

1. What's the county's objective or goal for this project?

The goal of this shelter is to help participants transition out of homelessness into stable, supportive housing. JOHS-supported shelters emphasize trauma-informed site design, meeting participant needs for privacy and community, and tailoring programs to the people they intend to serve.

Our focus is on programming that centers participant voices in program structure and processes; providing equity and dignity-oriented models of sheltering, and reducing barriers to shelter, including utilizing harm reduction practices, holistic and trauma-informed approaches to service provision.

2. How was this site selected?

In Summer of 2022, the Shelter Development team at the JOHS began searching for sites to use as a Safe Parking program. The idea for a Safe Parking program had been discussed since 2019, but only as designated overnight parking spots in church parking lots. The difference this time is that the JOHS would be investing in a services-focused, 24/7 shelter model, with a contracted provider and other amenities. The site search followed a list of criteria for alternative shelter that includes:

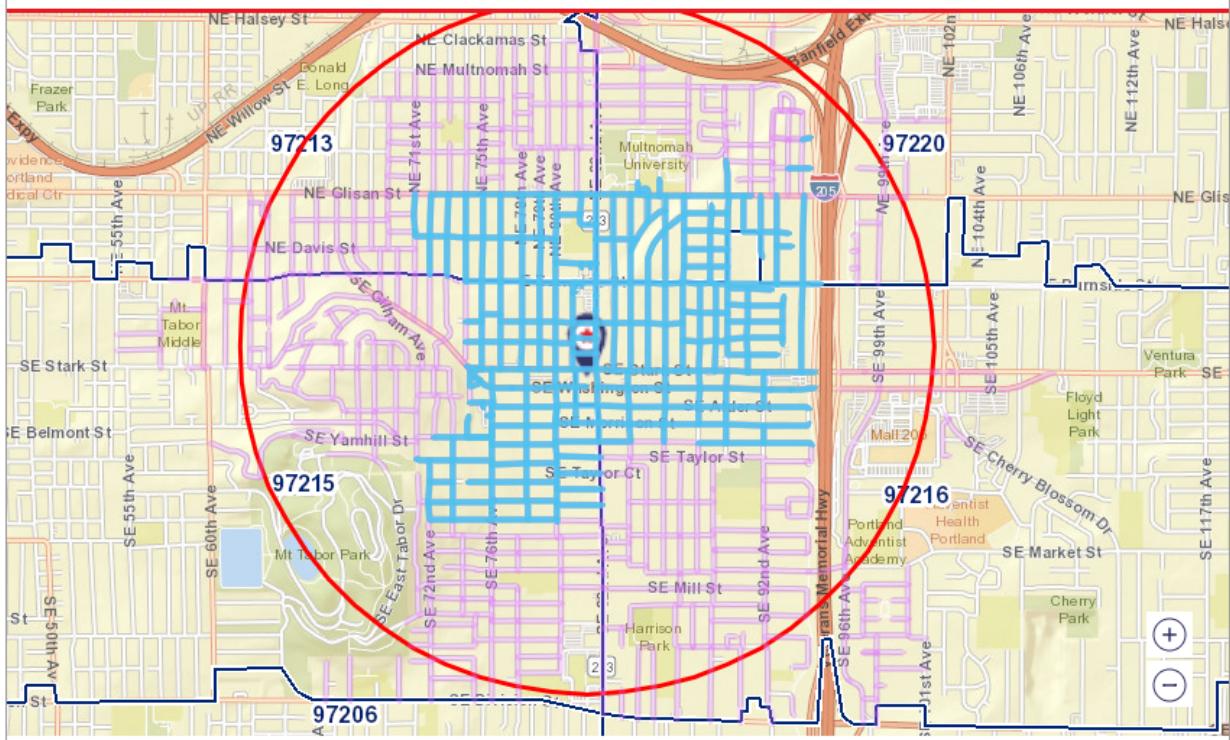
- Minimum size of 3,000 sqft
- Flat, accessible surface/walkways
- Existing structures and/or possibility to develop the site to support accessory units such as hygiene units, a kitchenette, laundry facilities, and communal areas.
- Proximity to other social services, public transit, and stores that accept EBT.
- No history of environmental hazards that would impact the site being used for residential purposes
- Not located in a flood plain
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3. What was the community outreach prior to site selection?

Like the majority of shelter sites, dating back several years, and across jurisdictions — including JOHS sites, Safe Rest Villages and the Mayor's sanctioned shelter sites — community outreach began once the site location was in hand.

