



DEPARTMENT NOTICE

24-029

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Homeless Engagement Assistance Response Team (HEART)

(Supersedes DN 23-106)

The purpose of this Department Notice is to inform members of updated situations and contact times when requesting the Homeless Engagement Assistance Response Team (HEART).

HEART was launched on May 30, 2023, and consists of two practitioners and one supervisor per team that responds to citywide non-emergency, non-medical calls for people experiencing homelessness when there is no indication of crime, violence, threats, mental health, or medical need. Members may, through DEM dispatch, request HEART to respond to some of the following calls:

- 415 - Noise complaint related to persons experiencing homelessness (PEH)
- 601 - Blocked premise entrance/exit related to PEH
- 916 - Suspicious activity involving a vehicle related to PEH
- 917 - Suspicious person related to PEH or encampments
- 919 - Individuals on the sidewalk
- 921 - Blocked sidewalks
- Linkage or resource requests for PEH, without any behavioral or mental health issues

HEART may not have an immediate response. Members requesting HEART are allowed to clear the scene prior to HEART arrival.

HEART operates seven days a week: Monday through Friday, 7 a.m. – 6:30 p.m., and weekends 7 a.m. - 3:30 p.m. Their unit identifiers are HEART1, HEART2, HEART3, and HEART4, and they have their own designated radio channel. HEART teams do not have access to police channels. Additionally, SFPD members do not have access to HEART's dedicated channel. Communications between SFPD and HEART related to calls involving PEH must go through DEM dispatch.

The HEART teams drive Chrysler Voyager Minivans and can be recognized by the HEART logo on their clothing. Soon, the logo will also be displayed on the exterior of their Minivans. Photographs of their logo, clothing, and vehicles are on the second page as visual examples.


WILLIAM SCOTT
Chief of Police

Per DN 23-152, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to sfpd.writtendirectives@sfgov.org, who will provide additional information.