

National Housing Conference  
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September 30, 2020



**CENTRAL CITY  
CONCERN**  
HOMES HEALTH JOBS

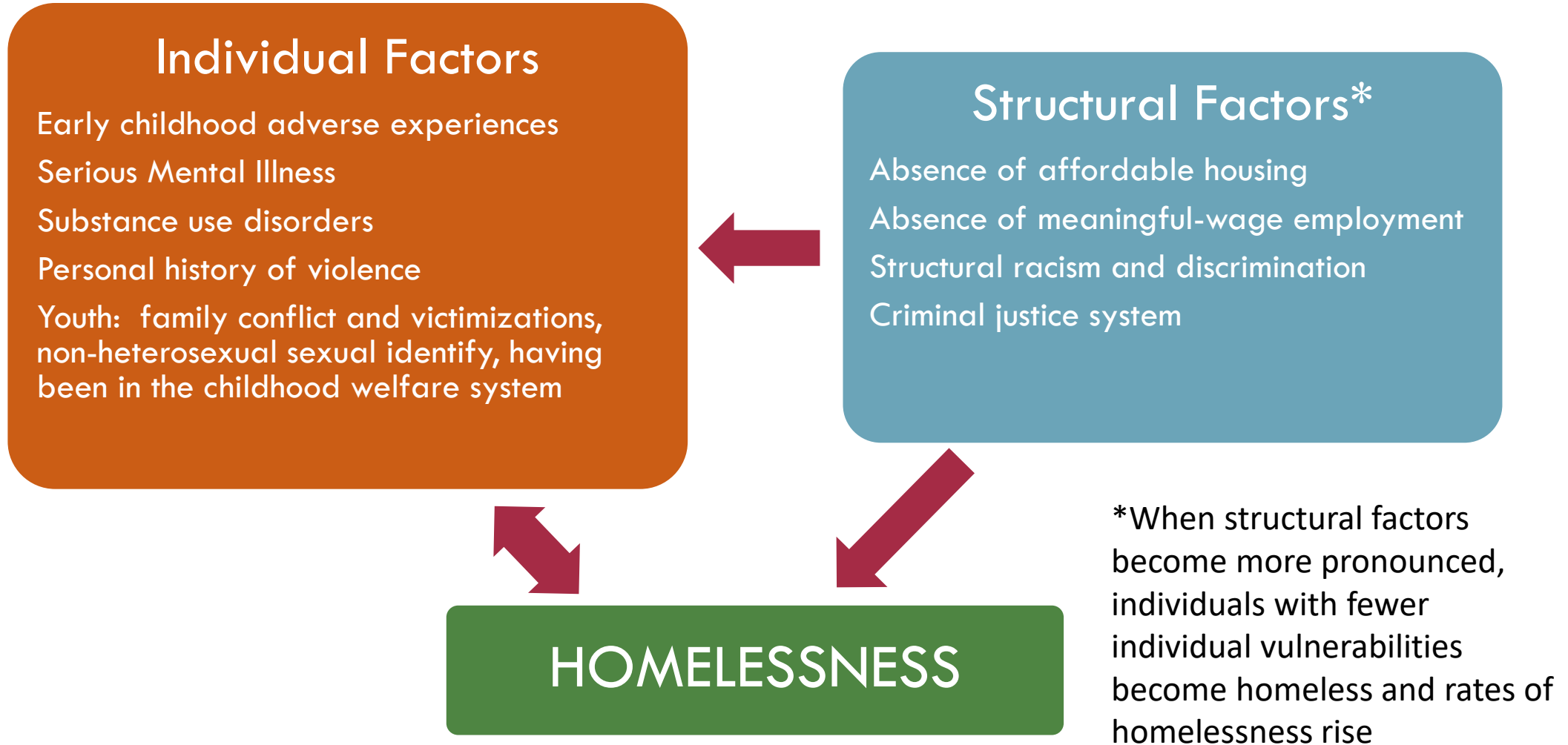
# Health, and Housing & Homelessness 2020: Adaptation, Resilience, and Responsiveness

# Overview

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- Provide a brief overview of Central City Concern and the Housing Is Health Initiative
- Describe the adaptations and response to COVID-19
- Elevate staff, client and resident voice to advance equity and anti-racism
- Lessons Learned

# WHAT DRIVES HOMELESSNESS?



# CENTRAL CITY CONCERN'S APPROACH

Direct access to housing which supports lifestyle change.

