



MULTNOMAH COUNTY  
WINTER SERVICES  
FOR  
HOMELESS FAMILIES  
2007-2008

Prepared by Multnomah County Human Services  
Department of School and Community Partnerships

## OVERVIEW

### Homeless Families

The Multnomah County Winter Response Services for Homeless Families expands the number of resources available for families during the winter months. The goal of the winter shelter is to enhance the year round system of services to avert hardship of homeless persons, which may be caused by winter conditions. Winter Services increases service capacity and available resources for families. The expansion of services and shelter in the winter months is based on needs and available resources and begins on November 1st and ends on March 31<sup>st</sup> each year. The winter services model provides housing placement services, day shelter services and nighttime shelter beds. The housing placement component is offered with the goal of moving families from shelter into more permanent housing within 30 days minimizing shelter stays. **FOR INTAKE, PLACEMENT AND INFORMATION, PLEASE PHONE the 211 WINTER SHELTER ACCESS LINE at 503-721-1500 FROM NOVEMBER THROUGH MARCH. Intake hours are Monday through Friday 8am-8pm and Saturday and Sunday 10am-6pm.**

### Homeless Youth

Homeless Youth may access emergency shelter through Janus Yellow Brick Road Street outreach workers or by intake at Janus Youth Program's Access Center. The shelter provides 30 beds and is available 7 nights a week, year round. Meals are provided 7 days/week in the crisis shelter, Referrals to day services, case management, educational and employment assistance are made to New Avenues for Youth and Outside In.

New Avenues for Youth and Outside In, also offer meals and necessary items seven days/week at their Day services programs. Youth can access these programs at the day program locations at 1132 SW 13<sup>th</sup> (Outside In) or 812 SW 10<sup>th</sup> (New Avenues for Youth).

## WEATHER IMPLEMENTATION PHASES

Winter Shelter has two phases that reflect the expansion of both shelter spaces and services based upon the severity of weather conditions and the needs of homeless individuals and families. These two phases are:

Phase One: Winter : Overall shelter capacity is expanded on an ongoing basis during the winter months of November through March.

Phase Two: Severe Weather : Additional shelter capacity is secured as needed when extreme weather conditions prevail. Phase two is activated when weather conditions are considered extreme and interfere with transportation, businesses and schools. SEVERE WEATHER VOUCHERS CAN BE ACCESSED THROUGH THE WINTER SHELTER LINE 503-721-1500 or through Short Term Rental Assistance Agencies (STRA).

## HOMELESS FAMILIES SERVICE PROVIDERS

The following Homeless Families Service Providers are access points for information, referral and linkage to family emergency housing funded by Multnomah County:

Human Solutions/Gresham .....	503-988-4531
Human Solutions/ East Portland .....	503) 548-0200
Portland Impact/Northeast.....	503-988-6020
Portland Impact/Southeast.....	503-988-6000
Immigrant & Refugee Community Organization .....	503-235-9396
Catholic Charities/El Programo .....	503-669-8350
Neighborhood House .....	503-246-1663
Albina Ministerial Alliance .....	503-285-0493
JOIN.....	503-232-2031
Insights Teen Parent Program (parenting/pregnant teens) .....	503-239-6996

## DOMESTIC VIOLENCE EMERGENCY HOUSING

**Domestic Violence Crisis Line 503-235-5333/ 1-888-235-5333 (toll free)**

Domestic violence services are provided through the agencies listed below:

Bradley Angle House.....	503-281-2442
Raphael House .....	503-222-6222
West Women & Children Shelter .....	503-224-7718
Portland Women's Crisis Line .....	503-235-5333
Yolanda House YWCA .....	503-535-3266
Volunteers of America .....	503-771-5503
Clackamas Women's Services.....	503-654-2288
DV Resource Center/Monika's House.....	503-469-8620

## EDUCATION SERVICES

Community Transitional School.....	503-249-8582
PPS Project Return.....	503-916-5840

## WINTER SHELTER ACCESS LINE (503) 721-1500

Open November 1<sup>st</sup> through March 31<sup>st</sup>. Provides placement and screening for several of the family winter shelter programs and provide information and referral to other services.

