

## SOS Shelter

### Frequently Asked Questions

#### 1. What is the SOS Shelter?

- The SOS is a low-barrier shelter for 70 adults that offers safety off the street and connections to housing and services to help support people experiencing homelessness regain stability, connect to essential support services, and access stable and permanent housing options.
- The program is an intentional, strategic component of [A Home for Everyone](#) – a community-wide effort to house homeless Multnomah County residents.

#### 2. Who can stay at the SOS Shelter?

- The program serves women, age 18 and older.

#### 3. What are the hours and location for the SOS Shelter?

- **Hours:** Open 24 hours a day, 7 days a week.
- The program will operate on a reservation basis; there will be no walk-up services or lining up outside the shelter.
- **Address:** 435 NW Glisan St., Portland OR, 97209

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

- A bed can be accessed by calling 503.280.4700, coming to the Transition Projects Resource Center at 650 NW Irving, Portland, or emailing [Corrine.Thiem@tprojects.org](mailto:Corrine.Thiem@tprojects.org).
- The SOS is not a drop-in program; **all guests are required to have a reservation prior to arrival.**
- Once a space is reserved, the guest may continue to use the space until they no longer need it.

#### 5. What is it like at the SOS Shelter?

- One large, shared sleeping room
- 35 bunk beds
- A space for coffee and tea, books, board games, TV, and a DVD player
- Food is usually not provided – guests should access a meal before arriving
- Restrooms, showers, and basic hygiene supplies

#### 6. Other than basic shelter, what services may be available at the SOS Shelter?

- 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 one 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
  - No possession 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](http://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](mailto:emily.coleman@tprojects.org) or 503.488.7745.

## 10. Contact information:

- **SOS Shelter:** 503.488.7764
- Trevor Nissen, SOS Manager, 503.280.4736 or [trevor.nissen@tprojects.org](mailto:trevor.nissen@tprojects.org)
- Shaynna Hobson, Asst. Director of Shelter Services, 503-488-7760  
[shaynna@tprojects.org](mailto:shaynna@tprojects.org)

This program is in partnership with: the City of Portland/Multnomah County [Joint Office of Homeless Services](#).