



Homeless Services Department



Northeast Family Shelter - Public Meeting - Sept 10, 2026

Multnomah County Homeless Services Department
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Northeast Family Shelter

September 10, 2026



Northeast Family Shelter
Meeting title page, 9-10-2026

Today's Presentation

Northeast
Family Shelter -
Public Meeting
Sept 10, 2026



- **Introduction**
- **Program Definitions**
- **Shelter Details**
- **Service provider details**
- **Opportunities for involvement**

The September 10th 2026 meeting to discuss the Northeast Family Shelter – NEFS for short – consisted of five major parts: Introduction, Program Definitions (who is eligible), Shelter Details (what services will be provided at NEFS), Service provider details (meet the Just Compassion deputy director and the NEFS shelter manager), and Opportunities for Involvement (how the community can be part of the NEFS program)

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INTRO

During the introduction, we met the Multnomah County Homeless Services (HSD) teams, including the Family Systems team, the Shelter Development team, HSD Director Nathaniel Vergow, Just Compassion (contracted shelter operator / service provider), and the McKinney-Vento program liaisons (federal program that ensures continuous school service for homeless youth).

Northeast Family Shelter



Site: 4911 NE 82nd Ave, Portland, OR 97220



Northeast Family Shelter - Public Meeting - Sept 10, 2026

The Northeast Family Shelter (NEFS) will be run in a motel setting. The site is located at 4911 NE 82nd Ave, Portland, OR 97220. It is located to the west of NE 82nd Ave, so it is in the Cully Neighborhood.

Motel Search Criteria

- MultCo HSD reviewed over 50 motels across the County based on:
 - Safety and Security Features
 - Location and Transit Access
 - Layout and Room Sizes
 - Room Features and Furnishings
 - Equity and Accessibility
 - Building Condition
 - Price
- Locations considered were narrowed down to the desired service area

The Northeast Family Shelter was chosen using these seven important criteria. The HSD search team consisted of the HSD Shelter Development team, the Family System team, the service provider, and our real estate broker.

The original site for the family shelter was in East County, but due to circumstances beyond our control, HSD did not move forward with that location. The current location on NE 82nd Ave satisfies the criteria listed in this slide.

The next slide shows the NEF's relative location to two other family shelter sites in Multnomah County.

