



Monthly Report July 2021

Summary

- CEIC staff worked closely with providers to unroll expanded services including the increased hours of the Safety for All team and additional cleaning services now District wide.
- The Safety for All team has seen a large spike in wellness checks requested, including mental health related incidents. The team has faced challenges in regard to navigating the mental health system, with an increase in violent behavior and the limited availability of Project Respond leaving little to no options for people.
- Staff offered another series of trauma-informed care training to the public with the LCSW that works with our Care Team.
- The Safety for All team had 153 dispatches, up 64% since month of May. There were 56 dispatched wellness checks (up 14% since the month of June). Of those, 22 were mental health related which is up from with last month. 64 businesses called or emailed to request safety services.
- They connected with 167 different businesses (up 36% since June) having 323 conversations total with those businesses (up 67% since June). This can be attributed to the Lead Safety Ambassador starting earlier in the day. There were 9 incident reports where trauma-informed de-escalation or medical intervention was required.
- The Safety for All team also had 861 conversations with houseless individuals (up from 39% from June) of which 78 were people not previously contacted, passing out 1,176 meals. They continue to pass out information about COVID-19 vaccinations. The meals and vaccine information were provided by our partner the Joint Office of Homeless Services (JOHS). The Care Team continues to focus on getting people ID's, birth certificates, and SNAP benefits as well as connecting them with medical and mental health care as foundational steps prior to housing and/or shelter.
- The cleaning team removed 79,900 pounds of trash in July or 8,459 bags, compared with 88,190 pounds or 5,373 bags in June. Of that, 5,052 pounds or 136 bags were from the Ground Score GLITTER program, who provided informal work opportunities to 38 people. Clean up programs assisted active camps 564 times (up from June which was 349) in removing their waste and disposed of 728 biohazards (up from 694). 170 abandoned camps were cleaned which is over double than in June (75). There were 718 contacts made in July, a number that is increasing steadily. Dispatches were slightly down, which demonstrates proactive cleaning.
- The graffiti team responded to 90 incidents of graffiti in July (up from 67 in June) removing 22,670 square feet, which is higher than June at 15,990 with larger quantities continuing to be notable in Zones 2, 3 and 6. With the new, experienced



staff, they can conduct more self-generated paint-outs. CEIC continues to work with the City and ODOT on addressing some of the larger graffiti incidents.

Safety for All Services

Incident Reports

There were 9 incident reports submitted in July, which remains the same as last month. Incident levels from our situational protocol* for these reports are listed below:

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

The level 3 incidents included 1) an assault by an individual against a member of the Safety for All team and 2) a mental health incident whereby a person was aggressively damaging property and threatening multiple peoples with a weapon.

*Beginning in August 2020, CEIC requested that the situational protocol be tracked to reflect the deescalation techniques utilized whether the team was engaged directly in the incident or not.

Engagements

- Below is a summary of engagements with emergency and nonemergency services:

- Non-Emergency Called - 7 (police never came - 1)
- Police Contact - 2 (police and fire came once together)
- AMR Contact - 3
- Mental Health Called – 0
- Fire Department - 2 (police and fire came once together)

- Dispatches
 - 153 unique dispatch calls in July (146 in June, 93 in May, 109 in April).
 - The team prioritized a few hot spots in the district as a reoccurring task.
 - 56 of those dispatches were wellness checks and 22 were mental health related.
 - 23 were presence patrols, down from May.
 - There were 15 dispatches total that resulted in the team asking someone to leave private property.
 - There were 13 calls to ask people to move but the person was on public property.*
 - *Our team does not physically move anyone.
 - 10 calls resulted in chaperone services.



Care Team Services

The Care Team continued to distribute supplies daily offered by the Joint Office of Homeless Services (water, blankets, tarps, sleeping bags, disinfectant wipes, disposable gloves, hand warmers, hand sanitizer, ponchos, p-38 can openers, Covid-19 information cards, trash bags, masks, cloth face coverings, tents, and socks. They also continue to distribute information on COVID-19 vaccines. They distribute up to 50 meals a day.

