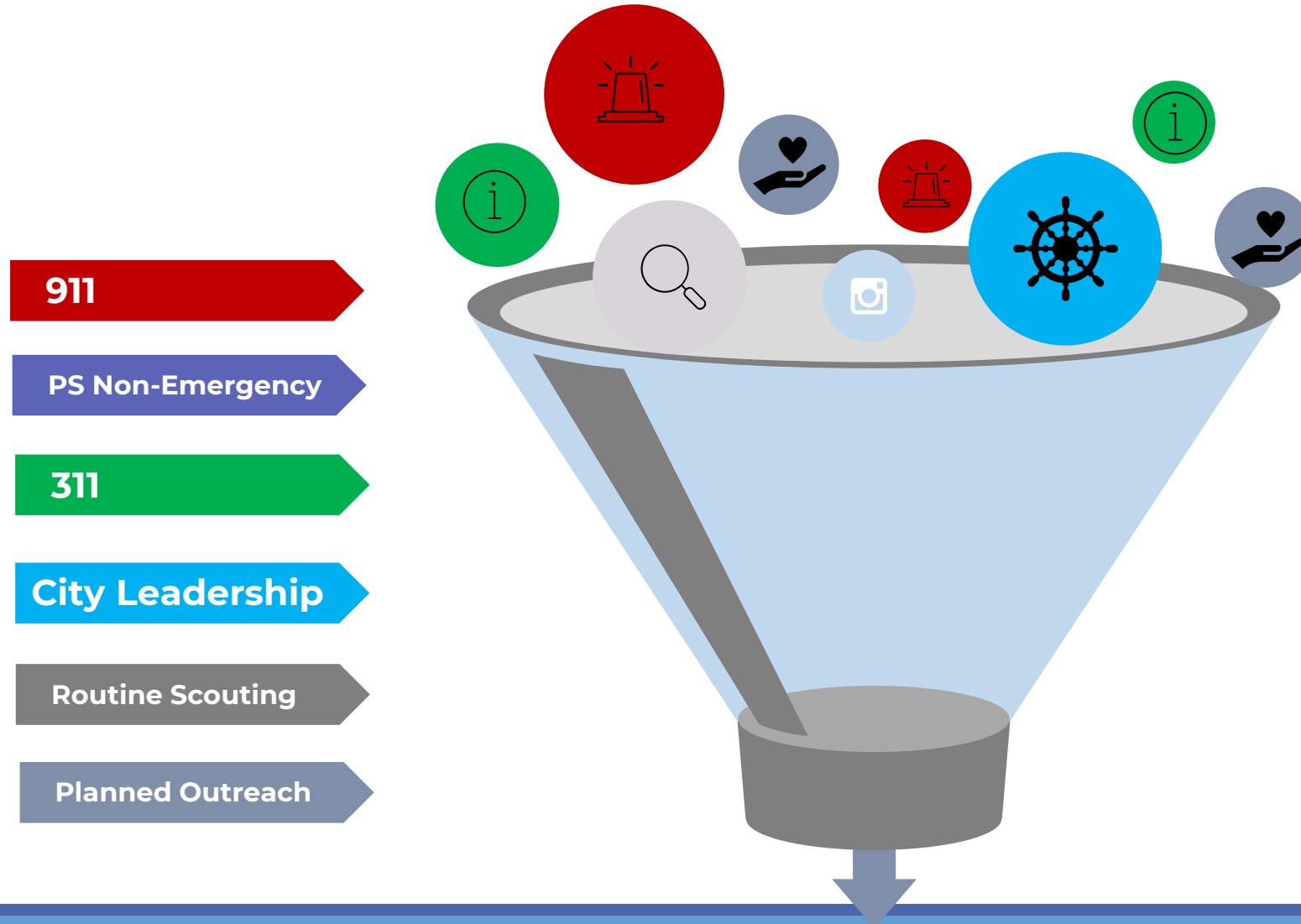
**Jamie Jackson**

**"Clinicians on the City's street response teams got me into shelter and my whole life has changed for the better."**

# Supporting Clients With Complex Needs

1. Childhood trauma
2. Long periods of homelessness
3. Distrust in systems and services
4. History of poverty/income instability
5. Limited education
6. Fragmented work history
7. Lay off/work injury
8. Death of family and friends
9. Severe mental illness
10. Substance use disorder
11. Unhealthy relationships
12. Disconnection from family/friends/support
13. Domestic violence
14. Criminal justice system involvement
15. Limited/no transportation
16. Language barriers/immigration
17. Hopelessness, guilt, shame

