



Public Report December 2019

Overview

December was the third month of services in the District and was focused on supporting service providers in training new team members and establishing operating procedures. The Sidewalk Operations Oversight Committee approved a Central Eastside Together Training Manual for service providers that emphasizes the values of the Enhanced Service District. It also is accompanied by a glossary of terms which will be published online in January.

Following robust outreach efforts, the CEIC had many people apply to the Central Eastside Together Board of Directors and will be undergoing the selection process in early January. An onboarding session for new Directors will take place in early February.

A youth-specific training is scheduled for February 19th conducted by p:ear and in partnership with Street Books, a nonprofit that operates in the CEID. This training will be open to the Board of Directors, Sidewalk Operations Oversight Committee, all service providers, and partners in the District. The two part Trauma Informed Care Training has been scheduled for the end of February and early March so that the new Board of Directors can be in attendance.

In addition to onboarding the new Board of Directors, CEIC staff is focused on creating robust feedback mechanisms and preparing for the first public Sidewalk Operations Oversight Committee which takes place on February 13th at the Exchange Ballroom from 9:30-11:00 AM. The Committee will have a regularly scheduled meeting to review the quarterly report (monthly reports from October-January combined) with opportunities for public comment. The quarterly report will be submitted to the Mayor.

Service Details

Safety for All

Hiring

NW Enforcement now has a full Care and Safety Team on staff. The Care Coordinator joined the team mid-December and joins the two Outreach Ambassadors on the Care Team. The Safety Team also has filled all of the Safety Ambassador positions.

Both teams spent the month of December focused on making connections with the houseless population. The Care Team has worked on making connections not only with the houseless population but with other service providers. Several meetings have been set to solidify those connections in partnership with CEIC staff.

Over the holidays both teams handed out socks and hot chocolate/coffee to houseless individuals on top of the normal items they carry which include the Clean Start blue



trash bags, resource magnets, the Rose City Resource guide, water bottles, hand warmers, and granola bars.

