

# Outreach Handbook

## Eugene's Rest Stop & Car Camping Programs



a how-to guide  
*for community members*



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## Purpose of this Handbook

In February 2017, the Eugene City Council directed the City Manager to work with task teams of interested community members to identify potential new sites for rest stops. The Rest Stop and Car Camping Programs provide safe and legal places for people who are unhoused to sleep overnight and keep their belongings. While the Car Camping Program has existed for over a decade, the Rest Stop Program began in 2013 and recently moved from a pilot phase to a permanent program with the Council's decision to remove its sunset date. The programs have been extensively community-driven—an important component of their success. This handbook is intended to support these community-led efforts and improve prospects for finding new places to site rest stops or car camps. City staff will help support and be a resource to these groups, while the handbook allows teams of neighbors to continue to move this work forward and grow awareness and opportunities for these programs.

- The purpose of this handbook is to help prepare interested community members and groups to talk about the City of Eugene's Rest Stop and Car Camping Programs with others in their neighborhoods and work with City staff and the community to identify eligible rest stop sites for consideration and potential approval by the City Council.
- The intent is to assist and enable community members to conduct this work and outreach in a way that engages them actively in different aspects of the process, increases transparency, strengthens relationships, and builds trust and collaboration among neighbors, advocates, the City, and the broader community.

As the process and guidelines for establishing a rest stop tend to be more circumscribed than those for establishing car camping sites, the reader will find more detailed information about rest stops in the handbook. Primary differences between the programs include: 1) rest stops can have capacity for up to 20 people, while car camping sites allow up to 6 vehicles as defined by applicable City code; 2) rest stop sites must be approved by the City Council, while car camping sites do not require Council approval; and 3) establishing new rest stop sites requires more extensive outreach in the immediate neighborhood.

We will update this handbook in the future to keep it relevant and accurate. Overall, we hope it is a useful tool for community members who are interested in these programs and in engaging and working with their neighbors to better understand and address homelessness in our community.



Nightingale Health Sanctuary rest stop residents during Everyone Matters Day event, April 2016  
Photo courtesy of City of Eugene



Community Supported Shelters "Safe Spot" rest stop residents  
Photo courtesy of Community Supported Shelters

## Housing & Homelessness in Lane County

Eugene, like many other cities across the country, is grappling with homelessness and insufficient access to housing. In October 2015, the Eugene City Council approved a resolution that recognized the urgency of the housing and homelessness crisis in our community and the need for state assistance to address it.

There are many causes of homelessness. Some of them are:

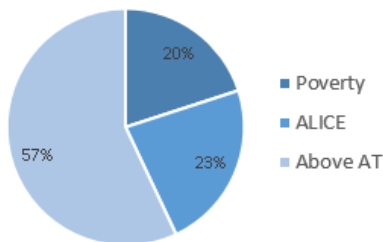
- Housing costs that are rising faster than wages;
- A lack and loss of affordable housing;
- Mental health and addiction services that do not meet the need;
- Domestic violence; and
- Circumstances of personal trauma, abuse and hardship.

Homelessness has significant impacts on the individuals who experience it and on the larger community as well.

While efforts are being made on many fronts to address both the root causes and the consequences of homelessness, the need is still great. There are over a thousand people sleeping unsheltered at night in Lane County. In addition, the graph below illustrates that many in our community are struggling to afford basic needs and may only be a missed paycheck or medical emergency away from potentially losing their housing.

### How many households in Lane County are struggling?

“ALICE, an acronym for **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed are households that earn more than the U.S. poverty level, but less than the basic cost of living for the county. Combined, the number of poverty and ALICE households equal the total population struggling to afford basic needs”.<sup>1</sup>



**43% of households in Lane County are struggling to afford basic needs.**

<sup>1</sup> United Ways of the Pacific Northwest. (2015). *ALICE Report – Pacific Northwest*. [UnitedWayALICE.org/PNW](http://UnitedWayALICE.org/PNW). “AT” in the graph refers to ALICE Threshold, the average level of income that a household needs to afford the basics defined by the Household Survival Budget for each county in the Pacific Northwest.

## By the Numbers

1,529 people were counted as homeless in Lane County during the Homeless Point-in-Time Count conducted on January 25, 2017.

Of these:

- 164 were veterans
- 269 were families with children
- 640 were experiencing chronic homelessness
- 1,003 were unsheltered

In addition to the one-night count numbers,

- 1,616 unduplicated individuals were served at Egan Warming Centers during 24 nights of operation during the winter season
- 12,998 homeless individuals sought social services through Lane County Human Services funded programs in 2016
- 2,388 homeless students attended public school in Lane County during the 2015-2016 school year.

People experiencing homelessness utilize emergency services and jail beds at a proportionally higher rate than those who are housed. It costs \$237-\$1,900 per visit to the Sacred Heart Hospital Emergency Room and \$171 per day to house an inmate at the Lane County Jail.

In Lane County, there are:

- 462 year-around emergency shelter beds
- 330 seasonal shelter beds

## Homelessness Efforts in Eugene

Eugene and Lane County are fortunate to have a number of social service providers in our community who offer needed services to the unhoused with compassion, resourcefulness, effectiveness, and innovation. From housing, mental health services, job skills, benefits assistance and addiction recovery to showers, laundry, clothing, meals and help obtaining IDs, these social service providers are vital for providing the on-the-ground services that people need to get back on their feet, and most of them operate with substantial help from volunteers.



Local, county, state, and federal government agencies all contribute funding to affordable housing and social services in our area. The Lane County Human Services Commission and Human Services Department are the primary coordinating and decision-making entities for the bulk of funding that is directed toward human services. In addition, the Poverty & Homelessness Board (PHB) consists of representatives from Lane County, the City of Eugene, the City of Springfield, and a variety of stakeholder groups. It provides policy leadership and guidance and pursues strategies related to increasing housing and shelter, promoting awareness and advocacy, and preventing homelessness in the region. The City of Eugene is also involved in a variety of targeted efforts related to homelessness, such as increasing and preserving our city's affordable housing and social service facilities, addressing youth homelessness, and developing alternative approaches and options to the traditional law enforcement and criminal justice system for those who need it.

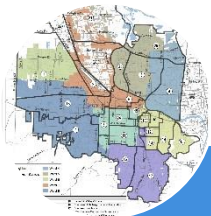
Another specific effort the City is involved with—and the subject of this handbook—is providing additional safe spaces for unhoused people to sleep. The Rest Stop and Car Camping Programs were approved by the City of Eugene as permitted overnight sleeping. These programs provide safe and legal places for people who do not have shelter to stabilize and work on transitioning to more permanent housing.

The Rest Stop and Car Camping Programs are not the City's only approach or solution to homelessness, but they help to fill a gap, both for individuals who are transitioning off the streets and into housing, and for the agencies and partners working toward long-term solutions.

In addition to the Rest Stop and Car Camping Programs, the tiny home village model and the Dusk to Dawn program (which provides places where unhoused people can sleep overnight but must vacate during the day) illustrate additional efforts to provide shelter for people experiencing homelessness in our community. While not the focus of this handbook, City staff can provide more information about these programs and others upon request.

# Roles of Neighbors and the City in the Process of Identifying New Potential Rest Stop Sites

Neighborhood groups and task teams can be either an informal group of neighbors or a more formal designated group such as a neighborhood association.



## Neighbors

- Conduct evaluations of potential sites based on criteria
- Conduct onsite inspection of potential sites
- Submit forms for suggested sites
- Communicate with City staff
- Conduct outreach
- Increase dialogue and collaboration



## City

- Provide information about sites
- Help define process
- Provide information, education, presentations and outreach materials
- Facilitate the process and neighborhood success
- Increase dialogue and collaboration



# Eugene's Rest Stop Program

## What is a rest stop?

A rest stop is a designated area within city limits where up to 20 people are allowed to sleep in tents or Conestoga huts. Unless for security or health reasons, residents vacate the site during the day and a limited number of visitors are permitted during designated hours. Each site is approved by the Eugene City Council. The City then enters into an agreement with a nonprofit organization to operate and manage the rest stop. There are currently four rest stops in Eugene that provide temporary, safe, legal places for people who are experiencing homelessness to sleep at night.

## How are sites selected?

There are many factors that are considered in site selection. They include the site's suitability for camping, proximity to schools and residential areas, road access for trash and restroom servicing, environmental sensitivity, and proximity to public transportation.

