



Public Report November 2019

Overview

November involved the hiring and training of the Safety for All Care Team and creating improved systems for reporting. In addition, CEIC staff focused on the recruitment of the Central Eastside Together Board of Directors and continuing to develop partnerships in the community. CEIC is in the process of scheduling both Trauma Informed Care and youth-specific trainings with peer for the service providers with the Sidewalk Operations Oversight Committee. The goal was for this to take place once the new Board of Directors is onboarded.

Service Details

Safety for All

The Safety Ambassadors and Outreach Ambassadors continue to contact businesses, houseless and housed residents, and guests. In the month of November one safety chaperone was conducted. The Safety Team shared updated marketing materials with businesses including resource guides and magnets.

Hiring

The Safety for All team hired a Care Coordinator to lead the Care Team that will be starting December 9th. The Care Coordinator will be responsible for supervising the Outreach Ambassadors and following up with services that are requested by people experiencing houselessness. The Care Team currently has 36 active open cases, 23 closed cases and 12 old cases that are still there but are on hold. Active open cases signify that the Care Team is supporting people by connecting them to resources such as getting personal identification, collecting personal items following "sweeps," accompanying them to and from medical visits as requested, and filling out applications for housing.

The Care Team, including the supervisors, have been meeting with other service organizations to start collaborating on various needs within the Central Eastside. CEIC staff and NW Enforcement are working together on strategies to connect Care Coordinator to these service providers in the district.

Training

November's ongoing professional development focused on various requests from the board and this committee via CEIC. Training focused on tasks, dispatches and reports with specific information to make sure we are providing the correct data needed for all parties involved. The Care Team has been regularly sharing about their work with the Safety Team so that the safety team can assist them in connections they are making.

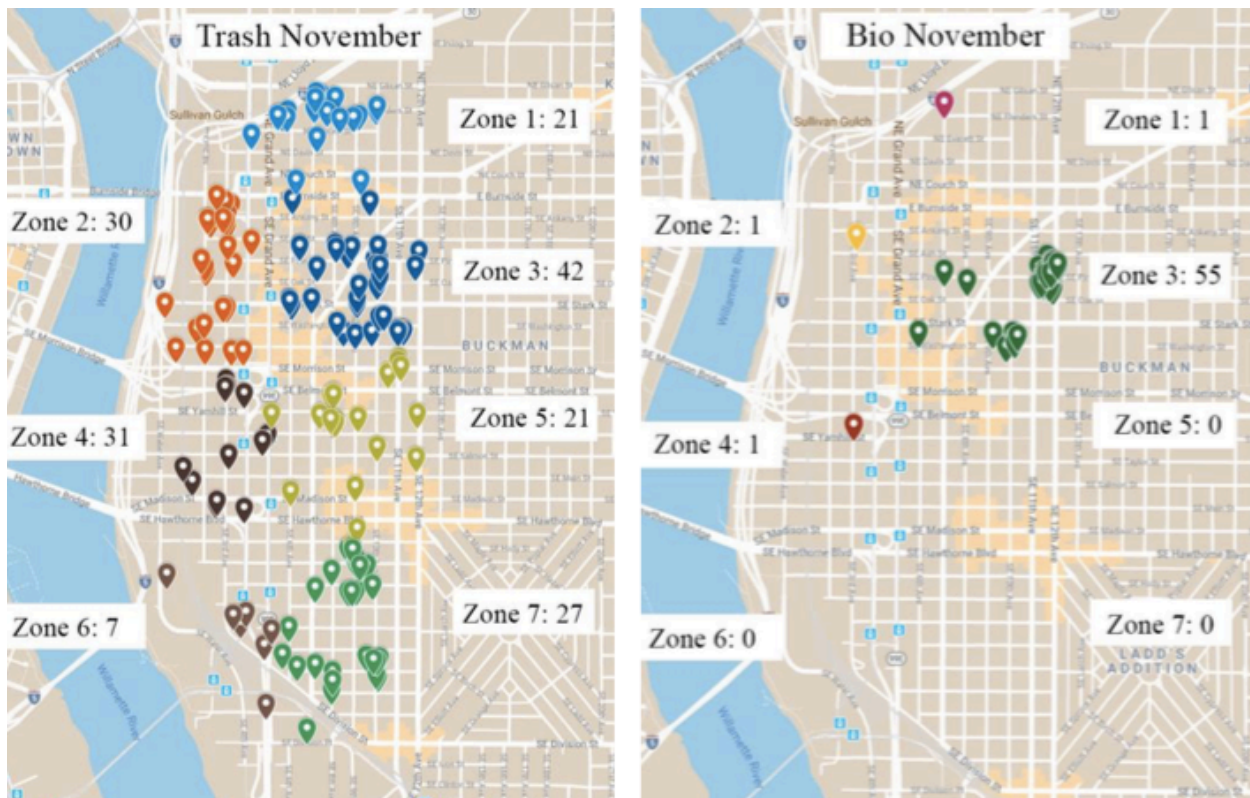
All team members received four hours of ongoing training in the month of November. Trauma Informed Training has been scheduled for Thursday, December 12th. A Mental



Health First Aid Training is being scheduled with Cascadia Behavioral Health for the month of December.