HSD Family Shelters 2026

7 views

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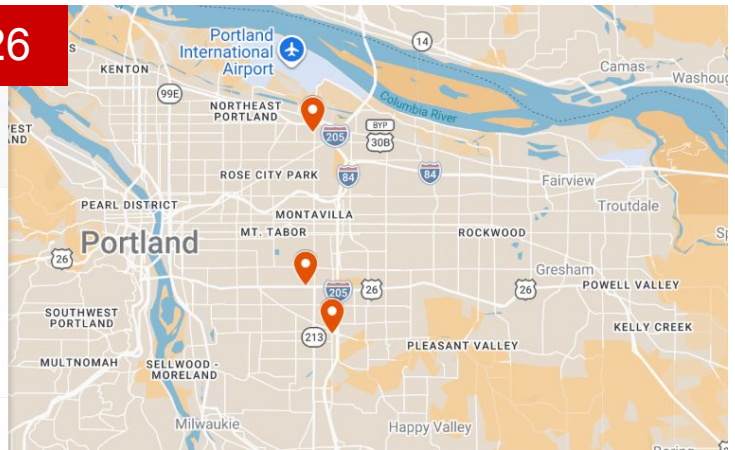
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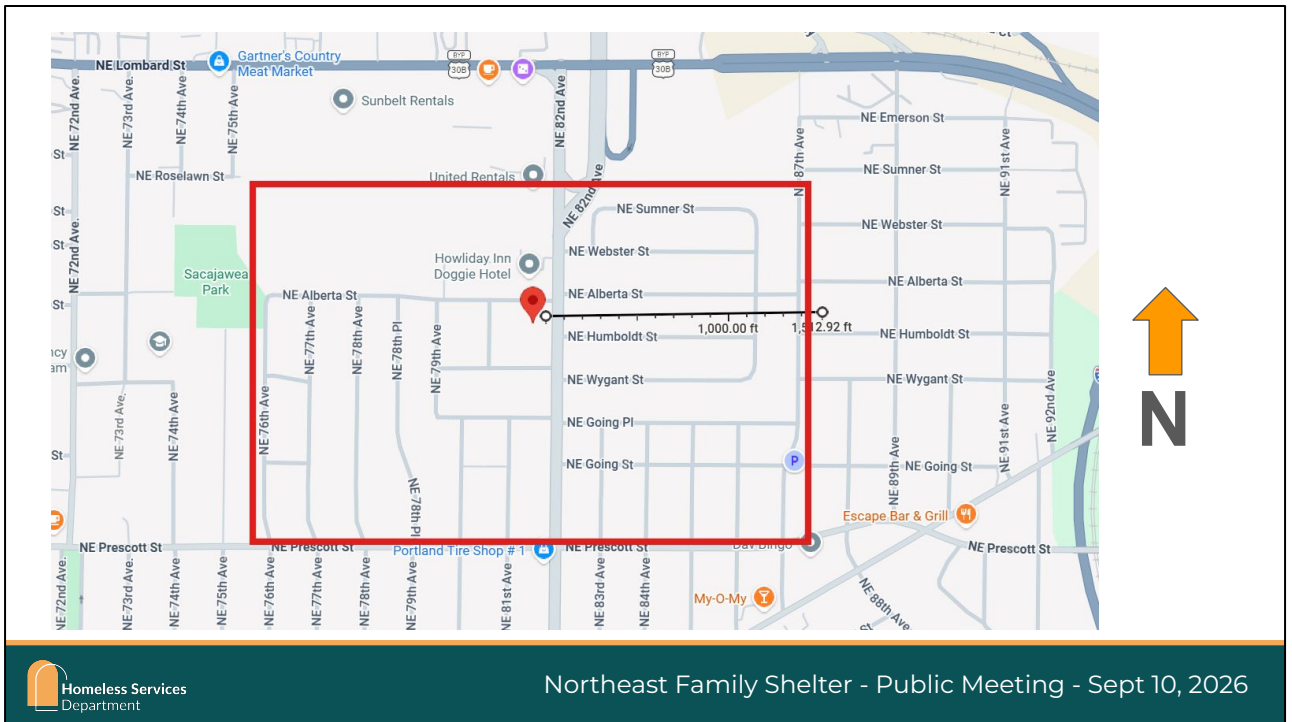
HSD Family Shelters 2026

- 📍 Northeast Family Shelter (CULLY / SUMNER)
- 📍 Family Village Shelter (FOSTER - POWELL)
- 📍 Lilac Meadows (LENTS)

