

**Intergovernmental Agreement Between  
Portland State University Homelessness and Research Action Collaborative and the City of  
Portland for Portland Street Response Program Evaluation Services**

This Intergovernmental Agreement (“Agreement”) is between Portland State University, Homelessness Research and Action Collaborative (“PSU”) and the City of Portland (“City”). PSU and City shall be collectively referred to herein as the “Parties” and individually as a “Party”. The Parties are authorized to enter into this Agreement under ORS Chapter 190.

**RECITALS**

- A. CITY desires PSU’s performance of the services identified in ATTACHMENT A.
- B. PSU’s performance of the services is consistent, compatible and beneficial to the academic role and mission of PSU.

Now, therefore, CITY and PSU hereby incorporate the above Recitals and agree as follows:

**1. PSU RESPONSIBILITIES**

- a. PSU performs the services identified in ATTACHMENT A—SCOPE OF WORK which is inclusive of project deliverables.
- b. PSU will have responsibility for overall Project management and will consult with the City in each significant step of the Project.
- c. PSU will process and approve invoices related to this project.
- d. PSU will resolve contract claims, and timely pay contractors for work in the Project.
- e. Any CITY funding provided to PSU for the Project but not actually spent must be returned to the CITY within 60 days following the Agreement termination date..
- f. Subject to the limitations and conditions of the Oregon Public Records law, PSU agrees to keep confidential any CITY proprietary information that CITY designates as such and supplies to PSU during the course of research performed under this Agreement. CITY proprietary information will not be included in any published material without prior approval by CITY. PSU agrees to provide any proposed publication to CITY thirty (30) days prior to submission, to review for the inclusion of CITY-owned confidential information.

**2. CITY RESPONSIBILITIES**

- a. CITY will pay PSU for services performed under this agreement a Total Agreement Amount not to exceed two hundred thirteen thousand, four hundred, twenty-six dollars

(\$213,426). PSU will submit an invoice for payment in the amount of one hundred seventy thousand seven hundred forty one dollars (\$170,741) upon execution of this agreement for the work outlined in ATTACHMENT A – SCOPE OF WORK. The remaining forty two thousand six hundred eighty five dollars (\$42,685) represents a 25% Project Contingency built into the Total Agreement Amount to cover unforeseen changes in the Scope of Work. The Project Contingency amount may be authorized, in part or in whole, by the CITY Representative, by way of written authorization to the PSU Project Manager and PSU Agreement Representative. Upon agreement for additions to scope of work, PSU will submit an invoice for each amount authorized from the Project Contingency. The first initial invoice and all subsequent invoices will be submitted to Program Manager Robyn Burek (robyn.burek@portlandoregon.gov).

- b. The CITY shall timely respond to all requests for review, input, and approval as provided under this Agreement. The CITY shall not unreasonably withhold, delay, or condition its approval of any item for which its approval is required under this Agreement.

### **3. CONTRACT PERSONNEL**

Greg Townley is responsible for the conduct of research under this Agreement for PSU. PSU shall not replace Greg Townley without prior written approval of CITY.

PSU shall use the subconsultants identified in its proposals. PSU shall not change subconsultants' assignments without the prior written consent of CITY. Failure to use the identified subconsultants without prior written consent is a material breach of Agreement.

#### **Name, Role on Project, Subcontract Amount**

Street Roots Ambassador Program for interviews with unhoused individuals:

- \$3,600 for staff time to coordinate ambassador training and survey preparation
- \$8,000 for ambassadors to conduct surveys two to four times through the pilot year
- \$7,770 for research incentives (600 \$10 VISA gift cards, each with \$2.95 service fees)
- \$1,000 for supplies (e.g., socks, batteries, water bottles) to distribute in the field
- \$600 for TriMet day passes for ambassadors for survey days
- \$2,097 (10% indirect costs)

Subcontract total: \$23,067

### **4. TERM; TERMINATION**

This Agreement is effective starting January 1, 2021. This Agreement shall terminate on June 30, 2022.