## Who pays for the rest stops?

The costs of establishing and operating each rest stop are paid for and managed by a nonprofit organization. The Eugene City Council approved \$25,000 in funding for the program in Fiscal Year 2017. The land is currently provided by the City of Eugene and the Eugene Mission.



## Who stays at rest stops?

Individuals 18 or over who are experiencing homelessness are eligible to apply for a space at a rest stop. Applicants are screened to determine if they are a good fit. Rest stops are intended to be a temporary respite, and the managing nonprofit works to connect residents with support and resources to help them move toward more sustainable housing.

## How are rest stops kept healthy and safe?

Residents sign agreements with the rest stop providers that they will abide by the rules and program expectations. On-site managers provide supervision. Best practices for water, handling and preparing food, cooking and cleaning, heating, waste management and illness prevention are followed. There is zero tolerance for violent behavior or drug or alcohol use onsite. Children must be supervised and are prohibited from staying overnight. Operators provide portable restrooms and trash collection. Residents are expected to keep the site tidy, refrain from disruptive behavior and be good neighbors. The sites are fenced to control access and promote safety.

## Why is the City allowing rest stops?

There is not enough affordable housing for the number of people experiencing homelessness in our area. Rest stops are an option to help alleviate this need and reduce the impacts of unsanctioned camping. Residents report that having a secure and safe place to sleep is crucial as they work to access services and find long-term, stable housing.

## Findings from the University of Oregon's Community Planning Workshop Review of Rest Stops

### Neighborhood impacts:

- Police data has shown no considerable increase in reported activity.
- 84% of neighboring residents and businesses were supportive of rest stops.
- 62% of neighboring residents and businesses described the neighborhood as "safe" or "very safe".

### Resident statistics:

- 92% were not unhoused by choice.
- 62% were Eugene/Springfield residents when they first became unhoused.
- 86% indicated that they had an increased ability to provide for themselves.
- 71% felt that staying at the rest stop is helping them transition to permanent housing.

*Source: Providing for the Unhoused: A Review of Transitional Housing Strategies in Eugene. 2015. Community Planning Workshop. Community Service Center, University of Oregon.*

## Rest Stop Rules and Governance

For residents, living in a rest stop camp community comes with responsibilities. While the City outlines rules and regulations for rest stops, the nonprofits managing the sites instill camp governance structures and additional rules that residents must follow. These rules reflect best practices in camp management and maintain the rest stop as a safe and stable environment.



### Managing Nonprofit Camp Governance and Rules

Managing nonprofits design camp governance structure. Broadly, these structures dictate the responsibilities of each resident to the site, its volunteers, other residents and surrounding neighbors. This may include mandatory camp meetings, work service, and other duties.

While site rules may differ from camp to camp, the following examples from **Community Supported Shelters (CSS)** provide an idea of what is expected from residents to ensure rest stops are maintained as safe and stable sites. At CSS rest stops:

- Residents are expected to adhere to camp rules. Failure to do so could lead to immediate eviction or written notice of violation. Three written violations lead to eviction.
- Length of stay is limited to 10 total months and begins with a 30-day trial period. If the trial is successful, the stay can be approved for an added 6 months. Residents may apply for an extension of up to 3 months, if necessary.
- Camp sites are closed 10 am – 4 pm Monday - Friday and residents are expected to leave the camp during these hours. Residents may return to the camp between 4 and 10 pm. At 10 pm the camp gate is locked. Residents are allowed to stay in the camp on Saturdays and Sundays.
- Quiet hours are in place from 10 pm – 7 am.
- Guests of residents are only allowed during open camp hours and are not allowed to stay overnight. No minors are permitted on camp property.
- Alcohol and drugs are NOT permitted in the camp. Use of either on camp property is grounds for immediate eviction.
- If requested, residents must comply with a background check or urine analysis testing.

## Eugene Administrative Order No. 53-17-03-F

### Site regulations:

- Portable toilet and trash/recycling service must be provided.
- Roster of individuals authorized to be on property must be kept.
- Visitors allowed from 9 am to 9 pm totaling no more than 20 people on site.

The following activities/items are prohibited from the property:

- Alcohol, illegal drugs, weapons, and illegal activity.
- Open flames, unless approved by the Fire Marshal.
- Loud music or other disruptive noise.
- Overnight visitors.
- Physical violence, intimidating or threatening behavior or language; damage or harm to the property or property in the surrounding area.
- Engagement in behavior on or near the property that may negatively affect the peace and enjoyment of the property and surrounding property for other overnight sleepers or for neighbors.
- Children, except children who are accompanied by a parent or guardian during daytime hours.

# The Car Camping Program

## What is the Car Camping Program?

The Car Camping Program provides safe and legal places for unhoused people to sleep in vehicles, camper trailers, tents, Conestoga huts, or tiny homes on wheels.

## How are sites selected?

Car camping sites can be located on property owned or leased by public entities, non-profits, businesses, or religious organizations.

The property owner may grant permission for up to 6 vehicles, which, by applicable City Code, includes camper trailers, tents, Conestoga huts, or tiny homes on wheels.

## Who operates the sites, and who pays for the program?

The majority of car camping sites are managed by St. Vincent de Paul through their Overnight Parking Program. They oversee more than 70 permitted spots at 43 addresses in the Eugene/Springfield metro area. There are also churches, non-profits and businesses who host and oversee their own car camping sites.



The City of Eugene provides funding for the Overnight Parking Program operated by St. Vincent de Paul through a contract agreement. Funds are used to supply the portable restrooms and trash service and for St. Vincent de Paul staff to administer the program. Hosts who are not part of St. Vincent de Paul's program pay their own program costs.



## How are the sites kept healthy and safe?

Car camping sites must have sanitary facilities, garbage disposal services, and a storage area for campers to store any personal items so that they are not visible from any public street. St.

Vincent de Paul provides siting, camper screening and placement, garbage disposal, portable restrooms, and linkages to services for participants in their program at no cost to the host site.

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*Last year, the Overnight Parking Program operated by St. Vincent de Paul helped 81 individuals, 27 families, and 41 children*

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## How does someone get on the waiting list?

Families and individuals experiencing homelessness may apply to receive a slot at one of the sites. Single adults in need of assistance should call (541) 461-8688 or visit the Eugene Service Station at 450 Highway 99 N. Families should visit First Place Family Center at 1995 Amazon Parkway, open 7 days/week.

## Where can I find more information about becoming a host site?

St. Vincent de Paul manages car camping sites at no cost to the host. Individuals or businesses who are interested in more information about their program can visit <https://www.svdp.us/what-we-do/homeless-services/overnight-parking-program/> or call (541) 461-8688. You can also reach the City Manager's Office at (541) 682-8442 to find out more information about becoming a host site.

## Where do Conestoga huts come from?

A local nonprofit, Community Supported Shelters, constructs the Conestoga huts for use in homeless programs in Eugene and the surrounding area. For more information, visit [www.communitysupportedshelters.org](http://www.communitysupportedshelters.org).



