



San Francisco
Department of Public Health

San Francisco Health Commission Security Services Update

July 6, 2026



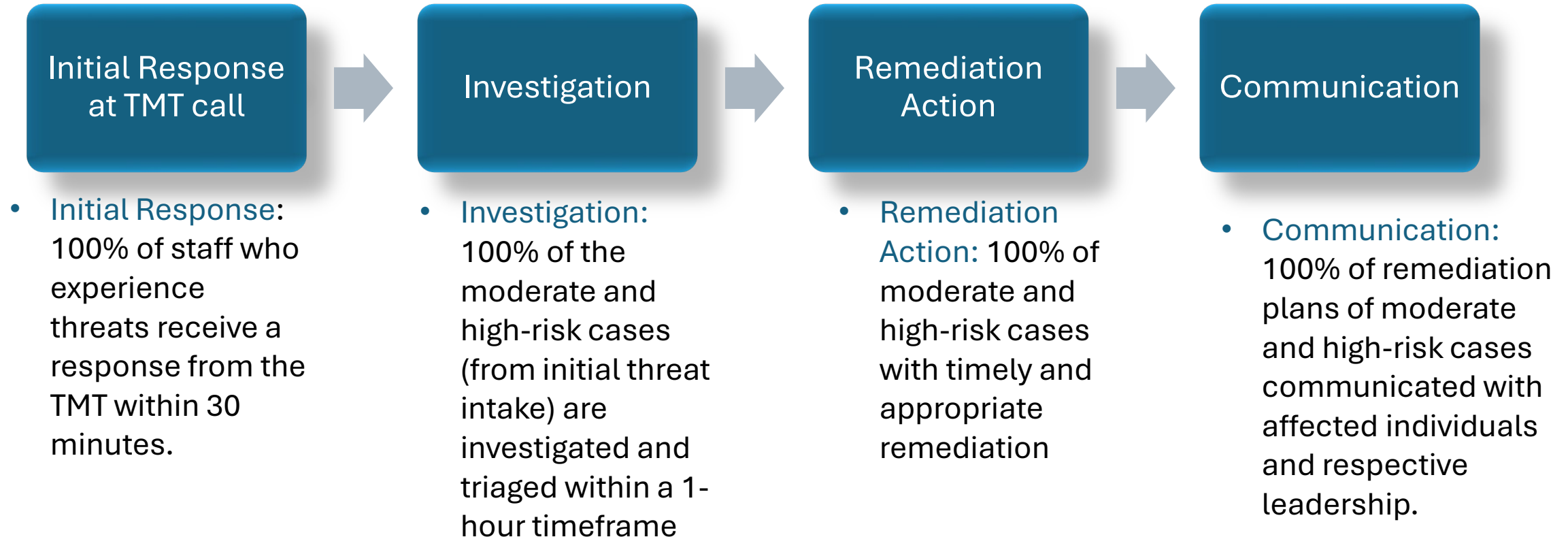
Introduction

In FY 25-26, DPH has made significant changes to strengthen its security program including:

- Expanded DPH Security Leadership.
- Enhanced security protocols for reporting safety concerns and threats.
- Improved threat escalation response protocols
- Expanded weapons detection/screening systems
- Increased security safeguards across clinical and hospital settings
- Continued collaboration with the Sheriff's Office



