



Public Report October 2019

Overview

The Central Eastside Together Orientation on September 24th at Teatro Milagro had over 100 attendees. Program partners presented details about the services offered. CEIC staff provided an overview of the history, shared commitments, and core values of the programs, responding to questions from the community.

The month of October was focused on launching the Central Eastside Together programs district wide. The launch included meeting with partners in the community, onboarding new CEIC staff, organizing the Sidewalk Operations Oversight Committee, refining the data collection and reporting process, collecting waiver forms, and continuing to develop communication materials.

The Sidewalk Operations Oversight Committee formed in September and has now met 3 times (including November) in various locations across the district. The Committee meets the standards of the ESD governance structure with diverse business and resident representation including people experiencing houselessness. The Committee has approved the low barrier uniforms of the providers and the monthly reporting template. They are now focused on developing a training manual, creating operating procedures for providers, and planning for the first public facing meeting in January.

Also notable is that, in partnership with Venture Portland, CEIC staff has successfully advocated for crime statistics per business district which will support in the data tracking process.

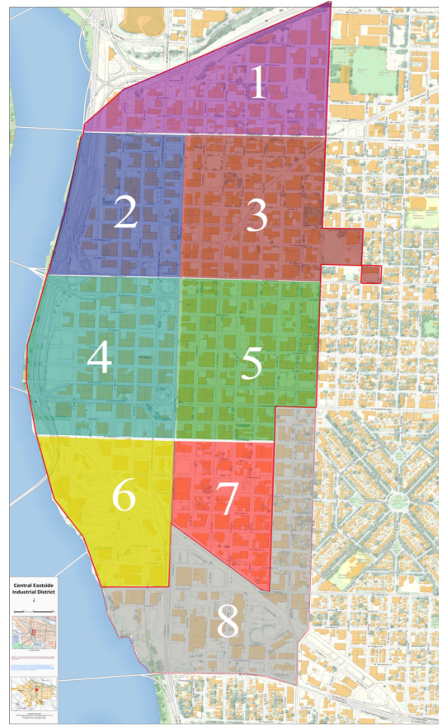
The Formation Board of Directors has one remaining meeting before the official Central Eastside Together Board of Directors launches in January 2020 and a 501c3 is created. Currently, the Formation Board is focused on recruitment efforts for Central Eastside Together Board positions. The goal is to have a candidate slate ready for confirmation at the January 21 CEIC Board of Directors meeting.

Service Details

Safety for All

Prior to October 1st Safety for All services were limited to the Zone 3 area (see map below). Services are now available district wide. The team continues to focus on developing relationships within the community throughout all eight zones (see map below) identifying hot spots of documented incidents, and refining routes to ensure effective service delivery.

The Safety for All uniforms, approved by the Committee in the month of September, will begin to be utilized the first week of December. For the Safety for All these are a cactus green with Safety or Care on the back with black jackets.



Cleaning, Graffiti Removal, and Safety Zones 1-7, Cleaning and Graffiti Only Zone 8.

Hiring

The Safety for All team has hired 2 Outreach Ambassadors, 2 additional Safety Ambassadors, and a Care Coordinator, meaning that there will now be up to 8 team members in the district 7 days a week. The hiring process included a panel of people that were currently houseless and CEIC staff. Both of the Outreach Ambassadors have lived experience of houselessness as does one Safety Ambassador.

