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MESSAGE FROM THE MAYOR

Dear Portlanders,

As we enter this new decade, I am reminded of how much I appreciate your feedback and engagement about how Portland can best alleviate the hardships of our neighbors experiencing homelessness in a compassionate way. Our conversations have been difficult at times, but to comprehensively address homelessness, we must continue to listen and understand one another’s ideas and perspectives so we can collaborate and innovate.

With your input and support over the last three years, we have made great strides in implementing solutions for our community’s homelessness crisis. For example, in 2019, the City of Portland invested a record $34.1 million in the Joint Office of Homeless Services to pay for homelessness prevention, shelter, and housing. We partnered with Metro and Multnomah County in finding a new way to use our region’s Visitor Fund, which will now provide $5 million for homelessness services in supportive housing. Since last summer, we have opened more than 400 shelter beds in new, high-quality, purpose-designed spaces for women, couples, and families.

We also recently opened Portland Homeless Family Solutions’ Family Village campus in SE Portland to further support our chronically homeless population (see page 4). I’m proud of what the Family Village offers and represents. At a time when there can be a lack of care and compassion for the most vulnerable people in our community, this facility serves as a house of love that we made happen here in Portland. Thanks to financial support from more than 1,000 community members, the City of Portland, Multnomah County, and many others, we all proved what is possible when we come together and commit to a model that is innovative and life-changing.

Solving the most pressing issues in the city we love won’t happen overnight, but rather over time through thoughtful and in-depth discussions and meaningful, strategic actions and initiatives. There are plenty of opportunities ahead to further our discussions and turn our ideas into reality. I welcome you to join us for one of the Community Conversations my office is organizing in February and March. These conversations are a great opportunity for us to share how the City is addressing homelessness. They will allow us to listen to your priorities and ideas for improving our continued efforts as we make budget decisions to meet the magnitude of the problem. The first conversation was held on February 1 at PCC Southeast Community Hall. Future conversations are as follows:

- Central Northeast Portland – Thursday, February 13, 6:30 - 8:30 p.m. at Beaumont Middle School Cafeteria
- North Portland –Tuesday, March 3, 6:30 - 8:30 p.m. at University of Portland’s Bauccio Commons
- Southwest Portland – Saturday, March 7, 9:00 a.m. - 12:00 p.m. at Multnomah Arts Center Gymnasium

You can RSVP (optional) or submit discussion topic ideas at www.portlandoregon.gov/wheeler/80228.

Thank you for your feedback and support throughout the year. I look forward to working together in 2020 and discovering new opportunities to improve livability for all Portlanders.

Ted Wheeler
JOHS UPDATE:
PORTLAND HOMELESS FAMILY SOLUTIONS OPENS FAMILY VILLAGE

“Love, positive energy, and goodwill”: New publicly funded family shelter, built with community’s helping hands, opens in Lents.

The transformation of Portland and Multnomah County’s family shelter system into one with personal rooms and onsite services reached completion Monday, Dec. 16, after Portland Homeless Family Solutions opened its Family Village campus in Lents. The new Family Village was helped by a capital investment approved by Portland City Council. The City, through the Joint Office of Homeless Services, will also help fund shelter operations.

Once it reaches full capacity, the spacious and trauma-informed Family Village will offer personal rooms with round-the-clock safety to as many as 25 families (nearly 100 kids and parents). This is more than three times the number of families served before the new space opened. Beyond shelter, families at the Village will also be able to access services including rapid rehousing, homelessness prevention, life skills classes, mental health care, a meal, or diapers.

Brandi Tuck, Portland Homeless Family Solutions (PHFS) Director says housing resources will also be tripled. This will ensure families move through shelter as quickly as possible and into homes of their own.

“We believe housing is the solution to homelessness,” she said.

Tuck said the State of Oregon counted 4,000 students experiencing homelessness last year in Multnomah County schools alone. She noted that number doesn’t include younger siblings not yet in school and parents.

