

FAQ

River District Navigation Center

August 2019

1. What is the River District Navigation Center?

- The Navigation Center is a temporary, low-barrier shelter offering intensive case management to help support people experiencing homelessness regain stability, connect to essential support services, and access stable and permanent housing options.
- Already in use in several west coast cities, the navigation center approach is specifically designed to serve people who have been reluctant to access traditional shelter and related services.

2. Who can stay at the Navigation Center?

- The program serves up to 100 adults experiencing homelessness, including women, couples, and men.
- Access into the program is on a referral-basis. Referrals will come from street outreach workers, public safety officers, and health care providers.
- The Navigation Center is an intentional, strategic component of **A Home for Everyone** – a community-wide effort to house homeless Multnomah County residents.

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

- **Hours:** The shelter will be open 24/7/365.
- The program will operate on a reservation basis; there will be no walk-up services or lining up outside the shelter.
- **Address:** 1111 NW Naito, Portland, Oregon 97209

4. How does someone get a bed at the Navigation Center?

- Reservations are handled via a single point of contact at Transition Projects: Corrine.Thiem@tprojects.org
- The River District Navigation Center is not a drop-in program; **all guests are required to have a reservation or referral prior to arrival.**
- Length of stay in the program will vary according to individual needs and available services.
- Neighborhood partners will be able to make direct referrals via the Navigation Center's designated single point of contact.

5. What is it like at the Navigation Center?

- Sleeping area with bunk beds and space for personal belongings
- Laundry, showers, bathrooms, and basic hygiene supplies
- Onsite meals
- Meeting rooms for case management and service partners
- A gated courtyard with a pet relief area and bike parking

6. Other than basic shelter, what services are 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.
- The owner of the animal is responsible for caring for, feeding, and cleaning up after the animal.

8. What are the rules?

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

9. How can the community get involved?

- **Donations** are welcome and appreciated! See tprojects.org/donate for current wish-list items.
- **Providing meals** is a rewarding hands-on experience for a group of friends, co-workers, family, or neighbors! Meal providers plan, purchase, cook and serve a meal to shelter residents.
- **Volunteers:** There are many opportunities for volunteers to support the program.
 - To get involved, please contact Emily Coleman, Volunteer Coordinator with Transition Projects, emily.coleman@tprojects.org or 503.488.7745.

10. Contact information:

- **River District Navigation Center:** 503-280-4752 (24/7 phone)
- Paul Susi, River District Navigation Center Manager, 503-280-4672 or paul.susi@tprojects.org
- Matt Olguin, Director of Shelter Services, 503-280-4772 or matt@tprojects.org
- Reservations are handled via a single point of contact: Corrine.Thiem@tprojects.org