



**“CCC programs allowed  
a woman like me to  
stand strong and  
come out of it on her  
own two feet.”**

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**CENTRAL CITY  
CONCERN**

HOMES HEALTH JOBS

**2016 ANNUAL REPORT**



Ed Blackburn | Executive Director

Dear friends:

Every day at Central City Concern (CCC) we strive to provide solutions for ending homelessness through health care, recovery, housing and employment services. Of course there are challenges, but I'm inspired by CCC staff who continually find new ways to support our community and the people we serve.

In the last year we provided homes for more than 3,500 people, including women, children and single adults. Almost all of them might have been homeless without our help. We've increased our health services, adding two Federally Qualified Health Center sites for a total of 13, which served 8,324 patients. And we've assisted nearly a thousand job seekers in looking for employment through our Employment Access Center.

There's even more good news. One of our biggest achievements in 2016 was working with six Portland health care organizations on the Housing is Health initiative. These organizations—Adventist Health Portland, CareOregon, Kaiser Permanente Northwest, Legacy Health, OHSU and Providence Health & Services-Oregon—recognize the importance housing plays in individual and community health.

Together, these health care organizations are contributing \$21.5 million dollars to help build a primary care clinic with attached housing, as well as two additional affordable housing complexes on Portland's east side (see page 5 for details). We are so grateful to the health system organizations as well as other partners such as the City of Portland, Multnomah County, the State of Oregon and generous donors for helping this project move forward.

This unprecedented collaboration is an excellent example of our community coming together to address a critical need: affordable housing. These new buildings will serve our community for many years to come.

Housing is Health is just one way CCC meets challenges with innovation and partnerships. If we all work together, we can address the challenges of homelessness and make good things happen for many of the most vulnerable members of our community. We are especially thankful for our donors and volunteers. Thank you for your belief in our mission. We can't do it without your support.