“These staggering numbers made PHFS realize we need to improve our programs to help more kids and parents without homes,” she said.

City and Joint Office join hundreds of community contributions

Portland Homeless Family Solutions purchased the campus, which was formerly a church, for $3 million in 2018. They devised a plan to renovate the property, which also includes apartments and land to build even more housing, with help from community donations. Preparing the former church to serve as a shelter cost an additional $2 million.

“When I walk through the Family Village, I feel the love, positive energy, and good will that radiates through this campus because of our community’s contributions.”

– Brandi Tuck
PHFS Director

Photos by Motoya Nakamura, Multnomah County
The City of Portland contributed $500,000 toward the purchase, while the Joint Office contributed $300,000 toward renovation costs, in addition to the funding it will provide for operations. In total, some 1,000 individuals, businesses, and nonprofits contributed to the project, which also won support from the Lents community.

“When I walk through the Family Village, I feel the love, positive energy, and good will that radiates through this campus because of our community’s contributions,” Tuck said.

In a first for the community, the Family Village will offer its services in a building centered on trauma-informed design principles. PHFS worked with employees and families to think through details and color palettes that would work to build dignity and promote autonomy.

“Research shows that shelters with trauma-informed architecture and interior design can help people heal through the crisis of homelessness and lead to better outcomes,” Tuck said. “Trauma-informed design leads to people feeling empowered, in control of their lives, and hopeful for the future.”

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Mayor Ted Wheeler reflected on the time he spent some 20 years ago volunteering at the Family Village’s predecessor shelter in Goose Hollow, which was open only at night in a church basement.

“It was a formative experience for me and it opened my eyes,” he said. “It really taught me that people who are at the worst times of their lives are still willing to do anything.”

Wheeler said it was easy for the Portland City Council to contribute to the project, given what it would become.

“At a time when there’s such a lack of compassion for the most vulnerable people in our community, we’re building a house of love,” he said. “This facility could not be and would not be built just anywhere, unfortunately. There’s something unique about this community.”

Shelter part of larger expansion of family capacity

Overall, thanks to two other publicly funded family shelters in Portland and Multnomah County, the Joint Office will be now able to serve 70 families in personal rooms on any given night. Depending on family size, that could add up to services for 200 to 300 people.

Just five years ago, the City and County had no year-round, 24-hour shelter beds for families. Now, every room funded through public dollars is open all day, all year. Human Solutions operates a 40-room shelter called Lilac Meadows in a renovated motel in SE Portland. Community of Hope, meanwhile, operates a recently renovated shelter for eight families in St. Johns.

“One of the unwritten promises we make to our children is that, as parents, we have it all under control, even when we might not. But being homeless changes all that,” County Chair Deborah Kafoury said. “It strikes at the heart of that promise, shaking a kid’s confidence, and placing unimaginable stress on a parent.”

“We all tried to imagine what a better shelter system for families might look like,” Kafoury continued. “Well, it looks like this.”

County Commissioner Sharon Meieran also remembered the old Goose Hollow shelter from her time as a volunteer, and how different the intentionally designed Family Village makes people feel.
As an emergency room doctor, Meieran said, “I know that the physical environment directly impacts people’s mental, physical, and social health. This space has made me feel better just by being here for the few minutes I’ve been here. The impact it will have on these families’ lives will be immeasurable.”

Changes to shelter come as housing remains scarce

The campus also speaks to the ongoing transformation of family shelter overall in Portland and Multnomah County. For years, most family shelter beds were in large open rooms shared by dozens of people. Today, every family in shelter has space all to themselves.

That change has occurred in large part because of how families are experiencing homelessness. Because of the region’s housing crisis, the need for shelter is growing. On any given night, 56,000 households across the metro region teeter on the brink of homelessness, spending half of their limited incomes on housing costs.

