

Analysis of City-Wide Street Teams

- Overview of Teams
- Performance Data

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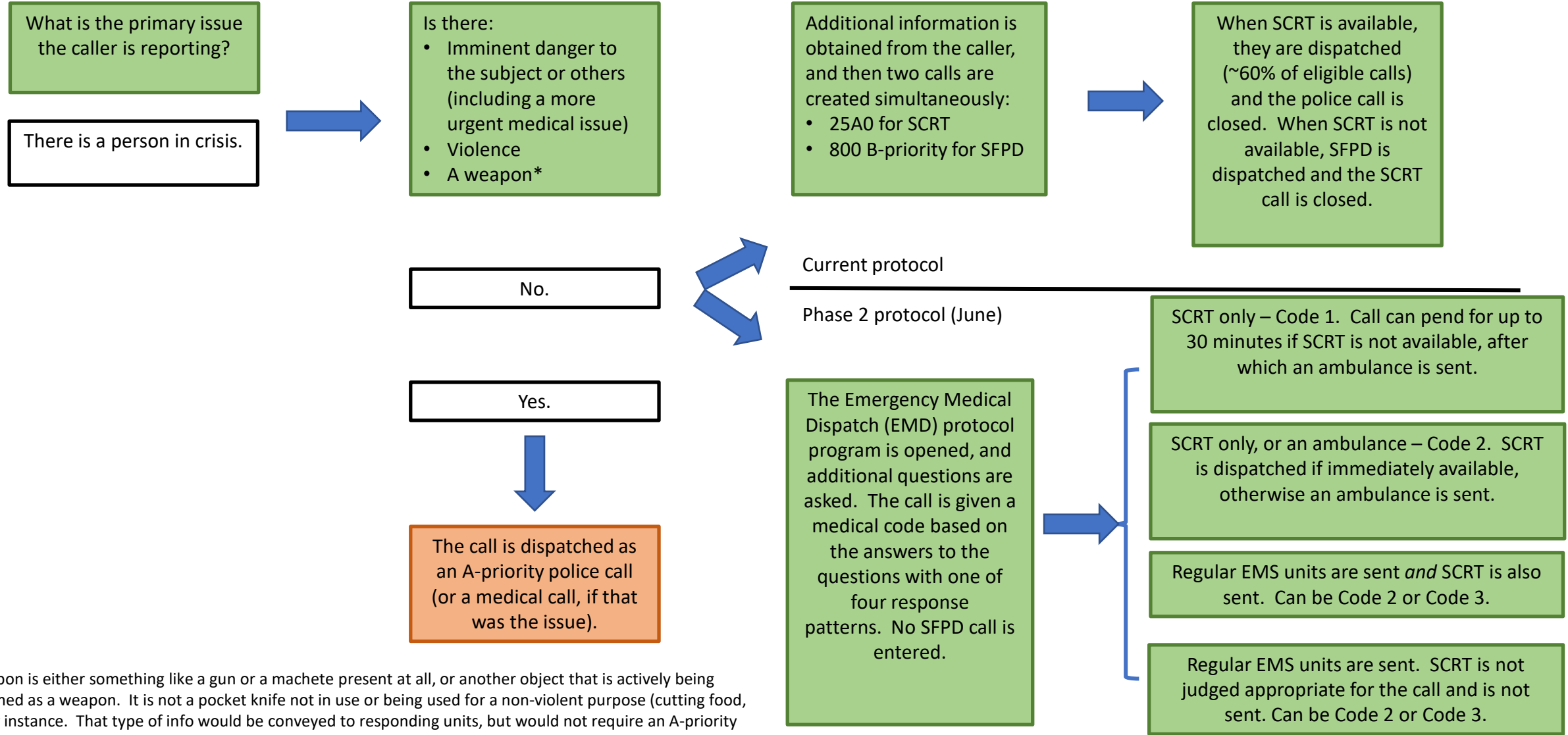




Street Response Teams

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

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.

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 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.

