

Appendix F: City Recovery Efforts

In September 2020, the Assessor's Office conducted a survey of City departments to identify what efforts they had undertaken to respond to and support the City's recovery from COVID-19. More than 50 departments responded to the survey, identifying over 350 actions taken between March and September 2020. The table below is a list of devoted resources gathered through outreach to all City departments, organized into the following areas:

- Job Connections
- Promote Safe Reopening
- Preserve Operations and Lessen Regulatory Burdens
- Pursue Economic Justice
- Meet the Needs of the Vulnerable
- Imagine and Build Stronger Neighborhoods
- Communications
- Other Policy Focus Areas

Hyperlinks are provided where available to access more information about a particular program. A glossary of terms is provided at the end of the appendix.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Job Connections			
Workforce Development Programs	HSH	Initiated a workforce development program in partnership with Tipping Point Community to support providers in rapidly recruiting and hiring new staff	Data not yet available.
Workforce Development Programs	HSH and HSA	Launched a workforce development program in partnership with Goodwill Industries for rapid hiring up for the Shelter in Place (SIP) hotels	
Emergency Hiring Unit	DHR	DHR created an emergency hiring unit to prioritize and assist with essential hires in the City during the pandemic including DPH's nurse hiring events.	DHR has expedited conviction history review to rapidly appoint more than 1100 essential positions including 264 registered nurses since March.
Benefits Assistance Sessions/Rapid Response	SFO	In partnership with the airport's labor partners, workforce development partners, Covered California, and local EDD offices, SFO offers "Benefits Assistance Sessions", or rapid response sessions, virtually to all airport workers who have lost their jobs or had their hours cut as a result of COVID-19 related	SFO has held 14 "Benefits Assistance Sessions" with 151 total attendees.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		layoffs. These help impacted workers navigate financial resources available to them.	
Created Worker Hiring Priority Strategy	SFO	Created policy to support employees being called back to work for the same or another Airport employer.	When the pandemic started an estimated 35,000 workers were laid off or furloughed.
Job Skills/ Workforce Development Programming	SFPL	SFPL provided online programming including resume workshops, online job searching, and interview essentials.	Through August 2020, SFPL held 8 programs with 519 attendees
Promote Safe Reopening			
Virtual Contacts with Clients	Adult Probation	Shifting clients contacts from in person to over the phone or face-time (video chat)	In addition to some client contacts at the Hall of Justice, Probation officers have maintained contact with their clients over the phone or face-time. Overall, staff have averaged approximately 685 of these contacts per week.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Donation	AAM	Donated PPE N25 masks to local police department	
Distribution of PPEs	BOS (Office of the Clerk of the Board)	Distribution of personal protective equipment (PPEs) to CBOs and businesses	Distributed 200k+ PPEs (masks, gloves, hand sanitizers, disinfectant, etc.) from mid-March to present.
Health Order C19-07b (Shelter In Place) Enforcement	DBI	Provide code enforcement and outreach for construction Health Order violations.	Responded to 800 complaints concerning non-essential construction. Educated the public and contractors on essential vs. non-essential construction. Issued correction notices to non-compliant construction sites.
SRO Mask Distribution	DBI	Provide masks to Single Room Occupancy (SRO) Hotel residents	Distributed 20,000 masks to residents of the city's SRO Hotels
SF311 Information Services on COVID-19	CAO (SF311 Customer Service Center)	Supported businesses, workers, residents, and vulnerable populations by providing information on business reopenings, shared spaces permit program, business tax relief, safety guidelines, testing sites, hotel services for essential workers, Muni services, food line assistance, and shelter services.	More than 75,000 queries on COVID-related information have been received since mid-March.

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Various	ADM	ADM has key roles in the City’s response to COVID-19, aiding in emergency response as well as reopening and recovery. ADM’s various divisions have broad ranging duties, including leading the Logistics Branch of the Emergency Operations Center, which procures and manages the inventory of personal protective equipment (PPE); housing the Emergency Operations Center and a temporary homeless shelter at the Moscone Convention Center; leading report and dashboard development for citywide PPE data through DataSF; reducing in-person contact by moving services online through the Digital Services Team; leading donations tracking and distribution; staffing shelter-in-place hotels through the Community Ambassadors Program; coordinating Community Education and Response Teams (CERT); ensuring vulnerable populations continue to have access to critical services through the consultation of the Mayor’s Office on Disability; performing extra cleaning through the Real Estate Division’s Custodial Services; and providing many other services by	Example metrics include: Issued 519 purchase orders to procure 67 million pieces of PPE; manage over 25 million pieces of personal protective equipment (PPE); published 185 COVID-19 information pages on sf.gov and had more than 500k page views on a single day; completed 1,383 investigations on COVID related complaints; developed and launched specialized maps including the testing locations map and the COVID-19 cases map; assisted with interpretation or other language assistance for 3,051 individuals during COVID-19 meetings and events; translated over 70 public information documents for the EOC, Department of Public Health, Board of Supervisors, and other City departments in Chinese, Spanish, Filipino and Russian; etc.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		reassigning staff as disaster service workers for other citywide COVID-19 responses.	
Emergency Child and Youth Care Program	DCYF	Provided care for children (K-7th grade) of hospital workers, frontline staff and essential workers.	On average, 200-250 children served per week between mid-March and June; 30K meals served

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Heal San Francisco	DCYF	Heal SF is a comprehensive effort to provide immediate and coordinated mental health services for San Francisco's public, private, and non-profit health care providers. The Heal San Francisco Rapid Response Team is coordinated by Our Children Our Families (OCOF) Council, an initiative under the Department of Children, Youth, and their Families (DCYF), in partnership with a variety of entities including the San Francisco Department of Public Health, Trauma Transformed, and UCSF.	500 attendees participated in 4 webinar sessions on clinical guidelines to support first responders. 35 SFUSD staff participated in facilitated wellness trainings. 4 participants engaged in wellness coaching sessions. 50 SFUSD staff at two pilot schools received online wellness trainings. Over 300 resources compiled on Heal SF website including 4 guides related to mental well-being during COVID were developed by the Rapid Response team as well as a pro bono network offering frontline and essential workers free mental health supports.
Rapid Response Mental Health Supports for SFUSD	DCYF	\$150,000 grant by the Walter & Elise Haas Fund to Community Initiatives, on the behalf of DCYF and SFUSD for one year of project to address COVID-19 related trauma. Funds will support SFUSD youth by providing training to SFUSD teachers and staff as well CBO providers to equip them with the skills and tools	This effort is in the early stages of implementation. To date our technical assistance providers have delivered a 1.5 hr live virtual Introduction to Healing Centered Engagement to SFUSD educators and other school professionals as well as a Cultural

Program Name	Department	Program Description	Applicable Metrics/Outcome
		to implement trauma-informed and healing-centered practices when schools reopen.	Mindfulness Institute for 120 SFUSD staff.
Disaster Service Worker Program	DHR	Same as above.	Testing Sites: DHR has been offering staffing support to the SOMA and Embarcadero Testing sites by deploying close to 50 Greeters per month at both sites. The Embarcadero site is one of the biggest COVID testing site in the region.
Disaster Service Worker Program	DHR	Same as above.	Contact Tracers: DHR has deployed 150 Contact Tracers to help with the City's contact tracing efforts. The number of Contact Tracers helps the team trace up to 200 cases/day if needed.
Disaster Service Worker Program	DHR	Same as above.	Over time DHR has deployed 1,781 DSWs to the EOC and CCC at Moscone

Program Name	Department	Program Description	Applicable Metrics/Outcome
			South to assist with the City's response to the pandemic.
City Test SF	DHR	Worked with CityTestSF implementation team to make COVID testing available citywide for the City's essential workers, distributes COVID+ data to departments.	As of 9/18/2020: Total number of tests with results released: 20038 Total number of positive test results for City Workers: 186
Employee Support and Health	DHR	Hired physician for clinical contact with COVID+ employees to ensure understanding of quarantine requirements, access to their healthcare provider, Return to work and close-contact advice. Works with ADM to ensure city re-opening plans meet safety requirements from clinical perspective.	As of 9/24/2020, contacted approximately 75 employees and reviewed approximately 10 re-opening plans.
Emergency Volunteer Center	DHR and DPH	DHR recruits, coordinates and deploys a labor force of volunteers that work as Disaster Service Workers in the COVID response. These are mostly Medical volunteers.	We have deployed over 120 volunteers across the City since the emergency declaration. Currently, our volunteer force has an equivalent salary value of \$500,000 per week.
Electronic COVID Reporting	DHR and SFDT	Implementation of Citywide Electronic Reporting for COVID positive and Workplace Contact Tracing to capture complete picture of COVID+ spread in the City workforce. This accomplishment will ensure compliance with	As of 9/24, departments have loaded 99 reports into the system.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		new COVID+ reporting legislation: SB 1159 and AB 685.	
COVID Command Center, Advanced Planning	DPH	<p>The team supports the reopening of SF by developing, maintaining, and updating SF indicators on a daily basis. These efforts enable them to analyze the city's disease burden and its ability to respond, including effective contact tracing, sufficient testing, and provision of PPE to support essential workers.</p> <p>They work with the state to verify data that the state is using to drive the tier status indicated in the <i>Blueprint for a Safer Economy</i>.</p>	NA
COVID Command Center, Advanced Planning	DPH	Assist the workplace hub with data analysis on the spread of COVID amongst workers when businesses are reopened to determine whether there are consistent risk factors within business settings or types.	Analyzed approximately 50% of positive COVID cases linked to workplace exposure.
COVID Command Center,	DPH	Manage the data request process at the CCC to ensure the public/media receive responses and	Completed data requests since data request process initiated = 115

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Advanced Planning		information that are data driven as it relates to the city's COVID response.	
Communications	DPH	DPH provides a range of resources and information on COVID-19 to support a safe reopening of San Francisco.	Average of 1000-1500 views on a weekly basis to https://www.sfcddcp.org/infectious-diseases-a-to-z/coronavirus-2019-novel-coronavirus/
Contract Tracing/Contact Investigation	DPH	<p>The work of case investigation and contact tracing contributes to economic recovery by helping prevent transmission and therefore keeping businesses and schools open.</p> <p>DPH has prioritized hiring bilingual Spanish speakers, as well as persons from Latinx and Black/African American communities.</p>	<p>As of Oct 2020:</p> <p>contact tracing and investigation staff = 275</p> <p>bilingual contact tracing and investigation staff = 98</p> <p>Latinx cases that have been interviewed = 89%</p>

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Testing	DPH	DPH employs multi-pronged testing strategies to identify and respond to cases and outbreaks across the city, with attention prioritized towards neighborhoods and settings that are most affected.	<ul style="list-style-type: none"> • As of 10/8/20, 545,000 San Franciscans have been tested. • Over 4,500 tests conducted per day, among highest in US per capita • From 3/7/20 to 9/30/20, over 21,000 people were tested at DPH-based sites. • From 8/25/20 to 9/25/20 alone, over 42,000 COVID-19 tests conducted in neighborhoods most affected.
Low Barrier Pop-Up Testing Events	DPH	Low barrier pop-up testing events co-created with community partners to prioritize testing in 7 neighborhoods with the highest positivity.	Over 11,000 total tests to date (2.56% positivity across sites)
COVID-19 Response in Latinx Community	DPH	Strengthen the COVID response in the Latino Community through investments in Essential Service Hubs, Test-to-Care, contact tracing, and healthcare services.	Additional \$7,250,000 dedicated to efforts to support Latinx community.
Launch of Telecommuting for Essential City Workers	SFDT	Enable telecommuting for city workers and provide secure access via VPN or RDP (to the desktop) for access to all City systems.	Over 7,000 telecommuting employees were working from home 5 days after the COVID stay-at-home order

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			DT assisted with ordering new devices new devices for telecommuters
Deliver Virtual Town Halls to inform the public and maintain normal business operations	SFDT	SFGovTV delivered virtual Town Hall meetings and attendance numbers surpassed all previous meetings	Public Health Town Hall - 2,190 viewers SFPD Virtual Town Hall - 500 viewers MTA Open House - 500 and 428 viewers Mayor's Health Town Hall - 122,600 viewers
Green Business Program Marketing Campaign	SFE	From June through August of 2020, the Green Business Program carried out a paid Facebook marketing campaign to advertise Green Businesses and let customers/clients know how to do business with them (ex. take-out from restaurants, contactless pickup from retailers, virtual appointments for financial services). The theme was "San Francisco: Open for Business" and featured a photo of each of the participating businesses. In April through May, we also did organic posts to advertise essential Green Businesses and those offering virtual services.	28 businesses were advertised during the paid advertising campaign about 12 during the organic posts for essential businesses. Metrics for paid advertising campaign: # of impressions = 362,000. Campaign reach = 160,000. Clicks = 2,804

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Green Business Program Webinars	SFE	The SF Green Business Program partnered with the California Green Business Network to host and promote webinars (open to all businesses, not just Green Businesses) on topics such as: Safer Cleaning and Disinfection (in English & Spanish), Balancing Sustainability and Safety, Rent Negotiation Strategies, Understanding the Payroll Protection Program, Successful Business Pivots, etc.	Approx. 120 businesses attended at least 1 of the webinars
Green Business Program Resource and Info Sharing	SFE	The Green Business Program kept our newsletter readership and Facebook followers up-to-date on COVID resources. Topics covered included: safer cleaning and disinfection, COVID testing programs, reopening timelines and resources, ways to maintain sustainability efforts at work or home during COVID	Newsletter readership: 1,500; GB Facebook followers: 1,800

Program Name	Department	Program Description	Applicable Metrics/Outcome
Reusable Bag and COVID-Resources Distribution	SFE	The reusable bag and COVID-19 resources distribution is a collaborative project between the SFE and the JIC outreach team's. The goal is to provide low-income residents and vulnerable communities reusable bags to offset the increased bag charge of 25 cents and information and resources to ensure their safety during the pandemic. Residents will receive a reusable bag with a reusable mask, hand sanitizer, information on safety protocols, and the essential worker ride home program.	10,600 reusable bags with COVID-19 safety resources to be distributed to residents. 1,020 have been distributed through the Latino Task Force/Carnival Health Fair. 1,020 to be distributed to Nail Salon technicians. 8,560 bags being packed at CCC for distribution to low-income residents at their housing sites and through CBOs serving the community in mid-October.
City Toxics Reduction Program - safer disinfectants	SFE	As most disinfectants are asthmagens, and asthma is a risk factor for COVID-19, the City Toxics Reduction Program held several initiatives to educate City Department staff about safer disinfection. These included an online training for custodians, a fact sheet on safer disinfecting methods, and a list of safer disinfectants, available on the City's green purchasing website, SFApproved.org. In addition, the Program assisted City Departments to address COVID-related needs, for example, by surveying vendors to determine which safer disinfectants among those	Contacted about 30 disinfectant vendors to determine availability of safer disinfectants to City Departments.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		approved by the EPA for use against COVID-19 are stocked and readily available.	
Outreach to nail salons re: reopening timelines and resources	SFE	Kept nail salons up-to-date on reopening timelines and financial and legal resources throughout the Shelter in Place order	Contacted about 200 nail salons in the city (in English and Vietnamese) whenever new guidelines & timelines were announced; also sent info about financial and legal resources
Distribution of PPE to Nail Salons	SFE	Worked with OEWD and the Southeast Asian Cultural Center to acquire PPE (from California's shipment), inform salons it was available and distribute the PPE	Contacted 213 salons. As of 9/24/20: 135 salons have picked up PPE. Total PPE distributed = 862 face shields; 28,250 surgical masks; and 325 bottles of hand sanitizer
Safer Cleaning and Disinfection for Child Cares	SFE	In partnership with DPH, delivered trainings in Spanish, Cantonese, Mandarin, and English for child care providers on safer cleaning and disinfection methods and SFE's web tool on how to find safer, COVID-approved disinfectants.	As of 9/24/20: delivered workshops to 120 child care providers (project is ongoing)

