

# Analysis of City-Wide Street Teams

- Overview of Teams
- Performance Data

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# Street Response Teams

Team	Focus	Lead City Departments*
EMS-6	High Utilizers of 911 & EMS	SFFD, DPH, HSH
Street Crisis Response	<i>Alternative to Police</i> for Acute Behavioral Health Crisis	SFFD, DPH
Street Overdose Response	Overdose Response & Prevention	SFFD, DPH
Street Wellness Response	<i>Alternative to Police</i> for Well-being checks	SFFD, HSH
Healthy Streets Operation Center	Encampment Resolutions	Multiple City Agencies

\* Initiatives are collaborations across city departments, community-based organizations, and other community partners





# Street Response Teams

- 911 response
- Mobile
- Engage and Connect
- Coordinated Care
- Centralized access to services
- Shared Data

# Street Crisis Response Team: Goal and Strategies

**Goal:** Provide rapid, trauma-informed response to calls for service to people experiencing crisis in public spaces in order to reduce law enforcement encounters and unnecessary emergency room use.



1. Identify 9-1-1 calls that will receive behavioral health and medical response rather than law enforcement response.



2. Deliver therapeutic de-escalation and medically appropriate response to person in crisis through multi-disciplinary team (paramedic + behavioral health clinician + peer).



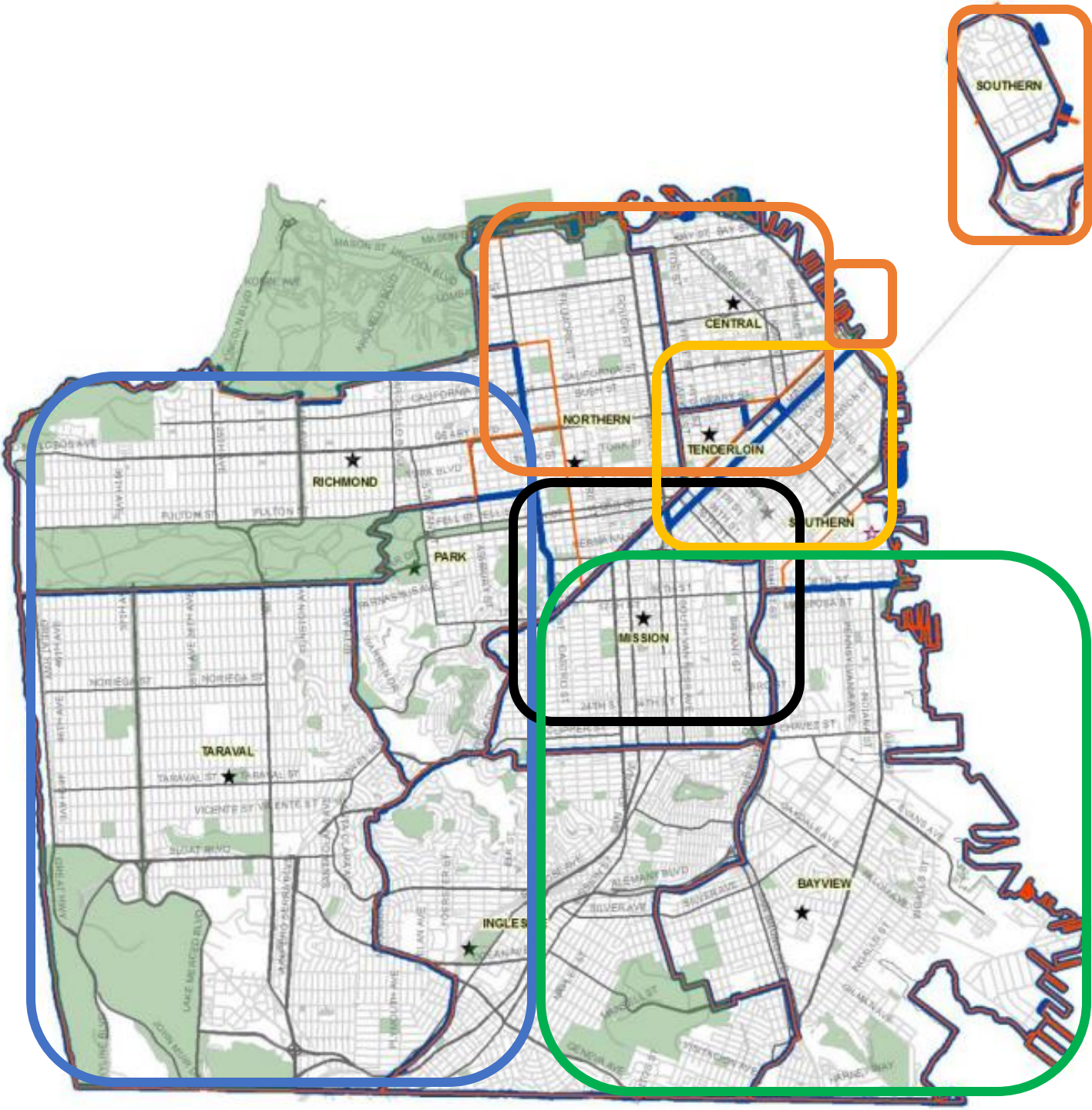
3. Provide appropriate linkages and follow up care for people in crisis, including mental health care, substance use treatment, and social services.

