

San Francisco Health Network  
TRANSITIONS DIVISION  
BACKGROUND MATERIALS



Presented to:  
Presented by:

San Francisco Health Commission  
Kelly Hiramoto, LCSW, Acting Director of Transitions  
September 1, 2015

SAN FRANCISCO HEALTH NETWORK  
TRANSITIONS DIVISION BACKGROUND MATERIALS  
HEALTH COMMISSION PRESENTATION

September 1, 2015

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San Francisco Health Network  
TRANSITIONS DIVISION  
SF Homeless Outreach Team



City and County of San Francisco  
Edwin M. Lee, Mayor

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Transitions Division  
San Francisco Homeless Outreach Team**  
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San Francisco, CA 94102  
Request Street Outreach 415-734-4233  
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## San Francisco Homeless Outreach Team

The San Francisco Homeless Outreach Team (SFHOT) was founded in 2004. SFHOT was reorganized in 2014 as a public health response to engage and stabilize the most vulnerable and at risk homeless individuals and to help prevent harmful effects of homelessness.

The harmful effects of homelessness include damage to the health of the individual homeless person and harm to the community. Our community is harmed when scarce resources are used to attempt to cope with the late effects of homelessness rather than efforts to prevent these effects. Community harms include excessive use of costly medical care and other city services. Therefore SFHOT focuses on high users of multiple systems. Other harms include the negative effect on the community of ignoring the needs of our most vulnerable citizens. This can result in dehumanization of homeless individuals and violence and despair. SFHOT provides a daily hopeful presence in the lives of homeless individuals and a positive model of compassionate and effective response for community members

SFHOT works in small teams to outreach and provide care management to homeless individuals who have severe illnesses and are at high risk of dying. SFHOT works to stabilize the most vulnerable and at risk individuals. Services are provided by teams with expertise in the complex issues that are barriers to stability for this population. These barriers include health disorders, disabilities, lack of ability to trust, and hopelessness.

**Outreach services:** skilled teams working a neighborhood beat provide practical support, information and referral, and in depth assessment and case management for the most vulnerable and at risk. The outreach teams work closely with other providers from SFDPH and other city and community services.

**Street medicine:** medical staff joins outreach services to provide healthcare using an adapted patient centered medical home model. The street medicine team will assess patients and establish care for chronic conditions such as medical, mental health, substance use, and cognitive disorders.

**Care Management:** Multidisciplinary teams stabilize individuals by addressing the numerous day-to-day and long-term problems related to homelessness. SFHOT provides stabilization SRO rooms or shelter beds within the severely limited resources available. It is the goal to connect each person with permanent housing but housing is in very short supply and will only be available to a fraction of individuals. A stabilization plan is made for each of the individuals we work with to reduce the harms of homelessness.

**If you are concerned that an individual on the street is having a medical emergency please call 911 If you are concerned about the health and condition of a homeless individual in your neighborhood call 311. There are numerous opportunities to learn more about the causes of homelessness and solutions to the problems of homelessness. Volunteering with Project Homeless Connect and other community organizations will make an immediate impact.**

**San Francisco Homeless Outreach Team  
Case Management Update  
Services Provided FY1415  
(7/1/2014-5/31/2015)**

SFHOT Case Management services has enrolled and served 372 clients thus far in FY1415.

Current totals of services provided are as follows:

Service	#	%
Benefits*	134	36%
Medi-Cal enrollment*	107	28%
Primary Care*	122	33%
Behavioral Health*	82	22%
Temporary Housing	152	42.3%
Permanently Housed	124	33%

*\*Count is only for new enrollments; some clients already have services in place.*

**San Francisco Homeless Outreach Team  
Outreach Update  
5/31/2015**

Beginning April, 2015, SFHOT implemented a standardized outreach form to be used for all outreach encounters. Our two-week pilot resulted in 605 completed encounter forms, which projects to over 15,000 outreach encounters per year.

For each encounter, staff will be collecting client identifiers and demographic data, along with living situation data (living in encampment, with pets, part of couple, etc.) that will help facilitate housing placement.

Services provided to outreach clients will be tracked by referrals and linkages. Referral indicates client was referred for a service, linkage indicates client was referred and service was verified as received.

Service referrals and linkages will be collected in the following categories:

- **Homeless Services** (Shelter Reservations, Stabilization Room Placement, Case Management Referrals, Homeward Bound, Resource Center, Navigation Center)
- **Medical Services** (SFHOT Medical Outreach Services, Emergency Department, Healthy SF enrollment, Primary Care access and provider assignment)
- **Benefits** (obtaining various benefits, including General Assistance, SSI, CalFresh, Healthy SF, Medi-Cal)
- **Mental Health Services** (aid in access to urgent/emergent services and enrollment in outpatient services. Service providers include SFHOT Medical Outreach Psychiatric Services, Westside Crisis, Comprehensive Crisis, PES, Dore Urgent Care, local Mental Health Outpatient clinics (South of Market Mental Health Services, Chinatown North Beach) and eligibility and access via Behavioral Health Access Center)
- **Substance Use Services** (enrollment in services via Treatment Access Program; Joe Healy medical detox, Sobering Center, Methadone maintenance)
- **Other Services** (Veteran-specific service referrals, legal services, Everyday Connect, Employment services, Food/Clothing/Showers)

During May, 2015, SFHOT staff engaged 100 encampments throughout San Francisco.

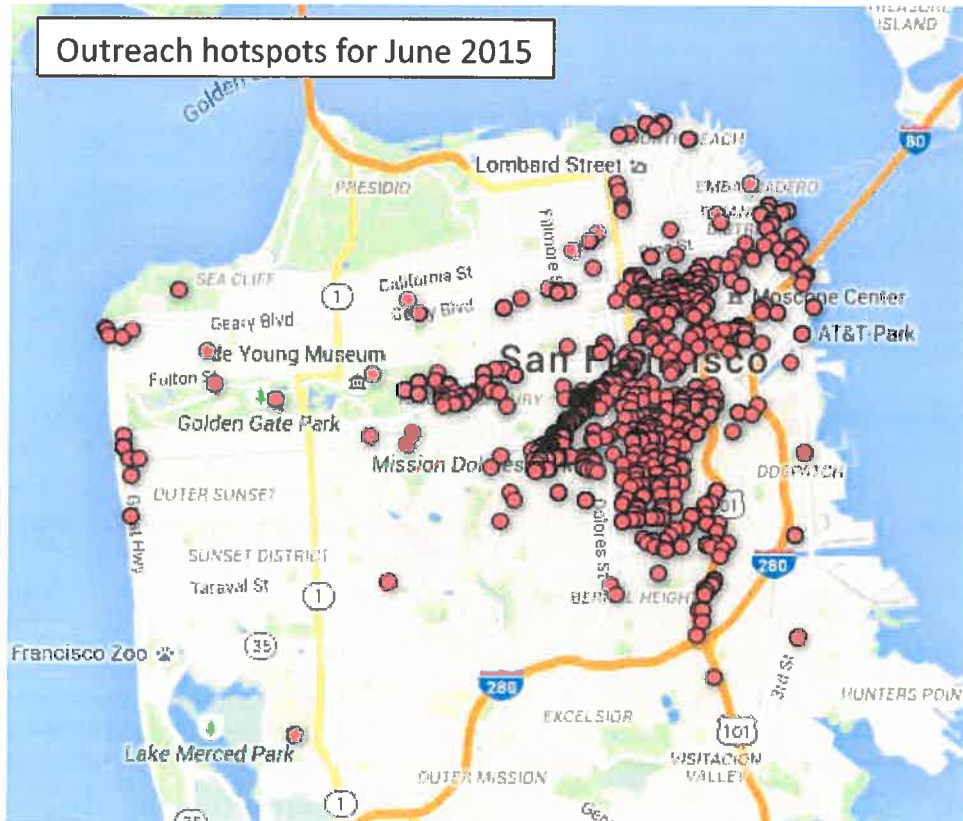




# Citywide Update

(all supervisor districts)

## Outreach Updates



During June 2015, 1,336 street outreach attempts were made throughout San Francisco. 877 of these attempts resulted in successful outreach engagements, which in turn resulted in 208 service linkages being delivered.

Specific details on service linkages can be found in the attached Encounter Summary.

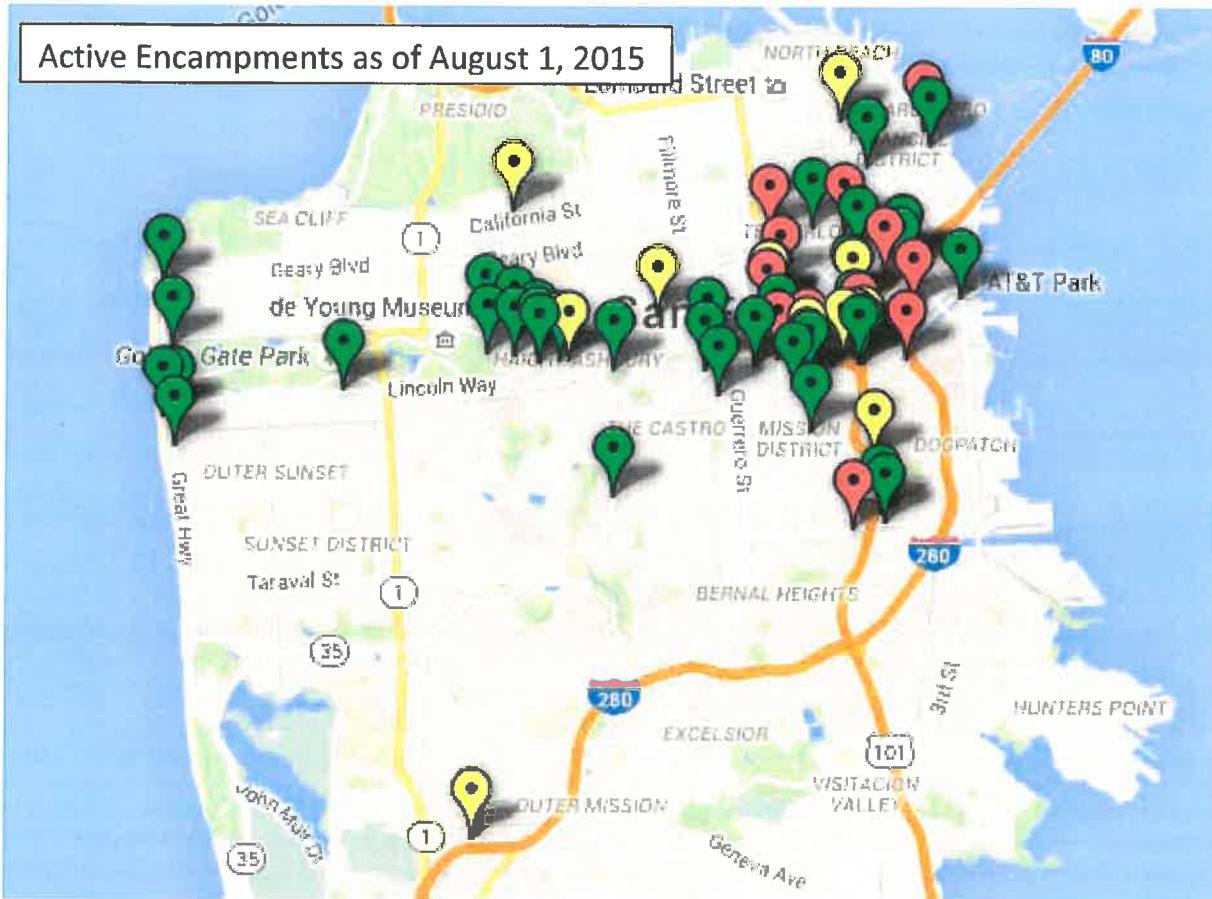
Specific details per district can be found in the individual Supervisor District reports.

**Outreach can be requested by calling 311 or (415) 734-4233.**



**San Francisco Homeless Outreach Team (SFHOT)  
Service Update; Encampment data as of 8/1/2015**

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	12	22
	Campsite (3-9)	41	227
	Encampment (10+)	13	230
<b>Total</b>		<b>66</b>	<b>479</b>

As of August 1, 2015, SFHOT has identified 66 active encampments throughout San Francisco. Due to the transitory nature of encampments, exact counts and reasons for encampments disbanding are very hard to determine. This count is meant to reflect encampments active during July 2015, and is only an estimate.

As outlying districts do not have the same levels of visible homelessness as the city center, our outreach is more limited there. We rely more heavily on citizens and city agencies for referrals in these districts.

**Outreach can be requested by calling 311 or (415) 734-4233.**



**SFHOT Outreach Outcomes for All Districts**  
**Outreach Dates: 4/1/2015-6/30/2015**

**3,227 Total Outreaches Attempted**

**2,213 Total Successful Engagements (did not refuse outreach)**

**837 Needs Identified**

- 269 Medical Needs
- 283 Benefits-Related Needs
- 72 Mental Health Needs
- 99 Substance Use-Related Needs
- 114 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

**1,248 Total Referrals for Services Made**

**413 Total Linkages with Services Made**

(Referral made and verified as complete)

**207 Received Homeless Related Services**

- 112 Shelter Reservations Made
- 17 Enrolled in SFHOT Case Management
  - 2 Went home via Homeward Bound
- 12 Accessed a Neighborhood Resource or Drop-In Center
- 48 Entered services at the Navigation Center
- 16 Received Other homeless-related services

**101 Received Medical Services**

- 23 Transported to the Emergency Department
- 6 Connected with and assigned a Primary Care Provider
- 42 Received SFHOT Medical Outreach Services
- 30 Received Other Medical Services

**28 Received Benefits Related Services**

- 6 Received General Assistance
- 2 Received SSI
- 7 Enrolled in CalFresh
- 2 Enrolled in Healthy SF
- 2 Enrolled in Medi-Cal
- 7 Obtained Identification
- 2 Other Benefits services

**10 Received Mental Health Services**

- Received Crisis Services (Comprehensive Crisis, Westside)
- 6 Received Psych Emergency Services (Dore, PES)
- 4 Received SFHOT Psychiatric Outreach Services
  - Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
  - Other Mental Health services

**29 Received Substance Use-Related Services**

- 1 Signed up for Substance Abuse Treatment
- 19 Taken to the Sobering Center
- 4 Enrolled in Detox programs
- 4 Enrolled in Methadone Maintenance
- 1 Other

**38 Received Other Services**

- 2 Served at Everyday Connect (provides a variety of services)
  - Companion Animal Paperwork completed
- 2 Received Veterans Services
- 3 Received Legal Services
- 9 Received emergency food or connected with food services
- 11 Received Clothing
- 6 Accessed showers at Lava Mae
- 5 Other



**SF HOT Outreach Encounter Report for All Districts**

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		ALL DISTRICTS - APRIL 2015		ALL DISTRICTS - MAY 2015		ALL DISTRICTS - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>	<b>100.0%</b>	<b>597</b>	<b>100.0%</b>	<b>1,294</b>	<b>40.1%</b>	<b>1,336</b>	<b>100.0%</b>
<b>Total # of Refusals of Outreach</b>	<b>1,014</b>	<b>31.4%</b>	<b>163</b>	<b>27.3%</b>	<b>392</b>	<b>30.3%</b>	<b>459</b>	<b>34.4%</b>
<b>Total # of Engagements</b>	<b>2,213</b>	<b>100.0%</b>	<b>434</b>	<b>100.0%</b>	<b>902</b>	<b>100.0%</b>	<b>877</b>	<b>100.0%</b>
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>								
<b>Homeless History Reported</b>								
<b>Total # of Encounters</b>	<b>3,227</b>		<b>597</b>		<b>1,294</b>		<b>1,336</b>	
<b>Totals with Homeless Length Data</b>	<b>217</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>37</b>	<b>17%</b>	<b>168</b>	<b>77%</b>
Average Time Homeless	7.33		8.03		5.7		7.64	
Brief Homeless (30 days or less)	9	4.1%	-	0.0%	1	0.5%	8	3.7%
Short-term (31 days to 0.99 years)	27	12.4%	1	8.3%	4	1.8%	22	10.1%
Intermediate (1 year to 2.99 years)	35	16.1%	4	33.3%	8	3.7%	23	10.6%
Chronic (3 years +)	146	67.3%	7	58.3%	24	11.1%	115	53.0%
Chronic (3 years to 9.99 years)	87	40.1%	4	33.3%	16	7.4%	67	30.9%
Long-term Chronic 10 years or more)	59	27.2%	3	25.0%	8	3.7%	48	22.1%
No Data	3,010		585		1,257		1,168	
<b>Demographics</b>								
<b>Total # of Encounters</b>	<b>3,227</b>		<b>597</b>		<b>1,294</b>		<b>1,336</b>	
Average Age (using only records with exact DOB)	45.19		43.82		44.49		46.96	
<b>Totals (Includes estimated ages)</b>	<b>2,621</b>	<b>100.0%</b>	<b>503</b>	<b>100.0%</b>	<b>1,047</b>	<b>100.0%</b>	<b>1,071</b>	<b>100.0%</b>
Teen	11	0.4%	2	0.4%	7	0.7%	2	0.2%
20 to 29.9	452	17.2%	114	22.7%	194	18.5%	144	13.4%
30 to 39.9	520	19.8%	94	18.7%	204	19.5%	222	20.7%
40 to 49.9	718	27.4%	136	27.0%	289	27.6%	293	27.4%
50 to 59.9	659	25.1%	115	22.9%	243	23.2%	301	28.1%
60 to 69.9	217	8.3%	31	6.2%	91	8.7%	95	8.9%
Over 70	44	1.7%	11	2.2%	19	1.8%	14	1.3%
No Data	605		94		247		264	
<b>Gender</b>								
<b>Totals</b>	<b>2,828</b>	<b>100.0%</b>	<b>540</b>	<b>100.0%</b>	<b>1,181</b>	<b>100.0%</b>	<b>1,107</b>	<b>100.0%</b>
Male	2,090	73.9%	410	75.9%	875	74.1%	805	72.7%
Female	693	24.5%	120	22.2%	289	24.5%	284	25.7%
Trans Male	8	0.3%	3	0.6%	4	0.3%	1	0.1%
Trans Female	37	1.3%	7	1.3%	13	1.1%	17	1.5%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		57		113		229	
<b>Ethnicity</b>								
<b>Totals</b>	<b>2,816</b>	<b>100.0%</b>	<b>528</b>	<b>100.0%</b>	<b>1,147</b>	<b>100.0%</b>	<b>1,141</b>	<b>100.0%</b>
African American / Black	759	27.0%	130	24.6%	270	23.5%	359	31.5%
Asian	38	1.3%	5	0.9%	17	1.5%	16	1.4%
Native Hawaiian / Other Pacific Islander	19	0.7%	3	0.6%	11	1.0%	5	0.4%
Native American	28	1.0%	5	0.9%	16	1.4%	7	0.6%
Latino/a	357	12.7%	62	11.7%	174	15.2%	121	10.6%
White	1,268	45.0%	291	55.1%	625	54.5%	352	30.9%
Multi-Ethnic	79	2.8%	20	3.8%	26	2.3%	33	2.9%
Declined	31	1.1%	12	2.3%	8	0.7%	11	1.0%
Not Asked	410		69		147		195	
<b>Language</b>								
<b>Totals</b>	<b>2,416</b>	<b>100.0%</b>	<b>460</b>	<b>100.0%</b>	<b>1,074</b>	<b>100.0%</b>	<b>882</b>	<b>100.0%</b>
English	2,241	92.8%	431	93.7%	978	91.1%	832	94.3%
Spanish	166	6.9%	28	6.1%	91	8.5%	47	5.3%
Cantonese / Mandarin	4	0.2%	-	0.0%	3	0.3%	1	0.1%
Other	5	0.2%	1	0.2%	2	0.2%	2	0.2%
No Data	811		137		220		454	
<b>Sexual Identity</b>								
<b>Totals</b>	<b>1,260</b>	<b>100.0%</b>	<b>315</b>	<b>100.0%</b>	<b>672</b>	<b>100.0%</b>	<b>273</b>	<b>100.0%</b>
Straight / Heterosexual	958	76.0%	218	69.2%	497	74.0%	243	89.0%
Bisexual	31	2.5%	4	1.3%	21	3.1%	6	2.2%
Gay / Lesbian	56	4.4%	18	5.7%	24	3.6%	14	5.1%
Questioning / Unsure	17	1.3%	7	2.2%	8	1.2%	2	0.7%
Not Listed	30	2.4%	19	6.0%	10	1.5%	1	0.4%
Declined	166	13.2%	49	15.6%	112	16.7%	5	1.8%
Not Asked	1,967		282		622		1,063	
<b>Other Identifiers</b>								
<b>Totals</b>	<b>77</b>	<b>2.4%</b>	<b>8</b>	<b>1.3%</b>	<b>34</b>	<b>1.1%</b>	<b>35</b>	<b>1.1%</b>
Veteran	132	4.1%	31	5.2%	50	1.5%	51	1.6%
Panhandles	50	1.5%	4	0.7%	15	0.5%	31	1.0%
Has An Animal / Pet	41	1.3%	7	1.2%	12	0.4%	22	0.7%
Has a Shopping Cart	138	4.3%	17	2.8%	54	1.7%	67	2.1%
Has a Partner / Part of a Couple								

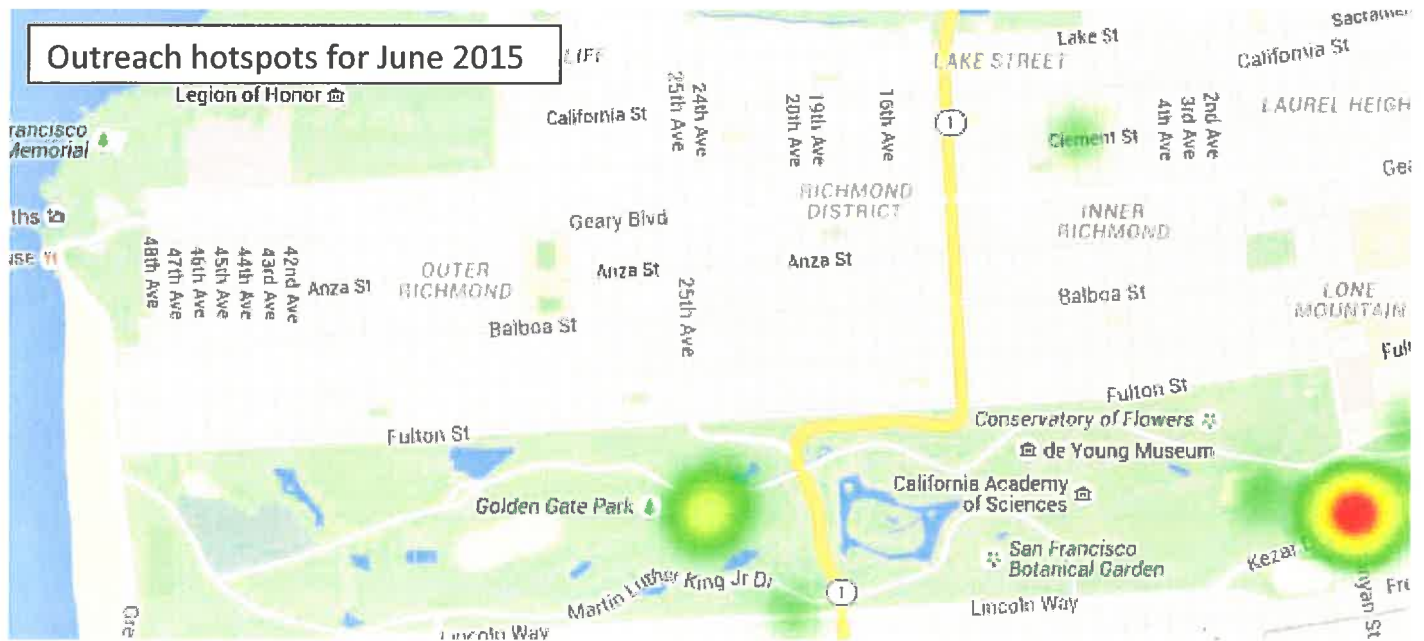
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7														74			
75 Identified Needs	ALL DISTRICTS - EVER				ALL DISTRICTS - APRIL 2015				ALL DISTRICTS - MAY 2015				ALL DISTRICTS - JUNE 2015				75
76 Total # of Engagements	2,213	100.0%	434	100.0%	902	100.0%	877	100.0%	76								
77 Total # of Needs Identified	837	37.8%	221	50.9%	39	4.3%	244	27.8%	77								
78 Medical Needs	269	12.2%	80	18.4%	34	3.8%	82	9.4%	78								
79 Benefits-Related Needs	283	12.8%	68	15.7%	-	0.0%	63	7.2%	79								
80 Mental Health Needs	72	3.3%	27	6.2%	4	0.4%	19	2.2%	80								
81 Substance Use-Related Needs	99	4.5%	31	7.1%	-	0.0%	27	3.1%	81								
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114	5.2%	15	3.5%	1	0.1%	53	6.0%	82								
83 Service Referrals and Linkages by District	ALL DISTRICTS - EVER				ALL DISTRICTS - APRIL 2015				ALL DISTRICTS - MAY 2015				ALL DISTRICTS - JUNE 2015				83
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	84
85 Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	320	73.7%	85	19.6%	376	17.0%	331	15.0%	198	8.9%	208	9.4%	85
86 Homeless Related Services	564	25.5%	207	9.4%	168	38.7%	39	9.0%	55	2.5%	138	6.2%	60	2.7%	76	3.4%	86
87 Shelter Reservation	226	10.2%	112	5.1%	45	10.4%	17	3.9%	1	0.0%	16	0.7%	20	0.9%	23	1.0%	87
88 Shelter Reservation Attempted, No Bed Available	19	0.9%	-	0.0%	7	1.6%	-	0.0%	3	0.1%	-	0.0%	5	0.2%	-	0.0%	88
89 SFHOT Assessment and Case Management	57	2.6%	17	0.8%	12	2.8%	2	0.5%	31	1.4%	6	0.3%	10	0.5%	10	0.5%	89
90 Homeward Bound	12	0.5%	2	0.1%	3	0.7%	-	0.0%	-	0.0%	107	4.8%	8	0.4%	8	0.4%	90
91 Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	7	1.6%	2	0.5%	9	0.4%	8	0.4%	4	0.2%	-	0.0%	91
92 Navigation Center	125	5.6%	48	2.2%	69	15.9%	13	3.0%	3	0.1%	1	0.0%	2	0.1%	27	1.2%	92
93 Other	86	3.9%	16	0.7%	32	7.4%	5	1.2%	11	0.5%	-	0.0%	16	0.7%	8	0.4%	93
94 Medical Services	204	9.2%	101	4.6%	65	15.0%	33	7.6%	219	9.9%	89	4.0%	67	3.0%	27	1.2%	94
95 Emergency Department	24	1.1%	23	1.0%	5	1.2%	5	1.2%	12	0.5%	25	1.1%	63	2.8%	19	0.9%	95
96 Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	6	1.4%	4	0.9%	6	0.3%	-	0.0%	2	0.1%	1	0.0%	96
97 Primary Care Provider New Connection	23	1.0%	3	0.1%	8	1.8%	3	0.7%	152	6.9%	55	2.5%	-	0.0%	6	0.3%	97
98 Primary Care Provider Reconnection with Existing PCP	-	0.0%	3	0.1%	-	0.0%	-	0.0%	3	0.1%	3	0.1%	-	0.0%	1	0.0%	98
99 SFHOT Medical Outreach Services	94	4.2%	42	1.9%	33	7.6%	14	3.2%	12	0.5%	1	0.0%	1	0.0%	-	0.0%	99
100 Other	46	2.1%	17	0.8%	13	3.0%	7	1.6%	37	1.7%	5	0.2%	1	0.0%	-	0.0%	100
101 Benefits Related Services	248	11.2%	28	1.3%	50	11.5%	5	1.2%	43	1.9%	31	1.4%	19	0.9%	25	1.1%	101
102 General Assistance enrollment via CAAP	98	4.4%	6	0.3%	24	5.5%	1	0.2%	5	0.2%	2	0.1%	8	0.4%	2	0.1%	102
103 SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%	3	0.7%	1	0.2%	28	1.3%	2	0.1%	-	0.0%	19	0.9%	103
104 CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	9	2.1%	1	0.2%	5	0.2%	-	0.0%	3	0.1%	-	0.0%	104
105 Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%	3	0.7%	2	0.5%	-	0.0%	26	1.2%	-	0.0%	-	0.0%	105
106 Medi-Cal Enrollment	10	0.5%	2	0.1%	4	0.9%	-	0.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	106
107 Identification Obtainment	54	2.4%	7	0.3%	6	1.4%	-	0.0%	-	0.0%	-	0.0%	2	0.1%	1	0.0%	107
108 Other	14	0.6%	2	0.1%	1	0.2%	-	0.0%	2	0.1%	1	0.0%	6	0.3%	3	0.1%	108
109 Mental Health Services	36	1.6%	10	0.5%	11	2.5%	1	0.2%	35	1.6%	55	2.5%	25	1.1%	39	1.8%	109
110 Westside Crisis	7	0.3%	-	0.0%	1	0.2%	-	0.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	110
111 Comprehensive Crisis Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	111
112 Dore Urgent Care Clinic	3	0.1%	1	0.0%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	112
113 Psychiatric Emergency Services	6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	27	1.2%	113
114 SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	8	1.8%	1	0.2%	2	0.1%	-	0.0%	9	0.4%	1	0.0%	114
115 Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	41	1.9%	10	0.5%	7	0.3%	115
116 South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	6	0.3%	-	0.0%	4	0.2%	2	0.1%	116
117 Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	18	0.8%	12	0.5%	1	0.0%	1	0.0%	117
118 Other	3	0.1%	-	0.0%	1	0.2%	-	0.0%	6	0.3%	2	0.1%	1	0.0%	1	0.0%	118
119 Substance Use-Related Services	72	3.3%	29	1.3%	9	2.1%	4	0.9%	2	0.1%	4	0.2%	2	0.1%	14	0.6%	119
120 Treatment Access Program	18	0.8%	1	0.0%	3	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	120
121 Sobering Center	29	1.3%	19	0.9%	1	0.2%	-	0.0%	-	0.0%	3	0.1%	-	0.0%	-	0.0%	121
122 Joe Healy Medical Detox	11	0.5%	4	0.2%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	122
123 Methadone Enrollment (various locations)	7	0.3%	4	0.2%	2	0.5%	3	0.7%	2	0.1%	0.0%	0.0%	-	0.0%	-	0.0%	123
124 Other	7	0.3%	1	0.0%	2	0.5%	1	0.2%	-	0.0%	1	0.0%	2	0.1%	14	0.6%	124
125 Other Services	124	5.6%	38	1.7%	17	3.9%	3	0.7%	22	1.0%	14	0.6%	25	1.1%	27	1.2%	125
126 Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	10	2.3%	-	0.0%	1	0.0%	2	0.1%	4	0.2%	16	0.7%	126
127 Companion Animal Paperwork	1	0.0%	-	0.0%	-	0.0%	-	0.0%	8	0.4%	6	0.3%	-	0.0%	-	0.0%	127
128 Veterans Services	7	0.3%	2	0.1%	-	0.0%	-	0.0%	2	0.1%	-	0.0%	10	0.5%	2	0.1%	128
129 Legal Services	6	0.3%	3	0.1%	2	0.5%	-	0.0%	1	0.0%	-	0.0%	-	0.0%	9	0.4%	129
130 Emergency Food / Food Referral	17	0.8%	9	0.4%	1	0.2%	-	0.0%	6	0.3%	2	0.1%	3	0.1%	-	0.0%	130
131 Clothing Referral	17	0.8%	11	0.5%	1	0.2%	1	0.2%	-	0.0%	4	0.2%	-	0.0%	-	0.0%	131
132 Lava Mae (showers)	19	0.9%	6	0.3%	1	0.2%	1	0.2%	-	0.0%	-	0.0%	8	0.4%	-	0.0%	132
133 Employment Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	133
134 Other	18	0.8%	5	0.2%	2	0.5%	1	0.2%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	134



## District 1 Update

District 1: Inner Richmond, Central Richmond, Outer Richmond, Vista del Mar, Lone Mountain, Golden Gate Park, Lincoln Park, University of San Francisco, and the Farallon Islands

### Outreach Updates



During June 2015, 13 documented outreach attempts have been made in District 1. 12 of 13 of these attempts took place in Golden Gate Park, and it is important to note that all Golden Gate Park encounters are included in this report, as it is difficult to specify whether they took place in District 1 or 5.

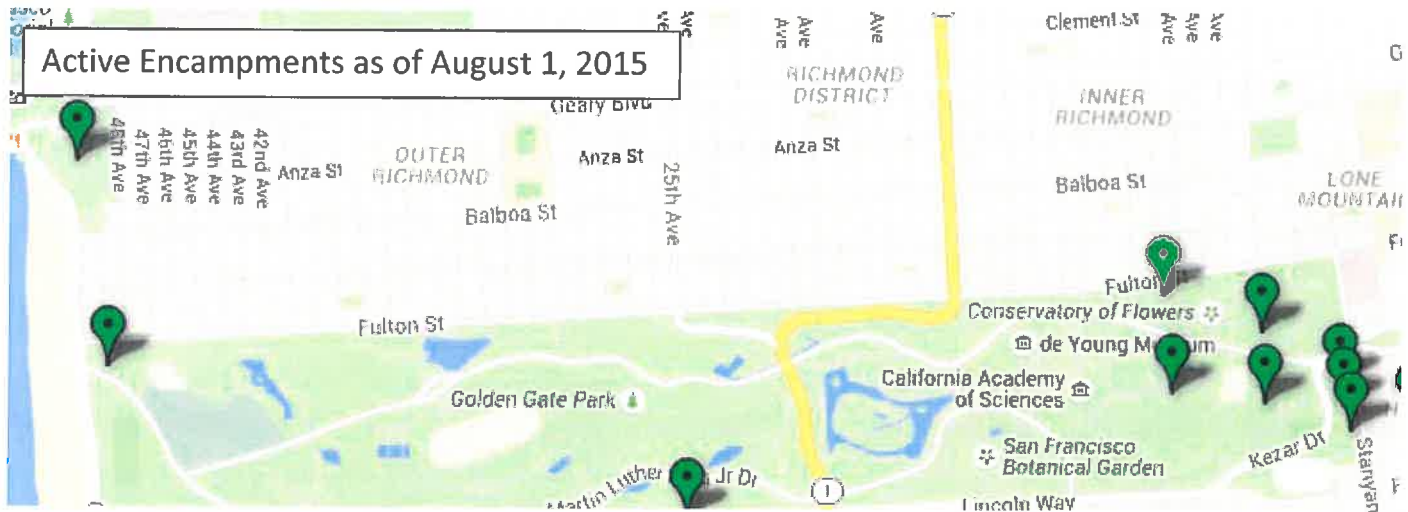
Full details on outreach efforts and outcomes can be found in the included Outreach Report and Outreach Outcomes Summary. Outreach encounter data will be available sooner once our electronic data collection application is in use.

Outreach can be requested by calling 311 or (415) 734-4233.



**San Francisco Homeless Outreach Team (SFHOT)  
Service Update; Encampment data as of 8/1/2015**

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	0	0
	Campsite (3-9)	10	62
	Encampment (10+)	0	0
<b>Total</b>		<b>10</b>	<b>62</b>

As of August 1, SFHOT has identified 10 active encampments throughout District 1 and Golden Gate Park. Encampments range from a semi-permanent structure housing 1-2 residents, to more permanent, larger communities with many residents. Encampments, especially smaller ones, are difficult to accurately track, as they may shift locations, or residents may not be present during the day.

(Not all encampments may be visible on map due to overlapping icons.)





