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DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



A Coordinated Effort for Healthier Streets: Healthy Streets Operations Center

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SPUR
October 31, 2018

Healthy Streets Operations Center (HSOC)

- Developed to better coordinate the many city agencies involved in addressing homelessness and unhealthy street behaviors
- Structured as a unified command with representatives of City departments all in one room which direct, plan, and coordinate responses to street behaviors and homelessness
- Activated on Tuesday, January 16th, 2018.
- An expansion of coordinated efforts that began in San Francisco's Mission District.

HSOC Mission & Values

Mission:

- To provide unified & coordinated city services and responses to unsheltered persons experiencing homelessness

HSOC Core Values:

- Lead with compassion and respect
- Empathize with the whole community
- Believe that everyone can change and that safe and clean streets can be maintained.



HSOC Agencies

- **HSH**- Outreach, engagement, and placement of homeless individuals
- **DPH**- Outreach, harm reduction strategies, syringe cleanup and engagement, and health treatment homeless and housed individuals requiring care in street settings.
- **SFPD**- Engagement and enforcement (as a last resort) to respond to criminal issues.
- **Public Works**- Cleaning and implementation of environmental design changes.
- **SF Controller's Office**- Provides performance tracking of the Healthy Streets Operation center.
- **SF 3-1-1**- Provides non-emergency intake of homeless-related issues from the public
- **SF DEM**- Provides operational and logistical support for HSOC.



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San Francisco
Department of Public Health



HSOC Goals

Goal 1:

Meet the shelter and service needs of individuals on the streets:

- Connect homeless individuals with shelter, supportive services
- Increase non-emergency service acceptance by high utilizer of multiple systems

Goal 2:

SF's Streets are safe and clean

- Reduced incidents leading to service requests, reduce drug-related and criminal activity
- Eliminate tents, prevent re-encampment, and reduce environmental hazards



HSOC Strategies & Activities

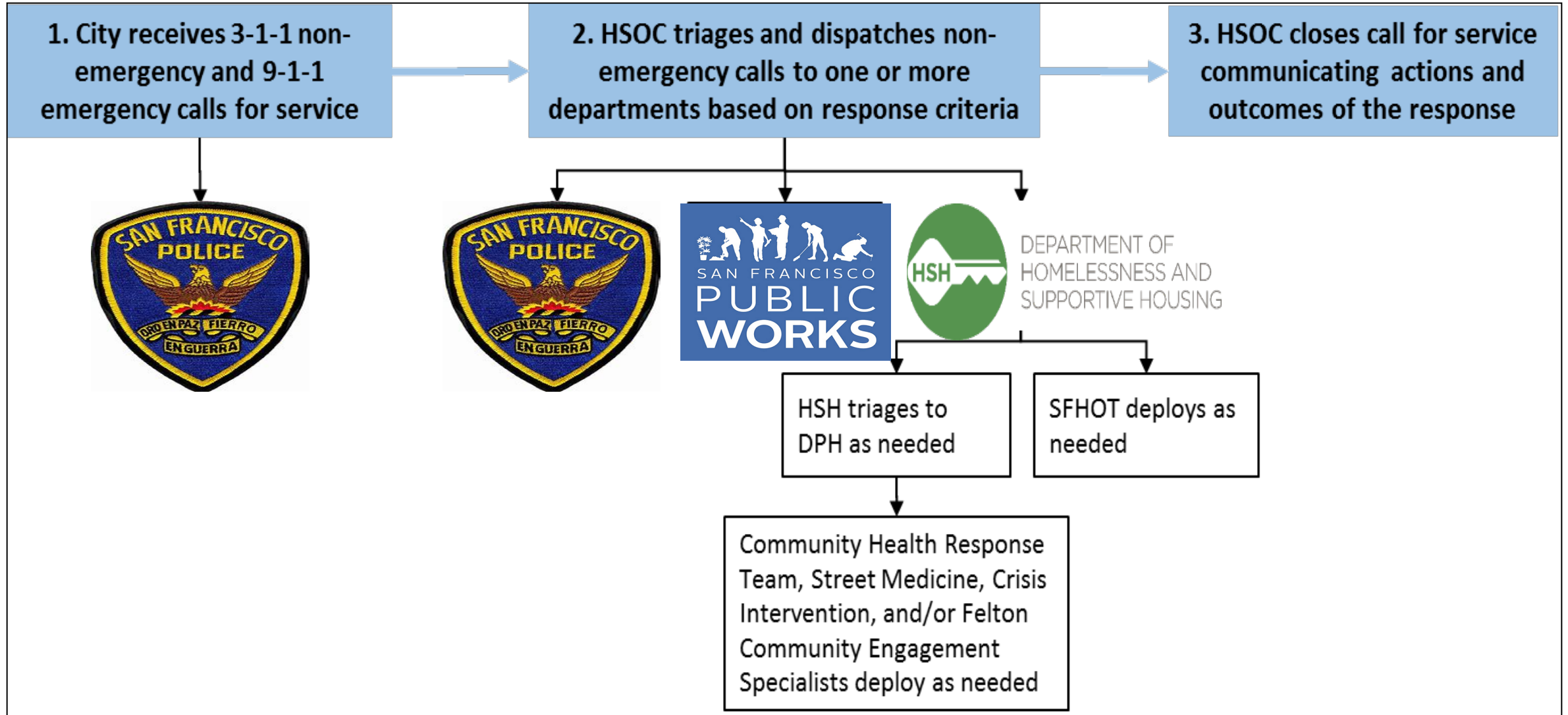
Strategy 1:

