

Good Neighbor Agreement
Multnomah County Coordinated Care Pathway Center
980 SE Pine Blvd

Background

1. This Good Neighbor Agreement (GNA) has been developed by a committee consisting of the following stakeholders: The Multnomah County Health Department, The Multnomah County Chair's Office, The Operator, The Buckman Community Association (BCA), The Central Eastside Industrial Council (CEIC), Central Eastside Together, Escuela Viva, two representatives of area residents, and two representatives of nearby businesses. The GNA focuses on addressing the impact of the Coordinated Care Pathway Center ("Center") located at 980 SE Pine Street, which will be opened and managed by The Operator at the direction of Multnomah County Chair Vega Pederson.
 - a. The purpose of this Good Neighbor Agreement is to address and document the following key topics:
 - i. Commitments by the County to maintaining a peaceful and orderly environment, preventing loitering, and ensuring cleanliness and safety around the Center.
 - ii. Establishing communication protocols between the Center and neighboring stakeholders.
 - iii. Setting clear expectations for responsiveness to issues raised and an escalation process for unresolved matters.
 - iv. Designating points of contact for public safety concerns related to the Center.
 - b. The agreement is founded on the understanding that all parties have basic rights, including:
 - i. The right of neighbors, visitors, and program participants to feel safe.
 - ii. The right of all parties to enjoy their properties and public spaces peacefully
 - iii. The right of neighbors, visitors, and program participants to access community resources, services, and public facilities.

2. Legal Status of Good Neighbor Agreement

- a. All participants are committed to maintaining the safety and livability of the area. With this shared purpose, all participants signing below enter into this Good Neighbor Agreement. By signing this agreement, all participants acknowledge that it constitutes a binding and enforceable agreement. As such, the participants agree that this Good Neighbor Agreement creates enforceable legal rights, duties, claims, and remedies for all parties involved and any beneficiary.
- b. All participants agree to:
 - i. Actively participate in this agreement.
 - ii. Engage in collaborative problem-solving for any issues within the Good Neighbor Area.

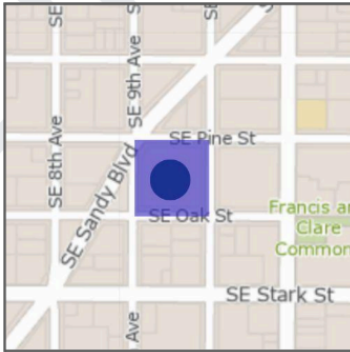
- iii. Communicate directly, respectfully, and civilly with all parties.
 - iv. Foster a sense of safety, welcome, and community investment in the neighborhood.
 - v. Report crime or suspicious activity to the police.
 - vi. Work together to resolve problems swiftly and directly.
 - vii. Follow the communication procedures outlined in Section 7 for any further planning, problem-solving, or conflict-resolution needs.
- c. Consequences for Violation
- i. If the expectations of this agreement are not met three (3) times within a ninety (90) day period, any party to this agreement may request reasonable action to cure the violations.
 - ii. Should a reasonable cure for the violations be requested and the request not be fulfilled to the requester's satisfaction within one (1) week, the requestor may schedule arbitration at the County's expense.
 - iii. The arbitration shall be binding.
 - iv. Violations that result in harm to the requester's health or property shall individually fulfill the requirements for requesting a reasonable action to cure under 2. (c)(i).
 - v. Violations of this agreement that result in property damage, whether directly or indirectly, shall be paid reasonably at the demonstrable cost plus 15%.
 - vi. Violations of this agreement that result in injury to one's health, whether directly or indirectly, shall be paid reasonably at the demonstrable cost plus 30%.
 - vii. Nothing in this agreement prevents the parties from negotiating a cure outside of arbitration, nor does engaging in negotiations prevent any party from seeking arbitration later.

