

1 [Commending OCEIA’s Community Ambassadors Program]

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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.**

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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

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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  
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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.

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