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City Council Work Session

Council Work Session

Portland Solutions

 January 7, 2025 9:30 am – 12:00 pm

Available Online

Council in attendance:

- Councilor Avalos
- Councilor Dunphy
- Councilor Smith
- Councilor Kanal
- Councilor Pirtle-Guiney
- Councilor Ryan
- Councilor Koyama Lane
- Councilor Morillo
- Councilor Novick
- Councilor Clark
- Councilor Green
- Councilor Zimmerman

 [Presentation: Portland Solutions Work Session](#) 3.17 MB

Visit Portland Solutions website at www.portland.gov/portland-solutions for more information.

View the [Shelter Services, City of Portland Annual Report](#)

Council Chamber doors open to the public 15 minutes before the meeting starts. Learn more about [visiting City Hall to attend a Council meeting](#). Watch the live broadcast on [YouTube](#), on the [Open Signal website](#), or on cable TV (Xfinity Channels 30 and 330, CenturyLink Channels 8005 and 8505).

Work sessions are public meetings related to a specific topic where information is presented to Council. Council does not vote or take any action; public testimony is not taken. The public and press may attend work sessions when held in person or watch the live broadcast online or on cable TV.

Location

City Council Chambers

1221 SW Fourth Avenue
Second Floor Auditorium
Portland, OR 97204

[Get Directions](#)

[More about this location](#)

Contact

Skyler Bocker-Knapp

Senior Policy Advisor

✉ Skyler.Bocker-Knapp@portlandoregon.gov

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Jan 2025



Portland Solutions

Skyler Bocker-Knapp, Director
Hank Smith, Deputy Director

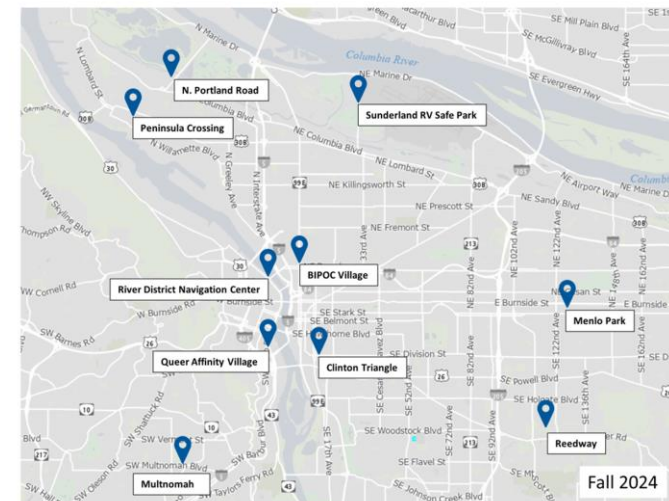


Portland Solutions

- “Builds creative responses to Portland’s most urgent challenges”
- Combines popular and effective programs:
 - City Shelter Services (Brandy Westerman)
 - Impact Reduction Program (IRP) (Lucas Hillier)
 - Public Environment Management Office (PEMO) (Anne Hill)
 - Street Services Coordination Center (SSCC) (Nate Takara)

City Shelter Services

- 10 shelters, mostly built over the last 3 years
 - 868 total sleeping spaces
 - ~1K people per night
 - Just added 200 additional overnight beds today
- **July 2022 – Sept 2024:**
 - We have served more than **2,263** people
 - 1,012 (45%) were chronically homeless
 - Of those, 292 (29%) moved to housing
 - **501** total have moved to permanent housing
- **Other accomplishments:**
 - Coordination of wraparound services
 - Expanded number of sites
 - Building community trust, signing Good Neighbor Agreements
 - Quarterly dashboard shares outcomes and demographics



City of Portland managed shelters

These 10 sites include a combination of one congregate shelter, tiny home villages, and a couple with RVs.

All offer services and basic amenities.



Our Model is Working



Maintaining a low-barrier to entry assists participants in stabilizing their situation to receive assistance and support on their journey to housing.



Outreach and coordination focuses on meeting people where they are in their experience, requiring flexibility and critical problem-solving.



