

Jean's Place

Frequently Asked Questions

1. What is Jean's Place?

- Jean's Place is a shelter for 60 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 Jean's Place?

- The program serves women, age 18 and older, with priority for people 55 and older, those with disabilities, and veterans.
- A TB card is required.
 - TB testing done at the Day Center, 650 NW Irving St., Mondays and Thursdays, 1:15pm – 3:15pm

3. What are the hours and location for Jean's Place:

- **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:** 18 NE 11th Ave., Portland OR, 97232

4. How does someone get a bed at Jean's Place?

- A bed can be accessed by calling 503.280.4700, coming to the Transition Projects Resource Center at 650 NW Irving, Portland, or emailing Shelter.Access@tprojects.org.
- Jean's Place is not a drop-in program; **all guests are required to have a reservation or referral prior to arrival.**

5. What's it like at the Jean's Place?

- Two levels of living quarters with kitchens and bathrooms on both floors
- 60 beds; 22 in dorms and 38 in shared/single rooms
- Transfer from the dorm after your first 30 days into a double or single room
- Stays can be about four months depending on situation
- Restrooms, showers, and laundry facilities onsite
- Locked food cabinets and refrigerator space

6. Other than basic shelter, what services may be available at Jean's Place?

- 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. Contact information:

- **Jean's Place:** 503.280.4747
- Leanne Sliva, Jean's Place Manager, 503.280.4674 or leanne.sliva@tprojects.org
- Matt Olguin, Director of Shelter Services, 503.280.4772 or matt@tprojects.org

10. How can the public 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.