

1. Many neighbors have voiced concerns about (a) whether a Safe Rest Village (SRV) should be built on the Sears site, and (b) if built, how well it will be managed to protect people and property both outside and inside the site. How much weight does our community voice have in (a) the decision whether to build the SRV at Sears, and (b) how it is put into effect?

There is a long process of doing due diligence, to determine if a site is viable. We have reviewed over a hundred sites that never made it through that process. But once we know a site is viable, meaning there are no significant zoning or permitting concerns and the property owners support the concept, among other things —then we announce the site.

Just like Multnomah County does when they identify locations for other shelters (indoors or outdoors, like the Safe Rest Villages will be), we do not engage the community on whether a site is viable.

All Safe Rest Villages will be staffed 24/7/365 by a qualified shelter operator, contracted by the Joint Office of Homeless Services (JOHS). All shelter site operators have been qualified by the JOHS to do this work and will operate in a trauma-informed and supportive way. They will offer case management and social service support to address the trauma of homelessness, treatment for unmet mental health needs, substance use disorders, and prepare villagers to achieve their personal goals, be they to return home / reconnect with family, to find permanent supportive housing, or to enter recovery, among other options.

In each community in which a Village will be we DO work together to hear and address how the village will operate. We want to ensure that they succeed for everyone. We are having similar conversations with stakeholders and neighbors at each of our sites and look forward to continuing with this workgroup to address concerns. We'll also include the shelter operators when they are on board.

2. What are anticipated impacts to neighborhood/area surrounding the Safe rest Village?

Our goal is that Safe Rest Villages will provide a place for people who are currently sleeping unsheltered in our neighborhood with a place to go. The Villages will be prioritizing reduction and mitigation of any possible negative impacts to surrounding communities that people sleeping unsheltered or in places not meant for habitation. At the same time, they will be creating a safe place for those experiencing homelessness to access resources to help them move on to whatever the next safe step in achieve their personal goals, be they to return home / reconnect with family, to find permanent supportive housing, or to enter recovery, among other options.

We understand that some people are worried about ancillary camping and other related impacts – and we are working with the Mayor's Office, the Impact Reduction Team, and service providers to address these issues. This is why, intentionally these shelters will only be providing

services to those living inside their boundaries – they will not be providing walk in services, discouraging any reasons for queueing. Having nearby camping and other triggering activities is not conducive to the stability and recovery intended for life inside the Villages.

We look forward to working with neighborhood stakeholders, including the folks from West Hills, this group, our shelter operators, and our partners at the County on creating an Agreement that documents our shared understandings, goals, and commitments.

Additionally, since we met with the MNA in January, a new city Administrative Rule was created to add 150' buffer zone around future Safe Rest Villages (including this one) to the list of areas that will be part of prioritization of work of navigation teams and the Impact Reduction Program. This will be part of addressing the possibility of spillover impacts.

3. What does "low barrier" mean? Does it mean that the city will house people actively using drugs and people with diagnosed mental illnesses there? If so, how will these behaviors be managed, both on and off the SRV?

Low barrier to entry has many meanings. First, it's an intentional message to those experiencing homelessness that the Villages are open to people, their partners, pets, and personal belongings. They will offer case management and social service support to address the trauma of homelessness, treatment for unmet mental health needs, and substance use disorders. They are intended to prepare people to achieve their personal goals, be they to return home / reconnect with family, to find permanent supportive housing, or to enter recovery, among other options. Without those understandings, the villages are not the immediate on-ramp to some of the services we intend them to be.

People living unsheltered outside a Village would not necessarily have the support needed to address their mental health needs or substance abuse disorder. In the Village setting, while they may enter with these issues unaddressed, the very purpose of their choice to move in is to be in a stable, safe environment to begin addressing these deeply personal challenges.

Commissioner Ryan and our team are forging partnerships with mental and behavioral health providers to support these specific needs in the Villages, as well as other settings in the field, to meet people where they are – physically and on their journey.

4. The temporary shelter in 2015-16 had problems. How will the SRV be significantly better than that program?

In 2015 the shelter at the Sears Armory was set up weeks after the Housing Emergency was declared. The shelter was set up as an "overnight only" shelter, meaning that people would have to leave in the morning, finding somewhere else to go throughout the day, and show back up at night. As you and the neighbors will recall, people were bussed in each night, and away

each day, creating more traffic and noise from the busses, disrupting neighbors. While it was staffed, it did not provide the wrap-around services of case management, mental and behavioral health, and other supports that the Safe Rest Villages will have.

Safe Rest Villages will be managed 24/7 with onsite staff, be open only to those staying in the village, and provide those important services to those who are part of the village. This is not a drop-in service, meaning there is no reason for people to queue outside the shelter or camp around the village.

In 2015 the building was used for 167 shelter beds. That was a very high number of shelter beds – nearly double what is the norm today for indoor (or outdoor) shelters. Today the County's norm is roughly 60-90 beds total in any given shelter. Our village will have at most 60 sleeping units, which will predominately be single occupants. The actual number of pods has not been determined yet but will most likely be somewhere between 30 to 40 pods, as site conditions and needs for other service buildings will need to be considered. The primary use of the Sears site as a Safe Rest Village will be in a portion of the parking lot, leaving the rest of the site and buildings to continue being used as they are without disruption.

