WHAT DO AMBASSADORS DO?

Ambassadors promote safety and engage neighborhood residents, visitors, and workers through the following services:

- Ensure safe passage by providing safety escorts
- Provide directions and general assistance
- Contact medical and emergency services
- Alert 311 and city departments of safety hazards, graffiti or maintenance issues
- Educate and inform the public about city services and programs
- Conduct wellness checks of individuals in need, and provide linkages and referrals to social services

NEED A SAFETY ESCORT? CALL 311

Would you like a safety escort in the Visitacion Valley/Portola areas? Call 311 during our operating hours:
Weekdays from 9:00 AM– 6:00 PM, and request an “ambassador safety escort” And we’ll have an ambassador meet you within 15 minutes!

NEED HELP FROM OUR AMBASSADORS?

You can also reach our field Team Lead at:
415-531-9087
For Safety Escorts and Immediate Needs

Connect With Us:
www.sfgov.org/OCEIA

Email: civic.engagement@sfgov.org
ABOUT THE COMMUNITY AMBASSADORS PROGRAM

The Community Ambassadors Program (CAP) is a community safety and neighborhood engagement job training program.

Developed and operated by the Office of Civic Engagement & Immigrant Affairs, CAP hires and trains neighborhood residents to provide a visible, street-smart safety presence in the area.

You can find us in the Vis Valley/Portola areas, as shown here:

OUR AMBASSADORS:

- Are city residents and familiar with the Visitacion Valley/Portola neighborhoods
- Understand the diverse cultures and languages of their assigned neighborhoods
- Are trained in safety, crime prevention, cultural sensitivity and community outreach
- Carry picture identification and wear bright yellow jackets for easy recognition
- Work closely with existing programs, law enforcement, 311, MTA, community organizations and service providers
- Work weekdays from 9:00 AM–6:00 PM

City and Community Partners
311 ▪ Alive & Free ▪ APA Family Support Services ▪ Community Empowerment ▪ Department of Public Works ▪ Mayor’s Office ▪ South East Community Facility ▪ SFMTA ▪ Office of Economic & Workforce Development ▪ Portola Neighborhood Association ▪ Portola Family Connections ▪ Recreation & Parks ▪ SF Police Department ▪ The Village ▪ Office of D10 Supervisor Malia Cohen

ABOUT OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking office. OCEIA’s mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.

OCEIA seeks a safe, engaged and inclusive San Francisco where everyone can contribute and thrive.

OCEIA PROGRAM AREAS:
Language Access & Services ▪ Immigrant Assistance Programs ▪ Community Ambassadors Safety Program ▪ Community Outreach & Education ▪ Citizenship ▪ DreamSF Fellows

OCEIA currently operates the Community Ambassadors Program in the Bayview, Chinatown, Mid Market/Tenderloin, Mission, and Visitacion Valley/Portola Neighborhoods.

415-581-2360 ▪ www.sfgov.org/oceia ▪ Email: civic.engagement@sfgov.org