



**CENTRAL CITY
CONCERN**

HOMES HEALTH JOBS

232 NW Sixth Ave
Portland, OR 97209

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2018 ANNUAL REPORT

"I'M EXCITED THAT
MY DAUGHTER
CAN GROW UP IN
A COMMUNITY
WITH PEOPLE WHO
LOOK LIKE HER AND
WHERE SHE FEELS
REPRESENTED."



**CENTRAL CITY
CONCERN**

40 YEARS OF
HOPE + HEALING



Rachel Solotaroff, M.D. |
President & CEO

Dear Friends:
Welcome to Central City Concern's (CCC's) 2018 Annual Report. 2018 was my first complete year as CCC's president & CEO, and I'm heartened by the many accomplishments our organization has made. In these pages, you'll read about how we've focused on the structural factors that drive homelessness, including a lack of affordable housing and living-wage jobs, systemic racism and discrimination, and inequalities in education and income. We've also helped people deal with individual experiences that can reinforce homelessness, such as mental health issues, adverse childhood experiences, a personal history with violence, time spent with the justice system, and substance use disorders.

It's a long list of challenges, but we are using our 40 years of experience, and continuous humble inquiry and learning, to create more stable housing and ensure people have access to good jobs, quality health care and social connections that give their lives joy and meaning.

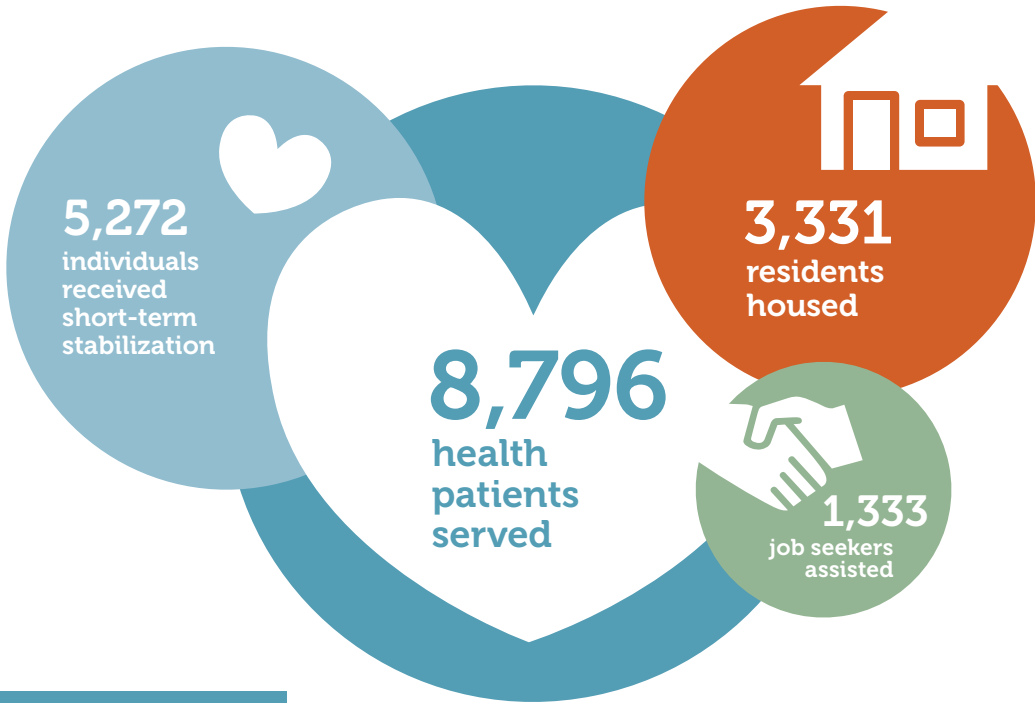
In this report, you will see our newly opened buildings that now house thriving adults and families, learn about programs that have emerged through need and innovation, hear about our expansion to serve more of our community and meet people whose lives have changed for the better. Throughout the year, we focused on helping people with integrated, proven, culturally responsive support to create meaningful, long-term change in their lives.

