

Mission District Neighborhood Safety Assessment and Action Plan in Response to COVID-19



July 7th, 2020

Administered by the Healthy Neighborhoods Task Force – Emergency Operations Center
IN COLLABORATION WITH THE LATINO TASK FORCE & SUPERVISOR HILLARY RONEN'S OFFICE



Overview of Assessment and Action Plan

Since the announcement of the shelter in place order by Mayor London Breed, neighborhoods throughout the City have been working to comply and ensure that essential services (food, water, shelter, safety, etc.) continue to be available to all residents of the City. While all neighborhoods have been impacted in various ways, the Mission District Neighborhood has seen a disproportionate number of COVID-19 positive cases, and a significant increase in its unhoused or unsheltered neighbors, particularly on the northern side of the neighborhood. In response to the impacts that COVID-19 is having on particular neighborhoods the Emergency Operation Center activated under Department of Emergency Management, has conducted three neighborhood assessments in collaboration with various city agencies and community members. These assessments were conducted in the Tenderloin, Mission District and Bayview. This Mission District Neighborhood Safety Assessment and Action Plan was conducted in collaboration with the Latino Task Force and the District 9, Supervisor Hillary Ronen's office. Findings from this assessment include feedback from discussions with community members and stakeholders and have informed a set of recommendations to improve the health and safety of the Mission District Neighborhood for unhoused and housed residents.

COVID-19 Response

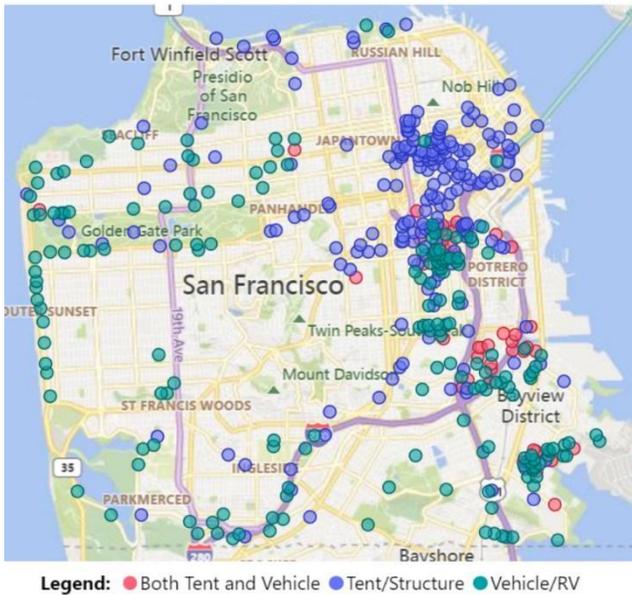
The purpose of this safety assessment and action plan is to address the conditions exacerbated by COVID-19 impacting unhoused or unsheltered vulnerable populations. This aligns with citywide priorities in response to this pandemic including: protecting vulnerable populations and essential workers, ensuring adequate availability for identified populations with Citywide alternative housing and shelter and supporting the needs of people experiencing homelessness by prioritizing testing and sheltering resources. The community approach of this assessment is to support the unhoused neighbors, and not add to the harm and pain they already experience on our streets. This street assessment is a roadmap to community solutions developed and led in partnership by the office of District 9 Supervisor Hillary Ronen, City departments, and a diverse coalition of community-based organizations invested in the well-being of all Mission District residents.

COVID-19 Impact on Unhoused or Unsheltered

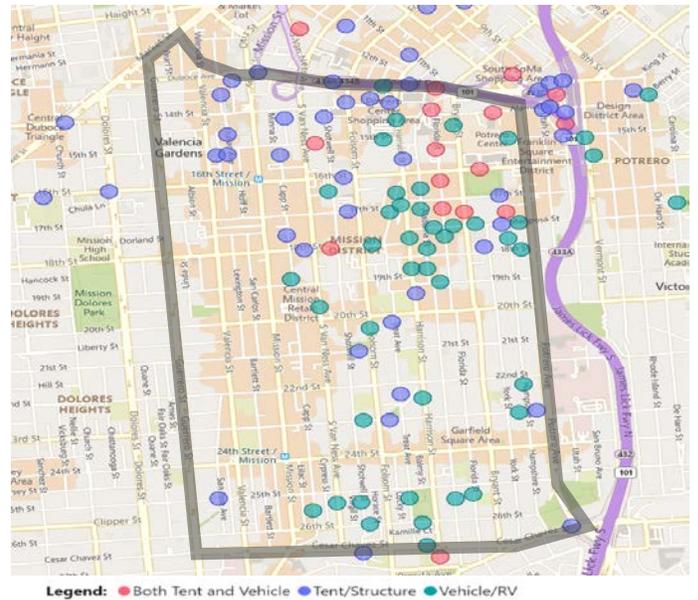
This plan was guided by community to focus on the presence and needs of unhoused neighbors rather than tents to gauge the state of unhoused or unsheltered neighbors throughout the city. It is helpful to be aware of the last pre COVID-19 individual Point-in-Time Count as well as the most recent city-wide tent and vehicle count. According to San Francisco's Department of Homelessness and Supportive Housing's last Point-in-Time count conducted in January 2019, Supervisorial District 9 had 661 individuals experiencing homelessness. The most recent tent count was conducted on April 20th, 2020 and showed a 71% increase in the number of tents citywide and structures and a 12% decline in the number of vehicles compared to January 20th, 2020. In the Mission District Neighborhood specifically, the recent count found 154 tents and structures compared to 115 in January, this recent count included 10 sites with 6 or more tents and structures. We recognize that this increase in structures on the sidewalks shows an increase in people's desperation to shelter themselves by any means at their disposal. When the pandemic hit public health made social distancing a priority, which meant a pause on shelter intakes while new policies were implemented to allow safe intakes. This halt resulted in a loss 75% of previous occupancy in congregate settings. In response the City prioritized moving vulnerable individuals to COVID-19 into hotel rooms, congregate beds, and implementing social distancing in street

settings. Information and data on this approach can be found on the Alternative Housing Program webpage <https://data.sfgov.org/stories/s/COVID-19-Alternative-Housing/4nah-suat/>. This action plan is to support the implementation of these interventions.

City wide



Mission



Principles

The development and implementation of this plan is guided by the following principles:

1. Human dignity, equity and public health, with a cultural and linguistic responsive approach will be at the forefront of our work in the Mission Assessment and Action Plan
2. The needs of Mission District Neighborhood residents, both unhoused and housed, must be the focus of all activities
3. This initiative is a partnership between the City, unhoused and housed residents, businesses, community organizations (Latino Task Force), nonprofits and other stakeholders.
4. Efforts to address unsheltered neighbors will take a trauma-informed, harm reduction, housing and services-first approach. Strategies will not involve a punitive, enforcement approach.
5. Special attention will be paid to the needs of families, children, older adults and people with disabilities.
6. This is a living document that will evolve as the situation changes and additional feedback is received.
7. The efforts of the Latino Task Force committee on street needs assessment will focus on long term and sustainable solutions for the unhoused population
8. Purpose of this plan is to support our unhoused neighbors
9. Mission street assessment is a roadmap to community solutions developed by a collaboration of organizations invested in the well-being of all Mission District residents

Assessment Process

Following the elevated need for City response and in coordination with the Emergency Operation Center activated under Department of Emergency Management, the Latino Task Force committee on Street Needs Assessment and District 9, Supervisor Hillary Ronen's office, a large, multi-agency and multi-stakeholder block-by-block Mission District Neighborhood Safety Assessment was conducted by over forty City staff, nonprofit employees and community volunteers across four geographic zones. Each department and community participant surveyed multiple aspects of street conditions including: sidewalk navigability, fire safety, social distancing, health and hygiene and qualification for placement into hotels. This report compiles findings of these surveys, as well as community feedback, and offers recommendations to address the needs of the Mission District Neighborhood during this global pandemic.

Summary of Findings

This assessment found consistent challenges relating to:

1. Large numbers of people on the streets living without access to housing or shelters compromising their ability to shelter in place during COVID-19 and stay healthy.
2. Lack of City provision of sanitation services, including distribution and collection of garbage bags which increases in garbage and waste and resulting environmental health concerns
3. Food and clean water insecurity for unsheltered individuals
4. Inadequate provision and access to hygiene stations for unsheltered individuals
5. Lack of health services and education, especially for unsheltered individuals
6. Lack of adherence to physical distancing due to crowded conditions.
7. Lack of collaborative approach to support the well-being of unhoused neighbors and housed neighbors, small businesses and nonprofit organizations in a way that is beneficial to all.

These recommendations are community-driven, utilizing City and other resources to:

1. Offer safe sleeping alternatives to unhoused individuals
2. Provide testing and retesting as appropriate to unhoused individuals
3. Continue to facilitate physical distancing compliance by exploring and implementing closing of streets and limiting parking
4. Ensure that all residents, unhoused and housed, can safely navigate the neighborhood and have safe passage and access to their homes and businesses
5. Improve access to hygiene stations, restrooms and garbage disposal for unhoused individuals
6. Address food and water insecurity for unhoused and housed residents alike
7. Activate a community-based outreach and cleaning Care Ambassadors program to promote mitigate public health safety concerns and comply with public health orders
8. Improve and increase health services in the neighborhood (review per data)
9. Increase education and outreach to residents and businesses through a community led approach care ambassador program

Work that has already been started or completed includes:

1. Needle cleaning efforts. DPH has expanded their cleaning program to locations identified in the assessment
2. identifying high-risk unsheltered individuals and offering hotel rooms
3. increasing the number of Pit Stops

Immediate next steps include:

1. Establishing regular feedback from community stakeholders
2. Identifying resources required to implement this work
3. Developing a clear timeline and workplan
4. Developing a list of lots and other spaces that can be used to address street conditions
5. Collaborating with local service providers to leverage existing relationships with the unhoused community

Assessment Area Covered

Assessment Summary

70 blocks assessed

120 tents observed

51 encampments observed

81 individuals engaged (SFHOT) and community survey team

The table below summarizes key findings from the Mission Neighborhood Safety Assessment. The priority areas are those with the highest health concerns identified through the various assessments and discussions with community stakeholders. These blocks present unique challenges to the community and represent an opportunity for bold, multi-sectoral action to improve the health and safety of those in the area.

