



Monthly Report March 2022

Highlights from March 2022:

- The Safety for All team responded to 250 dispatches from 100 unique businesses.
- The Care team supported 3 people applying to permanent housing in March. The team spent 50 hours working on case management involving housing & shelter support this month.
- The cleaning team removed 98,200 pounds of trash & 6,399 needles. This is up from February due to increased posting and removal of camps in the District. One camp accounted for roughly 1,700 needles in one day. The Central City Concern team continues to find hiring challenging. Of a contracted 132, 48 shifts were missed in March. 63 shifts total were missed in February, and in January 92 shifts were missed.
- The Ground Score GLITTER program removed 20,037 lbs or 427 bags this month.
- This month, the team removed 75 instances of graffiti resulting in **12150** square feet of graffiti removed. As we enter the sunnier weather of Spring incidents of graffiti are increasing along with paint outs.
- In March Central Eastside Together Staff:
 - Avery Morris took over the Program Manager role for CET & TPAC.
 - Continued to meet weekly with the Mayor's office and representatives from Impact Reduction Program, Office of Civic Life, and the Neighborhood Response team among other stakeholders.
 - Hosted a tour of the District with Commissioner Mingus Mapps including conversation with representatives from Cleaning, Care, & Safety teams.
 - Participated & coordinated testimony for Listening Session and Public Q & A Session with City of Portland for Central Eastside Together renewal.
 - Co-hosted SOLVE Community Cleanup at City Team.

Safety for All Services

Incident Reports

There were 24 incident reports submitted in March, 18 in February, and 6 in January. Incident levels from the situational protocol* for these reports are listed below:

Level 0 - 0

Level 1 - 21



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

The level 1 incidents included:

- Calling 911 regarding trespassing & dumpster diving.
- Calling 911 to report graffiti in progress.
- Reporting a leaking pipe to non-emergency.
- Contacted Police to help with individuals in crisis, helping to diffuse conflicts while waiting for response.
- Contacting Portland Fire & Rescue to report a tent fire.
- Driving houseless individual to hospital for medical assistance.

The level 2 incidents included:

- Contacting non-emergency, 911, Project Respond for help with individual.
- Contacting Portland Fire & Rescue to report in progress fire, physically moving a bin on fire away from the business to prevent further damage while waiting for Fire response.

The level 3 incident included:

- Calling Multnomah County Crisis Line and worked for two hours with individual experiencing mental health crisis. Communicated with PPB who responded twice to other calls. Safety teams were ultimately successful in diffusing situation.

Engagements

- Engagements with emergency and non-emergency services:
 - Non-Emergency Called - 20
 - Police Contact - 9
 - AMR Contact - 2
 - Mental Health Called - 2
 - Fire Department - 2
 - Union Pacific - 0
- Dispatches
 - 250 unique dispatch calls.
 - 96 of those dispatches were wellness checks and 14 were mental health-related.
 - 123 were presence patrols.*



- o There were 2 dispatches that resulted in the team asking someone to leave private property.**
- o 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 December 2021 - March 2022

Health Care	March	February	January	December
Medical Appointments scheduled	14	5	9	9
Attended	5	3	5	9
Dental Appointments scheduled	1	1	1	1
Attended	0	0	0	1
PCP/New Patient Appointments scheduled	0	1	0	0
Attended	0	0	0	0
Emergency Room assistance/follow up	1	3	2	1
Ride 2 Care Scheduled	1	0	1	2
Attended	0	0	0	1
Street Doctor /Portland Street Medicine	5	0	2	3
Mental Health (MH)	March	February	January	December
Discussion about MH Needs	89	68	52	74
MH Appointments scheduled	5	4	4	5
Attended	3	4	3	2
MH referral attempts (called to schedule)	0	6	1	1
Successful MH referrals	0	1	0	0
Assisted to Urgent walk-in	0	1	0	1
Called police for MH situation	0	1	1	1
Police came out to MH situation	2	2	0	0
MultCo MH Crisis Line calls	1	1	0	0
Project Respond came out	0	1	0	0
Resolved MH crisis w/o	20	9	8	13



assistance				
Drug & Alcohol (D&A) Treatment	March	February	January	December
D&A Discussions	37	33	32	32
D&A Actions (called, meeting etc)	4	0	0	2
Entered D&A Treatment	4	3	7	1
Facilitated outpatient Tx session	0	0	0	1
Housing	March	February	January	December
Discussed shelter options	39	29	39	52
TPI Shelter referrals submitted	0	0	0	3*
Other shelter applications submitted (phone inquiries)	14	9	14	16
Housing Interviews (VAT/VI-SPDAT)	3	1	5	0
211	6	2	3	8
Call to Safety	0	0	0	0
Accepted to shelter	0	2	0	2
Shelter Placements	0	0	0	2
Permanent housing applications	0	2	7	2
Housing placements	1	3	5	2
Resource Connections	March	February	January	December
Health Insurance	1	0	0	1
ID/Birth Certificate	2	1	2	4
Transportation pass	1	0	0	1
SSI/SSDI applications	1	2	2	0
Employment discussions	5	9	7	12
Employment applications	0	0	0	0
Employed	0	0	0	0
Phone application	2	2	8	2
Snap application	3	3	6	3
Glasses application	0	0	0	0
Veterans program sign-ups	0	0	1	0
Court-related appointments	1	2	2	2
Meals supplied	921	823	452	404



Cleaning Services:

Cleaning Totals
December 2021 - March 2022

	March	February	January	December
LBS of Trash	98,200	63,170	69,620	88,680
Bags of Trash	5,464	4,272	4,268	3,790
Needles	6,399	1,324	2783	5,252
Drug Paraphernalia	2,851	767	1225	3,313
Bio-hazards cleaned/removed	582	410	402	266
Camps Cleaned* - Active	308	388	447	340
Camps Cleaned - Abandoned	309	190	234	172
Contacts made (Houseless)	471	311	332	N/A**
Contacts made (Business)	300	410	302	N/A**
Total Contacts made	771	721	634	N/A**
Broken Glass	244	205	302	214
Storm Drains Cleaned	173	172	228	181
Doorways Cleaned	186	169	237	147
Phone Cleaning Requests	191	66	176	59
Email Cleaning requests	141	38	100	29
Shopping cart removed	64	50	68	52
Other	82	23	51	49
Furniture	115	86	12	129



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

**In December we reevaluated this metric for accuracy and effectiveness.

**Trash by Zone:
Bags Collected with Percent in District
December 2021 - March 2022**

	March	February	January	December
Zone 1	13%	10%	11%	7%
Zone 2	14%	13%	25%	11%
Zone 3	24%	28%	26%	29%
Zone 4	16%	19%	17%	17%
Zone 5	20%	18%	15%	15%
Zone 6,7,8	13%	12%	6%	21%

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
December 2021 - March 2022**

	March	February	January	December
Incidents	75	92	75	73
Square Feet	12,150	83,070	32,520	38,290

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