Program Name	Department	Program Description	Applicable Metrics/Outcome
Disaster Service Worker Program	Ethics Commission	All City and County employees are designated by both State and City law as Disaster Service Workers ("DSW"). Ethics Commission staff have served in support of the Zuckerberg Hospital, emergency hotel housing for those experiencing homelessness, and support for logistics and food insecurity initiatives at the COVID-19 Command Center.	Over 40 percent of Ethics Commission staff have contributed more than 2,800 service hours through deployments as CCSF Disaster Service Workers to directly aid San Francisco's COVID emergency response since the beginning of shelter in place.
Shelter Assessment and Safety Inspection Program	Fire (Bureau of Fire Prevention)	Conducted primary safety assessment inspections of potential motels/hotels to be used as shelters for homeless persons and COVID overflow sites.	Completed initial inspections and provided safety recommendations regarding the potential use of >60 sites for Shelter in Place or COVID Containment
COVID Testing Sites Safety Assessment Inspection Program	Fire (Bureau of Fire Prevention)	Conducted primary safety assessment inspections of potential COVID testing sites.	Completed initial inspections and provided safety recommendations regarding the potential use of >20 testing sites
Safe Sleeping Site Safety Assessment Program	Fire (Bureau of Fire Prevention)	Conducted primary safety assessment inspections of potential safe sleeping site for homeless persons in tents and/or RVs.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
Homeless Shelters and Safe Sleeping Sites Weekly Inspection Program	Fire (Bureau of Fire Prevention)	Conduct weekly inspections of homeless shelters (existing, Navigation Centers, and temporary hotel/motels) and safe sleeping sites to ensure maintenance of life safety systems and/or egress.	Completed between 1000-1200 inspections since program began in April and our inspectors continue to conduct >60 inspections per week
Community Paramedic Section	Fire (Emergency Medical Services)	Through our community paramedic section, EMS6, the SFFD has provided community paramedics to support efforts to move unhoused individuals into safe locations, maintain highest risk individuals in safe locations, and prevent the collapse of nursing homes.	
RC6 COVID Response Unit	Fire (Emergency Medical Services)	Through its operations section, the EMS Division has worked to maintain ambulance staffing that supports all parts of the communities. This effort was supported in regards around COVID by the creation of RC6, which was the nation's first COVID specific COVID response and recovery unit. This allowed units to maximize their ability to keep themselves and the community safe around the pandemic response.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
Emergency Support to Child Care Sites	First 5 SF (CFC) & OECE	Provided COVID related coaching/training services, translation of COVID materials, and purchases of emergency and non-emergency supplies.	\$788,874 between April and June
PPE supplies	First 5 SF (CFC) and First 5 CA	Receipt of PPE supplies from the state agency for distribution to San Francisco families.	<ul style="list-style-type: none"> • 26,900 adult masks • 11,550 child masks • 48 gallons of hand sanitizer • 1,920 units of 8 oz hand sanitizers • 600 units of 3 oz personal disinfectant
Community Roundtable	HRC	Weekly meeting with stakeholders from across the city to discuss how to support communities in addressing the impacts of the Coronavirus.	31 meetings, over 300 participants, diversity of neighborhoods, races and ethnicities.
Community Caravans	HRC	Weekly caravans to distribute PPE to vulnerable and under-served communities.	over 7 neighborhoods, distributed over 5,000 masks and PPE equipment in community.
Neighborhood Ambassadors	HRC	Hiring of community members to distribute PPE, refer to support and resources.	20 ambassadors around the city to support 4 neighborhoods, distributing thousands of PPE
Arabic Language Webinars	HRC	Monthly webinar series in Arabic focusing on COVID related issues in the Arab community,	Over 60 attendees during the inaugural web event.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		answer questions, highlight available resources, and support.	
Medical Surge Congregate Sites	HSA	If needed during a sustained surge, the City will activate three pre-identified medical surge congregate sites for COVID-19 patients who need low level medical care. This will prevent the San Francisco hospital system from becoming overwhelmed.	Three sites can accommodate approximately 350-375 COVID-19 patients at medical surge sites if needed.
Language Access Unit	OCEIA	Created CCOVID-19 glossary in 5 different languages	Distributed to over 60 city departments and EOC
Language Access Unit	OCEIA	Translated COVID-19 flyers, alerts and information	Over 30 translation projects completed for DPH, EOC, Mayor's Office and other departments
SF Shines for Reopening	OEWD	\$1.67MM in small business grants for physical improvements and furniture for social distancing and compliance with new regulations. This will be reallocation of existing funding and the funds would be limited to small renovations and furniture/fixture purchases up to \$5,000. The program will complement new programs such as Shared Spaces and will work	Would serve an estimated 340 businesses, and would make some funds available to businesses citywide in addition to the focus neighborhoods.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		with permitting and enforcement agencies to refer qualified small businesses in need.	
Personal Protective Equipment for Small Businesses	OEWD	PPE is being distributed through community partners all across the City to small businesses to help keep their employees and customers safe. The initial distribution was targeted to the most impacted and vulnerable communities, including the Mission, Chinatown, and Bayview. Mayor Breed attended a press event spearheading the launch of the PPE distribution. Distribution is still ongoing.	San Francisco has secured over 350 pallets of Personal Protective Equipment (PPE) from the California Governor’s Office of Emergency Services (CalOES) and the CalOSHA. This includes more than 1 million surgical masks, 600,000 face shields, and 150,000 16.9 oz bottles of hand sanitizer. The shipment from the State was completed on August 25, 2020
Business Assistance Hotline and Email	Office of Small Business	Managed the joint OEWD/OSB business hotline/email, and issued a twice weekly eblast. OSB, managed the hotline/email to help small business stay informed of local, state, federal financial incentives, employee regulations, legal assistance, business technical assistance, support program and resources, and COVID19 specific regulations and reopening guidance. Helped businesses obtain a determination on whether their business can open and under what constraints because their business type is	As of 9/18/2020 - assisted 3667 small businesses and sent 70 informational eblasts to average of 16,000 small business for each eblast.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		identified under the listed essential business or reopening categories.	
Mental Health Program	Public Defender	Provide masks and other hygiene products (hand sanitizer) for our homeless clients to prevent the spread of infection.	We handed out masks and wipes regularly when contacting clients in the community, approximately 3- 5 per week.
COVID-19 Testing Sites	RPD	Provide facilities for open-air testing sites-- facilities included Herz Playground, Tenderloin Rec Center, Garfield Square, Parque Ninos Unidos, Bernal Rec Center	Over 3000 people tested as of early July. 1181 tested at Crocker testing site alone.
Social Distancing Circles	RPD	Painted circles on grassy areas to encourage socially distanced behavior at our parks.	749 circles and 160 hearts = total of 909
Slow Streets	RPD	Participated in the City's/MTA's effort to provide more recreational safe spaces for pedestrians/bikes by closing streets. Rec Park manages some of the most popular slow streets including the Great Highway and JFK Jr Dr in Golden Gate Park	We saw a 600% increase in pedestrian activity in GGP. Slow streets in four parks-- Twin Peaks, Great Highway, McLaren, GGP.
Mask Distribution at our Parks	RPD	Our Park Rangers have been educating the public about current health order and distributing masks. They coordinate efforts	For week of 9/16-9/22/20: 7,917 masks distributed in just one week

Program Name	Department	Program Description	Applicable Metrics/Outcome
		with SFPD, Sherriff's office, SFFD and volunteer cadets of NERT.	
Specialized Cleaning and Disinfection	RPD	Created an internal cleaning task force; increased custodial hours and used supplemental labor; use of site disinfection checklists	
Health and Safety	RPD	Ensure reopening protocols comply with current health orders; essential to re-open our facilities and amenities.	
Public Communications	RPD	Post thousands of signs regarding safety and best practices across the city's parks; provide updates to the public through weekly enews updates and frequent social media postings; maintain our SFRPD COVID-19 Alert Page.	-
Touchless Pre-Order System for Concession Sales/Revenue	SFO	Goal is to provide mobile device enabled ordering system to reduce dwell time at concessions, increase concession purchases, and enhance health and safety protocols	n/a pending
COVID-19 Training Videos for Airport Employees	SFO	The airport filmed and produced six "COVID-19 Safety Precautions" training videos for airport employees currently working on-site or returning to work after a layoff period. The	Six videos were produced for the benefit of three groups: All airport workers, Airport Commission employees, and airport passengers.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		<p>videos covered physical distancing, sanitizing high touch surfaces, using common equipment, properly wearing a mask, the importance of staying home when sick, and the airport's commitment to ongoing training and employee feedback.</p>	
<p>Breakroom Expansion for all SFO employees</p>	<p>SFO</p>	<p>SFO is expanding its portfolio of breakrooms that serve all Airport employees, to support physical distancing and hygiene, and ensures the safety and cleanliness of these spaces. SFO continues to work to bring new spaces online, in areas accessible to workers across the Airport campus.</p>	<p>Before the pandemic, SFO provided 2 breakroom spaces in two terminals. Today, the Airport provides 5 breakrooms available to all SFO Employees in four of its five boarding areas.</p>
<p>Face Mask Distribution and Compliance</p>	<p>SFO</p>	<p>SFO is distributing cloth face masks, in sealed packages of five, to all Airport employers, for distribution to their workers to provide a safe environment for everyone at SFO.</p>	<p>SFO received 2.8 million face masks from FEMA. Almost 250,000 masks have been distributed to date. SFO continues to reach out to Airport employers every 2 months, to replenish their supplies as needed.</p>
<p>COVID-19 Facility Standards</p>	<p>SFO</p>	<p>Added COVID-19 standards to the Facility Standards Inspection Program (FSIP). SFO is in the process of re-inspecting all tenant</p>	<p>On track to complete inspection of 61 breakrooms Airport-wide, for both general and COVID-19-specific safety standards</p>

Program Name	Department	Program Description	Applicable Metrics/Outcome
Inspection Program		breakrooms for minimum compliance with both sets of standards.	
Civic Bridge Partnership for Communicating to Frontline Workers	SFO	Have been partnered with Accenture to explore redesigning our communications interface with frontline Airport employees to more effectively communicate SFO COVID-19 recovery efforts and resources.	n/a - pending
Onsite Rapid COVID-19 Testing	SFO	Working with Dignity Health GoHealth Urgent Care to provide onsite rapid COVID-19 testing for all SFO employees, Monday-Friday, 9 AM - 5 PM. Pilot program started with airline flight crews in August, and has since expanded to all employees earlier this month.	Have been averaging 30-60 employees being tested daily.
Plexiglass Installation Support for Small Business Concessions	SFO	Supporting small business concessions with designing and installing plastic barriers in all areas where passengers may come in close contact.	Have supported 6 small businesses to date.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Temporary Emergency Transit Only Lanes	SFMTA	<p>The SFMTA is working to protect people who rely on transit from increased exposure to COVID-19 on slow or crowded buses by installing temporary emergency transit lanes (TETLs). TETLs work by protecting buses from traffic congestion so that essential workers and transit dependent San Franciscans are not impacted as traffic returns, preserving travel time improvements of 20 to 50 percent observed since shelter-in-place. TETLs will help to address new, lower thresholds of crowding on Muni and budget constraints by enabling SFMTA to delivering more service with the same amount of vehicles and service hours.</p>	<p>(1) number/miles implemented (2) travel times / transit reliability (3) Equitable distribution of benefits (4) Reducing crowding (5) Transportation Impacts</p>
COVID-19 Ambassador Program (Transportation Information Program)	SFMTA	<p>The aim of the COVID-19 Ambassador Program is to encourage Muni customers to practice good public health behavior throughout their entire Muni experience. Ambassadors reinforce distancing at stops, provide customers with information about alternatives to Muni, temporarily modified routes and distribute masks to riders that may have forgotten theirs.</p>	<p>(1) masks distributed</p>

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SIP Gathering	SFPD	SFPD members and SFPD ALERT program educate the community on COVID 19. They also hand out PPEs to the public.	As of today, we handed out approximately 75,000 masks
Disaster Service Workers	SFPL	SFPL employees were re-deployed as DSWs during COVID-19 to provide support as skip-tracers, working at food banks, and supporting other agencies providing COVID-19 services	Up to 430 employees have served as DSWs
Safer Streets Program	SFSO	Perform patrol services in identified sites that are designated as critical in Citywide COVID response such as quarantine sites, test sites, rare resource storage, and other pre-identified locations. A majority of these locations are monitored and managed by the Dept. of Public Health.	There are 8 deputies (4 patrol teams) on duty from 1100 - 2300 and 4 deputies (2 patrol teams) on duty from 2300 - 0700.
EOC - Moscone Center Security	SFSO	Provide security at Moscone Center South, designated as the City's Emergency Operations Center.	There are 2 deputies assigned on each 12-hour watch (0700 - 1900 & 1900 - 0700).
Preserve Operations and Lessen Regulatory Burdens			
San Francisco Arts & Artists Relief Fund	Arts Commission	Provided emergency, need based funding to individual artists and small nonprofit arts and culture organizations identified as/serving historically financially vulnerable populations,	699 individual artists and 65 organizations received funding.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		defined as Black, indigenous, trans, immigrant and disabled.	
Defer filing deadlines	ASR	Deferred filing deadline for businesses required by state to complete annual business personal property statements. Advocated at State to ensure this deferral was uniform across counties.	Over 20,000 businesses impacted by deadline deferral
Shared Spaces Program, oversight	ASR	Oversight role in the creation, implementation and ongoing process improvements of the City's Shared Spaces Program. The City's Shared Spaces Program is co-administered by Planning Department, Public Works, MTA, Fire, OEWD and provides San Francisco businesses with the flexibility to operate outside on sidewalk spaces, parking spaces, roadways and nearby surface lots.	Over 2,000 applications received as of the end of September 2020 with close to 1,700 permits approved and operational across the City.
Property tax payment deferral and penalty waiver	ASR	Advocate for waiver of property tax penalties and deferral - tax collection is under authority of local Treasurer-Tax Collector's Office.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
Various	ADM	In addition, the City Administrator’s Office supported efforts on reopening and recovery by developing and managing the reopening plan for government services as well as assisting private sector reopening via the Economic Recovery Task Force. The government services work includes insuring workplace safety and supporting telework while also redesigning City services to be more accessible online. The Economic Recovery Task Force is charged with sustaining and reviving local businesses and employment and mitigating the economic hardships affecting the most vulnerable San Franciscans.	
Microloans for Small Businesses	SFE	SFE partnered with local community lender, Mission Asset Fund, to make no-interest microloans, up to \$2,500, for small businesses to upgrade their appliances and lower their energy costs with Energy Star certified equipment.	Pending

