

Tenderloin Emergency Initiative



City & County
of San Francisco

Tenderloin Emergency Initiative

Status Update
February 8, 2022

Overview

Phase I: Engagement and Assessment **November 2021**

Coordinate with City and non-City stakeholders

Assess top problems in the Tenderloin neighborhood

Propose short- and long-term solutions

Phase II: Crisis Operations **December 2021 - March 2022**

Connect to services

Intervene in street activity

Invest in infrastructure

Phase III: Sustained Operations **March 2022 - Onward**

Confirm long-term City resource allocations

Invest in ongoing resources and programs

Facilitate clock-level community activations

Priority Areas & Strategies

Drug dealing & violent crime

Intervention • Infrastructure • Street Engineering

Lack of shelter & drop-in resources

TL-Dedicated Beds • Behavioral Health Care

Open air drug use

Linkage Center • TL-Dedicated Beds • Street engineering

Lack of safe passage & accessibility

Ambassadors • Infrastructure • Community Projects

Waste & debris

Frequent Cleanings • Increased Trash Cans / Adjusted Trash Pickups

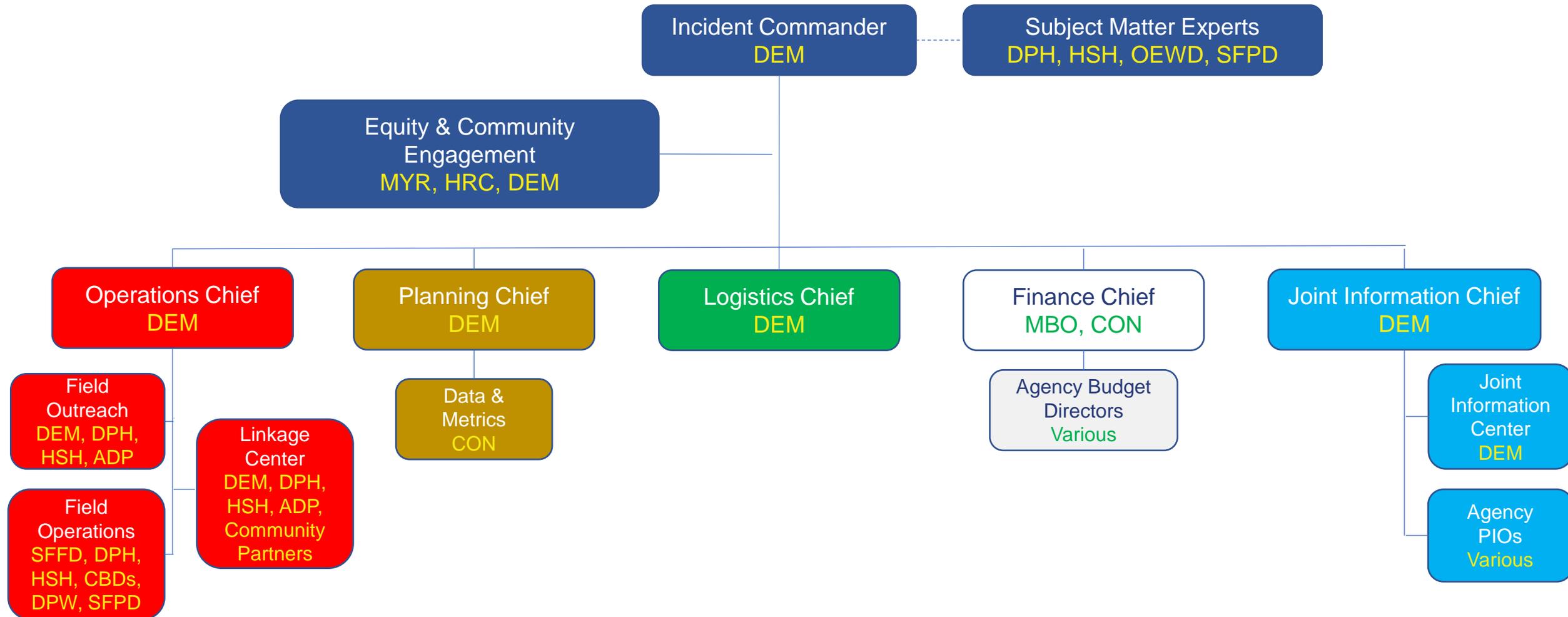
High level of 911 medical calls

Street Wellness Team • Alternatives to Law Enforcement

Illegal vending

Engagement in-language • Coordinated Intervention & Enforcement

Incident Command Structure



Summary of Activities



117

**Connected
to Shelter
from Street**



893

**Connected
to Treatment
from Street**



922

**Tons of Waste
Cleaned Up**



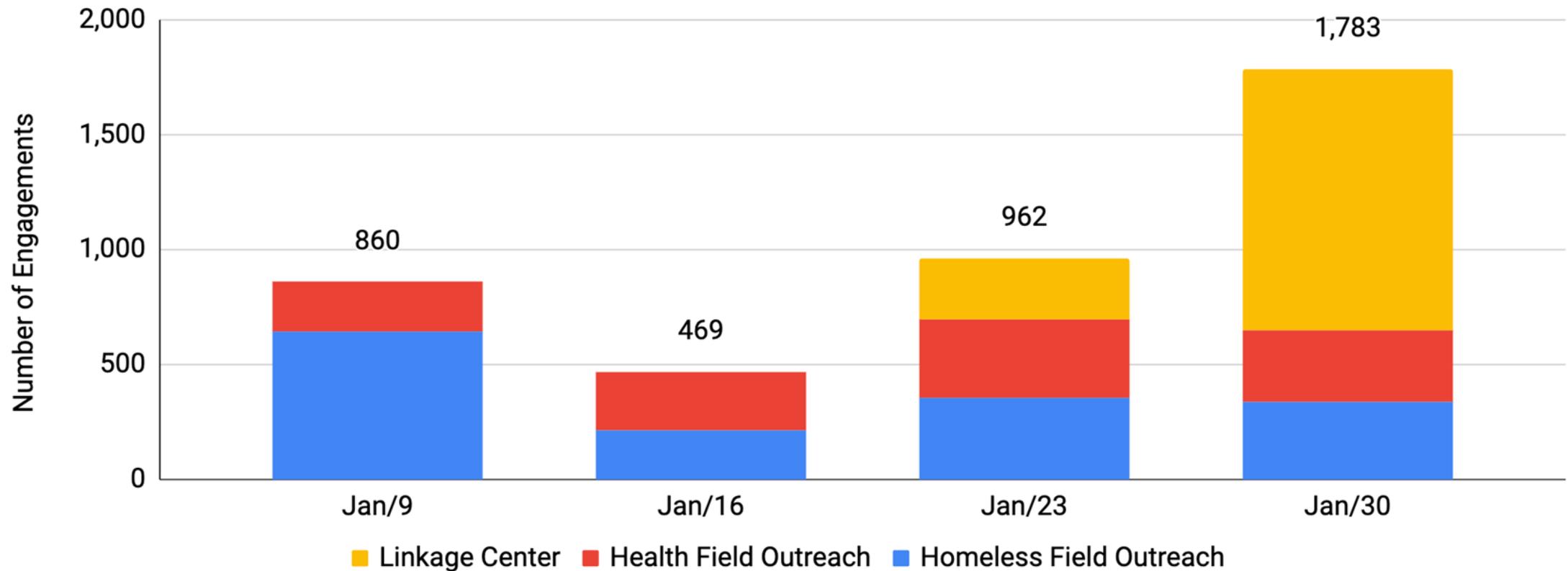
5,975

**Grams of
Fentanyl
Seized**

Engagements with Clients

Meaningful Engagements During Tenderloin Initiative, 2022

(Engagements for Week Preceding Each Date Shown)