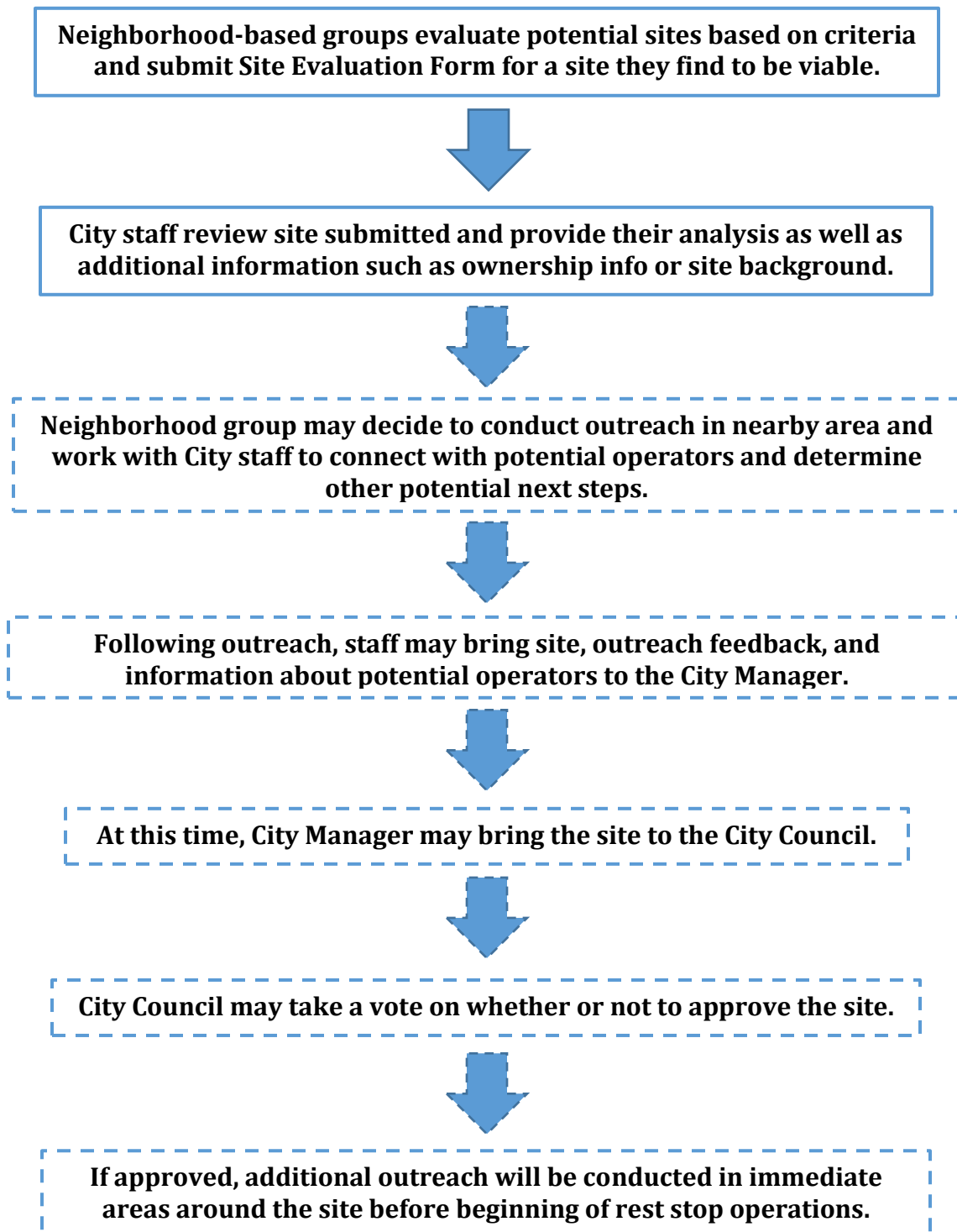




## Rest Stop Potential Site Identification: Process Flow Chart

\*Note this flow chart illustrates the way the process would ideally work. Each site will have particular characteristics that may require the process to deviate from what is outlined below. It may be found at any point in the process that a site is not viable for a rest stop.

\*Neighborhood groups can be either an informal group of neighbors or a more formal designated group such as a neighborhood association.





## Considerations and Criteria for Potential Rest Stop Sites

Many factors and needs influence the identification and operations of a potential rest stop. For example, each rest stop resident requires an 8x10 foot sleeping space, and sites also generally have additional common space for residents to eat, prepare food and meet together. Trucks must be able to access the site in order to service the portable restrooms and trash bins, and rest stops are authorized under ordinance by the City of Eugene, so potential sites must be in City limits. Although rest stops are allowed to serve up to 20 individuals, it is not a requirement if the site does not have space or capacity to serve that many people.

These are some items to consider when evaluating the viability of a potential rest stop site:

- The site must be within City limits. You can determine whether a specific site is within City limits at <https://www.eugene-or.gov/2125/Do-I-Live-in-the-City>.
- The site must be suitable for camping and for a rest stop-type use. Therefore, characteristics such as whether the site is flat or sloped, grassy or gravel, its seasonal wetness or dryness, and surrounding vegetation or elements that may add to or detract from its privacy should be considered.
- Access onto and off of the property need to be considered for residents who may have mobility issues and for emergency vehicle personnel.
- The site must have road accessibility for trucks to service the portable restrooms and trash collection bins.
- Proximity to schools and to houses or residential areas must be considered.
- The availability of water or power may not be a precluding factor but should be considered.
- Sites should be in proximity to bus lines or public transportation.
- Rest stops must not be on wetlands or property that is environmentally sensitive.

A Potential Rest Stop Site Identification Form is included in the Outreach Materials section at the back of this handbook to help community members use the criteria above to assess different sites that may be viable for a rest stop. Copies of the form can be requested through the City Manager's Office by emailing [Regan.S.Watjus@ci.eugene.or.us](mailto:Regan.S.Watjus@ci.eugene.or.us) or calling (541) 682-8442. Completed forms should be submitted to City staff for further site analysis.





# Considerations for Car Camping Host Sites

By Community Supported Shelters

Dear friends,

Thank you for taking the time to consider becoming a 'Host site' for homeless people to live in a car, tent, vehicle, or Conestoga Hut on your property.

How you design your site and resident/host interface is ultimately up to you. Through the work of Community Supported Shelters we have developed this list of considerations. It's important to understand that being a successful host site depends on you having a developed host/resident interface plan. This plan must be clearly communicated with hut residents. Give the new residents a copy of the host plan. Be sure they understand, agree to, and sign the designated plan. This protects host site and provides a means of accountability if problems do arise.

## **Considerations in developing your Host/Resident Interface plan:**

1. What is your motivation for becoming a Host site? What do you have to offer as a Host?
2. Do you have any experience with disadvantaged populations of people? How will your organization interact with residents?
3. How many Conestoga hut residents will you start with?
4. How long will you want residents to be able to stay at your site?
5. Will your site provide electricity? Will residents have access to water?
6. Will your residents have access to site facilities? If so, when? Who will be there to oversee use during these times? What are the limitations (i.e. kitchen, shower, internet/computer access, telephone, etc.)? What are the guidelines for use of these amenities? Who will ensure facilities are used responsibly?
7. What will your resident do to give back to your organization? How will residents plug in to host site activities and support host site? CSS encourages a 2-hour per week minimum of resident participation in host site. Gardening, cleaning, picking up trash in neighborhood, maintenance needs, administrative needs, security, and yard work are the kinds of tasks that could be addressed by a host site resident.
8. CSS recommends that each site have at least three people with the organization be tasked with being the direct contact persons for the new residents. Weekly or every other week check-ins can help your residents feel supported and help them to settle into getting focused on their life. During these check-ins, you can review host agreements, check on resident needs, check in on the tidiness and cleanliness of the host space.
9. Conestoga Huts are built by Community Supported Shelters. Many huts are on church or business property and administered through the St. Vincent de Paul Overnight Parking Program. Conestoga Hut repairs and upgrades must be approved and coordinated by Community Supported Shelters.
10. Each host site can choose to sign up with St. Vincent de Paul car camping program. St. Vincent will provide free trash and porta-potty service to you for being a host site. Hosts can choose to run their own program, create their own rules, and pay for trash and porta-potty service.
11. Selecting the right resident for your unique Conestoga Hut situation. What type of resident are you seeking? Here are a few resident scenarios to be considered. You could pick one of these or come up with one of your own (Service Veterans only, Recovering from surgery, Help out with gardening at your site, Short-term periods (i.e. less than three months, someone with a clear plan and motivation to carry it out), On-site presence to help with security, Elderly with no family, Student)

Good Luck on your journey!

## Conestoga Hut Information Sheet

Community Supported Shelters manufactures the Conestoga Hut micro-shelters in our workshop in Eugene, Oregon. The shelter is designed to keep someone safe, dry, and out of the elements.

### Each Conestoga Hut includes:

- Organization and coordination of your Conestoga Hut build
- Minor site work preparation, if needed
- On-site build with trained volunteer labor – 2 hours
- Insulated 6 x 10 enclosed space
- Lockable door with a peephole
- Bed frame and mattress
- Lockable window with curtains
- 4 x 4 covered porch
- Wooden entry step
- Smoke Alarm and CO Detector
- Handmade coat rack
- Small oil radiant heater, for host sites providing electricity
- Hut repairs, moves, and/or upgrades – Must be approved by CSS

### Conestoga Hut Host Support

- More information about Conestoga Huts, including a Conestoga Hut Construction Manual recently released and available by purchase from CSS, can be found at the CSS website at <http://communitysupportedshelters.org/conestoga-huts>.

- Contact other Conestoga Hut Site Hosts

Wesley United Methodist Church	John Porter	(541) 345-8175
South Hills Center	Kassy Daggett	(541) 484-6100
First Christian Church	Pastor Dan Bryant	(541) 344-1425

- If you have any questions, contact the Community Supported Shelters offices at (541) 683-0836.

