



City & County
of San Francisco

Pilot Community Responder Program

*Enriching Community-Based Efforts
to Engage and Care for People Experiencing Street Crisis*

July 7, 2022

Presented at the BOS Government Audit & Oversight Committee

Key Elements to the City's Street Response

- Serves as alternative to police
- Rapid response to calls focused on intervention during a crisis
- 24 Hour Response
- Interdisciplinary teams that include medical professionals, clinicians, peers and people with lived experience
- Coordination across street response and outreach teams, including case conferencing, operations, and implementation
- Shared reporting and analysis
- Links to housing, treatment, and services

Overview of Pilot Program

- Establishes a ***new community-based team*** that operates as part of San Francisco's street crisis response system and responds to lower priority non-medical, non-emergency calls.
- The pilot program is ***based on the recommendations of the Compassionate Alternative Response Team (CART)*** proposal and experience working with CBOs in the Bayview, Mission and Tenderloin.
- The pilot is funded through a ***one-time budget allocation*** to the Department of Emergency Management of \$3 million.
- The community-based operator of the team will be ***selected through a competitive procurement process***.

The Impact

- Resolve up **100 non-emergency, non-medical calls per week** for the first 60-days. Goals may be adjusted after the initial assessment period.
- Call types may include:
 - Responses **lower priority, non-emergency calls** such as blocked sidewalks, obstructed emergency exits and doorways, encampments that don't require a medical or law enforcement response.

The Path Forward

Request for Proposals

- San Francisco is developing a Request for Proposals (RFP) for Community-Based Organizations to operate the new team.

Program Development

- Continue to refine scope of work and protocols for new community team to respond to non-emergency, non-medical calls for service.

Timeline

- Estimated timeline is 8 – 12 months for the procurement process, contracting, and operational stand up.



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Questions

