



## Monthly Report March 2021

### Summary

- CEIC staff is working with Central City Concern teams to launch the increased graffiti removal and cleaning services in the District this Spring, including 1 additional truck for graffiti and 1 for cleaning. The additional graffiti truck will focus on addressing proactive paint outs along major corridors and the team has identified key hot spots while the added cleaning truck will allow for us to minimize trips to the Metro Waste facility in NW Portland.
- The team continues collaborating with the City on implementing immediate solutions to District issues, including identifying sites for dumpsters in the District, activation opportunities for businesses seeking to reopen in the summer, and participation on the Mayor's Clean and Green Action Table. Both staff and the Oversight Committee are conducting proactive outreach to all ESD stakeholders.
- The Safety for All team had 94 dispatches in the month of March, down slightly from February. There were 27 dispatched wellness checks, 12 of which were Safety Ambassadors and 15 by the Care Team. Of those, 2 were mental health related.
- They connected with 85 different businesses having 145 conversations total with those businesses which is similar to previous months. Safety Ambassadors are passing out resource guides to ensure people know when and where to connect with our services and the Oversight Committee.
- They also had 684 conversations with houseless individuals of which 42 were people not previously contacted, passing out 1,110 meals, which is double from last month. They are now also passing out information about COVID-19 vaccinations. Both the meals and vaccine information are the result of support offered by the Joint Office of Homeless Services (JOHS).
- The cleaning team cleaned 79,740 pounds of trash in March compared to 51,260 in February and 49,996 pounds in January. They assisted 255 active camps in removing their waste and disposed of 490 biohazards. 116 abandoned camps were cleaned which is up from 89 in February. There were 299 contacts made in March compared to 186 in February. Overall, while dispatches were down, proactive outreach and cleaning increased dramatically due to new hires.
- Incidents of graffiti removal were 75 in March, compared to 67 in February and 72 in January, with larger quantities remaining notable in Zones 2, 3, and 5. People continue to utilize the dispatch line or email with great frequency and team works to respond between 2-4 days on average due to a high demand.



## **Safety for All Services Training**

In March, the Care Coordinator conducted a training on Partner Resources for all Safety Ambassadors to understand the various services in the District in more depth. This will support in better communication between Safety and Care. They also continued training on reporting mechanisms.

## **Incident Reports**

There were 2 incident reports in the month of January, which is down from previous months. Incident levels from our situational protocol\* for these reports are listed below:

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

\*Beginning in August, 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 - 1 (no police response)  
Police Contact - 2  
AMR Contact - 2  
Mental Health Called - 0  
Fire Department – 0
  
- There were 94 unique dispatch calls in March (110 in February 85 and in January). The team prioritized a few hot spots in the district as a reoccurring task. 27 of those dispatches were wellness checks (up from 19 in February) and 30 were presence patrols (down from 53 in February).
  - There were 6 dispatches total that resulted in the team asking someone to leave private property.
  - There was 1 call to ask people to move but the person was on public property. Our team does not physically move anyone.
  
- There were 2 incidents of vandalism reported to the team which is down from 6 last month.



### Care Team Services

The Care Team continued to distribute supplies daily offered by the Joint Office (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 now distribute information on COVID-19 vaccines. This includes up to 50 meals a day. In March this number doubled from the previous month totaling 1,100 meals.

### Engagements

- The Care Team continues to prioritize facilitating online doctor and mental health appointments with Ride 2 Care assisting in taking them to the appointment.
- They signed up 3 people for OHP and 8 for SNAP, scheduled 18 medical appointments, 9 dental, and 5 mental health appointments.
- They focused on supporting people seeking emergency shelter due to the inclement weather conditions in the month of February.

	2021	January	February	March	Totals
<b>Health Care</b>					
Medical Appointments scheduled		16	19	18	53
Attended		13	9	14	36
Dental Appointments scheduled				9	9
Attended				6	6
Mental Health Appointments scheduled		10	7	5	22
Attended		9	5	3	17
Case management Appts scheduled				4	4
Attended				3	3
Signed up for OHP		4	1	3	8
Emergency room assistance/follow up		3	2	0	5
Ride 2 Care Scheduled		12	6	14	32
Completed		11	3	9	23
Discussions about D&A treatment		2	2	9	13
Actions taken for D&A treatment (application or assessment)				2	2
<b>Shelter/housing</b>					
Housing interviews (through TPI) VISPDAT		1	0	2	3
Shelter applications submitted		1	2	2	5
Accepted to shelter		1	4	0	5
Entered to shelter		0	3	0	3
Still in		0	2	0	2
Permanent housing		0	0	0	0
<b>Identification/birth certificates requests</b>					
Fulfilled getting birth certificate/ID		1	3	3	4
SNAP				8	8



<b>Referrals</b>			
Portland Street Medicine	3	4	7
<b>Miscellaneous</b>			
Meals supplied	542	503	1045

### Cleaning Services

The cleaning team cleaned 89,926 incidents in March compared to 60,211 in February and 59,235 incidents in January. This included 79,740 pounds of trash, up from 51,260. Zone 2 had more trash than Zone 3, with up to 27% of all bags collected.

### Cleaning Totals January – March 2021

	<b>January</b>	<b>February</b>	<b>March</b>	<b>Totals</b>
<i>Bags of Trash</i>	3362	2658	3,986	<b>10,006</b>
<i>Needles</i>	2059	2490	2,104	<b>6,653</b>
<i>Drug Paraphernalia</i>	1521	1965	1,849	<b>5,335</b>
<i>Bio-hazards cleaned/removed</i>	371	387	490	<b>1,248</b>
<i>Camps Cleaned - Active</i>	371	223	255	<b>849</b>
<i>Camps Cleaned - Abandoned</i>	104	89	116	<b>309</b>
<i>Contacts made</i>	337	186	299	<b>822</b>
<i>Broken Glass</i>	304	205	323	<b>832</b>
<i>Storm Drains Cleaned</i>	126	85	167	<b>378</b>
<i>Doorways Cleaned</i>	173	126	185	<b>484</b>
<i>Phone Cleaning Requests</i>	84	58	50	<b>192</b>
<i>Email Cleaning requests</i>	147	124	55	<b>326</b>
<i>Shopping cart removed</i>	34	32	31	<b>97</b>
<i>Other</i>	232	234	202	<b>668</b>
<i>Furniture</i>	104	89	74	<b>267</b>
<i>LBS of Trash</i>	49,996	51,260	79,740	<b>180,996</b>
<b>Totals</b>	<b>59,325</b>	<b>60,211</b>	<b>89,926</b>	<b>209,462</b>

\*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, January – March 2021

Zone 1	267/8%	266/10%	284 bags/9%
Zone 2	943/28%	665/25%	850 bags/27%
Zone 3	1042/31%	825/31%	756 bags/24%
Zone 4	638/19%	478/18%	662 bags/21%
Zone 5	169/5%	159/6%	252 bags/8%



Zone 6,7,8	303/9%	266/10%	347 bags/11%
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**Graffiti Removal**

The Graffiti Removal team continues to respond to the large incidents of graffiti in the District. The team has greatly improved in responding to these effectively in the last 2 months due to new hires and training.

**Incidents\* and Square Feet per Month December 2020 – February 2021**

	<i>January</i>	<i>February</i>	<i>March</i>
<i>Incidents</i>	72	67	75
<i>Square Feet</i>	12,310	16,300	12,150

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