Prepared by: Fay de Buhr  
Community Supported Shelters (CSS)  
January 28, 2016

## Outreach Strategies and Actions

Outreach efforts come in many forms and what may work well for one group, may not for another. Which efforts you employ will depend on where you are in the process, who has joined your task team and if your task team is associated with a larger group such as a Neighborhood Association. If your team is working through a recognized Neighborhood Association, resources for outreach are available through the Human Rights and Neighborhood Involvement office (HRNI). Contact 541-682-5177 for more information on Neighborhood Associations and available resources.

The table below is to help you begin to consider what strategies will work best for you considering your specific context and where you may be in the process. Some efforts, like door-to-door and community wide meetings, are more time consuming and City staff can help you strategize these and other outreach efforts so your time is used most effectively. HRNI's Outreach Tools and Materials guide is a helpful resource and can be found at [www.eugene-or.gov/documentcenter/view/3608](http://www.eugene-or.gov/documentcenter/view/3608).

	<b>Description</b>	<b>Timing</b>	<b>Considerations</b>
<b>Living room meetings</b>	Have a meeting with neighbors at home. These can be one-on-one or small groups.	Use as a tool to build your task team at the beginning of the process and to brainstorm and strategize.	Bring materials such as current site pictures, news blast sign-up sheets (see below), maps, and flyers.
<b>Share the Rest Stop video</b>	Share the video produced by the City about the Rest Stop Program with other individuals or groups. You can do this by sharing the link to the video or the video itself during a meeting or presentation.	Anytime during the outreach phase, and in conjunction with other strategies listed here.	Introduce the video by sharing your purpose in showing it to the particular person or group. It is helpful for viewers to have some context and to know how it fits into your conversation with them. Think about when you decide to show it during a meeting or presentation.
<b>Organize Tours</b>	Organize a group tour of a current site.	Anytime during the outreach phase.	Organize a tour for your task and outreach teams, or your Neighborhood Association Board and members. Call Community Supported Shelters at 541-683-0836 or Nightingale Health Sanctuary at 541-485-1755 to schedule a tour. Online tools such as Eventbrite can be used to track RSVPs, as a headcount will be beneficial for the tour hosts. Groups may also want to coordinate or offer rides to make it easier for people to participate.
<b>Presenting to other groups</b>	Reach out to other community groups to see if you can get 20 minutes to talk about what you are trying to do. Other groups may include non-profit boards, faith communities, local business groups, neighborhood associations, or service organizations. You can use the site Meetup.com to find local groups as well.	Anytime during the outreach phase. This may be a good way to get others to join your task team or be a voice of support for your work.	Create a presentation that can be used by any member of the task team. Creating visuals is a good way to keep people interested. Make sure to have news blast sign-up sheets and informational flyers, handouts, or brochures.

<b>Community Meeting</b>	Organize your own community meeting.	Anytime during the outreach phase. If you are early on in the process, consider framing the meeting more broadly as ways to reduce homelessness. If you are considering a particular site, having a skilled facilitator to lead the meeting may be beneficial.	Give yourself enough time to plan the meeting. Review the Outreach Tools and Materials guide mentioned above and the Considerations for Community Meetings sheet below. Make sure to have news blast sign-up sheets and informational flyers, handouts, or brochures.
<b>Social media posts</b>	Use various social media tools to garner support, encourage participation, and publicize any meetings. You can also encourage partner organizations to post info to their websites or social media feeds.	Anytime during the outreach phase. Use it in the beginning to grow the task team and during the project to keep the community informed and engaged.	There are many different tools available, including Facebook, Twitter, and Instagram. Use visuals, post often and encourage everyone you know to share what you have posted. There are many sites online that offer ideas about making your social media campaign effective.
<b>Newsletter Item</b>	Provide a write-up on your efforts for publication in a neighborhood association newsletter or for other organizations that may be willing to include it in their newsletters.	Throughout the outreach phase.	Several Neighborhood Associations produce newsletters. The HRNI office (541-682-5177) can help you connect with the right person.
<b>Meeting with nearby stakeholders</b>	Meet with businesses and other stakeholders near a site being considered.	Once a site has been identified and reviewed by City staff, and staff has provided their analysis.	Make sure to schedule enough time and set an agenda. You may want to bring materials such as flyers or maps. In order to avoid overwhelming a stakeholder, it is a good idea to not bring more than two or three of your group members to the meeting.
<b>Door-to-door</b>	Knock on doors to speak with neighbors and businesses within 500 feet of the identified site. City staff can provide you with a map. Contact Regan Watjus at (541) 682-8442 before you begin.	Once a site has been vetted by City staff, staff has provided feedback, and a managing nonprofit has been found. This step could also occur following Council approval of a site. Be sure to communicate with City staff before going door-to-door for a particular site.	Canvassers should go in pairs and ideally are residents of the neighborhood. It is also beneficial for the potential operators to participate. Bring flyers about the program and a postcard with information specific to your group, the site under consideration, and future opportunities to comment. City staff can assist with a postcard template.

### News Blast Sign-Up Template

This is a way to collect email addresses from individuals who are interested in staying updated on the progress being made.

Name	Neighborhood	Email



## Considerations for a Community Meeting

Community meetings are an effective way to educate and engage residents. They should be structured in a way that is efficient but that also creates ample space for all voices to be heard. Here are a few considerations for planning and hosting a community meeting. The Human Rights and Neighborhood Involvement Office also has a helpful Outreach Tools and Materials guide available on their website at [www.eugene-or.gov/documentcenter/view/3608](http://www.eugene-or.gov/documentcenter/view/3608).

1. Allow enough preparation time.
  - Give yourself at least a month to prepare for and advertise the meeting.
  - Preparation includes finding a venue, creating an agenda, publicizing the meeting, getting copies of informational materials, contacting potential speakers, etc.
    - Potential speakers may include representatives from nonprofits currently operating rest stops and car camping sites, Regan Watjus from the City Manager's office or other City representatives, neighbors or others experienced with rest stops or car camps, involved community members, and other entities that serve the unhoused population.
2. Identify the purpose of the meeting.
  - Think about where your task team is in the process of finding a rest stop location.
    - If you are early on in the process, use a community meeting to build support and awareness by framing it broadly as a discussion on homelessness reduction efforts supported by the City.
    - If a site you have found has been deemed viable by City staff, frame the meeting to be more informative and conversational about the rest stop program and the potential for having a site in the nearby neighborhood. Having a skilled facilitator to help lead the meeting may be beneficial in order to make sure that space is given for all people to be heard and that a respectful and productive meeting environment is maintained.
3. Create an agenda for the meeting.
  - Be realistic about how much time each agenda item will take.
  - If you have speakers, make sure they are aware of how much time they have.
  - Leave enough time for questions.
  - Keep the meeting on track and respect participants' time.
4. Give an opportunity for introductions depending on the size of attendance and purpose of the meeting.
  - Discussion based meetings should always start with introductions.
5. Do not use jargon specific to homelessness issues or programs.
  - Begin meetings by explaining the homelessness issue in Eugene and the program or programs you are interested in discussing or pursuing.
6. Do not dictate the outcome of the meeting.
  - Homelessness intervention can be a contentious issue. Make sure community members feel heard when they voice a concern. Even if you do not agree with what someone says, thank them for their time and willingness to participate.
  - As these conversations can be very difficult, it may also be helpful for meeting organizers to participate in a training with City staff on how to have difficult conversations, to have City staff present at the meeting to help answer questions, or to have a skilled facilitator facilitate the meeting. If interested in one of these options, you can contact City staff for assistance.
7. Provide comment cards that allow for attendees to participate if they are uncomfortable speaking in the group.
8. Bring flyers, maps, and news blast sign-ups with you.



## Sample Script for Door-to-Door Outreach for Rest Stops

Outreach Volunteer:

Hi, good afternoon. My name is \_\_\_\_\_ and this is \_\_\_\_\_. We're community members who live in the area, and we're hoping to chat with you briefly about an effort we're involved in to create more safe shelter for those in our community who are experiencing homelessness. We're interested in hosting some safe shelter spots nearby at \_\_\_\_\_. Do you have a minute to talk with us about the idea?

Neighbor:  
Sure.

Outreach Volunteer:

The City of Eugene created a program a few years ago called the Rest Stop Program. Have you heard of it?