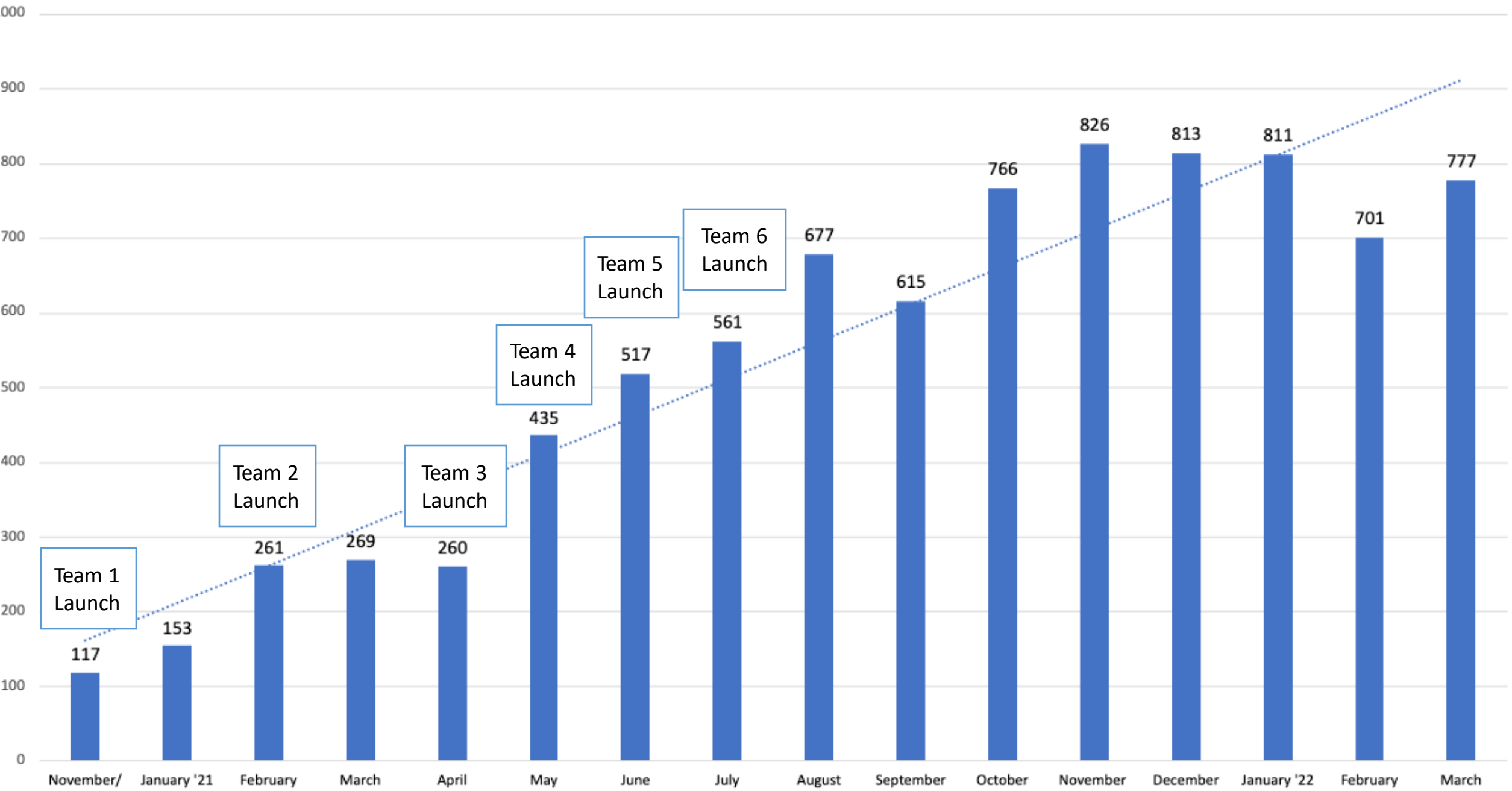


Outcomes: Street Crisis Response Team

Current Coverage and Hours

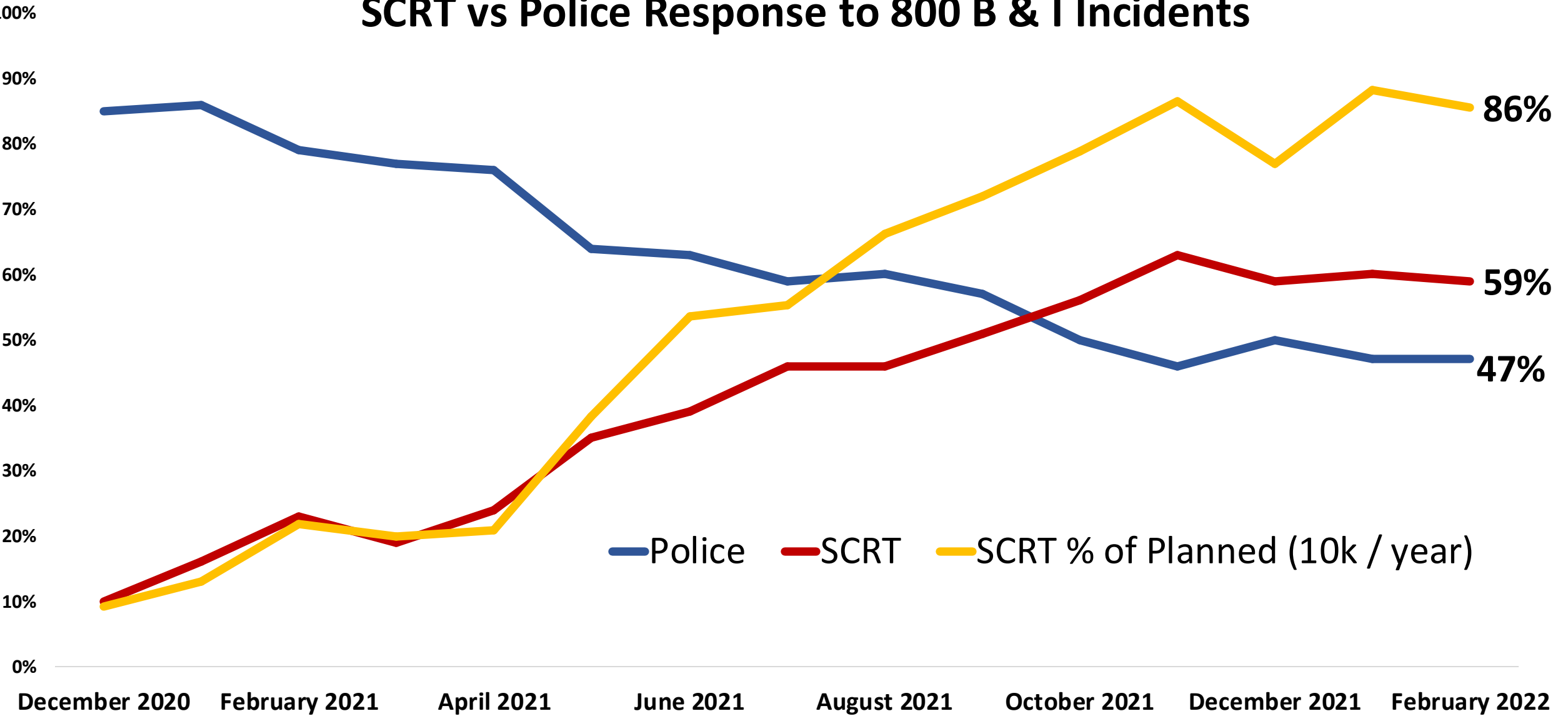
Region	Hours	Launch Date
Tenderloin	0900-2100	Launched 11/30/2021
Mission/ Castro	0700-1900	Launched 2/1/2021
Bayview	1100-2300	Launched 4/5/2021
Waterfront/ Chinatown/N orth Beach	0700-1900	Launched 5/10/21
Park/ Richmond/ Sunset	0600-1800	Launched 6/14/21
Citywide Overnight	1900-0700	Launched 7/26/21
Team 7	TBD	June 2022