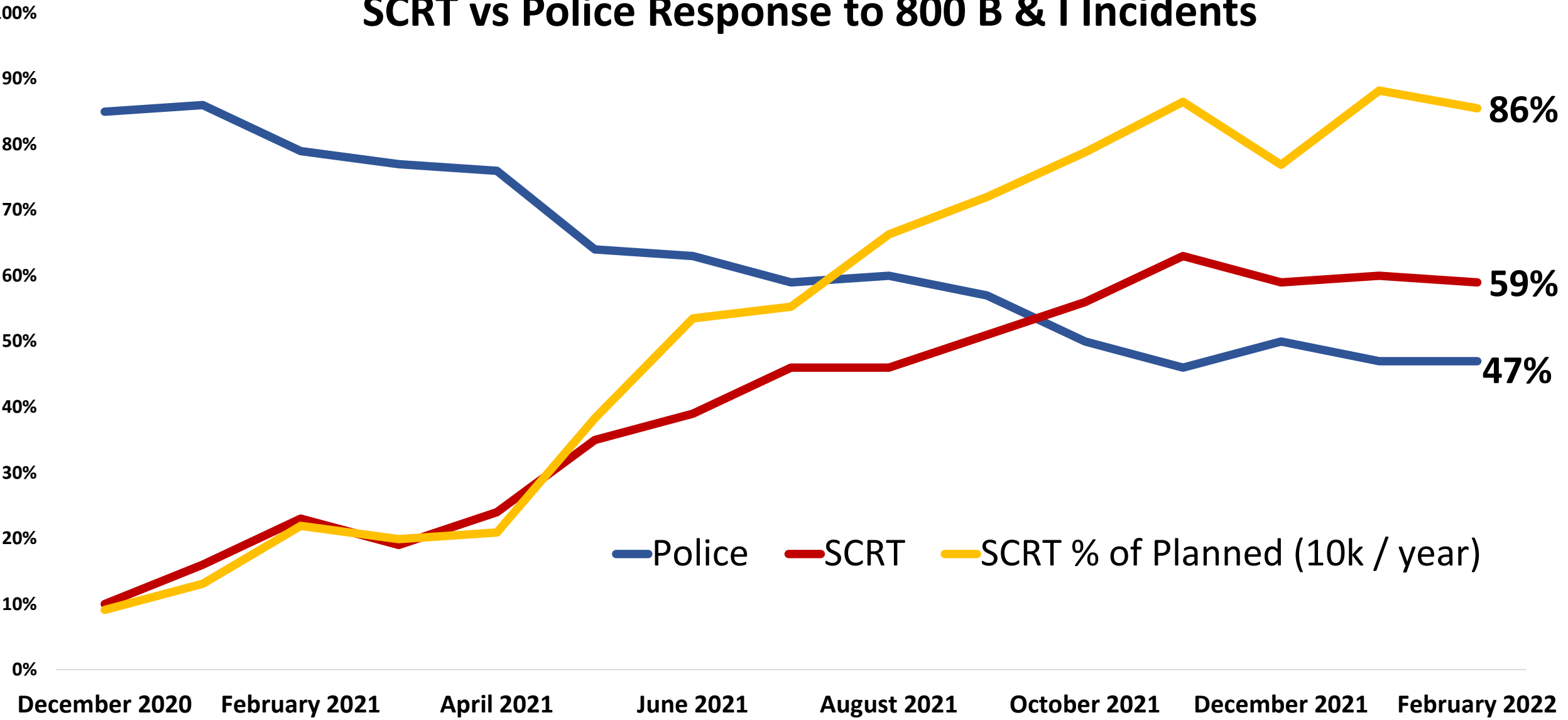


2. Deliver therapeutic de-escalation and medically appropriate response to person in crisis through multi-disciplinary team (paramedic + behavioral health clinician + peer).