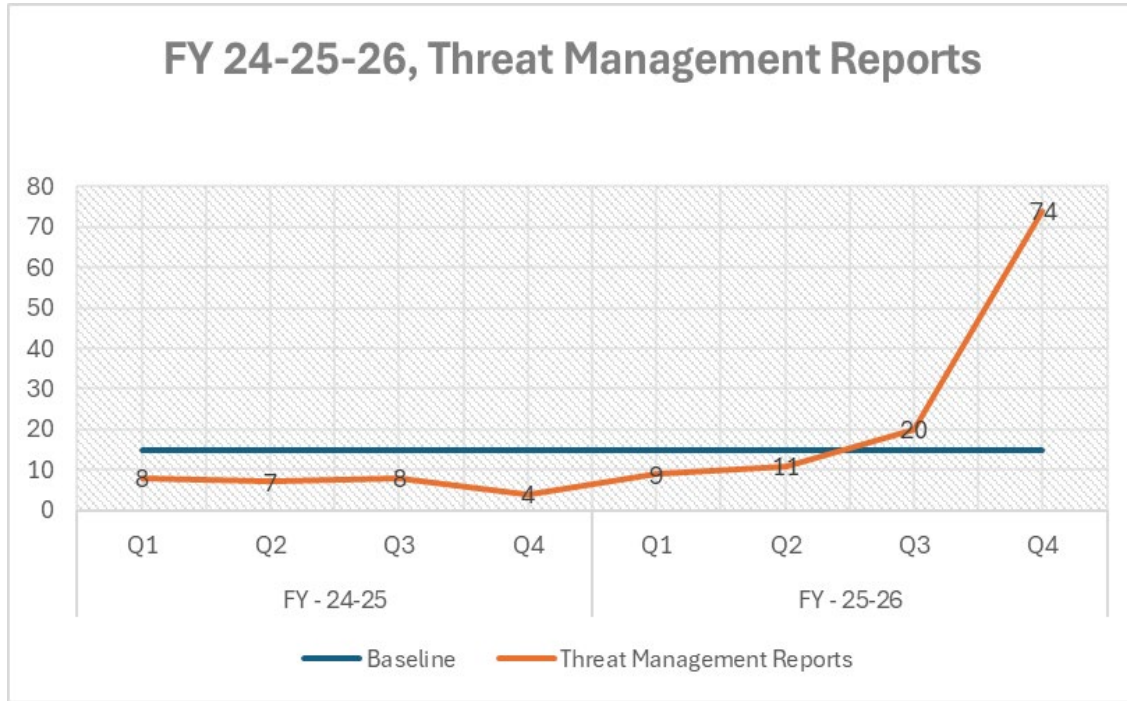
Threat Management Team Targets and Metrics



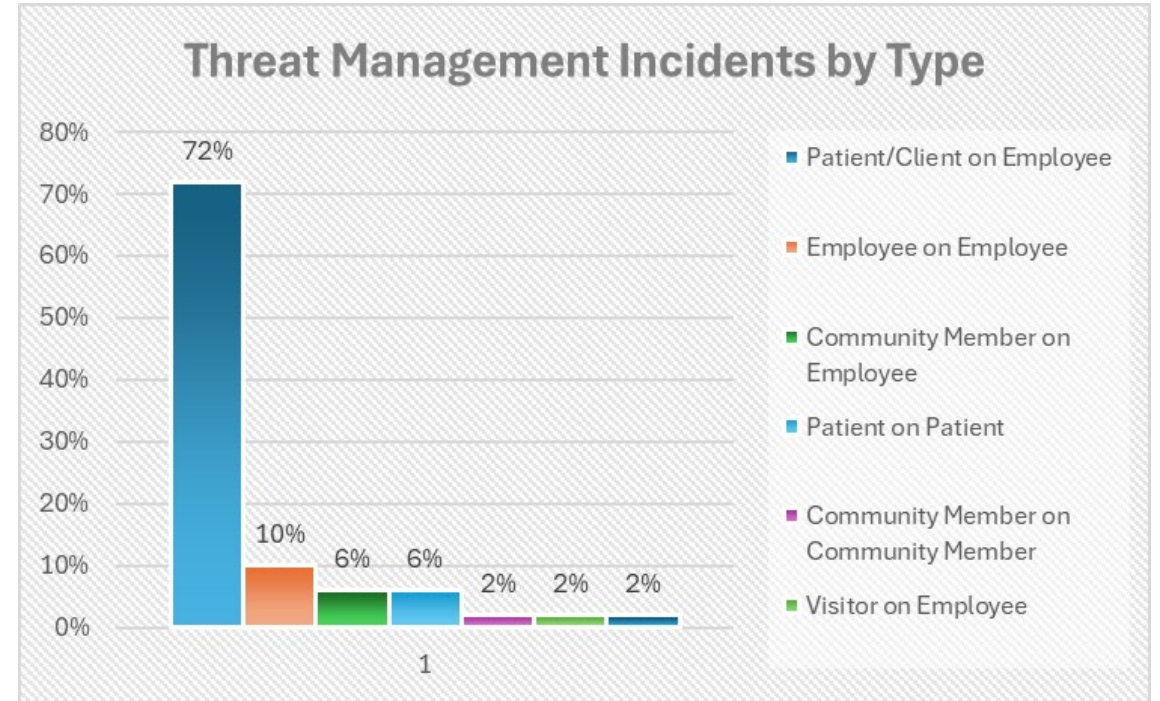
The DPH Metrics Analytics and Data Integration (MADI) will publish a revised Intake Form and Netrunner for appropriate KPI measurement and monitoring.



