



De-Escalation & Intervention: Qualitative and Quantitative Description

De-escalations: 11 (to date 156; including 6 knife incidents)

Empathy Connections: 424 (to date 1,841)

Interventions to prevent arrests or de-escalate police/ security guards: 3 (to date 18)

Number of CSU team members: 19 [7 Spanish speakers] (to date 27 [14])

Number of hours deployed: 184 (to date 1192.5)

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 expressed that Sara [from District Bridges] had recently ordered a car to take him to RAP, but he “jumped out of the car” because he was afraid of being sent back to Honduras and experiencing violence. DCPT tried to explain that isn’t a risk from going to RAP, but in any event, agreed to pass along his apologies to Sara. Encouraged him to consider going back to RAP and explained we all care about him. He also said he’d like to find a dentist who can help him with his smile (he has a lot of teeth missing, including his front teeth).

X shared his shame that his parents brought him here from El Salvador when he was 15 to have a better life and he feels he hasn’t done that for himself. They both passed away, perhaps several years ago.

Spoke with X at length and had a pleasant conversation while he waited for DCPT to bring the document to sign. He was brought to this country by his parents when he was a minor, then

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kicked out of his house by his father at age 18. He fell into drugs and was homeless for many years. He eventually got an apartment but would still spend time with friends from the streets because that was the company he knew. He quit drugs and gradually decreased his heavy alcohol use. He is proud that he never had any real run-ins with the law and has steady employment as a contractor (demo, painting, bathrooms, etc.). It sounds like God and religion is what helped him turn his life around. He knows many of the people who frequent the Plaza, has known them for years

X was asleep against the Tivoli Building when DCPT arrived. When he woke up, he had complaints of leg pain/numbness. He had slept outside overnight. He was kicked out by his 3 roommates about a month ago and has been homeless. DCPT offered to call an ambulance and food, but he wanted help standing up. DCPT suggested he walk around gradually to regain feeling and mobility; suggested going to St. Stephens and sleeping at the Salvation Army. DCPT walked him to Giant to warm up briefly. After that, DCPT offered St. Stephen's and food again, but he said he had to go and left south down 14th.

Y shared about his story, being hit by a car and the surgery. His mom has been in the hospital for the past month and he only gets to see her a few times a week when his older brother drives him there. He is waiting on his passport.

Examples of de-escalation:

X was intoxicated. A young woman was at the corner of Tivoli. He was bothering her. DCPT got him to a bench and played music for more than half an hour. Four passers-by danced with him for a few minutes.

DCPT noticed a fight breaking out and attempted to interposition and separate two individuals (brothers, possibly twins) who were fighting with another individual (punching, pushing, kicking). X stepped in and also was attempting to separate the individuals and deter them from fighting. X managed to move the two brothers across the street (south down 14th Street), and the other individual, believed to be unhoused, sat down on the stone bench next to Y.

R was cursing at X near the benches. R walked towards X to hit him. DCPT intervened to get X away from R. DCPT walked X to the Plaza and asked him to stay away from R for some hours.

Connecting folks with community resources:

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X's landlord is not providing adequate heat; DCPT took down his info to see if he can be assisted.



Distributed a few breakfast boxes. Escorted one person away from the market to prevent a potential argument with a vendor. Gave a breakfast box and one water bottle to him.

Explained to X what forms of proof of residency he can use to renew his DC ID.

X secured his ID. He needs to re-apply for Medicaid. He was working with CARECEN to get his residency.

Individuals Transforming:

Y was doing much much better. He was dressed well, clean, and sober. He thanked DCPT and waited for a bottle of water.

X entered a 28-day detox program in the state of MD.

X entered de-tox and a 6 month transitional housing program.

C's next step is to go to a charter school. He also has a job offer in Columbia Heights.