Assessment Zones and Priority Areas

Priority Area	Assessment Zone	Block Numbers	Tents Observed	Encampments Observed	People (HOT Count)	Social Distancing Compliant	Services Present-Require Standing in Line?	Space to close parking lanes?	Existing Services for Unhoused?
1	A	3532/47	15+	4	13+	N	N	N	Y*
2	A	3554**/55	16	3+	16+ (7)	N/A	N/A	N/A	Y
3	B	3530/31	3+	3	12+ (4)	N	N/A	N	N
4	B	3552	9	2	6	Y	N	N	N/A
5	B	3611	6	1	6+	N	N	Y	Y
6	B	6571	2	1	3+ (2)	N	N	Y	N/A
7	C	3901/02	13	4	13+	N	N	Y	N
8	C	3924	11	6	11+ (1)	N	N	N	N
9	C	3970	10	2	10+ (2)	N	N	Y	Y
10	D	3971/62/63	12	1	10+ (3)	N	N	N	N
11	D	3904/05/06	5	1	5+ (4)	N	N	N	N
12	D	3922/21/30	6	1	4+ (2)	N	N	N	Y
13	D	4014/16	6	2	6+	N	N	N	N
14	D	4276/34/35	6	2	6+ (8+)	N	N	N	N/A

NOTES:

*Block 3532 has no adjacent services. Block 3547 has a hygiene station

**Block 3554 at Caledonia St. has been identified as a COVID-19 positive sector

Summary of Survey Results

Ronen's Office/Volunteer-filled survey	
Coverage: 45 blocks <ul style="list-style-type: none"> o Zone A: 1 block o Zone B: 9 blocks o Zone C: 18 blocks o Zone D: 17 blocks 	Block Navigability for All Zones <ul style="list-style-type: none"> o 60% of area surveyed reported to be safely navigable by all residents o 20% of area surveyed reported to <u>not</u> be safely navigable o 21% of area surveyed reported N/A o 120 tents reported in area surveyed
SFFD-filled survey	
Coverage: 54 blocks <ul style="list-style-type: none"> o Zone A: 7 blocks o Zone B: 8 blocks o Zone C: 15 blocks o Zone D: 24 blocks 	Fire Safety for All Zones <ul style="list-style-type: none"> o 113 observations of fire code violations reported o 6% of area surveyed reported as having an open flame/electrical device/generator/unsafe chemical present o 94% of areas surveyed reported having clear access to fire protection systems (hydrants, FOC, standpipes, etc.) o 7% of area surveyed reported a blocked/obstructed egress or confined space
DPW/MTA-filled survey	
Coverage: 70 blocks <ul style="list-style-type: none"> o Zone A: 7 blocks o Zone B: 10 blocks o Zone C: 26 blocks o Zone D: 27 blocks 	Social Distancing for All Zones <ul style="list-style-type: none"> o 10% of area surveyed reported observations of sidewalks with under 3 feet of clearance o 2% of area surveyed reported ongoing construction that could be interfered with o 6% of area surveyed reported as feasible for lane closure/Slow Streets implementation o 6% of area surveyed reported to have services present that would cause a line
DPH-filled survey	
Coverage: 44 blocks <ul style="list-style-type: none"> o Zone A: 6 blocks o Zone B: 8 blocks o Zone C: 16 blocks o Zone D: 14 blocks 	Health and Hygiene for All Zones <ul style="list-style-type: none"> o 54% of area surveyed reported to have reliable food access o 49% of area surveyed reported to have reliable water access o 42% of area surveyed to have reliable restroom access o 26% of area surveyed reported to have reliable syringe disposal access
SFHOT (all zones)	
Unhoused Presence and Qualification for Shelter in Place Hotels <ul style="list-style-type: none"> o 81 people assessed - Zone concentration (from heaviest to lightest)- D/A/C/B o 12% (10) were 60+ years and eligible for Shelter in Place (SIP). <ul style="list-style-type: none"> (it is estimated that more would be eligible after a chart review by DPH, assessing vulnerability) 	

Summary of Recommendation Interventions per Assessment Surveys

ITEM	SUMMARY OF RECOMMENDED INTERVENTIONS PER ASSESSMENT COMMENTS	PRIORITY AREAS													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
A	Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping	•	•	•	•	•	•	•	•	•	•	•	•	•	•
B	Expand outreach for direction to nearby existing facilities and services	•	•	•	•	•	•	•	•	•	•	•	•	•	•
C	Expand maintenance of existing hygiene facilities (i.e. Pit Stop, hand wash, shower)	•	•	•	•	•	•	•	•	•	•	•	•	•	•
D	Explore reallocating/adding hygiene facilities (i.e. Pit Stop, hand wash, shower)	•	•	•	•	•	•	•	•	•	•	•	•	•	•
E	Explore reallocating/adding health services (i.e. needle disposal/cleaning, COVID 19 testing)	•	•	•	•	•	•	•	•	•	•	•	•	•	•
F	Explore reallocating/adding food services	•	•	•	•	•	•	•	•	•	•	•	•	•	•
G	Expand frequency of general debris removal and street cleaning	•	•	•	•	•	•	•	•	•	•	•	•	•	•

Recommended Interventions

Please note that the following recommended interventions were informed and directed by the ground assessment surveys and Latino Taskforce committee recommendations. More details and guidance on these general interventions can be found under LTF Committee Community Recommendations. These recommended interventions are high level meant to direct city departments in responding to needs observed in this process. These are considered initial interventions to be explored and will evolve and change with departmental and community feedback as situations change on the ground and dependent on available resources.

Upon reviewing data collected, staff noted that some needs identified may actually be served by existing services. In the next phase of this effort an action plan will be developed informed by this analysis and some interventions may be modified to require better outreach and coordination to ensure unhoused residents are connected to these existing services.

Category	Recommended Interventions
Stakeholder Engagement and Outreach to Unhoused Community	<ol style="list-style-type: none"> 1. Establish a program for increased community outreach workers and ambassadors with appropriate compensation following health protocols and ensuring a respectful non-invasive trauma informed approach. 2. Improve and formalize participation and feedback process with community groups 3. Increase outreach to residents and businesses
Hotel Placements (See LTF Committee Implementation Recommendations and Essential Interventions for Additional Comments and Guidance)	<ol style="list-style-type: none"> 1. Increase access to hotel rooms proportional to the needs identified within the Mission District Neighborhood. 2. Ensure culturally competent service provision within hotels and safe sleeping alternatives including in language and to the extent possible partner with organizations that have a Mission neighborhood context. 3. Support placement of unhoused residents with their street-based households. 4. Prioritize placement into hotel rooms based on need, rather than the status of having a tent.
Safe Sleeping Alternatives (See LTF Committee Implementation Recommendations and Essential Interventions for Additional Comments and Guidance)	<ol style="list-style-type: none"> 1. Follow DPH guidance on best practices for health and safety on streets 2. Establish Safe Sleeping Sites (SSS) and Safe Sleeping Villages (SSV) in and outside of the Mission District Neighborhood with the goal of serving the proportional need of individuals in the Mission District Neighborhood. 3. Support implementation of SSS and SSV informed by community and partners 4. Prioritize placement into safe sleeping sites based on need, rather than the status of having a tent. 5. Develop a clear policy on tents in the neighborhood.

Harm Reduction	<ol style="list-style-type: none"> Center a harm reduction approach and ensure the SF Police Department and SF Police Narcotics unit is not involved.
Social distancing	<ol style="list-style-type: none"> Follow DPH guidance on social distancing best practices in tents and by individuals Work with service providers to create safe processes for standing in lines for services Implement visual indicators of appropriate social distancing in key areas Create opportunities for social distancing such as offering of SIP hotels, and permanent housing.
Sanitation	<ol style="list-style-type: none"> Provide consistent and scheduled trash pick-up and collection to unhoused residents and provide notice so they can prepare. Increase access to garbage cans, garbage bags, dumpsters, and safe syringe disposal. Address emerging rodent issue through controlling waste and direct mitigation. In partnership with Mission District Neighborhood community-based organizations, leverage new work opportunities for people who are marginally employed in order to expand the capacity of garbage pick-up, maintenance, and sanitation efforts throughout the neighborhood.
Food and Water	<ol style="list-style-type: none"> Increase food distribution to food insecure areas to give opportunities to unhoused residents to shelter in place. Identify opportunities that change practices to minimize food waste contributing to sanitation issues Establish consistent access to potable water for unsheltered individuals
Hygiene Safety	<ol style="list-style-type: none"> Scale up access to hygiene stations and bathrooms based on population size demand by adding porta-potties, opening public bathrooms in recreation facilities and at the library. Improve access to showers (see community recommendations for additional comments) Distribute masks, hygiene kits, and other supplies regularly SFFD and DPH to identify and address safety violations through education and offering of services Increase and encourage the distribution of information materials to promote safety practices
Health	<ol style="list-style-type: none"> Establish a regular COVID-19 testing site (check with DPH) that is accessible to unhoused community members in the Mission District Neighborhood that does not require electronic devices to set appointments, or check results, and has drop in accessibility. Expand access to medical services.
Other priority issues	<ol style="list-style-type: none"> TBD

Conclusion and Next Steps

This report is a first step towards better understanding and ultimately addressing the complex issues facing the Mission in direct response to COVID-19. Additional input and collaboration from members of the community and city agencies is needed to deliver on these recommendations and to continually assess the health and safety issues in the community moving forward. An action plan responding to recommendations of this assessment will be developed following this assessment informed by additional on the ground conditions as situations change, further community input, available resources and feasibility of implementation. In addition, as we implement recommended interventions the team will ensure that areas that were not initially assessed are surveyed (16th to Cesar Chavez) Zones A, B, C.

Community Informed and Directed Process

This safety assessment and action plan is informed and directed by a committee under the Latino Taskforce that includes organizations and community representatives that advocate and provide services to unhoused populations in the Mission District Neighborhood and are responding to many of the community needs during COVID-19. The following section is written in the voice of the Latino Taskforce committee and reflects the depth of experience of their work in the community as it relates to responding to COVID-19 and the unhoused populations in the Mission District Neighborhood.

