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MORE THAN JUST A SAFE PLACE TO REST
New shelters show Joint Office’s commitment to providing path back to housing.

2019 POINT IN TIME COUNT
Most extensive street count yet finds more without shelter.

CLEAN START
CCC’s homeless to-work program provides support and meaningful work.

CLEAN START: DAMEION P.
“It keeps me from going backwards.”
MESSAGE FROM THE MAYOR

Dear Portlanders,

As Mayor, it has always been my mission to help those in need. I want you to know that our City is working tirelessly to address the issue of homelessness. We have an extensive and coordinated network of outreach, housing, and service programs working to prevent homelessness and to also mitigate its impacts.

I would like to highlight some of what the City is doing to respond to the homelessness crisis. The Homelessness and Urban Camping Impact Reduction Program (HUCIRP) is responsible for managing the City's One Point of Contact campsite reporting system. HUCIRP reviews every incident that occurs through reports and coordinates with cleanup and outreach teams that connect individuals experiencing homelessness to vital services.

You can learn more about this work in our Toolkit at www.portlandoregon.gov/toolkit, where you will find links to our Strategic Plan, Performance Measures, Response to Homelessness Quarterly Newsletters, and Weekly Campsite Reports. These resources are very helpful when trying to understand the complex issues surrounding homelessness and what we are doing about it.

We continue making great strides to uphold our belief that everyone deserves to have a safe, secure, and affordable place they can call home. Last month, I was joined by the Portland Housing Bureau to unveil nine new Housing Bond projects paid for by you, the voters, who passed our first-ever affordable housing bond. But there’s also still a long way to go.

You have my promise that we will continue finding and implementing solutions for our community’s homelessness crisis. We’re in this together and it will take all of us to achieve our goals.
HUCIRP
Homelessness and Urban Camping Impact Reduction Program

HUCIRP's mission is to work for all Portland community members to reduce the impact of unsanctioned urban camping within the City of Portland through responsive community education, collaboration, coordination with outreach providers, and risk mitigation.

The Homelessness and Urban Camping Impact Reduction Program (HUCIRP) is responsible for coordinating cleanup/abatement of unsanctioned campsites on City and ODOT-owned properties and rights-of-way within the City of Portland while managing the City's One Point of Contact campsite reporting system.

HUCIRP develops and implements impact/harm reduction strategies in addition to coordinating services with other agencies and jurisdictions in the region.

HUCIRP is not designed to solve homelessness. It exists to help reduce the impact of homelessness within the community by creating service navigation opportunities for individuals experiencing homelessness while also facilitating the removal of hazardous items and debris from our public spaces.

In the third quarter of 2019, HUCIRP received 14,065 reports from the community about issues surrounding homelessness throughout the city. Additionally, in these months, HUCIRP was able to post and clean approximately 879 campsites across the city.

Please visit www.portlandoregon.gov/toolkit to learn more about the HUCIRP program.

Have questions about what the City is doing specifically in its response to homelessness? Send an email to reportpdx@portlandoregon.gov, and our team will do our best to provide you with an answer.
As workers put the finishing touches on the Laurelwood Center this summer, one of the City and Multnomah County’s newest homeless shelters, the region’s political leaders remembered the years of work leading to the milestone.

It was 2015. Housing prices had pushed thousands of neighbors into homelessness, and the community was desperate for affordable housing solutions. The City and Multnomah County jointly declared a state of emergency. They partnered together and invested as much as they could, as fast as they could, to create shelter and housing opportunities for people in need.

Back then, the goal was simply to get people indoors. We would put mats on the floor in “any vacant building that was safe,” said County Chair Deborah Kafoury. These included old storefronts, a rarely used armory, and a former restaurant.

Places without kitchens and limited space for bathrooms were used.

“I remember trying to bring food to a shelter and using propane tanks to warm up the meals,” Kafoury reflected.

Over the past four years, the City and the County, through the Joint Office of Homeless Services, began shifting shelter beds into 24-hour, purpose-designed spaces. Shelters contained bunkbeds, clinics, and classrooms, as well as places for pets and possessions. New shelters were also designed to accommodate couples.

