Dear Friends,

What an amazing time to be working to end homelessness and help people achieve self-sufficiency! The energy and enthusiasm for Central City Concern’s mission has never been higher than it was in 2012. In addition to our 600+ hard working staff members, hundreds of volunteers, donors, businesses, and other community partners stepped forward to do their part for this important cause. The stories in this year’s annual report are dedicated to all of you who made 2012 a year to remember.

In 2012, approximately 1,033 donors gave generously to preserve essential programming, maintain buildings, and invest in special needs that ranged from playground improvements to seed money for a new social enterprise. In addition, 300+ local businesses provided jobs to more than 400 Central City Concern clients. We were also fortunate to attract nearly 200 volunteers who contributed more than 7,000 hours of assistance to our programs, including organizing clothing and supply drives, leading yoga classes, staffing phone lines, and many other services.

Central City Concern frequently made the news for our partnership with seven regional health systems to launch a new “coordinated care organization” called Health Share of Oregon, whose mission is to provide better, and more affordable, healthcare for very low income individuals. In December, the Robert Wood Johnson Foundation honored our Old Town Clinic as an “exemplar” primary care practice, one of 30 programs selected in the United States.

Through the summer and fall, we teamed up with Oregon Voice, a community program that registered more than 600 Central City Concern clients to vote in the 2012 election. I am immensely grateful to all our supporters—your generosity and commitment gives hope and strength to all of us at Central City Concern.

Thank you for your concern!

Ed Blackburn
Executive Director

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Through our Health & Recovery services, Central City Concern touches the lives of thousands of people every year. Treatment and follow-up is designed to meet the needs of each person whether it is a young mother struggling with addiction, a middle-aged veteran who is mentally ill, an older man with chronic health conditions and many years of homelessness, or a Latino teen working to stay clean and sober and pursue her dreams of college. Central City Concern has a place, staff and services to improve the health of each individual.

Tim, 35
Multiple arrests for misdemeanor crimes committed while intoxicated
• Holds B.S. in Economics • Went to Hooper Detox one year ago • Engaged in recovery through CCC Recovery Center • Lives in clean and sober housing
• Father of four • Devoted uncle to late sister’s children • Planning future fishing trips with the kids.

2012 Highlights
• Old Town Clinic extends its hours to evenings and Saturdays.
• A new dental clinic, operated by Multnomah County, opens in Central City Concern’s downtown healthcare building, offering care to 1,200.
• Old Town Recovery Center building (completed in 2010) receives LEED Gold rating for energy efficiency.
• Central City Concern acquires a new program site in SE Portland and a new program called ChangePoint, providing outpatient treatment and a diversion program for driving under the influence infractions.

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A safe and stable place to call home is an essential first step on the journey toward self-sufficiency, especially for people with addiction or health challenges. As a building owner, manager and provider of on-site supportive services for tenants, Central City Concern is committed to offering a range of housing choices for low-income tenants that reflect individual needs and interests. 2,085 people found refuge in Central City Concern Housing during 2012. Currently 1,009 of Central City Concern’s 1,609 units of affordable housing are designated as clean and sober housing. Others who called Central City Concern home were 112 families with 164 children, more than 220 people who were discharged from hospitals and had no place to go and 305 people with histories of chronic homelessness. All of our housing embraces people in a new and positive social circle of friends, improving success.

Melody, 55
More than 30 years of on and off homelessness • Victim of violent crimes from her years living on the streets • Safely housed in clean and sober housing • Connected to care givers and peers at Community Engagement Program and Old Town Clinic • Enjoys reading (her favorite hobby) in her own apartment • Visits local pond to feed the ducks with her six-year-old grandson.

“I’ve never had my own place before. Ever.” —Melody

“ home Depot Foundation
New donor • Beautified the homes of 36 tenants by funding new raised bed planting areas near the building entrance.

2012 Highlights
• New roof and energy upgrades at family housing apartments serving 24 families in recovery.
• Structural, roof and ventilation repairs at Butte Hotel, home to 38 older adults.
• Extensive renovations (windows, masonry, energy improvements and new paint) of the Mark O. Hatfield in downtown Portland making life more comfortable for the 106 tenants and restoring the historical facade for this iconic downtown location.
Once an individual has been stabilized, Central City Concern has found that working with him or her to fully engage with our community through Employment or volunteer service will significantly increase the likelihood that person will be able to continue to move in a positive direction long-term. To do this, we depend upon the business community to identify new job leads for highly-motivated employees. We also offer training opportunities within Central City Concern through our Employment Access Center, various Social Enterprises (Central City Coffee™, Central City Bed™), and other employment and volunteer programs (Clean and Safe, Community Volunteer Corps, Business Enterprises).

