



## Monthly Report September 2021

### Summary

- The Safety for All team had 212 dispatches, up from 180 in August, and an all-time monthly high. There were 79 dispatched wellness checks, of those, 6 were mental health-related which is down from 11 in August. 72 unique businesses called or emailed to request safety services.
- The Central Eastside Together safety team works with businesses to identify areas that need additional presence and support, this month the team had the largest number of presence patrols since services launched with 85.
- Central Eastside Together staff has been documenting evidence and information on suspected arson fires happening across the district. In September, we had 3 arson fires reported to us. Staff is working with Portland Police, The Mayor's Office, and the Fire Department to ensure these fires get investigated.
- The Safety for All team also had 724 conversations with houseless individuals of which 86 were people not previously contacted, passing out 610 meals. They continue to pass out information about COVID-19 vaccinations. The meals and vaccine information are 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. Our care team has had difficulty finding space for people in local shelters due to a lack of capacity. Starting in October, we will begin documenting the number of shelter placement attempts made but refused due to lack of capacity.
- The cleaning team removed 85,199 pounds of trash in September or 5,093 bags. Of the trash removed, 9,339 pounds or 114 bags were from the Ground Score GLITTER program, which provided informal work opportunities to 38 people living outside.
- The cleaning team received 96 cleaning requests, up from 70 in August. Clean-up programs assisted active camps 714 times (up from August which was 665) in removing their waste and disposed of 516 biohazards. 242 abandoned camps were cleaned which is up from August with 202 abandoned camps cleaned. There were 838 contacts made in September with 208 business contacts and 630 houseless contacts.
- The graffiti team responded to 104 incidents of graffiti in September, down from 119 in August. The team removed 30,650 square feet of graffiti in September, down from



38,595 in August. The team responded to 58 graffiti removal requests and proactively reached out to property owners to remove an additional 26 instances.

## **Safety for All Services**

### **Incident Reports**

There were 14 incident reports submitted in September, up from 8 in August. Incident levels from our situational protocol\* for these reports are listed below:

- Level 0 - 4
- Level 1 - 7
- Level 2 - 2
- Level 3 - 1
- Level N/A - 0

The level 0 incidents included:

- Calling for American Medical Response (AMR) twice.
- The team arriving at a warehouse fire where the Fire Department was on the scene
- Reporting trespassing on Union Pacific railways

The level 1 incidents included:

- Calling non-emergency fire
- Calling emergency fire
- Calling non-emergency twice at the request of an individual
- Witnessing & de-escalating a physical altercation, there were no injuries & police was not called
- Finding vandalism that indicated a potential break-in twice, both times non-emergency was contacted

The level 2 incidents included:

- Calling for emergency medical & police to help an individual who had possibly been attacked
- Calling an ambulance at the request of an individual, resulting in admittance to the hospital

The level 3 incidents included:

- Emergency police was called due to an individual threatening a member of the Safety for All team with a knife

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



**Engagements**

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

Non-Emergency Called - 11  
 Police Contact - 5  
 AMR Contact - 5  
 Mental Health Called - 0  
 Fire Department - 2  
 Union Pacific - 1

- Dispatches
  - 212 unique dispatch calls
  - 76 of those dispatches were wellness checks and 6 were mental health-related
  - 85 were presence patrols
  - There were 3 dispatches total that resulted in the team asking someone to leave private property.
  - There were 7 total calls to ask people to move but in 4 cases the person was not there when our team arrived.\*
    - \*Our team does not physically move anyone.
  - 5 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, this month they distributed 610 meals total.

**Care Team Engagements 2021**

	<b>Q1</b> <i>(Jan - Mar. )</i>	<b>Q2</b> <i>(April - June)</i>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Totals</b> <b>2021</b>
<b>Health Care</b>						
<i>Medical Appointments scheduled</i>	53	38	19	23	9	142
<i>Attended</i>	36	26	15	14	6	97
<i>Dental Appointments scheduled</i>	9	6	2	4	2	23
<i>Attended</i>	6	5	0	1	1	13