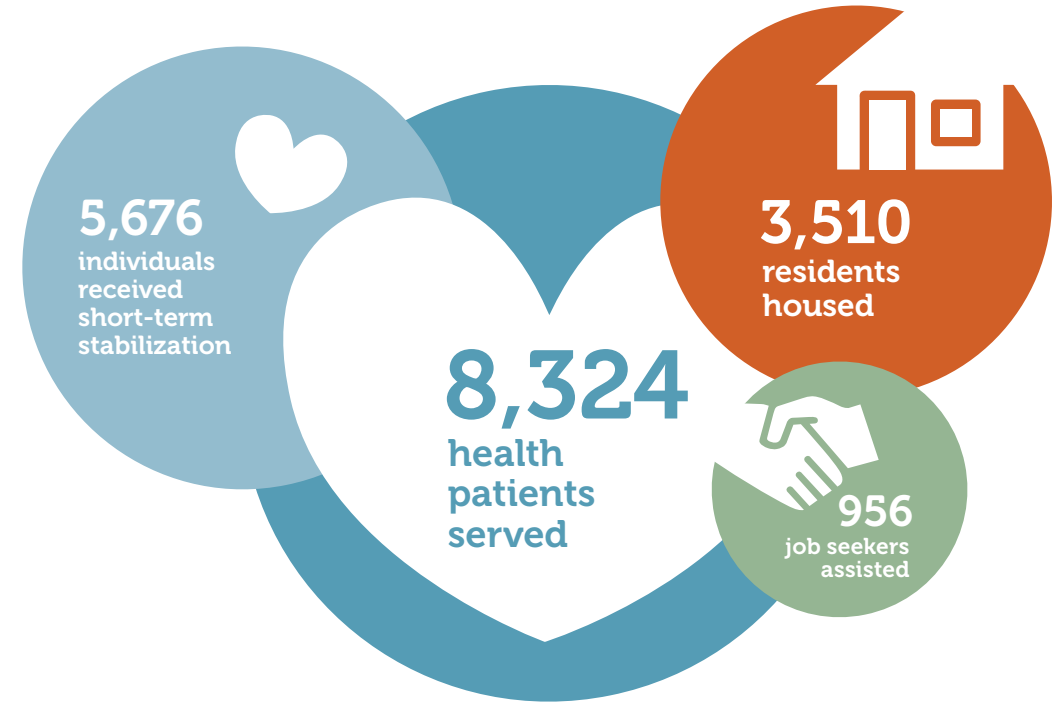
Sincerely,

Ed Blackburn  
Executive Director

**"CCC changed my whole life."**

**(COVER) Ruthann and children |**

Ruthann connected with Central City Concern recovery, housing and employment services in 2012. In spring 2016, Ruthann and her children moved into their own home.



**13 FEDERALLY QUALIFIED HEALTH CENTERS**

- Integrated primary & behavioral health care
- Community mental health services
- Subacute detoxification
- Inpatient and outpatient recovery services
- Acupuncture and naturopathic treatments
- Pharmacy

**SOBERING SERVICES**

- Transportation and stabilization services that protect the health and safety of the community
- Harm reduction for individuals experiencing public intoxication

**5,676 Short-term stabilization**  
1,919 Hooper Detoxification Stabilization Center  
3,757 Sobering Station

**1,128 CHIERS-Street Assessments**

**1,700 UNITS IN 23 PROPERTIES**

- Offering Housing Choice
- Transitional housing
- Permanent supportive housing
- Family housing
- Housing First and harm reduction programs

**EMPLOYMENT SERVICES**

- One-on-one supported employment services specific to individual and community needs
- Volunteer opportunities that build confidence and work skills
- Training through transitional jobs in social enterprises
- In-house WorkSource Express center



**3,510**  
residents housed



# Everyone should have choices in life.

*Individuals experiencing homelessness should be able to make informed personal choices in the kind of supportive housing best suited to their needs. Our Housing Choice model has helped Central City Concern meet diverse challenges and service needs by employing both Recovery Housing and Housing First models.*

### SUPPORTIVE FAMILY HOUSING

Central City Concern has 152 units of housing set aside specifically for families exiting homelessness who wish to live in an alcohol- and drug-free environment.

**In 2016, Central City Concern served 141 families with 247 children in supportive housing.**

In 2016, 25 kids returned directly from foster care after their parents enrolled in Central City Concern services. 218 of our kids had been in foster care previously before moving into our family housing and have stayed reunited with their parents. These programs keep families together and help them thrive.



**“I’m proudly paying my own rent these days, which is something I haven’t done in way too many years.”**

**Shane** | *Shane used heroin for 20 years. He entered Central City Concern’s Hooper Detoxification Stabilization Center, then continued treatment while living in CCC’s Richard Harris Building. Through CCC’s Employment Access Center, Shane took a CCC on-call job. Shane moved into CCC’s Miracles Central building, which opened in 2016, and is now permanently employed at Transition Projects.*



# People who have a place to live have a much better chance of living a healthy life.

In September 2016, several Portland health care organizations joined forces to address the housing crisis by donating \$21.5 million to Central City Concern with an unprecedented push to build 379 studio, 1-bedroom and 2-bedroom apartments for individuals and families who are homeless or at risk of becoming homeless. The buildings will be spread across three separate locations, one of which will be anchored by a critically needed health care clinic on Portland's east side. Residents will have access to a variety of support services in all locations, from peer mentoring to help reentering the work force.



### The Eastside Health Center

- 2-story clinic serving 3,000 patients annually
- Housing for 175 people
- Integrated primary care, substance use disorder treatment, domestic violence counseling and wellness services



### Stark Street Apartments

- 153 units of workforce housing
- Critically needed permanent housing for people exiting from transitional housing



### The Interstate Apartments

- 51 apartments designed for families displaced due to gentrification
- Serves the City of Portland's North/Northeast Neighborhood Right to Return housing preference policy

## HOUSING IS HEALTH

The Housing is Health initiative, costing a total of \$85 million, has received important launch funding from city, county and state partners, as well as an unprecedented investment from a consortium of local health care organizations, comprised of Adventist Health Portland, CareOregon, Kaiser Permanente Northwest, Legacy Health, OHSU and Providence Health & Services–Oregon.