Mission District Neighborhood and COVID-19

The Mission District Neighborhood faces compounding, pre-existing circumstances that COVID-19 has exacerbated, including an increase in people living on the streets, overcrowded and unhealthy housing conditions, and large numbers of people living in congregate settings, particularly in single room occupancy hotels and boarding houses. Additionally, a large number of the Latinx working class are employed in frontline jobs classified during the pandemic as essential jobs. The exposure to coronavirus for those who have not had the privilege to work from home has been significantly greater. These jobs are often low wage jobs with few worker protections where employers have failed to provide PPE or workers are self-employed and unable to purchase PPE. Those in the Latinx community, particularly the immigrant community have been forced to work two or three jobs seven days a week given the high cost of living in San Francisco. Fear of Public Charge has kept the undocumented community from getting tested for COVID-19. It has also hindered their ability to be able to meaningfully participate in the contact tracing process when they have tested positive for COVID-19 because of fear of how the information they share will be used. Lack of health insurance and pre-existing conditions have rendered Latinx people particularly vulnerable to COVID-19 and are at a higher risk of serious illness or death. It is clear that social conditions, structural racism, unaffordable housing and dense living conditions, low wage essential jobs and other factors elevated the risk for COVID-19 diagnoses and deaths in the Latinx community of the Mission District and throughout the country.

The Mission District Neighborhood hosts historically multi-generational households of Latino populations and those from other regions, and hundreds of vibrant, historic businesses and locations. The Mission District Neighborhood benefits from a very active community and a large extended footprint compared to other areas in the city, but it also makes the tracking and offering of services a more difficult task in terms of outreach. The urgency of a comprehensive City response plan, driven through a lens of human dignity, equity, and public health and safety is an expressed priority for Supervisor Ronen and Mayor Breed, which agencies were instructed to collectively address.

Latino Task Force Committee and Stakeholder Meetings

Following the footsteps of the Tenderloin Plan and administered by the Emergency Operations Center(EOC) - Healthy Neighborhood Task Force (HNTF) in collaboration with the Latino Task Force committee on Street Needs Assessment and the Supervisor Hillary Ronen's office, a series of committee meetings were held where city agencies, community members and organizations collaborated to identify and escalate urgent needs to the Emergency Operations Center. This feedback guides the City's assessment and is incorporated into this plan. It is the City's intention to continue collaborating and partnering with neighborhood stakeholders on the development and implementation of this plan.

Collaborative Partners:

- Latino Task Force-COVID-19
- The Gubbio Project

- Coalition on Homelessness
- Dolores Street Community Services
- Calle 24 Latino Cultural District
- St. John's the Evangelist Episcopal Church
- Office of Supervisor Hillary Ronen

The Latino Task Force – COVID-19 was formed within days of San Francisco's Shelter in Place order. Long-time Mission District Neighborhood community activists and a staff person assigned by the Human Rights Commission Director Davis began meeting about the impact of COVID-19 on the Latino community, very much in the tradition of previous generations in the Mission District Neighborhood that responded to community needs, like the Mission Coalition and the “Los Siete Defense Committee” in the 60’s, 70’s and 80’s. Basic needs were identified and committees began forming. The original committees formed around three top immediate needs, which included communication and outreach, food, and education. It was apparent by the continued congregating of people hanging out on the streets and not sheltering in place coupled with small businesses not complying with physical distancing requirements that the community needed immediate education through a culturally relevant messaging campaign, featured in the SF Chronicle on April 19, 2020, “Mass Coronavirus Testing Plan for 2 Different Worlds: Bolinas and a Section of SF’s Mission District,” (www.sfchronicle.com/health/amp/Why-everyone-in-Bolinas-and-part-of-SF-s-15211445.php). Also, realizing that people were losing their jobs temporarily or permanently, they would not have the financial resources to pay rent, bills, and buy food. Simply put, in a small survey conducted by day laborers and domestic workers they reported over \$100,000 lost in income the first week of job cancelations. The food committee, therefore began disseminating the various locations where food was distributed but quickly realized that the committee membership had its own resources and established a Food Hub at 701 Alabama (located at Mission Language and Vocational School). What started out as a once a week food distribution site providing culturally relevant food and serving about 500 families quickly escalated to three times a week serving over 1300 families, see article on ABC 7, “Mission Food Hub Provided Meals to Over 1,800 Families,” (<https://abc7news.com/food-bank-mission-hub-groceries-the/6241587/>) The third immediate need was education. Families were overwhelmed at losing work, feeding their families, and additionally having to support the continued education of their children at home. The education committee went into action making sure that information was being shared in Spanish with families by the community-based organizations through the client wellness calls. Access to technology and WIFI were key to supporting student success.

The Latino Task Force (LTF) originally formed to connect Mission District Neighborhood community-based organizations with city government resources. It is now a city-wide collective that has grown to 30+ community-based organizations with over 13 active committees and involves various officials and representatives from local, state, and federal government including the Mexican Consulate. We are committed to community-driven, lead and implemented work. The Taskforce has developed an indigenous-based protocol that respects the dignity of every human being. Thus any partnership must be committed to do the work in a respectful and participatory manner, offering solutions and giving to the community, not just taking.

A few highlights of the action-oriented LTF include supporting SF County Jail inmates with legislation to have video conferencing family visits for incarcerated parents with children through the LTF Re-entry

committee. The Website committee developed a user-friendly tri-lingual website that has a variety of resources in Spanish, Mayan, and English. The Economic and Employment committee has established an essential services hub offering various assistance including income relief, unemployment and job assistance, and health resources, as well as the already mentioned food distribution campaign.

Another highlight is the authentic, respectful, and equitable partnership developed with UCSF through a testing study of Latinos and other residents living in a Mission District Neighborhood census tract through the LTF Health committee; as featured on NBC BayArea, Bay City News on May 5, 2020, “SF: Data Released From COVID-19 Tests on Nearly 3K Mission District Residents” (<https://www.nbcbayarea.com/news/local/san-francisco/sf-data-released-from-covid-19-tests-on-nearly-3k-mission-district-residents/2284672/>). The success of this partnership is the blueprint and basis of the collaboration with the San Francisco Emergency Operations Center (EOC) in conducting this street needs assessment.

The Gubbio Project

The Gubbio Project’s mission is to be in community with and to provide a sacred space and sanctuary for people who are unhoused and in need of safe, compassionate respite during the day. Every day The Gubbio Project tends to the physical, social, psychological and spiritual needs of unhoused guests. We work in partnership with St. John the Evangelist Church in the Mission District Neighborhood and welcome guests into the space every day from 6am-2pm to take part in what we call “Sacred Sleep”. We have a unique model of harm reduction, peer support and social justice.

The Coalition on Homelessness



The Coalition on Homelessness organizes unhoused people and front-line service providers to create permanent solutions to homelessness while protecting the human rights of those forced to remain on the streets. The organization centers its works in unhoused community members experience, over half its staff and board has lived experience with homelessness, and the agenda of the organization is driven by unhoused community members experience collected via daily outreaches.

Dolores Street Community Services

Dolores Street Community Services is a Mission based organization that grew out of the sanctuary movement of the 80s and from the basement of Dolores Street Baptist Church provided shelter and meals to refugees fleeing Central America. Dolores Street Community Services (DSCS) nurtures individual wellness and cultivates collective power among low-income and immigrant communities to create a more just society. As a multi-issue, multi-strategy organization, we work to improve lives on an individual level as well as affect broader social change by engaging in advocacy and community organizing. We work together across programs to address homelessness, lack of affordable housing, and to support immigrant rights in order to meet the complex needs of our communities and collectively address the root causes of suffering and injustice.

The Dolores Shelter Program provides culturally and linguistically appropriate services that are trauma-informed, whole person centered and that value and honor our shelter resident’s human dignity and agency.

Office of Supervisor Hillary Ronen

Hillary Ronen represents District 9 on the San Francisco Board of Supervisors, which encompasses the vibrant neighborhoods of the Mission, the Portola, Bernal Heights, and St. Mary’s Park. Since assuming office in January 2017, Supervisor Ronen has been laser focused on tackling the most urgent issues impacting the families and residents of District 9 including advocating for resources to help unhoused individuals exit homelessness, promoting community-driven approaches to public safety, building more affordable housing, and advancing policies that protect the culture and character of our diverse and historic neighborhoods.



Identifying Root-Causes and Present Strategies

As a Taskforce we recognize the political crisis known as “homelessness,” has its roots in irresponsible policy, insufficient social investment which started in the late seventies in the U.S. because of recurring political campaigns based on attacking impoverished people and blaming of the victims, manipulation of language where words like “encampment,” and “homeless” have become “spin” words to trigger people’s minds and hearts toward punitive policy of punishment instead of solution based practices. As a group our interest is to move away from these loaded words toward descriptive language that will

meet our purpose affirmed above. While we work for the kind of policy that affords everyone their right to a house, in this plan we hope to respond to the victims of these policies, the unhoused.

Root Causes of Homelessness

We recognize that the interventions outlined in this assessment are necessary and urgent but that the long-term work must address the root causes of homelessness. Racism is the root cause of poverty, lack of housing, lack of mental health care and other social factors such as violence and abuse are among the key root causes of homelessness. People of color, especially Black and Latinx communities are overrepresented within the city's population of those experiencing homelessness, in large part because of historical and systemic racism. One in four people experiencing homelessness lost their job and did not have savings or other sources of income nor access to the support they needed to stay housed. The COVID-19 pandemic has exposed serious system failures in the city's systems of care which have caused more vulnerable Latinx people to be unsheltered during a time when one's health and well-being is dependent on our ability to shelter in place. We know that racism is an adverse childhood experience that is a life-long occurrence which leads to toxic stress and eventually to the chronic health conditions. Homelessness and poverty are inextricably linked and we know that those living in poverty are often unable to pay for basic needs such as housing, food, childcare, and health care. San Francisco has a critical shortage of housing that is affordable, safe and stable which directly contributes to the extremely high rates of homelessness. A permanent exit from homelessness for those who are unsheltered will require several city agencies (HSH, HSA, DPH, DCYF) to shift to systemic, strategic and integrated responses to homelessness that center and advance racial justice and equity.