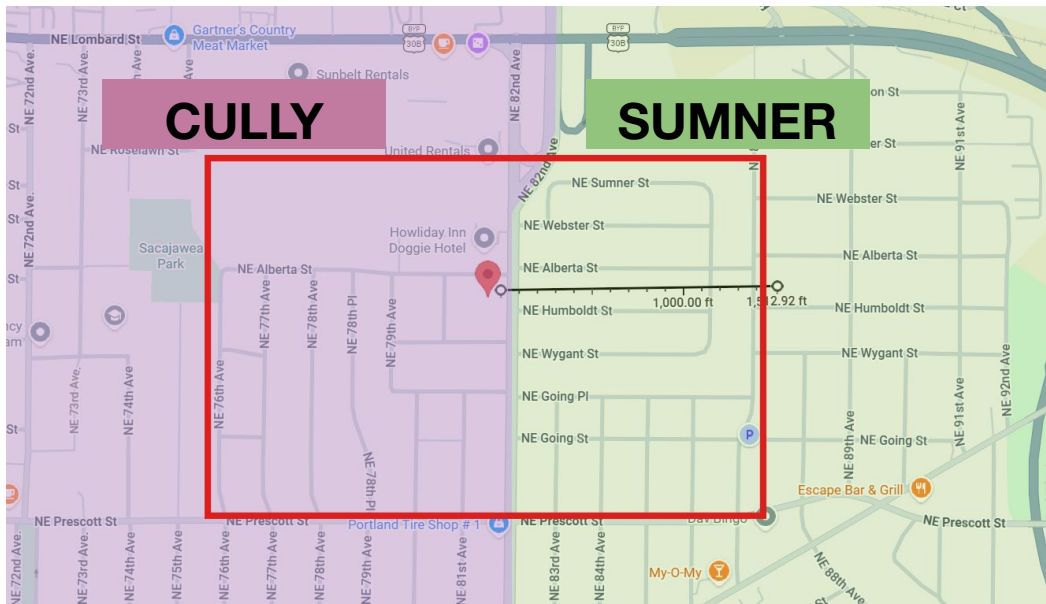


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This slide shows the NEF's relative location to two other family shelter sites in Multnomah County. NEFS is located in Cully just west of the Cully-Sumner neighborhood interface. The other family shelters lie to the south: in the Foster-Powell neighborhood and in Lents neighborhood.



This slide depicts the neighborhood that lies within one quarter mile from NEFS site. Those houses and businesses within this zone were outreached and invited to the September 10th meeting at Mt. Hood Community College Maywood Park campus.

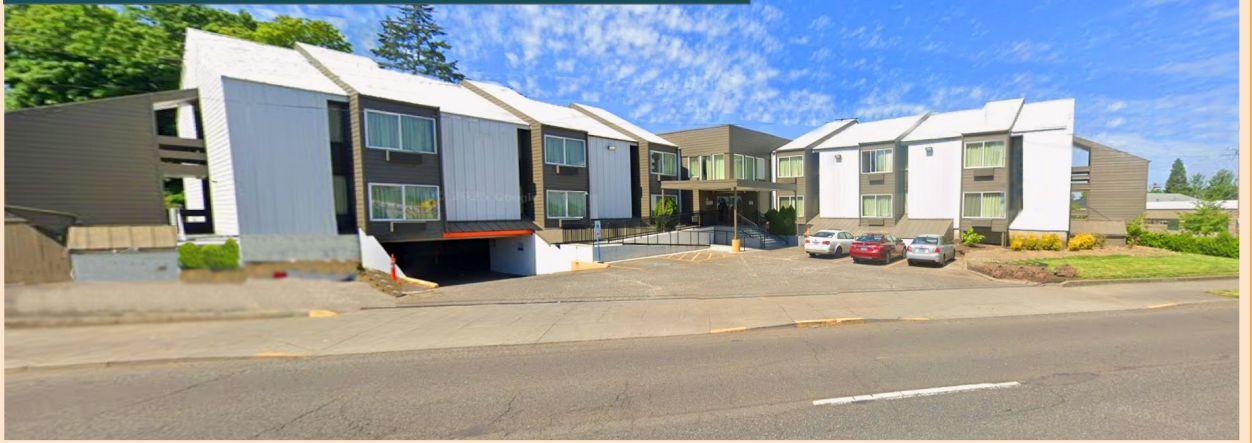


This slide depicts the relative placement of the NEFS site to the Cully and Sumner neighborhoods.

We are showing this relative placement for the purpose of illustrating that HSD engagement efforts will encompass two major neighborhood association zones. Likewise, two different school districts serve these two neighborhoods: Cully is served by Portland Public School District while Sumner is served by Parkrose School District. Families with school-aged children (K-12, not preschool) living at the NEFS will be able to choose their school based on their student's preference as afforded by the McKinney-Vento Act.

McKinney-Vento program liaisons have been an integral part of this family shelter's program development.

Northeast Family Shelter



This slide presents the NEFS once again as a way to close out the site selection process portion of the presentation and leads into the portion of the talk on who is eligible to enter the NEFS program.

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This slide begins the portion of the talk outlining the criteria for who qualifies to be on the waiting list for NEFS.

Definition of homelessness for the family system and eligibility



- A Multnomah County resident
- “Families”: adults with minor children in their care OR pregnant and in their 3rd trimester
- Currently: doubled up, staying in a shelter, transitional housing, places not meant for habitation, in an institution, or have received an official court order notice of eviction

This slide presents the three major criteria that comprise eligibility to the HSD family shelter program writ large. These criteria will be used to determine program eligibility for entering the NEFS.