## SEVERE WEATHER

Life threatening weather is defined as prolonged cold, snow, ice and temperatures below freezing for an extended period of time. When weather is determined to be life threatening, no one can be turned away from shelter and vouchers are issued on a night-by-night basis. Please phone the Winter Shelter Line at (503) 721-1500 to determine if severe weather practice has been implemented. Once weather is determined "life threatening" a family or individual may be issued a voucher for that evening by one of the Short-Term Rental Assistance Agencies. If weather continues to be "life threatening" additional vouchers may be issued on a night by-- night -basis.

## WINTER SHELTER PROGRAM COMPONENTS

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Families in Multnomah County are provided with short-term emergency shelter year round through the Emergency Voucher Program and year round shelter system. A voucher is available to a family for up to four weeks in a 12-month period. A family is defined as one or more adults with children under the age of eighteen or a pregnant woman in the last trimester. A service agency must make the referral for a voucher. There are limited funds available for this service and availability is contingent on funding. **Vouchers may only be issued when shelter space is not available.**

During the winter months, the opening of shelters operated by faith-based organizations and social service organizations expands shelter resources for families. The faith-based shelters provide a safe **nighttime** shelter space for families. Food service at the shelters varies from a full meal to light snacks. The YWCA SafeHaven Shelter, My Father's House and Daybreak Shelter Network are all year round shelters that provide 24-hour services.

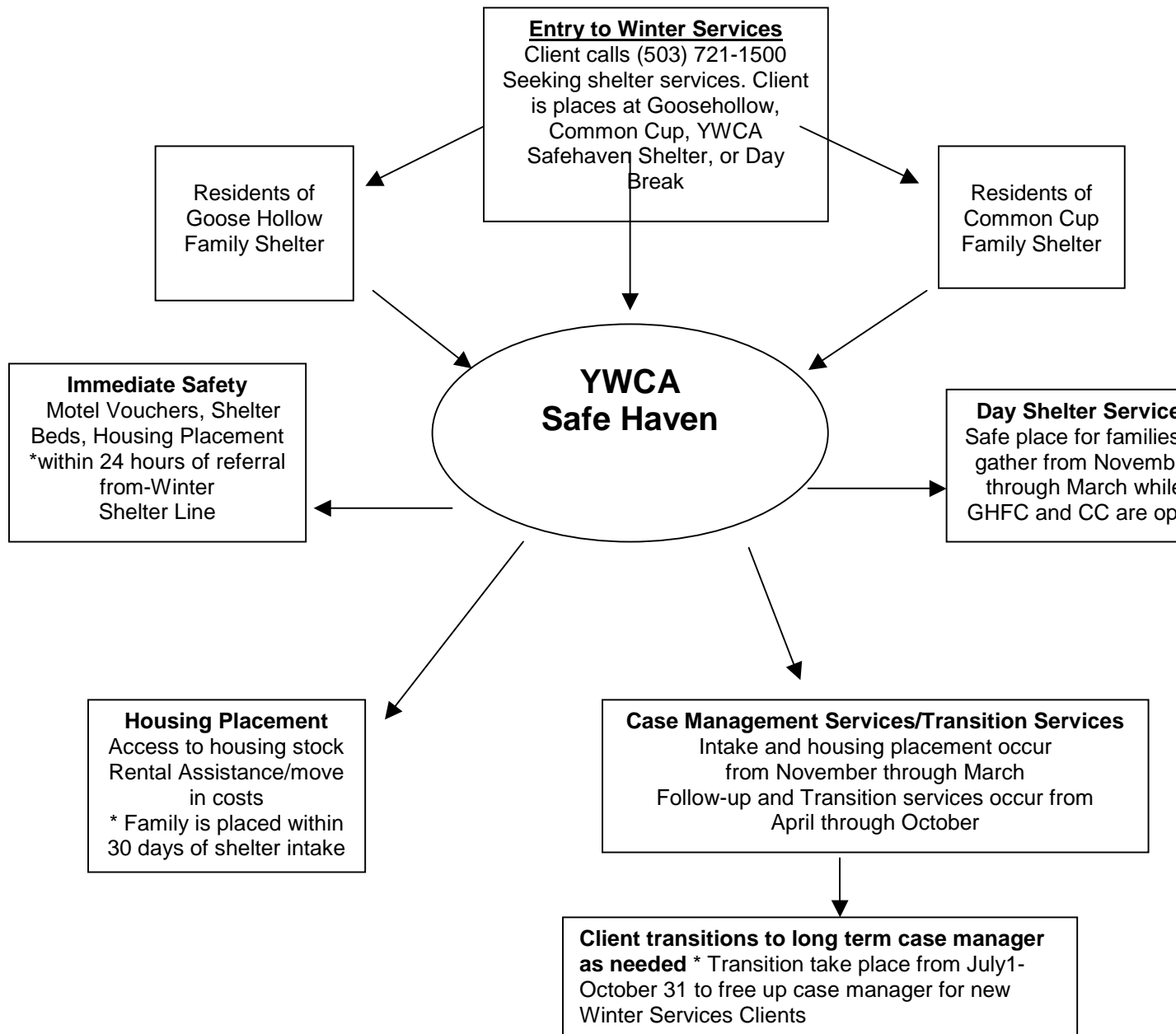
Service Providers and families will be able to access winter spaces by contacting the **211 Winter Shelter Access Line 503-721-1500. The winter shelter line operates Monday through Friday 8am-8pm and Saturday and Sunday 10am-6pm.** Information and referrals are also available by calling 211.

