

## River District Navigation Center Frequently Asked Questions

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

- The Navigation Center is a 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.

### 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 requested by filling out this form: <https://www.tprojects.org/shelter-access-pre-screening-form>
  - If unable to fill out the form, we ask for individuals to visit the Transition Projects Resource Center at 650 NW Irving, Portland, OR, 97209.
- RDNC is not a drop-in program; **all guests are required to have a referral prior to arrival.**
- 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
- Computer, internet, and phone access

### 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 get application ready, including obtaining ID and addressing past debt and legal issues, and provide direct housing placement assistance. They also support in identifying 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. Every Tuesday the Bridges to Change team comes onsite for immediate medical

needs and support. Cascadia's Shelter Behavioral Health Team (SBHT) also stops by every Sunday. Care Oregon Connect to Care Team joins the shelter on the first Tuesday of every month to help folks get established and provide information regarding Oregon Health Plan.

## 7. Are pets welcome?

- **Yes.** Guests may bring their animal that is well-behaved, safe, and housebroken.
- The owner of the animal must fill out and sign a "Pet Agreement" which outlines basic guidelines such as the animal must always remain with its owner, owner is responsible for cleaning, feeding, and maintaining the animal.
- The animal must be present at the time of intake, as folks are unable to acquire animals once they have already completed their intake processes.

## 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](https://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 | [volunteer@tprojects.org](mailto:volunteer@tprojects.org)

## 10. Contact information:

- Ashley Kuder, Program Manager, 503.280.4752

**This program is in partnership with:**

City of Portland

Multnomah County

Joint Office of Homeless Services