Statistics from July 2022 – June 2024

Impact Reduction Program

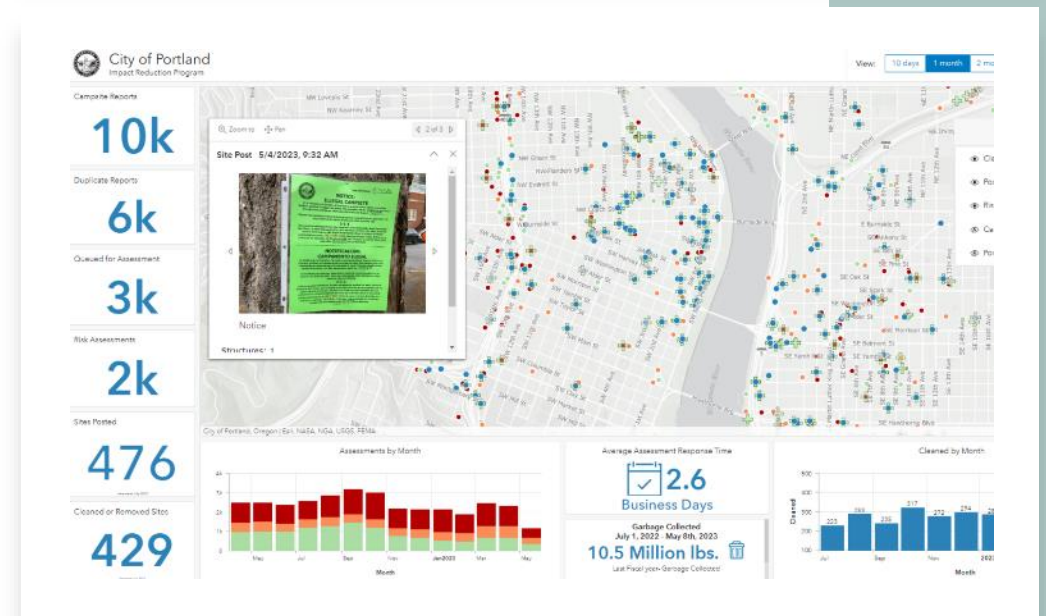
Garbage removal, hygiene access, resource referral, job opportunities, and removing campsites that pose the highest risk to health and safety

In FY 23-24, IRP received over 103,000 community reports about unsanctioned camps. IRP's contracted work crews responded to community concerns by:

- Completed over **32,000 camp risk assessments**
- Removed over **6,100 high risk camps**
- Disposed of **11.5 million pounds of garbage**

Other accomplishments and programs:

- New dashboard showing reports, assessments, and removals
- Streamlined New Report a Campsite form
- Collaborates with Ground Score Association (workforce development); managed day storage program; managed laundry program



[Home](#)

Report

noise, water concerns, pollution, other complaints

- [Report a Campsite \(Popular\)](#)
- [Report a Park Maintenance or Safety Issue\(Popular\)](#)
- [Report Graffiti\(Popular\)](#)
- [File a discrimination complaint about PBOT](#)
- [IPR Mediation Program](#)
- [Notify of a relocation payment](#)
- [Report a Problem with a Public Trash Can](#)
- [Report an issue with a cable company](#)
- [Report an Obstruction on a Street, Sidewalk or Other Right-of-Way](#)
- [Report drinking water quality or pressure concerns](#)
- [Report Trash](#)
- [Request Assistance from a City Street Outreach Worker](#)

Problem or Violation

[Report an Interaction with a City Employee](#)

[Report City Equipment or Facilities](#)

Services by Type

- [Apply or File](#)
- [Engage](#)
- [Permits](#)
- [Pay](#)
- [Report](#)**
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'Report a Campsite' Online Form

Report a Campsite

Service

Report issues related to unsanctioned camping and/or campsite-related trash in Portland. To help this process work efficiently, please wait one week before filing a new report on the same location.