## SFHOT Outreach Outcomes for District 1

Outreach Dates: 4/1/2015-6/30/2015

### 114 Total Outreaches Attempted

### 69 Total Successful Engagements (did not refuse outreach)

### 44 Needs Identified

- 12 Medical Needs
- 26 Benefits-Related Needs
- 2 Mental Health Needs
- Substance Use-Related Needs
- 4 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

### 135 Total Referrals for Services Made

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### 15 Total Linkages with Services Made

(Referral made and verified as complete)

#### 5 Received Homeless Related Services

- 2 Shelter Reservations Made
- 3 Enrolled in SFHOT Case Management
- Went home via Homeward Bound
- Accessed a Neighborhood Resource or Drop-In Center
- Entered services at the Navigation Center
- Received Other homeless-related services

#### 4 Received Medical Services

- 1 Transported to the Emergency Department
- Connected with and assigned a Primary Care Provider
- 3 Received SFHOT Medical Outreach Services
- Received Other Medical Services

#### 5 Received Benefits Related Services

- 3 Received General Assistance
- Received SSI
- 2 Enrolled in CalFresh
- Enrolled in Healthy SF
- Enrolled in Medi-Cal
- Obtained Identification
- Other Benefits services

#### 1 Received Mental Health Services

- Received Crisis Services (Comprehensive Crisis, Westside)
- 1 Received Psych Emergency Services (Dore, PES)
- Received SFHOT Psychiatric Outreach Services
- Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
- Other Mental Health services

#### 0 Received Substance Use-Related Services

- Signed up for Substance Abuse Treatment
- Taken to the Sobering Center
- Enrolled in Detox programs
- Enrolled in Methadone Maintenance
- Other

#### 0 Received Other Services

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- Received emergency food or connected with food services
- Received Clothing
- Accessed showers at Lava Mae
- Other



**SF HOT Outreach Encounter Report for District 1**

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Total # of Encounters</b>	3,227	100.0%	114	100.0%	38	100.0%	63	100.0%	13	100.0%
<b>Total # of Refusals of Outreach</b>	1,014	31.4%	48	41.0%	10	26.3%	29	46.0%	6	46.2%
<b>Total # of Engagements</b>	2,213	100.0%	69	59.0%	28	73.7%	34	54.0%	7	53.8%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		114		38		63		13	
<b>Totals with Homeless Length Data</b>	217	100%	5	100%	0	0%	0	0%	5	100.00%
Average Time Homeless	7.33		2.53		UNK		UNK		3	
Brief Homeless (30 days or less)	9	4.1%	-	0.0%	-	0.00%	-	0.00%	-	0.00%
Short-term (31 days to 0.99 years)	27	12.4%	1	20.0%	-	0.00%	-	0.00%	1	8.33%
Intermediate (1 year to 2.99 years)	35	16.1%	2	40.0%	-	0.00%	-	0.00%	2	16.67%
Chronic (3 years +)	146	67.3%	2	40.0%	-	0.00%	-	0.00%	2	16.67%
Chronic (3 years to 9.99 years)	87	40.1%	2	40.0%	-	0.00%	-	0.00%	2	16.67%
Long-term Chronic 10 years or more)	59	27.2%	-	0.0%	-	0.00%	-	0.00%	-	0.00%
No Data	3,010		112		0		0		8	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		114		38		63		13	
Average Age (using only records with exact DOB)	45.19		38.72		36.12		40.16		48.00	
<b>Totals (includes estimated ages)</b>	2,621	100.0%	69	100.0%	26	100.00%	33	100.00%	10	100.00%
Teen	11	0.4%	1	1.4%	1	3.85%	0	0.00%	0	0.00%
20 to 29.9	452	17.2%	24	34.8%	12	46.15%	11	33.33%	1	10.00%
30 to 39.9	520	19.8%	13	18.8%	4	15.38%	7	21.21%	2	20.00%
40 to 49.9	718	27.4%	6	8.7%	2	7.69%	2	6.06%	2	20.00%
50 to 59.9	659	25.1%	16	23.2%	4	15.38%	9	27.27%	3	30.00%
60 to 69.9	217	8.3%	7	10.1%	3	11.54%	2	6.06%	2	20.00%
Over 70	44	1.7%	2	2.9%	0	0.00%	2	6.06%	0	0.00%
No Data	605		45		12		30		3	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Totals</b>	2,828	100.0%	104	100.0%	32	100.0%	60	100.0%	12	2.2%
Male	2,090	73.9%	79	76.0%	24	75.0%	46	76.7%	9	1.7%
Female	693	24.5%	24	23.1%	8	25.0%	13	21.7%	3	0.6%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	1	1.0%	-	0.0%	1	1.7%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		10		6	18.8%	3	5.0%	1	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Totals</b>	2,816	100.0%	99	100.0%	37	100.0%	53	100.0%	9	100.0%
African American / Black	759	27.0%	9	9.1%	4	10.8%	3	5.7%	2	0.4%
Asian	38	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native American	28	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Latino/a	357	12.7%	2	2.0%	-	0.0%	2	3.8%	-	0.0%
White	1,268	45.0%	80	80.8%	30	81.1%	48	90.6%	2	0.4%
Multi-Ethnic	79	2.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	31	1.1%	3	3.0%	3	8.1%	-	0.0%	-	0.0%
Not Asked	410		15		1		10		4	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Totals</b>	2,416	100.0%	97	100.0%	31	100.0%	57	100.0%	9	100.0%
English	2,241	92.8%	92	94.8%	29	93.5%	55	96.5%	8	88.9%
Spanish	166	6.9%	3	3.1%	1	3.2%	2	3.5%	-	0.0%
Cantonese / Mandarin	4	0.2%	1	1.0%	-	0.0%	-	0.0%	1	11.1%
Other	5	0.2%	1	1.0%	1	3.2%	-	0.0%	-	0.0%
No Data	811		17		7		6		4	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
<b>Totals</b>	1,260	100.0%	56	17.8%	20	6.3%	30	100.0%	3	100.0%
Straight / Heterosexual	958	76.0%	50	15.9%	16	5.1%	28	93.3%	3	100.0%
Bisexual	31	2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	56	4.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	1	0.3%	1	0.3%	-	0.0%	-	0.0%
Declined	166	13.2%	5	1.6%	3	1.0%	2	6.7%	-	0.0%
Not Asked	1,967		68		18		33		10	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 1 EVER		DISTRICT 1 - APRIL 2015		DISTRICT 1 - MAY 2015		DISTRICT 1 - JUNE 2015	
Veteran	77	2.4%	3	2.6%	-	0.0%	2	3.2%	1	7.7%
Panhandles	132	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has An Animal / Pet	50	1.5%	2	1.8%	-	0.0%	-	0.0%	2	15.4%
Has a Shopping Cart	41	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

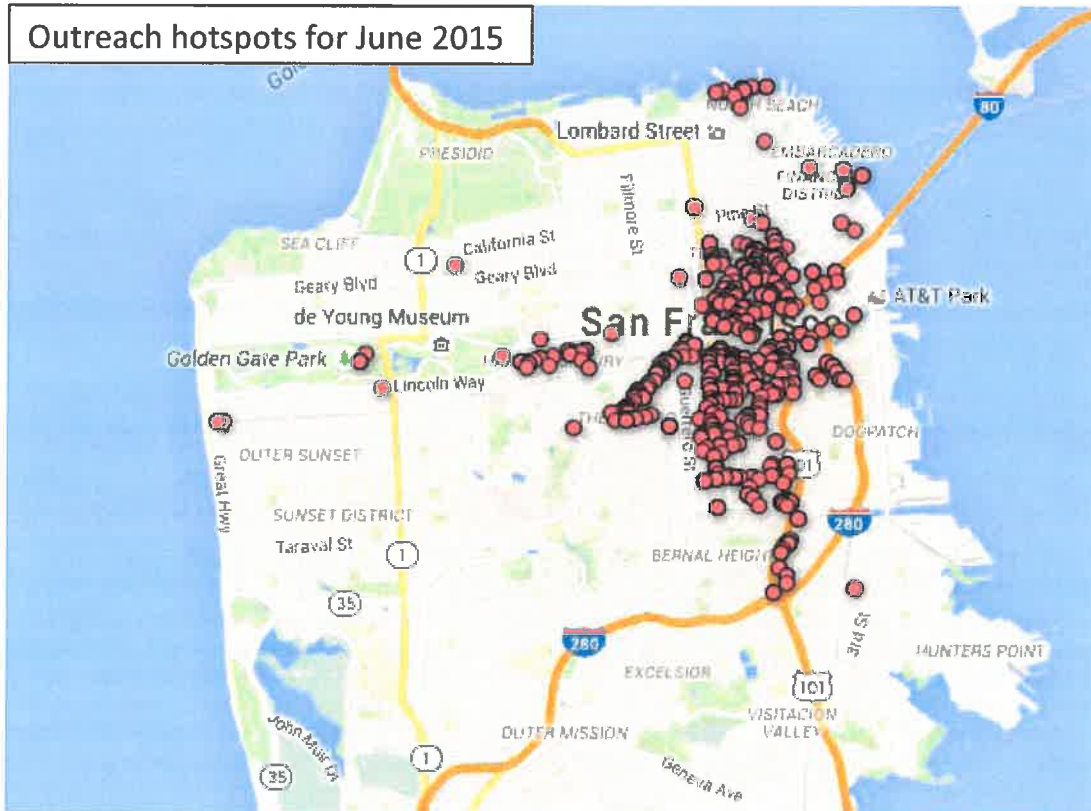
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																				
75 Identified Needs																				
76 Total # of Engagements																				
77 Total # of Needs Identified																				
78 Medical Needs																				
79 Benefits-Related Needs																				
80 Mental Health Needs																				
81 Substance Use-Related Needs																				
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)																				
83 Service Referrals and Linkages by District																				
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	ALL DISTRICTS - EVER				DISTRICT 1 EVER				DISTRICT 1 - APRIL 2015				DISTRICT 1 - MAY 2015				DISTRICT 1 - JUNE 2015			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
85	1,248	56.4%	413	18.7%	71	102.9%	15	21.7%	19	67.9%	4	14.3%	50	147.1%	9	26.5%	3	42.9%	2	28.6%
86	564	25.5%	207	9.4%	10	14.5%	5	7.2%	3	10.7%	1	3.6%	7	20.6%	3	8.8%	-	0.0%	1	14.3%
87	226	10.2%	112	5.1%	1	1.4%	2	2.9%	1	3.6%	1	3.6%	-	0.0%	-	0.0%	-	0.0%	1	14.3%
88	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
89	57	2.6%	17	0.8%	3	4.3%	3	4.3%	-	0.0%	-	0.0%	3	8.8%	3	8.8%	-	0.0%	-	0.0%
90	12	0.5%	2	0.1%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	2	5.9%	-	0.0%	-	0.0%	-	0.0%
91	58	2.6%	12	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
92	125	5.6%	48	2.2%	2	2.9%	-	0.0%	2	7.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
93	86	3.9%	16	0.7%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	2	5.9%	-	0.0%	-	0.0%	-	0.0%
94	204	9.2%	101	4.6%	12	17.4%	4	5.8%	2	7.1%	2	7.1%	9	26.5%	1	2.9%	1	14.3%	1	14.3%
95	24	1.1%	23	1.0%	1	1.4%	1	1.4%	1	3.6%	1	3.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
96	17	0.8%	13	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
97	23	1.0%	3	0.1%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	2	5.9%	-	0.0%	-	0.0%	-	0.0%
98	-	0.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
99	94	4.2%	42	1.9%	8	11.6%	3	4.3%	1	3.6%	1	3.6%	6	17.6%	1	2.9%	1	14.3%	1	14.3%
100	46	2.1%	17	0.8%	1	1.4%	-	0.0%	-	0.0%	-	0.0%	1	2.9%	-	0.0%	-	0.0%	-	0.0%
101	248	11.2%	28	1.3%	43	62.9%	5	7.2%	12	42.9%	1	3.6%	30	88.2%	4	11.8%	2	28.6%	-	0.0%
102	98	4.4%	6	0.3%	22	31.3%	3	4.3%	7	25.0%	1	3.6%	16	47.3%	2	5.9%	-	0.0%	-	0.0%
103	16	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
104	52	2.3%	7	0.3%	20	29.0%	2	2.9%	5	17.9%	-	0.0%	14	41.2%	2	5.9%	1	14.3%	-	0.0%
105	4	0.2%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
106	10	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
107	54	2.4%	7	0.3%	1	1.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	14.3%	-	0.0%
108	14	0.6%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
109	36	1.6%	10	0.5%	1	1.4%	1	1.4%	-	0.0%	-	0.0%	1	2.9%	1	2.9%	-	0.0%	-	0.0%
110	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
111	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
112	3	0.1%	1	0.0%	1	1.4%	1	1.4%	-	0.0%	-	0.0%	1	2.9%	1	2.9%	-	0.0%	-	0.0%
113	6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
114	17	0.8%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
115	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
116	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
117	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
118	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
119	72	3.3%	29	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
120	18	0.8%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
121	29	1.3%	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
122	11	0.5%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
123	7	0.3%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
124	7	0.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
125	124	5.6%	38	1.7%	5	7.2%	-	0.0%	2	7.1%	-	0.0%	3	8.8%	-	0.0%	-	0.0%	-	0.0%
126	38	1.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
127	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
128	7	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
129	6	0.3%	3	0.1%	2	2.9%	-	0.0%	2	7.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
130	17	0.8%	9	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
131	17	0.8%	11	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
132	19	0.9%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
133	1	0.0%	-	0.0%	1	1.4%	-	0.0%	-	0.0%	-	0.0%	1	2.9%	-	0.0%	-	0.0%	-	0.0%
134	18	0.8%	5	0.2%	2	2.9%	-	0.0%	-	0.0%	-	0.0%	2	5.9%	-	0.0%	-	0.0%	-	0.0%



## District 2 Update

District 2: Presidio, Marina, Cow Hollow, Pacific Heights, Presidio Heights, Anza Vista, Laurel Heights, Jordan Park, the Lake Street corridor, Sea Cliff and parts of Russian Hill.

### Outreach Updates



During June 2015, zero documented outreach attempts have been made in District 2, down from 15 during April and May. Citywide, 1,336 outreaches were made.

SFHOT plans on creating an outreach team dedicated to District 2 to increase our efforts and outcomes in the area.

Full details on citywide outreach efforts and outcomes can be found in the included Outreach Outcomes Summary. Outreach encounter data will be available sooner once our electronic data collection application is in use.

### Community Engagement & Partnerships

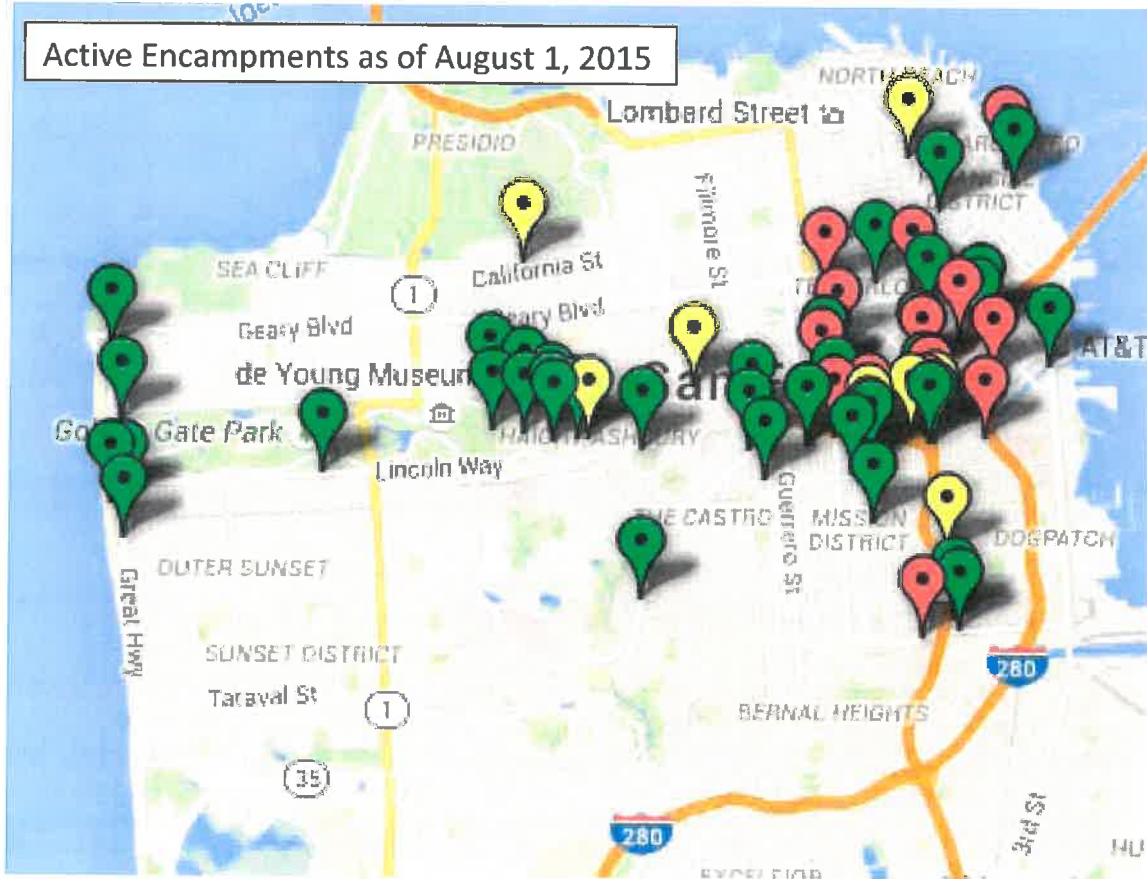
SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 2 are covered in the monthly SFPD Meetings.

Outreach can be requested by calling 311 or (415) 734-4233.





## Encampment Outreach Updates



As of August 1, SFHOT has identified 67 active encampments throughout San Francisco, with one encampment located within District Two.

Encampments range from a semi-permanent structure housing 1-2 residents, to more permanent, larger communities with many residents. Encampments, especially smaller ones, are difficult to accurately track, as they may shift locations, or residents may not be present during the day.

Outreach can be requested by calling 311 or (415) 734-4233.

SF HOT Outreach Encounter Report for District 2

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Total # of Encounters</b>	3,227	100.0%	15	100.0%	2	100.0%	13	100.0%	-	0.0%
<b>Total # of Refusals of Outreach</b>	1,014	31.4%	5	33.3%	-	0.0%	5	38.5%	-	0.0%
<b>Total # of Engagements</b>	2,213	100.0%	10	66.7%	2	100.0%	8	61.5%	-	0.0%
Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		15		2		13		0	
<b>Totals with Homeless Length Data</b>	217	100%	1	100.00%	0	0.00%	1	100.00%	0	0.00%
Average Time Homeless	7.33		3		UNK		3		UNK	
Brief Homeless (30 days or less)	9	4.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Short-term (31 days to 0.99 years)	27	12.4%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Intermediate (1 year to 2.99 years)	35	16.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Chronic (3 years +)	146	67.3%	1	100.00%	-	0.00%	1	100.00%	-	0.00%
Chronic (3 years to 9.99 years)	87	40.1%	1	100.00%	-	0.00%	1	100.00%	-	0.00%
Long-term Chronic (10 years or more)	59	27.2%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
No Data	3,010		14		0		12		0	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		15		2		13		0	
Average Age (using only records with exact DOB)	45.19		69.39		UNK		69.39		UNK	
<b>Totals (Includes estimated ages)</b>	2,621	100.0%	11	100.00%	1	100.00%	10	100.00%	0	0.00%
Teen	11	0.4%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
20 to 29.9	452	17.2%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
30 to 39.9	520	19.8%	6	54.55%	1	100.00%	5	50.00%	0	0.00%
40 to 49.9	718	27.4%	1	9.09%	0	0.00%	1	10.00%	0	0.00%
50 to 59.9	659	25.1%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
60 to 69.9	217	8.3%	4	36.36%	0	0.00%	4	40.00%	0	0.00%
Over 70	44	1.7%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
No Data	605		4		1		3		0	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Totals</b>	2,828	100.0%	15	1.3%	2	100.0%	13	1.1%	-	0.0%
Male	2,090	73.9%	12	1.0%	2	100.0%	10	0.8%	-	0.0%
Female	693	24.5%	3	0.3%	-	0.0%	3	0.3%	-	0.0%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		-		-		-		-	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Totals</b>	2,816	100.0%	15	100.0%	2	100.0%	13	100.0%	-	0.0%
African American / Black	759	27.0%	5	0.4%	-	0.0%	5	0.4%	-	0.0%
Asian	38	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native American	28	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Latino/a	357	12.7%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
White	1,268	45.0%	9	0.8%	2	100.0%	7	0.6%	-	0.0%
Multi-Ethnic	79	2.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	31	1.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	410		-		-		-		-	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Totals</b>	2,416	100.0%	11	1.0%	2	100.0%	9	0.8%	-	0.0%
English	2,241	92.8%	10	0.9%	2	100.0%	8	0.7%	-	0.0%
Spanish	166	6.9%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		4		-		4		-	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
<b>Totals</b>	1,260	100.0%	5	0.7%	-	0.0%	5	0.7%	-	0.0%
Straight / Heterosexual	958	76.0%	3	0.4%	-	0.0%	3	0.4%	-	0.0%
Bisexual	31	2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	56	4.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	166	13.2%	2	0.3%	-	0.0%	2	0.3%	-	0.0%
Not Asked	1,967		10		2		8		-	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 2 - EVER		DISTRICT 2 - APRIL 2015		DISTRICT 2 - MAY 2015		DISTRICT 2 - JUNE 2015	
Veteran	77	2.4%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Panhandles	132	4.1%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Has An Animal / Pet	50	1.5%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Has a Shopping Cart	41	1.3%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%



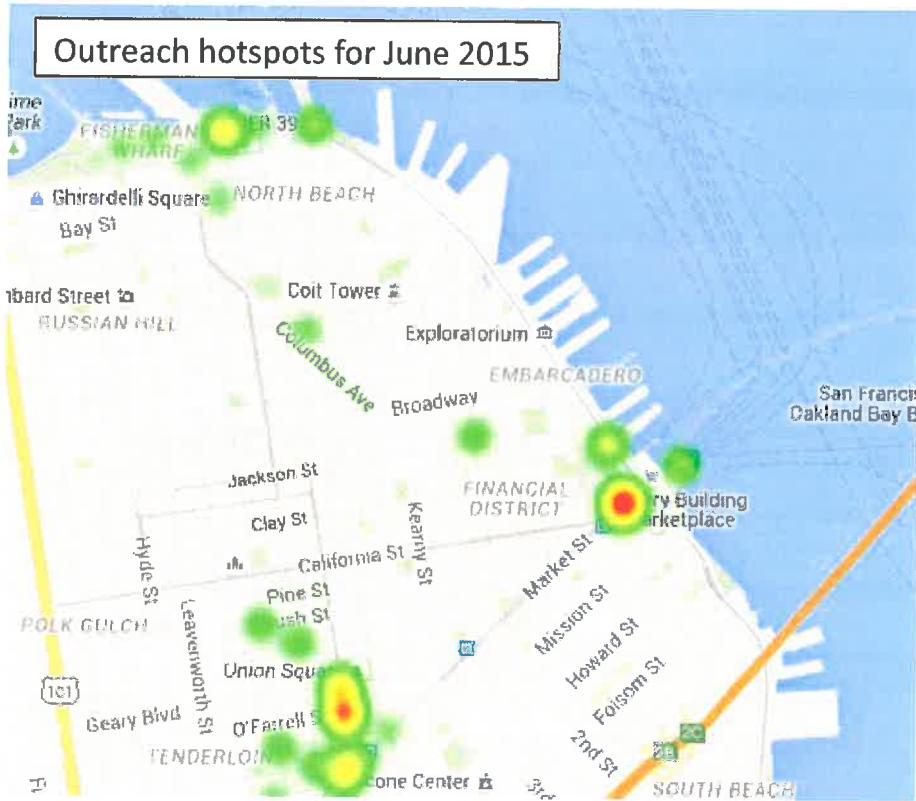
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																	74				
75 Identified Needs	ALL DISTRICTS - EVER				DISTRICT 2 - EVER				DISTRICT 2 - APRIL 2015				DISTRICT 2 - MAY 2015				DISTRICT 2 - JUNE 2015				75
76 Total # of Engagements	2,213	100.0%			10	100.0%			2	100.0%			8	100.0%			-	100.0%			76
77 Total # of Needs Identified	837	37.8%			1	10.0%			1	50.0%			-	0.0%			-	0.0%			77
78 Medical Needs	269	12.2%			1	10.0%			1	50.0%			-	0.0%			-	0.0%			78
79 Benefits-Related Needs	283	12.8%			-	0.0%			-	0.0%			-	0.0%			-	0.0%			79
80 Mental Health Needs	72	3.3%			-	0.0%			-	0.0%			-	0.0%			-	0.0%			80
81 Substance Use-Related Needs	99	4.5%			-	0.0%			-	0.0%			-	0.0%			-	0.0%			81
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114	5.2%			-	0.0%			-	0.0%			-	0.0%			-	0.0%			82
83 Service Referrals and Linkages by District	ALL DISTRICTS - EVER				DISTRICT 2 - EVER				DISTRICT 2 - APRIL 2015				DISTRICT 2 - MAY 2015				DISTRICT 2 - JUNE 2015				83
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	84
85 Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	3	30.0%	-	0.0%	2	100.0%	-	0.0%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	85
86 Homeless Related Services	564	25.5%	207	9.4%	2	20.0%	-	0.0%	1	50.0%	-	0.0%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	86
87 Shelter Reservation	226	10.2%	112	5.1%	1	10.0%	-	0.0%	-	0.0%	-	0.0%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	87
88 Shelter Reservation Attempted, No Bed Available	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	88
89 SFHOT Assessment and Case Management	57	2.6%	17	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	89
90 Homeward Bound	12	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	90
91 Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	91
92 Navigation Center	125	5.6%	48	2.2%	1	10.0%	-	0.0%	1	50.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	92
93 Other	86	3.9%	16	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	93
94 Medical Services	204	9.2%	101	4.6%	1	10.0%	-	0.0%	1	50.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	94
95 Emergency Department	24	1.1%	23	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	95
96 Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	96
97 Primary Care Provider New Connection	23	1.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	97
98 Primary Care Provider Reconnection with Existing PCP	3	0.1%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	98
99 SFHOT Medical Outreach Services	94	4.2%	42	1.9%	1	10.0%	-	0.0%	1	50.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	99
100 Other	46	2.1%	17	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	100
101 Benefits Related Services	248	11.2%	28	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	101
102 General Assistance enrollment via CAAP	98	4.4%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	102
103 SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	103
104 CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	104
105 Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	105
106 Medi-Cal Enrollment	10	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	106
107 Identification Obtainment	54	2.4%	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	107
108 Other	14	0.6%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	108
109 Mental Health Services	36	1.6%	10	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	109
110 Westside Crisis	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	110
111 Comprehensive Crisis Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	111
112 Dore Urgent Care Clinic	3	0.1%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	112
113 Psychiatric Emergency Services	6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	113
114 SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	114
115 Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	115
116 South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	116
117 Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	117
118 Other	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	118
119 Substance Use-Related Services	72	3.3%	29	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	119
120 Treatment Access Program	18	0.8%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	120
121 Sobering Center	29	1.3%	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	121
122 Joe Healy Medical Detox	11	0.5%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	122
123 Methadone Enrollment (various locations)	7	0.3%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	123
124 Other	7	0.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	124
125 Other Services	124	5.6%	38	1.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	125
126 Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	126
127 Companion Animal Paperwork	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	127
128 Veterans Services	7	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	128
129 Legal Services	6	0.3%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	129
130 Emergency Food / Food Referral	17	0.8%	9	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	130
131 Clothing Referral	17	0.8%	11	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	131
132 Lava Mae (showers)	19	0.9%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	132
133 Employment Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	133
134 Other	18	0.8%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	134



## District 3 Update

**District 3:** Chinatown, Nob Hill, Russian Hill, North Beach, Fisherman's Wharf, Polk Street, the Financial District and Union Square

### Outreach Updates



During June 2015, 114 outreach attempts were made in District 3. Outreach most often occurs in Union Square, Powell/Market, Justin Herman Plaza, the Ferry Building, and along Fisherman's Wharf.

55 referrals for services were made in June, with 33 verified as successful linkages with services.

Full details on outreach efforts and outcomes can be found in the included Outreach Report and Outreach Outcomes Summary.

Outreach encounter data will be available sooner once our electronic data collection application is in use.

### Community Engagement & Partnerships

SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Rann Parker and Brenda Meskan regularly engage with the following organizations, and participate in the following activities:

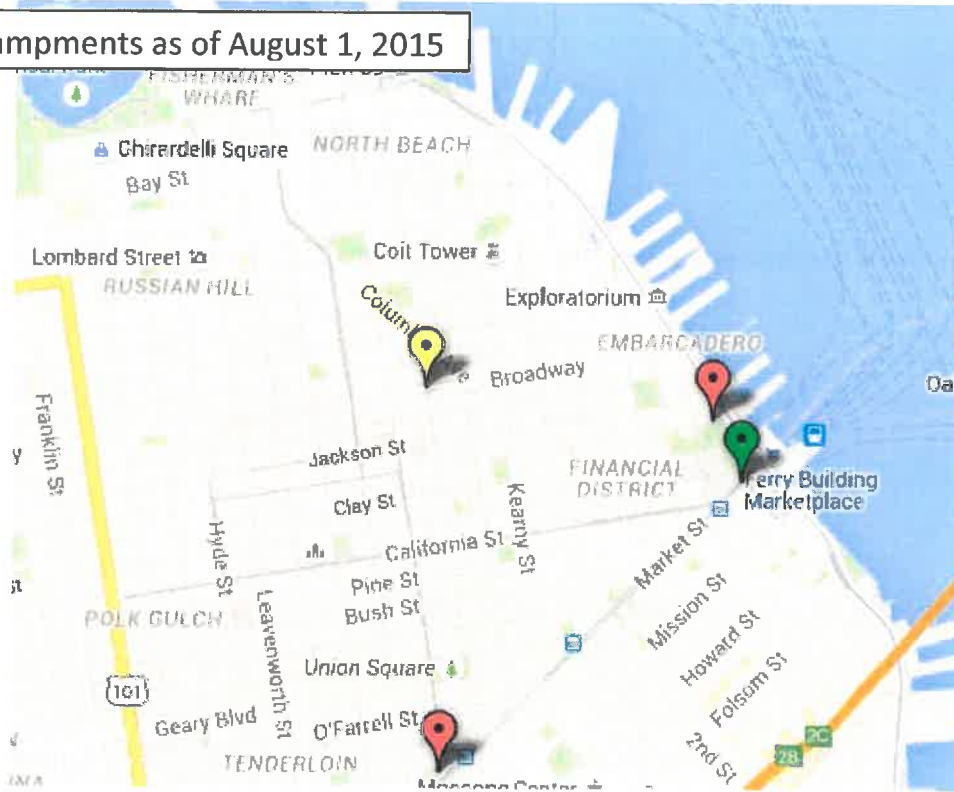
- North Beach Citizens: Partner in Care
- Union Square BID (contract and ongoing monitoring support)
- Central Station SFPD: attend quarterly Community Meeting per invitation
- Provide quarterly trainings to offices at Central Station regarding homeless resources



San Francisco Homeless Outreach Team (SFHOT)  
 Service Update; Encampment data as of 8/1/2015

Encampment Outreach Updates

Active Encampments as of August 1, 2015



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	1	2
	Campsite (3-9)	1	5
	Encampment (10+)	2	43
<b>Total</b>		<b>4</b>	<b>50</b>

**District 3 Encampment Outreach Update**

Four encampments, containing approximately 50 residents have been identified and outreached to within District 3. Outreach workers will continue to identify and engage encampments throughout the area.

Requests for outreach can be made by calling 311 or (415) 734-4233.



## SFHOT Outreach Outcomes for District 3

Outreach Dates: 4/1/2015-6/30/2015

**319 Total Outreaches Attempted**

**187 Total Successful Engagements (did not refuse outreach)**

**66 Needs Identified**

- 15 Medical Needs
- 20 Benefits-Related Needs
- 10 Mental Health Needs
- 9 Substance Use-Related Needs
- 12 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

**124 Total Referrals for Services Made**

**60 Total Linkages with Services Made**

(Referral made and verified as complete)

**36 Received Homeless Related Services**

- 18 Shelter Reservations Made
- 1 Enrolled in SFHOT Case Management
- 1 Went home via Homeward Bound
- 9 Accessed a Neighborhood Resource or Drop-In Center
- 7 Entered services at the Navigation Center
- Received Other homeless-related services

**5 Received Medical Services**

- 2 Transported to the Emergency Department
- Connected with and assigned a Primary Care Provider
- 3 Received SFHOT Medical Outreach Services
- Received Other Medical Services

**3 Received Benefits Related Services**

- 1 Received General Assistance
- Received SSI
- Enrolled in CalFresh
- Enrolled in Healthy SF
- Enrolled in Medi-Cal
- 1 Obtained Identification
- 1 Other Benefits services

**1 Received Mental Health Services**

- Received Crisis Services (Comprehensive Crisis, Westside)
- Received Psych Emergency Services (Dore, PES)
- 1 Received SFHOT Psychiatric Outreach Services
- Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
- Other Mental Health services

**2 Received Substance Use-Related Services**

- Signed up for Substance Abuse Treatment
- 1 Taken to the Sobering Center
- 1 Enrolled in Detox programs
- Enrolled in Methadone Maintenance
- Other

**13 Received Other Services**

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- 1 Received Veterans Services
- 1 Received Legal Services
- 3 Received emergency food or connected with food services
- 6 Received Clothing
- 2 Accessed showers at Lava Mae
- Other



**SF HOT Outreach Encounter Report for District 3**

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Total # of Encounters</b>	3,227	100.0%	319	100.0%	39	100.0%	166	100.0%	114	100.0%
<b>Total # of Refusals of Outreach</b>	1,014	31.4%	132	41.4%	17	43.6%	56	33.7%	59	51.8%
<b>Total # of Engagements</b>	2,213	100.0%	187	58.6%	22	56.4%	110	66.3%	55	48.2%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		319		39		166		114	
<b>Totals with Homeless Length Data</b>	217	100%	39	100%	3	100%	7	100%	29	100%
<b>Average Time Homeless</b>	7.33		11.09		5.69		10.43		11.81	
<b>Brief Homeless (30 days or less)</b>	9	4.1%	1	2.6%	0	0.0%	0	0.0%	1	3.4%
<b>Short-term (31 days to 0.99 years)</b>	27	12.4%	3	7.7%	0	0.0%	2	28.6%	1	3.4%
<b>Intermediate (1 year to 2.99 years)</b>	35	16.1%	2	5.1%	1	33.3%	0	0.0%	1	3.4%
<b>Chronic (3 years +)</b>	146	67.3%	33	84.6%	2	66.7%	5	71.4%	26	89.7%
Chronic (3 years to 9.99 years)	87	40.1%	14	35.9%	2	66.7%	0	0.0%	12	41.4%
Long-term Chronic 10 years or more)	59	27.2%	19	48.7%	0	0.0%	5	71.4%	14	48.3%
No Data	3,010		280		0		0		85	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		319		39		166		114	
<b>Average Age (using only records with exact DOB)</b>	45.19		47.99		57.03		37.96		48.06	
<b>Totals (includes estimated ages)</b>	2,621	100.0%	282	100.0%	37	100.0%	143	100.0%	102	100.0%
<b>Teen</b>	11	0.4%	1	0.4%	0	0.0%	1	0.7%	0	0.0%
20 to 29.9	452	17.2%	45	16.0%	5	13.5%	20	14.0%	20	19.6%
30 to 39.9	520	19.8%	46	16.3%	8	21.6%	20	14.0%	18	17.6%
40 to 49.9	718	27.4%	84	29.8%	12	32.4%	50	35.0%	22	21.6%
50 to 59.9	659	25.1%	74	26.2%	6	16.2%	34	23.8%	34	33.3%
60 to 69.9	217	8.3%	26	9.2%	3	8.1%	15	10.5%	8	7.8%
Over 70	44	1.7%	6	2.1%	3	8.1%	3	2.1%	0	0.0%
No Data	605		37		2		23		12	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Totals</b>	2,828	100.0%	319	100.0%	39	100.0%	166	100.0%	114	35.7%
<b>Male</b>	2,090	73.9%	228	71.5%	26	66.7%	121	72.9%	81	25.4%
<b>Female</b>	693	24.5%	60	18.8%	7	17.9%	34	20.5%	18	5.6%
<b>Trans Male</b>	8	0.3%	3	0.9%	2	5.1%	0	0.0%	1	0.3%
<b>Trans Female</b>	37	1.3%	1	0.3%	0	0.0%	1	0.6%	0	0.0%
<b>Not Listed</b>	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Declined</b>	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Not Asked</b>	399		27		4		9		14	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Totals</b>	2,816	100.0%	303	100.0%	38	100.0%	154	100.0%	111	100.0%
<b>African American / Black</b>	759	27.0%	60	19.8%	6	15.8%	37	24.0%	17	5.6%
<b>Asian</b>	38	1.3%	9	3.0%	0	0.0%	3	1.9%	6	2.0%
<b>Native Hawaiian / Other Pacific Islander</b>	19	0.7%	2	0.7%	0	0.0%	1	0.6%	1	0.3%
<b>Native American</b>	28	1.0%	2	0.7%	0	0.0%	0	0.0%	2	0.7%
<b>Latino/a</b>	357	12.7%	13	4.3%	0	0.0%	9	5.8%	4	1.3%
<b>White</b>	1,268	45.0%	156	51.5%	32	84.2%	102	66.2%	22	7.3%
<b>Multi-Ethnic</b>	79	2.8%	5	1.7%	0	0.0%	2	1.3%	3	1.0%
<b>Declined</b>	31	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Not Asked</b>	410		16		1		12		3	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Totals</b>	2,416	100.0%	216	100.0%	31	100.0%	121	100.0%	64	100.0%
<b>English</b>	2,241	92.8%	212	98.1%	31	100.0%	117	96.7%	64	100.0%
<b>Spanish</b>	166	6.9%	2	0.9%	0	0.0%	2	1.7%	0	0.0%
<b>Cantonese / Mandarin</b>	4	0.2%	1	0.5%	0	0.0%	1	0.8%	0	0.0%
<b>Other</b>	5	0.2%	1	0.5%	0	0.0%	1	0.8%	0	0.0%
<b>No Data</b>	811		103		8		45		50	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Totals</b>	1,260	100.0%	146	100.0%	17	100.0%	88	100.0%	41	28.1%
<b>Straight / Heterosexual</b>	958	76.0%	125	85.6%	16	94.1%	68	77.3%	41	28.1%
<b>Bisexual</b>	31	2.5%	1	0.7%	0	0.0%	1	1.1%	0	0.0%
<b>Gay / Lesbian</b>	56	4.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Questioning / Unsure</b>	17	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Not Listed</b>	30	2.4%	5	3.4%	0	0.0%	5	5.7%	0	0.0%
<b>Declined</b>	166	13.2%	15	10.3%	1	5.9%	14	15.9%	0	0.0%
<b>Not Asked</b>	1,967		173		22		78		73	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 3 - EVER		DISTRICT 3 - APRIL 2015		DISTRICT 3 - MAY 2015		DISTRICT 3 - JUNE 2015	
<b>Veteran</b>	77	2.4%	9	2.8%	1	2.6%	7	4.2%	1	0.9%
<b>Panhandles</b>	132	4.1%	73	22.9%	15	38.5%	28	16.9%	30	26.3%
<b>Has An Animal / Pet</b>	50	1.5%	1	0.3%	0	0.0%	1	0.6%	0	0.0%
<b>Has a Shopping Cart</b>	41	1.3%	2	0.6%	0	0.0%	0	0.0%	2	1.8%
<b>Has a Partner / Part of a Couple</b>	138	4.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%