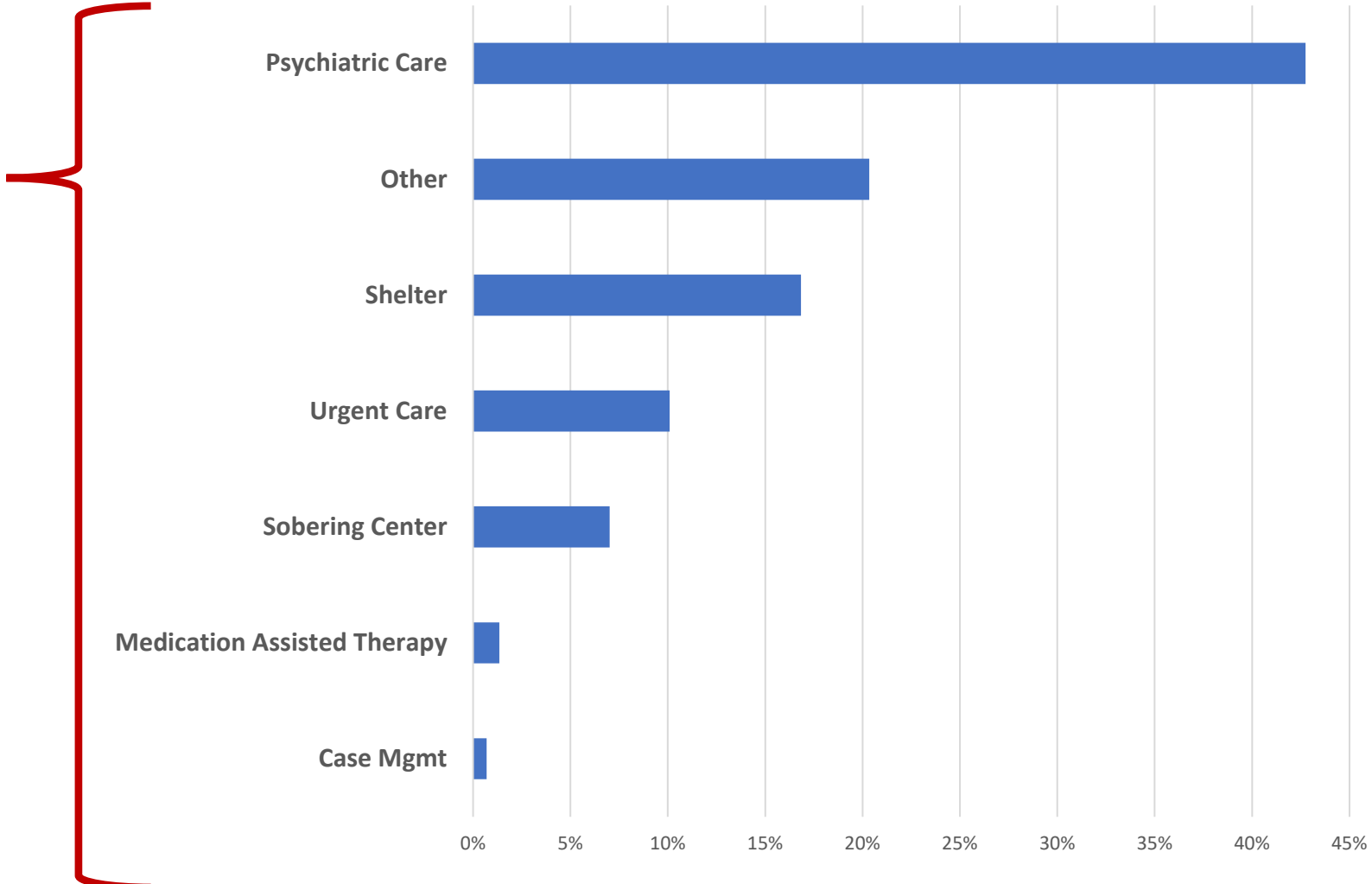
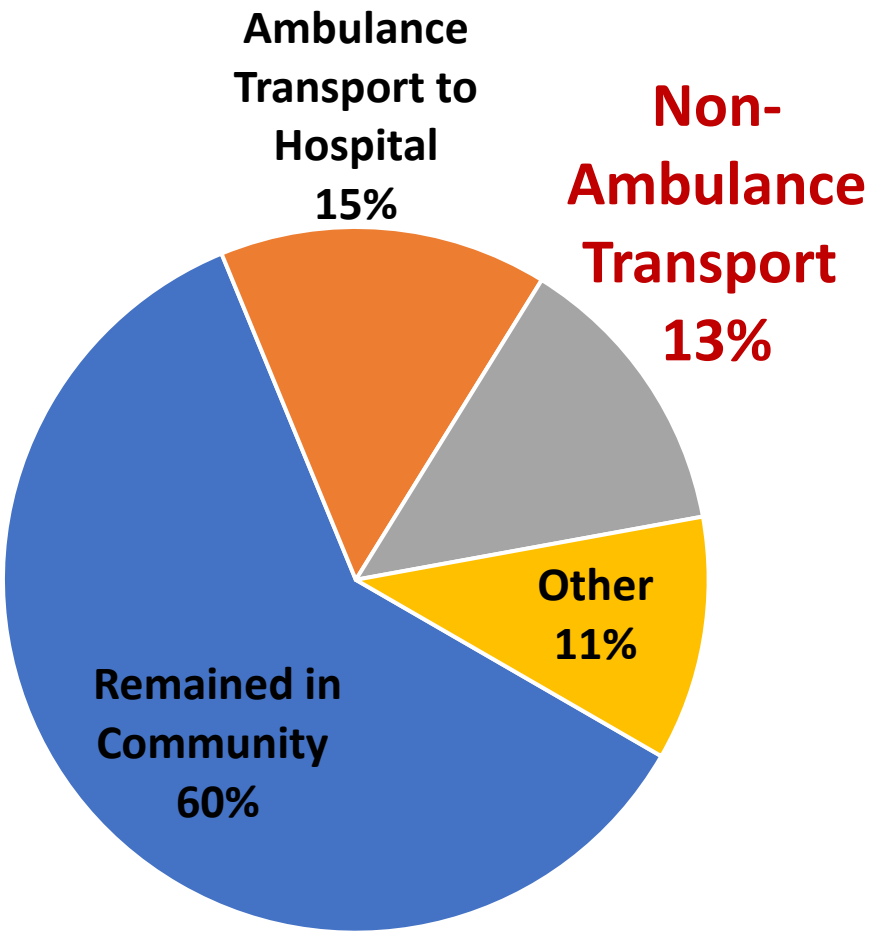
3. Provide appropriate linkages and follow up care for people in crisis, including mental health care, substance use treatment, and social services.