3. Partner Responsibilities

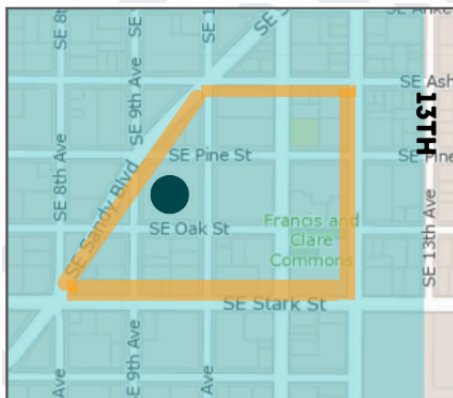
- a. Multnomah County Responsibilities
- i. Operator and Contractor Expectations:
 - 1. Act as the sole accountable party in ensuring that the Operator and Contractors uphold the expectations and commitments made in this agreement.
 - 2. Participants with specific criminal histories are disqualified individuals for service at the Deflection Center (i.e., sex crimes or violent crimes against children, domestic violence esp. towards women, trafficking, harassment.)
 - ii. Perimeter Maintenance and Cleanliness:
 - 1. Assign staff to walk the perimeter of the Coordinated Care Pathway Center daily, ensuring the area is free of trash, non-hazardous waste, and syringes.
 - 2. Provide on-site trash and waste disposal as needed to maintain a clean environment.
 - 3. All expectations, as outlined in Section 5
 - 4. Other items, as identified in future GNAC meetings
 - iii. Communication and Reporting: Establish and maintain a 24/7 phone line for community members to communicate concerns or questions about the Center.
 - 1. Facilitate a communication plan to inform businesses within Zone 3 how and with who to communicate for issues and support.

2. Track and follow up on all reports from residents and businesses, ensuring timely responses within 48 hours for non-emergency issues and appropriate follow-up actions.
 3. Create a dedicated program-specific email address, monitored daily for unresolved concerns or questions. If a reporting entity does not receive a response from the initial phone line, they can escalate the issue through this email address. County staff will address the concern, and The Operator will close the loop with the reporting entity.
- iv. Community Engagement and Collaboration:
1. Convene monthly meetings open to all signatories of this GNA to provide program updates, share data, answer questions, and collaboratively address emerging issues.
 2. Attend monthly meetings of the Buckman Community Association.
 3. Communicate regularly with the Portland Police Bureau Central Precinct Neighborhood Response Team (NRT) officers to address potential or emerging safety concerns and make that information available to all signatories of this GNA as part of the monthly report.
 4. Ensure that a representative from all signatories of this GNA attends monthly convenings organized under this agreement.
- v. Monitoring and Compliance:
1. Provide monthly updates to the Board of County Commissioners on the Coordinated Care Pathway Center's operations and outcomes.
 2. Execute zone-specific commitments as outlined in Section 8 of this agreement.
 3. Serve as a point of contact for CEIC members and businesses, fielding questions about the Coordinated Care Pathway Center and, when appropriate, directing these inquiries to Multnomah County or The Operator.
- b. Central Eastside Industrial Council Agreements:
- i. Inform Multnomah County and The Operator of any concerns or issues received from CEIC members regarding the Center.
 - ii. Actively participate in the monthly meetings organized under this agreement to monitor compliance, discuss updates, and address emerging or unresolved issues.
 - iii. Hold Multnomah County accountable to the terms outlined in this agreement, ensuring that all commitments related to cleanliness, participant behavior, communication, and community safety are met. CEIC will escalate concerns to Multnomah County to provide timely and effective resolution.
- c. Buckman Community Association Agreements:
- i. The Buckman Community Association agrees to:
 1. Field questions from BCA members and neighborhood residents regarding the Deflection Center and, as appropriate, direct them to The Operator.
 2. Inform the Operator of any concerns they receive relating to the Center.
 3. Participate in the monthly meetings organized under this agreement.

4. External Impact Zones

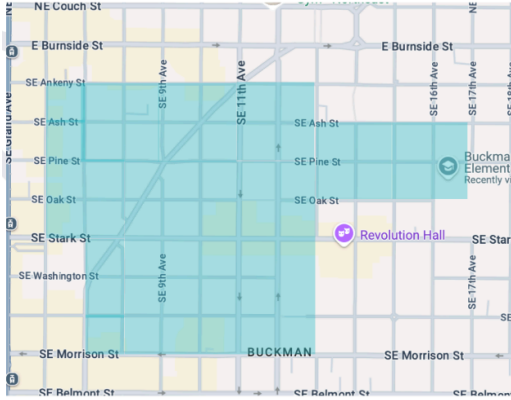


- a. To ensure a peaceful and orderly environment, prevent loitering, and maintain cleanliness around the Deflection Center, Multnomah County commits to a three-zone approach to safeguard the security and safety of the neighborhood surrounding the facility. The specific commitments from Multnomah County for each zone are as follows:
 - i. Zone 1: Coordinated Care Pathway Center and its Perimeter
 1. Legal Compliance: Ensure the Center fully complies with all relevant federal, state, and local laws, regulations, and policies.
 2. Operator Accountability: Ensure that the Operator meets the standards outlined in its contract with Multnomah County.
 3. On-Site Security: Provide on-site, uniformed security officers at the Pathway Center 24/7
 4. Patrols: The Operator will conduct patrols every 30 minutes to monitor the surrounding area for trash, debris, needles, biohazards, predatory behavior, camping, and loitering.
 5. Maintenance: Regular groundskeeping, including power washing weekly or as needed. Immediate removal of sharps, biohazards, and other toxic substances.
 6. Power washing of graffiti and biohazards within 24 hours of a reported incident.