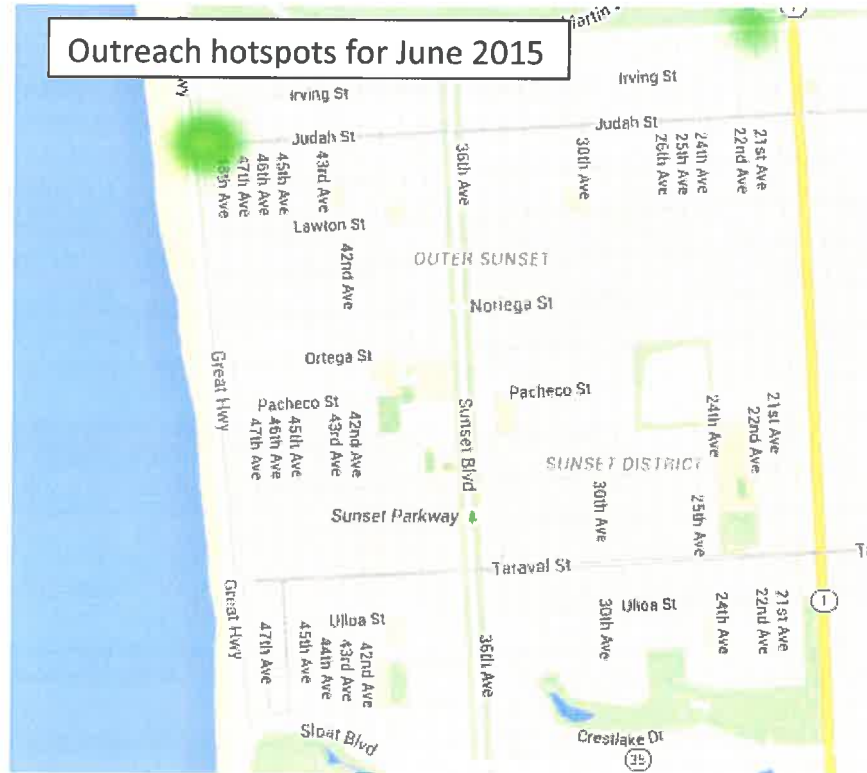
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																																									
75 Identified Needs																																									
		ALL DISTRICTS - EVER				DISTRICT 3 - EVER				DISTRICT 3 - APRIL 2015				DISTRICT 3 - MAY 2015				DISTRICT 3 - JUNE 2015																							
76 Total # of Engagements		2,213		100.0%		187		100.0%		22		100.0%		110		100.0%		55			100.0%																				
77 Total # of Needs Identified		837		37.8%		66		35.3%		18		81.8%		28		25.5%		20			36.4%																				
78 Medical Needs		269		12.2%		15		8.0%		5		22.7%		7		6.4%		3			5.5%																				
79 Benefits-Related Needs		283		12.8%		20		10.7%		4		18.2%		13		11.8%		3			5.5%																				
80 Mental Health Needs		72		3.3%		10		5.3%		5		22.7%		2		1.8%		3			5.5%																				
81 Substance Use-Related Needs		99		4.5%		9		4.8%		3		13.6%		3		2.7%		3			5.5%																				
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)		114		5.2%		12		6.4%		1		4.5%		3		2.7%		8			14.5%																				
83 Service Referrals and Linkages by District																																									
		ALL DISTRICTS - EVER				DISTRICT 3 - EVER				DISTRICT 3 - APRIL 2015				DISTRICT 3 - MAY 2015				DISTRICT 3 - JUNE 2015																							
		Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%																				
84 Total # of Service Referrals & Linkages																																									
85 Homeless Related Services		1,248		56.4%		413		18.7%		124		66.3%		60		52.1%		23		104.5%		3		13.6%		46		41.8%		24		21.8%		55		100.0%		33		60.0%	
86 Shelter Reservation		564		25.5%		207		9.4%		71		38.0%		36		19.3%		11		50.0%		1		4.5%		27		24.5%		19		17.3%		33		60.0%		16		28.1%	
87 SFHOT Assessment and Case Management		226		10.2%		112		5.1%		38		20.3%		19		9.6%		5		22.7%		1		4.5%		13		11.8%		8		7.3%		20		36.4%		9		16.4%	
88 Homebound		19		0.9%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%			
89 Neighborhood Resource or Drop-In Center		57		2.6%		17		0.8%		6		3.2%		1		0.5%		2		9.1%				0.0%		3		2.7%		1		0.9%		1		1.8%		0.0%		0.0%	
90 Navigation Center		12		0.5%		2		0.1%		2		1.1%		1		0.5%				0.0%				0.0%		1		0.9%		1		0.9%		1		1.8%		0.0%		0.0%	
91 Other		58		2.6%		12		0.5%		15		8.0%		9		4.8%				0.0%				0.0%		5		4.5%		2		1.8%		10		18.2%		7		12.7%	
92 Medical Services		125		5.6%		48		2.2%		4		2.1%		7		3.7%				0.0%				0.0%		4		3.6%		7		6.4%				0.0%		0.0%			
93 Emergency Department		86		3.9%		16		0.7%		6		3.2%				0.0%		4		18.2%				0.0%		1		0.9%				0.0%		1		1.8%		0.0%		0.0%	
94 Healthy SF (clinic assignment for undocumented)		204		9.2%		101		4.6%		12		6.4%		5		2.7%		3		13.6%		1		4.5%		6		5.5%		2		1.8%		3		5.5%		2		3.6%	
95 Primary Care Provider New Connection		24		1.1%		23		1.0%		2		1.1%		2		1.1%				0.0%				0.0%				0.0%		0.0%		2		3.6%		2		3.6%			
96 Primary Care Provider Reconnection with Existing PCP		17		0.8%		13		0.6%		1		0.5%				0.0%		1		4.5%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
97 SFHOT Medical Outreach Services		23		1.0%		3		0.1%		1		0.5%				0.0%		1		4.5%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
98 Other		94		4.2%		42		1.9%		6		3.2%		3		1.6%		1		4.5%		1		4.5%		4		3.6%		2		1.8%		1		1.8%		0.0%		0.0%	
99 Benefits Related Services		46		2.1%		17		0.8%		2		1.1%				0.0%				0.0%				0.0%		2		1.8%		0.0%		0.0%		0.0%		0.0%		0.0%			
100 General Assistance enrollment via CAAP		248		11.2%		28		1.3%		12		6.4%		3		1.6%		5		22.7%				0.0%		6		5.5%		0.0%		0.0%		1		1.8%		3		5.5%	
101 SSI Enrollment via Homeless Advocacy Project		98		4.4%		6		0.3%		3		1.6%		1		0.5%		2		9.1%				0.0%		1		0.9%		0.0%		0.0%		0.0%		1		1.8%			
102 CalFresh Enrollment via Human Services Agency		16		0.7%		2		0.1%		1		0.5%				0.0%		1		4.5%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
103 Healthy SF (insurance for undocumented)		52		2.3%		7		0.3%		2		1.1%				0.0%				0.0%				0.0%		2		1.8%		0.0%		0.0%		0.0%		0.0%		0.0%			
104 Medi-Cal Enrollment		4		0.2%		2		0.1%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
105 Identification Obtainment		10		0.5%		2		0.1%		1		0.5%				0.0%		1		4.5%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
106 Other		54		2.4%		7		0.3%		5		2.7%		1		0.5%		1		4.5%				0.0%		3		2.7%		0.0%		0.0%		1		1.8%		1		1.8%	
107 Mental Health Services		14		0.6%		2		0.1%				0.0%		1		0.5%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
108 Westside Crisis		36		1.6%		10		0.5%		4		2.1%		1		0.5%		1		4.5%		1		4.5%				0.0%		0.0%		3		5.5%		3		5.5%			
109 Comprehensive Crisis Services		7		0.3%				0.0%		1		0.5%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
110 Dore Urgent Care Clinic				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
111 Psychiatric Emergency Services		3		0.1%		1		0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
112 SFHOT Medical Outreach Psych Services		6		0.3%		5		0.2%		1		0.5%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
113 Behavioral Health Access Center		17		0.8%		4		0.2%		2		1.1%		1		0.5%		1		4.5%		1		4.5%				0.0%		0.0%		1		1.8%		0.0%		0.0%			
114 South of Market Mental Health Svcs				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
115 Chinatown North Beach Mental Health Svcs				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
116 Other		3		0.1%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
117 Substance Use-Related Services		72		3.3%		29		1.3%		8		4.3%		2		1.1%		2		9.1%				0.0%		3		2.7%		1		0.9%		3		5.5%		1		1.8%	
118 Treatment Access Program		18		0.8%		1		0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
119 Sobering Center		29		1.3%		19		0.9%		4		2.1%		1		0.5%		1		4.5%				0.0%		1		0.9%		1		0.9%		2		3.6%		0.0%			
120 Joe Healy Medical Detox		11		0.5%		4		0.2%		3		1.6%		1		0.5%		1		4.5%				0.0%		1		0.9%		0.0%		0.0%		1		1.8%		0.0%			
121 Methadone Enrollment (various locations)		7		0.3%		4		0.2%		1		0.5%				0.0%				0.0%				0.0%		1		0.9%		0.0%		0.0%		0.0%		0.0%					
122 Other		7		0.3%		1		0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
123 Other Services		124		5.6%		38		1.7%		17		9.1%		19		7.0%		1		4.5%				0.0%		4		3.6%		2		1.8%		12		21.8%		11		20.0%	
124 Everyday Connect (provides a variety of services)		38		1.7%		2		0.1%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
125 Companion Animal Paperwork		1		0.0%				0.0%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
126 Veterans Services		7		0.3%		2		0.1%		2		1.1%		1		0.5%				0.0%				0.0%		1		0.9%		0.0%		0.0%		1		1.8%		0.0%			
127 Legal Services		6		0.3%		3		0.1%				0.0%				0.0%				0.0%				0.0%				0.0%		0.0%		0.0%		0.0%		0.0%		0.0%			
128 Emergency Food / Food Referral		17		0.8%		9		0.4%		5		2.7%		3		1.6%		1		4.5%				0.0%		1		0.9%		0.0%		0.0%		3		5.5%		3		5.5%	
129 Clothing Referral		17		0.8%		11		0.5%		5		2.7%		6		3.2%				0.0%				0.0%		2		1.8%		2		1.8%		3		5.5%		4		7.3%	
130 Lava Mae (showers)		19		0.9%		6		0.3%		5		2.7%		2		1.1%				0.0%				0.0%				0.0%		0.0%		5		9.1%		2		3.6%			
131 Employment Services		1		0.0%				0.0%																																	



## District 4 Update

Sunset, Ocean Beach

### Outreach Updates



During June 2015, only 4 outreach attempts were made within District 4, compared to 14 during April and May. Encounters took place along the dunes near Ocean Beach and on Lincoln Avenue. Citywide, 1,336 outreach attempts were made in June.

Full details on outreach efforts and outcomes can be found in the included Outreach Report and Outreach Outcomes Summary. Outreach encounter data will be available sooner once our electronic data collection application is in use.

Outreach can be requested by calling 311 or (415) 734-4233.

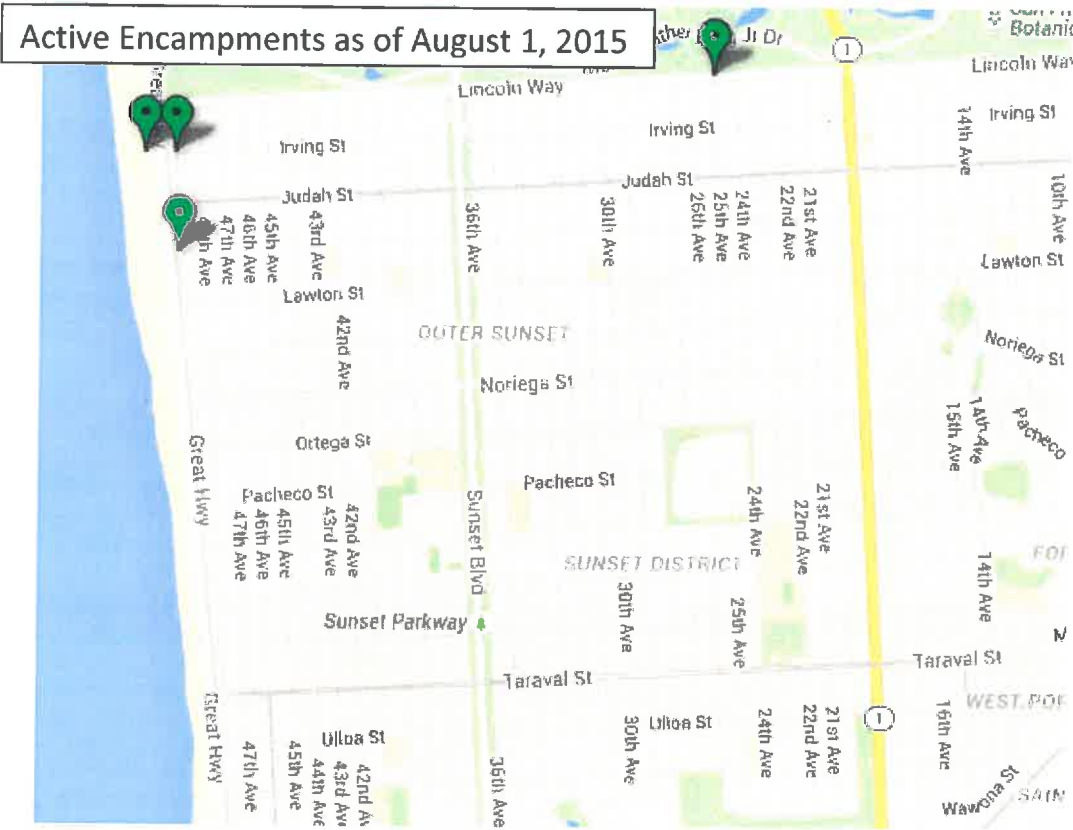
### Community Engagement & Partnerships

SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 4 are covered in the monthly SFPD Meetings.



San Francisco Homeless Outreach Team (SFHOT)  
 Service Update; Encampment data as of 8/1/2015

Encampment Outreach Updates



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	0	0
	Campsite (3-9)	3	15
	Encampment (10+)	0	0
<b>Total</b>		<b>3</b>	<b>15</b>

As of August 1, SFHOT has identified 3 active encampments within District 4. A fourth encampment lies in District 1 along the border of District 4. Encampments along the dunes often are often empty during the day, and thus we are not entirely sure if they are still populated.

Outreach can be requested by calling 311 or (415) 734-4233.



## SFHOT Outreach Outcomes for District 4

Outreach Dates: 4/1/2015-6/30/2015

### 15 Total Outreaches Attempted

### 10 Total Successful Engagements (did not refuse outreach)

#### 3 Needs Identified

- 1 Medical Needs
- 1 Benefits-Related Needs
  - Mental Health Needs
- 1 Substance Use-Related Needs
  - Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

#### 6 Total Referrals for Services Made

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#### 1 Total Linkages with Services Made

(Referral made and verified as complete)

##### 1 Received Homeless Related Services

- 1 Shelter Reservations Made
  - Enrolled in SFHOT Case Management
  - Went home via Homeward Bound
  - Accessed a Neighborhood Resource or Drop-In Center
  - Entered services at the Navigation Center
  - Received Other homeless-related services

##### - Received Medical Services

- Transported to the Emergency Department
- Connected with and assigned a Primary Care Provider
- Received SFHOT Medical Outreach Services
- Received Other Medical Services

##### - Received Benefits Related Services

- Received General Assistance
- Received SSI
- Enrolled in CalFresh
- Enrolled in Healthy SF
- Enrolled in Medi-Cal
- Obtained Identification
- Other Benefits services

##### - Received Mental Health Services

- Received Crisis Services (Comprehensive Crisis, Westside)
- Received Psych Emergency Services (Dore, PES)
- Received SFHOT Psychiatric Outreach Services
- Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
- Other Mental Health services

##### - Received Substance Use-Related Services

- Signed up for Substance Abuse Treatment
- Taken to the Sobering Center
- Enrolled in Detox programs
- Enrolled in Methadone Maintenance
- Other

##### - Received Other Services

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- Received emergency food or connected with food services
- Received Clothing
- Accessed showers at Lava Mae
- Other

SF HOT Outreach Encounter Report for District 4

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Total # of Encounters</b>	3,227	100.0%	15	100.0%	11	100.0%	-	0.0%	4	100.0%
<b>Total # of Refusals of Outreach</b>	1,014	31.4%	5	33.3%	3	27.3%	-	0.0%	2	50.0%
<b>Total # of Engagements</b>	2,213	100.0%	10	66.7%	8	72.7%	-	0.0%	2	50.0%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		15		11		0		4	
<b>Totals with Homeless Length Data</b>	217	100%	1	100%	0	0%	0	0%	1	100%
Average Time Homeless (Years)	7.33		4		UNK		UNK		4	
<b>Brief Homeless (30 days or less)</b>	9	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Short-term (31 days to 0.99 years)</b>	27	12.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Intermediate (1 year to 2.99 years)</b>	35	16.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Chronic (3 years +)</b>	146	67.3%	1	100.0%	-	0.0%	-	0.0%	1	100.0%
Chronic (3 years to 9.99 years)	87	40.1%	1	100.0%	-	0.0%	-	0.0%	1	100.0%
Long-term Chronic (10 years or more)	59	27.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	3,010		14		0		0		3	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		15		11		0		4	
Average Age (using only records with exact DOB)	45.19		40.02		36.48		UNK		52.42	
<b>Totals (includes estimated ages)</b>	2,621	100.0%	12	100.0%	8	100.0%	0	0.0%	4	100.0%
Teen	11	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 to 29.9	452	17.2%	3	25.0%	3	37.5%	0	0.0%	0	0.0%
30 to 39.9	520	19.8%	4	33.3%	3	37.5%	0	0.0%	1	25.0%
40 to 49.9	718	27.4%	1	8.3%	1	12.5%	0	0.0%	0	0.0%
50 to 59.9	659	25.1%	2	16.7%	1	12.5%	0	0.0%	1	25.0%
60 to 69.9	217	8.3%	2	16.7%	0	0.0%	0	0.0%	2	50.0%
Over 70	44	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No Data	605		3		3		0		0	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Totals</b>	2,828	100.0%	14	100.0%	10	100.0%	-	0.0%	4	100.0%
Male	2,090	73.9%	11	78.6%	7	70.0%	-	0.0%	4	100.0%
Female	693	24.5%	3	21.4%	3	30.0%	-	0.0%	-	0.0%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		1		1		-		-	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Totals</b>	2,816	100.0%	15	100.0%	11	100.0%	-	0.0%	4	100.0%
African American / Black	759	27.0%	5	33.3%	5	45.5%	-	0.0%	-	0.0%
Asian	38	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	1	6.7%	1	9.1%	-	0.0%	-	0.0%
Native American	28	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Latino/a	357	12.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
White	1,268	45.0%	7	46.7%	5	45.5%	-	0.0%	2	50.0%
Multi-Ethnic	79	2.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	31	1.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	410		-		-		-		-	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Totals</b>	2,416	100.0%	12	100.0%	8	100.0%	-	0.0%	4	100.0%
English	2,241	92.8%	12	100.0%	8	100.0%	-	0.0%	4	100.0%
Spanish	166	6.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		3		3		-		-	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
<b>Totals</b>	1,260	100.0%	11	100.0%	9	100.0%	-	0.0%	2	100.0%
Straight / Heterosexual	958	76.0%	10	90.9%	8	88.9%	-	0.0%	2	100.0%
Bisexual	31	2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	56	4.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	1	9.1%	1	11.1%	-	0.0%	-	0.0%
Declined	166	13.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	1,967		4		2		-		2	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 4 - EVER		DISTRICT 4 - APRIL 2015		DISTRICT 4 - MAY 2015		DISTRICT 4 - JUNE 2015	
Veteran	77	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Panhandles	132	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has An Animal / Pet	50	1.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Shopping Cart	41	1.3%	1	7.1%	-	0.0%	-	0.0%	1	25.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%



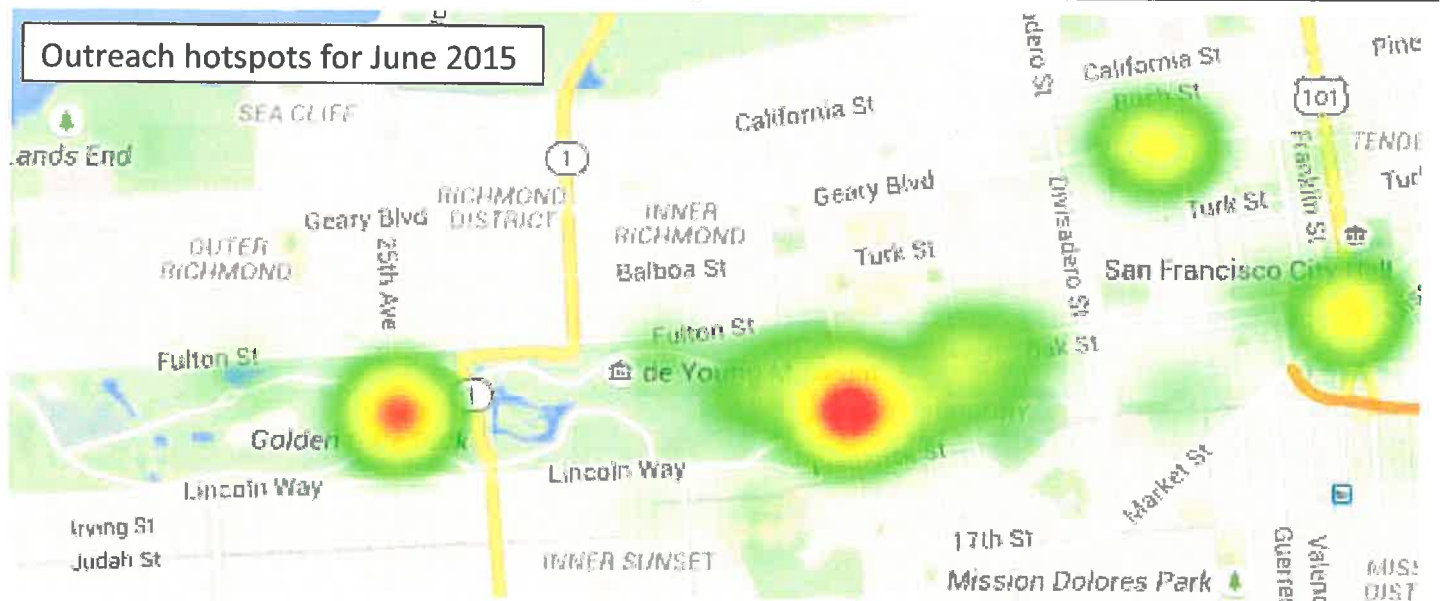
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																				
75 Identified Needs																				
76 ALL DISTRICTS - EVER																				
77 DISTRICT 4 - EVER																				
78 DISTRICT 4 - APRIL 2015																				
79 DISTRICT 4 - MAY 2015																				
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Total # of Engagements	2,213 100.0%				10 100.0%				8 100.0%				-				2 100.0%			
Total # of Needs Identified	837 37.8%				3 30.0%				1 12.5%				-				2 100.0%			
Medical Needs	269 12.2%				1 10.0%				-				-				1 50.0%			
Benefits-Related Needs	283 12.8%				1 10.0%				-				-				1 50.0%			
Mental Health Needs	72 3.3%				-				-				-				-			
Substance Use-Related Needs	99 4.5%				1 10.0%				1 12.5%				-				-			
Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114 5.2%				-				-				-				-			
Service Referrals and Linkages by District	ALL DISTRICTS - EVER				DISTRICT 4 - EVER				DISTRICT 4 - APRIL 2015				DISTRICT 4 - MAY 2015				DISTRICT 4 - JUNE 2015			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	6	60.0%	1	10.0%	3	37.5%	1	12.5%	-	0.0%	-	0.0%	3	150.0%	-	0.0%
Homeless Related Services	564	25.5%	207	9.4%	3	30.0%	1	10.0%	3	37.5%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Shelter Reservation	226	10.2%	112	5.1%	1	10.0%	1	10.0%	1	12.5%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Shelter Reservation Attempted, No Bed Available	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
SFHOT Assessment and Case Management	57	2.6%	17	0.8%	1	10.0%	-	0.0%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Homeward Bound	12	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Navigation Center	125	5.6%	48	2.2%	1	10.0%	-	0.0%	1	12.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	86	3.9%	16	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Medical Services	204	9.2%	101	4.6%	1	10.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	50.0%	-	0.0%
Emergency Department	24	1.1%	23	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Primary Care Provider New Connection	23	1.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Primary Care Provider Reconnection with Existing PCP	-	-	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
SFHOT Medical Outreach Services	94	4.2%	42	1.9%	1	10.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	50.0%	-	0.0%
Other	46	2.1%	17	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Benefits Related Services	248	11.2%	28	1.3%	2	20.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	100.0%	-	0.0%
General Assistance enrollment via CAAP	98	4.4%	6	0.3%	1	10.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	50.0%	-	0.0%
SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	1	10.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	50.0%	-	0.0%
Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Medi-Cal Enrollment	10	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Identification Obtainment	54	2.4%	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	14	0.6%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Mental Health Services	86	3.8%	10	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Westside Crisis	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Comprehensive Crisis Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Dore Urgent Care Clinic	9	0.4%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Psychiatric Emergency Services	6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Substance Use-Related Services	72	3.3%	29	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Treatment Access Program	16	0.8%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Sobering Center	29	1.3%	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Joe Healy Medical Detox	11	0.5%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Methadone Enrollment (various locations)	7	0.3%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	7	0.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other Services	124	5.6%	38	1.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Companion Animal Paperwork	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Veterans Services	7	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Legal Services	6	0.3%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Emergency Food / Food Referral	17	0.8%	9	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Clothing Referral	17	0.8%	11	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Lava Mae (showers)	19	0.9%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Employment Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	18	0.8%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%



## District 5 Update

District 5: Fillmore/Western Addition, North of the Panhandle, Lower Haight, Haight-Ashbury, Cole Valley, Inner Sunset, Hayes Valley, Japan Town and Alamo Square

### Outreach Updates



During June 2015, 60 documented outreach attempts have been made in District 5. The majority of outreach continues to take place along Haight Street near Golden Gate Park, though outreach also takes place along Van Ness Avenue, within Golden Gate Park, and the Panhandle area.

Within these 60 encounters, we had 34 successful engagements, resulting in 17 referrals for service being made. 10 of these 17 were verified as successful linkages with services.

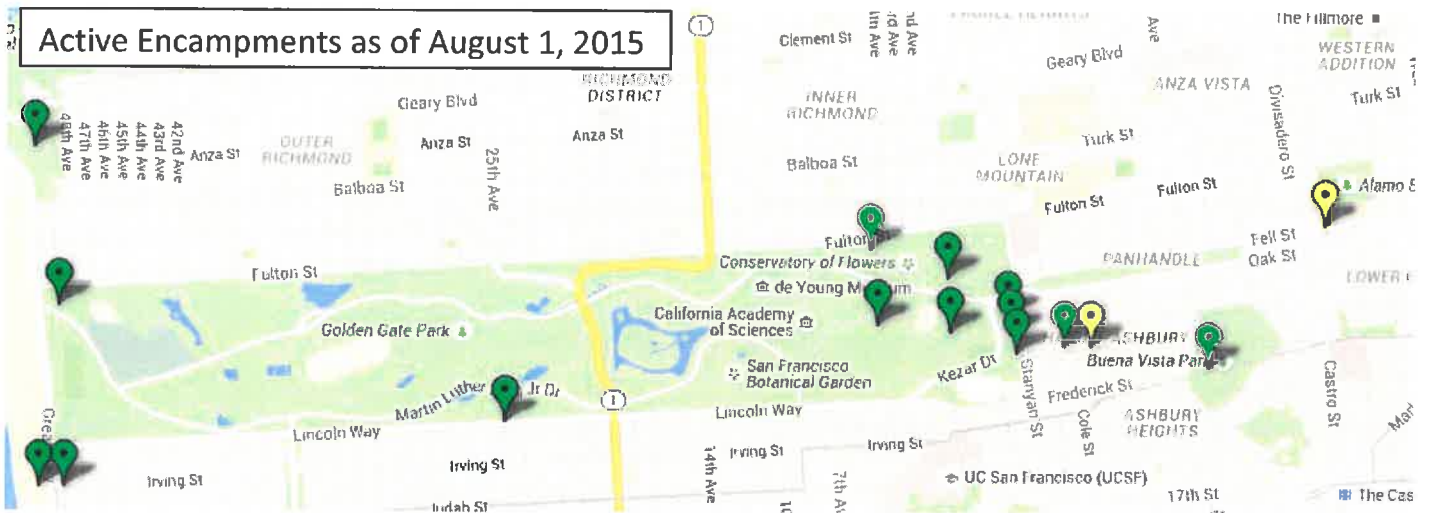
Full details on outreach efforts and outcomes can be found in the included Outreach Report and Outreach Outcomes Summary. Outreach encounter data will be available sooner once our electronic data collection application is in use.

Outreach can be requested by calling 311 or (415) 734-4233.



## San Francisco Homeless Outreach Team (SFHOT) Service Update; Encampment data as of 8/1/2015

### Encampment Outreach Updates



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	2	4
	Campsite (3-9)	13	64
	Encampment (10+)	0	0
<b>Total</b>		<b>15</b>	<b>68</b>

As of August 1, 15 active encampments have been identified within District 5 and Buena Vista Park. Eight encampments previously located within the district are now inactive. Small groups inhabit the eastern side of Golden Gate Park, and move about frequently, making an exact count of encampments difficult.

Outreach can be requested by calling 311 or (415) 734-4233.

### Community Engagement & Partnerships

SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Rann Parker and Brenda Meskan regularly engage with the following organizations and participate in the following activities:

- Hayes Valley Neighborhood Association
- Lower Hayes Valley Association
- Hayes Buchanan Community Center (Recreations and Park, Community organizations and local SFPD representatives) upon invitation and ongoing support
- Inner Sunset Park Neighbors Community Association

### Case Management Updates

To fulfill the Golden Gate Park Civil Grand Jury (2013) agreement, SFHOT conducts weekly targeted outreach in Golden Gate Park, and maintains a caseload of 15 cases resulting from that outreach. Currently, we have 20 open cases. During Fiscal Year 2014-2015, seven clients from Golden Gate Park were successfully placed in permanent housing.



