

Police Department Role in Street Teams

Policy Analysis Report to Supervisor Hillary Ronen

Presentation to:

BUDGET AND APPROPRIATIONS COMMITTEE

BOARD OF SUPERVISORS

CITY AND COUNTY OF SAN FRANCISCO

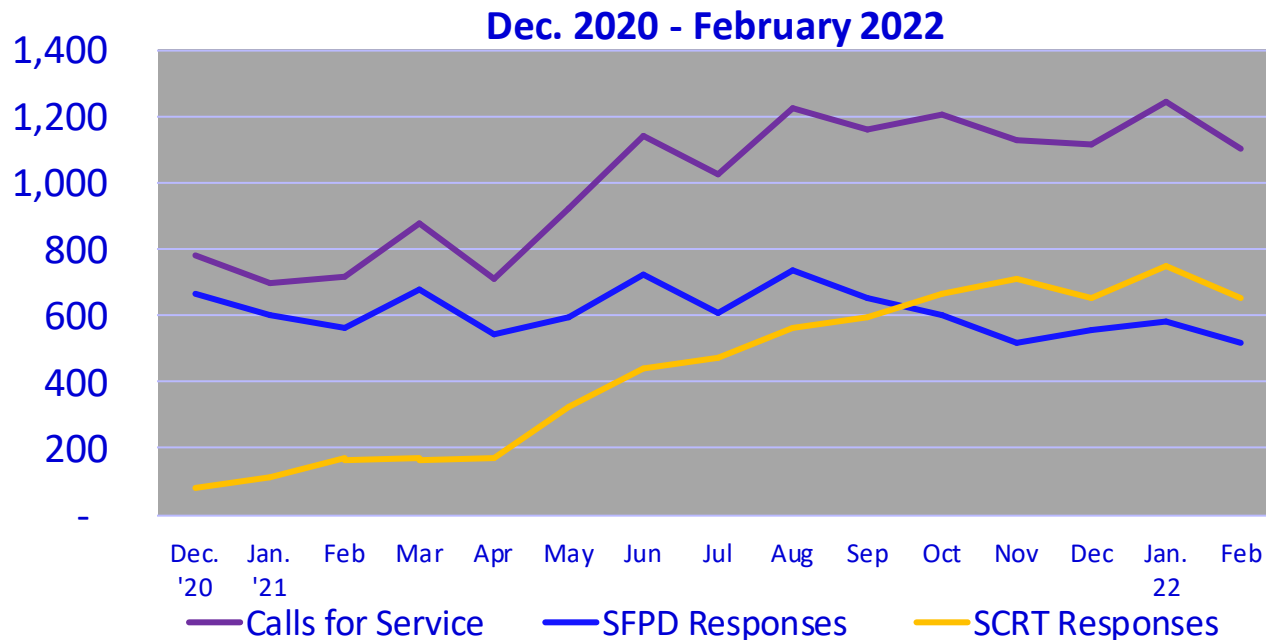
April 20, 2022

Street Crisis Response Team

- Designed to replace law enforcement responses to individuals having acute non-criminal mental health crises on the streets.
- Multi-departmental team composed of paramedics, mental health professionals, and community peers, from:
 - Department of Public Health
 - San Francisco Fire Department
 - Peer counselor (contract community-based organization)
- Started November 2020; responds to calls for non-criminal mentally disturbed persons (800B code).
- Calls for services & dispatching through Department of Emergency Management 911 operations.

Responses to 800B Calls: SFPD and Street Crisis Response Team

- SFPD still involved in call responses. By design, SCRT planned a phased transition through November 2021 – now delayed until June 2022.
- Calls are dual-coded: SFPD & SCRT share responses to 800B calls: SFPD responded to about 515 out 1,104 estimated calls February 2022.