The initiative has also received early philanthropic support from the Oregon Community Foundation, Meyer Memorial Trust and the Collins Foundation. CCC is very grateful for this community-wide demonstration of commitment to helping end homelessness.

### 2016 GRAND OPENINGS



### Town Center Courtyards / July 16, 2016

Town Center Courtyards provides 60 additional units of family housing in Clackamas County.



### Miracles Central / September 8, 2016

Miracles Central, a 47-unit building in NE Portland's Lloyd District, is a partnership with Miracles Club and the Multi-Cultural Development Group.

### 2016 GROUND BREAKING



### Hill Park Apartments / May 25, 2016

Hill Park Apartments, located at SW 1st Ave. and Arthur St., will provide 39 units of affordable housing, with some reserved for people living with mental illness.



Hill Park Apartments

# Access to primary and behavioral health care is critical to a successful recovery.

8,324 patients served

- 2016 VISITS**
- General medicine: 21,642
  - Mental health: 50,628
  - Substance use disorder: 64,665
  - Other support services: 11,700

**EASTSIDE CONCERN PATIENTS: 852**

**Recovery Choice** Central City Concern promotes high-quality substance use disorder treatment, which is founded on counseling, life skills and community support—with medication for those who need it. Our Medication Assisted Treatment (MAT) program at our Eastside Concern site helps people working toward a life free from drugs to find enough relief from cravings to truly focus on their recovery and relationships. It's a newer approach than counseling and peer mentorship; Central City Concern's MAT program offers the extra tool some clients need for success.



*IHART case manager Tyrone Rucker confers with Nerissa Heller, director of Intensive Substance Use Disorder Services, about an IHART patient in need of housing.*

**IHART PATIENTS: 237**

**IHART** Central City Concern's innovative Integrated Health and Recovery Treatment (IHART) program provides mental and physical health care services for patients experiencing severe mental illness and addictions as well as medical issues. The interdisciplinary team has 14 members including psychiatric providers, mental health and substance use disorder counselors, nurses, peers, case managers and care coordinators.



*Cooking Matters helps participants learn healthy habits.*

**Cooking Matters** In late spring 2016, Central City Concern partnered with Oregon Food Bank to launch the Cooking Matters program for Old Town Clinic patients. Participants gather together for six weeks to learn healthy cooking, eating and budgeting habits; at the end of each class, they receive a bag of groceries so they can replicate what they learned at home. Cooking Matters addresses a number of issues including food insecurity, weight gain, hypertension, coronary issues, and diabetes or pre-diabetes.



**"The Imani program has been key in my recovery. Imani helps us to see ourselves by applying effective therapeutic models, encouraging strong cultural connections and emphasizing the importance of community in recovery."**

*Malcolm | Malcolm joined the Imani Center after leaving Hooper Detoxification Stabilization Center. He is now back in school and getting back to his passion: writing.*

**Culturally Specific Programs** Central City Concern's two culturally specific programs, the Imani Center for our African-American community and Puentes for our Latino/Latina community, have grown during 2016. Participants in both programs agree that engaging with their cultural communities is extremely helpful in their recovery.

- PUENTES**
- Total participation: 268
  - Substance use disorder: 111
  - Mental health: 123
  - Esperanza Juvenil: 34

**Central City Concern has 13 Federally Qualified Health Center sites across the Portland metro area.**

- IMANI CENTER**
- Total participation: 172
  - Mental health: 71
  - Substance use disorder: 67
  - Dually enrolled: 34

# Having a job, along with housing and health care, is a key component in our integrated recovery services.

**Community Volunteer Corps (CVC)** CVC gives people affected by homelessness, addictions or past criminality the opportunity to work with nonprofit partners in the Portland community and make an impact through volunteerism. In November 2016, the CCC community gathered to celebrate 100,000 total hours of volunteer service CVC participants have contributed over the last seven years.

