



Castro Community Benefit District July 2023 - June 2024 Castro Cares Annual Report



COMMUNITY BENEFIT DISTRICT



Castro Cares Highlights



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Accomplishments

Castro Cares is a program of the Castro Community Benefit District that provides a broad range of community ambassador services to the Castro. Community Ambassadors walk the district and act as another set of eyes and ears for the district. In doing so they:

- conduct wellness checks on the unhoused and offer to connect them with city services
- respond to calls on the CBD dispatch telephone line (415-471-7536)
- assist merchants with negative street behavior by trying to de-escalate situations and call 311 or 911 as is appropriate
- conduct wellness checks
- monitor no trespassing signs
- greet passersby

The Community Ambassadors provided:

- 28,153 Business contacts which ranges from greeting a business, helping to deescalate, providing resource information to the business, etc.
 - 17,026 Homeless Engagements which includes talking to unhoused and sometimes just providing a listening ear
 - 17,118 Wellness Checks which generally involves waking someone up who is sleeping and making sure they are OK, offering to connect them with city services
- (In the future Homeless Engagement and Wellness checks will be combined)
- 26,022 Citizen Interactions which can range from greeting passersby, answering questions, calling 311 for someone, etc.

Statistics

July 2023 through June 2024

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Business Contact	'23	--	--	--	--	--	--	3177	2965	2483	2442	2290	2273	15630
	'24	1973	2507	2113	1066	2261	2603	--	--	--	--	--	--	12523
Citizen Interaction	'23	--	--	--	--	--	--	2172	2104	1901	1884	1634	1583	11278
	'24	1510	1797	1724	1053	2723	5937	--	--	--	--	--	--	14744
Homeless Engagement	'23	--	--	--	--	--	--	1458	1605	1434	1332	1341	1370	8540
	'24	1240	1335	1412	856	1674	1969	--	--	--	--	--	--	8486
Incident Report	'23	--	--	--	--	--	--	9	168	1	1	2	--	181
	'24	--	--	--	1	--	--	--	--	--	--	--	--	1
Obstructing Sidewalk	'23	--	--	--	--	--	--	39	13	10	9	9	--	80
	'24	10	14	1	2	1	11	--	--	--	--	--	--	39
Other	'23	--	--	--	--	--	--	--	7	2	1	3	--	13
	'24	1	--	1	--	2	1	--	--	--	--	--	--	5
Overdose	'23	--	--	--	--	--	--	--	2	--	1	--	--	3
	'24	--	--	--	--	--	2	--	--	--	--	--	--	2
Safety Dispatch Call	'23	--	--	--	--	--	--	8	3	2	--	2	3	18
	'24	--	1	2	3	2	5	--	--	--	--	--	--	13
Sleepers	'23	--	--	--	--	--	--	366	104	47	12	8	16	553
	'24	8	14	7	--	19	78	--	--	--	--	--	--	126
Tent Counts	'23	--	--	--	--	--	--	212	145	19	7	29	26	438
	'24	37	7	2	--	5	8	--	--	--	--	--	--	59
Trespassing (Blocking Doorway)	'23	--	--	--	--	--	--	25	3	7	1	16	5	57
	'24	6	16	2	--	6	6	--	--	--	--	--	--	36
Wellness Check	'23	--	--	--	--	--	--	1598	1595	1428	1274	1261	1315	8471
	'24	1266	1235	1455	897	1748	2046	--	--	--	--	--	--	8647