

Project Turnkey 2022 Community Engagement Summary Report

November 9, 2022

Oregon state and our region are experiencing a severe shortage of housing and shelter. In an effort to provide creative solutions for this crisis, the Oregon Legislature is providing grants to acquire motels and hotels to establish housing and shelter for people experiencing homelessness, a program called Project Turnkey. This effort is one part of a much broader comprehensive strategy to increase all types of housing. Project Turnkey grants are administered through the Oregon Community Foundation.

Clackamas County applied for a Project Turnkey grant and, in September 2022, was advanced to phase II of the grant process. In this phase, the county considered several potential hotel sites. In September and October 2022, the Public and Government Affairs (PGA) department conducted community outreach and engagement around the following two sites:

- Clackamas Inn and Suites: 6010 SE 82nd Dr., Clackamas, OR, 97015
- Comfort Suites: 15929 SE McKinley Ave., Clackamas, OR, 97015

This multifaceted engagement effort included many approaches, including:

- a dedicated phone line
- a press release with coverage in the Pamplin papers
- presentations to business groups
- door knocking with a leave-behind flyer to 70 adjacent addresses
- An email to more than 11,500 county residents
- phone calls and meetings

Residents, organizations, and business owners heard the news through these various channels and also through word of mouth. As a result, the county received hundreds of comments about Project Turnkey. For a detailed summary of the engagement efforts, refer to Appendix A at the end of the report.

Key Findings

The county received more than 400 responses. After removing duplicates and comments on matters other than Project Turnkey, the final count of relevant responses was 341 comments. These comments, organized into three categories—In Favor, Against, Undecided—indicated strong support for Turnkey Project (Table 1. Responses to Project Turnkey).

Overall, 70% of commenters indicated support for Project Turnkey without reservations across all respondent types

The county received 341 responses relevant to Project Turnkey.

- 74% residents
- 18% organizations
- 8% businesses

70% of respondents were strongly in favor of Project Turnkey.

(residents, businesses, and organizations). Of this total, 65% of residents, 44% of businesses, and 100% of organizations were strongly in favor of the project.

Table 1. Responses to Project Turnkey

Response	County Residents	Businesses	Organizations
In Favor	65%	44%	100%
Against*	26%	15%	--
Undecided	9%	41%	--

*Includes responses where commenter did not oppose Project Turnkey, but opposed Comfort Suites as the selected site.

Key Themes

Four overarching themes emerged from the comments.

Theme 1. Camping, street, tent and vehicle living is inhumane and should not be allowed or tolerated.

Within this theme, commenters across all categories (in favor, against, undecided) agreed more housing must be provided with mental health, drug treatment and other services—these services, along with more housing, are an essential part of a long-term solution.

Despite agreement on the problem, deep misunderstandings exist among commenters about what transitional and supportive housing entails. The county can address these through more community engagement that highlights the treatment and services included in Project Turnkey and in supportive housing.

Theme 2. The magnet idea.

The second most common theme concerned fears that the presence of shelter or homeless housing may increase crime, camping and drug use in a neighborhood, rather than decrease these problems. Many commenters requested the project be done in a neighborhood other than their own for this reason.

Clackamas County can address these concerns by looking at experiences from other jurisdictions and embedding successful practices into its Project Turnkey and supportive housing project design. This would include adequate and trained staff, 24/7 security, and continued homeless outreach and neighborhood engagement around properties.

Theme 3. The impact on children.

Many people against Project Turnkey feared the presence of homeless housing may hurt neighborhood children. Many of those in favor of Project Turnkey noted that more housing is a crucial and urgent need for children and families.

Partnering with the local school district and looking at experiences from other jurisdictions will provide successful practices in addressing this concern.

Theme 4. Serious current challenges with camping, drug dealing, crime, and neighborhood livability.

Finally, many residents and businesses adjacent to the sites, both those in favor of and against the project, have had serious issues with neighborhood livability in recent years. This has led some neighbors fear Project Turnkey may worsen this situation.

