

# Healthy Streets Operation Center

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# Overview

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

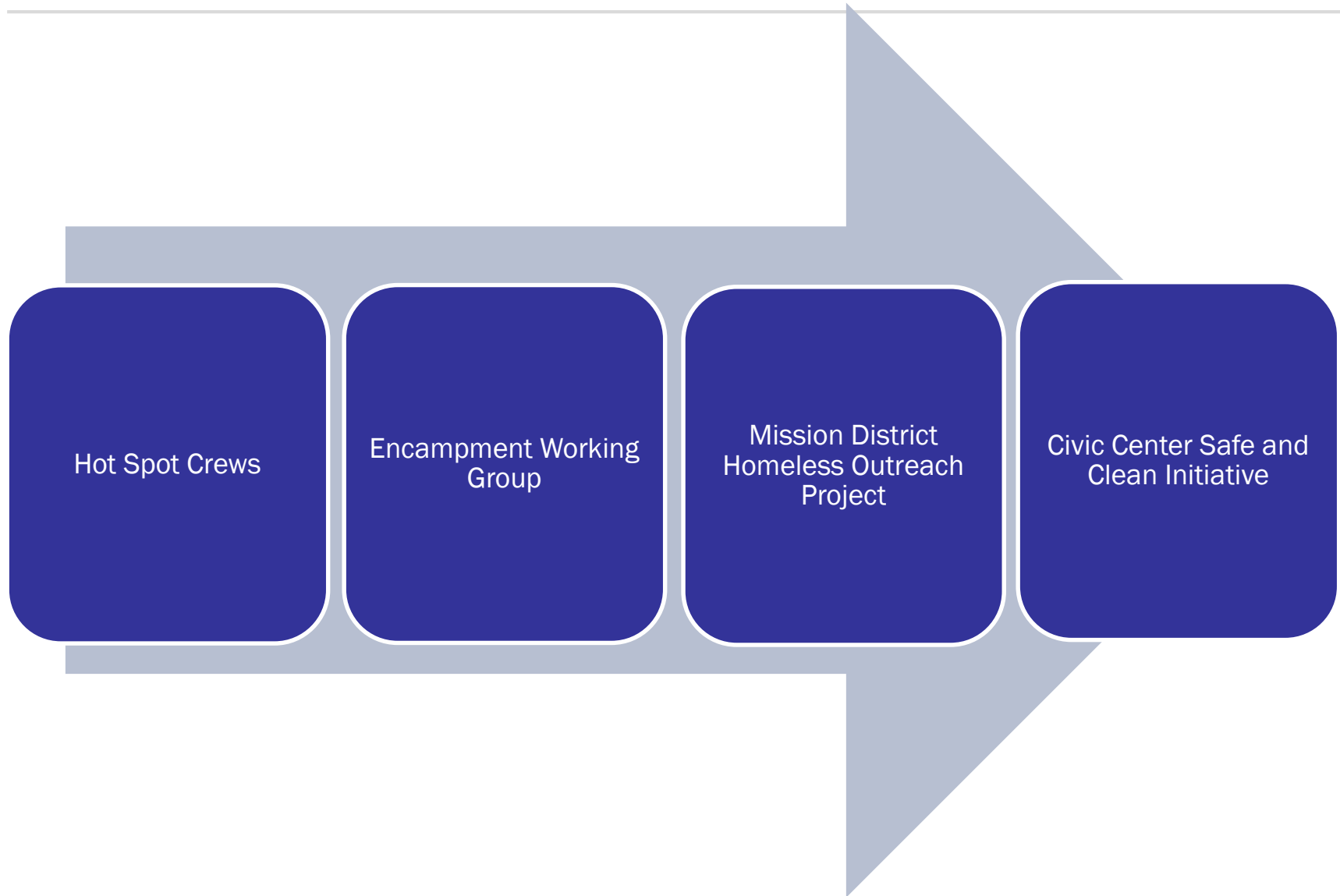
HSOC is lead primarily by four key departments—Department of Emergency Management, Department of Homelessness and Supportive Housing, Department of Public Health and the San Francisco Police Department.

