



## Monthly Report August 2022

### Highlights from August 2022:

- The Safety for All team responded to 238 dispatches from 87 unique businesses.
- The Care team supported 5 people applying to permanent housing. The team spent 70 hours working on case management involving housing & shelter support this month. We purchased 17 bus passes to assist in transportation.
- Both Safety and Care staff participated in team-building training exercises and learned about business contact methods.
- The care team focused on building a referral partnership with Multnomah County Aging and Disability and formed a first time collaboration with Adult Protective Services with a training coming in September.
- The cleaning team removed 86,420 pounds of trash & 4,107 needles. The Central City Concern team continues maintain contracted staffing levels.
- The Ground Score GLITTER program collected 406 bags of litter and 157 pieces of furniture and misc. items this month weighing 11,358 lbs. Teams collected 549 sharps and had regular contact with 158 houseless community members. In the month of August GLITTER had approximately 146 worker shifts worked in 292 hours.
- All service provider staff observed fewer camps and campsite impact on businesses, residents, and visitors in the District in August due to the increased City and IRP activity in July.
  
- **In August, Central Eastside Together Staff:**
  - Worked to market and promote the new Graffiti program through community engagement and by sharing a survey to gauge feedback and effectiveness.
  - Welcomed new Director of Operations Jennifer Hamilton and Administrative Assistant Lesslie Lopez to the team.
  - Met additionally with all service providers as a part of the onboarding process to introduce new staff members.
  - Coordinated and hosted the August Central Eastside Together Board of Directors meeting.
  - Worked to ensure the Hood to Coast Relay Race route through the Central Eastside was clean, safe, and supported by CET services.
  - Continued to meet weekly with the Mayor's office and representatives from the Impact Reduction Program, Office of Civic Life, and the Neighborhood Response team, among other stakeholders.
  - Convened Community Grant Committee to review grant applications and make recommendations.



## Safety for All Services

### **Incident Reports**

There were xx incident reports submitted in August, in July, and in June. Incident levels from the situational protocol\* for these reports are listed below:

- Level 0 - 1
- Level 1 - 6
- Level 2 - 5
- Level 3 - 1
- Level N/A - 0

The level 1 incidents included:

- Non-emergency medical contacted for individual in mental health crisis disrupting a business.
- Emergency mental health service called for individual experiencing psychosis in a high-traffic area.
- 911 called regarding a suspicious vehicle parked at a business when a break-in occurred.
- Non-emergency contacted after police presence exacerbated individual in mental health and active substance use creating disturbance around residential building.
- Non-emergency police contacted regarding a business complaint of person sleeping on the sidewalk.

The level 2 incidents included:

- 911 and emergency medical called in regards to a medical emergency outside hotel.
- Assisted individual to call police reporting an assault. Followed up by calling emergency mental health services for both individuals displaying signs of mental distress.
- 911 called to respond to vehicle fire.
- 911 called regarding report of firearms and firearm accessories in the public right of way.
- 911 called to respond to individual in mental health distress running through traffic.
- Emergency medical services called regarding individual with medical emergency.

The level 3 incident included:

- Emergency police contacted due to threats and acts of violence towards ambassadors and the break-in of a vehicle.



**Engagements**

- Engagements with emergency and non-emergency services:

Non-Emergency Called - 3  
 Police Contact - 7  
 AMR Contact - 3  
 Mental Health Called - 3  
 Fire Department - 1

- Dispatches
  - o 238 unique dispatch calls.
  - o 80 of those dispatches were wellness checks and 21 were mental health-related.
  - o 80 were presence patrols.\*
  - o There were 26 dispatches that resulted in the team asking someone to leave private property.\*\*
  - o 0 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  
 January 2022 - August 2022**

| Health Care                    | Aug. | July | June | May | April | March | February | January |
|--------------------------------|------|------|------|-----|-------|-------|----------|---------|
| Medical Appointments scheduled | 4    | 3    | 2    | 8   | 0     | 14    | 5        | 9       |
| Attended                       | 2    | 0    | 1    | 2   | 0     | 5     | 3        | 5       |
| Dental Appointments scheduled  | 0    | 0    | 0    | 0   | 4     | 1     | 1        | 1       |
| Attended                       | 0    | 0    | 0    | 0   | 2     | 0     | 0        | 0       |