# Informational Inputs – Activating Street Responses



# SF Coordinated Street Response Teams

**1.** **SCRT**  
Street Crisis Response Team

**2.** **SORT**  
Street Overdose Response Team

**3.** **HEART**  
Homeless Engagement Assistance Response Team

**4.** **HSOC**  
Healthy Street Operation Center

**5.** **HOT**  
Homeless Outreach Team

**6.** **Street Medicine**

**7.** **POET**  
Post Overdose Engagement Team

**8.** **OCC Triage**  
Office of Coordinated Care

**9.** **OCC/BN**  
Best Neighborhoods.



# All Street Teams – Services Delivery

## Crisis Response

911

- Emergency – BH/Medical, Overdose response
  - Crisis; fastest response, ~ 15 mins)
  - De-escalate, assess, transport, service linkage

SCRT  
SORT

## Rapid Response

311/Non-Emergency #

- Immediate – PEH, Blocked Sidewalks
  - Non-crisis; rapid response (1-hour: 1-day)
  - Triage/assess; transport, service linkage

HEART

## Planned Outreach

Hotspot/Zone/Neighborhood

- Persistent Homelessness/BH/Medical
  - Planned/routine operations; planned follow up
  - Triage/assess; transport, service linkage

HSOC, HOT, Street Medicine,  
POET, OCC Triage, OCC/BN

SF Coordinated Response Program

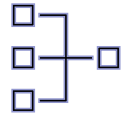


## Coordination

As a coordinated network, we reduce duplication, increase efficiencies and make deeper impact on our clients and communities.

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# Coordination Strategies



## Structural Coordination

Legal framework for improved information sharing and case conferencing  
Dedicated “coordination” team at DEM  
Regular meetings



## Data Coordination

Aligning data definitions and field inputs  
Linking siloed client histories and data sets  
Development of back end integration and internal tool for data access



## Accountability Alignment

Top line goal and metrics  
Impact Reporting  
Publishing Data

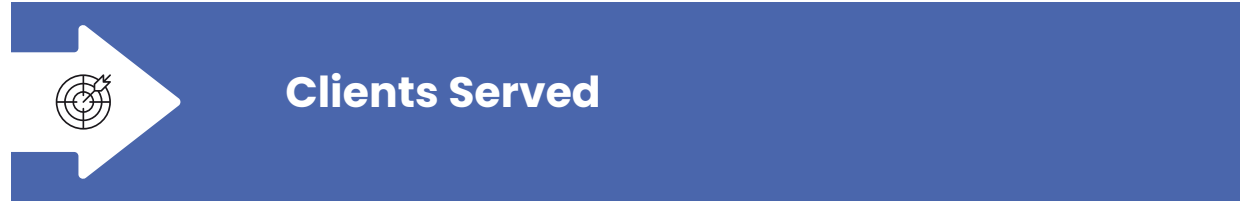


The Coordinated Street Response System works collaboratively to reduce distressing street behaviors with urgency and improve the quality of life of all residents of San Francisco.

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TOP-LINE GOAL

# Impact Reporting



# Next Steps - Summary

1. Center clients & activate all available tools to link clients to services
2. Data will drive our work.
3. System Improvements
4. Impact Reporting - annual report back to BOS

**Performance Audit of San Francisco Street Teams**

Prepared for the  
Board of Supervisors  
of the City and County of San Francisco

by the  
San Francisco Budget and Legislative Analyst

November 7, 2023

# **Audit Q&A with All Street Teams Representatives**

- DEM
- SFFD
- DPH
- HSH

**Thank You**