🕒 2 to 5 minutes

All reported locations are [assessed](#) by the [Impact Reduction Program](#). Track the status of existing reports on the program's [Data Dashboard](#).

If you are **experiencing homelessness**, the City has a variety of [resource referrals](#), [hygiene access options](#), and [job opportunities](#). If you have been impacted by a campsite removal, you can also find out how to [retrieve property](#) or [report any problems](#) with campsite removal crews.

* Indicates required field

If this is a life-threatening emergency or to report a crime in progress, call 9-1-1.

Campsite location

Is the location on private property? *

Such as a home, apartment building, business, church, etc.

☐ No ☐ Yes ☐ Not sure

Location Search

Search the map for an address, cross streets, park, or community center. Or use the map to click a location.





The Day Storage site is located at NW 5th and NW Glisan St



A new laundry facility serving people experiencing homelessness opened on the central eastside this past year



GLITTER staff pick up waste along a designated route. Photo: Taylor Cass Talbott

Public Environment Management Office

- Cuts through bureaucracy to deliver solutions for livability-related issues in the public realm
- 16 bi-weekly “problem-solver” meetings covering every part of the City
- Public space activation & response:
 - Lit over 2,400 street trees for increased pedestrian safety
 - Sponsored 20 new public murals
 - Funded removal of over 500,000 sq. ft. of graffiti
 - ‘Near Me Now’ wayfinding tags
 - Multiple emergency fencing projects
 - Hardening and brush clearing in high-impact camping areas
 - Fosters community conversations with police
 - And more (biohazard dispatch, power washing, permit assistance, etc.)









Street Services Coordination Center

- Coordinated command structure that provides streamlined services to those living outside
 - **5,775** shelter referrals since April 2022
 - **1,942 (34%)** accepted referral
- Includes the City's first ever outreach team, who connect individuals with essential services and support.
 - The team has already received **4,884** reports
 - Connecting individuals to detox services
 - Working with police on time, place, manner enforcement

“Request Assistance from a City Street Outreach Worker” Online Form

ⓘ This form will take 2-3 minutes to complete.

City Street Outreach Workers connect with unsheltered individuals and offer navigation support with housing and other needs, including referral into a City-run alternative shelter, like [Safe Rest Villages](#) and [Temporary Alternative Shelter Sites](#), if appropriate. These alternative shelters include tiny homes, tent locations, and RV parking spaces.

The purpose of this form is to connect currently unsheltered/homeless community members who are interested in assistance with a City Street Outreach Worker. If you are concerned that someone who is homeless needs an **immediate welfare check**, please contact 9-1-1 for [Portland Street Response](#).

Do not use this form to report a campsite location for assessment. City Street Outreach Workers do not assess, clean, or take part in removing reported campsites. The City Street Outreach Team is a program of the City's [Street Services Coordination Center](#) but is different than, and independent from, the Impact Reduction Program's [Navigation Team](#).

If you are experiencing homelessness, the City also has information about [resources](#), [hygiene access](#), and [job opportunities](#).

Please complete a new form if your location or phone number changes.

Who are you making this request for? *

- ☐ Myself
☐ A friend, family member or person I know
☐ A client

Is this a new or an updated request?

- ☐ New
This is the first time I am requesting assistance for myself/this person.
☐ Updated
I made a request for assistance but I need to submit new contact information (please enter all of the available information again, even if you submitted it before).

Name of person needing assistance *

Phone number of person needing assistance, if known

Email of person needing assistance, if known

Additional Information

Add any other information about the unsheltered person that would be helpful for outreach workers. For example, the best days and times to reach them, language requests, or other needs.

500 character(s) remaining

Location Search

Search the map for an address, cross streets, park, or community center. Or use the map to click a location.

Search

Future / Challenges / Opportunities

- **City transition** → increasing responsiveness across all bureaus
- **Budget considerations** → not traditional expenses for City
- **Shelter creation** → more shelter needed
- **Vehicle camping / RV policy** → very expensive & legally challenging
- **Technology & outreach** → tools that foster coordination across spectrum of services

Questions and Discussion