## CVC 2016

- Total volunteers enrolled: 335
- Graduates: 154
- Total volunteer hours: 17,629



CVC graduates gain self-esteem and a sense of community involvement by volunteering.

Our **Employment Access Center (EAC)** served nearly a thousand job seekers last year. We added a WorkSource Express Center, funded by Worksystems, Inc., which added a resource room with 12 computers and part-time staff. Job seekers have a unique integrated support system that includes career mapping, housing strategies, training options and access to professional clothing.

**Social Enterprises** Our social enterprise programs, On-call Staffing, CCC Clean Start and Central City Coffee, provide training opportunities for people to learn valuable skills they need to enter the job market such as time management and interpersonal communication. Trainees also gain confidence and a sense of belonging to a community. In October, we launched CCC Clean Start, which sends roving workers out into the community to help clean sidewalks and graffiti, as well as occupied and recently unoccupied encampments.

**REDF** In 2016, we received a substantial five-year grant from Roberts Enterprise Development Fund (REDF), a venture philanthropy that invests in social enterprises focused on employment. REDF supports our on-call staffing expansion, as well as marketing Central City Coffee and the Central City Bed.



**956**  
job seekers  
assisted



In early 2016, Central City Concern opened a temporary storage locker under the west end of the Steel Bridge. People who have no place to call home now have a safe, secure, dry spot to put their belongings for a few hours while they work or seek employment.



Central City Coffee trainees Nikita M. and Charlie G. learn new work skills at the coffee production center.

**Central City Coffee** Proceeds from Central City Coffee benefit our coffee program; trainees learn valuable work skills. Our delicious Central City Coffee is available in Portland-area stores including New Seasons Market, Whole Foods, Food Front and Green Zebra, as well as online at [centralcitycoffee.org](http://centralcitycoffee.org). Drink well. Do good.

## CENTRAL CITY COFFEE

- Coffee sales: \$176,309
- Average monthly coffee sales: \$14,692
- Average monthly pounds of coffee produced: 1,600
- Number of trainees: 7



**Amber** | Amber was once addicted to meth and trapped in an abusive relationship. She experienced homelessness before getting into a drug treatment program. Through Central City Concern, Amber was able to access a state training program, JOBS Plus, and began working with Central City Coffee. Now, she has a permanent, full-time job that includes specialized training including barista school. She also pays fair market rent on a Central City Concern family housing apartment for her and her son.

**Central City Concern started Fiscal Year 2016 strong with noted growth as our services expand to fulfill our mission of homes, health and jobs for the most vulnerable members of our community.**

We added 107 units of housing in two new buildings, and broke ground on another building with 39 units to open in 2017. CCC ended the 2016 fiscal year with revenue, which will be allocated to building additional operational reserves, program expansion and reinvestment in housing. We are completely dedicated to using all income to fulfill our mission of bringing access to homes, health and employment to people at risk for homelessness.

The year also ended with some uncertainty as new administrations prepared to take control. We are paying close attention to funding changes at the local, state and federal levels to ensure we're ready to adjust our budget to support our ability to fulfill our mission. Your support is more vital than ever as we rise together to meet the needs of our community.

