Healthy Streets Operation Center

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Overview

The Healthy Streets Operations Center (HSOC) has representatives from key City departments working together at the Department of Emergency Management.

HSOC is lead primarily by four key departments—Department of Emergency Management, Department of Homelessness and Supportive Housing, Department of Public Health and the San Francisco Police Department.

HSOC directs, plans and coordinates responses to unsheltered homelessness and unhealthy street behavior.

HSOC provides the infrastructure to coordinate the increased investment in addressing these issues.
Pre-HSOC Collaborations

- Hot Spot Crews
- Encampment Working Group
- Mission District Homeless Outreach Project
- Civic Center Safe and Clean Initiative
Overview

HSOC launched in January 2018. HSOC coordinates the efforts of City agencies involved in addressing unsheltered homelessness and unhealthy street behaviors.

The core values of HSOC:

a. Lead with services
b. Believe that everyone can change
c. Empathize with the entire community
d. Safe and clean streets can be maintained for everyone
HSOC Partners

San Francisco Department of Public Health

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

San Francisco Recreation & Parks

SEAL OF THE CITY AND COUNTY OF SAN FRANCISCO

SFDEM

SFMTA

Keeping our neighborhoods safe & clean
### Goals

**DIME: Deliver, Improve, Meet, Ensure**

- **D (Deliver)**: Deliver coordinated city services to effectively address encampments, hot spots, and quality of life issues.

- **I (Improve)**: Improve the medical and behavioral health of individuals on the street.

- **M (Meet)**: Meet the housing, shelter, and service referral needs of individuals on the street.

- **E (Ensure)**: Ensure San Francisco’s streets are safe and clean while improving the response to residents’ concerns.
Overview of How Team Works Together

1. Coordinated call intake
2. Coordinated dispatch
3. Daily planning and response
4. Using shared data
5. Responding to street behavior
HSOC provides cross-departmental training to participating departments. DPH has been instrumental in providing trainings on the areas of:

- Service Navigation
- Motivational interviewing
- Crisis Intervention Training
- Psychiatric Emergency Services
- Harm Reduction
- Narcan
Care Coordination Team

- Coordinate efforts to better meet the needs of individuals with complex challenges

- Various meetings and lists of priority individuals from key departments have been consolidated at HSOC
  - Total of 40 HSOC High Priority individuals identified from June of 2018 to the present.

- Regular meetings with partner agencies
  - Ongoing case conference meetings
Health Fairs

Low barrier: Start on site
a. PrEP/PEP
b. Family Planning
c. Rapid ART start
d. Addiction Treatment:
   Opiate=Buprenorphine;
   Alcohol=Gabapentin or detox

Routine medical
a. Wounds
b. Vaccination: Hepatitis A, Hepatitis B, flu

Testing
a. HIV, HCV, STD testing

Harm Reduction Services
a. Narcan trainings
b. Resources and referrals
c. Education about safe syringe disposal
d. Syringe disposal supplies
## Health Fair Successes- 2018

<table>
<thead>
<tr>
<th>Participants</th>
<th>Health Fair Engagement &amp; Referrals Highlights: 11 Health Fairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>281</td>
<td>Medical Engagements</td>
</tr>
<tr>
<td>64</td>
<td>Newly connected to SF Health System</td>
</tr>
<tr>
<td>353</td>
<td>HIV Tests</td>
</tr>
<tr>
<td></td>
<td>• 10 Newly Diagnosed HIV+ (connected to care)</td>
</tr>
<tr>
<td>359</td>
<td>HCV Tests</td>
</tr>
<tr>
<td></td>
<td>• 67 reactive (connected to care)</td>
</tr>
<tr>
<td>167</td>
<td>Narcan Trainings/Overdose Prevention Education sessions</td>
</tr>
<tr>
<td>47</td>
<td>Buprenorphine starts</td>
</tr>
<tr>
<td>29</td>
<td>Homelessness and Supportive Housing Shelter &amp; Navigation Placements</td>
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</table>
Healthy Streets Intervention Program

SFPD and/or APD Contact
(Officer has probable cause for arrest or individual voluntarily agrees to be connected to services.)

BEHAVIORAL HEALTH AND/OR MEDICAL REFERRAL
(Individual has behavioral health or medical needs and is transported to clinically appropriate facility).

TRANSPORT
(Individual can be safely transported to the CASC either by law enforcement, probation officer or by LEAD).

CRIMINAL ACTIVITY & CONSEQUENCE
(Individual is not able to be safely transported to CASC and is booked into custody if there are pending charges).

JAIL HEALTH & REENTRY SERVICES
(All individuals are provided a medical evaluation and provided a reentry plan).
Healthy Streets Intervention Program Successes

• From October 2018 to April 2019, HSOC conducted 50 HSIP operations.

• HSIP outreach has resulted in more than 1000 contacts with individuals on the street.

• Since October 2018, 205 people were referred to CASC through HSIP.
HSOC: 2018 Successes

- Creation of streamlined response operation lead by DPH services interventions.
- Increased integration of services and full wrap around approaches.
- 7,904 engagements by DPH Outreach.
- The San Francisco AIDS Foundation pick up crew began in July 2018.
- They average an hour response time to citizens’ requests for syringe clean up.
Priorities: Meeting Clients Needs

Improve outreach and engagement on the street
a. Mobile Harm Reduction Therapy and Counseling van

Expand hours and capacity of services
a. HSOC staff evening and weekends
b. Drop-in centers
c. Case management

Improve linkage to care after discharge from PES
a. Adding two social workers and four peer navigators
Thank you!

Questions?