Threat Management Reported Incidents



Updated threat escalation protocols to allow staff to escalate concerns when a threat is perceived, resulted in a 488% increase in threat management reports from the previous fiscal year.

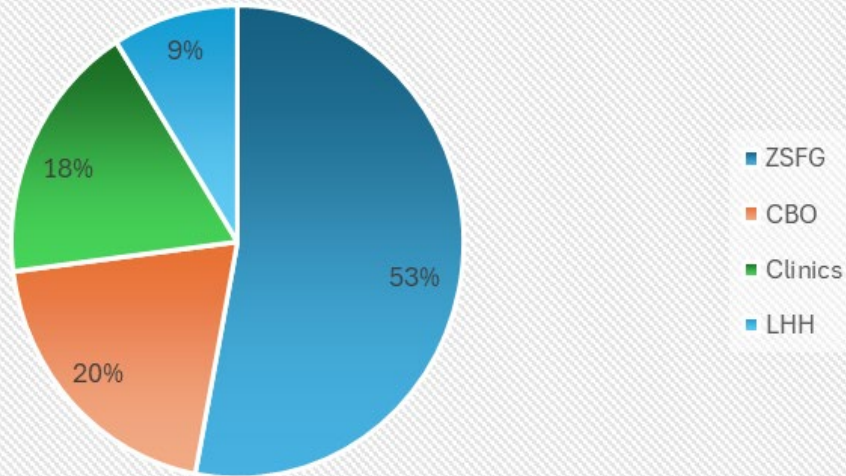


Patient/Client reports of threats and acts of violence on employees accounted for 72% of threat management reports.



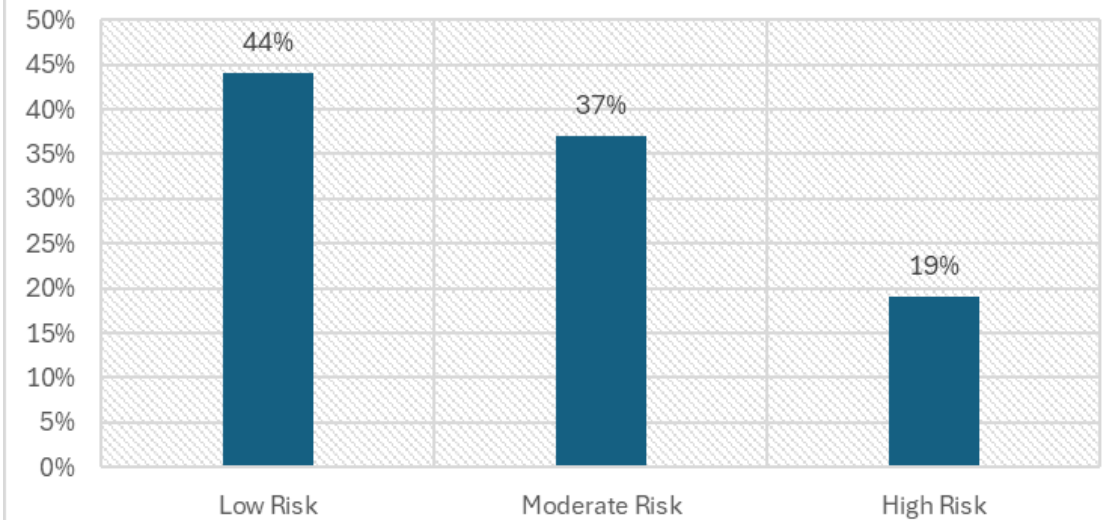
Threat Management Reported Incidents, cont.

