April 24, 2020

YCD Interim Shelter in Place Update

Since the onset of the Shelter in Place mandate, YCD continues to passionately serve our entire District-10 community. We have been providing remote services, supporting our clients since March 13th. In addition to maintaining over 20 programs and initiatives, YCD is actively responding to the most urgent needs of our residents through our COVID-19 community response relief efforts.

At 100 employees strong, YCD is reflective of the community we serve, with over 40% of our staff residing within the district. Together we have entered a new temporary normal, which has challenged the way we all work. Through this process, our team has demonstrated an incredible level of professionalism and commitment to public service. Within days of the Shelter in Place mandate, our teams made a swift transition from in-person to remote service delivery, adapting immediately to a completely new way of working.

As a front-line service provider, YCD bears witness to the debilitating impacts of the pandemic within District 10. As an organization, we have pivoted to expand our support within the communities we serve by leveraging the systems and processes we have in place to immediately mobilize and address resident needs.

Our current response relief efforts address six (6) top priorities: 1) Basic Necessities 2) Food 3) Connectivity 4) Housing 5) Childcare and 6) Transportation.

**Basic Necessities Purchases via Gift Cards:** The pandemic has resulted in unbearable economic hardships that make it extremely challenging to purchase even the basic necessities. To date, YCD has safely distributed over 200 Safeway gift cards with an additional 200 to be distributed in the next 2 weeks.

**Prepared Meal Delivery:** To address food scarcity, YCD has launched a meal delivery program. Working alongside local catering partners, restaurateurs, and key community-based organizations, we leverage our current infrastructure to distribute hot meals for up to 750 individuals per day and nearly 2,550 a week throughout the Bayview.

**Connectivity:** COVID-19 has emphasized the pre-existing gap in digital connectivity in our community. YCD is providing laptops and tablets to community members to help close this divide.
In addition, many of our in-person programming is now available online, including job training, educational tutorials and one-on-one customer support via Zoom.

**Eviction Prevention Assistance:** As job loss continues to rise within our community, residents are facing an increased threat of eviction and displacement. YCD is actively working with City organizations to develop a strategic response to mitigate the economic impacts of COVID-19 and guard against residents being pushed into homelessness.

**Childcare:** School closures have resulted in additional cost burdens upon families with school-age children. Many households are not equipped with the necessary resources to support all-day childcare. We are working with foundations and community partners to address these challenges.

**Transportation Support:** Citywide, there are limited public transportation services and routes in addition to COVID-19 related restrictions. To support essential trips to the grocery store, pharmacy and medical appointment, we are exploring alternatives including taxi and delivery services, allowing residents, particularly those at high risk to avoid exposure.

As we look to the days ahead, we already anticipate the long-term impacts of COVID-19. YCD is working proactively to mitigate the trauma, learning loss, housing displacement and job loss that has devastated our community. Our leadership team is actively engaged in the process of updating our strategic plan to address needs in the aftermath of the pandemic as well as develop pipelines to careers in high demand sectors.

YCD has the honor of continuing to serve the beautifully resilient District 10 community. This would not be possible without the overwhelming support of friends, donors and partners both within the community and the City & County of San Francisco. Whether it be the gift of time from volunteers, support through funding or the trust of committed partnerships, it is during these times we understand the necessity of community and the power of true collective impact. It is in this spirit that YCD will continue to champion these priorities for our community.

For more information, contact us at:
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In Community,

Dion-Jay Brookter, MBA
Executive Director
May 29, 2020

COVID-19 Update

More than a health crisis, COVID-19 has had a reverberating effect on each of us. As the world responds to this threat, many are struggling with how to help their communities while also trying to endure the crisis themselves. YCD has adapted to this new normal and fast-tracked the way we serve our clients. This transformation has led to innovative approaches to service delivery and rapid response to meet unprecedented needs within the Bayview community.

It is during this season that we have even greater appreciation for our dedicated staff, valued partners, and tireless volunteers. Uniting on the frontlines has not only instilled a deep sense of pride, but further solidified our commitment to community. This update demonstrates how this support has widened the impact of our work and increased our purpose in the Bayview.

YCD COVID-19 Emergency Response Highlights

Collectively, we have navigated this unprecedented time by delving deeper into the community with our COVID-19 community response efforts. We are proud to share our efforts.

- **Meal Delivery Program:** In response to the exacerbated food desert that is our community. In order to meet the growing need for access to nutritious food options, YCD has partnered with The Related Housing Foundation to support our work with Taste Catering to deliver prepared meals to 140 households per day, feeding up to 2,800 residents per week.

- **Housing:** YCD in partnership with the Mayor’s Office of Housing and Development is providing housing stabilization assistance to hundreds of Bayview families throughout San Francisco through the [Give2SF Response and Recovery Fund](#).

- **Technology:** YCD is actively bridging the technology gap within the Bayview. With the support of Tipping Point Community, we are providing laptops and tablets to community residents. To adapt to physical distancing guidelines we have moved our instruction online including job readiness training, educational tutorials, and one-on-one customer support meetings via Zoom.

- **Transportation:** YCD is supporting community residents by providing safe alternatives to public transportation. In collaboration with Lyft, YCD is offering no cost rides to community members who are unable to get themselves to work and essential appointments.
Safety First

As we now prepare to re-enter the workplace in a modified and phased capacity, our efforts will continue to reflect the consciousness required to do this work post-COVID-19. As the terms of mandated and recommended courses of action are outlined and continuously updated YCD is dedicated to providing a safe environment for all. To date, we have been able to:

- Make infrastructural updates to YCD offices- electrical, technology upgrades, etc.
- Offer flexible schedules to our staff to adhere to social distancing safety measures
- Fully clean and disinfect all YCD office locations

Return to Work Plan

During this transition period, YCD has prioritized establishing organization-wide safety measures, that comply with CDC and OSHA regulation standards:

- Occupancy limits- phased & staggered schedules, flexible work-from-home schedules, customer services by appointment, designated drop-in hours
- Protective supplies- ongoing utilization of protective supplies (face masks, hand sanitizer, gloves)
- Continued 6’ physical distancing, self-check procedures, and health reviews
- All-staff training on workplace COVID-19 Health and Safety practices
- Enhanced cleaning schedules for all communal spaces and public facilities

As these preparations for the first phases of re-entry have begun and developments continue to evolve, we will be sure to provide additional updates. Rest assured that YCD will continue to serve our community and do the work it is known for.

Looking to the Future!

We persevere with deep gratitude and appreciation for you.

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In Community,

Dion-Jay Brookter, MBA
Executive Director