



Monthly Report February 2022

Highlights from February 2022:

- The Safety for All team responded to 185 dispatches from 77 unique businesses.
- The Care team supported 3 people applying to permanent housing in February. The team spent 32 hours working on case management involving housing & shelter support this month.
- The cleaning team removed 63,170 pounds of trash & 4,272 needles. This is down from previous months due to the Clean Start cleaning team being under contracted staffing levels this month due to the labor shortage crisis. 63 shifts total were missed in February, in January 92 shifts were missed.
- The Ground Score GLITTER program removed 14,781 or 263 bags this month.
- This month, the team removed 92 instances of graffiti resulting in 83,070 square feet of graffiti removed. As we enter the rainy and cold season, the graffiti removal team is unable to paint over large surfaces as easily.
- In February Central Eastside Together Staff:
 - Hired Clare Briglio to serve as the CEIC Deputy Director.
 - Had our Q&A Listening Session for Central Eastside Together renewal. Listening sessions are taking place over the month of March.
 - Met with Metro to discuss how our services can collaborate together. We are continuing to meet and discuss the potential of Metro helping with some hauling.
 - Staff organized a Coffee & Donuts in-person event for our Central Eastside Together service teams. Our hope is to host these on a quarterly basis but this has not been possible with COVID.

Safety for All Services

Incident Reports

There were 18 incident reports submitted in February, up from 6 in January. Incident levels from the situational protocol* for these reports are listed below:

- Level 0 - 8
- Level 1 - 8
- Level 2 - 2
- Level 3 - 0
- Level N/A - 0



The level 0 incidents included:

- Calling emergency services after our team witnessed a car accident
- Arriving on scene after a dog biting situation happened
- On three separate occasions the team arrived on scene at a fire where the fire department had already arrived
- The team finding signs of vandalism on a building
- An unlit light was found under the Belmont bridge.
- <https://drive.google.com/drive/u/0/folders/1gsNkMZIYDxD5KuHzKdPSu0tiQgAXu8Fj>

The level 1 incidents included:

- On three separate occasions the team called Non-Emergency due to trespassing
- Calling Multnomah County Behavioral Health Crisis line for assistance with an individual
- Calling non-emergency after the team witnessed three people tagging a building with spray paint
- Contacting 911 in regards to individuals trespassing on property
- Calling Non-Emergency in regards to found stolen property
- Calling Project Respond and Police for assistance with an individual

The level 2 incidents included:

- Calling 911 for an individual needing medical assistance
- Calling 911 after our team witnessed a vehicle collision

Engagements

- Engagements with emergency and non-emergency services:
 - Non-Emergency Called - 10
 - Police Contact - 5
 - AMR Contact - 2
 - Mental Health Called - 1
 - Fire Department - 1
 - Union Pacific - 0
- Dispatches
 - 185 unique dispatch calls
 - 76 of those dispatches were wellness checks and 4 were mental health-related
 - 81 were presence patrols*
 - There were 2 dispatches that resulted in the team asking someone to leave private property.**
 - 6 calls resulted in chaperone service requests.



**Presence patrols are when the Safety Team is requested to patrol around a designated area or business to be a presence to help deter unwanted activity.*

***The team does not physically move anyone.*

**Care Team Engagements
December 2021 - February 2022**

Health Care	February	January	December
Medical Appointments scheduled	5	9	9
Attended	3	5	9
Dental Appointments scheduled	1	1	1
Attended	0	0	1
PCP/New Patient Appointments scheduled	1	0	0
Attended	0	0	0
Emergency Room assistance/follow up	3	2	1
Ride 2 Care Scheduled	0	1	2
Attended	0	0	1
Street Doctor /Portland Street Medicine	0	2	3
Mental Health (MH)	February	January	December
Discussion about MH Needs	68	52	74
MH Appointments scheduled	4	4	5
Attended	4	3	2
MH referral attempts (called to schedule)	6	1	1
Successful MH referrals	1	0	0
Assisted to Urgent walk-in	1	0	1
Called police for MH situation	1	1	1
Police came out to MH situation	2	0	0
MultCo MH Crisis Line calls	1	0	0
Project Respond came out	1	0	0
Resolved MH crisis w/o assistance	9	8	13
Drug & Alcohol (D&A) Treatment	February	January	December
D&A Discussions	33	32	32
D&A Actions (called, meeting etc)	0	0	2



Entered D&A Treatment	3	7	1
Facilitated outpatient Tx session	0	0	1
Housing	February	January	December
Discussed shelter options	29	39	52
TPI Shelter referrals submitted	0	0	3*
Other shelter applications submitted (phone inquiries)	9	14	16
Housing Interviews (VAT/VI-SPDAT)	1	5	0
211	2	3	8
Call to Safety	0	0	0
Accepted to shelter	2	0	2
Shelter Placements	0	0	2
Permanent housing applications	2	7	2
Housing placements	3	5	2
Resource Connections	February	January	December
Health Insurance	0	0	1
ID/Birth Certificate	1	2	4
Transportation pass	0	0	1
SSI/SSDI applications	2	2	0
Employment discussions	9	7	12
Employment applications	0	0	0
Employed	0	0	0
Phone application	2	8	2
Snap application	3	6	3
Glasses application	0	0	0
Veterans program sign-ups	0	1	0
Court-related appointments	2	2	2
Meals supplied	823	452	404

* On December 23 our team was notified that TPI was on a “freeze” and not accepting shelter applications. The Freeze lasted until mid-January.

Cleaning Services:

Cleaning Totals
December 2021 - February 2022



	February	January	December
LBS of Trash	63,170	69,620	88,680
Bags of Trash	4,272	4,268	3,790
Needles	1,324	2783	5,252
Drug Paraphernalia	767	1225	3,313
Bio-hazards cleaned/removed	410	402	266
Camps Cleaned* - Active	388	447	340
Camps Cleaned - Abandoned	190	234	172
Contacts made (Houseless)	311	332	N/A**
Contacts made (Business)	410	302	N/A**
Total Contacts made	721	634	N/A**
Broken Glass	205	302	214
Storm Drains Cleaned	172	228	181
Doorways Cleaned	169	237	147
Phone Cleaning Requests	66	176	59
Email Cleaning requests	38	100	29
Shopping cart removed	50	68	52
Other	23	51	49
Furniture	86	12	129

*Camps cleaned - Active refers to the cleaning team offering special trash bags or cleaning around an occupied camp with permission from camp owner.

**In December we reevaluated this metric for accuracy and effectiveness.

**Trash by Zone:
Bags Collected with Percent in District
December 2021 - February 2022**



	February	January	December
Zone 1	10%	11%	7%
Zone 2	13%	25%	11%
Zone 3	28%	26%	29%
Zone 4	19%	17%	17%
Zone 5	18%	15%	15%
Zone 6,7,8	12%	6%	21%

Graffiti Removal

The reporting of square footage rather than just the number of incidents is fairly new to the Clean Start team's operations. This may have led to underreporting in the past.

**Incidents* and Square Feet per Month
December 2021 - February 2022**

	February	January	December
Incidents	92	75	73
Square Feet	83,070	32,520	38,290

*Incidents include tags that are identified during proactive response by CCC, or reactive in the form of a dispatch.