## SFHOT Outreach Outcomes for District 5

Outreach Dates: 4/1/2015-6/30/2015

### 301 Total Outreaches Attempted

### 166 Total Successful Engagements (did not refuse outreach)

#### 91 Needs Identified

- 31 Medical Needs
- 40 Benefits-Related Needs
- 6 Mental Health Needs
- 7 Substance Use-Related Needs
- 7 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

### 135 Total Referrals for Services Made

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#### 34 Total Linkages with Services Made

(Referral made and verified as complete)

##### 16 Received Homeless Related Services

- 9 Shelter Reservations Made
- 4 Enrolled in SFHOT Case Management
  - Went home via Homeward Bound
  - Accessed a Neighborhood Resource or Drop-In Center
- 1 Entered services at the Navigation Center
- 2 Received Other homeless-related services

##### 11 Received Medical Services

- 2 Transported to the Emergency Department
- 1 Connected with and assigned a Primary Care Provider
- 5 Received SFHOT Medical Outreach Services
- 3 Received Other Medical Services

##### 5 Received Benefits Related Services

- 3 Received General Assistance
  - Received SSI
- 2 Enrolled in CalFresh
  - Enrolled in Healthy SF
  - Enrolled in Medi-Cal
  - Obtained Identification
  - Other Benefits services

##### 1 Received Mental Health Services

- Received Crisis Services (Comprehensive Crisis, Westside)
- Received Psych Emergency Services (Dore, PES)
- 1 Received SFHOT Psychiatric Outreach Services
  - Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
  - Other Mental Health services

##### 0 Received Substance Use-Related Services

- Signed up for Substance Abuse Treatment
- Taken to the Sobering Center
- Enrolled in Detox programs
- Enrolled in Methadone Maintenance
- Other

##### 1 Received Other Services

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- Received emergency food or connected with food services
- 1 Received Clothing
  - Accessed showers at Lava Mae
  - Other



SF HOT Outreach Encounter Report for District 5

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Total # of Encounters</b>	3,227	100.0%	301	100.0%	75	100.0%	166	100.0%	60	100.0%
<b>Total # of Refusals of Outreach</b>	1,014	31.4%	135	44.9%	23	30.7%	87	52.4%	26	43.3%
<b>Total # of Engagements</b>	2,213	100.0%	166	55.1%	52	69.3%	79	47.6%	34	56.7%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		301		75		166		60	
<b>Totals with Homeless Length Data</b>	217	100%	12	100%	0	0%	2	100%	10	100%
Average Time Homeless	7.33		3.23		-		3.50		3.18	
Brief Homeless (30 days or less)	9	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Short-term (31 days to 0.99 years)	27	12.4%	2	16.7%	-	0.0%	-	0.0%	2	20.0%
Intermediate (1 year to 2.99 years)	35	16.1%	3	25.0%	-	0.0%	-	0.0%	3	30.0%
Chronic (3 years +)	146	67.3%	7	58.3%	-	0.0%	2	100.0%	5	50.0%
Chronic (3 years to 9.99 years)	87	40.1%	7	58.3%	-	0.0%	2	100.0%	5	50.0%
Long-term Chronic (10 years or more)	59	27.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	3,010		288		75		164		50	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Total # of Encounters</b>	3,227		301		75		166		60	
Average Age (using only records with exact DOB)	45.19		39.32		37.11		38.37		48.00	
<b>Totals (includes estimated ages)</b>	2,621	100.0%	203	100.0%	56	100.0%	111	100.0%	37	100.0%
Teen	11	0.4%	3	1.48%	1	1.79%	1	0.90%	1	2.70%
20 to 29.9	452	17.2%	67	33.00%	18	32.14%	42	37.84%	7	18.92%
30 to 39.9	520	19.8%	42	20.69%	12	21.43%	21	18.92%	9	24.32%
40 to 49.9	718	27.4%	33	16.26%	13	23.21%	15	13.51%	6	16.22%
50 to 59.9	659	25.1%	42	20.69%	9	16.07%	24	21.62%	8	21.62%
60 to 69.9	217	8.3%	10	4.93%	2	3.57%	5	4.50%	4	10.81%
Over 70	44	1.7%	6	2.96%	1	1.79%	3	2.70%	2	5.41%
No Data	605		98		19		55		23	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Totals</b>	2,828	100.0%	280	100.0%	67	100.0%	155	100.0%	58	37.4%
Male	2,090	73.9%	209	74.6%	51	76.1%	115	74.2%	44	28.4%
Female	693	24.5%	71	25.4%	16	23.9%	40	25.8%	13	8.4%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	1	0.4%	-	0.0%	-	0.0%	1	0.6%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		21		8		11		2	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Totals</b>	2,816	100.0%	260	100.0%	71	100.0%	138	100.0%	51	100.0%
African American / Black	759	27.0%	39	15.0%	13	18.3%	19	13.8%	8	15.7%
Asian	38	1.3%	1	0.4%	-	0.0%	-	0.0%	1	2.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native American	28	1.0%	3	1.2%	-	0.0%	2	1.4%	1	2.0%
Latino/a	357	12.7%	3	1.2%	-	0.0%	3	2.2%	-	0.0%
White	1,268	45.0%	168	64.6%	46	64.8%	108	78.3%	15	29.4%
Multi-Ethnic	79	2.8%	8	3.1%	3	4.2%	5	3.6%	-	0.0%
Declined	31	1.1%	10	3.8%	9	12.7%	1	0.7%	-	0.0%
Not Asked	410		41		4		28		9	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Totals</b>	2,416	100.0%	256	100.0%	62	100.0%	150	100.0%	44	100.0%
English	2,241	92.8%	252	98.4%	61	98.4%	148	98.7%	44	100.0%
Spanish	166	6.9%	3	1.2%	1	1.6%	2	1.3%	-	0.0%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		45		13		16		16	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
<b>Totals</b>	1,260	100.0%	148	100.0%	44	100.0%	88	100.0%	16	100.0%
Straight / Heterosexual	958	76.0%	132	89.2%	36	81.8%	79	89.8%	15	93.8%
Bisexual	31	2.5%	4	2.7%	-	0.0%	3	3.4%	1	6.3%
Gay / Lesbian	56	4.4%	1	0.7%	-	0.0%	1	1.1%	-	0.0%
Questioning / Unsure	17	1.3%	1	0.7%	-	0.0%	1	1.1%	-	0.0%
Not Listed	30	2.4%	2	1.4%	2	4.5%	-	0.0%	-	0.0%
Declined	166	13.2%	10	6.8%	6	13.6%	4	4.5%	-	0.0%
Not Asked	1,967		153		31		78		44	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 5 - EVER		DISTRICT 5 - APRIL 2015		DISTRICT 5 - MAY 2015		DISTRICT 5 - JUNE 2015	
Veteran	77	2.4%	7	2.5%	1	1.3%	2	1.2%	3	5.2%
Panhandles	132	4.1%	1	0.4%	-	0.0%	-	0.0%	1	1.7%
Has An Animal / Pet	50	1.5%	12	4.3%	-	0.0%	5	3.0%	6	10.3%
Has a Shopping Cart	41	1.3%	5	1.8%	1	1.3%	4	2.4%	-	0.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	1	1.3%	8	4.8%	-	0.0%

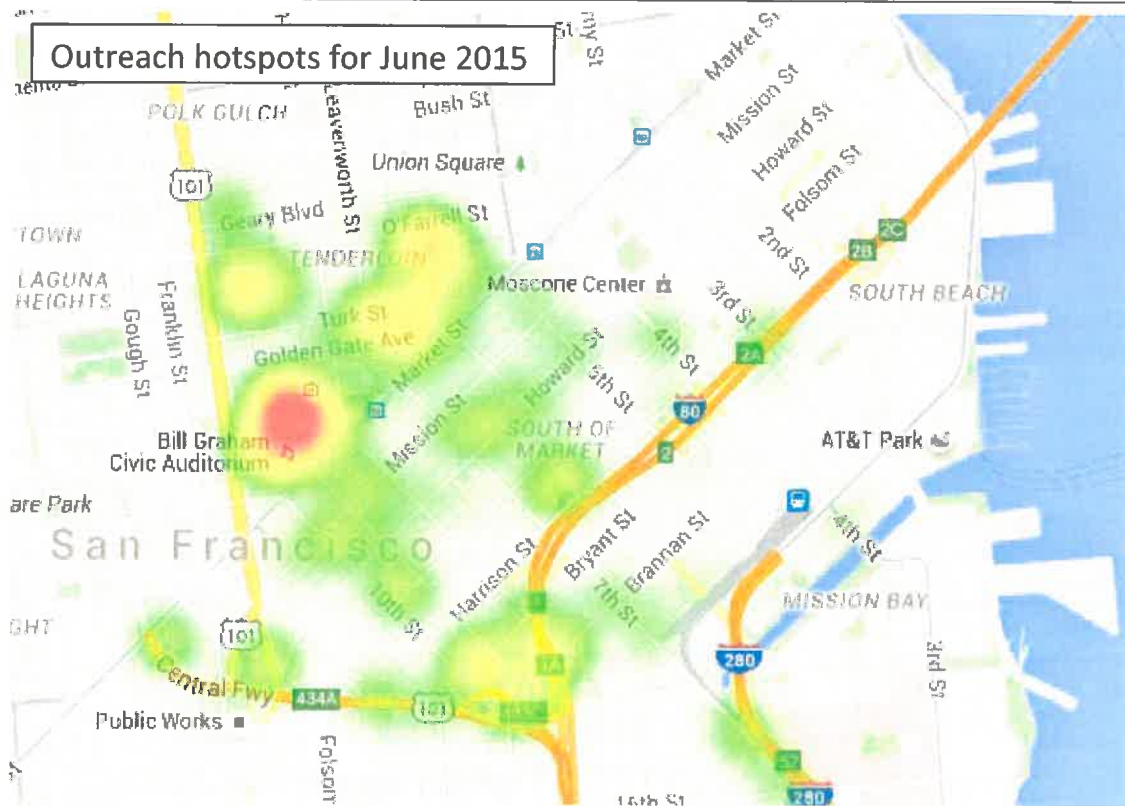
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																				
75 Identified Needs	ALL DISTRICTS - EVER				DISTRICT 5 - EVER				DISTRICT 5 - APRIL 2015				DISTRICT 5 - MAY 2015				DISTRICT 5 - JUNE 2015			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
76 Total # of Engagements	2,213	100.0%	166	100.0%	52	100.0%	79	100.0%	34	100.0%										
77 Total # of Needs Identified	837	37.8%	91	54.8%	29	55.8%	42	53.2%	19	55.9%										
78 Medical Needs	269	12.2%	31	18.7%	8	15.4%	14	17.7%	9	26.5%										
79 Benefits-Related Needs	283	12.8%	40	24.1%	12	23.1%	22	27.8%	6	17.6%										
80 Mental Health Needs	72	3.3%	6	3.6%	2	3.8%	2	2.5%	2	5.9%										
81 Substance Use-Related Needs	99	4.5%	7	4.2%	4	7.7%	2	2.5%	1	2.9%										
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114	5.2%	7	4.2%	3	5.8%	2	2.5%	1	2.9%										
83 Service Referrals and Linkages by District	ALL DISTRICTS - EVER				DISTRICT 5 - EVER				DISTRICT 5 - APRIL 2015				DISTRICT 5 - MAY 2015				DISTRICT 5 - JUNE 2015			
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
84 Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	135	81.8%	34	20.5%	36	69.2%	4	15.4%	83	105.3%	16	20.3%	17	50.0%	10	29.4%
85 Homeless Related Services	564	25.5%	207	9.4%	45	27.3%	16	9.6%	13	25.0%	3	5.8%	27	34.2%	9	11.4%	5	14.7%	4	11.8%
86 Shelter Reservation	226	10.2%	112	5.1%	11	6.7%	9	5.4%	2	3.8%	1	1.9%	6	7.6%	5	6.3%	3	8.8%	3	8.8%
87 Shelter Reservation Attempted, No Bed Available	19	0.9%			2	1.2%		0.0%	1	1.9%				0.0%			1	2.9%		0.0%
88 SFHOT Assessment and Case Management	57	2.6%	17	0.8%	4	2.4%	4	2.4%	1	1.9%	1	1.9%	3	3.8%	3	3.8%		0.0%		0.0%
89 Homeward Bound	12	0.5%	2	0.1%	3	1.8%		0.0%	1	1.9%		0.0%	2	2.5%		0.0%		0.0%		0.0%
90 Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
91 Navigation Center	125	5.6%	46	2.2%	19	11.5%	1	0.6%	8	15.4%	1	1.9%	10	12.7%		0.0%	1	2.9%		0.0%
92 Other	86	3.9%	16	0.7%	8	4.8%	2	1.2%	1	1.9%		0.0%	6	7.6%	1	1.3%	1	2.9%	1	2.9%
93 Medical Services	204	9.2%	101	4.6%	21	12.7%	11	6.6%	5	9.6%	9	5.8%	14	17.7%	3	3.8%	3	8.8%	5	14.7%
94 Emergency Department	24	1.1%	23	1.0%	1	0.6%	1	0.6%	1	1.9%	1	1.9%	1	1.3%	1	1.3%		0.0%		0.0%
95 Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
96 Primary Care Provider New Connection	23	1.0%	3	0.1%	5	3.0%		0.0%		0.0%		0.0%	4	5.1%		0.0%	1	2.9%		0.0%
97 Primary Care Provider Reconnection with Existing PCP			3	0.1%		0.0%	1	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
98 SFHOT Medical Outreach Services	94	4.2%	42	1.9%	13	7.9%	5	3.0%	4	7.7%	2	3.8%	7	8.9%	1	1.3%	2	5.9%	2	5.9%
99 Other	46	2.1%	17	0.8%	2	1.2%	3	1.8%		0.0%		0.0%	2	2.5%	1	1.3%		0.0%	2	5.9%
100 Benefits Related Services	248	11.2%	28	1.3%	54	32.7%	5	3.0%	13	25.0%	1	1.9%	36	45.6%	4	5.1%	5	14.7%		0.0%
101 General Assistance enrollment via CAAP	98	4.4%	6	0.3%	26	15.8%	3	1.8%	7	13.5%	1	1.9%	18	22.8%	2	2.5%	1	2.9%		0.0%
102 SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
103 CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	23	13.9%	2	1.2%	5	9.6%		0.0%	16	20.3%	2	2.5%	2	5.9%		0.0%
104 Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
105 Medi-Cal Enrollment	10	0.5%	2	0.1%	1	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	1	2.9%		0.0%
106 Identification Obtainment	54	2.4%	7	0.3%	3	1.8%		0.0%	1	1.9%		0.0%	1	1.3%		0.0%	1	2.9%		0.0%
107 Other	14	0.6%	2	0.1%	1	0.6%		0.0%		0.0%		0.0%	1	1.3%		0.0%		0.0%		0.0%
108 Mental Health Services	36	1.6%	10	0.5%	3	1.8%	1	0.6%	2	3.8%		0.0%	1	1.3%		0.0%		0.0%	1	2.9%
109 Westside Crisis	7	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
110 Comprehensive Crisis Services		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
111 Dore Urgent Care Clinic	3	0.1%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
112 Psychiatric Emergency Services	6	0.3%	5	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
113 SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	2	1.2%	1	0.6%	2	3.8%		0.0%		0.0%		0.0%		0.0%	1	2.9%
114 Behavioral Health Access Center		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
115 South of Market Mental Health Svcs		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
116 Chinatown North Beach Mental Health Svcs		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
117 Other	3	0.1%		0.0%	1	0.6%		0.0%		0.0%		0.0%	1	1.3%		0.0%		0.0%		0.0%
118 Substance Use-Related Services	72	3.3%	29	1.3%	5	3.0%		0.0%		0.0%		0.0%	2	2.5%		0.0%	3	8.8%		0.0%
119 Treatment Access Program	18	0.8%	1	0.0%	2	1.2%		0.0%		0.0%		0.0%	1	1.3%		0.0%	1	2.9%		0.0%
120 Sobering Center	20	1.3%	19	0.9%	2	1.2%		0.0%		0.0%		0.0%	1	1.3%		0.0%	1	2.9%		0.0%
121 Joe Healy Medical Detox	11	0.5%	4	0.2%	1	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	1	2.9%		0.0%
122 Methadone Enrollment (various locations)	7	0.3%	4	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
123 Other	7	0.3%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
124 Other Services	124	5.6%	38	1.7%	7	4.2%	1	0.6%	3	5.8%	1	1.9%	3	3.8%		0.0%	1	2.9%		0.0%
125 Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
126 Companion Animal Paperwork	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
127 Veterans Services	7	0.3%	2	0.1%	1	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	1	2.9%		0.0%
128 Legal Services	6	0.3%	3	0.1%	2	1.2%		0.0%	2	3.8%		0.0%		0.0%		0.0%		0.0%		0.0%
129 Emergency Food / Food Referral	17	0.8%	9	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
130 Clothing Referral	17	0.8%	11	0.5%	1	0.6%	1	0.6%	1	1.9%	1	1.9%		0.0%		0.0%		0.0%		0.0%
131 Lava Mae (showers)	19	0.9%	6	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
132 Employment Services	1	0.0%		0.0%	1	0.6%		0.0%		0.0%		0.0%	1	1.3%		0.0%		0.0%		0.0%
133 Other	18	0.8%	5	0.2%	2	1.2%		0.0%		0.0%		0.0%	2	2.5%		0.0%		0.0%		0.0%



## District 6 Update

District 6: Tenderloin, South of Market, Mid-Market/Civic Center, South Beach, Mission Bay, Rincon Hill and Treasure Island/Yerba Buena Island neighborhood

### Outreach Updates



During June 2015, 499 outreach attempts were made in District 6, resulting in 318 successful engagements. 160 referrals were made during these engagements, 58 of which are verified as successful linkages with services. The majority of these (33) were shelter/housing related, but medical, benefits, behavioral health, and other needs were addressed, as well.

Full details on outreach efforts and outcomes can be found in the included Outreach Report and Outreach Outcomes Summary.

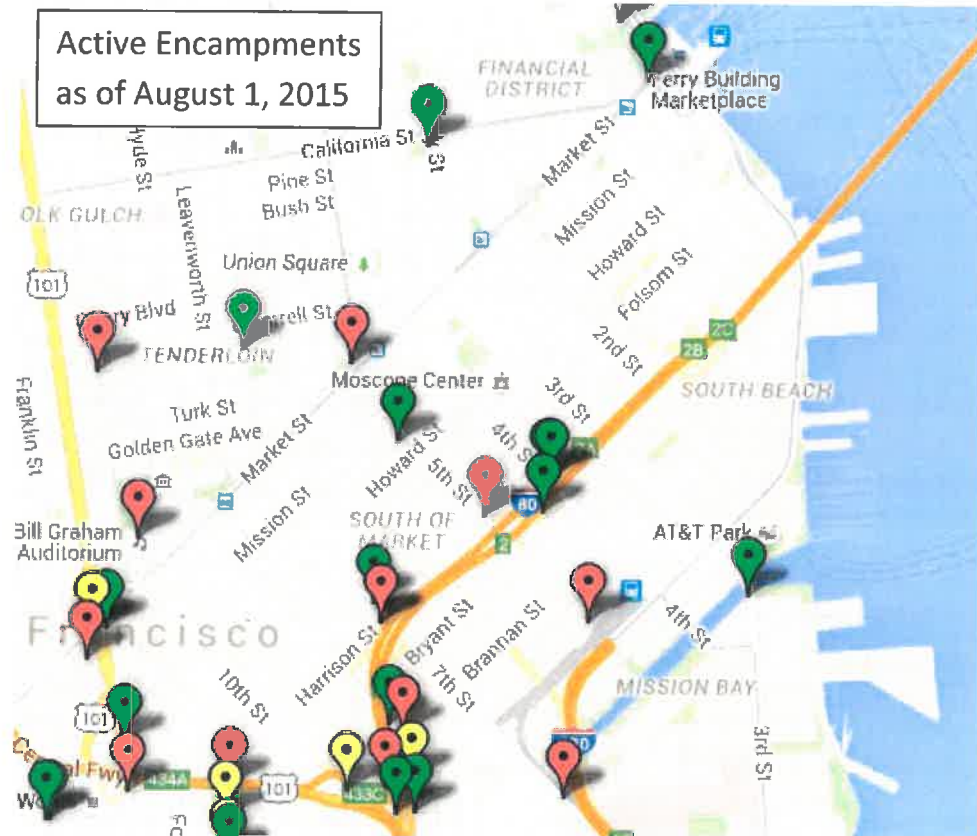
Requests for outreach can be made by calling 311 or (415) 734-4233.





**San Francisco Homeless Outreach Team (SFHOT)**  
*Service Update; Encampment data as of 8/1/2015*

**Encampment Outreach Updates**



As of August 1, SFHOT has identified 17 active encampments throughout District 6, with an estimated population of 138. Encampments, especially smaller ones, are difficult to accurately track, as they may shift locations, or residents may not be present during the day.

The map at right also features encampments from Districts 3, 9 and 10, as many encampments fall along the border of 13<sup>th</sup> Street/Division Street, and near the Ferry Plaza.

As of August 1, 11 encampments we have been engaging in District 6 are now inactive. Determining where they went, what services they received, etc., has been difficult, given the transitory nature of the population.

Requests for outreach can be made by calling 311 or (415) 734-4233.

Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	0	0
	Campsite (3-9)	11	69
	Encampment (10+)	6	77
<b>Total</b>		<b>17</b>	<b>146</b>





## SFHOT Outreach Outcomes for District 6

Outreach Dates: 4/1/2015-6/30/2015

**957 Total Outreaches Attempted**

**686 Total Successful Engagements (did not refuse outreach)**

**255 Needs Identified**

- 77 Medical Needs
- 82 Benefits-Related Needs
- 25 Mental Health Needs
- 37 Substance Use-Related Needs
- 34 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

**422 Total Referrals for Services Made**

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**164 Total Linkages with Services Made**

(Referral made and verified as complete)

**89 Received Homeless Related Services**

- 39 Shelter Reservations Made
- 6 Enrolled in SFHOT Case Management
- 1 Went home via Homeward Bound
- 2 Accessed a Neighborhood Resource or Drop-In Center
- 30 Entered services at the Navigation Center
- 11 Received Other homeless-related services

**29 Received Medical Services**

- 7 Transported to the Emergency Department
- 4 Connected with and assigned a Primary Care Provider
- 13 Received SFHOT Medical Outreach Services
- 5 Received Other Medical Services

**12 Received Benefits Related Services**

- 1 Received General Assistance
- 1 Received SSI
- 3 Enrolled in CalFresh
  - Enrolled in Healthy SF
- 2 Enrolled in Medi-Cal
- 4 Obtained Identification
- 1 Other Benefits services

**5 Received Mental Health Services**

- Received Crisis Services (Comprehensive Crisis, Westside)
- 4 Received Psych Emergency Services (Dore, PES)
- 1 Received SFHOT Psychiatric Outreach Services
  - Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
  - Other Mental Health services

**14 Received Substance Use-Related Services**

- 1 Signed up for Substance Abuse Treatment
- 7 Taken to the Sobering Center
- 2 Enrolled in Detox programs
- 3 Enrolled in Methadone Maintenance
- 1 Other

**15 Received Other Services**

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- 6 Received emergency food or connected with food services
- 2 Received Clothing
- 4 Accessed showers at Lava Mae
- 3 Other

**SF HOT Outreach Encounter Report for District 6**

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>	<b>100.0%</b>	<b>957</b>	<b>100.0%</b>	<b>145</b>	<b>100.0%</b>	<b>313</b>	<b>100.0%</b>	<b>499</b>	<b>100.0%</b>
<b>Total # of Refusals of Outreach</b>	<b>1,014</b>	<b>31.4%</b>	<b>271</b>	<b>28.3%</b>	<b>17</b>	<b>11.7%</b>	<b>73</b>	<b>23.3%</b>	<b>181</b>	<b>36.3%</b>
<b>Total # of Engagements</b>	<b>2,213</b>	<b>100.0%</b>	<b>686</b>	<b>71.7%</b>	<b>128</b>	<b>88.3%</b>	<b>240</b>	<b>76.7%</b>	<b>318</b>	<b>63.7%</b>
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>957</b>		<b>145</b>		<b>313</b>		<b>499</b>	
<b>Totals with Homeless Length Data</b>	217	100%	75	100%	4	100%	11	100%	60	100%
Average Time Homeless	7.33		7.35		12.00		4.97		7.48	
<b>Brief Homeless (30 days or less)</b>	9	4.1%	2	2.7%	0	0.0%	0	0.0%	2	3.3%
<b>Short-term (31 days to 0.99 years)</b>	27	12.4%	6	8.0%	0	0.0%	1	9.1%	5	8.3%
<b>Intermediate (1 year to 2.99 years)</b>	35	16.1%	16	21.3%	2	50.0%	4	36.4%	10	16.7%
<b>Chronic (3 years +)</b>	146	67.3%	51	68.0%	2	50.0%	6	54.5%	43	71.7%
Chronic (3 years to 9.99 years)	87	40.1%	30	40.0%	0	0.0%	5	45.5%	25	41.7%
Long-term Chronic 10 years or more)	59	27.2%	21	28.0%	2	50.0%	1	9.1%	18	30.0%
No Data	3,010		882		0		0		439	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>957</b>		<b>145</b>		<b>313</b>		<b>499</b>	
Average Age (using only records with exact DOB)	45.19		46.89		45.90		35.76		48.38	
<b>Totals (Includes estimated ages)</b>	<b>2,621</b>	<b>100.0%</b>	<b>812</b>	<b>100.0%</b>	<b>122</b>	<b>100.0%</b>	<b>264</b>	<b>100.0%</b>	<b>426</b>	<b>100.0%</b>
Teen	11	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 to 29.9	452	17.2%	75	9.2%	16	13.1%	18	6.8%	41	9.6%
30 to 39.9	520	19.8%	144	17.7%	16	13.1%	55	20.8%	73	17.1%
40 to 49.9	718	27.4%	255	31.4%	46	37.7%	94	35.6%	115	27.0%
50 to 59.9	659	25.1%	244	30.0%	31	25.4%	63	23.9%	150	35.2%
60 to 69.9	217	8.3%	78	9.6%	10	8.2%	27	10.2%	41	9.6%
Over 70	44	1.7%	16	2.0%	3	2.5%	7	2.7%	6	1.4%
No Data	605		145		23		49		73	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Totals</b>	<b>2,828</b>	<b>100.0%</b>	<b>826</b>	<b>100.0%</b>	<b>130</b>	<b>100.0%</b>	<b>286</b>	<b>100.0%</b>	<b>410</b>	<b>100.0%</b>
Male	2,090	73.9%	582	70.5%	96	73.8%	190	66.4%	296	72.2%
Female	693	24.5%	231	28.0%	32	24.6%	90	31.5%	109	26.6%
Trans Male	8	0.3%	1	0.1%	0	0.0%	1	0.3%	0	0.0%
Trans Female	37	1.3%	12	1.5%	2	1.5%	5	1.7%	5	1.2%
Not Listed	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Declined	-	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Not Asked	399		131		15		27		89	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Totals</b>	<b>2,816</b>	<b>100.0%</b>	<b>846</b>	<b>100.0%</b>	<b>125</b>	<b>100.0%</b>	<b>288</b>	<b>100.0%</b>	<b>433</b>	<b>100.0%</b>
African American / Black	759	27.0%	350	41.4%	44	35.2%	113	39.2%	193	44.6%
Asian	38	1.3%	12	1.4%	2	1.6%	6	2.1%	4	0.9%
Native Hawaiian / Other Pacific Islander	19	0.7%	3	0.4%	0	0.0%	2	0.7%	1	0.2%
Native American	28	1.0%	4	0.5%	0	0.0%	1	0.3%	3	0.7%
Latino/a	357	12.7%	73	8.6%	11	8.8%	35	12.2%	27	6.2%
White	1,268	45.0%	294	34.8%	63	50.4%	122	42.4%	109	25.2%
Multi-Ethnic	79	2.8%	22	2.6%	5	4.0%	6	2.1%	11	2.5%
Declined	31	1.1%	11	1.3%	0	0.0%	3	1.0%	8	1.8%
Not Asked	410		111		20		25		66	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Totals</b>	<b>2,416</b>	<b>100.0%</b>	<b>701</b>	<b>100.0%</b>	<b>111</b>	<b>100.0%</b>	<b>258</b>	<b>100.0%</b>	<b>332</b>	<b>100.0%</b>
English	2,241	92.8%	678	96.7%	108	97.3%	243	94.2%	327	98.5%
Spanish	166	6.9%	21	3.0%	3	2.7%	14	5.4%	4	1.2%
Cantonese / Mandarin	4	0.2%	1	0.1%	0	0.0%	1	0.4%	0	0.0%
Other	5	0.2%	1	0.1%	0	0.0%	0	0.0%	1	0.3%
No Data	811		256		34		55		167	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
<b>Totals</b>	<b>1,260</b>	<b>100.0%</b>	<b>320</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>
Straight / Heterosexual	958	76.0%	262	81.9%	53	73.6%	132	81.5%	77	89.5%
Bisexual	31	2.5%	9	2.8%	3	4.2%	4	2.5%	2	2.3%
Gay / Lesbian	56	4.4%	11	3.4%	3	4.2%	5	3.1%	3	3.5%
Questioning / Unsure	17	1.3%	3	0.9%	1	1.4%	1	0.6%	1	1.2%
Not Listed	30	2.4%	16	5.0%	11	15.3%	5	3.1%	0	0.0%
Declined	166	13.2%	19	5.9%	1	1.4%	15	9.3%	3	3.5%
Not Asked	1,967		637		73		151		413	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 6 - EVER		DISTRICT 6 - APRIL 2015		DISTRICT 6 - MAY 2015		DISTRICT 6 - JUNE 2015	
Veteran	77	2.4%	22	2.7%	1	0.8%	6	2.1%	15	3.7%
Panhandles	132	4.1%	12	1.5%	1	0.8%	6	2.1%	5	1.2%
Has An Animal / Pet	50	1.5%	13	1.6%	2	1.5%	4	1.4%	7	1.7%
Has a Shopping Cart	41	1.3%	10	1.2%	5	3.8%	3	1.0%	2	0.5%
Has a Partner / Part of a Couple	138	4.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																	74				
75 Identified Needs	ALL DISTRICTS - EVER				DISTRICT 6 - EVER				DISTRICT 6 - APRIL 2015				DISTRICT 6 - MAY 2015				DISTRICT 6 - JUNE 2015				75
76 Total # of Engagements	2,213 100.0%				686 100.0%				128 100.0%				240 100.0%				318 100.0%				76
77 Total # of Needs Identified	837 37.8%				255 37.2%				65 50.8%				109 45.4%				81 25.5%				77
78 Medical Needs	269 12.2%				77 11.2%				21 16.4%				36 15.0%				20 6.3%				78
79 Benefits-Related Needs	283 12.8%				82 12.0%				19 14.8%				43 17.9%				20 6.3%				79
80 Mental Health Needs	72 3.3%				25 3.6%				9 7.0%				9 3.8%				7 2.2%				80
81 Substance Use-Related Needs	99 4.5%				37 5.4%				13 10.2%				15 6.3%				9 2.8%				81
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114 5.2%				34 5.0%				3 2.3%				6 2.5%				25 7.9%				82
83 Service Referrals and Linkages by District	ALL DISTRICTS - EVER				DISTRICT 6 - EVER				DISTRICT 6 - APRIL 2015				DISTRICT 6 - MAY 2015				DISTRICT 6 - JUNE 2015				83
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	84
85 Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	422	61.5%	164	23.8%	100	78.1%	46	35.9%	162	67.5%	80	25.0%	160	50.3%	58	18.2%	85
86 Homeless Related Services	564	25.3%	207	8.4%	196	28.6%	89	13.0%	52	40.6%	29	22.7%	60	25.0%	27	11.3%	84	26.4%	33	10.4%	86
87 Shelter Reservation	226	10.2%	112	5.1%	78	11.4%	39	5.7%	14	10.9%	11	8.6%	26	10.8%	13	5.4%	38	11.9%	15	4.7%	87
88 Shelter Reservation Attempted, No Bed Available	19	0.9%	-	-	8	1.2%	-	-	2	1.6%	-	-	2	0.8%	-	-	4	1.3%	-	-	88
89 SFHOT Assessment and Case Management	57	2.6%	17	0.8%	15	2.2%	6	0.9%	3	2.3%	1	0.8%	10	4.2%	3	1.3%	2	0.6%	2	0.6%	89
90 Homeward Bound	12	0.5%	2	0.1%	3	0.4%	1	0.1%	1	0.8%	-	-	1	0.4%	-	-	1	0.3%	1	0.3%	90
91 Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	20	2.9%	2	0.3%	4	3.1%	1	0.8%	6	2.5%	1	0.4%	10	3.1%	-	-	91
92 Navigation Center	125	5.6%	48	2.2%	49	7.1%	30	4.4%	25	19.5%	12	9.4%	8	3.3%	7	2.9%	16	5.0%	11	3.5%	92
93 Other	86	3.9%	16	0.7%	31	4.5%	11	1.6%	5	3.9%	4	3.1%	9	3.8%	3	1.3%	17	5.3%	4	1.3%	93
94 Medical Services	204	9.2%	101	4.6%	68	9.9%	29	4.2%	22	17.2%	11	8.6%	28	11.7%	13	5.4%	18	5.7%	5	1.6%	94
95 Emergency Department	24	1.1%	23	1.0%	7	1.0%	7	1.0%	1	0.8%	1	0.8%	4	1.7%	4	1.7%	2	0.6%	2	0.6%	95
96 Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	4	0.6%	2	0.3%	1	0.8%	-	-	2	0.8%	1	0.4%	1	0.3%	1	0.3%	96
97 Primary Care Provider New Connection	23	1.0%	3	0.1%	7	1.0%	2	0.3%	3	2.3%	2	1.6%	2	0.8%	-	-	2	0.6%	-	-	97
98 Primary Care Provider Reconnection with Existing PCP	-	-	3	0.1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	98
99 SFHOT Medical Outreach Services	94	4.2%	42	1.9%	29	4.2%	13	1.9%	13	10.2%	7	5.5%	8	3.3%	4	1.7%	8	2.5%	2	0.6%	99
100 Other	46	2.1%	17	0.8%	21	3.1%	5	0.7%	4	3.1%	1	0.8%	12	5.0%	4	1.7%	5	1.6%	-	-	100
101 Benefits Related Services	248	11.2%	28	1.3%	73	10.6%	12	1.7%	9	7.0%	-	-	45	18.8%	6	2.5%	19	6.0%	6	1.9%	101
102 General Assistance enrollment via CAAP	98	4.4%	6	0.3%	26	3.8%	1	0.1%	3	2.3%	-	-	19	7.9%	1	0.4%	4	1.3%	-	-	102
103 SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%	7	1.0%	1	0.1%	1	0.8%	-	-	5	2.1%	1	0.4%	1	0.3%	-	-	103
104 CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	10	1.5%	3	0.4%	-	-	-	-	8	3.3%	2	0.8%	2	0.6%	1	0.3%	104
105 Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%	1	0.1%	-	-	1	0.8%	-	-	-	-	-	-	-	-	-	-	105
106 Medi-Cal Enrollment	10	0.5%	2	0.1%	5	0.7%	2	0.3%	3	2.3%	-	-	2	0.8%	2	0.8%	-	-	-	-	106
107 Identification Obtainment	54	2.4%	7	0.3%	19	2.8%	4	0.6%	1	0.8%	-	-	8	3.3%	-	-	10	3.1%	4	1.3%	107
108 Other	14	0.6%	2	0.1%	5	0.7%	1	0.1%	-	-	-	-	3	1.3%	-	-	2	0.6%	1	0.3%	108
109 Mental Health Services	36	1.6%	10	0.5%	15	2.2%	5	0.7%	6	4.7%	-	-	6	2.5%	3	1.3%	3	0.9%	2	0.6%	109
110 Westside Crisis	7	0.3%	-	-	2	0.3%	-	-	1	0.8%	-	-	1	0.4%	-	-	-	-	-	-	110
111 Comprehensive Crisis Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	111
112 Dore Urgent Care Clinic	3	0.1%	1	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	112
113 Psychiatric Emergency Services	6	0.3%	5	0.2%	4	0.6%	4	0.6%	-	-	-	-	3	1.3%	3	1.3%	1	0.3%	1	0.3%	113
114 SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	8	1.2%	1	0.1%	4	3.1%	-	-	2	0.8%	-	-	2	0.6%	1	0.3%	114
115 Behavioral Health Access Center	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	115
116 South of Market Mental Health Svcs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	116
117 Chinatown North Beach Mental Health Svcs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	117
118 Other	3	0.1%	-	-	1	0.1%	-	-	1	0.8%	-	-	-	-	-	-	-	-	-	-	118
119 Substance Use-Related Services	72	3.3%	29	1.3%	32	4.7%	14	2.0%	6	4.7%	4	3.1%	17	7.1%	8	3.3%	9	2.8%	2	0.6%	119
120 Treatment Access Program	18	0.8%	1	0.0%	14	2.0%	1	0.1%	3	2.3%	-	-	4	1.7%	-	-	7	2.2%	1	0.3%	120
121 Sobering Center	29	1.3%	19	0.9%	9	1.3%	7	1.0%	-	-	-	-	9	3.8%	7	2.9%	-	-	-	-	121
122 Joe Healy Medical Detox	11	0.5%	4	0.2%	3	0.4%	2	0.3%	-	-	-	-	2	0.8%	1	0.4%	1	0.3%	1	0.3%	122
123 Methadone Enrollment (various locations)	7	0.3%	4	0.2%	4	0.6%	3	0.4%	2	1.6%	3	2.3%	2	0.8%	-	-	-	-	-	-	123
124 Other	7	0.3%	1	0.0%	2	0.3%	1	0.1%	1	0.8%	1	0.8%	-	-	-	-	1	0.3%	-	-	124
125 Other Services	124	5.6%	38	1.7%	38	5.5%	15	2.2%	5	3.9%	2	1.6%	6	2.5%	3	1.3%	27	8.5%	10	3.1%	125
126 Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	3	0.4%	-	-	2	1.6%	-	-	-	-	-	-	1	0.3%	-	-	126
127 Companion Animal Paperwork	1	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	127
128 Veterans Services	7	0.3%	2	0.1%	3	0.4%	-	-	-	-	-	-	-	-	-	-	3	0.9%	-	-	128
129 Legal Services	6	0.3%	3	0.1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	129
130 Emergency Food / Food Referral	17	0.8%	9	0.4%	9	1.3%	6	0.9%	-	-	-	-	-	-	-	-	9	2.8%	6	1.9%	130
131 Clothing Referral	17	0.8%	11	0.5%	7	1.0%	2	0.3%	-	-	-	-	3	1.3%	2	0.8%	4	1.3%	-	-	131
132 Lava Mae (showers)	19	0.9%	6	0.3%	8	1.2%	4	0.6%	1	0.8%	1	0.8%	1	0.4%	-	-	6	1.9%	3	0.9%	132
133 Employment Services	1	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	133
134 Other	18	0.8%	5	0.2%	8	1.2%	3	0.4%	2	1.6%	1	0.8%	2	0.8%	1	0.4%	4	1.3%	1	0.3%	134

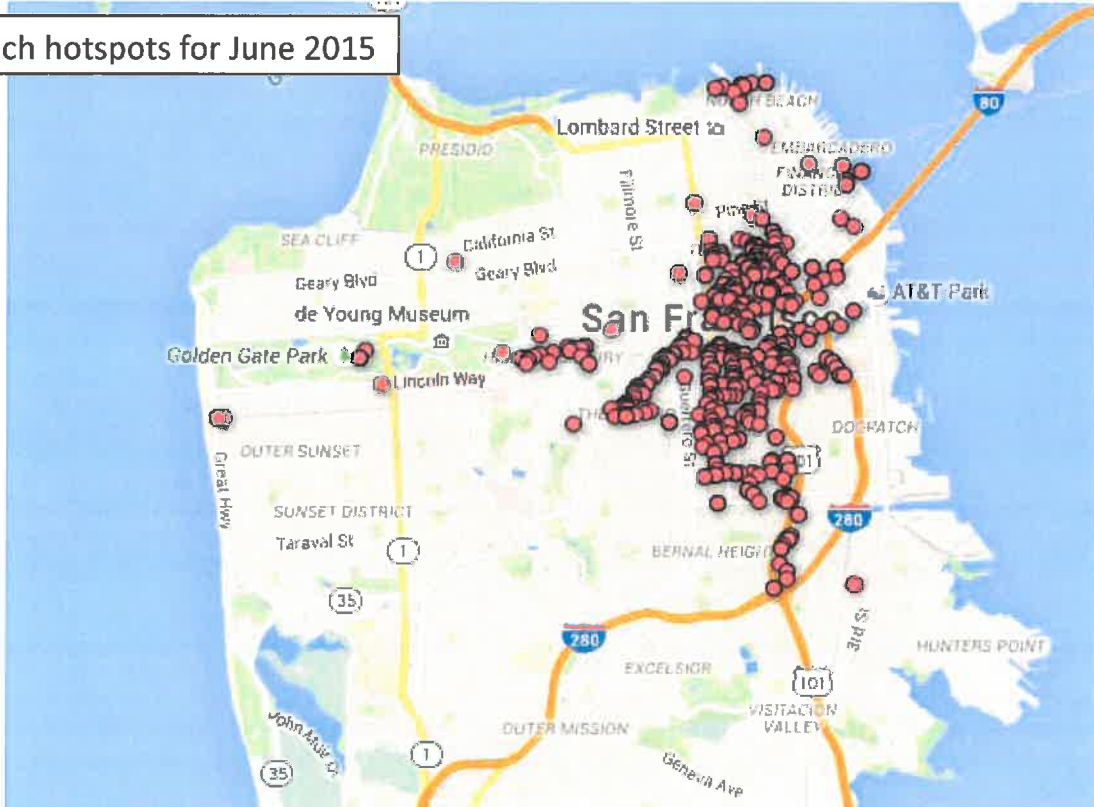


## District 7 Update

District 7: Park Merced, West Twin Peaks

### Outreach Updates

Outreach hotspots for June 2015



During June 2015, zero documented outreach attempts have been made in District 2, compared to 1 during April and May. Citywide, 1335 outreaches were made.

