

PORTLAND STREET RESPONSE PROGRAM EVALUATION

Why?



Evaluation tells us how a program is working, and for whom; helps us improve the program; and can lead to future funding and support. The Portland Street Response (PSR) evaluation will:

1. Determine **overall effectiveness** of PSR pilot program
2. Provide **suggestions** for refinement during the pilot year
3. Provide **recommendations** for scaling up citywide

Who?



The evaluation will include feedback from a variety of stakeholders and sources:

1. **People experiencing homelessness** and others served by PSR
2. **PSR Staff and other first responders**
3. **Community members**, including residents, businesses, neighborhood associations, service providers, and community centers

Evaluation Costs

1. **PSU faculty time** to lead the evaluation
2. **PSU graduate student time** to assist with the evaluation
3. **A subcontract with Street Roots** to interview unhoused community members about their experience with the program
4. **Gift cards** to unhoused community members to compensate them for their time completing surveys and interviews about the program
5. **Gift cards** to community members to compensate them for their time completing surveys and interviews about the program



How?

The evaluation will involve the following activities to ensure PSR is meeting the needs of those it was designed to help:

1. Monitoring the **number, type, and outcome of calls** that PSR responds to
2. Tracking **key performance measures**, including average response time, average time on scene, and percentage of calls that result in transport, or referrals to other services
3. **Quarterly interviews** with unhoused people and others served by PSR conducted in collaboration with the **Street Roots Ambassador Program**
4. Close **engagement with PSR staff** about their experiences in the field and support they need to be successful
5. **Interviews with community members** about their experiences with and attitudes toward the program



What?

The evaluation will measure a variety of outcomes, including:

1. Reduction in the **number of calls** traditionally responded to by Police where no crime is being committed
2. Reduction in the **number of medically non-threatening 911 calls** that are transported to the emergency department
3. Reduction in the **number of behavioral health and non-emergency calls** traditionally responded to by Police and Fire
4. **Program satisfaction** among people served by PSR
5. **Program satisfaction** among other community members

We will present a **progress report** to Portland City Council after the program has been in the field for six months and a **final report** after one year.