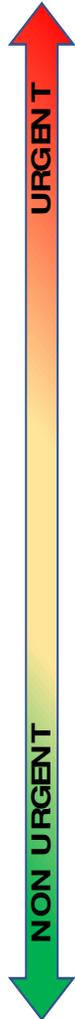


## DEPARTMENT OF PUBLIC HEALTH STREET OUTREACH RESOURCES

Existing DPH street outreach teams either proactively engage with people on the street or respond to requests for service via 911/311, HSOC, or their own phone systems. The new Street Crisis Response Team provides a unique response type, one that focuses on adults in crisis on the streets with a rapid response model. As described below, each team has a distinct focus and strategy for supporting people with behavioral health and/or medical needs on the streets. These teams commonly collaborate to provide the most appropriate response and care for people experiencing homelessness. The development of the Office of Coordinated Care will support the management and administrative functions to ensure these teams operate most effectively and efficiently together. Additionally, but not listed, the SF Fire Department's EMS-6 team provides care coordination and response to high system utilizers, in collaboration with DPH outreach teams such as the High Intensity Care Team collaboration with Street Medicine.



TEAM	RESPONSE TYPE AND DESCRIPTION	RESPONSE TIME	TARGET POPULATION	HOURS
<b>STREET CRISIS RESPONSE TEAM</b>	The street crisis response team responds to non-violent street crises. The team is deployed through 911 call triage. With its multi-disciplinary team, the street crisis teams can respond to suicide or self-harm calls, calls for basic medical treatment, and support clients who are presenting as disoriented or delusional, or who have other symptoms of intoxication or psychosis. This response helps people in a behavioral health crisis avoid unnecessary contact with law enforcement, avoid emergency health system utilization, and provide linkages to care.	Rapid Response	Adults in crisis on the streets	Staffing up to be 24 hours 7 days a week
<b>COMPREHENSIVE CRISIS SERVICES</b>	Provides a range of services to support adults and children in crisis (the only designated entity to provide 5585 response for children). These services include Mobile Crisis 5150 response for adults, Child Crisis 5585 response (often in schools), and partnership with SFPD through the Crisis Intervention Team to bring behavioral health expertise to critical incidents such as homicide and the de-escalation of conflict situations for individuals who may have mental illness or be under the influence of drugs or alcohol. The team also supports community with debriefing and crisis intervention trainings.	1-2 hours depending on location via 415-970-3800 and 415-970-4000	Children or adults in crisis, primarily those in residential settings or children in schools	24 hours 7 days a week
<b>STREET MEDICINE</b>	Performs regularly scheduled street outreach with SFHOT outreach teams and special outreach on urgent basis. The team also provides care in Shelters and Navigation Centers. Outreach teams work in small neighborhood-based teams through the week morning and evening shifts. Street Medicine team members accompany other City outreach workers on a rotating and consistent schedule. Street Medicine team provides assessment of need for emergency care; episodic care for acute medical conditions and exacerbations of chronic conditions to the extent that care can be delivered safely in the outreach setting.	Mostly scheduled outreach	People experiencing homelessness with medical, mental health, and substance use needs	9am-5pm M-F
<b>LOW THRESHOLD BEHAVIORAL HEALTH SERVICES</b>	<u>Felton Engagement Specialist Team</u> (FEST) specializes in outreaching to people exhibiting behavioral health needs and providing ongoing engagement to link to services. FEST primarily partners with HSOC and supports outreach to high-need areas.	2-4 hours	People exhibiting behavioral health needs	9am-5pm M-F
	<u>Community Health Response Team</u> (CHRT) specializes in syringe disposal and collection, and engagements with people using drugs. CHRT works often in collaboration with Street Medicine. The team engages with people on the streets by building trust and rapport which strengthens relationships and messaging around importance of syringe disposal, overdose prevention, COVID prevention, and service utilization. CHRT also provides Narcan trainings.	2-4 hours	People on the streets who use drugs	9am-5pm M-F
	Street based low threshold behavioral health services for individuals who are primarily experiencing homelessness with behavioral health needs. <u>Glide Team</u> offers gender specific support and has a focus on individuals who identify as female. <u>STARR</u> is grant funded and focused on individuals who have contact with the criminal justice system.	Proactive outreach	People who are primarily experiencing homelessness with behavioral health needs	9am-5pm M-F