### Day Shelter for Families

Day shelter is available at the YWCA, Safehaven Shelter. Day Services are for the guests of Goose Hollow Shelter, and Common Cup Shelter (formerly known as the Sunnyside Shelter) and is only for households with children. The hours of operations are 8:00 AM until 6:00 PM daily. Lunch is available to participants of the Day Shelter program. The Day Shelter is a safe nurturing environment for families participating in the Winter Shelter Program and is sponsored by Multnomah County. Families participating in Day Shelter will be provided with housing placement/case management services, children's activities, lunch, laundry facilities and a nurturing environment to spend their day. Transportation to the day shelter will be provided first come first serve sign up or families may receive bus tickets depending on availability. The Day Shelter is a place for clients to work on tasks, relax, make business/appointment phone calls, and receive assistance from the Day Shelter Staff. Additional Day Shelter may be available to women and children at Rose Haven, 503-248-6364. Families receiving night shelter from Human Solutions Day Break Shelter have access to day shelter services in East County including transportation from night shelter space to day shelter space.

### Housing Placement

All families participating in Winter Shelter Services at Goosehollow, and/or Common Cup are asked to meet with a case manager within their first three days of accessing Winter Shelter Services to discuss housing placement possibilities. The goal of the housing placement services is to move families out of shelter and into transitional and/or permanent housing within 30 days.



## Winter Shelter Plan Families & Youth

Emergency Shelter Beds	Population Served	Winter Capacity Nov 1- March 31	Total Capacity	Access Number
Goose Hollow Shelter	Men, Women & Children	24 individuals	24	503-721-1500
YWCA Safe Haven	Men, Women & Children	9 families	Varies	503-721-1500
Daybreak Shelter Network	Men, Women & Children	15 individuals	15	503) 548-0200 or 503-988-4531
My Father's House	Men, Women & Children	5 Families	15	503-492-3046
Salvation Army Door of Hope	Women & Children	Call for information	Call for information	503-239-1259
Common Cup Shelter	Men, Women & Children	8 Individuals	8	503-721-1500
Janus Youth Crisis Shelter	Youth 13 - 21	30 youth	30	503-432-3986

## HOMELESS YOUTH SERVICE CONTINUUM

### JANUS YOUTH PROGRAMS: 1635 SW Alder Street (503) 432-3986

- **Access Center:** Open 365 days a year, entry point into crisis shelter and other Continuum services: 24-hour screening and referral. Services for youth ages 13-21. Contact (503) 432-3986
- **Reception Center:** Open 365 days a year. Center receives youth under age 18 brought in by police for minor, or status offenses. Services focus on family referral to community resources and diversion of youth from further delinquent behavior. Contact (503) 233-8111. Located at 738 N.E. Davis.
- **Crisis Shelter:** *Porchlight*, 30 beds, 8:45 p.m. – 8:30 a.m daily, snacks provided. Contact (503) 224-5988.
- **Short-Term Shelter:** *Street Light*, 30 beds, 9 p.m. - 9 a.m. daily, dinner and breakfast served.

