



Sunderland RV Safe Park FAQ

2.8.23

Will the community have an opportunity to visit the site before it is open and meet the operators? (An open house?)

We expect so. Now that Salvation Army has been selected as the shelter operator, we are waiting for them to finish their contracting and staffing process. Once that is done, we will work with them on next steps to plan some sort of community event.

What is the shelter contracting process like?

The selection and contracting of all Safe Rest Villages is handled through the Joint Office of Homeless Services. They have sent out multiple requests for proposals to shelter operators to gauge interest, and then move into a contract negotiation phase. The specifics of those contracts and rules, however, can vary on the shelter operator. As such, if you would like more detailed information, we would suggest reaching out to them at johs@multco.us.

Participant Criteria & Referral

What populations is the site equipped to serve?

This is a low barrier shelter. As such, the only criterion for entry is that you are 18+ and houseless.

What is the intake process? How will placements occur---is it first come, first served?

When outreach workers meet with unhoused neighbors, they will be presented with the option to receive services. If they confirm interest, the outreach worker will confirm if their service needs fit what is provided at the RV Safe Park. If it does, they will be sent to the shelter for further intake.

Referrals are made directly by specific outreach workers only. We cannot accept self-referral or third-party referral requests at this time. Anyone interested in emergency shelter should call 211 or visit <https://www.211info.org/> for additional shelter information.

Is there any limitation on the length of time people can remain at the site?

We generally expect participants to access services for about 6-9 months but there is no direct limit. However, if participants remain past that time window, the shelter operator would most likely work with the participant to find another shelter model that may better fit their needs.

Programmatic Site Questions:

What role will site residents have in site governance/management?

The RV Safe Park will be run by a shelter operator contracted through Multnomah County's Joint Office of Homeless Services. As such, participants will not be managing the Village. However, each shelter operator has the discretion to involve program participants in some decision-making and village life.

What role will site residents have in maintaining the site (e.g., chores like site cleanup)

The shelter operators are responsible for maintaining the site. Each shelter operator handles site maintenance and cleanup differently, so may choose to have program participants involved with site upkeep.

Who will make the rules for the site? Can they be changed? Will neighbors/stakeholders have an opportunity to provide feedback on the rules?

This also depends on the shelter operator. The general contracting rules for the site cannot be changed, as those are determined by the Joint Office of Homeless Services. However, the Good Neighbor Agreement (GNA) process will help provide clarity on the roles the shelter operator and the community will play to make sure the Village is successful. Each village will have a Code of Conduct which defines appropriate behaviors in a shared space, to which participants will be required to adhere.

If a neighbor/stakeholder has a concern once the site is operating, whom should they contact first? Whom should they contact next if the issue is not resolved to their satisfaction? Whom should they contact third?

This will be laid out in the Good Neighbor Agreement. Once the shelter operator is contracted and announced, the Good Neighbor Agreement process can begin in earnest and provide direct contacts in the village, as well as how to escalate concerns if not addressed.

Will neighbors/stakeholders have an opportunity support/give to/assist with the site and/or the residents who live there and help build community? (e.g., donate food, clothing, etc.)

Of course! It takes a Village to make a village, after all. Once the shelter operator is announced, they will know what sort of items and food would be most beneficial to their participants.

Will there be some kind of brief online quarterly report from the site operator on how things are going that the public could access? (number of households served that quarter; for those exiting the site, what they are heading to (permanent housing, treatment facility, moving in with family/friends, moving out of area, etc.); significant events during the quarter; kinds of services provided onsite; number of times law enforcement was called; etc...)

Yes. You can access quarterly data on any City-led ARPA project on the open data portal, [here](#). Later this spring, a Safe Rest Village-specific data portal will be created as well.

The Safe Rest Village team is working on publishing the data in a way that helps preserve the confidentiality of participants. However, expect it to be published soon.

