

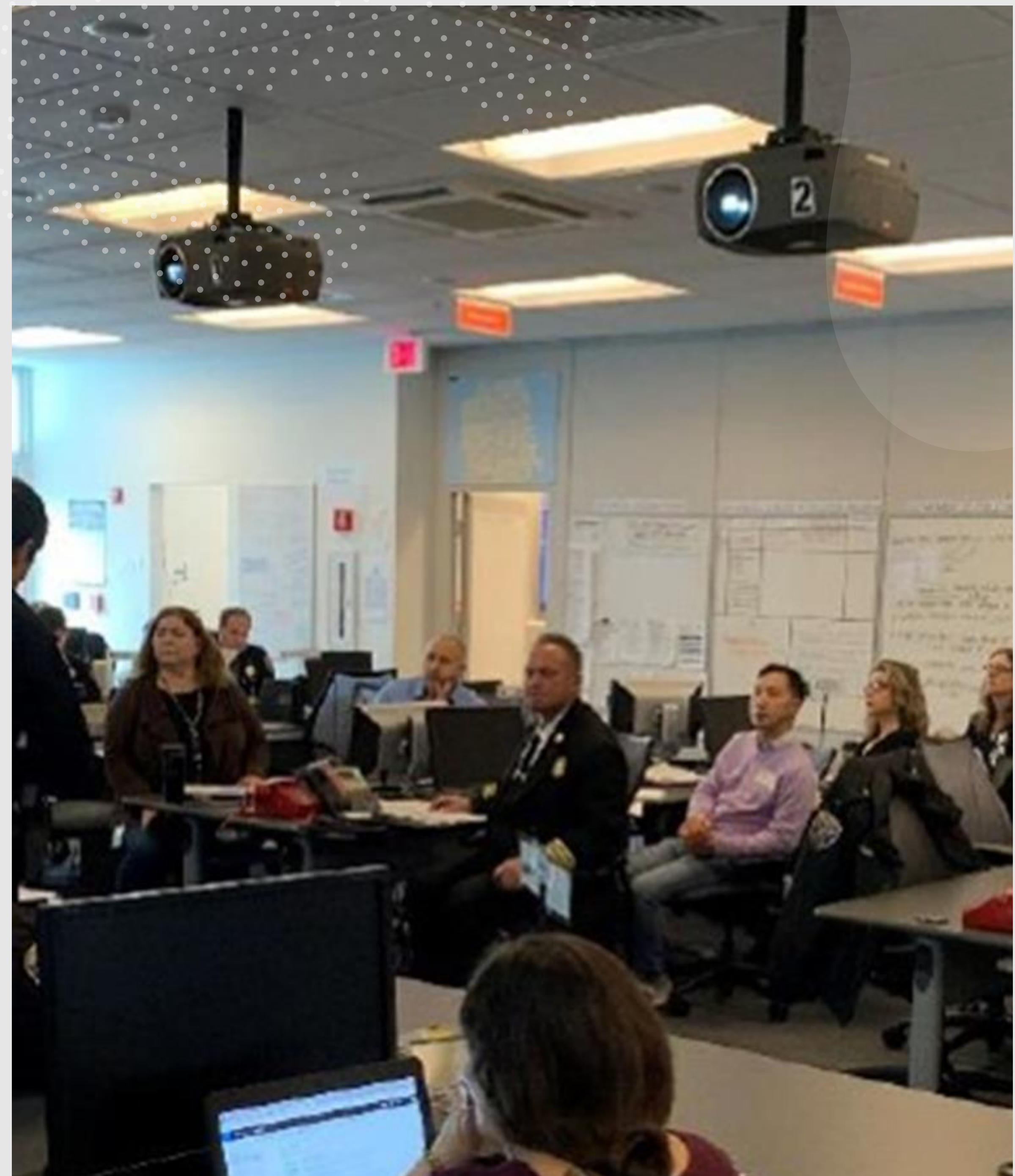
Healthy Streets Operations Center Update: A Collaborative Approach to Helping Our Unsheltered Residents



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Healthy Streets Operations Center

The City and County of San Francisco launched the Healthy Streets Operations Center (HSOC) in January 2018 to coordinate the City's response to large homeless encampments and areas with a high rate of unsheltered homelessness.



HSOC is a collaborative effort of multiple City departments. Key members include:

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Sheltering Resources

HSOC Activities Prior to a Resolution

1. Conduct regular tent and vehicle count
2. Assess and 'score' all encampments with 6 + tents
3. Develop a monthly schedule
4. Request sheltering resources
5. HSOC informs/collaborates w/ community groups
6. Public health conduct assessment and screening
7. Homeless outreach workers engage with clients
8. Clients provided notice of planned resolutions

HSOC Operations During a Resolution

1. Full team arrives at 7:00am and meets with the IC discuss the day
2. Street closed by parking control officers
3. Outreach workers collect data on clients and offer sheltering alternatives
4. Outreach workers identify clients needing additional support and inform a clinician
5. Office staff look up all clients in coordinated entry and medical system



HSOC Operations During a Resolution



6. Client transportation begins
7. Clients are given a time they need to leave the area if they are not accepting assistance
8. Public works staff begin cleaning the area and will bag and tag property as appropriate
9. Police ensure everyone's safety and addresses any enforcement issues
10. Operation ends between 11am-12pm

Data and Outcomes

HSOC Outcomes

June 10, 2020 – June 30, 2021

• Total Operations	679	
• Clients Encountered	4,648	
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• Clients Placed	2,077	(45%)
• Already Sheltered	542	(12%)
• Declining Services	2,029	(43%)

Client Destinations

June 10, 2020 – June 30, 2021

• SIP Hotels	834 (40%)
• Safe Sleeping Sites	631 (30%)
• Shelter	561 (27%)
• Hospital	35 (1.5%)
• DPH Programs	16 (.5%)

Other HSOC Outcomes

- Developed and distributed information on safe sleeping guidelines
- Assisted with the establishment of 8 safe sleeping sites
- Arranged for porta potties, water manifolds, food deliveries and medical support at dozens of large encampments
- Provided people with PPE, hygiene kits, food, water and information
- Administered or arranged for medical assistance for clients in crisis.
- Coordinated with DPH and CBOs on COVID testing and vaccinations
- Over 3 million pounds of garbage and debris removed
- Addressed hundreds of ADA violations caused by tents blocking sidewalks