And instead of staying in shelter for a few days or weeks, some families increasingly need those beds for months. To support healthy families, that meant bringing more services to shelters and creating better spaces for kids to do homework and for parents to rest, heal, and hold down jobs.

If families can stay in spaces with dignity and privacy, but still find support and community, then they’ll be more likely to thrive in the housing they eventually find.

“If there would have been a place like Family Village when I needed shelter, I would have jumped at the chance,” said Angi Eagan, a single mom of three kids who once was homeless, but now works at PHFS helping other families return to housing. She said it takes time for families to take off the armor of survival and settle into a sense of security.

“Having a place like Family Village to call home will create the ability for families to start the work toward healing the trauma of being homeless.”
THE LONGEST NIGHT

Remembering the lives lost to homelessness on the longest night of the year.

The following statement, recognizing National Homeless Persons’ Memorial Day, was distributed last month on behalf of the executive committee of A Home for Everyone – a collaboration among local government, business leaders, faith leaders and nonprofits that advises the Joint Office of Homeless Services in its work ending homelessness. Members of the executive committee supporting this statement include Mayor Ted Wheeler, Commissioner Chloe Eudaly, Multnomah County Chair Deborah Kafoury, and County Commissioner Sharon Meieran.

This Saturday, December 21, 2019, marks the winter solstice, or the longest night of the year. Most people in our community know it as the official start of winter. But this weekend is also a time to recognize and grieve for the dozens of neighbors – children, siblings, parents, friends, loved ones – who lost their lives this year while homeless.

As part of National Homeless Persons’ Memorial Day, we ask that people take time to pierce a part of that darkness with commemoration and compassion. We can pay our respects by speaking the names of those who’ve been lost – indeed, those community members we’ve allowed to be lost.

We see the toll laid bare in our Domicile Unknown reports. Year after year, they pull into focus the life-shortening pain that comes when community members live outside – and show the difference that having a safe, affordable place to live would have made. That pain is familiar and present for those among us here with lived experience, and also with those who’ve committed themselves to helping end this crisis. But we share it so others can understand and join the struggle to end homelessness in our community.

Living outside is always harsh, uncomfortable, and brutal. Sleep is difficult. Medical conditions go untreated. Healing is a struggle. Personal needs and basic hygiene go unaddressed. The weather is challenging and sometimes deadly. Our neighbors who sleep outside are more likely to be victims of crime, enduring hate and violence, not because of who they are but because of where they are. Thefts. Sexual assaults. And homicide.

In 2018, the most recent year examined, 10 people experiencing homelessness were the victims of homicide. That was a record in the seven years we’ve been counting formally. Those deaths are counted alongside other, all-too-common vicious acts, like beatings and arson, that do not kill but are deeply traumatizing and dehumanizing.

Violence and hate have no place in our community, and we condemn anyone who would
wield them against people surviving outside. And as our community prepares to pay its respects this weekend, we stand ready to recommit ourselves to the shared mission that drives our work.

No one should have to sleep outside. Everyone deserves a safe and stable place to live. The only way to stop holding vigils for those who died experiencing homelessness is to ensure that every person has stable housing, a place to call home.

And we will hold ourselves and our partners accountable. We will continue helping people avoid or end their homelessness with housing support and truly affordable homes.

We will continue to ensure shelter beds are in the right places, and offering the right services, so people who come to shelter don’t have to linger there with nowhere better to go. And we will continue to improve how we reach people on our streets, offering care and connections and compassion.

Homelessness is what happens when a community fails to keep its most vulnerable people from slipping unbidden and unminded through the cracks. Gathering to honor those we’ve lost isn’t enough. We must always do more to keep from failing our neighbors in the first place.

With appreciation,

A Home For Everyone Executive Committee

QUESTIONS FOR HUCIRP FROM THE COMMUNITY

“I find small camps that appear to be working hard to keep their area clean, but I often see a pile of garbage that they aren’t able to discard. If I call you, will you help them by picking up their garbage without forcing them to move?”

