



## Safety off the Streets Workgroup Minutes

**DATE:** Tuesday, November 14, 2017

**TIME:** 2:00 PM – 4:00 PM

**LOCATION:** Bud Clark Commons  
Multipurpose Room  
650 NW Irving Street  
Portland, OR 97209

**ATTENDEES:** Liora Benz, Tony Bernal, Kurt Briggs-Ungerer, Erin Burrise, Avi Deol, Christina Gomez, Rhea Graves, Kim James, Lily Padilla, April Roman, Neal Sand, Liz Weber.

### MEETING DISCUSSION

- Welcome and Introductions
  - Tony Bernal, Transition Projects, opened the meeting and led check-in question.
  - Tiffany Kingery, Joint Office of Homeless Services, led the group with an Assertive Engagement (AE) activity.
- Debrief De-Escalation Strategies Panel
  - Reflections: Was it helpful and informative? What did you learn?
    - It is important to be mindful of oneself when approaching de-escalation:
      - Have a reflection process and realize that you may be a trigger for an individual.
      - Realize that each case may be resolved differently.
      - There is not just one approach to de-escalating a situation.
      - Know that there are various ways to approach each situation of escalation.
      - Be aware that escalation may develop from verbal interaction.
      - Be aware that an individual may feel unsafe or unwelcomed with the physical environment they are in, causing escalation.
    - Make sure to check-in with all parties involved in an escalated situation, including bystanders.
    - What approach may be better than the current shelter system?
      - Let individuals who are experiencing homelessness be more hands on with building and maintaining their communities.
      - Provide training and resources to those same individuals to live a self-sustaining life.
  - Questions: Do members want de-escalation training? If so, what kind and how often?
    - Be able to offer de-escalation training to community and staff members.
      - Figure out the frequency that de-escalation training should occur.
      - Who should receive de-escalation training? All staff? Only some members?
        - ◆ Front line staff should receive training.
        - ◆ Staff who work hands on in shelters and service centers should receive training.
        - ◆ Possibly only train a handful of staff members who are expected to respond 2-3 times a year, as needed, to an escalated situation.
    - What does training look like?
      - Another de-escalation panel
      - Offer hands-on training, e.g. mock scenarios or role play

- Webinars
- Offer specific training for individuals in different work environments; a staff member who works in a shelter environment may need different de-escalation training than staff members who go into a person's home, or does more one-on-one work.
- Should we conduct training to workgroup and then we take what we learn to our organizations? Or provide resources to workgroup and each member selects what material they would like to take back to their organization?
- Collect resources within Safety off the Streets contact list for de-escalation webinars and/or handouts that are already cultivated
- Research de-escalation curriculum and costs involved
  - ◆ Will funding be needed to bring an outside source for staff training?
- Ask staff members who currently provide de-escalation training to their staff to extend their training, handouts or checklists to other organizations within the Safety off the Streets community and workgroup.
  - ◆ Could we find one or more individuals internally to conduct training?
- Add Training Resources tab and link on AHFE website
  - Gather information from SOS members who can send handouts, checklists and webinars that we can use and possibly add on website.
- Review Working Draft of 'Low Barrier' Community Guidelines
  - April Roman, Joint Office of Homeless Services, and Tony Bernal spoke about creating a draft outline of standards and qualifications of 'low barrier' shelters to be presented by next meeting.
    - Are there minimum standards for low barrier shelters? If so, what are they?
    - Create a guideline and of what aspects and qualifications make a shelter 'low barrier'
    - Each low barrier shelter will not be identical to one another. A variety of factors may come into place for each individual low barrier shelter.
  - Create a 'low barrier' system that will be accessible to the community.
    - Who will make the decision of choosing which factors can cause denied service? Will all low barrier shelters allow individuals with criminal history and/or drug use?
  - Is there a possibility of conflict arising with a low barrier system alongside high barrier housing?
  - Need to clearly identify the definition of 'violence' and 'theft' in regards to allowing an individual to continue to stay in low barrier shelter.
- Winter Weather Updates
  - Some winter weather shelters of the season will open Monday, November 18, 2017.
  - Preparing winter, severe weather and emergency shelters for the winter season.
    - More beds and trained staff are available for winter shelters.
    - Multnomah County and the City of Portland are working with TPI to train employees in the event we reach emergency levels, those trained county and city employees would be deployed to work in the shelters.
    - Some JOHS contracted partners that have staff members who will work as leads at emergency shelters as we need to open them.
  - Outreach increasing with Fire Dept, parks rangers, etc.
    - Map will be available that show where outreach will be located.
  - Youth system shelters are expanding Wednesday, November 15, 2017, but is still expected to meet maximum capacity.
  - Portland Shelter Map is updated by 2-1-1 and is still active, showing shelter availability
  - Family shelters are currently at maximum capacity.

- For the individuals who choose not to go to a shelter, what plan is in place to make sure they do not experience a “sweep” or “camp site clean-up” by the city?
  - Last year during winter weather, we asked the city to stop conducting the sweeps of the groups who were not in shelter.
- Look into having a map of where people who are volunteering will be working so they can be transported safely and most efficiently.
  - There is a team of volunteered drivers for severe and emergency weather conditions
  - Hiring the City of Portland Printing and Distribution company drivers.
- City of Portland plans on salting the roads this year in the event of snow and/or ice.
- Featured Organization
  - Neal Sand, Janus Youth, agreed to speak about the organization and what they focus on.
    - Due to time restraints, he agreed to be the featured organization in next month’s meeting.

## ACTION ITEMS

### ITEM

1. Gather resources, handouts, webinars and other tools from Safety off the Streets members for de-escalation training. Add a Training Resources tab to website with the provided de-escalation information.
2. Create draft of what the ‘low barrier’ system looks like to share at next meeting

### ASSIGNED

Workgroup leads

April Rohman,  
Tony Bernal

## NEXT MEETING

Tuesday, December 12, 2017

2:00 PM – 4:00 PM

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650 NW Irving Street

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