



## Portland Metro Referral List

### Resource Databases

#### **211Info**

<https://www.211info.org/>

211info is a comprehensive support hub for referrals to food, shelter, housing, foreclosure assistance, health care, and much more. Calls are confidential, anonymous and free.

#### **Aging and Disability Resource Connection**

<https://www.adrcoforegon.org>

1-855-ORE-ADRC

Local information for seniors and people with disabilities.

#### **One Oregon**

One Oregon – Individuals in Oregon can now apply for all services online in one place including food (SNAP), cash (TANF), childcare (ERDC), and medical. A single application, in either English or Spanish, visit:

<http://one.oregon.gov>

## MOST FREQUENTLY REQUESTED SERVICES

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### Rental and Utility Assistance

#### **Oregon Emergency Rental Assistance Program**

<https://www.oregonrentalassistance.org/>

The Oregon Emergency Rental Assistance Program helps eligible low-income households with their past due rent and utilities.

#### **Self-Enhancement Inc.**

<https://www.selfenhancement.org/energy>

Self-Enhancement Inc. provides energy assistance to qualifying Multnomah County residents.

#### **Impact NW**

Energy Assistance : (503) 294-7444

Housing & Rent Assistance: (503) 721-1740

<https://impactnw.org/programs/housing-and-safety-net/energy-assistance/>

Impact NW provides Energy and Rent assistance.

#### **St. Vincent de Paul**

<https://www.svdppdx.org/a150/services/>

Rent/Utility Hotline: (503) 235-8431 (press "2")

St. Vincent de Paul provides financial assistance for rent and utilities, transportation in the form of bus tickets, and emergency food boxes.

### **Oregon Lifeline**

Discounts for qualifying low-income households on phone or internet. If you receive SNAP, SSI, Medicaid, federal housing assistance, or certain other forms of assistance you may be eligible. Call 1-800-848-4442 or visit the website [https://www.oregon.gov/puc/pages/oregon-lifeline.aspx?utm\\_source=PUC&utm\\_medium=egov\\_redirect&utm\\_campaign=http%3A//www.lifeline.oregon.gov/](https://www.oregon.gov/puc/pages/oregon-lifeline.aspx?utm_source=PUC&utm_medium=egov_redirect&utm_campaign=http%3A//www.lifeline.oregon.gov/)

### **NAYA**

Energy assistance hotline will open on November 2nd from 10am-10:15am for NW Natural Gas, PGE, Pacific Power, and Portland Water Bureau customers (503) 972-2463

### **T-MOBILE**

Project 10 Million is a new program that will provide free 100GB of data for 5 years and a free mobile hotspot to families with a student enrolled in the National School Lunch Program. Find more details about eligibility, how to apply, and more here [https://www.t-mobile.com/support/account/project-10million-direct-to-parent-guardian-eligibility?icid=MGPO\\_TMO\\_U\\_20TENMM\\_6BRGAVTKUD4AUN8W23252&clickid=WnXzTV2aZxyLU9kwUx0Mo36BUkEUgdQvR1S51U0&irgwc=1&cmpid=WTR\\_AF\\_189491\\_Slickdeals\\_LL\\_C&irradid=189491&irpid=10451&ircid=3290&sharedid=&aam=aam\\_uuid&invoca=invoca\\_experience&irmpname=Slickdeals\\_LL\\_C&group=TMDesktop](https://www.t-mobile.com/support/account/project-10million-direct-to-parent-guardian-eligibility?icid=MGPO_TMO_U_20TENMM_6BRGAVTKUD4AUN8W23252&clickid=WnXzTV2aZxyLU9kwUx0Mo36BUkEUgdQvR1S51U0&irgwc=1&cmpid=WTR_AF_189491_Slickdeals_LL_C&irradid=189491&irpid=10451&ircid=3290&sharedid=&aam=aam_uuid&invoca=invoca_experience&irmpname=Slickdeals_LL_C&group=TMDesktop)

## **Food**

### **Oregon Food Bank Food Finder**

<https://foodfinder.oregonfoodbank.org/>

The Oregon Food Bank's Food Finder map shows food pantries and pick-up locations across Oregon

### **Sunshine Division**

<https://sunshinedivision.org/>

(503) 823-2102

Sunshine Division's food pantries have temporarily moved to providing emergency food boxes, available for pick-up or delivery. There are two locations in Portland, on N Thompson St and SE Start St. Please see the website for each location's hours or to request delivery.

### **CSC Food Box Delivery**

Free food box deliveries are available to the following zip codes: 97015, 97027, 97045, 97086, 97202, 97206, 97214, 97215, 97216, 97222, 97266, and 97267. To request a free grocery delivery please call (503) 771-7914 between 9am and 5pm Monday-Friday. If no one answers, leave a voicemail with your name and phone number.