Yes, assisting individuals who are living outside is one of our first responders’ primary goals. Central City Concern’s Clean Start goes to the reported area and offers assistance and trash removal. After the trash is removed, they will let us know what they picked up and send us an assessment. In order for a full cleanup to happen where movement is required, sites have to meet a certain threshold. It is not our intent to require people to move who are actively trying to keep their space clean and are trying to be good neighbors. Reporting does not result in immediate campsite removal. There is a strategic process designed to protect everyone involved. To submit a report, individuals can use any one of the following methods:

2. PDX Reporter: pdxreporter.org.

“Is there anything that can be done when removing a camp – giving them a location to go to that is SAFE?”

When campsite removal is necessary, the Homelessness and Urban Camping Impact Reduction Team (HUCIRP) posts a cleanup notice at the site. Social service agencies are then notified so that they can engage with and assist the people. This engagement includes helping people navigate 211info to find open shelter beds and available services. One of HUCIRP’s major goals is to help identify/create lawful places for people to sleep. HUCIRP works very closely with the Joint Office of Homeless Services (JOHS) on strategies aimed at reducing the need for campsite cleanup interventions. Part of this strategy involves working with the new Navigation Team, a group of highly specialized outreach workers who assist individuals at high-impact encampments.

To learn more about the Navigation Team, please visit: www.portlandoregon.gov/toolkit/article/733519.

To learn more about HUCIRP’s direction and focus, please visit: www.portlandoregon.gov/toolkit/article/731309.
The Portland Police Bureau’s Service Coordination Team (SCT) is a crime reduction program for the City of Portland. Its goal is to help break the cycle of addiction and crime. SCT works specifically with individuals who are homeless, drug addicted, and chronically in and out of the criminal justice system.

SCT partners with Central City Concern’s Housing Rapid Response (HRR) and Supportive Transitions and Stabilization (STS) programs to provide housing, access to behavioral health treatment services, and wrap-around services. Together, these programs work with individuals as they stabilize and begin their recovery and re-integration back into society.

The program has two phases. Phase I begins at the Golden West Hotel, a historic building operated by Central City Concern (CCC) that provides 33 beds for SCT clients. This phase is primarily about stabilization, but there is an expectation that folks are engaged in their treatment and peer mentor support. The first phase ranges from 60 to 90 days and is challenging for individuals as they participate in group meetings and Moral Recognition Therapy.

During Phase II, individuals move from the Golden West Hotel to the Estate Hotel, which offers up to 30 beds. Clients begin work with CCC’s Community Volunteer Corps Program and meet with an employment specialist. The second phase lasts nine months to one year and provides more stability to clients as they begin to become more grounded within themselves.

Thirty percent of clients who begin the SCT program are successful – an astounding statistic given that the individuals working through this program have all, at some point in their lives, been labeled “service resistant.” SCT provides a new type of platform for engaging with individuals who have frequent contact with the criminal justice system. Graduates of SCT have acknowledged that they may not be ready to re-integrate back into society at the end of the program, but that the program gave them an opportunity to take the necessary steps toward improving themselves and their lives. While graduation from the
Program coordinators recommend replicating this program in east Portland, but consistent funding sources can be difficult to maintain. While SCT can currently serve individuals throughout the City of Portland, the program would benefit from having bed spaces and resources in areas outside the downtown core. This would provide additional options to program participants, as going downtown for some potential clients could be triggering.

Graduates of the program acknowledge that jail time was a necessary intervention; however, some individuals who commit low-level crimes or openly use drugs are released from jail after a short duration because there is no available bed space. A component of the SCT model includes reaching out to incarcerated individuals to offer an opportunity to engage in the program upon their release.

This is a collaborative effort with Central City Concern staff, law enforcement, the Sheriff’s Office, the District Attorney’s Office, public defenders, and parole and probation. This approach of jail time plus intervention may help to address root causes of criminality by providing a wealth of wrap-around services and support to individual clients.

