



## Public Report September 2020

### Summary

- The smoke from the fires really took a toll on all individuals this past month. For almost two weeks, the Safety for All team spent time handing out as much water and masks as possible. In addition to N-95 masks, the team also handed out cloth bandanas to be soaked in water to help with the smoke. The Cleaning teams did not work for 5 days due to the hazardous conditions.
- Businesses are still with limited hours or remain closed due to COVID-19. The Safety for All team connected with 51 different businesses in September and had 101 conversations total with those businesses.
- Protests are brought up in the community on occasion, but no massive damage resulting from protests was noted by the Safety for All team in the District.
- Expanded services began in September including an additional 11:00 AM -7:30 PM shift for an Outreach Worker, which brings the total number of Outreach workers to 3. The new Care Coordinator also started and is focused on strengthening partnerships in the community.
- The Safety for All team had 1,226 conversations with houseless individuals of which 31 were people not previously contacted. Similar to the last few months, the team noted less new camps in the District and very minimal movement with camps was observed.
- The cleaning team cleaned 47,861 incidents in September compared to 54,770 in August. In September this totaled to 40,610 pounds of trash. The number of needles collected decreased to 1,522 compared to 2,060 in July and 4,125 in August, which had a spike due to a single incident of multiple needles found near St. Francis. The amount of active camps that were assisted with cleaning bags or waste removal was at 398 compared to 419 in August. 28% of bags were found in Zone 2 and 29% of bags in Zone 3, which remains consistent with previous months.
- A new service provider for graffiti removal, Central City Concern, began in September. Incidents of graffiti removal were 58 in September compared to 97 in August, with larger quantities in Zones 3 and 5. The number of self-generated incidents went down and there was an increase in emails or calls requesting service. As the team was focused on hiring, training, and purchasing the necessary supplies, the team did not document square footage in the month of September. Notably, they were able to provide services evenly across the District.



## Safety for All Services

### Training

In September the team concentrated on Conflict Resolution / De-escalation and report writing with the situational protocol.

### Incident Reports

There were 8 incident reports in the month of August. Incident levels from our situational protocol for these reports are listed below:

Level 0 - 4

Level 1 - 1

Level 2 - 2

Level 3 - 1

The level 3 incident involved an assault of one houseless individual on another, the Safety Ambassadors were able to deescalate additional violence.

### Engagements

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

Non-Emergency Called - 8

Police Contact - 5 (1 incident we left before police arrived)

