

Health Commission | Street Teams Contract Transfer

July 06, 2026



San Francisco Department of
Public Health

Street Team dual mission, July 1, 2026 Launch

The San Francisco Street Teams has a dual mission:
bring people in crisis on our streets into care and ensure
welcoming public spaces for the broader community.

Street Team Functional Overview

STRATEGIC DIRECTION, OPERATIONS & DATA INFRASTRUCTURE

Strategy and Ops

Drives Street Team mission alignment, performance, and operational infrastructure

- Strategic planning
- Contract & performance management
- Tech innovation
- Data stewardship and reporting

- Training development
- Fleet & facilities management
- IT and HR support

Strategy & Ops drives direction and provides operational backbone enabling the front-line teams below

FRONT-LINE OPERATIONAL TEAMS

Rapid Response Team (RPT)

Mobilizes quickly to engage people in services

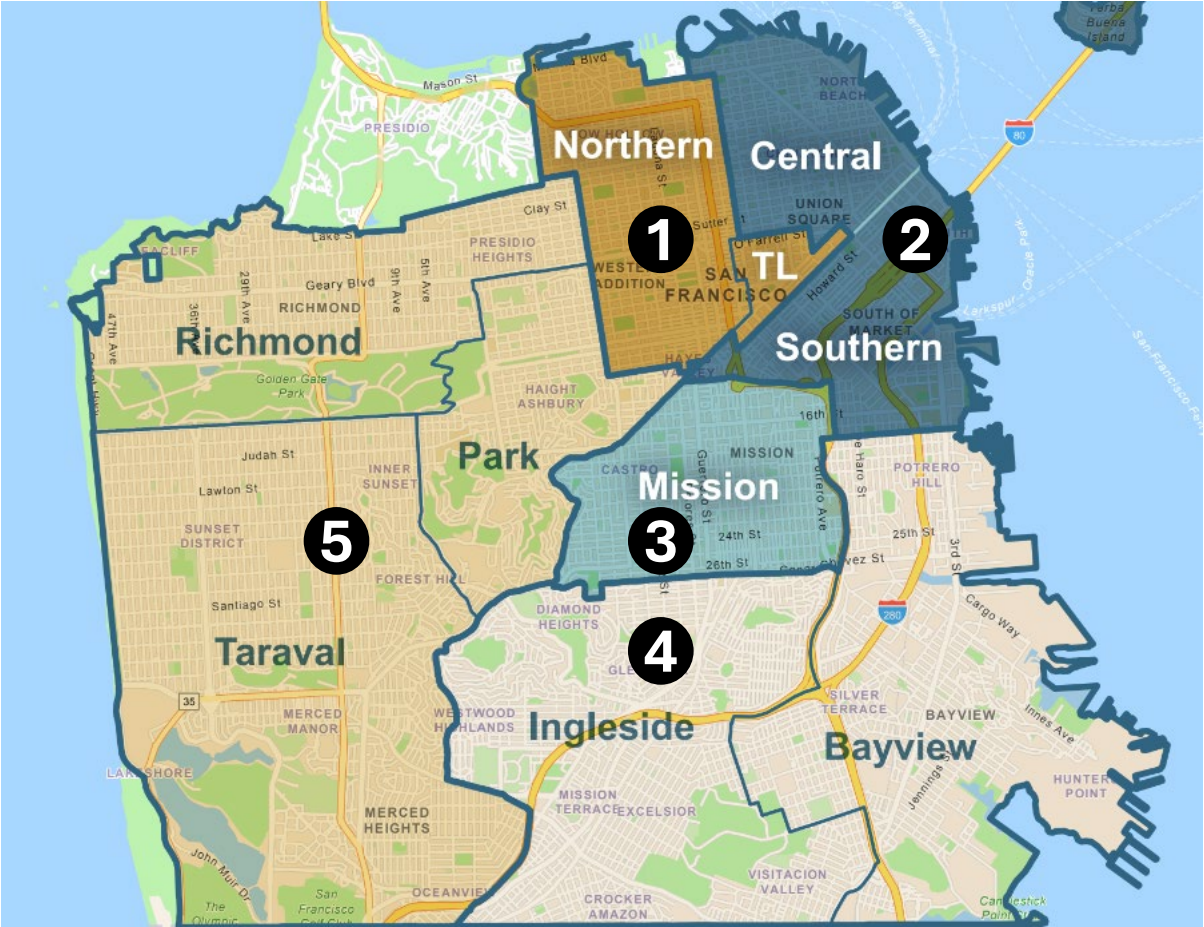
- 311 and non-emergent 911 same-day follow up
- Short-term care navigation
- Community outreach to highly impacted areas
- Lead outreach for encampment resolution (in collaboration w/ SFPD)
- Cross-departmental coordination for street conditions
- Close coordination with Shared Priority Team

