



# Alternative Metrics:

A Health-Oriented Evaluation of the  
Tenderloin Emergency Initiative

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Supported by Tenderloin community-based organizations, with special help from:  
Jennifer Friedenbach, Coalition on Homelessness  
Humphrey Obuobi, DSA SF  
Andrea Faiss, Tipping Point



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

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### 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

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



## PRIORITY AREA 2

# Homelessness

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### 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)

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



PRIORITY AREA 3

# Behavioral & Mental Health

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## 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)

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