Law enforcement and the county have an important role to play in addressing these concerns and could consider creating a robust and effective community livability strategy.

Next Steps

The county will continue to engage the community throughout the due diligence process and use the input they receive as a factor in its decision. Immediate next steps will be to:

- Post the summary report on the county's website
- Distribute a press release with a summary of the community engagement findings
- Distribute a separate report on public comments related to law enforcement to the sheriff's and district attorney's offices
- Conduct a community safety and livability meeting for businesses in the Greenhouse Square

If the county decides to move forward with securing a site for purchase, it will re-engage the community in a second, more robust community engagement effort. Clackamas County is committed to ensuring safe and thriving neighborhoods, while providing creative and sustainable solutions for the longstanding housing and shelter crisis.

Project Turnkey 2023 Community Engagement Summary Addendum

February 5, 2023

On December 8, 2022, the Clackamas County Board of County Commissioners voted to approve a purchase and sale agreement and conduct due diligence on a Quality Inn property located at:

- 9717 SE Sunnyside Rd., Clackamas, OR 97015

A new period of community engagement and public comment was opened from December 8, 2022 through January 31, 2023. PGA, H3S and County Administration conducted community engagement through the following methods:

- Webpage with FAQ
- voicemail line
- web form for comments
- email
- flyers
- phone calls
- face-to-face meetings with stakeholders
- Three public panel presentations were hosted by the North Clackamas Chamber of Commerce, the Sunnyside & Mt Scott Community Planning Organization, and the Clackamas County Business Alliance
- County staff ensured that 56 adjacent businesses were aware of the project and had the opportunity to have their questions answered

Key Findings

During this comment period, there were 295 unduplicated commenters. Comments were received from Clackamas County residents, interested organizations such as nonprofits, schools and churches, and small and large businesses in Clackamas County. Of these, 55% were strongly in favor of Project Turnkey at the Quality Inn site, while an additional 18% of commenters would be in favor with certain conditions, namely, the provision of robust wraparound services. In total, this means that 73% of commenters would support Clackamas County's Project Turnkey program the way it is currently proposed.

In total, 73% of commenters would support Clackamas County's Project Turnkey Program with the strong wraparound services and security measures the county has proposed.

Table 2. Responses to Project Turnkey Quality Inn site

Response	
In Favor	55%
Undecided	18%
Against	27%

Key Themes

Theme 1. The drug crisis

A major theme among all comments centered around drugs, including increasing inflows of more powerful drugs to the county, increasing addiction rates, effective treatment, and how drug availability and use can increase crime. A number of useful and innovative solutions were proposed by our knowledgeable public. Some believed that safe and healthy housing with strong wraparound services, like Turnkey will provide, is a necessary part of recovery, while stressing that many people are homeless without a co-occurring addiction. Others feared that providing housing would attract more drugs to the area.

Theme 2. Desire to not become like downtown Portland

A second theme centered around the desire for Clackamas County to not become like downtown Portland. This includes commenters in favor of Project Turnkey who see it as a solutions-oriented measure to avoid the challenges downtown Portland is facing.

Theme 3. Misinformation

Finally, many people who commented against Project Turnkey were reacting to social media posts that did not contain facts about the proposal. These posts fomented misconceptions about what would be involved in the transitional housing programming offered by Clackamas County's Project Turnkey site. Many commenters were not directed to the description on the county's website. As a result, many erroneously believed:

- the project would have little staffing, no rules, and no services included
- walk-ups would be accepted nightly
- people would return to camping on the street the next day rather than receiving navigation into permanent housing, with the support needed to exit homelessness for good

Next Steps

- Accurate information about the transitional housing community will be provided to commenters via email. This will include details about the programming, security, services and treatment provided to residents.
- Commenters sent in a number of smart and innovative insights, strategies and offers to help. Policy makers are encouraged to review and consider this helpful public input in the program design phase.