In September 2022, the County spoke with Jacob Loeb of the Montavilla Neighborhood Association and the Montavilla News site. His input helped with the creation of the [Montavilla FAQ](#). He also identified other stakeholders to communicate with, and mentioned the success of the JOHS-funded Beacon Village shelter as a positive example for the community. Later, a mailer was sent to surrounding residences and businesses.

The mailer was sent to 2,751 households by carrier route rather than by individual addresses. In other words, that's when a letter carrier delivers the same material to each household within the designated route rather than individually addressed mail pieces. In the image below, you can see the carrier routes that were included in the distribution (in blue) within the identified radius (1 mile in red).



Early meetings included members of the Joint Office of Homeless Services (JOHS) Shelter Development Team and Communications Team and the Montavilla Neighborhood Association. Subsequent meetings included folks from the Montavilla Collective and the Montavilla/East Tabor Business Association (METBA). A Notice of Funding Availability for Alternative Shelter & Safe Parking Programs was released on October 31st, and the accompanying Information Session was held on November 9th, which identified the intended location for the programs.

As information about the site and provider became available, updates were made on the FAQ page and were provided in meetings. The County attended in-person events in March, including Commissioner Rosenbaum's participation in a community event hosted by St. Peter & Paul Church, a neighboring community service provider located across the street from the future shelter site. On March 15th, 2023, the County shared a News Release with information about service provider Straightway Services. In early April, the JOHS and Straightway Services joined the MNA board meeting for

introductions and questions. The County continues to engage with stakeholders about the site and program, offering updates to the FAQ, MultCo website, and via email and meetings as more information becomes available.

4. What was the site research prior to site selection?

The JOHS works with a contracted broker to identify potential shelter locations for purchase or lease. JOHS employees working in shelter development, who have experience working in shelters, visit potential sites and assess them based on the set of criteria mentioned in question 2.

5. Has the county ever run a project similar to this?

The safe park model, which pairs a secure place to park vehicles with on-site services and housing supports, has been successfully deployed in other parts of the country, including in Clark County, and is becoming a model used for [alternative shelters](#) in Multnomah County.

This site is part of an overall shelter expansion funded by Multnomah County and the Joint Office. The Joint Office's shelter expansion work is part of its housing-first — but not housing-only — strategy for addressing homelessness that helps people leave homelessness by centering housing assistance paired with wraparound services, while still building out short-term shelter options. Since 2020, the Joint Office has opened 17 shelters in the community, including alternative shelter options like the nearby Beacon Village.

6. Please provide the name of the service provider, ED name and contact information.

- a. Straightway Services, Pastor Dwight Minneweather

7. How was the service provider selected?
 - a. A competitive NOFA was released to all qualified providers in November 2022 and posted publicly on the JOHS website
8. Were there other candidates for service provider?
 - a. Straightway Services was the only provider who responded to the NOFA. They were evaluated and determined to be a good partner for this project. The evaluation process was not designed to compare proposals against one another — rather it scored all proposals against a standard rubric, with providers qualified if their score reached a certain threshold. The lack of other submissions to this NOFA had no impact on how Straightway Services was evaluated against the scoring rubric. If Straightway Services' score did not qualify, they could not have been selected.
9. Has the service provider ever run a project like this before?
 - a. Straightway Services provides an array of services across the community. They do not currently operate any safe parking programs. None of the JOHS' XX shelter providers have operated a safe parking program, in fact. There are very few programs like this in the Pacific Northwest, and Straightway has been a great partner in developing this relatively new service modality.
10. Does the service provider have any connections to the community, the business community, or the local homeless population?

Yes! Straightway Services has worked for years in Portland providing support to poor people and underserved populations, mainly focusing on the African American community. The following is a list of programs operated by Straightway Services, sourced directly from their informational materials:

- Toys for Families In Need
 - Straightway Services always feels that it's important during certain times of the year to be able to provide joy to our community, so we have developed a Christmas program with

low barriered opportunities to receive services from Fox 12 and Les Schwab toy drive for over 15 years. providing toys, games, et cetera to low income communities we also have a birthday program that you can apply for birthday gifts for your children