Full details on citywide outreach efforts and outcomes can be found in the included Outreach Summary.

Outreach can be requested by calling 311 or (415) 734-4233.

### Community Engagement & Partnerships

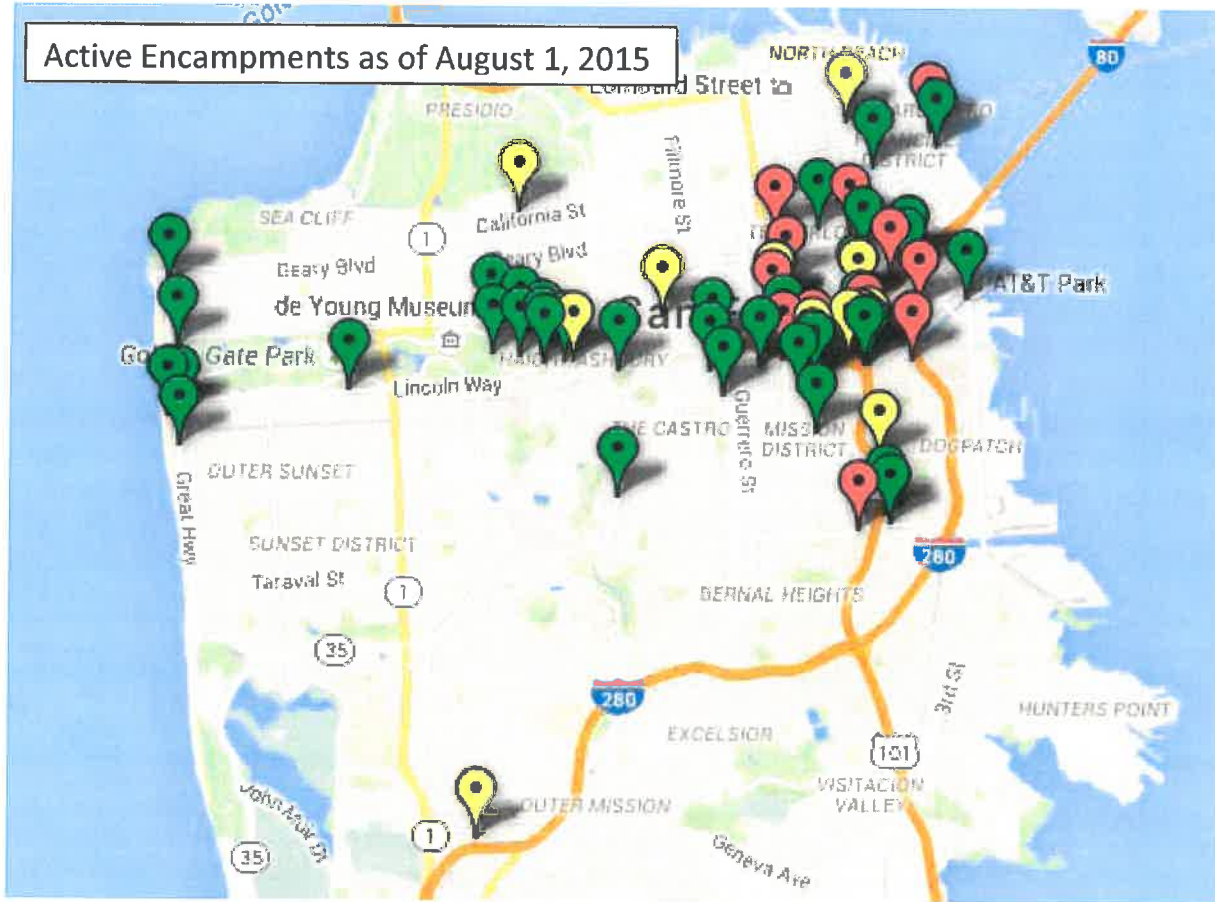
SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 7 are covered in the monthly SFPD Meetings.





**San Francisco Homeless Outreach Team (SFHOT)**  
*Service Update; Encampment data as of 8/1/2015*

**Encampment Outreach Updates**



Symbol	Size	#	Est. # of Residents
	Individual or Couple	12	22
	Campsite (3-9)	41	227
	Encampment (10+)	13	230
<b>Total</b>		<b>66</b>	<b>479</b>

As of July 1, SFHOT has identified 66 active encampments throughout San Francisco, only one of which is located within District 7.

As outlying districts do not have the same levels of visible homelessness as the city center, our outreach is more limited here. We rely more heavily on citizens and city agencies for referrals in these districts.

**Outreach can be requested by calling 311 or (415) 734-4233.**

SF HOT Outreach Encounter Report for District 7

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Total # of Encounters	3,227	100.0%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
Total # of Refusals of Outreach	1,014	31.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total # of Engagements	2,213	100.0%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5										
Homeless History Reported	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Total # of Encounters	3,227		1		0		1		0	
Totals with Homeless Length Data	217	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Average Time Homeless	7.33		UNK		UNK		UNK		UNK	
Brief Homeless (30 days or less)	9	4.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Short-term (31 days to 0.99 years)	27	12.4%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Intermediate (1 year to 2.99 years)	35	16.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Chronic (3 years +)	146	67.3%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Chronic (3 years to 9.99 years)	87	40.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Long-term Chronic (10 years or more)	59	27.2%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
No Data	3,010		0		0		0		0	
Demographics	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Total # of Encounters	3,227		1		0		1		0	
Average Age (using only records with exact DOB)	45.19		31.82		UNK		31.82		UNK	
Totals (includes estimated ages)	2,621	100.0%	1	100.0%	-	0.00%	1	100.0%	-	0.00%
Teen	11	0.4%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
20 to 29.9	452	17.2%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
30 to 39.9	520	19.8%	1	100.0%	-	0.00%	1	100.0%	-	0.00%
40 to 49.9	718	27.4%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
50 to 59.9	659	25.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
60 to 69.9	217	8.3%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Over 70	44	1.7%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
No Data	605		-		-		-		-	
Gender	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Totals	2,828	100.0%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
Male	2,090	73.9%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
Female	693	24.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		-		-		-		-	
Ethnicity	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Totals	2,816	100.0%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
African American / Black	759	27.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Asian	38	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native American	28	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Latino/a	357	12.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
White	1,268	45.0%	1	100.0%	-	0.0%	1	100.0%	-	0.0%
Multi-Ethnic	79	2.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	31	1.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	410		-		-		-		-	
Language	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Totals	2,416	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
English	2,241	92.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Spanish	166	6.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		1		-		1		-	
Sexual Identity	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Totals	1,260	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Straight / Heterosexual	958	76.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Bisexual	31	2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	56	4.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	166	13.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	1,967		1		-		1		-	
Other Identifiers	ALL DISTRICTS - EVER		DISTRICT 7 - EVER		DISTRICT 7 - APRIL 2015		DISTRICT 7 - MAY 2015		DISTRICT 7 - JUNE 2015	
Veteran	77	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Panhandles	132	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has An Animal / Pet	50	1.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Shopping Cart	41	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																			
75 Identified Needs																			
ALL DISTRICTS - EVER				DISTRICT 7 - EVER				DISTRICT 7 - APRIL 2015				DISTRICT 7 - MAY 2015				DISTRICT 7 - JUNE 2015			
76 Total # of Engagements																			
77 Total # of Needs Identified																			
78 Medical Needs																			
79 Benefits-Related Needs																			
80 Mental Health Needs																			
81 Substance Use-Related Needs																			
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)																			
83 Service Referrals and Linkages by District																			
ALL DISTRICTS - EVER				DISTRICT 7 - EVER				DISTRICT 7 - APRIL 2015				DISTRICT 7 - MAY 2015				DISTRICT 7 - JUNE 2015			
Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%
84 Total # of Service Referrals & Linkages																			
85 Homeless Related Services																			
86 Shelter Reservation																			
87 SFHOT Assessment and Case Management																			
88 Homeward Bound																			
89 Neighborhood Resource or Drop-In Center																			
90 Navigation Center																			
91 Other																			
92 Medical Services																			
93 Emergency Department																			
94 Healthy SF (clinic assignment for undocumented)																			
95 Primary Care Provider New Connection																			
96 Primary Care Provider Reconnection with Existing PCP																			
97 SFHOT Medical Outreach Services																			
98 Other																			
99 Benefits Related Services																			
100 General Assistance enrollment via CAAP																			
101 SSI Enrollment via Homeless Advocacy Project																			
102 CalFresh Enrollment via Human Services Agency																			
103 Healthy SF (insurance for undocumented)																			
104 Medi-Cal Enrollment																			
105 Identification Obtainment																			
106 Other																			
107 Mental Health Services																			
108 Westside Crisis																			
109 Comprehensive Crisis Services																			
110 Dore Urgent Care Clinic																			
111 Psychiatric Emergency Services																			
112 SFHOT Medical Outreach Psych Services																			
113 Behavioral Health Access Center																			
114 South of Market Mental Health Svcs																			
115 Chinatown North Beach Mental Health Svcs																			
116 Other																			
117 Substance Use-Related Services																			
118 Treatment Access Program																			
119 Sobering Center																			
120 Joe Healy Medical Detox																			
121 Methadone Enrollment (various locations)																			
122 Other																			
123 Other Services																			
124 Everyday Connect (provides a variety of services)																			
125 Companion Animal Paperwork																			
126 Veterans Services																			
127 Legal Services																			
128 Emergency Food / Food Referral																			
129 Clothing Referral																			
130 Lava Mae (showers)																			
131 Employment Services																			
132 Other																			
133																			
134																			
2,213	100.0%			1	100.0%			-	0.0%			1	100.0%			-	0.0%		
837	37.8%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
269	12.2%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
283	12.8%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
72	3.3%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
99	4.5%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
114	5.2%			-	0.0%			-	0.0%			-	0.0%			-	0.0%		
1,248	56.4%	413	18.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
564	25.5%	207	9.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
226	10.2%	112	5.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
19	0.9%			-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
57	2.6%	17	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
12	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
58	2.6%	12	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
125	5.6%	48	2.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
86	3.9%	16	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
204	9.2%	101	4.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
24	1.1%	23	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
17	0.8%	13	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
23	1.0%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
94	4.2%	42	1.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
46	2.1%	17	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
248	11.2%	28	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
98	4.4%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
16	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
52	2.3%	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
4	0.2%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
10	0.5%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
54	2.4%	7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
14	0.6%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
36	1.6%	10	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
7	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
3	0.1%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
17	0.8%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
72	3.3%	29	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
18	0.8%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
29	1.3%	19	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
11	0.5%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
7	0.3%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
7	0.3%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
124	5.6%	38	1.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
38	1.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
7	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
6	0.3%	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
17	0.8%	9	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
17	0.8%	11	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
19	0.9%	6	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
18	0.8%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

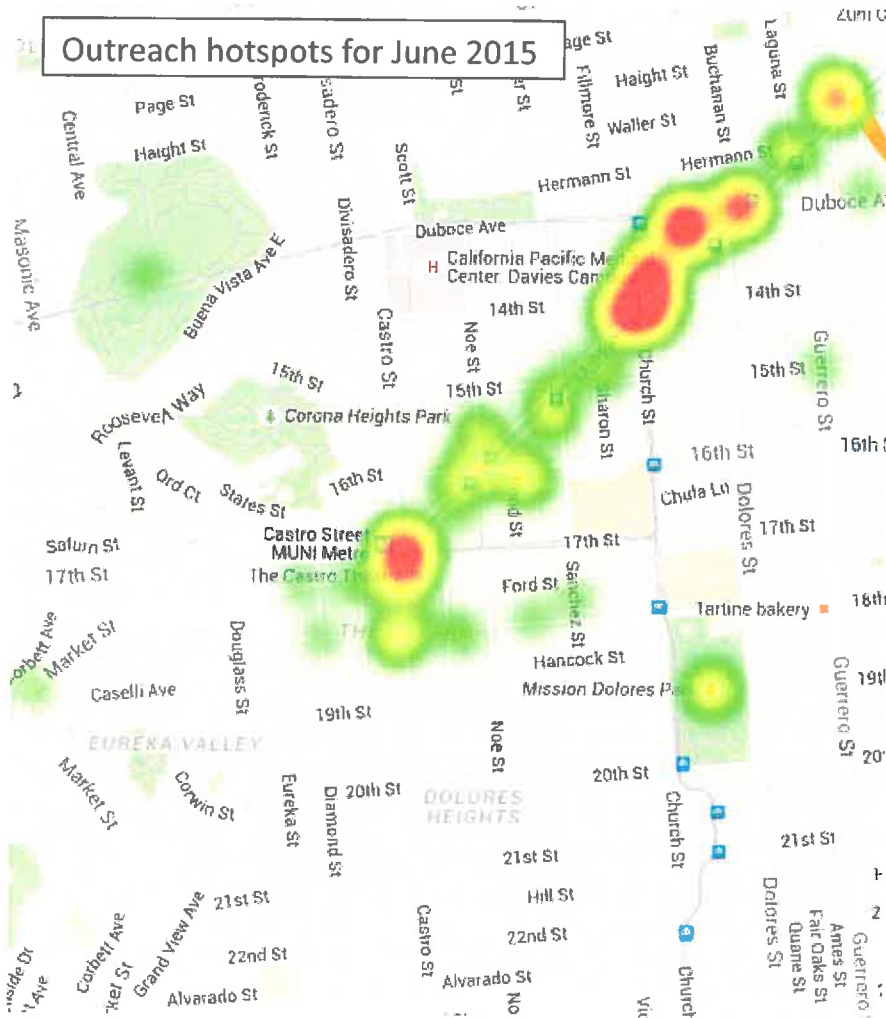




## District 8 Update

**District 8:** Castro, Eureka Valley, Upper Market, Noe Valley, Duboce Triangle, Diamond Heights, Glen Park, College Hill, Corona Heights, Buena Vista, Twin Peaks, Mission-Dolores, and parts of the Inner Mission.

### Outreach Updates



During June 2015, 199 outreach encounters were made within District 8. Altogether, 584 outreach attempts have been made in District 8 since we began documenting encounters in April 2015. (Older data collected for Castro Cares is not included here, in order to standardize our dataset with all districts.)

46 referrals for services were made in June, 7 of which have been confirmed as successfully delivered services. Two clients were brought on by SFHOT Case Management in order to more intensely address their needs.

District 8 is home to a younger, more difficult to engage population. SFHOT will continue to focus outreach efforts along Market Street, Castro and 18<sup>th</sup> Street, Buena Vista Park, Dolores Park, and Market and Church.

Outreach can be requested by calling 311 or (415) 734-4233.

### Community Engagement & Partnerships

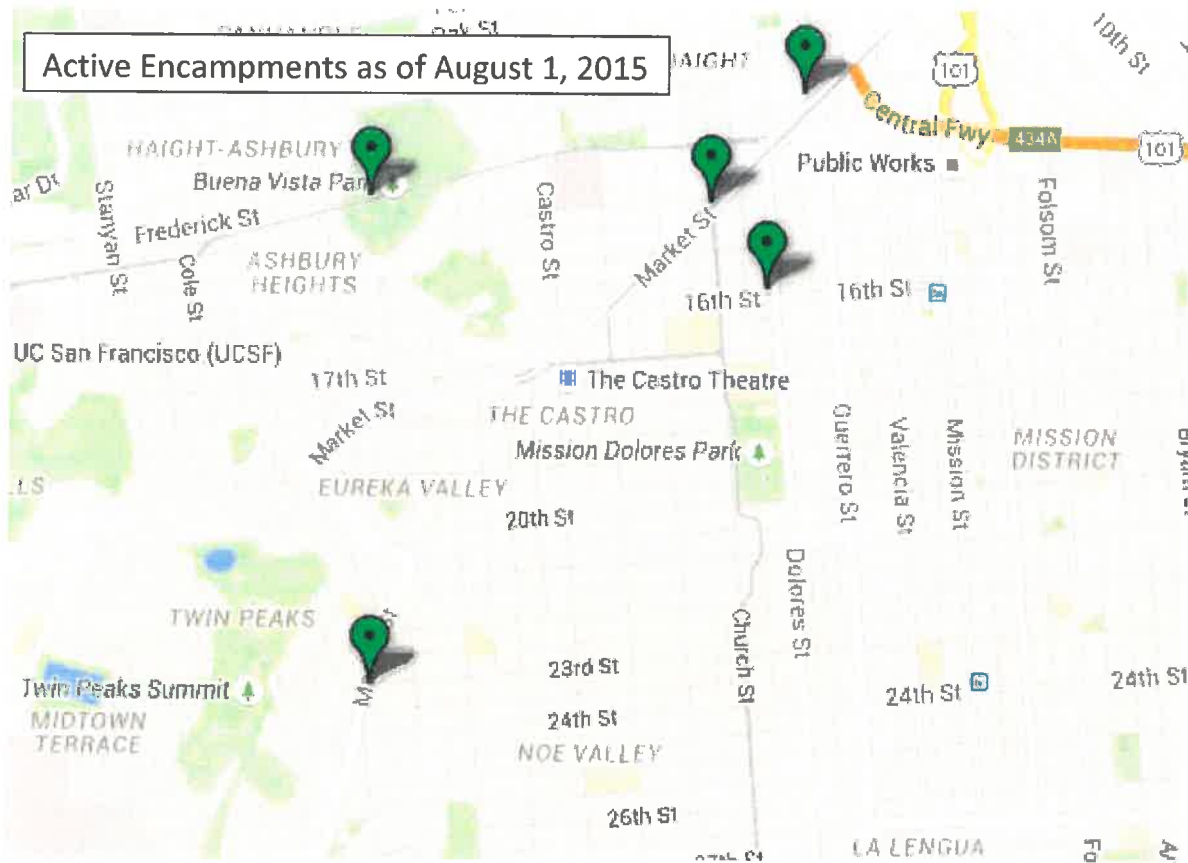
SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 8 are covered in the monthly SFPD Meetings.





**San Francisco Homeless Outreach Team (SFHOT)  
Service Update; Encampment data as of 8/1/2015**

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	0	0
	Campsite (3-9)	5	21
	Encampment (10+)	0	0
<b>Total</b>		<b>5</b>	<b>21</b>

**District 8 Encampment Outreach Update**

As of August 1, five encampments have been identified and outreached to within District 8. Approximately 21 residents will need to be relocated if encampments are eliminated.

Buena Vista Park is currently the site of one encampment; two encampments previously located there are no longer active.

Outreach workers will continue to identify and engage encampments throughout the area.

Requests for outreach can be made by calling 311 or (415) 734-4233.



## SFHOT Outreach Outcomes for District 8

Outreach Dates: 4/1/2015-6/30/2015

**584 Total Outreaches Attempted**

**385 Total Successful Engagements (did not refuse outreach)**

**144 Needs Identified**

- 34 Medical Needs
- 43 Benefits-Related Needs
- 19 Mental Health Needs
- 8 Substance Use-Related Needs
- 40 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

**199 Total Referrals for Services Made**

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**19 Total Linkages with Services Made**

(Referral made and verified as complete)

**7 Received Homeless Related Services**

- 3 Shelter Reservations Made
- 2 Enrolled in SFHOT Case Management
  - Went home via Homeward Bound
  - Accessed a Neighborhood Resource or Drop-In Center
  - Entered services at the Navigation Center
- 2 Received Other homeless-related services

**8 Received Medical Services**

- 1 Transported to the Emergency Department
  - Connected with and assigned a Primary Care Provider
- 1 Received SFHOT Medical Outreach Services
- 6 Received Other Medical Services

**0 Received Benefits Related Services**

- Received General Assistance
- Received SSI
- Enrolled in CalFresh
- Enrolled in Healthy SF
- Enrolled in Medi-Cal
- Obtained Identification
- Other Benefits services

**1 Received Mental Health Services**

- Received Crisis Services (Comprehensive Crisis, Westside)
- 1 Received Psych Emergency Services (Dore, PES)
  - Received SFHOT Psychiatric Outreach Services
  - Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
  - Other Mental Health services

**2 Received Substance Use-Related Services**

- Signed up for Substance Abuse Treatment
- 2 Taken to the Sobering Center
  - Enrolled in Detox programs
  - Enrolled in Methadone Maintenance
  - Other

**1 Received Other Services**

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- Received emergency food or connected with food services
- 1 Received Clothing
  - Accessed showers at Lava Mae
  - Other

**SF HOT Outreach Encounter Report for District 8**

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

4	CATEGORY	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
5	Total # of Encounters	3,227 100.0%	584 100.0%	147 100.0%	238 100.0%	199 100.0%
6	Total # of Refusals of Outreach	1,014 31.4%	239 40.9%	67 45.6%	80 33.6%	92 46.2%
7	Total # of Engagements	2,213 100.0%	345 59.1%	80 100.0%	158 100.0%	107 53.8%
8	Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5					
9	Homeless History Reported	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
10	Total # of Encounters	3,227	584	147	238	199
11	Totals with Homeless Length Data	217 100%	8 100%	2 100%	1 100%	5 100%
12	Average Time Homeless	7.33	4.30	3.63	1.00	4.42
13	Brief Homeless (30 days or less)	9 4.1%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
14	Short-term (31 days to 0.99 years)	27 12.4%	2 25.0%	1 50.0%	- 0.0%	2 40.0%
15	Intermediate (1 year to 2.99 years)	35 16.1%	1 12.5%	- 0.0%	1 100.0%	- 0.0%
16	Chronic (3 years +)	146 67.3%	4 50.0%	1 50.0%	- 0.0%	3 60.0%
17	Chronic (3 years to 9.99 years)	87 40.1%	3 37.5%	1 50.0%	- 0.0%	2 40.0%
18	Long-term Chronic (10 years or more)	59 27.2%	1 12.5%	- 0.0%	- 0.0%	1 20.0%
19	No Data	3,010	576	145	237	194
20	Demographics	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
21	Total # of Encounters	3,227	584	147	238	199
22	Average Age (using only records with exact DOB)	45.19	40.16	37.15	39.36	43.75
23	Totals (includes estimated ages)	2,621 100.0%	517 100.0%	142 100.0%	206 100.0%	189 100.0%
24	Teen	11 0.4%	5 1.0%	1 0.7%	4 1.9%	0 0.0%
25	20 to 29.9	452 17.2%	179 34.6%	58 40.8%	77 37.4%	44 26.0%
26	30 to 39.9	520 19.8%	131 25.3%	29 20.4%	49 23.8%	53 31.4%
27	40 to 49.9	718 27.4%	98 19.0%	23 16.2%	36 17.5%	39 23.1%
28	50 to 59.9	659 25.1%	73 14.1%	22 15.5%	25 12.1%	26 15.4%
29	60 to 69.9	217 8.3%	28 5.4%	7 4.9%	14 6.8%	7 4.1%
30	Over 70	44 1.7%	3 0.6%	2 1.4%	1 0.5%	0 0.0%
31	No Data	605	67	5	32	30
32	Gender	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
33	Totals	2,828 100.0%	533 100.0%	146 100.0%	216 100.0%	171 100.0%
34	Male	2,090 73.9%	434 81.4%	127 87.0%	178 82.4%	129 75.4%
35	Female	693 24.5%	85 15.9%	17 11.6%	32 14.8%	35 20.5%
36	Trans Male	8 0.3%	2 0.4%	- 0.0%	2 0.9%	- 0.0%
37	Trans Female	37 1.3%	13 2.4%	2 1.4%	4 1.9%	7 4.1%
38	Not Listed	- 0.0%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
39	Declined	- 0.0%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
40	Not Asked	399	51	1	22	28
41	Ethnicity	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
42	Totals	2,816 100.0%	517 100.0%	131 100.0%	214 100.0%	172 100.0%
43	African American / Black	759 27.0%	104 20.1%	28 21.4%	33 15.4%	43 25.0%
44	Asian	38 1.3%	6 1.2%	1 0.8%	3 1.4%	2 1.2%
45	Native Hawaiian / Other Pacific Islander	19 0.7%	5 1.0%	- 0.0%	4 1.9%	1 0.6%
46	Native American	28 1.0%	4 0.8%	- 0.0%	4 1.9%	- 0.0%
47	Latino/a	357 12.7%	31 6.0%	7 5.3%	13 6.1%	11 6.4%
48	White	1,268 45.0%	344 66.5%	91 69.5%	149 69.6%	103 59.9%
49	Multi-Ethnic	79 2.8%	19 3.7%	4 3.1%	7 3.3%	8 4.7%
50	Declined	31 1.1%	1 0.2%	- 0.0%	1 0.5%	- 0.0%
51	Not Asked	410	67	16	24	27
52	Language	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
53	Totals	2,416 100.0%	407 100.0%	103 100.0%	203 100.0%	101 100.0%
54	English	2,241 92.8%	406 99.8%	102 99.0%	203 100.0%	101 100.0%
55	Spanish	166 6.9%	1 0.2%	1 1.0%	- 0.0%	- 0.0%
56	Cantonese / Mandarin	4 0.2%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
57	Other	5 0.2%	- 0.0%	- 0.0%	- 0.0%	- 0.0%
58	No Data	811	177	44	35	98
59	Sexual Identity	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
60	Totals	1,260 100.0%	174 100.0%	67 100.0%	86 100.0%	21 100.0%
61	Straight / Heterosexual	958 76.0%	50 28.7%	13 19.4%	29 33.7%	8 38.1%
62	Bisexual	31 2.5%	6 3.4%	- 0.0%	5 5.8%	1 4.8%
63	Gay / Lesbian	56 4.4%	36 20.7%	14 20.9%	12 14.0%	10 47.6%
64	Questioning / Unsure	17 1.3%	8 4.6%	5 7.5%	2 2.3%	1 4.8%
65	Not Listed	30 2.4%	3 1.7%	2 3.0%	- 0.0%	1 4.8%
66	Declined	166 13.2%	71 40.8%	33 49.3%	38 44.2%	- 0.0%
67	Not Asked	1,967	410	80	152	178
68	Other Identifiers	ALL DISTRICTS - EVER	DISTRICT 8 - EVER	DISTRICT 8 - APRIL 2015	DISTRICT 8 - MAY 2015	DISTRICT 8 - JUNE 2015
69	Veteran	77 2.4%	17 2.9%	3 2.1%	6 2.8%	8 4.7%
70	Panhandles	132 4.1%	30 5.1%	12 8.2%	8 3.7%	10 5.8%
71	Has An Animal / Pet	50 1.5%	8 1.4%	1 0.7%	1 0.5%	6 3.5%
72	Has a Shopping Cart	41 1.3%	3 0.5%	- 0.0%	- 0.0%	3 1.8%
73	Has a Partner / Part of a Couple	138 4.3%	- 0.0%	- 0.0%	- 0.0%	- 0.0%

74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																	74				
75 Identified Needs	ALL DISTRICTS - EVER				DISTRICT 8 - EVER				DISTRICT 8 - APRIL 2015				DISTRICT 8 - MAY 2015				DISTRICT 8 - JUNE 2015				75
76 Total # of Engagements	2,213	100.0%			345	100.0%			80	100.0%			158	100.0%			107	100.0%			76
77 Total # of Needs Identified	837	37.8%			144	41.7%			43	53.8%			72	45.6%			29	27.1%			77
78 Medical Needs	269	12.2%			34	9.9%			14	17.5%			13	8.2%			7	6.5%			78
79 Benefits-Related Needs	283	12.8%			43	12.5%			11	13.8%			20	12.7%			12	11.2%			79
80 Mental Health Needs	72	3.3%			19	5.5%			7	8.8%			11	7.0%			1	0.9%			80
81 Substance Use-Related Needs	99	4.5%			8	2.3%			3	3.8%			3	1.9%			2	1.9%			81
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114	5.2%			40	11.6%			8	10.0%			25	15.8%			7	6.5%			82
83 Service Referrals and Linkages by District	ALL DISTRICTS - EVER				DISTRICT 8 - EVER				DISTRICT 8 - APRIL 2015				DISTRICT 8 - MAY 2015				DISTRICT 8 - JUNE 2015				83
	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	84
84 Total # of Service Referrals & Linkages	1,248	56.4%	413	18.7%	199	57.7%	19	5.5%	75	93.8%	6	7.5%	78	49.4%	6	3.8%	46	43.0%	7	6.5%	85
85 Homeless Related Services	564	25.5%	207	9.4%	86	24.8%	7	2.0%	43	53.8%	-	0.0%	25	15.8%	3	1.9%	18	16.8%	4	3.7%	86
86 Shelter Reservation	226	10.2%	112	5.1%	22	6.4%	3	0.9%	13	16.3%	-	0.0%	1	0.6%	1	0.6%	8	7.5%	2	1.9%	87
87 Shelter Reservation Attempted, No Bed Available	19	0.9%			6	1.7%			3	3.8%				0.0%			3	2.8%			88
88 SFHOT Assessment and Case Management	57	2.6%	17	0.8%	13	3.8%	2	0.6%	-	0.0%	-	0.0%	13	8.2%	-	0.0%	-	0.0%	2	1.9%	89
89 Homeward Bound	12	0.5%	2	0.1%	3	0.9%	-	0.0%	1	1.3%	-	0.0%	2	1.3%	-	0.0%	-	0.0%	-	0.0%	90
90 Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	16	4.6%	-	0.0%	2	2.5%	-	0.0%	4	2.5%	-	0.0%	10	9.3%	-	0.0%	91
91 Navigation Center	125	5.6%	48	2.2%	6	1.7%	-	0.0%	6	7.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	92
92 Other	86	3.9%	16	0.7%	26	7.5%	2	0.6%	21	26.3%	-	0.0%	5	3.2%	2	1.3%	-	0.0%	-	0.0%	93
93 Medical Services	204	9.2%	101	4.6%	28	8.1%	8	2.3%	14	17.5%	6	7.5%	9	5.7%	1	0.6%	5	4.7%	1	0.9%	94
94 Emergency Department	24	1.1%	23	1.0%	1	0.3%	1	0.3%	-	0.0%	-	0.0%	1	0.6%	1	0.6%	-	0.0%	-	0.0%	95
95 Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	96
96 Primary Care Provider New Connection	23	1.0%	3	0.1%	2	0.6%	-	0.0%	1	1.3%	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%	97
97 Primary Care Provider Reconnection with Existing PCP			3	0.1%		0.0%	-	0.0%		0.0%	-	0.0%		0.0%	-	0.0%		0.0%	-	0.0%	98
98 SFHOT Medical Outreach Services	94	4.2%	42	1.9%	13	3.8%	1	0.3%	5	6.3%	1	1.3%	3	1.9%	-	0.0%	5	4.7%	-	0.0%	99
99 Other	46	2.1%	17	0.8%	12	3.5%	6	1.7%	8	10.0%	5	6.3%	4	2.5%	-	0.0%	-	0.0%	1	0.9%	100
100 Benefits Related Services	248	11.2%	28	1.3%	32	9.5%	-	0.0%	8	10.0%	-	0.0%	12	7.6%	-	0.0%	13	12.1%	-	0.0%	101
101 General Assistance enrollment via CAAP	98	4.4%	6	0.3%	17	4.9%	-	0.0%	4	5.0%	-	0.0%	5	3.2%	-	0.0%	8	7.5%	-	0.0%	102
102 SSI Enrollment via Homeless Advocacy Project	16	0.7%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	103
103 CalFresh Enrollment via Human Services Agency	52	2.3%	7	0.3%	2	0.6%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	1	0.9%	-	0.0%	104
104 Healthy SF (insurance for undocumented)	4	0.2%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	105
105 Medi-Cal Enrollment	10	0.5%	2	0.1%	2	0.6%	-	0.0%	-	0.0%	-	0.0%	2	1.3%	-	0.0%	-	0.0%	-	0.0%	106
106 Identification Obtainment	54	2.4%	7	0.3%	10	2.9%	-	0.0%	3	3.8%	-	0.0%	4	2.5%	-	0.0%	3	2.8%	-	0.0%	107
107 Other	14	0.6%	2	0.1%	2	0.6%	-	0.0%	1	1.3%	-	0.0%	-	0.0%	-	0.0%	1	0.9%	-	0.0%	108
108 Mental Health Services	36	1.6%	10	0.5%	9	2.6%	1	0.3%	1	1.3%	-	0.0%	6	3.8%	1	0.6%	2	1.9%	-	0.0%	109
109 Westside Crisis	7	0.3%	-	0.0%	3	0.9%	-	0.0%	-	0.0%	-	0.0%	2	1.3%	-	0.0%	1	0.9%	-	0.0%	110
110 Comprehensive Crisis Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	111
111 Dore Urgent Care Clinic	3	0.1%	1	0.0%	2	0.6%	-	0.0%	1	1.3%	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%	112
112 Psychiatric Emergency Services	6	0.3%	5	0.2%	1	0.3%	1	0.3%	-	0.0%	-	0.0%	1	0.6%	1	0.6%	-	0.0%	-	0.0%	113
113 SFHOT Medical Outreach Psych Services	17	0.8%	4	0.2%	2	0.6%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	1	0.9%	-	0.0%	114
114 Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	115
115 South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	116
116 Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	117
117 Other	3	0.1%	-	0.0%	1	0.3%	-	0.0%	-	0.0%	-	0.0%	3	1.9%	-	0.0%	-	0.0%	-	0.0%	118
118 Substance Use-Related Services	72	3.3%	29	1.3%	4	1.2%	2	0.6%	1	1.3%	-	0.0%	1	0.6%	-	0.0%	2	1.9%	2	1.9%	119
119 Treatment Access Program	18	0.8%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	120
120 Sobering Center	29	1.3%	19	0.9%	2	0.6%	2	0.6%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	1.9%	2	1.9%	121
121 Joe Healy Medical Detox	11	0.5%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	122
122 Methadone Enrollment (various locations)	7	0.3%	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	123
123 Other	7	0.3%	1	0.0%	2	0.6%	-	0.0%	1	1.3%	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%	124
124 Other Services	124	5.6%	38	1.7%	39	11.3%	1	0.3%	8	10.0%	-	0.0%	25	15.8%	1	0.6%	6	5.6%	-	0.0%	125
125 Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	32	9.3%	-	0.0%	8	10.0%	-	0.0%	21	13.3%	-	0.0%	3	2.8%	-	0.0%	126
126 Companion Animal Paperwork	1	0.0%	-	0.0%	1	0.3%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%	127
127 Veterans Services	7	0.3%	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	128
128 Legal Services	6	0.3%	3	0.1%	1	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.9%	-	0.0%	129
129 Emergency Food / Food Referral	17	0.8%	9	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	130
130 Clothing Referral	17	0.8%	11	0.5%	3	0.9%	1	0.3%	-	0.0%	-	0.0%	2	1.3%	1	0.6%	1	0.9%	-	0.0%	131
131 Lava Mae (showers)	19	0.9%	6	0.3%	1	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.9%	-	0.0%	132
132 Employment Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	133
133 Other	18	0.8%	5	0.2%	1	0.3%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	-	0.0%	-	0.0%	134

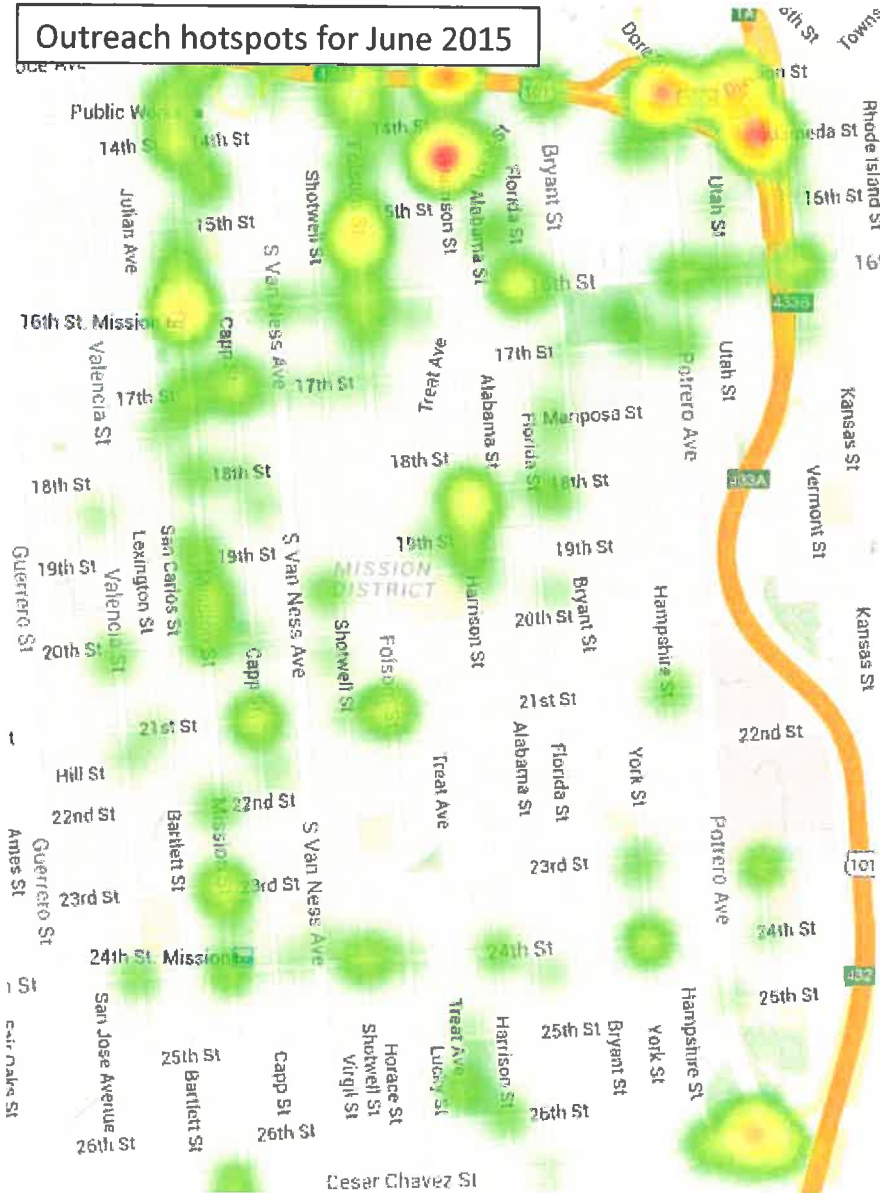




# District 9 Update

District 9: Mission, Bernal Heights, St. Mary's Park, and Portola

## Outreach Updates



During June 2015, 259 outreach attempts were made within District 9. Encounter totals could be higher near Cesar Chavez/ Potrero, and along Division and 13<sup>th</sup> Street, but many of these encounters are attributed to Districts 6 and 10.