- Focus on addressing needs of the “Top 20” individuals with high needs.
- Train officers on issues associated with homelessness and substance abuse
- Continue to outreach, engage and offer treatment or housing.

Strategy 2:

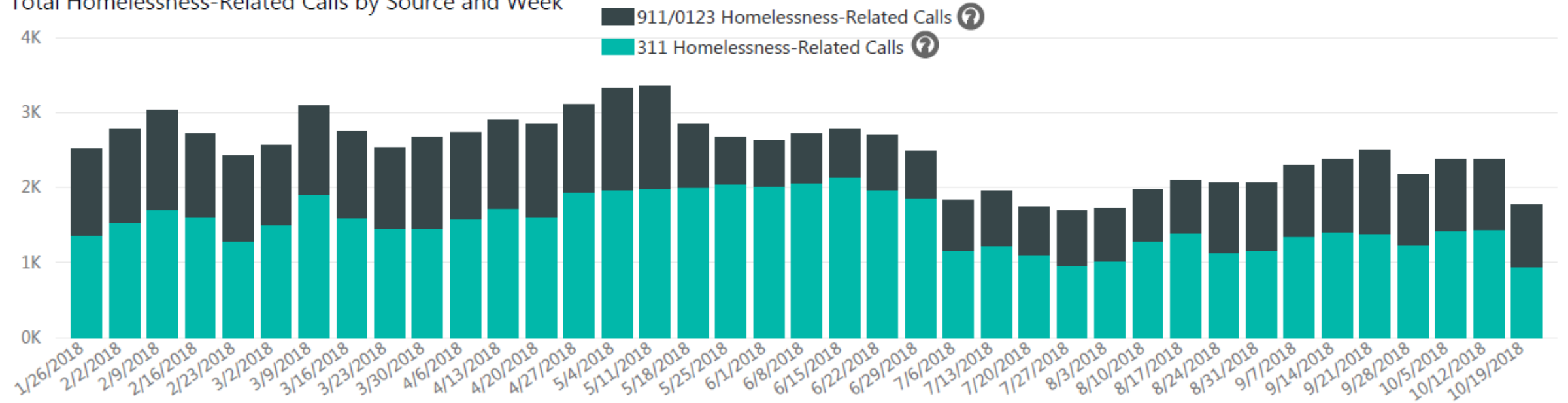
- Develop zone-based plans to identify key issues impacting each zone, tactics to address the issues, and performance measures to monitor effectiveness.
- Use proactive team-based approaches and continue to respond to calls or issues based on standard protocols.