Homeless Services Department



Northeast Family Shelter - Public Meeting - Sept 10, 2026

This slide presents the topic of how HSD learns about individuals and families seeking assistance from HSD.

HSD has a single point of contact: 211 info.

Homeless Families in Multnomah County



211 info is the single point of contact to request service in our family system

- In FY 2026 (July 1st, 2025 to June 30th, 2026), 211 info received approximately 2,915 calls from people identifying as being homeless
- During that period, about one third of those calls (n=852) were from people identifying as being from ZIP codes in Northeast Portland (97211, 97212, 97213, 97218, 97220, and 97232)
- One out of ten callers were residing within 2 miles of the proposed Northeast Family Shelter

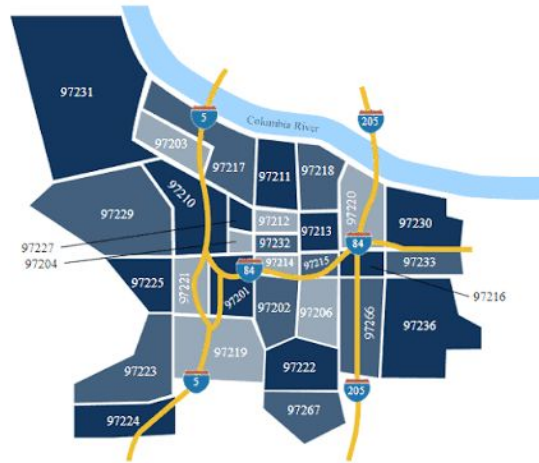


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In this slide we present frequency data on calls received by 211 info, which people can access via their website portal or by dialing "211" on a phone.

The slide presents geographic information that underscores the local need for a site in Northeast Portland. The next slide illustrates ZIP codes in Northeast Portland and it also shows neighborhood names in Northeast Portland.

Northeast Portland ZIP and Neighborhood Map



This slide illustrates ZIP codes in Northeast Portland and it also shows neighborhood names in Northeast Portland.

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This slide begins the portion of the talk that covers what services will be provided to eligible participants in the family shelter program.

The next slide shows those services and living amenities that families will have access to while outlining services provided by the service provider, Just Compassion.

The next slide also serves as the lead to introducing the service provider to the audience.

This new shelter will offer:



24/7 On-site staffing



Rooms for 50+ families



Private Rooms for families & On-site facilities



Navigation to Housing



Access to TriMet



Job Placement Assistance



School District Support



Visit the shelter project site:
hsd.multco.us/nefs

Just Compassion site:
www.justcompassionewc.com/



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This slide shows those services and living amenities that families will have access to while outlining services provided by the service provider, Just Compassion. This slide also serves as the lead to introducing the service provider to the audience.

What is not depicted in the amenities section here is that each room is equipped with its own electric kitchenette in addition to being outfitted with a microwave and moderately sized refrigerator / freezer unit. Each room is ample in size, and the floor plan includes an ample shared living space where residents can join together.

This slide also depicts the social services based support that the service provider, Just Compassion, will provide to all residents at the NEFS.

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This slide begins the service provider presentation portion of the talk.

Michael Austin,
Deputy Director

Kimberly Bacon,
Shelter Director

JUST COMPASSION

BE SEEN. BE HEARD. BE KNOWN



During this time, Michael Austin and Kimberly Bacon spoke about Just Compassion's mission statement, their comprehensive support model, Just Compassion's track record, and how they plan to carry out HSD's priorities of clearly defining a path towards permanent housing for all its clients participating in its Family Housing programs.

The next slide depicts Just Compassion's breadth of support their staff will provide on a regular basis for each family at the NEFS.

KEY STAFFING

- ✦ **Behavioral Health Specialist**
- ✦ **Case Manager/Family Advocate**
- ✦ **Childcare Development Specialists**
- ✦ **Youth Services Coordinator**
- ✦ **Safety Coordinator**

This slide depicts Just Compassion's breadth of support their staff will provide on a regular basis for each family at the NEFS.