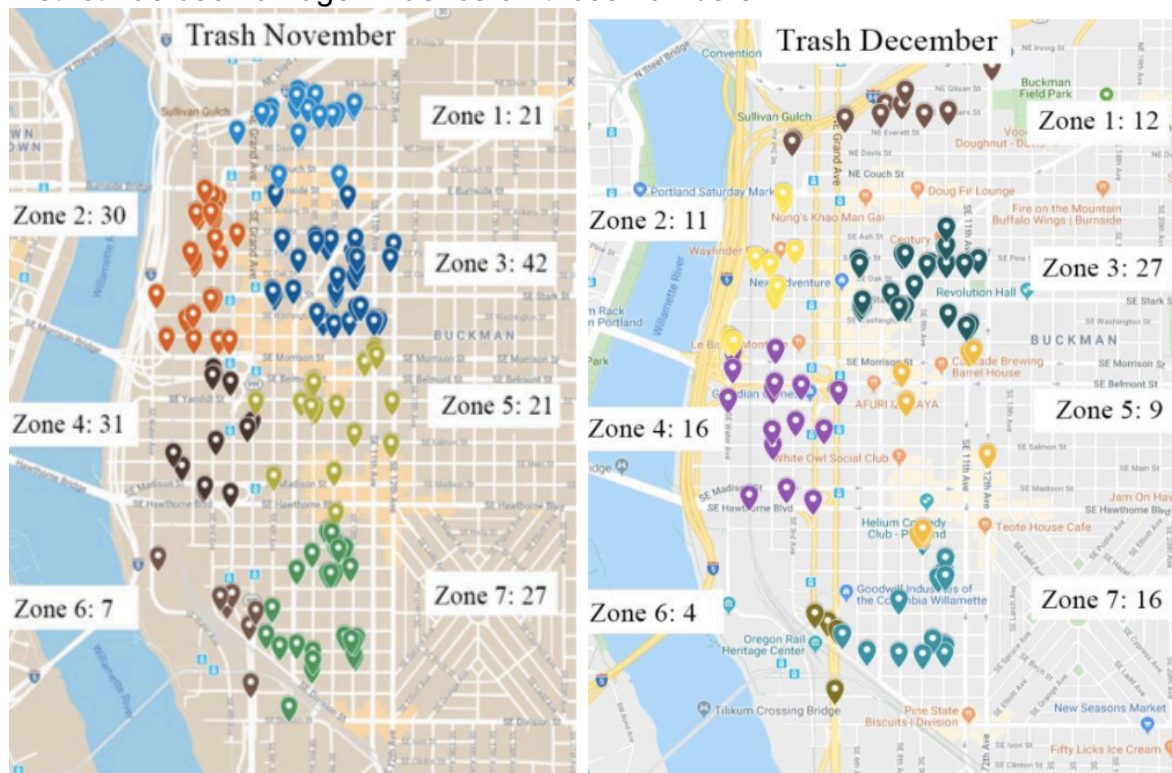
Training

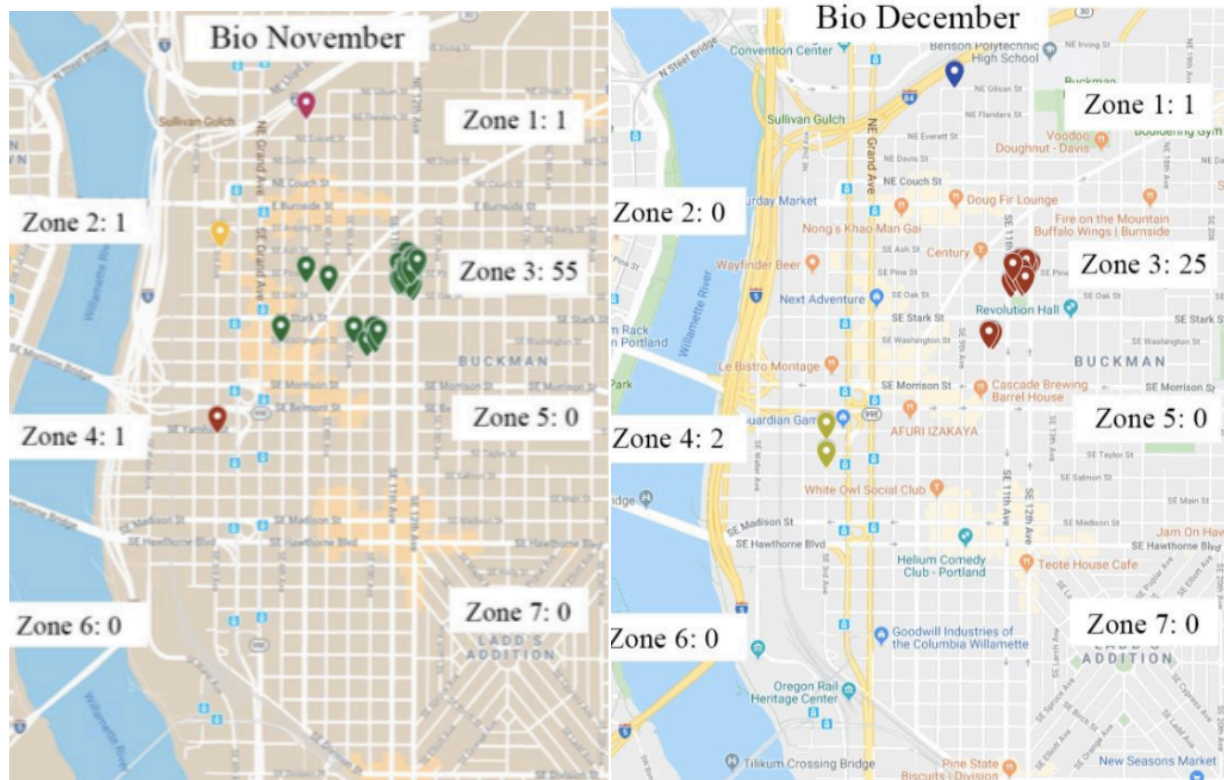
December's training included the required Trauma Informed Care training (December 12th), as well as Mental Health First Aid Training with Cascadia Behavioral Health (December 17th). CEIC staff also joined the Safety Team for one of the ongoing professional trainings to provide an overview of the Central Eastside Together programs. The staff utilized the training manual to facilitate this which includes a history, priorities, and importance of Trauma-Informed Care trainings.

All team members received four hours of ongoing professional training in the month of December. They plan to complete 2020 with the remainder of the required training as well as more focused mental health topics for ongoing professional training.

Documented Incidents by Type

Comparing numbers from October to December, incidents of trash that were documented by the Safety for All team decreased from 209 (October) to 149 (November) to 86 (December). Biohazards went from 54 to 51 to now 27. The Safety team has observed that having the complete cleaning team working full time in the District has been a huge influence on those numbers.





