

1 [Commending OCEIA's Community Ambassadors Program]
2

3 **Resolution commending the Office of Civic Engagement and Immigrant Affairs**
4 **(OCEIA's) Community Ambassadors Program and its ambassadors for their excellence,**
5 **professionalism, and tireless dedication to the City and County of San Francisco.**
6

7 WHEREAS, The Community Ambassadors Program (CAP) is a community safety and
8 neighborhood engagement program of the Office of Civic Engagement and Immigrant Affairs
9 (OCEIA) that started in 2010 in the Bayview and Visitacion Valley neighborhoods in response
10 to cultural and linguistic tensions, increased violence, and the need for better community
11 safety options; and

12 WHEREAS, OCEIA's Community Ambassadors Program is the only non-police City-
13 operated ambassador program in San Francisco; and

14 WHEREAS, The Mayor's budget proposes to fund the ambassador program in
15 FY2024-2025, but to reduce funding to zero in year two of the budget, effectively ending the
16 longstanding OCEIA Community Ambassadors Program; and

17 WHEREAS, OCEIA's Community Ambassadors Program currently operates in the
18 Bayview, Visitacion Valley, Portola, Chinatown, Haight-Ashbury, Lower Haight, Hayes Valley,
19 Fillmore, Mid-Market, Tenderloin, Mission, and Outer Sunset neighborhoods; and

20 WHEREAS, CAP's community ambassadors promote multilingual community safety by
21 providing safety escorts, reporting emergencies and crime to medical and emergency
22 services, reporting hazards and street cleanliness issues, assisting merchants, helping the
23 homeless by conducting wellness checks and providing referrals for help, and informing the
24 community and visitors about the resources that the City offers; and
25

1 WHEREAS, In addition to hiring ambassador job positions directly, CAP is also a job
2 training program for the City & County of San Francisco in partnership with the Human
3 Services Agency (HSA) and JobsNow! to increase the number of ambassadors; and

4 WHEREAS, OCEIA's Community Ambassadors Program consists of over 60 dedicated
5 ambassadors, in addition to program and administrative staff, many of whom have served the
6 city for years; and

7 WHEREAS, OCEIA's community ambassadors are often residents of the
8 neighborhoods they serve and the teams are tailored to the linguistic needs of those
9 communities, and are often the bridge between the community and the City; and

10 WHEREAS, In FY22-23, CAP engaged in over 262,000 interactions with the
11 community, including over 55,000 merchant visits, 70,000 wellness checks, 250 crisis
12 response and interventions, including 8 lifesaving overdose responses; and

13 WHEREAS, OCEIA's community ambassadors receive robust trainings on violence
14 prevention, de-escalation, trauma, substance use, mental health, and homelessness, are
15 CPR & First Aid Certified, and are trained to administer life-saving NARCAN; and

16 WHEREAS, OCEIA Ambassadors work with almost every aspect of a community,
17 whether it's education, law enforcement, homelessness, business, maintenance, or sanitation;
18 and

19 WHEREAS, OCEIA Ambassadors are required to go through about 30 sessions of
20 training on violence prevention, de-escalation, trauma, substance use, mental health, and
21 homelessness, are CPR & First Aid Certified and trained to administer life-saving NARCAN;
22 and

23 WHEREAS, About half of the Ambassadors are bilingual, and speak a total of eight
24 different languages, and are trained to work with and talk to diverse communities to be
25

1 effective at communicating either culturally or linguistically with the diverse population in the
2 City; and

3 WHEREAS, Ambassadors must be knowledgeable about community-based
4 organizations, City programs and services and have extensive knowledge about where to
5 send people and where to refer them; and

6 WHEREAS, OCEIA provides detailed information to the public about the Community
7 Ambassador Program through its website and regular reports; now, therefore, be it

8 RESOLVED, That the San Francisco Board of Supervisors recognizes the OCEIA
9 Community Ambassadors Program as a nationally-recognized model program demonstrating
10 excellence in the field; and, be it

11 FURTHER RESOLVED, That the San Francisco Board of Supervisors applauds the
12 hardworking staff of OCEIA's Community Ambassadors Program and its ambassadors for
13 their excellence, professionalism, and tireless dedication to the City and County of San
14 Francisco; and, be it

15 FURTHER RESOLVED, That the San Francisco Board of Supervisors supports the
16 ongoing operation of OCEIA's Community Ambassadors Program without interruption within
17 the City and County of San Francisco; and, be it

18 FURTHER RESOLVED, That the Clerk of the Board shall transmit a copy of this
19 Resolution to the Office of Civic Engagement and Immigrant Affairs (OCEIA) and the City
20 Administrator's Office.



City and County of San Francisco

Tails Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 240685

Date Passed: June 18, 2024

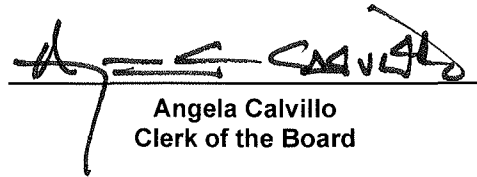
Resolution commending the Office of Civic Engagement and Immigrant Affairs (OCEIA's) Community Ambassadors Program and its ambassadors for their excellence, professionalism, and tireless dedication to the City and County of San Francisco.

June 18, 2024 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Dorsey, Engardio, Mandelman, Melgar, Peskin, Preston, Ronen, Safai, Stefani and Walton

File No. 240685

I hereby certify that the foregoing Resolution was ADOPTED on 6/18/2024 by the Board of Supervisors of the City and County of San Francisco.


Angela Calvillo
Clerk of the Board

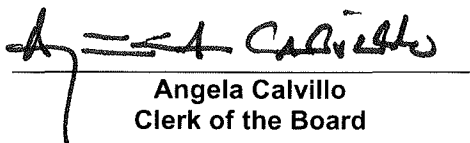
Unsigned

London N. Breed
Mayor

06/28/2024

Date Approved

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without her approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.


Angela Calvillo
Clerk of the Board

06/28/2024

Date