

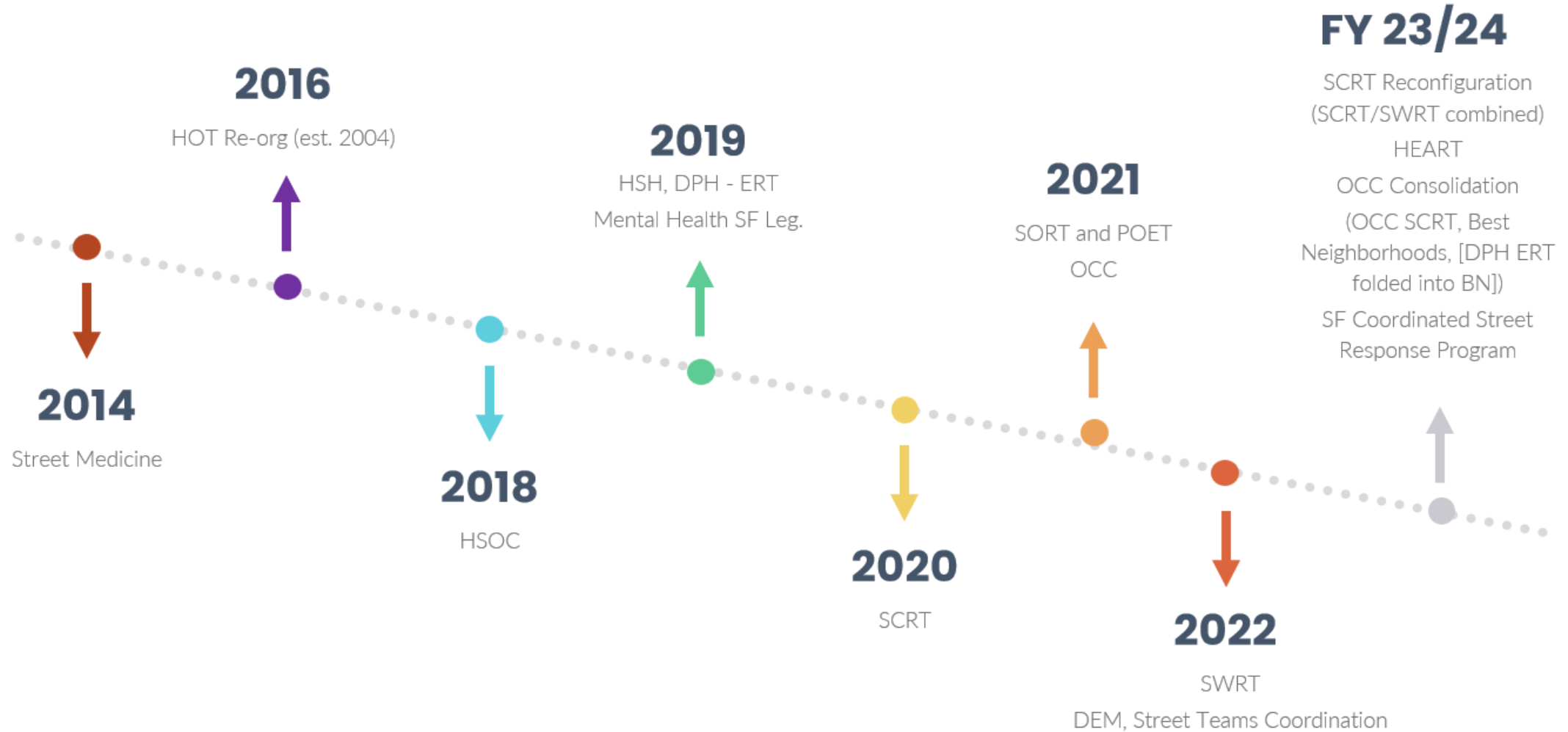


**SF Coordinated Street
Response Program:
*An Overview and
BLA Audit Response***

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

A coordinated network of crisis response, rapid response and planned outreach efforts that stabilize people in crisis 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