Response to Calls for Service



Homelessness Related Calls for Service

Total Homelessness-Related Calls by Source and Week



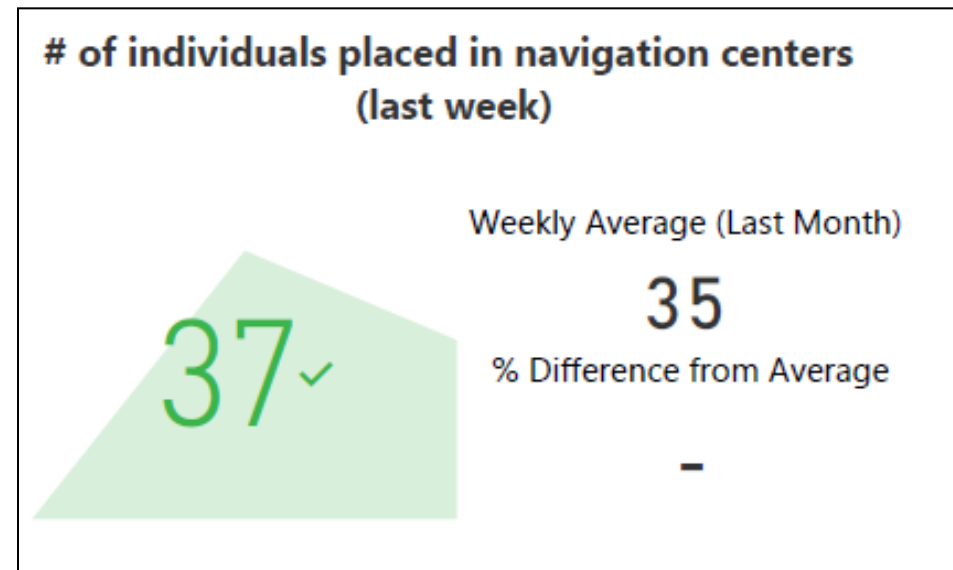
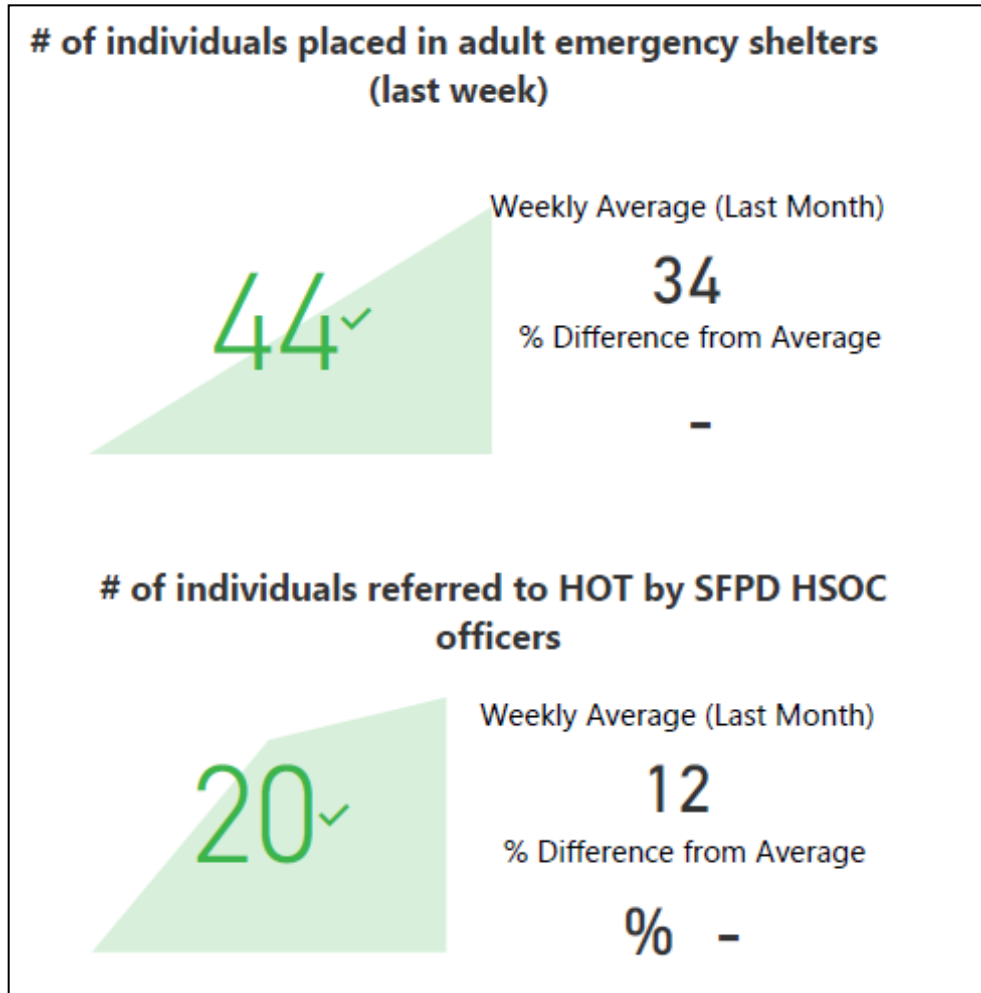
911/0123 Homelessness-Related Calls			311 Homelessness-Related Calls		
Most Recent Week Total	Weekly Average*	Average Resolution Time**	Most Recent Week Total	Weekly Average*	Average Resolution Time**
190	953	1.88 hrs.	186	1,538	52 hrs.