- ii. Zone 2: Safety Zone

1. Safety Patrols:
 - a. County security personnel will enhance neighborhood safety by increasing security patrol presence, interrupting inappropriate behaviors, and promptly reporting illegal activities to law enforcement. Unlawful and prohibited activities include loitering, camping, drug use or dealing, and littering.
 - b. The County will also provide enhanced services to the Good Neighbor Area by reporting to PDX Reporter any abandoned cars, RVs, or campsites in the protected zones.
 - i. Foot patrols consist of two officers continuously patrolling the two-block radius immediately surrounding the Center.
 - ii. In accordance with ORS _____, security personnel may intervene and engage individuals under specific conditions as outlined in the Good Samaritan law (insert details).
 - c. Flexibility in Patrols:
 - i. Additional patrols can be dispatched as needed to address specific concerns.
 - d. Focus Areas:
 - i. Monitoring and reporting of drug-related activities.
 - ii. Reporting any illegal behavior observed, including loitering, littering, drug use, and dealing, or camping in the protected areas.
 - e. Reporting Protocol:
 - i. Multnomah County will make contact information for the general public to request support and services available before the center opens.
 - ii. When a call or request for support is received, officers will be dispatched to the scene to provide the necessary support or services.
 1. This will be tracked, measured and reported.
 - iii. All observed illegal behavior will immediately be reported to law enforcement agencies for appropriate action.
 1. This will be tracked, measured and reported.
 - iv. Officers will utilize reporting software made available to the public to understand the center's impact and the subsequent actions to create a safer and cleaner environment.



iii. Zone 3: Clean-up and Outreach Zone

1. Safety Patrols:

- a. The County will provide uniformed officers to provide 24/7 presence patrol and services to the entire Zone 3 area.
 - i. There will be two officers per vehicle.
 - ii. Officers have a 7-minute response time to any dispatches
- b. The officers will provide continuous presence patrol to the entire area, which includes proactive support to residents' businesses, and support to unhoused individuals, connecting them to services via the Peer Outreach Team.
- c. Be an asset to the neighborhood by actively reporting all behavior not in alignment with the protected Good Neighbor Zone, including loitering, littering, drug use and dealing, camping, etc.
 - i. Reports should be made exclusively via PDX Reporter.
 - ii. All reports should be tracked, monitored, and reported.
- d. Deploy Peer Outreach teams from Multnomah County to engage with individuals in the zone.
 - i. The goal of street outreach is to improve the health and stability of individuals while improving neighborhood livability. Train peers and the County's PATH staff in the neighborhood will provide outreach. There will be a minimum of two staff working 7 days per week. Outreach workers will engage with individuals, assess their needs, and work to get them into services. If individuals do not initially engage, outreach workers will continue interacting with them to support their initiation with services and basic needs resources. Multnomah County is also working with other county programs that do street outreach and partner with mobile medical vans to add capacity.
 - ii. Conduct a baseline assessment in accordance with section 9 of this agreement by October 14, 2024.
 1. The baseline assessment will be linked here once complete.

- iii. Multnomah County will conduct a monthly reassessment of the baseline data to evaluate needs and seek continuous improvement.
- iv. Provide clean-up services by section 5 of this agreement.
- v. The County shall work with the City of Portland to establish a formal agreement to designate the zone as a high-priority unsanctioned campsite zone.
 - 1. Zone 3 will be designated a high-priority zone to address unsanctioned campsites. The City will initiate prompt engagement with individuals (within three business days) to visit and assess the campsite. Following the assessment, city teams will give the sites the highest priority for a posting. The posting will advise the individuals that the site will be cleaned and removed following a 72-hour waiting period as per Oregon State Law (ORS 195.505). Attempts will be made to connect individuals to the City's Street Service Coordination Center (SSCC) resources. The City will communicate regular updates to the Community Advisory Group.
- vi. Multnomah County and its operators and contractors will be responsible for reporting the campsites to the City of Portland, including the impact reduction, and working with Metro's RID program to mitigate any external impacts from a removed camp.
- vii. The county will coordinate with the City's TASS site to move campers into housing and supportive services.
- viii. The County will coordinate with local providers, like the City Team, who have offered support, resources, and transportation to any program participants.