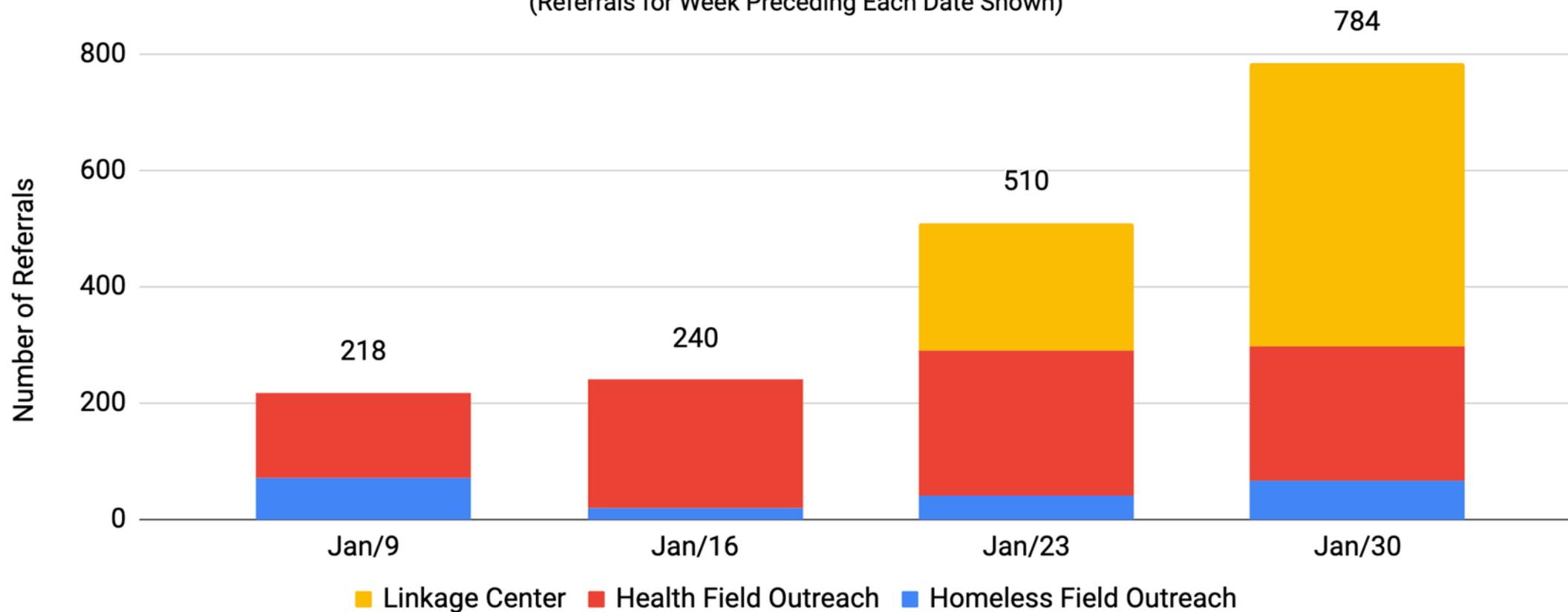


Source: RescueSF (based on operational reports)

Referrals to Services

Referrals to Services During Tenderloin Initiative, 2022

(Referrals for Week Preceding Each Date Shown)

