

Portland Street Response Fast Facts

Portland Street Response, a program that's part of Portland Fire & Rescue's Community Health Division, offers an unarmed response to non-life-threatening behavioral and mental health crisis calls.

PSR started responding Feb 16, 2021 with a staff of six.

Full staffing starting March 28, 2022 to cover the City of Portland:
20



Portland Street Response Expansion by square miles:

Feb 16, 2021: 3.75 square miles

April 21, 2021: 13 square miles

Nov. 4, 2021: 36 square miles

March 28, 2022: 145 square miles

Call information:

- 48% of our first response calls involved clients with suspected **mental health needs**
- 56% of our first response calls involved clients with **unmet basic needs**
- 44% of our first response calls involved clients with suspected **substance use needs**
- 65% of our first response calls involved **houseless clients**
- Our community health program helped 10 clients secure two weeks or more of **temporary shelter**
- Our community health program helped 9 clients secure **permanent housing**
- Our community health program helped 2 clients **retain their housing**
- Total **supplies donated** program-wide including first response, client follow-up visits and activities is 1,323
- Total **referrals** during first response and client follow-up visits is 399
- We hosted a total of 57 community **outreach & engagement events** where we've made 2,597 community contacts

Job titles and duties of the response team:

Mental Health Crisis Responders: These responders provide crisis intervention, face-to-face mental health assessments, information and referrals, and offers brief supportive counseling to clients in the field, who are in emotional distress and/or seeking information on available mental health services.

Community Health Medical Personnel: These medical professionals offer on-scene assessment and treatment for non-life-threatening health issues facing those in mental and/or behavioral health crises.

Community Health Workers: Community Health Workers facilitate access to social services and agencies through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

Peer Support Specialists: The professionals with lived experience facilitate access to social services and agencies through a range of activities such as outreach, community education, informal counseling, social support, and advocacy.