Of the 259 attempted outreaches, 196 resulted in successful engagements. 71 referrals for services were made, 50 of which have resulted in service linkages (service verified as delivered.) Greater detail on services delivered can be found on the attached Outreach Outcomes Report.

Outreach can be requested by calling 311 or (415) 734-4233.

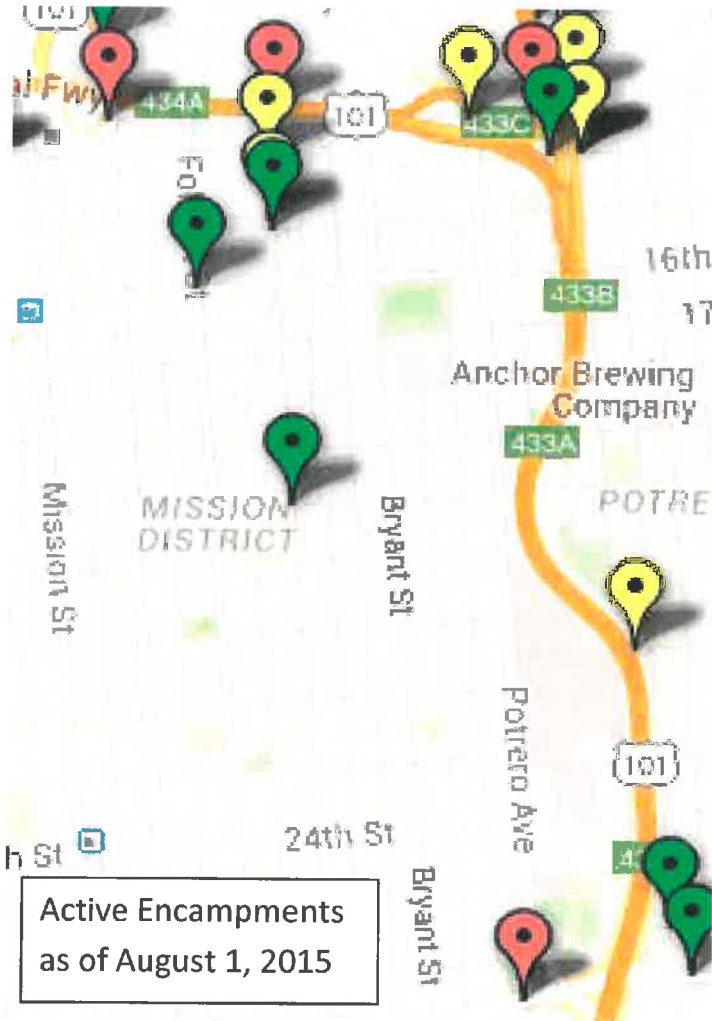
### Community Engagement & Partnerships

SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 9 are covered in the monthly SFPD Meetings.



San Francisco Homeless Outreach Team (SFHOT)  
 Service Update; Encampment data as of 8/1/2015

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	3	5
	Campsite (3-9)	7	38
	Encampment (10+)	3	45
<b>Total</b>		<b>13</b>	<b>88</b>

**Encampment Outreach Updates**

As of August 1, 13 active encampments have been identified as active in District 9, containing approximately 88 residents. There is also a large encampment on the border with District 10 near Cesar Chavez / Potrero that has regularly been outreached by SFHOT. Numerous encampments are located along the south side of Division Street, beneath the freeway, some of which belong/are mapped to Districts 6 and 10. We will continue working with the residents of these encampments to help them secure services and alternative living arrangements.

**Outreach can be requested by calling 311 or (415) 734-4233.**



## SFHOT Outreach Outcomes for District 9

Outreach Dates: 4/1/2015-6/30/2015

**576 Total Outreaches Attempted**

**430 Total Successful Engagements (did not refuse outreach)**

**149 Needs Identified**

- 59 Medical Needs
- 47 Benefits-Related Needs
- 6 Mental Health Needs
- 22 Substance Use-Related Needs
- 15 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

**211 Total Referrals for Services Made**

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**79 Total Linkages with Services Made**

(Referral made and verified as complete)

**35 Received Homeless Related Services**

- 31 Shelter Reservations Made
- 2 Enrolled in SFHOT Case Management
  - Went home via Homeward Bound
- 1 Accessed a Neighborhood Resource or Drop-In Center
  - Entered services at the Navigation Center
- 1 Received Other homeless-related services

**26 Received Medical Services**

- 7 Transported to the Emergency Department
- 8 Connected with and assigned a Primary Care Provider
- 10 Received SFHOT Medical Outreach Services
- 1 Received Other Medical Services

**1 Received Benefits Related Services**

- Received General Assistance
- 1 Received SSI
- Enrolled in CalFresh
- Enrolled in Healthy SF
- Enrolled in Medi-Cal
- Obtained Identification
- Other Benefits services

**1 Received Mental Health Services**

- Received Crisis Services (Comprehensive Crisis, Westside)
- Received Psych Emergency Services (Dore, PES)
- 1 Received SFHOT Psychiatric Outreach Services
- Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
- Other Mental Health services

**9 Received Substance Use-Related Services**

- Signed up for Substance Abuse Treatment
- 8 Taken to the Sobering Center
- 1 Enrolled in Detox programs
- Enrolled in Methadone Maintenance
- Other

**7 Received Other Services**

- 2 Served at Everyday Connect (provides a variety of services)
  - Companion Animal Paperwork completed
- 1 Received Veterans Services
- 2 Received Legal Services
  - Received emergency food or connected with food services
- 1 Received Clothing
  - Accessed showers at Lava Mae
- 1 Other

SF HOT Outreach Encounter Report for District 9

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>	<b>100.0%</b>	<b>576</b>	<b>100.0%</b>	<b>102</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>259</b>	<b>100.0%</b>
<b>Total # of Refusals of Outreach</b>	<b>1,014</b>	<b>31.4%</b>	<b>146</b>	<b>25.3%</b>	<b>25</b>	<b>24.5%</b>	<b>58</b>	<b>27.0%</b>	<b>63</b>	<b>24.3%</b>
<b>Total # of Engagements</b>	<b>2,213</b>	<b>100.0%</b>	<b>430</b>	<b>74.7%</b>	<b>77</b>	<b>75.5%</b>	<b>157</b>	<b>73.0%</b>	<b>196</b>	<b>75.7%</b>
Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>576</b>		<b>102</b>		<b>215</b>		<b>259</b>	
<b>Totals with Homeless Length Data</b>	217	100%	38	100%	1	100%	7	100%	30	100%
Average Time Homeless	7.33		3.95		1.00		5.87		3.61	
Brief Homeless (30 days or less)	9	4.1%	5	13.2%	-	0.0%	1	14.3%	4	13.3%
Short-term (31 days to 0.99 years)	27	12.4%	7	18.4%	-	0.0%	-	0.0%	8	26.7%
Intermediate (1 year to 2.99 years)	35	16.1%	6	15.8%	1	100.0%	1	14.3%	4	13.3%
Chronic (3 years +)	146	67.3%	18	47.4%	-	0.0%	5	71.4%	14	46.7%
Chronic (3 years to 9.99 years)	87	40.1%	12	31.6%	-	0.0%	3	42.9%	10	33.3%
Long-term Chronic (10 years or more)	59	27.2%	6	15.8%	-	0.0%	2	28.6%	4	13.3%
No Data	3,010		538		101		208		229	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>576</b>		<b>102</b>		<b>215</b>		<b>259</b>	
Average Age (using only records with exact DOB)	45.19		46.49		44.86		41.12		48.09	
<b>Totals (includes estimated ages)</b>	<b>2,621</b>	<b>100.0%</b>	<b>430</b>	<b>100.0%</b>	<b>73</b>	<b>100.0%</b>	<b>168</b>	<b>100.0%</b>	<b>189</b>	<b>100.0%</b>
Teen	11	0.4%	2	0.5%	0	0.0%	1	0.6%	1	0.5%
20 to 29.9	452	17.2%	41	9.5%	10	13.7%	19	11.3%	12	6.3%
30 to 39.9	520	19.8%	79	18.4%	17	23.3%	28	16.7%	34	18.0%
40 to 49.9	718	27.4%	131	30.5%	21	28.8%	48	28.6%	62	32.8%
50 to 59.9	659	25.1%	119	27.7%	17	23.3%	52	31.0%	50	26.5%
60 to 69.9	217	8.3%	47	10.9%	6	8.2%	16	9.5%	25	13.2%
Over 70	44	1.7%	11	2.6%	2	2.7%	4	2.4%	5	2.6%
No Data	605		145		29		47		69	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Totals</b>	<b>2,828</b>	<b>100.0%</b>	<b>492</b>	<b>100.0%</b>	<b>84</b>	<b>41.8%</b>	<b>190</b>	<b>94.5%</b>	<b>218</b>	<b>100.0%</b>
Male	2,090	73.9%	356	72.4%	56	27.9%	146	72.6%	154	70.6%
Female	693	24.5%	130	26.4%	26	12.9%	43	21.4%	61	28.0%
Trans Male	8	0.3%	1	0.2%	1	0.5%	-	0.0%	-	0.0%
Trans Female	37	1.3%	5	1.0%	1	0.5%	1	0.5%	3	1.4%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		84		18		25		41	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Totals</b>	<b>2,816</b>	<b>100.0%</b>	<b>488</b>	<b>100.0%</b>	<b>85</b>	<b>100.0%</b>	<b>183</b>	<b>100.0%</b>	<b>220</b>	<b>100.0%</b>
African American / Black	759	27.0%	124	25.4%	26	30.6%	37	20.2%	61	27.7%
Asian	38	1.3%	4	0.8%	-	0.0%	2	1.1%	2	0.9%
Native Hawaiian / Other Pacific Islander	19	0.7%	4	0.8%	2	2.4%	1	0.5%	1	0.5%
Native American	28	1.0%	4	0.8%	-	0.0%	3	1.6%	1	0.5%
Latino/a	357	12.7%	154	31.6%	21	24.7%	72	39.3%	61	27.7%
White	1,268	45.0%	145	29.7%	31	36.5%	61	33.3%	53	24.1%
Multi-Ethnic	79	2.8%	15	3.1%	4	4.7%	5	2.7%	6	2.7%
Declined	31	1.1%	4	0.8%	1	1.2%	2	1.1%	1	0.5%
Not Asked	410		88		17		32		39	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Totals</b>	<b>2,416</b>	<b>100.0%</b>	<b>467</b>	<b>100.0%</b>	<b>83</b>	<b>100.0%</b>	<b>187</b>	<b>100.0%</b>	<b>197</b>	<b>100.0%</b>
English	2,241	92.8%	368	78.8%	73	88.0%	136	72.7%	159	80.7%
Spanish	166	6.9%	97	20.8%	10	12.0%	50	26.7%	37	18.8%
Cantonese / Mandarin	4	0.2%	1	0.2%	-	0.0%	1	0.5%	-	0.0%
Other	5	0.2%	1	0.2%	-	0.0%	-	0.0%	1	0.5%
No Data	811		109		19		28		62	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Totals</b>	<b>1,260</b>	<b>100.0%</b>	<b>259</b>	<b>100.0%</b>	<b>53</b>	<b>100.0%</b>	<b>140</b>	<b>100.0%</b>	<b>66</b>	<b>100.0%</b>
Straight / Heterosexual	958	76.0%	207	79.9%	44	83.0%	101	72.1%	62	93.9%
Bisexual	31	2.5%	8	3.1%	-	0.0%	6	4.3%	2	3.0%
Gay / Lesbian	56	4.4%	2	0.8%	-	0.0%	1	0.7%	1	1.5%
Questioning / Unsure	17	1.3%	5	1.9%	1	1.9%	4	2.9%	-	0.0%
Not Listed	30	2.4%	3	1.2%	3	5.7%	-	0.0%	-	0.0%
Declined	166	13.2%	34	13.1%	5	9.4%	28	20.0%	1	1.5%
Not Asked	1,967		317		49		75		193	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015	
<b>Veteran</b>	77	2.4%	13	2.3%	-	0.0%	9	4.7%	4	1.8%
Panhandles	132	4.1%	13	2.3%	2	2.4%	6	3.2%	5	2.3%
Has An Animal / Pet	50	1.5%	7	1.2%	1	1.2%	1	0.5%	5	2.3%
Has a Shopping Cart	41	1.3%	16	2.8%	1	1.2%	3	1.6%	12	5.5%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%



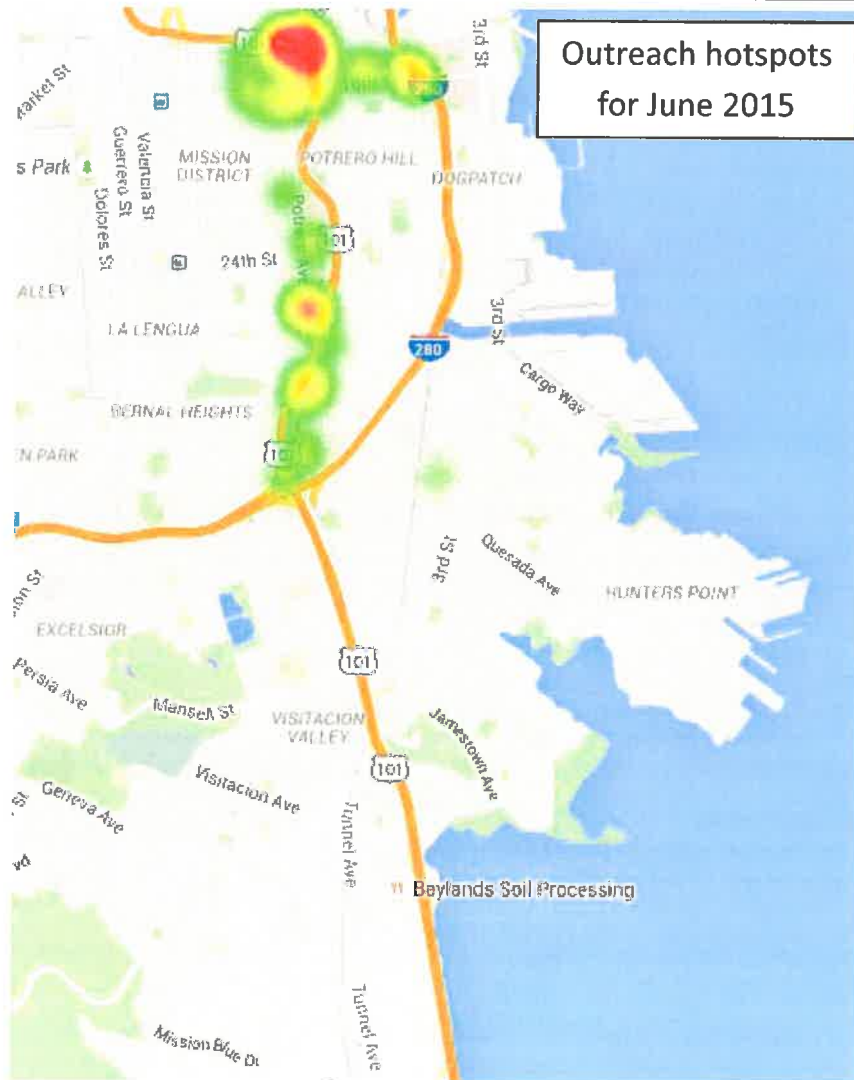
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																			
75	ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015				
76	Total # of Engagements	2,213	100.0%	430	100.0%	77	100.0%	157	100.0%	196	100.0%	77	100.0%	157	100.0%	196			
77	Total # of Needs Identified	837	37.8%	149	34.7%	32	41.6%	57	36.3%	60	30.6%	32	41.6%	57	36.3%	60			
78	Medical Needs	269	12.2%	59	13.7%	14	18.2%	15	9.6%	30	15.3%	14	18.2%	15	9.6%	30			
79	Benefits-Related Needs	283	12.8%	47	10.9%	13	16.9%	26	16.6%	8	4.1%	13	16.9%	26	16.6%	8			
80	Mental Health Needs	72	3.3%	6	1.4%	2	2.6%	-	0.0%	4	2.0%	2	2.6%	-	0.0%	4			
81	Substance Use-Related Needs	99	4.5%	22	5.1%	3	3.9%	10	6.4%	9	4.6%	3	3.9%	10	6.4%	9			
82	Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)	114	5.2%	15	3.5%	-	0.0%	6	3.8%	9	4.6%	-	0.0%	6	3.8%	9			
83	Service Referrals and Linkages by District																		
		ALL DISTRICTS - EVER		DISTRICT 9 - EVER		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015		DISTRICT 9 - APRIL 2015		DISTRICT 9 - MAY 2015		DISTRICT 9 - JUNE 2015			
		Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%		
84	Total # of Service Referrals & Linkages	1,246	56.4%	413	18.7%	211	49.3%	79	18.4%	51	66.2%	7	9.1%	89	56.7%	23	14.6%	71	36.2%
85	Homeless Related Services	564	25.5%	207	9.4%	101	23.5%	35	8.1%	32	41.6%	2	2.6%	40	25.5%	11	7.0%	29	14.8%
86	Shelter Reservation	226	10.2%	112	5.1%	55	12.8%	31	7.2%	7	9.1%	-	0.0%	23	14.6%	10	6.4%	25	12.8%
87	Shelter Reservation Attempted, No Bed Available	19	0.9%	-	0.0%	3	0.7%	0	0.0%	1	1.3%	-	0.0%	-	0.0%	0	0.0%	2	1.0%
88	SFHOT Assessment and Case Management	57	2.6%	17	0.8%	11	2.6%	2	0.5%	4	5.2%	-	0.0%	6	3.8%	1	0.6%	1	0.5%
89	Homeward Bound	12	0.5%	2	0.1%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
90	Neighborhood Resource or Drop-In Center	58	2.6%	12	0.5%	4	0.9%	1	0.2%	1	1.3%	1	1.3%	1	0.6%	-	0.0%	2	1.0%
91	Navigation Center	125	5.6%	48	2.2%	25	5.8%	-	0.0%	19	24.7%	-	0.0%	6	3.8%	-	0.0%	-	0.0%
92	Other	86	3.9%	16	0.7%	6	1.4%	1	0.2%	1	1.3%	1	1.3%	4	2.5%	-	0.0%	1	0.5%
93	Medical Services	204	9.2%	101	4.6%	37	8.6%	26	6.0%	8	10.4%	4	5.2%	11	7.0%	4	2.5%	18	9.2%
94	Emergency Department	24	1.1%	23	1.0%	6	1.4%	7	1.6%	2	2.6%	2	2.6%	-	0.0%	-	0.0%	4	2.0%
95	Healthy SF (clinic assignment for undocumented)	17	0.8%	13	0.6%	6	1.4%	5	1.2%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	5	2.6%
96	Primary Care Provider New Connection	23	1.0%	3	0.1%	5	1.2%	1	0.2%	2	2.6%	1	1.3%	2	1.3%	-	0.0%	1	0.5%
97	Primary Care Provider Reconnection with Existing PCP	94	4.2%	42	1.9%	14	3.3%	10	2.3%	4	5.2%	1	1.3%	5	3.2%	2	1.3%	5	2.6%
98	SFHOT Medical Outreach Services	46	2.1%	17	0.8%	6	1.4%	1	0.2%	-	0.0%	-	0.0%	3	1.9%	1	0.6%	3	1.5%
99	Other	248	11.2%	28	1.3%	38	8.8%	1	0.2%	10	13.0%	1	1.3%	23	14.6%	-	0.0%	5	2.6%
100	Benefits Related Services	98	4.4%	6	0.3%	17	4.0%	-	0.0%	7	9.1%	-	0.0%	9	5.7%	-	0.0%	1	0.5%
101	General Assistance enrollment via CAAP	16	0.7%	2	0.1%	4	0.9%	1	0.2%	1	1.3%	1	1.3%	3	1.9%	-	0.0%	-	0.0%
102	SSI Enrollment via Homeless Advocacy Project	52	2.3%	7	0.3%	9	2.1%	-	0.0%	2	2.6%	-	0.0%	7	4.5%	-	0.0%	-	0.0%
103	CalFresh Enrollment via Human Services Agency	4	0.2%	2	0.1%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
104	Healthy SF (insurance for undocumented)	10	0.5%	2	0.1%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	-	0.0%
105	Medi-Cal Enrollment	54	2.4%	7	0.3%	5	1.2%	-	0.0%	-	0.0%	-	0.0%	3	1.9%	-	0.0%	2	1.0%
106	Identification Obtainment	14	0.6%	2	0.1%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
107	Other	36	1.6%	10	0.5%	3	0.7%	1	0.2%	1	1.3%	-	0.0%	-	0.0%	-	0.0%	2	1.0%
108	Mental Health Services	7	0.3%	-	0.0%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
109	Westside Crisis	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
110	Comprehensive Crisis Services	3	0.1%	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
111	Dore Urgent Care Clinic	6	0.3%	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
112	Psychiatric Emergency Services	17	0.8%	4	0.2%	2	0.5%	1	0.2%	1	1.3%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
113	SFHOT Medical Outreach Psych Services	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
114	Behavioral Health Access Center	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
115	South of Market Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
116	Chinatown North Beach Mental Health Svcs	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
117	Other	3	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
118	Substance Use-Related Services	72	3.3%	29	1.3%	18	4.2%	9	2.1%	-	0.0%	-	0.0%	11	7.0%	5	3.2%	7	3.6%
119	Treatment Access Program	18	0.8%	1	0.0%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
120	Sobering Center	29	1.3%	19	0.9%	12	2.8%	8	1.9%	-	0.0%	-	0.0%	7	4.5%	4	2.5%	5	2.6%
121	Joe Healy Medical Detox	11	0.5%	4	0.2%	3	0.7%	1	0.2%	-	0.0%	-	0.0%	3	1.9%	1	0.6%	-	0.0%
122	Methadone Enrollment (various locations)	7	0.3%	4	0.2%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
123	Other	7	0.3%	1	0.0%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	-	0.0%
124	Other Services	124	5.6%	38	1.7%	14	3.3%	7	1.6%	-	0.0%	-	0.0%	4	2.5%	3	1.9%	10	5.1%
125	Everyday Connect (provides a variety of services)	38	1.7%	2	0.1%	2	0.5%	2	0.5%	-	0.0%	-	0.0%	2	1.3%	2	1.3%	-	0.0%
126	Companion Animal Paperwork	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
127	Veterans Services	7	0.3%	2	0.1%	-	0.0%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
128	Legal Services	6	0.3%	3	0.1%	2	0.5%	2	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.5%
129	Emergency Food / Food Referral	17	0.8%	9	0.4%	2	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	1.0%
130	Clothing Referral	17	0.8%	11	0.5%	1	0.2%	1	0.2%	-	0.0%	-	0.0%	1	0.6%	1	0.6%	-	0.0%
131	Lava Mae (showers)	19	0.9%	6	0.3%	3	0.7%	-	0.0%	-	0.0%	-	0.0%	1	0.6%	-	0.0%	2	1.0%
132	Employment Services	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
133	Other	18	0.8%	5	0.2%	4	0.9%	1	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	4	2.0%
134																			



## District 10 Update

District 10: Bayview Hunters Point, Potrero Hill, Dogpatch, and Visitacion Valley neighborhoods

### Outreach Updates



During June 2015, 148 outreach attempts have been made in District 10. 124 of these encounters (83.8%) resulted in successful engagements (individuals did not refuse outreach).

30 referrals for service have been made, 18 of which have been confirmed as delivered (individual received a shelter bed, primary care, mental health services, etc.) Greater detail on services delivered can be found on the attached Outreach Outcomes Report and Summary.

Outreach in District 10 tends to cluster in three locations: the northwestern corner of the district, near Division/Alameda/San Bruno, along Potrero Avenue/Highway 101, and at La Raza Park/Cesar Chavez overpass. Counts could be higher in these areas, but some encounters are attributed to Districts 9 and 6 when they take place along shared boundaries.

Outreach can be requested by calling 311 or (415) 734-4233.

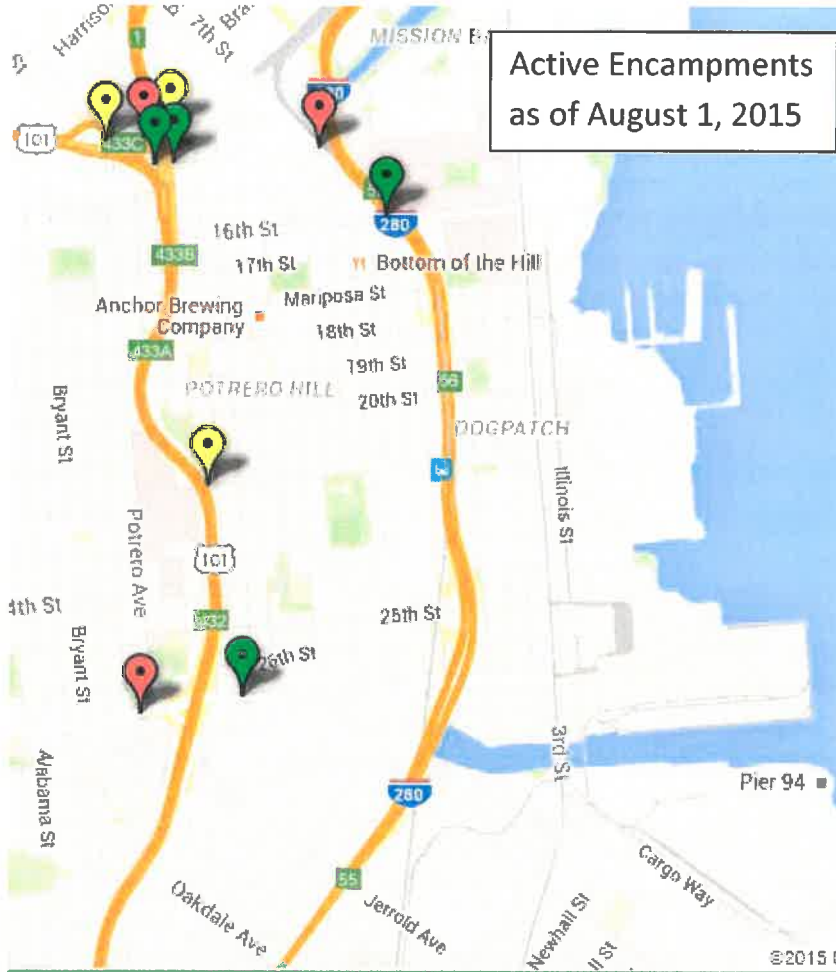
### Community Engagement & Partnerships

SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 10 are covered in the monthly SFPD Meetings.



**San Francisco Homeless Outreach Team (SFHOT)**  
*Service Update; Encampment data as of 8/1/2015*

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	3	5
	Campsite (3-9)	4	29
	Encampment (10+)	3	75
<b>Total</b>		<b>10</b>	<b>109</b>

As of August 1, SFHOT has identified 10 active encampments throughout District 10. Encampments range from a semi-permanent structure housing 1-2 residents, to more permanent, larger communities with many residents. Encampments, especially smaller ones, are difficult to accurately track, as they may shift locations, or residents may not be present during the day.

The two main areas of concern for District 10 are under the overpass at Division and Potrero Avenue, and the La Raza Park / Cesar Chavez freeway overpass area. Outreach to these areas happens regularly, and we estimate about fifty persons who will need alternative housing if these encampments are to be removed. There are also many encampments in the 13<sup>th</sup> Street/Division/Alameda/Potrero Avenue area, near the shared borders with Districts 9 and 6.

**Outreach can be requested by calling 311 or (415) 734-4233.**



## SFHOT Outreach Outcomes for District 10

Outreach Dates: 4/1/2015-6/30/2015

### 334 Total Outreaches Attempted

### 281 Total Successful Engagements (did not refuse outreach)

#### 92 Needs Identified

- 37 Medical Needs
- 38 Benefits-Related Needs
  - 2 Mental Health Needs
- 12 Substance Use-Related Needs
- 3 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)

#### 96 Total Referrals for Services Made

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### 38 Total Linkages with Services Made

(Referral made and verified as complete)

#### 16 Received Homeless Related Services

- 7 Shelter Reservations Made
  - Enrolled in SFHOT Case Management
  - Went home via Homeward Bound
  - Accessed a Neighborhood Resource or Drop-In Center
- 9 Entered services at the Navigation Center
  - Received Other homeless-related services

#### 14 Received Medical Services

- 2 Transported to the Emergency Department
- 4 Connected with and assigned a Primary Care Provider
- 7 Received SFHOT Medical Outreach Services
- 1 Received Other Medical Services

#### 6 Received Benefits Related Services

- 1 Received General Assistance
  - Received SSI
- 2 Enrolled in CalFresh
- 1 Enrolled in Healthy SF
  - Enrolled in Medi-Cal
- 1 Obtained Identification
  - Other Benefits services

#### 0 Received Mental Health Services

- Received Crisis Services (Comprehensive Crisis, Westside)
- Received Psych Emergency Services (Dore, PES)
- Received SFHOT Psychiatric Outreach Services
- Registered for MH Outpatient Services (BHAC, SoMaMH, CTNB)
- Other Mental Health services

#### 2 Received Substance Use-Related Services

- Signed up for Substance Abuse Treatment
- 1 Taken to the Sobering Center
  - Enrolled in Detox programs
- 1 Enrolled in Methadone Maintenance
  - Other

#### 0 Received Other Services

- Served at Everyday Connect (provides a variety of services)
- Companion Animal Paperwork completed
- Received Veterans Services
- Received Legal Services
- Received emergency food or connected with food services
- Received Clothing
- Accessed showers at Lava Mae
- Other



SF HOT Outreach Encounter Report for District 10

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>	<b>100.0%</b>	<b>334</b>	<b>100.0%</b>	<b>59</b>	<b>100.0%</b>	<b>127</b>	<b>100.0%</b>	<b>148</b>	<b>100.0%</b>
<b>Total # of Refusals of Outreach</b>	<b>1,014</b>	<b>31.4%</b>	<b>53</b>	<b>15.9%</b>	<b>8</b>	<b>13.6%</b>	<b>21</b>	<b>16.5%</b>	<b>24</b>	<b>16.2%</b>
<b>Total # of Engagements</b>	<b>2,213</b>	<b>100.0%</b>	<b>281</b>	<b>84.1%</b>	<b>51</b>	<b>86.4%</b>	<b>106</b>	<b>83.5%</b>	<b>124</b>	<b>83.8%</b>
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>334</b>		<b>59</b>		<b>127</b>		<b>148</b>	
<b>Totals with Homeless Length Data</b>	217	100%	34	100%	1	100%	7	100%	26	100%
Average Time Homeless	7.33		10.22		20.00		4.57		11.36	
Brief Homeless (30 days or less)	9	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Short-term (31 days to 0.99 years)	27	12.4%	4	11.8%	-	0.0%	1	14.3%	3	11.5%
Intermediate (1 year to 2.99 years)	35	16.1%	4	11.8%	-	0.0%	-	0.0%	4	15.4%
Chronic (3 years +)	146	67.3%	26	76.5%	1	100.0%	6	85.7%	19	73.1%
Chronic (3 years to 9.99 years)	87	40.1%	15	44.1%	-	0.0%	6	85.7%	9	34.6%
Long-term Chronic (10 years or more)	59	27.2%	11	32.4%	1	100.0%	-	0.0%	10	38.5%
No Data	3,010		300		58		120		122	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>		<b>334</b>		<b>59</b>		<b>127</b>		<b>148</b>	
Average Age (using only records with exact DOB)	45.19		45.16		46.63		44.14		42.41	
<b>Totals (includes estimated ages)</b>	<b>2,621</b>	<b>100.0%</b>	<b>272</b>	<b>100.0%</b>	<b>53</b>	<b>100.0%</b>	<b>106</b>	<b>100.0%</b>	<b>114</b>	<b>100.0%</b>
Teen	11	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
20 to 29.9	452	17.2%	35	12.9%	4	7.5%	13	12.3%	18	15.8%
30 to 39.9	520	19.8%	48	17.6%	6	11.3%	17	16.0%	25	21.9%
40 to 49.9	718	27.4%	96	35.3%	18	34.0%	35	33.0%	43	37.7%
50 to 59.9	659	25.1%	82	30.1%	25	47.2%	36	34.0%	22	19.3%
60 to 69.9	217	8.3%	9	3.3%	0	0.0%	4	3.8%	5	4.4%
Over 70	44	1.7%	2	0.7%	0	0.0%	1	0.9%	1	0.9%
No Data	605		62		6		21		34	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Totals</b>	<b>2,828</b>	<b>100.0%</b>	<b>285</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>	<b>117</b>	<b>100.0%</b>	<b>112</b>	<b>100.0%</b>
Male	2,090	73.9%	192	67.4%	38	67.9%	81	69.2%	73	65.2%
Female	693	24.5%	92	32.3%	17	30.4%	36	30.8%	39	34.8%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	1	0.4%	1	1.8%	-	0.0%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		49		3		10		36	
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Totals</b>	<b>2,816</b>	<b>100.0%</b>	<b>276</b>	<b>100.0%</b>	<b>53</b>	<b>100.0%</b>	<b>109</b>	<b>100.0%</b>	<b>115</b>	<b>100.0%</b>
African American / Black	759	27.0%	55	19.9%	7	13.2%	23	21.1%	25	21.7%
Asian	38	1.3%	3	1.1%	2	3.8%	1	0.9%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	3	1.1%	-	0.0%	2	1.8%	1	0.9%
Native American	28	1.0%	10	3.6%	5	9.4%	5	4.6%	-	0.0%
Latino/a	357	12.7%	64	23.2%	20	37.7%	30	27.5%	14	12.2%
White	1,268	45.0%	102	36.6%	14	26.4%	46	42.2%	42	36.5%
Multi-Ethnic	79	2.8%	10	3.6%	4	7.5%	1	0.9%	5	4.3%
Declined	31	1.1%	3	1.1%	1	1.9%	1	0.9%	1	0.9%
Not Asked	410		57		6		18		33	
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Totals</b>	<b>2,416</b>	<b>100.0%</b>	<b>262</b>	<b>100.0%</b>	<b>51</b>	<b>100.0%</b>	<b>104</b>	<b>100.0%</b>	<b>107</b>	<b>100.0%</b>
English	2,241	92.8%	235	89.7%	40	78.4%	91	87.5%	103	96.3%
Spanish	166	6.9%	28	10.7%	11	21.6%	13	12.5%	4	3.7%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		72		8		23		41	
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Totals</b>	<b>1,260</b>	<b>100.0%</b>	<b>158</b>	<b>100.0%</b>	<b>44</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>30</b>	<b>100.0%</b>
Straight / Heterosexual	958	76.0%	139	88.0%	42	95.5%	69	82.1%	28	93.3%
Bisexual	31	2.5%	2	1.3%	-	0.0%	2	2.4%	-	0.0%
Gay / Lesbian	56	4.4%	5	3.2%	1	2.3%	4	4.8%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	166	13.2%	10	6.3%	1	2.3%	9	10.7%	-	0.0%
Not Asked	1,967		176		15		43		118	
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 10 - EVER		DISTRICT 10 - APRIL 2015		DISTRICT 10 - MAY 2015		DISTRICT 10 - JUNE 2015	
<b>Totals</b>	<b>77</b>	<b>2.4%</b>	<b>5</b>	<b>1.8%</b>	<b>1</b>	<b>1.8%</b>	<b>1</b>	<b>0.9%</b>	<b>3</b>	<b>2.7%</b>
Veteran	77	2.4%	5	1.8%	1	1.8%	1	0.9%	3	2.7%
Panhandles	132	4.1%	1	0.4%	1	1.8%	-	0.0%	-	0.0%
Has An Animal / Pet	50	1.5%	7	2.5%	-	0.0%	1	0.9%	6	5.4%
Has a Shopping Cart	41	1.3%	3	1.1%	-	0.0%	1	0.9%	2	1.8%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