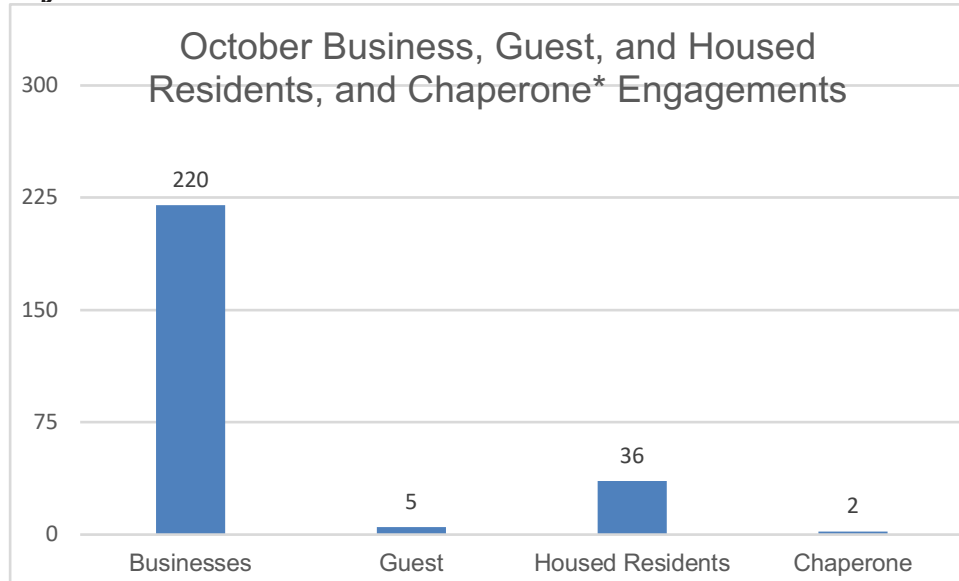
Training

The trauma-informed care all-staff 6-hour training has been scheduled for the middle of December. CEIC staff is also in the process of scheduling trauma-informed care training in January that will be open to the Sidewalk Operations Oversight Committee, CEIC staff, and service providers.

Engagements

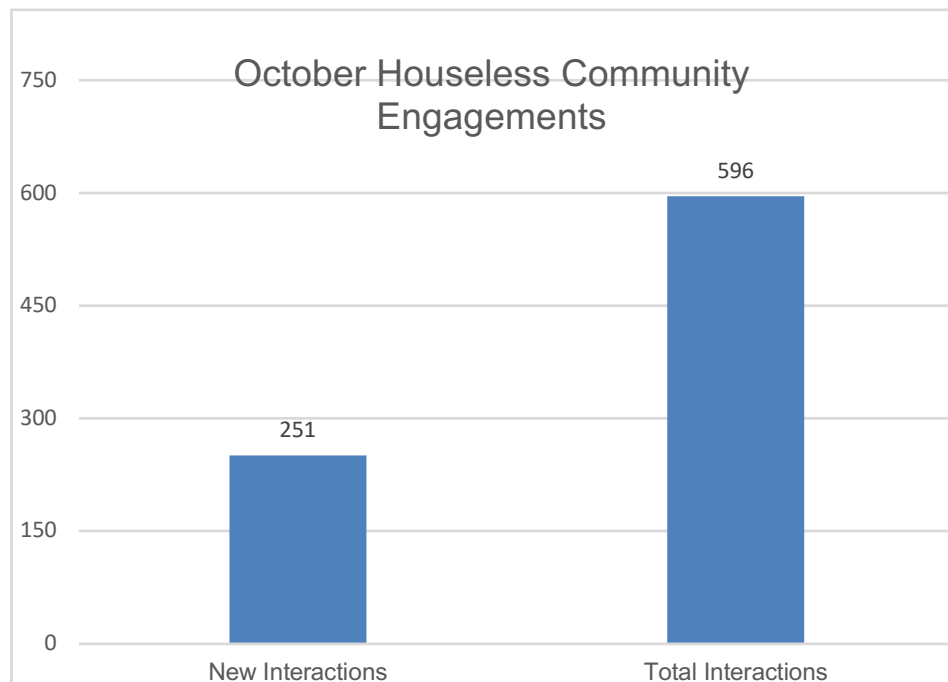
Safety Ambassadors continue to contact businesses, housed residents, houseless individuals and guests during their shifts which now begin at 2:30 PM and last until 1:00 AM, 7 days a week. Outreach Ambassadors will begin working 5 days a week from 11:00 AM until 7:30 PM in the month of November.

Throughout the month of October, the Safety for All team had 220 contacts with businesses, 36 with housed residents, and 5 guests. They had 596 total interactions with the houseless community, of which 251 were new interactions with. Ambassadors provided two safety chaperones, one for an employee and one for a houseless individual.



