“I’M EXCITED THAT MY DAUGHTER CAN GROW UP IN A COMMUNITY WITH PEOPLE WHO LOOK LIKE HER AND WHERE SHE FEELS REPRESENTED.”
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 most of all, 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.
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.

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.

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
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.

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.

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.

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.

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.

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.
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.

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, 696, 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.

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.

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.

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.

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**IMANI CENTER: 241 SERVED**

| Mental health | 127 |
| Substance use disorder | 114 |
| Co-enrolled | 87 |

**PUENTES: 267 SERVED**

| Adult mental health | 164 |
| Adult substance use disorder | 103 |
| Youth | 31 |
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, Clean Start crews picked up 1,089,303 pounds of trash.

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.

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

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.

Central City Coffee’s new look

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.
# Financial Health

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.

## Central City Concern
### Consolidated Statement of Activity

<table>
<thead>
<tr>
<th>Year Ended June 30, 2018</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unrestricted Revenues &amp; Support</strong></td>
<td></td>
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<tr>
<td>Health &amp; Chemical Dependency Services</td>
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<tr>
<td>Contract &amp; Government Funding</td>
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<td>Donations, Grant &amp; Special Events</td>
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<tr>
<td>Rental Income</td>
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<td>Management &amp; Development Fees</td>
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<td>Social Enterprises</td>
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<td>Interest</td>
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<tr>
<td>Other</td>
<td>$1,823,440</td>
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<tr>
<td><strong>Total</strong></td>
<td>$79,760,463</td>
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<td><strong>Net assets released from restrictions</strong></td>
<td>$2,606,470</td>
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<tr>
<td><strong>NET REVENUE AND SUPPORT</strong></td>
<td>$82,366,933</td>
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<tr>
<td><strong>Operating expenses</strong></td>
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<tr>
<td>Health &amp; Recovery</td>
<td>$41,144,683</td>
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<tr>
<td>Supportive Housing</td>
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<tr>
<td>Housing Management</td>
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</tr>
<tr>
<td>Employment &amp; Social Enterprises</td>
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</tr>
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<td>Administration</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
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<td><strong>Excess of revenues and support over operating expenses</strong></td>
<td>$7,339,573</td>
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<tr>
<td><strong>Non-operating activities:</strong></td>
<td></td>
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<tr>
<td>Capital grants</td>
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<tr>
<td>Change in value of interest rate swaps</td>
<td>$(49,572)</td>
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<tr>
<td>Other losses</td>
<td>$(44,530)</td>
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<td>Equity in net income of limited partnerships</td>
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<tr>
<td>Gain on partnership transfer</td>
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<tr>
<td>Change in net assets</td>
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<tr>
<td>Net assets, beginning of year</td>
<td>$42,631,081</td>
</tr>
<tr>
<td>Net assets, end of year</td>
<td>$54,562,157</td>
</tr>
</tbody>
</table>

## Volunteers + Donors

| 267 volunteers logged | 8,221 hours |

## 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!

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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.”

---

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 programming without the generosity of private donors.

DONORS

Central City Concern thanks these businesses, foundations, individuals, and organizations for their gifts and pledges.

Earl & Joan Stroud
Raymond & Stuines
Shirley & John Sutton
Kristin & Susan McDonald
Lesley Talley & Griswold
Andrew Tarab
Tyler & Taran
Bruce & Jaya Taylor
The Fundraising Four
Andrea Thompson
Alvicia Tolmach
Marcia Tomkin
David Tooy
Kate Unterberger
Mark Vanderaam
Karena Vincent
Meghan Walsh
Edwin & Mary Watson
Brian & Nikki Weaver
Jennifer Wilmot & Mark Wyden
Masakata & Midori Yamaguchi

Linda Girard
Eric Hunter
Legacy Health Employes
Marin Foundation of OCF
Beverly & Richard Martin
Meridian Wealth Advisors
Marcy & Richard Schwartz
Joanne Senders
Robert O. Simons Fund
Daniele Thomas
David & Barbara Underwood
Wayne Wendenara
Steve Wasson
Michael & Dana White

The Ginny and George Bader Family
George Brown & Barbara Baier
Bonnie Serkin & William Bader
Unique
Brennan & Tracey Bader
Sheryl & James Culver
Jane Crisan
Robert Cowman
Tim & Tammy Cooper
Anne Buckley
Broughton & Mary Bishop
Elizabeth Deeter
Karen Oyama
Karen DeLarue
Shirley & John Sutton
Suzanne Lacampagne & Donald Fink

Sarah Fielkow
Jessica Quarles & Duy Le

Robert Nemerow
Jennifer Woodward
Andrew Nigra
OCF

$10,000-$19,999

Steve Wasson
Donna Wardenaar
David & Barbara Underriner

The Ginny and George Bader Family
George Brown & Barbara Baier
Bonnie Serkin & William Bader
Unique
Brennan & Tracey Bader
Sheryl & James Culver
Jane Crisan
Robert Cowman
Tim & Tammy Cooper
Anne Buckley
Broughton & Mary Bishop
Elizabeth Deeter
Karen Oyama
Karen DeLarue
Shirley & John Sutton
Suzanne Lacampagne & Donald Fink

Sarah Fielkow
Jessica Quarles & Duy Le

Robert Nemerow
Jennifer Woodward
Andrew Nigra
OCF

$1,000-$4,999

Lily Bogue
Christine Cha
Benjamin & Cheryl Chamberlain
Christopher J. Carlson
 представлен на следующей странице
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

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 hadwhile 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. Following Johnnie’s job start in May 2017, Trent stays in touch with Johnnie to ensure work interest in a higher paying job or promotion, Trent says: "Johnnie has been able to find a job that keeps him busy and helps him stay engaged with the community. He’s been able to pay his bills and save some money. It’s been great to see Johnnie become more independent and confident in himself.”

Trent is proud to be able to help people like Johnnie and knows that ending homelessness is possible with the right support and resources. He encourages others to get involved and support programs that can make a difference in people’s lives.

Johnnie S.
DISCRIMINATION IS AGAINST THE LAW

Central City Concern complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Central City Concern does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Central City Concern provides:
Free aids and services to people with disabilities to communicate effectively with us, such as:
• Qualified sign language interpreters
• Written information in other formats (large print, audio, accessible electronic formats, other formats)
Free language services to people whose primary language is not English, such as:
• 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 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@ccconcern.org.
You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Central City Concern staff are available to help.
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)

Special thanks to US Bank for sponsoring many of our 2019 40th Anniversary events!

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

October 16, 2018 CCC’s annual Compassion in Action luncheon at Portland’s Downtown Hilton raised $310K for CCC. About 760 guests heard Rep. Suzanne Bonamici speak, and participants in CCC’s Flip the Script discussed how the innovative program is life-changing for clients who are exiting incarceration.

May 2, 2018 Comedian Julia Ramos headlined the program at We Are Family, CCC’s annual fundraising dinner to support Letty Owings Center and family housing programs. The event, attended by 308 guests at the Oregon Zoo, raised $125K.

November 2018 Our TurningPoints: Stories of Hope collection showcased 12 resilient people (including David, above) who have changed their lives and are now inspiring others. Read their heartwarming stories at www.centralcityconcern.org/cccturningpoints

Central City Concern
232 NW Sixth Ave. Portland, OR 97209

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