Program Name	Department	Program Description	Applicable Metrics/Outcome
Green Business Program Prebates and Rebates	SFE	From April through June of 2020, the Green Business Program provided rebates and prebates to existing Green Businesses to help offset the cost of any products they needed to keep their Green Business certification (ex. Safer Choice cleaning products, 100 % recycled content paper products, LED lights). The program will continue in FY 2020-2021. Rebates and Prebates will be awarded to in-process and existing Green Businesses that are either: a) in Districts 10 and 11, b) are majority owned by a person who identifies as Black, Indigenous, or a Person of Color, or c) are in industries hit the hardest by COVID	As of 9/24/20: Supported 19 businesses with \$500 each in rebates or prebates
Nail Salon Marketing	SFE	Created organic Facebook post in April to advertise nail salons that were offering products or services online	Post reached 300 people
Checkout Bag Charge Outreach	SFE	On July 13th, the COVID-19 Health Order rules and guidance for businesses was revised and released to allow customers to bring reusable bags back into stores. Outreach to essential businesses was conducted to inform affected	890 businesses were notified of this change. Many were sent follow-up emails with resources to post at point of sale and entrances to inform customers. Efforts are ongoing.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		businesses. Outreach to residents and businesses is ongoing.	
City Integrated Pest Management (IPM) Program	SFE	The City Integrated Pest Management (IPM) Program helped City Departments adjust their IPM practices and provided them with additional support to address newer issues related to the pandemic. Many newer IPM issues are public health-related, such as rats moving into new areas.	
Slow/Shared Streets-TASC	Fire (Bureau of Fire Prevention)	Plan review and onsite assessment of proposed street and sidewalk modifications within the Public Right of Way that may potentially impact Emergency Response routes/times. BFP inspectors work with SFFD's emergency responders to confirm that proposals comply with the State/Local Fire Code and that SFFD emergency operations can function efficiently.	Reviewed and assessed more than 50 potential slow streets, while continuing to gather field data ensuring SFFD emergency response times are not affected by those streets previously approved.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Shared Spaces (platforms)	Fire (Bureau of Fire Prevention)	Plan review and assessment of proposed Shared Spaces to be located in parking lanes which can impact Emergency Access from the street to the buildings. Additionally, inspectors work with SFDPW and the associated business owner to correct Emergency Access compliance issues that arise post-build and which need to be addressed immediately upon discovery.	BFP inspectors are assigned to inspect more than 550 City businesses on a bi-weekly basis based on DPW's program applications that have been approved for Shared Streets parking lane occupancy for outdoor operations.
Economic Recovery Task Force	Mayor, BOS, ASR, TTX, OEWD	(4.2.2020 PR) The Task Force is charged with guiding the City's efforts to sustain and recover local businesses and employment, and mitigate the economic hardships that are already affecting the most vulnerable San Franciscans. They will lay the groundwork for economic recovery once the City has made meaningful progress containing COVID-19.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
African American Small Business Revolving Loan Fund	OEWD, African American Chamber of Commerce, Main St Launch	\$3.2MM to support zero-interest loans up to \$50,000, with flexible repayment terms, loan forgiveness options, and wide-ranging technical assistance. This program is a partnership with the San Francisco African American Chamber of Commerce and Main Street Launch to establish a new loan fund to support Black-owned businesses that have been deeply impacted by the pandemic. The program launched on July 21 2020, the loan application went out to selected businesses on September 9, 2020, and first loans were approved on September 15, 2020.	So far, Main Street Launch has approved four loans totaling \$173,000. \$3,027,000 in loan capital remains in the program, which will serve approximately 65 more businesses.
Cannabis businesses were deemed 'essential' under the Stay Home Order	OOC	Collaborated with other City agencies to categorize existing cannabis businesses "essential" to allow them to stay open through COVID-19 pandemic in order to provide access to safe and regulated product	Approximately 170 Art.33 and Art. 16 permittees were able to serve the public and provide access to safe and regulated product
Temporary Delivery Authorization for	OOC	Given the challenges surrounding COVID-19, the OOC temporarily authorized delivery for interested storefront retailers.	Facilitated public access to safe product by granting temporary delivery authorization to storefront retail

Program Name	Department	Program Description	Applicable Metrics/Outcome
Store Front Retailers			operators during the COVID-19 pandemic
Moratorium on Commercial Evictions	OEWD	(3.17.2020 PR) The moratorium will prevent any small to medium sized busines from being evicted due to a loss of income related to lost revenue caused by COVID-19. Under state law, localities are prohibited from regulating commercial evictions. SF is alloed to take this action following the Governor's Executive Order (N-71-20) until 9/30/2020; Mayor issued under the powers of the local emergency. The state order allowed SF to put in place eviction controls. If the order is not extended, those powers for local governments go away. Extended to end of November.	
COVID-19 Small Business Resiliency Fund	OEWD	\$2.5MM in grants up to \$10k to support small businesses (up to 5 employees, <2.5MM in gross receipts) that can demonstrate loss of revenue	Phase I: \$1 million distributed to 128 businesses. Phase 2: \$1.5 million will be distributed to an estimated 200 businesses.
SF HELP	OEWD	\$12MM in up to \$50,000 in zero-interest loans for small businesses. Applications closed for this program in Mid-June.	Citywide: 159 businesses received \$4,762,213 in loans to date Minority Owned: 119 (75%) Women Owned: 83 (52%)

Program Name	Department	Program Description	Applicable Metrics/Outcome
Neighborhood Mini-grants	OEWD	(4.24.2020 PR) Program funds independently owned and women-owned small businesses in underserved commercial corridors (BV, CM TL, Excelsior, Japantown, Fillmore, Mission, and OMI). The program provides \$1k-\$10k for urgent economic relief.	356 businesses received \$861k in grants. Of awardees, 82% were entrepreneurs of color, and 72% were women.
Delivery Fee Cap	OEWD	On April 10, 2020 Mayor Breed issued a supplement to the Emergency declaration that capped third party delivery fees at 15% to support restaurants. This Order expires when indoor dining is at 50%.	
Deferred quarterly business taxes for small businesses	TTX	Allowed businesses to defer payment to February 2021. No interest payments, fees, or fines will accrue as a result of the deferral. This benefit will be offered to businesses with up to \$10 million in gross receipts.	Benefiting approximately 8,050 businesses with an average \$5,400 tax payment deferral each
Deferred Business Registration fee	TTX	Extended the 2021 Business Registration Fee deadline to March 1, 2021 instead of by May 31, 2020.	There are currently 93,000 registered businesses who pay nearly \$49 million in Business Registration Fees.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Delayed collection of the Unified License fees	TTX	Includes but is not limited to, charges to restaurants and food businesses, bars, convenience stores, many small retailers, hotels, and tour operators, from City departments. The due date for license fees otherwise due on March 31, 2020, is extended to March 1, 2021.	The deferral will impact nearly \$14 million billed to 11,000 businesses.
Extended property tax deadline & encouraged penalty waivers	TTX	Worked with the Board of Supervisors on legislation to take the unprecedented step of extending the property tax deadline from April 10 to May 15. Simultaneously encouraged taxpayers to submit a request for a penalty waiver and made the process as simple as a click of the button.	Resulted in 98.58% (\$3.27 billion) in property tax revenue being collected on time.
Suspended certain delinquent collection practices for the duration of the COVID-19 crisis	TTX	Suspended post-judgment collections (for example, bank levy and wage garnishments); Small court claims filings; summary judgments; citation issuance, property tax auctions. In conjunction with the San Francisco Department of Public Health and SFMTA (MTA), suspended the collection of certain obligations owed to Zuckerberg San Francisco General Hospital and the SFMTA.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
Surveyed banks about participation in Paycheck Protection Program and issued report and recommendations	TTX	Office of Financial Empowerment staff also surveyed banks about their participation in the Paycheck Protection Program, and about their response to COVID-19 related to consumer and small business relief. Survey results were synthesized to create a report on how banks have responded and makes recommendations for the future. This was done in conjunction with the California Reinvestment Coalition.	
Shared Spaces	Planning	This program has allowed many hundreds of small businesses to continue operating during the pandemic in an open-air, socially distanced fashion - giving them a financial lifeline and their patrons a momentary return to normalcy. In collaboration with Public Works and the MTA, the Planning Department has coordinated the program on public streets and sidewalks and on private lots.	1,811 applications received as of October 6, more than three-quarters of which have been approved.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Executive Emergency Relief	Planning	The Planning Department instigated, developed, or was a significant contributor to seven separate Supplements to the Mayoral Proclamation Declaring a State of Emergency, including: allowing restaurants to convert to delivery-only, removing regulatory barriers for temporary public health facilities, allowing hotels to be used as temporary housing, allowing outdoor dining on public property and streamlining it on private property, permitting school expansions to accommodate social distancing, and opening student housing to all populations.	7 Supplements issued.
Small Business Policy Development	Planning	The Planning Department developed the majority of the small business enhancement measures that were ultimately incorporated by the Mayor into November's Proposition H.	Should Proposition H pass, approximately 30 small businesses annually would be approvable over the counter, saving them at least 90-days of City review. Additionally, numerous new and expanding small businesses would no longer be subject to a 6-9 month requirement for Conditional Use Authorization.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Equity Groundplay	Planning	Affirmative engagement with underserved Neighborhood Commercial Districts to help small groups of merchants and residents organize outdoor spaces for commercial use (e.g. Shared Spaces). Organizational, design, management and implementation services are provided, along with some funding.	3 projects underway in the Mission District; future projects are planned in the Bayview, Chinatown, and in the SoMa Pilipinas Cultural District.
Shared Spaces	Planning, OEWD, SFMTA	To support neighborhoods by providing additional public space (sidewalks, full or partial streets, parks, plazas) to support local business activities. Businesses can use these spaces for pick-up and other neighborhood retail activity.	As of September 21, 2020, 2,018 businesses have applied for a Shared Space permit. 1,521 applications have been approved and another 171 are pending review. Participating businesses are located in every supervisorial district and are comprised of restaurants, retail establishments, pet groomers, and other businesses.
Emergency Loans to Support Port Micro LBEs	Port	Establishing a program to loan up to \$1 million, with very favorable terms, to micro LBEs who are Port contractors, suppliers or tenants to offset the economic impacts of COVID	Fund between 25 and 30 local businesses and sustain them for at least 1 year after receiving the loan.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Emergency Loans to Support Crab Fishers Who Lost Equipment in the Pier 45 fire	Port	Establishing a program to loan up to \$1 million, with very favorable terms, to crab fishers (a vulnerable workforce) to ensure that they can purchase new crab traps to participate in the 2020-21 Dungeness Crab season	Fund between 20 and 25 loans. The Port's fleet of crabbers fish in 2020-21 and again in 2021-22.
Broad-Based Rent Deferral	Port	Rent deferral broadly applied to Port Tenants, with outstanding rent due on July 31, 2020	Applied to 500+ tenants between March 1 - July 31
Opt-In Rent Deferral	Port	Extended rent deferral for Port Tenants who opted-in through online application, with outstanding rent to be due on December 31, 2020	Of the 500+ tenants, 81 tenants opted into the program for extended rent deferral between August 1 - December 31
LBE Tenant Rent Forgiveness	Port	3 months of rent forgiveness for Port LBE Tenants	Approximately 27 eligible Port tenants, for rent between March 1 - May 31
Select Maritime Tenant Rent Forgiveness	Port	6 months of rent forgiveness for select Port Maritime Tenants	Approximately 121 eligible Port tenants, for rent between March 1 - August 31
Percentage Rent Tenant Rent Forgiveness	Port	Up to 14 months of rent forgiveness for Percentage Rent Tenants, in exchange Tenant will only pay agreed upon % of sales during forgiveness period	Approximately 48 eligible Port tenants, for rent between March 1, 2020 - April 30, 2021

Program Name	Department	Program Description	Applicable Metrics/Outcome
Port Shared Spaces	Port	Free and expedited permitting of activation of outdoor spaces for existing port restaurant and retail tenants, and restaurants and retailers who are immediately adjacent to Port open space.	20 tenants and adjacent businesses have utilized the program to date and have a license issued until December 31
Small Business Webinar	Port, OEWD	1 hour live webinar on small business resources related to loans	60+ Port Tenants participated in live webinar
Supporting our Local Operators through Rent Relief and Concessions Adaptations	RPD	For tenants, we deferred, and in some cases waived, rent. We also adapted our concessions to meet COVID-19 safety protocols. Concessions include golf, bike rentals, boat rentals, horseback riding, and grab-and-go concessions.	
Small Business “Loan” Program	SFO	Explored feasibility of small business “loan” program. Evaluated partnership with Community Development Financial Institutions (CDFI) to create a small business capacity building and financial assistance program specifically for airport small businesses.	n/a
Financial and Operational Resource Newsletter	SFO	Provide weekly grant, loan, and operational resource document to small businesses	Sent to all active lease and permit holders at SFO -- 300+businesses

Program Name	Department	Program Description	Applicable Metrics/Outcome
Concessions Rent Relief	SFO	Rent Relief Program (pending Commission and Board approval) <ul style="list-style-type: none"> • March 2020 – Waive Minimum Annual Guarantee Rent • April & May 2020 – Waive all rent, fees and utilities charges • June through December 2020 – Waive marketing, trash, infrastructure and food court cleaning fees • For leases which did not have a Minimum Annual Guarantee in months mentioned above (Rental Car leases, American Express Travel Services lounge lease; Christian Science Reading Room), a waiver of space rent 	\$21.6 million dollars of relief going to 121 concessionaires. A portion of this relief also goes directly to employees.
Shared Spaces	SFMTA	Shared Spaces is a multi-agency program that allows merchants and community groups to use sidewalks, full or partial streets, and other nearby public spaces like parks, parking lots and plazas, for restaurant pick-up and other neighborhood retail activities allowed under San Francisco’s Public Health Orders.	applications received, approved, and implemented

Program Name	Department	Program Description	Applicable Metrics/Outcome
Shared Spaces	SFPW	The Shared Spaces permits program makes it easier for businesses to utilize outdoors spaces, such as sidewalks, streets and open lots, to serve customers and clients during the COVID-19 pandemic.	As of 9/25/20, Public Works reviewed and approved 405 sidewalk-only activation permits; and Public Works and the SFMTA jointly reviewed and approved 488 sidewalk and parking lane activation permits
Emergency Small Business & Nonprofit Utility Rate Discount	SFPUC	Temporary discount on utility bills for non-residential customers with fewer than 50 employees who self-certify they have lost income due to COVID. Provides discounts of 20% on water and sewer bill. Applicants receive six months of discounts, beginning from when they apply. Accepting applications until December 31. Program may be extended depending on funding availability and continued need.	400 customers enrolled as of Sept 2020. Average monthly discount of \$180.
Rent Deferral	SFPUC	For tenants on SFPUC property, deferred April-May rent collection. Tenants have up to a year to pay deferred rent.	N/A
Pursue Economic Justice			