In 2015 people were bussed in each night to sleep. The Safe Rest Villages are designed to be transitional shelters – people will have access to their personal sleeping units, which can be locked for their safety and to keep personal possessions. Villagers will be able to go to their jobs, church, medical and other appointments as they wish.

5. Why was there no neighborhood notice before selecting the site?

This was already spoken to in question one, and in our presentation at the MNA meeting on 1/27/22. But briefly, site selection is a long process of doing due diligence, to determine if a site is viable. We have reviewed over a hundred sites that never made it through that process. But once we know a site is viable, meaning there are no significant zoning or permitting concerns and the property owners support the concept, among other things — then we announce the site. Just like Multnomah County does when they identify locations for other shelters (indoors or outdoors, like the Safe Rest Villages will be), we do not engage the community on whether a site is viable.

More recently, on 2/24/22 the Mayor signed an Emergency Declaration intended to support moving forward with development of this and other sites as Safe Rest Villages, given the dire conditions for people living unsheltered today.

6. What evidence supports the effectiveness of SRVs?

First, as Commissioner Ryan has said – doing nothing is not an option. Council unanimously supported the Safe Rest Village program in concept and implementation, because we are in a crisis. The status quo is not enough, it is not serving those in need quickly or effectively enough. The model of having outdoor shelters with provision of mental and behavioral health services is new to Portland, but not new.

Our team has canvassed other providers of similar programs, discussed with many what has worked and hasn't at their programs, and will be incorporating those lessons into our approach. Our team has visited existing outdoor shelters (under different models) to learn from their experience.

We know we need more and better data. Commissioner Ryan has been advocating for that since he came into office. Towards that goal, he has brought in Built for Zero, a nonprofit coalition specifically focused on data-driven decision-making related to houselessness, to support development of better data systems, tracking, and public-facing dashboards for transparency and decision-making. So, we will not only learn, but will be sharing our learnings and building upon them.

7. How is the Sears SRV not violating city code? We voted to request a Type III conditional use review. Why does the city believe that such a review is not needed for this SRV?

The Safe Rest Village team does thorough vetting of each site before we announce one publicly. Our Team always considers and discussed the applicable zoning code standards for each potential site with the pertinent bureaus. Depending on the proposed use and/or development, this may include considering the use as a temporary activity consistent with the zoning code. In the case of the Sears site, we are still in the process of applying for permits for development.

We know about your neighborhood's vote and request for a specific type of land use review. We suggest that be shared with BDS, as they are responsible for such reviews, if needed.

8. How is the Sears SRV one of the emergency uses permitted by the city agreement with the federal government? We also voted to fund the Sears Westside Emergency Response Center. Will the Sears SRV co-exist with that center?

Responding to the housing emergency and the humanitarian crisis of houselessness is a top priority of the entire City Council. They unanimously supported the SRV enabling Ordinance (190478) which, among other things, specifically said "the houselessness crisis faced by the City constitutes an emergency."

The question has been raised with our federal partners and we have not heard that they have any concerns.

As for the Westside Emergency Response Center, we have worked with our partners at Portland Bureau of Emergency Management to ensure that the Village will not interfere with any current operations or known future operations. To discuss when or how the Westside Emergency Response Center may happen, we recommend you bring that up with PBEM, the bureau responsible for that project.

9. What is the plan to hire staff despite a severe worker shortage? More importantly, what is the plan for recruiting outreach workers to staff the SRV? How much will they be paid? Please be specific.

Staffing for the shelter operations will be done by the shelter operator hired by the County. We all recognize that there are staff shortages. That's why the City and County specifically dedicated additional funds in the recent Fall Budget process to service provider staffing and retention – recognizing both the importance of this work, and the need to compensate accordingly to recruit and retain staff.

10. How many people will be at the SRV at any one time? How many will have been there over the 3 years it is projected to last?

This village location is anticipated to have room for 30 to 40 sleeping units. Sleeping units can fit one or two people but most people prefer to have their own sleeping unit. Additionally, the village will have shared restrooms, shower and laundry facilities, a kitchen, and community gathering space. As the program is intended to provide people with the stability, support, and resources they need to take the next steps towards housing, we anticipate turnover. But we cannot say at this time what that will look like.

11. What ongoing accountability measures will be in place?

The shelter operators will be under contract with the County's Joint Office of Homeless Services, as are most other shelters (indoor and outdoor), and service providers in town. They will be partnering with the community directly. Direct communication with them to address issues as they rise will be expected. The City and the County are also partnering and working together to support addressing any concerns. We are developing working groups within each community in which we are locating a Safe Rest Village, to ensure continued dialogue and to address any issues as they arise.

12. If the Sears SRV is built, how can the neighborhood help to make it work?

Help is always appreciated. We understand from the staff who worked at the shelter at this location in 2015, and from Moses Ross (MNA Chair), that members of this community were very generous with their time, and supportive in many ways.

Working directly with the shelter operators, once the villages are up and running, will be the best way to find out what help is needed and how to offer that help.