



## Central Eastside Together Quarterly Report

October – December 2021

*Executive Summary*

### Overview

The Central Eastside Together and CEIC Boards voted to significantly increase programs this year due to increased demand for services. During the pandemic, hiring and retaining staff has been difficult for teams.

The main concerns Central Eastside Together heard from our stakeholders this quarter were:

- Ongoing increase in mental health incidents, with violence being noted more frequently,
- Heightened frustration by many people in the community by the lack of a police response when criminal activity occurs.
- A lack of sufficient shelter beds and a lack of coordination between shelters to fill empty beds.
- Increased number of RV's and Abandoned Autos in the district and lack of response to reports.

This quarter, staff focused on the following items:

- Distributed our updated [Resource Guide](#).
- Facilitated Central Eastside Together 101 training for Safety For All Team.
- Coordinated and gave testimony along with Central Eastside businesses at Multnomah County for increased resources for behavioral health services and shelter that adequately respond to the crisis in our community.
- Worked with law enforcement to ensure proper crime evidence is being submitted and crimes are being reported.
- Met with the City's Graffiti Abatement program to discuss how to best share hot spots and prioritize paint outs that CET teams can't address.
- Staff continues to sit on the Mayor's Action Tables and participate in weekly problem-solving meetings with the Mayor's team.

### Safety for All

Dispatches rose this quarter with **602** compared to 545 last quarter. The Care & Safety teams completed 227 wellness checks, up from 207 Q3. Overall, the Safety for All Team had **1,483 conversations with people living outside**.

This quarter the Care Team:

- Supported **6** people being placed into permanent housing and **6** people being placed into shelter.
- Helped **31** people in getting medical appointments.
- Helped **13** people in scheduling mental health appointments.
- Had **112** conversations with people about housing or shelter options.
- Distributed **2,067** meals in partnership with the Joint Office of Homeless Services

### Cleaning

In Q4 of 2021, our cleaning teams picked up:



- **248,770** pounds of trash (down from 257,300 in Q3 of 2021)
- **13,066** needles (up from 8,246 in Q3 of 2021)
- **7,524** drug paraphernalia (up from 6,787 in Q3 of 2021)
- **1,170** biohazards were removed (down from 1,953 in Q3 2021)
- Zone 3 (of 8 zones total) continues to have the highest rate of trash being noted, between **30 - 39%** of the overall district.

The cleaning team can offer bags for waste at active camps and collect waste when needed. This quarter they **supported active camps 1,655 times** (slightly down from 1,943 in Q3 of 2021) in managing their waste, which supports people in incorporating more hygienic practices during this public health crisis.

### **Graffiti Removal**

The team completed **260 paintouts**. The team painted out a total of **105,590** square feet, a 53% increase from last quarter.



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**Service Details**

**Complaints**

- CEIC has received no complaints since July regarding service providers.
- We have received multiple complaints from people who are displeased with the lack of city services available in the district, especially regarding the lack of police response, and the amount of vandalism.

**Safety for All**

**Hiring and Training**

- Training included First Aid / CPR / AED Refresher, Trauma-Informed Care Refresher, Contact Writing, Mental Health First Aid & Body Language.
- Central Eastside Together Program Manager provided Central Eastside Together 101 training to Safety for All & Care team.
- The Safety for All team was under contracted staffing levels this quarter due to the labor shortage crisis.

**Safety for All Engagements  
October - December 2021**

	October	November	December	Q4 Totals
Number of businesses	174	198	170	542
Number of conversations with businesses	320	450	417	1187
Number of resident contacts	7	7	12	26
Number of guest contacts	17	17	6	40
Number of chaperoned walks	2	3	4	9
Total number of contacts with all people living outside	476	579	428	1483

**Safety for All Incidents and Dispatches  
October - December 2021**

	October	November	December	Q4 Totals
Incident reports*	8	9	9	26
Initial harm reduction steps employed:				



Level 0	1	2	2	5
Level 1	4	6	6	20
Level 2	3	1	1	5
Level 3	0	0	0	0
Number of dispatches	152	225	225	602
Safety Ambassador wellness checks	54	57	43	154
Care Team wellness checks	29	29	15	73
Emergency medical contact	0	2	2	4
Emergency mental health contact	1	2	0	3
Non-emergency police contacts/referral to AMR	7	9	8	24
Property exclusions occurring	8	5	1	14
Property exclusions reported	10	6	2	18
Number of abandoned autos	2	3	2	7
Vandalism reported to Safety Team	2	4	3	9
Vandalism documented by Safety Team	0	0	0	0

\*Incident reports are submitted if an issue arises. Each incident report tracks the level of de-escalation required by using the situational protocol that was developed with the Formation Board (see Appendix C). Each incident report with levels over 1 are noted and explained in the corresponding monthly report.