Program Name	Department	Program Description	Applicable Metrics/Outcome
Virtual classes and groups via Zoom	APD	The Adult Probation Department's (APD) reentry center (CASC) launched all services on a virtual platform in April 2020. In July 2020, the Adult Probation Department expanded its virtual reach to client by integrated tablets in all of its housing programs for client use.	21 different group and classes are offered each month, 190 tablets have been integrated into APD funded housing sites
Online Family Wealth Forum - Building Financial Resiliency	ASR	Online programming designed to help families and residents build financial resiliency. Program included financial tips relevant during a global health pandemic, the importance and first steps to create an estate plan and an advanced health care directive and connections to local financial resources and counseling.	Over 200 online participants at July 2020 event; close to 1,500 served so far through annual Family Wealth Forums
SFMTA Partnerships	HSH	Partnerships with SFTMA and other partners include: Effective August 1, 2020, MTA will no longer charge tow and boot fees for people experiencing homelessness who are actively engaged with Coordinated Entry and as of October 1, 2020 people experiencing homelessness engaged with Coordinated Entry are eligible for a free Muni pass.	Data not yet available.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Tech for Emergency Operations Center	SFDT	Provided internet and phone connectivity, 1,500 devices, built 4 call centers and delivered onsite support for the Emergency Operations Center	Resources and support included 1,500 laptops and Chromebooks, 500 phones, and responded to 2,000 support tickets for 600 staff over 6 months
Internet Connectivity for Students and Seniors Closing the Digital Divide	SFDT	Closing the digital divide requires providing internet service to underserved communities. The Fiber to Housing project accelerated installation of Wi-Fi to housing units as well as DPH shelters during COVID. Because staff could not enter apartments, Wi-Fi was delivered.	In 6 weeks' time, Internet service was delivered to 5 DPH centers and SROs with a total of 545 beds, Wi-Fi installed in 24 public housing community center rooms, Wi-Fi was installed to support 1,300 affordable housing units to support 500 students in 8 housing complexes.
Internet for Student Community Hubs	SFDT	In partnership with DCYF and MOHCD worked to support the devices and connectivity for the Student Community Hubs that will host students with distance learning.	DT prepared and delivered 1,300 Chromebooks and coordinated network setup of the devices with SFUSD. Where connectivity was low, DT installed Wi-Fi high capacity mobile hotspots. Enhanced connectivity at Rec Centers being used as Hubs
Internet service for Emergency	SFDT	DT installed fiber connection to Childcare centers and assisted with the deployment of Wi-Fi at these locations	20 sites initially required new or enhanced fiber connectivity, now reduced to 5.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Childcare and Youth Centers			
Bring Nature Home Seed Planting Kits	SFE	Partnered with SF Children and Nature to create and distribute seed planting kits as part of literacy kits that were sent home to low-income families throughout community centers to support nature connection and distance (emergency) learning	3,335 families supported
School Education (Distance Learning Materials)	SFE	Designed new virtual programming and outreach collateral to support environmental education in San Francisco schools and students in their distance learning environments; Led teacher workshops and trainings	Approx. 100 students reached per month; 20 teachers attended at least 1 of the webinars
COVID Supports to Essential Service Workers Serving Child Care Sites	First 5 SF (CFC)	Provided support to child care programs that serve essential service workers during the Shelter-in-Place duration.	\$47,725 between April and June
Early Care and Education	First 5 SF (CFC) & OECE	Provided emergency related support and services to the early care and education (ECE) community.	<ul style="list-style-type: none"> 14 emergency child care sites serving 148 infants, toddlers, and preschoolers of essential workers.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Support Citywide			<p>Held twice weekly support meetings with ECE directors and partners (25 total) between March and June.</p> <ul style="list-style-type: none"> • Provided 140 non city-funded sites with access to info and guidance to safely care for young children during this pandemic. <p>Provided weekly support meetings and technical assistance to over 400 city-funded child care and center-based sites on how to re-open safely (38 roundtable meetings that reached hundreds of providers weekly).</p> <ul style="list-style-type: none"> • About 52% of all city-funded licensed ECE sites had re-opened in July. • Provided 1,185 pieces of PPE to ECE sites. • Distributed 4,352 learning kits to ECE providers to support families with young children in distance learning.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Books for Distance Learning for Young Children	First 5 SF (CFC) and First 5 CA	Receipt of children’s books from the state agency for distribution to San Francisco families.	1,161 English and Spanish books
Family Resource Centers' (FRCs) support to families	First 5 SF (CFC), DCYF, and HSA	Allowing FRCs to redirect funds for emergency related staff support, family assistance, services, supplies, and equipment.	\$588,998 redirected between April and June
Family Resource Centers (FRCs)	First 5 SF (CFC), DCYF, and HSA	26 city-funded FRCs providing support and services to families.	<ul style="list-style-type: none"> • 21 weekly support meetings since March. • Partnership with UCSF to offer FRC staff weekly in-service trainings on COVID-19 and child health started in July. • All 26 FRCs switched to providing remote and virtual supports form families (weekly wellness calls, virtual support groups for parents, virtual parent education classes, virtual parent/child playgroups, and comprehensive case management for families experiencing acute needs).

Program Name	Department	Program Description	Applicable Metrics/Outcome
			<ul style="list-style-type: none"> • 2,460 food pantry distributions since March with about 100-300 families served per distribution. • 780 deliveries of groceries and meals to families unable to go to food pantry events.
Opportunities for All	HRC	Youth gain work experience, connect with employers and earn stipends. Created remote opportunities so youth could stay engaged.	Over 1400 youth were placed in remote internships.
Education Equity	HRC	Provided computers, hot spots, workshops, webinars and digital support for youth, caregivers and service providers.	Launch of weekly workshops, distribution of thousands of books, online learning for 40 programs/partners serving thousands of youth citywide.
Emergency Child Care Program for Pre-School Age Children	HSA	Provided care for preschool children of hospital workers, frontline staff and essential workers.	Served an average of 400 pre-kindergarten age children from April-June.
COVID-19 Homeowner Emergency Loan Program (HELP)	MOHCD	COVID-19 HELP is used to assist low- to moderate-income San Francisco homeowners who are struggling to make housing payments due to financial hardship caused by COVID-19.	The program has not been used extensively by San Francisco homeowners due to foreclosure moratorium and state anti-foreclosure protection legislation. Once the

Program Name	Department	Program Description	Applicable Metrics/Outcome
			government protections are lifted, the need for the program to keep homeowners out of foreclosure is likely to increase.
Saving for College During COVID-19 Report	TTX	Kindergarten to College Program issued a report on saving for college during COVID-19. The report used K2C program data to show how COVID-19 exacerbates racial and economic inequalities.	
COVID-19 Fine and Fee Discount Guide	TTX	The Financial Justice Project compiled a roundup of actions City departments and the courts are taking in response to the crisis to alleviate the burden of fines, fees, financial penalties, and collections.	
Emergency Child and Youth Care (ECYC) - Spring 2020	RPD	Provided care for children (K-7th grade) of hospital workers, frontline staff and essential workers.	513 children; 37 rec centers and clubhouses; Up to 13 hours each weekday, 3 meals each day, 250+ rec staff to manage, supervise, and provide direct services
Emergency Child and Youth Care	RPD	Provided care for children (K-7th grade) of hospital workers, frontline staff and essential workers.	116 children enrolled in fall ECYC at 5 locations.

Program Name	Department	Program Description	Applicable Metrics/Outcome
(ECYC) - Fall 2020			
Summer Camps	RPD	Provide summer recreational opportunities for children in San Francisco	2000+ kids enrolled in pods of 12, 9 weeks of camp, 20,730 hours of programming provided, 404 kids received full scholarships
Community Hubs	RPD, DCYF	Providing distance learning support for the city's most vulnerable children. First phase serving K-6th grade.	139 children enrolled in CHs at 9 rec-park staffed locations
Chromebooks	SFHA	Chromebooks distributed to public housing, RAD, HOPE SF and HOPE VI tenants throughout the City and County of SF to support distance learning for youth.	500 Chromebooks
Laptops	SFHA	Laptops distributed to young adults entering college to support distance learning.	75 laptops
eResources	SFPL	SFPL reallocated resources to allow patrons increased access to eBook, eStreaming, and eLearning platforms.	2,544,805 eResources have been checked out or streamed by patrons between April and August 2020. Usage has increased 61% since March 14.
Public Wi-Fi Access	SFPL	continued to provide Wi-Fi access from all 28 SFPL locations	Between 3/14 and 8/31, 6,070 people have connected to SFPLs Wi-Fi networks.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Homework Help	SFPL	SFPL provided online tutoring to students via the digital platform Brainfuse	Between April and August 2020, Brainfuse reported 7,612 sessions.
Sweet Story Times	SFPL	SFPL repurposed its early-literacy children storytime programs from an in-person to an online format. Storytimes are provided by SFPL Youth Services Librarians and guest readers, and are available in English, Spanish and Chinese. Guest readers included City Librarian Michael Lambert, Mayor London N. Breed, Dave Eggers, Maria Su, Phil Gingsburg, Aaron Peskin and other local elected officials.	Through August 2020, SFPL provided 112 Sweet Stories on IGTV, YouTube and Facebook. The storytimes have been viewed 88,840 times.
Scholar Cards	SFPL	SFPL provided library access to all SFUSD students and students at 5 charter and private schools	SFPL provided 17,862 public and private school students with new library cards, and messaged an additional 45,970 SFUSD students their existing library card information
SFPL To Go	SFPL	SFPL provide curbside pickup of physical library materials for SFPL patrons at 6 locations as through September 2020 -- including the Main Library, Eureka Valley, Excelsior, Marina, Merced and Mission Bay branches -- with additional locations slated to reopen in the coming months.	Since it's launch August 10 through September 20, 14,439 patrons have visited a Library location to check out or return physical materials.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Summer Stride	SFPL	SFPL provided its summer reading program - Summer Stride - virtually.	15,077 people participated in Summer Stride. Additionally, SFPL provided 30 virtual programs.
Tech Programming	SFPL	SFPL provided online programming including training on using Zoom, google drive, google slides, and other online technologies	Through August 2020, SFPL held 15 programs with 755 attendees
7. Meet the Basic Needs of the Vulnerable			
Give2SF Housing Stabilization Program	MOHCD	Emergency housing-related financial assistance for households financially impacted by COVID-19. Targets assistance to the most at-risk households by considering a set of risk factors, including past homelessness, domestic violence, pre-pandemic income level & housing cost burden, etc.	<p>Program has received more than 9,200 application to-date, requesting more than \$42 million in housing-related financial assistance. Program targets assistance to the most at-risk households and is currently serving more than 1,440 households with \$3,000-\$6,000 per household. Total amount of direct financial assistance available: \$7.5 million; amount committed to 1,440 households: \$6.5 million</p> <p>Total applications received, total amount of financial assistance requested and provided, type of</p>

Program Name	Department	Program Description	Applicable Metrics/Outcome
			financial assistance (rent, utilities, etc.) requested and provided, months of assistance provided, type of tenancy (on lease, not on lease), client-level demographic data (neighborhood, race, ethnicity, SOGI, household size & income, industry of employment, etc.)
Emergency Housing - St. Moritz	APD	Emergency housing program for individuals released from jail pre-adjudication due to zero bail decision (May 15 -September 18)	From May 15, 2020 - September 18, 2020, the Adult Probation Department has serviced 95 program participants in the Emergency housing Program and has reduced homelessness by 4,375 days (reduced homelessness is based on client utilization - each day a client is in a bed it is counted as 1 day reduced homelessness)
Citywide Case Management	APD	Food delivery program (March 15 - September 18)	On an average, Citywide case management delivers weekly free groceries to 30 clients who are accessing their behavioral health clinical case manager

Program Name	Department	Program Description	Applicable Metrics/Outcome
Client Wellness Checks	APD	The Adult Probation Department implemented Wellness Checks in the community for our medium and high risk clients. Probation officers contacted clients in the community to ensure public safety and to support clients in their successful reentry.	Approximately 207 actual contacts were made with clients in 5 evenings.
Language Access Program	BOS Office of the Clerk of the Board)	Provided language assistance to Limited English Proficient (LEP) constituents.	Served 1,700+ LEPs from mid-March to present.
COVID Code Enforcement Outreach	DBI	Community outreach staff reached out to people regarding COVID safety in residential common areas such as shared bathrooms and kitchens	Contacted 10,000+ low-income renters in Spanish, English and Cantonese
COVID Health Order 19-04	DBI	Enforcement of Health Order in SRO Residential Hotels' shared bathrooms and kitchens	370 inspections and an additional 188 responses to requests for help

Program Name	Department	Program Description	Applicable Metrics/Outcome
Child Support Services	Child Support Services	<p>The San Francisco Department of Child Support works with parents-custodial and noncustodial-and legally acknowledged guardians to ensure children and families receive court-ordered financial and medical support. Services offered by the Department include: establishing paternity (fatherhood); locating absent parents; requesting child support orders from the court; requesting medical support orders from the court; enforcing child support orders; modifying child support orders; and enforcing spousal support orders in conjunction with child support.</p>	<p>When the COVID-19 public health emergency was declared in mid-March 2020, Child Support Services supported 10,026 families in San Francisco. In response, our Department implemented the following strategies to ensure continuation of services and access to the public:</p> <ul style="list-style-type: none"> • Implemented COVID-19 (financial) Impact Tracking for our case management enforcement system (CSE) • Expanded options for email, phone and text communications • Telephonic appointments • Telephonic court appearances • DocuSign and expanded e-filing services • Professional Business and Driver's License fees were substantially reduced for parents paying support

Program Name	Department	Program Description	Applicable Metrics/Outcome
			<ul style="list-style-type: none"> • Unemployment Benefit payments for parents paying support were substantially reduced • Ongoing efforts to prioritize court hearings to reduce monthly support payments for parents paying support • Mail Drop-box container remained open so that customers documents can be dropped off Monday through Friday 24 hours a day • Customer Connect Website and IVR messages established to alert customers of COVID-19 related announcements • Effective March 2020: Suspended enforcement actions pertaining to bank levy collections for parents paying support • Effective March 2020: Suspended enforcement actions pertaining to (labor unions) Vacation Funds for parents paying support

Program Name	Department	Program Description	Applicable Metrics/Outcome
			<ul style="list-style-type: none"> • Provided customers with referral information to access local food bank distribution centers and other community resource services • Heroes Act collections were provided to parents receiving support as directed by Federal legislative response to the COVID-19 pandemic • Extended Debt Relief programs to assist and serve families in response to the COVID-19 pandemic • Offered (limited enrollment) interest free loan programs and other flexible financial arrangements to assist parents paying support • Due to anticipated US Mail delays, we have extended processing times to allow customers more flexibility • Increased efforts to offer parties alternatives solutions for