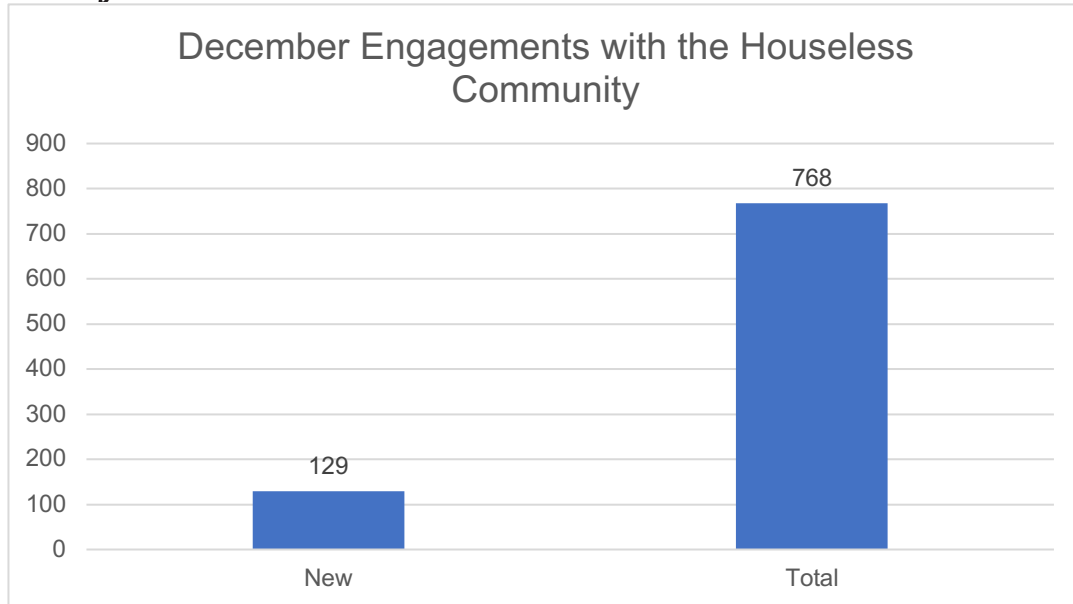
Incidents of trash and biohazards as reported by Zone

The number of documented camps decreased from 195 (October) to 137 (November) and 98 (December).