“We’ve intentionally brought together the shelter component with the service component,” Mayor Ted Wheeler said, “to make sure that people get whatever help they need to get off and stay off the streets.”
New shelters emphasize chronic homelessness

Just this summer, the community reached another major milestone in its work to solve homelessness. On Aug. 15, the 120-bed Laurelwood Center opened its doors on SE Foster Road. This project was funded by the Joint Office.

Two weeks later, the 100-bed River District Navigation Center opened in the Pearl District. The Navigation Center was championed by Oregon Harbor of Hope, a nonprofit founded by developer Homer Williams.

Columbia Sportswear CEO Tim Boyle contributed more than $3 million of his own money toward construction of the shelter. The City of Portland’s economic development agency, Prosper Portland, also contributed to the project. The Joint Office will pay approximately $1 million a year to operate the shelter.

“To meet this basic need, there needs to be partnerships,” Mayor Wheeler said. “This represents the best of what the public and private sector can do when they come together.”

Both shelters have built-in medical clinics, provide 24-hour access, allow pets, and secure places for possessions. They were also designed to allow shared spaces to accommodate couples. The shelters emphasize one-on-one case management that focuses on housing, workforce training, and treatment for addiction.

The shelters will also offer free laundry services and individual bathrooms and showers. They also offer residents access to stocked kitchens; the Laurelwood Shelter kitchen is commercial grade.

The Navigation Center will serve men, women, and couples. Laurelwood will serve just women and couples. Both will prioritize people with disabling conditions, seniors, and veterans.

Pictured center left: Homer Williams, Tim Boyle, Mayor Wheeler, Chair Kafoury, and Transition Projects Director George Devendorf at the opening of the Navigation Center in the Pearl District.
The Navigation Center will also work with a specialized team of outreach workers who build connections and offer services to people living in campsites who have health and safety concerns.

Wheeler noted that both shelters opened just after the most recent Point in Time Count. The Count showed a 22 percent increase in people found without shelter on at least one night, for a total of more than 2,000 people. However, the overall number of people counted as homeless dropped 4 percent.

The rise in unsheltered homelessness, along with a rise in people with disabilities experiencing homelessness, tracks a rise in housing costs. Housing costs have dramatically outpaced incomes for people earning minimum wage or surviving on fixed federal benefits.

“This represents the best of what the public and private sector can do when they come together.”

- Mayor Ted Wheeler

“Some of you may have seen the recent Point in Time report, and I believe it validates the service commitments we’ve already been making,” Mayor Wheeler said. “The targeted, effective solutions we need for this crisis on our streets – from our Street Response pilot program to new outreach teams to supportive housing to this very shelter – are with us right now.”

The new shelters, both operated by Transition Projects, a local shelter and housing services nonprofit, also reflect the values at the core of the Joint Office and the lessons learned through years of steady, intentional work to address homelessness.

“The road from homelessness to long-term stability is different for everybody, but the final destination should always be the same: an affordable home,” said Chair Kafoury.

“Because we have learned that to end someone’s homelessness, shelters should be more than just a safe place to rest; they should also serve as vital connections to housing.”

Family shelter system evolution

The Joint Office has also made progress on shelter options that can accommodate families. The Lilac Meadows family shelter, which opened this summer, is funded by the Joint Office and operated by Human Solutions, another local nonprofit that offers shelter and housing services. The Joint Office leased a renovated motel on SE Powell Blvd. that can serve 40 families at full capacity.

Past models for family shelters required many families to bunk together in a single, large room. The Lilac Meadows shelter has personal rooms and bathrooms

Pictured above and below: Scenes from Laurelwood Center for women and couples on SE Foster Road.
for families. There are also shared common areas, a kitchen, and on-site case management services.

The Joint Office also funds services at a second family shelter: the Portland Homeless Family Solutions Lents Campus. This shelter will offer a model that is similar to Lilac Meadows and will be able to accommodate as many as 26 families.

It was created out of a renovated church space, and staff expect it will be open by winter 2019. It was constructed using a design that reflects the experiences and needs of people who’ve experienced trauma, and its construction was partially funded through community donations.