Shared Priority Team (SPT)

Outcome-driven clinical and medical care for high-risk people

- Identifies highest-risk people through data and outreach
- Comprehensive, frequent engagement and clinical care coordination
- Coordinates across departments and healthcare systems for complex cases
- Prepares individuals to enter stabilizing services which may include treatment, shelter, housing
- Closely coordinates with the Rapid Response Team

Street Team | Team Geographies



- 1 Tenderloin / Northern
- 2 Southern / Central
- 3 Mission / Castro
- 4 Bayview / Ingleside
- 5 Richmond / Park / Taraval

Future state key metrics for street response

Citywide outcome metrics

North Star metrics:

- Reduction in unsheltered homelessness
- Reduction in fatal and nonfatal overdoses
- Reduction in distressing street behavior

Shared outcome metrics:

- Reduction in tent, structure and inhabited vehicle count
- Increase in Journey Home transports
- Increase in 911 medical/SCRT calls closed and speed to closure
- Increase in 5150 follow-up rates
- Increase in MOUD start/retention
- Reductions in hotspots



Outcome metrics for services

Overall metric: Connections to services

(medical/SUD/mental health services, medication, shelter/housing)

Rapid Response team metrics:

- Outcome of encounters (transported to alternative destination vs self-transport vs remained in place)
- 311/911 non-emergency tickets closed
- Speed of ticket closure
- Journey Home transports
- Street conditions

Shared Priority team metrics:

- System utilization (ER/SCRT/hospitalizations/5150/ODs)
- Distressing street behavior
- Connections to services
- Cases closed due to productive outcome and avg days before closure

CBO Contracts – transition to DPH – Effective 7/1/26

Original Dept.	CBO Contracts	CBO Contracts- Role in Street Team
Department of Emergency Management	One (1) CBO contract Urban Alchemy – HEART	Role/Services - Serves adults, families, TAY populaton - Rapid Response Team (RRT) – outreach, triage, services connection and police alternative responses to non-emergency/911 calls.
Homelessness and Supportive Housing	Two (2) CBO contracts - Heluna Health – SFHOT program - Homeless Youth Alliance – Case Management	Role/Services - Serves adults, families, TAY population - Rapid Response Team (RRT) and Shared Priority Team (SPT), care coordination and services connection for people with complex health needs. Role/Services - Services TAY population ages 18 – 29 - Specialized outreach, triage, case mngt, services navigation.
Total	Three (3) CBO contracts	

CBO Contracts – transition to DPH

Agreement Term	CBO	FY 26-27 Funding	Annual Outcomes
5/1/2023- 4/30/2028	- Urban Alchemy – HEART 26.31 staff	\$4.2M 70% General Fund 18% Prop C Homeless Svcs Tax 12% Opioid Settlement Funds	Outreach/incident response: 21,600 Care Coordination/dup: 2700 Staff Hours: 42,622
1/1/2024- 6/30/2027	- Heluna Health – SFHOT program 66.02 staff	\$9.4M 76% General Fund 11% BHBH Grant 7% PATH Grant 6% ERF Grants	Outreach/encounters: 45,603 Case Management/dup: 500 Staff Hours: 106,952
1/1/2021- 6/30/2027	- Homeless Youth Alliance – Case Management 1.26 staff (portions of 8.78 staff)	\$256K 100% General Fund	Outreach/encounters: 150 Case management & Referrals: 100 Staff hours: 2,041
Total		\$13.8 million	

Thank you | Questions ?



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