We now begin our fifth decade of serving the Portland community and prepare to open Blackburn Center in summer 2019, the culmination of 40 years of learning and compassion. I am so humbled by our achievements, which wouldn't be possible without our dedicated and creative staff. I continue to be extremely grateful for our many community partners and donors who support and guide us through the complicated landscape of population-based care. But mostly, I am so inspired by the 14,000 people we helped last year. The resilience and strength demonstrated by our patients, clients and residents keep us moving forward every day. We are looking forward to another year of hope and healing.

Thank you all for your support.
Rachel Solotaroff, M.D.

"The resilience and strength demonstrated by our patients, clients and residents keep us moving forward every day."

(COVER)
Jennifer and her daughter Cambria love their new home at Charlotte B. Rutherford Place.



13 FEDERALLY QUALIFIED HEALTH CENTER SITES

- 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

5,272 Short-term stabilization
1,938 Hooper Detoxification Stabilization Center
3,334 Sobering Station
1,193 CHIERS street assessments

1,940 UNITS IN 26 PROPERTIES

- Offering "Housing Choice"
- Alcohol- and drug-free housing
- Transitional housing
- Permanent supportive housing
- Family housing
- Housing First low-barrier 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



3,331
residents housed

Everyone in Portland needs a place to call home and to feel part of a community.

Central City Concern's (CCC) housing program in the Portland metro area offers options for people facing homelessness. Housing Choice allows individuals to select types of housing they want based on their personal needs. At CCC, Housing Choice includes a low-barrier Housing First model and Recovery Housing, a clean and sober living environment with supportive peers and staff. CCC also operates affordable housing for people with mental health issues, individuals recovering from hospitalization, recently reunited families, and people who are recently employed and moving toward self-sufficiency.



On May 11, 2018, renowned violinist Joshua Bell entertained residents and staff in special partnership with Oregon Symphony.

IN 2018

1,940 units in 26 properties
3,331 residents housed

HOUSING IS HEALTH

2018 brought the concrete results of our Housing is Health initiative started by an initial \$21.5M investment by six Portland health organizations. Three buildings, Hazel Heights, Charlotte B. Rutherford Place and Blackburn Center provide 379 units of critically needed housing.

Housing is Health includes Adventist Health Portland, CareOregon, Kaiser Permanente Northwest, Legacy Health, OHSU and Providence Health & Services – Oregon.

Supportive Family Housing | Our housing programs keep families together, and strengthen their health and future! **In 2018:**

CCC served 237 adults in families with **305 children in 148 supportive housing units** that provide mentorship as well as parenting and financial skills classes.

57 kids returned directly from foster care after their parents enrolled in CCC services.

142 kids had been in foster care previously before moving into our family housing.



Rain, cold and a whole lot of wind didn't dampen the joy the Central City Concern (CCC) community felt during two building grand openings in as many weeks.

On Tuesday, Nov. 27, the storm clouds actually parted in the afternoon as we celebrated Hazel Heights, 153 units of affordable housing on SE Stark St. at 126th Ave. The next week, on Tuesday, Dec. 4, a cold but sunny day, we welcomed 51 households into their new homes at Charlotte B. Rutherford Place on N Interstate Ave.



Jerrod M.

Hazel Heights resident Jerrod M., sang an honor song in his Native language before cutting the ribbon at the grand opening of his family's new home.

Nov. 27, 2018 | Hazel Heights Apartments



Hazel Heights (12621 SE Stark Ave.)

Hazel Heights welcomes people exiting transitional housing programs who have gained employment and seek a permanent home, but still may have barriers to housing. The four-story building contains 153 homes total: 92 one-bedroom and 61 two-bedroom apartments. These homes are important for supporting employed people with affordable housing. When people are housed, they have a better chance for a healthy future.



Blackburn Center (25 NE 122nd Ave.)

Since its groundbreaking in late 2017, passersby have watched Blackburn Center rise to six stories that will combine CCC's signature integrated services: health care, housing and employment. Blackburn Center will open in summer 2019. To follow the progress, visit www.centralcityconcern.org/blackburn.

Dec. 4, 2018 | Charlotte B. Rutherford Place



Charlotte B. Rutherford Place (6905 N Interstate Ave.)

Charlotte B. Rutherford Place is a 51-unit building in North Portland. One hundred percent of its original tenants are part of the Portland Housing Bureau's N/NE Housing Strategy Preference Policy, designed to address displacement and gentrification in historically Black North and Northeast Portland neighborhoods by prioritizing long-time or displaced residents with ties to the community for new affordable housing opportunities in the area.