Because housing costs continue to increase faster than incomes for most low-income people, families are struggling to find homes that are both affordable and large enough to accommodate a larger household. The Joint Office’s goal is to provide spaces for families that provide privacy and promote dignity, while also offering community and support.

They believe that if people have basic stability and a safe and quiet place to rest, do homework, and look for work, they will be more likely to succeed on their own once they find permanent housing.

“Everyone is ready for housing,” Chair Kafoury said. “There isn’t anyone who isn’t ready for housing.”

**Two other shelters staying open**

In addition to the two new shelters, two temporary shelters will remain open. The County’s Walnut Park complex that opened last fall was originally supposed to close this spring.

However, this 80-bed shelter will remain open. Transition Projects operates this shelter, which is located at 5329 NE Martin Luther King Jr. Blvd.

The shelter helps fill a gap in a part of the community that had never before hosted a shelter, with staff working closely with neighborhood and culturally specific providers around referrals.

The Wy’east Shelter will also remain open. This shelter is located at 1415 SE 122nd Ave., in the County’s Department of Community Justice east campus. Wy’east has a total of 110 beds and helped provide shelter to those impacted by the closure of the Hansen Shelter.

After strong support from neighborhood leaders, Wy’east now hosts Do Good Multnomah’s veterans’ shelter. Do Good Multnomah also offers expanded capacity for single men.

*Pictured this page: scenes from the Laurelwood Center for women and couples on SE Foster Road.*
According to the results from the 2019 Point in Time Count, the number of people in Multnomah County who identified as homeless has declined over the past two years. A record number of professional outreach workers and volunteers from Portland State University’s Regional Research Institute spent a week conducting the count. They visited sidewalks, greenspaces, and vehicles and engaged with people at more than 80 locations.

Two years ago, the number of people who were counted as homeless was 4,177. According to data released this summer by the Joint Office, 4,015 individuals were counted as being without shelter, in emergency shelters, or in transitional housing.

The report showed fewer counts of women, children, and families who were unhoused; the number of families with children fell by more than 50 percent. The report also showed that more people moved from transitional housing into permanent housing.

At the same time, the City and Multnomah County’s homelessness response system was helping a record number of people stay in permanent housing. On one single night this past winter, local funding for rent assistance and support services helped more than 12,400 people avoid homelessness. The number of people supported in housing has more than doubled since 2015.

This year’s report was the most extensive yet and shows that, while the total number of homeless people has dropped, the number of unsheltered homeless people has climbed to 2,037. Two years ago, that number was 1,668.

“The results of this year’s count aren’t a surprise. We are helping more people than ever prevent and end their homelessness, but tens of thousands of our most vulnerable neighbors still struggle, day after day, to find safe, stable and affordable housing,” said Marc Jolin, Director of the Joint Office of Homeless Services.

The increase in the unsheltered count was driven by an increase in the number of those considered chronically homeless, meaning they had a mental health condition, addiction disorder, chronic illness and/or physical disability, and had been homeless for at least a year.

Two-thirds of all those counted had been homeless for at least a year. The number of those who reported first-time homelessness increased to 35.1 percent this past year. These results confirm that people living with disabilities and on
a fixed income continue to bear the burden of the region’s housing crisis.

“These numbers confirm what we’re seeing every day. Too many of our neighbors with disabilities are having to live on our streets,” said Multnomah County Chair Deborah Kafoury. “Disability checks and other fixed incomes just can’t cover rising rents, and this is exactly why we are prioritizing not just affordable housing, but the type of affordable housing that comes with a case-worker for people to stay housed. We know it works and we need to do a lot more of it.”

Racial disparities persist

The number of people of color included in the count remains high. Community leaders feel this reflects the deeply rooted institutional, systemic and interpersonal racism that affects almost every sector of life for communities of color on a daily basis.

Even though the overall count of people experiencing homelessness declined, the number of people of color remained largely unchanged. People of color make up 38.1 percent of the count, yet they only represent 29.5 percent of Multnomah County's overall population.

Although the total number of African Americans declined, the count identified a significant increase in the number of chronically homeless African Americans. Almost 74 percent, or nearly 100 people, in this group were counted as chronically homeless.