### NEW AVENUES FOR YOUTH (NAFY): 314 SW 9<sup>th</sup> Ave, 97205 (503) 224-4339

- **Day Services:** 1:00 - 8:00 p.m. Monday through Friday, (access through Alternative School starting at 8:30am Mon. – Friday) & 11:00-6:00 pm, Saturdays.
- **Road Warrior Outreach:** Walk-In site hours 9:00 p.m. – 11:00 p.m. Wednesday and Thursday, targeting youth up to age 24 with basic needs supplies, food, a movie and engagement services.

### OUTSIDE IN (OI): 1132 SW 13th, 97205 (503) 223-4121

- **Day Program:** 1:00 - 8:00 p.m. Sunday; 9-10 a.m. and 1-6 p.m. Monday through Friday.
- **Medical Clinic:** 9:00 a.m. – 6:00 p.m. Tues, Thurs, Friday; 9:00 a.m. – 10:00 p.m. Mon, Wed. Walk-ins accepted at 8:30 a.m. and 1:00 p.m. daily and 5:30 p.m. on Mondays and Wednesdays.  
Acupuncture, Chiropractic, and Dental care also available; tattoo removal for gang and street-involved youth. Medical housing for youth under 21.
- **Road Warrior Outreach:** Walk-In site hours 9:00 p.m. – 11:00 p.m. Sunday, and 10:00 p.m. - 12 midnight Monday, targeting youth up to age 24 with basic needs supplies, food, a movie and engagement services.



**Housing Connections** is a user-friendly web site designed to help people find *available, affordable, accessible* and special needs housing in the Portland Metropolitan area including Clark, Clackamas and Washington Counties.

**Housing Connections** provides detailed, user-friendly information to help find places to live on one searchable web site.

**Features include:**

- Descriptions
- Photos and floor plans
- Maps of nearby parks, grocery stores, schools, transportation, etc.

**You can search for housing by:**

- Location, Rent, Availability
- Accessibility
- Unit Size, Unit Amenities
- Landlords that accept Section 8, Ready to Rent, Fresh Start, or Pets

Can't get online? Renters can call the renter hotline: **503-802-8562** .

GOOSE HOLLOW  
SHELTER

Families with Children

*(Formerly called First United Methodist Church Shelter)*

Access # During Day: 503- 721-1500

Night Phone Number: 503- 721-1500

Bus #: 6, 58, 63, 68 or MAX (red, blue line to Goose Hollow/Jefferson stop)

Shelter's Hours of Operation: 7:00 PM to 7:30 AM

Shelter Capacity: 24 Individuals

Hours of Intake: 24 Hours

Cost: None

Type of Bedding: Private partitioned sleeping areas; sleeping mats (portable cribs available for infants)

Showers: Yes

Meals: light dinner and breakfast

Eligibility: Homeless Couples with Children (incl. Same Sex couples with children); Single parents with Children;

Women with verifiable pregnancy Other Requirements: Must engage in case management services

Features: Laundry facilities; Clothing available for adults & children Day Use: None - May go to YWCA

Safehaven Day Shelter (shuttle Van available) Handicap Access: No Season of operation:

**November 1<sup>st</sup> through April 30<sup>th</sup>**

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YWCA SafeHaven

## Families with Children

Access During Day: 4620 N. Maryland Portland, Oregon  
Day Phone Number: 503-721-1500  
Contact Person at Night: None  
Night Phone Number: None  
Bus #: 5, 4, 72, 1

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### Standard Capacity / Services

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Shelter Capacity: 10 Families  
Hours of Intake: Monday through Friday 7am-8pm and Saturday and Sunday 8am-7pm  
Cost: None  
Type of Bedding: Bunk Beds - individual rooms  
Showers: Yes (and tubs)  
Meals: lunch, food donations and cooking facilities  
Eligibility: **Low Income, Homeless Families. Homeless/Single Male or Female Head of Household with Children**  
**Same Sex Couples with Children, women with verifiable pregnancy**  
Day Use: Yes  
Handicap Access: Yes

Provides shelter twelve months a year.

