



## Monthly Report October 2021

### Highlights from October 2021:

- 65 unique businesses called or emailed to request safety services. This is down slight from last month where we had 72 unique businesses call or email.
- Our Care team supported 3 people being placed into permanent housing, this is a record high since programs have launched. The team also supported 5 additional people submitting permanent housing applications and helped 2 people get placed into a temporary shelter. The team continues to struggle due to lack of shelter beds in the City and County and coordination between shelters to fill empty beds. Our Care team will begin tracking how much time they spend working with individuals to get them into shelter.
- The Ground Score GLITTER program removed 14,974 pounds or 202 bags this month. This is the largest amount removed by the GLITTER team to date. The program provided informal work opportunities to 39 people living outside.
- Staff focused on documenting arson incidents for Portland Police, distributing our new [Tips for Reporting Criminal Activity](#) & [Tips for Reporting Mental Health Crisis](#) documents and leading and facilitating Central Eastside Together 101 training for our Safety For All Team.

### Safety for All Services

#### Incident Reports

There were 8 incident reports submitted in October, down from 14 in September. Incident levels from our situational protocol\* for these reports are listed below:

- Level 0 - 1
- Level 1 - 4
- Level 2 - 3
- Level 3 - 0
- Level N/A - 0

The level 0 incidents included:

- The team arrived at a fire where the Fire Department was on the scene

The level 1 incidents included:

- Calling non-emergency once at the request of a property owner
- Calling non-emergency twice due to aggressive behavior
- Calling Non-Emergency and Project Respond to assist with a mental health crisis. Both Police and Project Respond did not respond to the dispatch.



The level 2 incidents included:

- Calling police due to a physical altercation our team witnessed while working with a camp.
- Calling police after a Safety for All team member was threatened with a weapon.
- Calling police after an individual was seen harassing and chasing people on the street.

### Engagements

- Below is a summary of engagements with emergency and non-emergency services:
  - Non-Emergency Called - 7 (no Police response - 2)
  - Police Contact - 4
  - AMR Contact - 0
  - Mental Health Called - 1 (no response from Project Respond)
  - Fire Department - 1 (Fire was already on scene, Safety for All Team did not call)
  - Union Pacific - 0
- Dispatches
  - 152 unique dispatch calls
  - 85 of those dispatches were wellness checks and 4 were mental health-related
  - 40 were presence patrols
  - There were 8 dispatches total that resulted in the team asking someone to leave private property.
  - There were 10 total calls to ask people to move but in 2 cases the person was not there when our team arrived.\*
    - \*Our team does not physically move anyone.
  - 2 calls resulted in chaperone services.

### Care Team Engagements

August - October 2021

*Please note, starting in October 2021 our Care team began tracking a number of new metrics. You'll notice "N/A" in any metric that was not previously tracked.*

	October	September	August	Totals 2021
<b>Health Care</b>				
Medical Appointments scheduled	10	9	23	152
Attended	8	6	14	105



Dental Appointments scheduled	0	2	4	23
Attended	0	1	1	13
PCP/New Patient Appointments scheduled	3	N/A	N/A	3
Attended	2	N/A	N/A	2
Emergency Room assistance/follow up	2	1	5	19
Ride 2 Care Scheduled	4	4	4	51
Attended	0	2	0	28
Street Doctor /Portland Street Medicine	0	N/A	N/A	0
<b>Mental Health (MH)</b>				
Discussion about MH Needs	31	N/A	N/A	31
MH Appointments scheduled	3	6	3	43
Attended	2	4	2	32
MH referral attempts (called to schedule)	0	N/A	N/A	0
Successful MH referrals	0	N/A	N/A	0
Assisted to Urgent walk-in	0	N/A	N/A	0
Called police for MH situation	2	N/A	N/A	2
Police came out to MH situation	3	N/A	N/A	3
MultCo MH Crisis Line calls	3	N/A	N/A	3
Project Respond came out	0	N/A	N/A	0
Resolved MH crisis w/o assistance	20	N/A	N/A	20
<b>Drug &amp; Alcohol (D&amp;A) Treatment</b>				
D&A Discussions	15	4	4	56
D&A Actions (called, meeting etc)	0	12	5	25
Entered D&A Treatment	0	N/A	N/A	0
Facilitated outpatient Tx session	0	N/A	N/A	0
<b>Housing</b>				
Discussed shelter options	22	N/A	N/A	22
TPI Shelter referrals submitted	0	1	0	5



Other shelter applications submitted (phone inquiries)	4	1	1	15
Housing Interviews (VAT/VI-SPDAT)	0	N/A	N/A	0
211	0	N/A	N/A	0
Call to Safety	1	N/A	N/A	1
Accepted to shelter	4	3	0	17
Shelter Placements	2	3	0	13
Permanent housing applications	5	1	0	6
Housing placements	3	0	0	3
<b>Resource Connections</b>				
Health Insurance	1	4	3	23
ID/Birth Certificate	8	5	4	36
Transportation pass	2	N/A	N/A	2
SSI/SSDI applications	1	N/A	N/A	1
Employment discussions	9	1	2	24
Employment applications	0	N/A	N/A	0
Employed	0	N/A	N/A	0
Phone application	0	0	4	21
Snap application	5	10	5	50
Glasses application	1	0	1	2
Veterans program sign-ups	0	N/A	N/A	0
Court-related appointments	4	3	2	22
Meals supplied	792	610	755	8,771

## Cleaning Services:

### Cleaning Totals August - October 2021

	October	September	August	Totals 2021
Bags of Trash	4,497	4979	7325	45231
Needles	2,655	2422	3253	21266
Drug Paraphernalia	1,952	1936	2790	16712



Bio-hazards cleaned/removed	533	561	664	5024
Camps Cleaned - Active	763	714	665	3794
Camps Cleaned - Abandoned	254	244	202	1212
Contacts made** - houseless	676	630	562	1192
Contacts made** - business	256	208	195	403
Total Contacts made	932	838	757	4940
Broken Glass	531	460	541	3387
Storm Drains Cleaned	369	285	200	1623
Doorways Cleaned	258	215	226	1670
Phone Cleaning Requests	47	44	40	629
Email Cleaning requests	60	52	30	620
Shopping cart removed	44	86	103	635
Other	96	145	90	1449
Furniture	89	92	129	850
LBS of Trash	76,960	75,860	101,540	680,736
<b>Totals</b>	<b>90,040</b>	<b>89,771</b>	<b>119,312</b>	<b>791,373</b>

\*Camps cleaned that are active means cleaning team offer special bags for cleaning or clean around if allowed by camp owner.

\*\* Starting in August 2021 the cleaning team has separated contacts with houseless and business. Prior to this, all contacts were totaled together.

**Trash by Zone:  
Bags Collected with Percent in District  
August - October 2021**

	<b>October</b>	<b>September</b>	<b>August</b>
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Zone 1	180/11%	136/10%	124/9%
Zone 2	193/12%	192/15%	192/13%
Zone 3	603/39%	540/40%	527/36%
Zone 4	251/16%	194/15%	264/18%
Zone 5	191/12%	194/15%	170/12%
Zone 6,7,8	142/10%	115/5%	170/12%

### Graffiti Removal

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

#### Incidents\* and Square Feet per Month August - October 2021

	October	September	August	Totals 2021
<b>Incidents</b>	96	104	119	748
<b>Square Feet</b>	35,300	30,650	38,595	170,845

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