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

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# Overview

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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



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

San Francisco  
Department of Public Health



# Goals

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## 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

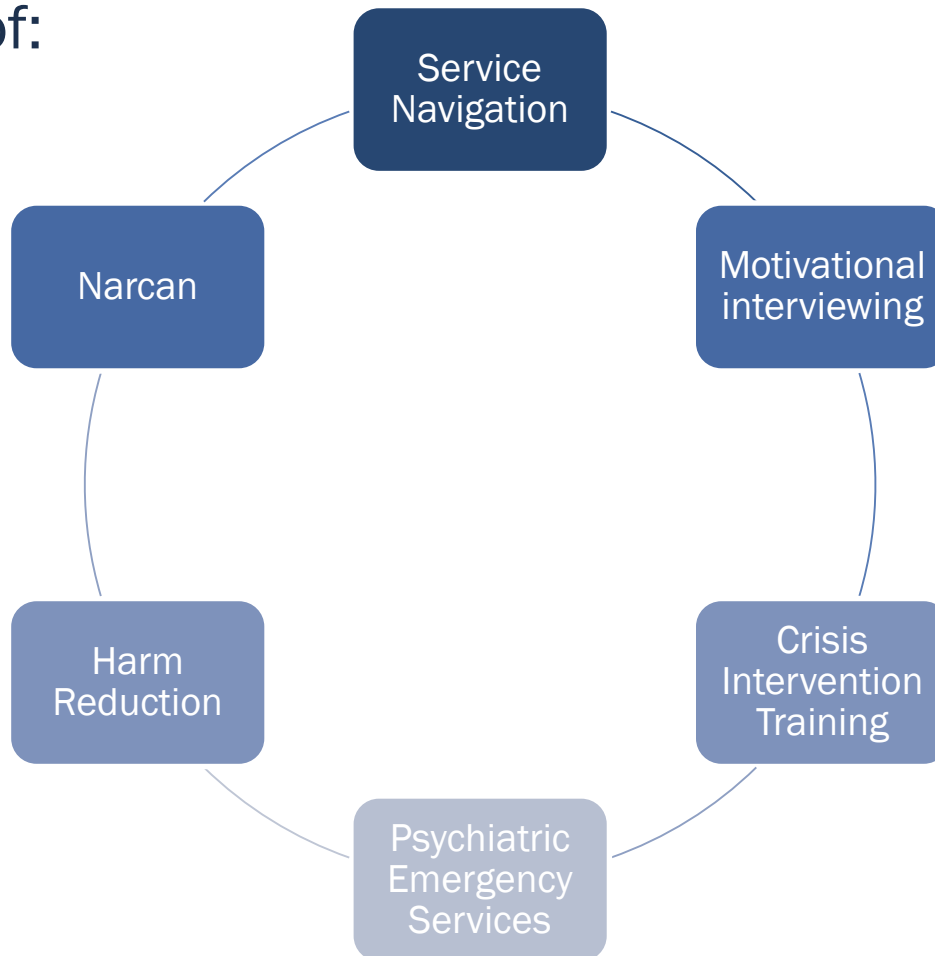
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1. Coordinated call intake
2. Coordinated dispatch
3. Daily planning and response
4. Using shared data
5. Responding to street behavior

# HSOC Training hosted by SF DPH

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HSOC provides cross-departmental training to participating departments. DPH has been instrumental in providing trainings on the areas of:





# Care Coordination Team

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- 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

- PrEP/PEP
- Family Planning
- Rapid ART start
- Addiction Treatment:  
Opiate=Buprenorphine;  
Alcohol=Gabapentin or detox

## Routine medical

- Wounds
- Vaccination: Hepatitis A, Hepatitis B, flu

## Testing

- HIV, HCV, STD testing

## Harm Reduction Services

- Narcan trainings
- Resources and referrals
- Education about safe syringe disposal
- Syringe disposal supplies

