



Alternative Metrics:

A Health-Oriented Evaluation of the
Tenderloin Emergency Initiative

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The **Department of Emergency Management (DEM)** currently reports some goals and operational metrics, but they **need improvement**.



LESS OPEN-AIR DRUG USE

FEWER TENTS

SHORT-TERM TREATMENT

“POSITIVE INTERACTIONS”

SOCKS DISTRIBUTED

- Lack of clear, measurable goals
- More oriented towards visibility of the problems than addressing root causes
- Fail to prioritize our most vulnerable residents
- No focus on equity



OUR GOAL

Establish a new set of metrics oriented towards **improving public health,** especially of our most vulnerable residents.

PRIORITY AREAS

Overdoses, Homelessness,
Mental Health, Safe
Passage, Waste



GOALS

One or two metrics to
measure each priority area.
Each should be baselined
and have a clear,
quantifiable goal.



OPERATIONS

Tracking what is done to
directly affect the outcome
metrics (capacity, referrals,
utilization, etc)



PRIORITY AREA 1

Fatal & Non-Fatal Overdoses

GOAL METRICS

Fatal overdoses per month (from X → Y)

Street-related 911 calls per month (from X → Y)

OPERATIONAL METRICS

Pop-up resources, serving XXX people per month

Overdose Prevention Sites and Safe Consumption Site is opened, serving XXX people per month

Increased distribution of xxx narcan to community groups and to individuals through non-traditional means.

Fatal overdoses by race, language and gender

This is an abbreviated set. For the full list, please use [this link](#).



PRIORITY AREA 2

Homelessness

GOAL METRICS

Homeless residents (from X → Y)

OPERATIONAL METRICS

Additional shelter beds and housing created

Total Placements citywide and proportion of TL residents into shelter and housing

Turnaways from Linkage Center (upon request for housing)

This is an abbreviated set. For the full list, please use [this link](#).



PRIORITY AREA 3

Behavioral & Mental Health

GOAL METRICS

Participation in health programs (from X → Y)

OPERATIONAL METRICS

Additional treatment slots and services created

Additional drop-in capacity

Placements into treatment (from Linkage Center and other CBO's)

Utilization of Linkage Center resources

Turnaways from Linkage Center (upon request for behavioral health treatment)

This is an abbreviated set. For the full list, please please use [this link](#).