“I had to look at my past and see where I wanted to be. I broke it down from dreams to goals, to short-term goals to daily goals.” —Michael

Michael, 45 • Off parole after 26 years • Found work through CCC as a hair stylist and as a trainer for a national product line • Speaks about his journey to current Central City Concern clients • Reconnected to family • Lives in stable housing • Spends some of his time off camping with friends

Wells Fargo Major CCC supporter • Invested $100,000 to help CCC expand the capacity of employment programs over the next 3 years • Volunteer group planning a service project for new tenants in Central City Concern’s housing

2012 Highlights • Helped individuals secure 531 jobs at average pay well above minimum wage. • Launched a craft coffee roasting business, Central City Coffee™, in collaboration with Portland Roasting to provide new training and employment opportunities to 12 individuals per year. • Received the 2012 Heart of the Community Award from Hands On Greater Portland for engaging 200 individuals in 12,000 hours of volunteer service to diverse local non-profit organizations.
Since the beginning, the power of community and Peer Support has been integral to Central City Concern’s approach to our mission. Most individuals in Central City Concern’s programs are embraced through engagement with peer mentors, resident assistance staff, or community volunteers. More than 75% of our health and recovery programs employ paid peer mentors, and nearly half of our staff in all program areas identify as being in recovery or having experienced homelessness. Central City Concern also reaches out proactively to invite successful program graduates to join our Alumni Volunteer community where they can inspire and encourage others with their stories and experiences.

“CCC staff and our neighbors helped us out in countless ways. We had barbecues and celebrated holidays together. Through CCC, we found a place to belong.” —Tonia and Mark

Our Savior’s Lutheran Church
Financial donor to Central City Concern’s residential treatment center for pregnant/parenting women since 1990 • Members lead arts & crafts projects for mothers and kids • Facilitate knitting groups • Collect donations for baby shower layettes • Hold babies!

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Tonia, 41, and Mark, 46
Engaged in recovery • Retrained and found full-time work • Became mentors to other families in recovery • Regained custody of their children and now, first-time home owners

2012 Highlights
• Scores of community-led events offered through the Living Room, Letty Owings Center, and various other program sites.
• 20 graduation ceremonies that celebrated successful completions and other positive outcomes.
• CCC’s Community Engagement Program marched in the 2012 Portland Pride Parade.
• Nearly 400 alumni attended the 40th Anniversary Celebration of Hooper Detox and other events during National Recovery Month.
Fiscal Health
Year Ended June 30

Revenues & Support
- Government grants & contracts: $16,044,038
- Donations, grants and special events: $1,335,039
- Rental income: $1,604,495
- Health & chemical dependency services: $12,513,523
- Portland Business Alliance: $1,556,795
- Management & development fees: $579,453
- Workforce program: $1,282,166
- Interest: $1,026,468
- Other: $2,120,847
- Less pass-through revenues to non-owned housing operations: ($75,641)
- Net assets released from restrictions: $509,266

Total Net Operating Revenue: $38,795,620

Operating Expenses
- Health and recovery: $19,981,913
- Supportive Housing*: $2,337,112
- Housing management: $5,577,297
- Workforce programs: $1,744,856
- Business services: $1,213,920
- Other Programs: $160,454
- Administration: $5,302,402
- Fundraising: $150,958

Total Operating Expenses: $38,818,064

Excess (deficiency) of revenues and support over operating expenses: ($22,444)
Other revenues and expenses: $32,894
Change in net assets: $10,450
Net assets, beginning of year: $18,253,723
Net assets, end of year: $18,264,173

* Supportive Housing previously reflected in Health and recovery and Housing management

Mark O. Hatfield Building
Renovated in 2012
Central City Concern Mission
Providing comprehensive solutions to ending homelessness and achieving self-sufficiency.

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George “Bing” Sheldon, Board Vice Chair
Marilyn Webber, Secretary
Larry Naito, Treasurer
Ben Berry
Andy Davidson
Richard Gibson, M.D.
Linda Girard

Healthcare & Recovery Services
Benefits/Entitlements Specialist Team
CCC Recovery Center
ChangePoint (SE Portland)
Community Engagement Program
Hooper Detox Stabilization Center
Housing Rapid Response
Letty Owings Center
Old Town Clinic
Old Town Recovery Center
Puentes
Recovery Mentor Program
Recoverycare
Sobering Station & CHIERS

Housing
Housing Development
Property Management
Supportive Housing
Family Housing
Permanent Housing & Resident Services
Transitional Housing
Veterans’ Grand Per Diem

Employment Business & Social Enterprises
Economic Development
Property Management
Supportive Housing & Resident Services
Family Housing & Supportive Housing
Veterans’ Grand Per Diem

Employment Access Center
Employment Assistance for CCC clients
Supported Employment
CCC Homeless Employment and Support
Employment Recovery Program
Veterans Programs
Homeless Veterans Reintegration Program
Women’s Homeless Veterans’ Reintegration Program
Mentoring Programs
Portland Partners Re-entry Initiative
Access to Building Trades & Customer Service Occupations

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