Program Name	Department	Program Description	Applicable Metrics/Outcome
			<p>negotiating child support amounts to mitigate court cost and fees</p> <ul style="list-style-type: none"> • Expanded batch e-filing through (CSE) • Implemented expanded mail handling process to include scanning/tasking all incoming mail to mitigate processing delays • Created new mail handling flows for documents that require physical processing • Distributed and manage IT equipment that allows employees full access to program systems to ensure secure, uninterrupted service to our customers
Video Marriage Services	County Clerk	Since June, County Clerk has provided Video Marriage services including marriage license issuance and marriage ceremonies to couples via videoconference as permitted under state Executive Order. Using digital technologies including videoconferencing and electronic signature, the County Clerk is able to provide	Since introduction in June, County Clerk has scheduled 1,437 video marriage appointments through the end of September.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		this service while protecting the health of customers and staff.	
Video Domestic Partnership	County Clerk	The County Clerk will begin Video Domestic Partnership appointments the last week in September. Issuing Domestic Partnership using video conference technology and electronic signatures will assist couples seeking to register as Domestic Partners in time for peak demand around City and County of San Francisco employee Open Enrollment period.	Prior to City Hall closure, the County Clerk issued on average 47 Domestic Partnership Certificates per month.
Community Hub Initiative (CHI)	SCYF	Provide in person support for distance learning support to high need SFUSD students at safe and digitally connected neighborhood locations. Hubs are implemented by youth development CBOs with the expertise to support learning and social emotional development	Outreach to over 3,200 families conducted by over 50 non-profit organizations and City Departments; 1,040 youth in grades K-8 attending 59 Community Hubs Citywide as of October 5, 2020.
Increased Flexibility to Provide Essential Services	DCYF	DCYF allowed all current grantees to pivot to providing essential services that address basic needs, economic stability, education, social connection and trauma and wellness. These services are provided using existing agency and programmatic structures but in a way that	Over 150 DCYF-funded agencies and 350 programs are providing essential services. Counts and demographics of youth receiving different services will be released in late October 2020.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		recognizes current and future limitations related to health orders and other relevant guidance.	
Free Meals for Children and Youth	DCYF	DCYF, in partnership with Community Based Organizations, offered free meals for children and youth during the SFUSD school closure for the 19/20 school year and during summer vacation. Efforts included: free grab-and-go meals for Mondays and Wednesdays and free meals from Community-Based Organizations through DCYF's Summer Meals Program.	During SFUSD School Closures 19-20, DCYF provided approximately 11k meals at 5 distribution sites. During Summer 2020, DCYF provided approximately 23k meals at 8 distribution sites. During Summer 2020, DCYF provided approximately 60k meals at 60 summer programs.
We are the City: Together Apart Virtual Talent Showcase by San Francisco Youth	DCYF	On June 25th, 2020 DCYF hosted We Are The City: Together Apart, a live-streamed virtual youth talent showcase in partnership with Livable City, Sunset Youth Services, Project Level, and Peer Resources hosted on streaming platform HowLiveTV. Youth participants from DCYF-funded programs showcased videos, dance, music, DJing, and discussions on current events.	3.1K viewers on Facebook Live including 896 unique viewers accessed the event. DCYF administered surveys on youth needs during the event and received 76 responses.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Summer Camps	DCYF	DCYF grantees provided summer camp programming in accordance with the DPH Health Order that authorized summer programs for children and youth to operate between June 15th and August 17th, 2020 if they provide care that enables a parent or guardian to work.	Over 50 DCYF-funded and 31 RPD summer camps served an average of 2,200 youth per day.
Summer Camp Registration for all youth providers	DCYF	On May 26th following the issuance of the San Francisco Summer Camp Directive DCYF launched a form for all service providers interested in re-opening to complete. The form served two key purposes—(1) to ensure that service providers were aware of COVID-related health protocols and acknowledgment of their compliance with the Health Order, and (2) provide a list of available summer camps and programs for the general public. At the end of the form, respondents were asked to certify that they have a Health and Safety Plan in place in accordance with the directives linked below.	Registration metrics: 346 Childcare center provider or family childcare home (in-home) provider (ages 0-5), 57 DCYF summer camp provider (ages 5-17) and 131 Private summer camp provider (ages 5-17)
Technical Assistance and Capacity Building	DCYF	DCYF pivoted our Technical Assistance and Capacity Building work to meet the needs of our grantees during the pandemic. Shifts include providing more training to help build	From March 15th-September 30th, 2020 DCYF's Technical Assistance and Capacity Building work included 9 providers who provided 88 workshops.

Program Name	Department	Program Description	Applicable Metrics/Outcome
offerings adapt to meet CBO needs		virtual engagement skills, increase self-care practices and support the needs of youth experiencing trauma.	These workshops engaged 463 attendees from 26 CBOs representing 77 DCYF programs.
Coordinated Entry	HSH	Coordinated Entry Access Points are designed to provide access, determine eligibility, conduct problem solving and assessments, and perform housing referrals for San Francisco adults, families or youth experiencing homelessness. During COVID-19, Coordinated Entry has pivoted to offer virtual access.	Between March - June 2020, approximately 1900 Households (Adults, Families or Youth) accessed Coordinated Entry.
Safe Sleep	HSH	Safe Sleep programs are low-barrier and COVID-informed, have 24/7 access, and connect people experiencing homelessness to resources and services to help them safely shelter in place during the COVID-19 crisis and provides a connection to the Homelessness Response System to work toward an exit to homelessness. No walk-ins are permitted.	Will be available soon at: https://data.sfgov.org/stories/s/COVID-19-Alternative-Housing/4nah-suat/
Shelter in Place (SIP) Hotels	HSH	COVID-19 asymptomatic people experiencing homelessness who are 60 or older or have been diagnosed with a COVID-vulnerable medical condition are prioritized for placement into a hotel room to safely shelter in place.	As of October 1, 2020 there were 2,086 individuals utilizing this service.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		Referrals are made through identified sources, no walk-ins permitted.	
Problem Solving	HSH	Problem Solving is an umbrella term for an array of services and support that seek to quickly resolve housing crises and prevent the need for any, or additional, Homelessness Response System interventions.	No data currently available.
Homeless Outreach Team	HSH	San Francisco Homeless Outreach Team (SFHOT) connects unsheltered San Franciscans with services, medical care, and shelter to help them move off the streets and stabilize their lives.	Between March - August 2020, SFHOT has conducted almost 54,000 successful encounters.
Supportive Housing	HSH	HSH administers locally and federally funded supportive housing to provide long-term affordable housing with on-site social services to people exiting chronic homelessness.	724 individuals have been housed through Supportive Housing services from January - June 2020.
Temporary Shelter	HSH	Temporary Shelter System provides short-term emergency shelter for people (Adults, Families, TAY or minors) experiencing homelessness in San Francisco.	COVID-19 impacted temporary shelter capacity. HSH is working closely with DPH, City partners and providers to expand to COVID-informed capacities

Program Name	Department	Program Description	Applicable Metrics/Outcome
MealsInPlaceSF Program	HSH	Launched and funded the MealsInPlaceSF program which delivers 1,400 meals per day to people living in encampments in partnership with Salvation Army	Since March 2020, MealsInPlaceSF has delivered 1400 meals a day to people living in encampments.
COVID-19 Allowance Hotel Placement	HSH	Created “COVID-19 Allowance Hotel Placement” initiative that provides temporary hotel vouchers to stabilize Housing Referral Status households during shelter in place who would otherwise have been unsheltered.	Metrics not yet available.
Emergency Housing Voucher Program for Housing Referral Status TAY	HSH	Implemented an Emergency Housing Voucher program for Housing Referral Status for Transitional Aged Youth (TAY, ages 18-24) to provide a hotel voucher while searching for housing.	Over 50 youth experiencing homelessness were served through this program who would have otherwise been unsheltered
City's Essential Worker Childcare Program	HSH	Expanded the City’s essential worker childcare program to the staff within the Homeless Response System	HSH does not have access to these metrics
City's Essential Worker Ride Home Program	HSH	City’s Essential Ride Home program to ensure that Homeless Response System staff could	HSH does not have access to these metrics

Program Name	Department	Program Description	Applicable Metrics/Outcome
		get to and from work more easily during the pandemic	
Disaster Service Worker Program	DHR	DHR has supported and will continue to support the COVID response by deploying DSWs for various programs as well as operations of the Emergency Operations Center and the COVID Command Center. Since March, DHR has responded to and deployed personnel for more than 5,000 DSW requests.	Since March 2020, DHR has responded to and deployed personnel for more than 5,000 requests. Deployments include feeding, testing, SIP hotels, EOC, and more. A few examples follow. Food Bank: DHR coordinated the deployment of 160 DSWs to the Food Bank program to help with the pandemic response. Food Bank DSWs helped deliver food to various neighborhoods in San Francisco from March – September.
Disaster Service Worker Program	DHR	Same as above.	Hotel Sites: DHR deployed around 200 Site Monitors and Leads to help with the Hotel and Shelter-In-Place sites operations from March to September. These sites provided alternative housing to residents

Program Name	Department	Program Description	Applicable Metrics/Outcome
COVID Command Center, Joint Information Center	DHR	La Familia Unida Contra COVID-19 (Families United Against COVID-19) campaign created with the Latino Task Force will focus on culturally-responsive safety messaging to increase awareness of health orders and guidelines, as well as programs that support the community with food, housing, finance, and mental health services. The campaign promotes safety information via public service announcements on traditional, print, and digital platforms within the communities most affected by COVID-19.	40 billboards in the Mission, Excelsior and Bayview neighborhoods.
Online Wedding Applications and Virtual Weddings	SFDT	DT support the City Clerk and provided paperless wedding applications and trained Clerk staff on conducting a wedding virtually. This enables important weddings needed for medical coverage or immigration needs to be performed.	The Clerks Office processes approximately 1,000 weddings a month.
High Demand for Voice Communications and Call Centers	SFDT	There was an immediate expansion of voice services during COVID. Departments implemented new call centers, phone lines, provided cell phones to staff and used new	Remote employee phone service build for 4 departments including DPH. To stay connected to residents and deliver service, the Telcom team installed a new Food line with call

Program Name	Department	Program Description	Applicable Metrics/Outcome
to Deliver Service		Voice over IP technology to deliver phone service to telecommuting employees.	routing, new call centers for REC Childcare Center, DBI Inspection services, and DA Victim Claims team. RNT Board call center built with multi-languages.
Essential Worker Ride Home	SFE	The Essential Worker Ride Home program will reimburse taxi rides home from work for essential employees commuting to and within San Francisco who have been impacted by public transit reductions, up to ten (10) rides per month, per person, and up to \$70 per ride.	Since launch in May 2020, 738 total applications received, 275 accepted applicants, 721 trips reimbursed.
Support Grant Programs with COVID-19 Response	DOSW	COVID-19 response for grant-funded emergency shelter and transitional housing programs. 39 programs in total, including 3 Domestic Violence survivor shelter programs, and 4 Transitional Housing programs. Supported with reopening plans and access to PPE and cleaning supplies.	Held weekly meetings with DV housing providers and emergency shelters in response to COVID19.
GBV/VAW Grant's Program	DOSW	Funded 39 community based programs focused on domestic violence, human trafficking, and emergency shelter, to provide continued and increased domestic violence support during the shelter in place.	Provided ongoing support for 39 community based programs.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Front Line Worker Housing	EOC	The City launched a Front Line Worker Housing program at the onset of the coronavirus public health emergency. The program aimed to meet the emergency health care and COVID-19 Alternative Housing program workforce demands, should San Francisco face a workforce shortage; to prevent the spread of the virus by safely isolating City and City-funded community partners from their household members; and to provide respite for those who may be working extended hours in the face of the pandemic.	From March through early August, this program served 1,128 front-line workers at a dedicated hotel site. The Front Line Worker Housing program has now transitioned to an on-demand, flexible hotel accommodation model that can address the critical emergency needs of our hospital systems and first responders in the event of a COVID-19 surge in the future.
Baby Supplies	First 5 SF (CFC) and First 5 CA	Receipt of wipes and diapers from the state agency for distribution to San Francisco families.	-1,500 packs of 100 count wipes -104,900 diapers
Gift Cards and Food Vouchers	First 5 SF (CFC) and HSA	Distribution of gift cards and food vouchers to families to meet basic needs.	2,433 cards/vouchers
Supply Distribution	First 5 SF (CFC) and Safe & Sound (CBO)	Distribution of household necessities to families.	Supplies distributed: 221,582 diapers, 37,724 ounces of formula, 28,461 various household supplies (cleaning products, hygiene products, and paper goods).

Program Name	Department	Program Description	Applicable Metrics/Outcome
City Suppers Program	HRC	Partnership to distribute meals to vulnerable populations	20+ sites received meals, over 1,000 meals a week
MegaBlack SF	HRC	Convening of residents, service providers and other stakeholders to address the impact on the Black community	Over 220 participants, 20+ meetings, website launch
Community Conversations	HRC	Large community meetings focused on addressing the impact of COVID and Shelter In Place orders on vulnerable populations	10 meetings, 700+ participants
Thoughtful Thursdays	HRC	Opportunity for people to gather virtually, destress, and share strategies on how to manage the new normal.	20 meetings, 400 participants
Spanish Language Webinars	HRC	Weekly webinar series in Spanish focusing on COVID related issues in the Latinx community, answer questions, highlight available resources, and support.	22 webinars. Over 600 participants via zoom and FB live.
Equity Officers at CCC/EOC	HRC	Staff to support Equity and Neighborhoods division for outreach and engagement and address disparities	
Latino Task Force	HRC	Staff weekly meetings, support the community-led and driven work. Help with outreach and engagement	

Program Name	Department	Program Description	Applicable Metrics/Outcome
Stand Up Against Discrimination	HRC	The launch of a campaign to address the increase in anti-Asian discrimination and fight against ongoing racism and bias communities are facing.	
Promotoras Certification Program	HRC	Training for Promotoras (outreach workers) to provide information to the Latinx Community. 43 Promotoras completed certification.	30 promotoras will be starting part-time community outreach mid Oct. to May 2021. Each promotora is to provide COVID related information to at least 5 families per week. Min. goal of 500 individuals a month.
Overall, COVID-19 Alternative Housing Program	HSA	Provides temporary housing to 1) help prevent people experiencing homelessness from contracting COVID-19; 2) enable people who are diagnosed with COVID-19 (or close contacts with someone who is diagnosed with COVID-19) to safely isolate or quarantine; and 3) prevent the hospital system from becoming overwhelmed.	Cumulatively, the City has housed a total of 5,746 people through the Alternative Housing Program since March, 2020. Currently (9/24/20), the City is housing 2,025 people experiencing homelessness in "shelter-in-place" hotels and 489 people experiencing homelessness in congregate settings. In addition, 228 hotel rooms are available for people who need to isolate or quarantine; 59 of those rooms are currently occupied.

Program Name	Department	Program Description	Applicable Metrics/Outcome
COVID-19 Alternative Housing Program: Shelter-in-Place rooms/beds for people experiencing homelessness (at greatest risk of serious illness should they contract COVID-19)	HSA	Provides temporary housing to help prevent people experiencing homelessness from contracting COVID-19 and those who have contracted and recovered from returning to the street.	Currently (9/24/20), the City is housing 2,025 people experiencing homelessness in "shelter-in-place" hotels and 489 people experiencing homelessness in congregate settings.
COVID-19 Alternative Housing Program for people needing to isolate and quarantine due to COVID-19	HSA		228 hotel rooms are available for people who need to isolate or quarantine; 59 of those rooms are currently occupied as of 9/24/20.