This Agreement may be terminated by mutual written consent of the Parties or by the CITY at its sole convenience. In the event that a Party determines that there is a material breach of the Agreement which may warrant termination for cause in a contract, the Parties will attempt to

resolve the issue of breach and cure under the below Dispute Resolution clause. If this Agreement is terminated for any reason prior to the completion of the Project, CITY shall reimburse PSU for all reasonable costs incurred for the Project through the date of termination. Such costs shall include all non-cancelable commitments that exist at the time the notice of termination is received.

## **5. MUTUAL RECIPROCAL OBLIGATIONS.**

The Parties shall cooperate and exercise good faith efforts and due diligence to complete their respective obligations set forth in this Agreement and assign sufficient resources (whether time, material or personnel) to ensure the obligations in this Agreement may be accomplished without delay.

## **6. ACCESS TO RECORDS**

PSU will ensure all surveys, interviews, focus groups, questionnaires, and any other intake processes not listed here, comply with the requirements of ORS 192.502(4) to ensure confidentiality for program participants.

## **7. OREGON LAWS AND FORUM**

This Agreement shall be governed and construed in accordance with the laws of the State of Oregon without regard to principles of conflicts of law. Any claim, action, suit or proceeding (collectively "Claim") between PSU and the CITY that arises from or relates to this Agreement shall be brought and conducted solely and exclusively within the Circuit Court of Multnomah County for the State of Oregon; provided, however, if a Claim must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon.

## **8. PARTY REPRESENTATIVES**

The Parties' points of contact for this Agreement and the Project work are identified below.

Agreement Representatives:

Kathleen Choi  
Portland State University  
Sponsored Projects Administration  
PO Box 751 -SPA  
Portland, Oregon 97207  
[awards@pdx.edu](mailto:awards@pdx.edu)  
503-725-9900

Robyn Burek  
City of Portland  
Portland Fire and Rescue  
55 SW Ash Street  
Portland, Oregon 97204  
[robyn.burek@portlandoregon.gov](mailto:robyn.burek@portlandoregon.gov)  
503-867-1997

Project Manager:

Gregory Townley  
 Associate Professor  
 Psychology  
 Homelessness Research & Action  
 Collaborative  
[gtownley@pdx.edu](mailto:gtownley@pdx.edu)  
 503-725-3910

#### Legal Representation:

Michael Grieser  
 Portland State University  
 Office of General Counsel  
 1600 SW Fourth Avenue, Suite 840K  
 Portland, OR 97201  
 503-725-2648  
[michael.grieser@pdx.edu](mailto:michael.grieser@pdx.edu)

Tony Garcia  
 City of Portland  
 Office of the City Attorney  
 1221 SW Fourth Avenue, Room 430  
 Portland, OR 97204  
 503-823-4047  
[tony.garcia@portlandoregon.gov](mailto:tony.garcia@portlandoregon.gov)

Any formal notice provided for under this Agreement shall be sufficient if in writing and delivered to the Agreement Representative of the Party. The Project Managers shall be responsible for performance of obligations under this Agreement, approve work and billing and carry day-to-day activities required to accomplish the installation.

#### **9. DISPUTE RESOLUTION**

In the event of a dispute between the parties, the parties agree to negotiate a settlement in good faith. Should this fail to resolve the dispute, the parties shall be free to pursue resolution through mediation where a mutually agreed upon third party will assist the disputants in reaching a negotiated settlement but has no authority to bind either party to any resolution. If the parties are not able to resolve the dispute after such mediation, the parties shall have the right to pursue other remedies legally available to resolve such dispute.

#### **10. AMENDMENT**

This Agreement may not be modified or terminated, nor may any obligations under it be waived, except by written instrument signed by the Party's authorized designee, subject to approval by the Party's legal counsel. The CITY's Agreement Representative or sequential designee is authorized to execute an amendment to this Agreement provided that such amendment does not increase the CITY's financial obligations over 25 percent of the original Agreement amount. PSU's Director of Contracting and Procurement Services is authorized to execute an amendment to this Agreement.

