



## Division Street Shelter Frequently Asked Questions

### 1. What is the Division Street Shelter?

- The Division Street Shelter is a 25 room, temporary, low-barrier, non-congregate, emergency shelter that provides safety off the streets and access to services to help support guests in regaining stability, connecting to essential support services, and accessing stable and permanent housing options.

### 2. Who can stay at the Division Street Shelter?

- Unhoused individuals or couples age 18 and over, and families with at least one family member age 18 or over that have completed a Coordinated Entry System (CES) Housing Assessment (also known as a SPDAT) and expressed interest in shelter when completing the assessment. Priority will be given to the most vulnerable assessed people.

### 3. What are the hours of the Division Street Shelter?

- **Hours:** 24/7; once a guest enters program they can come and go but daily check-ins are required, quiet hours are 10 pm – 8 am, and guests are expected to sleep at the shelter.

### 4. How does someone get a bed at the Division Street Shelter?

- Access is limited to those who have completed a CES Housing Assessment (SPDAT) that have been invited to shelter by Division Street Shelter staff.
- **Division Street Shelter staff will contact people about shelter entry;** there will be no walk-up entry or services and walk-ups will be turned away.
  - Shelter priority will be given to the most vulnerable assessed people.
  - Unfortunately, there are no ADA compliant rooms at the Division Street Shelter.
- FYI – the shelter is inviting guests in waves. The shelter may not be full until the end of February.
- Once a guest enters the shelter, they can stay up to 30 days with the possibility of being extended based on program engagement and following guidelines.

### 5. How do I complete a Coordinated Entry System Housing Assessment (SPDAT)?

- Call 541-630-2533; Tuesdays or Thursdays from 12 pm – 4 pm.

## 6. What is it like at the High-Risk Isolation Motel Program?

- Private, former motel rooms for individuals, couples, or families.
- Housing-focused, goal-orientated case management.
- A room to meet with case management and service partners.
- 1 meal a day.
- Coin-operated laundry onsite.
- NeighborImpact staff, security, security cameras, case managers, and service partners onsite.

## 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 do we ask of you?

- **Be Respectful**
  - Wear a mask outside when 6ft of space is not possible.
  - Be a good neighbor on the property and in the neighborhood.
  - No visitors.
  - Disruptive, threatening, and disrespectful behavior will not be tolerated.
  - No racism, sexism, homophobia, transphobia, or hate-speech.
- **Be Safe**
  - No smoking or vaping inside or on most of the property, only in the designated smoking area.
  - No possession or use of alcohol, drugs, or weapons.
- **Be Kind**
  - Don't steal, destroy property, or litter in or around the shelter property.
- **In addition, guests must agree to and follow all the rules and guidelines of the Division Street Shelter**
  - A single violation, such as violence or threats of violence, will result in an immediate shelter exit.

## 9. Contact Information

- **Division Street Shelter:** 541-382-6222
- **Ashley Howk, Motel Services Coordinator:** 541-362-6478 or [ashleyh@neighborimpact.org](mailto:ashleyh@neighborimpact.org)
- **Dana Richards, Unhoused Services Manager:** 541-213-0896 or [danar@neighborimpact.org](mailto:danar@neighborimpact.org)
- **If you are interested in being a guest at the Division Street Shelter and are experiencing houselessness, complete a Coordinated Entry System Housing Assessment by calling:**  
541-630-2533 on Tuesdays or Thursdays from 12 pm – 4 pm