BLACKBURN CENTER UPDATE

Housing for 175 people
Home to clinical services such as primary health care, substance use disorder treatment, wellness services and a pharmacy
Employment services




Hon. Charlotte B. Rutherford

Charlotte B. Rutherford Place is named in honor of the Rutherfords, a pioneering Portland African-American family that was instrumental in passing the 1963 Oregon Civil Rights Act. Historical placards in the building office tell the family story.

In 2018, Central City Concern (CCC) continued a decades-long tradition of person-centered health treatment through our 13 Federally Qualified Health Center sites, integrated primary and behavioral health care, and innovative programs that address the changing challenges of our community.

We responded to regional health crises such as the opioid use disorder epidemic, rising homelessness and untreated cases of hepatitis C with robust treatments that resulted in hopeful outcomes.



8,796
patients served

EXPANDED SUBSTANCE USE DISORDER CONTINUUM

Our substance use disorder continuum serves people of diverse backgrounds and histories. We want all patients to engage in continuous recovery beginning with their first visit, and benefit from our comprehensive services. We have combined our understanding of population health with the most effective treatment options to meet the challenge of addiction treatment in the 21st century.

Medication Supported Recovery | Advances in medicine and science have made medication a viable pathway choice for some people with opioid use disorder (OUD). In 2018, CCC treated 3,220 people with substance use disorder; 1,208 of them were dependent on opioids. More than half of those patients, 686, chose medication support to aid them in their recovery.

Our **Wheelhouse** “hub-and-spoke” partnership with CODA, Inc.™ has enabled us to expand access to medication supported recovery options throughout the Portland tri-county area. With CCC and CODA acting as the “hub,” we provide technical resources and clinical guidance to “spoke” organizations across the region. These spokes give more patients with OUD the choice to treat their dependency with medication.

In 2018, **Hooper Detoxification Stabilization Center** (Hooper) embraced medical **best practices for pregnant women with OUD** by offering them the choice of medication supported recovery. Evidence shows that OUD-patient pregnancies treated with medication have healthier outcomes than those without medication supported recovery.

Hooper Bridge Clinic | Hooper has traditionally been an inpatient treatment facility, but in 2018, we expanded our evidence-based treatment options for OUD patients into outpatient care to improve care and recovery for 335 people through our Bridge Clinic. Patients who are medically stable and ready to leave inpatient care at Hooper now have a seamless option to continue receiving behavioral health and medical services, with enhanced care coordination and peer support, until they can establish a treatment home, or while they are receiving substance use disorder treatment services through a community partner who doesn’t have access to a licensed medical provider.

“My life is so promising now,” Brandy says. “I have nearly two years clean and sober, a great full-time job, a wonderful relationship with all four of my kids and a new apartment in CCC housing.” Brandy lives with her family in CCC’s Hazel Heights apartments and also received a \$17,000 scholarship to learn computer programming. “Today I have the support I need to do anything I want.” Through CCC, Brandy received nurturing wraparound services that helped her find hope, strength and meaning in her life.

Brandy F | Brandy came to CCC through our Recuperative Care Program (RCP), which gives homeless people a safe place to get better after leaving the hospital. In 2018, RCP served 268 people discharged from the hospital with nowhere else to go. In addition to physical health problems, Brandy had mental health issues and opioid use disorder. But CCC gave her primary care, mental health care, medication supported recovery treatment and supportive housing in our Richard Harris Building.



Brandy F.

Hansen Shelter Clinic | In March 2018, CCC strengthened our commitment to meet patients “where they are” and opened a medical clinic in Transition Projects’ Hansen Shelter, a 200-bed emergency shelter for men and women in Northeast Portland. In August, Hansen Shelter closed and reopened as Wy’east Shelter, a 125-bed facility for men in Southeast Portland. In 2018, these new CCC shelter clinics completed 893 medical appointments for people staying in those facilities. CCC also operates a health clinic to support Bud Clark Commons.