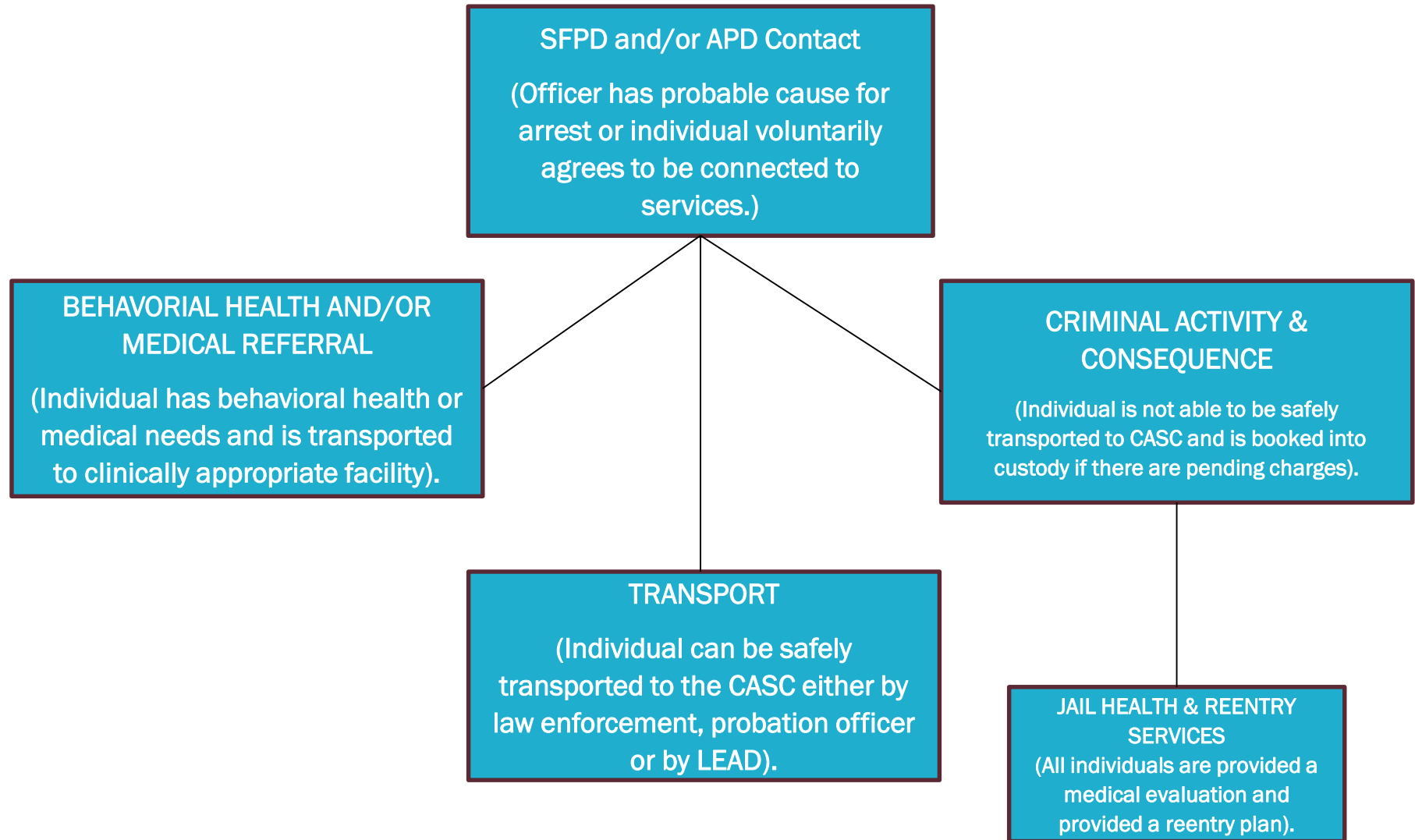
# Health Fair Successes- 2018

Participants	Health Fair Engagement & Referrals Highlights: 11 Health Fairs
281	Medical Engagements
64	Newly connected to SF Health System
353	HIV Tests <ul style="list-style-type: none"> <li>• 10 Newly Diagnosed HIV+ (connected to care)</li> </ul>
359	HCV Tests <ul style="list-style-type: none"> <li>• 67 reactive (connected to care)</li> </ul>
167	Narcan Trainings/Overdose Prevention Education sessions
47	Buprenorphine starts
29	Homelessness and Supportive Housing Shelter & Navigation Placements



# Healthy Streets Intervention Program

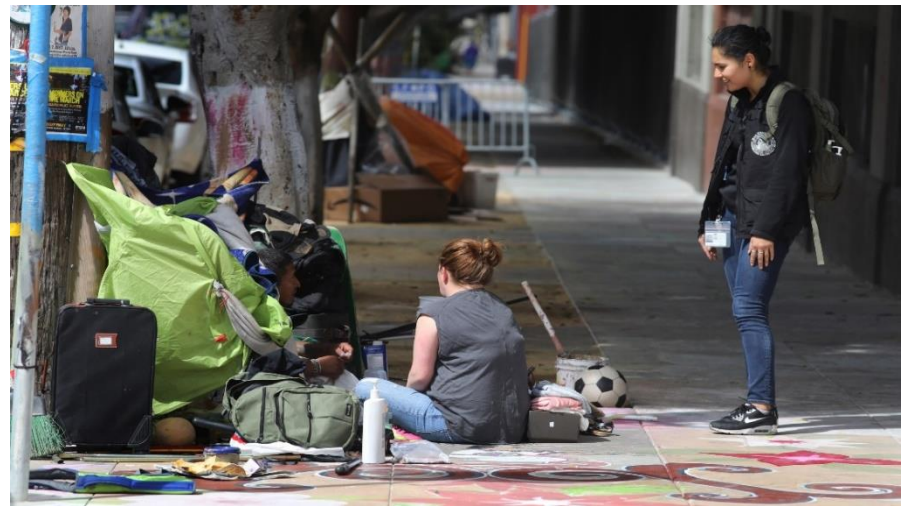
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# Healthy Streets Intervention Program Successes

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- 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

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- 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

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## 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

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Thank you!

Questions?