

## The Willamette Center Frequently Asked Questions

### 1. What is the Willamette Center?

- The Willamette Center is a low-barrier shelter for up to 120 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 Willamette Center?

- Women and couples, age 18 and older, with priority for people 55 and older, those with disabilities, and veterans.

### 3. What are the hours and location for the Willamette Center?

- **Hours:** Open 24 hours a day, 7 days a week
- The program operates on a reservation basis; there will be no walk-up services or lining up outside the shelter.
- **Address:** 5120 SE Milwaukie Ave., Portland, Oregon 97202 – entrance on SE Mitchell

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

- 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.
- The Laurelwood Center is not a drop-in program; **all guests are required to have a reservation or referral prior to arrival.**
- Once a space is reserved, the guest may continue to use the space until they no longer need it.

### 5. What's it like at the Willamette Center?

- Two large sleeping rooms
- Access to onsite resources
- A space for coffee and tea, books and board games
- Gated courtyard
- Restrooms, showers, and laundry
- Space to leave belongings during the day
- A hot dinner every night, with snacks and leftovers provided during the day

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

- 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](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:**

- **Willamette Center:** 503.488.7750
- Alexandra Appleton, Willamette Center Manager, 503.488.7749 or [alexandra.appleton@tprojects.org](mailto:alexandra.appleton@tprojects.org)
- Shayna Hobson, Director of Shelter Services, 503.488.7760 or [shayna@tprojects.org](mailto:shayna@tprojects.org)

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