The range of services presented here illustrates Just Compassion's approach to a successful and viable family shelter program that prepares families towards permanent housing.

Today's Presentation

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Family Shelter -

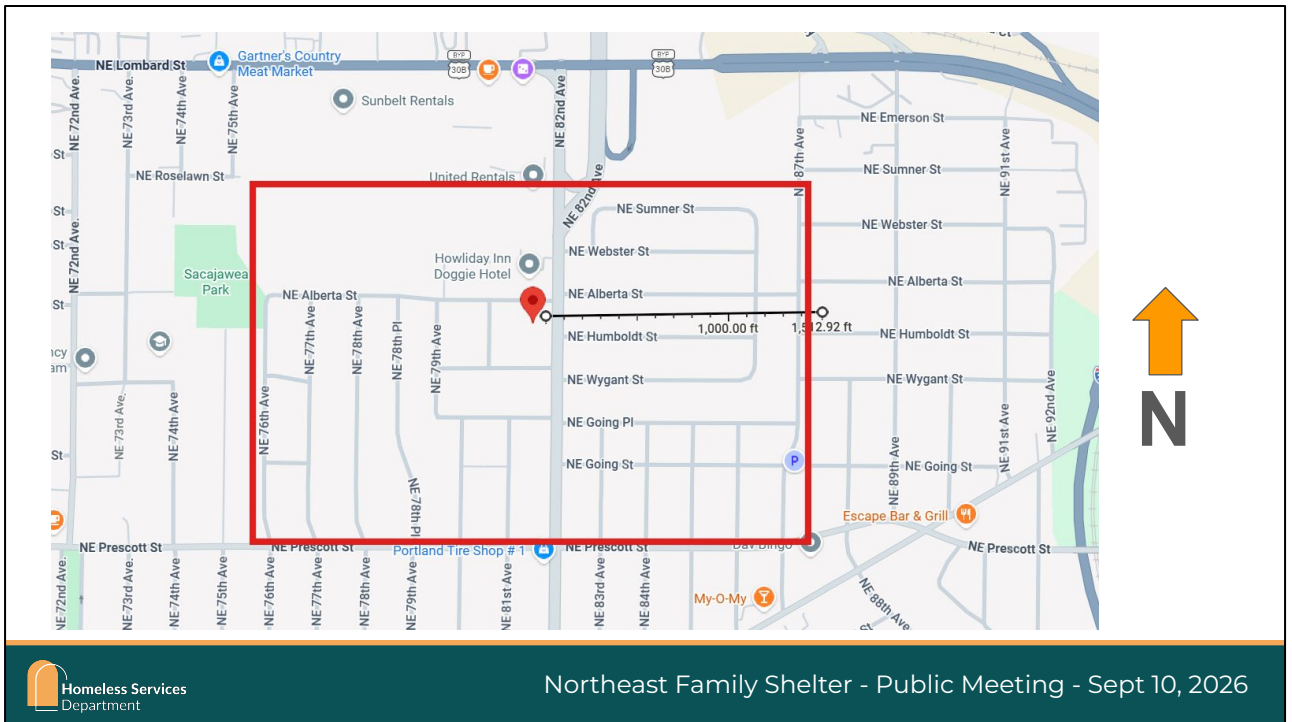
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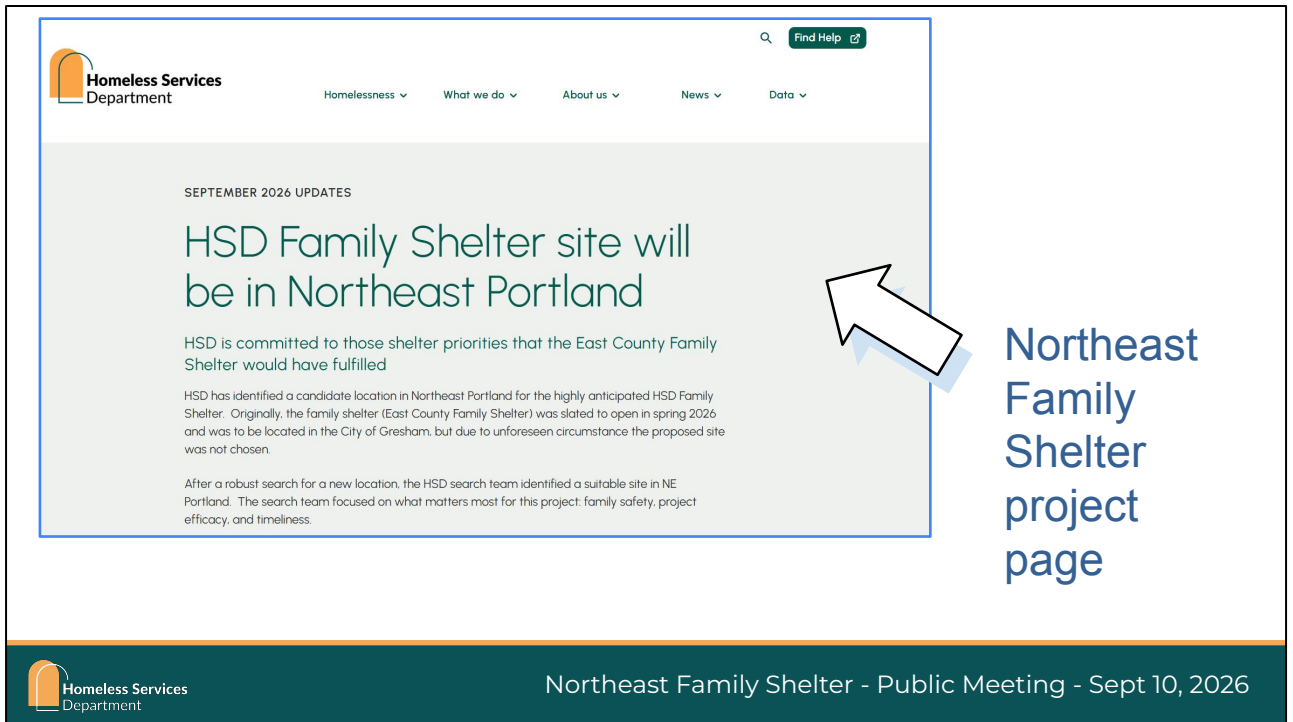


