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

Street scrubbed – 330 Tehama 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
YBCBD had some beautiful weather in August to accompany several events in the district (see ‘Events/Activities’ section). Our staff collected 800 needles in August, many of which were found on the 100 block of Stevenson Street and at Ambrose Alley. The weight of trash collected decreased this month (from 41,250 in July to 37,500 lbs in August). According to YBCBD Operations Manager, Greg Johnson, the decrease is due to less large trash clean ups.

EVENTS/ACTIVITIES

Gainsight Pulse (8/17-8/18) at Moscone West: 2,500 people attended the “world’s largest gathering of Customer Success, Product and Community professionals.”

Sunday Streets (8/21) Folsom between 9th and Spear: “SF will open the streets of SoMA for an afternoon of fun for the whole family…neighbors and visitors alike will have over 1.5 miles of car-free streets to enjoy.”

ASTA-American Society of Travel Advisors (8/22-8/28) at Various YBCBD locations: “The annual ASTA Global Convention is where the best of the best in the travel agency industry convene for three days of inspiration, education, and entertainment.”

VMware Explore 2022 (8/29-9/1) at Moscone North: 9,000 people attended the event, which “offers the sessions, activites and programs that will guide your journey to multi-cloud.”
SOCIAL SERVICE OUTREACH SPECIALIST REPORT

Community Benefit Districts are only a piece of the response to the complex 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.

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 29 unhoused individuals (30 in July) living on the streets of YBCBD during the month of August. LaGina was able to assist these individuals and others who were in the district during the day with a total of 43 social service referrals. The chart on this page shows a breakdown of these referrals.

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

- **August 11** - I was making my rounds through the hotspots in our district, advising and offering multi-services, when I got to a hot spot at 111 Minna St. There I saw a gentleman by the name of “Jim” whom I previously offered multiple services to. This day he expressed interest in returning home to Iowa so I offered to connect him with the Homeward Bound program. The Homeward Bound service’s main goal is to reunite people experiencing homelessness in San Francisco with family and friends willing and able to offer ongoing support to end the cycle of homelessness. He assured me he had a brother he has been in contact with and could provide a place to stay for “Jim” if he returned to Iowa. I placed a call to Homeward Bound and let them know the situation and they said it was ok to bring “Jim” to their office. I walked him over and the Homeward Bound team took care of him from there.

- **August 12** - I was walking down 4th Street and right when I got to Starbucks I saw a woman who looked to be sleeping, or passed out, so I approached her and performed a wellness check. Luckily, the woman was coherent and she told me she was very old and tired. I asked her if she wanted some water and she accepted. When I returned she told me she has been living on the streets and shelters in San Francisco for the past decade. She then told me she needed to go to pick up her food stamp card and asked me where she can get on the bus that can take her to the general assistance office. I told her I can show her where the bus stop is and which bus could take her. After assisting her, we went on our way.
Employee of the Month

Francisco E is our Employee of the Month for his outstanding attendance and work ethic. In his off-hours, Francisco enjoys attending school and watching SF Giants games. Congrats Francisco!

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 Request - records each call/app/online request for services beyond the scope of YBCBD services/capabilities

Overview of Monthly Service Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>June 22</th>
<th>July 22</th>
<th>August 22</th>
<th>FY22 Average</th>
<th>FY23 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graffiti</td>
<td>606</td>
<td>746</td>
<td>482</td>
<td>717</td>
<td>614</td>
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<tr>
<td>Human/Animal Waste Removal</td>
<td>306</td>
<td>416</td>
<td>377</td>
<td>315</td>
<td>397</td>
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<td>Meet &amp; Greet w/ Merchants/Residents</td>
<td>438</td>
<td>942</td>
<td>838</td>
<td>850</td>
<td>890</td>
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<tr>
<td>Needles</td>
<td>1,000</td>
<td>900</td>
<td>800</td>
<td>820</td>
<td>850</td>
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<tr>
<td>Pounds of Trash</td>
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<td>Steam Cleaning Routine</td>
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<td>Wellness Check</td>
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<td>152</td>
<td>93</td>
<td>81</td>
<td>123</td>
</tr>
</tbody>
</table>
Meet & Greet
74 New Montgomery St.

Meet & Greet
685 Market St.

Sticker removed
663 Mission St.

Sticker removed
Jessie West

Cardboard removed
636 Mission St.

Cardboard removed
111 Minna St.
Steam Cleaning
Jessie St.

Needles removed
Jessie West

Broken glass removed
715 Harrison St.

Broken glass removed
Jessie East