Number and Shares of Mentally Disturbed Person Calls for Service (800B Calls), SFPD and Street Crisis Response Team, December 2020 - February 2022

	Calls for 800 B Service	SFPD Responses	SFPD % Total Calls	SCRT Responses	SCRT % Total Calls
Dec. '20	781	664	85.0%	80	10.2%
Jan. '21	698	600	86.0%	111	15.9%
Feb	719	566	78.7%	168	23.4%
Mar	881	678	77.0%	169	19.2%
Apr	710	543	76.5%	172	24.2%
May	922	592	64.2%	325	35.2%
Jun	→ 1,140	721	63.2%	440	38.6%
Jul	1,029	609	59.2%	470	45.7%
Aug	1,228	734	59.8%	563	45.8%
Sep	1,160	656	56.6%	592	51.0%
Oct	1,204	599	49.8%	669	55.6%
Nov	1,130	521	46.1%	711	62.9%
Dec	1,114	557	50.0%	653	58.6%
Jan. '22	1,245	583	46.8%	749	60.2%
Feb	1,104	515	46.6%	656	59.4%

Current and future state of SCRT

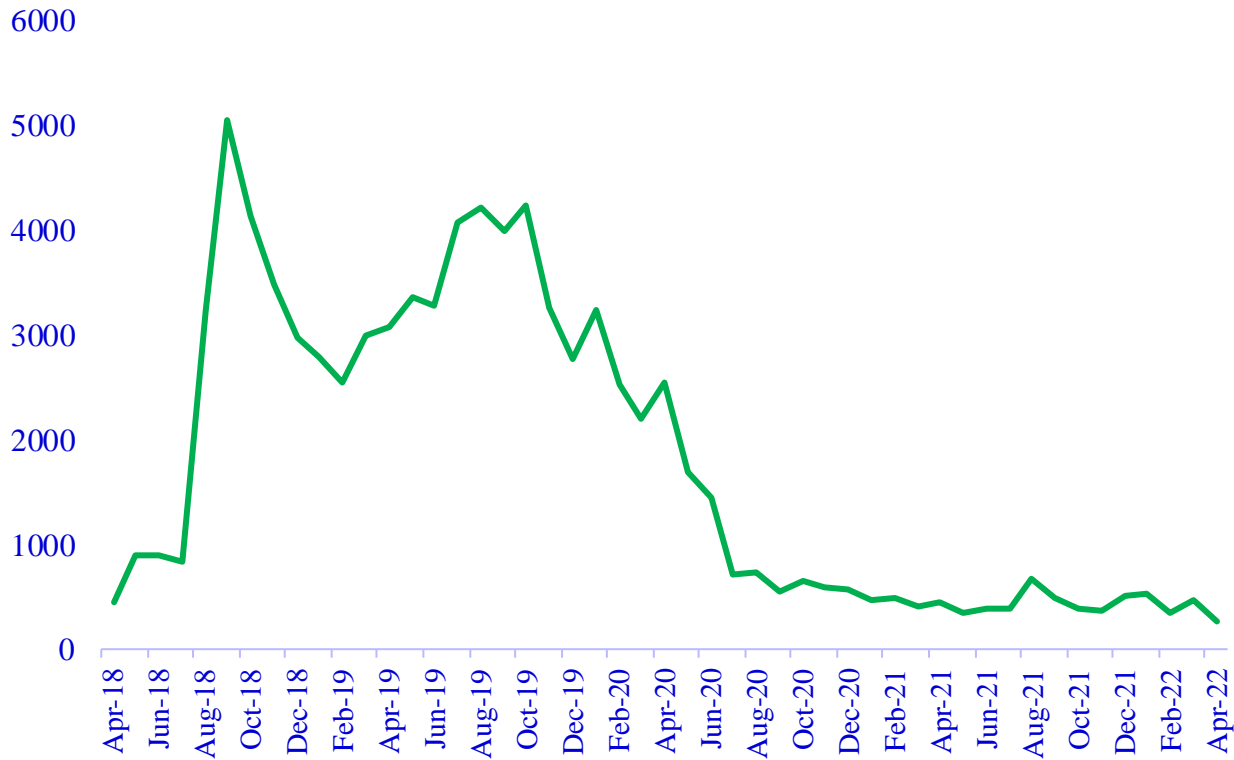
- 6 of 7 planned SCRT units now deployed.
 - Coverage provided 24/7.
 - Dual coding system for 800B calls still in place.
 - Call volume increased in June 2021; has remained at higher level since then (1,150/mo. average since June; 785/mo. prior).
 - 911 call records do not allow for tracking the exact number of 800B calls to which SFPD responds or reasons why.
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- Keys to near complete diversion from SFPD, now anticipated June 2022: 1) SCRT staffing, 2) Emergency Medical Dispatch protocols in place, 3) sufficient paramedic staffing to take calls now handled by Police Department.