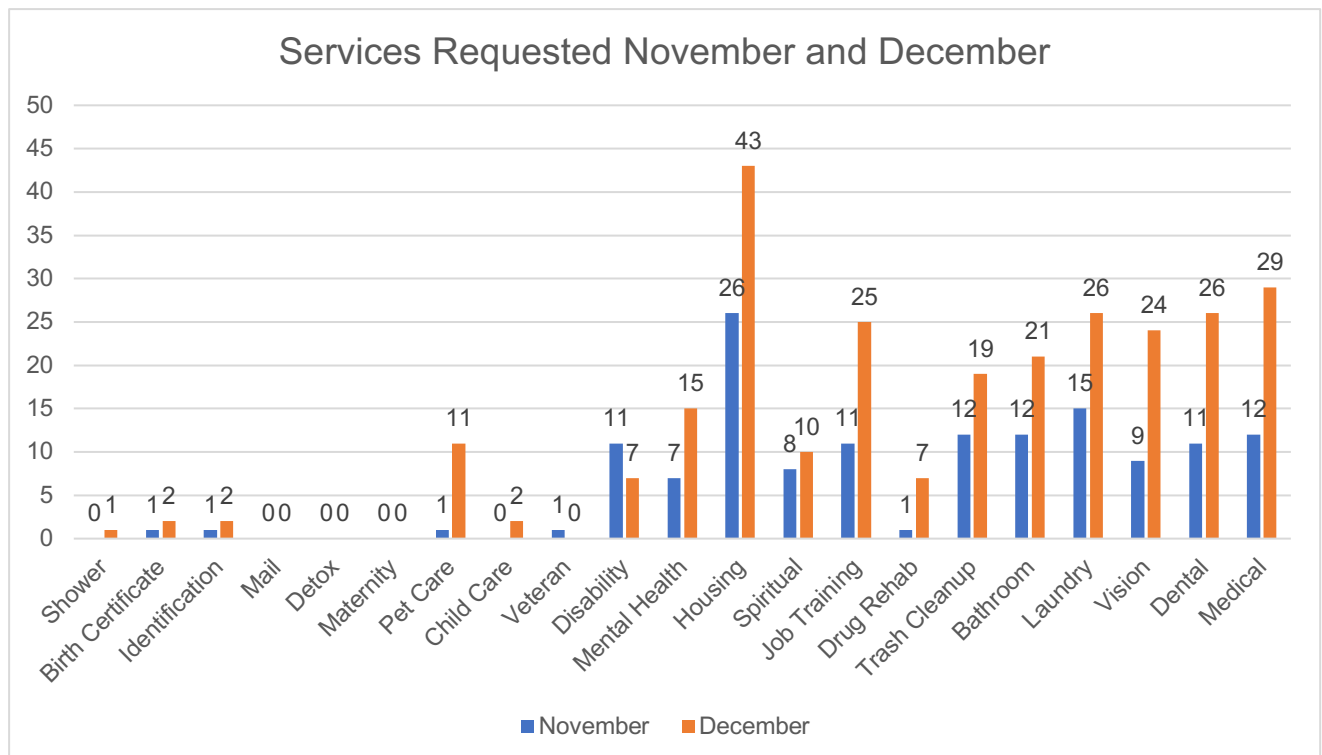
Engagements

The Safety Team received 44 dispatches in December. The lead Safety Ambassadors met with 30 businesses compared to 103 (November), and 220 (October). In January the lead Safety Ambassadors will prioritize visiting businesses and meeting their teams.

December was a colder and rainier month. Between the Care and Safety Team, 768 houseless individuals were spoken with and/or assisted in some capacity. There were 61 less engagements with the houseless community than in November. The team connected with 129 people living outside that had not been engaged with previously.



The below graph shows what services are being requested by the houseless community from November and December. In December 43 of those individuals requested housing services up from 26 in November. A need for basic medical services is evident with 29 people requesting medical, 26 dental, 24 vision, and 15 mental health assistance. These are informing the types of partnerships that the Care Team is building in the community.





During their shifts in the District, the Care Team has been focusing on the following:

- Connecting people with clinics for medical or mental health appointments or in crisis and to sign up for OHP,
- Offering them granola bars, water, hand warmers, blankets, and socks,
- Accompanying them to collect personal belongings following “sweeps,”
- Accompanying them to take places where they can take showers or do laundry,
- Supporting people finding overnight shelter or housing.

The Care Coordinator will be working with the Oversight Committee to identify best ways to track open cases and metrics moving forward.

Incident Reports

There were 4 incident reports in the month of December. Non-emergency police was called 5 times. There were no calls to 911 for AMR/emergency medical or police. All incident reports were at Level 1 of the situational protocol. The Safety Team verbally asked people 7 times to move from private property.

Graffiti Removal Services

In December, the Graffiti Removal team cleaned 78 incidents of graffiti or 17,519 square feet compared to 127 incidents or 26,275 square feet in November. Of the 78 incidents in December, 41 were dispatches (either as an email or as a call) and 37 were self-generated, meaning they identified them by driving through the District.

The team will continue to focus on the 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 continue to identify graffiti hotspots for staff to troubleshoot with the City on and to contact directly.

Graffiti Incidents Cleaned by Zone

Zones	# of Incidents
Zone 1	4
Zone 2	12
Zone 3	22
Zone 4	6
Zone 5	18
Zone 6	4
Zone 7	12
Totals	78



Cleaning Services

In December the cleaning team collected 63,038 items, of which 52,562 was pounds of trash. See below table for details. Notable is the increase in needles from 2349 in November to 3422 in December.

CEIC requested that the data on the camps sites that were cleaned were separated into two, the first to include 1) camps that were cleaned and are active and 2) those that were clearly abandoned and had no private property. *Camps cleaned that are active means cleaning team offer special bags for cleaning or clean around if allowed by camp owner.

Type and Number of Incidents, October-December 2019

Cleaning Services	October	November	December	Totals
Bags of Trash	2506	2349	3422	8277
Needles	1301	1020	2676	4997
Drug Paraphernalia	1986	1753	2124	5863
Biohazards Cleaned/removed	719	631	570	1920
Camps Cleaned - Active			218	218
Camps Cleaned - Abandoned	93	104	130	327
Contacts Made	319	301	348	968
Broken Glass	238	189	273	700
Storm Drains Cleaned	209	130	206	545
Doorways Cleaned	143	178	129	450
Phone Cleaning Requests	33	25	44	102
Email Cleaning requests	67	89	25	181
Shopping Cart Removed	41	34	26	101
Other	260	128	227	615
Furniture	48	49	58	155
LBS of Trash	41,230	38,855	52,562	132,647
Totals	49,193	45,835	63,038	158,066

Breakdown of Trash by Zone: Bags Collected with Percent in District, November and December 2019

Zone	November	December
Zone 1	94 bags/4%	240 bags/7%
Zone 2	611 bags/26%	856 bags/25%



Zone 3	728 bags/31%	1061 bags/31%
Zone 4	235 bags/10%	411 bags/12%
Zone 5	188 bags/8%	205 bags/6%
Zone 6,7,8	493 bags/21%	649 bags/19%