



## Monthly Report December 2021

### Highlights from December 2021:

- Care team supported 2 people being placed into permanent housing in December, 6 total in 2021.
- This month the Care team started tracking the number of hours they spend on Case Management for housing support and shelter. In December the team spent 16 hours working on case management involving housing & shelter support.
- 65 unique businesses called or emailed to request safety services in December, just 3 more businesses than in November. In December, the team responded to 225 dispatches.

The cleaning team picked up substantially more needles in December (5,252) & November (5,159), by comparison in October the team picked up 2,655 needles.

- The Ground Score GLITTER program removed 6,582 pounds or 134 bags this month. The program provided 45 informal work opportunities to people living outside.
- This month, the team removed 79 instances of graffiti resulting in 38,290 square feet removed compared to 91 instances in November resulting in 32,000 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.
- The cleaning & safety teams are understaffed due to the labor shortage crisis, but we have made staffing gains over the past 3 months.
- In December staff facilitated Central Eastside Together's quarterly public listening session with the Oversight Committee and heard directly from stakeholders in the district. These comments will be available in the Quarter 4 report. Staff continue to sit on the Mayor's Action Tables and participate in weekly problem-solving meetings with the Mayor's team.

### Safety for All Services

#### Incident Reports

There were 9 incident reports submitted in November, up slightly from 8 in October. Incident levels from the situational protocol\* for these reports are listed below:

- Level 0 - 2
- Level 1 - 6
- Level 2 - 1
- Level 3 - 0



Level N/A - 0

The level 0 incidents included:

- Calling non-emergency after the team heard a building's alarm go off
- Calling non-emergency after the team saw an unsecured building door

The level 1 incidents included:

- 911 contacted due to nonviolent suicidal remarks
- Arriving on the scene with Portland Police present
- Non-Emergency medical contacted at the request of an individual
- Emergency medical contacted at the request of an individual
- 911 contacted after the team witnessed a small spark explosion
- Calling non-emergency after the team witnessed a graffiti incident

The level 2 incidents included:

- Calling emergency services after the team witnessed a camp on fire

### **Engagements**

- Engagements with emergency and non-emergency services:
  - Non-Emergency Called - 8
  - Police Contact - 4
  - AMR Contact - 2
  - Mental Health Called - 0
  - Fire Department - 1
- Dispatches
  - 225 unique dispatch calls
  - 58 of those dispatches were wellness checks and 3 were mental health-related
  - 106 were presence patrols\*
  - There was 1 dispatch that resulted in the team asking someone to leave private property.
  - There were 2 calls to ask people to move in regards to trespassing on private property but in 1 case the person was not there when the team arrived.\*\*
  - 4 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 October - December 2021

Health Care	December	November	October	Totals 2021
Medical Appointments scheduled	9	12	10	173
Attended	9	8	8	122
Dental Appointments scheduled	1	0	0	24
Attended	1	0	0	14
PCP/New Patient Appointments scheduled	0	1	3	4
Attended	0	1	2	3
Emergency Room assistance/follow up	1	1	2	21
Ride 2 Care Scheduled	2	0	4	41
Attended	1	0	0	29
Street Doctor /Portland Street Medicine	3	2	0	5
Mental Health (MH)	December	November	October	Totals 2021
Discussion about MH Needs	74	79	31	184
MH Appointments scheduled	5	5	3	53
Attended	2	1	2	35
MH referral attempts (called to schedule)	1	4	0	5
Successful MH referrals	0	0	0	0
Assisted to Urgent walk-in	1	1	0	2
Called police for MH situation	1	2	2	5
Police came out to MH situation	0	2	3	5
MultCo MH Crisis Line calls	0	1	3	4
Project Respond came out	0	2	0	2
Resolved MH crisis w/o assistance	13	18	20	51
Drug & Alcohol (D&A)				



<b>Treatment</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>Totals 2021</b>
D&A Discussions	32	39	15	127
D&A Actions (called, meeting etc)	2	0	0	27
Entered D&A Treatment	1	0	0	1
Facilitated outpatient Tx session	1	0	0	1
<b>Housing</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>Totals 2021</b>
Discussed shelter options	52	38	22	112
TPI Shelter referrals submitted	3*	4	0	12
Other shelter applications submitted (phone inquiries)	16	1	4	32
Housing Interviews (VAT/VI-SPDAT)	0	1	0	1
211	8	3	0	11
Call to Safety	0	0	1	1
Accepted to shelter	2	2	4	21
Shelter Placements	2	2	2	17
Permanent housing applications	2	0	5	8
Housing placements	2	1	3	6
<b>Resthece Connections</b>	<b>December</b>	<b>November</b>	<b>October</b>	<b>Totals 2021</b>
Health Insurance	1	0	1	25
ID/Birth Certificate	4	3	8	47
Transportation pass	1	0	2	3
SSI/SSDI applications	0	0	1	1
Employment discussions	12	11	9	46
Employment applications	0	1	0	1
Employed	0	0	0	0
Phone application	2	2	0	25
Snap application	3	2	5	55
Glasses application	0	0	1	2
Veterans program sign-ups	0	0	0	0



Cthet-related appointments	2	3	4	27
Meals supplied	404	871	792	10,046

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

## Cleaning Services:

### Cleaning Totals October - December 2021

	December	November	October	Totals 2021
<b>LBS of Trash</b>	<b>88,680</b>	<b>83,130</b>	<b>76,960</b>	<b>929,506</b>
Bags of Trash	3,790	5,438	4,497	58,956
Needles	5,252	5,159	2,655	34,332
Drug Paraphernalia	3,313	2,259	1,952	24,236
Bio-hazards cleaned/removed	266	371	533	6,194
Camps Cleaned* - Active	340	552	763	5,449
Camps Cleaned - Abandoned	172	206	254	1,844
Total Contacts made	N/A**	821	932	6,693
Broken Glass	214	379	531	4,511
Storm Drains Cleaned	181	367	369	2,540
Doorways Cleaned	147	219	258	2,294
Phone Cleaning Requests	59	38	47	773
Email Cleaning requests	29	60	60	769
Shopping cart removed	52	46	44	777



Other	49	58	96	1,652
Furniture	129	158	89	1,226

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

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

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

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

**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  
October - December 2021**

	December	November	October	Totals 2021
Incidents	73	91	96	748
Square Feet	38,290	32,000	35,300	170,845

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