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This slide begins the portion of how the community (neighbors, businesses, and school representatives) can be involved in the successful development of NEFS through community engagement.



The purpose of this slide is to reintroduce that the NEFS is nestled within an existing community of households, businesses, and neighborhood associations, and that each can play a role in the success and efficacy of the program at the NEFS. This slide is also an opportunity to present that the community can participate at different levels of involvement, but that each level will always entail a high level of information sharing by HSD.



The screenshot shows the Homeless Services Department website. The header includes the logo and navigation links: Homelessness, What we do, About us, News, and Data. A search bar with 'Find Help' is also present. The main content area features a section titled 'SEPTEMBER 2026 UPDATES' with the headline 'HSD Family Shelter site will be in Northeast Portland'. Below the headline, the text states: 'HSD is committed to those shelter priorities that the East County Family Shelter would have fulfilled' and 'HSD has identified a candidate location in Northeast Portland for the highly anticipated HSD Family Shelter. Originally, the family shelter (East County Family Shelter) was slated to open in spring 2026 and was to be located in the City of Gresham, but due to unforeseen circumstance the proposed site was not chosen. After a robust search for a new location, the HSD search team identified a suitable site in NE Portland. The search team focused on what matters most for this project: family safety, project efficacy, and timeliness.' A white arrow points from the text 'Northeast Family Shelter project page' to the article.

Homeless Services Department

Homelessness ▾ What we do ▾ About us ▾ News ▾ Data ▾

SEPTEMBER 2026 UPDATES

HSD Family Shelter site will be in Northeast Portland

HSD is committed to those shelter priorities that the East County Family Shelter would have fulfilled

HSD has identified a candidate location in Northeast Portland for the highly anticipated HSD Family Shelter. Originally, the family shelter (East County Family Shelter) was slated to open in spring 2026 and was to be located in the City of Gresham, but due to unforeseen circumstance the proposed site was not chosen.