SCRT vs Police Response to 800 B & I Incidents



Source: Department of Emergency Management

Outcomes: Street Crisis Response Team



28% of all encounters result in transport to care

Source & Time Period: Fire Department, 11/30/2020 to 4/11/2022

Outcomes: Street Overdose Response Team

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



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**

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%

Source: Office of the Medical Examiner & US Census Data

Total Calls for Service:

1820

Overdose Survivors Engaged:

1136

Unique Individuals:

772

Multiple SORT Contacts:

95

Key Performance Measures:

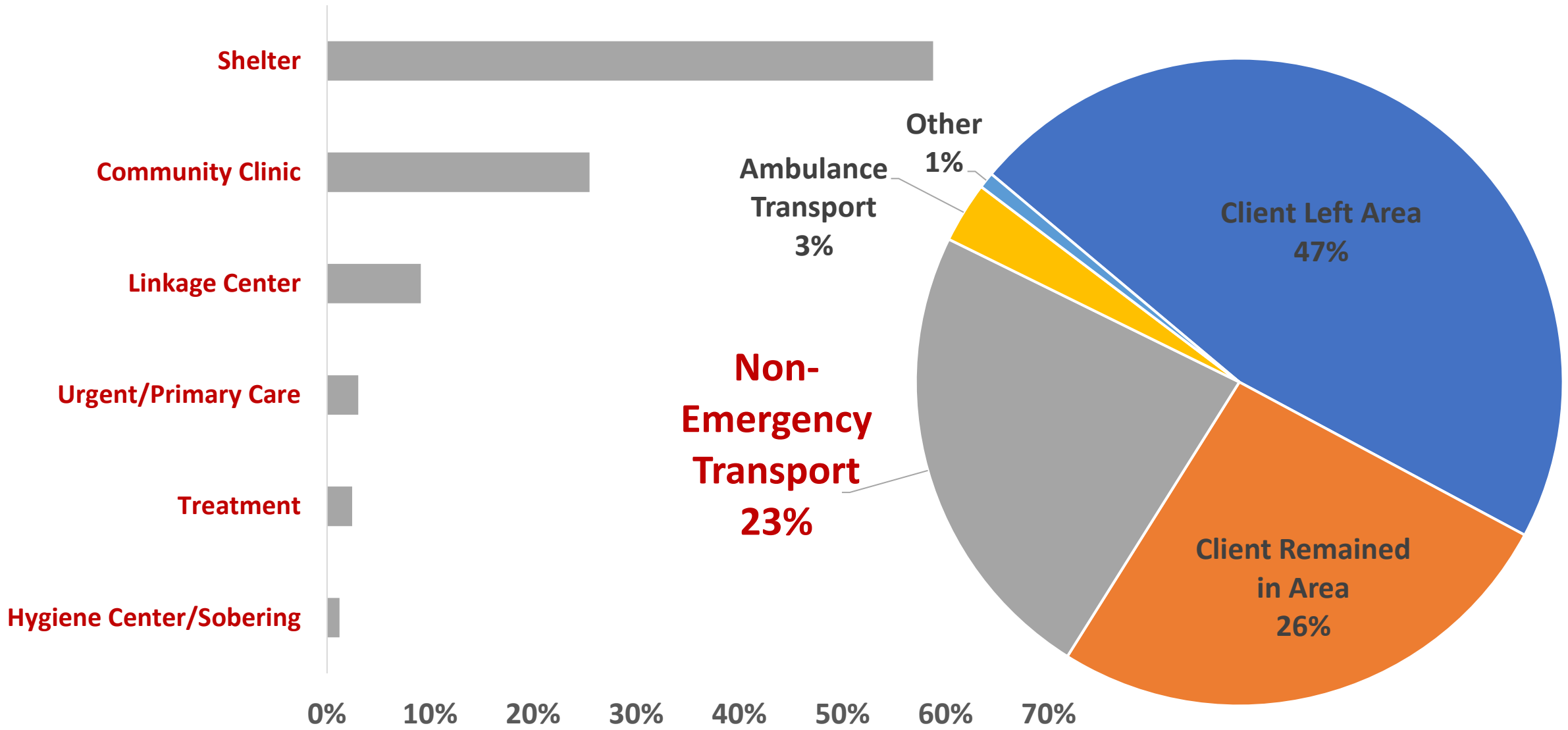
- **4 %** of encounters with overdose survivors result in a connection to buprenorphine (MAT)
- **SORT-1** captures **52 %** of overdoses that occur during their current operating hours