The overall numbers of Native Americans increased, and they remain the most overrepresented community in the homeless population. In 2019, people who identified as Alaska Natives and American Indians made up 11.6 percent of the count, despite making up only 2.5 percent of Multnomah County’s population.

“We have made investments in culturally specific and responsive services. But we know that racism in all its forms continues to push disproportionate numbers of people of color into homelessness and is a major obstacle to their efforts to return to permanent housing” Jolin said.

“Our work to end homelessness must continue to address this by expanding access to services that meet the unique challenges faced by each community of color.”

Responding to chronic homelessness

“We’ve proven that focused, aggressive investments in support services can generate positive outcomes for thousands of people in our community who would otherwise be homeless,” Mayor Ted Wheeler said. “We also see that our chronic homeless population is getting older and sicker. With our commitment to supportive housing, we believe we can bring positive changes.”

The count reiterated the urgent need for the City and County to continue efforts to address chronic homelessness. This work includes:

- Supportive housing: The City and Multnomah County are moving toward their goal of creating 2,000 new affordable and services-connected apartments by 2028. More than 600 units are in place or in development.
- Rent assistance: The Joint Office is making historic targeted investments to help chronically homeless people move through shelters and back into permanent housing more quickly.
- Hygiene amenities: Portland is investing in hygiene facilities and trash collection to help people address their basic hygiene needs.
- Downtown behavioral health resource center: Multnomah County's behavioral health resource center, which will offer peer-run mental health support services, a day center, and shelter and transitional housing, is under design and could open as soon as summer 2021.
- Evolving shelter system: Two new services-enhanced, navigation focused emergency shelters are set to open this summer: The River District Navigation Center in the Pearl District and the Laurelwood Center on SE Foster Road.
- Specialized outreach: The Navigation Team launched this spring, which brings intensive engagement, service connections, and mental health expertise to high-impact encampments.
Mayor Ted Wheeler and the Portland Housing Bureau joined community partners and nonprofit providers on September 17 to announce hundreds of new affordable apartments and the completion of a major milestone for Portland’s Housing Bond. Affordable housing is a key strategy for preventing and ending homelessness.

In 2016, voters approved the housing bond measure to support the City’s answer to the housing emergency. This bond measure dedicates $258.4 million to create 1,300 permanently affordable homes. This year’s announcement of nine housing developments means that there are now a total of 1,424 bond units open or in development. This means the City exceeded the Portland Housing Bond’s initial goal by over 100 units.

“Portland voters passed our City’s first-ever affordable housing bond because, as Portlanders, we share the belief that we all deserve a healthy, safe, and affordable place to live and to call home,” Mayor Wheeler said. “Meeting these goals and delivering on our promise to voters reflects our collective resolve and commitment to address the needs of Portlanders most impacted by the housing affordability crisis.”

These units also help the City meet or exceed several other bond commitments. These include ensuring 650 units will be large enough for families, 600 will be affordable to households below 30 percent of the region’s median income, and more than 300 will be deeply affordable and come with long-term social services to help people with disabilities and those experiencing chronic homelessness.

The new projects were selected through the Bond Opportunity Solicitation and released by the Housing Bureau in April. The selections follow an amendment to Oregon’s constitution, approved in 2018, that allows private and nonprofit partnerships around funding. That change allowed the City to stretch bond funding further by leveraging private investments and building more units than anticipated. The total funding awarded in September includes $115.3 million from Portland’s Housing Bond, as well as $4 million from Multnomah County, funds set aside after the sale of the former Wapato Jail in 2018. Home Forward committed additional funds in the form of rent support for more than 250 new units. In addition, through their Joint Office of Homeless Services, the City and Multnomah County will commit funding for services to support the community-wide effort to create supportive housing.

“I’m proud that we’re prioritizing our dollars from as many sources as we can. Our goal is to permanently end someone’s homelessness and fulfill our promise on supportive housing,” said Chair Deborah Kafoury.

“Housing is the only real answer. It’s as true for a family struggling to make rent, as it is for someone struggling outside with an addiction. A home that’s affordable, with the right support, is how we break the cycle of addiction.”

The housing bond’s services-linked apartments will also help the City and County reach a separate goal around supportive housing: creating 2,000 units by 2028. There are now more than 790 of those units either already in use, or in the development pipeline.

