



COMPASSIONATE
ALTERNATIVE
RESPONSE
TEAM



“The program should be **staffed by homeless and formerly homeless people.**”

“I want to be treated like a
human being.”

“I think police **shouldn't** be dealing with homeless people.”

“I wonder why homeless people **cannot just rest outdoors without causing any trouble to anyone.** The new program staff should do nothing if the homeless person did nothing wrong.”

San Francisco's Police Response to Homelessness

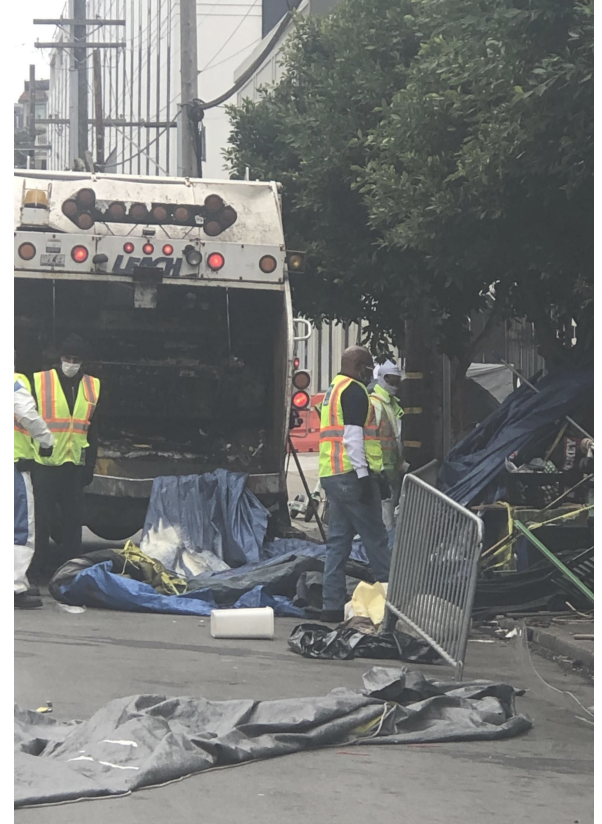
- SFPD was dispatched to over 65,000 homeless related calls in 2019.
- Policing is a costly, ineffective, and punitive response to homelessness.
- Unhoused individuals have repeatedly fallen victim to police violence.

"You're being intimidated and interrogated."

SF resident, survey participant

"They don't respect us and make our situation worse often times."

SF resident,
survey participant



Violations of Civil and International Human Rights

- During the Obama administration, the displacement of homeless people who have nowhere to go was recognized as “cruel and unusual punishment.”
- Boise Case ruled that unhoused people cannot be displaced unless there is shelter for them.
- Local government applications for McKinney federal funding on homelessness were dinged when they didn’t address criminalization.
- The United Nations issued two reports condemning the US — and specifically San Francisco — for its cruelty and criminalization of unhoused people.
- Shifting our approach allows us to leverage State and Federal funds.

Building Consensus: Collaborative Learning & Adapting

95
Unhoused
Community
Members

Government:

Amy Sawyer, Mayor's Office
Robert Smut, DEM
Robin Chandler, DPH
Carolyn Goosen, PD
Supervisor Haney's Office, Honey
Mahogany and Courtney Macdonald
Supervisor Ronen's Office,
Santiago Lerma
Supervisor Preston, Jen Snyder, Avery Yu

Academics

Chris Herring, Harvard
Roma Guy, formerly SFSU
Dilara Yarborough, SFSU
Mike Stiel, International Human
Rights

More than Two
Dozen
Community
Organizations

Community
Organizers and
Activists

Inclusive and
Equitable
facilitation by
Patrick Brown,
Justice
Collaborative

911

CARTSF
Hotline



SCRT
Responds to psych
crisis **800** codes/
24AO
B-Priority Calls

Expanded Proposal
from Mayor: SWRT
Responds to
Wellness **910** codes

CART SF
Responds to ALL
homeless C-Priority
601, 916, 917,
919, **910**, overflow
800

CART offers compassionate,
government funded and
community led,
comprehensive homeless
people centered and effective
response that connects the
person to services

Traditionally, a
complaint-driven
response

A restorative-driven response

The Solution: A Compassionate Street Response

CART Employs a Two-prong Approach

CART would provide both *“Persons-in-crisis” response services* and *“Community-strengthening” services*:

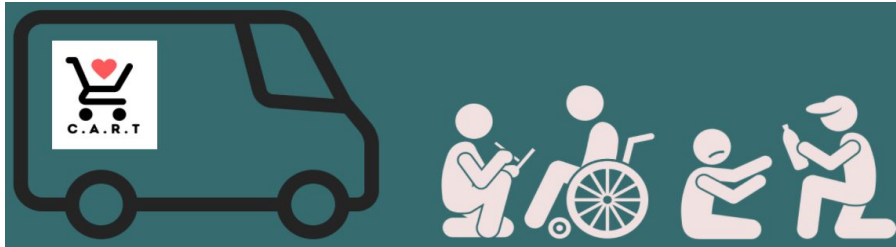
“Persons-in-crisis” response services:

- De-escalation intervention, interpersonal conflict resolution
- Street counseling and mental wellness referrals/resources
- First aid and street medicine services
- Substance use/addiction referrals/resources
- Acute/subacute transportation services
- Suicide prevention