Threat Management Incidents by Location



Seventy-three percent of that management reports occurred at ZSFG and CBO sites

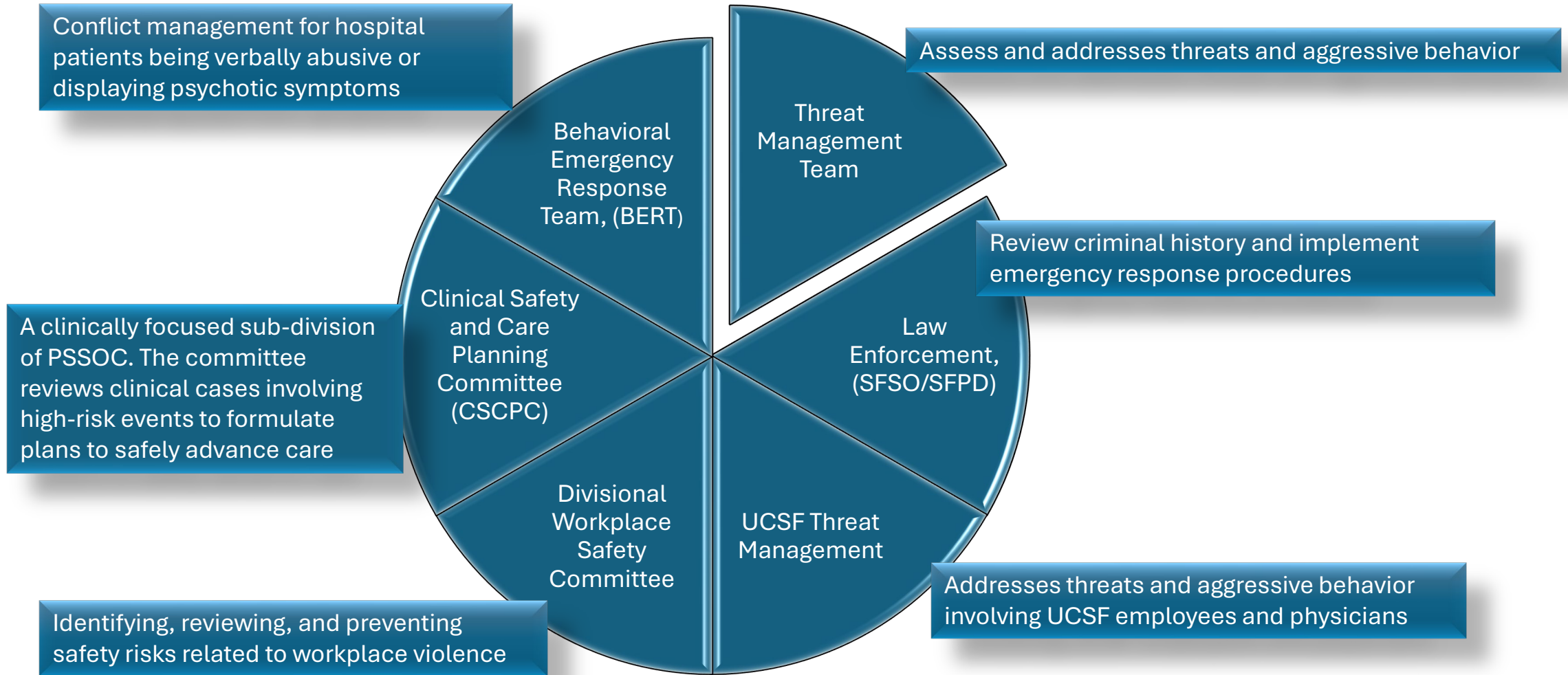
Threat Management Incidents by Risk Level



- **Low Risk Assessment:** A successfully defused incident with little reason to believe the individual's behavior will escalate
- **Moderate Risk Assessment:** A situation where there is reason to believe the individual's behavior could escalate without specific remedial action
- **High Risk Assessment:** A situation that requires law enforcement intervention where there is evidence to support a high probability of imminent danger of injury or death



Multidisciplinary Threat Management Plan





Weapon Detection Systems, FY 25-26

Staff, Patients, and Visitors entering the main lobby entrances to Building 5, 25, and 80/90 (deployed at LHH for FY 26-27 implementation) are screened for possible threats in their possession.

