

Banfield Shelter Motel Frequently Asked Questions

1. What is the Banfield Shelter Motel?

- The Banfield Shelter Motel is a temporary, motel-based shelter for up to 60 medically vulnerable adults that offers individual rooms for those experiencing homelessness who are most likely to be severely impacted by COVID. The program provides connections to housing and services to help support guests in regaining stability, connecting to essential support services, and accessing stable and permanent housing options.
- The program is an intentional, strategic component of [A Home for Everyone](#) – a community-wide effort to house Multnomah County residents experiencing homelessness.

2. Who can stay at the Banfield Shelter Motel?

- The program serves women, men, and couples, age 18 and older who have been assessed as highly medically vulnerable to COVID.

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

- **Hours:** 24/7
- The program operates on a reservation basis; there will be no walk-up services or lining up outside the shelter.
- **Address:** 1525 NE 37th Ave, Portland, OR 97232

4. How does someone get a bed at the Banfield Shelter Motel?

- Access is limited to those who are assessed via health assessment survey. The majority of those referred are currently staying in a congregate shelter setting.
- Question about access can be referred to Ellen Velez, Senior Manager of Health and Wellness, ellen.velez@tprojects.org.
- There are no walk-up services available, access is limited by referral.
- Once a space is reserved, the guest may continue to use the space until they no longer need it.

5. What is it like at the Banfield Shelter Motel?

- Private motel rooms for individuals or couples
- Meals are provided
- Staff are onsite 24/7

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

- **Housing-focused supports:** 1:1 support to set short- and long-term housing goals and overcome housing barriers. Case managers help guests get application ready, including obtaining ID and addressing past debt and legal issues, and provide direct housing placement assistance.
- **Employment and benefit assistance:** Individual and group services to help guests identify opportunities for earned income and qualify for social security and VA benefits.

- **Health-focused services:** Wellness staff and peer-supports connect guests with Oregon Health Plan, alcohol and drug treatment, mental health treatment, and primary care.

7. Are pets welcome?

- Yes. Guests may bring their animal that is well behaved, safe, and housebroken.
- No animals may be acquired after program entry.
- The owner of the animal is responsible for caring for, feeding, and cleaning up after their animal.

8. What are the rules?

- **Be Respectful**
 - Be a good neighbor on the property and in the neighborhood.
 - Disruptive, threatening, and disrespectful behavior will not be tolerated.
 - No racism, sexism, homophobia, transphobia, or hate-speech.
- **Be Safe**
 - No smoking or vaping inside.
 - No possession or use of alcohol, drugs, or weapons.
- **Be Kind**
 - Don't steal, destroy property, or litter in or around the property.
- **Repeat rule violations and significant safety issues situations resulting in a 911 police call may result in exclusion.**

9. How can the community get involved?

- **Donations** are welcome and appreciated! See www.tprojects.org/donate for current wish-list items.
- **Volunteer** opportunities are currently limited due to COVID-19, however, there are some opportunities available. To learn more about volunteering please contact Emily Coleman, Volunteer Supervisor with Transition Projects, emily.coleman@tprojects.org or call 503.488.7745.

10. Contact information:

- **Banfield Shelter Motel:** 503.282.8808
- Trevor Nissen, Banfield Shelter Motel Manager, 971.312.4235. or trevor.nissen@tprojects.org
- Shayna Hobson, Director of Shelter Services, 503-488-7760 or shayna@tprojects.org

This program is in partnership with the Portland/Multnomah County Joint Office of Homeless Services.