#### **11. CONTRIBUTION IN LIEU OF INDEMNIFICATION**

If any third party makes any claim or brings any action, suit or proceeding alleging a tort as now or hereafter defined in ORS 30.260 ("Third Party Claim") against a Party (the "Notified Party") with respect to which the other party ("Other Party") may have liability, the Notified Party must promptly notify the Other Party in writing of the Third Party Claim and deliver to the Other Party a copy of the claim, process, and all legal pleadings with respect to the Third Party Claim. Each party is entitled to participate in the defense of a Third Party Claim, and to defend a Third Party Claim with counsel of its own choosing. Receipt by the Other Party of the notice and copies required in this paragraph and meaningful opportunity for the Other Party to participate in the investigation, defense and settlement of the Third Party Claim with counsel of its own choosing are conditions precedent to the Other Party's liability with respect to the Third Party Claim.

With respect to a Third Party Claim for which the Parties are jointly liable, each Party shall contribute to the amount of expenses (including attorneys' fees), judgments, fines and amounts paid in settlement actually and reasonably incurred and paid or payable by the Party in such proposition as is appropriate to reflect the Parties' relative fault. The Parties' relative fault shall be determined by reference to, among other things, the Parties' relative intent, knowledge, access to information and opportunity to correct or prevent the circumstances resulting in such expenses, judgments, fines or settlement amounts. Each Party's contribution amount in any instance is capped to the same extent it would have been capped under Oregon law if that Party had sole liability in the proceeding.

## **12. INSURANCE; WORKERS COMPENSATION**

The Parties acknowledge that they are self-insured entities for liability and property damage and are responsible for providing workers' compensation insurance to their own employees as required by law. Each Party's self-insurance shall be maintained at levels to exceed the Oregon Tort Claims Act liability limits applicable to the Party and in sums that would be commercially reasonable to protect the Parties' potential liabilities and interests under this Agreement. Each Party must immediately notify the other, not more than thirty (30) days after, if either Party's self-insurance lapses or in any way becomes ineffective. Any claims for injury or damage to person or property arising out of or alleged to arise out of this Agreement shall be subject to the limitations of the Oregon Constitution and the Oregon Tort Claims Act that may be applicable to the Party. Both Parties are responsible, regardless of the location of an accident, direction and control at the time of an accident, or where work is being performed, for any injury to their subject workers. Neither Party is required to provide or show proof of any other insurance coverage.

PSU is insured through the Oregon Public Universities Risk Management and Insurance Trust. All PSU personnel, officers and employees, acting within the scope of their employment are covered for claims arising out of a single accident or occurrence. PSU is a subject employer under the Oregon Workers' Compensation law in compliance with ORS 656.017 and will maintain worker's compensation insurance throughout the duration of this Agreement. PSU will require that contractors maintain insurance coverage as required in PSU General Terms 2014.

### 13. CONTRACTOR INDEMNITY

PSU shall require its contractors and subcontractors that are not units of local government as defined in ORS 190.003, if any, to indemnify, defend, save and hold harmless the CITY and its officers, employees and agents from and against any and all claims, actions, liabilities, damages, losses, or expenses, including attorneys' fees, arising from a tort, as now or hereafter defined in ORS 30.260 ("Claims"), to the extent such Claims are caused, or alleged to be caused, by the negligent or willful acts or omissions of PSU's contractor or any of the officers, agents, employees or subcontractors of the contractor. It is the specific intention of the Parties that CITY shall, in all instances except to the extent Claims arise solely from the negligent or willful acts or omissions of the CITY, be indemnified from and against all Claims caused or alleged to be caused by the PSU's contractor or subcontractor.

Any such indemnification shall also provide that neither PSU's contractor and subcontractor nor any attorney engaged by PSU's contractor and subcontractor shall defend any claim in the name of the CITY or any agency of the CITY, nor purport to act as legal representative of the CITY or any of its agencies, without the prior written consent of the City Attorney. The CITY may, at anytime at its election assume its own defense and settlement in the event that it determines that PSU's contractor is prohibited from defending the CITY, or that PSU's contractor is not adequately defending the CITY's interests, or that an important governmental principle is at issue or that it is in the best interests of the CITY to represent itself. The CITY reserves all rights to pursue claims it may have against PSU's contractor if the CITY elects to assume its own defense.

