



Incident/Concern Matrix

A TOOL TO HELP BUSINESSES IN THEIR INTERACTIONS WITH NEIGHBORS EXPERIENCING HOMELESSNESS

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Updated 2024

Assess the situation and determine the appropriate response. Always call 911 if you or others feel unsafe. Download the City of Bellingham's SeeClickFix app to report issues directly to the City of Bellingham. Don't forget, your Neighborhood Liaison is available to support Old Town residents and businesses with issues related to homelessness.

Organization	Contact Information
Neighborhood Outreach Liaison - Lighthouse Mission Ministries	Hours: M-F 10am-6pm Phone: 360-340-1635 Email: alech@thelighthousemission.org
Homeless Outreach Team - Opportunity Council	Hours: M-F 7am-5pm Phone: 360-312-3717 Email: outreach@whatcomhsc.org
Mobile Crisis Outreach Team - Compass Health / Volunteers of America Crisis Response Services	Hours: 24/7 Phone: 1-800-584-3578
Risk Solutions Unlimited - Private Security in Shelter Protection Zone	Hours: 24/7 Phone: 888-822-5994 Email: info@rsusecurity.com
Bellingham Police Department - (non-emergency dispatch)	Hours: 24/7 Phone: 360-676-6911

Situation	Appropriate Response
EMERGENCY <ul style="list-style-type: none"> • Medical emergency • Physical fight • Altercation involving weapon • Vandalism or theft in progress • Someone in danger of physical harm 	<p>Call 911</p>
SERIOUS Illegal activity <ul style="list-style-type: none"> • Illicit drug use • Refusing to move from your property • Theft or vandalism that has already occurred Behavioral crisis <ul style="list-style-type: none"> • Persistent screaming 	<p>Report to Bellingham Police Department non-emergency line 360-676-6911</p> <p>Call VOA Crisis Line / Mobile Crisis Outreach Team 1-800-584-3578</p>
NON-EMERGENCY Can I solve it myself? <ul style="list-style-type: none"> • Loitering or sleeping on your property • Litter or hazardous waste on your property Reportable via app: <ul style="list-style-type: none"> • Encampment activity • Noise complaint • Litter & illegal dumping 	<p>Ask someone politely to move from your doorway or property. Take precautions if disposing of needles or human waste.</p> <p>Use SeeClickFix app to upload photos & report specific incidences to City of Bellingham</p>
ADDRESSABLE Looks like someone could use services or a wellness check Loitering in Shelter Protection Zone Person wandering, lost, or dressed inappropriately	<p>Call Lighthouse Mission Neighborhood Outreach Liaison 360-340-1635</p> <p>Call Opportunity Council Homeless Outreach Team 360-312-3717</p>
PARKING Abandoned vehicle Living in vehicle Illegally parked vehicle	<p>To report parking violations call City of Bellingham Parking Services 360-778-7784 or use SeeClickFix app</p>
<p>The City of Bellingham created a Shelter Protection Zone that prohibits sitting or lying on public sidewalks and stopping, standing or parking in certain areas. And a Neighborhood Advisory Group meets biweekly to prevent and address persistent or ongoing concerns.</p>	