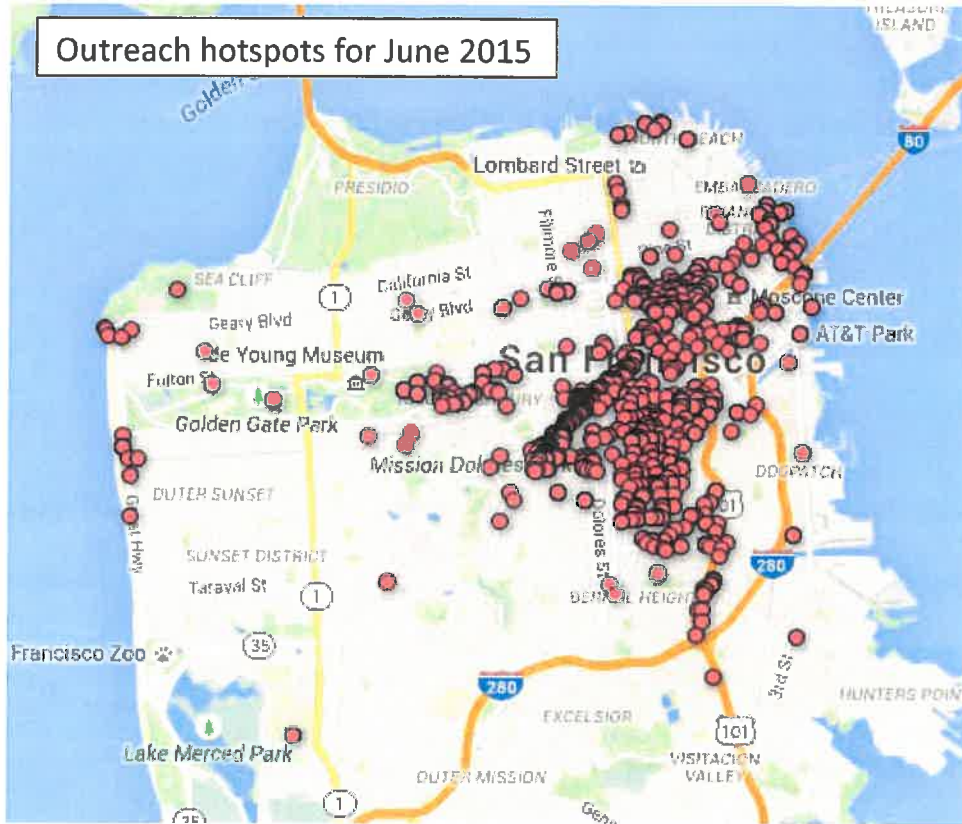
74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																																									
75 Identified Needs																																									
		ALL DISTRICTS - EVER				DISTRICT 10 - EVER				DISTRICT 10 - APRIL 2015				DISTRICT 10 - MAY 2015				DISTRICT 10 - JUNE 2015																							
76 Total # of Engagements		2,213		100.0%		281		100.0%		51		100.0%		106		100.0%		124		100.0%																					
77 Total # of Needs Identified		837		37.8%		92		32.7%		21		41.2%		48		45.3%		23		18.5%																					
78 Medical Needs		269		12.2%		37		13.2%		11		21.6%		17		16.0%		9		7.3%																					
79 Benefits-Related Needs		283		12.8%		38		13.5%		6		11.8%		22		20.8%		10		8.1%																					
80 Mental Health Needs		72		3.3%		2		0.7%		-		0.0%		-		0.0%		2		1.6%																					
81 Substance Use-Related Needs		99		4.5%		12		4.3%		4		7.8%		6		5.7%		2		1.6%																					
82 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)		114		5.2%		3		1.1%		-		0.0%		3		2.8%		-		0.0%																					
83 Service Referrals and Linkages by District																																									
		ALL DISTRICTS - EVER				DISTRICT 10 - EVER				DISTRICT 10 - APRIL 2015				DISTRICT 10 - MAY 2015				DISTRICT 10 - JUNE 2015																							
		Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%	Referred	%	Connected	%																				
84 Total # of Service Referrals & Linkages																																									
85 Homeless Related Services		1,248		56.4%		413		18.7%		96		34.2%		38		18.5%		20		39.2%		8		15.7%		46		43.4%		12		11.3%		30		24.2%		18		14.5%	
86 Shelter Reservation		564		25.5%		207		9.4%		42		14.9%		16		7.7%		11		21.6%		2		3.9%		17		16.0%		3		2.8%		14		11.3%		11		8.9%	
87 SFHOT Assessment and Case Management		226		10.2%		112		5.1%		13		4.6%		7		2.5%		2		3.9%		2		3.9%		8		7.5%		3		2.8%		3		2.4%		2		1.6%	
88 Homeward Bound		19		0.9%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
89 Neighborhood Resource or Drop-In Center		57		2.6%		17		0.8%		3		1.1%		-		0.0%		1		2.0%		-		0.0%		2		1.9%		-		0.0%		-		0.0%					
90 Navigation Center		12		0.5%		2		0.1%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
91 Other		58		2.6%		12		0.5%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.8%		-		0.0%	
92 Medical Services		125		5.6%		48		2.2%		19		6.8%		9		3.2%		8		15.7%		-		0.0%		2		1.9%		-		0.0%		9		7.3%		9		7.3%	
93 Emergency Department		86		3.9%		16		0.7%		6		2.1%		-		0.0%		-		0.0%		-		0.0%		5		4.7%		-		0.0%		1		0.8%		-		0.0%	
94 Healthy SF (clinic assignment for undocumented)		204		9.2%		101		4.6%		23		8.2%		14		5.0%		7		13.7%		4		7.8%		11		10.4%		5		4.7%		5		4.0%		5		4.0%	
95 Primary Care Provider New Connection		24		1.1%		23		1.0%		3		1.1%		2		0.7%		-		0.0%		-		0.0%		2		1.9%		1		0.9%		1		0.8%		1		0.8%	
96 Primary Care Provider Reconnection with Existing PCP		17		0.8%		13		0.6%		4		1.4%		-		0.0%		3		5.9%		3		5.9%		-		0.0%		-		0.0%		1		0.8%		1		0.8%	
97 SFHOT Medical Outreach Services		23		1.0%		3		0.1%		3		1.1%		-		0.0%		1		2.0%		-		0.0%		2		1.9%		-		0.0%		-		0.0%					
98 Other		46		2.1%		17		0.8%		2		0.7%		1		0.4%		-		0.0%		-		0.0%		2		1.9%		1		0.9%		-		0.0%					
101 Benefits Related Services																																									
102 General Assistance enrollment via CAAP		248		11.2%		28		1.3%		23		8.2%		6		2.1%		2		3.9%		2		3.9%		13		12.3%		8		2.8%		8		6.5%		1		0.8%	
103 SSI Enrollment via Homeless Advocacy Project		98		4.4%		6		0.3%		4		1.4%		1		0.4%		-		0.0%		-		0.0%		1		0.9%		-		0.0%		3		2.4%		1		0.8%	
104 CalFresh Enrollment via Human Services Agency		16		0.7%		2		0.1%		3		1.1%		-		0.0%		-		0.0%		-		0.0%		3		2.8%		-		0.0%		-		0.0%					
105 Healthy SF (insurance for undocumented)		52		2.3%		7		0.3%		3		1.1%		2		0.7%		1		2.0%		1		2.0%		2		1.9%		1		0.9%		-		0.0%					
106 Medi-Cal Enrollment		4		0.2%		2		0.1%		1		0.4%		1		0.4%		1		2.0%		1		2.0%		-		0.0%		-		0.0%		-		0.0%					
107 Identification Obtainment		10		0.5%		2		0.1%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
108 Other		54		2.4%		7		0.3%		10		3.6%		2		0.7%		-		0.0%		-		0.0%		7		6.6%		2		1.9%		3		2.4%		-		0.0%	
109 Mental Health Services																																									
110 Westside Crisis		14		0.6%		2		0.1%		2		0.7%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		2		1.6%		-		0.0%	
111 Comprehensive Crisis Services		36		1.6%		10		0.5%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.8%		-		0.0%	
112 Dore Urgent Care Clinic		7		0.3%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
113 Psychiatric Emergency Services		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
114 SFHOT Medical Outreach Psych Services		3		0.1%		1		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
115 Behavioral Health Access Center		6		0.3%		5		0.2%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
116 South of Market Mental Health Svcs		17		0.8%		4		0.2%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.8%		-		0.0%	
117 Chinatown North Beach Mental Health Svcs		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
118 Other		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
119 Substance Use-Related Services																																									
120 Treatment Access Program		3		0.1%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
121 Sobering Center		72		3.3%		29		1.3%		5		1.8%		2		0.7%		-		0.0%		-		0.0%		3		2.8%		1		0.9%		2		1.6%		1		0.8%	
122 Joe Healy Medical Detox		38		1.7%		1		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
123 Methadone Enrollment (various locations)		29		1.3%		19		0.9%		1		0.4%		1		0.4%		-		0.0%		-		0.0%		1		0.9%		1		0.9%		-		0.0%					
124 Other		11		0.5%		4		0.2%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.8%		-		0.0%	
125 Other Services																																									
126 Everyday Connect (provides a variety of services)		7		0.3%		4		0.2%		1		0.4%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.8%		1		0.8%	
127 Companion Animal Paperwork		7		0.3%		1		0.0%		2		0.7%		-		0.0%		-		0.0%		-		0.0%		2		1.9%		-		0.0%		-		0.0%					
128 Veterans Services		38		1.7%		2		0.1%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		2		1.9%		-		0.0%		-		0.0%					
129 Legal Services		1		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
130 Emergency Food / Food Referral		7		0.3%		2		0.1%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
131 Clothing Referral		6		0.3%		3		0.1%		1		0.4%		-		0.0%		-		0.0%		-		0.0%		1		0.9%		-		0.0%		-		0.0%					
132 Lava Mae (showers)		17		0.8%		11		0.5%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		1		0.9%		-		0.0%		-		0.0%					
133 Employment Services		19		0.9%		6		0.3%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					
134 Other		1		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%		-		0.0%					



## District 11 Update

District 11: Excelsior, Oceanview, Merced heights, Ingleside (OMI)

### Outreach Updates



During June 2015, zero documented outreach attempts have been made in District 11, compared to 1 during April and May.

Citywide, 1,336 outreaches were made.

Full details on outreach efforts and outcomes can be found in the included Outreach Summary Report.

**Outreach can be requested by calling 311 or (415) 734-4233.**

### Community Engagement & Partnerships

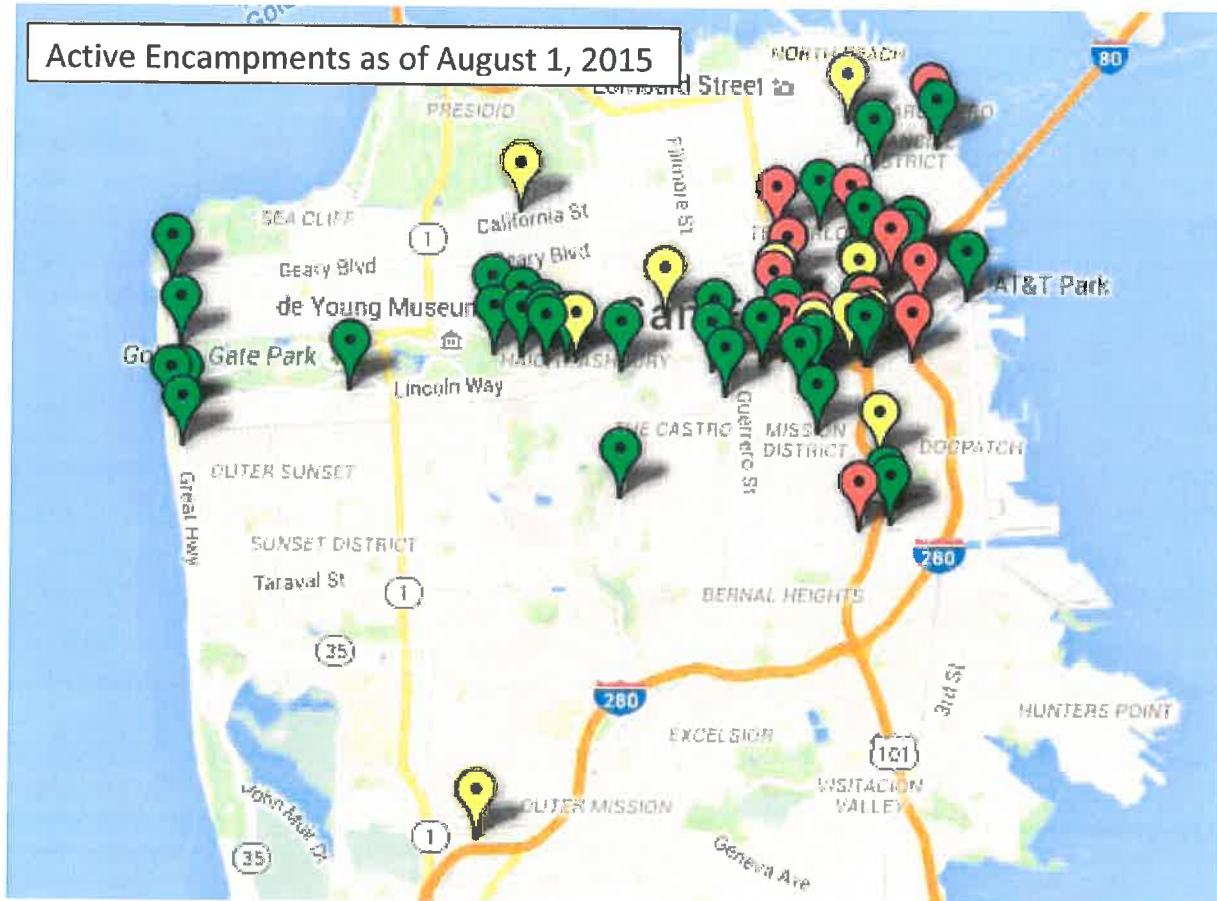
SFHOT forms partnership and regularly attends meetings to foster collaboration within the district on issues related to SFHOT activities. Issues in District 7 are covered in the monthly SFPD Meetings.





**San Francisco Homeless Outreach Team (SFHOT)**  
*Service Update; Encampment data as of 8/1/2015*

**Encampment Outreach Updates**



Active Encampments			
Symbol	Size	#	Est. # of Residents
	Individual or Couple	12	22
	Campsite (3-9)	41	227
	Encampment (10+)	13	230
<b>Total</b>		<b>66</b>	<b>479</b>

As of July 1, SFHOT has identified 66 active encampments throughout San Francisco, only one of which is located within District 11.

As outlying districts do not have the same levels of visible homelessness as the city center, our outreach is more limited here. We rely more heavily on citizens and city agencies for referrals in these districts.

**Outreach can be requested by calling 311 or (415) 734-4233.**



SF HOT Outreach Encounter Report for District 11

Date Range: All Districts, 4/1/2015-6/30/2015

Report Date: 08/15/2015; Spencer.Williams@sfdph.org; 415.503.4757 rev 08/19/2015

CATEGORY	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
<b>Total # of Encounters</b>	<b>3,227</b>	<b>100.0%</b>	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Total # of Refusals of Outreach</b>	<b>1,014</b>	<b>31.4%</b>	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Total # of Engagements</b>	<b>2,213</b>	<b>100.0%</b>	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Population Characteristics: Totals are based off the total number of Encounters, including refusals of services. See Line 5</b>										
<b>Homeless History Reported</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Total # of Encounters	3,227		0		0		0		0	
Totals with Homeless Length Data	217	100%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Average Time Homeless	7.33		UNK		UNK		UNK		UNK	
Brief Homeless (30 days or less)	9	4.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Short-term (31 days to 0.99 years)	27	12.4%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Intermediate (1 year to 2.99 years)	35	16.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Chronic (3 years +)	146	67.3%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Chronic (3 years to 9.99 years)	87	40.1%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Long-term Chronic 10 years or more)	59	27.2%	-	0.00%	-	0.00%	-	0.00%	-	0.00%
No Data	3,010		0		0		0		0	
<b>Demographics</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Total # of Encounters	3,227		0		0		0		0	
Average Age (using only records with exact DOB)	45.19		UNK		UNK		UNK		UNK	
Totals (includes estimated ages)	2,621	100.0%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Teen	11	0.4%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
20 to 29.9	452	17.2%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
30 to 39.9	520	19.8%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
40 to 49.9	718	27.4%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
50 to 59.9	659	25.1%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
60 to 69.9	217	8.3%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Over 70	44	1.7%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
No Data	605		0		0		0		0	
<b>Gender</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Totals	2,828	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Male	2,090	73.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Female	693	24.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Male	8	0.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Trans Female	37	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	399		-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Ethnicity</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Totals	2,816	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
African American / Black	759	27.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Asian	38	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native Hawaiian / Other Pacific Islander	19	0.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Native American	28	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Latino/a	357	12.7%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
White	1,268	45.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Multi-Ethnic	79	2.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	31	1.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	410		-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Language</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Totals	2,416	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
English	2,241	92.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Spanish	166	6.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Cantonese / Mandarin	4	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other	5	0.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No Data	811		-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Sexual Identity</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Totals	1,260	100.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Straight / Heterosexual	958	76.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Bisexual	31	2.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Gay / Lesbian	56	4.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Questioning / Unsure	17	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Listed	30	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Declined	166	13.2%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Not Asked	1,967		-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Other Identifiers</b>	ALL DISTRICTS - EVER		DISTRICT 11 - EVER		DISTRICT 11 - APRIL 2015		DISTRICT 11 - MAY 2015		DISTRICT 11 - JUNE 2015	
Veteran	77	2.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Panhandles	132	4.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has An Animal / Pet	50	1.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Shopping Cart	41	1.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Has a Partner / Part of a Couple	138	4.3%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

74 Identified Needs, Referrals and Linkages: Based on number of total Outreach Engagements, see Line 7																
75 Identified Needs																
76 ALL DISTRICTS - EVER																
77 DISTRICT 11 - EVER																
78 DISTRICT 11 - APRIL 2015																
79 DISTRICT 11 - MAY 2015																
80 DISTRICT 11 - JUNE 2015																
81 Total # of Engagements																
82 Total # of Needs Identified																
83 Medical Needs																
84 Benefits-Related Needs																
85 Mental Health Needs																
86 Substance Use-Related Needs																
87 Other Needs (Veteran, Legal, Food, Clothing, Job, etc.)																
88 ALL DISTRICTS - EVER																
89 DISTRICT 11 - EVER																
90 DISTRICT 11 - APRIL 2015																
91 DISTRICT 11 - MAY 2015																
92 DISTRICT 11 - JUNE 2015																
93 Service Referrals and Linkages by District																
94																
95 Total # of Service Referrals & Linkages																
96 Homeless Related Services																
97 Shelter Reservation																
98 Shelter Reservation Attempted, No Bed Available																
99 SFHOT Assessment and Case Management																
100 Homeward Bound																
101 Neighborhood Resource or Drop-In Center																
102 Navigation Center																
103 Other																
104 Medical Services																
105 Emergency Department																
106 Healthy SF (clinic assignment for undocumented)																
107 Primary Care Provider New Connection																
108 Primary Care Provider Reconnection with Existing PCP																
109 SFHOT Medical Outreach Services																
110 Other																
111 Benefits Related Services																
112 General Assistance enrollment via CAAP																
113 SSI Enrollment via Homeless Advocacy Project																
114 CalFresh Enrollment via Human Services Agency																
115 Healthy SF (insurance for undocumented)																
116 Medi-Cal Enrollment																
117 Identification Obtainment																
118 Other																
119 Mental Health Services																
120 Westside Crisis																
121 Comprehensive Crisis Services																
122 Dore Urgent Care Clinic																
123 Psychiatric Emergency Services																
124 SFHOT Medical Outreach Psych Services																
125 Behavioral Health Access Center																
126 South of Market Mental Health Svcs																
127 Chinatown North Beach Mental Health Svcs																
128 Other																
129 Substance Use-Related Services																
130 Treatment Access Program																
131 Sobering Center																
132 Joe Healy Medical Detox																
133 Methadone Enrollment (various locations)																
134 Other																
135 Other Services																
136 Everyday Connect (provides a variety of services)																
137 Companion Animal Paperwork																
138 Veterans Services																
139 Legal Services																
140 Emergency Food / Food Referral																
141 Clothing Referral																
142 Lava Mae (showers)																
143 Employment Services																
144 Other																



**San Francisco Homeless Outreach Team**  
**Castro Cares Outreach**  
**June 2015**

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## Outreach Overview

During June 2015, 161 outreach contacts have been made throughout the district. 55.3% (89) of these contacts resulted in positive engagements, and 44.7% (72) refused to engage and discuss services.

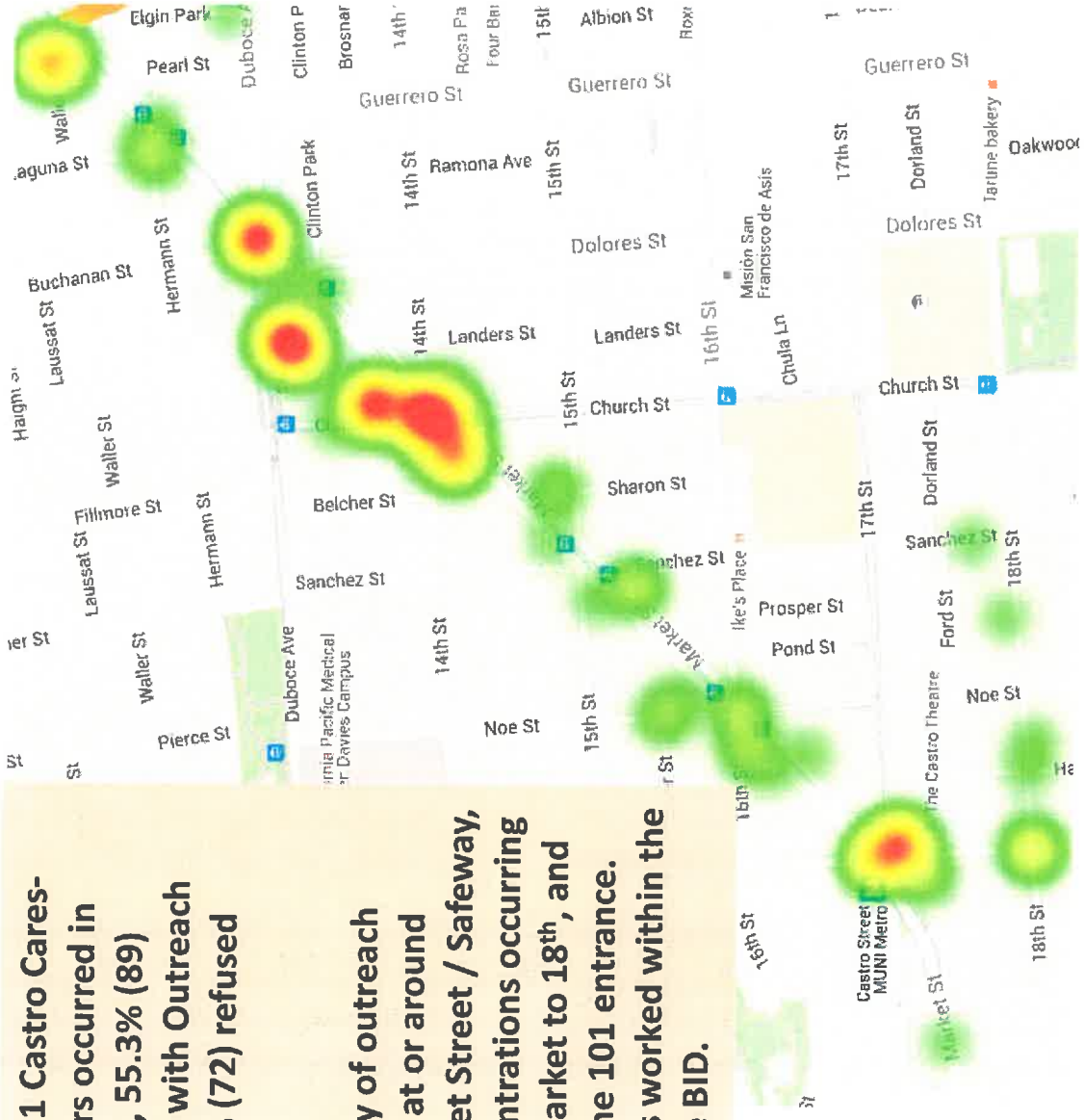
All encounter totals reflect only those outreach efforts done under Castro Cares funding.



# Where Is Outreach Taking Place?

**For June 2015, 161 Castro Cares-funded encounters occurred in District 8. Overall, 55.3% (89) willingly engaged with Outreach staff, while 44.7% (72) refused outreach.**

**The great majority of outreach encounters occur at or around Church and Market Street / Safeway, with lesser concentrations occurring on Castro from Market to 18<sup>th</sup>, and on Market near the 101 entrance. Outreach workers worked within the boundaries of the BID.**



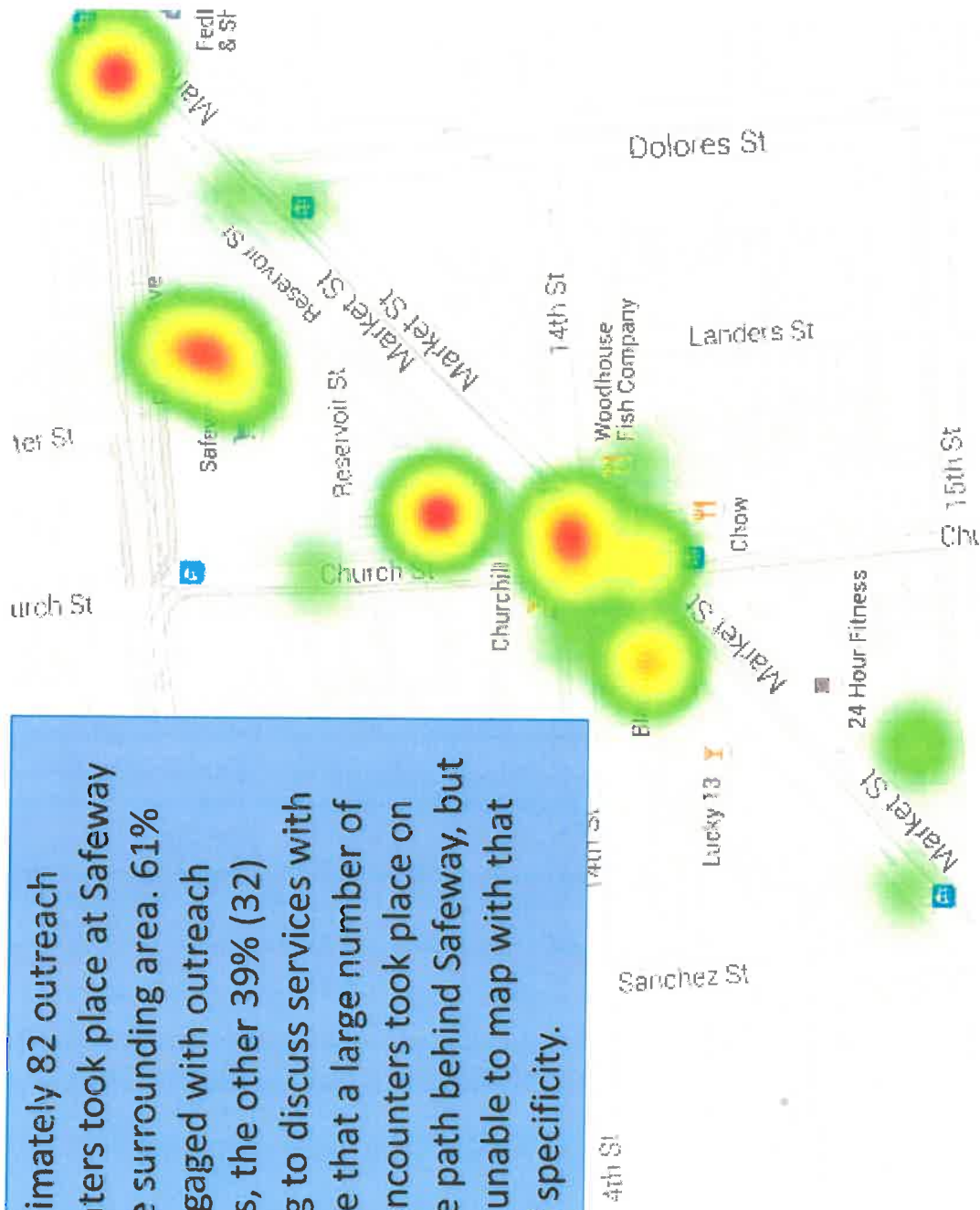
# Outreach: Market Street northeast of Safeway

Outreach along Market Street northeast of Safeway proved very difficult during June. 25 Outreach attempts were made in this area, 23 of which refused to engage with outreach staff to discuss services. SFHOT will meet to discuss new approaches to engage this subsection for better success in the future.



## Outreach: Safeway / 14<sup>th</sup> Street / Market Street

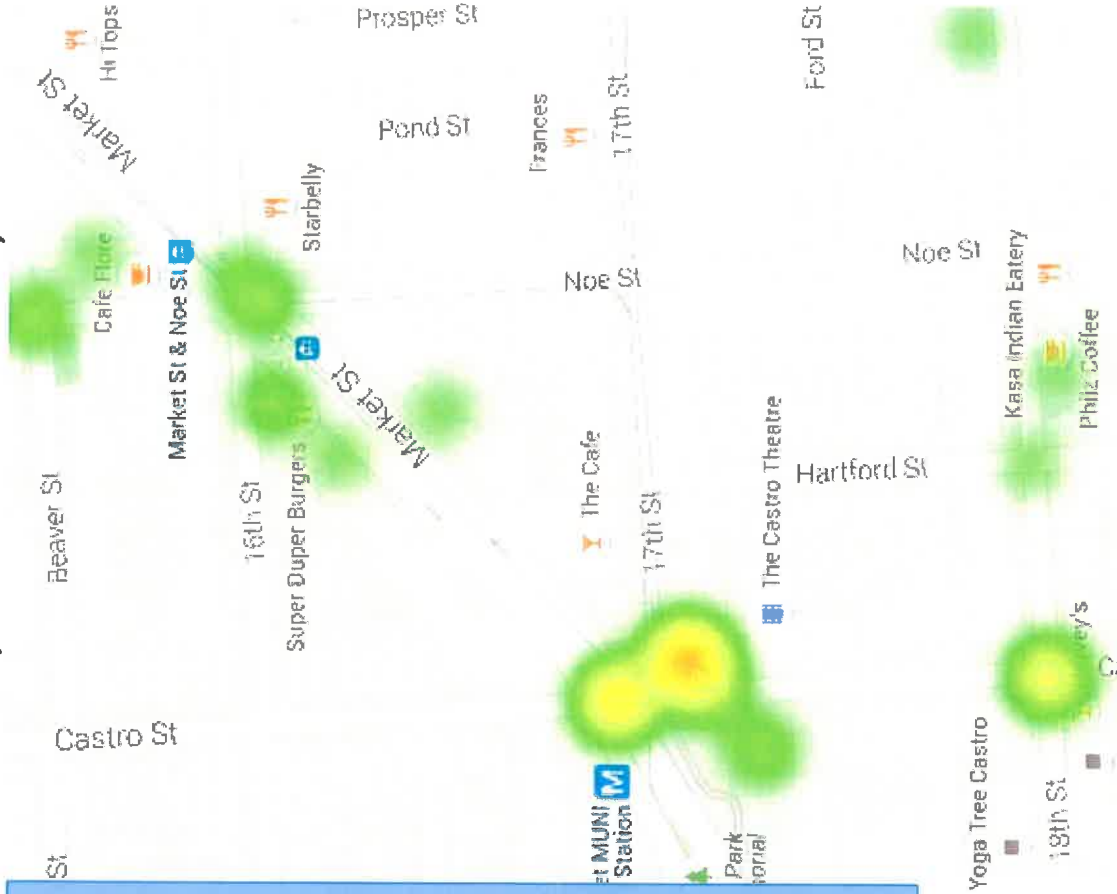
Approximately 82 outreach encounters took place at Safeway and the surrounding area. 61% (50) engaged with outreach workers, the other 39% (32) refusing to discuss services with us. Note that a large number of these encounters took place on the bike path behind Safeway, but we are unable to map with that level of specificity.



## Outreach: Jane Warner Plaza, Castro Street, 18<sup>th</sup> Street

31 outreach encounters took place from Jane Warner Plaza, down Castro Street and along 18<sup>th</sup> Street. Of these, 71% (22) willingly engaged with outreach staff, and 29% (9) refused our efforts.

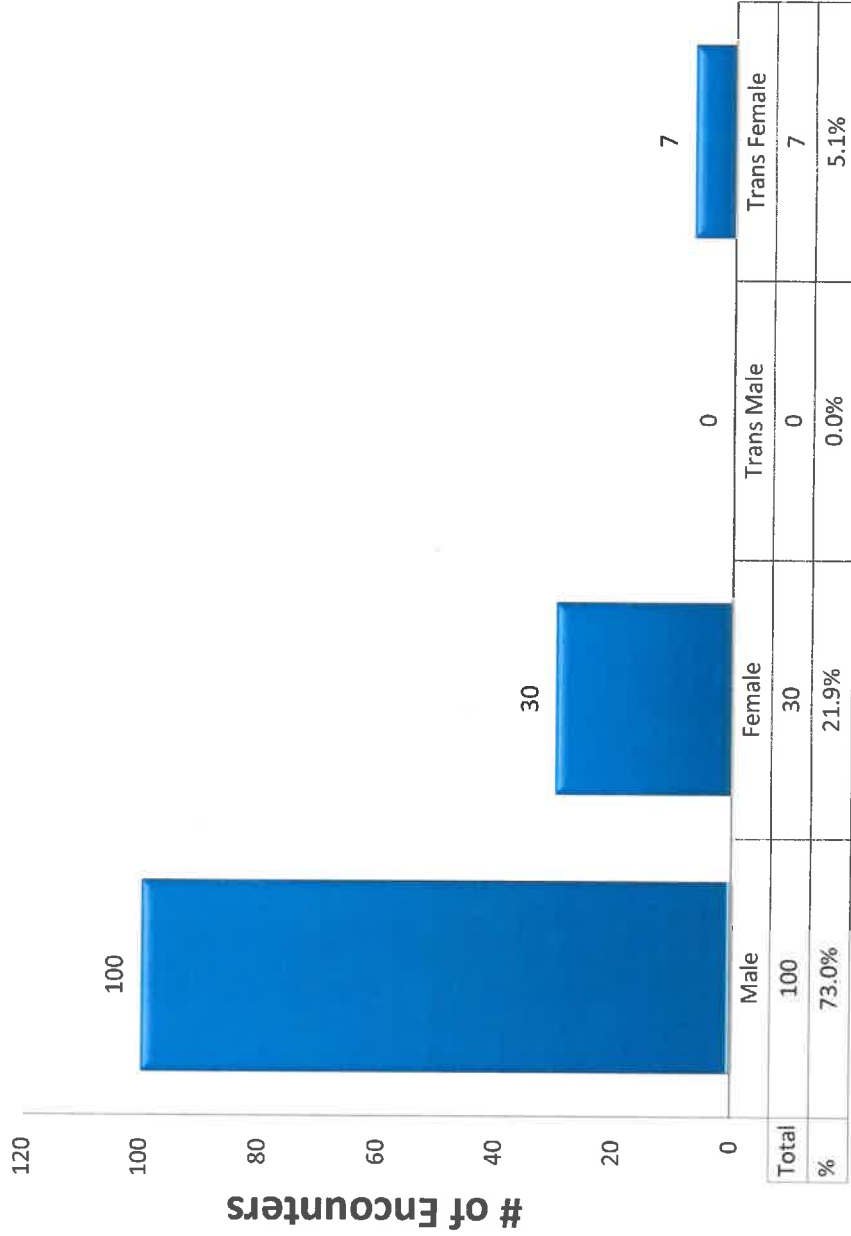
We also had a higher than usual number of encounters along Noe Street and north of Market Street. No outreach encounters occurred at the Harvey Milk Memorial Library, which was a key location for outreach in the past.