### 14. CONTRACTOR INSURANCE REQUIREMENTS

PSU shall contractually require its first-tier contractors ("Contractors") that are not units of local government as defined in ORS 190.003, if any, to: (i) obtain insurance specified under TYPES AND AMOUNTS and meeting the requirements under ADDITIONAL INSURED, "TAIL" COVERAGE, NOTICE OF CANCELLATION OR CHANGE, and CERTIFICATES OF INSURANCE before performance under the contract commences, and (ii) maintain the insurance in full force throughout the duration of the contract. The insurance must be provided by insurance companies or entities that are authorized to transact the business of insurance and issue coverage in the State of Oregon and that are acceptable to CITY. PSU shall not authorize its Contractors to begin work until the Contractor's insurance is in full force. Subsequently, PSU shall monitor the Contractor's continued compliance with the insurance requirements on an annual or more frequent basis.

PSU shall incorporate appropriate provisions in the contract permitting PSU to enforce compliance with the insurance requirements and shall take all reasonable steps to enforce such compliance. In no event shall PSU permit work under a contract when PSU is aware that the Contractor is not in compliance with the insurance requirements. As used in this section, "first tier" means a contract in which PSU is a Party.

TYPES AND AMOUNTS.

i. WORKERS COMPENSATION. Insurance in compliance with ORS 656.017, which requires all employers that employ subject workers, as defined in ORS 656.027, to provide workers' compensation coverage for those workers, unless they meet the requirement for an exemption under ORS 656.126(2). Employers liability insurance with coverage limits of not less than \$500,000 must be included.

ii. COMMERCIAL GENERAL LIABILITY.

Commercial General Liability Insurance covering bodily injury, death, and property damage in a form and with coverages that are satisfactory to CITY. This insurance shall include personal injury liability, products and completed operations. Coverage shall be written on an occurrence form basis, with not less than the following amounts as determined by CITY:

Bodily Injury, Death and Property Damage:

\$2 million per occurrence (for all claimants for claims arising out of a single accident or occurrence).

iii. AUTOMOBILE Liability Insurance: Automobile Liability.

Automobile Liability Insurance covering all owned, non-owned and hired vehicles. This coverage may be written in combination with the Commercial General Liability Insurance (with separate limits for "Commercial General Liability" and "Automobile Liability"). Automobile Liability Insurance must be in not less than the following amounts as determined by CITY:

Bodily Injury, Death and Property Damage:

\$1 million per occurrence (for all claimants for claims arising out of a single accident or occurrence).

ADDITIONAL INSURED. The Commercial General Liability Insurance and Automobile Liability insurance must include CITY, its officers, employees and agents as Additional Insureds but only with respect to the Contractor's activities to be performed under PSU's contract with the Contractor. Coverage must be primary and non-contributory with any other insurance and self-insurance.

"TAIL" COVERAGE. If any of the required insurance policies is on a "claims made" basis, such as professional liability insurance, the contractor shall maintain either "tail" coverage or continuous "claims made" liability coverage, provided the effective date of the continuous "claims made" coverage is on or before the effective date of the PSU's contract with the Contractor, for a minimum of 24 months following the later of: (i) the contractor's completion and PSU's acceptance of all Services required under the PSU's contract with the Contractor or, (ii) the expiration of all warranty periods provided under the PSU's contract with the Contractor.

Notwithstanding the foregoing 24-month requirement, if the Contractor elects to maintain "tail" coverage and if the maximum period "tail" coverage reasonably available in the marketplace is less than the 24-month period described above, then the contractor may request CITY's approval of the maximum "tail" coverage period reasonably available in

the marketplace. If CITY approval is granted, the Contractor shall maintain "tail" coverage for the maximum period that "tail" coverage is reasonably available in the marketplace.

**NOTICE OF CANCELLATION OR CHANGE.** The Contractor or its insurer must provide 30 days' written notice to PSU before cancellation of, material change to, potential exhaustion of aggregate limits of, or non-renewal of the required insurance coverage.

**CERTIFICATE(S) OF INSURANCE.** PSU shall obtain from the Contractor certificates of insurance (and additional insured endorsement forms for Commercial General Liability Insurance coverage) all required insurance before the Contractor performs under PSU's contract with Contractor. The certificates or an attached endorsement must specify: (i) all entities and individuals who are endorsed on the policy as Additional Insureds and (ii) for insurance on a "claims made" basis, the extended reporting period applicable to "tail" or continuous "claims made" coverage.