<i>Mental Health Appointments</i>						
<i>scheduled</i>	22	5	4	3	6	40
<i>Attended</i>	17	4	3	2	4	30
<i>Case management Appts</i>						
<i>scheduled</i>	4	15	5	3	15	42
<i>Attended</i>	3	13	4	2	12	34
<i>Signed up for OHP</i>	8	8	0	3	4	23
<i>Emergency room assistance/follow up</i>	5	4	2	5	1	17
<i>Ride 2 Care Scheduled</i>	32	5	2	4	4	35
<i>Completed</i>	23	2	1	0	2	28
<i>Discussions about D&amp;A treatment</i>	13	18	2	4	4	41
<i>Actions taken for D&amp;A treatment (application or assessment)</i>	2	6	0	5	12	25
<b>Shelter/housing</b>						
<i>Housing interviews (through TPI)</i>						
VISPDAT	3	1	0	0	1	5
<i>Shelter applications submitted</i>	5	2	2	1	1	11
<i>Accepted to shelter</i>	5	1	4	0	3	13
<i>Entered to shelter</i>	3	1	4	0	3	11
<i>Still in</i>	2	1	2	0	2	7
<i>Permanent housing</i>	0	0	0	0	1	1
<b>Identification/Birth Certificates</b>						
<i>ID / Birth Certificate Requests</i>	9	26	6	6	8	55
<i>Appt set</i>	2	9	5	7	N/A (walk-in)	23
<i>Fulfilled getting birth certificate/ID</i>	7	12	4	4	5	32
<i>Supporting in acquiring phones</i>	6	11	0	4	0	21
SNAP	8	16	6	5	10	45

### Cleaning Services

#### Cleaning Totals July – September 2021

	<i>July</i>	<i>Aug.</i>	<i>Sept.</i>	<i>Annual Totals 2021 (Jan-Sept.)</i>	<i>Annual Totals 2020 (Jan-Dec)</i>	<i>Totals (All-Time)</i>
<i>Bags of Trash</i>	8459	7325	4979	45231	34136	87,644



<i>Needles</i>	2571	3253	2422	21266	24292	50,555
<i>Drug Paraphernalia</i>	2061	2790	1936	16712	25917	48,492
<i>Bio-hazards cleaned/removed</i>	728	664	561	5024	5146	12,090
<i>Camps Cleaned - Active</i>	564	665	714	3794	5829	9,841
<i>Camps Cleaned - Abandoned</i>	170	202	244	1212	1723	3,262
<i>Contacts made** - houseless</i>	N/A	562	630	1192	N/A	1192
<i>Contacts made** - business</i>	N/A	195	208	403	N/A	403
<i>Total Contacts made</i>	718	757	838	4940	5528	11,436
<i>Broken Glass</i>	484	541	460	3387	3483	7,570
<i>Storm Drains Cleaned</i>	183	200	285	1623	2557	4,725
<i>Doorways Cleaned</i>	200	226	215	1670	2548	4,668
<i>Phone Cleaning Requests</i>	47	40	44	629	893	1,624
<i>Email Cleaning requests</i>	61	30	52	620	792	1,593
<i>Shopping cart removed</i>	90	103	86	635	387	1,123
<i>Other</i>	74	90	145	1449	2377	4,441
<i>Furniture</i>	113	129	92	850	1012	2,017
<i>LBS of Trash</i>	79,900	101,540	75,860	680,736	505,144	1,318,527
<b>Totals</b>	<b>96,423</b>	<b>119,312</b>	<b>89,771</b>	<b>791,373</b>	<b>621,764</b>	<b>1,571,203</b>

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



\*\* Starting in August 2021 the cleaning team has separated contacts with houseless and business. Prior to this, all contacts were totaled together.

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

	<i>July</i>	<i>August</i>	<i>September</i>
Zone 1	129/10%	124/9%	136/10%
Zone 2	238/18%	192/13%	192/15%
Zone 3	464/36%	527/36%	540/40%
Zone 4	201/16%	264/18%	194/15%
Zone 5	119/10%	170/12%	194/15%
Zone 6,7,8	126/10%	170/12%	115/5%

**Graffiti Removal**

The reporting of square footage, rather than just the number of incidents, is fairly new to Clean Start's team operations. This may have led to underreporting in the past.

**Incidents\* and Square Feet per Month  
July - September 2021**

	<i>July</i>	<i>August</i>	<i>September</i>
<i>Incidents</i>	90	119	104
<i>Square Feet</i>	22,670	38,595	30,650

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