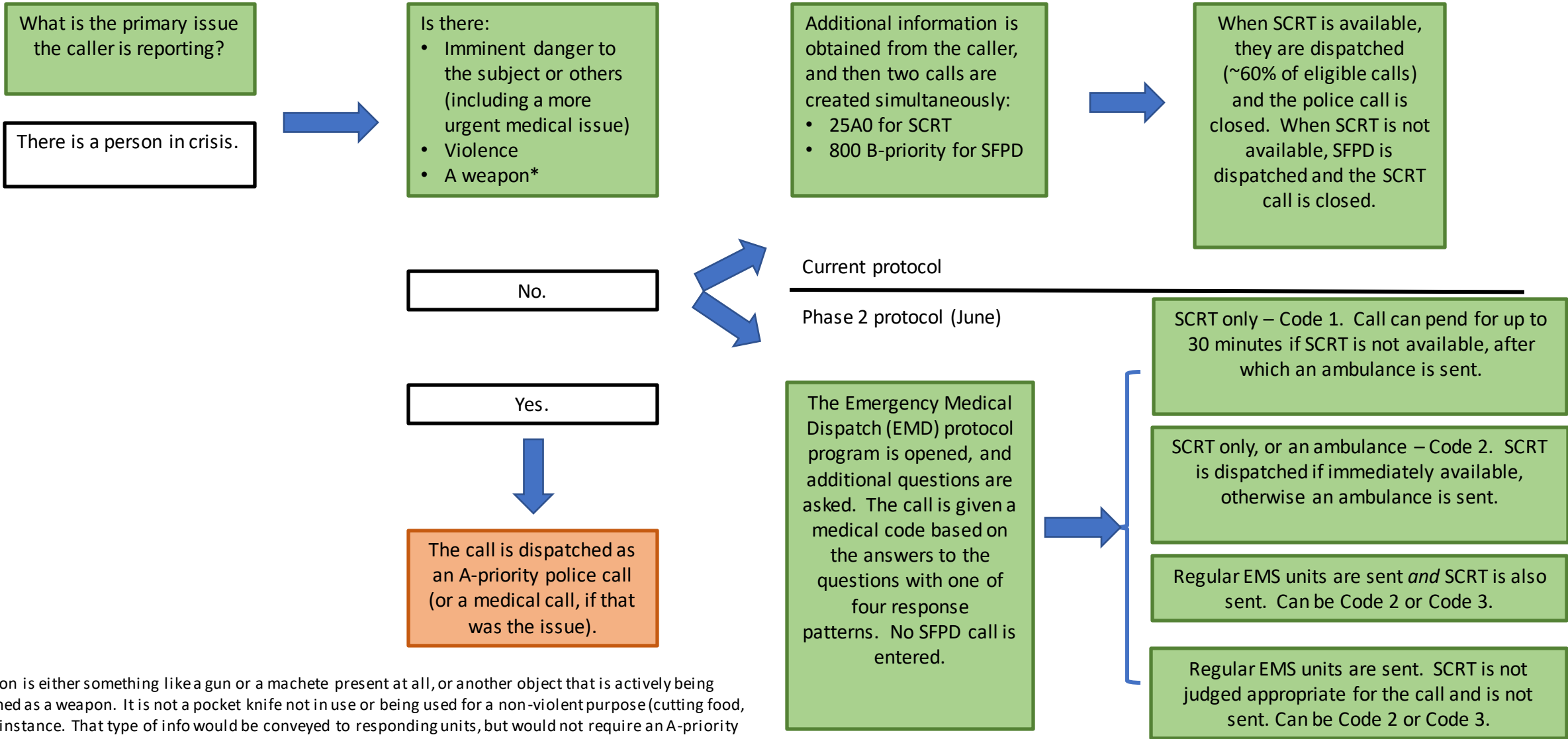


Note: Call volume includes ALL incidents (dispatch, special calls, on views)