Integrated health care services that are highly effective in engaging people who are often alienated from mainstream systems.

## HOMELESSNESS

Individual Factors

Structural Factors

Attainment of income through employment and/or accessing benefits.

The development of peer relationships that nurture and support personal transformation and recovery.

# Housing Is Health: The Power of Collaboration

- Collective impact investment of \$21.5 million → leveraged to \$90M
- 385 units of Housing:
  - 0-30% MFI
  - 30-60% MFI
  - Transitional & Permanent
  - SRO and Family
- Integrated Clinic on Portland's East Side





# Charlotte B Rutherford Apartments



- 6905 N Interstate Avenue
- 51 units of housing affordable for families earning 30% to 60% MFI
- Preference for displaced households who wish to return to the community

# Hazel Heights Apartments

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- SE 126th and Stark Street
- 153 units of permanent housing for people exiting transitional programs



# The Blackburn Center



175 affordable apartments for people with special needs:

- Medical respite care
- Recovery housing (transitional + permanent)

40,000 square foot clinic:

- Primary Care
- Substance Use Disorder Services
- Specialty Mental Health
- Employment Services
- Low barrier buprenorphine access
- Case management
- Permanent Housing placement



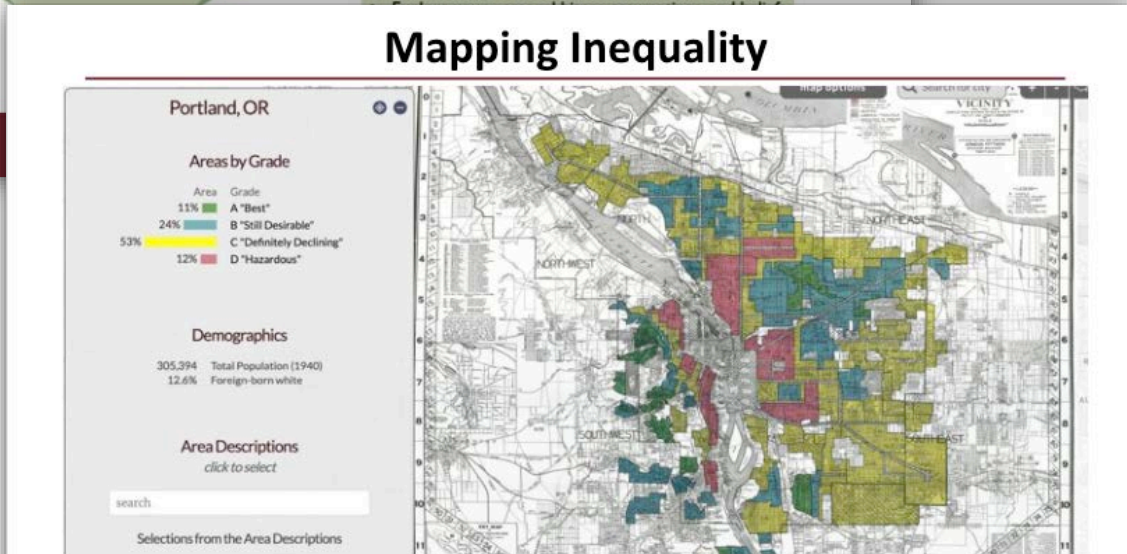
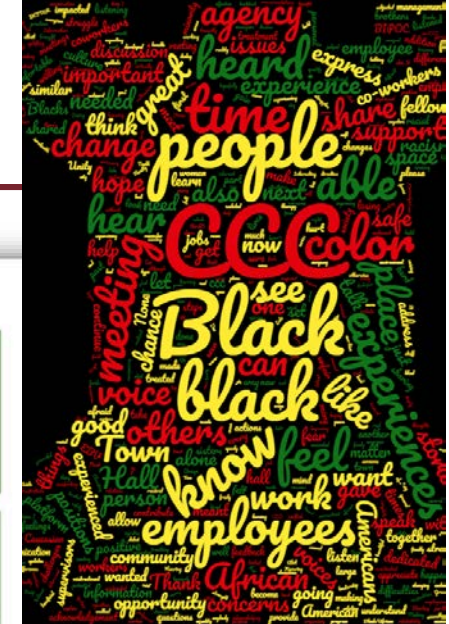
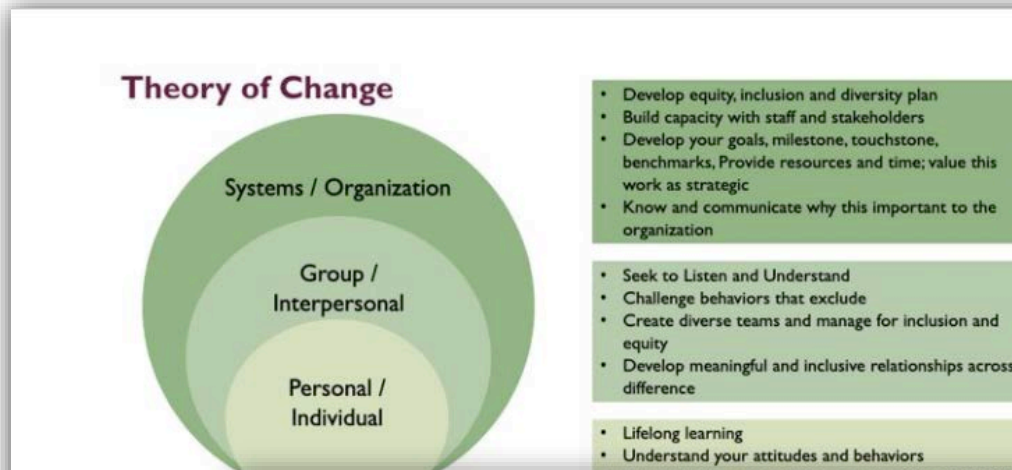
# Adapting to the Pandemic

- All housing and 24/7 services fully open, with some space and process adaptations