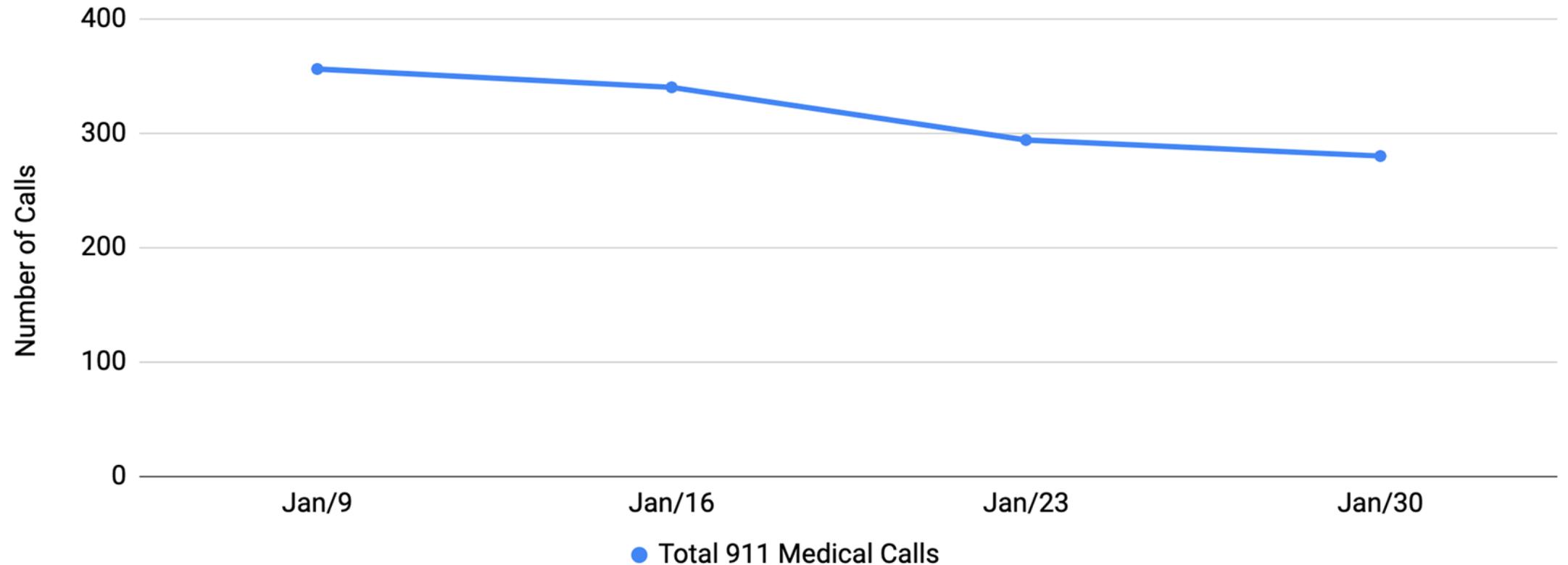


Source: RescueSF (based on operational reports)

911 Medical Calls

911 Calls During Tenderloin Initiative, 2022

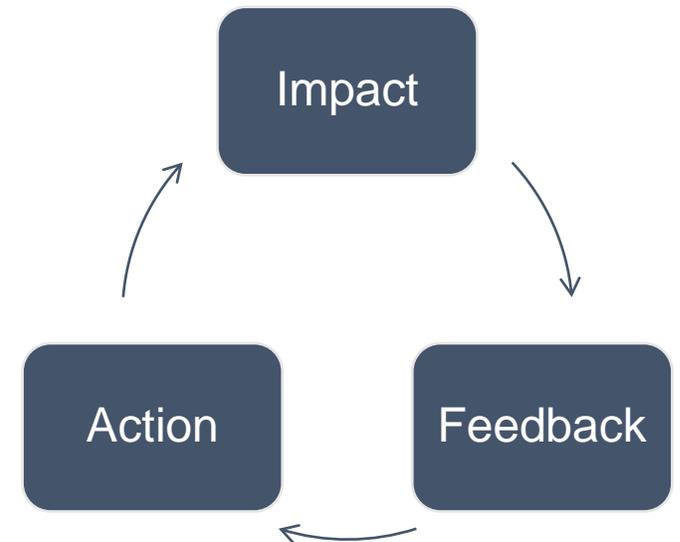
(Total Calls for Week Preceding Each Date Shown)



Source: RescueSF (based on operational reports)

Tracking Progress

- **Current:** Releasing weekly reports that track agency operations and identify activities tied to emergency objectives
- **Future:** Develop impact metrics that address root causes and reflect progress on the priority areas outlined by community stakeholders and residents
 - Examples: Fatal overdoses, linkage to behavioral health treatment, homelessness, safe passage and accessibility, etc.
 - Include data dashboards, public meetings, coordination plans



Community Feedback

- Regular community stakeholder meetings with Tenderloin Emergency Initiative staff
- Community Listening Sessions with Tenderloin residents, merchants and community organizations
 - **Residents:** police resources to address crime and drug dealing are not yet visible; safe place for people to go
 - **Families:** inability to walk children to and from school or youth programming safely
 - **Merchants and businesses:** illegal dumping and vending
 - **Community-based organizations:** future planning for bed and placement allocations for Tenderloin; how to become involved at the Linkage Center; design and services for the overall initiative.

