

Tenderloin Emergency Initiative



City & County  
of San Francisco

# Tenderloin Linkage Center

Community Meeting  
April 1, 2022

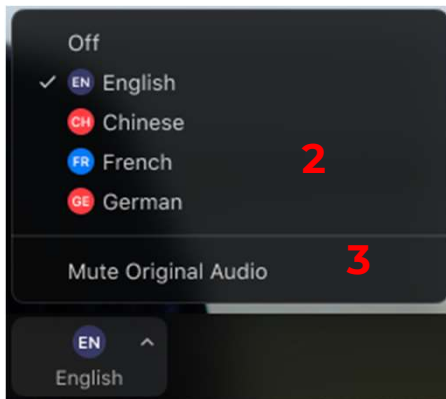
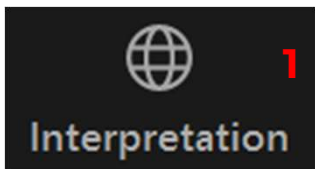
# SELECT LANGUAGE CHANNEL



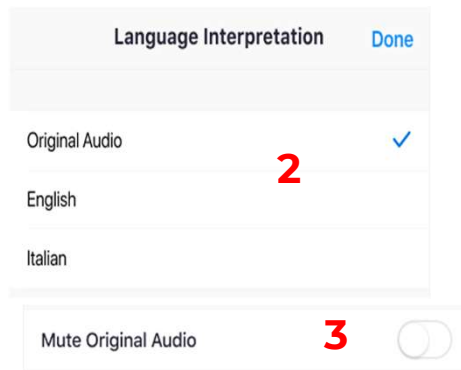
## ENGLISH

1. In your meeting/webinar controls, click **Interpretation**.
2. **Select the language** that you would like to hear: **English**.

### Windows | macOS



### Android | iOS



## SPANISH

1. En los controles de la reunión o el seminario web, haga clic en **Interpretación**.
2. Haga clic en el **idioma** que desee escuchar: **español** (Spanish).
3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en **Silenciar audio original**.

## CHINESE

1. 在會議/網路研討會控制項中，按一下口譯。
2. 按一下您想要聽的語言：**中文** (Chinese)。
3. (非必要步驟) 若只想聽口譯內容，請按一下關閉原始音頻。

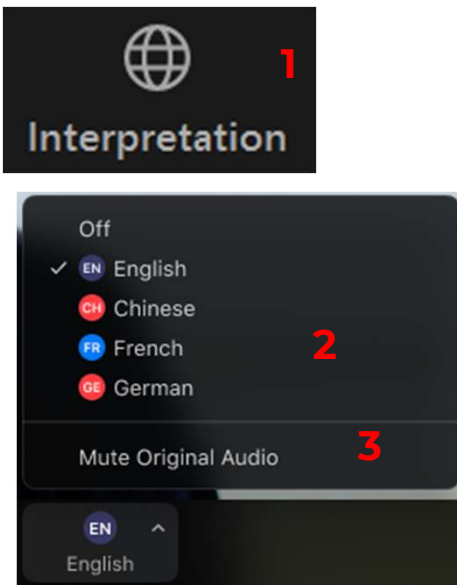
# SELECT LANGUAGE CHANNEL



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1. In your meeting/webinar controls, click **Interpretation**.
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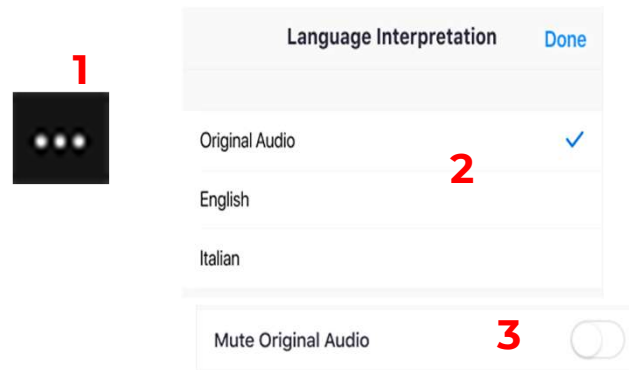
### Windows | macOS



## TAGALOG/FILIPINO

1. Sa inyong mga kontrol para sa meeting/webinar, i-click ang **Interpretation**.
2. **Select the language** na gusto ninyong marinig: **Tagalog**
3. (Opsyonal) Kung gusto ninyo na Tagalog interpretation lang ang marinig, mag-click sa **Mute original audio**.