To make a referral to the SCT, one only needs to provide a name and date of birth. SCT meets once a week to go through referrals and see who best qualifies for the program. Often, individuals will self-refer to the program. However, if individuals do not meet SCT criteria, the group will refer them to other programs that may be better suited.

Participants must be over 18, willing to participate in the program, and have no severe or persistent mental illness. If a person does not successfully complete the program, they can re-enter the program later.

• 30% of individuals who engage in Phase 1 of the program for 30 days or longer go on to successfully graduate the program.
• 82% reduction in post-program arrests for those who graduate the program.
• 77% of ALL participants had reduced arrests post program.
• Cost-benefit: For every $1 spent on the SCT there is a $13 benefit to the community in reduced costs associated with the crimes previously committed in the targeted area.
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. Often Clean Start’s trainees have not 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 CCC Recovery Center, Old Town Clinic, and Old Town Recovery Center. Trainees have access to a wide variety of wraparound services.

CCC also provides Clean Start trainees with access to 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 Clean Start

Central City Concern’s Clean Start program provides mobile trash removal services to areas impacted from homeless individuals throughout the city. There are seven two-member teams that provide this service.
Seven years ago, native Oregonian Carol Shriki was living and working in Clackamas with her son — and doing just fine — until she lost her job. That started a cascade of bad luck that ended with her living under the Burnside Bridge. She couldn’t pay her rent, so she lost her home. As a result, she lost her child.

Living on the street is tough for anyone, but it’s especially brutal for women. Carol was afraid to go to sleep because someone might take advantage of her. She started using drugs to stay awake and warm. Things just got worse. For six years, Carol lived on the streets and often slept under the bridge.

“In the morning, I’d see the Downtown Clean & Safe people picking up and think, ‘That seems like a cool job.’”

Finally, Carol had enough. She checked herself into a residential treatment program at CODA, a treatment provider for substance use disorders, then entered Central City Concern’s Employment Recovery Program at the Estate Hotel. There she received supportive housing and employment services.

Her employment specialist quickly connected her with the Downtown Clean & Safe training program. “I really love being out here, cleaning up and being part of the solution,” Carol says. Within four months, she was hired on permanently.

“I’ve been able to pay off my restitution and I’m almost done with probation,” she says. She hopes that someday she’ll reconnect with her son. Carol’s favorite part of the job is being a role model for the people she used to know on the street.

“Just the other day, I ran into three people I used to hang out with. They told me I was an inspiration to them.” Carol hopes someday they’ll think of her and get into treatment. “I told them, ‘If I can do it, you can do it!’”

CLEAN START EMPLOYEE PROFILE:
CAROL SHRIKI

“Just the other day, I ran into three people I used to hang out with. They told me I was an inspiration to them.”
211INFO WINTER DONATION WISH LIST

Looking to donate some winter gear? Find out below what organizations really need. This list is published in partnership with 211info and the Joint Office of Homeless Services (JOHS). For more information, see 211info.org/donations. For information on donations or volunteer opportunities, please visit www.portlandoregon.gov/toolkit/69886.

JOIN
1435 NE 81st Ave, S. 100, PDX 97213
Thick socks, waterproof/resistant gloves or mittens (dark colors/black), waterproof/resistant winter coats (adults, all sizes), sleeping bags, warm blankets, waterproof/resistant hats (dark colors/black), knit hats (dark colors/black), tarps (brown, dark colors), hand warmers, rain ponchos
Drop off: M-F, 9am-3pm
JOIN’s Winter Gear Amazon Wishlist

Do Good Multnomah
Wy’East Shelter
1414 SE 122nd Ave, PDX 97233
Sandy Studios Shelter
3800 NE Sandy Blvd., PDX 97232
Socks, underwear, gloves, coats, pants, hats, scarves (adults, all sizes), deodorant, toothbrushes, toothpaste, razors, soap, shampoo, paper towels, paper plates, napkins, plastic silverware, non-perishable dry goods, sanitizing wipes, Amazon, Fred Meyer gift cards
Drop off: Wy’East: 7am-10pm.
Sandy Studios: 9am-5pm