Tenderloin Linkage Center (TLC)

- Purpose
 - To provide a safe, welcoming space for people who suffer from substance use disorder where they can access dignity services and social space.
 - To be a "one-stop shop" for people who are ready to access city health and human service programs to link to those services easily and quickly.
- Services
 - Basic needs and onsite services
 - Connections to programs
- Operations
 - 8am – 8pm, 7 days a week
 - Plans to expand to 8am – 12am in the coming weeks and 24 hours as soon as feasible



Tenderloin Linkage Center
Centro de recursos del Tenderloin • 田德隆連結中心

Come as you are. Help starts here.
Acuda tal y como es. La ayuda comienza aquí.
來者不問何出處。絕處由此可逢生。
Halika. Dito nagsisimula ang tulong.

 **Food & Water**
Comida y agua • 食物及飲用水 • Pagkain at Tubig

 **Hygiene Services**
Servicios de higiene • 清潔用品 • Mga Serbisyo sa Kalinisan

 **Social Support**
Apoyo social • 社會支援 • Suportang Panlipunan

 City & County of San Francisco

Linkage Center Partners

- Urban Alchemy
- HealthRIGHT360
- Department of Homelessness & Supportive Housing
- Department of Public Health
- Homeless Outreach Team
- Human Services Agency
- RAMS
- Felton Institute
- Adult Probation Reentry Division
- Dignity on Wheels
- University of California, San Francisco (UCSF)
- Project Homeless Connect
- San Francisco AIDS Foundation
- San Francisco Community Health Center
- Department of Emergency Management
- Code Tenderloin

Linkage Center Key Indicators

Metric	Week One Jan. 17 – Jan. 23	Week Two Jan. 24 – Jan. 30
Visits	1,180	2,017
Engagements	499	1,631
Referrals	220	486
Overdose Reversals	3	2
Overdose Deaths	0	0

Services at Tenderloin Linkage Center (TLC)

- Low barrier, drop in model
- To serve immediate needs, **daily** services include:
 - Food and drink
 - Showers and laundry
 - Rapid connections to:
 - Behavioral health care and/or medical care
 - Shelter and/or transitional housing
 - Vocational support
- Regular pop-up services include:
 - COVID-19 vaccines
 - HIV and Hepatitis C testing
 - Harm Reduction Therapy Center
 - Outpatient medication-assisted treatment (BAART Clinic)
- Developing Wellness events with a community calendar



SFDPH Objectives at TLC

- Prevent overdose deaths
- Coordinate outreach and engagement of health entities in the Tenderloin
- Increase access to treatment and harm reduction services
- Rapidly identify and solve barriers to access

Overdose Prevention at TLC

We are focused on doing everything possible to decrease overdose deaths

To support the safety of all guests, the TLC has implemented the following:

- Site design, staffing, and set-up to allow guests to be observed for safety at all times while respecting guest privacy.
- Overdose prevention training for staff, which includes identifying and reversing drug overdoses.
- Training for staff to meet guests where they are in a judgement free environment.
- Naloxone is widely available throughout the facility.
- Allowing guests to remain on site as long as they do not pose a risk to others.
- Providing connections to substance use treatment for guests.

SFDPH Hiring for Behavioral Health Needs

Goal

- Hire 200 positions by March 2022 as part of 90-day Emergency Declaration

Accomplishments to date

- Completed 50% of goal
 - 100 positions filled at SFDPH, including behavioral health clinicians, pharmacists, health workers and others
 - Streamlined administrative aspects of hiring to fill vacancies while still adhering to competitive, fair, and equity-based selection process
- Remaining 100 positions on track to be filled by March 2022



HSH Progress and Outcomes

- **SFHOT** provides **outreach and engagement** in Linkage Center and across the Tenderloin.
- **~150 shelter placements** from the streets and the Linkage Center
 - Shelter placements include congregate, navigation centers and non-congregate shelter.
- **72 people** in the **housing process**
 - 16 moved in or have scheduled move-in date
- **New shelter resources becoming available**
 - COVID surge waning
 - 711 Post shelter pending approval (250 beds)

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