Program Name	Department	Program Description	Applicable Metrics/Outcome
diagnosis or exposure)			
Isolation and Quarantine Food Helpline	HSA	For food insecure households with a positive or suspected COVID-19 case, the Isolation/Quarantine (I/Q) Food Helpline delivers meals and groceries for the duration of isolation or quarantine to mitigate virus spread	Launched in late March, this program has supported over 1,200 households to date.
Grocery Programs: City's Mass Food Distribution/ Anti-Hunger Strategy	HSA	Provides groceries to anyone in need of food support via walk-up and drive-through pantries, as well as home delivery for at-risk individuals and distribution by non-profit partners.	118,000 grocery bags are distributed monthly through 20 new pop-up pantry and drive-through sites, in addition to the existing distribution of grocery bags that pre-date the pandemic.
Great Plates Delivered	HSA	Great Plates Delivered SF (GPDSF) is a temporary state program that utilizes local restaurants and food providers to prepare and deliver three daily meals to at-risk seniors.	San Francisco implemented GPDSF beginning. We currently serve 2,400 seniors and deliver 215,000 meals per month. To date, the program has provided approximately \$12.8 million in revenue for over 50 local restaurants and food providers. Approximately

Program Name	Department	Program Description	Applicable Metrics/Outcome
			80% of vendors are minority-owned businesses.
Aging and Disability Food Network	HSA	Sustains increased service levels and adaptation to COVID-19 safety protocol in the existing network of Department of Disability and Aging-funded community-based food providers	300,000 meals are distributed monthly to older adults and adults with disabilities
Caregiver Emergency Response Team (CERT)	HSA	Provides urgent and on-going in-home personal and domestic care to unsheltered guests with functional limitations in shelter in place and isolation and quarantine hotels. An IHSS assessment team provides assessments to qualify for IHSS benefits.	Provided in-home care to over 255 guests. Nearly 90% of currently served guests approved for IHSS.
COVID Emergency Response Volunteer (CERV) Program	HSA	Supports seniors and adults with disabilities to safely shelter in place during the pandemic by helping them meet basic needs. Community members in need are referred by the DAS Benefits and Resource Hub to Shanti Project, which matches them with a screened volunteer to help with a variety of one-time or short-term	To date, CERV has matched approximately 500 clients with volunteer services.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		tasks (such as grocery shopping, social isolation calls, and delivery of mail and medication).	
COVID-19 Support for Latino Community	Mayor, DPH, OEWD, DCYF, HSA, MOHCD	(9.24.2020 PR) Expanding resources and services including testing and contact tracing, wraparound care from isolation and quarantine to food assistance and healthcare. \$28 million in total funding.	<p>Latinos make up 50% of reported cases in SF even though the demographic make-up is 15% of the City's population.</p> <p>\$3MM for community pop-up testing hubs, \$8.5MM in housing subsidies, direct financial assistance, and eviction prevention (\$5.5MM in rental subsidies and \$2MM in City's Right to Recover program which provides wage replacement for positive case); \$1MM in eviction prevention from MOHCD; and \$5.3MM for food access (\$3.6MM HSA nutrition resources, \$812k for Community Hubs, First5 committing \$750k to children 0-5, \$150k in in-kind</p>

Program Name	Department	Program Description	Applicable Metrics/Outcome
			PPE, household supplies, and books); \$1.4MM loans, and workforce training for Excelsior.
Give2SF/OEWD Immigrant Worker Partnership	OCEIA	Direct financial support to vulnerable immigrant workers	Distribution of 1,000 emergency gift cards (\$200) to highly vulnerable immigrant workers through grantmaking to two community based partner organizations
Give2SF/HSA Food Security Partnership	OCEIA	Partnered with HSA and Chinese for Affirmative Action to identify vulnerable API residents and immigrants experiencing food insecurity and ineligible for traditional food support benefits	Distribution of over 500 gift cards for food for API immigrants and residents. OCEIA managed the grant and provided admin support funding, CAA identified individuals in need, and HSA disseminated the gift cards

Program Name	Department	Program Description	Applicable Metrics/Outcome
Community Ambassadors	OCEIA	Ambassador program partnered with several efforts and organizations during COVID-19 to support access to testing, food distribution, resources and multilingual information and PPE distribution	<ul style="list-style-type: none"> • Supported in distributing 300,000 meals with Self Help for the Elderly over last few months. • Assisted the Latino Task Force in outreaching to 4,000 Mission residents about United in Health free COVID testing in partnership with UCSF, and packaging over 5,000 meals at their food pantry site • Supported the Salvation Army package and distribute 70,000 meals to homeless encampments across the city • Supported Supervisor Haney's office lead 4,000 constituent checkup calls at the start of Shelter-In-Place ordinance • Led over 2,000 Census phone calls to SF residents to encourage full San Francisco Census completion • Gave out 11,585 outreach materials about Testing Sites, Meals, Medical, Mental, Substance Abuse &

Program Name	Department	Program Description	Applicable Metrics/Outcome
			Rehabilitation or Other City Services & Programs
Help for Immigrants During Coronavirus Website	OCEIA	Created an informational page on sfgov.org dedicated to important immigration updates and financial resources for immigrants during the coronavirus outbreak. Consistently updated site with new information, and worked closely with other departments like Digital Services, OEWD, and HRC to include relevant resources.	thousands of hits

Program Name	Department	Program Description	Applicable Metrics/Outcome
Right to Recover	OEWD	\$4MM investment through Give2SF and Crankstart Foundation (\$2MM each) to provide two weeks of financial relief at the minimum wage rate, or \$1,285, to any worker who tests positive for COVID-19 and is experiencing financial hardship. The purpose of Right to Recover is to promote public health and safety by encouraging all essential workers and individuals who experience COVID-related symptoms to get tested and isolate if they are COVID-positive, without fear of economic strain.	We expect the cumulative \$4 million investment in Right to Recover to support a total of 3,000 individuals' ability to safely quarantine. As of September 29, 1,297 participants have received financial relief. 69% of Right to Recover recipients indicate Spanish as their preferred language.
Workforce Hotline	OEWD	Set up a phone/email hotline where workers/employees can receive tailored guidance and support in six different languages	Since March, workforce staff have received over 9,000 calls and emails

Program Name	Department	Program Description	Applicable Metrics/Outcome
Moscone Center Workers Training and Supportive Services	OEWD	EDD/DOL provided a \$999,950 grant to OEWD to support the 1,500 Moscone workers impacted by COVID19. This emergency assistance will provide additional supportive services fund of up to \$600 through the EDD grant and reemployment services for up to 400 recently laid off union members, through the CityBuild COVID-19 Special Training program. Training services include assessment, hard skills, operational efficiency/OSHA requirements, customer service, soft skills, job readiness training, individual employment plans, case management, and supportive services.	We expect to serve up to 400 laid-off Moscone Center union members. 125 workers had been processed as of October 2020.
Workers and Families First Program	OEWD and HSA	(3.16.2020 PR) \$10MM fund to businesses to provide an additional five days of sick leave to private sector workers beyond their existing policies.	\$10MM fund to support over 16,000 additional weeks of sick leave pay, providing coverage for an estimated 21,600 SF employees. 858 businesses have requested \$11.8MM in reimbursements.
Immigrant Workers Fund	OEWD and HSA	\$600k to support food security for vulnerable populations, specifically undocumented immigrants who cannot access state and	We expect to provide 2,482 workers with \$200 in gift cards

Program Name	Department	Program Description	Applicable Metrics/Outcome
		federal resources. Provides \$200 in grocery store gift cards.	
Family Relief Fund	OEWD and HSA	\$4.88MM investment through Give2SF to provide \$500 per month to families affected by COVID-19 who cannot access state or federal benefits.	We expect to serve 5,313 immigrant and very low-income families through this program.
Repurposed Glve2SF Donation Platform for COVID-19 Donations	TTX	Reimagined and repurpose the City's Give2SF payment platform so the City could receive donations for the San Francisco COVID-19 Emergency Response and Recovery Fund.	Has resulted in millions in donations that have gone to small businesses and non-profits, hunger relief, child care providers.
Emergency Prepaid Cards for Low Income Residents	TTX	Worked with Human Services Agency staff and US Bank to disburse emergency funding via prepaid cards to low-income San Franciscans who are experiencing food insecurity during the pandemic. TTX's Office of Financial Empowerment provided guidance during this process, assuring that the cards were easy to use and non-predatory.	

Program Name	Department	Program Description	Applicable Metrics/Outcome
SF Bay Area LGBTQ+ COVID Relief Coalition	OTI	<p>The SF Bay Area LGBTQ COVID-19 Relief Coalition is made up of many partner organizations in the San Francisco Bay Area. The coalition came together at the beginning of pandemic to support LGBTQ community organizations and support vital services for our most vulnerable residents.</p>	<p>Over 1000 volunteer recruited to support SF Bay Area seniors with food delivery, prescription pickup, virtual calls; Distribution of hundreds of gift cards to support food and essentials for trans and LGBTQ community members impacted by COVID; education and information sharing with thousands of community members regarding community resources and public health guidance.</p>
Magic Program	Public Defender	<p>Provided economic relief by donating hygiene supplies, food pantry at Mo'Magic, and bras, books to the communities and to our clients at juvenile hall.</p>	<p>Since the pandemic Both MAGIC program B'MAGIC and Mo'MAGIC had given out 15,000 period pads, 10,000 tampons, 10,000 hygiene kits, 6000 Bras, 4000 backpacks with school supplies to k-12 students, 3000 books to pre K-12, and over 15,000 meals/food bags. On Average 25 food bags were prepped weekly for delivery for TAY youth at B'MAGIC site (currently still ongoing). Over 14,000 already prep meal was passed out to low-income family and elderlies</p>

Program Name	Department	Program Description	Applicable Metrics/Outcome
			(between March and May). Food bag prep at BMAGIC site started as 2x a week from May-August and now is just 1x a week. On average 100 Hygiene kits and 1000+ feminine products is still be distributed on a weekly basis.
Pop-up Food Pantries	RPD	Provide facilities for distributing fresh, seasonal produce and shelf-stable items to anyone in need. Distributed by SF Marin Food Bank.	29,914 households served; 110,280 individuals served; 752,382 lbs of food served; across 3 rec park locations-- Kezar Arguello Stub, Minnie and Lovie Ward, GGP Senior Center
Housing Counseling	Rent Board	Provided housing related counseling to San Francisco tenants and landlords concerning housing and interrelated COVID-19 issues.	Received and responded to over 1,800 calls per month from mid-March thorough June, and increasing to about 2,100 calls per month currently.
Petition and Alternative Dispute Resolution Filing	Rent Board	Accepted petitions and requests for alternative dispute resolution from tenants and landlords. Many of the current housing issues are interrelated with COVID-19 issues.	Received over 80 petition and requests for alternative dispute resolution per month since mid-March.
Hearings and Mediations	Rent Board	Conducted mediation and arbitration of housing related issues.	Scheduled and conducted about 40 mediations and arbitrations per month since mid-March.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Food Security	SFHA	Provide weekly food pantry and groceries to public housing, RAD, HOPE SF and HOPE VI tenants throughout the City and County of SF.	On average 500 to 600 households served per week since March 2020
Household/PPE Essentials	SFHA	Provide weekly essential household and PPE/Hygiene items to public housing, RAD, HOPE SF and HOPE VI tenants throughout the City and County of SF.	On average over 500 to 600 households per week since March 2020
Diaper Distributions	SFHA	Diapers distributed to public housing, RAD, HOPE SF and HOPE VI tenants throughout the City and County of SF to support young parents in caring for infants/toddlers.	On average approximately 1200-2000 diapers and 500 wipes distributed per month at 9 sites since April 2020
Transportation and Financial Support Services	SFO	Through the Business and Career Center, SFO and OEWD have been able to offer workers returning to work after a period of layoff with transportation stipends and support funding to get to work and navigate accumulated financial barriers that may impact their ability to return to their position.	\$9,180 has been distributed in transportation stipends and support services funding in the form of Clipper and cash gift cards.
Emergency Commuter Bus	SFO	In response to BART service reductions to the Airport, provided a commuter bus to/from East Bay to SFO. Bus was in operation for 4 weeks,	n/a program completed.

Program Name	Department	Program Description	Applicable Metrics/Outcome
		and was terminated due to significant layoffs/furloughs at SFO.	
Essential Trip Card Program	SFMTA	The SFMTA implemented the Essential Trip Card (ETC) Program to supplement significant reductions in Muni Service. The ETC program subsidizes taxi trips for seniors and people with disabilities, who are unable to utilize Muni to walk farther to an alternate bus or for whom paying the full cost of a taxi ride simply isn't possible.	(1) number of applications received approved, and individuals enrolled, (2) number of trips
Book Redistribution	SFPL	Distributed books to shelters, hotels providing residency during COVID, and nonprofit organizations serving vulnerable populations	SFPL distributed approximately 7,950 books through August 2020
Enhanced Street Sanitation Services -- Food Distribution Hubs	PW	PW provides steam cleaning services outside food distribution hubs to provide a safer, more sanitary and more welcoming experience for the City's economically vulnerable residents who rely on free food to feed themselves and their families.	Crews provide weekly enhanced steam cleaning at the following locations: 2111 Jennings St., 474 Valencia St., 1757 Waller St., and 2919 Mission St. Daily steam cleaning is provided at 121 Golden Gate Ave.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Enhanced Street Sanitation Services -- COVID testing site	PW	PW provides steam cleaning services outside a COVID testing site to provide a safer, more sanitary and more welcoming experience for residents who visit the location.	The testing site, located at 701 Alabama St., is steam cleaned once a week.
Safe Sleeping Sites and Safe Sleeping Villages	PW	A multi-agency initiative to create safe spaces for unsheltered residents to set up socially distanced tents and provide basic amenities, such as toilets and charging stations. Public Works' project managers identified and designed the sites, trades workers, including carpenters, painters, plumbers and electricians help set them up.	15 sites have been identified and considered; 5 have opened as of Sept. 23, 2020, providing approximately 225 spaces..
Public Health Centers COVID-Response Upgrades	PW	Public Works architects and trades workers upgraded neighborhood public health centers to provide separate areas to treat COVID-positive patients to keep them safely separated from other clients.	Two public health centers were revamped: Castro-Mission and Southeast.
Moscone West Sleep Site	PW	Public Works architects and trades workers created a 200-bed, form-style shelter at Moscone West Convention Center.	Created space for 200 unhoused residents.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Emergency Residential Utility Rate Discount	SFPUC	Temporary discount on utility bills for residential customers who self-certify they have lost income due to COVID. Provides discounts of 15% on water bill, 35% on sewer bill, and 30% on Hetch Hetchy power bills. Applicants before September 4 received discounts retroactive to March (beginning of shelter-in-place). No retroactive discounts after September 4, but still accepting applications. Discounts scheduled to end December 31 but may be extended depending on funding availability and continued need.	4,200 customers enrolled as of Sept 2020. Average monthly discount of \$30.
CleanPowerSF Low-Income Bill Credit	SFPUC	CleanPowerSF customers already enrolled in PG&E low-income discount programs will receive a one-time bill credit equal to the average monthly bill - \$50. Credits will be issued in October, and customers must enroll with PG&E by the end of September.	Estimated 47,500 customers will receive credits totaling \$2.6M
Moratorium on Water and Power Shutoffs, Penalties for Delinquencies	SFPUC	Suspended all shutoffs of water and power service for unpaid bills. Also suspended late payment fees, and assessment of liens on past due balances. Moratorium currently in place through January 25, 2021.	As of Sept 2020, 1,500 customers who would otherwise have their water shut off for nonpayment are not being shut off.