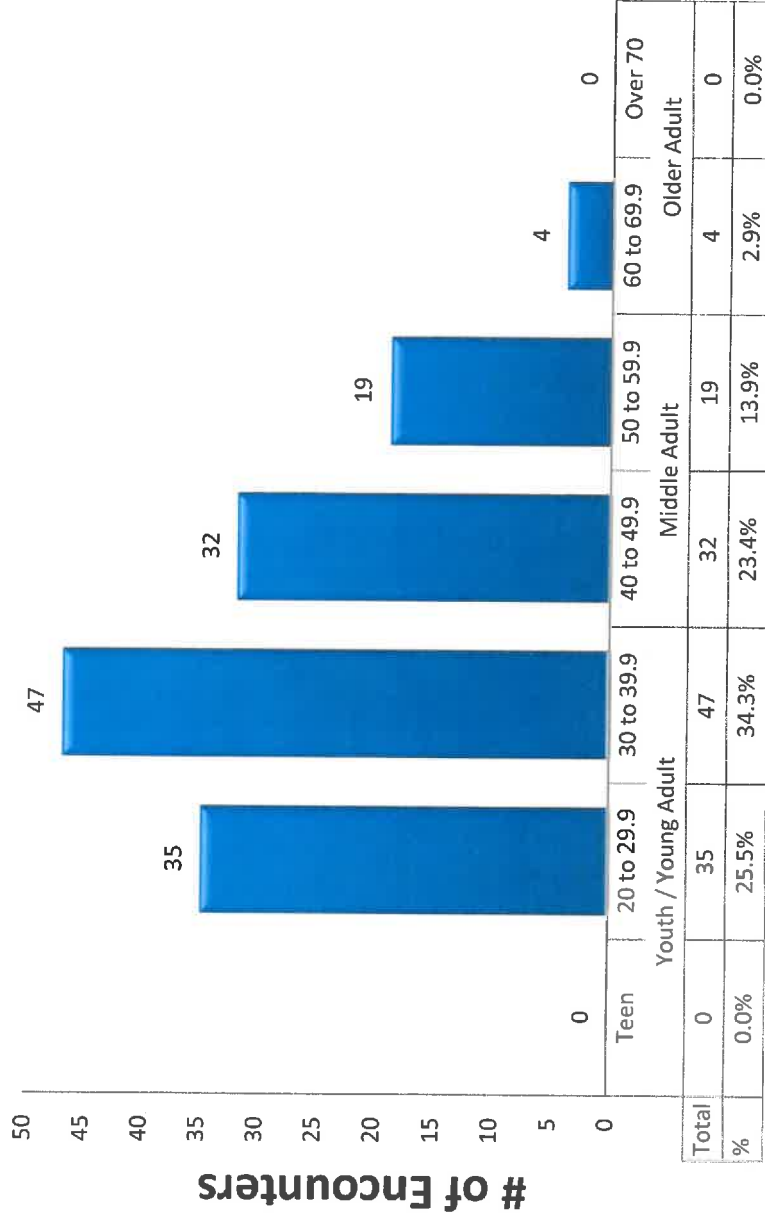
# Outreach: Who Are We Reaching?

## Total Outreach Encounters by Gender June 2015



# Outreach: Who Are We Reaching?

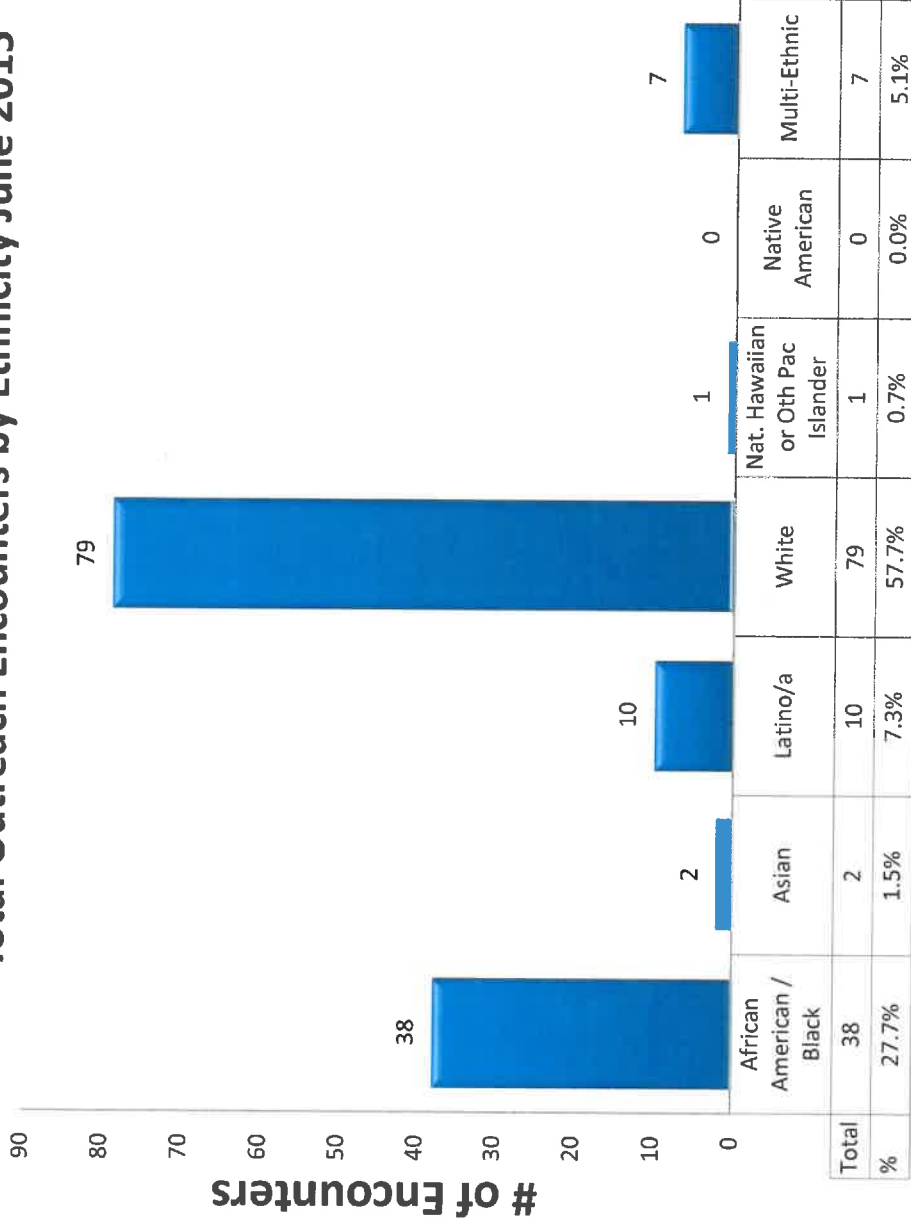
## Total Outreach Encounters by Age June 2015



Of 137 encounters reporting age (reported dates of birth and approximations via Outreach staff), 25.5% were under age 30, and almost 60% were under age 40.

Average age (using exact dates of birth only) was 40.53 years.

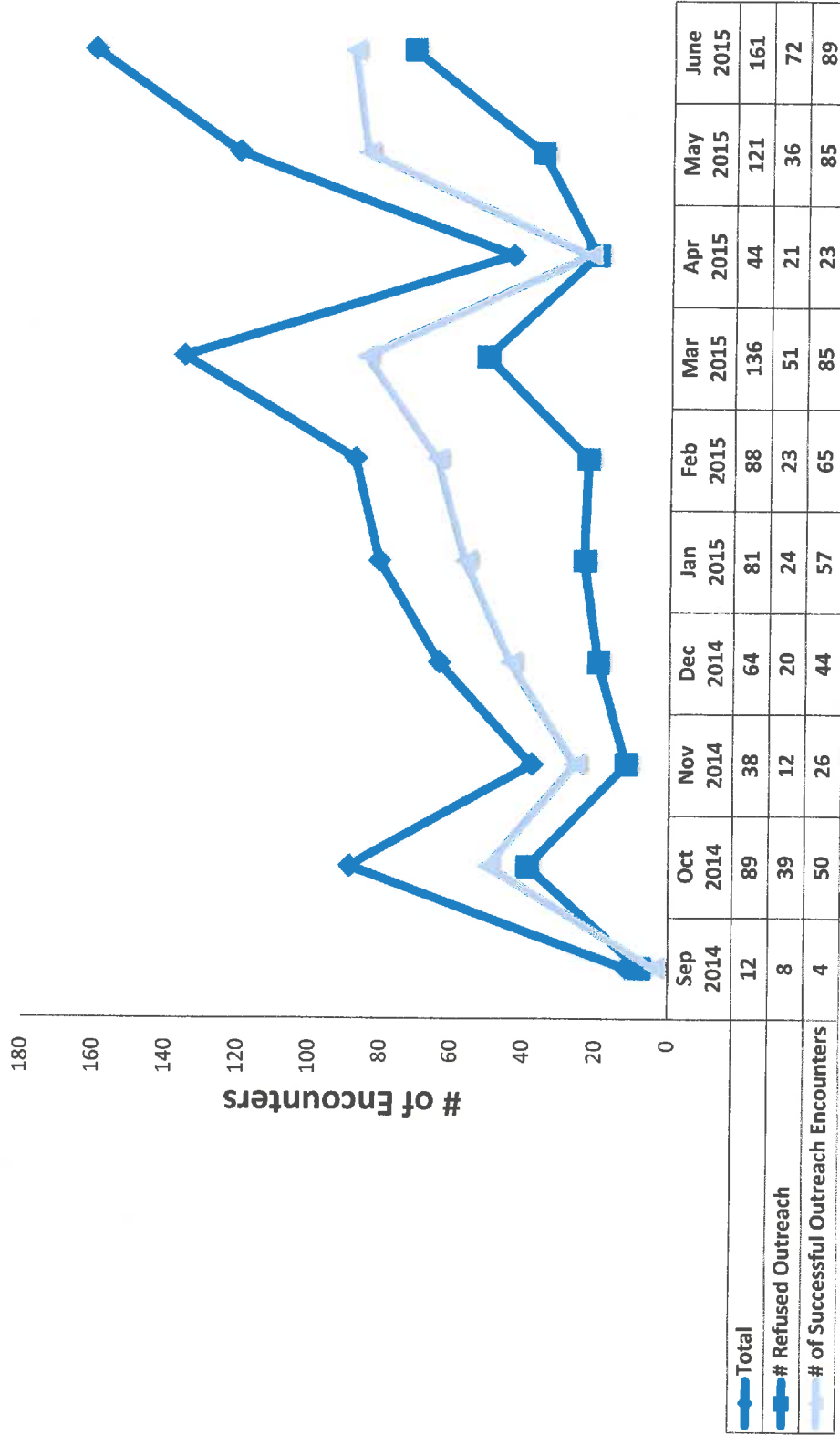
# Outreach: Who Are We Reaching? Total Outreach Encounters by Ethnicity June 2015



**Ethnicity data was recorded for 137 of 161 encounters.**  
**The percentage of encounters with African Americans went up 12% over May 2015, while encounters with whites decreased 13%.**

# Outreach: Over Time

## Total Outreach Encounters by Month

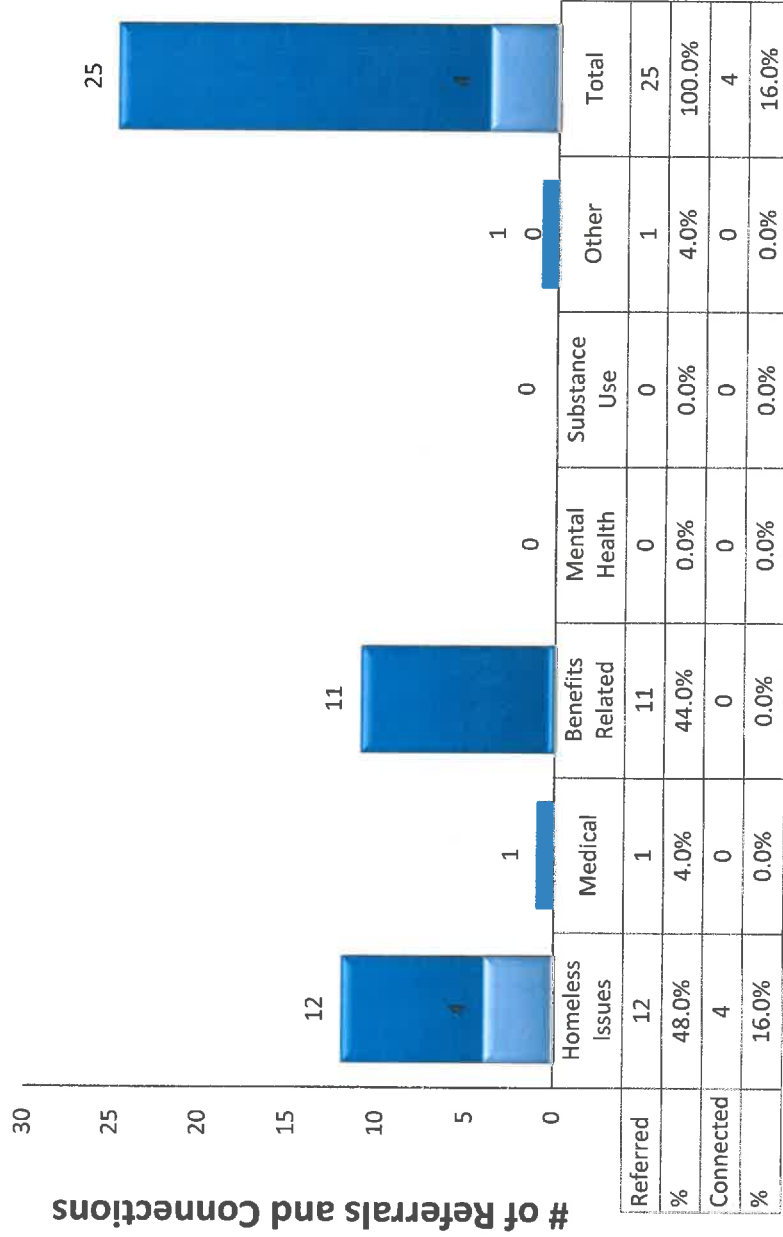


Total encounters for June 2015 climbed to 161, a 33% increase over May 2015. Refusals of Outreach increased greatly as well, from 36 in May to 72 in June. A large part of this increase in refusals stemmed from encounters in the northeast section of the CBID.



# Outreach: Service Referrals and Connections

## Total Outreach Referrals and Connections June 2015



Housing and benefits continue to be the service most often offered during Castro Cares outreach. Nearly half of all referrals were for shelter reservations or for intake appointments to register for the shelter system.

Of the 89 outreach engagements for June, 25 referrals were made, but only four have been confirmed as delivered, all for shelter services or entry into the SFHOT Case Management program. Providing clients with hygiene kits and protein bars is not considered a service, but rather a tool to help engage clients and build rapport, so that higher level services can be delivered.



## Castro Outreach: Lessons Learned and Next Steps



be a part of the solution

- Repeated contacts often needed before engagement is successful; repeated referrals often needed before a service is successfully accessed.
- Outreach on Market Street northeast of Safeway has resulted in high refusal rates this month. SFHOT will find a new way to approach this population for better engagement and service delivery rates in the future.
- Outreach staff have experienced difficulties connecting clients with services when outreach is done after normal business hours.

*Questions? Please contact Rann Parker, 415-760-8132,  
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**San Francisco Public Library/  
Department of Public Health  
Collaboration**

**FY2013-14 Report**

*Karen Strauss, Chief of Main, San Francisco Public Library  
Cathy Delneo, Assistant Chief of Main, San Francisco Public Library  
Leah Esguerra, MFT, Psychiatric Social Worker, San Francisco Department of Public Health, SFHOT*

**San Francisco Public Library  
Department of Public Health  
Collaboration**

**FY2013-14 Report**

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**San Francisco Public Library / Department of Public Health Collaboration  
FY2013-14 Summary, Impact & Activities**

**INTRODUCTION**

What began in January of 2009 as an experiment in embedded-social service provision is now a nationally and internationally recognized model of how libraries can forge partnerships that result in greater benefits to all parties' constituents. San Francisco Public Library's collaboration with the Department of Public Health's (DPH) Homeless Outreach Team (SFHOT) went through several iterations before social worker Leah Esguerra, LMFT, was placed at the Main Library on a full-time basis. Wisely, Leah was given a mandate **not** to grow a caseload or serve as a case manager. Instead, through our Health and Safety Associates (HASAs) - themselves coming out of homelessness and developing transferable job skills - she disseminates information about available resources such as shelters, sustenance and showers; for patrons serious about acquiring permanent housing, she connects them to case managers at SFHOT who in turn aid them in the range of other services they may need; and, for Library staff, she is a source of compassion, knowledge and skill-sharing. Through this experience, Leah and the HASAs have demonstrated and continue to demonstrate the power that libraries have to change lives.

As in past reports, the statistics and snapshots in this Summary illustrate this collaboration's contributions to the well-being of Library patrons and staff. The SFPL/DPH team continues to explore new ways to help patrons experiencing unemployment, homelessness and increased competition for limited supportive housing and social services, all toward the goal of making and keeping San Francisco Public Library places safe and welcoming.

**SUMMARY**

A series of truly unfortunate events visited the Main Library and our patrons in FY2013-14: One patron made a violent assault on another patron with a library chair; another patron damaged hundreds of books by, we believe, urinating on them (he was not visually witnessed); and a third patron destroyed a glass-topped table with a hammer, inflicting physical damage on the table and instilling fear among those who witnessed it. All the perpetrators were apprehended and removed yet the picture it painted for the public led the Mayor to direct his attention to the Library and make clear his intention that SFPL be a safe, welcoming and family-friendly place.

As a result, in the last half of FY2013-14 Library staff tackled a revision of the patron behavior guidelines and consequences ("Code of Conduct" on which the Library Commission will vote in FY2014-15) and forged new community collaborations with the SF Vision for Families Coordinating Council and the Coalition on Homelessness, two other entities similarly committed to San Francisco's citizens.

What's the connection between all this and the SFPL/DPH partnership? Direct and serious. Anything about or affecting the homeless community in SF eventually affects the environment inside and outside

the Main Library, so it is imperative that Library staff lead or join the conversation whenever and wherever it is held.

FY2013-14 brought other sobering challenges for the Library's patrons and SFHOT's potential clients. Reduced staffing capacity at SFHOT and the loss of 152 Single Room Occupancy (SRO) residences meant many fewer library patrons were referred to SFHOT for case management and permanent housing than in prior years. About 50% of SFHOT's staff were on leave or retired by fall of 2013; they took on few or no new clients for case management the rest of the fiscal year. A lawsuit by CCSF against a major owner of SRO buildings shut down his buildings and forced SFHOT to find replacement housing for the 152 clients living in those rooms.

On a more personal note for Library staff, FY2013-14 saw the departure of Raj Parekh, former Medical Director of SFHOT, visionary leader since the inception of this partnership and key liaison between SFPL and DPH. He assisted SFPL in planning, programming, training and creating new components of the SFPL/SFHOT partnership; his contributions were critical to its success. DPH's Maria X. Martinez, Interim SFHOT Director and current liaison, is providing leadership and direction for growing the program.

Administratively, DPH ended its contract with Community Awareness and Treatment Services (CATS), a CBO with which DPH contracted to provide client services to SFHOT. The Library's HASAs were employed by CATS. In the new fiscal year, Public Health Foundation Enterprises will serve as the fiscal agent for the HASAs and the new Team Leader, a new position who will supervise HASAs during evening and weekend hours at the Main and at an increased number of branches.

Notwithstanding the challenges of the past year, the SFPL/DPH collaboration continued to change people's lives: In FY2013-14 alone, more than two dozen people were placed in stabilization rooms or permanently housed; more than two hundred patrons got resolution to or referrals for their issues; the HASAs had more than 1,000 interactions with Library patrons and shared concrete resources with them; Library staff became better equipped to provide resources to patrons; and staff better understand the lives of those we serve.

## **PARTNERSHIP IMPACT**

In FY2012-13 Main Library staff were surveyed about their perceptions of the value of the entire public safety program – the social worker, the HASAs, the police sergeant. Overwhelmingly, staff see the value in each component of the program. None would be effective on its own. However, this report focuses on the outcomes from the DPH partnership in FY2013-14. The narrative below confirms that the effectiveness of SFPL's partnership with DPH goes beyond mere statistics. The benefits for patrons and staff are real and meaningful.

Five-year impact: Since Leah brought her expertise to SFPL in January of 2009 and the HASA program was launched a few months after that, more than a dozen HASAs have completed their job training program, most if not all have gone on to better employment and nearly 300 patrons have been housed through SFHOT. No longer do any of these men and women need to use the library for bathing or

sleeping and many now contribute to society by working at paying jobs and paying taxes. Some patrons who became known to Library staff because of their difficult behaviors accepted Leah's referrals to mental health and case management referrals and follow-ups. She has seen that some of these patrons still use the Library but no longer exhibit those behaviors; others no longer come to SFPL since they are more connected to social services.

Leah's reflection: "Personally, I really believe in our collaborative work. Until I started working here, the concept of a social worker and outreach workers at SFPL was just that – a concept. However, SFPL is able to show the world that it is possible. The team of visionary and intelligent people at SFPL and DPH worked hard to make this happen and became pioneers. SFPL has paved the way. Others might not be able to follow our exact footsteps but they are able to tailor the services based on their libraries' needs. As I have been told by other libraries on many occasions when they call us to consult, "SFPL has inspired us." They might come up with better ideas than we thought of but it all started at SFPL. In other words, the staff, patrons and the world benefit from having a social worker and HASAs at SFPL."

Statistical

	<u>FY2013-14</u>	<u>FY2012-13</u>	<u>FY2011-12</u>	<u>FY2010-11</u>	<u>FY2009-10</u> (Apr.- June)	<u>TOTALS</u>
Unique SFPL patrons assessed for services	<b>217</b>	<b>258</b>	<b>226</b>	<b>206</b>	<b>28</b>	<b>935</b>
Total (unique plus repeat) patron contacts*	<b>606</b>	<b>686</b>	<b>700</b>	<b>621</b>	<b>62</b>	<b>2,675</b>
Health and Safety Associate outreach contacts (estimate based on data collected March-June)	<b>1,026</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>1,026</b>
Patrons referred to other community agencies (not (HOT); issues were resolved; and/or did not require further assistance	<b>201</b>	<b>229</b>	<b>194</b>	<b>144</b>	<b>N/A</b>	<b>768</b>
Patrons successfully referred to HOT for housing and case management services**	<b>16</b>	<b>27</b>	<b>32</b>	<b>63</b>	<b>9</b>	<b>147</b>

Patrons placed by HOT in permanent housing***	17	23	18	15	N/A	73
Patrons placed in stabilization rooms by HOT	16	26	25	48	N/A	115
Patrons connected with employment or paid internships	2	3	10	0	N/A	15

\* Repeat contacts occur when a client is being transitioned to SFHOT after having met the criteria for SFHOT services. Due to limited SFHOT service capacity this year, significantly fewer SFPL patrons became clients of SFHOT.

\*\*HOT service capacity was limited throughout FY13-14 due to programmatic changes. Few or no new clients were accepted from October 2013 through June 2014.

\*\*\*With limited availability of permanent housing, clients often stay in stabilization units for months before they are able to move into permanent housing.

Staff assisted by social worker and HASAs: Staff throughout the Main Library express their appreciation for the social worker and the HASAs, confirming that they provide valuable service to the patrons and the staff. This feedback is given during Leah’s regular walk-throughs or after they have called her to assist them in dealing with patrons or after a staff training. The presence of a social worker and the HASAs adds a valuable layer of support for staff:

- A patron asks how to apply for General Assistance; the librarian provides it. When the patron asks what the service is like or how long the waiting period might be, the HASAs can tell the patron about their own experience with General Assistance, what to expect in the waiting room, what the waiting time is like, and other details not readily found on the Internet.
- A patron who isn’t able to make himself understood at the service desk continues to try to communicate with staff although he doesn’t seem to be making sense. After attempting to assist the patron and determining that they cannot do so, staff call Leah for consultation and support. She will try to move the patron away from the service desk both for his privacy and to minimize disturbances for patrons and staff.
- A patron whose behaviors suggest either substance abuse or mental illness can prompt a call to Leah or the HASAs. They either directly deal with the patron or help the staff do so, as was the case when a woman was crying uncontrollably and reported to staff that she had been assaulted. Staff’s desire was to help her but felt Leah would be more effective. Leah did respond with the necessary intervention and later gave staff a report of what she was able to do.

HASAs’ impact on staff perceptions of homelessness: The HASAs’ interactions with staff have helped humanize homelessness. Respecting and caring about the HASAs have helped library staff deal with homeless patrons more compassionately, with greater understanding and humanity. By witnessing the



journeys of some HASAs at SFPL as they successfully complete their training and gain employment, staff see it is possible to recover from homelessness.

Understanding mental illness: Patrons exhibiting behaviors consistent with mental illness continue to be a challenge for Library staff. Providing opportunities to learn about and discuss these challenges are necessary for helping staff increase their understanding and relieve some of their own anxieties about interacting with these patrons. Trainings in FY2013-14 generated positive comments ("I learned from one of your trainings that they are already in enough judgment of themselves; they do not need me judging them as well.") and appreciation. Following screenings of *Humanizing Mental Illness*, a number of staff thanked Leah and acknowledged that they understood now that mental illness can affect anybody - an Olympian, a Kennedy, a doctor - and not just people who are impoverished.

Benefits of Leah's relationship with DPH: For a training this year (*Perspectives on Homelessness*) as in the past, Leah's connection to DPH provides easy access to respected experts with direct street outreach experience able to provide Library staff with answers to their questions. Being social service providers instead of Library staff sometimes makes all the difference when connecting with SFPL homeless patrons. And Leah has used her knowledge of limit-setting and the importance of boundaries to counsel staff at Main and branches to help them create healthier interactions with patrons.

HASAs' impact on patrons: HASAs reach out to hundreds of people every quarter, providing them with resources and encouragement (important in equal measure). Some referrals lead to success, whether it's medical care for the first time, access to housing separate from what SFHOT can provide, or the establishment of public benefits. Many people who arrive in San Francisco hear on the street that people at the library can help them. If the HASAs don't find them first, Library staff often refer them. HASAs have credibility with patrons in a way that our librarians typically do not. Because they've been in the same situations, HASAs are living examples that recovery from homelessness and substance abuse is achievable. HASAs direct sleeping patrons to St. Boniface; they tell young homeless patrons about Larkin Street Services; they calm down an altercation between two stressed patrons; they alert homeless veterans to the resources available through Veterans Affairs or Swords to Plowshares; and they can encourage elderly patrons to use senior services such as Canon Kip. They use their knowledge of the population to effectively communicate more effectively than any staff person could who hasn't been homeless. Most dramatically and poignantly, they notice and are able to intervene with patrons (mostly in the bathrooms) who are in danger of abusing drugs or even overdosing. Library Security plays a key intervention role in these difficult instances.

## **LIBRARY STAFF TRAINING**

### ***Humanizing Mental Illness*** (September 2013; October 2013)

Screening of “A New State of Mind: Ending the Stigma of Mental Illness” profiled Californians with mental illness, any of whom might be people we see in our daily interactions. The program was produced by the Prevention and Early Intervention program of California Mental Health Services Authority (CalMHSA), an organization of county governments working together to improve mental health outcomes for individuals, families, and communities and funded by the voter-approved California Mental Health Services Act (Prop. 63). The documentary aired on PBS stations across the state in May. The screenings at SFPL were attended by staff from Main and branches and facilitated by Rajesh Parekh, MD, and Leah Esguerra.

### ***Perspectives on Homelessness*** (February 2014)

Members of the San Francisco Homeless Outreach Team (HOT), including one who had formerly been homeless, shared information and answered questions about homelessness. Panelists: Raj Parekh, MD, SFHOT Medical Director; Kathleen Lee, SFHOT Outreach Worker and former SFPL Health and Safety Associate; Rann Parker, SFHOT Community Liaison. Facilitated by Leah Esguerra.

### ***“Love Me Tenderloin”*** (April 2014)

Documentarian Henri Quenette generously gave permission for a staff screening at the Main Library of his recently-released film *Love Me Tenderloin* that humanizes four Tenderloin residents by showing them in their daily lives. Colleagues from the Department of Public Health’s SF Homeless Outreach Team, South of Market Mental Health Clinic and Housing and Urban Health Section – all of whom serve the Civic Center community – joined SFPL staff for the screening.

## **HEALTH AND SAFETY ASSOCIATE (HASA) HIGHLIGHTS**

Leah provided intensive supervision and training for three Health and Safety Associates in FY2013-14 at the Main Library (Joe, Gerry & Katherine), meeting with them several times each day and providing them with up-to-date resources for patron outreach.

Despite the scarcity of housing resources available through SFHOT, the HASAs made an estimated 1,026 contacts with patrons in the Main Library and branches who they identified as possibly benefiting from social services. HASAs offer information on free and low-cost resources such as food, shelter, medical care, substance abuse treatment, storage, showers, laundry and/or housing. Those who need more intensive service or information are referred to Leah who may connect them with SFHOT for case management.

The SFPL/SFHOT collaboration extended its reach to the branches this year by assigning a longtime HASA to the Eureka Valley and Park branches in the beginning of FY2013-14. Four days each week, Joe provides resources on housing, social services and other topics to patrons and is available for staff as well. Staff at both branches report improved behavior and environments. Expectations are that funding

for two additional HASAs in FY2014-15 will create the opportunity for outreach to even more branch patrons.

The Library's FY2014-15 budget includes funding for six HASAs (an increase of two positions from FY2013-14), opening the door to HASA coverage during mornings and afternoons and – with the hiring as well of a supervising Team Leader - evening and weekend hours at Main and targeted branches.

### **SUCCESS STORIES** *(Names changed to protect patrons' confidentiality)*

**Rey** is a Library patron who has struggled with schizophrenia since childhood. Growing up in the foster care system, he experienced severe trauma and would often isolate himself. At SFPL, Rey would read quietly at a corner table, keeping his distance from others. He slept on the streets and kept clean by using free laundry and shower resources. He requested Leah's help after one of his friends died tragically on the streets. When he agreed to work with Leah and the HASAs, he was referred to SFHOT, got connected to mental health and case management services and, after a year of living in SFHOT's stabilization room, received permanent housing. Rey returned to the Library to thank Leah and the HASAs for their work on his behalf and to let them know he had been steadily working full-time as an In-Home Support Services aide for about a year by then.

Previously a sous chef at a local restaurant, **Jane** - an elderly woman - was unable to find work, became homeless and lived in a cardboard box in the Financial District. Jane was assaulted multiple times while living in her makeshift home by, she believes, intoxicated people partying in nearby clubs. Through the HASAs, Jane was able to access permanent housing. She currently works for SFHOT's stipend program serving meals during the weekly support group.

Looking despondent and tearful one day near closing time, **Ben** was approached by a HASA and was later introduced to Leah. Ben was newly homeless and did not know where to go that evening. Despite a history of employment and college degrees earned in the U.S. and abroad, Ben was unemployed and had depleted his savings. Leah assisted Ben with connections to the shelters, food, laundry and shower facilities, as well as information about General Assistance and food stamps. Ben began receiving public benefits and remained in touch with Leah and the HASAs, especially when he felt hopeless about improving his situation. Eventually, Leah learned about an opening for permanent low-income housing that Ben qualified for; within a month, he moved into his own apartment and now has a part-time job.

**John** approached Leah in May, asking, "Do you remember me?" It turns out that John was one of the first people at the Library who Leah helped find permanent housing. In 2009, John was chronically homeless and slept under the freeway. Now, in 2014, John's a three-year, full-time employee at the Recreation & Parks Department and lives at the same hotel where SFHOT placed him five years ago. John expressed gratitude to Leah, to the Library and to SFHOT for the assistance that enabled him to overcome homelessness and allowed him to gain full-time, stable employment.

## **COLLABORATIONS WITH COMMUNITY ORGANIZATIONS**

Leah reached out to community agencies whose services can enhance those offered by the City and are places for referring our patrons as appropriate:

- Veterans Affairs
- Canon Kip Senior Services
- APPI Wellness Center

## **INTEREST FROM OTHER PUBLIC LIBRARIES**

Staff from public libraries around the country contacted Leah, Cathy and/or Karen for information as they explore the feasibility of providing social services to their patrons based on SFPL's model:

- Denver
- Honolulu
- Multnomah County
- Oakland
- San Diego
- Washington, DC

## **MEDIA INTEREST and PRESENTATIONS**

**KGO Radio** (San Francisco) (March 2014)

<http://mms.tveyes.com/Transcript.asp?StationID=6490&DateTime=3%2F17%2F2014+5%3A18%3A02+AM&Term=san+francisco+public+library&PlayClip=TRUE> **TRANSCRIPT NOT AVAILABLE**

**KQED Radio's California Report** (San Francisco) (April 2014)

*"Nation's First Library Social Worker Helps Give Hope to the Homeless"*

<http://www.californiareport.org/archive/R201404111630/d>

Leah was interviewed by KGO and KQED radio about the social services she provides at the Library. HASA Joseph Bank was also interviewed. Both pieces highlighted the compassionate and effective social services program in a library setting. They have generated positive feedback from the community about the collaborative work between the Department of Public Health and the Public Library.

**Mayor's Disability Council** (March 21, 2014)

The Library was among several City agencies invited to present Council members with information about services for San Franciscans with severe mental health disabilities who are sometimes unable to care for themselves. Karen and Leah's presentation focused on SFPL's proactive partnership efforts with DPH to assist patrons who present with various social service needs. (At that same Council meeting, Doniece Sandoval introduced Lava Mae, a mobile shower service launched in June which we intend to work with in FY2014-15 on behalf of SFPL patrons.) <http://www.sfgov2.org/index.aspx?page=4303>



**Public Library Association Facebook Forum** (March 19, 2014)

Cathy and Leah were invited to share SFPL's innovative approach to serving homeless and indigent patrons in an online Forum. <https://www.facebook.com/pla.org/posts/10152722624600620>

**Megaphone Magazine** (Vancouver) (June 2014)

Leah was interviewed by a reporter for Vancouver's version of the *Street Sheet*, sold by poor and homeless individuals. That city's libraries face challenges similar to San Francisco's. Publication forthcoming.

**The Asahi Shimbun** (Tokyo) (June 2014)

Masako Kinkozan, a journalist for *The Asahi Shimbun*, a national newspaper in Japan, conducted a Skype interview with Leah for her work on issues of homelessness in Tokyo's public libraries. Ms. Kinkozan hopes to highlight SFPL's commitment to ensuring homeless patrons have access to public resources. Publication forthcoming.

**Sojourner Magazine** (June 2014)

This national magazine focuses on issues of social justice and faith. Leah and HASA Joe Bank were interviewed. The reporter was motivated by SFPL's efforts "especially at a time when so many cities are struggling to find compassionate solutions to help the homeless—and some are barring the homeless from public places and facilities." Publication anticipated December 2014.

## VISITORS

As in past years, our model of service has attracted visitors from other libraries and social service agencies around the world. In FY2013-14, Leah hosted visitors eager to learn about our program:

St Mungo's

[www.mungos.org](http://www.mungos.org)

Four representatives from this London-based agency came to SFPL during their visits to San Francisco social services agencies that serve homeless individuals. St. Mungo's is researching solutions that they can apply to their local issues of homelessness in Britain.

San Diego Public Library, Central Library

<http://www.sandiego.gov/public-library/>

Rick Braatz, then a newly-hired case manager at San Diego Public Library, spent a day shadowing Leah as well as the Health and Safety Associates in order to adapt our model for SDPL, which he indeed launched in October 2013. Rick subsequently began the process of bringing on board a Health and Safety Associate as well.