# SCRT vs Police Response to 800 B & I Incidents



# How is a 911 call routed to SCRT, Police, or Medical responses?



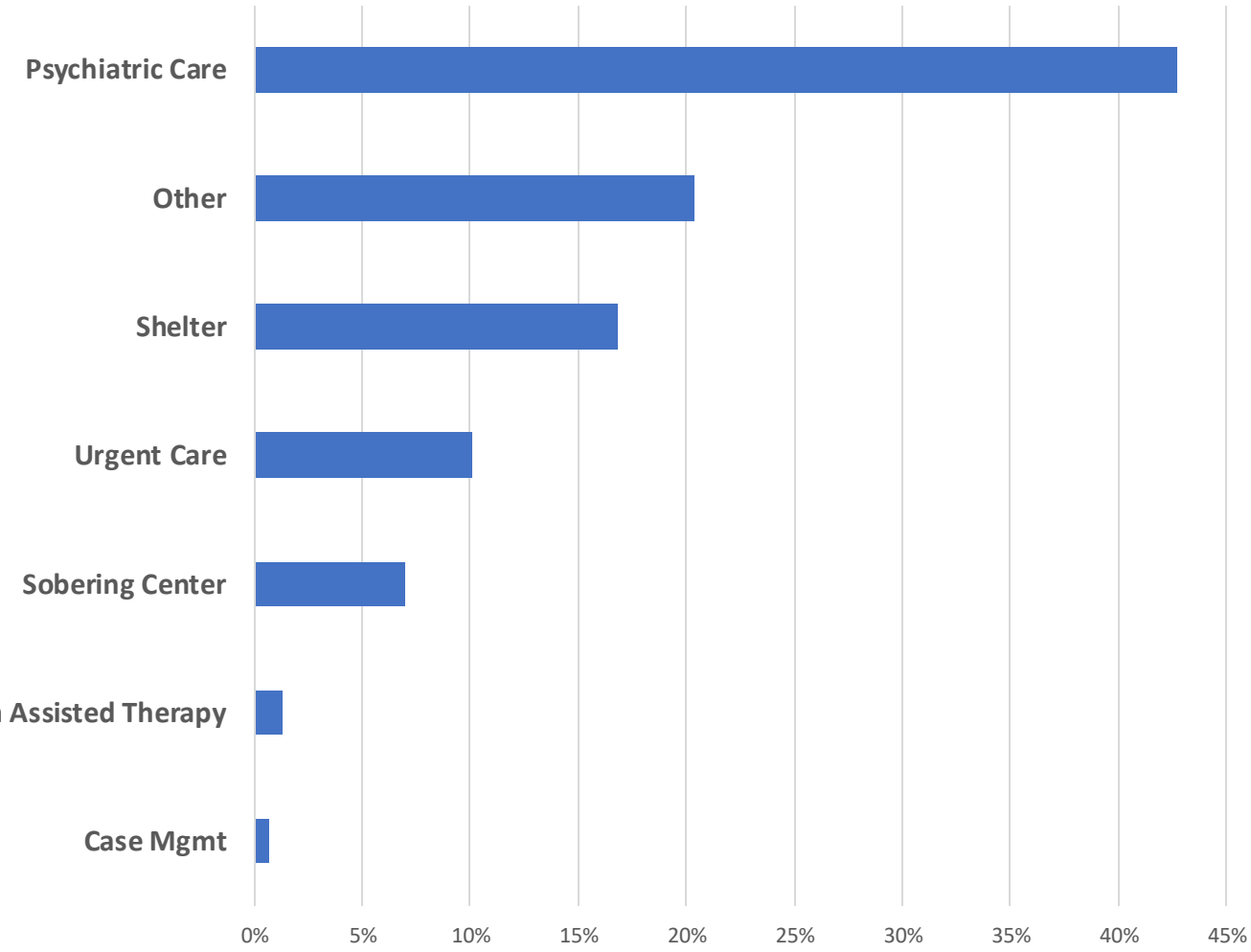
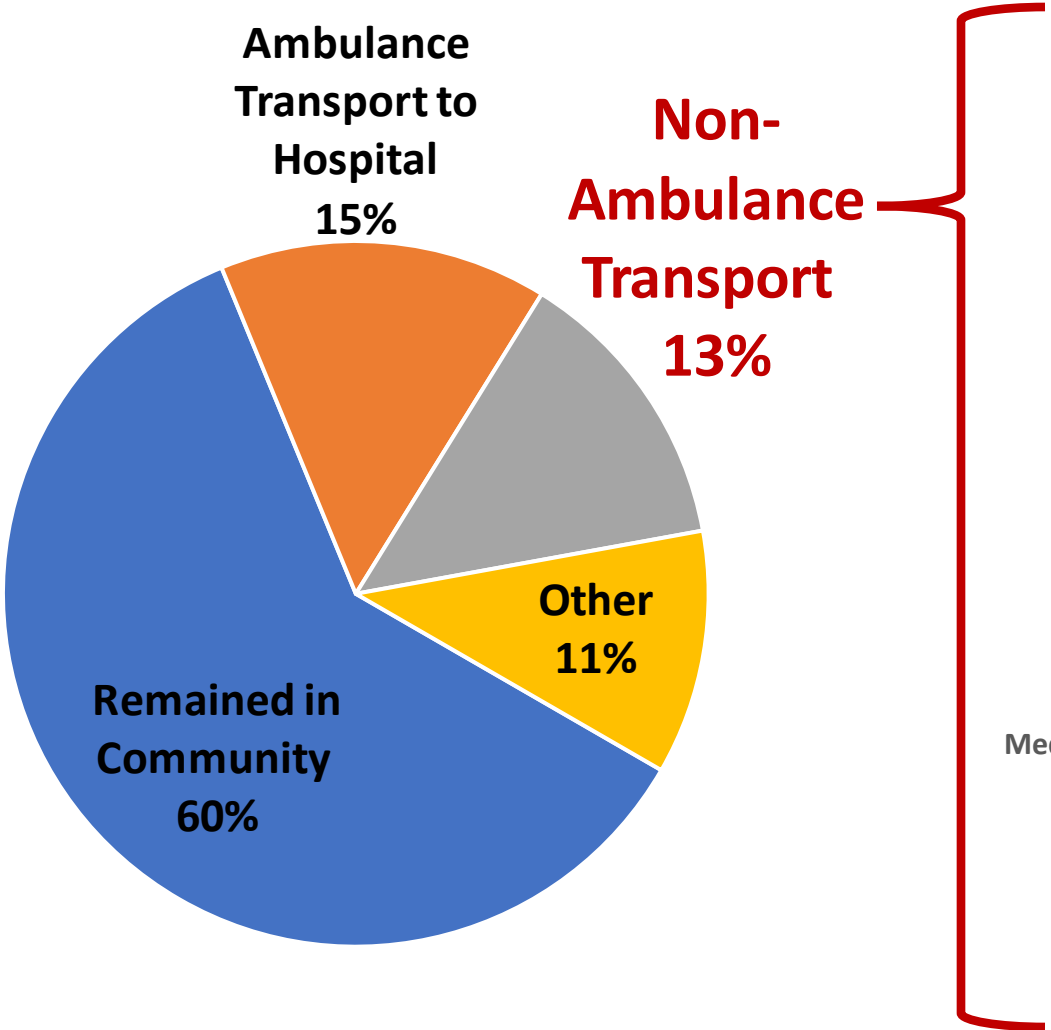
\*A weapon is either something like a gun or a machete present at all, or another object that is actively being brandished as a weapon. It is not a pocket knife not in use or being used for a non-violent purpose (cutting food, etc), for instance. That type of info would be conveyed to responding units, but would not require an A-priority police response instead of SCRT.