Please note we are very deliberate in how we refer to our unhoused neighbors. The traumatic experience known as "homelessness" is a result of political and economic policies. Homelessness is a state or condition people experience. It is not an inherent trait. In addition, the words "homelessness," and "homeless" have become tools of political posturing which dehumanize an entire population creating pejorative images and even provoking human rights violations. We choose to identify this population as "unhoused neighbors," to more accurately describe the lived experience and people's struggle to secure a safe and healthy place to live.



Dense housing has been a contributing factor in the disproportionately high number of COVID-19 positive cases among the Latinx community in the Mission District Neighborhood. Three families share a 4 X 4 room and at night set-up inflatable beds. A Dolores Street Community Services day labor worker member took this picture. His bed is the inflatable mattress in the corner. The couch is vacant that night as his niece was out that evening.

Mission District Neighborhood Safety Assessment

A team of representatives of city departments from the Healthy Streets Operation Center (DEM, DPH, HSH/SFHOT, FD, DPW) the Mission District Neighborhood, District 9 Supervisor's office, community groups and stakeholders was assembled to design and implement a robust Mission District Neighborhood Needs Assessment. Each team was led by a member of the EOC and a Mission District Neighborhood Community Representative. This assessment was conducted on the morning of May 27th and 28th consisted of multi-disciplinary teams walking each block of the Mission broken into 4 geographic zones. Members of the Latino Task Force, Supervisor Ronen's staff, community volunteers as well as SFHOT members led the survey engaging conversation with unhoused neighbors in dignified and non-invasive ways. This approach garnered trust and allowed them to collect valuable feedback. Each city department used a standardized survey tool to evaluate each block on a set of safety and quality-of-life parameters relevant to their respective departments. SFHOT outreach workers engaged directly with over 81 unsheltered individuals and collected information on their needs, level of vulnerability and other information relevant to matching needs with available resources. SFHOT members also committed to return with appropriate support, which has been happening since the survey. One unhoused neighbor, a former resident and fully employed resident of Glen Park neighborhood, who now lives on the sidewalk on 15th and Minna, has received support and is moving toward housing possibilities thanks to his conversation with SFHOT team and community membership follow up.

This Latino Task Force committee tried to build on lessons learned from the Tenderloin plan. While the Tenderloin plan did involve some community members, members of the unhoused community were largely left out, even though they were the subjects of the report. In the Mission plan, we intentionally centered the voices of the unhoused community relying on them as partners in achieving community health. First, we ensured that representatives of the unhoused community were members of our teams that covered the four zones in the Mission. Second, we deliberately designed the data-gathering in a way that captured the perspectives of the unhoused community members and a clear description of their needs. Instead of standing from a distance and capturing physical observations of street conditions, we asked members of the unhoused community what they needed, such as food, showers, bathrooms, water, hotel rooms and other forms of lodging, going beyond the basic needs assessment that HOT did in the Tenderloin.

LTF Committee Implementation Recommendations and Essential Interventions

Ensure Equitable Access to Hotel Rooms

- Open at least 300 hotel rooms for Mission District Neighborhood residents, as proportional to need in the Supervisorial District. (This number reflects an estimated increase in unsheltered residents since the 2019 Point-in-Time count, when there were approximately 257 unsheltered individuals in D9)
- Ensure all unhoused community members have access, not just those that meet vulnerability criteria as laid out by overly strict FEMA guidelines. This is the best way to ensure the ability to Shelter-in-Place, as rooms already have bathrooms, water, and other amenities already in place.
- City should ensure cultural competence and preservation of community in the establishment of hotels. Preserving communities and support networks when being relocated to hotels is critical. This includes ensuring unhoused residents can move with their street-based household into

hotels. These hotels should be staffed by individuals and service providers who are bilingual, and have familiarity and experience working with the Mission community.

- City should ensure that when they lease and eventually purchase hotels, at least one (but likely two) of the hotels are dedicated to serving the Mission District Neighborhood community
- Ensure hotel rooms are distributed based on need, not on the status of having a tent. Placement authority should rest with DPH and Mission District Community Organizations, not the police or HSOC. Giving up of tents shall not be a prerequisite of moving into a hotel room, as people have a right to their property.

Address Lack of Housing with Safe Sleeping Sites

- Follow DPH guidance on best practices for health and safety on streets
- Establish approximately 6 sanctioned Safe Sleeping Sites and Villages in and outside of the Mission that have the capacity for 200 additional individuals, ensure safe sleeping sites have democratic decision making, showers, water, bathrooms, and shade structures
- Ensure that any safe sleeping sites do not serve as an excuse for sweeps or enforcement efforts. Respect self-determination of unhoused people, recognizing that safe sleeping sites may not be appropriate for all individuals.
- Ensure community organizations running safe sleeping areas encampments have agency in outreach and placement into the safe sleeping sites, as well as agency in design, and running of the sites.
- Department of Public Health and Mission District Community Organizations identify and refer unsheltered individuals to Shelter-in-Place Sites regardless of whether they own a tent. Giving up of tents shall not be a prerequisite for entrance into a safe sleeping area, as people have a right to their property.
- Develop a clear policy on tents in the neighborhood that ensures pathways for strollers and wheelchairs to pass, and clear instruction on where tents can be placed during COVID-19, including parks. It should also show where tents can't be, including placement that block driveways, doorways, and ramps, but this cannot be so restrictive that there is virtually no place for tents. Implementation of this policy must be done in collaboration with members of the unhoused community, and not by police. Community Organizations can tape off spaces on sidewalks for tents that follow these guidelines to assist unhoused community members.
- Ensure safe sleeping sites are distributed based on need, not on the status of having a tent. Placement authority should rest with DPH and Mission District Community Organizations, not the police or HSOC.

Actions Implemented

Some of the work outlined in this plan has already begun, including the installation of an additional pit stop and placement of unhoused vulnerable individuals into hotel rooms. It will grow iteratively throughout the Mission District Neighborhood, beginning with a focus on the 14 areas that were identified through this assessment as having the most challenges.

This work will be done in continued collaboration and partnership with the community, using an equity lens to guide these efforts.

Success Stories

Success stories: Jacinto, one of the day laborers, member of community outreach, is a tri-lingual (Maya, Spanish, English) young man from Yucatan, who participated in the assessment, speaking with unhoused neighbors and helping assess their needs, had been unhoused himself. He participated in the UCSF study with the Taskforce as well and engaged countless community members, walking many to the test sites. Thanks to the support of staff from EOC, during this assessment, Jacinto was approved for a hotel room as an essential worker. We are now working on other essential workers of the Day Labor Program and Women's Collective to be able to access a hotel room for protection.

Success Stories: Orlando, is a former resident of Glen Park, who has been struggling with houselessness for several years and now resides on the corner of Minna and 15th. He was interviewed by a SFHOT representative during the assessment. He has been ill and was recently hit by a car as he tried to cross the street. Thanks to the good work of Charles and helpful neighbor Larisa Pedroncelli Orlando has now been admitted to a hotel room for self-isolation and he received his first General Assistance benefit. He is grateful for the support as he can now concentrate on healing.

Community Outreach, Promotoras: Day Laborers and Domestic Workers: Thanks to the collaborative nature of the Latino Taskforce, our assessment has been a participatory action in which community members are playing an important role. Six members of the Day Labor Program and Women's Collective joined the assessment and participated in leading the assessment team, engaging in dialogue with unhoused neighbors. They all have previous experience and had two special training sessions to prepare for the assessment. One of them in particular is a nurse from Guatemala, who was overjoyed to be able to be a part of the UCSF study - outreach team - as it brought her into her practice of medicine and health, which she loves. Day Laborers and Domestic workers are interacting daily with life on the streets of the Mission District Neighborhood as they look for work, shop, worship and relax on these same streets and institutions. They are also active members of the Program. The current assessment process has been one more example of the facility with which the outreach team can reach out and evoke the authentic experience of people in the district "in real-time." During the assessment the outreach team was able to address people they already knew, speak to them in their own language (English/Spanish) and engage with the assessment. They are a natural group of Health and Safety Promoters who could be working more regularly with city agencies to reach out to, inform and receive information from the community. They bring expertise, deep community ties and effective communication skills to any project that needs to be done. This process and the UCSF/TASKFORCE study have brought out the natural leadership and other consulting opportunities for community members.

Tamira - Approximately in her late twenties or early thirties. She had made herself a 3'X3' shelter with fabric and cardboard. The shelter had makeshift walls made from fabric and attached to aluminum poles which allowed her privacy and safety from the elements. She shared that many people came and congregated near the area but everyone respected her and her home. Her home is on the sidewalk of Division and she lives with her small dog. When asked what she needed she shared: "I need showers to be able to clean up and get out there to look for work and

feel good about myself.” Tamira told us she has been without a house and living in public spaces for about a year and a half. She has high hopes to be able to have a permanent exit from homelessness and be able to move on with her life. She thanked the Promotores team for the masks and drinking water that were shared with her during the assessment and emphasized how much those things are needed.