* Weekly Average is calculated for the weeks included in the filter selected in the top right of the page.

** Average Resolution Time is calculated for the most recent month.

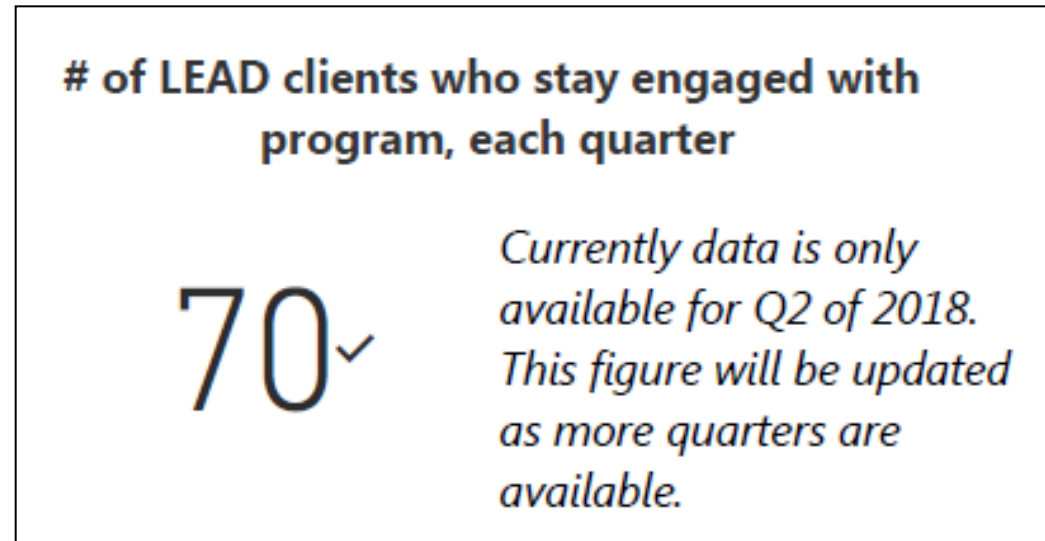
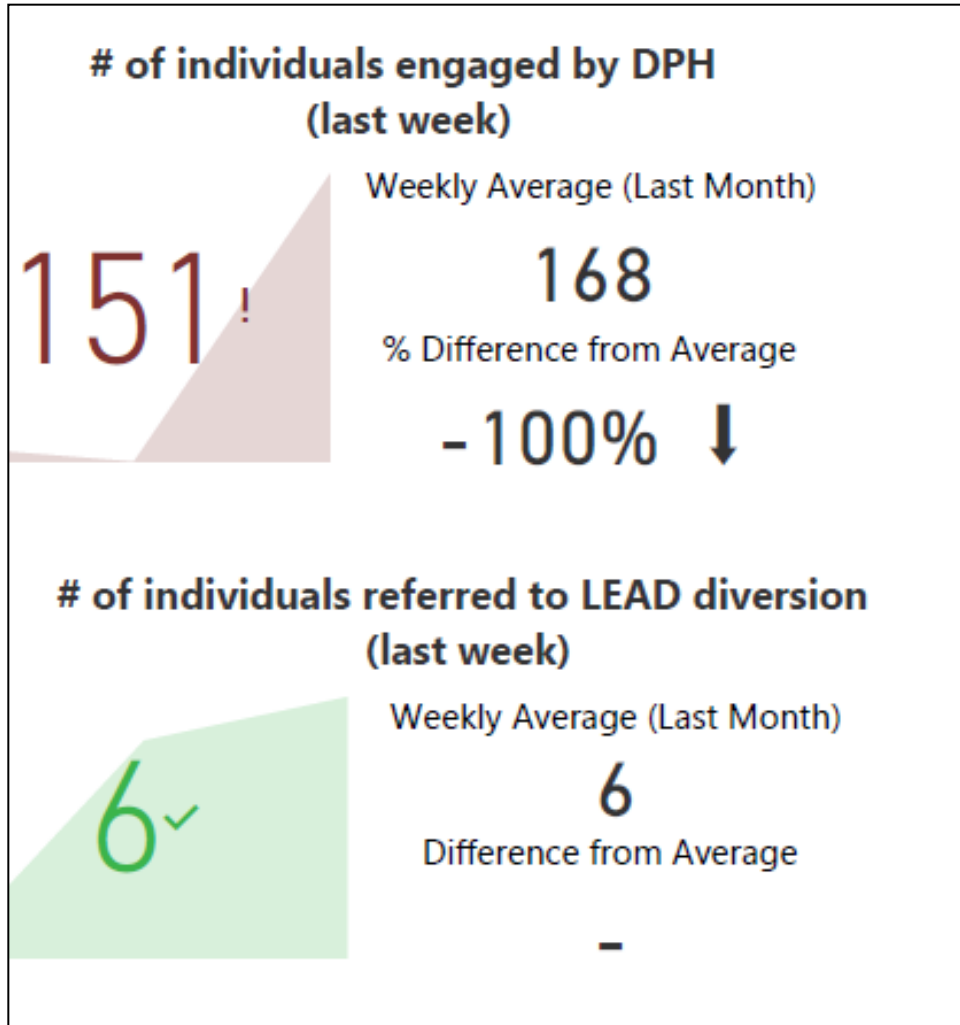
HSOC Outcomes