Documented Incidents by Type

Comparing trash from October to November, the numbers of documented incidents have increased in all zones except for zones 6 and 7. Comparing biohazards for the same months, there was a decrease in documented all zones except for an increase in zone 3. If you look at zone 3 for both months, the concentrated markers are in the area of the Saint Francis Church.



Incidents of trash and biohazards as reported by Zone

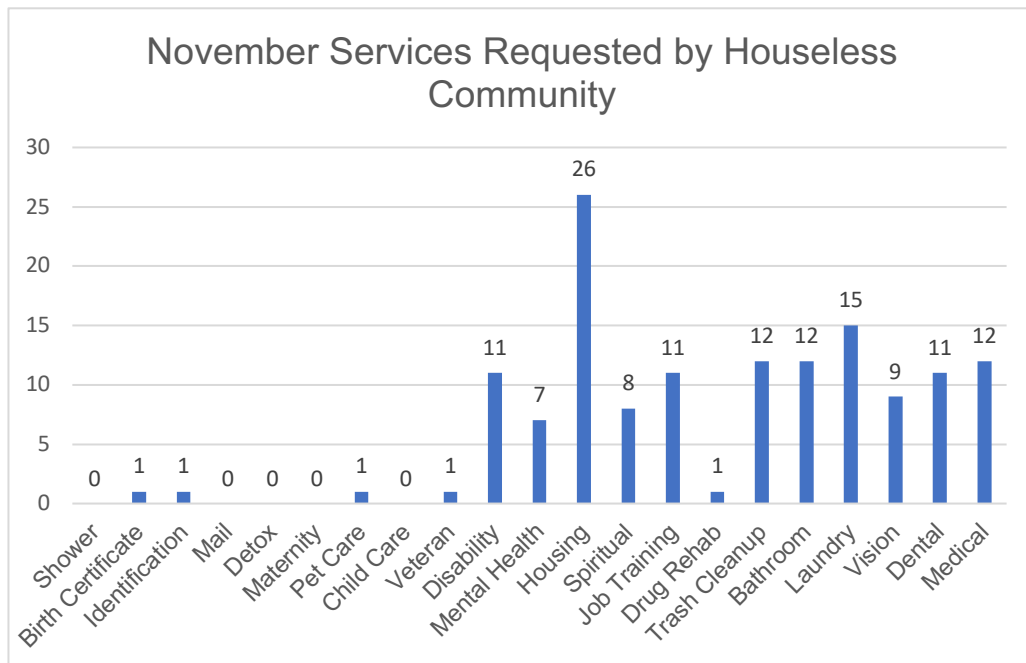
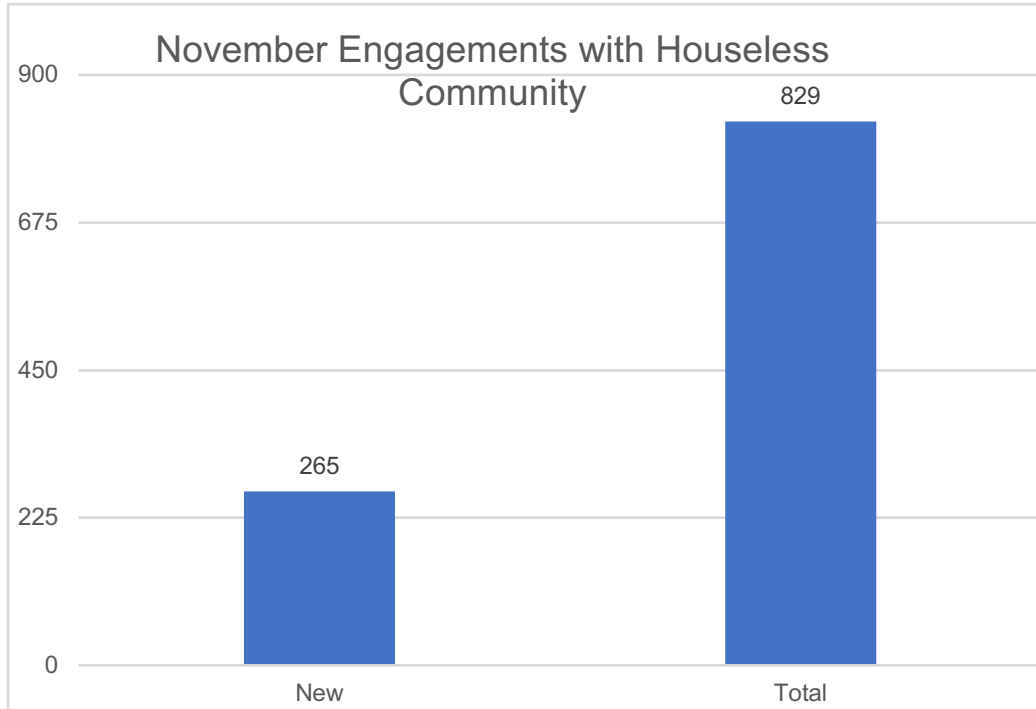
Engagements