Outcomes: Street Wellness Response Team

- Versatile
- Alternative to Police Response (910B)

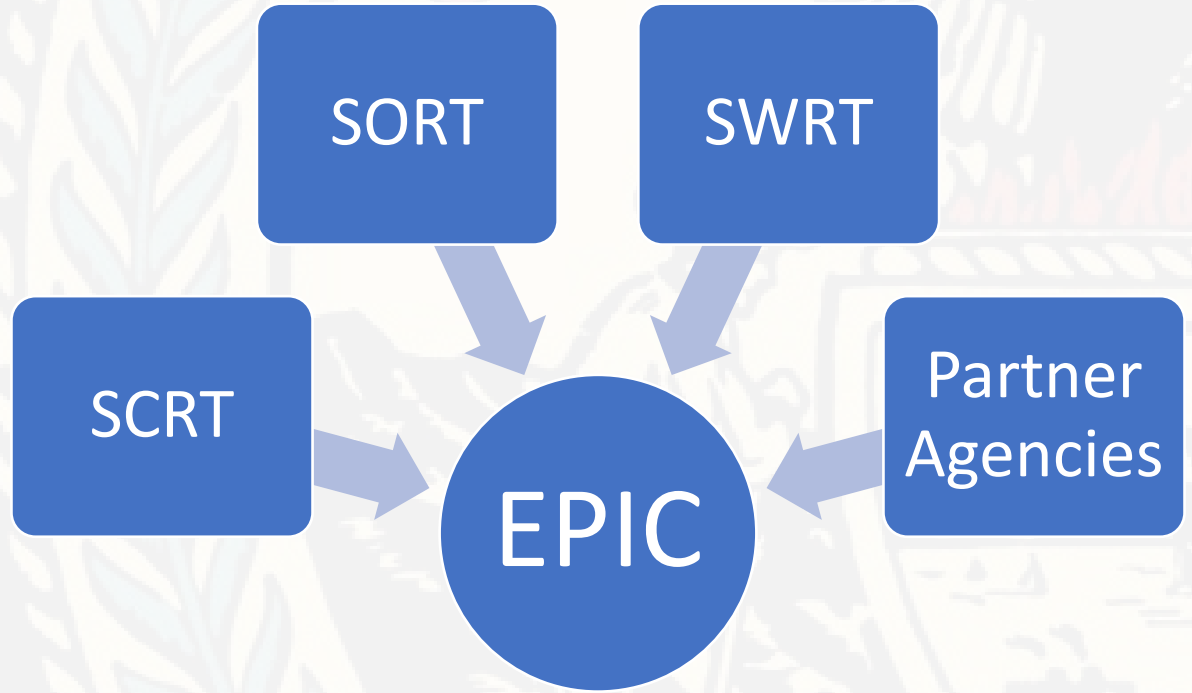


Outcomes: Street Wellness Response Team



26% of all encounters result in transport to care

Centralized Data & Coordinated Follow-up Care



- Office of Care Coordination
- POET
- HOT Case Management



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, 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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