

Tenderloin Emergency Initiative

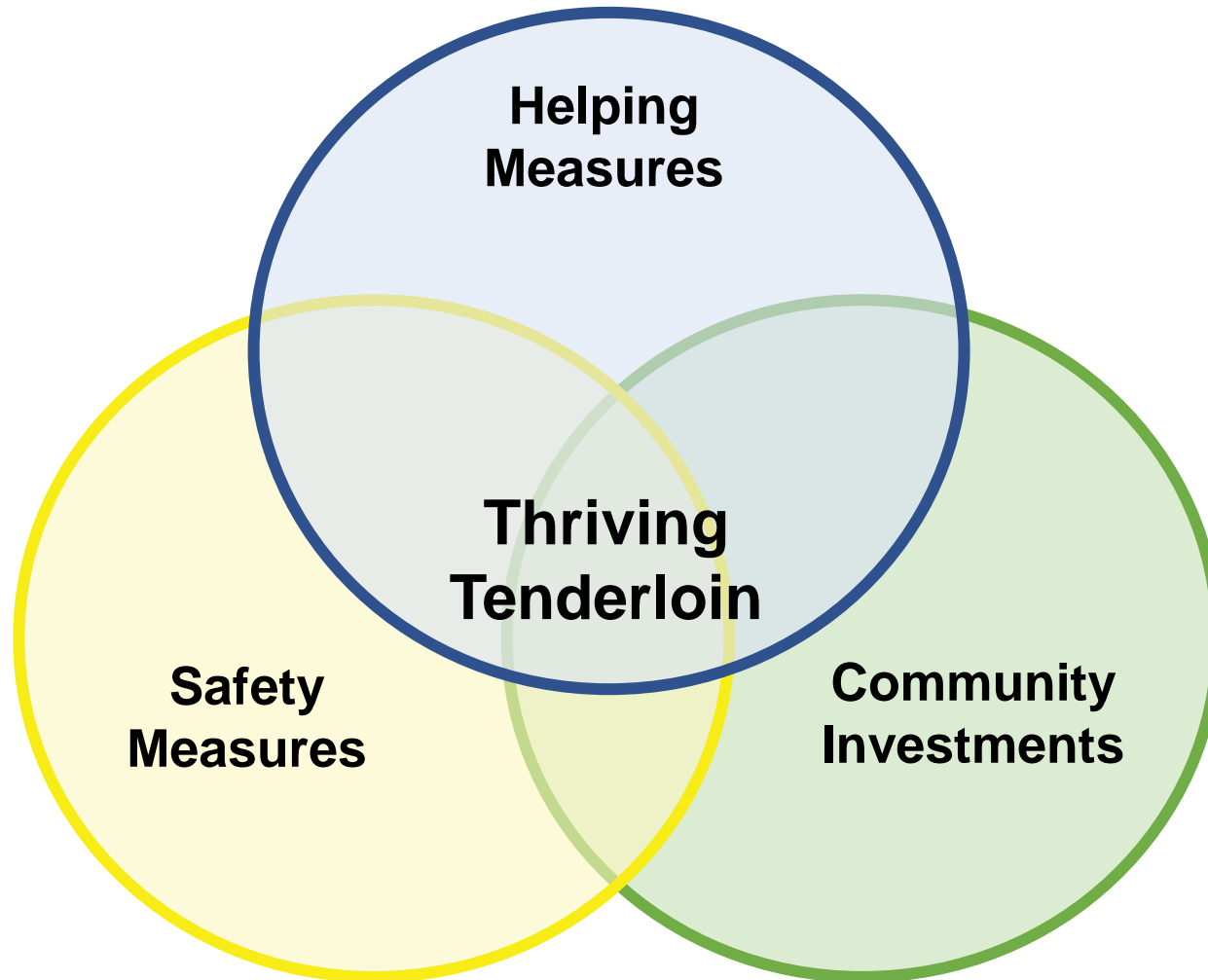


City & County  
of San Francisco

# Tenderloin Emergency Initiative

Update  
March 15, 2022

# Tenderloin Emergency Initiative





# ADP Reentry Services & the TLC

- **ADP Reentry and Community Partners** provide **direct placement** into an array of reentry and rehabilitative services to justice involved adults
  - Provide services that promote recovery and independence
  - 126 engagements at the Linkage center since January 15, 2022
- **165 placements** into clean & sober transitional housing from jail, justice partners, and the Linkage Center
  - 4,127 reduced jail bed days (1/15/22-3/15/22)
  - 147 placements from jail and justice partner
  - 18 placements from the Linkage Center
    - 87% remain in services, 12% successfully exited, 1% unstable exit