Hepatitis C Treatment | Hepatitis C is a serious chronic liver disease that can lead to cirrhosis, cancer and even death. Oregon’s rate of people with hepatitis C is one of the highest in the country, and people with substance use disorders experience significantly higher rates of hepatitis C. But in 2018, CCC’s Old Town Clinic and Pharmacy used new, highly effective drugs to treat and cure 107 people who were infected with the hepatitis C virus, giving them a much healthier and brighter future.

Culturally Specific Programs | CCC has two culturally specific programs that integrate group customs, history and social practices into supportive recovery treatment. Our **Imani Center** for our African-American clients and **Puentes** for our Latinx clients offer safe and enriching environments that can lead to healthy and successful outcomes.

IMANI CENTER: 241 SERVED

127 Mental health
114 Substance use disorder
87 Co-enrolled

PUENTES: 267 SERVED

164 Adult mental health
103 Adult substance use disorder
31 Youth

HEALTH

168,762
visits made

Finding meaningful work is an important step toward self-sufficiency for anyone, and Central City Concern (CCC) has many paths that lead to permanent employment.

Our **Employment Access Center (EAC)** is a hub of activity where employment specialists assist job seekers with resumes, interviewing skills and job referrals. CCC’s EAC is now working with partners such as Transition Projects to help even more job seekers to reach their goals. A WorkSource Express center (operated by the State of Oregon) is open to the public two mornings a week. And CCC’s social enterprises (CCC Clean Start, Central City Coffee and Central City Staffing) provide a variety of job training and employment opportunities.

EMPLOYMENT

1,333 job seekers assisted

864 people found permanent employment

64% permanent employment rate



On Oct. 11, 2018, Kris Jeffries and Donnie Martin were named Cleaners of the Year at the Portland Business Alliance’s Downtown Clean & Safe Appreciation Day.



2018 CLEAN START (INCLUDING DOWNTOWN CLEAN & SAFE)

53 trainees

32 regular union positions

29 trainees positions

104,457 total bags of trash picked up:

61,888 Clean & Safe

42,569 Clean Start

67,690 total needles picked up:

38,394 Clean & Safe

29,296 Clean Start

41,229 graffiti tags removed

55,828 biohazards cleaned

When formerly homeless people come to CCC for services, many of them go to work for **CCC Clean Start**, first as trainees and then as permanent employees. Clean Start provides workers for Downtown Clean & Safe as well as our Clean Start cleaning crews. These teams of two travel in trucks throughout the city to help people living in encampments keep their areas hygienic and garbage-free, clean abandoned campsites and remove graffiti. Clean Start workers appreciate the opportunity to get into a working routine, give back to the community and serve as role models for people still living outside. In 2018, Clean Start crews picked up 1,089,303 pounds of trash.

Clean Start also operates a day storage facility that gives people without homes a place to keep their possessions during the day. In 2018, we expanded the days and hours of operation to seven days a week, 7 a.m. to 6 p.m., creating one new permanent position.

In 2018, we added six new trainee positions to the Clean & Safe district, and three additional Clean Start teams for a total of eight teams.

2018 CENTRAL CITY COFFEE

2,140 average monthly pounds of coffee produced

13 trainees hired

Central City Coffee’s new look is now as smart and sassy as the women who sell it.

In 2013, Central City Concern (CCC) started a coffee roasting and distribution social enterprise to provide training and employment opportunities for people who live in CCC housing. Over the past five years, Central City Coffee expanded its retail presence and CCC’s coffee training program has grown as well.

Early on, the program focused on training some of CCC’s most vulnerable clients: single moms working to rebuild their lives after facing homelessness and substance use disorder. Central City Coffee’s full-time, day shift hours were a great fit for mothers who needed a set schedule and reliable childcare to reenter the workforce. And the skills they learned—marketing, office administration, sales—set them up for success when seeking meaningful employment after training.

In 2018, Central City Coffee remained committed to working with and training these amazing women. The rebranded packaging was inspired by the hard work, determination and strength these women bring to the business. The best part is the new tagline, created by a brilliant trainee: Nonprofit brew. Female crew.

Central City Coffee’s new packaging is infused with the spirit and resilience of the women who pull it all together every day. Please check it out online at centralcitycoffee.org, or at a grocer near you.



Central City Coffee’s new look

EMPLOYMENT

1,333

job seekers assisted



CVC graduates celebrate completing 80 hours of service.

