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 April 2022. The data and information are obtained from Ambassadors conducting patrols and entered in Jia.

Trash removed – 660 Howard St.

The YBCBD and dispatch center daily hours of operation are 6:00AM-10:00PM, 7 days a week

Dispatch Email: dispatch@ybcbd.org | Phone: 415-543-9223
DISTRICT OVERVIEW

Great news for the YBG Conservancy as they were approved for a large grant (see Events/Activities for more info). Service statistics were close to the year average in most categories. Needle removal decreased by 45% (550 removed in April). Our staff have commented at a decrease in intravenous drug use observed and an increase in drugs, such as fentanyl, being smoked in the area.

EVENTS/ACTIVITIES

Some events happening in the YBCBD during April included:

**RIMS 2022 RISKWORLD** (4/10-4/13) at Moscone Center: Over 10,000 attendees attended this conference, bringing together leaders and professionals in risk management

**Clean California Grant press conference (4/12) at Yerba Buena Gardens:** A nearly $2 million grant awarded to the YBG Conservancy to improve landscaping, janitorial, and public art near the Yerba Buena/Moscone Center subway station was discussed. This will include funding to increase the capacity of the YBCBD Clean Team.

**Trailblazer DX 2022 (4/27-4/28) at Moscone Center:** Salesforce developer conference bringing together community leaders, product experts and Salesforce executives.
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, reported 31 unhoused individuals (30 in March) living on the streets of YBCBD during the month of April. LaGina was able to assist these individuals and others who were in the district during the day with a total of 91 social service referrals. The chart on this page shows a breakdown of these referrals.

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

**April 5** - I was at 605 Market and noticed a group of individuals that were camped out in front of the building. I asked if any of them need any services. A guy by the name of “Daniel” said he needed clothes. He had on shorts, a tank top, and flip flops. I advised “Daniel” that I could take him to St. Anthony’s, and he could get clothing assistance from my contact there. I escorted “Daniel” to St. Anthony’s where he was able to eat a meal and receive a whole bag of good clothes, including a pair of shoes and a jacket.

**April 13** - I was dispatched early in the morning to 816 mission St. (Denny’s) where I met “Mary”. “Mary” said she was from Phoenix, Arizona and has been homeless for a while. She needed some food and wanted to see if she could apply for shelter and clothes. I advised her that I could get some clothes and told her because it was still early, I could also take her up to the Linkage Center after I took her to St. Anthony’s for clothes. We did just that, and when I say “goodbye” to her, she had new clothes and was in line for shelter.

<table>
<thead>
<tr>
<th>TYPE OF REFERRAL</th>
<th>Feb 22</th>
<th>Mar 22</th>
<th>April 22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus ticket</td>
<td>16</td>
<td>21</td>
<td>26</td>
</tr>
<tr>
<td>Clothing</td>
<td>13</td>
<td>19</td>
<td>6</td>
</tr>
<tr>
<td>Food</td>
<td>24</td>
<td>26</td>
<td>6</td>
</tr>
<tr>
<td>Storage</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Shower</td>
<td>6</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>36</td>
<td>36</td>
<td>29</td>
</tr>
<tr>
<td>Total Referrals</td>
<td>96</td>
<td>109</td>
<td>91</td>
</tr>
</tbody>
</table>

Anthony’s, and he could get clothing assistance from my contact there. I escorted “Daniel” to St. Anthony’s where he was able to eat a meal and receive a whole bag of good clothes, including a pair of shoes and a jacket.

Wellness check, Jessie East

Social Service Outreach Wellness Check
EMPLOYEE OF THE MONTH
Strong leadership skills, camaraderie with his peers, and outstanding attendance helped make Oscar S the YBCBD service staff Employee of the Month! Oscar enjoys spending time at home watching sports. His favorite teams are both local: the Golden State Warriors and SF Giants. He also likes to learn new things and enjoys helping out others.

Oscar S.

OVERVIEW OF MONTHLY SERVICE STATISTICS

<table>
<thead>
<tr>
<th></th>
<th>Feb 22</th>
<th>March 22</th>
<th>April 22</th>
<th>FY21 Average</th>
<th>FY22 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti</td>
<td>566</td>
<td>913</td>
<td>640</td>
<td>299</td>
<td>749</td>
</tr>
<tr>
<td>Human/Animal Waste Removal</td>
<td>270</td>
<td>510</td>
<td>423</td>
<td>109</td>
<td>320</td>
</tr>
<tr>
<td>Meet &amp; Greet w/ Merchants/Residents</td>
<td>569</td>
<td>737</td>
<td>636</td>
<td>851</td>
<td>918</td>
</tr>
<tr>
<td>Needles</td>
<td>1,500</td>
<td>1,000</td>
<td>550</td>
<td>595</td>
<td>774</td>
</tr>
<tr>
<td>Pounds of Trash</td>
<td>38,750</td>
<td>43,750</td>
<td>38,750</td>
<td>39,271</td>
<td>42,500</td>
</tr>
<tr>
<td>Steam Cleaning Requests</td>
<td>24</td>
<td>30</td>
<td>27</td>
<td>18</td>
<td>32</td>
</tr>
<tr>
<td>Steam Cleaning Routine</td>
<td>266</td>
<td>274</td>
<td>258</td>
<td>n/a</td>
<td>237</td>
</tr>
<tr>
<td>Wellness Check</td>
<td>835</td>
<td>962</td>
<td>992</td>
<td>209</td>
<td>1,268</td>
</tr>
<tr>
<td>311 Request</td>
<td>57</td>
<td>43</td>
<td>59</td>
<td>85</td>
<td>78</td>
</tr>
</tbody>
</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
311 Requests - records each call/app/online request for services beyond the scope of YBCBD services/capabilities
Trash removed 4th & Mission

Trash removed 5th & Shipley

Trash removed 110 5th St.

YBCBD Field Staff Supervisor Meeting 51 Rizal St.

Graffiti removed 850 Harrison St.
Trash removed
600 Harrison St.

Landscaping
100 5th St.

Broken glass removed
680 Mission St.

Needles removed
Jessie West

Trash removed
133 Shipley
Landscaping
37 Rizal St.

Graffiti removed
Jessie East

Graffiti removed
110 Natoma St.

Graffiti removed
768 Harrison St.

Flyer/Sticker Removed
800 Mission St.

Flyer/Sticker Removed
779 Mission St.

Flyer/Sticker Removed
667 Howard St.