



FAQ Laurelwood Center

August 2019

1. What is the Laurelwood Center?

- The Laurelwood Center is a low-barrier shelter for 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 Laurelwood Center?

- The program serves 120 women and couples experiencing homelessness, with priority for people 55 and older, those with disabilities, and veterans.

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:** 6130 SE Foster, Portland, Oregon 97206

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

- Reservations are handled over the phone at 503-280-4700, or in person via Transition Projects' Resource Center at 650 NW Irving, Portland.
- 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.
- Neighborhood and local community partners will be able to make direct referrals.

5. What is it like at the Laurelwood 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
- A space for coffee and tea, books, computers and board games

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.
- **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:

- **Laurelwood Center:** 503-280-4776 (24/7 phone)
- Angel Roman, Laurelwood Center Manager, 503-488-4459 or angel.roman@tprojects.org
- Shaynna Hobson, Asst. Director of Shelter Services, 503-488-7760 shaynna@tprojects.org