- Weekly Food Pantry
 - In partnership with Birches Community Services, Straightway Services offers a weekly opportunity to the North-Northeast area by providing food boxes and groceries every Wednesday 1-3:30pm for more information on food resources call (503) 260-8370
- Clothes Closet
 - Straightway Services helps provide clothing for the houseless, youth, and Dress for Success work program for the betterment of our community. As well as providing education on resume writing, cover letter writing, and interview applications.
- Work Boot Program
 - Here at Straightway Services we believe that employment is very intricate to our reentry program so we've been providing work boots for over 15 years to potential workers in the industry of construction with our work boot program.
- COVID-19 Resources
 - Please contact us if you have been impacted by COVID-19 and need support. Availability is based on funding. since 2020 straightway services has been funded by Multnomah County and Care Oregon to provide vaccine events and information pertaining to COVID-19 , Omicron, BQ11, and flu shots
- Houseless Support
 - We know how hard it is to not have a secure place to call home so we provide many resources to those who struggle with such circumstances. with resources such as food boxes, hygiene kits, PPE (Personal protective equipment), COVID-19 vaccine assistance and many other needed resources .
- Addiction Recovery Support

- Here at Straightway Services we provide a user friendly space to the NA/AAA by providing weekly meetings based around the twelve step curriculum.
- Youth Employment Division
 - For over 15 years Straightway Services has partnered with the Portland water bureau and IRCO as part of the Summer works program to provide our youth with firsthand job experience
- Weekly Men's Groups
 - Straightway Services provides a weekly men's group to deal with the issues of traumatic reentry from a culturally-specific space.
- Community Dinner
 - Come join us for a delicious community dinner every Thursday at 5pm! We serve up a variety of tasty dishes, Bring your family and friends, or come solo and meet new people - all are welcome at our community dinner.

11. What is the jurisdictional boundary of the county's authority on the property and surrounding neighborhood?

Until the site opens it will be monitored by NW Enforcement, which checks the site several times daily and at night. Once the site is operational and the provider starts to run their program, they will be managing safety and security on site. The Joint Office meets with the provider regularly, and those discussions cover daily operations on-site, including safety and security. Once opened, the site will be staffed 24/7 by the provider.

12. What is the county's tolerance level for car camping on the streets immediately surrounding the site?
13. What is the county's tolerance level for tent camping on the streets immediately surrounding the site?
14. What is the county's tolerance level for drug use outside of the site? Within 100 ft of the site? 1000 feet of the site?

The Joint Office of Homeless Services does not determine no-camping zones, that is under the jurisdiction of the City of Portland.

15. What is the contract term with the service provider?

Straightway Services is currently in the process of contract negotiations with the JOHS.

16. Who reviews the service provider performance upon contract renewal?

The JOHS contract managers perform routine contract monitoring processes throughout the contract year and are in regular communication with providers to ensure that programs are operating safely and effectively.

17. How can the local business community help the service provider be successful?

We have seen communities show support by signing letters of support for the site, staff, participants and its operator. People have created their own community support groups that have lawn or window signs to show their support and solidarity. We have also seen the community even hold events to share food and entertainment to offer as a platform to meet and unify. The Menlo Park community did this very recently outside Cultivate Initiatives' Menlo Park Safe Rest Village, gathering for food and live music, and family activities, on May 26th. Businesses have volunteered to help collect donated items for

participants, sign up to volunteer at site, donate goods and encourage collaboration and involvement in the local area with the Provider. Additionally we encourage residents and business owners alike to sign up for the Joint Office of Homeless Services and/or The City's SRV newsletters to be apprised of issues. We also know there's a lot of incorrect information circulated, and not always in good faith. Being a resource with factual information, no matter someone's stance on the program or process, also can help better focus and center community conversations.

18. Will the county/service provider have bandwidth to support safe-parkers who want to be better incorporated into the life of our neighborhood? How can the local business community support those efforts?
 - a. See above.

19. How soon do you expect to open?

The site is estimated to be operational by early 2024. That's later than initially anticipated, because of the required demolition of a structure on the site, and the careful and deliberate process we are using along with our site architects and engineers to ensure that electric, water, sewage and accessibility are all given the priority needed to ensure the safety and success of the site.

20. Are there plans for an event to announce the opening?

Yes, when the date is set we will plan and announce an open house and tour. More information can be found on the FAQ about this site:

<https://www.multco.us/shelters/montavilla-safe-park>

And the Multnomah County article announcing the site:

<https://www.multco.us/multnomah-county/news/news-release-joint-office-homeless-services-contracts-nonprofit-straightway>