## **15. ETHICS AND CONFLICTS OF INTEREST**

Each Party will be responsible to ensure that its employees and agents comply with, at minimum, State government ethics requirements under ORS 244, and any entity specific government ethics and conflicts of interest rules. The Party's officers or employees, during the person's tenure, must not have any financial interest, direct or indirect, in this Agreement or the contracts arising from this Agreement.

## **16. COMPLIANCE WITH APPLICABLE LAW**

The Parties shall comply with all applicable federal, state, and local laws and regulations in carrying out this Agreement, including but not limited to nondiscrimination, civil rights and equal employment opportunity and rehabilitation provisions under applicable federal, state and local laws, including but not limited to: Civil Rights Act of 1964; Rehabilitation Act of 1973; Genetic Information Nondiscrimination Act of 2008; Age Discrimination in Employment Act; the American with Disabilities Act and amendments thereof; ORS Chapters 659 and 659A; and Portland City Code Title 23. The Parties shall not discriminate in the provision of its services to the public or in its employment practices because of race, color, religion, sex, age, disability, familial status, sexual orientation, national origin or other protected status. Employment practices include but are not be limited to: hiring, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Parties shall incorporate the requirements of this paragraph in all of other agreements for work related to this Agreement, except agreements governed by Section 104 of Executive Order 11246 shall comply with the requirements of the Executive Order and relevant federal regulations.

## **17. SEVERABILITY**

If any term or provision of this Agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be



affected, and the rights and obligations of the Parties shall be construed and enforced as if this Agreement did not contain the particular term or provision held to be invalid.

## **18. FORCE MAJEURE**

Neither Party to this Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that Party's reasonable control. In addition to notifying the other as soon as practicable, the affected Party shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon cessation of the cause, diligently pursue performance of its obligation under the Agreement.

## **19. NO THIRD PARTY BENEFICIARY**

PSU and CITY are the only Parties to this Agreement and are the only Parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly, or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement. The rights and obligations of each Party under this Agreement may not be assigned in whole or in part without the prior written consent of the other Party.

## **20. MERGER/COMPLETE AGREEMENT**

This Agreement, along with any attachments or exhibits, constitutes the entire agreement between the Parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement.

## **21. COUNTERPARTS; ELECTRONIC TRANSACTION**

This Agreement may be executed in multiple counterparts, electronically delivered, all of which when taken together shall constitute one agreement binding on all Parties, notwithstanding that all Parties are not signatories to the same counterpart. Each copy of the Agreement so executed constitutes an original. The Parties agree that they may conduct this transaction, including any amendments or extension, by electronic means including the use of electronic signatures and facsimiles.

This Intergovernmental Agreement is effective upon full execution by the authorized representatives of the Parties as shown below.

**PORTLAND STATE UNIVERSITY**

**THE CITY OF PORTLAND**

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Kathleen Choi  
Sponsored Projects Officer

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Sara Boone, Fire Chief  
Portland Fire and Rescue

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Date

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Date

Approval to Form

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City Attorney's Office



# ATTACHMENT A

## Portland Street Response

### Program Evaluation Scope of Work (Draft)

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#### Overview

Portland Street Response (PSR) is a new first response program for non-emergency calls regarding individuals who may be experiencing homelessness and/or a mental health crisis. A pilot team consisting of a Paramedic and a Crisis Worker will be dispatched if the individual has no known access to weapons, is not suicidal, and is not violent towards others. PSR will be housed in Portland Fire & Rescue (PF&R) and will service the Lents Neighborhood and surrounding areas during the pilot year.

The purpose of the program evaluation is to 1) determine the overall effectiveness of the Portland Street Response program; 2) provide suggestions for program refinement and adaptation throughout the pilot year; and 3) provide recommendations for scaling PSR up city-wide at the end of the pilot. The evaluation will be comprehensive and include feedback from a variety of stakeholder groups, including people who are unhoused; PSR staff; Portland Fire & Rescue and Portland Police Bureau staff; businesses, neighborhood associations, and other organizations in Lents and surrounding neighborhoods; and emergency callers.