Eduardo - *is a day laborer who has been living in public spaces. He was looking for work near the Kelly Moore paint store on South Van Ness, near 16th Street. Jacinto, a member of our Promotores team, identified himself and began engaging in conversation explaining to him what the assessment team was doing and asked if he would be willing to speak with the team. Eduardo shared that he was a teacher in Mexico. Several circumstances forced him to emigrate to the U.S. and he has lived in San Francisco for a couple of years. He works as a day laborer and sends as much money as he can to his wife to help support her and their children. He shared that life on the street is very stressful. He recently found out he has been diagnosed with diabetes, which makes him worry even more about how he will be able to manage his condition and stay healthy since he is unsheltered. Eduardo shared: “I want people to know it is very stressful sleeping on the streets because you don’t really get much sleep or rest, constantly having to worry about who’s sleeping close to you and you might rob or hurt you.”*

Appendices

- *Appendix A: Glossary of Acronyms*
- *Appendix B: Assessment Results Maps (Figure 1, 2 and 3)*
- *Appendix C: Assessment Summaries by Priority Areas and Blocks*
- *Appendix D: Community Volunteer Assessment Comments*
- *Appendix E: Assessment Tool and Survey Questionnaires*

Appendix A: Glossary of Acronyms

	CITY DEPARTMENTS
DCYF	Department of Children, Youth and their Families
DEM	Department of Emergency Management
DPH	Department of Public Health
DPW	Department of Public Works
EOC	Emergency Operation Center
FD	Fire Department
HNTF	Healthy Neighborhoods Task Force
HSA	Human Services Agency
HSH	Homelessness and Supportive Housing
HSOC	Healthy Streets Operation Center
SFHOT	San Francisco Homeless Outreach Team
SFHRC	San Francisco Human Right’s Commission
SFMTA	San Francisco Municipal Transportation Agency
	NON-CITY ORGANIZATIONS
DSCS	Dolores Street Community Services
FEMA	Federal Emergency Management Agency
LTF	Latino Task Force
UCSF	University of California at San Francisco
	OTHER
COVID-19	Coronavirus Disease 2019

Appendix B: Assessment Results Maps (Figure 1, 2 and 3)

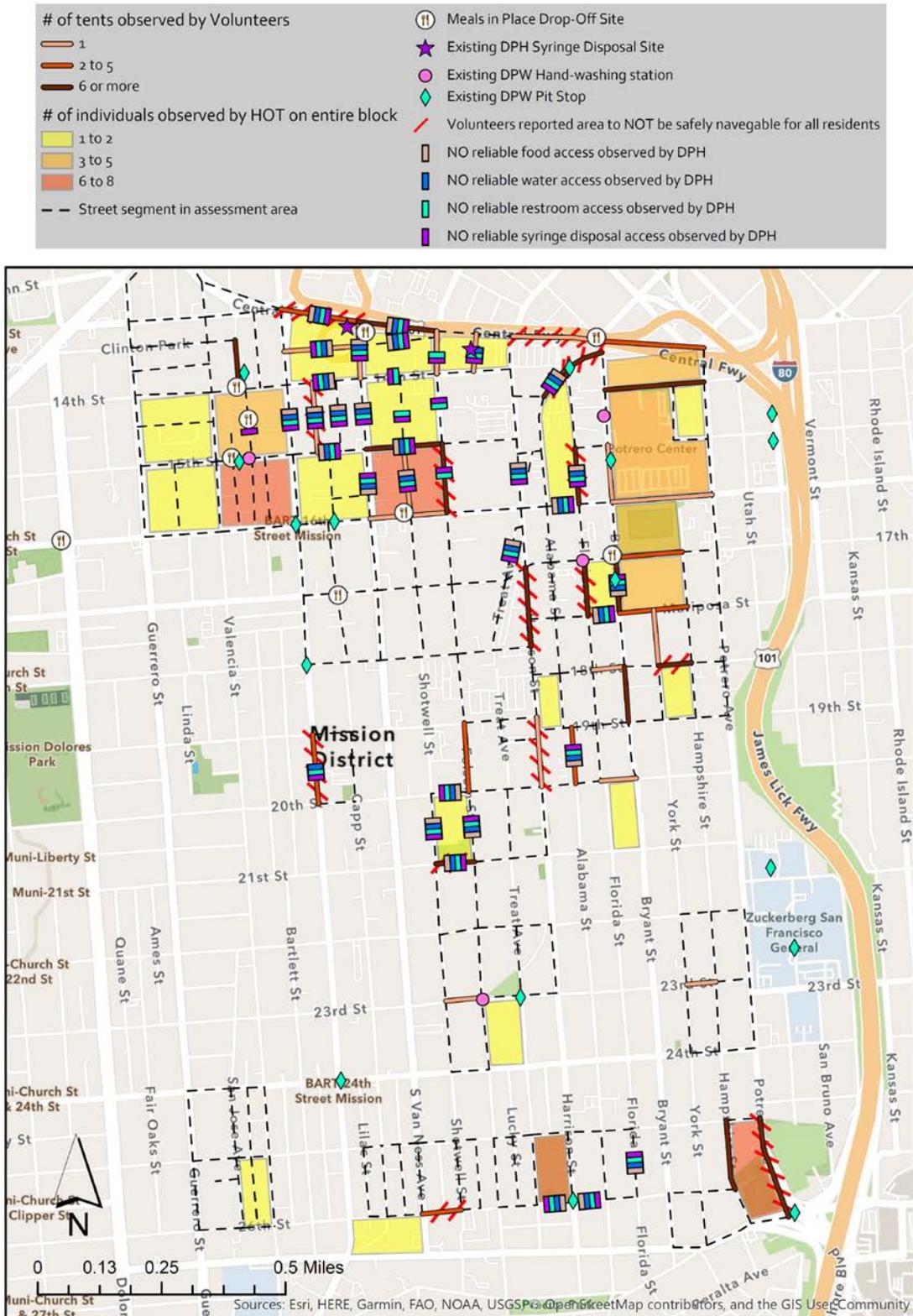


Figure 1

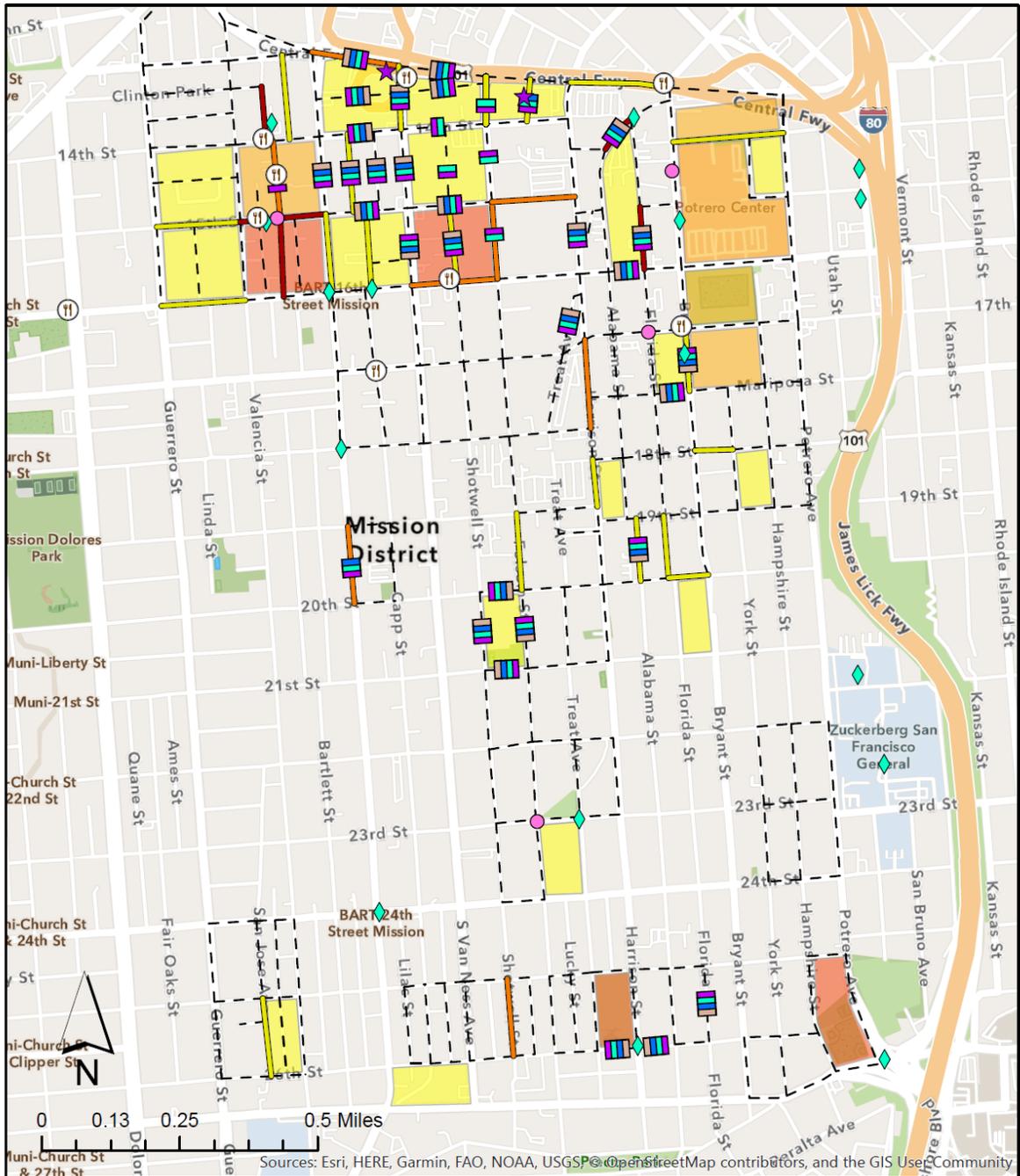


Figure 2

of individuals observed by HOT on entire block Community Input & Observations

- 1 to 2
- 3 to 5
- 6 to 8

- Street segment in assessment area
- Ⓜ Meals in Place Drop-Off Site
- ★ Existing DPH Syringe Disposal Site
- ⦿ Existing DPW Hand-washing station
- ◊ Existing DPW Pit Stop

Need Expressed*

- ▲ Bathroom
- ▲ Shower
- ▲ Trash can/Pick-up service
- Food/Water resources
- COVID testing
- Non-COVID healthcare
- Hotel room
- SSV placement
- Tent/Tent space

*Point locations only represent approximate area/block where an observation was recorded. Multiple points in the same vicinity may correspond to the same observation.

