



NW Naito Safe Rest Village (SRV)

Frequently Asked Questions

1. What is the NW Naito Village?

- The NW Naito Village will be a managed, temporary, transitional shelter for roughly 40 sleeping units offering safe, stable space for our houselessness neighbors.
- All Safe Rest Villages represent a partnership between the City of Portland, Multnomah County (through the Joint Office of Homeless Services), and a shelter operator. The shelter operator for this site has not been selected yet. The SRV program is funded by the American Rescue Plan Act.

2. Who can stay at the NW Naito Village?

- The village will serve people aged 18 and older. Partners and pets allowed.

3. What about referrals?

- Entry is by referral, for adults only (18+), partners. Referrals will be made by the Street Services Coordination Center, Portland Fire & Rescue, Portland Park Rangers, and Portland Street Response, among other social service providers engaging with those living outside through a referral program managed by the Joint Office of Homeless Services. [<https://www.portland.gov/ryan/safe-rest-villages>]

4. What are the hours and location for the shelter?

- Hours: Staffed 24/7
- Address: 1200 Block of NW Naito (firm address to be determined).

5. What will it be like at the NW Naito Village?

- Each villager will have a locked, personal sleeping unit where they can store belongings with a bed, shelving, electricity, heat, and air conditioning.
- The village will have shared amenities including showers, restrooms, laundry, kitchenette, and community spaces.
- At least one meal a day will be provided.
- Staff will be onsite 24/7.

6. Other than basic shelter, what services will be available?

- Operating as a trauma-informed environment, the village will have on-site case management, peer support, and qualified mental health professionals, providing wrap-around services to address the trauma of houselessness, treatment for unmet mental health needs, substance use disorders, and to prepare villagers to achieve their goals, to find permanent supportive housing, or to enter recovery, among other options. The specifics beyond that will be determined by the shelter operator and the needs of villagers among others.

7. How does someone get a bed at the NW Naito Village?

- Access will be limited to those who are directly referred.
- Referrals will be made by first responders, Portland Street Response, and Navigation Teams, and other providers engaging with those living outside.
- There will be no walk-up services available.

8. Is there a waitlist for those who want to live at NW Naito Village?

- Not currently. For those seeking shelter or resources now, please call 211.

9. Will pets be welcome?

- Yes. Pet owners will be responsible for caring for, feeding, and cleaning up after their pet. Beyond that, details will be determined by the shelter operator.
- What about camping around the village?
- A new Administrative Rule prohibits camping within 150' of new outdoor shelters, including this village, or whatever distance to nearest transit stop.

- The Joint Office of Homeless Services funds Navigation Teams which coordinate outreach that brings basic health and survival services, and assistance with service navigation to adults who are sleeping outside, in vehicles, encampments and other places not meant for human habitation. That team is increasing from a staff of 5, a year ago, to 45 once all are hired. That will include 20 outreach staff who will be specifically responsible for engaging people near shelters, including SRVs.
- Separately, the Impact Reduction Team, the people behind the One Point of Contact, will address camp and trash clean up.

10. How can the community get involved?

- Donations will be welcome and appreciated once the village opens. Meanwhile, there are many non-profits and service providers that welcome donations of money and resources, and welcome volunteers to support their work with the unhoused community.

Contact information:

Once the village opens, and a shelter operator has been identified, these FAQs will be updated to include this information. Meanwhile questions can be sent to SRV team at SafeRestVillages@portlandoregon.gov