# ADP Insights and Next Steps

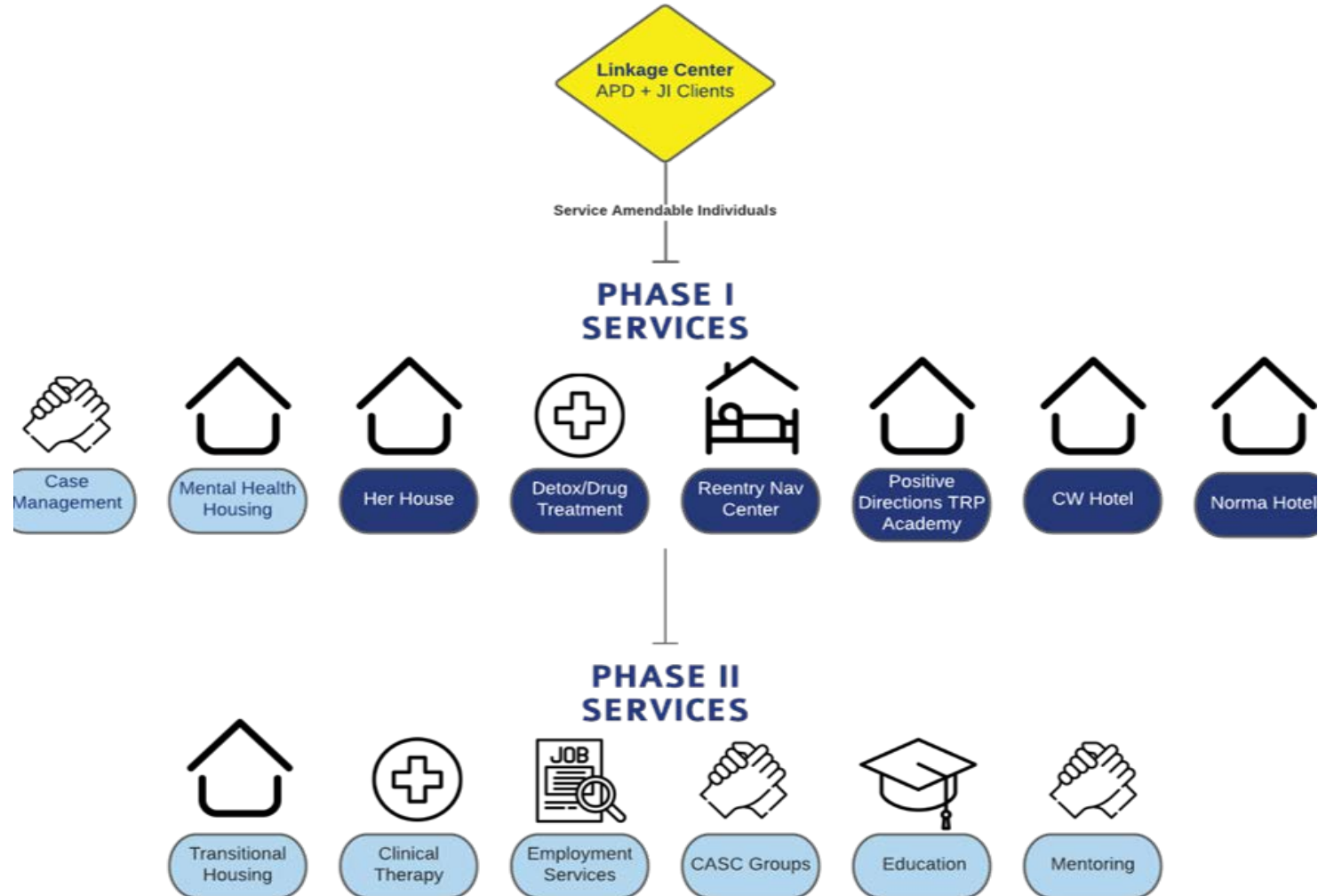
- **Lessons Learned**

- Increased staffing and greater coordination to ensure reentry needs of justice involved adults are met
- Implement assessment tool to gauge actual needs of Linkage Center guests

- **Next Steps**

- Robust onsite reentry staffing at the Linkage Center through Code Tenderloin
- Expansion of CASC Reentry Center to 24/7
- Continue to uplift the voices of the justice involved and recovery community

# ADP Reentry Services via the TLC



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# Tenderloin Linkage Center

Updated March 15, 2022

# Tenderloin Linkage Center (TLC)

- Purpose
  - To provide a safe, welcoming space for people experiencing homelessness and/or who use substances 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

