

Street Report

HOSPITALITY & ENVIRONMENTAL CONDITIONS | DECEMBER 2022



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



Trash removed – 135 4th 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 saw an increased level of foot traffic due to the holidays. Due to the cold, wet weather Interfaith Winter Shelter at Saint Mary's Cathedral (on Gough St.) opened up again and YBCBD's Social Outreach Specialist (Lagina W.) helped guide many people to this seasonal refuge from the cold weather. You'll notice the sharp increase in Social Outreach referrals in the 'miscellaneous' category as a result (see 'Social Service Outreach' section later in this report).

Human/animal waste abatement decreased in December (260 in December-the lowest total since October 2021) which the YBCBD Operations Manager (Greg J) attributes to the rainy weather deterring people from using the streets to leave their waste. Similarly, urine abatement was the lowest total (5 in December) since June 2021.

EVENTS/ACTIVITIES

Project Homeless Connect's Community Day of Service at Bill Graham Civic Auditorium (12/1): While outside of YBCBD (the event is located within the Civic Center CBD boundaries), our Social Outreach Specialist, Lagina, attended the event along with the Streetplus Social Outreach Specialists from Mid Market and Civic Center Community Benefit Districts. "The One Stop Shop expo-style for supportive services (had) around 20 service providers under the same roof."



Project Homeless Connect Event (12/1) at Bill Graham Civic Auditorium

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 28 unhoused individuals (down from 29 in the November) living on the streets of YBCBD during the month of December. LaGina was able to assist these individuals and others who were in the district during the day with a total of 53 social service referrals. The chart on this page shows a breakdown of these referrals.

Below are two of LaGina's significant encounters from December:

- **12/7** - I was doing my daily walk when I got to the top of Market and 2nd Street when I came across an unhoused male that was in the doorway of 605 Market St. He wasn't a regular in the district, so I asked him his name and asked if it was anything I could do to help him. He told me his name was "Sam" and that he was getting up and was headed to the Amtrak station but kept getting lost and he needed help to find it. "Sam" showed me he had a ticket to get on the bus that was leaving in about 3 hours. He said he was taking a break from walking because he had a lot of bags. I told "Sam" that I knew where Amtrak was located (555 Mission St) and that it's not inside the station. The bus actually pulls up on Mission St and a lot of people get lost trying to find it and I wouldn't mind helping him down there.

TYPE OF REFERRAL	Oct 22	Nov 22	Dec 22
Bus ticket	1	7	8
Clothing	2	9	11
Food	9	11	16
Storage	2	0	1
Shower	5	2	2
Miscellaneous	1	0	15
Total Referrals	20	29	53

- "Sam" agreed that would be in his best interest and asked me for 10 minutes to gather all of his belongings. I let him know that I would be right back to get him to Amtrak. Once I returned, he was all packed up and ready to go and I asked him where was he headed to. He said he was going to San Bernardino and his dad lived up there where he worked as a neurosurgeon. His dad was going to send him to a live in drug treatment program. "Sam" said he left home 4 years ago because his dad found out about his drug addiction and "Sam" had been moving around from city to city living on the streets. "Sam" said he hit rock bottom after his girlfriend died from an overdose a couple weeks ago. We arrived at the Amtrak bus stop where he still had a couple hours to wait but he said he was fine. I wished him well and told him good luck and he told me thanks for helping him find the location.

- **12/16** - I got a call from YBCBD Supervisor Robert O. about a homeless lady needing my help with services so I headed to 364 Clementina St. Once I arrived at the location, I was greeted by a lady who told me her name was "Kathleen". She didn't have any socks on her feet so provided a pair from my backpack and gave her gloves and a warm hat as well. She told me that she was trying to get to General Hospital because her husband was taken there yesterday for hip surgery and she wanted to make sure everything went well. She asked me if I could help her get bus fare because she couldn't walk that far. I told her that I did have four dollars that I could give her (I have a donation jar that people put loose change in at office). I counted out four dollars in change and gave it to her. She asked me if I could walk her to the bus stop so I did. On my walk with "Kathleen" I asked her how long she's been in San Francisco and she told me she lived in SF her whole life. Her husband just got housing in an SRO on Turk and Polk St. She said that they were homeless for about four years before getting the housing. Both "Kathleen" and her husband had addiction problems and had been working on them together to get treatment. We made it to the bus stop and I waited for her bus to come and told her I wished her husband a speedy recovery and happy holidays and headed back to my patrolling.

EMPLOYEE OF THE MONTH

Harlan A has been nominated for his outstanding efforts in the field, helping train new staff, quality assurance and filling in to any role the team is short handed on. Harlan is a Supervisor for the team and acts as the Operations Manager's (Greg J.) right hand man. When he's not working, he enjoys spending time with his daughters and working on his car. He's a huge 49ers fan and plans to attend a game next season.



Harlan A.

