



## 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.adrcforegon.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>

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## **Rental and Utility Assistance**

### **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.

### **Home Forward**

<http://www.homeforward.org/find-a-home/get-help-paying-rent/short-term-help>

Home forward works with local community agencies to provide a range of services — emergency hotel vouchers, rent payment, help with eviction prevention, and help with housing placement — to people who are homeless or at risk of eviction. To be considered, you must earn less than half of the typical income for a family of your size in the Portland area. To apply for short-term rental assistance, just call 2-1-1 (or 503-222-5555 from a cell phone)

### **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**

<https://nayapdx.org/services/critical-services/energy-services/>

NAYA’s Energy Assistance program serves all people living in Multnomah County who qualify for low-income energy assistance. You can make a phone appointment with an energy assistance specialist via the form on their webpage above.

### **IRCO**

[info@irco.org](mailto:info@irco.org)

Pacific Islander and Asian Family Center Rental Assistance Hotline: (503) 234-2048

Pacific Islander and Asian Family Center Energy Assistance Hotline: (503) 235-4932

Africa House Rental Assistance: (503) 802-0082

Africa House Energy Line: (503) 234-1959

IRCO offers both energy and housing resources available for immigrant, refugee, and mainstream populations in many languages. Housing resources may currently only be available to Multnomah residents seeking housing who are currently homeless or in temporary housing situations.

## **T-MOBILE**

<https://www.t-mobile.com/business/education/project-10-million>

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.

## **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

### **Meals on Wheels**

<https://www.mowp.org/what-we-do/online-meal-request/>

(503) 736-6325

Meals on Wheels delivers meals to seniors over 60; call or submit an online meal request to sign up. There are also dining centers across the Portland area that can be found on this map: <https://www.mowp.org/what-we-do/dining-centers/>

### **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.

### **Clackamas Service Center Food Box Delivery**

<https://www.cscoregon.org/groceries>

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, use their online form or call (503) 771-7914 between 9am and 5pm Monday-Friday. If no one answers, leave a voicemail with your name and phone number.

## **Transportation**

### **Transportation Reaching People**

503-655-8208

Transportation Reaching People (TRP) offers a shared ride service for Clackamas County residents who are 60+ or have a disability. Rides are given free of charge to medical appointments, grocery shopping and other essential errands. Unassisted, door to door service is provided by volunteer drivers using their private vehicle.

### **Ride to Care**

503-416-3955 or toll-free 855-321-4899 8 a.m. to 5 p.m. Monday through Friday

Ride to Care provides non-emergent (not for an emergency) medical transportation or NEMT at no cost to the member. It is a benefit for eligible Health Share of Oregon members in Clackamas, Multnomah and Washington Counties. The trips get you to health care visits that Health Share pays through the Oregon Health Plan (OHP)

**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 Monday-Friday 7:30am to 5:00pm to request a ride.

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

**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 clinicians 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

Cascadia provides mental health services for adults, families, and children. Receive immediate, in-person care for a behavioral health crisis at Cascadia Behavioral Healthcare Urgent Walk-In Clinic located at 4212 SE Division St, Portland, OR 97206. Serves anyone at no cost.

**Project Respond**

503-988-4888

Mobile crisis services are available if you can't get to the urgent walk-in clinic, or are trying to get help for someone else.

**Providence Behavioral Health**

(503)574-9235

Inpatient Psychiatric Triage Services available 24/7.

**Multnomah County Health Clinics**

(503) 988-5558

[www.multco.us/health/primary-care-clinics](http://www.multco.us/health/primary-care-clinics)

Multnomah County provides low-cost family health care at seven locations. Provides care to all Multnomah County residents, including those who are low-income and uninsured.

**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.

**Culturally Specific Behavioral Health Resources**

<https://www.multco.us/behavioral-health/culturally-specific-behavioral-health-resources>

Multnomah County's directory of culturally specific mental health, addiction treatment, and domestic violence services.

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

**Albertina Kerr**

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

(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)

(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/>

(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. The provide assessment services for homeless families in Multnomah County.

**NAMI**

<https://namior.org/search-for-resources/>

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.

**Home Forward**

<http://www.homeforward.org/find-a-home/get-help-paying-rent/short-term-help>

Home forward works with local community agencies to provide a range of services — emergency hotel vouchers, rent payment, help with eviction prevention, and help with housing placement — to people who are homeless or at risk of eviction. To be considered, you must earn less than half of the typical income for a family of your size in the Portland area. To apply for short-term rental assistance, just call 2-1-1 (or 503-222-5555 from a cell phone)

**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.

**Community Alliance of Tenants**

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

Renters Rights Hotline: 503-288-0130, open Mondays, Wednesdays, Fridays, and Saturdays 1-5 pm, and Tuesdays 6-8 pm

Formed in 1996, the Community Alliance of Tenants (CAT) is Oregon's only statewide, grassroots, tenant-controlled, tenant-rights organization. CAT educates, organizes and develops the leadership of low-income tenants. The Renters' Rights Hotline gives tenants detailed information about their rights and practical suggestions to help protect those rights.

**Homeless Shelter Directory**

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

**Portland Shelter List**

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

**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.

## Legal Services

### **Legal Aid Services of Oregon**

503 224-4086

Legal Aid Services of Oregon (LASO) is a statewide non-profit organization that provides access to legal help for people to protect their livelihoods, their health, and their families. LASO gives free legal help to thousands of low-income and elderly clients each year in matters relating to their physical safety, access to food and shelter, and other critical legal needs.

## Immigration Services

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

<https://irco.org/> ircoils@irco.org

971-271-6537

IRCO's Immigration Legal Services provides affirmative application-based legal services, community education and navigation services, and community clinics. [Immigration Legal Services Interest Form](#)

### **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.

## Disability Services

### **Disability Rights Oregon**

503-243-2081 or 1-800-452-1694 between 9 to 11 am or 1 to 4 pm, Monday through Friday.

<https://www.droregon.org/intake-request-form>

Disability Rights Oregon helps people with disabilities with their disability-related legal issues in Oregon.

### **IRCO Disability Legal Services**

[ircodls@irco.org](mailto:ircodls@irco.org)

971-270-0755

IRCO's Disability Legal Services provides legal representation and support for SSI and SSDI applications for immigrants and refugees from initial applications through to appeals.

### **Adult Protective Services**

Main Line: 503-988-4450

After Hours: 503-988-3646

Multnomah County Adult Protective Services (APS) is the local organization which investigates abuse. Call to report abuse of seniors (older people), or people with disabilities.

## 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/>.

## Employment

### **Vocational Rehabilitation department (DHS)**

971 673-2555 Central office, 971 673-5858 East Office

The Department of Human Services, Vocational Rehabilitation is a statewide resource for people with disabilities. They assist individuals with disabilities in getting and keeping a job that matches their skills, interests and abilities.

**Oregon Youth Works**

<https://www.oregon.gov/highered/institutions-programs/workforce/Pages/youth-workforce-programs.aspx>

Oregon Youth Works is comprised of five workforce development grant programs housed within HECC's Office of Workforce Investments.

**SE Works & WorkSource Portland Metro-SE**

971-284-4636

Serves youth, ages 16-24 years old in need assistance with a resume, job referrals, training, and resources for food, housing resources.