CCC’s **Community Volunteer Corps (CVC)** gives newly recovering clients an opportunity to work with others while giving back to the community. For the last decade, this meaningful program has allowed participants to work on group projects assisting nonprofit partners such as Oregon Food Bank and Portland Parks & Recreation. After 80 hours of service, volunteers get a certificate and letter of recommendation. For many, the sense of cooperation and accomplishment builds confidence. In March 2018, CVC expanded to Gresham where additional volunteers have the opportunity to give back to the community.

COMMUNITY VOLUNTEER CORPS

Downtown CVC

354 participants

19,680 hours of service

Gresham CVC (March-Dec. 2018)

144 participants

2,012 hours of service

Central City Concern
Consolidated Statement of Activity

Central City Concern maintained financial stability in 2018, a period of growth for us. We now have more than 900 talented employees, dedicated to serving people facing homelessness. We assumed stewardship for the Housing is Health initiative, which generated \$90M for three buildings. Two of them, Hazel Heights and Charlotte B. Rutherford Place, opened in 2018, adding 204 units of affordable housing to Portland’s changing landscape. We doubled down on weaving financing and resources to build Blackburn Center, a culmination of 40 years of experience and exploration that will showcase our signature integrated health care, housing and employment services to serve the homeless population in Southeast Portland.

As we grow, we want to ensure we are fiscally responsible and able to sustain the progress we’ve made since 1979. We will continue to leverage funding sources from federal, state and local levels. And we rely on support from our generous donors to help us improve the health and well-being of the entire community. As we move into our fifth decade, we will continue to invest our resources, reserves and hearts into our mission.

Year Ended June 30, 2018

Unrestricted Revenues & Support	
Health & Chemical Dependency Services	\$ 39,962,502
Contract & Government Funding	\$ 26,889,581
Donations, Grant & Special Events	\$ 1,971,657
Rental Income	\$ 3,235,552
Management & Development Fees	\$ 2,282,743
Social Enterprises	\$ 2,316,858
Interest	\$ 1,278,130
Other	\$ 1,823,440
	\$ 79,760,463
Net assets released from restrictions	\$ 2,606,470

NET REVENUE AND SUPPORT	\$ 82,366,933
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Operating expenses	
Health & Recovery	\$ 41,144,683
Supportive Housing	\$ 8,979,297
Housing Management	\$ 8,719,483
Employment & Social Enterprises	\$ 4,258,832
Administration	\$ 11,274,092
Fundraising	\$ 650,973

TOTAL OPERATING EXPENSES	\$ 75,027,360
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Excess of revenues and support over operating expenses	\$ 7,339,573
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Non-operating activities:	
Capital grants	\$ —
Change in value of interest rate swaps	\$ (49,572)
Other losses	\$ (44,530)
Equity in net income of limited partnerships	\$ 238
Gain on partnership transfer	\$ 4,685,367
Change in net assets	\$ 11,931,076
Net assets, beginning of year	\$ 42,631,081
Net assets, end of year	\$ 54,562,157

267
volunteers
logged
8,221
hours



Lisa Newport | Living Room volunteer
“I have a history of my own mental illness diagnoses as well as alcoholism. I think there is a definite connection between my current sobriety and volunteering. A lot of people will ask me, ‘Oh, do you work here?’ or ‘Are you going to school?’ and I’ll say, ‘No, I just like being here. I really want to be around you.’ People who come in will say thank you and I’ll say, ‘Thank you for being here. I’m getting just as much from this as you are.’”



Mike Marsden | Coin Meter Company
“Addiction doesn’t only wreak havoc on the person going through it, it devastates the family as well. If I can get more people to help through volunteering or contributing financially, or both, then I will feel very good about that.”

CARING PARTNER

The Oregon Clinic (TOC) made a commitment to community service by becoming an Oregon Benefit Company and choosing Central City Concern (CCC) as their partner. TOC helps CCC through in-kind drives: gathering more than 200 pots and pans, collecting school supplies for the children living in our family communities and donating hygiene supplies to last us months! TOC has donated or raised more than \$30,000 via events, impactful financial contributions and their own fundraising events to benefit CCC. If that weren’t enough, TOC has spread the word about our work to their patients, letting them know of ways they can support our community. We are so grateful for this strong partnership; we see every day how it directly benefits our community. Thank you, TOC!