## Central City Concern Consolidated Statement of Activity

### Year Ended June 30, 2016

#### Unrestricted Revenues & Support

Contract & Government Funding	\$ 24,436,384
Donations, Grant & Special Events	\$ 1,391,092
Rental Income	\$ 3,307,791
Health & Chemical Dependency Services	\$ 31,263,434
Social Enterprises	\$ 1,950,458
Management & Development Fees	\$ 761,120
Interest	\$ 1,214,273
Other	\$ 1,519,107
<i>Net assets released from restrictions</i>	\$ 570,390

**TOTAL NET OPERATING REVENUE \$ 66,414,049**

#### Operating expenses

Health & Recovery	\$ 31,283,865
Supportive Housing	\$ 8,126,700
Housing Management	\$ 8,471,968
Employment & Social Enterprises	\$ 2,849,456
Administration	\$ 9,140,840
Fundraising	\$ 486,870

**TOTAL OPERATING EXPENSES \$ 60,359,699**

Excess of revenues and support over operating expenses	\$ 6,054,350
<i>Other revenues and expenses</i>	\$ 940,849
Change in unrestricted net assets	\$ 6,995,199
Unrestricted Net assets, beginning of year	\$ 29,720,022
Unrestricted Net assets, end of year	\$ 36,715,221

**278**  
volunteers  
logged  
**9,932**  
hours



**"It's a great experience to see other people who really care. They're there, they're engaged, they're asking questions, and they're talking to people instead of at them....Spiritually I've gained a bucket load, a truck load, or whatever's so big that I can't fill it. And you guys allow me to continue to feel big like that. To feel important. I like to feel big and important and it doesn't take money to do that, it just takes doing."**

**Maureen |** *Maureen taps into her past experiences on the streets and struggles with addiction to motivate her to lend a helping hand at Central City Concern. She volunteers in a variety of ways, from helping with administrative tasks to making gravy from scratch for Thanksgiving dinner.*



**"It is very apparent to us that Portland has a serious homeless and housing crisis and we love Central City Concern's approach to help solve the problem. Not only through providing housing, but also many mental health and substance use disorder programs, back-to-work programs, policy reform, and so much more. We love that Central City Concern employs so many people that were once in programs themselves."**

**Maia & Jake Shwartz |** *Monthly Donors*

**Recycling and Reuse Operations Center** Central City Concern opened our Recycling and Reuse Operations Center (ROC) in 2015 as a socially responsible way to give abandoned property a second life as well as a hub through which to process in-kind donations. Many CCC clients live in our transitional housing units and are in need of basic household items and clothing. The ROC now partners with other social service organizations to increase the number of people who benefit from recycled items.

#### ROC

- More than 1,000 Central City Concern clients accessed much-needed items
- 39,000 pounds of items processed
- 84 percent of processed items escaped the landfill through reuse or recycling



**Recycling and Reuse Coordinator Jerry Boynton** receives items from **Donor Services Manager Catharine Hunter.**

## DONORS

### Central City Concern uses innovative services to end homelessness, but we couldn't provide this critical programming without the generosity of private donors.

#### COMMUNITY PARTNERS

Adventist Health CareOregon	Legacy Health	Portland Police Bureau
City of Gresham	Multnomah County	Providence Health & Services-Oregon
City of Portland	National Health Care for the Homeless Council	Transition Projects
Clackamas County	OHSU	U.S. Department of Veterans Affairs
Corporation for National & Community Service	Oregon Department of Education	U.S. Department of Health & Human Services
Enterprise Community Partners	Oregon Department of Human Services	U.S. Department of Housing & Urban Development
FamilyCare	Oregon Health Authority	Worksystems, Inc.
Health Share of Oregon	Oregon Housing and Community Services	
Home Forward	Oregon Youth Authority	
Kaiser Permanente Northwest	Portland Housing Bureau	

#### ORGANIZATIONS

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**Central City Concern is extremely grateful to the individuals, corporations, foundations and civic organizations that supported our efforts to end homelessness in 2016.**

**For a complete list of donors, please visit: [centralcityconcern.org/2016annualreport](http://centralcityconcern.org/2016annualreport)**

