The following data and information is provided to the Yerba Buena Community Benefit District for tracking purposes. The information contained in this report is for activities reported in February 2022. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.
DISTRICT OVERVIEW
February was notable for the largest amount of needles collected in a single month (1500) since October 2018. As tent encampments slowly disappeared throughout the month, until there were none by month’s end, what was left behind were many needles. Several events were held at Moscone Center, bringing new visitors to the area, and the Chinese New Year parade made a cameo, moving throughout the YBCBD.

EVENTS/ACTIVITIES
Some events bringing people to YBCBD in February included:

• ASCO Genitourinary Cancers Symposium (Moscone Center, 2/17-2/19)
• Biophysical Society Annual Meeting (Moscone Center, 2/19-2/20)
• Chinese New Year Parade (Various locations, 2/19)
SOCIAL SERVICE OUTREACH SPECIALIST REPORT

The plight of our neighborhood’s unhoused and street population is a complex issue. Community Benefit Districts are only a piece of the response to larger issues surrounding homelessness, substance use, and mental health challenges. The YBCBD’s philosophy is to help people in need with compassion and respect. Our Social Services Outreach Specialist (SSOS) focuses on individual needs, using a person-centered approach to provide appropriate connection to services. Outreach begins by building trust. That takes time and intention. Trust leads to understanding people’s exact needs as they work towards housing security. Those needs can range from securing documents, making medical appointments, storing belongings, arranging transportation between appointments, enrolling in services or all of the above. Whatever the need, the SSOS strives to help people navigate the complex social services network around them.

YBCBD Social Service Outreach Specialist, LaGina W, reported 31 unhoused individuals living on the streets of YBCBD during the month of February. This number is down from January (34) with the increase due to encampments being shut down in neighboring districts. LaGina was able to assist these individuals and others who were in the district during the day with a total of 96 social service referrals. The chart (left) shows a breakdown of these referrals. In addition, she passed out 66 lunches for unhoused individuals with mobility disabilities during the month.

Below are two of LaGina’s significant encounters from February:

**“Robbed over night”**
On February 7, as I was doing my daily patrol through the district at 765 Harrison St, a lady was crying on the sidewalk. I stopped and asked her if she was okay and if there was anything I could help her with. She told me that someone stole all of her belongings while she was sleeping the night before. Her name was “Jenny” and she was 27 years of age and had been on the street for about 10 years. I offered her some of the resources that were available to her throughout the city. I let her know that we could go to St. Anthony’s and we could get her a new bag and a brand-new set of clothes. She agreed to allow me to escort her over there. I gave her socks, gloves, underwear, and a hygiene kit that I put together. Once we made it to St. Anthony’s it was lunchtime. She was able to get some food and I contacted the clothing department on the 2nd floor. When we were done downstairs, I had “Jenny” fill out her info on the sign-in sheet to get her clothes. We went upstairs and she had a big bag that included two outfits (of clothes), a sweater, a jacket, and shoes. I thanked “Jenny” for allowing me to help service her and wished her luck.

**“A Helpful Assist from An SFPD 10B Officer”**
On February 18, I was conducting a walkthrough of the district with the officer and we headed towards Mission St & 4th toward 84 4th street. There was a group of three people camped out in front of the building. As we made contact with the three individuals, I asked everyone if they would like snacks and water, which they accepted. The officer spoke with them and two of them declined my offer of services. “Roy” told the officer and I that he was tired and would like to get a bed at a shelter. I told “Roy” that I would be glad to take him up to the Linkage Center and they would be able to help him get into a shelter. “Roy” seemed hesitant once I offered to take him so The officer offered an alternative. Officer Wong offered him food from Mel’s Diner and said he would take him to the Linkage Center himself in his patrol car. “Roy” was ecstatic with the offer. I think we gave “Roy” hope that he would be able to get a bed at a shelter faster. I thanked the officer for helping me and wished “Roy” good luck.
EMPLOYEE OF THE QUARTER & MONTH

Our YBCBD service staff Employee of the Quarter was LaGina W. LaGina recently made a transition into the Social Service Outreach Specialist role where she provides unhoused people in YBCBD with social services, clothing and nourishment. She also engages local agencies to build strong relationships. LaGina enjoys spending time with her kids on her off time, especially attending their basketball games and volunteering as a ‘team mom’.

The Employee of the Month is Robert L. Robert works as a member of the YBCBD Clean team and he was selected for the award due to his ability to complete large amounts of cleaning tasks with high quality performance, while garnering compliments to management from the public. Robert enjoys working with Android apps and does a great job with photographing (some of his work is included in this report!). Robert loves riding his bike around SF in his free time.

OVERVIEW OF MONTHLY SERVICE STATISTICS

<table>
<thead>
<tr>
<th>Service</th>
<th>Dec 21</th>
<th>Jan 22</th>
<th>Feb 22</th>
<th>FY21 Average</th>
<th>FY22 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti</td>
<td>752</td>
<td>704</td>
<td>566</td>
<td>299</td>
<td>742</td>
</tr>
<tr>
<td>Human/Animal Waste</td>
<td>301</td>
<td>324</td>
<td>270</td>
<td>109</td>
<td>284</td>
</tr>
<tr>
<td>Meet &amp; Greet w/ Merchants/Residents</td>
<td>908</td>
<td>864</td>
<td>569</td>
<td>851</td>
<td>975</td>
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<tr>
<td>Needles</td>
<td>500</td>
<td>432</td>
<td>1,500</td>
<td>595</td>
<td>774</td>
</tr>
<tr>
<td>Pounds of Trash</td>
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<td>45,000</td>
<td>38,750</td>
<td>39,271</td>
<td>42,813</td>
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<tr>
<td>Steam Cleaning Requests</td>
<td>20</td>
<td>35</td>
<td>24</td>
<td>18</td>
<td>32</td>
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<tr>
<td>Steam Cleaning Routine</td>
<td>274</td>
<td>274</td>
<td>266</td>
<td>n/a</td>
<td>230</td>
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<tr>
<td>Wellness Check</td>
<td>1,435</td>
<td>1,330</td>
<td>835</td>
<td>209</td>
<td>1,340</td>
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<tr>
<td>311 Request</td>
<td>94</td>
<td>92</td>
<td>57</td>
<td>85</td>
<td>85</td>
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</table>

DEFINITIONS

Graffiti - records each instance of graffiti abatement

Human/Animal Waste - records each instance of human/animal waste removal and cleanup

Needles - records total number of needles collected monthly, averaged based on containers filled. Counted by GLIDE Memorial Church

Steam Cleaning Requests - records each instance of an additional requested and completed steam cleaning

Steam Cleaning Routine - records each completed blockface cleaning, in accordance with YBCBD management plan requirements

Wellness Check - records each occurrence of a verbal check to ensure an individual’s safety/wellness. Multiple check-ins may be with the same person
Flyer/sticker removed
4th Howard S.

Cardboard removed
351 Minna St.

Graffiti removed
2 Tandang Sora St.
Graffiti removed
720 Howard St.

Graffiti removed
169 Minna St.

Graffiti removed
311 3rd St.

Cardboard removed
181 Jessie St

Pressure washing
Stevenson & 4th
Trash removed
390 4th St.

Broken glass removed
417 Natoma St.

Trash removed
381 Clementina St.

Needles and trash removed
57 Clara St.

Broken glass removed
199 Hawthorne St.