



## Central Eastside Together Quarterly Report

July – September 2021

Executive Summary

### Overview

This Quarterly Report offers an overview of the services provided through Central Eastside Together between the months of July and September 2021, which is the third quarter (Q3) of operations for the year. 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. We are seeing this difficulty gradually easing and anticipate most teams being fully staffed by the fourth quarter.

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

- 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
- Increased suspected arson fires happening across the district. This quarter, we had **7 suspected arson fires reported**.
- A lack of sufficient shelter beds and a lack of coordination between shelters to fill empty beds.

This quarter, staff focused on the following items:

- Leading and facilitating training including Central Eastside Together 101 for our Safety for All Team and Trauma-Informed Care training for the Central Eastside community.
- Creating a [Tips for Reporting Criminal Activity](#) and a [Tips for Reporting Mental Health Crisis](#) one-sheets for Central Eastside stakeholders with guidance from Portland Police and Project Respond.
- Advocating at both Portland City Council and Multnomah County for increased resources for behavioral health services, shelter, and navigation services that adequately respond to the crisis in our community
- Implementing increased hours of the Safety for All team. As of Mid-August our Safety for All team is available 24 hours Monday through Friday. On Saturday and Sunday, our Safety for All Team is available all day and night except 8:30 AM-Noon.
- Launching an additional cleaning service provided by GLITTER, a program of Trash for Peace. This cleaning service is a houseless peer-led initiative providing informal work opportunities focused on providing trash service to camps, this quarter the program provided 74 people with informal work opportunities this quarter. This service launched district-wide as of July.

### Safety for All

Dispatches rose significantly this quarter with **545** compared to 348 last quarter. The team saw an increase in wellness checks as well. In Q1 the team completed 70 wellness checks, in Q2 the team completed 105 wellness checks, and this quarter the team completed **207 wellness checks**. This highlights the increased need and demand for our services.



The main concerns from our Safety for all Team are:

- *Increase in behavioral health incidents and wellness checks.* As a response to this concern members of the Care team & Central Eastside Together staff testified in front of Portland City Council and Multnomah County commissioners about the need for increased resources.
- *Increase in vandalism and break-ins.*
- *Violence being noted more frequently* resulting in a significant increase of situational protocols being utilized
- *A lack of sufficient shelter beds and a lack of coordination between shelters to fill empty beds.* Our Care team will begin tracking the number of times people are denied shelter or added to waitlists due to a lack of availability

Overall, the Safety for All Team had **2,492 conversations with people living outside**, including **207** wellness checks by both Safety Ambassadors and Care Team. This is almost double from last quarter.

This quarter the Care team supported:

- **7** people to sign up for Oregon Health Plan
- **59** people in getting medical appointments
- **13** people in scheduling mental health appointments
- **7** people entering temporary shelter and were able to get **1 person placed into permanent shelter**. They continue to make referrals to culturally specific agencies when talking to people about shelter Starting in October the Care team will be tracking how many conversations they have with people living outside about shelter.

In addition to distributing hygiene kits, tents, sleeping bags and blankets, the Care team has distributed **2,541** meals in Q3 in partnership with the Joint Office of Homeless Services as most dining halls remain closed. They are now focused on sharing information about the COVID-19 vaccines.

## **Cleaning**

Throughout the pandemic, people have relied more heavily on mobile services such as Clean Start and emergency hygiene centers to address their needs. In Q3 of 2021, our cleaning teams picked up:

- **257,300** pounds of trash (up from 242,449 in Q2 of 2021)
- **8,248** needles (up from 6,367)
- **6,787** drug paraphernalia (up from 4,590)
- Utilizing additional precautions due to COVID-19, **1,953** biohazards were removed (up from 1,823)
- Zone 3 (of 8 zones total) continues to have the highest rate of trash being noted, between **36 - 40%** of the overall district.

The cleaning team can offer bags for waste at active camps as well as collect it when needed. This quarter they **supported active camps 1,943 times** in managing their waste, which supports people in incorporating more hygienic practices during this public health crisis. This is



up significantly compared to 1,002 times last quarter. This increase is due to the increase in our team size and vehicles.