FY 25-26, Weapons Detection Summary

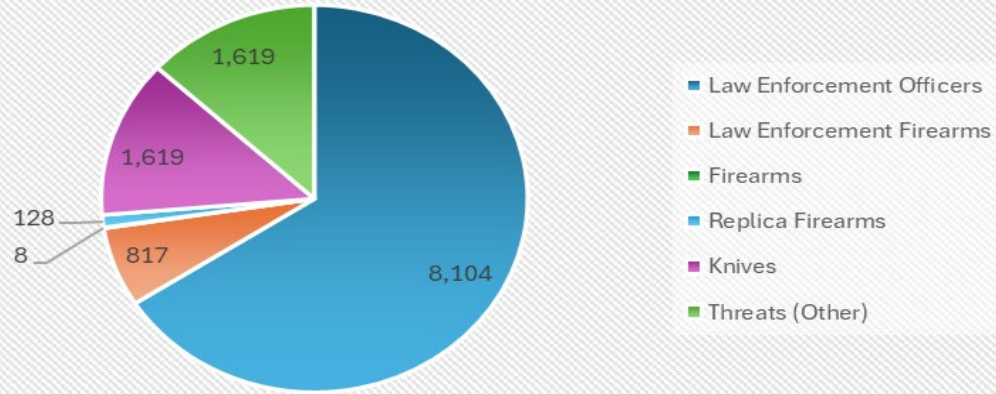
People Scanned	2,117,391
Total Alerts	970,740
*Untagged Alerts	275,920
Benign Objects	683,659
Threat Alerts	12,167

* Untagged alert - an alert that has been detected by the system but has not yet been assigned a tag to classify it as either benign or threat.



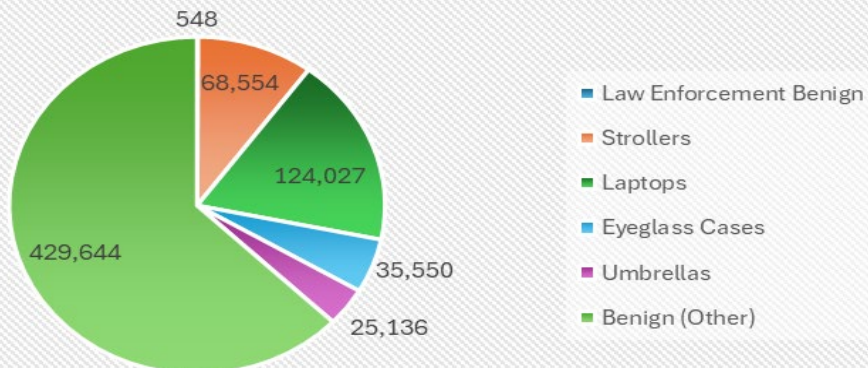
Weapons Detection Threat and Benign Count, FY 25-26

FY 25-26, Weapons Detection Threat Count



Threat Objects

FY 25-26, Weapons Detection Benign Count



Benign Objects



Physical Security Enhancements

Across 34 community clinics, safety ambassadors defuse conflict using patient-centered trauma-informed de-escalation

Completed 11 security projects where physical security safeguards were applied to mitigate potential risk across each division of DPH

Actively strengthening safety and security for frontline staff who serve patients in the field

Active collaboration with the Sheriff's Office in developing healthcare security training programs enrich the role of the cadets



Physical Security Enhancements, cont.

Updated threat escalation protocols are displayed on all DPH desktop screens to instruct staff on how to escalate perceived threats.



EMERGENCY

Immediate Danger. Law Enforcement Needed Now.

- I feel unsafe
- Someone is hurt or about to be
- There is a weapon or threat of harm
- I need law enforcement right now

What you do:

- Protect yourself first (run, hide, fight)
- Call the Emergency Line right away:
All ZSFG & LHH Campus Buildings:
628-206-4911 or **64911**
Off-campus locations and field staff: **911**
Jail Health staff working inside the jail:
Contact SFSO
- Let your supervisor know as soon as you are safe.



SAFETY CONCERN

Concerning behavior. Important but not immediate.

- Situation can escalate without help
- Not dangerous right now, but could be
- Follow-up and awareness is needed
- I need support but can wait 30 minutes

What you do:

- Avoid unnecessary contact
- Contact the Threat Management Team: **628-271-7720** *If no response in 30 minutes, call Emergency Line or 911*
- For JHS staff only: **Alert SFSO for assistance**
- Let your supervisor know as soon as possible. Your supervisor will coordinate with the Threat Management Team or SFSO