**Median Response Time: 800 B Incidents**

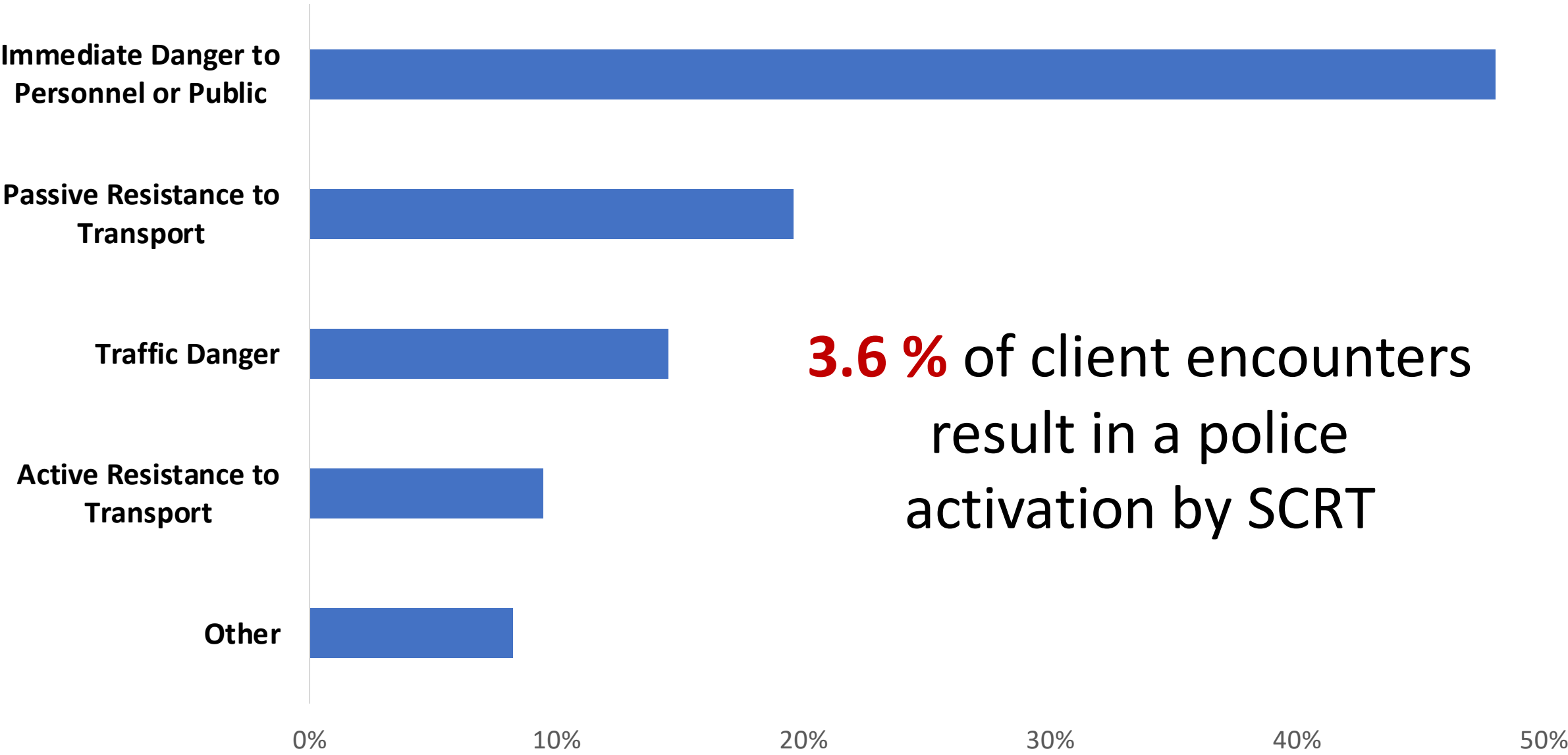


Outcomes: Street Crisis Response Team



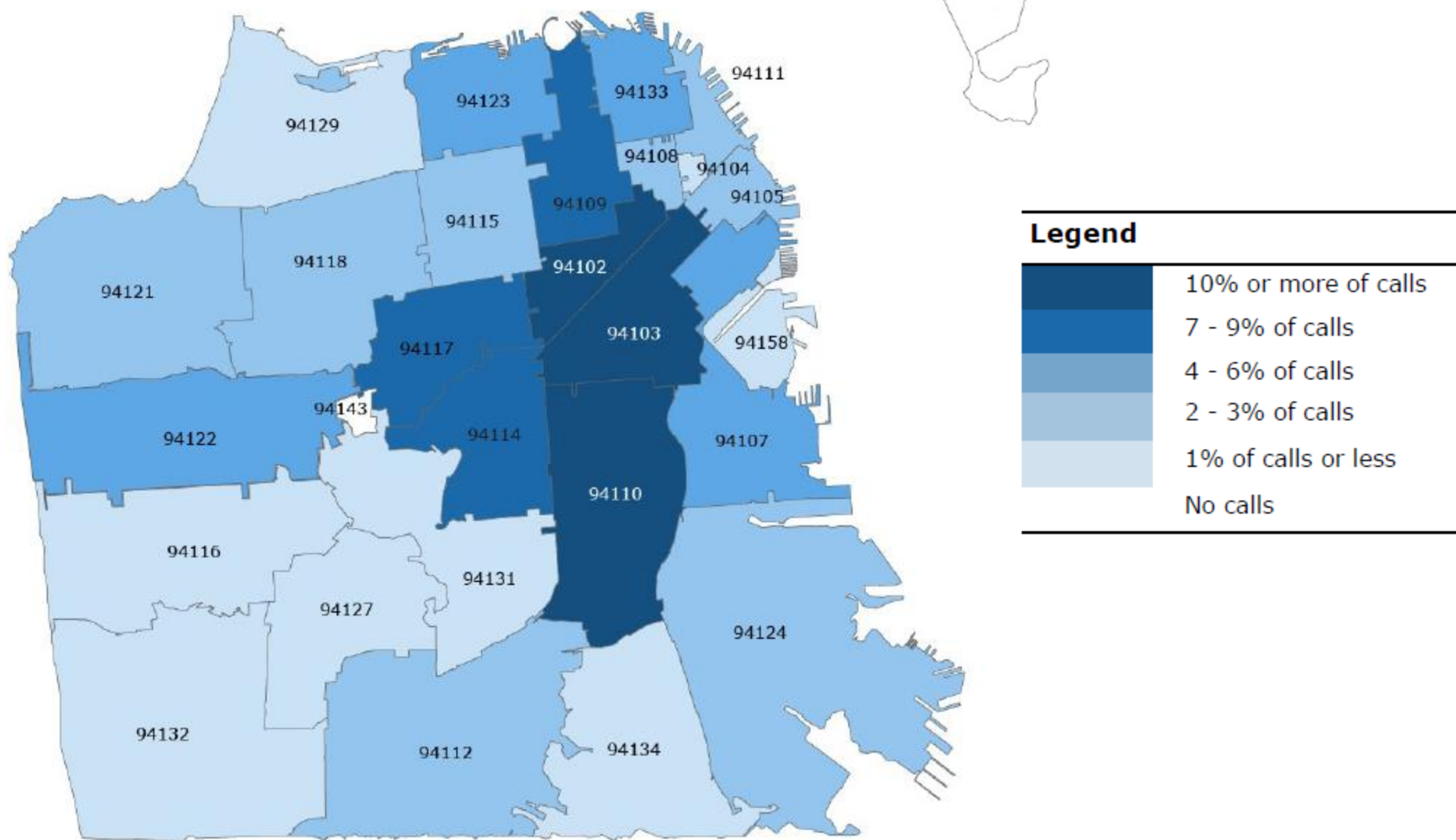
**28% of all encounters result in transport to care**

