

San Francisco Fire Department Responses to Persons Experiencing Homelessness, Substance Use and Mental Health Disorders

Presentation to Our City Our Home Commission

10.22.26

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Evolution of Street Teams Within SFFD

Background

Late 2020 SCRT launches with Community Paramedic, clinician and peer to respond to 800Bs.

SORT launched in 2021 with community paramedic and peer in response to opioid crisis.

SWRT launched in 2023 with community paramedic, EMT and HOT specialist to respond to 910Bs.

Current

SCRT and SWRT combined due to overlapping patient population.

SORT incorporated into SCRT due to rising call volume.

Overdose workload assigned to EMS6

Team composition now Community Paramedic and EMT

Top SCRT Destinations

September 2025

1. Geary Stabilization Unit
2. Shelter-various locations
3. Soma Rise

September 2026

1. Geary Stabilization Unit
2. Shelter-various locations
3. Soma Rise



Commitment to Crisis Response

- Community Paramedicine Division
  - 6 EMS6 Captains
  - 6 CP Captains
  - 8 Street Crisis Response Teams
  - 1 Shared Services Coordinator
  - 1 CQI Captain
  - 1 Medical Director
- 3 TAD sites
- Expanded 5150 capabilities
- Additional training on behavioral health response, department wide.

2025 Overdose Related Responses

*CAD data

Total Responses: 114,301

SFFD Units dispatched to an overdose:

6,188 responses

Apparatus and Personnel

Apparatus Responses to Overdose

18,564

Personnel Responses to Overdose

24, 572 EMT/FF/Officer

(Engine)

6,188 EMS Captains

12,376 EMS Personnel (Ambulance)

2025 Substance Related Incidents by Electronic Patient Care Record (ePCR)

Primary or Secondary Impression documented in the electronic patient care record by EMS personnel.

Alcohol Use Disorder:

4,471

Overdose:

2,846

Generic “substance abuse”:

986

Total

8,303

2025 Law Enforcement Related Responses

Special Call Ambulance or SCRT

- XM calls: 4270
- XR calls: 8875
- SCRT calls: 3628

Welfare Checks

- Within 24 hours: 5426
- Over 24 hours: 2184
- Total Response 24,383

21.3% of call volume is related to law enforcement and/or a former law enforcement call type.

*Excludes 25 responses

2025 Responses to Psychiatric Incidents

25 Card Dispatches

11,534

Primary or Secondary Impression

15,400

13.4% of all responses are related to behavioral health

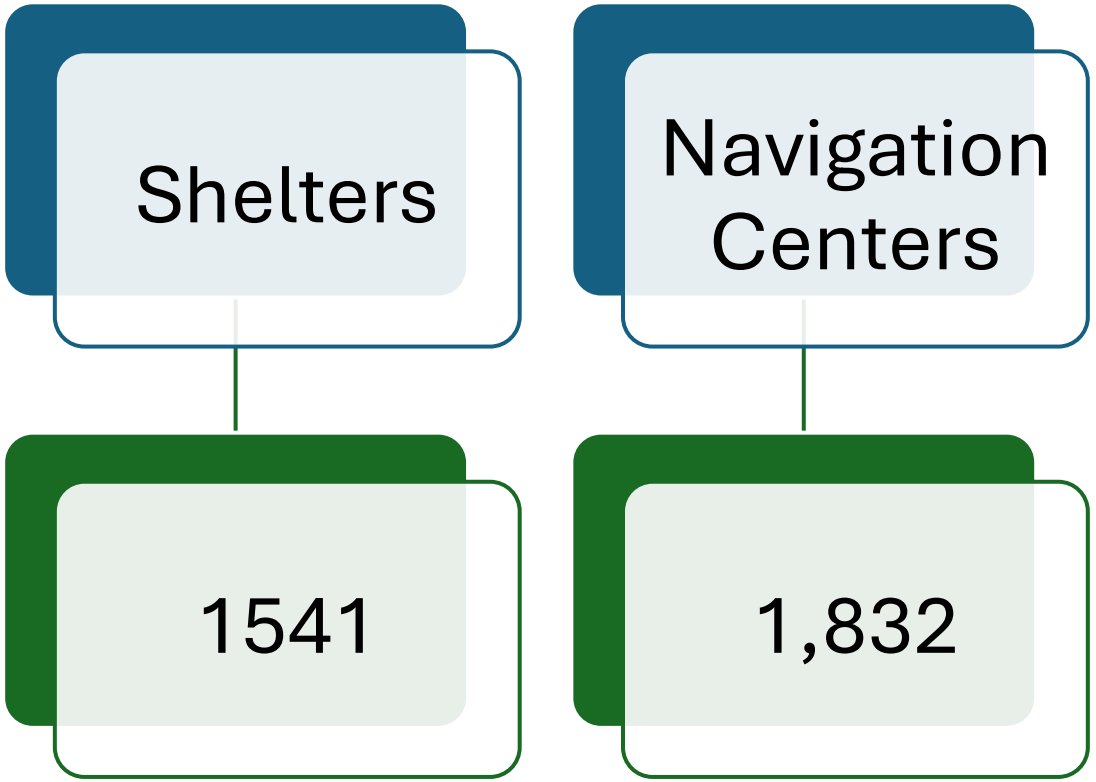
Medication Administration
January-September 2026