“Community-strengthening” services:

- Identify, network, and support neighborhood-based “compassionate responders”
- Offer trainings to these “compassionate responders” to further educate them on the systemic causes of homelessness



CART - In Practice



Scenario 1 - Conflict resolution between two unhoused San Franciscans



- Trisha is unhoused and has been sleeping in a tent on the streets for months now
- One night she gets into a fight with another unhoused person
- The situation is getting increasingly tense
- Trisha decides to call the new CART hotline for help
- CART arrives and takes the time to provide conflict resolution and a compromise is reached

Scenario 2

Conflict resolution between a housed and an unhoused San Franciscan



- Jacqueline lives with her kids in a house in the Mission
- One morning, she finds a person sleeping in her doorway
- Not knowing how to approach the person, she calls 911
- The call taker identifies the situation as involving an unhoused individual and therefore re-routes the call to CART
- CART arrives and negotiates with Martín – the person in the doorway



Scenario 3

CART's community resilience and education services



- Eric lives in his house in Cole Valley
- He finds a person on the other side of the street accruing some trash, another time he also discovers what appears to be feces
- Eric calls CART directly to complain about the trash and the feces
- The CART call taker explains that Eric should call 311 to ask for trash pick up and bio cleaning of feces
- CART gives Eric some tips and action items, such as offering trash bags and calling the district supervisor to demand sanitation resources



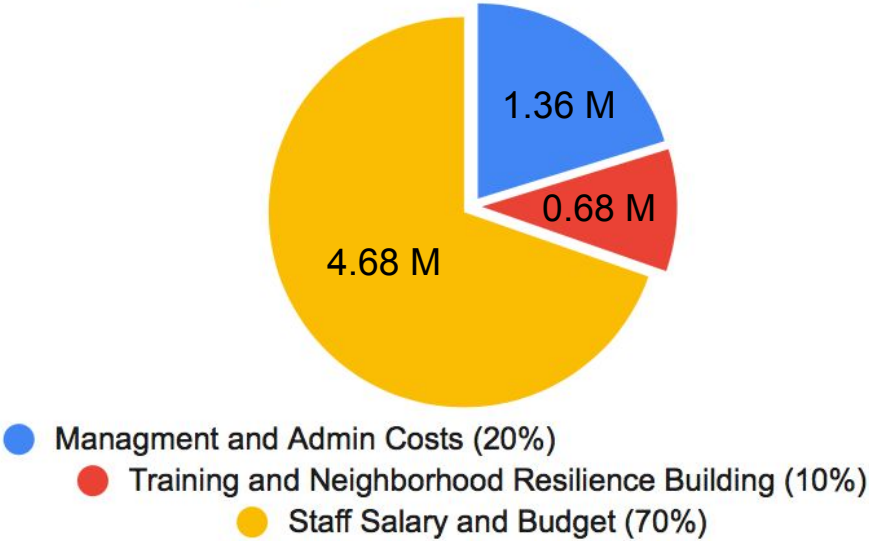
Q&A

Code	Does one of the Mayor's Proposed Program Respond instead of Police?	Does CART Respond instead of police?	Notes Calls going into 911 related to homelessness would be rerouted to CART. The initial phase of the program focus on responding only to C-priority calls involving unhoused people in the City.
800 Psych crisis (police) 85AO (medical)	Street Crisis Response Team (SCRT)	Yes (but only overflow)	SCRT is three-member team under paramedics/fire responding to B level psych crisis calls city wide. CART would handle overflow C level 800 calls that SCRT does not take.
910 - well being check	Street Wellness Response Team (SWRT)	Yes	SWRT is a two-member team out of Fire Department pairing with HOT expansion. CART is proposing a more comprehensive approach that is community centered as opposed to institutional. Well being checks are a key part of the CART response.
801 - person attempting suicide	No	Yes	CART is proposing a two-member peer based team which offers a more comprehensive approach that is a community centered approach as opposed to institutional.response. CART is specifically responding to calls that would otherwise lead to criminalization.
919 - sit/lie	No	Yes	
920 - aggressive panhandling	No	Yes	
915 - homeless encampment, currently routed to 311	No	Yes	
601 - trespassing - unauthorized person occupying others property	No	Yes	
916 - suspicious person in car	No	Yes	
917 - suspicious person	No	Yes	

Overdose	SORT - Street Overdose Response Team - <i>exception: not currently a police response</i>	No	SORT would continue the existing paramedic response, but add a Clinical team members from the Department of Public Health (DPH) to do follow up care. This includes a mix of peer specialists, medical specialists such as nurses; and behavioral health specialists such as counselors and psychiatrists.
Homeless Outreach Team	No	No	HOT has a case management caseload working on-going with folks on streets, and also does outreach to distribute food and resources when available. They do not respond to members of the public calls for assistance, but are at the mercy of political winds in terms of where they focus resources. Under CART they would focus entirely on case management and follow up care.

Extra information on SORT and HOT

CART Budget Breakdown



Demand of Calls	
Calls per Year	65,000
Calls per Week	1,250

Staff Capacity	
Staff Salary and Benefits	\$4,680,000
Staff Members at \$90,000 per Year	52
Shifts per Week	130
Time per Call	50 Minutes