5. Scope of Cleaning Services

- a. Special Projects Mobile Cleaners (2.0 FTE)
 - i. These cleaners will drive a truck around the district and perform cleaning duties five days a week, from 6:00 AM to 2:30 PM, Monday through Friday. Cleaners will begin the day at priority areas, including EV and Buckman Elementary School.
- b. Bicycle Cleaners (1.0 FTE)
 - i. This cleaner will perform cleaning duties five days a week, from 10:00 AM to 6:30 PM, Thursday through Monday. They will have a bicycle, cell phone, and necessary cleaning supplies.
- c. Supervisor (0.25 FTE)
 - i. The management team is responsible for fulfilling all aspects of this contract.
- d. The teams will:
 - i. Conduct routine cleaning routes to pick up and dispose of trash in areas surrounding in the Good Neighbor Zone, as identified by the teams and contract partners.
 - ii. Coordinate, through the supervisor, for service calls to specific areas or camps not part of routine patrols or if additional services are required.

- iii. Safely remove garbage, debris, and abandoned materials during cleaning routes or dispatch calls.

6. Transportation

- a. The program will offer transportation services to all participants exiting the Center. This will include direct transportation to a referred service whenever available. When an immediate referral isn't available, all individuals will be offered transportation to their next destination or home.
- b. As part of the program's required tracking, each individual's discharge process will include asking and recording the individual's plan for transportation, which mode they take, and where they are going. This data is reported as part of the program's evaluation and used to inform necessary adjustments.
 - i. Transportation options will include:
 - 1. Immediate access to transportation away from the Center by an on-site vehicle of the center's operations via services made available:
 - a. Pre-paid cab
 - b. Non-emergency transportation for medication reasons
 - c. Emergency medical transportation, if required
 - 2. If a deflected person is offered transportation but refuses it, The Operator will contact local providers, including, but not limited to, the City Team, who have offered to provide peer support and transportation services. Contact with local providers should occur before the program participant is permitted to leave the Center.

7. Communications structure and mediation

Escalating concerns to the County:

- A. Any issues, questions, or concerns arising from the Center shall first be addressed via one-on-one communication (telephone, email, or in-person) between the reporting entity and the shelter provider.
 - a. The Community Line is: (971) 710-0082
 - b. The Community email is: County must provide by 10/21/2024
 - c. The direct Community Outreach person is: County must provide by 10/21/2024
- B. Upon receiving a call from a community member, the Operator will either
 - a. Address it immediately if within Zone 1 or;
 - b. Dispatch the call to the County's Private Security Contractor if in Zones 2 and 3
 - i. A record of all calls dispatched from the Center to the Private Security Team will be tracked, measured, and reported.
- C. The Private Security Contractor will:
 - a. Immediately dispatch to the area and provide necessary service including but not limited to:
 - i. De-escalation
 - ii. Presence Patrol
 - iii. Safe-Walk Chaperones
 - iv. Escalating to the appropriate bureau or public service provider

- v. Creating a report via PDX Reporter.
 - 1. All reports will be filed online.
 - 2. File numbers will be maintained in a call log and be made available upon request and at recurring meetings.
 - 3. Additional data will be collected, including:
 - a. What was reported
 - b. Date of report
 - c. Who reported it
 - d. What was the outcome of the report
- vi. Officers will respond within 7 minutes.

Ongoing Communication

- A. Multnomah County shall host a virtual bi-weekly meeting comparable to the Public Environmental Management Office's (PEMO) Problem-Solvers Meetings.
 - a. Admin and coordination will be provided by the County.
 - b. Representatives of the County Chair's Office, the County Health Department, the Operator, Safety and Cleaning Contractors, and other jurisdictional partners named in the operational agreement shall be present.
 - c. Meetings will be open to the public, and a link and event will be posted on the Multnomah County website
 - d. Officials will provide a report at each meeting, which includes the following information:
 - i. How many calls came into the Center
 - ii. How many were sent to dispatch
 - iii. Distribution of calls (disturbances, loitering, drug use, drug dealing...
 - e. The structure and terms of these meetings can be adjusted to foster a more efficient and productive process, and enhance overall outcomes.