

River District Navigation Center

Frequently Asked Questions

1. What is the River District Navigation Center (RDNC)?

- The Navigation Center is a temporary, low-barrier shelter for 90 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.
- Already in use on the West Coast in several 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 individuals and couples, aged 18 and older.

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

- **Hours:** Open 24 hours a day, 7 days a week.
- The program operates on a reservation basis; there are no walk-up services or lining up outside the shelter.
- **Address:** 1111 NW Naito Pkwy, Portland, Oregon 97209

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

- A bed can be accessed by coming to the Transition Projects Resource Center located at 650 NW Irving, Portland, or emailing Shelter.Access@tprojects.org.
- RDNC is not a drop-in program; **all guests are required to have a referral prior to arrival.** Referrals come from street outreach workers, public safety officers, and healthcare providers.
- Length of stay in the program will vary according to individual needs and available services.

5. What is it like at the Navigation Center?

- Sleeping area with bunk beds and space for personal belongings
- Laundry, showers, restrooms, 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 may be available?

- Housing-focused supports: 1:1 support to set short- and long-term housing goals and overcome housing barriers. Case managers help guests prepare applications, including obtaining ID, addressing past debt and legal issues, and providing direct housing placement assistance.
- Employment and benefits assistance: Individual and group services help guests identify earned income opportunities and qualify for social security and VA benefits.

- Health-focused services: Wellness and peer-support specialists 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, or 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, contact Emily Coleman, Volunteer Program Supervisor
 - 503.488.7745 | emily.coleman@tprojects.org

10. Contact information:

- **Morgan Fleming (she/her), Manager:**
 - 503.280.4752 | morgan.fleming@tprojects.org
- **Matt Olguin (he/him), Director of Residential Services**
 - 503.280.4772 | matt@tprojects.org
- **Referrals can be directed to** shelter.access@tprojects.org

This program is in partnership with:
City of Portland
Multnomah County
Joint Office of Homeless Services