Goal: Meet the housing, shelter, and service referral needs of individuals on the street



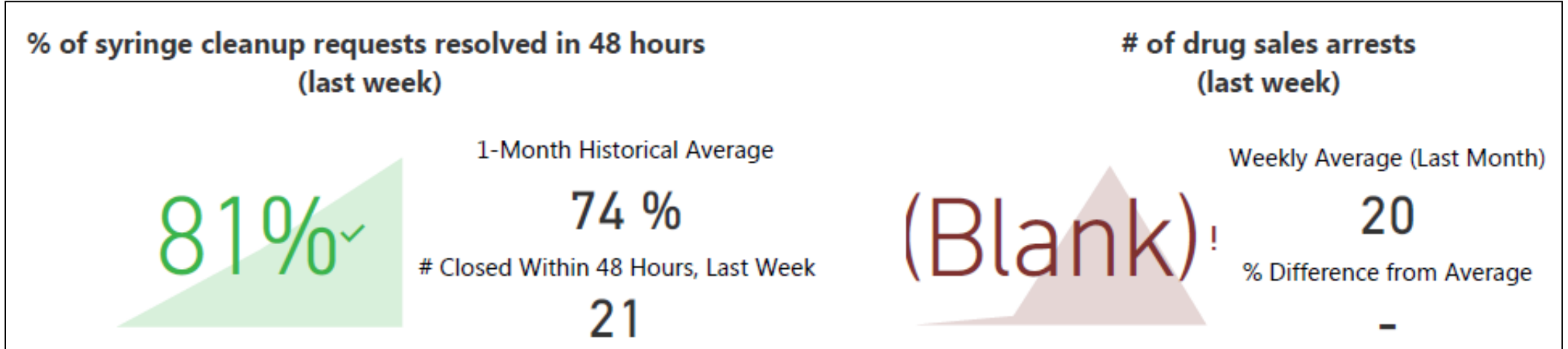
HSOC Outcomes

Goal: Improve the medical & behavioral health of individuals on the street



HSOC Outcomes

Goal: Ensure San Francisco's streets are safe and clean



Thank you!

Questions?



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