



Can the City & County partner to develop a collaboration with the other homeless service organizations (nonprofits) to prevent the negative and inequitable outcomes of a homeless service cluster? With Join, MPS, Rahab's Sisters, and the (now closing) needle exchange program, a collaborative effort could increase success programmatically and decrease negative impacts on the neighborhood.

Collaboration between the City, County, and other homeless service organizations is crucial to mitigate negative impacts and ensure equitable outcomes for all involved parties. Straightway Services has been in conversation with Rahab's Sisters and PDX Saints Love to identify areas of collaboration, particularly in outreach efforts in the area surrounding the Montavilla Community Village. Straightway Services is committed to working closely with neighboring service organizations to identify individuals in the Montavilla community who could benefit from the services offered at the Montavilla Community Village. As we continue to develop the program, we anticipate further opportunities for collaboration to emerge, and we remain dedicated to fostering strong partnerships to enhance programmatic success and minimize adverse effects on the neighborhood.

Possibility of no camp zone around proposed village?

The possibility of implementing a no-camp zone around the proposed village is subject to legal considerations and requires careful evaluation. While the specifics of establishing an exclusion zone are being examined, the Joint Office, in collaboration with the GNA Committee, will actively identify areas of impact that will receive intensified outreach efforts from Straightway Services. This approach aims to ensure that individuals in the surrounding community receive the necessary support and resources while addressing concerns about potential camping activities near the Montavilla Community Village.

What kind of support will increase,if any, for the opening of this Village as this opens or before it opens?

As the opening of the Montavilla Community Village approaches, there are plans to increase support and coordination efforts. One initiative under consideration is the establishment of a Montavilla Community Village Oversight Committee, similar to the Clinton Triangle Oversight Committee. This committee would convene weekly meetings to address community concerns and promptly escalate any pressing issues to the Street Services Coordination Center for a coordinated response. Additionally, Straightway Services will enhance outreach efforts to engage with the surrounding community.

Is it going to be clear what the hierarchy of organizations are, who is in charge of what? So that when something isn't working, it's clear who or what needs to change and things won't fall through the cracks because everyone involved thinks it's someone else's responsibility?

Clarity regarding organizational responsibilities and lines of authority is crucial to ensuring effective coordination and accountability. To address this, the Good Neighbor Agreement will include a comprehensive community resource guide outlining the roles and contact information of the relevant agencies for various issues. These issues will include campsite and vehicle removal, people and property concerns, managing trash and graffiti, as well as handling maintenance and repairs of City property. Additionally, a designated contact for the shelter site will also be provided. This resource guide will be readily accessible through multiple channels, including distribution in the Montavilla Community Village newsletter, dissemination to key partners' listservs, and publication on the Montavilla Community Village page on the JOHS website. By providing clear points of contact and delineating responsibilities, we aim to minimize ambiguity and ensure effective collaboration among all partners involved.

Will there be signage "no camping within 250 feet of SRV"? Otherwise our neighborhood will be ruined permanently.

While specific signage designating a "no camping zone" within 250 feet of the Montavilla Community Village has not been finalized, Straightway Services is

dedicated to conducting outreach to individuals residing near the site who are not a part of the Montavilla Community Village. This outreach aims to engage with neighboring individuals sensitively and proactively, fostering understanding and cooperation to mitigate potential concerns and maintain neighborhood harmony.

Where can neighbors give their input?

Neighbors are encouraged to provide their input and feedback to the Joint Office in person at community meetings, by email at MCV@multco.us, and through various other channels. JOHS will remain actively engaged in the community by organizing JOHS-led community meetings and participating in listening sessions hosted by organizations like the Montavilla Neighborhood Association (MNA) and the Montavilla-East Tabor Business Association (METBA).

What does this community get for hosting this village?

The rise in homelessness has outpaced the available resources, highlighting the urgent need for comprehensive and effective solutions to address this critical issue. The Montavilla Community Village (MCV) represents a proactive response to the critical need for safe and supportive alternative housing options while more shelters and permanent affordable housing options come online. The village will accommodate up to 40 individuals experiencing vehicular homelessness, providing 29 sleeping pods and dedicated parking spaces. With 24/7 wraparound services and support programs aimed at empowering residents on their journey toward stability and independence. Robust safety protocols, including 24-hour supervision and clear communication channels for neighbors, will ensure that the village operates in harmony with the surrounding community.

Will you be providing armed security?

The safety of both participants and neighbors is a top priority for the Montavilla Community Village. While armed security will not be provided, comprehensive safety measures will be in place, including 24/7 staffing, security fencing, and strategic lighting to enhance visibility. Additionally, access to the village will be restricted to registered participants and their approved guests only. These measures are aimed at fostering a secure environment and ensuring the well-being of both village residents and the broader community. As responsible

stewards of the community, and good neighbors, the Joint Office is committed to implementing effective practices that prioritize safety and security for all.

What contingencies are planned for ensuring the safety of the residents themselves? Either from internal or external danger, property crime, more serious crime, etc.