OVERVIEW OF MONTHLY SERVICE STATISTICS

	October 22	November 22	December 22	FY22 Average (July 21 - June 22)	FY23 Average (July 22 - June 23)
Graffiti	777	618	617	717	627
Human/Animal Waste Removal	511	445	260	315	385
Meet & Greet w/ Merchants/Residents	858	627	764	850	792
Needles	500	800	900	850	817
Pounds of Trash	32,500	45,000	38,750	42,813	40,000
Steam Cleaning Requests	119	81	78	32	83
Steam Cleaning Routine	270	287	327	241	297
Wellness Check	1,753	1,314	997	1,224	1,437
311 Request	75	69	42	81	85

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

Street Report

YERBA BUENA CBD STATUS REPORT DECEMBER 2022

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Flyer/Sticker removed
135 4th St



Trash removed
888 Harrison St



Trash removed
779 Mission St



Graffiti removed
363 5th St



Meet & Greet
70 4th St



Meet & greet
120 4th St

Street Report

YERBA BUENA CBD STATUS REPORT DECEMBER 2022

HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



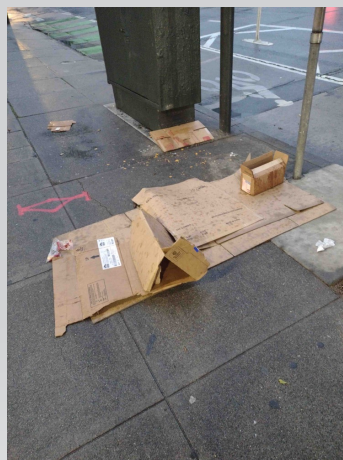
Meet & greet
801 Mission St



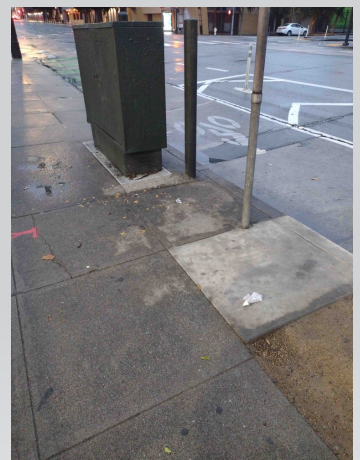
Flyer/sticker removed
900 Mission St



Flyer/Sticker removed
4th & Folsom



Cardboard removed
333 5th St



Graffiti removed
Jessie West



Graffiti removed
700 Mission St



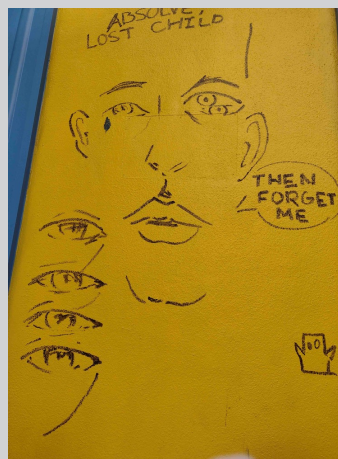
Street Report

YERBA BUENA CBD STATUS REPORT DECEMBER 2022

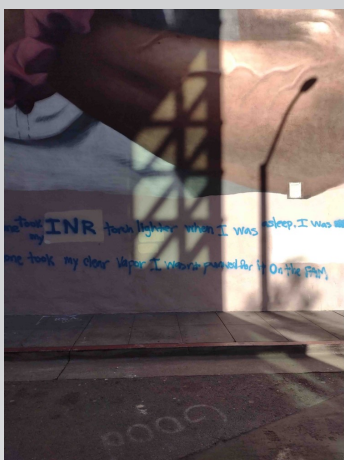
HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Graffiti removed
New Montgomery & Market St



Graffiti removed
149 Natoma St



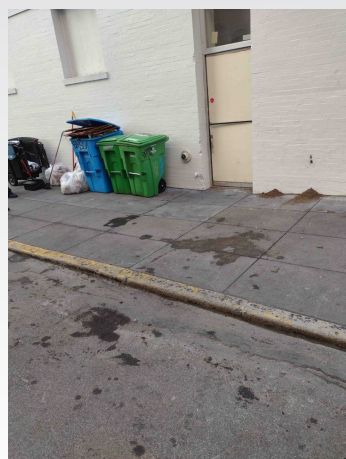
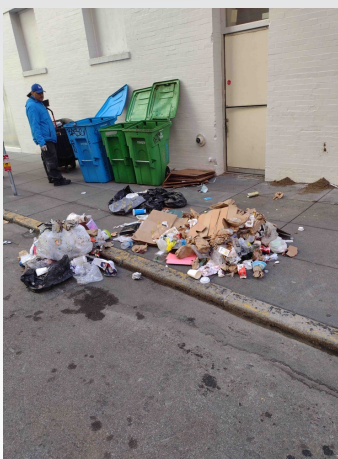
Graffiti removed
Jessie East



Graffiti removed
899 Folsom St



Graffiti removed
111 Minna St



Trash removed
100 Blk Jessie St

Street Report

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HOSPITALITY & ENVIRONMENTAL CONDITIONS/STATS



Broken glass removed
Lapu Lapu St



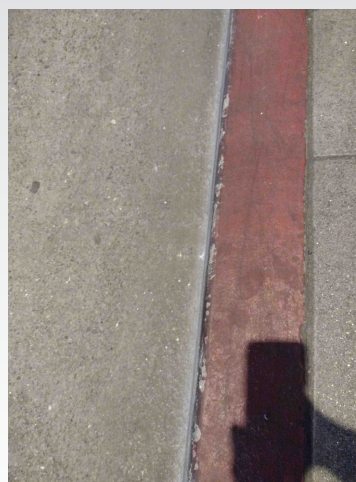
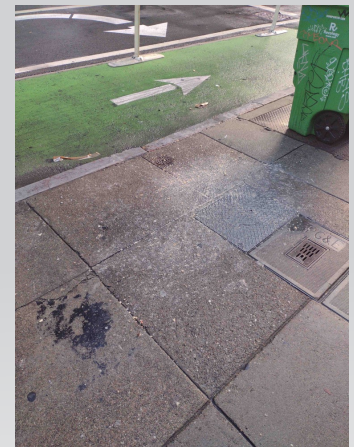
Trash removed
30 Annie St



Needle removed
Jessie West



Trash removed
92 2nd St



Broken glass removed
Jessie East