Throughout the pilot year, the PSU [Homelessness Research & Action Collaborative \(HRAC\)](#) team will provide regular updates inclusive of performance metrics. There will be a progress report to City Council after the pilot program has been in the field for six months, and a final year-end report. Ongoing evaluation will allow PSR to be nimble so that if any of the initial assumptions about the program are wrong, it can change quickly to make sure the program

meets its goals. Results of the evaluation will inform decisions for refinement and expansion of PSR so it can be implemented throughout the city of Portland.

## Work Plan

### Task 1: Finalize PSR Metrics and Data Collection Tools

#### Task 1.1: Finalize Metrics/Markers of PSR Success

The PSU team is working with Robyn Burek, Portland Street Response Manager, Portland Fire & Rescue, to finalize the list of performance measures (see full working list of performance measures and operational metrics in Appendix 1). These have also been vetted by community stakeholders.

Measurable outcome goals include:

- Reduce the number of calls traditionally responded to by Police where no crime is being committed
- Reduce the number of medically non-life threatening 911 calls that are transported to the emergency department
- Reduce the number of non-emergency calls traditionally responded to by Police and Fire

#### Task 1.2: Create Data Collection Tools and Data Sharing Protocols

The PSU team is working with Robyn Burek and other project partners (e.g., Street Roots) to develop data collection tools and data sharing procedures. This primarily involves the development of quantitative and/or qualitative protocols for different groups of stakeholders and building out incident report forms and other procedures for PSR Staff to collect and track data about PSR calls and other program features. See detailed information about data collection in the next section.

The PSU team will secure approval for all data collection protocols through PSU's Institutional Review Board (IRB) to ensure compliance with federal, state, and institutional guidelines. We will also work with project partners to ensure that our process complies with COVID-19 social distancing mandates and recommendations made by the State of Oregon, the City of Portland, Portland State University, etc.

***Deliverables: Final List of PSR Metrics, data collection tools and procedures, and IRB application***

## Task 2: Data Collection

### Task 2.1: Data Pertaining to PSR Performance Measures and Operational Metrics

A regular process and timeline (e.g., monthly) will be established for receiving data from PF&R pertaining to the primary PSR process and performance measures. These data will be received as .CSV files and/or Tableau files, stored on a secure server, and accessed using password protected computers.

### Task 2.2: Data from unhoused individuals and others served by PSR

Data pertaining to the experiences of unhoused individuals and others served by PSR will be collected in three ways:

**2.2a.** The PSU team will work with the Street Roots Ambassador Program to conduct two to four rounds of surveys of unhoused individuals in Lents and surrounding neighborhoods--asking them if they have had contact with PSR, what the experience was like, and how it could be improved. Questions will also be asked about the experiences unhoused individuals have with other first responder types (e.g., police and fire). We will use a similar data collection approach that was successful when we collaborated with Street Roots to interview unhoused individuals to inform the design of the PSR Pilot (see [Believe Our Stories and Listen](#) report). Portland State will subcontract with Street Roots for this work, and Street Roots staff will coordinate Ambassador recruitment, training, and compensation.

**2.2b.** The PSU team will work with PSR staff to collect data in the field pertaining to the response and the experiences of unhoused individuals and others served by PSR. This may be part of the incident report form the PSR staff will use and may include check boxes and write-in options asking questions such as the following:

- Were the following given/conducted?
  - Immediate crisis intervention
  - Immediate aid provided
  - Referrals or other creative solutions to address an immediate need(s)
  - Referrals to wrap around services or other services that can provide immediate aid
  - List out any resources provided (e.g., water, blankets, food)
- Did the client make the call or not?
- What needs were identified but unable to be met?
- Did the call escalate, requiring PPB, AMR, and/or PF&R to respond?
  - If yes, who responded?
  - If yes, what does the PSR staff believe led to the escalation?