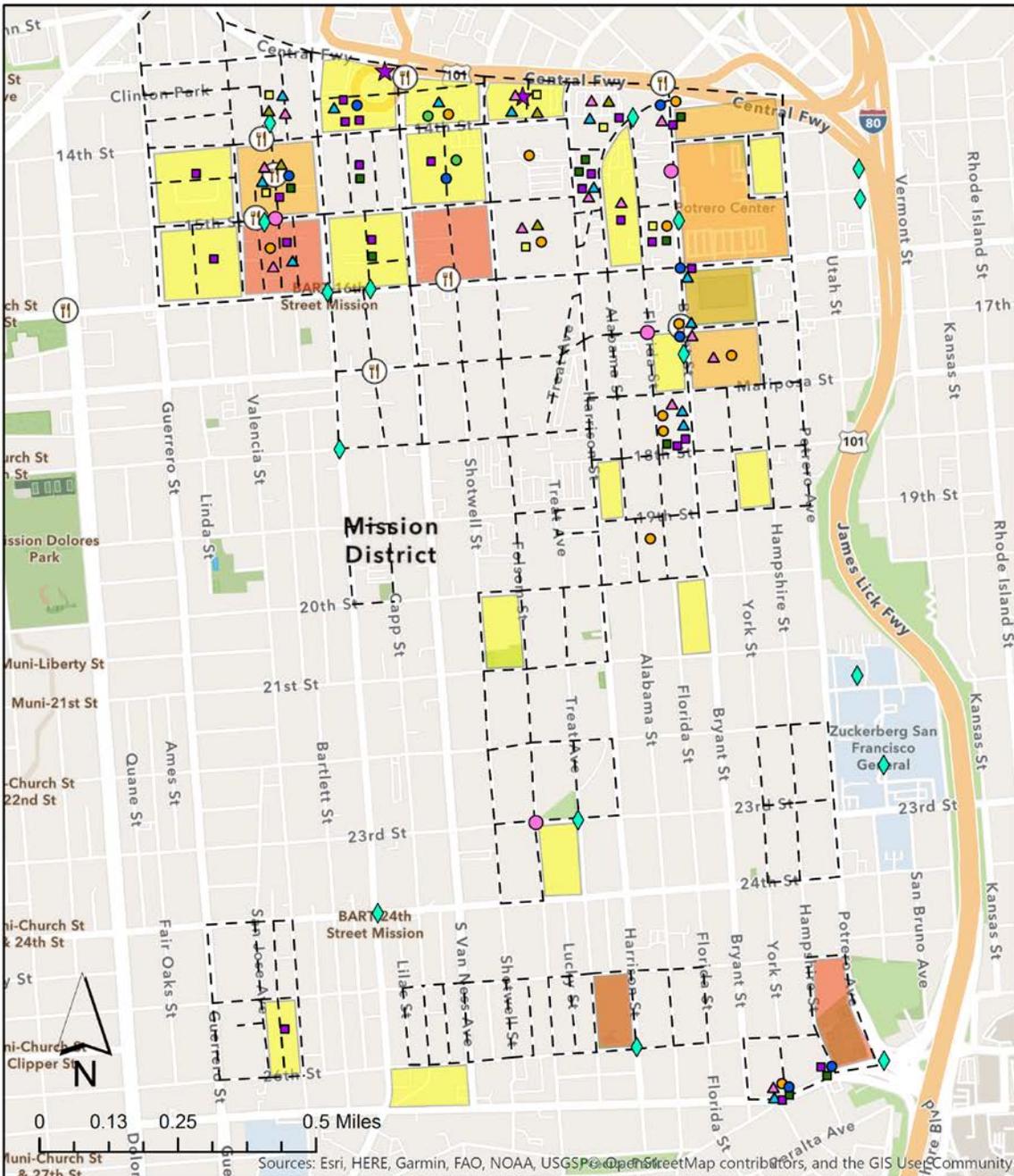


Figure 3

Appendix C: Assessment Summaries by Priority Areas and Blocks

Priority Area Number:	1	Block Number(s):	3532/3547	Zone:	A
Streets:	Stevenson, Julian, 15 th				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Fire department noted numerous violations of fire and health safety. Trash, debris and standing water was identified. Public Health identified the presence of used needles. The existing handwashing station not operational at 15th and Julian.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals.				
Recommendations:	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services. C. Expand maintenance of existing hygiene facilities at 15th and Julian. E. Explore reallocating/adding health services such as a needle disposal kiosk and additional cleaning G. Expand frequency of general debris removal and street cleaning.				
Community:	Community and unsheltered outreach feedback includes requests to be relocated to hotels and for provided access to showers, hygiene stations, water, garbage bags and cleaning supplies for personal trash collection and charging stations.				
Priority Area Number:	2	Block Number(s)	3554/3555	Zone:	A
Streets:	Caledonia, Julian, 15 th				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Seven tents were observed on Julian and six on 15th. An unidentified number of tents were observed on Caledonia, a site with previous COVID-19 positive reports. Fire department noted numerous violations of fire and health safety. Trash, debris and standing water was identified. Public health noted reliable access to restrooms, water and food. An existing hygiene station at 15th, hand washing and mobile toilet, is in need of more frequent service.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). Expand collaboration with St. John's in partnership with The Gubbio Project. When offering hotels or shelter, include CBOs in outreach, operations and referrals.				
Recommendations:	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services such as noted restrooms, water, food and COVID-19 testing. C. Expand maintenance of existing hygiene facilities at 15th. E. Explore reallocating/adding health services such as a needle disposal kiosk and additional cleaning. G. Expand frequency of general debris removal and street cleaning.				
Community:	Community and unsheltered outreach feedback includes requests to be relocated to hotels and for provided access to showers, hygiene stations, water, garbage bags and cleaning supplies for personal trash collection and charging stations.				

Priority Area Number:	3	Block Number(s):	3530/31	Zone:	B
Streets:	Folsom, Erie, Division between 13 th and 14 th				

Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. The median strip at Division was not passable. Fire department noted numerous violations of fire and health safety, specifically on Division. Trash, debris and standing water was identified. Public health noted rodent issues, two rat burrows at Shotwell and 14th, and no reliable access to restrooms, water and food was observed. Human feces identified at Folsom and 14th adjacent blocking private entrance. Grocery store, Foods Co., is located on 14th and Folsom.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals.				
Recommendations:	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services. D. Explore reallocating/adding hygiene facilities (i.e. Pit Stop, hand wash, shower). E. Explore reallocating/adding health services such as a needle disposal kiosk and additional specialized cleaning for needle disposal, human feces and rodent remediation. F. Explore reallocating/adding food services. G. Expand frequency of general debris removal and street cleaning.				
Community:	Community and unsheltered outreach feedback include requests to be relocated to hotels and for provided access to showers, hygiene stations, water, garbage bags and cleaning supplies for personal trash collection, charging stations and COVID 19 testing.				
Priority Area Number:	4	Block Number(s):	3552	Zone:	B
Streets:	South Van Ness, Folsom, Shotwell between 15 th and 16 th				
Observations:	Several encampments observed. Fire department noted numerous violations of fire and health safety. Trash, debris and standing water was identified. Public health noted rodent issues, several rat burrows at South Van Ness, and no reliable access to restrooms and water was observed. Food access is available nearby. Active construction site located on 16 th . Empty lot located at 16 th and Shotwell.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services such as food. D. Explore reallocating/adding hygiene facilities (i.e. Pit Stop, hand wash, shower). E. Explore reallocating/adding health services such as a needle disposal kiosk and additional specialized cleaning for needle disposal and rodent remediation. G. Expand frequency of general debris removal and street cleaning.				
Community	None				

Priority Area Number(s):	5 and 6	Block Number(s):	3611 and 6571	Zone:	B
Streets:	Shotwell, 21 st				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Six were observed on 21 st and 2 on Shotwell. Fire department noted numerous violations of fire and health safety. Trash, debris and standing water was identified. Public health noted no reliable access to restrooms, food and water was observed. Presence of butane gas containers on sites. Shotwell between 22 nd and 20 th closed to traffic. At 21 st several individuals engaged at 21 st expressed that they are not interested on alternative shelter and SFHOT working directly with this group.				

Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 1515 South Van Ness). B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene and water facilities. D. Explore reallocating/adding hygiene facilities (i.e. Pit Stop, hand wash, shower), specifically at 21st G. Expand frequency of general debris removal and street cleaning.				
Community	Concern expressed on lack of access to water.				
Priority Area Number:	7	Block Number(s):	3901/3902	Zone:	C
Streets:	Treat, Division, Bryant, 13th				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Fire department noted numerous violations of fire and health safety, including open flame cooking on charcoal and propane. Presence of butane gas containers found on site. Trash, debris and standing water was identified. Public health noted no reliable access to restrooms and water was observed, but food access was expressed as available. A new Pit Stop was installed by Public Works (as of 6/16/20 after this initial assessment).				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency. Explore partnership or coordination with SPCA to use corner lot at end of Treat and Division for potential shower staging.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 1515 South Van Ness). B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene, water and fire suppressant equipment. C. Expand maintenance of existing hygiene facilities (I.e. new Pit Stop). D. Explore reallocating/adding hygiene facilities (i.e. Pit Stop, hand wash, shower). G. Expand frequency of general debris removal and street cleaning.				
Community	Expressed concern on lack of access to water, showers and no restrooms adjacent to location.				

Priority Area Number:	8	Block Number(s):	3924	Zone:	C
Streets:	Florida, Alabama between 16 th and Division				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Most tents observed on Florida. Fire department noted numerous violations of fire and health safety, including car batteries and gas cans. Presence of butane gas containers found on site. Trash, debris and standing water was identified. Public health noted no reliable access to food, restrooms and water nearby. Significant amount of human feces on 16 th and Alabama. An existing hand wash station was noted, but was not serviced or available for use.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping. B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene, water, syringe disposal and fire suppressant equipment. C. Expand maintenance of existing hygiene facilities (I.e. hand wash station). D. Explore reallocating/adding hygiene facilities (i.e. Pit Stop, shower). Explore location of a temporary mobile shower station. E. Explore reallocating/adding health services and specialized cleaning for feces and needle disposal. Explore installation of a new syringe				

	kiosk. F. Explore reallocating/adding food services. G. Expand frequency of general debris removal and street cleaning.				
Community	Expressed concern on lack of access to water, showers and restrooms in and adjacent to location.				
Priority Area Number:	9	Block Number(s):	3970	Zone:	C
Streets:	Florida, Bryant between 17 th and Mariposa				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance, including tents and RVs. Most tents observed on Florida and RVs observed on Mariposa. Fire department noted numerous violations of fire and health safety, including car batteries and gas cans. Public health noted no reliable access to food, restrooms and water. Two existing Pit Stops were available with one staffed with hand wash station on Alabama, but in need of servicing.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16 th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene, water, syringe disposal and fire suppressant equipment. C. Expand maintenance of existing hygiene facilities (I.e. existing Pit Stops and hand wash station). D. Explore reallocating/adding hygiene facilities such as location of a temporary mobile shower station. E. Explore reallocating/adding health services and specialized cleaning for needle disposal. Explore installation of a new syringe kiosk near Alabama. F. Explore reallocating/adding food services. G. Expand frequency of general debris removal and street cleaning.				
Community	Expressed concern on lack of access to water, showers and restrooms in and adjacent to location.				