### **Graffiti Removal**

The team completed **313 paintouts**, a 44% increase from last quarter. The team painted out a total of **69,245 square feet**, a 81% increase from last quarter. This increase is due to the increase in our team size and vehicles along with staff expertise on the team.



**Central Eastside Together Quarterly Report  
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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 crime enforcement, the police response to crimes, and the amount of vandalism.

**Safety for All**

**Hiring and Training**

- Training included Report Writing / Situational Protocol, Emotional First Aid, De-escalation, Dual Diagnosis, and Team building. The Care Team continues to facilitate training for the Safety Ambassadors around their outreach work.
- CEIC continues to join the Safety for All Team on a regular basis for their ongoing professional training to provide an overview of the Central Eastside Together programs for new staff.
- Due to the increased service hours, our Safety for All Team has hired 4 additional Safety Ambassadors including an assistant lead Safety Ambassador.

**Safety for All Engagements  
July - September 2021**

	July	August	September	Q3 Totals
Number of businesses	167	227	222	616
Number of conversations with businesses	323	481	433	1237
Number of resident contacts	17	6	7	30
Number of guest contacts	16	26	21	63
Number of chaperoned walks	10	5	5	20
Total number of contacts with all people living outside	869	899	724	2492



**Safety for All Incidents and Dispatches  
July - September 2021**

	July	August	September	Q3 Totals
Incident reports*	9	8	14	31
Initial harm reduction steps employed:				
Level 0	1	2	4	7
Level 1	5	4	7	16
Level 2	0	2	2	4
Level 3	2	0	1	3
Number of dispatches	153	180	212	545
Safety Ambassador wellness checks	35	39	52	126
Care Team wellness checks	20	37	24	81
Emergency medical contact	3	3	5	11
Emergency mental health contact	0	1	0	1
Non-emergency police contacts/referral to AMR	7	5	11	23
Property exclusions occurring	15	6	3	24
Property exclusions reported	32	8	7	47
Number of abandoned autos	1	8	8	17
Vandalism reported to Safety Team	4	7	3	14
Vandalism documented by Safety Team	0	2	0	2

\*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  
July - September 2021**

	July	August	September	Q3 Totals
<b>Health Care</b>				
Medical Appointments scheduled	19	23	9	51
Attended	15	14	6	35
Dental Appointments scheduled	2	4	2	8
Attended	0	1	1	2
Emergency Room assistance/follow up	2	5	1	8
Ride 2 Care Scheduled	2	4	4	10
Attended	1	0	2	3
<b>Mental Health</b>				
Mental Health Appointments scheduled	4	3	6	13
Attended	3	2	4	9
<b>Drug &amp; Alcohol (D&amp;A) Treatment</b>				
D&A Discussions	2	4	4	20
D&A Actions (called, meeting etc)	0	5	12	7
<b>Housing</b>				
TPI Shelter referrals submitted	0	0	1	3
Other shelter applications submitted (phone inquiries)	2	1	1	4
Accepted to shelter	4	0	3	1
Shelter placements	4	0	3	1
Permanent housing applications	0	0	1	0
Permanent Housing placements	0	0	0	0
<b>Resource Connections</b>				
Health Insurance	0	3	4	8
Identification (ID/Birth Certificate)	4	4	5	14
Employment discussions	3	2	1	5
Phone application	0	4	0	13
Snap application	6	5	10	17
Glasses application	0	1	0	0
Court-related appointments	2	2	3	9
Meals supplied	1176	755	610	3,248



## Cleaning

In Q3 of 2021, the Clean Start cleaning team picked up **257,300 pounds of trash** including **20,763 bags of trash**.

## Hiring and Training

- 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.
- In Mid-August, Central Eastside Together Launched an additional cleaning service provided by GLITTER, a program of Trash for Peace. This cleaning service is a houseless peer-led initiative providing informal work opportunities focused on providing trash service to camps, this quarter the program provided 74 people with informal work opportunities this quarter.