## **Mental Health Services**

### **Mental Health Crisis Lines (24/7):**

**Multnomah County Crisis Line:** (503) 988-4888

**Washington County Crisis Line:** (503) 291-9111

**Clackamas County Crisis Line:** (503) 655-8585

**Clackamas County Non-emergency line:** (503) 742-5335

**SW Washington Crisis Line:** (800) 626-8137 or TTY (866) 835-2755

**Jewish Family and Child Service**

<https://jfcs-portland.org/services/counseling/>

(503) 226-7079

JFCS offers mental health services for adults. JFCS clinician take insurance as well as see clients on a sliding scale.

**Cascadia Behavioral Health**

<https://cascadiabhc.org/>

Make an appointment or referral: (503) 674-7777

Multiple locations across Portland

Cascadia provides mental health services for adults, families, and children.

**Lifeworks NW**

<https://www.lifeworksnw.org/contact-us/>

For more information or to schedule an appointment: call (503) 645-9010 or email [intake@lifeworksnw.org](mailto:intake@lifeworksnw.org)

Multiple locations across Multnomah, Clackamas, and Washington counties.

Lifeworks NW provides mental health services for adults, families, and children.

**Unity Center for Behavioral Health**

<https://www.unityhealthcenter.org/>

Access Information and Referral Team at 503-944-8009

Unity provides 24-hour behavioral health and mental health services to the greater Portland Metro area. They provide immediate psychiatric care, crisis stabilization and intervention, family and peer support, and more.

**NAMI Oregon Helpline**

Call (503) 230-8009 or (800) 343-6264, or email [namiorregon@namior.org](mailto:namiorregon@namior.org)

NAMI's Oregon Helpline provides callers with mental health resources and information across the state.

## Mental Health Support for Child, Teens, and Families

**Albertina Kerr**

<https://www.albertinakerr.org/childrens-mental-health/>

Access Services: (503) 408-4705

Albertina Kerr provides mental health services for children, teens, and their families, including short-term crisis stabilization, as well as clinic- and community-based outpatient care.

**Morrison Child & Family Services**

[www.morrisonkids.org](http://www.morrisonkids.org)

Central Intake: (503) 258-4381

Morrison Child & Family Services provide a comprehensive continuum of mental health, substance abuse and prevention and education services for youth, from birth through age 21.

**Outside In**

<https://outsidein.org/young-adult-services/>

Call (503) 535-3800 or email [info@outsidein.org](mailto:info@outsidein.org)

Outside In's young adult services provide support to youth and young adults age 16-24 with an emphasis on those experiencing homelessness. Their services include housing, education, counseling, healthy meals, health care, and more.

## Older Adults

### **Multnomah County Aging and Disability Resource Connection**

<https://multco.us/ads>

(503) 988-3646

Multnomah County ADRC provides 24-hour information and assistance to older adults, people with disabilities, and caregivers. The ADRC can assist with enrolling in government programs, investigating possible abuse, locating adult care homes, and more.

### **Clackamas County Aging and Disability Resource Connection**

<https://www.clackamas.us/socialservices/crc.html>

(503) 650-5622

Clackamas County ADRC provides information and resources about long-term supports and services in the community, including information about in-home care, long-term, care planning, arranging home delivered meals, and more.

### **Washington County Disability, Aging and Veterans Services**

<https://www.co.washington.or.us/HHS/DAVS/>

(855) 673-2372

Washington County DAVS provides programs and services to maintain and enhance the quality of life to assure that basic needs are met for Washington County seniors, veterans and people with disabilities.

### **Clark County: Area Agency on Aging and Disabilities of Southwest Washington**

<https://www.helpingelders.org/>

Vancouver: (888) 637-6060

Kelso: (800) 682-2406

The Area Agency on Aging and Disabilities provides information and assistance, support to family caregivers, health and wellness education, and more.

### **Oregon Care Partners**

<https://oregoncarepartners.com/>

Oregon Care Partners provides education for family and professional caregivers.

### **Office of the Long-Term Care Ombudsman (Oregon)**

<http://www.oltco.org/oltco/>

The mission of this agency is to protect individual rights, promote independence, and ensure quality of life for Oregonians living in long-term care and residential facilities and for Oregonians with decisional limitations.

## Housing

### **211info**

<https://www.211info.org/housing>

Call 211 or (866) 698-6155 or email [help@211info.org](mailto:help@211info.org)

211 provides coordinated entry, a process developed to ensure all people experiencing a housing crisis have fair and equal access to housing resources. They provide assessment services for homeless families in Multnomah County.

### **NAMI**

<https://namior.org/resources/community-resource-lists/housing/>

Housing Resources for Portland and all of Oregon

**Human Solutions**

<https://humansolutions.org/>

(503) 548-0200

Human Solutions supports families in finding permanent, affordable housing.

