



Deborah Kafoury
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November 21st, 2019

Portland City Council
1221 SW Fourth Ave
Portland OR 97204

AUDITOR 11/21/19 PM 12:04
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Mayor Wheeler and members of the Council,

Thank you for the opportunity to address the Council regarding the Portland Street Response pilot program. The past six months of work have highlighted once again the importance of strong partnerships between the City, County, and community providers when it comes to our shared work addressing homelessness.

Just two months ago, we came together to hear the results of a survey, conducted by Portland State University and Street Roots, that was built on the voices people living on the streets.

We heard how we can respond to their needs with more compassion and skill. The stories from those 184 individuals were wide ranging, but one quote in particular struck me, "People just need someone to listen." No matter the reason someone's become homeless, we know that the stress and trauma of living on the streets day in and day out cannot be underestimated. Too often, law enforcement is called to respond when this stress and trauma elevates into something acute.

We already ask our first responders to do so much. Like our hospital emergency rooms and jails, they have been asked to form part of the front line in addressing homelessness. Sometimes that's necessary, but we also know that in other instances, like when someone just needs someone else to listen, another response is needed. I'm hopeful that a model like Portland Street Response will help us, as a community, to make that option more common.

I want to thank the City for making this investment. I especially want to thank Commissioner Hardesty and her staff for their vision and dedication in working with community partners like Street Roots and developing the framework for this pilot. I look forward to continuing our partnership on this effort as well as the rest of our homeless response.

Sincerely,

A handwritten signature in black ink that reads "Deborah Kafoury". The signature is written in a cursive, flowing style.

Deborah Kafoury
Multnomah County Chair

McClymont, Keelan

From: Sally Joughin <sjoughin@earthlink.net>
Sent: Thursday, November 21, 2019 11:54 AM
To: Council Clerk – Testimony
Subject: Fwd: Portland Street Response
Attachments: Testimony-PDX Street Response.docx

Please deliver this as TESTIMONY for today's (11/21) City Council consideration of item 1083 at 2 PM.
Thank you.
-Sally Joughin

Begin forwarded message:

From: Sally Joughin <sjoughin@earthlink.net>
Subject: **Portland Street Response**
Date: November 21, 2019 at 11:06:07 AM PST
To: MayorWheeler@portlandoregon.gov, JoAnn@portlandoregon.gov, Commissioner Eudaly <Chloe@PortlandOregon.gov>, nick@portlandoregon.gov, amanda@portlandoregon.gov

To Mayor Wheeler and Commissioners Hardesty, Eudaly, Fish, and Fritz,

I am writing in support of the **Portland Street Response pilot program** that is on today's City Council agenda.

This is a great idea, and it is especially well-planned in that two different team make-ups will be piloted AND changes will be included during the year as evaluation determines their need. The collaboration in this project will ensure its support and success.

Many concerned Portlanders have been saying for years that responses to people in crisis should not always be made by police, when other responses would be much more appropriate —for both the person needing help and the PPB and PF&R.

I myself have been involved in drafting the JUSTICE section of the Multnomah County Democrats' biennial Platform, and this is one of our Justice committee's planks which will be presented at this Saturday's Platform Convention:

3. We support unarmed public safety support specialists who are unarmed police officers with full training but no weapons, particularly in marginalized communities throughout Multnomah County. We also support **non-police first response to low level situations involving mental and emotional health and substance abuse.**

So, you can see that we already support the Portland Street Response pilot!

Sincerely,
Sally Joughin

2715 SE 34th Ave
Portland 97202

Submitted by
Greg Townley
11/21/19

PROPOSED MEASURABLE OUTCOMES (Call Volume)

1. Reduce the number of non-warrant arrests that result during a 9-1-1 response.
2. Reduce the number of individuals transported to the emergency department for low acuity medical related issues that could instead be addressed in a pre-hospital care setting.
3. Reduce the number of behavioral health and lower acuity medical calls traditionally responded to by Police and Fire.

FURTHER MEASURABLE OUTCOMES TO CONSIDER (Cost & Time Saved)

1. Reduce the behavioral healthcare costs associated with emergency department transfers following a 9-1-1 response.
2. Reduce Police personnel costs associated with lower acuity behavioral calls.
3. Reduce Fire personnel costs associated with lower acuity medical and behavioral calls.
4. Reduce the amount of time Police spend responding to lower acuity behavioral calls, reflected in FTE's.
5. Reduce the amount of time Fire spend responding to lower acuity medical and behavioral calls, reflected in FTE's.

KEY PERFORMANCE MEASURES AND OPERATIONAL METRICS

1. % of calls that result in request for Police assistance.
2. % of calls that result in request for Fire assistance.
3. % of calls that result in AMR transport.
4. Avg. response time.
5. 90th percentile response time.
6. % of calls that result in an arrest.
7. % of calls that result in a physically violent encounter.
8. Annual call volume.
9. % of calls that result in referrals to outside agencies for assistance.
10. % of calls related to drug or alcohol use.
11. % of calls related to mental health.
12. % of comorbid calls involving both drug or alcohol use and mental health.
13. % of calls involving a homeless individual.
14. Average time on scene.
15. % of calls that are repeat utilizers.