Healthy Streets Operations Center (HSOC)

- Multi-departmental initiative, started in 2018: to resolve, or clear, homeless encampments *and* to address behavioral health and public safety issues of individuals on the streets.
- Collaborative effort: SFPD, DEM, DPW, HSH, and DPH.
- Started with combined law enforcement approach for clearing encampments and service-based approach to assist encampment residents with accessing necessary services.
- In first years, police officers were a highly visible and active presence when encampments were cleared and residents relocated. SFPD officers have continued presence for encampment dispersals and if called upon by HSOC team, but law enforcement de-emphasized.
- Current approach is pro-active, emphasizing solutions for larger encampments and high users of City services.

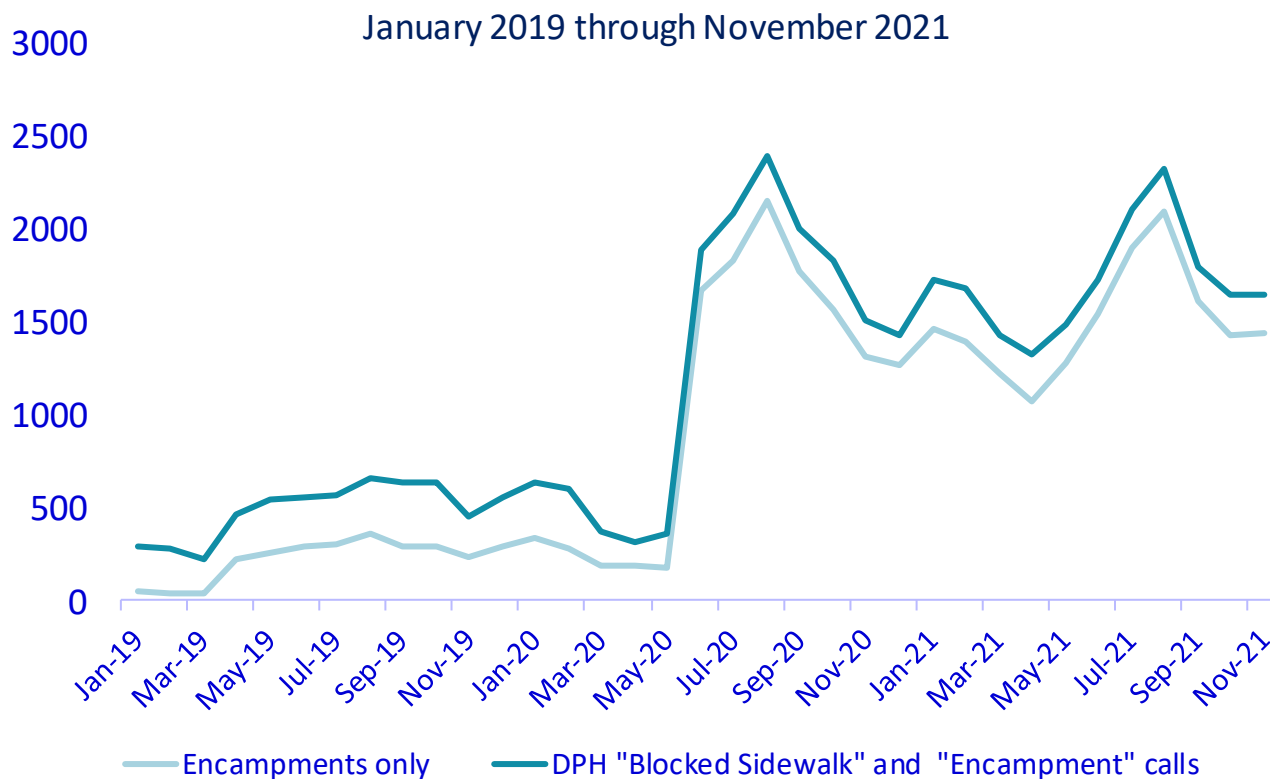
HSOC: total 311 calls, April 2018 - April 2022