After a robust search for a new location, the HSD search team identified a suitable site in NE Portland. The search team focused on what matters most for this project: family safety, project efficacy, and timeliness.

Northeast Family Shelter project page

Homeless Services Department

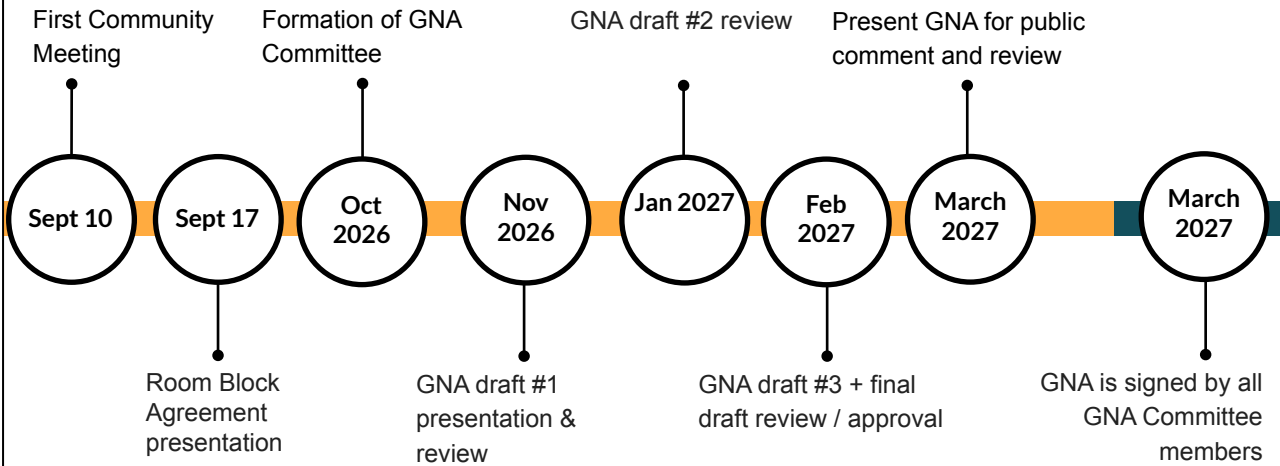
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This slide depicts the NEFS program website. The community can keep apprised of project developments by visiting this page at hsd.multco.us/nefs. The NEFS project page will be updated with project milestones, links to public meetings, and documents – such as slide presentations – that pertain to this project.

Join our
project
mail list !

This slide depicts the mail list interest form that member of the community can join to receive emailed updates.

Proposed Community Engagement Timeline



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This slide depicts the proposed community engagement timeline, specifically, the Good Neighbor Agreement committee's work on a final version of the Good Neighbor Agreement, or the GNA.

HSD will solicit the community for GNA committee members. The GNA committee will meet once a month virtually for approximately five to six months until a final draft of the GNA is produced and agreed upon by all GNA members.

The GNA document will be the roadmap for the next opportunity for community involvement: the community advisory committee or the NEFS CAC.

While the dates shown here are proposed milestones for the GNA committee, communication and correspondence between HSD and the community regarding the GNA document between meeting times will be encouraged.

The next slide presents the HSD definition of the Good Neighbor Agreement.

Good Neighbor Agreement (GNA)

- A Good Neighbor Agreement is a written statement of shared commitments and individual stakeholder responsibilities in relation to an HSD funded shelter.
- It is not legally binding; however, the signatories to a Good Neighbor Agreement are making a public commitment and a commitment to each other to abide by the terms of the GNA.
- The scope of a GNA is limited to how a shelter program and its participants will engage with immediate neighbors, and how immediate neighbors will engage with the shelter program and its participants.

This slide presents the HSD definition of the Good Neighbor Agreement.



Homeless Services Department

Visit Our Website

hsd.multco.us

General Inquiries

hsd@multco.us

503-988-2525

Media Inquiries

pressoffice@multco.us

Visit the Northeast Family Shelter project website

hsd.multco.us/nefs

Social Media | @multco_hsd

This slide presents the NEFS project website, HSD's main website page, HSD contact information, and the media inquiries email address.