

1 [Administrative Code - Street Teams Reporting]

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3 **Ordinance amending the Administrative Code to require regular reporting to the Board**
4 **of Supervisors by the Department of Emergency Management, Department of**
5 **Homelessness and Supportive Housing, Department of Public Health, and Fire**
6 **Department, concerning the efficiency and effectiveness of the City’s street teams.**

7 NOTE: **Unchanged Code text and uncodified text** are in plain Arial font.
8 **Additions to Codes** are in *single-underline italics Times New Roman font*.
9 **Deletions to Codes** are in *strikethrough italics Times New Roman font*.
10 **Board amendment additions** are in double-underlined Arial font.
11 **Board amendment deletions** are in ~~strikethrough Arial font~~.
12 **Asterisks (* * * *)** indicate the omission of unchanged Code
13 subsections or parts of tables.

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12 Be it ordained by the People of the City and County of San Francisco:

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14 Section 1. Chapter 20 of the Administrative Code is hereby amended by adding Article
15 XI, consisting of Sections 20.11-1 and 20.11-2, to read as follows:

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17 **ARTICLE XI: STREET TEAMS REPORTS**

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19 **SEC. 20.11-1. BACKGROUND.**

20 (a) Several City departments, including the Department of Emergency Management, Department of
21 Homelessness and Supportive Housing, Department of Public Health, and Fire Department (the “SF
22 Coordinated Street Response Departments”) have dedicated street teams that provide emergency crisis
23 response and outreach services to address behavioral health, medical, and/or homeless-related issues,
24 including mental health crises, wellbeing concerns, drug overdoses, and homeless encampments on the
25 City’s streets and in public spaces.

1 (b) In November 2023, the Budget and Legislative Analyst (“BLA”) published a report outlining
2 its findings and recommendations from a performance audit of the City’s street teams. The report is on
3 file with the Board of Supervisors in File No. 240805. In its report, the BLA reviewed the street teams’
4 structures as well as how the SF Coordinated Street Response Departments manage and coordinate
5 street teams. The BLA found several opportunities to improve and streamline the efficiency and
6 effectiveness of the SF Coordinated Street Response Departments’ planning, coordination, and
7 communications. The BLA issued a series of recommendations, including that the SF Coordinated
8 Street Response Departments provide the Board of Supervisors regular reports concerning street
9 teams’ goals, outcomes, and barriers to achieving the goals.

10 **SEC. 20.11-2. REPORTING REQUIREMENTS.**

11 (a) The Department of Emergency Management shall submit written reports to the Board of
12 Supervisors, with a copy to the Mayor, providing information on the efficiency and effectiveness of the
13 City’s street teams, including but not limited to:

- 14 (1) goals and key initiatives;
15 (2) metrics, including how the SF Coordinated Street Response Departments measure
16 progress towards achieving goals and key initiatives;
17 (3) milestones and accomplishments, including information about progress made
18 towards meeting goals and key initiatives;
19 (4) information about street teams’ structures, including a description of each street
20 team, total number of staff per street team, and the daily average number of team units in the field per
21 street team;
22 (5) whether there are vacancies at any of the SF Coordinated Street Response
23 Departments that are impacting deliverables;
24 (6) whether contractors are meeting staffing obligations and if applicable, how
25 contractor staffing levels are impacting deliverables;

1 (7) a summary of services provided;

2 (8) a description of the types of shelters available to people experiencing homelessness,
3 the number and percentage of shelters offered by shelter type, and the number and percentage of
4 rejected offers by shelter type;

5 (9) a summary of resource utilization and capacity constraints in order to identify and
6 measure any unmet needs, such as when a shelter or sub-acute non-hospital bed was requested but
7 unavailable;

8 (10) a description of how the SF Coordinated Street Response Departments coordinate
9 the provision of services and offers of shelter;

10 (11) the manner in which the SF Coordinated Street Response Departments share data
11 among themselves, and any obstructions to data sharing goals; and

12 (12) any other information that addresses concerns and recommendations in the BLA
13 report referenced in Section 20.11-1(b).

14 (b) The Department of Emergency Management shall serve as the coordinating agency,
15 responsible for gathering information, finalizing, and submitting the report referenced in subsection (a)
16 above. For purposes of the report, the Department of Homelessness and Supportive Housing,
17 Department of Public Health, and Fire Department shall:

18 (1) provide the Department of Emergency Management with information necessary to prepare
19 the report; and

20 (2) draft the sections of the report that correspond to their work, as applicable.

21 (c) The initial four reports shall be due on February 1, 2025, August 1, 2025, February 1, 2026,
22 and August 1, 2026. Thereafter, starting in 2027, reports shall be due annually on August 1.

23 (d) The initial report shall cover the calendar year preceding the date of the report. Subsequent
24 reports shall cover the time period since the last report.

1 (e) The Department of Emergency Management shall post each report on its website within 10
2 calendar days of submitting the report to the Board of Supervisors and the Mayor.

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4 Section 2. Effective Date. This ordinance shall become effective 30 days after
5 enactment. Enactment occurs when the Mayor signs the ordinance, the Mayor returns the
6 ordinance unsigned or does not sign the ordinance within ten days of receiving it, or the Board
7 of Supervisors overrides the Mayor’s veto of the ordinance.

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10 APPROVED AS TO FORM:
11 DAVID CHIU, City Attorney

12 By: /s/ Christina Fletes-Romo
13 CHRISTINA FLETES-ROMO
14 Deputy City Attorney

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