|   |            |             |             |            |              |              |                 |                |
|---|------------|-------------|-------------|------------|--------------|--------------|-----------------|----------------|
| PCP/New Patient Appointments scheduled    | 0          | 1           | 0           | 0          | 1            | 0            | 1               | 0              |
| Attended                                  | 0          | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| Emergency Room assistance/follow up       | 3          | 1           | 1           | 3          | 2            | 1            | 3               | 2              |
| Ride 2 Care Scheduled                     | 0          | 0           | 1           | 0          | 1            | 1            | 0               | 1              |
| Attended                                  | 0          | 0           | 1           | 0          | 0            | 0            | 0               | 0              |
| Street Doctor /Portland Street Medicine   | 7          | 10          | 3           | 1          | 2            | 5            | 0               | 2              |
| <b>Mental Health (MH)</b>                 | <b>Aug</b> | <b>July</b> | <b>June</b> | <b>May</b> | <b>April</b> | <b>March</b> | <b>February</b> | <b>January</b> |
| Discussion about MH Needs                 | 54         | 102         | 75          | 88         | 55           | 89           | 68              | 52             |
| MH Appointments scheduled                 | 2          | 3           | 4           | 2          | 2            | 5            | 4               | 4              |
| Attended                                  | 1          | 2           | 3           | 1          | 2            | 3            | 4               | 3              |
| MH referral attempts (called to schedule) | 0          | 1           | 0           | 0          | 0            | 0            | 6               | 1              |
| Successful MH referrals                   | 0          | 0           | 0           | 0          | 0            | 0            | 1               | 0              |
| Assisted to Urgent walk-in                | 0          | 1           | 0           | 0          | 0            | 0            | 1               | 0              |
| Called police for MH situation            | 2          | 0           | 0           | 0          | 1            | 0            | 1               | 1              |
| Police came out to MH situation           | 1          | 0           | 0           | 2          | 1            | 2            | 2               | 0              |
| MultCo MH Crisis Line calls               | 2          | 0           | 1           | 4          | 0            | 1            | 1               | 0              |
| Project Respond                           | 0          | 0           | 1           | 2          | 1            | 0            | 1               | 0              |



|  |             |             |             |            |              |              |                 |                |
|--|-------------|-------------|-------------|------------|--------------|--------------|-----------------|----------------|
| came out   |             |             |             |            |              |              |                 |                |
| Resolved MH crisis w/o assistance                      | 11          | 31          | 14          | 12         | 9            | 20           | 9               | 8              |
| <b>Drug &amp; Alcohol (D&amp;A) Treatment</b>          | <b>Aug.</b> | <b>July</b> | <b>June</b> | <b>May</b> | <b>April</b> | <b>March</b> | <b>February</b> | <b>January</b> |
| D&A Discussions  | 25          | 41          | 16          | 36         | 31           | 37           | 33              | 32             |
| D&A Actions (called, meeting etc)                      | 0           | 2           | 0           | 0          | 0            | 4            | 0               | 0              |
| Entered D&A Treatment                                  | 0           | 1           | 0           | 3          | 0            | 4            | 3               | 7              |
| Facilitated outpatient Tx session                      | 1           | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| <b>Housing</b>   | <b>Aug.</b> | <b>July</b> | <b>June</b> | <b>May</b> | <b>April</b> | <b>March</b> | <b>February</b> | <b>January</b> |
| Discussed shelter options                              | 25          | 31          | 27          | 36         | 20           | 39           | 29              | 39             |
| TPI Shelter referrals submitted                        | 2           | 0           | 5           | 5          | 0            | 0            | 0               | 0              |
| Other shelter applications submitted (phone inquiries) | 11          | 8           | 5           | 6          | 11           | 14           | 9               | 14             |
| Housing Interviews (VAT/VI-SPDAT)                      | 0           | 3           | 0           | 2          | 3            | 3            | 1               | 5              |
| 211  | 3           | 3           | 8           | 2          | 3            | 6            | 2               | 3              |
| Call to Safety   | 1           | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| Accepted to shelter                                    | 6           | 0           | 2           | 1          | 2            | 0            | 2               | 0              |
| Shelter Placements                                     | 6           | 0           | 2           | 0          | 1            | 0            | 0               | 0              |
| Permanent  | 1           | 0           | 4           | 0          | 0            | 0            | 2               | 7              |



|                                 |             |             |             |            |              |              |                 |                |
|---------------------------------|-------------|-------------|-------------|------------|--------------|--------------|-----------------|----------------|
| housing applications            |             |             |             |            |              |              |                 |                |
| Housing placements              | 2           | 1           | 2           | 1          | 0            | 1            | 3               | 5              |
| Transitional Housing Placements | 2           | 1           | 5           | 1          | 3            | 3            | N/A             | N/A            |
| <b>Resource Connections</b>     | <b>Aug.</b> | <b>July</b> | <b>June</b> | <b>May</b> | <b>April</b> | <b>March</b> | <b>February</b> | <b>January</b> |
| Health Insurance                | 0           | 0           | 0           | 1          | 0            | 1            | 0               | 0              |
| ID/Birth Certificate            | 1           | 1           | 2           | 2          | 1            | 2            | 1               | 2              |
| Transportation pass             | 0           | 0           | 0           | 0          | 1            | 1            | 0               | 0              |
| SSI/SSDI applications           | 0           | 0           | 0           | 0          | 0            | 1            | 2               | 2              |
| Employment discussions          | 0           | 2           | 0           | 5          | 12           | 5            | 9               | 7              |
| Employment applications         | 0           | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| Employed                        | 0           | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| Phone application               | 0           | 0           | 1           | 3          | 0            | 2            | 2               | 8              |
| Snap application                | 1           | 1           | 0           | 1          | 0            | 3            | 3               | 6              |
| Glasses application             | 0           | 0           | 0           | 0          | 0            | 0            | 0               | 0              |
| Veterans program sign-ups       | 0           | 0           | 0           | 0          | 0            | 0            | 0               | 1              |
| Court-related appointments      | 0           | 0           | 0           | 1          | 1            | 1            | 2               | 2              |
| Meals supplied                  | 113         | 583         | 644         | 872        | 896          | 921          | 823             | 452            |



