HELLO!
five keys NEIGHBOR

We run the **Embarcadero SAFE Navigation Center** at 555 Beale Street. You may recognize us by our Five Keys blue shirts and see us walking around the neighborhood.

HERE IS A QUICK GUIDE TO NEIGHBORHOOD SERVICES THAT WE DO OR OUTSOURCE:

Our number has changed! Please text: 415-237-3175

The Five Keys text line is monitored by staff at the Navigation Center. We will respond to your text within 48 hours. If the issue has already been addressed or not appropriate for us to respond to, we will do our best to provide you guidance on who to call.

THINGS FIVE KEYS CAN ADDRESS
- Concerns related to the Navigation Center (noise disturbances, etc.)
- For basic trash clean up and syringe pick up in the area on this map...

ENGAGEMENT ISSUES
If you see people who are camping outside the Navigation Center, our staff can go and check in with them. However, we are not able to make them move or offer shelter. If there is an emergency, call 911.

Call SFPD Non-Emergency (412-553-0123) for:
- Noise complaints and loitering
- People, structures or encampments blocking entrances to property or blocking sidewalks.

Call 911
- Emergencies (medical, safety or crimes in progress)
- Acute behavioral health crisis or overdose

Call 311
- Tents, structures and encampments
- Request clean-up of trash, debris, human/animal waste and syringes.

Other Resources:

ACCESSING SHELTER
Our site does not take walk-ins. Our guests must be referred to us from City agencies. For referrals, families and young adults (ages 18-24) can visit a Coordinated Entry Access Point. Adults over 24 can call the San Francisco Homeless Outreach Team to request outreach and available shelter placement.

For more information on accessing shelter, please visit HSH's website: hsh.sfgov.org/services/how-to-get-services/

You can also find more information regarding the city's latest guidance on healthy streets and homelessness response here: www.sf.gov/information/reporting-concerns-about-street-crises-and-conditions

fivekeys.org