### Cleaning Stats July - September 2021

	July	August	September	Q3 Totals:
<b>LBS of Trash</b>	88,180	79,900	101,540	257,300
Bags of Trash	8,459	7,325	4,979	20,763
Needles	2,571	3,253	2,422	8,246
Drug Paraphernalia	2,061	2,790	1,936	6,787
Biohazards cleaned/removed	728	664	561	1,953
Camps Cleaned – Active*	564	665	714	1,943
Camps Cleaned – Abandoned	170	202	244	616
Houseless Contacts Made*	N/A	N/A	562	562
Business Contacts Made*	N/A	N/A	195	195
Contacts made (business & houseless)**	718	757	838	2,313
Broken Glass	334	484	541	1,485
Storm Drains Cleaned	167	183	200	668
Doorways Cleaned	190	200	226	641



Phone Cleaning Requests	120	47	40	131
Email Cleaning requests	54	61	30	143
Shopping Cart removed	79	90	103	279
Other	102	74	90	309
Furniture	101	113	129	334

\*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  
July - September 2021**

	July	August	September
Zone 1	129/10%	124/9%	136/10%
Zone 2	238/18%	192/13%	192/15%
Zone 3	464/36%	527/36%	540/40%
Zone 4	201/16%	264/18%	194/15%
Zone 5	119/10%	170/12%	194/15%
Zone 6,7,8	126/10%	170/12%	115/5%

**Graffiti Removal Services**

This quarter, we saw a large increase in the number of requests for graffiti removal, we had a 43% increase in requests from Q2 to Q3. Additionally, we saw an 84% increase in the square footage of graffiti removed from Q2 to Q3.

**Incidents and Square Feet per Month  
July - September 2021**

	July	August	September	Q3 Totals
Incidents	90	119	104	313



Square Feet	22,670	38,595	30,650	<b>69,245</b>
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## Public Comment

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

- **Elizabeth Agosti, Property Owner, 211 SE Yamhill**
  - Shared public comment via the chat: “I should introduce myself: I an owner-manager of the AIREFCO-leased building at 211 SE Yamhill. Speakers are connected but my computer lacks a microphone. Our property has months-years-long illegal camping on Yamhill and Belmont, and I regret that I did not connect earlier with CEIC. Tenant has put daytime security patrol in place for 3 months but not at night. Multiple fires on Yamhill near elec. transformer has finally put this site on the City's priority list. So I will be staying in touch with CEIC!”
- **Leah Woods, Portland Craft Bar:**
  - She is an art teacher in the district and has seen the neighborhood change in the past year. She holds children’s art classes, and had a break-in to her building during a class, feels uneasy about leaving the door open for COVID protocols, and feels unsafe taking children on art walks or outdoor lunches around the neighborhood. She feels the only safe outdoor space is the OMSI river walk, as it is monitored by OMSI staff.
- **Dave Wright, W. G. Wright & Associates**
  - Has noticed violence is increasing, and his team has experienced two violent assaults. He continues that there is an unruly camp abutting one facility, which may play into the level of violence and unruliness is increasing. His team finds the situation dangerous and out of control, and wants to be part of the solution.
- **Bridgid Blackburn, Cargo**
  - Bridgid Blackburn shares that she agrees that problems are escalating, and it is harder to do business. She has been regularly calling Safety For All and finds it better than 911. She appreciates the safety teams stopping by to check in even when she hasn’t called and appreciates their care actions. Bridgid Blackburn encourages business owners to use services so the impact of what they are seeing is recorded. Central Eastside Together work will elevate their voices.
- **Molly Liston, Property Owner in the district**
  - Molly Liston shares that she is a partial owner in some buildings in the District, and asks what has the district’s support been from the police? Are the police allowed to respond to these calls? KMerrill responds this is something Central Eastside Together is working on. The PPB has fewer detectives now and



decreased capacity so Central Eastside Together supports their work by passing information and evidence directly to the DA & Neighborhood Response Team.