Overdose Reversal (Narcan)1657

Anti-Psychotic (Zyprexa) 730

Withdrawal Management (Buprenorphine) 49

Responses to Shelters and Navigation Centers



Top 20 High Utilizers of EMS, September 2026

365 days-1,000 911 contacts

30 days-216 911 contacts

Field responses by a CP Captain-78

Shared Services Coordinator

Case Conferences-11

EMS6 Case Study-Dual Diagnosis
Last 365 Days

The Numbers

229 Ambulance Transports

- $599,751

91 EMS6 encounters

The Actions

Case Conferences

Referrals

Prehospital Communication

ED Discharge Coordination

5150’s

In Patient Advocacy

Collateral for Conservatorship

Training

Community Paramedicine

- 1st Cohort January 2016
- Total Cohorts – 8
- Outside Agencies Trained:
- Hayward, UC Davis, San Jose
- Only Community Paramedicine Training Center in California.

Expanded 5150 Capabilities

25 members were trained earlier this month, to ensure patients get psychiatric evaluation when indicated by a medical professional.

This was part of an 8-hour course that also included De-Escalation and Legal and Ethical Considerations.

Closing remarks

These are conservative numbers, meant to provide an expanded view of **all** SFFD's responses to individuals experiencing homelessness, substance use and/or mental health disorders.

SFFD members are the right responders for acute behavioral health emergencies.

SFFD is working collaboratively with City leadership and agencies as we collectively examine how the City responds to

behavioral health emergencies.

Notes and Data Sources

Slide 3

Destinations, SCRT Summary Report September 2025 and 2026

UHU's-PowerBI report from 8/15 to 10/15 2026

Slide 5

CAD: 23 card dispatches

Apparatus-minimum 3, engine, medic, RC

Personnel-Engine, 4, Medic, 2, RC, 1

Slide 6

Primary and secondary Impressions in ESO, 2025

Slide 7

CAD-XM, XR and SCRT dispatches

Slide 8

CAD, 25 card dispatches

Slide 9

ESO

Slide 10

CAD responses to the following sites:

- 1001 Polk-422
- 201 8th St-223
- 525 5th St-300
- 2111 Jennings-213
- 211 13th St-383
- Total 1541
- Embarcadero-549
- Bayshore-342
- Bayview-442
- Taimon Booton-151
- Division-348

Total 1832

Combined: 3,373

Slide 13

Training Roster

Slide 11-
High Utilizers
September, HRMS
EMS6 Encountered
HU's
Slide 12-
EMS6 Encounter Log