



# Compassionate **A**lternative **R**esponse **T**eam: Creating a Community-Based Alternative to the Police Response to Homelessness

July 7, 2022

# Introduction

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# Agenda

July 7, 2022

- San Francisco's Current Response
- What San Francisco Wants
- The CART Approach
- CART Calls
- Where is CART Today?
- Implementing CART
- Discussion



# San Francisco's Current Response

## Policing and Criminalization

- SFPD was dispatched to **over 65,000 homeless related calls in 2019**, each call typically lasting one hour in duration.
- Policing is a **costly, ineffective, and punitive response** to homelessness.
- Unhoused individuals have **repeatedly fallen victim** to police violence.

**“You're being intimidated and interrogated.”**

*~ SF resident, survey participant*

**“They don't respect us and make our situation worse often times.”**

*~ SF resident, survey participant*

# What San Francisco Wants

CART surveyed unhoused San Franciscans to inform the development process.

**“I want to be treated like a human being.”**

*~ SF resident, survey participant*

**“I think police shouldn’t be dealing with homeless people.”**

*~ SF resident, survey participant*



# CART Employs a Two-Pronged Approach

CART will provide *“Persons-in-crisis”* response services and *“Community-strengthening”* services:



## *“Persons-in-crisis”* response services:

- De-escalation intervention, interpersonal conflict resolution
- Street counseling and mental wellness referrals/resources
- First aid and street medicine services
- Substance use/addiction referrals/resources
- Acute/subacute transportation services
- Suicide prevention



## *“Community-strengthening”* services:

- Identify, network, and support neighborhood-based “compassionate responders”
- Offer trainings to these “compassionate responders” to further educate them on the systemic causes of homelessness

911

CARTSF  
Hotline



SCRT: Responds to  
psych crisis **800**  
codes/ 24AO  
B-Priority Calls

SWRT: Responds to  
Wellness **910** codes

CART SF: Responds to  
ALL homeless **C-**  
**Priority 601, 916,**  
**917, 919, overflow**  
**800 and 910 C calls**

CART offers a  
compassionate, government-  
funded and community- led  
approach that will connect our  
unhoused people with the  
services they need.

Traditionally, a  
complaint-driven  
response

A restorative-driven  
response

# CART Calls

## 911

SCRT responds to psych crisis 800 codes/  
24AO B-Priority Calls.

SWRT responds to Wellness 910 codes.

## CART SF Hotline

CART connects our unhoused neighbors with  
the services they need.

A restorative-driven response.

CART responds to all homeless C-Priority 601, 916, 917, 919, overflow 800, and 910 C calls.



# Where is CART Today?

CART was funded in FY2022-23 at \$3M to be:

- An **independent**, government funded, **community-led** initiative that responds to **911** and direct calls for low-level homeless services as needed.
- Two-person **peer teams** that are well paid and deeply trained.

"I would like for the new program to be more compassionate, ask more questions and have more resources like do you need medical attention and do you need Narcan and have some available and paper work for homeless resources."

**-SF RESIDENT**



# Implementing CART

The Mayor's Office has placed CART in the Department of Emergency Management (DEM).

- The funds need to be put out to bid and an Request for Proposal (RFP) developed with community input.
- Organizations that contract with the City would apply, and funding would be dispersed.

"DIFFUSE THE SITUATION. PREVENT VIOLENCE WITH A CARING ATTITUDE... STAFF SHOULD BE FROM/LIVE AROUND THE NEIGHBORHOOD SO THE PEOPLE WILL KNOW THEM. KEEP THE STAFF RACIALLY BALANCED AND CULTURALLY SENSITIVE."



- SF RESIDENT

# Why a Community-Led Response?

While an institutional response is important in some circumstances — such as high level medical incidents — a community response is more appropriate for C-level homeless calls.

*A Community Response:*

- Is a **culturally competent, trauma informed** investment in our response nexus.
- Means **employment opportunities** for impacted BIPOC communities.
- Creates a **pathway to building trust** with unhoused people.
- Leverages San Francisco's financial and human resources.

Responders will have **lived experience** and be **exceptionally qualified** to address homelessness.



**Q&A**

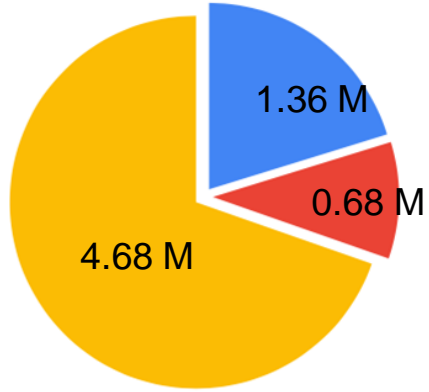
## Break down of different dispatch codes and city teams that respond

Code	Does one of the existing teams respond instead of Police?	Would <b>CART</b> Respond instead of police?	<b>Notes</b> Calls going into 911 related to homelessness would be rerouted to CART. The initial phase of the program focus on responding only to <b>C-priority calls involving unhoused people</b> in the City.
800 B <b>Psych crisis</b> (police) 85AO (medical)	Street Crisis Response Team (SCRT)	<b>Yes</b> (but only overflow)	SCRT is three-member team under paramedics/fire responding to B level psych crisis calls city wide. CART would handle overflow C level 800 calls that SCRT does not take.
C level: 910 - <b>well being check</b>	Street Wellness Response Team (SWRT)	<b>Yes</b>	SWRT is a two-member team out of Fire Department pairing with HOT expansion. CART is proposing a more comprehensive approach that is community centered as opposed to institutional. Well being checks are a key part of the CART response.
C level: 801 - <b>person attempting suicide</b>	No	<b>Yes</b>	CART is proposing a <b>two-member peer based team</b> which offers a more comprehensive approach that is a <b>community centered approach</b> as opposed to institutional response.  CART is specifically <b>responding to calls that would otherwise lead to criminalization.</b>
C Level: 919 - <b>sit/lie</b>	No	<b>Yes</b>	
C Level: 920 - <b>aggressive panhandling</b>	No	<b>Yes</b>	
C Level: 915 - <b>homeless encampment, currently routed to 311</b>	No	<b>Yes</b>	
C Level: 601 - <b>trespassing - unauthorized person occupying others property</b>	No	<b>Yes</b>	
C Level: 916 - <b>suspicious person in car</b>	No	<b>Yes</b>	
C Level: 917 - <b>suspicious person</b>	No	<b>Yes</b>	

<b>Overdose</b>	SORT - Street Overdose Response Team - <i>exception: not currently a police response</i>	No	SORT would continue the existing paramedic response, but add a Clinical team members from the Department of Public Health (DPH) to do follow up care. This includes a mix of peer specialists, medical specialists such as nurses; and behavioral health specialists such as counselors and psychiatrists.
<b>Homeless Outreach Team (HOT)</b>	No	No	HOT has a case management caseload working on-going with folks on streets, and also does outreach to distribute food and resources when available. They do not respond to members of the public calls for assistance, but are at the mercy of political winds in terms of where they focus resources. Under CART they would focus entirely on case management and follow up care.

Extra information on SORT and HOT

## CART Budget Breakdown



- Management and Admin Costs (20%)
- Training and Neighborhood Resilience Building (10%)
- Staff Salary and Benefits (70%)

## Demand of Calls

Calls per Year	65,000
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Calls per Week	1,250
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## Staff Capacity

Staff Salary and Benefits	\$4,680,000
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Staff Members at \$90,000 per Year	52
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Shifts per Week	130
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Time per Call	50 Minutes
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