All Central Eastside Together monthly reports are accessible here:

<http://ceic.cc/centraleastside-together/central-eastside-together-reporting/>

**Care Team Services  
October - December 2021**

	October	November	December	Q4 Totals
<b>Health Care</b>				
Medical Appointments scheduled	10	12	9	31
Attended	8	8	9	25
Dental Appointments scheduled	0	0	1	1



Attended	0	0	1	1
PCP/New Patient Appointments scheduled	3	1	0	4
Attended	2	1	0	3
Emergency Room assistance/follow up	2	1	1	4
Ride 2 Care Scheduled	4	0	2	6
Attended	0	0	1	1
Street Doc/PSM	0	2	3	5
<b>Mental Health (MH)</b>				
MHFA, Discussion about MH Symptoms/Emotion Wellness/TX	31	79	74	184
MH Appointments scheduled	3	5	5	13
Attended	2	1	2	5
MH referral attempts (called to schedule)	0	4	1	5
Successful MH referrals (intake scheduled)	0	0	0	0
Assisted to Urgent walk-in	0	1	1	2
Called police for MH situation	2	2	1	5
Police came out to MH situation	3	2	0	5
MultCo MH Crisis Line calls	3	1	0	4
Project Respond came out	0	2	0	2
Resolved MH crisis w/o assistance	20	18	13	51
<b>Case Management (CM)</b>				
Signed up for CM	0	0	3	3
Outside CM appointment scheduled	0	0	1	1
Attended	0	0	1	1
Care Team CM hours	52	50	55	157
<b>Drug &amp; Alcohol (D&amp;A) Treatment</b>				
D&A Discussions	15	39	32	86



D&A Actions (called, meeting etc)	0	0	2	2
D&A Tx referrals made	0	0	1	1
Entered D&A Treatment	0	0	1	1
Facilitated outpatient Tx session	0	0	0	0
<b>Housing</b>				
Discussed shelter options	22	38	52	112
TPI Shelter referrals submitted	0	4	3*	7
Other shelter applications submitted (phone inquiries)	4	1	16	21
Housing Interviews (VAT/VI-SPDAT)	0	1	0	1
211	0	3	8	11
Call to Safety	1	0	0	1
Accepted to shelter	4	2	2	8
Shelter placements	2	2	2	6
Permanent housing applications	5	0	2	7
Permanent Housing placements	3	1	2	6
<b>Resource Connections</b>				
Health Insurance	1	0	1	2
Identification (ID/Birth Certificate)	8	3	4	15
Transportation pass	2	0	1	3
SSI/SSDI applications	1	0	0	1
Employment discussions	9	11	12	32
Employment applications	0	1	0	1
Employed	0	0	0	0
Phone application	0	2	2	4
Snap application	5	2	3	10
Glasses application	1	0	0	1
Veterans program sign ups	0	0	0	0
Court-related appointments	4	3	2	9
Meals supplied	792	871	404	2067



\* On December 23 our team was notified that TPI was on a “freeze” and not accepting shelter applications.

## Cleaning

In Q4 of 2021, the Clean Start cleaning team picked up **248,770 pounds of trash** including **13,725 bags of trash**.

## Hiring and Training

- The Cleaning team was under contracted staffing levels this quarter due to the labor shortage crisis.
- All Clean Start team members continue to undergo ongoing professional development that includes nonviolent crisis prevention, differentiation of trash from personal property, engagement of campers and/or similar vulnerable populations, and trauma-informed care.
- This quarter GLITTER, a program of Trash for Peace provided 127 worker shifts to people living outside. This is a peer-led initiative that provides informal work opportunities while collecting trash.

**Cleaning Stats**  
October - December 2021

	October	November	December	Q4 Totals:
<b>LBS of Trash</b>	76,960	83,130	88,680	248,770
Bags of Trash	4,497	5438	3790	13,725
Needles	2,655	5159	5252	13,066
Drug Paraphernalia	1,952	2259	3313	7,524
Biohazards cleaned/removed	533	371	266	1,170
Camps Cleaned – Active*	763	552	340	1,655
Camps Cleaned – Abandoned	254	206	172	632
Houseless Contacts Made	676	627	N/A**	1,303
Business Contacts Made	256	194	N/A**	450
Contacts made (business & houseless)	932	821	N/A**	1,753
Broken Glass	531	379	214	1,124
Storm Drains Cleaned	369	367	181	917



Doorways Cleaned	258	219	147	624
Phone Cleaning Requests	47	38	59	144
Email Cleaning requests	60	60	29	149
Shopping Cart removed	44	46	52	142
Other	96	58	49	203
Furniture	89	158	129	376

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

\*\*Due to a change in management of our Cleaning team we are re-evaluating this metric.

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

	October	November	December
Zone 1	180/11%	253/13%	97/7%
Zone 2	193/12%	214/11%	156/11%
Zone 3	603/39%	725/36%	431/29%
Zone 4	251/16%	308/15%	246/17%
Zone 5	191/12%	287/14%	224/15%
Zone 6,7,8	142/10%	217/11%	297/21%

**Graffiti Removal Services**

**Incidents and Square Feet per Month  
October - December 2021**

	October	November	December	Q4 Totals
Incidents	96	91	73	260
Square Feet	35,300	32,000	38,290	105,590

**Public Comment**

During the Public Sidewalk Operations Oversight Committee on December 9<sup>th</sup>, 2021, the following public comment was submitted:





- Susan Lindsay from the Buckman Community Association wants to encourage the Committee to ask the city for help with garbage removal. There are large garbage piles to the east of 12th Ave, with no assistance. She asks for any assistance from the City to help keep sidewalks clear.
- Richard Johnson, Community Member, shares that they recently had an experience with a person in a mental health crisis and did not know how to find resources.
  - NClark answers that the Safety For All Team is a great first call, and can help with de-escalation and referral to services. RJohnson asks specifically if they [the Safety For All Team] can go East of 12th, KMerrill answers that the team has to mostly stay within District bounds. RJohnson asks besides ESD teams who can help, and KMerrill answers nothing right now but soon Portland Street Response will be expanded citywide and will be a good place to turn.