Program Name	Department	Program Description	Applicable Metrics/Outcome
Emergency Drinking Water Manifold Deployment	SFPUC	9 temporary water manifolds connected to fire hydrants in Mission, Bayview and Tenderloin. Provides accessible drinking water to unsheltered population and residents who can't access thorough conventional services.	Currently working on estimated water use from manifolds since beginning of program (May 2020)
Re-Usable Water Container Distribution	SFPUC	To accompany water manifold deployment, SFPUC has purchased and distributed (through community partners), over 6,000 re-usable water containers for people to fill up at manifolds.	Worked with SFPW and community partners to distribute over 6,000 re-usable water containers.
Respite Center, Southeast Community Facility	SFPUC	In coordination with COVID Command Center, SFPUC SECF staff has ensured the site is available and activated as a respite center for heat and air quality events.	Activated at each request of CCC (3 occasions, 9 days total)
Imagine and Build Stronger Neighborhoods			
Arts Hub, UBI, Reopening Safely	Arts Commission	In the current year (FY21), we will be investing the \$2M Arts Impact Endowment (hotel tax revenue) funds into three grant programs in alignment with the Mayor's Economic Task Force ACHE committee recommendations: (1) an Arts Hub (website to act as information "clearinghouse" for available resources for the arts/culture ecosystem), (2) UBI for individual	TBD

Program Name	Department	Program Description	Applicable Metrics/Outcome
		artists; and (3) funding for arts organizations to ensure their physical spaces meet health and safety guidelines to re-open.	
Shelter in Place - Digital (Virtual) Museum Content	Fine Arts Museums	During SIP, the Museums have been offering virtual content via multiple communication streams including web, social and email. The content is educational in nature and meant to connect the Museums to the Public.	Reached over 2.5M people (1.7M social, 188k email, 504k web); Viewed in 213 countries; 34 Live (virtual) Interviews; 299 Social Posts; 26 Email Newsletters; 321 Art Project Submissions for newsletter; de Young Open Invitational exhibition had entries from 6,188 SF Bay Area Artists with 11,514 artwork submissions (762 artists and 878 artworks chosen for exhibition)
2020 Health and Recovery Bond	RPD	Pushed through a \$487.5M Health and Recovery Bond to be placed on the 2020 November ballot with \$239M for renovating parks in underserved neighborhoods.	
Golden Gate Park Virtual 150 Celebration	RPD	Provided an engaging virtual online experience to celebrate Golden Gate Park's 150th birthday with concert series, bison webcams, virtual tours, podcasts, new books, kids' crafts and	As of early July, 108,000+ page views, 600,000+ social media hits

Program Name	Department	Program Description	Applicable Metrics/Outcome
		activities, music playlists, and historic/recent articles	
Slow Streets	SFMTA	The SFMTA's Slow Streets program is designed to limit through traffic on certain residential streets and create sufficient space for physical distancing for those who are walking, biking, or using scooters. Additionally, Slow Streets create additional outdoor recreation space for residents who have been restricted by sheltering in place. Slow Streets is designed as an alternative transportation network for people who want to travel between neighborhoods on foot, bicycle, wheelchair, scooter, skateboard or other forms of micro mobility while maintaining safe physical distancing.	32 miles implemented with another 20 expected by the end of October.

Communications			
Online Public Educational Programming	ASR	In collaboration with attorneys, CPA and other financial professionals produced online webinars on topics such as financial resources and tips during COVID-19, discussion on recent eviction moratoriums and negotiations tips for commercial tenants in partnership with Lawyers' Committee for Civil Rights, how to recognize and combat rise in xenophobia with Chinese for Affirmative Action. Through social media campaign, "Cooking with Carmen", highlighted faces behind the scenes at some of San Francisco's favorite local eats to promote and encourage local business support.	
Outreach	DPA	The DPA outreach team reached out and participating in virtual community and workshop meetings. These efforts included staffing and hosting virtual presentations about how to file complaints, brochure and complaint form deliveries to organizations, and posting DPA brochures on organizations' websites. Include developing literature for youth rights.	On average, provides brochures and virtual presentation to 100-200 members of the community between March and September

COVID Command Center, Joint Information Center	DPH	<p>Since January, San Francisco has maintained a multilingual public education and outreach campaign to inform San Francisco residents, businesses and visitors on the things they can do slow the spread of COVID-19 and protect themselves and each other from the virus. Much of this includes promoting face coverings.</p>	<p>Multi-lingual public service announcement multimedia campaigns (March to Sept) = 135,024,277 total impressions</p> <ul style="list-style-type: none"> > Radio = 65,956,612 > Streaming audio = 3,315,514 > Publisher = 6,401,056 > Digital display = 15,013,165 > Social media = 7,679,024 > Cable / TV = 12,029,077 > Transit stations / sites = 24,629,829 <p>AlertSF subscribers</p> <ul style="list-style-type: none"> > COVID-19 AlertSF Text Subscribers (English only) = 122,308 > Regular AlertSF subscribers = 150,582 > Text and email registrations receiving multilingual alerts = 61,854 > Nixle subscribers receiving English only alerts = 88,728 > AlertSF Multilingual Robocalls = 445,221 <p>Virtual community meetings</p> <ul style="list-style-type: none"> > # of JIC outreach events (Apr - Oct) =
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			<p>320</p> <ul style="list-style-type: none"> > # of DPH outreach events (May - Oct) = 24 > # of outreach events for the Faith Based Round Table (Aug - Oct) = 7 <p>Collateral Distribution (May-Sept)</p> <ul style="list-style-type: none"> > posters, flyers, door hangers, testing booklets regarding COVID-19 = 1,683,444 > Care Kits = 24,060
Multi-Family Dwelling COVID-19 Outreach	SFE	The multi-family dwelling COVID-19 outreach initiative was a cross-collaboration between Zero Waste, Environment Now and Environmental Justice to remind property managers to monitor their building's refuse bins for overflow and proper separation, ensuring sanitation and safety for the City's refuse collectors. A DPH flyer concerning social distancing and mask etiquette was also included in the emails, and recommended for printing and posting in residential buildings.	549 property managers were called and emailed.

Technical Assistance for Waste Reduction and Recovery	SFE	<p>Staff and contractors offer assistance for businesses and multi-family properties to comply with the Mandatory Recycling and Composting Ordinance by properly separating discards. Preventing waste and optimizing adequate refuse service volume can result in significantly lower collection costs for services offered by Recology.</p>	<p>FY 2019-2020 assisted a total of 3,430 accounts</p>
<p>Multi-Family Dwelling Zero Waste COVID-19 Education</p>	SFE	<p>The multi-family dwelling Zero Waste COVID-19 education initiative is a cross-collaboration between Zero Waste, Environment Now and Environmental Justice teams to educate residents on reuse and proper source separation protocols during COVID-19. The Environment Now and Zero Waste team hosts interactive, virtual, PowerPoint presentations for residents in English, Spanish and Chinese languages.</p>	<p>162 residents reached through presentations, thus far. On schedule to do several additional presentations for Richmond Senior Center, Mission Housing, Bridge Housing, CCDC, and TNDC. This effort is ongoing.</p>
Zero Waste Sorting Resources-PPE	SFE	<p>Designed new outreach collateral to support proper source separation for businesses and residents during COVID-19. Added PPE to online resource, SFRecycles.org and created a new poster accessible through our website.</p>	<p>n/a</p>

COVID & Legal Reference Guides During COVID	Law Library	<p>The law library provides extensive personalized reference information by email (sflr.reference@sfgov.org) along with an extensive COVID resource guide on many COVID related topics, as well as live, online seminars open for free to everyone in the community and many other legal resources online. www.sflawlibrary.org.</p>	
Law Library Reference Services	Law Library	<p>During COVID we have adapted our online services in order to provide sophisticated, free reference services and guides including an extensive COVID guide regarding legal issues during this time.</p>	
<p>The OOC and State Leaders COVID-19 Cannabis Industry Webinar</p>	OOC	<p>In light of COVID-19, the OOC had to pivot to an online platform to host a webinar that allowed cannabis stakeholders to connect with State leaders, hear from them, and get their questions answered</p>	<p>Approximately 50 attendees</p>
<p>OCEIA Social Media</p>	OCEIA	<p>Shared multilingual social media posts with COVID-19 information on all OCEIA platforms, in coordination with JIC social media toolkit, from March 2020-present. Liked, shared and reposted JIC social media posts, consistent with citywide digital outreach campaigns.</p>	

Continued Timely Taxpayer Assistance	TTX	Continue answering customer calls within three business days, the standard window of time.	
Amplifying City COVID-19 resources	TTX	Office of Financial Empowerment (OFE) has been amplifying City, state and federal resources meant for small businesses and workers impacted by COVID-19 via social media, including hosting a series of Facebook Live conversations.	One post about unemployment insurance went viral (1 million engagements).
Pandemic Staffing Inquiry	SFO	Called all SFO employers beginning in March to learn whether they would layoff/furlough/reduce hours of staff. Data used to plan support services for businesses and employees as well as to gauge SFO operations.	Called all 500+ employers at least once; received updates from over half
Airport Concession Disadvantaged Business Enterprise (ACDBE) SBA Inquiry	SFO	Called all ACDBEs operating at SFO to learn whether they applied for the PPP or EIDL. If so, learn the results of their application.	Half of the certified small businesses applied for one US Small Business Administration loan
Small Business Wellness Check	SFO	Regularly interview airport small businesses to understand what financial and operational	Have 93 small businesses on active caseload.

		resources they would like SFO to provide to aid in their viability	
Business and Career Center (BCC) Employee and Employer Navigation Services	SFO	The BCC, a resource center for airport workers and employers, transitioned to virtual services and began operating 7 days/week. Services that are offered include: benefits navigation (unemployment, disability, rent/housing stabilization, food support), financial security resources, free financial planning services, and free tax prep services, job placement assistance, and transportation navigation.	The BCC has fielded 3001 calls, emails, text, messages, and letters from workers and employers since 3/16/20.
Worker Resource Sheets and Webpage	SFO	SFO has created and distributed resource sheets to airport workers since March 2020, advertising financial resources available to Bay Area residents during the pandemic. These resource sheets are housed on a webpage with additional resources, and cover housing, food, utility, financial child/elder care, safety/health resources, and more.	These resource sheets are updated twice monthly and displayed online on two public websites that are accessed by airport employers and employees. Additionally, 1500+ of these have been given out in-person at SFO, and are sent via email to all 600+ workers utilizing BCC services. These resources are also distributed to 300+ employers monthly, and they make them available to their respective workforces.

COVID-19 Recovery Webinar Series for SFO Employers	SFO	These webinars provide updated information and guidelines from City, County, and State (including Cal/OSHA) agencies, and other key stakeholders to assist employers at SFO operating during the pandemic.	Have held 4 webinars to date with over 400 employer representatives in attendance.
Weekly Call with Airlines, Concessions, and Service Providers	SFO	Airport Director held a weekly call with all Airport businesses to provide updates on Airport operations and answer questions with tenants.	Representatives from almost all 300+ employers participated.
Online Reference	San Francisco Public Library	SFPL provided email and phone reference to individuals calling with questions, including about where and how to access local resources.	Between 3/14 and 8/31, SFPL answered 24,278 email and phone information and reference questions, an average of 156 per day.
Other Policy Focus Areas			
Automated Contracting Process for Professional Services	APD	Moving contracting for professional services to electronic signature.	Since March 17, 2020, 13 agreements for professional services have been executed electronically. Nine of which were with community based organizations for direct reentry services.
PPP Loan	AAM	Applied and received the PPP loan thus allowing us to keep employees paid while the museum was closed.	

Free Museum Entry	AAM	Allowed visitors to visit the museum to the first 9 days of our re-opening	
School Programming	AAM	School programming to reach out to the community since we closed the museum	
Extended Health Insurance Coverage	AAM	Extended employee health insurance coverage to all furloughed employees for the duration of their furlough	
Preserve Core Public Service	ASR	Day after shelter-in-place announced, ASR transitioned 98% of operating hours to remote work with 2% completed onsite to ensure continuity of core public service functions, including: property assessments, real estate transactions and access to vital public records. \$3B in annual property assessment function supports core City services and public education. Access to public records especially critical at this time (i.e. public marriage licenses often needed to ensure beneficiary information or access health care; recordation of deeds important as families pursue estate planning during a global health pandemic).	

Economic Recovery Task Force	ASR	<p>Assessor Chu co-chairs the Economic Recovery Task Force (ERTF), a convening of over 100 business, labor union, service provider, academia and other community stakeholders. The ERTF's charge is to recommend a series of immediate and long-term policy ideas for economic recovery. Through the Assessor's focus, the ERTF has also served an important role as a bridge between industry and public health.</p>	<p>The public convening considered over 1,200 emails and surveys and conducted or participated in over 70 public convenings/focus groups to deliver a final policy report in October 2020. Overseeing a volunteer City staff team, this effort provides close to 40 specific policy briefs for consideration covering focus areas like job connections, preserving operations and lessening regulatory burdens for business, pursuing economic justice, exploring local stimulus funding, and more. The ERTF also developed a critical feedback structure for the Department of Public Health's information and guidance work to help inform complicated reopening decisions.</p>
Remote Board/ Committee Meetings	BOS and SFDT	<p>Implemented a videoconference platform, with telephonic public access, as soon as the Shelter In Place (SIP) was ordered to ensure there was no lapse in the legislation process and the economic business of the City continued.</p>	<p>779 legislative matters were heard and/or passed/approved/adopted since 3/16/2020 (SIP Order date).</p>

Public Comment Day on the City's Annual Budget Approval	BOS and SFDT	On 8/24/2020, the Board of Supervisors Budget and Appropriations Committee facilitated members of the public to provide feedback on the City's annual budget.	During the 13+ hour meeting on 8/24/2020, approximately 400 members of the public provided comment on the budget via telephone.
Document Reproduction and Postage Fee Waiver	BOS (Office of the Clerk of the Board)	Waived fees charged for document reproduction and postage for agenda mailer during the COVID-19 emergency.	
Information Requests	BOS (Office of the Clerk of the Board)	Processed information requests from the members of the public via 311.	Processed 1,400+ requests from March to present.
Appeal Filing Deadline and Timeframe Suspension	BOS (Office of the Clerk of the Board)	Suspended all appeal filing deadlines and/or timeframes to allow staff, appellants and/or project sponsors relief while the Remote Board/Committee Meetings program was implemented and refined to accommodate the complexities of these hearings.	29 appeal filings were filed during the SIP and the suspension of deadlines and timeframes were invoked.
Website Interface and Public Noticing	BOS (Office of the Clerk of the Board)	Moved suite of services to virtual environment and administered website with COVID-19 information portal, public access resources, and public noticing.	Posted over 150 digital public nonprofit and board notices in accordance with Admin Code 12L.4. Hosted a full complement of COVID-19 resources, including but not limited to all Health Orders and Directives, Mayor's Directives, and essential facts, resources and information relevant to

			the City and Board's response to the state of emergency.
Health Order C19-07b (Shelter In Place) Enforcement	DBI	Provide code enforcement and outreach for construction Health Order violations.	Responded to 800 complaints concerning non-essential construction. Educated the public and contractors on essential vs. non-essential construction. Issued correction notices to non-compliant construction sites.
Moscone Center	Convention Facilities Department	Management of the Moscone Center	1,000,000 visitors annually fueling the City's entire hospitality industry.
Electronic Posting of CEQA Environmental Documents	County Clerk	County Clerk introduced online public postings of all CEQA Environmental Documents which has allowed for continued public access to documents during the closure of City Hall due to COVID-19.	The County Clerk has posted 45 CEQA Environment Documents that are available for review online.
Workers' Compensation	DHR	Implementation of Governor's Executive Order governing eligibility for workers' compensation benefits for employees who contract COVID in the workplace, effective May 7, 2020, and subsequent COVID+ legislation for specified employees, effective 9/17/2020.	As of 9/23/2020, 80 claims accepted as work-related.