Priority Area Number:	10	Block Number(s):	3971/62/63	Zone:	D
Streets:	Bryant, Hampshire between 16 th and Mariposa				
Observations:	Several encampments observed with a clear path of travel maintained. Fire department noted no violations of fire and health safety. Trash and debris was identified. Public health noted no reliable access to food, restrooms and water. Active construction observed nearby. Hampshire traffic volume was low.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16 th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene and water. D. Explore reallocating/adding hygiene facilities such as location of a temporary mobile shower station. F. Explore reallocating/adding food services. G. Expand frequency of general debris removal and street cleaning especially at 16 th .				
Community	Expressed concern on lack of access to water, showers and restrooms in and adjacent to location.				
Priority Area Number:	11 and 12	Block Number(s):	3904/05/06 – 3921/22/30	Zone:	D

Streets:	Division, Alameda between Bryant, Potrero and 16 th				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance, including cars and RVs. The bus stop was obstructed. Fire department noted minimal violations of fire safety. Trash, debris and standing water was identified. Public health noted there was reliable access to food, restrooms and water nearby. Additional noted rodent issues, several rat burrows at V-hall, human feces and needles. An existing hand wash station on Alameda and Bryant was not serviced.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping (I.e. nearby parking lot at 16 th and Shotwell). B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene and water. C. Expand maintenance of existing hygiene facilities D. Explore reallocating/adding hygiene facilities such as location of a temporary mobile shower station. E. Explore reallocating/adding health services and specialized cleaning for needle disposal. Explore installation of a new syringe kiosk near Alameda. G. Expand frequency of general debris removal and street cleaning.				
Community	Expressed concern on lack of access to water, showers and restrooms in and adjacent to location.				
Priority Area Number:	13	Block Number(s):	4014/15/16	Zone:	D
Streets:	Bryant, Potrero between Mariposa and 18 th				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance. Fire department noted no violations of fire safety. Trash, debris and standing water was identified. Public health noted there was reliable access to food, restrooms and water nearby. Additionally, noted human feces on Mariposa. Active construction was observed nearby. Few areas of congregation were observed as the area is mainly residential with low pedestrian volume.				
Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.				
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping. B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene and water. D. Explore reallocating/adding hygiene facilities such as location of a temporary mobile shower station. E. Explore reallocating/adding health services and specialized cleaning for human feces. G. Expand frequency of general debris removal and street cleaning.				
Community	Expressed concern on lack of access to water, showers and restrooms in and adjacent to location. Requested charging stations.				

Priority Area Number:	14	Block Number(s):	4027/4234/4235	Zone:	D
Streets:	Cesar Chavez, 26 th between Bryant, Hampshire and Potrero				
Observations:	Several encampments observed with sidewalk obstructions that were not safely navigable by pedestrians to maintain social distance especially at Potrero. Fire department noted no violations of fire safety. Trash and debris were identified. Deep cleaning needed on streets and sidewalks on Hampshire recommended. Public health noted there was no reliable access to food, restrooms and water nearby. Existing Pit Stops and hygiene station were observed at Potrero.				

Opportunities & Partnerships:	Support community ambassador programs (I.e. Downtown Streets) with the partnership of community-based organizations (CBOs). When offering hotels or shelter, include CBOs in outreach, operations and referrals and consider inclusion of cultural and language competency.
Recommendations	A. Explore relocation of vulnerable population to hotel rooms, Navigation Centers or Safe Sleeping. B. Expand outreach for direction to nearby existing facilities and services such as food, hygiene and water. C. Expand maintenance of existing hygiene facilities. D. Explore reallocating/adding hygiene facilities such as location of a temporary mobile shower station. G. Expand frequency of general debris removal and street cleaning specifically at Hampshire and Potrero.
Community	Expressed concern on lack of access to water in and adjacent to location.

Appendix D: Community Volunteer Assessment Comments

A	3533	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	
A	3532	N/A	DPW. Don't take belongings Space to camp unbothered need a tent Hotel Rooms	NO 5 people (1 spoke were to offered hotels)	Pregnancy Asthma Neurological issues Back Injuries	YES all folks spoken to (5) would accept	organized encampment space where they can be left alone	Shelter first- hotels would be accepted, tent for those who don't - space to be left alone - cleaning schedule for DPW	5	
A	3547	N/A	Showers Bathrooms - hygiene facilities Garbage Cans Spoons like Gubbio - rest spaces to charge phones	ask if they would hypothetically want a room but would -no	N/A Diabetes	YES all folks would welcome	"How safe are they?" Hotels preferred by everyone	People want to know how safe those sites (sleeping sites) are? what is the food situation in the camps? Food is being delivered?	1	
A	3555	N/A	HOTEL	NO	N/A	YES	HOTEL	Phone charging, hotels, hotels	1	
A	3554	N/A	Showers Hygiene N.....(?) water	No	no	Yes please! All folks spoken to () would like hotels rooms	Hotels preferred not interested in shelters 1 person interested in Navigation ct...	Concern on leaving the area	1	
A	3546	N/A	Hotel Room	asked about it - passed on info	N/A	YES		Hotel room	1	
A	6531	N/A	Hotel	NO	NO	YES		Hotel room	1	
B	3530	Van Ness / freeway (Division)	Reparti 4 volantes (distribute flyers)	a diferente gente (to different people)	entre ellos a gente que vive en la calle (between them and people who lives on the street)	N/A	N/A	N/A	N/A	4
B	3550	Van Ness / Folsom	Reparti 4 volantes (distribute flyers)	N/A	Con informacion de donde dan comida (information on where to get food)	N/A	N/A	N/A	N/A	4
B	3530	N/A	Test with the covid 19 (415) 780-4867	hotel room now if possible	he needs a lighter?	yes	yes, Shower please	where to get food	N/A	1
B	3531	N/A	no problems now with the Covid 19	yes our spouse needed more	no	no	not now	no	N/A	1
B	3531	N/A	La persona se ha mantenido en su casa x la pandemia (the person has remain in house due to the Covid19)	N/A	Otra persona (negra) dejo mascarilla y quiere un cuarto, vive en la calle (facecover was given by other person, needs a room, lives on the street)	otra persona completamente drogada (other person under the influence of drugs)	Otra persona no quiso responder a nada (other person did not want to answer)	Otra persona caminando completamente drogada, le di informacion y mascarilla (other person walking the street under the influence of drugs, I gave information and a face cover)	1	
B	3531	N/A	Latanya (name?)	NO	Showers	Yes very much, it would let me clean up & go look for work	Help w/ showers	use phone, a place to charge phones	N/A	1
B	3448	14t & Van Ness	Reparti 8 Displayer 2 a chinos, 3 moronos y 3 hispanos (distribute flyers)	N/A	N/A	N/A	N/A	N/A	N/A	8
B	3548	N/A	Reparti 9 volantes y informacion de comida en la 16 street y capp (distribute flyers and information about food distribution at 16st & Capp)	YES	NO	YES	YES	N/A	N/A	1
B	3549	N/A	No Mr. Ramon	NO	NO	NO	NO	NO	N/A	1
B	3549	N/A	Doing the test	NO	yes, medical care	Yes, I needed badly because I am diabetic	Room, Temporary or permanent	NO	N/A	1
B	3553	N/A	NO	NO	NO	NO	NO	N/A	N/A	1
B	3553	N/A	YES	NO	NO	YES	YES	YES	N/A	1
C	4017	N/A	Necesita cuarto, 4 necesita caja para agua, necesitan para banarse (need room for 4?, need box of water, need where to shower) 4 carros casa (4 RVs)	N/A	N/A	N/A	N/A	N/A	N/A	4
C	3924	N/A	Necesitan cuarto donde dormir (need room where to sleep) tenemos lugar para lavarnos las manos pero no sirve (have handwashing station but does not work)	N/A	N/A	N/A	N/A	N/A	N/A	1
C	3925	Treat	Phetop, showers	NO	NO	YES	SSV	Hotel for exit plan 4 5 tents SSV	N/A	1
C	3901	N/A	Showers, restrooms, 11 casas, lavamanos, botes de basura (showers, restrooms, 11 houses-tents?, hand washing stations, trash cans)	1 cuarto, a un señor que lo atropello un autobus y tiene una lesion en el hombro (1 room, to one person who suffer a bus accident and has sholder injury)	N/A	No quieren (don't want)	Si quieren un campamento (yes, they want a campament)	N/A	N/A	1
C	3525	Tractor	N/A	yes turned it down for cleanliness issues	N/A	YES	SSV	N/A	N/A	1
C	3229	N/A	Banos lavamanos, banos para banarse, botes de basura (hand washing stations, showers, trash cans) Estan muy apretados en la banqueta (they are to tight in the sidewalk)	N/A	N/A	N/A	N/A	N/A	N/A	1
C	3551	N/A	Comienzo de basura, agua para lavarse las manos, banos (trash cans, water for washing hands, restrooms)	N/A	4 more homes	Folsom & 15th, no hay mucho espacio (there's no much room)	N/A	N/A	N/A	1
C	4082	Alabama	Water	NO	NO	NO	N/A	N/A	N/A	1
C	4017	Florida	Showers, Water	See HOT regarding	NO	Yes, if 6+ months	SSV		N/A	1
C	3928	Florida	Tent, Blankets, Water bottles (bryan? will bring tent)	NO x2 Rene & his neighbor on Florida want HOT	NO	Yes x2 No x2	SSV not shelter	N/A	N/A	2
D	3922	Bryant & 16TH	A Place to stay	NO	YES	YES	N/A	Shower (?) with housing it would be solved	N/A	1
D	N/A	14th & Bryant	No toilet, only one fountain no place to wash hand	yes, was in shelter (COVID19) Bens? Closed	YES, Health(?) Mission & 12th	YES	YES, definitely	Capp Street, Close down	N/A	1

