



Providing comprehensive solutions to ending homelessness and achieving self-sufficiency.

About Central City Concern

- Formed in 1979 as a 501(c)3 non-profit organization
- Provides housing, health and employment services to more than 13,000 unduplicated individuals yearly
- \$41 million annual budget
- 600+ employees
- 46% of CCC employees self identify as being in recovery from substance abuse disorders. (650 employees)
- 25% of CCC employees are former recipients of our continuum of care.

Transformative Care

Supportive Housing

**Legitimate income
for self-sufficiency
benefits.**

Homelessness

Addictions
Mental Illness
Chronic Health
Problems
Trauma
Lack of Insurance
Unemployment
Criminality

**Integrated
Healthcare**

**Positive Peer
Relationships**

Affordable Housing

- 21 residential buildings (owned and/or managed) with nearly 1,600 units of affordable housing.
- 62% of units are alcohol & drug free community.
- 64% is permanent housing.
- Resident support services help clients maintain housing stability and engage in other aspects of self-sufficiency:
 - Conflict resolution
 - Eviction prevention
 - Mediation
 - Recovery support
 - Access to healthcare
 - Advocacy
 - Employment support



Primary, Behavioral & Recovery

- **Old Town Clinic**, a Federally Qualified Health Center provides medical and psychiatric care to approximately 3,300 homeless or very low income people yearly.
- CCC operated since 2001.
- Oversees **Recuperative Care Program** that provides housing, case management and primary care to nearly 200 post-hospitalization homeless patients yearly.



Behavioral Health Care & Recovery

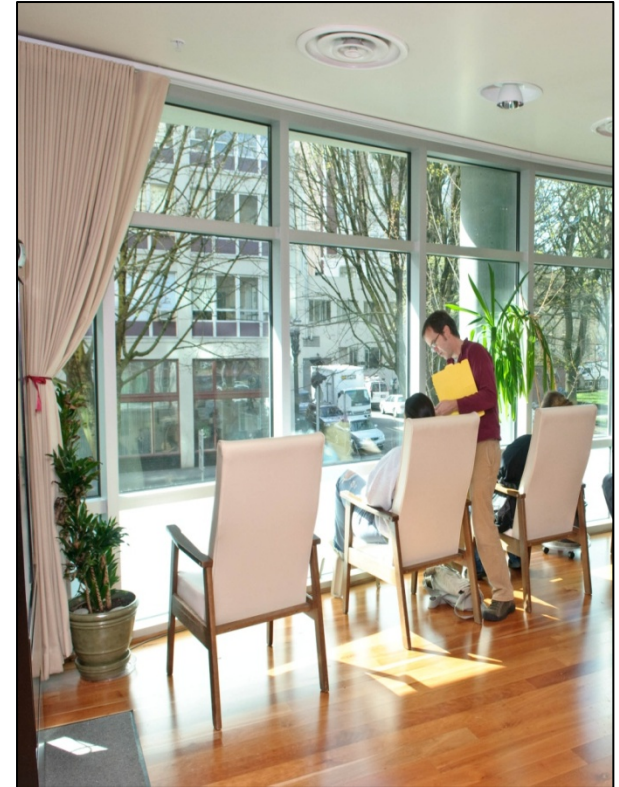
- Outpatient, case management and services for chronically mentally ill individuals at **Old Town Recovery Center** serving nearly 700 yearly.
- Integrated with Old Town Clinic primary care and recovery services.
- Oversees **BEST** program that assists referred homeless individuals with SSI/SSD and Medicaid applications to gain approval of benefits



Living Room provides a comfortable place for clients to socialize and build community.

Recovery from Addictions

- Outpatient and inpatient treatment and recovery programs
- Case management
- Integrated care including acupuncture
- Alcohol and drug-free community housing helps create a new set of positive peers.
- Culturally-specific programs



Acupuncture Room at
Old Town Clinic.

Volunteerism, Training and Employment

- Options that fit a variety of employment readiness – volunteerism, training and employment.
- Population specific employment programs for veterans and those exiting incarceration
- Nationally-recognized employment development model.



Two Programs Requiring Extensive Outreach

- Puentes – Latino Community
- Homeless Veterans Reintegration, Veterans Per Diem Program

Puentes (Bridges): Recovery and Mental Health

- Culturally-specific mental health and addictions treatment for non-English speaking families.
- Located in neighborhood with high Latino population.
- Mental health and post-incarceration programs also available.
- Esperanza Juvenil provides treatment and other support to Latino youths.



Family Served by Puentes

Puentes: History of Program Development

- A&D for adults 2004
- A&D for youth 2007
- Mental health program 2008
- SAMHSA grant 2010



Puentes: Working with Partners

- Catholic Charities
- Latino Network
- Best Care
- Probation officers
- Schools
- Conexiones
- Easter Seals



Catholic Charities

Providing Help, Creating Hope



LatinoNetwork



Puentes: Working within the culture

- Certified staff from Latino origins
- Bilingual and bicultural
- AA in Spanish in the basement
- Networking events



Veterans – Core Challenges

- Difficult time developing trust
- Because of poor experiences with the VA, they are suspicious of all official programs
- Even if homeless, veterans generally do not acknowledge it or identify themselves as such
- If not eligible for VA benefits, many do not identify as being a veteran
- Often have other than honorable discharge

Veterans – Overcoming Core Challenges

- Meet in the community
- Provide accurate information
- Utilize alternative resources
- Address fears
- Shorten assessment
- Community activities

Evolution of Program at CCC

- HVRP started 1998
- Per Diem began 2004
- WHVRP added July 2010
- Women's Per Diem granted October 2010, first woman moved in January 2011



Partnerships

The Stand Down

- Dept. of Veterans Affairs
- Transition Projects
- Salvation Army
- Hire Oregon Vets
- WorkSource
- Paralyzed Veterans of America
- OR Dept. of Veteran Affairs
- Medical Teams International



Partnerships

Others

- Veterans Organizations
- Shelters/ Soup Kitchens
- Community Justice Partners
- Community Organizations
- WorkSource/WorkForce



RETURNING
VETERANS
PROJECT