The Safety for All team connected with 829 houseless individuals in total, with 265 those being people that have not been contact previously. In those conversations 26 of those individuals requested housing services, 15 laundry, and 12 medical.

The Safety for All Team (both the Outreach and Safety Ambassadors) hand out granola bars, crackers, hand warmers, blue (CCC) garbage bags and water to houseless individuals. Starting the last week of November there were 500 pairs of socks donated to the Safety for All team. They also received donation of a couple hundred shirts to save for summer.



The Care Team has been able to help connect two families and an individual with partnering outreach services and get them into shelter. Both families had a small child that was preschool age. The Care Team assisted in getting two identifications.





Incident Reports

There were 5 incident reports in the month of November. Non-Emergency was called 5 times and AMR was contacted 1 time. Safety Ambassadors had an additional 2 police contacts that they did not initiate but were present for.

All incident reports were at Level 1 of the situational protocol. Non-Emergency was called in relation to trespassing on private property and not responding to the Safety for All team's verbal requests or someone specifically asking for non-emergency assistance when the Safety for All team arrived on scene.

CEIC received one complaint from a bicyclist regarding the driving of a Safety for All vehicle. The driver lost their privileges and will be undergoing a performance review.

Graffiti Removal Services

In November, GRS cleaned 127 incidents of graffiti or 26,275 square feet. This included both private and public property (such as sidewalks).

Considering some issues around internal communications last month, CEIC and GRS staff identified the following solutions: Focus on priorities generated by Formation Board including hate graffiti, graffiti "bombs" (which is a large quantity of graffiti in a short amount of time), graffiti along high traffic corridors, and large graffiti. Sidewalk graffiti will take lower priority as stipulated in the priority matrix. The graffiti contractor will also identify graffiti hotspots for staff to troubleshoot with the City on and to contact directly.

The GRS team will be in attendance at the trauma informed training with NW Enforcement staff to ensure they cover the trauma-informed requirements set forth by service plan.

Graffiti Incidents Cleaned by Zone

| | |
|--------------|------------|
| Zone 1 | 9 |
| Zone 2 | 13 |
| Zone 3 | 27 |
| Zone 4 | 20 |
| Zone 5 | 26 |
| Zone 6 | 9 |
| Zone 7 | 23 |
| TOTAL | 127 |

Chronic sites are being documented as well so that CEIC can support the community in identifying solutions.



Cleaning Services

In November the Clean Start the cleaning team collected 45,835 items, of that was 38,855 pounds of trash, see below breakdown for details.

Type and Number of Incidents in October and November

| Type of Incident | October | November | Total |
|--|---------------|---------------|---------------|
| Bags of trash | 2506 | 2349 | 4855 |
| Drug paraphernalia (including needles) | 3287 | 2773 | 6060 |
| Biohazards cleaned/removed | 719 | 631 | 1350 |
| Camps/site cleaned | 93 | 104 | 197 |
| Contacts made | 319 | 301 | 620 |
| Broken glass | 238 | 189 | 427 |
| Storm drains cleaned | 209 | 130 | 339 |
| Doorways cleaned | 143 | 178 | 321 |
| Phone cleaning requests | 33 | 25 | 58 |
| Email cleaning requests | 67 | 89 | 156 |
| Shopping cart removed | 41 | 34 | 75 |
| Other | 260 | 128 | 388 |
| Furniture | 48 | 49 | 97 |
| LBS of trash | 41,230 | 38,855 | 80085 |
| Total | 49,193 | 45,835 | 95,028 |

Breakdown of Trash by Zone: Bags Collected and Percent in District

| Trash by Zone | # of Bags | % of Trash for District |
|---------------|-----------|-------------------------|
| Zone 1 | 94 | 4% |
| Zone 2 | 611 | 26% |
| Zone 3 | 728 | 31% |



| | | |
|------------|-----|-----|
| Zone 4 | 235 | 10% |
| Zone 5 | 188 | 8% |
| Zone 6,7,8 | 493 | 21% |