



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

**Department on Homelessness and Supportive Housing  
San Francisco Homeless Outreach Team**

50 Ivy St  
San Francisco, CA 94102  
Request Street Outreach 415-355-7401  
Central Phone 415-355-7555

## **San Francisco Homeless Outreach Team**

The San Francisco Homeless Outreach Team (SFHOT) was developed by the Department of Public Health (DPH) 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. Starting July 2016, SFHOT is transitioning under the umbrella of the new Department of Homelessness and Supportive Housing.

SFHOT works in small teams to provide outreach and 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.

**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 providers from DPH and other city and community services. Care coordination is provided to people on the streets to help them navigate services and avoid reliance on high cost emergency and institutional services.

**Care Management:** Multidisciplinary teams stabilize individuals by addressing the numerous day-to-day and long-term problems related to homelessness. SFHOT provides shelter beds and stabilization SRO rooms 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 SFHOT works with to reduce the harms of homelessness.

**San Francisco Public Library Outreach:** Teams work in the library to engage, assess, and provide information and referral to homeless library users.

**Street Medicine<sup>1</sup>:** Medical staff joins outreach services to provide healthcare using an adapted patient centered medical home model. The street medicine team assess patients and establish care for chronic conditions such as medical, mental health, substance use, and cognitive disorders.

**Shelter Health<sup>1</sup>:** Nursing services are provided in homeless shelters to promote health, prevent emergencies and decrease reliance on ambulance services.

**There are numerous opportunities to learn more about the causes of and solutions to the problems of homelessness. Volunteering with Project Homeless Connect and other community organizations will make an immediate impact.**

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<sup>1</sup> DPH Street Medicine and Shelter Health and SFHOT collaborate closely, often sharing resources and interventions.

## RESOURCES

If you are concerned that an individual on the street is having a medical emergency call 911.

If you are concerned about the health and condition of a homeless individual in your neighborhood call 311.

### SFHOT

SFHOT's hours of operations are 24 hours/day x 7 days/week

#### **Dispatch and Outreach**

- (415) 355-7401
- Request Street Outreach
- Dispatch - 5:30am to 10:00pm
- Outreach - 6:30am to 10:00pm
- Therapeutic Transport - 10:00 pm to 7:00 am

#### **SFHOT Referral**

- [SFHOTreferral@sfdph.org](mailto:SFHOTreferral@sfdph.org)
- (415) 470-3201

### MENTAL HEALTH RESOURCES / SUBSTANCE ABUSE TREATMENT RESOURCES

#### **Behavioral Health Access Center – Treatment Access Program (TAP)**

- Walk in at 1380 Howard 1<sup>st</sup> Floor
- 800-750-2727 or 415-503-4730

#### **Crisis Services**

415-970-3800 / 415385-4000

### PRIMARY CARE RESOURCES

#### **New Patient Appointment Unit**

- Appointments for SFDPH clinics and SFDPH urgent care
- 415-682-1740

#### **Tom Waddell Urban Health Clinic Urgent Care**

- 50 Dr. Tom Waddell Place (50 Ivy St.)
- Drop in hours: M-F 8AM-6PM, Sat. 9AM-5PM
- 415-355-7400

#### **SFGH Urgent Care**

- 995 Potrero Ave.
- Building 80, 1<sup>st</sup> floor, Ward 81
- Drop in hours: M-F 8am-9PM, Saturday & Sunday 8AM-4PM

#### **Other Clinics and Health Centers**

- <http://www.sfccc.org/our-partner-clinics/>

### OTHER

#### **Shelter Reservations**

- **311**

#### **Medi-Cal Office**

- 1440 Harrison Street