Janus Youth Programs
707 NE Couch St., PDX 97232
Hats, coats, gloves, blankets, rain coats, scarves, socks, toiletries (travel size)
Drop off: M-F, 9am-4:30pm

Impact NW
10055 E Burnside St., PDX 97216
Thick socks, waterproof/resistant gloves or mittens (dark colors/black), waterproof/resistant winter coats (adults, all sizes), sleeping bags, warm blankets, waterproof/resistant hats (dark colors/black), knit hats (dark colors/black), tarps (brown, dark colors), hand warmers, rain ponchos
Drop off: M-Th, 9am-5pm

Portland Rescue Mission
Burnside Shelter
111 W Burnside St., PDX 97209
Shepherd’s Door
13207 NE Halsey St., PDX 97230
Hats, scarves, gloves, winter coats, single-use toiletries, hygiene products, women’s hygiene products, toothbrushes, toothpaste, bottled water, instant coffee, backpacks, Bibles
Drop off: Burnside Shelter: 24 Hrs/7 days.
Shepherd’s Door: M-F, 8:30am-4:30pm (Ring doorbell).

CityTeam Ministries
526 SE Grand Ave, PDX 97214
Blankets, sleeping bags, men’s clothing
Drop off: M-F, 9am-5pm

Gresham Women’s Shelter
12350 SE Powell Blvd, PDX, 97236
Coats, gloves, hats, socks, blankets, shoes, as well as hygiene products, food, art supplies for indoor activities.
Drop off: M-F, 8am-5pm

Janus Youth Programs
707 NE Couch St., PDX 97232
Hats, coats, gloves, blankets, rain coats, scarves, socks, toiletries (travel size)
Drop off: M-F, 9am-4:30pm

Cascadia Behavioral Healthcare
847 NE 19th Ave., PDX OR 97232
Waterproof/resistant gloves or mittens (dark colors/black), waterproof/resistant winter coats (adults, all sizes), sleeping bags, warm blankets (fleece/wool), waterproof/resistant hats (dark colors/black), knit hats (dark colors/black), tarps (brown, dark colors), hand warmers
Drop off: Walk in M-F, 8:30am-5pm
Amazon Wishlist

Blanchet House of Hospitality
310 NW Glisan St., PDX OR 97209
Warm, waterproof items for outdoor sleeping
Drop off: M-Sat, 8am-4:45pm
Blanchet House Amazon Wishlist
CITY OF PORTLAND
RESPONSE TO HOMELESSNESS
Quarterly Newsletter

Winter 2019-2020 | Issue 8

The City of Portland Response to Homelessness includes articles and information from several sources:

Joint Office of Homeless Services (JOHS)
https://multco.us/joint-office-homeless-services

Multnomah County
www.multco.us

A Home for Everyone
www.ahomeforeveryone.net

Central City Concern (CCC)
www.centralcityconcern.org

City of Portland Homelessness and Urban Camping Impact Reduction Program (HUCIRP)
www.portlandoregon.gov/toolkit

This newsletter is intended to help inform community members of the City’s response to homelessness and to highlight what the City, County, and their nonprofit partners are doing to promote public health, safety, and livability, and to provide shelter for those experiencing homelessness or living outside.

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/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 fourth quarter of 2019, HUCIRP received 9,866 reports from the community about issues surrounding homelessness throughout the city. Additionally, in these months, HUCIRP was able to post and clean approximately 625 campsites across the city.

To learn more about HUCIRP, please visit www.portlandoregon.gov/toolkit. Have questions about what the City is doing specifically in its response to homelessness? Send us an email to reportpdx@portlandoregon.gov, and our team will do our best to provide you with an answer.
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 & Finance.