HSOC pro-active approach = reduced, redirected calls for service



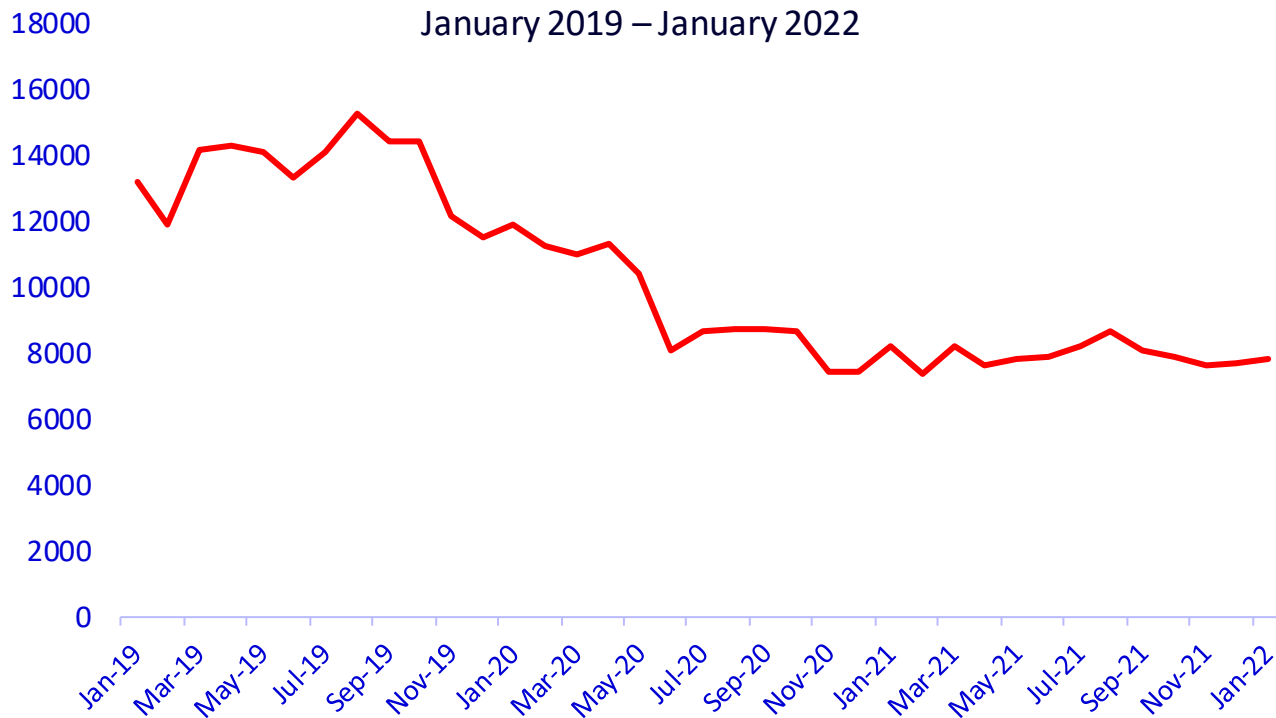
HSOC Impact: Increase in Calls Redirected from HSOC to DPW

