



Monthly Report May 2021

Summary

- CEIC staff focused on developing and vetting the 2021-2022 budget with service providers, stakeholders, and leadership. This included analyzing the needs of the safety and cleaning teams to provide effective and responsive coverage of the district. In addition to expanding the established cleaning and graffiti removal services district wide, we also launched the litter collection program with Ground Score Association, establishing an additional level of outreach and service. Following the large bioswale program tree planting event (33 trees) conducted in partnership with BES in late April, the project team is working on ongoing maintenance procedures for the new trees, including watering and planning a community visioning session with the city.
- The Safety for All team had 93 dispatches in the month of May, down slightly from April (109). There were 30 dispatched wellness checks, 22 of which were managed by the Safety Ambassadors and 8 by the Care Team. Of those, 14 were mental health related which is doubled from last month. 46 businesses called or emailed tasks.
- They connected with 128 different businesses having 247 conversations total with those businesses which continues to increase greatly since the previous months. There was also an increase in incident reports where trauma-informed de-escalation or medical intervention was required.
- They also had 643 conversations with houseless individuals of which 65 were people not previously contacted, passing out 1,158 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). They also supported the vaccine clinic organized by Outside In, City Team, and Ground Score in the Central Eastside.
- The cleaning team cleaned 78,720 pounds of trash in May compared to 75,540 in April and 79,740 in March. Since we have had the two trucks and employees now out 5 days a week, the average monthly numbers have doubled. They assisted 361 active camps (up from 292), a number that continues to increase, in removing their waste and disposed of 547 biohazards. 96 abandoned camps were cleaned which is the same in April. There were 574 contacts made in May, another number that is increasing. Dispatches remained the same from April, which are still high.
- The graffiti team responded to 78 incidents of graffiti in April removing 13,030 square feet, which is slightly higher than previous months, with larger quantities remaining notable in Zones 2, 3, and 5. There was a delay in the new graffiti truck but was remedied by having additional staff out together in the District. 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 11 incident reports submitted in May, which is higher than normal. Incident levels from our situational protocol* for these reports are listed below:

- Level 0 - 0
- Level 1 - 6
- Level 2 - 5
- Level 3 - 0
- Level N/A – 0

*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 - 9 (police did not respond to 1 of those incidents)

Police Contacts - 6

AMR Contacts - 2 (came with fire department)

Mental Health Called - 2 (Project Respond came 1 out of the 2)

Fire Department - 2 (came with AMR)

- Dispatches
 - 93 unique dispatch calls in May (109 in April, 94 March, 110 in February).
 - The team prioritized a few hot spots in the district as a reoccurring task. 30 of those dispatches were wellness checks, higher than April. 14 were mental health related.
 - 23 were presence patrols, down slightly.
 - There were 12 dispatches total that resulted in the team asking someone to leave private property.
 - There were 7 calls to ask people to move but the person was on public property.*
 - *Our team does not physically move anyone.
 - 22 calls resulted in chaperone services
- Other
 - There were 0 incidents of vandalism reported to the team which is down from last month. Leadership continues to work with the Safety Team on tracking this number effectively.
 - 1 abandoned auto was identified.



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. In May this was 1,158 meals.

Care Team Engagements 2021

	2021	Jan	Feb	Mar	April	May	Totals
Health Care							
Medical Appointments scheduled	16	19	18	10	10	73	
Attended	13	9	14	8	6	50	
Dental Appointments scheduled	0	0	9	0	2	11	
Attended	0	0	6	0	2	8	
Mental Health Appointments scheduled	10	7	5	4	0	26	
Attended	9	5	3	4	0	21	
Case management Appts scheduled			4	4	6	14	
Attended			3	3	5	11	
Signed up for OHP	4	1	3	5	0	13	
Emergency room assistance/follow up	3	2	0	2	0	7	
Ride 2 Care Scheduled	12	6	14	3	0	23	
Completed	11	3	9	1	0	24	
Discussions about D&A treatment	2	2	9	6	5	24	
Actions taken for D&A treatment (application or assessment)	0	0	2	4	1	7	
Shelter/housing							
Housing interviews (through TPI) VISPDAT	1	0	2	1	0	4	
Shelter applications submitted	1	2	2	1	1	7	
Accepted to shelter	1	4	0	1	0	6	
Entered to shelter	0	3	0	1	0	4	
Still in	0	2		1	0	3	
Permanent housing	0	0	0	0	0	0	
Identification/Birth Certificates							
ID / Birth Certificate Requests	2	0	7	10	10	29	
Appt set	2	0	0	3	2	7	
Fulfilled getting birth certificate/ID	1	3	3	5	6	18	
Supporting in acquiring phones			6	1	6	13	
SNAP			8	5	4	17	



Cleaning Services

Cleaning Totals March – May 2021

	<i>March</i>	<i>April</i>	<i>May</i>	<i>2021 Totals</i>	<i>Totals 2020</i>	<i>Totals All Time</i>
<i>Bags of Trash</i>	3,986	4832	4257	19095	34136	61,508
<i>Needles</i>	2,104	2399	1743	10795	24292	40,084
<i>Drug Paraphernalia</i>	1,849	1475	1471	8281	25917	40,061
<i>Bio-hazards cleaned/removed</i>	490	582	547	2377	5146	9,443
<i>Camps Cleaned - Active</i>	255	292	361	1502	5829	7,549
<i>Camps Cleaned - Abandoned</i>	116	116	96	521	1723	2,571
<i>Contacts made</i>	299	527	574	1923	5528	8,419
<i>Broken Glass</i>	323	368	368	1568	3483	5,751
<i>Storm Drains Cleaned</i>	167	222	188	788	2557	3,890
<i>Doorways Cleaned</i>	185	193	162	839	2548	3,837
<i>Phone Cleaning Requests</i>	50	94	92	378	893	1,373
<i>Email Cleaning requests</i>	55	53	44	423	792	1,396
<i>Shopping cart removed</i>	31	96	84	277	387	765
<i>Other</i>	202	228	142	1038	2377	4,030
<i>Furniture</i>	74	81	67	415	1012	1,582
<i>LBS of Trash</i>	79,740	75,540	78,720	335,256	505,144	973,047
Totals	89,926	87,098	88,916	385,476	621,764	1,165,306

*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,
February – April 2021**

	<i>March</i>	<i>April</i>	<i>May</i>
Zone 1	284 bags/9%	213/10%	185/12%
Zone 2	850 bags/27%	526/24%	287/18%
Zone 3	756 bags/24%	503/22%	363/24%
Zone 4	662 bags/21%	412/19%	272/18%
Zone 5	252 bags/8%	323/15%	193/13%



Zone 6,7,8	347 bags/11%	231/10%	203/15%
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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 March-May 2021

	<i>March</i>	<i>April</i>	<i>May</i>
<i>Incidents</i>	75	63	78
<i>Square Feet</i>	12,150	9,150**	13,030

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

**This number has been updated since last months report as the team was not counting additional paint outs that served as preparation for large paint outs.