Neighbor:  
No.

Outreach Volunteer:

Ok, can I tell you a little bit about it?

Neighbor:  
Ok.

Outreach Volunteer:

- The Rest Stop Program helps people who are homeless by providing safe and legal places for up to 20 people to sleep and keep their belongings at designated, approved sites.
- Local non-profit agencies oversee the sites and help the residents connect with social services.
- The sites are fenced and have portable toilets and trash service.
- Each site also has a site manager who stays there and is responsible for making sure everyone obeys the rules and that the sites are kept clean.
- There is zero tolerance for drugs and alcohol, weapons, or disruptive behavior.
- Rest stops have been around for over three years now and they've been successful at helping people stabilize and move into permanent housing. They're not permanent places to stay for people but a way for folks to get back on their feet.
- And the residents also volunteer in the parks system. They've provided over 550 hours of maintenance and clean-up work for the parks.

Neighbor:

How do people get in, do they just walk up and get to stay? How do you tell who might be dangerous?

Outreach Volunteer:

- Not everyone who is homeless is a good fit for a rest stop, so people have to apply and go through a screening process in order to get in. During intake, the operators learn about an applicant's background and behavioral history to make sure they will be able to follow the rules, be good neighbors, and work well with others who are already there. They can be evicted if they don't abide by the rules.
- The operators are also really well connected to service agencies in the community and hold residents accountable to accessing resources and working to improve their lives. They have to be willing to make an effort to fit in to the rest stop structure. Many do, and the support they receive ultimately helps them get into housing.
- The Police Department has also reported that there hasn't been an increase in police calls or illegal activity in the areas where rest stops have been operating.

Neighbor:

Will people just be hanging out and roaming around my neighborhood? There are lots of kids here.

Outreach Volunteer:

Good question. People are expected to be off site during the day and taking that time to meet with service providers, run errands and progress on their plan towards stable housing. They're expected to leave the neighborhood around the rest stop unless they're accessing a service nearby, and to take paths into and out of the site that are least invasive to the neighborhood. We completely understand concerns about safety, and the operators and managers are well-trained and committed to making sure the sites run safely and successfully. The rules and close oversight help them do that. We haven't had previous issues with people lingering around the neighborhood or making it feel unsafe.

Neighbor:

Who are some of the people that these rest stops have helped?

Outreach Volunteer:

There are a variety of people who experience homelessness and utilize the rest stops. Some of the sites have prioritized more veterans, women or people with disabilities. Some people have just recently become homeless and might not stay in the rest stop very long before they get back into housing, while others have been experiencing homelessness for a while and work closely with social service providers on their particular barriers and challenges for transitioning back into housing. So it really varies.

Neighbor:

Who do I talk to if I have more questions?

Outreach Volunteer:

You can call the City Manager's Office. The staff person who serves as the liaison for this program is Regan, and her direct number is here on the flyer.

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## ADDITIONAL TIPS

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- *Go in pairs and use a tracking sheet to take notes and track where you've been.*
- *Have potential operators as well as people who live in the area participate if possible, creating a situation where neighbors can talk to neighbors.*
- *Look to the FAQ in this handbook for other potential questions that may be asked.*
- *If no one answers the door, leave a flyer.*
- *If someone wants to talk, it's good to give them the space to do so and listen to their concerns. If someone doesn't want to talk, that's fine too. Just let them know there is a number on the flyer they can call if they have questions or concerns later. Sometimes it also just helps to remind people that you are a volunteer who cares about this issue because \_\_\_.*
- *Some may get off topic and discuss broader or separate issues all together. You may find it helpful to say something like, "I hear you. While we care about all issues that affect [the neighborhood or the community], we're community members who are working more specifically on this effort right now. On that other topic, you may want to talk to [your neighborhood association, your City Councilor, the City Parking Office, etc.]"*
- *Refrain from getting into an argument with someone. If a conversation becomes unproductive or argumentative, just leave it.*
- *Have a contact or response prepared for how someone may become involved.*
- *Leave any residence or business where you are or become concerned for your safety.*

## Tracking Outreach Efforts

Community outreach should be coordinated to maximize volunteer time and avoid redundancy. Here you will find outreach tracking templates that you can adapt to fit your needs. Full-page versions of these tracking sheets can be found in the Outreach Materials section at the end of the handbook, and community members may contact the City Manager’s Office at (541) 682-8442 to request additional copies for use.

### Meeting Tracking Sheet

<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Type (Open to Public or Invite Only)</b>	<b>Meeting Purpose/Agenda</b>	<b>Attendees (number or names depending on size)</b>

### Social Media Posts

You can use the following template to create and plan consistent social media posts.

<b>Date</b>	<b>Type (Facebook, Instagram, etc.)</b>	<b>Message</b>

### Door-to-Door Tracking Sheet

<b>Time</b>	<b>Address</b>	<b>Type (home, business, etc.)</b>	<b>Talked with or Left Flyer</b>	<b>Notes/Comments</b>	<b>Contact Info (if follow up needed)</b>	[Site Location]
						<b>Initials</b>



# Sample Car Camping Agreement between Hosts & Campers

## Sign-up and Release of Claims Agreement

### Adults:


### Children:

Name	Age	Sex

For any child listed above, please give the name and number of any parent/s who is not staying in the trailer.  N/A

Emergency Contact ( <i>Name &amp; Phone/Address</i> ):  Other relevant information: <input type="checkbox"/> N/A
--

- I will cooperate with the host representatives to the fullest extent possible, and will actively participate in a plan that is intended to result in my greater self-sufficiency.
- I agree to stay on the property and in the shelter provided (if applicable) at my own risk and will make no claim against the host if personal injury, loss of personal belongings or damage of personal property occurs while on the premises.
- I consider my stay on the property to be transitory and not subject to the Oregon tenant laws. I understand that this shelter is being provided on a trial basis and that I may be asked to leave at any time.

Camper Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Sample Car Camping Agreement between Hosts & Campers

## Policy Agreement

I will adhere to the following rules and policies while participating in the Car Camping Program at [location]. I will:

1. Allow only those listed on the Program Sign-Up and the Release of Claims Agreement at the trailer.
2. Treat [staff, volunteers, employees, etc.] with respect.
3. Maintain the trailer and surrounding area in a clean and tidy manner.
4. Refrain from asking for money, goods, or services from [staff, volunteers, employees, etc.].
5. Remember that I am at someone's church and will respect their beliefs. [if applicable]
6. Refrain from physical, verbal, or emotional abuse toward any man, woman, or child. [Optional:] Any person convicted, under investigation, or suspected of sexual offenses is disqualified from receiving services from this program.
7. Not engage in confrontational behavior while on or near the property.
8. Illegal drugs or alcohol are strictly prohibited. If suspected of being under the influence of alcohol or drugs, I will agree to submit to a drug test upon request.
9. Smoke only in designated outside areas. Absolutely NO smoking in the trailer.
10. Not bring weapons of any kind onto property.

I understand that violation of these rules may result in a written warning, suspension of services, or immediate termination of services. I further understand that if I am asked to leave and do not do so or become disruptive, I will be subject to arrest for criminal trespass.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Host Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Frequently Asked Questions

### **Why would the City or community spend time and money on this?**

In October 2015, the Eugene City Council formally recognized, via Council resolution, the housing and homelessness situation in Eugene as a crisis. Eugene and the surrounding community face a severe lack of housing for people with low or extremely low income. Over 1,000 people in Lane County sleep without nightly shelter. While the City works with partners on long-term solutions, like preventing homelessness, supporting human services and increasing access to housing and good-paying jobs, programs like the rest stops, car camping, and providing other forms of basic shelter are needed to increase health and safety for those who are homeless as well as for those who are housed. These programs are not only successful at providing unhoused people with stability and better opportunities for taking steps out of homelessness, but they also reduce the impacts of unsanctioned camping on our environment and neighborhoods.