### Android | iOS



# Tenderloin Linkage Center (TLC)

- Purpose
  - To provide a low-barrier, safe and welcoming space for people experiencing homelessness and/or who use substances where they can access dignity services and social space.
  - To be a "one-stop shop" for people who are ready to access city health and human service programs to link to those services easily and quickly.
- Services
  - Basic needs and onsite services
  - Connections to dignity, social and behavioral health services
- Operations
  - 8am – 8pm, 7 days a week
  - Plans to expand to 8am – 10pm

**Tenderloin Linkage Center**  
Centro de recursos del Tenderloin • 田德隆連結中心

**Come as you are. Help starts here.**  
*Acuda tal y como es. La ayuda comienza aquí.*  
來者不問何出處。總處由此可達生。  
*Halika. Dito nagsisimula ang tulong.*

 **Food & Water**  
Comida y agua • 食物及飲用水 • Pagkain at Tubig

 **Hygiene Services**  
Servicios de higiene • 清潔用品 • Mga Serbisyo sa Kalinisan

 **Social Support**  
Apoyo social • 社會支援 • Suportang Panlipunan

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# TLC: Key Indicators

January 18 to March 27, 2022



**23,240**

Visits to Linkage  
Center



**2,314**

Referrals to  
Services



**45**

Showers  
Per Day



**53**

Overdose  
Reversals

## TLC Achievements to Date

- Successfully provided continuous services 7 days a week from 8am – 8pm since January 18th
- Expanded to provide 3 hot meals daily
- Expanded access to Medi-Cal, CalFresh, and CAAP benefits, and recently added employment services through the Human Services Agency
- Implemented redesigned outdoor fenced area to bring in shower/laundry off Market Street

# TLC Lessons Learned

- **Hierarchy of Needs:** Guests are mostly seeking safety and basic needs – we provide this for many in the Tenderloin. By providing this, we build relationships and work with guests to seek more structured treatment options.
- **Readiness for Change:** Must offer an array of services and supports that are reflective of the wide range of readiness for change among people who use substances.
- **Collective Impact/Peer Staffing:** Cross-sector partnerships are imperative in addressing the complex issue of substance use in the Tenderloin. Employing people with lived experience is essential and effective.

## TLC interventions for substance use

- Harm Reduction: hygienic supplies, overdose education, naloxone distribution, and response with naloxone
- Treatment: Direct linkage to substance use disorder treatment, including medication-assisted and other outpatient treatment, residential treatment, and sober living
- **Coming Soon:** Sober Living Room for people seeking space and support

**These options will address overdose deaths and public substance use**



# Service Linkage

- **154 people** in the **housing process** through TLC housing engagement as of March 4, 2022
  - **56 or 36%** have moved into housing
- **SFHOT** provides **outreach and engagement** in Linkage Center and across the Tenderloin
  - Approximately **2,000** outreach encounters
- **Over 345 shelter placements** from the streets and the Linkage Center
  - **283 shelter placements** from the street
  - **66 shelter placements** from the Linkage Center
- **161 people** assisted for benefits applications (**CalFresh: 153, Medi-Cal: 118, CAAP: 88**)
- **12 people** referred and **6 people** linked to mental health services
- **42 people** referred and **13 people** linked to substance use treatment

# TLC Proposed Next Steps

- **Operations**

- Proposed lease extension through at least 12/31/22 (pending BOS approval)
- Finalize long-term strategy for TLC
- Hire permanent operations staff and finalize all CBO contract staffing

- **Service Expansion and Improvements**

- Expand hours to 8am – 10pm
- Implement sober living room model in the coming months
- Expand service offerings and recreational activities
- Strengthen linkages to social and behavioral health services

# Next Steps

- Proposed lease extension will go before the Board of Supervisors for authorization
  - Budget and Finance Committee – Not before Wednesday April 13<sup>th</sup>
  - Full Board – Not before Tuesday April 19<sup>th</sup>
  - Ongoing community engagement through TEI Listening Sessions