



## De-escalation & Intervention: Qualitative and Quantitative Description

**De-escalations:** 41 (to date 197- start Aug. 2021)

**Empathy Connections:** 865 (to date 2,706- start May 2022)

**Interventions to prevent arrests or de-escalate police/ security guards:** 0  
(to date 18- start Aug. 2021)

**Number of CSU team members:** 22, including shadows (7 Spanish speakers)

**Number of hours deployed:** 341.85 (to date 1534.35- start Aug. 2021)

### Objectives of the CSU project:

Generally, the purpose of the CSU project is to offer alternative community protection mechanisms in light of existing tensions and potential for ongoing conflict. More specifically the objectives include:

1. Improve community relations and imagination around public safety
2. Prevent violence and destructive conflict through nonviolent responses
3. Offer a channel to enhance access to needed resources for those in the Plaza and contribute to the Plaza becoming a more accessible and enjoyable place for all community members

### Qualitative

#### Sample Stories of Struggle and Deep Empathy:

X wanted to talk quite a bit. He said he is married to a woman named Y and they have 3 kids. He is from DC. He said his parents had both died and were in heaven. He ate a meal DCPT had brought for him. He seems to laugh when he gets nervous.

X, young man, maybe high school age or a little older who came to the US from El Salvador when he was 14, and now lives with his older sister. His parents are in El Salvador. He had heard DCPT asking Oscar about a scratch on his leg and being patient with him and said he thought DCPT were good people for doing that. X shared he was in prison for 2 years and likes to drink. But he wants to get his GED, he is working parking cars near Metro Center. DCPT encouraged him to avoid bad influences, find friends who have good habits.

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X wanted to go to a detox facility. A bed was available at RAP. So DCPT asked District Bridges to come to the Plaza to help transport.

DCPT member spoke more to the couple who sell coffee and explained a bit more about the context that precipitates some Plaza folks to drink – leaving violent/dangerous situations or having experienced trauma, coming to this country without familial support, being separated from family, or family being deceased. The couple was sympathetic, understanding, and appreciative.

X opened up to DCPT members about his struggles with alcoholism and being a single dad trying to raise/support 7 kids (ages 2-9) when he can't work now due to his injury. He was stabbed in the plaza and was on crutches for approximately 6 weeks. He drinks to dull some of the pain of his injury.

***Examples of de-escalation:***

“It was intense for more than 2 hours at the market. FrozenYo called for police help. Two police officers came. They gave a warning to X and removed alcohol from one intoxicated young man. Another intoxicated young man (M) was taking video of us, police officers, vendors, and market managers. M was going to different tents and bothering the vendors and Market Managers. Chatted with M and got him away from FF tent, and 2 vendors' tents.”

One time, X raised his voice toward a DCPT member, called them a bitch, and asked them to back off, so they **gave him space to avoid any escalation**. Later on he was calm and acknowledged what he had done was rude/hurtful and both were able to chat in a positive/constructive/empathetic way about what had happened and smooth things over.

DCPT deescalated a potential fist fight between X and his friend near the benches. DCPT walked X across Park road to Plaza, gave him a bottle of water, and stayed near him for half-an-hour.

A fist fight broke out between X and Y near the two benches, close to Kenyon street, around 10 am. Both were under the influence of alcohol. DCPT member ran across Kenyon street to intervene by keeping them apart and offered food to both of them.

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X was raising his right fist at the Fresh Farm tent. To prevent a potential conflict, DCPT member escorted him out of the market.

***Connecting folks with community resources:***

Escalated an individual's need for help with an immigration issues with District Bridges (DB) after the individuals noted they had not heard back from DB and were requesting assistance from DCPT.

Gave out a number for Legal services to someone DCPT member met before who wanted help with an immigration issue.

X expressed gratitude again about DCPT and Sara/DB helping him with his immigration matter.

Encouraged some Plaza folks to go to the church (Loaves & Fishes) to get some breakfast.

Distributed 7 fried-chicken boxes, donated by a non-profit.

**Individuals Transforming:**

X is no longer getting intoxicated. He is taking care of himself.

X recently quit drinking. He was happily sharing how great he is feeling. He lost all his documents while drunk around 2 years ago and hasn't recovered them all yet. He urgently needs his SSN for work purposes, and he has been in touch with Sara about it. He used to have a green card and he has his passport now. Chatted for about 15-20 min about his life and all the plans for the future - very positive and encouraging conversation.

X was really excited to give back and put his skills to use by cooking for the Plaza Community. DCPT members and X brainstormed several ideas, including using Sacred Heart's or St. Stephen's kitchen.

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