### **What is the difference between a rest stop, car camping, and other programs like Dusk to Dawn and tiny home villages?**

- **Car camping**, or sleeping overnight in vehicles in designated areas, has been permitted for nearly two decades and allows up to six vehicles to be used for sleeping at a site owned or leased by a religious institution, business or public entity. The definition of vehicles has been expanded over the years to include car, tent, camper, trailer, and Conestoga hut. Sanitary facilities and garbage disposal services must be provided. Although not required, most sites in Eugene are managed by St. Vincent de Paul, who provides screening and placement of participants in the program as well as portable restrooms and trash service at no cost to the property owner. St. Vincent's currently manages over 70 spots at 43 addresses in Eugene and Springfield.
- The **Rest Stop** Program was established in 2013 to provide additional temporary emergency shelter options for the unhoused. It allows up to 20 people to camp in tents or Conestoga huts at a designated site that must be approved by the Eugene City Council. The City enters into an agreement with an operator to oversee the site. The operator is then responsible for providing sanitary facilities, garbage disposal services, placement and screening of residents, onsite management of each site, a liaison to work with nearby neighbors to address any concerns, and support and assistance to residents to help them transition to permanent housing. Sites are fenced, and while residents typically leave the site during the day, they are able to leave their belongings at the site.
- The **Dusk to Dawn** Program was established in 2015 and provides overnight emergency shelter to unhoused members of the community. Dusk to Dawn sites are for overnight sleeping only, so residents come with their belongings in the evening and leave with their belongings the following morning. Dusk to Dawn sites must be approved by City Council.
- **Tiny home villages** can take different forms and follow different processes to establish. Opportunity Village Eugene (OVE) consists of basic small bungalows and Conestoga huts for sleeping, and shared community infrastructure such as showers, restrooms, kitchen, laundry area, and heated communal yurt for meeting space and computer access. OVE was permitted on industrial land under a Conditional Use Permit filed and approved through the City's Planning Department. The non-profit organization who operates OVE is also establishing a more permanent tiny home village in which each unit will be considered a permanent dwelling with its own kitchenette and bathroom. For this project, the organization purchased the property, and the project is permitted as multi-family housing.
- **All sites** have rules and policies that govern behavior and conduct to help ensure that sites are clean and orderly and that people participating in the program are good neighbors.

### **What does the screening or vetting process of applicants to these programs involve?**

- Potential residents must submit an application to be considered. Applicants are expected to check in periodically in order to stay on the wait list.
- Once an application is reviewed, operators invite the applicant in for an intake and interview process, during which the operator inquires about the applicant's background including criminal and behavioral history; employment and housing status; his or her individual needs and challenges in finding housing; and his or her strengths and abilities to contribute, follow rules, and abide by the structure of the program. The interview and intake process is in-depth and meant to gauge whether the applicant will be a successful member of a rest stop or car camping site, can work well with others, and be a good neighbor.
- Some operators also utilize Service Point, the Homeless Management Information System (HMIS), in order to learn which social services the applicant is accessing and how often. This provides operators with a better picture of the applicant and what their activities and needs may be.
- Some operators or sites also require that residents recovering from or struggling with addiction be actively enrolled in treatment in order to stay. Operators may also conduct a criminal background check or a urine analysis for an applicant or resident at any time. Refusal to comply can result in a 24-hour eviction from the site.
- Once the vetting process is complete and an applicant is accepted, he or she is required to engage in an orientation process to learn more about the program and its structure, meet fellow residents, and acknowledge that they understand all rules and protocols.
- Operators are focused on potential behavioral problems and how likely it appears that the applicant will be able to adjust to the requirements of a rest stop or car camping site. This entails a devoted amount of time spent on evaluating, assessing and monitoring a person and their individual challenges and needs both before approving them as a resident and within the first month probationary period.

### **What are Conestoga huts?**

Conestoga huts are inexpensive and simple-to-build shelters for temporary emergency shelter. The hut uses minimal materials to provide durable shelters that are well suited to the Pacific Northwest climate, emphasizing keeping people dry and secure. The founders of Community Supported Shelters (CSS), a non-profit organization that operates rest stops in Eugene and also builds the Conestoga huts, developed the original design. Erik de Buhr of CSS recently published a book titled "How to Build a Conestoga Hut." The non-profit continues to build the huts for unhoused people to use for shelter across the community. You can find more information and view photos of the huts at <http://communitysupportedshelters.org/conestoga-huts>. Conestoga huts can be used at both rest stops and car camping sites.

### **Would a rest stop offer shelter to the people who are living without housing in the neighborhood already?**

Anyone experiencing homelessness can apply to stay at a Rest Stop and will be considered if willing and able to follow the rules of the rest stop. Rest stop operators or community members may be able to help encourage someone who sleeps in the nearby neighborhood to apply and help them see the benefits of entering into the program.

**Who monitors and makes sure campers follow rest stop rules?**

The City enters into an agreement with a non-profit organization or entity to supervise an individual rest stop site. This non-profit is responsible for providing or arranging for the supervision of the site at all times. Each site has one or more site managers who make sure all rules are followed. Both the City and non-profit work with neighbors to address any issues that may arise.

**When campers aren't there, will they be roaming around my neighborhood?**

Residents are expected to use their time at rest stops to stabilize and connect with social service providers who can help them get into housing. While residents are expected to be off the site during the day in order to carry out this work, they are expected to leave the area around the rest stop unless accessing a service nearby and to take a path into and out of the rest stop that is least invasive to the neighborhood. Rest stop operators, managers, and residents work hard to minimize impacts to the neighborhood and be good neighbors.

**Won't a rest stop make more people come into my neighborhood?**

Rest stops can often have the opposite effect. While the residents of the rest stop will be there, the success of the site depends upon the peace, health and safety of the area and the rest stops being good neighbors, so site managers and residents work hard to maintain and promote these qualities in the site and surrounding area. In addition, rest stop rules limit the number of visitors to the site and prohibit overnight visitors.

**Won't crime go up in my neighborhood?**

Police reports indicate that neighborhoods where rest stops have been located have experienced no noticeable increase in crime in those neighborhoods. A study by a University of Oregon Community Planning Workshop found that the majority of nearby residents and businesses were generally supportive of the program, experienced little to no negative impacts from it and continued to feel that their neighborhoods were safe.

**Won't my property value go down?**

We cannot speculate on whether a property's value will increase or decrease in the future or the reasons that that may happen, and we have no data or reports of property values increasing or decreasing due to the siting of a rest stop nearby.

**What are the costs of operating a rest stop?**

- The costs for operating a rest stop vary, but an estimate that includes two portable toilets, trash service, water, fuel, and program oversight and counseling is about \$900/month, or \$10,800/year for one rest stop. This does not include office supplies or shop space, transportation expenses, additional program coordination costs, or insurance costs. In addition, site set up can cost over \$8,000.
- The Eugene City Council approved \$25,000 to the Rest Stop Program in the Fiscal Year 2017 Supplemental Budget 1 process. This is the first time the City has designated funding to the program.
- The non-profit organizations who run the rest stops are responsible for the costs of their operations.

### **How long do people stay?**

- Resident stays vary depending on where each resident is on their journey to permanent housing. Some stay as little as one month, while others stay several months to over a year.
- Community Supported Shelters, which operates four rest stops, implements a 10-month program, where residents have one month of probation during which they create an individualized plan for how they will make progress over the following months. Then they have six months to implement their plan, with the possibility of a three-month extension.
- Due to the training and knowledge necessary for managing a site, site managers can stay a year or longer.
- In 2015, 80% of rest stop residents stayed for six months or less.

### **Where do people move to after leaving?**

Some residents move into permanent housing, such as a rental house or apartment, public housing, Section 8 housing, permanent supportive housing, or permanent situations with family or friends. Some residents move into a form of temporary housing, such as transitional housing for the homeless, an inpatient drug or alcohol treatment facility, or a temporary situation with family or friends. And some who leave rest stops remain homeless.

- Of those who departed Rest Stops in 2015, 44 transitioned into permanent housing (including 27 to a rental house or apartment), 43 transitioned to temporary housing, and 44 remained homeless.

### **Why would I want a rest stop in my neighborhood?**

- Rest stops have proven effective at helping people who are experiencing homelessness find stability, support, community, independence, services, and housing.
- Rest stops have proven to be good neighbors.
- Rest stop residents also perform community service projects in parks and neighborhoods.
- The current housing, homelessness, and poverty issues we face are community issues, and they require the entire community to contribute to the solution. Having a rest stop nearby gives each neighborhood a chance to interact with, learn from, and possibly offer assistance to help better the lives of their fellow community members.

### **What are some ways that I can help?**

- You can volunteer your time or donate money to one of the non-profits who operate rest stops or to any of the social service providers in the area. (There is a Social Services List on the Links page of this handbook.)
- You can talk to your neighbors, friends, family, schools, businesses, and churches about the issue to raise awareness or find out if there are ways they could help through land for sites, in-kind donations, or financial contributions.
- You can contact your public officials to provide input on your concerns, ideas and suggestions. Visit [www.eugene-or.gov](http://www.eugene-or.gov) to find your City Councilor.