| | 2021 | Jan | Feb | Mar | April | May | June | July | Totals |
|--|------|-----|-----|-----|-------|-----|------|------|--------|
| Health Care | | | | | | | | | |
| Medical Appointments scheduled | | 16 | 19 | 18 | 10 | 10 | 18 | 19 | 110 |
| Attended | | 13 | 9 | 14 | 8 | 6 | 12 | 15 | 77 |
| Dental Appointments scheduled | | 0 | 0 | 9 | 0 | 2 | 4 | 2 | 17 |
| Attended | | 0 | 0 | 6 | 0 | 2 | 3 | 0 | 11 |
| Mental Health Appointments scheduled | | 10 | 7 | 5 | 4 | 0 | 1 | 4 | 31 |
| Attended | | 9 | 5 | 3 | 4 | 0 | 0 | 3 | 24 |
| Case management Appts scheduled | | | | 4 | 4 | 6 | 5 | 5 | 24 |
| Attended | | | | 3 | 3 | 5 | 5 | 4 | 20 |
| Signed up for OHP | | 4 | 1 | 3 | 5 | 0 | 3 | 0 | 16 |
| Emergency room assistance/follow up | | 3 | 2 | 0 | 2 | 0 | 2 | 2 | 11 |
| Ride 2 Care Scheduled | | 12 | 6 | 14 | 3 | 0 | 2 | 2 | 27 |
| Completed | | 11 | 3 | 9 | 1 | 0 | 1 | 1 | 26 |
| Discussions about D&A treatment | | 2 | 2 | 9 | 6 | 5 | 7 | 2 | 33 |
| Actions taken for D&A treatment (application or assessment) | | 0 | 0 | 2 | 4 | 1 | 1 | 0 | 8 |
| Shelter/housing | | | | | | | | | |
| Housing interviews (through TPI) VISPDAT | | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 4 |
| Shelter applications submitted | | 1 | 2 | 2 | 1 | 1 | 0 | 2 | 9 |
| Accepted to shelter | | 1 | 4 | 0 | 1 | 0 | 0 | 4 | 10 |
| Entered to shelter | | 0 | 3 | 0 | 1 | 0 | 0 | 4 | 8 |
| Still in | | 0 | 2 | | 1 | 0 | 0 | 2 | 5 |
| Permanent housing | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Identification/Birth Certificates | | | | | | | | | |
| ID / Birth Certificate Requests | | 2 | 0 | 7 | 10 | 10 | 6 | 6 | 41 |
| Appt set | | 2 | 0 | 0 | 3 | 2 | 4 | 5 | 16 |
| Fulfilled getting birth certificate/ID | | 1 | 3 | 3 | 5 | 6 | 1 | 4 | 23 |
| Supporting in acquiring phones | | | | 6 | 1 | 6 | 4 | 0 | 17 |
| SNAP | | | | 8 | 5 | 4 | 7 | 6 | 30 |



Cleaning Services

Cleaning Totals May – July 2021

| | <i>May</i> | <i>June</i> | <i>July</i> | <i>Annual Totals to Date 2021 (Jan-July)</i> | <i>Annual Totals 2020 (Jan-Dec)</i> | <i>Totals All Time</i> |
|------------------------------------|---------------|----------------|---------------|--|-------------------------------------|------------------------|
| <i>Bags of Trash</i> | 4257 | 5373 | 8459 | 32927 | 34136 | 75,340 |
| <i>Needles</i> | 1743 | 2225 | 2571 | 15591 | 24292 | 44,880 |
| <i>Drug Paraphernalia</i> | 1471 | 1644 | 2061 | 11986 | 25917 | 43,766 |
| <i>Bio-hazards cleaned/removed</i> | 547 | 694 | 728 | 3799 | 5146 | 10,865 |
| <i>Camps Cleaned - Active</i> | 361 | 349 | 564 | 2415 | 5829 | 8,462 |
| <i>Camps Cleaned - Abandoned</i> | 96 | 75 | 170 | 766 | 1723 | 2,816 |
| <i>Contacts made</i> | 574 | 704 | 718 | 3345 | 5528 | 9,841 |
| <i>Broken Glass</i> | 368 | 334 | 484 | 2386 | 3483 | 6,569 |
| <i>Storm Drains Cleaned</i> | 188 | 167 | 183 | 1138 | 2557 | 4,240 |
| <i>Doorways Cleaned</i> | 162 | 190 | 200 | 1229 | 2548 | 4,227 |
| <i>Phone Cleaning Requests</i> | 92 | 120 | 47 | 545 | 893 | 1,540 |
| <i>Email Cleaning requests</i> | 44 | 54 | 61 | 538 | 792 | 1,511 |
| <i>Shopping cart removed</i> | 84 | 79 | 90 | 446 | 387 | 934 |
| <i>Other</i> | 142 | 102 | 74 | 1214 | 2377 | 4,206 |
| <i>Furniture</i> | 67 | 101 | 113 | 629 | 1012 | 1,796 |
| <i>LBS of Trash</i> | 78,720 | 88,180 | 79,900 | 503,336 | 505,144 | 1,141,127 |
| Totals | 88,916 | 100,391 | 96,423 | 582,290 | 621,764 | 1,362,120 |

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



**Breakdown of Trash by Zone: Bags Collected with Percent in District,
May – July 2021**

| | <i>May</i> | <i>June</i> | <i>July</i> |
|------------|------------|-------------|-------------|
| Zone 1 | 185/12% | 154/12% | 129/10% |
| Zone 2 | 287/18% | 253/16% | 238/18% |
| Zone 3 | 363/24% | 469/30% | 464/36% |
| Zone 4 | 272/18% | 245/16% | 201/16% |
| Zone 5 | 193/13% | 232/15% | 119/10% |
| Zone 6,7,8 | 203/15% | 217/11% | 126/10% |

Graffiti Removal

With our District being the only to require the reporting of square footage, the team has been underreporting in some months.

Incidents* and Square Feet per Month May-July 2021

| | <i>May</i> | <i>June</i> | <i>July</i> |
|---------------------------|------------|-------------|-------------|
| <i>Incidents</i> | 78 | 67 | 90 |
| <i>Square Feet</i> | 13,030 | 15,990 | 22,670 |

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