Portland Housing Bureau Director Shannon Callahan said the 12 projects made possible so far by the housing bond will ensure the safety and security of an affordable home for more than 2,900 Portlanders.

The people affected “are children who will have a stable place to grow up in a neighborhood that offers them opportunities, seniors on fixed incomes living with dignity and peace of mind, and our homeless neighbors getting a new start and a chance to live safely off the streets,” Callahan said. “Together with our partners, we are creating new housing across the city to serve and support the diverse needs of our community.”

| 1,300: | Housing bond goal |
| 1,424: | Affordable units actually in use or in development |
| 2,000: | Supportive housing units committed by 2028 |
| 790+: | Number of units in use or in development as of Oct. 2019 |
Central City Concern’s (CCC) Clean Start homeless-to-work program offers an opportunity to formerly homeless individuals to become self-sufficient members of the community. The program’s primary goal is to help trainees transition to full-time employment.

Clean Start’s trainees usually haven’t worked in many years, and some have never held a job. This program offers a place for trainees to get into a routine and start feeling more comfortable working. Clean Start provides a work environment that is compassionate and understanding of people’s backgrounds.

The majority of Clean Start’s trainees receive housing during their employment in one of CCC’s transitional or permanent housing facilities. Other CCC programs are also available to trainees, including Hooper Detox Center, CCC Recovery Center, Old Town Clinic, Old Town Recovery Center, and a wide variety of wraparound services.

All Clean Start trainees can use the Employment Access Center (EAC), which provides case management services for the duration of their employment.

Before they are hired, trainees work with an Employment Specialist who assesses an individual’s assets and barriers to employment. The assessment could include work experience, education, health, behavioral health, housing, substance abuse, and lack of support systems.

The Employment Specialist meets periodically with trainees to explore career advancement and further education. The Employment Specialist provides individuals with job preparation services, such as résumé writing, interview skills, and placement services.

Central City Concern’s Clean Start program provides mobile trash removal services to areas impacted from homeless individuals throughout the city. There are six teams, consisting of two members each, providing this service.

Clean Start stats: (7/1/19-9/30/19)
- 467,192 pounds of trash or 233 tons of trash
- 18,014 needles removed
- 3,781 assessments completed*

Clean Start stats: (1/1/19-6/30/19)
- 1,288,609 pounds of trash or 644 tons of trash
- 37,654 needles removed
- 8,316 assessments completed*

Clean Start Stats: 2018
- 1,089,303 pounds of trash or 544 tons of trash
- 29,296 needles removed
- 9,530 assessments completed*

*Engaging with people living in camps, removing garbage and biohazardous materials, and coordinating with service providers.

Day Storage
The Clean Start program provides day storage for individuals that are experiencing homelessness. Day Storage is open seven days a week from 7 - 6 p.m. An average of 60 people use the storage container each day.
Dameion P. seems to have a history of eventually running into the right person at the right time.

Dameion grew up in a stable SE Portland home with his parents and beloved younger sister Odosha, but he was headstrong and independent. He left school and moved out when he was 15 and stayed in a variety of different locations. “I thought I knew it all,” he says. “I didn’t want to obey the rules.”

Dameion became a dad at age 17 and tried to pull his life together, but everything fell apart when he was 21 and his sister died. Up until that point, Dameion had casually used alcohol and marijuana, but after Odosha’s death, he fell into an emotional tailspin. “Things got really bad for me,” he says. “I started using hard drugs.”

For the next 13 years, Dameion used methamphetamines and cycled in and out of jail. He says he finally hit bottom and ended up in residential recovery treatment for six months. While in treatment, he ran into David L., an old friend from high school who was working for Central City Concern (CCC) Clean Start. David had been working for CCC for a while and told Dameion he could help him get a temporary job.

At that point, Dameion was facing a prison sentence for past crimes and awaiting a court date. He was working as a trainee for Downtown Portland Clean & Safe when he ran into a judge he had encountered during his prior criminal justice system experience.

Judge Eric J. Bloch was impressed to see Dameion doing well and working, and he advocated for him to avoid prison and enroll in Multnomah County’s Success through Accountability Restitution and Treatment (START) program. Dameion was soon hired into a permanent Clean Start position as a cleaner. He loves his job.