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# TLC: Key Indicators

January 18 to March 7, 2022



**15,612**  
Visits to Linkage  
Center



**3,268**  
Connections  
to Services



**40-60**  
Showers  
Per Day



**35**  
Overdose  
Reversals





# TLC Achievements to Date

- Successfully provided continuous services 7 days a week from 8am – 8pm since January 18th
- Expanded to provide 3 hot meals daily
- Expanded access to Medi-Cal, CalFresh, and CAAP benefits, and recently added employment services through the Human Services Agency
  - Applications in just 8 days: 66 CalFresh, 30 CAAP, 47 Medi-Cal

# TLC Lessons Learned

- **Hierarchy of Needs:** Guests are mostly seeking safety and basic needs – we provide this for many in the Tenderloin. By providing this, we build relationships and work with guests to seek more structured treatment options.
- **Readiness for Change:** Must offer an array of services and supports that are reflective of the wide range of readiness for change among people who use substances.
- **Collective Impact:** Cross-sector partnerships are imperative in addressing the complex issue of substance use in the Tenderloin.

# TLC interventions for substance use

- Harm Reduction: hygienic supplies, overdose education, naloxone distribution, and response with naloxone
- Treatment: Direct linkage to substance use disorder treatment, including medication-assisted and other outpatient treatment, residential treatment, and sober living
- **NEW:** Sober Living Room for people seeking space and support

**These options will address overdose deaths and public substance use**

# TLC Next Steps

- **Operations**

- Complete joint departmental budget process, including finalizing all long-term hires and contracts
- Proposed lease extension through at least 12/31/22 (pending BOS approval)
- Finalize long-term strategy for TLC, including model and location for post 12/31/22

- **Service Expansion and Improvements**

- Expand hours to 8am – 12am in the coming weeks
- Implement sober living room model in the coming months
- Expand service offerings and recreational activities, including a safe rest area
- Strengthen linkages to behavioral health services
- Implement redesigned outdoor fenced area to bring in shower/laundry off Market Street

# Metrics moving forward

- Currently working with Controller's Office on a soon-to-be-launched public-facing [dashboard](#) to support overall initiative:
  - **GOAL 6: Reduce fatal and non-fatal overdoses**
  - **GOAL 8: Provide access to behavioral health services**
- Current weekly reporting includes metrics on:
  - # of Placements to Shelter and Housing Assessments
  - # of Naloxone doses distributed and overdoses reversed on site
  - # of Referrals to medical, mental health, or substance use treatment
- Working to expand metrics both internally and externally

# SFDPH Hiring for Behavioral Health Needs

## **Goal**

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

## **Accomplishments to date**

- Completed 80% of goal
  - More than 160 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
- The remaining positions are on track to be filled by end of March 2022