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SALVATION ARMY  
DOOR OF HOPE

Single Parents with Children who have VA status  
(2 Parent Households - Male Parent  
will be housed separately in building)

Access Number During Day: 503-249-1259

Contact Person at Night: Salvation Army

Night Phone Number: 503-249-1259

Bus #: 12, 19, and 20

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**Standard Capacity / Services**

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Shelter Capacity: Families with veterans status only.

Hours of Intake:

Cost:

Type of Bedding: Individual Rooms

Showers: Yes

Meals: yes

Handicap Access: No

COMMON CUP  
SHELTER

Families with Children

Access # During the Day: 503-721-1500

Night Phone Number: 503-721-1500

Bus #: 14, 15, and 75

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**Shelter Capacity / Services**

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Shelter Capacity: 8 Individuals  
Hours of Intake: Call Central Access #  
Cost: None  
Type of Bedding: Bunk Beds  
Showers: Yes  
Meals: Dinner & Breakfast  
Eligibility: **Homeless Families**  
Requirements: Doors open at 7:00 PM; families must be in by 8:00 PM and out by 8:00 AM  
Must engage in case management program  
Day Use: Available at the YWCA Safehaven Shelter  
Handicap Access: No

**Open November 1st through March 31st**

Daybreak Shelter  
Network

Families with Children

For intake call 503-988-4531 or 548-0200 and ask for shelter.  
Day Phone Number: 503-548-0200 or 503-988-4531

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**Standard Capacity / Services**

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Shelter Capacity: 15 Individuals (in Host church facilities)  
Hours of Intake: Monday-Friday 8am-12pm and 1pm-5pm  
Cost: None  
Type of Bedding: Portable beds and cribs  
Showers: Available  
Meals: Breakfast, sack lunch, dinner  
Eligibility: **Homeless families with children, and limited space for women without children**  
Other Requirements: No history of violent crimes or sex-related offenses.  
Day Use: 7:30 AM to 5:30 PM – Weekdays and weekends  
Handicap Access: Varied (depends on host facility)

Provides services 12 months a year.

My Father's House

## Families with Children

Access # during the day : 503-492-3046  
Bus Line: 20  
Gresham area

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### Standard Capacity / Services

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Shelter Capacity: 5 families  
Hours of Intake: by appointment  
Cost: \$50.00 refundable deposit, payment plan options available  
Type of Bedding: 5 individual rooms  
Showers: Yes  
Meals: Kitchen available  
Eligibility: **Families with children only**  
Other Requirements: Must engage in case management services; curfew; required classes  
Features: Laundry facilities  
Day Use: 24/7

Year-Round

# YOUTH

## JANUS YOUTH PROGRAMS

### Emergency Youth Crisis Shelter Homeless Youth Up to Age 21

Day or Night: Janus Access Center (Open 24 hours)  
Shelter is not drop-in, must complete screening

Day Phone Number: (503) 432-3986

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#### Standard Capacity / Services

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Shelter Capacity: 30  
Intake Hours: Available 24 hours per day  
(Shelter is temporarily located at 1115 SW 11<sup>th</sup> Avenue – call for location update starting January '07)  
Cost: None  
Type of Bedding: Cots/Bunk beds  
Showers: Yes  
Meals: Snack, Breakfast  
Eligibility: **Homeless Youth up to 21 Years Old**  
Other  
Requirements: Must be at Janus Access Center before 9 PM  
Day Use: Referrals made to Outside In and New Avenues Day Programs.  
Screening also available at Outside In and New Avenues Day Programs  
Handicap Access: Yes