The Oregon Clinic provided invaluable support in many ways.

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

\$49,999+	Linda Girard
Anonymous	Eric Hunter
Estate of Jerry Jones	Legacy Health Employees
RMF Foundation	Mann Family Fund of OCF
Bonnie Serkin & William Emery	Beverly & Richard Martin
\$20,000-\$49,999	Meridian Wealth Advisors
Anonymous	Marcy & Richard Schwartz
George Brown & Barbara Young	Joanne Senders
The Ginny and George Charitable Fund	Robert O. Simons Fund of OCF
OCF Joseph E. Weston Public Foundation	Daniel Thomas
Judith Wyss	David & Barbara Underriner
\$10,000-\$19,999	Donna Wardenaar
Anonymous	Steve Wasson
Crooke Family Charitable Fund	Michael & Dana White
Dudley Family Foundation	\$2,500 -\$4,999
Linda Hoff	Scott & Linda Andrews
The Kirstein Charitable Fund	Anonymous (4x)
Jim Mark & Jennifer Winship Mark	Mary & Ron Beamer
Paul and Sally McCracken Fund of OCF	Thomas & Martha Blessington
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Benson Family Foundation	Roy Lambert & Mary Maxwell
Joseph & Katie Boyle	Skye McKay & Grey Magauran
In Memory of Ivan O. Bull	Andrew Mendenhall & Deanna Feeley
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Greg Chapman	Steven Naito
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Estate of Steve A. Engel	Julie & David Peyton
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Jonathan Radmacher	Katherine Ellis	Douglas & Malinda Moore	Wyse Real Estate Advisors	Malcolm & Karen Costello	Sean Hubert	Neilsen Family Fund of OCF	<div>Central City Concern thanks these businesses, foundations, individuals, and organizations for their gifts and pledges.</div>
Julie Sheppard	Annie & Woodruff English	Dylan Morris & Kathryn Wunderle	Christopher Yeagers & Marie d'Hulst	Aaron & Judy Crane	Steve Hurst	Edward Niedermeyer & Andrea Blaser	
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\$1,000 -\$2,499	Jennifer & Grayson Fidler	Gregory & Rebecca Mowe	Claude Zeller	David & Marie Culpepper	Zareth Irwin	Philip Niles	
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Greg Broun & Rosa Maria Vila	Patricia Horan	A.M. Santos	Brenda & John Bell	Deborah & Mark Fisher	Muriel Lezak	Lindsay & John Robbins	Andrea Thompson
Rico Bocala & Roger Willoughby	Megan Hornby & Donald Keister	Evan Saulino & Brenda Brischetto	Ruth Benedict	Lawson Fite & Katherine Sharaf	Jessica Light	Richard & Diane Lowensohn	
Martha Brown	Amy Houchen & Richard Wise	The Scott and Karen Shorr Family Gift Fund	Jennifer Bishop	Rebecca Fleischman	Richard & Diane Lowensohn	Alison & Matthew Lucas	
The Patricia Dennis Charitable Fund	Sig-Linda Jacobson	Hank Schottland	C.M. & Mary Bishop III	Michael Foley	Daryle Maddock	Dusty McDaniel	
Scott Diamond Charitable Fund	Jane and Bill Gilpin of OCF	Dan Schuman	Daniel Bissell	Thomas Foran	Linda Mather	Sandra McDonough	
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Hayes Fund of OCF	Suzanne Lacampagne & Michael Sutton	Rachel Solotaroff & Anthony Iaccarino	Patrick & Sharon Bonesteel	Stephen Glenn	Carolyn McMurchie	James Meyer	
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DONOR ORGANIZATIONS