- Employment Services full service, entirely virtual
- Clinical Services (SUDS, Mental Health, Primary Care);
  - Blend of virtual (video/phone) and in-person
  - Gradual re-introduction of group visits & ↑ on-site
  - Distribution of phones/tablets/broadband to clients & residents
  - Innovations such as TeleSuite
  - Attention to circumstances of staff and clients of color
- Temporary addition of food service
- Improved integration between Housing and Health Services (COVID Triage Line)
- Daily, Weekly, Bi-weekly Manager Meetings (70+ ppl)



# Advancing Equity and Anti-Racism

- Led by Chief Equity Officer Freda Ceaser, MSW
- Listening Sessions, Reflection Circles, Elevating Black Voices Town Hall → Anti-Racism Organizational Commitments
- Advanced Foundations of Equity Training
- Quality Equity Roadmap
- Equity and Inclusion Governance Framework
- Public Policy & Advocacy: voices of clients, residents and staff
- Leadership Academy
- Talent Acquisition
- Expand & Strengthen Culturally Specific/Responsive Programming
- Utilized weekly, bi-weekly forums



# Lessons Learned

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- Remarkable resilience of staff, clients, residents (even before the wildfires)
- Regular forums for listening, learning, planning are essential and nourishing
- Our communities are looking to us for solutions now more than ever to solve complex, highly intersectional problems
- We don't have to be perfect. We don't even have to be innovative. We do need to be responsive.

# Thank You!

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