**HomeForward** (housing wait-lists are currently closed, but you can sign up for the eNewsletter to be informed when wait-lists open again)

<http://www.homeforward.org/>

(503) 802-8300

**Northwest Pilot Project**

<https://www.nwpilotproject.org/>

(503) 227-5605

NW Pilot Project helps connect low-income and very low-income seniors (55 and over) to permanent, affordable housing.

**Homeless Shelter Directory**

<https://www.homelessshelterdirectory.org/oregon.html>

**Portland Shelter List**

<https://www.shelterlist.com/city/or-portland>

**JOIN**

Has opened the first of 3 temporary outdoor emergency shelters. Two shelters are located at SE Main St. and SE Water Ave, and one is located at NW Broadway and NW Hoyt St. More information and help is available through Blanchet House <https://blanchethouse.org/covid-19-coronavirus-updates-blanchet-house/>

## ADDITIONAL SERVICES

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### Addiction Resources

**Multnomah County Behavioral Health - Addiction Treatment**

<https://www.multco.us/behavioral-health/treatment>

(503) 988-4888

Multnomah County Behavioral Health provides addiction treatment for youth and adults, as well as detoxification.

**Portland Area Intergroup of Alcoholics Anonymous**

<https://www.pdxaa.org/>

24-hour Portland AA Hotline: (503) 223-8569

Portland area Alcoholics Anonymous groups, both in-person and online.

**Portland Area Narcotics Anonymous**

<https://www.portlandna.com/>

Portland NA Hotline: (503) 345-9839

Portland area Narcotics Anonymous groups, both in-person and online.

### **Lines for Life Alcohol & Drug Helpline**

<https://www.linesforlife.org/get-help-now/>

(800) 923-4357

The 24-hour support line serves anyone who needs information, support, or access to resources and treatment for alcohol or drug use.

## **Domestic Violence**

### **Call to Safety**

<https://calltosafety.org/>

24/7 Crisis Line: (888) 235-5333 or (503) 235-5333

Call to Safety (formerly Portland Women's Crisis Line) provides a 24/7 crisis line, follow-up advocacy, in-person medical advocacy, and support groups.

### **Gateway Center** (not accepting walk-ins at this time due to the pandemic)

<https://multco.us/dv/gateway-center-domestic-violence-services>

(503) 988-6400

Provides one-on-one support with experienced advocates who help individuals develop a personal plan and connect with other services.

### **Volunteer of America Oregon Home Free**

<https://www.voaor.org/find-services/adults-children-and-families/home-free/>

Emergency Services Crisis Hotline: (503) 771-5503 (9am-5pm M-F)

Restraining Order Services : (503) 802-0506 (8am-2pm M-F)

### **Oregon Crime Victims Law Center: Legal representation**

<https://www.ocvlc.org/legal-representation.html>

Provides free legal services to crime victims in a criminal proceedings (including post-conviction) for issues relating to crime victims' rights.

## **Immigration Services**

### **Immigrant and Refugee Community Organization (IRCO)**

<https://irco.org/>

Call (503) 234-1541 or email [info@irco.org](mailto:info@irco.org)

IRCO provides employment and training, immigration legal services, and services for children, youth, families, and seniors.

### **SOAR Immigration Legal Services**

<https://emoregon.org/soar-legal/>

Call (503) 384-2482 or email [soarlegal@emoregon.org](mailto:soarlegal@emoregon.org)

Ecumenical Ministries of Oregon's SOAR Immigration Legal Services provides culturally competent, immigration-related legal representation and education to low income refugees and immigrants in and around the Portland metro area.

## LGBTQ+

### Q Center

<https://www.pdxqcenter.org/>

The Q Center provides a variety of services for the LGBTQ+ community, including addiction and mental health support programs and services for veterans, youth, and seniors.

Call (503) 234-7837 or email [info@pdxqcenter.org](mailto:info@pdxqcenter.org)

### SAGE Metro Portland

<https://www.friendlyhouseinc.org/for-adults-seniors/sage/>

To contact an Information and Referral Specialist: (503) 224-2640

Sage works to enhance the lives of older lesbian, gay, bisexual, and transgender community members through education, advocacy, outreach, and resource development.

## Medical/Dental

### Dental Clinics

Free urgent dental services! View the schedule for December here:

<https://www.medicalteams.org/how-we-heal/mobile-dental-program/emergency-dental-clinics/>.

## Transportation

### TriMet LIFT

<https://trimet.org/lift/index.htm>

(503) 962-8000

Trimet LIFT provides shared-ride services for people who are unable to use regular buses and trains due to a disability or disabling health condition.

### Ride Connection

<https://rideconnection.org/>

(503) 226-0700 TTY: 711

Ride Connection serves older adults and people with disabilities. They provide transportation support services to people in the Portland metro region and Washington County.