AMR Contact - 0

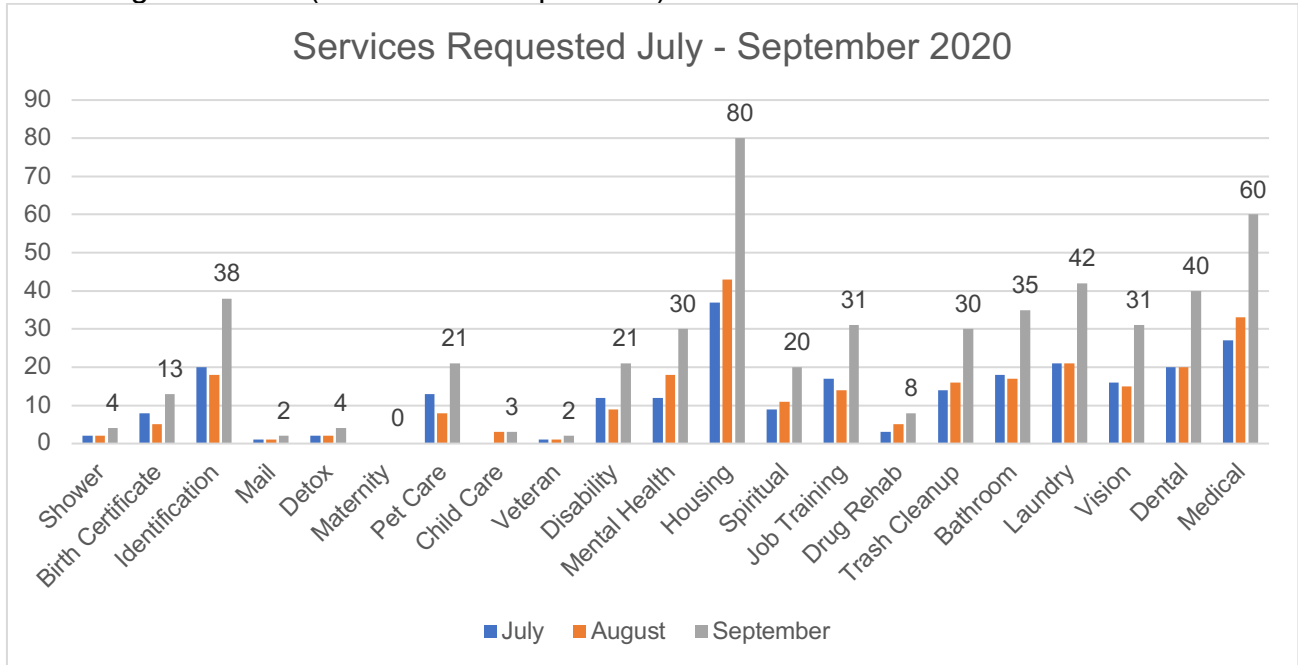
Mental Health Called - 0

Fire Department - 2

- There were 41 unique dispatch calls in September (54 in August and 52 in July). The team prioritized a few hot spots in the district as a reoccurring task. 9 of those dispatches were wellness checks and 10 were presence patrols.
- There were 3 dispatches total that resulted in the team asking someone to leave private property. There was an additional call to ask people to leave private property, but by time they arrived, no one was there anymore. Finally, 5 calls were to ask people to move but the person was on public property, which remains much lower than when COVID-19 first began. Our team does not physically move anyone. With no “sweeps” occurring, many houseless individuals stayed in one location. This is reflected in the numbers as minimal new camps being logged.
- As documented by the Safety for All team, abandoned vehicles increased. Trash went down in Zones 1, 4, and 5 and up in 2, 3, 6. It appears to remain consistent in Zone 7. Biohazards went down in Zone 5, up in 3 and 7, and remained the same in 1,2,4,6.



- Starting in September 2020, the Safety for All team will now document vandalism that is reported to the team resulting in increased presence patrols (2 incidents in September), not only vandalism that they observe and document while on their regular routes (1 incident in September).



**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). This includes 50 meals a day. The team also supported United Gospel Mission in distributing food when they had a gap in service.

**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 continue to follow up with assisting individuals in applying for shelter and housing. They also focused on accessing medical motels, completing VIPDAT (housing survey), and affordable/subsidized housing or transitional housing.

**Cleaning Services**

The cleaning team cleaned 47,861 incidents in September compared to 54,770 in August. In September this totaled to 40,610 pounds of trash. The number of needles collected decreased to 1,522 compared to 2,060 in July and 4,125 in August, which had a spike due to a single incident of multiple needles found near St. Francis. The amount



of active camps that were assisted with cleaning bags or waste removal was at 398 compared to 419 in August.

**Type and Number of Incidents, June - September 2020**

<b>Incidents</b>	<b>June 2020</b>	<b>July 2020</b>	<b>August 2020</b>	<b>September 2020</b>	<b>Totals</b>
<b>Bags of Trash</b>	3497	3260	2929	2383	<b>12,069</b>
<b>Needles</b>	2664	2060	4125	1522	<b>10,371</b>
<b>Drug Paraphernalia</b>	2956	2468	2252	1393	<b>9069</b>
<b>Biohazards cleaned/removed</b>	454	558	481	348	<b>1841</b>
<b>Camps Cleaned – Active*</b>	958	702	419	398	<b>2477</b>
<b>Camps Cleaned – Abandoned</b>	129	100	90	72	<b>391</b>
<b>Contacts Made</b>	937	651	368	399	<b>2355</b>
<b>Broken Glass</b>	773	502	217	198	<b>1690</b>
<b>Storm Drains Cleaned</b>	535	306	64	59	<b>964</b>
<b>Doorways Cleaned</b>	768	313	142	106	<b>1329</b>
<b>Phone Cleaning Requests</b>	69	79	131	95	<b>374</b>
<b>Email Cleaning requests</b>	104	28	35	40	<b>207</b>
<b>Shopping Cart removed</b>	18	29	21	13	<b>81</b>
<b>Other</b>	176	195	209	147	<b>727</b>
<b>Furniture</b>	90	104	107	78	<b>379</b>
<b>LBS of Trash</b>	44,980	45,100	43,180	40,610	<b>17,3870</b>
<b>Total Incidents</b>	<b>59,108</b>	<b>56,455</b>	<b>54,770</b>	<b>47,861</b>	<b>84,934</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, November 2019- September 2020**

Zone	June	July	August	September
1	454 bags/13%	260 bags/8%	176 bags/6%	168 bags/7%
2	769 bags/22%	717 bags/22%	791 bags/27%	668 bags/28%
3	944 bags/27%	1076 bags/33%	966 bags/33%	691 bags/29%
4	595 bags/17%	619 bags/19%	528 bags/18%	452 bags/19%
5	280 bags/8%	197 bags/6%	205 bags/ 8%	238 bags/10%
6,7,8	455 bags/13%	391 bags/12%	141 bags/9%	166 bags/7%

**Graffiti Removal Services**

In September, the Graffiti Removal team responded to 58 incidents of graffiti compared to 97 in August. Larger incidents of graffiti are being addressed by the City Graffiti Removal program and the graffiti team is prioritizing dispatches. In the month of September square footage was not tracked as new staff was onboarded and the team gathered necessary supplies including measurement tools.

**Incidents\* and Square Feet per Month June – September 2020**

	June	July	August	September
<b>Incidents</b>	155	167	97	58
<b>Square Feet</b>	26,198	23,593	21,550	Not tracked

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



**Graffiti Incidents Cleaned by Zone in August and September 2020**

<b>Zones</b>	<b># of Incidents August</b>	<b># of Incidents September</b>
Zone 1	4	6
Zone 2	17	7
Zone 3	26	19
Zone 4	22	6
Zone 5	10	18
Zone 6	11	1
Zone 7	7	0
Zone 8	0	0