



Central Eastside Together Glossary:

[General Terms](#)

[Service Providers](#)

[Reporting Terms](#)

General Terms

- **ESD: Enhanced Services District:**
 - An Enhanced Services District (ESD) is Portland's name for a tool that business and property owners in a defined commercial area like the Central Eastside can use to fund improvements that go above and beyond normal City services (typically called a business improvement district or BID in other cities). Both [Downtown Clean and Safe](#) and [Go Lloyd](#) are ESD's.

- **Central Eastside Together:**
 - The name of the Enhanced Services District in the Central Eastside.

- **Central Eastside Industrial Council (CEIC):**
 - The Central Eastside Industrial Council (CEIC) is the business association for Portland's Central Eastside. The CEIC manages the ESD, Central Eastside Together.

- **Central Eastside Industrial District (CEID):**
 - The name of the business district that occupies the Central Eastside.

- **Central Eastside Together Certification Training:**
 - Bi-annual, at least 2-hour training provided to all Cleaners and 6-hour training for Safety for All Team upon hire and every six (6) months thereafter; training must include, at a minimum: Engagement with

Campers and/or similar vulnerable populations. Differentiation of 'Trash' from 'Personal Property/Documents.' Conflict Resolution and De-escalation Techniques, Mental Health Crisis Response and Trauma-informed Interventions.

- **Property Management Fee:**
 - Whoever pays the water bill on a property is responsible for the fee. The purpose of the Property Management fee is to provide revenues to fund sidewalk operations and safety, streetscape improvement, parking and transportation, and community grant fund.

 - **Sidewalk Operations Oversight Committee:**
 - The committee advises the Central Eastside Together (ESD) Board on specific programs including service delivery results, trends and complaints. Will make as needed recommendations for changes to services and host quarterly public information sessions including bi-annual Sidewalk Operations Forums.

 - **“Sweeps”:**
 - A term used for the clearing of illegal camping. Central Eastside Together does not participate in “sweeps”.
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Service Providers

- **Central City Concern (CCC):**
 - The service provider who Central Eastside Together is contracting with to provide cleaning services in the CEID.

- **Clean Start Program:**
 - The name of the Central City Concern Cleaning Program who Central Eastside Together is contracting with to provide safety services in the CEID. CCC Clean Start provides individuals who have been impacted by homelessness an opportunity to work and gain crucial experience and confidence to pursue employment opportunities in a mentored six-month work experience.

- **GRS:**

- Graffiti Removal Services (GRS), the service provider who Central Eastside Together is contracting with to provide graffiti removal in the CEID.
 - **NW Enforcement:**
 - Northwest Enforcement is the service provider who Central Eastside Together is contracting with to provide safety services in the CEID.
 - **Care Coordinator:**
 - The Care Coordinator oversees the care team. They have expertise in working with houseless populations. They are embedded with the Safety Ambassadors during a portion of their service hours. This person is trained in trauma-informed best practices.
 - **Outreach Ambassadors:**
 - Works to develop relationships with the houseless community and connect them to resources as requested. They are supervised by the Care Coordinator.
 - **Safety Ambassadors:**
 - The Safety Ambassadors respond to dispatches and patrol the district (zones 1-7) on foot on a daily basis.
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Reporting Terms:

- **Biohazards:**
 - Urine, feces, and blood.
- **Camps cleaned:**
 - Staff moved trash from an active camp with permission.
- **Camp movement:**
 - Active camps and/or people relocating their camps if the location was on private property and they were asked to move.
- **Drug paraphernalia:**
 - Any tools used to ingest drugs including needles.

- **Graffiti bomb:**
 - Large amount of tagging in a short period of time

- **Hate graffiti:**
 - CEIC uses Portland United Against Hate's (PUAH) description which is as follows: A hate incident occurs when a behavior-based in bias creates a hostile environment, and/or belittles, restricts, harms, alienates people based on their perceived identity by a person, group, or institution that has similar or greater power than the target(s). This is an offense against a person or property motivated in whole or in part by the offender's bias against a protected class, including race, color, religious ideology, national origin, veteran status, sex, sexual orientation, gender identity, gender expression, physical or mental ability, or political affiliation but may not qualify as a crime or a hate crime.
<https://www.portlandunitedagainsthate.org/about>

- **Mental Health Contact:**
 - A reporting term for when the safety team reaches out to the Multnomah County Mental Health Crisis Line.

- **Priority graffiti:**
 - Hate graffiti is responded to within 24 hours. Other high priorities include large size, businesses that are front-facing, main thoroughfares and walkways with high pedestrian traffic, prominent location, graffiti bombs.

- **Property Exclusions:**
 - When the Safety for All team verbally asks people to move from private property. In order for the Safety for All team to perform this action a waiver is needed. Please note the Safety for All team will own verbally ask, they do not physically move people.

- **Public properties:**
 - Street poles (not PBOT), retaining walls, utility boxes, meters on private property etc.)

- **Safety Chaperones:**
 - A service available for anyone in need of accompaniment to transportation, work, or home.

- **Sites cleaned:**
 - Staff found abandoned camps and cleaned the area.

- **Situational Protocol:**
 - Also called Incident Protocol - which outlines the initial harm reduction steps employed during an incident by the Safety Ambassadors. The levels have been established between 0-3 with 0 being the baseline expectation for compassionate behavior and 1 and 2 the use of de escalation techniques and trauma-informed care training. 3 represents an instance of a live threat where the police need to be called.

- **Trauma-informed Care:**
 - “Trauma-informed care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.” (Hopper, Bassuk, & Olivet, 2010)

- **Zones:**
 - To help organize the district we have split it into 8 zones for reporting and services. You can view the zones, [here](#)