“It helps me from getting complacent and keeps me from going backward,” He said. He likes how the work helps him support his family and allows him to give back to the community. Dameion looks up to his coworker and friend David L. as a mentor. “A lot of people at CCC are in recovery,” Dameion says. “I love the supervisors; they have good information for me.”

Dameion also checks in with Judge Bloch once a month because he doesn’t want to let the judge down. At home, he spends time with his fiancée, kids, and puppy. He pays special attention to his oldest, age 16, who has stayed in school longer than Dameion did.

“I give him the information about where I went wrong,” Dameion says with a smile. “I don’t want him to have the life I had.”
COMMUNITY RESOURCES
Help when you need it the most.

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<th>Organization</th>
<th>Services</th>
<th>Contact Information</th>
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<tr>
<td>211info</td>
<td>Services include energy assistance, family services, food assistance, health services, housing and shelter information, and information related to severe weather shelters and warming/cooling centers.</td>
<td>• Dial 2-1-1&lt;br&gt;• Text your zip code to 898211&lt;br&gt;• Email <a href="mailto:help@211info.org">help@211info.org</a></td>
</tr>
<tr>
<td>CHIERS/Sobering Station</td>
<td>Central City Concern Hooper Inebriate Emergency Response Service (CHIERS) – rather than taking intoxicated people to jail, CHIERS staff operate a van throughout the inner city to transport inebriated individuals to the sobering program. The van is staffed by medical professionals trained to work with people who are intoxicated or incapacitated by drugs and/or alcohol. CHIERS is available from 1:45 PM-11:45PM, 7 days a week. For services outside these times, please call the Portland Police Bureau’s non-emergency line at 503-823-3333.</td>
<td>• 503-238-8132</td>
</tr>
<tr>
<td>Lines for Life</td>
<td>Support for service members, veterans, and their families that is independent of any branch of the military or government. Military helpline operates 24 hours a day, 7 days a week, 365 days a year.</td>
<td>• 888-457-4838&lt;br&gt;• Text MIL1 to 839863</td>
</tr>
<tr>
<td>Multnomah County Animal Services</td>
<td>Services include emergency response and rescue, investigations and field services, and animal nuisances.</td>
<td>• 503-988-7387</td>
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### COMMUNITY RESOURCES
Help when you need it the most.

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| Multnomah County Mental Health and Addiction Services | 24/7 crisis counseling by phone, with translation services for non-English speakers. Treatment for adults and youth for addiction to alcohol, drugs and gambling. Insurance is not necessary. | • 503-988-4888  
• Toll-free: 800-716-9769  
• Hearing-impaired dial: 7-1-1 |
| National Suicide Prevention Lifeline | Provides 24/7, free and confidential support for people in distress. | • 1-800-273-8255 |
| Portland Police Non-Emergency Line | The Non-Emergency Police number is appropriate for situations that are not an immediate threat to life or property. Examples of calls that are appropriate for non-emergency include:  
- Your vehicle is missing  
- Your ID was stolen  
- Your neighbors are playing loud music | • 503-823-3333 |
| Project Respond | Mobile mental health crisis response team Provides outreach for individuals in crisis-24 hours a day, 7 days a week. | • 503-988-4888 |
| Trans Lifeline | Hotline and microgrants organization offering direct emotional and financial support to trans people in crisis. | • 877-565-8860  
• [www.translifeline.org](http://www.translifeline.org) |
| Youthline (a service of Lines for Life) | Free, confidential teen-to-teen crisis and help line. Teen-to-teen support from 4-10PM PST (adults are available by phone at all other times). | • 877-968-8491  
• Text teen2teen to 839863  
• [Oregonyouthline.org](http://Oregonyouthline.org) |
CITY OF PORTLAND
RESPONSE TO HOMELESSNESS

The Homelessness and Urban Camping Impact Reduction Program (HUCIRP) focuses on coordinated campsite cleanup in compliance with the Anderson Settlement agreement and works to educate the community on the nuances of homelessness. HUCIRP is a division within the Office of Management and Finance.