



Businesses Caring in Hillsboro

A Homelessness Tool Kit

The Basics for Your Business

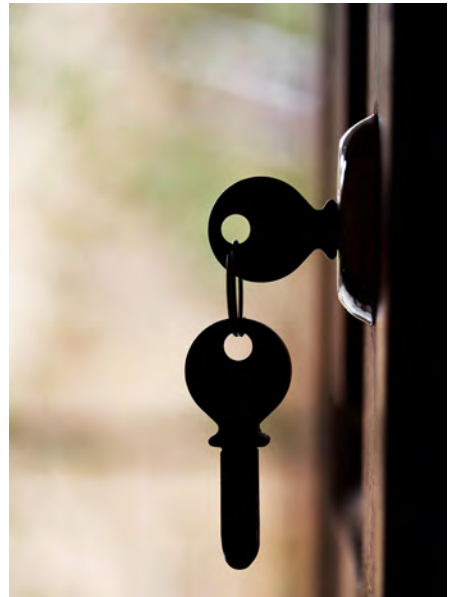
Businesses Caring In Hillsboro: A Homelessness Tool Kit

Updated December 2021.

INTRODUCTION

Around your offices and stores, you are often the first to hear from customers, employees, and neighboring businesses when homelessness conditions improve or worsen. The Businesses Caring in Hillsboro toolkit was originally created out of a desire we heard from businesses to respond compassionately to our housing crisis, while also protecting the livelihood of their businesses with practical tools to address common situations associated with homelessness.

We know this toolkit will not provide a solution to every impact your business may face, however we hope it will continue to be a useful guide for local businesses as we work towards reducing unsheltered homelessness locally through collaborative efforts on solutions we know work: adequate year-round shelter with rapid pathways to housing, affordable housing and permanent supportive housing, effective outreach, homelessness prevention, and consistent coordination between our systems and institutions that touch the homelessness services system.



We look forward to keeping our community updated and involved as we progress towards these goals with our local government and community-based partners.

Some key updates to this guide include:

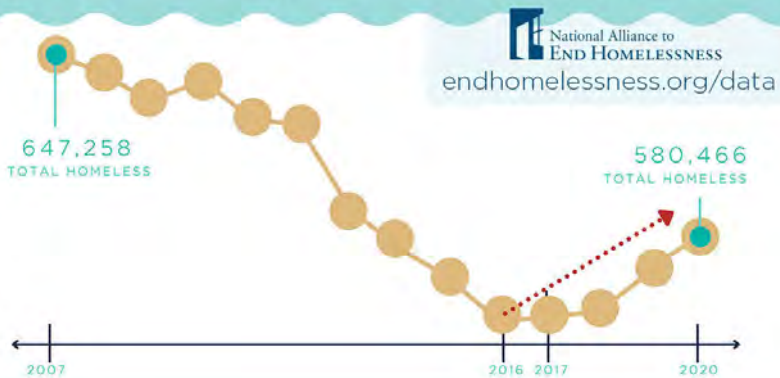
- Information on how to connect with our Tenant Storefront Improvement grant. Communities face real financial impacts when rates of homelessness increase, and businesses are not immune. This grant is one tool we can use to come along side our local businesses financially.
- Information on how to participate in clean-up and beautification efforts with Hillsboro Downtown Partnership (HDP). It's important to enhance and maintain the visual appeal and customer experience in the entire downtown area. We are excited to partner with HDP to expand this effort in the coming year, as well as broader clean-up efforts across the city.
- Expanded and updated tips for dealing with everyday interactions including an updated quick tips sheet for frontline staff.
- Detailed information on how to connect with the Washington County Crisis line and what to expect when you make a call. The Crisis Team is our primary resource for persons experiencing a mental health or addiction crisis and we included additional information from our partners at Hawthorne Walk-In Center to empower business owners and staff with this critical resource.
- Updated *Street Roots Resource Guide* and *Key Resources Card* are included with this toolkit as companion materials. The Key Resource card is a simple tool to direct persons to Hillsboro-specific resources that accept walk-ins and are accessible for persons without phones.

STATISTICS

Even before the pandemic, rates of homelessness were rising across the United States. Oregon reported one of the highest rates of homelessness (34.7 persons per 10,000) in 2021 and one of the highest rates of unsheltered persons in the country, with just over 60% of persons experiencing homelessness in Oregon living outside as opposed to in a shelter bed. In fact, there are still only enough shelter beds for around 54% of those currently experiencing homelessness in Oregon and only enough affordable and available housing units for 25 out of every 100 low incomes renters in Oregon.

Have comments, feedback, or specific questions not answered in this toolkit? Submit them to our Community Services Coordinator, Mandy Gawf, at Mandy.Gawf@Hillsboro-Oregon.gov.