The Montavilla Community Village has implemented a comprehensive safety plan to address various potential risks, including both internal and external threats. Internal safety measures include 24/7 staffing, regular security patrols, and cameras to monitor activity within the village. Additionally, access to the village will be closely monitored, minimizing the risk of unauthorized individuals entering the premises.

To mitigate external risks, such as property crime or more serious offenses, the village will be equipped with security fencing and strategic lighting to deter criminal activity. Close collaboration with local law enforcement agencies will also be maintained to promptly address any security concerns that may arise.

Overall, the safety and well-being of the residents are paramount, and the Montavilla Community Village is committed to implementing robust safety measures to ensure a secure environment for all participants.

As the mother of a police officer, I am very aware every homeless person carries a weapon for their own protection, be that a bat, hammer, wrench, knife, or gun. Are these weapons going to be allowed on the site? If so, who will be the weapon monitor?

The Montavilla Community Village strictly prohibits weapons on the premises to ensure the safety of all participants, staff, and neighbors. On-site staff will diligently monitor for any prohibited items. Additionally, the village will provide comprehensive support services aimed at addressing the underlying needs and concerns of residents, thereby reducing the perceived necessity for individuals to carry weapons for protection. Through proactive engagement and access to resources, the Montavilla Community Village aims to foster a safe and secure

environment where all individuals can thrive and feel secure without the need for weapons.

What will staffing 24/7 be? Will there be a qualified person onsite 24/7?

The Montavilla Community Village will maintain a minimum of two staff members on-site at all times, ensuring continuous coverage and supervision 24/7. Additionally, during peak hours of activity, staffing levels will be adjusted accordingly to meet the needs of the residents and the surrounding community. The specific staffing rotation and allocation will be determined during the program development phase, prior to the opening of the site. This approach ensures that the village operates efficiently and effectively, providing residents with the necessary support and oversight round-the-clock.

What is the staff/participant ratio?

The staff-to-participant ratio at the Montavilla Community Village will be 1 staff member for every 5 participants, including peer support and all other staff. This ratio ensures that there is adequate support and supervision for the residents, promoting a safe and supportive environment conducive to their transition to stable housing.

Is there a max length of stay for individuals?

Individuals at the Montavilla Community Village are allowed to stay for up to 2 years; however, the average stay for this shelter type typically ranges between 6 to 9 months. This goal is to provide residents with sufficient time and support to successfully transition into permanent housing.

What is the procedure if someone is asked to exit the shelter?

If a participant is asked to exit the Montavilla Community Village, they will be provided with referrals to appropriate services, transportation, and any necessary resources to support their transition. The goal is to ensure that individuals leaving the shelter have access to the necessary assistance to meet their needs and continue their journey toward stability and independence.

Are individuals able to come and go all day -- worried about cars constantly entering and exiting.

Individuals residing at the Montavilla Community Village will have the freedom to come and go during the day, promoting autonomy and independence. However, to ensure safety and minimize disruptions, a curfew will be enforced at night, with exceptions for those who work overnight shifts. Participants leaving or entering during quiet hours will be required to sign in and sign out. These measures aim to maintain a peaceful and secure environment for both residents and the surrounding community.

How are individuals who will be served identified? What happens to those who are not?

Priority will be given to unhoused residents from the Montavilla neighborhood to ensure they can remain connected to their community despite experiencing homelessness. Straightway Services will collaborate with organizations serving similar populations in the neighborhood to identify potential participants and ensure they receive the support they need.

Criteria for exclusion/ejection?

Ejection will depend on the severity of the program violation. Straightway Services intends to hold participants accountable, in upholding village policies, through warnings, probationary periods, and ultimately an exit from the shelter.

Require drug counseling to start / provide GED services.

Participants at the Montavilla Community Village will have access to dedicated support from Straightway Services, including those with substance use disorders. Straightway Services has a proven track record of success in aiding community members in overcoming substance use disorders. However, it's essential to recognize that not all individuals experiencing homelessness require drug counseling or GED services. Services provided at the village will be comprehensive and tailored to each participant's individual needs, ensuring a broad range of support is available to all.

Is it common for only one contractor to put in a bid for a SRV type thing? Why do you think Straightway Services was the only one? Are they going to be ready for this given much of their work isn't involved in 24/7 projects?

It's not uncommon for only one contractor to bid for a program like the Montavilla Community Village. For instance, the Salvation Army was the sole applicant for the Sunderland site. This could be attributed to the unique nature of low-barrier shelters, which are a relatively new concept in Portland. Many organizations providing these services are new to this type of work, and some are entirely new organizations. Straightway Services, with its track record of supporting low-income individuals and underserved populations in Portland, including contracting with Multnomah County, emerged as the sole bidder. While much of their previous work may not have involved low barrier shelters like the MCV, JOHS is confident in their ability to adapt and succeed in this project.

What does it mean that guests will have to register to enter? Is it like, "Oh, your boyfriend isn't allowed to stay the night"?