### **Who do I talk to if I have concerns or questions?**

You may contact Regan Watjus, Policy Analyst in the City Manager's Office, at (541) 682-8442 or [Regan.S.Watjus@ci.eugene.or.us](mailto:Regan.S.Watjus@ci.eugene.or.us) if you have questions or concerns.

## Helpful Links

### City of Eugene Resources

#### **City of Eugene Rest Stop page**

[www.eugene-or.gov/reststops](http://www.eugene-or.gov/reststops)

#### **City of Eugene 2015 Rest Stop Report**

<http://www.eugene-or.gov/DocumentCenter/View/30317>

#### **Camping Options Allowable by City of Eugene Code 4.816**

<https://www.eugene-or.gov/DocumentCenter/View/31959>

#### **Rest Stop Program Video**

<https://youtu.be/7ReMVKibTLU>

### Service Providers

#### **List of Social Services in Lane County**

<http://www.eugene-or.gov/socialserviceslist>

#### **Community Supported Shelters**

<http://communitysupportedshelters.org/>

#### **Nightingale Health Sanctuary Video**

<https://www.youtube.com/watch?v=UxvQwZrpOS4>

#### **St. Vincent De Paul**

<http://www.svdp.us/what-we-do/homeless-services/>

#### **Square One Villages – Tiny Homes**

<http://www.squareonevillages.org/>

### Reports and Plans

#### **Lane County 2017 Point in Time Count Highlights**

<https://www.eugene-or.gov/documentcenter/view/34566>

#### **Providing for the Unhoused: A Review of Transitional Housing Strategies in Eugene**

<https://www.eugene-or.gov/DocumentCenter/View/31978>

#### **ALICE Report**

<http://unitedwayalice.org/PNW/>

#### **Eugene-Springfield Consolidated Plan, 2015-2019**

<https://www.eugene-or.gov/871/HUD-Consolidated-Plan>

#### **Poverty & Homelessness Board Strategic Plan Summary, 2016-2021**

<https://www.eugene-or.gov/DocumentCenter/View/31629>



## Outreach Materials Available

This section contains documents that may be useful to share or utilize during the outreach and site search process. Copies of these materials are available upon request. Please contact Regan Watjus in the City Manager's Office at (541) 682-8442 or via email at [Regan.S.Watjus@ci.eugene.or.us](mailto:Regan.S.Watjus@ci.eugene.or.us) to make requests.







# Eugene's Rest Stop Program

To view a video about the Rest Stop Program, visit [eugene-or.gov/reststops](http://eugene-or.gov/reststops).

## What is a rest stop?

A rest stop is a designated area within city limits where up to 20 people are allowed to sleep in tents or Conestoga huts. Unless for security or health reasons, residents vacate the site during the day and a limited number of visitors are permitted during designated hours. Each site is approved by the Eugene City Council. The City then enters into an agreement with a nonprofit organization to operate and manage the rest stop. There are currently four rest stops in Eugene that provide temporary, safe, legal places for people who are experiencing homelessness to sleep at night.

## How are sites selected?

The City tries its best to find workable rest stop sites that minimize impacts to neighbors and sensitive areas. There are many factors that are considered in site selection. They include the site's suitability for camping, proximity to schools and residential areas, road access for trash and restroom servicing, environmental sensitivity, and proximity to public transportation. The City tries to balance the needs and views of all community members when selecting sites.

## Who pays for the rest stops?

The costs of establishing and operating each rest stop are paid for and managed by a nonprofit organization. The Eugene City Council also approved \$25,000 in one-time funding for the program in its FY2017 budget. Land for rest stops is currently provided by the City of Eugene and the Eugene Mission.

## Who operates the rest stops?

Two local organizations have been responsible for day-to-day oversight of rest stops:



## Who stays at rest stops?

Individuals 18 or over who are experiencing homelessness are eligible to apply for a space at a rest stop. Applicants are screened to determine if they are a good fit. Rest stops are intended to be a temporary respite, and the managing nonprofit works to connect residents with support and resources to help them move toward a more sustainable housing solution.

## How are rest stops kept healthy and safe?

Residents sign agreements with the rest stop providers that they will abide by the rules and program expectations. On-site managers provide supervision. Best practices for water, handling and preparing food, cooking and cleaning, heating, waste management and illness prevention are followed. There is zero tolerance for violent behavior or alcohol or drug use onsite. Children must be supervised and are prohibited from staying overnight. Portable restrooms and trash collection are provided. Residents are expected to keep the site tidy, refrain from disruptive behavior and be good neighbors. The sites are also fenced to control access and promote safety.

## Why is the City allowing rest stops?

There is simply not enough affordable housing for the number of people experiencing homelessness in our area. The rest stop concept is not a permanent nor the City's only solution but a way to help alleviate the need and reduce the impacts of unsanctioned camping. Residents report that having a secure and safe place to sleep is crucial as they work to access services and find long-term, stable housing.

### Neighborhood impacts:

- No considerable increase in reported criminal activity due to rest stops.
- 84% of neighboring residents and businesses were supportive of rest stops.

### Resident statistics:

- 86% indicated that they had an increased ability to provide for themselves.
- 71% felt that staying at the rest stop is helping them transition to permanent housing.

*Source: Providing for the Unhoused: A Review of Transitional Housing Strategies in Eugene. 2015. Community Planning Workshop. Community Service Center, University of Oregon.*

**Over 110 people have transitioned from a rest stop into permanent housing in the last two-year reporting period, and over 60 have moved into other types of transitional housing.**



Steve "Ziggy" Lawsha's stay at the **Community Supported Shelters (CSS) Veterans Safe Spot** was relatively short, but it came at a critical juncture of his life. Lawsha found support and assistance from the CSS staff and was able to move into a one-bedroom apartment in Eugene with help from the HUD-VASH (Veterans Affairs Supportive Housing) program. He says of his stay at the Safe Spot, "It was more like a community. It was great to be there, trying to help out other guys even at the same time I needed help."

Samantha and Thomas, a mother and son team, lived at the **Nightingale Health Sanctuary (NHS)** rest stop for one year. Thomas is in his late 20s and has a developmental disability. After diligently applying and working with housing agencies to find stable housing, Samantha and Thomas are now living in an apartment, where Thomas has a case worker who visits him regularly, and Samantha has found employment as a caregiver. NHS site managers write that "they are still working hard each day and so incredibly grateful to be in a home that is their own."

The people in these sites have been my neighbors for a couple years now and I can say, unequivocally, that I have not noticed them causing any problems or having any deleterious effect on the neighborhood. Overall, they've been good neighbors.

These sites are always clean and well organized when I see them. I've noticed no increase in littering or vandalism in the neighborhood. The police crime data shows no increase since they've moved in. Given the vetting process and the camp rules for the occupants, I'm not surprised at the lack of problems.

I would say to my fellow Eugenians who might be nervous about one of these sites moving into their neighborhood, you have nothing to fear. The existing sites have demonstrated their good citizenship. I believe these residents are people who are serious about trying to improve their situation. As such, they deserve a little help from the rest of us, because in these times it's too easy to fall into their situation.

Jim Stauffer  
Eugene, OR



NHS residents contributing to a City park

**Rest stop residents also contribute to the upkeep and maintenance of City parks, with over 555 volunteer hours logged in 2015!**



Aaron says his Hut at a **Community Supported Shelters Safe Spot** has helped him stay clean and sober. "This Hut and the help I've gotten from ShelterCare has given me a reason to care and a structure."



# The Car Camping Program

## What is the Car Camping Program?

The Car Camping Program provides safe and legal places for unhoused people to sleep in vehicles, camper trailers, tents, Conestoga huts, or tiny homes on wheels.

## How are sites selected?

Car camping sites can be located on property owned or leased by public entities, non-profits, businesses, or religious organizations. The property owner may grant permission for up to 6 vehicles, which, by applicable City Code, also includes camper trailers, tents, Conestoga huts, or tiny homes on wheels.

## Who operates the sites, and who pays for the program?

The majority of car camping sites are managed by St. Vincent de Paul through their Overnight Parking Program. They oversee more than 70 permitted spots at 43 addresses in the Eugene/Springfield metro area. There are also churches, non-profits, and businesses who host and oversee their own Car Camping sites.



