



Monthly Report November 2021

Highlights from November 2021:

- 62 unique businesses called or emailed to request safety services. This is down slightly from last month where we had 65 unique businesses call or email.
- Our Care team supported 1 person being placed into permanent housing, this year our team has supported 4 people being placed into permanent housing. Starting next month our Care team will be tracking the number of hours they spend on Case Management for housing support.
- Our cleaning team saw a substantial increase in the number of needles they picked up. In October the team picked up 2,655 needles, in November the team removed 5,159 needles. This increase was due to an increase in camps being moved by the City's contractors.
- The Ground Score GLITTER program removed 14,303 pounds or 202 bags this month. The program provided 43 informal work opportunities to people living outside.
- Both our Cleaning & Safety for All team are currently under contracted staffing levels due to the labor shortage crisis.
- This month staff met with the City's Graffiti program to discuss how we can best share hot spots and elevate paint outs that our teams can not do. Staff also coordinated and gave testimony along with Central Eastside businesses at Multnomah County for increased resources for behavioral health services and shelter that adequately respond to the crisis in our community.

Safety for All Services

Incident Reports

There were 9 incident reports submitted in November up slightly from 8 in October. Incident levels from our 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 our team found a garage door that was unsecured
- Calling non-emergency to report an abandoned vehicle



The level 1 incidents included:

- Calling the mental health crisis line which resulted in an ambulance responding
- Calling the mental health crisis line which resulted in police responding
- 3 instances where non-emergency was called due to an individual trespassing
- Calling non-emergency medical at the request of an individual

The level 2 incidents included:

- Calling emergency after our Safety team witnessed a car almost drive off the Morrison Bridge

Engagements

- Engagements with emergency and non-emergency services:
 - Non-Emergency Called - 9
 - Police Contact - 6
 - AMR Contact - 2
 - Mental Health Called - 2
 - Fire Department - 2
 - Union Pacific - 0
- Dispatches
 - 252 unique dispatch calls
 - 86 of those dispatches were wellness checks and 5 were mental health-related
 - 94 were presence patrols*
 - There were 5 dispatches total that resulted in the team asking someone to leave private property.
 - There were 6 total calls to ask people to move in regards to trespassing on private property but in 1 case the person was not there when our team arrived.**
 - 3 calls resulted in chaperone service requests.

**Presence patrols are when our Safety Team is requested to patrol around a designated area or business to be a presence to help deter unwanted activity.*

***Our team does not physically move anyone.*



Care Team Engagements September - November 2021

Please note, starting in October 2021 our Care team began tracking a number of new metrics. You'll notice "N/A" in any metric that was not previously tracked.

Health Care	November	October	September	Totals 2021
Medical Appointments scheduled	12	10	9	152
Attended	8	8	6	105
Dental Appointments scheduled	0	0	2	23
Attended	0	0	1	13
PCP/New Patient Appointments scheduled	1	3	N/A	3
Attended	1	2	N/A	2
Emergency Room assistance/follow up	1	2	1	19
Ride 2 Care Scheduled	0	4	4	51
Attended	0	0	2	28
Street Doctor /Portland Street Medicine	2	0	N/A	0
Mental Health (MH)	November	October	September	Totals 2021
Discussion about MH Needs	79	31	N/A	31
MH Appointments scheduled	5	3	6	43
Attended	1	2	4	32
MH referral attempts (called to schedule)	4	0	N/A	0
Successful MH referrals	0	0	N/A	0
Assisted to Urgent walk-in	1	0	N/A	0
Called police for MH situation	2	2	N/A	2
Police came out to MH situation	2	3	N/A	3
MultCo MH Crisis Line calls	1	3	N/A	3
Project Respond came out	2	0	N/A	0
Resolved MH crisis w/o assistance	18	20	N/A	20



Drug & Alcohol (D&A) Treatment	November	October	September	Totals 2021
D&A Discussions	39	15	4	56
D&A Actions (called, meeting etc)	0	0	12	25
Entered D&A Treatment	0	0	N/A	0
Facilitated outpatient Tx session	0	0	N/A	0
Housing	November	October	September	Totals 2021
Discussed shelter options	38	22	N/A	22
TPI Shelter referrals submitted	4	0	1	5
Other shelter applications submitted (phone inquiries)	1	4	1	15
Housing Interviews (VAT/VI-SPDAT)	1	0	N/A	0
211	3	0	N/A	0
Call to Safety	0	1	N/A	1
Accepted to shelter	2	4	3	17
Shelter Placements	2	2	3	13
Permanent housing applications	0	5	1	6
Housing placements	1	3	0	3
Resource Connections	November	October	September	Totals 2021
Health Insurance	0	1	4	23
ID/Birth Certificate	3	8	5	36
Transportation pass	0	2	N/A	2
SSI/SSDI applications	0	1	N/A	1
Employment discussions	11	9	1	24
Employment applications	1	0	N/A	0
Employed	0	0	N/A	0
Phone application	2	0	0	21
Snap application	2	5	10	50
Glasses application	0	1	0	2
Veterans program sign-ups	0	0	N/A	0



Court-related appointments	3	4	3	22
Meals supplied	871	792	610	8,771

Cleaning Services:

Cleaning Totals September - November 2021

	November	October	September	Totals 2021
LBS of Trash	83,130	76,960	75,860	840,826
Bags of Trash	5,438	4,497	4,979	49,728
Needles	5,159	2,655	2,422	23,921
Drug Paraphernalia	2,259	1,952	1,936	18,664
Bio-hazards cleaned/removed	371	533	561	5,557
Camps Cleaned - Active	552	763	714	4,557
Camps Cleaned - Abandoned	206	254	244	1,466
Contacts made** - houseless	627	676	630	1,868
Contacts made** - business	194	256	208	659
Total Contacts made	821	932	838	5,872
Broken Glass	379	531	460	3,918
Storm Drains Cleaned	367	369	285	1,992
Doorways Cleaned	219	258	215	1,928
Phone Cleaning Requests	38	47	44	676
Email Cleaning requests	60	60	52	680
Shopping cart removed	46	44	86	679



Other	58	96	145	1,545
Furniture	158	89	92	939

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

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

	November	October	September
Zone 1	253/13%	180/11%	136/10%
Zone 2	214/11%	193/12%	192/15%
Zone 3	725/36%	603/39%	540/40%
Zone 4	308/15%	251/16%	194/15%
Zone 5	287/14%	191/12%	194/15%
Zone 6,7,8	217/11%	142/10%	115/5%

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
September - November 2021**

	November	October	September	Totals 2021
Incidents	91	96	104	748
Square Feet	32,000	35,300	30,650	170,845

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