

# South Beach / Rincon / Mission Bay Neighborhood Association Meeting Monday May 9, 2022

MINUTES

6:00PM-7:00 PM

ZOOM  
VIDEO-CONFERENCE MEETING

<b>ATTENDEES</b>	2 Officers, 1 Directors, 4 residents, 1 Presenter
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[NEXT VIRTUAL MEETING: MONDAY 6/13](#)

<b>TOPIC</b>	Street Crisis Response Team
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- **WELCOME + INTRODUCTIONS** (Alice Rogers)
- **A Presentation on the Street Crisis Response Team**  
Simon Pang, Assistant Deputy Chief of Community Paramedicine of the SFFD, presented. As far back as 2004, the SFFD, Paramedics, EMTs were getting burned out and overwhelmed with the number of calls and responses. At any one time in SF, there are 500-600 "frequent 9-1-1 users" (individuals who uses ambulances 4+ times in 30 days, or 10+ times in one year) – that's 6% of all 9-1-1 users and 17% of the SFFD's call volume. 25% of calls to the SFFD deal with homelessness.

The EMS-6 Street Response Team, created in 2004 (defunded in 2010, reinstated in 2016), deals with frequent 9-1-1 users. The paramedics and EMTs are the ones who see the homeless population – more than an ER doctor, social worker, or case worker.

There are several teams (made up of SFFD and other city agencies):

- EMS-6 who address high utilizers of 911
- Street Crisis Response, started in 2020, address individuals with acute behavioral health crisis. Currently six teams. One more coming in June.
- Street Overdose Response who address overdose and prevention issues. Currently one team. A 2<sup>nd</sup> team is coming in June.
- Street Wellness Response who do wellness checks on individuals. 26% of encounters result in non-emergency transport to a shelter, treatment center, etc. Currently one team. Four more teams coming in June.
- Healthy Streets Operation Center who address encampment resolutions

"800-B" calls to 9-1-1 (Police code for a mentally disturbed person, non-violent, no weapon reported) originally went to the Police. As of Nov 2020, if a Street Response Team was available, they would respond instead of Police. Currently the Street Crisis Response Team is handling 60% of the 800-B calls. In 2019, there were just over 10,000 annual 800-B calls. Now, it's 14,000 annual calls.

### **Followed by Q&A**

Topics included how these teams are funded, the different types of paramedics, the differences between the various response teams (and how they measure success), how 9-1-1 calls are dispatched, examples and outcomes of Street Response and Street Overdose Response Team's encounters with individuals, overview of SF's drug overdose victims, coordinated follow up with residents. Simon also explained when to call 9-1-1 vs 3-1-1 vs SF Homeless Outreach Team vs Non-Emergency Police.

**Who To Call Guide attached.**

To view the Zoom meeting recording, click [here](#). Password: #kkdFf77

To view the Slide Deck documents shown in the presentation, click [here](#).

**Next Zoom Meeting: Monday June 13<sup>th</sup>, 6pm. Details TBD.**



## Make the right call for the right help

### When to call 9-1-1

- For someone who is experiencing a medical emergency and needs immediate assistance
- For a fire or a crime in process
- For someone who is who is in mental distress. Signs include someone who is visibly upset, such as screaming and yelling to themselves
- For a situation where a person is posing a threat to themselves or others

### What happens when calling 9-1-1

Answer the dispatcher's questions and follow their instructions. Questions include:

- Where is the emergency?
- What is happening?

Is a weapon involved?  
Do not request a specific resource such as Street Crisis Response Team (SCRT). The dispatcher's questions are designed to send the most appropriate resource.

### When to call \*3-1-1

- For trash and debris pickup
- For human and animal waste
- For syringes and other potentially hazardous medical supplies

To contact 311, download the 311 app, visit [sf311.org](http://sf311.org), or call 3-1-1.

### When to call \*SFHOT

- For people seeking shelter (dependent upon available resources)
- For people seeking social services
- For people seeking case management

\*The SF Homeless Outreach Team (SFHOT) phone number is 415-355-7401 and is for someone to call on their own behalf (not providers or community outreach workers).

Response time is within 24 hours. If someone in crisis needs emergency help right away, call 9-1-1 for an immediate response.

### When to call

#### \*Police Non-Emergency

- For encampments that are blocking sidewalk or obstructing safe movement
  - For encampments that are blocking the entrance to a home or business
  - For non-emergency illegal activity
- \*The SF Police Non-Emergency phone number is 415-553-0123.



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