



## Central Eastside Together Glossary

### General Terms

### Service Providers

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### Provider Shifts

### General Terms

- **ESD: Enhanced Services District:**
  - An Enhanced Services District (ESD) is Portland's name for a geographical tool that residents, businesses, and property owners in a defined area like the Central Eastside can use to fund improvements that go above and beyond normal City services (typically called a business improvement district or BID in other cities). Both [Downtown Clean and Safe](#) and [Go Lloyd](#) are ESD's.
- **Central Eastside Together:**
  - The name of the Enhanced Services District in the Central Eastside.
- **Central Eastside Industrial District (CEID):**
  - The name of the business district.
- **Central Eastside Industrial Council (CEIC):**
  - The Central Eastside Industrial Council (CEIC) is the business association for Portland's Central Eastside. The CEIC manages the ESD, Central Eastside Together.
- **Central Eastside Together Certification Training:**
  - Bi-annual, at least 2-hour training provided to all Cleaners and 6-hour training for Safety for All Team upon hire and every six (6) months

thereafter; training must include, at a minimum: Engagement with Campers and/or similar vulnerable populations. Differentiation of 'Trash' from 'Personal Property/Documents.' Conflict Resolution and De-escalation Techniques, Mental Health Crisis Response and Trauma-informed Interventions.

- **Service Fees:**
    - Whoever pays the water bill on a property is responsible for the fee. The purpose of the license fee is to provide revenues to fund elements outlined in the ESD service plan. These fees are matched through revenue generated by parking permits and meters through a partnership with the Portland Bureau of Transportation (PBOT).
  
  - **Sidewalk Operations Oversight Committee:**
    - The committee advises the Central Eastside Together (ESD) Board on specific programs including service delivery results, trends and complaints. Will make as needed recommendations for changes to services and host quarterly public information sessions including bi-annual Sidewalk Operations Forums.
  
  - **“Sweeps”:**
    - A term used frequently by the public for the clearing of illegal camping. Central Eastside Together does not participate in “sweeps”.
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### [Service Providers 2020 - 2021\\*](#)

\*All providers have a one-year contract that can be renewed.

- **Central City Concern (CCC):**
  - The service provider who Central Eastside Together is contracting with to provide cleaning and graffiti removal services in the CEID.
  
- **Clean Start Program:**
  - The name of the Central City Concern Cleaning Program who Central Eastside Together is contracting with to provide cleaning and graffiti removal services in the CEID. CCC Clean Start provides individuals who have been impacted by homelessness an opportunity to work and gain crucial experience and confidence to pursue employment opportunities in a mentored six-month work experience.

- **NW Enforcement:**
    - Northwest Enforcement is the service provider who Central Eastside Together is contracting with to provide safety services in the CEID.
  - **Care Coordinator:**
    - The Care Coordinator, someone with expertise working with houseless populations, will be embedded with the Safety Ambassadors during a portion of their service hours. This person will have expertise in trauma-informed best practices.
  - **Outreach Ambassadors:**
    - Will develop relationships with the houseless community and connect them to resources as requested. They are supervised by a Care Coordinator.
  - **Safety Ambassadors:**
    - The Safety Ambassadors respond to dispatches and patrol the district (zones 1-7) on foot on a daily basis.
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### Reporting Terms:

- **Biohazards:**
  - Urine, feces, and blood.
- **Camps cleaned – active:**
  - Staff moved trash from an active camp with permission.
- **Camps cleaned – abandoned:**
  - Staff moved trash from a camp that has been abandoned with no personal property.
- **Camp movement:**
  - Active camps and/or people relocating their camps if the location was on private property and they were asked to move.
- **Drug paraphernalia:**
  - Any tools used to ingest drugs including needles.
- **Graffiti bomb:**
  - Large amount of tagging in a short period of time.

- **Hate graffiti:**
  - CEIC uses Portland United Against Hate's (PUAH) description which is as follows: A hate incident occurs when a behavior-based in bias creates a hostile environment, and/or belittles, restricts, harms, alienates people based on their perceived identity by a person, group, or institution that has similar or greater power than the target(s). This is an offense against a person or property motivated in whole or in part by the offender's bias against a protected class, including race, color, religious ideology, national origin, veteran status, sex, sexual orientation, gender identity, gender expression, physical or mental ability, or political affiliation but may not qualify as a crime or a hate crime.  
<https://www.portlandunitedagainsthate.org/about>
  
- **Mental Health Contact:**
  - A reporting term for when the safety team reaches out to the Multnomah County Mental Health Crisis Line.
  
- **Priority graffiti:**
  - Hate graffiti will be responded to within 24 hours. Other high priorities include large size, businesses that are front-facing, main thoroughfares and walkways with high pedestrian traffic, prominent location, graffiti bombs.
  
- **Property Exclusions:**
  - When the Safety for All team verbally asks people to get off of private property. In order for the Safety for All team to perform this action a waiver is needed.
  
- **Public properties:**
  - Street poles (not PBOT), retaining walls, utility boxes, meters on private property etc.
  
- **Safety Chaperones:**
  - Will be available for chaperones for all people, both people living outside and in need of accompaniment to transportation, work, or home.
  
- **Sites cleaned:**
  - Staff found abandoned camps with no personal belongings present and cleaned the area.

- **Situational Protocol:**
    - Also called Incident Protocol - which outlines the initial harm reduction steps employed during an incident by the Safety Ambassadors. The levels have been established between 0-3 with 0 being the baseline expectation for compassionate behavior and 1 and 2 the use of deescalation techniques and trauma-informed care training. 3 represents an instance of a live threat where the police need to be called.
  
  - **Trauma-informed Care:**
    - “Trauma-informed care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.” (Hopper, Bassuk, & Olivet, 2010)
  
  - **Zones:**
    - To help organize the district we have split it into 8 zones for reporting and services. View the zone map [here](#).
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## **Provider Shifts**

- **Safety for All Team (NW Enforcement)**
  - Care Coordinator (1 total):  
Monday - Friday: 8:30 AM – 4:30 PM
  - Outreach Ambassadors (3 total):  
Monday - Sunday: 8:30 AM - 7:30 PM
  - Safety Ambassadors (4-6 total)  
Monday - Sunday: 2:30 PM - 1:00 AM
  - Lead Safety Ambassador:  
Tuesday – Sunday: 2:30 PM - 1:00 AM
  
- **Cleaning Team (Central City Concern):**
  - Monday - Friday: 8:00 AM until 4:30 PM
  
- **Graffiti Removal Services Team (Central City Concern):**
  - Monday-Friday, 8:00 AM-4:30 PM