Workers' Compensation Division	DHR	Expanded the 24 hour Nurse Triage Reporting Hotline to include guidance for employees concerned about exposure to COVID.	Averages 500 calls per day from employees
Check your Health Tool	DHR and ADM (Digital Services)	Partnered with Digital Services to create a "check your health" electronic tool for employees who need to be onsite.	Approximately 700 employees across 37 departments use the easy to access tool each day.
The DPA Law and Justice Reform Internship Program	DPA	The DPA Law and Justice Reform Internship Program is intended to give college students interested in public service exposure to police policy and practice issues, including civil liberties, criminal law, criminal procedure, constitutional law, public safety, employment, and administrative law. Students also had the opportunity to attend administrative and appellate arguments, administrative hearings, and proceedings, and case conferences.	10-20 Interns a semester
COVID Command Center, Advanced Planning	DPH	Regular coordination with all SF hospitals to gather information to determine the city's hospital bed capacity citywide.	NA

Launch and Train City Employees on Virtual Collaboration Tools	SFDT	Dt delivered training, support and hands-on learning to EOC staff and city employees on working remotely and collaboratively using Chat, Teams, Sharepoint, OneDrive, and WebEx to communicate and share documents.	Over 3,000 employees attended Teams Training and there are 30 different video and online training course for employees to learn these virtual tools. From March to May there were 46,000 hours of virtual meetings and over 1M documents stored and 253K Sharepoint sites created
Business Systems for EOC Response	SFDT	In a short amount of time delivered 213RR request system for staff to request resources and assets, developed an online ICS211 application for EOC staff check-in, and restructure the EOC Sharepont site to align with organizational structure for collaboration and secure data sharing.	The 213RR process managed and tracked over 1,000 resource requests, the sign-in application was used by 500 staff per day, and the sharepoint site migration moved 200,000 documents
New Paperless Business Systems for Telecommuters	SFDT	In a few days, new business systems were developed to address the business needs of the new virtual work environment - such as: tracking loaned equipment for telecommuters, automating the signing of telecommuting agreements, automating employee performance reviews, and automated process for off-boarding employees leaving employment.	Multiple departments are using these business system to operate efficiently in a virtual environment with telecommuting employees. These paperless process save money and speed city internal business processes.

Deliver Virtual Public Meetings for BOS and Commissions and Accommodate Persons with Disabilities	SFDT	SFGovTV launched virtual public meetings within 5 days of the COVID Shelter in Place order. The Public was able to hear from BOS and Commissions via Internet meetings.	BOS: 74 virtual meetings /200 hours Commissions: - 40 commissions trained - 93 virtual meetings/288 hrs - 167 total meetings as of 8/5/20 SFGovTV worked with BOS to develop processes for those with disabilities to view and comment in the meetings
Cybersecurity Response and Protection	SFDT	Cyber attacks increased 300% during COVID. These attacks on teleworkers and business systems had the potential to disrupt city services during the emergency. DT maintained and increased system monitoring, added Multi-Factor Authentication to city email systems and provided at-home PC protection for teleworkers on personal devices	System monitoring was added to city mission critical systems and telecommuter connections. A one year subscription for cyber protection is available to teleworkers using personal devices.
Healthy Ecosystems	SFE	Not so much about recovery, but about enjoying nature in the city safely.	
Reduce Non-Reusable Food Ware and Packaging	SFE	Contractor Rethink Disposable conducted outreach to food businesses to reduce non-reusables and avoid costs associated with single-use packaging.	124 business contacted, of which 9 reduced non-reusables

Family Violence Council	DOSW	<p>The Department on the Status of Women (DOSW) staffs the Family Violence Council which is focused on intervention and prevention of family violence. The Family Violence Council works to coordinate services, analyzes data, and advises the Board of Supervisors, the Mayor, and the Courts about these trends and other family violence-related issues.</p>	<p>The Department convened a meeting of the Family Violence Council which consists of 21 CCSF Departments in May 2020 and developed a set of 3 recommendations focused on increased awareness and support around family violence during COVID19 and the shelter in place.</p>
Electronic Filing of Paper Disclosure Filings	Ethics Commission	<p>Within three days of the start of shelter in place, the Ethics Commission rapidly developed and launched a temporary online filing process for disclosure and administrative filings filed on paper or that required in-person interaction with Ethics Commission staff. Particularly vital in an election year, this business process change enabled campaign committees and consultants raising or spending funds in support or opposition of candidates and ballot measures formed for the November 3, 2020 election to continue to comply with all disclosure and administrative laws and regulations via remote services offered by the Ethics Commission during the closure of its physical offices.</p>	<p>The Ethics Commission has received almost 300 disclosure and administrative filings via the temporary online electronic filing process since the start of shelter in place.</p>

Economic Opportunities Subcommittee	HRC	Meetings to with community to discuss economic opportunities in vulnerable populations	
African American Faith-based Meetings	HRC	Weekly meetings to support leaders and answer questions.	100 participants, 20 meetings
Family Relief Fund	HRC	Supported outreach and engagement and the launch of the initiative with OEWD and Supervisor Walton's office.	
Right to Recover	HRC	Helped with the engagement of partners for the initiative.	
Community Designed Collateral	HRC	Designing culturally competent material in partnership with community and local artists.	
Assisted in the City's response to COVID-19 through DSW deployment	OOC	The OOC remained operational, continuing to process permit applications and engage with community members despite having approximately half of the office deployed as disaster service workers to support the City's response to COVID-19	Out of 7 OOC employees (6 full time and 1 half time), at least 1 or 2 employees were deployed as DSW's on a given week March through June, 2020
1609(B)(24) Virtual Community Outreach and	OOC	Created a process that enables applicants to conduct their community outreach meetings virtually	The OOC continues to reach out to a group of approximately 50 Verified Equity Applicants, to inform them about Virtual Community Outreach

Neighborhood Notice - Temporary Regulation			requirements so they are able to facilitate an online meeting with their community
Virtual OOC Part 2 Meetings with Applicants via Zoom	OOC	The OOC continues to hold virtual meetings with Applicants via Zoom to review the OOC Part 2 process requirements	The OOC continues to reach out to a group of approximately 30 applicants to schedule Zoom meetings to go over the requirements for OOC Part 2 process
Live Scan Attestation	OOC	Facilitated Live Scan Attestations in light of challenges associated with background review at State level	Approximately 10 Verified Equity Applicants signed the Attestation, which allowed them to move forward with the OOC Part 2 process while background check process was delayed due to COVID-19 pandemic
Socially Distanced Inspections	OOC	The OOC stayed committed to serving the public during COVID -19 pandemic and established a process of conducting socially distanced cannabis business inspections	The OOC has conducted approximately 5-10 socially distant inspections during COVID-19 pandemic and continues to conduct distanced inspections that meet the guidelines for social distancing
Industry Updates	OOC	The OOC continues to connect with cannabis stakeholders via email to ensure the	Reaching out to an audience of approximately 2,000 subscribers

		community is updated with the latest information	
Virtual Emergency Townhall	OOC	In light of COVID-19, the OOC had to pivot to an online platform to address the imperative public safety issues in light of the events in which a number of cannabis business operators were impacted by looting and burglaries	Approximately 20-30 attendees
Virtual Oversight Committee Meetings	OOC	In light of COVID-19, the OOC had to pivot to an online platform to host 3 Virtual Oversight Committee Meetings using video conferencing through the WebEx platform and by telephone for members of the public who are unable to attend using computers or smart devices.	On average 60-70 attendees per meeting
Virtual Bidders Conference	OOC	In light of COVID-19, the OOC had to pivot to an online platform to host Virtual Bidders Conference Webinar for its Request for Proposals	Approximately 30-40 attendees
DreamSF Fellows Program	OCEIA	The DreamSF Fellows Program pivoted to virtual operations in 2020 and launched the latest (7th) cohort of fellows. DreamSF fellows are immigrant youth fellows (18-35) currently or recently enrolled in educational programs that participate in the fellowship program for a full year while being placed in immigrant-	DreamSF has 20 fellows for the FY20-21 year, which will provide valuable leadership and professional development for participants, in addition to stabilizing income. Since the launch of the program in 2014, over 125 individuals have gone through the

		<p>serving nonprofits to gain professional and workplace development opportunities.</p>	<p>program, and over 30 nonprofit organizations have served as host sites. DreamSF supports vulnerable young immigrants, especially those who may support families hard-hit by COVID-19.</p>
<p>Immigrant Assistance</p>	OCEIA	<p>Increased support and in-language support for immigrants via Immigrant Support Hub and virtual workshops</p>	<p>Increased hits to Immigrant Support Hub</p>
<p>Community Ambassadors</p>	OCEIA	<p>DSW activation of many community ambassadors to support EOC operations</p>	<p>10 ambassadors deployed as DSW workers across various roles, including hotel site monitors, food bank workers, couriers, and other special community engagement projects</p>
<p>Immigrant Rights Commission Special Hearing on COVID-19</p>	OCEIA	<p>The Immigrant Rights Commission (IRC) partnered with the Economic Recovery Task Force to host a special hearing on the impact of COVID-19 on immigrants in San Francisco, and how the City can support immigrant communities and communities of color at this time. The Commission provided the Mayor's Office, Board of Supervisors, and the Economic Recovery Task Force with recommendations based on community testimony, which were</p>	

		included in the Economic Recovery Task Force's recommendations.	
Launch of Radiate Bay Area	OCEIA	Partnered with the Democracy at Work Institute to launch the immigrant-led worker-owned cooperative - Radiate Bay Area. As a cooperative, the consulting firm provides a pathway to quality wages and work for young immigrant professionals facing barriers to employment, while also allowing them to utilize and grow professional skills.	Cooperative was launched in September 2020 with 12 immigrant member-owners, and the group is prepared to provide professional services to nonprofit, government, and private sector clients including language services (interpretation/translation), bookkeeping/accounting, web and graphic design, meeting facilitation, community outreach and other services to build organizational capacity and effectiveness. OCEIA is exploring a pilot to include Radiate participants in the Community Language Bank, in order to increase support for language interpreters and

			translators, especially during emergency or public safety situations.
General Response Activities	OCII	Although OCII doesn't have specific programs developed because of the pandemic recession, OCII uses its remaining, but significant, redevelopment authority and resources to build and fund infrastructure and affordable housing and to facilitate private development. The deployment of these government resources are particularly important during an economic downturn to create jobs and fund needed community improvements. OCII's investments in its remaining projects are classic examples of successful redevelopment that is a catalyst for economic growth and that take some of the sting out of a downturn.	
Reserving Spaces	RPD	In order to open up services to the public, we created online reservation system to allow tennis reservations at 35 tennis courts at 23	Issued nearly 800 permits for Out of School Time Programs in our parks. 136 outdoor fitness permits total since

		complexes. We also reserve spaces for fitness operators to host their classes outdoors. We also opened up reservable picnic areas. We also permitted spaces for outdoor dining, e.g. Japantown Peace Plaza.	June 15. Currently 66 outdoor fitness permits issued for Fall 2020. For tennis reservations, we have had 36,117 total reservations since we reopened courts June 1. In the months of August and September, the number of reservations have more than doubled. We have 63 reservable courts at 25 parks and 62 walk-up courts at 43 parks.
Volunteers Program	RPD	Re-opened our volunteers programs after they were cancelled under SIP order. Currently hosting volunteer opportunities with “Friends of” groups	
Capital Improvements Virtual Community Meetings	RPD	Pivoted all community meetings to virtual format.	Since March 2020, we’ve hosted 16 virtual community meetings to discuss our capital renovations with a total of 285 attendees.
Going Virtual (IT)	RPD	Rec Park IT Staff set up 190 employees to telecommute, majority were set up post-SIP. IT Staff have been installing Wi-Fi and increasing bandwidth capacity at ECYC and Community Hubs locations to support distance learning. IT Staff set up virtual commission hearings to	

		ensure continuity of city services continue. Also installed webcams to bring GGP bison online.	
Film SF	Film Commission	We are a City agency that strives to foster filming and production of all kinds in order to stimulate economic development, create jobs and share the beauty of our city with the rest of the world. We permit film/media productions on City Property.	n/a – however my 3 staff worked as Triage Coordinators for CERT for close to 3 months.
Health Benefits	San Francisco Health Service System	Ensure health benefits cover COVID related costs	City, USD, CCD, Courts Employers and retirees
Employee Assistance Program	San Francisco Health Service System	Ensure active employees have access to EAP counselors 24/7	City, USD, CCD, Courts active employees
Public Safety Employer Wellbeing	San Francisco Health	Provide CORDICO Smart Phone app for public safety personnel	DEM, SFSOs, SFPD and SFFD personnel

	Service System		
SFO Internships Virtual Programming	SFO	SFO transitioned its 29 year-old internship program to virtual programming in March 2020. Interns were provided with virtual internship curriculum, job readiness training, mentorship, and access to technology. Interns also completed a large scale research and analysis project focused on passenger and employer safety during COVID-19. Interns also served as Disaster Service Workers.	SFO provided internships for 20 “Opportunities for All” interns, two Custodial Trainees, two SF Fellows, and 14 local college students, during the pandemic. 33 of the 38 interns, or 87% of all interns, were retained during the switch to virtual. The majority of interns were San Francisco residents and youth of color. Three interns were deployed as DSWs.
Virtual Citizenship Services	SFO	SFO has offered airport workers access to free citizenship workshops and legal support for the past two years. These services are offered in partnership with the Mayor’s Office of Civic Engagement and Immigration Affairs (OCEIA) and the SF Pathways to Citizenship Initiative. Together, all partners transitioned these previously in-person services to virtual in September 2020.	Two sessions have been offered to date, with three more sessions currently calendared.
Weekly/Bi-Weekly Calls with Labor Stakeholders	SFO	Social Responsibility Team hosts a weekly (now bi-weekly) call with Labor stakeholders to provide updates on Airport operations and	Representatives from approximately 20 Labor Stakeholder groups participate regularly.

		answer questions. Airport Director attends occasionally.	
Operation Bookworm	SFSO	Perform security services for public libraries designated as Childcare centers in the City.	The City identified a total of 48 libraries. SFSO provides security for 20, SFPD will cover 28.
Covered Wagon	SFSO	Provide prisoner transport from location of arrest to Count Jail. Program frees up police resources to allow for more law enforcement duties.	There are 4 deputies (2 Wagons) on duty from 0700 – 2300, 116 separately assigned to a total of 6 districts.
Quarantine Security	SFSO	Provide security at quarantine sites at Laguna Honda Hospital. Security detail was tasked to secure the ingress & egress of individuals to and from identified quarantined housing units at the hospital.	There are at least 2 deputies assigned on each 12-hour watch (0700 – 1900 & 1900 – 0700).
Department Operations Center	SFSO	The SFSO activated its department operations center to manage & provide oversight for department COVID-19 response.	The DOC was staffed 24 hours per day, 7 days a week.

Glossary

AAM	Asian Art Museum
ADM	Office of the City Administrator
APD	Adult Probation Department
ASR	Assessor-Recorder
CFC	Children and Families Commission
COVID-19	Novel Coronavirus Pandemic
DBI	Department of Building Inspection
DCYF	Department of Children, Youth and Their Families
DOSW	Department on the Status of Women
DPA	Department of Police Accountability
DPH	Department of Public Health
EOC	Emergency Operations Center
Fire	San Francisco Fire Department
HRC	Human Rights Commission
HSA	Human Services Agency
HSH	Department of Homelessness and Supportive Housing

MOHCD	Mayor's Office of Housing and Community Development
NERT	Neighborhood Emergency Response Team
OCEIA	Office of Civic Engagement and Immigrant Affairs
OCII	Office of Community Investment and Infrastructure
OECE	Office of Early Care and Education
OEWD	Office of Economic and Workforce Development
OOC	Office of Cannabis
OTI	Office of Transgender Initiatives
Planning	Planning Department
Port	Port of San Francisco
PW	San Francisco Public Works
RPD	Recreation and Parks Department
SFDT	Department of Technology
SFE	Department of the Environment
SFHA	San Francisco Housing Authority
SFPD	San Francisco Police Department
SFPL	San Francisco Public Library
SFPUC	San Francisco Public Utilities Commission
SFO	San Francisco International Airport

SFSO	San Francisco Sheriff's Office
TTX	Treasurer and Tax Collector