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Adventist Health	Denali Advanced Integration	JLL Portland
AIG Matching Grants Program	Discover African Art	Jones & Roth
AIM for Organizational Health	Downtown Community Housing Inc. Fund	JPMorgan Chase
All For One Productions	Downtown Development Group	JR Johnson, Inc.
Allmed Healthcare Management Inc.	Dunn Carney Allen Higgins & Tongue LLP	Juan Young Trust
Ankrom Moisan Architects	Elemental Technologies	Kaiser Foundation Health Plan of the Northwest
Anonymous (3x)	Energy 350	Kalberer Company
Applied Technical Systems, Inc.	Enterprise Holdings Foundation	KeyBank
Assurant Foundation	EVREN Northwest, Inc.	LeChon
Avalon Trust	Finity	Legacy Health
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City of Portland - Procurement Services	Harka Architecture	Multnomah County Health Department
Clackamas County Health, Housing & Human Services	HealthCo Information Systems	Network for Oregon Affordable Housing (NOAH)
Clorox Company	Hoffman, Stewart & Schmidt, P.C.	Nike Employee Matching Gift Program
Cody Development Corp	Home First Development	No Vacancy Lounge
Coin Meter Co.	Home Forward	Northwest Fire Suppression, Inc.
Colas Construction Inc.	Humber Design Group, Inc.	Northwest Permanente, P.C.
Compass Oncology		

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 to correct our records: catharine.hunter@cccconcern.org

MAKE A CHANGE



You can make a real difference in someone’s life by returning the enclosed envelope with your contribution or donating online:

centralcityconcern.org/give2019

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It's never too late for change.

Johnnie was staying at Transition Projects’ Clark Center short-term residential program when he first met Trent Gay, CCC employment specialist. At age 60, Johnnie had spent nearly his entire lifetime homeless and unemployed because of substance use disorder and poverty. And after two full years of sobriety, he still struggled to find employment and housing. His job skills were limited to work he had while incarcerated. Trent heard one of his regular employer contacts, Produce Row Café, needed a prep cook/dishwasher. He drove Johnnie over to meet with the café’s hiring manager, who liked Johnnie immediately. He invited Johnnie to participate in a hands-on working interview to see if he had the ability to perform the duties, but more importantly, to make sure Johnnie liked the work. Johnnie did great and wanted the job, which the hiring manager offered to him that day. Following Johnnie’s job start in May 2017, Trent put in a referral for Economic Opportunity Program (EOP) rental assistance to end Johnnie’s long period of living on the streets and shelter life. In July 2017, Johnnie found a permanent home in CCC’s Hill Park Apartments in Southwest Portland. Trent stays in touch with Johnnie to ensure work is going well. He helped Johnnie succeed at his job for the first nine months, and if Johnnie shows interest in a higher paying job or promotion, Trent will be there to lend his assistance.



Johnnie S.

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)

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)

COMMUNITY PARTNERS

Adventist Health	Oregon Department of Human Services
A Home for Everyone	Oregon Health Authority
CareOregon	Oregon Housing and Community Services
Central Eastside Industrial Council	Oregon Primary Care Association
City of Gresham	Oregon Youth Authority
City of Portland	Portland Business Alliance/Clean & Safe
Clackamas County	Portland Housing Bureau
Enterprise Community Partners	Portland Police Bureau
FamilyCare	Providence Health & Services - Oregon
Health Share of Oregon	Transition Projects, Inc.
Home Forward	U.S. Bank
Kaiser Permanente Northwest	U.S. Department of Veterans Affairs
KeyBank	U.S. Department of Health & Human Services
Legacy Health	U.S. Department of Housing & Urban Development
Multnomah County	Worksystems, Inc.
National Health Care for the Homeless Council	
Northeast Coalition of Neighborhoods	
OHSU	
Oregon Department of Education	

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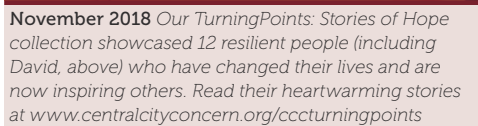
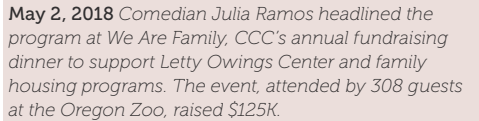
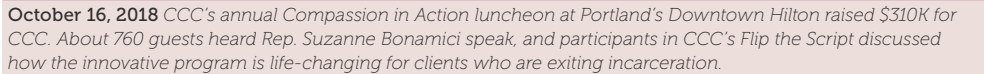
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Qualified interpreters
- Information written in other languages

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 *Central City Concern* 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.*

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)*



Central City Concern
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