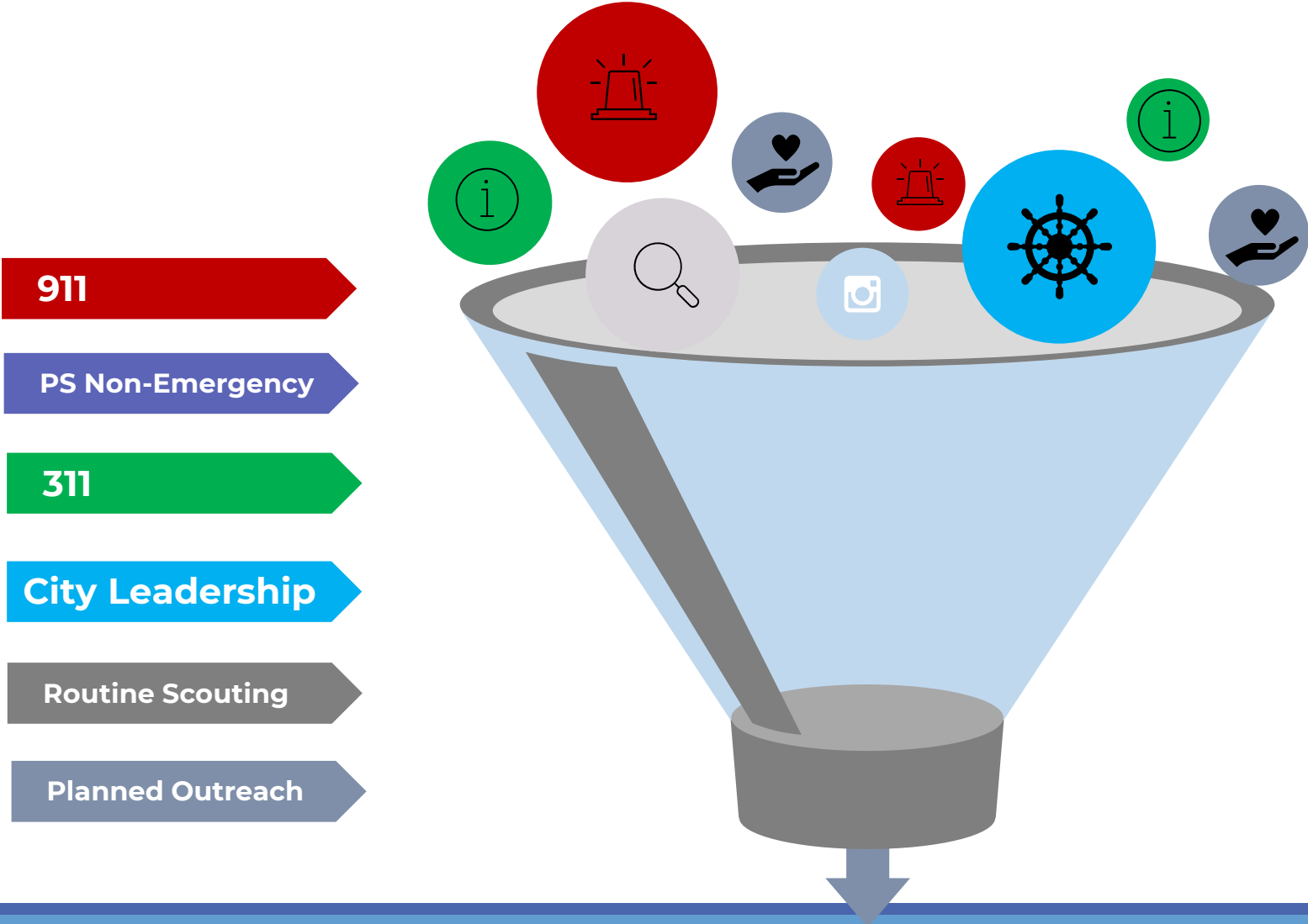
Jamie Jackson

"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

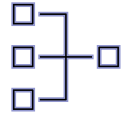
SF Coordinated Response Program



Coordination

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

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

KPIs and shared theory of change
Impact Reporting
Publishing Data



SF Coordinated Street Response Teams will reduce distressing street behaviors with urgency and ensure a path to stable health and housing.

VISION

Process Objectives

Our work with clients

1

Trust Building

Trust building is at the foundation of the work we do. It builds rapport, conveys respect, expresses care and motivates action.

2

Care Coordination

Clients consent to services; a care coordination plan is created. The plan outlines key needs and services.

3

Service Linkage

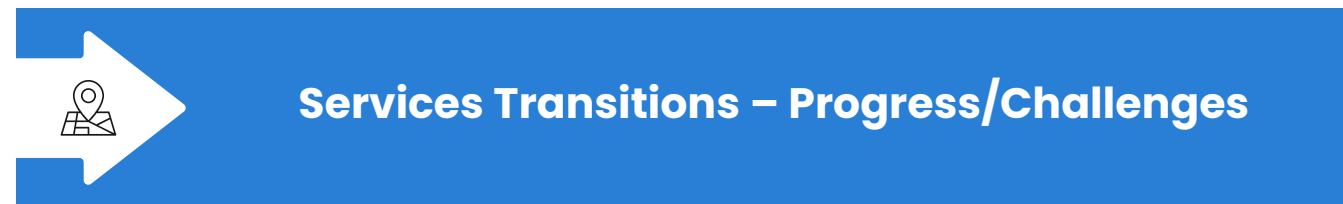
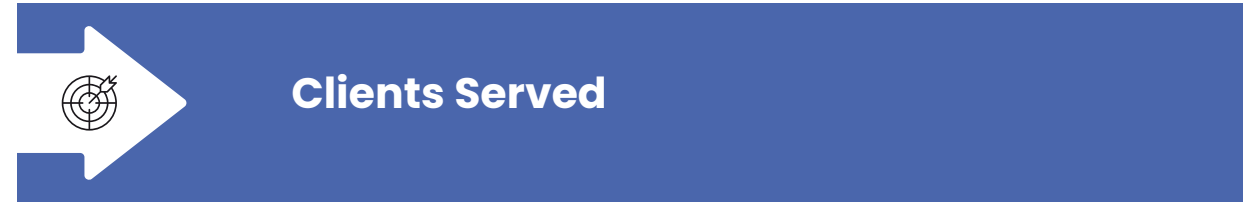
Lead teams navigate systems and get people connected to needed shelter and services. Other teams support plan goals.

4

Stabilization

People are connected to safe and supportive services. As their lives are stabilized, their acuity and negative exposure to the street is reduced.

Measuring Impact



Next Steps - Priorities

1. Center clients & activate all available tools to link clients to services
2. Data will drive our work - KPIs, data alignment and reporting
3. We'll take system deep dives – Meeting, identifying gaps/needs, opportunities, monthly
4. Spotlight outcomes, successes, challenges and needs at 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