

# **Healthy Streets Operation Center**

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**Local Homeless Coordinating Board  
August 2020**

# Overview

The Healthy Streets Operations Center (HSOC) launched in January 2018. HSOC uses a unified command structure and a collective impact model to coordinate the efforts of 14 City agencies involved in addressing unsheltered homelessness and behaviors that affect quality of life.



DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING



San Francisco  
Department of Public Health



# HSOC Mission & Goals

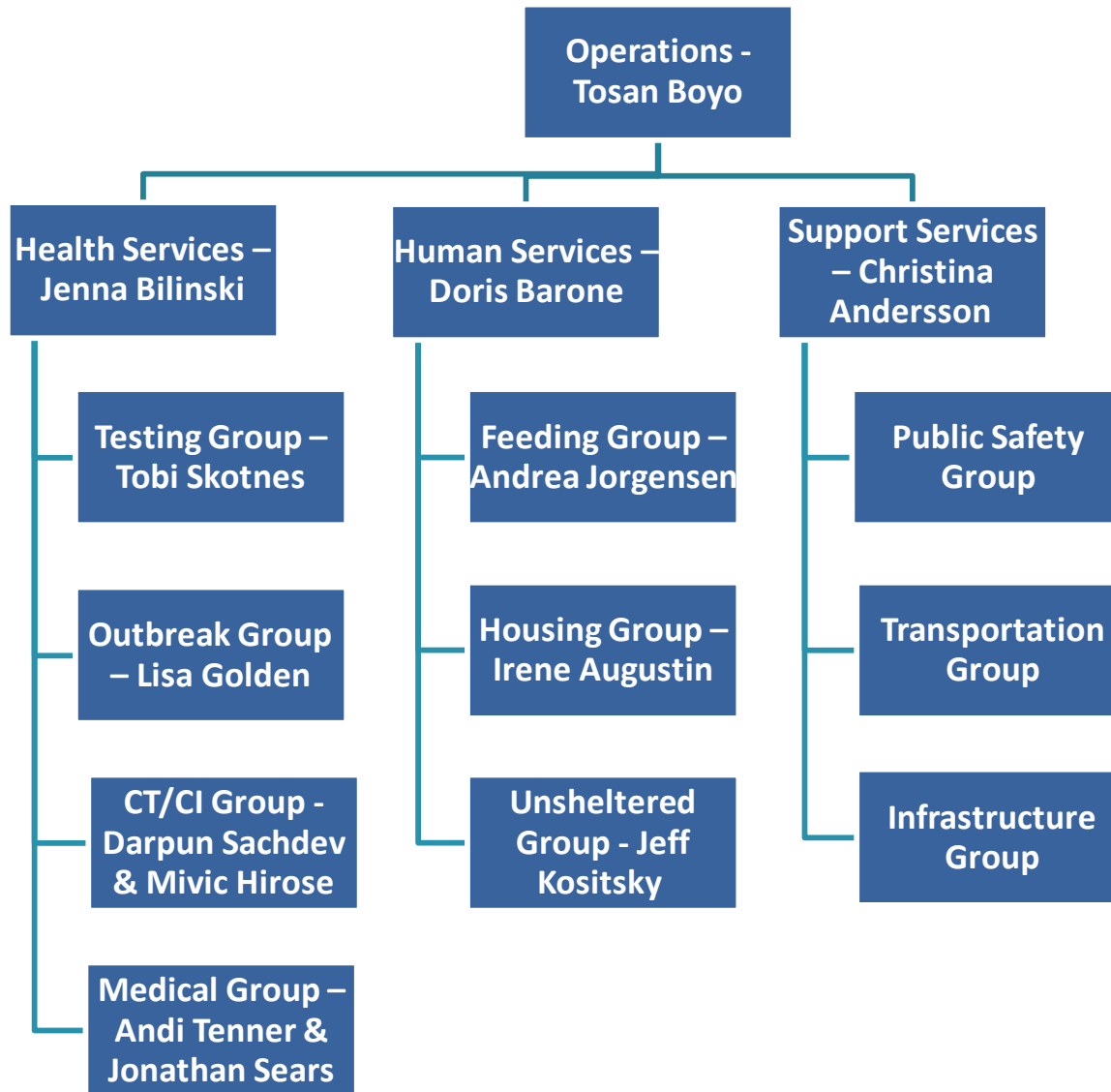
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City departments and community partners, coordinated through the Health Streets Operations Center, will work to improve conditions in our public spaces and reverse the growth in unsheltered homelessness caused by COVID-19.