We will also work with the Community Health Worker and Peer Support Specialist staff to collect information from people they have assisted and built relationships with. This may be in the form of interviews or “customer satisfaction” surveys completed on iPad forms or comment cards where they can provide responses to questions such as, “Do you think we met your needs today?”, “Did you trust the PSR team?”, “Did you feel heard by the PSR team?” We have consulted with trauma-informed care (TIC) experts to ensure that questions are framed in a non-threatening, trauma-informed manner.

There may also be the opportunity to conduct qualitative interviews with unhoused individuals the PSR team establishes relationships with in Lents.

### **Task 2.3: Data from PSR Staff**

The PSU team will work with PSR staff to collect ongoing information about how the program is operating, including lessons learned from their experience in the field and additional resources or support they need to do their job effectively. Data collected may be in the form of recorded field notes, interviews, and/or information from incident forms pertaining to coordination with other service providers and referrals the PSR staff make to other agencies.

In addition to attending weekly PSR staff meetings, we will conduct quarterly focus groups and/or individual interviews with PSR staff. We will also administer the ProQOL (Professional Quality of Life) measure quarterly to gauge job satisfaction, support, and compassion fatigue (see Appendix).

### **Task 2.4: Data from PF&R and PPB Staff**

The PSU team will work with PF&R and PPB staff in the East Precinct and Station 11 (and adjacent stations if feasible), which cover the Lents and surrounding area, to assess their experiences with and general attitudes toward Portland Street Response. We will conduct focus group interviews with PF&R and PPB staff prior to the interim and final PSR reports. We will also collect baseline, midpoint, and endpoint responses to the ProQOL (described above) among fire staff in Station 11 to assess how PSR may ease the load and enhance the job satisfaction and wellness of PF&R staff.

### **Task 2.5: Data from Businesses, Neighborhood Associations, Service Providers, Schools, and Community Centers**

The PSU team will conduct surveys, interviews, and/or focus groups with several organizations in the Lents area and surrounding neighborhoods, such as businesses (e.g., Lents Grown Business Association; Eastport Plaza shopping center; convenience & liquor stores); neighborhood associations; service providers (e.g., Portland Homeless Family Solutions, WyEast); schools (e.g., Oliver P Lent, Kelly Elementary); and community centers in Lents to gain feedback about their experiences with the PSR pilot and any recommendations for improvement.

The PSU team will also help track and analyze social media and web comments about PSR. We will track social media and web analytics monthly and also conduct content analysis of news stories and social media posts to better understand community members' experiences with and general attitudes toward the Portland Street Response program.

### **Task 2.6: Data from Emergency Callers and Community Members**

To assess caller satisfaction and experience with PSR, as well as more general community perceptions and attitudes about PSR, the PSU team will conduct surveys and interviews in targeted areas of Lents and surrounding neighborhoods with the highest volume of calls responded to by PSR. We will recruit participants through neighborhood canvassing (e.g., going door to door and asking people to conduct a survey or interview or leaving flyers asking people to call us to complete a survey) or by targeting areas where community members frequently participate (e.g., neighborhood association meetings, places of worship, and other community centers). It might also be possible for PSR staff to ask callers they interact with in the field to complete a survey or call the PSU team to complete a survey.

The PSU team will also help track and analyze social media and web comments about PSR. We will track social media and web analytics monthly and also conduct content analysis of news stories and social media posts to better understand community members' experiences with and general attitudes toward the Portland Street Response program.

### ***Deliverables: Data collection progress updates to project partners***

## Task 3: Data Analysis and Reports

### Task 3.1: Ongoing Analysis and Evaluation

Based on the data sources described above, the PSU team will work with PF&R analysts to assess effectiveness of PSR, with a focus on:

- Tracking, analyzing, and documenting changes in program components, key performance measures, and operational metrics from baseline through the end of the one-year PSR pilot
- Documenting the experiences and satisfaction of unhoused individuals and others served by PSR, PSR staff, other first responder staff, community groups, and callers
- Applying an equity lens to examine for whom (e.g., based on demographic and other characteristics of people PSR responds to) and for what types of calls PSR is most effective
- Providing recommendations for continuous quality improvement throughout the pilot period, and suggestions for refining and scaling up PSR after the pilot period

### Task 3.2: Regular Updates to PSR Project Partners

The PSU team will provide regular (e.g., monthly) updates with performance reports to PSR project partners throughout the pilot period. We will refine our evaluation approach based on feedback from partners.