## Cleaning Services

### Cleaning Totals January 2022 - August 2022

|                             | Aug.   | July   | June    | May     | April  | March  | February | January |
|-----------------------------|--------|--------|---------|---------|--------|--------|----------|---------|
| LBS of Trash                | 86,420 | 82,774 | 105,440 | 107,920 | 94,320 | 98,200 | 63,170   | 69,620  |
| Bags of Trash               | 7158   | 5536   | 8135    | 6191    | 5,069  | 5,464  | 4,272    | 4,268   |
| Needles                     | 4107   | 1794   | 2985    | 1956    | 2,216  | 6,399  | 1,324    | 2783    |
| Drug Paraphernalia          | 2002   | 731    | 1907    | 1095    | 1,503  | 2,851  | 767      | 1225    |
| Bio-hazards cleaned/removed | 1424   | 1120   | 884     | 519     | 404    | 582    | 410      | 402     |
| Camps Cleaned* - Active     | 298    | 320    | 424     | 344     | 317    | 308    | 388      | 447     |
| Camps Cleaned - Abandoned   | 415    | 167    | 421     | 366     | 322    | 309    | 190      | 234     |
| Contacts made (Houseless)   | 397    | 280    | 369     | 342     | 436    | 471    | 311      | 332     |
| Contacts made (Business)    | 148    | 479    | 405     | 338     | 263    | 300    | 410      | 302     |
| Total Contacts made         | 545    | 759    | 774     | 680     | 699    | 771    | 721      | 634     |
| Broken Glass                | 592    | 576    | 533     | 436     | 261    | 244    | 205      | 302     |
| Storm Drains Cleaned        | 36     | 73     | 211     | 215     | 164    | 173    | 172      | 228     |
| Doorways Cleaned            | 349    | 337    | 385     | 346     | 281    | 186    | 169      | 237     |



|                         |     |     |     |     |     |     |    |     |
|-------------------------|-----|-----|-----|-----|-----|-----|----|-----|
| Phone Cleaning Requests | 138 | 104 | 159 | 142 | 126 | 191 | 66 | 176 |
| Email Cleaning requests | 81  | 44  | 125 | 117 | 133 | 141 | 38 | 100 |
| Shopping cart removed   | 31  | 13  | 65  | 87  | 58  | 64  | 50 | 68  |
| Other                   | 163 | 85  | 126 | 85  | 42  | 82  | 23 | 51  |
| Furniture               | 59  | 78  | 78  | 83  | 69  | 115 | 86 | 12  |

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

### Trash by Zone

Bags Collected with Percent in District

#### January 2022 - August 2022

|            | August | July | June | May | April | March | February | January |
|------------|--------|------|------|-----|-------|-------|----------|---------|
| Zone 1     | 10%    | 12%  | 15%  | 13% | 13%   | 13%   | 10%      | 11%     |
| Zone 2     | 20%    | 22%  | 19%  | 22% | 19%   | 14%   | 13%      | 25%     |
| Zone 3     | 18%    | 17%  | 16%  | 17% | 21%   | 24%   | 28%      | 26%     |
| Zone 4     | 25%    | 18%  | 18%  | 18% | 18%   | 16%   | 19%      | 17%     |
| Zone 5     | 11%    | 13%  | 16%  | 16% | 19%   | 20%   | 18%      | 15%     |
| Zone 6,7,8 | 16%    | 18%  | 14%  | 14% | 10%   | 13%   | 12%      | 6%      |

### Graffiti Removal

- In the month of August, CET worked with Central City Concern and the City of Portland to plan and coordinate Community Volunteer Corps members to





volunteer at a paint-out event providing service to District businesses, residents, and property owners.

- CET staff continued to share information about the Graffiti grant program and began to see initial applicants complete work and submit receipts for reimbursement.

|                                   | <b>August</b> | <b>July</b> |
|-----------------------------------|---------------|-------------|
| <b>Grant Applications</b>         | 4             | 7           |
| <b>Total Grant Amount Awarded</b> | \$718         | N/A         |
| <b>Paint out volunteers</b>       | 6             | N/A         |
| <b>Buildings painted</b>          | 11            | N/A         |