Outcomes: Street Crisis Response Team



**3.6 %** of client encounters  
result in a police  
activation by SCRT

Outcomes: Street Crisis Response Team





# Repeat SCRT Clients

The vast majority of SCRT responses are reaching unique individuals and a lower proportion of calls serve higher need, repeat clients.

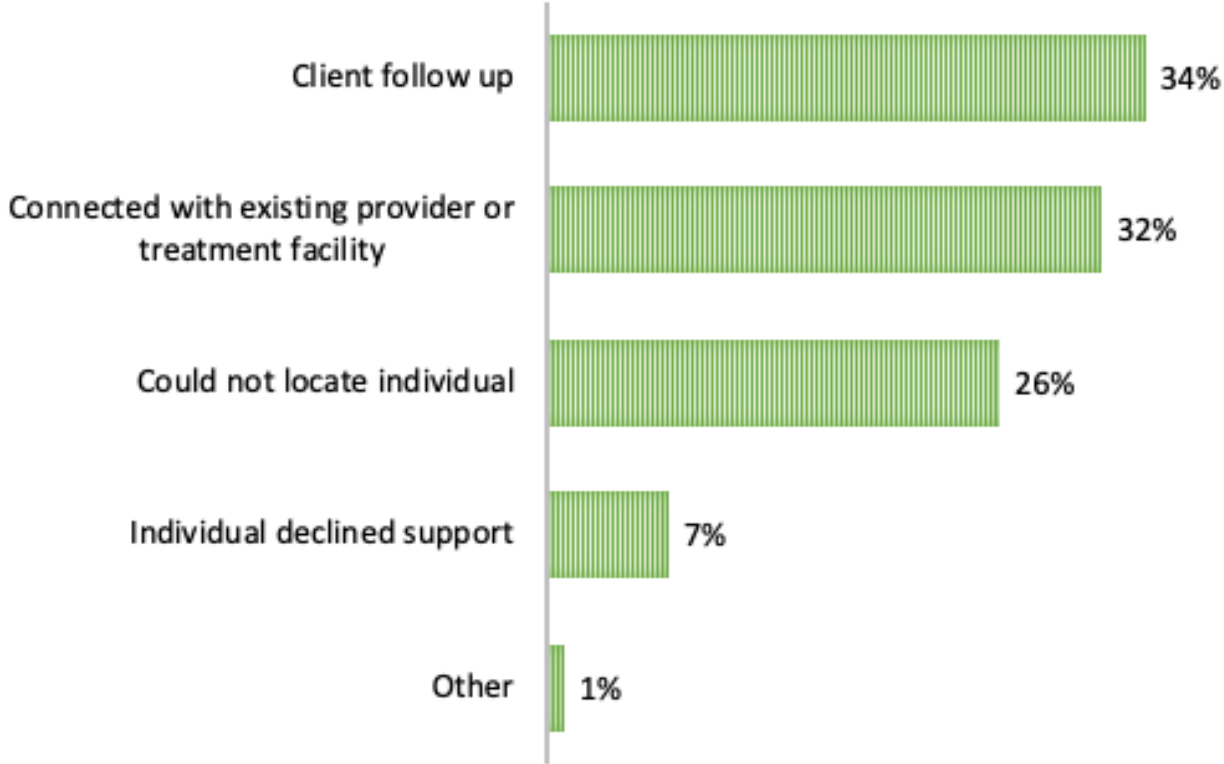
Number of encounters with SCRT per client (n=2,928):

1 encounter	81%
2 encounters	11%
3 encounters	3%
4+ encounters	5%

Source: DPH Avatar data through 3.31.21

# Office of Coordinated Care

Type of Follow Up (n= 4,054)



Referrals/Connections to Care

Referral/Connection	Count	%
Linkage to case management (ICM, outpatient, low threshold)	419	43%
Residential Treatment/Respite Placement	103	11%
Coordination with Hospital	93	10%
Shelter	80	8%
Medical Services	80	8%
Social Services	77	8%
HSH/HOT Resources	71	7%
Other Social Services	43	4%
Referral for consideration of court ordered treatment	7	1%

# Outcomes: Street Overdose Response Team

- Health Disparities
- Identification
- Capture Rate
- Service Connection Rate
  - Active Engagement
  - Buprenorphine



# Disproportionate Impact of Overdose Deaths:

	% of SF Residents	% of Overdose Deaths
Black San Franciscans	6%	25%
Unhoused Individuals	1%	30%
Tenderloin & SOMA Neighborhoods	10%	40%
Mission Neighborhood	5%	10%



## Why Street Overdose Response?

- SFFD **had contact with over 50%** of the people who died from overdoses in 2020 *prior to their death*
- A non-fatal overdose is a strong **predictor** of future overdose mortality risk
- **Less than 1%** of the unhoused individuals who died in 2020 were actively taking **buprenorphine**

Total Calls for Service:

**1820**

Overdose Survivors Engaged:

**1136**

Unique Individuals:

**772**

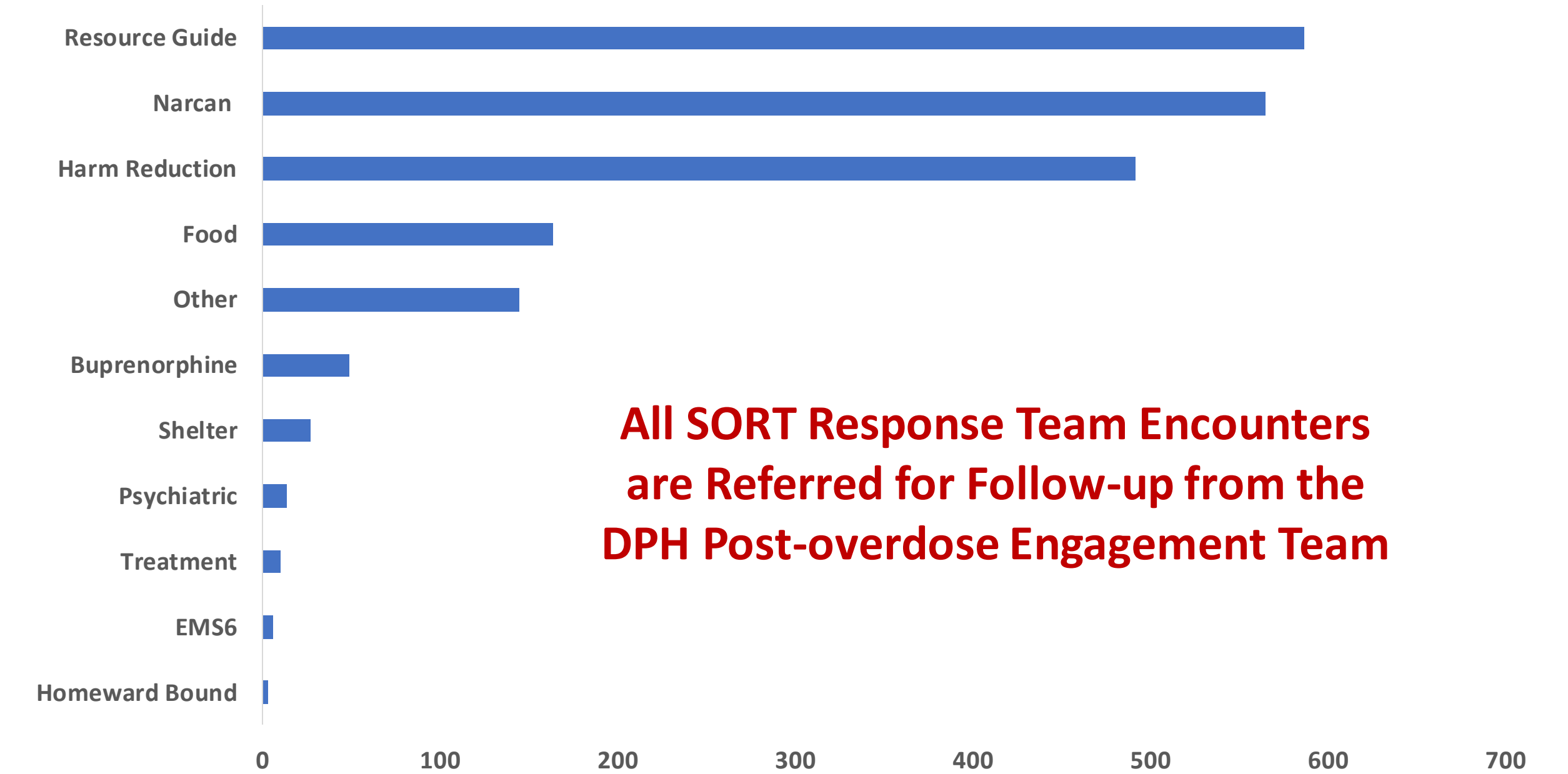
Multiple SORT Contacts:

**95**

## Key Performance Measures:

- **4 %** of encounters with overdose survivors result in a connection to buprenorphine (MAT)
- **SORT-1** captures **52 %** of overdoses that occur during their current operating hours

**Outcomes: Street Overdose Response Team**



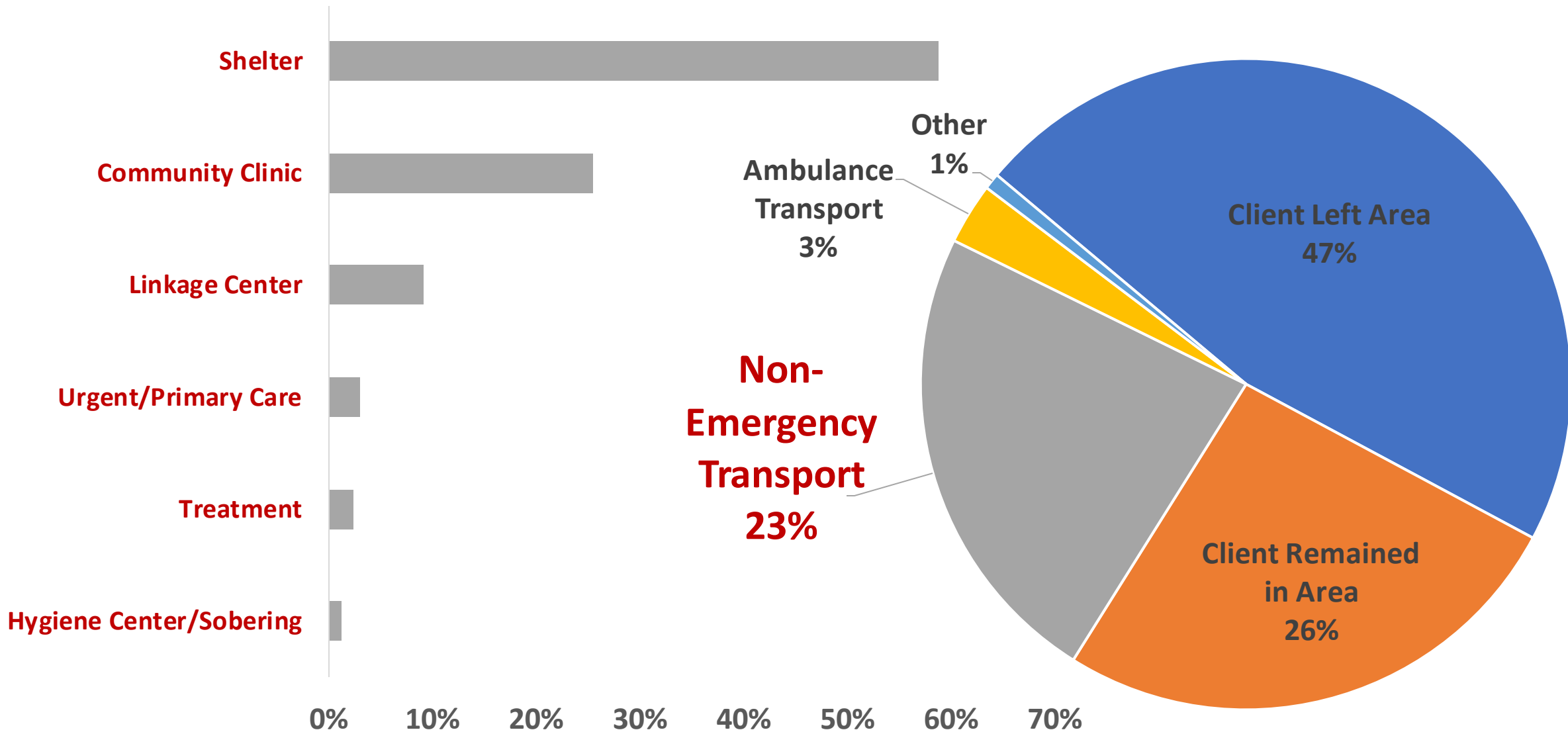
# Outcomes: Street Wellness Response Team