The guest policy is still under development, but it will likely involve guests registering before entering the Montavilla Community Village. While specific details are yet to be finalized, the policy will likely limit the number of guests and restrict visits to family members during limited daytime hours.

How can we get involved in programs/street walks?

Our goal is for the Montavilla Community Village to operate in harmony with the surrounding community. Straightway Services invites members of the community to volunteer and provide donations. As the programming is being developed, there will be opportunities for community involvement advertised. If you have ideas on how you would like to get involved, please contact Straightway Services at straightwayservices@live.com to arrange. We look forward to working together to make a positive impact on our community.

Will there be triaging for mentally ill? Will there be triaging for drug addiction and compulsory detox?

Participants with substance use disorders at the Montavilla Community Village will receive dedicated support from Straightway Services. They will work closely with individuals to provide referrals to appropriate services to aid in their recovery journey. Straightway Services has established connections within the recovery community and detox centers, ensuring participants receive the necessary assistance and support. Our goal is to provide comprehensive care tailored to each individual's needs, fostering a supportive environment for recovery and well-being.

Will firearms be permitted on site?

Straightway Services is committed to upholding the highest standards of accountability and safety within the Montavilla Community Village. Therefore, no firearms will not be permitted on site. This policy ensures the safety of all participants, staff, and neighbors within the community.

Will drugs be permitted on site?

Straightway Services is committed to helping participants recover from substance use disorders. As such, no drugs will not be permitted on site. This policy aligns with our goal of providing a safe and supportive environment for all individuals at the Montavilla Community Village.

Have previous villages failed? What was the cause of their failure?

No previous villages have failed.

How will you address people resistant to treatment and turn down outreach? We had a tent with fights, fires, drug dealing, overdoses, human waste, and menacing us. They turned down Street Response, sweet-talked police, and avoided Impact Reduction. After a month, neighbors paid him \$100 to leave.

Straightway Services has a track record of building trust with our unhoused community by meeting people where they're at and consistently offering options for when individuals are ready to transition to housing. However, it's important to

recognize that no individual can be forced into shelter. While we cannot compel individuals to accept outreach or services, our team remains committed to engaging with them respectfully and offering support when they are ready. We understand the challenges posed by resistant individuals and will continue to work closely with local authorities and service providers to address safety concerns and minimize negative impacts on the community.

Have metrics been established to measure success of the program? Do the metrics include community measures to determine the "health" of the neighborhood?

The program associated with the Montavilla Community Village has established performance metrics, including rates of exits to housing and measures for racial equity in programming. While metrics for neighborhood health are not explicitly outlined in the program offer, they are integral to ensuring the success of the shelter program. To address this, metrics for neighborhood health will be identified and incorporated into the Good Neighbor Agreement, ensuring that the community's well-being remains a priority throughout the program's implementation and beyond.

I know emotions are high, but I feel we heard very little about the program. Could a presentation occur talking about the programming that will occur at the shelter?

As programming is finalized, JOHS will host a community meeting dedicated to discussing the program in depth. This will offer an opportunity for community members to learn about the various aspects of the program and have any questions they may have answered.

Is there a curfew?

There will be a curfew; however, if participants have jobs that require them to work night hours, they will need to sign out. Quiet hours will be enforced from 10PM - 7AM.

Oak Street entrance for vehicles would be safer.

JOHS is considering the safest option for vehicle entry. With PDX Saints Love across the street on Pine, we recognize the potential benefits of locating the entrance there. We will continue to evaluate all options to ensure the safest and most effective entrance for the Montavilla Community Village.

Encourage you to do tree planting around the site.

We will continue to explore options for community projects including landscaping and plantings.

Support 8 foot privacy fence on abutting neighbors line.

An 8' privacy fence will be constructed on the abutting neighbors line.

Will the sound level be able to meet city code at night?

We acknowledge the importance of adhering to city sound level regulations, especially during nighttime hours. According to <https://www.portland.gov/code/18/10>, sound levels in Commercial / Mixed Use zones between 10pm and 7am should be 65 dBA for the receiver. For residential, it should be 55 dBA. We are committed to ensuring that the Montavilla Community Village operates within these sound level limits. Throughout the Good Neighbor Agreement (GNA) process, we will actively engage with the community to address any concerns or issues related to noise and work collaboratively to find appropriate solutions.

It would be great to consider some kind of noise reduction material in the wall construction.

JOHS will explore noise reduction material in wall construction.

10' foot buffer zone -- in the past it was 20' buffer. Was this changed to make it easier to dump this in our neighborhood?

The setback requirement for outdoor shelters in the City of Portland is determined by city regulations, specifically outlined in Portland Title 33 Planning and Zoning 33.285.050.C.5. According to this regulation, a setback of 5 feet from all lot lines is mandated for outdoor shelters.

Source: https://www.portland.gov/sites/default/files/code/285-short-term-hsg_1.pdf accessed 4/11/2024