*For the purposes of reporting Guests are defined as people visiting the district, housed residents are people living inside including renters. Safety Chaperones are a service available to anyone within the district (Guest, employee, housed resident, unhoused resident) via our Safety for All teams.

Please view the glossary on the CEIC website for a complete list with a definition of terms.

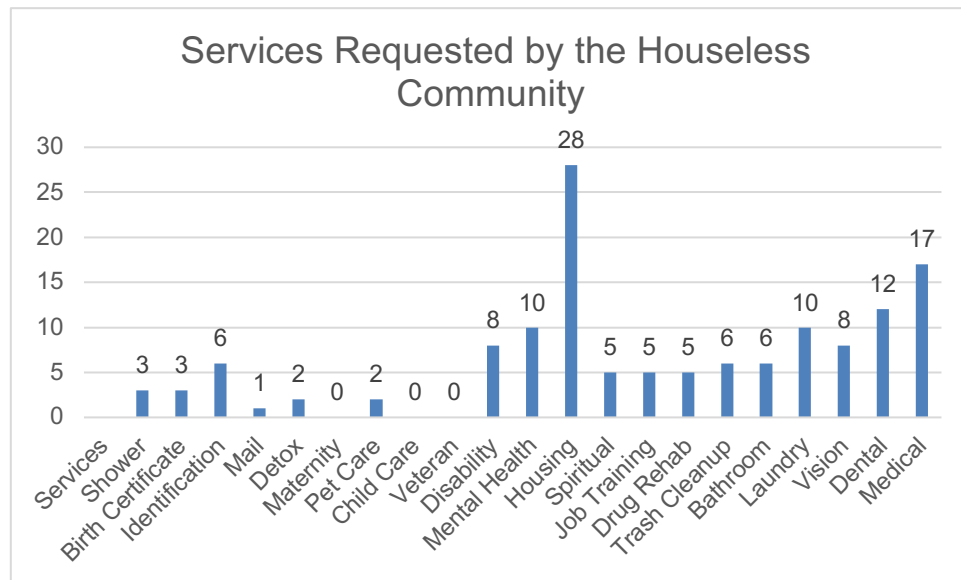


The Safety for all Team continues to document the types of services requested by the houseless community with whom they are interacting. Different types of services were added over time and this will be revisited to ensure it is capturing all needs expressed by people experiencing houselessness. This is informing the types of partnerships developed in the



community to provide additional support to the Outreach Ambassadors and Care Coordinator as they continue to form relationships in the community. A core focus of the Care Team has been helping people collect their private property following “sweeps” by accompanying them to the Rapid Response lockers. Central Eastside Together services including our Safety for All team **do not participate in “sweeps”**.

CEIC staff is prioritizing connecting the Care Team to community partners operating in and around the district for example Transition Projects, Street Roots, City Team, Groundscore (Trash for Peace), p:ear, Street Books, Catholic Charities, Central City Concern, and government partners. A houseless resource ecosystem mapping session is planned for December when the Care Coordinator begins.



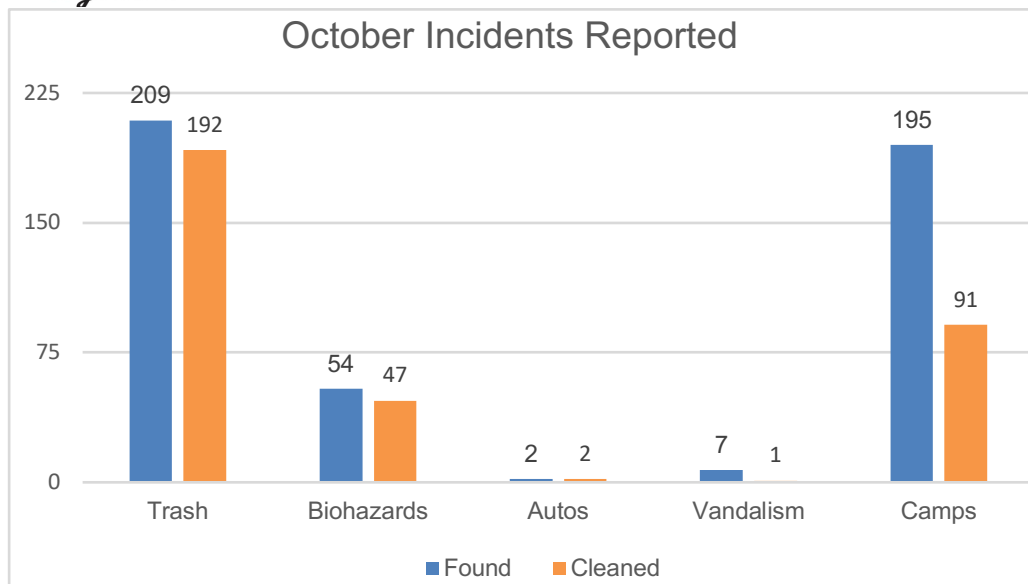
*Moving forward with the Care Team will be tracking the follow up of referrals.