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<b>\$1,000 - \$2,499</b>	<i>Julia &amp; Robert Ball</i>	<i>Gary &amp; Karen Barnum</i>	<i>Gary &amp; Karen Barnum</i>	<i>Misha &amp; Cade Moore</i>		
<i>A.M. Santos</i>	<i>Julie &amp; David Peyton</i>	<i>Gary Golla &amp; Jeanie Lai</i>	<i>Gary Golla &amp; Jeanie Lai</i>	<i>Nelda Newton</i>		
<i>Aaron Coker</i>	<i>Julie &amp; Eric Leuvrey</i>	<i>Jacqueline Gordon</i>	<i>Jacqueline Gordon</i>	<i>Patricia Sammis</i>		
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<i>Anonymous</i>	<i>Katherine Ellis</i>	<i>Jay Thiele</i>	<i>Jay Thiele</i>	<i>Philip Niles</i>		
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<i>Christine Cha</i>	<i>Lon &amp; Trish Frazier</i>					



July | Town Center Courtyards Grand Opening



September | Miracles Central Grand Opening

Every effort has been made to list names accurately. If your name has been omitted or displayed incorrectly – please accept our apologies – and contact Catharine Hunter at [catharine.hunter@cccconcern.org](mailto:catharine.hunter@cccconcern.org) to correct our records.

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- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

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- Qualified interpreters
- Information written in other languages

If you need these services, contact your service provider or Central City Concern program staff.

If you believe that Central City Concern has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance at any staffed CCC site or the Administration Office at 232 NW 6th Ave, Portland, OR 97209, Main Phone: 503-294-1681, Fax: 503-294-4321, or email [Compliance@cccconcern.org](mailto:Compliance@cccconcern.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, CCC staff are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Information for Language Assistance Services **ATTENTION:** If you speak another language, language assistance services, free of charge, are available to you. Call 503-294-1681 (TTY: 1-800-735-2900)

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-503-294-1681 (TTY: 1-800-735-2900).

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-503-294-1681 (TTY: 1-800-735-2900).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-503-294-1681 (TTY: 1-800-735-2900)

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-503-294-1681 (телетайп: 1-800-735-2900)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-503-294-1681 (TTY: 1-800-735-2900)번으로 전화해 주십시오.

**УВАГА!** Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-503-294-1681 (телетайп: 1-800-735-2900).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-503-294-1681 (TTY:1-800-735-2900)まで、お電話にてご連絡ください。

تامدخ ناف، غللا ركذا ثدحتت تنك اذا: عظوجل م قرب ل صتا. ن اجمال لك رفاوتت ةي وغللا ةدع اس م لا 1-503-294-1681 (م: كبل او مصلال فتاه م قر): 1-800-735-2900).

**ATENȚIE:** Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-503-294-1681 (TTY: 1-800-735-2900).

ທຸກພິດຸສ ທີ່ສອນຜາສຸດກຮວີພາພ ກຳລາຂຸທຸ່ວ, ສາວາຜາຜິຮຸທຸສ ໃກກກາສາ ສາວາພຮວີສຄິດພຸຮຸດ ຄວີສາອາສາສວ່າຮ່ວຮວີສຸດກາ ທຸກ ທຸກສວ່າ ທຸກ 1-503-294-1681 (TTY: 1-800-735-2900) ັ

**XIYYEEFFANNA:** Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-503-294-1681 (TTY: 1-800-735-2900).

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-503-294-1681 (TTY: 1-800-735-2900).

دى نك ىم وگتفگ ىسراف نابز هب رگا: هجوت م هارف امش ىارب ناگىار تاروصب ىنابز تال ىس ت 1-503-294-1681 (TTY: 1-800-735-2900) اب دشاب ىم دىرىگب سامت

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-503-294-1681 (ATS: 1-800-735-2900).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-503-294-1681 (TTY: 1-800-735-2900)



In April 2016, Central City Concern’s Employment Access Center celebrated their remodeled space in the Shoreline Building and unveiled the hallmark front window mural.