D	N/A	17th & Bryant	Sanitation station, bathroom, no water access, restrooms showers	NO	General hospital & mission (?)	N/A	More information	N/A	N/A	1
D	N/A	18th & Bryant	N/A	Y/	N/A	N/ (NO?)	N/A	N/A	N/A	1
D	N/A	Cesar Chavez & Hampshire	In Van but not safe, Upton & Grove	NO	Yes, but bothered (?)	IF permanent	Yes, safe encampment w/ Van	N/A	N/A	1
D	N/A	Cesar Chavez & York	Bathroom hour parking, needs line to shower, no shower	NO	Yes, General(?)	YES	Yes, just to be clean and well	Water, Restroom (pl...?) and washing	N/A	1
D	3971	Bryant	NO	NO	NO	Meh	Fine here	Cops/ sweep detox.? NO, hope good, (danie) detail (not interested in ...?) (Bathroom good/water source) & food	N/A	1
D	N/A	Potrero & Bryant	Water is good, bathroom, (1back restroom) (hand washing room)	NO	Yes, Saint Francis	YES	YES	No bathroom until 16th	N/A	1

Appendix E: Assessment Tool and Survey Questionnaires

Mission Neighborhood Safety Assessment for COVID-19



Mission Block Assessment, Priority Blocks, Instructions & Forms

Administered by the Healthy Neighborhoods Task Force - EDC

**IN COLLABORATION WITH THE LATINO TASK FORCE & SUPERVISOR
HILLARY RONEN'S OFFICE**



DRAFT - 2020 05 20

MISSION ASSESSMENT | Guidelines and Teams Assignments

Date: **Wednesday 27th** Time: **8:30 am to 12:30 pm**

1. Please arrive at the location assigned to your team by **8:30 am Wednesday** (See below for team assignments)
2. Please bring something to write with and a clip board or something similar
3. Each team will be covering 6-9 blocks on the identified locations on the maps
4. Each city department listed below will have a check list to complete
5. A community member will be assigned to each group to provide assistance and feedback. **Team members should request volunteers or community member assistance in you need to ask a question to residents or need a Spanish speaking assistance.**
6. **Team leaders will brief everyone at 8:30 am to be able to start by 9am.**
7. Team leaders will have a map, check lists for each block and a tape measure or 6 feet long rope.
8. Once the block is completed, the team should develop a brief mitigation plan (ideas for what changes should happen on the block) on the form provided
9. All forms should be turned into the team leader (grouped by blocks)
10. The work should take no more than five hours (will end by 12:30)
11. Mobile numbers of team leaders listed below
12. If you have questions, call **Alejandro Pimentel (650) 455 7452** or **Jeff Kositsky at 415-866-0335**

TEAMS	ZONE A	ZONE B	ZONE C	ZONE D
Meet at:	Duboce Ave & Valencia St	Division & South Van Ness St	Division & Harrison St	Division & Bryant St
COMMUNITY Lead:	Shannon Elzenga	Franisco Herrera	TBD	Jed Quereada
HNTF contact:	Michael Masson	Daniel Wu	Alejandro Pimentel	Sam Peoples
DEPARTMENT	NAME	NAME	NAME	NAME
SFFD	Lt. Ramon Flores	Insp. Rich Britton	Insp. Rick Aviles	Insp. Vic Wong
HSR (HOT team)	Ayesha	Charles	Jeremiah	Megan
DPH	Nader Shatara	Sophia Hule	Uziel Prado	John Castelli
DPW	Larry Stringer	Dennis Gabes	Carla Short	Sam Peoples
MTA	James Shahmiri	TBD	TBD	TBD
Sup Rosen's Office	Santiago Lerma	Ymilul Babes	Jennifer Li	Paul Morge

MISSION ASSESSMENT ZONES
Teams Assignments



MISSION ASSESSMENT
ZONE A

TEAMS	ZONE A
Meet at:	Duboce Ave & Valencia St
COMMUNITY Lead:	Shannon Elzenga 559 916-5654
HNTF contact:	Michael Mason (857) 654-8118
DEPARTMENT	NAME
SFFD	Lt. Ramon Flores
MSH (HOT team)	Ayasha
DPH	Nader Shatbir 415 252-3887
DPW	Larry Stringer
MTA	James Shahmiri 415 531-5260
Sup Rosen's Office	Santiago Lerma

 TEAM TO FOCUS ON MARKED BLOCKS



MISSION ASSESSMENT ZONE B

TEAMS	ZONE B
Meet at:	Division & South Van Ness St
COMMUNITY Lead:	Francisco Herrera 415 812 9362
HNTF contact:	Daniel Wu (650) 592-4746
DEPARTMENT	NAME
SFPD	Insp. Rich Britton
HS21 (H2T team)	Charles
DPH	Sophie Hule 415 252-3848
DPW	Dennis Oates
MTA	TBD
Sup Renter's Office	Yvettul Bates

 TEAM TO FOCUS ON MARKED BLOCKS



MISSION ASSESSMENT

ZONE C

TEAMS Meet at:	ZONE C Division & Harrison St
COMMUNITY Lead:	Diana Flores PHONE NO.
HNTF contact:	Alejandro Pimentel (650) 455-7452
DEPARTMENT	NAME
SFFD	Insp. Rick Aviles
HSR (HOT team)	Jeremiah
DPH	Uziel Prado 415 252-5873
DPW	Carla Short
MTA	Daniel Carr
Sup Rosen's Office	Jennifer Li

 TEAM TO FOCUS ON MARKED BLOCKS



MISSION ASSESSMENT

ZONE D

TEAMS	ZONE D
Meet at:	Division & Bryant St
COMMUNITY Lead:	Jed Quenada 415 4bd
HNTF contact:	Sam Peoples (415) 225-7024
DEPARTMENT	NAME
SFFD	Insp. Vic Wong
HSR (HOT team)	Megan
DPH	John Casbelli 415 252-5958
DPW	Sam Peoples
MTA	TBD
Sup Roner's Office	Paul Morge

 TEAM TO FOCUS ON MARKED BLOCKS



Mission Neighborhood Safety Assessment for COVID-19



Date: _____

Zone: _____

Block # _____

Team Leader: _____

Administered by the Healthy Neighborhoods Task Force - EOC

**IN COLLABORATION WITH THE LATINO TASK FORCE & SUPERVISOR
HILLARY RONEN'S OFFICE**



Name of assessor:	Community Input & Observations
Street & Block #:	Date

<i>Questions</i>	<i>Notes:</i>
What do you need to stay safe during COVID?:	
Have you been offered services such as hotel rooms or housing?	
Do you have needs such as medical care, paramedic services?	
Would hotel room be helpful?	
If not, what temporary accommodation would you like to have to keep you safe - such as shelter or organized encampment?	
Other questions?:	

Mitigation:

"Any mitigation plan needs to be developed in conjunction with unhoused residents, so they have agency in creating solutions"

Name of assessor:	Dept: Ronen's Office/Volunteers
Block #:	Date

Note: If you need to ask a question to residents, please request the assistance of a community member or volunteer.

<i>Location</i> <i>(Please write in street names)</i>	Total tents? (NUMBER)	Total encampments? (NUMBER)	Are <u>all</u> observed tents can be safely navigated by residents? (YES/NO)	Can city blocks be safely navigated by all residents? (YES/NO)
All streets				
Street 1:				
Street 2:				
Street 3:				
Street 4:				
Street 5:				
Street 6:				
Notes:				

This form should only be completed by a representative of SFFD

Name of assessor:	Dept: SFFD
Block #:	Date

Note: If you need to ask a question to residents, please request the assistance of a community member or volunteer.

<i>Location</i> <i>(Please write in street names)</i>	Number of tents/areas with fire code violations? (NUMBER)	Are there <u>any</u> open flames/electrical devices/generators/unsafe chemicals present? (YES/NO)	Does this area have clear access to fire protection systems? (hydrants, FOC, standpipes, etc.) (YES/NO)	Are there <u>any</u> egresses or confined spaces that are blocked or obstructed? (YES/NO)
All streets				
Street 1:				
Street 2:				
Street 3:				
Street 4:				
Street 5:				
Street 6:				
Notes:				

This form should only be completed by a representative of DPW

Name of assessor:	Dept: DPW/MTA
Block #:	Date

Note: If you need to ask a question to residents, please request the assistance of a community member or volunteer.

<i>Location</i> <i>(Please write in street names)</i>	Is there <u>any</u> portion of the sidewalk with less than 3 feet of clearance because of a tent? (YES/NO)	Is there <u>any</u> ongoing construction that could be interfered (YES/NO)	Do you believe a lane closure/Slow Streets implementation is feasible here? (YES/NO)	Are there any services present that would cause a line of people to form? (YES/NO)
All streets				
Street 1:				
Street 2:				
Street 3:				
Street 4:				
Street 5:				
Street 6:				
Notes:				

This form should only be completed by a representative of DPH

Name of assessor:	Dept: DPH
Block #:	Date

Note: If you need to ask a question to residents, please request the assistance of a community member or volunteer.

<i>Location (Please write in street names)</i>	Do you believe this space has reliable food access? (YES/NO)	Do you believe this space has reliable water access? (YES/NO)	Do you believe this space has reliable restroom access? (YES/NO)	Do you believe this space has reliable syringe disposal access? (YES/NO)
All streets				
Street 1:				
Street 2:				
Street 3:				
Street 4:				
Street 5:				
Street 6:				
Notes:				