- Versatile
- Alternative to Police Response (910B)



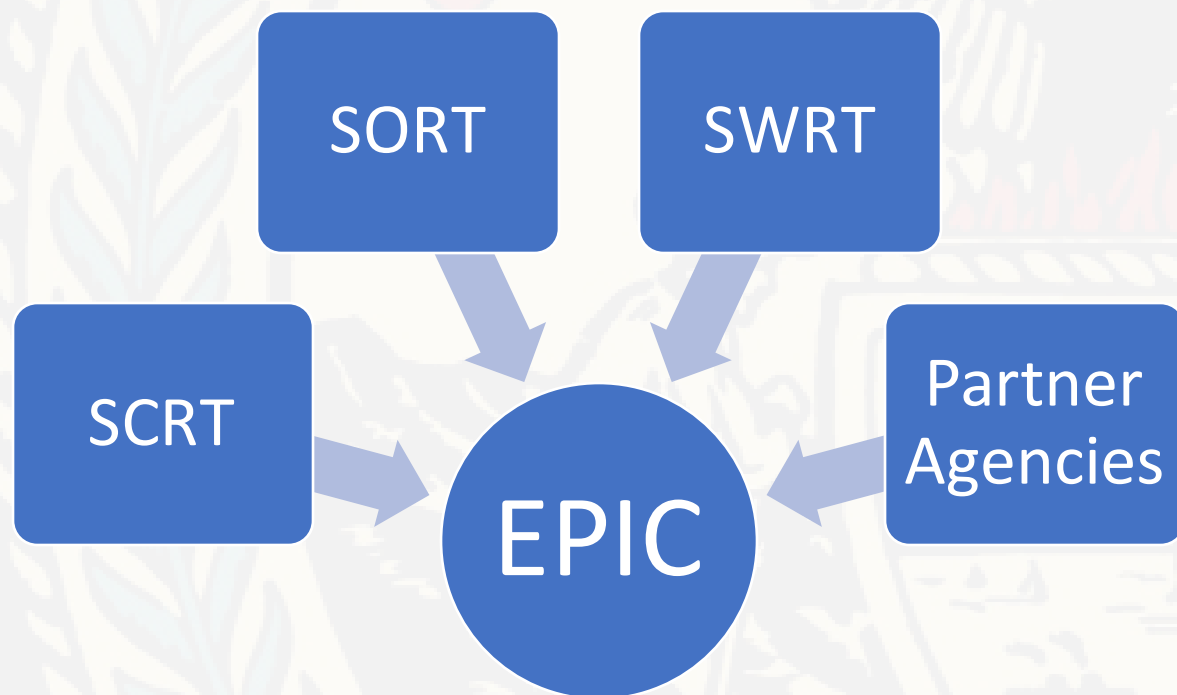


Outcomes: Street Wellness Response Team



26% of all encounters result in transport to care

# Centralized Data & Coordinated Follow-up Care



- Office of Care Coordination
- POET
- HOT Case Management

# Encampment Response

## Healthy Streets Operation Center (HSOC) Multi-Agency Plan

- **Encampment Resolutions**
- **Re-encampment Prevention**

### **Multi-Disciplinary Team:**

**SFFD**, **DPH**, **HSH**, DPW, SFPD, MTA, Parks & Recreation,  
+additional



# Make the right call for the right help

## When to call 9-1-1

- For someone who is experiencing a medical emergency and needs immediate assistance
- For a fire or a crime in process
- For someone who is who is in mental distress. Signs include someone who is visibly upset, such as screaming and yelling to themselves
- For a situation where a person is posing a threat to themselves or others

## What happens when calling 9-1-1

Answer the dispatcher's questions and follow their instructions. Questions include:

- Where is the emergency?
- What is happening?
- Is a weapon involved?

Do not request a specific resource such as Street Crisis Response Team (SCRT). The dispatcher's questions are designed to send the most appropriate resource.

## When to call \*3-1-1

- For trash and debris pickup
- For human and animal waste
- For syringes and other potentially hazardous medical supplies

**\*To contact 311, download the 311 app, visit [sf311.org](https://sf311.org), or call 3-1-1.**

## When to call \*SFHOT

- For people seeking shelter (dependent upon available resources)
- For people seeking social services
- For people seeking case management

**\*The SF Homeless Outreach Team (SFHOT) phone number is 415-355-7401** and is for someone to call on their own behalf (not providers or community outreach workers).

Response time is within 24 hours. If someone in crisis needs emergency help right away, call 9-1-1 for an immediate response.

## When to call

### \*Police Non-Emergency

- For encampments that are blocking sidewalk or obstructing safe movement
- For encampments that are blocking the entrance to a home or business
- For non-emergency illegal activity

**\*The SF Police Non-Emergency phone number is 415-553-0123.**



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of San Francisco