# HSH Progress and Outcomes

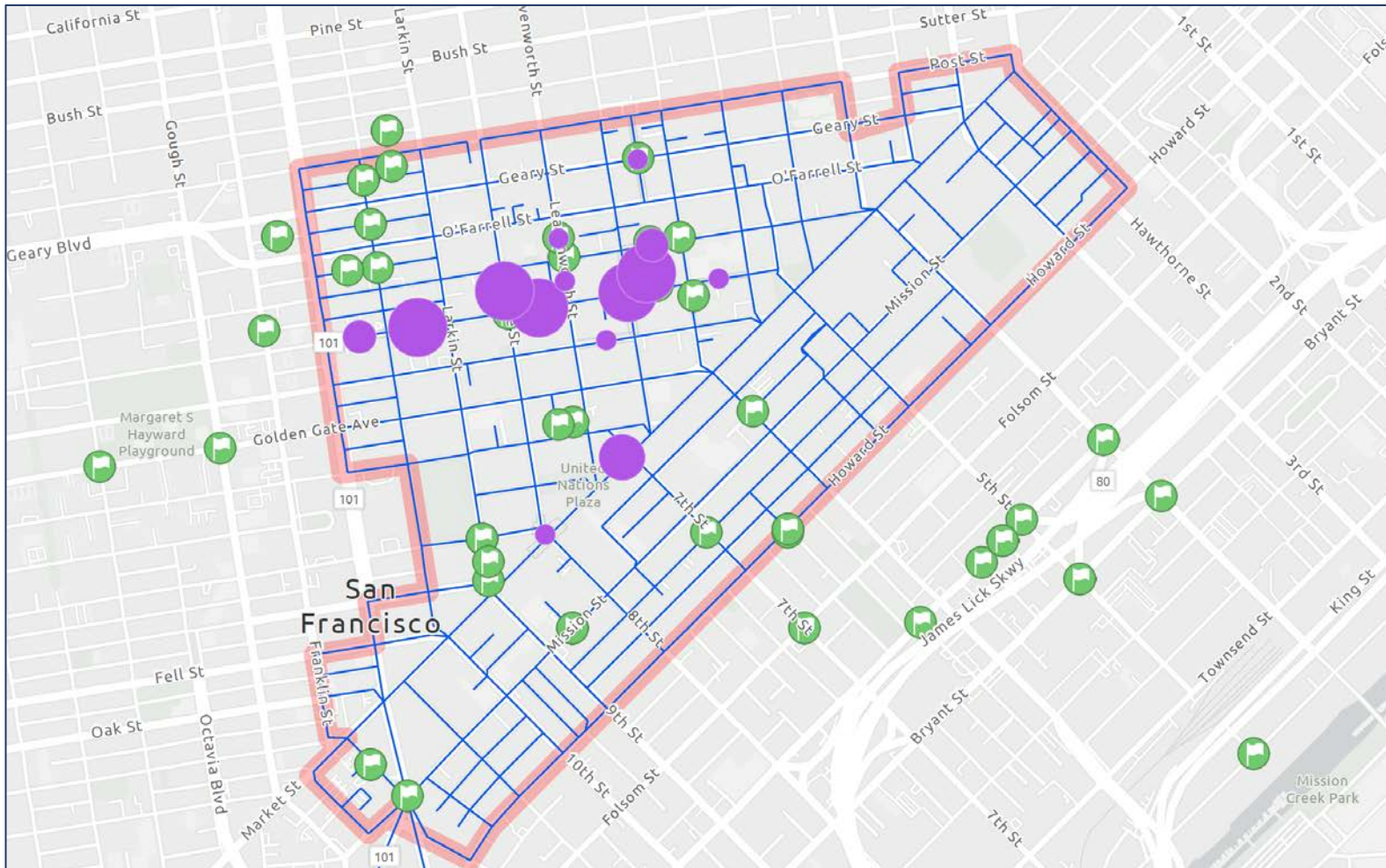
- **154 people** in the **housing process** through TLC housing engagement as of March 4, 2022
  - **56 or 36%** have moved into housing
- **SFHOT** provides **outreach and engagement** in Linkage Center and across the Tenderloin
  - Approximately **2,000** outreach encounters
- **Over 345 shelter placements** from the streets and the Linkage Center
  - **283 shelter placements** from the street
  - **66 shelter placements** from the Linkage Center

# HSH Progress and Outcomes

- **New shelter resources**
  - HSH has re-purposed three former SIP hotels to provide approximately **293 non-congregate winter shelter** beds
    - Latest site opened in early March to provide **73 non-congregate winter shelter beds** prioritized for the Tenderloin and **15 COVID+ shelter overflow beds**
  - **Taimon Booton Navigation Center** (Bryant) re-opened to serve up to 61 TGNC individuals and cis-gender women
  - First guests have moved into the **new cabins** at 33 Gough (will be 70 cabins)
  - **711 Post semi-congregate shelter** to open later this spring



# Joint Field Operations



# Joint Field Operations



## Housing Referrals:

- SIP
- Congregate
- Non-Congregate
- Navigation Center
- TAY Navigation Center
- Winter Shelter
- Emergency Shelter



## Non-Housing Referrals to:

- Substance Use
- Mental Health
- Medical
- Linkage Center
- Homeward Bound
- Financial Benefits



## Cleaner Sidewalks & Streets:

- Waste & Debris Pick Up
- Power Washings
- Streetlight Repair
- Needle Collection
- Graffiti Abatement

# Community Listening Sessions: Key Findings

- More police resources to reduce drug sales and violent crime and increase safe passage and accountability.
- Some streets have improved; community would like to see improvements sustained.
- Some harmful activities are being displaced to outer areas of the Tenderloin.

# Field Observations: Key Findings

- Community ambassadors are helpful but no substitute for law enforcement.
- Most people in tents and structures are in need in of shelter, however, some already have access to shelter.
- Outreach teams are more successful when they are properly resourced.
- Multi-disciplinary teams are required to address the complex areas we experience.
- We need to make it easier to access treatment than illicit substances.

# What's Next

- **Phase 2 Continues:** Crisis Operations through June 30, 2022.
- **Emergency Declaration Supplemental:** Allows for continued deployment of Disaster Service Workers.

# Stay Informed

TENDERLOIN  
EMERGENCY INITIATIVE  
[SF.gov/TenderloinInitiative](https://www.sfgov.gov/TenderloinInitiative)



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