1. Reduce the number of unsheltered individuals and large encampments
2. Improve health and safety in public places, especially in highly impacted neighborhoods
3. Advance HSOC operations so the collaboration can reduce the use of SFPD resources, better respond to the pandemic, and eventually move away from a crisis management approach

# COVID Command System

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## HSOC: March – May 2020

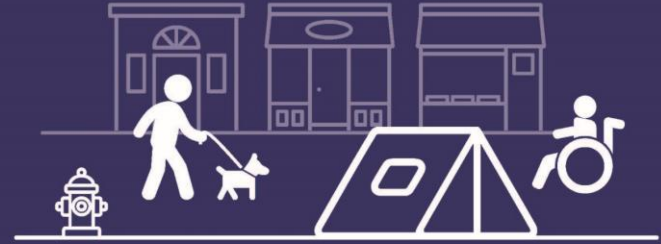
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- Shelter system was reduced by approximately 75%
- CDC recommended against the displacement of encampments
- Due to the COVID-19 pandemic, HSOC initially focused on education and outreach
- The HSOC Manager was tasked with additional work, including starting the safe sleeping program and neighborhood planning
- In April 2019 there were 381 tents and 578 occupied vehicles; in April 2020 there were 1108 and 715
- There were 71 large (6+ tent encampments in May 2020

# HSOC: March – May 2020

- The City began standing up new shelters, hotels and safe sleeping sites
- HSOC partners, led by the Department of Public Health and advised by the City Attorney, developed Safe Sleeping Guidelines for unsheltered individuals; details can be found at: <https://sfdem.org/safe-sleeping-guidance>

## Safe Sleeping Guidance



We are all safer from COVID-19, fires, health issues and traffic hazards when sidewalks and public restrooms are free from overcrowding of tents, people and belongings.

Safe and calm streets have:

**Distance between neighboring tents**  
(at least 3 feet apart)

**Clear doorways, windows and entrances**  
(at least 6 feet)

**Clear transit stops, public restrooms and bike stands**  
(at least 6 feet)

**Clear fire hydrants and fire escapes**  
(at least 5 feet)

**Clear sidewalks for pedestrians**  
(at least 4 feet wide sidewalk path)

**Clear driveways, medians and roadways**

**Please keep our streets litter free.**



City & County of San Francisco  
[sf.gov/CovidUnsheltered](https://sf.gov/CovidUnsheltered)

# HSOC: June – August 2020

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- HSOC began resolving encampments not meeting safe sleeping guidelines by making offers of sleeping alternatives
- HSOC made over 700 placements to safe sleeping sites, congregate shelter and hotels from June 10 – August 15
- When safe sleeping alternatives are not available, HSOC does outreach, education and cleaning; HSOC also responds to individual concerns related to COVID-19
- HSOC has resolved 36 large encampments, 22 of which were in the Tenderloin, Civic Center and Lower Polk neighborhoods
- HSOC has done over 25 major cleaning and outreach operations, making hotel placements when available

# HSOC: June – August 2020

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- On July 29<sup>th</sup> there were 1003 tents and 804 vehicles
- On August 15<sup>th</sup> there were 49 large (6+) tent encampments
- Other Activities
  - Developing educational materials
  - Conducting quarterly tent counts and encampment assessments
  - Planning for the current fiscal year
  - Improving data collection analysis
  - Meeting and corresponding with stakeholders
  - Collaborating w/neighborhood groups



# Budget Update

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- Staff that participate in this collaborative effort often have other job duties outside of HSOC; this is particularly true during the pandemic
- The Mayor's Budget Office is currently working on the new City budget and has not been able to conduct an analysis of HSOC expenditures and budget
- This information will be provided to the LCHB as soon as possible
- Specific questions about staff allocations and budgets can be addressed by department heads during the Q&A portion of this meeting

# Questions and Answers: Public Safety

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## 1. Questions submitted by the LCHB

- a. Do police send information on drug trafficking suspects to ICE?
- b. How is public drug use being treated going forward?

## 2. Other Questions from the LCHB

## 3. Questions from the Public

# Questions and Answers: Social Services

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## 1. Questions submitted by the LCHB

- a. Are there adequate resources to address the Fentanyl problem
- b. What percentage of free needles are being picked up and are you addressing the shortfall, time lags?
- c. How many people are currently employed on the HOT team; are there plans for expansion and are you actively recruiting?
- d. Are there more vehicle encampment sites being offered/ considered? When will they be available?
- e. What is the current acceptance rate for services and how might that be improved? Why are there so many “ service resistant “ residents?

## 2. Other Questions from the LCHB

## 3. Questions from the Public

# Questions and Answers: Infrastructure

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## 1. Questions submitted by the LCHB

- a. On average, how many weekly 311 calls have been made during COVID with respect to encampment removals and drug sales and use?
- b. What percentage of 311 calls were successfully addressed by your metric?
- c. How can HSOC and DPW partner more effectively to clean these sites and engage encampment residents to participate?

## 2. Other Questions from the LCHB

## 3. Questions from the Public

# Public Comment

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