### Task 3.3: Interim and Final Reports

The PSU team will produce an interim progress report after the pilot has been in the field for six months, and a final report with recommendations for city-wide program roll-out after the pilot has been active for one year. We will provide draft written reports to Robyn Burek and commissioner Hardesty's office; and feedback will be integrated into the final reports. We will present the interim and final reports to City Council and to other stakeholders identified by project partners.

***Deliverables: Progress updates, interim and final reports, and presentations to City Council and other stakeholder groups***

***Future anticipated deliverables beyond this scope of work: Scholarly publications and presentations at national conferences***



## Schedule

This is a draft schedule of when the PSU team aims to conduct and complete the tasks outlined above. This is subject to change based on the start-date of the PSR pilot and any unanticipated changes to the pilot program, or necessary refinements to our evaluation scope.

Task	M11	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15
1.1	x	x													
1.2	x	x													
2.1		x	x	x	x	x	x	x	x	x	x	x	x		
2.2a				x			x			x			x		
2.2b		x	x	x	x	x	x	x	x	x	x	x	x		
2.3		x	x	x	x	x	x	x	x	x	x	x	x		
2.4		x				x	x					x	x		
2.5				x	x	x	x			x	x	x	x		
2.6				x	x	x	x			x	x	x	x		
3.1		x	x	x	x	x	x	x	x	x	x	x	x	x	
3.2			x	x	x	x	x	x	x	x	x	x	x	x	
3.3							x	x					x	x	x

---

<sup>1</sup> M= Month

## Budget

\$67,042 for HRAC salaries for evaluator (.25 FTE for 15 months), graduate research assistant (.4 FTE for 15 months), report designer (80 hours), and communications specialist (40 hours)

\$39,400 for HRAC OPE, including pro-rated tuition and fees for graduate research assistant

\$2,500 for printing and supplies (research protocols, gift cards for community surveys or focus groups, refreshments for interviews and focus groups)

\$3,500 for professional transcription of recorded interviews (50 hours anticipated)

\$23,067 for Street Roots subcontract for interviews with unhoused individuals

\$3,600 for staff time to coordinate ambassador training and survey preparation

\$8,000 for ambassadors to conduct surveys two to four times through the pilot year

\$7,770 for research incentives (600 \$10 VISA gift cards, each with \$2.95 service fees)

\$1,000 for supplies (e.g., socks, batteries, water bottles) to distribute in the field

\$600 for Trimet day passes for ambassadors for survey days

\$2,097 (10% indirect costs)

\$35,232 (26% indirect cost recovery required by PSU)

**Total: \$170,741**

25% Project Contingency – \$42,685 for any unforeseen changes in scope of work. Examples include neighborhood meetings to inform PSR roll-out plan if that becomes possible, funds for translation of survey/interview materials if necessary, etc.

**Total with contingency funds: \$213,426**

PSU will bill the City for the total amount of \$170,741 upon authorization of the IGA.

Contingency will be billed separately in an invoice(s) identifying mutually agreed upon changes to scope of work.

## Appendix

### **PROPOSED MEASURABLE OUTCOMES**

1. Reduce the number of calls traditionally responded to by Police where no crime is being committed.
2. Reduce the number of medically non-life threatening 911 calls that are transported to the emergency department.
3. Reduce the number of non-emergency calls traditionally responded to by Police or Fire.

### **KEY PERFORMANCE MEASURES AND OPERATIONAL METRICS**

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

### PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

#### COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

	1=Never	2=Rarely	3=Sometimes	4=Often	5=Very Often
_____	1.				
_____	2.				
_____	3.				
_____	4.				
_____	5.				
_____	6.				
_____	7.				
_____	8.				
_____	9.				
_____	10.				
_____	11.				
_____	12.				
_____	13.				
_____	14.				
_____	15.				
_____	16.				
_____	17.				
_____	18.				
_____	19.				
_____	20.				
_____	21.				
_____	22.				
_____	23.				
_____	24.				
_____	25.				
_____	26.				
_____	27.				
_____	28.				
_____	29.				
_____	30.				