



Monthly Report January 2022

Highlights from January 2022:

- The Safety for All team responded to 186 dispatches from 78 unique businesses.
- The Care team supported 7 people applying to permanent housing in January. The team spent 12 hours working on case management involving housing & shelter support this month.
- The cleaning team removed 69,620 pounds of trash & 2,783 needles. This is down from previous months due to the Clean Start cleaning team being under contracted staffing levels this month due to the labor shortage crisis. Central City Concern follows strict COVID guidelines and protocols, 17 shifts were missed during January due to illness and 94 shifts total were missed. Last month 24 shifts were missed.
- The Ground Score GLITTER program removed 15,353 pounds or 278 bags this month, up significantly from last month when the team removed 6,582 pounds or 134 bags of trash.
- This month, the team removed 75 instances of graffiti resulting in 32,520 square feet removed compared to 79 instances in December resulting in 38,290 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.
- In December staff scheduled and organized tours with elected officials from Portland City Council. Tours will take place over the next few months. Staff also met with the City of Portland's Graffiti Removal program to discuss how we can communicate and work best together, hosted CET 101 Trainings for property managers in the district, coordinated meetings between Central Eastside Together cleaning teams and staff began ESD renewal negotiations with the city

Safety for All Services

Incident Reports

There were 6 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 - 1

Level 1 - 3

Level 2 - 2

Level 3 - 0

Level N/A - 0



The level 0 incidents included:

- Calling emergency services after our team witnessed a dumpster fire.

The level 1 incidents included:

- Non-Emergency and 911 contacted due to an individual potentially with hypothermia
- The team speaking to two police officers regarding an individual experiencing a mental health crisis
- Calling AMR for a medical wellness check.

The level 2 incidents included:

- Calling emergency services after our team witnessed a camp on fire.
- Our team putting out a fire with no emergency services contacted after the fire was put out.

Engagements

- Engagements with emergency and non-emergency services:
 - Non-Emergency Called - 5
 - Police Contact - 1
 - AMR Contact - 2
 - Mental Health Called - 0
 - Fire Department - 2
- Dispatches
 - 186 unique dispatch calls
 - 78 of those dispatches were wellness checks and 3 were mental health-related
 - 43 were presence patrols*
 - There were 7 dispatches that resulted in the team asking someone to leave private property.**
 - 6 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 November 2021 - January 2022

Health Care	January	December	November
Medical Appointments scheduled	9	9	12
Attended	5	9	8
Dental Appointments scheduled	1	1	0
Attended	0	1	0
PCP/New Patient Appointments scheduled	0	0	1
Attended	0	0	1
Emergency Room assistance/follow up	2	1	1
Ride 2 Care Scheduled	1	2	0
Attended	0	1	0
Street Doctor /Portland Street Medicine	2	3	2
Mental Health (MH)	January	December	November
Discussion about MH Needs	52	74	79
MH Appointments scheduled	4	5	5
Attended	3	2	1
MH referral attempts (called to schedule)	1	1	4
Successful MH referrals	0	0	0
Assisted to Urgent walk-in	0	1	1
Called police for MH situation	1	1	2
Police came out to MH situation	0	0	2
MultCo MH Crisis Line calls	0	0	1
Project Respond came out	0	0	2
Resolved MH crisis w/o assistance	8	13	18
Drug & Alcohol (D&A) Treatment	January	December	November
D&A Discussions	32	32	39
D&A Actions (called, meeting etc)	0	2	0
Entered D&A Treatment	7	1	0
Facilitated outpatient Tx session	0	1	0
Housing	January	December	November
Discussed shelter options	39	52	38
TPI Shelter referrals submitted	0	3*	4



Other shelter applications submitted (phone inquiries)	14	16	1
Housing Interviews (VAT/VI-SPDAT)	5	0	1
211	3	8	3
Call to Safety	0	0	0
Accepted to shelter	0	2	2
Shelter Placements	0	2	2
Permanent housing applications	7	2	0
Housing placements	5	2	1
Resource Connections	January	December	November
Health Insurance	0	1	0
ID/Birth Certificate	2	4	3
Transportation pass	0	1	0
SSI/SSDI applications	2	0	0
Employment discussions	7	12	11
Employment applications	0	0	1
Employed	0	0	0
Phone application	8	2	2
Snap application	6	3	2
Glasses application	0	0	0
Veterans program sign-ups	1	0	0
Court-related appointments	2	2	3
Meals supplied	452	404	871

** On December 23 our team was notified that TPI was on a “freeze” and not accepting shelter applications. The Freeze lasted until mid-January.*

Cleaning Services:

Cleaning Totals November 2021 - January 2022

	January	December	November
LBS of Trash	69,620	88,680	83,130
Bags of Trash	4,268	3,790	5,438



Needles	2783	5,252	5,159
Drug Paraphernalia	1225	3,313	2,259
Bio-hazards cleaned/removed	402	266	371
Camps Cleaned* - Active	447	340	552
Camps Cleaned - Abandoned	234	172	206
Total Contacts made	332	N/A**	821
Broken Glass	302	214	379
Storm Drains Cleaned	228	181	367
Doorways Cleaned	237	147	219
Phone Cleaning Requests	176	59	38
Email Cleaning requests	100	29	60
Shopping cart removed	68	52	46
Other	51	49	58
Furniture	12	129	158

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

**We are currently reevaluating this metric for accuracy and effectiveness.

**Trash by Zone:
Bags Collected with Percent in District
November 2021 - January 2022**

	January	December	November
Zone 1	11%	7%	13%
Zone 2	25%	11%	11%
Zone 3	26%	29%	36%
Zone 4	17%	17%	15%



Zone 5	15%	15%	14%
Zone 6,7,8	6%	21%	11%

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 November 2021 - January 2022

	January	December	November
Incidents	75	73	91
Square Feet	32,520	38,290	32,000

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