



What will the Good Neighbor Agreement process look like? When will it begin and who will be involved?

The Good Neighbor Agreement (GNA) is a document that details the intentions of all parties to ensure the safety and success of a shelter program and the community where it is sited. It will detail how all parties will work toward proactively addressing safety concerns and establish a communication structure to problem-solve concerns and issues related to the shelter and its immediate surroundings expeditiously. Development of the GNA will begin in early 2025 once a provider has been selected by the Joint Office of Homeless Services (JOHS) with the goal of having it signed by all parties by the time the shelter is ready to open in December 2025. JOHS will convene community members, the service provider of the facility, and the City of Gresham to be parties of the agreement.

What will coordination with police and community nonprofits like the Hope Center be like?

JOHS is committed to the safety of its shelter participants and the community in which our providers operate. JOHS has existing partnerships with the City of Gresham and local law enforcement, including the Multnomah County Sheriff's Office HOPE (Homeless Outreach Person Engagement) team, and JOHS intends to include these partners in problem-solving. This program will also be integrated into the JOHS's system of care, which includes 60+ nonprofits throughout the County that provide a range of services including case management and housing navigation. We anticipate the Day Center will offer mobile service teams an opportunity for in-person office hours and co-located service to facilitate further coordination.

What is going to be done about drug use and mental illness?

All staff will be trained in de-escalation, mental health first aid, and other training to ensure that they are well equipped to manage challenging situations. Both the day services program and the pod shelter program will include expectations for guests regarding acceptable behavior, particularly around safety concerns. Program staff will be expected to hold guests to those expectations and manage behavior. Onsite drug use is not permitted for any JOHS-funded shelters. The program will not administer tests to determine sobriety but will expect that guests behave appropriately within the general expectations established.

I think people will come to the day center and then when it closes, roam around the neighborhood. What's the plan for that?

Staff will work with participants throughout the day to ensure that after the Day Center closes, users understand the expectation that they will not be allowed to tent or loiter around or near the facility after hours. The service provider will work with participants and community shelters when necessary to provide access to shelter beds and provide transportation, if necessary.

What about limiting the number of guests?

This will be determined once a provider has been selected. The site will never be staffed by a single staff person at any given time and staffing ratios should be no less than one staff person per 25 guests.

What will the city and mayor do for our community to restore any damages and how will we prevent damages to our community?

Comprehensive safety measures will be in place, including 24/7 staffing, security fencing, and strategic lighting to enhance visibility. These measures are aimed at fostering a secure environment and ensuring the well-being of the broader community, as well as shelter and day center participants. As responsible stewards of the community and good neighbors, JOHS is committed to implementing effective practices that prioritize safety and security for all.

How will we keep the hardship of the homeless away from one of the most children-dense parts of Gresham?

The services planned for the East County Homeless Resource Center are designed to support unhoused individuals through their hardships onsite, in the confines of the facility. Through the Good Neighbor Agreement process, the JOHS will work together with the service provider, the City of Gresham, and the local community to co-develop robust safety protocols, including 24-hour supervision and clear communication channels for neighbors to ensure that programming operates in harmony with the surrounding community. The safety of everyone in the community is of paramount importance to JOHS.

When can we meet with the service provider?

The process for selecting the Service Provider has started and will be completed in the coming months. Once selected, the Provider will be introduced to the community in a public Community Engagement event. The Service Provider will also be a partner in the Good Neighbor Agreement process beginning early next year.

How is this going to change the demographics of the immediate community?

The East County Homelessness Resource Center is opening to serve those living in East County and local communities within and surrounding the area of the facility. It is not expected that the Center will draw participants from other parts of Multnomah County.

With other Multnomah County-owned buildings with more parking, why weren't they used?

The Cook Plaza site was purchased by Multnomah County 2.5 years ago to fill a gap in providing essential services for people living unsheltered in the local community. Since its acquisition, it has served as a shelter when weather conditions become life-threatening. JOHS acknowledges the property will have limited parking upon conversion of the west lot into a pod village. We are exploring several options to ensure that the program does not have significant impacts on available public parking for local residents and businesses.

Will the pods be on a referral basis? Will service providers be able to refer people?

Once the shelter operator is selected, the process for referrals for the pods will be determined. JOHS is committed to a coordinated referral process that includes the City of Gresham's Homeless Services outreach program and JOHS-funded outreach teams to prioritize available shelter for individuals living unsheltered in East Multnomah County.

Will there be severe weather shelters during construction?

Multnomah County Emergency Services is determining alternative temporary sites to use for severe weather shelter during construction of the facility, which is expected to begin February 2025. Once construction is completed, the East County Homelessness Resource Center will resume serving as an emergency shelter (in the multi-purpose

space of the building where the Day Center will be located) during severe weather activations with a maximum capacity of 90.

Where can neighbors give their input?

Neighbors are encouraged to provide their input and feedback to the Joint Office in person at community meetings or by email at ECHRC@multco.us. JOHS is committed to remain actively engaged in the community by organizing JOHS-led community meetings and participating in listening sessions hosted by community partners.