The City of Eugene provides funding for the Overnight Parking Program operated by St. Vincent de Paul through a contract agreement. Funds are used to supply the portable restrooms and trash service and for St. Vincent de Paul staff to administer the program. Hosts who are not part of St. Vincent de Paul's program pay their own program costs.



## How are the sites kept healthy and safe?

Car camping sites must have sanitary facilities, garbage disposal services, and a storage area for campers to store any personal items so that they are not visible from any public street. St. Vincent de Paul provides siting, camper screening and placement, garbage disposal, portable restrooms, and linkages to services for participants in their program at no cost to the host site.

## How does someone get on the waiting list?

Families and individuals experiencing homelessness may apply to receive a slot at one of the sites. Single adults in need of assistance should call (541) 461-8688 or visit the Eugene Service Station at 450 Highway 99 N. Families should visit First Place Family Center at 1995 Amazon Parkway, open 7 days/week.

## Where can I find more information about becoming a host site?

St. Vincent de Paul manages car camping sites at no cost to the host. Individuals or businesses who are interested in more information about their program can visit <https://www.svdp.us/what-we-do/homeless-services/overnight-parking-program/> or call (541) 461-8688. You can also reach the City Manager's Office at (541) 682-8442 to find out more information about becoming a host site.

## Where do Conestoga huts come from?

A local nonprofit, Community Supported Shelters, constructs the Conestoga huts for use in homeless programs in Eugene and the surrounding area. For more information, visit [www.communitysupportedshelters.org](http://www.communitysupportedshelters.org).





## Potential Rest Stop Site Identification

Please turn completed forms into Regan Watjus, City Manager's Office, 125 E. 8<sup>th</sup> Ave., 2<sup>nd</sup> Floor  
Regan.S.Watjus@ci.eugene.or.us.

Your Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Contact information (email and/or phone): \_\_\_\_\_

Are you working with a community group on this effort? \_\_\_\_\_

If so, who? \_\_\_\_\_

Site address, taxlot number, or detailed description of location:

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Ownership & Council Ward (if known): \_\_\_\_\_

\* Criteria below reflect some of the needs and factors that influence the identification and operations of a potential rest stop. Each resident requires an 8x10 foot sleeping space, and sites generally have additional common space for their residents to eat, prepare food and meet together. Service trucks must be able to access the site in order to service the portable restrooms and trash bins. Rest stops are authorized under ordinance by the City of Eugene, so potential sites must be in City limits.

\* This checklist is a tool to help community members consider some of the different factors used to evaluate a site's potential. City staff will review submissions and follow up with the person who submitted the form.

\* The Lane County Deeds and Records office may be a useful tool to find out more information about a specific property. The Public Research Library's hours are 8 am - 5 pm at 125 E. 8<sup>th</sup> Ave. You can also look online at

<http://lanecounty.org/cms/One.aspx?portalId=3585881&pageId=5145461>. City-recognized Neighborhood Associations also have access to RLID (Regional Land Information Database).

Contact the Office of Human Rights & Neighborhood Involvement at (541) 682-5177 for more information about how to access and use this tool.

\* This is a site evaluation form for potential rest stop sites. Although it can also be used to consider potential car camping sites, car camping sites generally have more flexibility, and the CSS Considerations for Host Sites in the handbook has helpful information on identifying viable car camping locations and hosts.

**Thank you for your efforts!**

**Site characteristics. Check all that apply.**

- The site is in City limits. Yes No Not sure
- Approximate size of lot. \_\_\_\_\_

- The site is on a road or has a driveway that is accessible for emergency vehicles, trash pickup and portable restroom service. Yes    No    Not sure
- The site is flat. Yes    No    Not sure
- Proximity to nearest bus stop. \_\_\_\_\_
- Distance to nearest school. \_\_\_\_\_
- Proximity to residential development. \_\_\_\_\_
- This site appears to be relatively dry in all seasons, without periods of standing water. Yes    No    Not sure
- Potential for access to potable water. \_\_\_\_\_
- Potential for access to power. \_\_\_\_\_
- Parts of the site may be environmentally sensitive. Yes    No    Not sure

\*\*Please include a picture of the site.

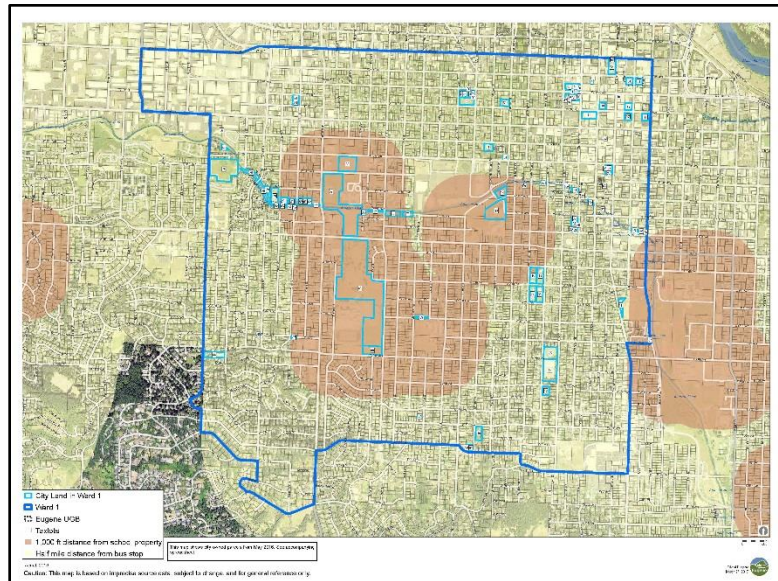
\*\*Please add additional descriptive information you think is important in considering this specific site and potential next steps, questions, or considerations that may need to be addressed moving forward.



## City-owned Property by Ward

Maps with corresponding information about City-owned property are available by ward upon request (sample illustration below). Due to the size in which maps need to be printed in order to be legible and the length of the lists of properties, they have not each been included in the handbook.

Please contact Regan Watjus in the City Manager's Office at (541) 682-8442 or via email at [Regan.S.Watjus@ci.eugene.or.us](mailto:Regan.S.Watjus@ci.eugene.or.us) in order to make a request for this information by relaying which wards you and your team are interested in.



Map ID	MapTaxlot	Acres	Bus1/2m	Park	ParkName	School 1000ft
77	1704364402700	0.87713721770	Y	Y	Amazon Corridor	Y
78	1704363300202	6.39288300653	Y	Y	Gudukut	N
79	1704363403400	1.82779952045	Y	Y	Garfield	N
80	1704363404700	0.37208450920	Y	Y	Garfield	Y
81	1704363405000	0.36731013094	Y	Y	Garfield	Y
82	1704363405100	0.36731142079	Y	Y	Garfield	Y
83	1704363407000	0.06930463175	Y	Y	Amazon Corridor	Y
84	1704363407002	0.03209420582	Y	Y	Amazon Corridor	Y
85	1803061307600	1.94822908809	Y	Y	College Hill Reservoir	N
86	1804012302800	0.04592440083	Y	N		N
87	1804012402300	0.13856131751	Y	N		Y
88	1804011301800	1.92388263320	Y	Y	Westmoreland	Y
89	1804011400500	0.23302232559	Y	N		Y
90	1703312306400	0.08719042800	Y	Y	Monroe	N
91	1704363403600	0.58769589906	Y	Y	Garfield	Y
92	1703311316200	0.96859849785	Y	N		N
93	1803063309300	0.24069802792	Y	N		N
94	1803063309400	0.22748775710	Y	N		N
95	1703312305900	0.25814140004	Y	Y	Monroe	N
96	1703312306000	0.16439272847	Y	Y	Monroe	N
97	1703312306100	0.09374269223	Y	Y	Monroe	N





Door-to-Door Tracking Sheet

Proposed Rest Stop Site Location: \_\_\_\_\_

Date: \_\_\_\_\_

Time	Address	Type (home, business, etc.)	Talked to (TT) or Left Flyer (LF)	Notes/Comments	Contact Info (if follow up needed)	Initials

Outreach Volunteer Names \_\_\_\_\_







Social Media Posts

<b>Date</b>	<b>Type (Facebook, Instagram, etc.)</b>	<b>Message</b>

Social Media Posts

<b>Date</b>	<b>Type (Facebook, Instagram, etc.)</b>	<b>Message</b>



