



DEPARTMENT NOTICE

19-231
11/22/19

Contacting the Homeless Outreach Team (HOT)

The San Francisco Homeless Outreach Team (HOT) was established in 2004 and is a collaboration between the Department of Homeless & Supportive Housing, Department of Public Health, Human Services Agency, SF Public Library and the non-profit Heluna Health (formerly Public Health Foundation Enterprises). SF HOT strives to engage and stabilize the most vulnerable and at risk homeless individuals to help prevent the harmful effects of homelessness.


The HOT team can provide individuals with a shelter bed, offering a warm hand-off from the streets to MSC South, Next Door or a Woman's Place shelters. The HOT team does not accept self-referrals to the Navigation Centers. The program also assesses medical and behavioral crises and refers clients to emergency care as appropriate.

Officers shall no longer contact the HOT team through police dispatch; instead members, when encountering homeless individuals in distress, should contact the HOT team directly at (415) [REDACTED]. This is a public safety number for response 24 hours a day, seven days a week. This number is not to be shared with the general public.

Please provide the HOT team with the following information about the client:

- Name and DOB.
- Last four numbers of SSN.
- Physical and clothing description.
- Location where client will wait; clients may be brought to District Stations as a meeting option in the event there is an extended wait time.
- Services requested (shelter or sobering). Officers are advised that HOT team dispatchers typically check the TB status of a client while the officer is on the line to ensure a client's service request is possible.

In an effort to efficiently utilize HOT team resources, officers are advised that individuals who are unable to self-care, ambulate, are overly intoxicated or who are not fully dressed may not be eligible for shelter and will require alternate resources. Additionally, directing or transporting homeless clients to nearby Resource Centers (see attachment), some of which have showers, serve food and have beds, is frequently the best help you can provide individuals with immediate needs.


WILLIAM SCOTT
Chief of Police

Per DB 19-156, sworn members are required to electronically acknowledge receipt and review of this Department Notice in HRMS. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional guidance about the directive.



HEALTHY STREETS

WE VALUE AND RESPECT EACH OTHER AND OUR COMMUNITY



PASSABLE STREETS

- Please do not set up permanent tents or structures
- Please limit your belongings, do not block doorways or driveways
- Please keep streets and sidewalks clear so people, wheelchairs, strollers, bikes and cars may pass



SAFE STREETS

- No fires, candles, stoves or heaters – they are very dangerous! Battery operated lights are safer.
- Safely dispose of used syringes in sharps containers
- Protect your pets, keep them on leash and safe



CLEAN STREETS

- Please keep your surroundings neat and clean
- Please move your belongings when the City comes to clean or make repairs
- Please throw away trash in garbage containers and clean up after pets



IF YOU NEED ASSISTANCE OR A NEIGHBOR NEEDS HELP

- For a medical or mental health emergency, call 911
- For shelter information, call 311
- For information about services, call SF HOT, 415.355.7580
- Be prepared and carry Narcan in case of accidental overdose

RESOURCE CENTERS

MSC South

525 Fifth Street
Open daily, 24 hours
Shelter reservations, showers,
information

United Council of Human Services

2111 Jennings Street
Open daily, 7pm-9am
Shelter reservations, showers, laundry,
lockers, breakfast and dinner

MNRC

165 Capp Street
Open Monday-Friday, 7am to 7pm,
closed 12pm-2pm.
Shelter reservations, showers, laundry,
lockers

Glide

330 Ellis Street
Open Monday-Friday, 12pm-9pm
Shelter reservations

A Woman's Place

211 13th Street
Open daily, 24 hours
Showers, laundry

6th Street Harm Reduction Center (welcoming folks who inject)

117 6th Street
Open Monday-Friday 9am-5pm
Saturday 7pm-11pm
Syringe access + disposal, Suboxone
tx, narcan, testing, harm reduction
groups, counseling, and lounge

THANK YOU!