San Francisco

**Sheriff's Office**

# RESET Center

## Resolution for 21B Professional Services Contract

February 4, 2026

# Rapid Enforcement Support Evaluation and Triage (RESET) Contract

RESET Center offers an alternative to jail and hospitalization by filling a gap of interventions for people who are arrested for intoxication or being under the influence of a controlled substance or drug and engaged in disordered behavior.

- Contractor: ConnectionsCA, LLC.
- Term: February 1, 2026 to March 31, 2028, with one-year option to renew
- Total Amount: $14,537,426
- Utilization of Chapter 21B

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# RESET Center Operations

**Site Location:**

- 444 6th Street
- Operate 24-hours/day, 7 days a week
- Capacity of 25 clients at a time

**Primary Staff:**

- Registered Nurse
- Case Manager
- Behavioral Health Specialist
- Peer Specialists

**Supported by:**

- Two on-site deputies

**Contractor:** ConnectionsCA, LLC

**Collaboration between:**

- Sheriff's Office
- Department of Public Health
- Police Department
- District Attorney's Office
- Fire Department

# Admission Requirements

Any law enforcement agency in San Francisco may bring an individual to the RESET Center who meets at least the following criteria:

- Must be at least 18 years of age
- Must be detained for violating either 647(f) PC (disorderly conduct for public intoxication) or 11550 HS (under the influence)
- May not have active warrants
- Must not exhibit aggressive or combative behavior
- Other factors will be evaluated, such as medical needs before admission

# Program Goals

- Stabilize clients experiencing  intoxication and/or substance use disorder.
- Reduce risk of harm to self or others.
- Address immediate minor medical needs.
- Prevent unnecessary arrests and criminal justice involvement.
- Link and refer clients to follow-up and ongoing City services

# Participant Services

Individuals accepted to the RESET center will receive:

- A brief physical health admissions screening.
- Triage and referral to hospital-based services.
- Provide safe sobering services.
- Crisis intervention, de-escalation, and crisis counseling.
- Support and peer engagement; substance use disorder counseling.
- Appropriate medical services for minor physical health needs.
- Assistance with self-administration of over-the-counter medication.
- Individualized discharge planning focused on linking individuals to City support services for long-term recovery.

# Program Objectives

The project aims to achieve the following outcomes

- 75% of officers will report significantly reduced booking times and increased satisfaction using the RESET Center vs. Jail.
- At least 90% of individuals at the Center will remain until sober

- Of those individuals, at least 20% will elect to remain at the Center for continued rest, engagement, or services.

- Of those individuals who stay, at least 25% will be connected to a health and/or social service at discharge (treatment, shelter, case management, etc.)