CEIC staff is working closely with the Safety for All team so that the metrics approved by the ESD Formation Board are being tracked effectively. Collaboratively, the teams continue to identify solutions available to be developed via the tracking platform utilized by the Ambassadors to ensure that reporting is more effective and streamlined.

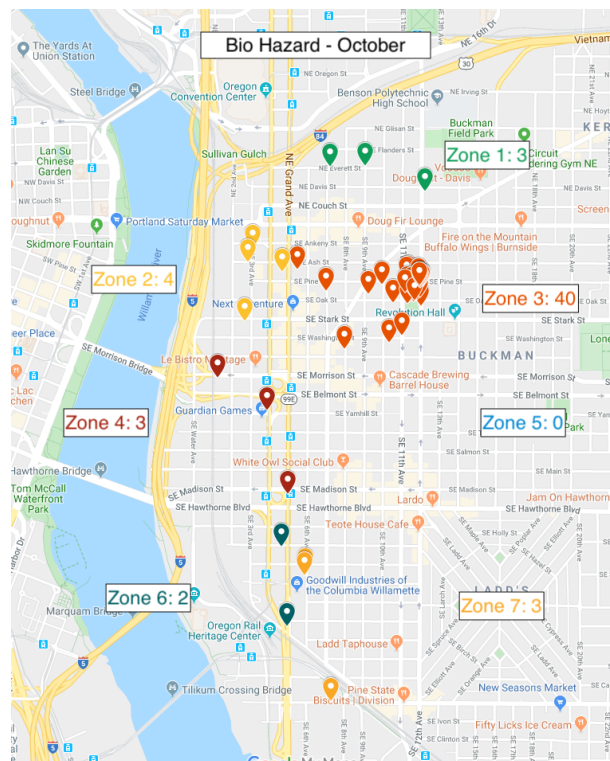
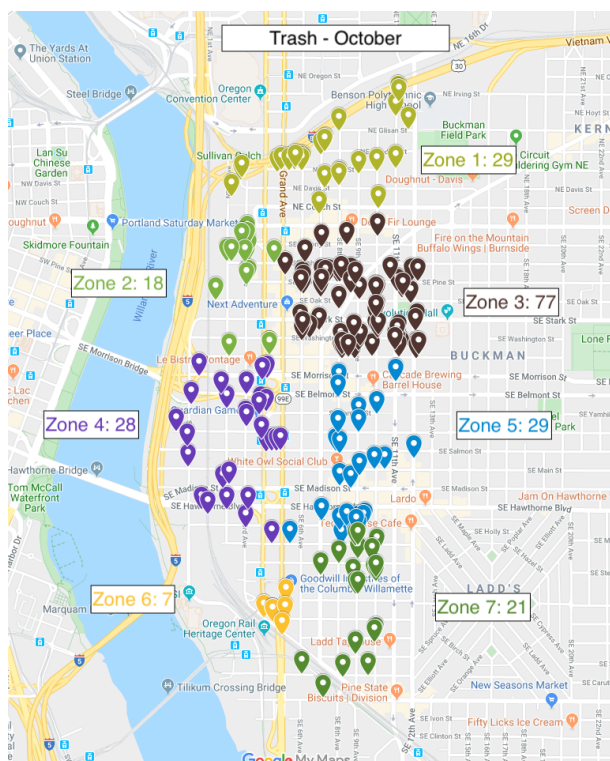
One example is that the Safety for All teams will be logging tasks that will be able to be documented by type (incident, dispatch, and email) which will facilitate the ability to trace the source of incoming situations as well as assign time frames, informing the prioritization of areas. An example would be if an event is taking place in the district that requires additional patrol.