NATIONAL-LEVEL COUNTS FOR OVERALL HOMELESSNESS



PREVENTION

Do:

- Keep the area in front of the store clean and well maintained. If you keep your area clean, others are more likely to respect that area.
- Make sure all lights work properly including areas where criminal activity could take place, including areas around entrances, alcoves, and covered spaces.
- Install motion-activated exterior lighting for after hours.
- Trim trees up so that there is visual clearance below 6 feet in height.
- Maintain landscaping to reinforce ownership.
- Get to know your Hillsboro Police Department Community Enhancement Team (CET) at 503-681-6190 and talk to them about any problems you may be having with individuals experiencing homelessness. If you are interested in information on Crime Prevention through Environmental Design (CPTED), contact Earleen Reimann with the Hillsboro Police Department at 503-681-5207.
- Join with Hillsboro Downtown Partnership in one of the regularly scheduled tidy up events. Events include activities such as litter clean-up, cleaning benches, pulling weeds, flower planting, and removing graffiti. Learn more or sign up at DowntownHillsboro.org/volunteering.
- Connect with our Economic Development Department to talk about our Storefront Improvement Grant, a city matching grant up to \$40,000 maximum award for commercial and mixed-use building exterior improvements only. These can include but are not limited to: exterior rehabilitation and renovation, painting, pointing, brick, masonry, wood, metal, and stucco repair, architectural and retractable awnings (except those with tenant/business names as part

of the awning); business signs and graphics, exterior and decorative lighting, windows, and architectural design. Contact Karla Antonini with the Economic Development Department at karla.antonini@hillsboro-oregon.gov or at 503-333-3373 for more information.

Don't:

- Offer food or money, unless you are prepared to handle repeat requests.
- Permit anyone to camp on your property, unless you are participating in a designated Safe Park program run by a qualified service provider.
- Allow anyone to store shopping carts or personal belongings on your property.



INTERVENTION

- If someone, housed or unhoused, is being disruptive, try to deescalate the situation if you are comfortable and feel safe doing so. Speaking calmly and clearly using phrases such as “I understand you are upset; I’d like to try and help you” may prevent the police or others from having to get involved and reduce criminalization of homelessness.
- Let people know the boundaries on your property. If people are doing something illegal or won’t leave when asked, call the non-emergency police line: at 503-629-0111.
- If someone is unruly or causing a disturbance, call 9-1-1. Know you can text 911 in situations where you cannot place a call.
- Lock or turn off exterior power outlets and lock dumpsters when possible.
- Become familiar with local service providers in your neighborhood so you who can provide a meal, shower or other services and use the key resources hand-out card, 211, or the rose city resource guide to point persons in the right direction. Give out the Washington County Crisis card if they are asking for mental health or addiction supports.
- Post our frontline staff placard by your register or front desk and share with your staff.

PARTICIPATION

- Get to know the people living on the streets in your area and treat them with respect and in a way that makes them like and respect you as a good neighbor.
- Offer to help by directing them towards a day center where they can connect with support staff if they need to talk further about housing or shelter.
- Call the Washington County Crisis Line if you encounter someone who appears to be in a mental health crisis. If you're aware of someone in crisis, help starts by calling the Washington County Crisis Line at 503-291-9111. **NOTE:** if a person is threatening or engaging in physical harm, call 911 first — and then the Crisis Line. Inform both that the crisis appears related to mental health.
- While there are many challenges to maintaining employment while experiencing homelessness and/or a disabling condition, if someone is looking for work you can point them to job training resources at:

WorkSource Oregon (Comprehensive One-Stop Career Center)

241 SW Edgeway Drive

Beaverton, OR 97006

503-280-6046 option 8

WorkSourcePortlandMetro.org

Bus line #52

Prosperidad

400 E Main Street, Suite 110

Hillsboro, OR 97123

503-336-9895

Prosperidad@CentroCultural.org

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- When you want to get more involved there are many organizations trying to end homelessness or increasing affordable housing. One of the best things you can do as a business is find one that you want to support and ask them what they need.

Areas that might interest you include:

JOB TRAINING

List your open positions with Prosperidad or WorkSource Oregon and consider hiring someone who has experienced homelessness.

YOUTH SERVICES

Young people need caring adults in their lives. Consider volunteering with our local organizations that support youth experiencing homelessness.

Inukai Family Boys & Girls Club

560 SE 3rd Ave
Hillsboro, OR 97123
BGCPortland.org/Inukai

HomePlate Youth Services

12520 SW 3rd St
Beaverton, OR 97005
HomePlateYouth.org

DAY CENTERS

Consider connecting with a Day Center to see what their needs might be.

Project Homeless Connect

363 SE 6th St
Hillsboro, OR 97123
PHCWC.org

Open Door Housing Works

34420 SW Tualatin Valley Hwy
Hillsboro, OR 97123
ODHW.org/eng/ho_overview.htm

SOCIAL SERVICES

- **Community Connect:** For people experiencing homelessness or at imminent risk of becoming homeless; 503-640-3263.
- **2-1-1:** An organization that connects people to services in Washington County and throughout Oregon. It's free and available 24/7. You can also download the 2-1-1 app on your cell phone.
- **Street Roots Rose City Resource Guide:** A more comprehensive guide with listing of resources in Washington, Clackamas and Multnomah County.
- **Washington County Crisis Services:** Operates 24/7 to provide support & resources for community members having a mental health or addictions crisis. Trained crisis staff work with both children & adults, and all services are free & confidential. They can support individuals by phone or in-person, either in the community or at the Hawthorn Walk-In Center. A few other key things to know about the Crisis Line:
 - The Crisis Line will get more information from you about the situation and person(s) involved to determine the best response, which may include an on-site intervention.
 - Mobile response by the Crisis Team is prioritized by risk level & capacity, but our goal is to arrive within 60 minutes to urgent crisis calls.
 - If an individual is at imminent risk of harm toward self or others, we will assess for involuntary transport to the nearest hospital and facilitate this with first responders.
 - For all other persons, services are voluntary and they may decline to participate. We can always try engaging again at another time. Once they've begun to talk with us, that conversation becomes protected, but we will ask their permission to give you an outcome.



CONTACT US



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Hillsboro-Oregon.gov

WashingtonCountyChamberOR.com