DPW calls formerly directed to HSOC related to Homeless Encampment and Sidewalks

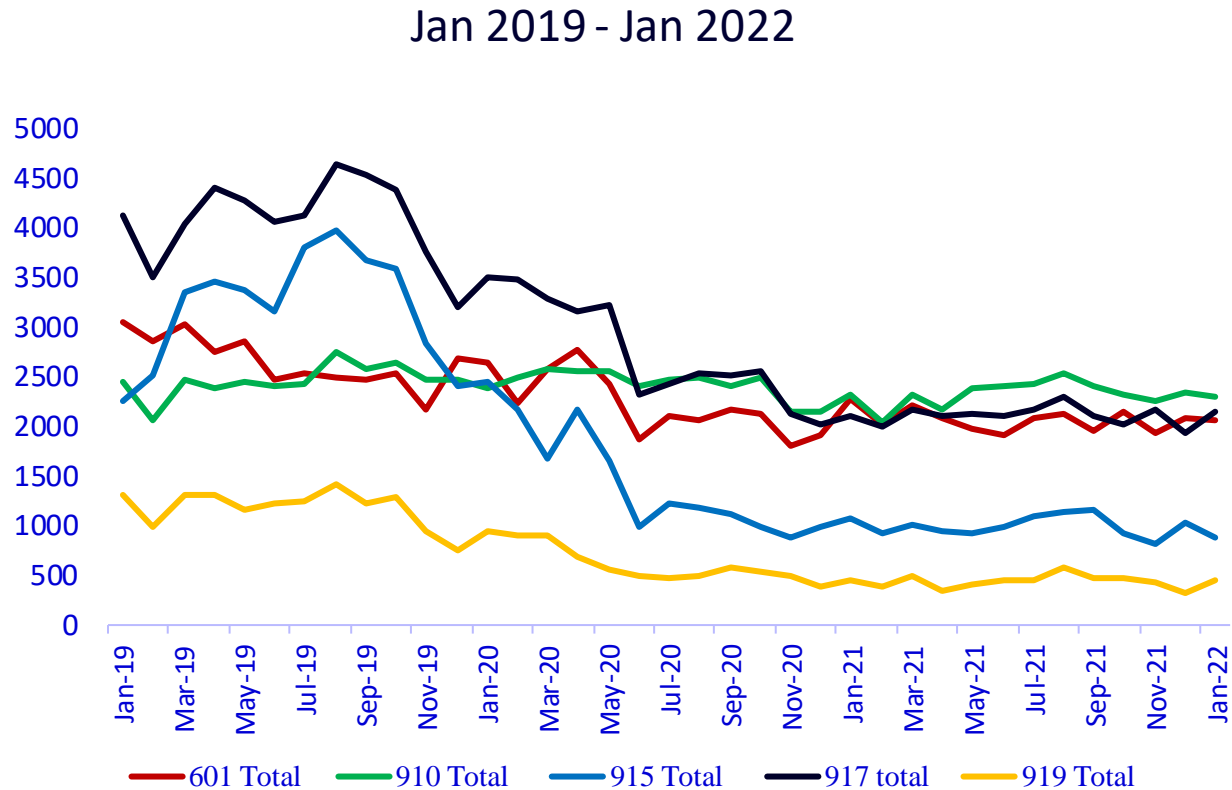


HSOC Impact: 911 calls dispatched to SFPD related to probable homelessness presence and activity

Reduction in homelessness related calls directed to SFPD



HSOC Impact: Total 911 calls to SFPD, by type



*Codes: 601 - Trespassing; 910 - Wellness check; 915 - Homeless related call; 917 - Suspicious persons; 919 - Person sitting/lying on a sidewalk

Policy Options

The Board of Supervisors could consider the following.

- To ensure that SCRT is meeting the City's objectives of removing law enforcement from responses to street mental health crises, suggest that DEM, DPH, SFFD and SFPD improve their data collection efforts to record the entity that responded to all mental health crisis calls, including SCRT, SFPD, and paramedics.

This data should also identify whether SFPD responded to a mental health crisis call at the request of SCRT or under other circumstances.

Questions and comments

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Full report: <https://sfbos.org/budget-legislative-analyst-reports>

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