Incidents by Type

The Safety for All Team documented 209 incidents of trash with the majority being in Zone 3. Also reported were 54 incidents of biohazards, 2 abandoned automobiles and 7 incidents of vandalism. 195 camps were documented with 91 being reported as cleaned (meaning a camp has been moved somehow unrelated to the safety teams or cleaned if inactive by cleaning team). Incidents of trash and biohazards are reported to the Central City Concern cleaning staff team through daily reports.



*Cleaned if inactive means that there were items (never personal property) left behind or a camp was no longer in the same place and hence documented as moved. Central Eastside Together does NOT conduct “sweeps” of any kind.



Incidents of trash and biohazards as reported by Zone

Safety Specific Incident Reports

Incident reports are initiated at the time of a dispatch call and include all information about the interaction: date/time of service request, time of arrival, status on arrival, name of people



involved in incident, description of interactions, outcome of contact, if police or emergency responders were contacted and their contact information and follow-up needed.

Moving forward, incident reports will also include situational protocol developed by the Formation Board and community partners that specifies the de-escalation techniques utilized in each interaction, ranking them from 0-3. All incidents are considered level 0-2 unless otherwise noted, with the Safety Ambassadors using trauma informed and de-escalation training in every interaction rather than calling emergency, except for medical assistance (AMR) when required. Level 3 is defined as when there is an immediate threat to safety including domestic violence or a visible threat with weapon – in this case, Ambassadors would contact emergency responders.

The Safety for All team continues to train all team members on the situational protocol. CEIC received 2 incident reports in the month of October, with only one ended in the police being called by a bystander and the other resolved itself without the direct involvement of the Safety team. There were zero 911 calls, 1 non-emergency police call, and 0 Multnomah County mental health line calls placed by the Safety for All team.

Graffiti Removal Services

In October, GRS cleaned 82 incidents of graffiti or 23,167 square feet. This included both private and public property (such as sidewalks).

The GRS team also had 13 referrals to other jurisdictions, including Union Pacific, Multnomah County, PBOT, Portland Streetcar, Central City Concern, and TriMet in regard to both graffiti and biohazards. Many of these referrals are because the service team cannot legally remove graffiti on bridges, bioswales, property around the train tracks, or TriMet property. To review what the Graffiti Removal team can and cannot do, please visit the service details page on our website.

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

Zone	Number of Incidents
7	15
6	6
5	12
4	16
3	17
2	14
1	2
Totals	82



Cleaning Services

The Central City Concern Clean Start program now has 4 regular full-time team members in the District per day including 2 bicycles, one roving cleaning cart and one truck Monday through Saturday from 8:00 AM until 4:30 PM. In addition, they have 7 trainees per day in the District. In October, the cleaning team collected 41,230 pounds of trash and dealt with 49,193 incidents.

Type of Incidents	October 2019
Bags of trash	2506
Drug paraphernalia (including needles)	3287
Biohazards cleaned/removed	719
Sites cleaned (if abandoned)	93
Contacts made (including offering bags to clean existing sites)	319
Broken glass	238
Storm drains cleaned	209
Doorways cleaned	143
Email and phone cleaning requests	100
Shopping cart removed	41
Other*	260
Furniture	48
LBS of Trash	41,230
Total Types of Incidents	49,193

*Other has been defined by the Clean Start team as incidents that do not fit into one specific category. Moving forward the number of incidents reported as other will be decreased per request of Sidewalk Operations Oversight Committee.