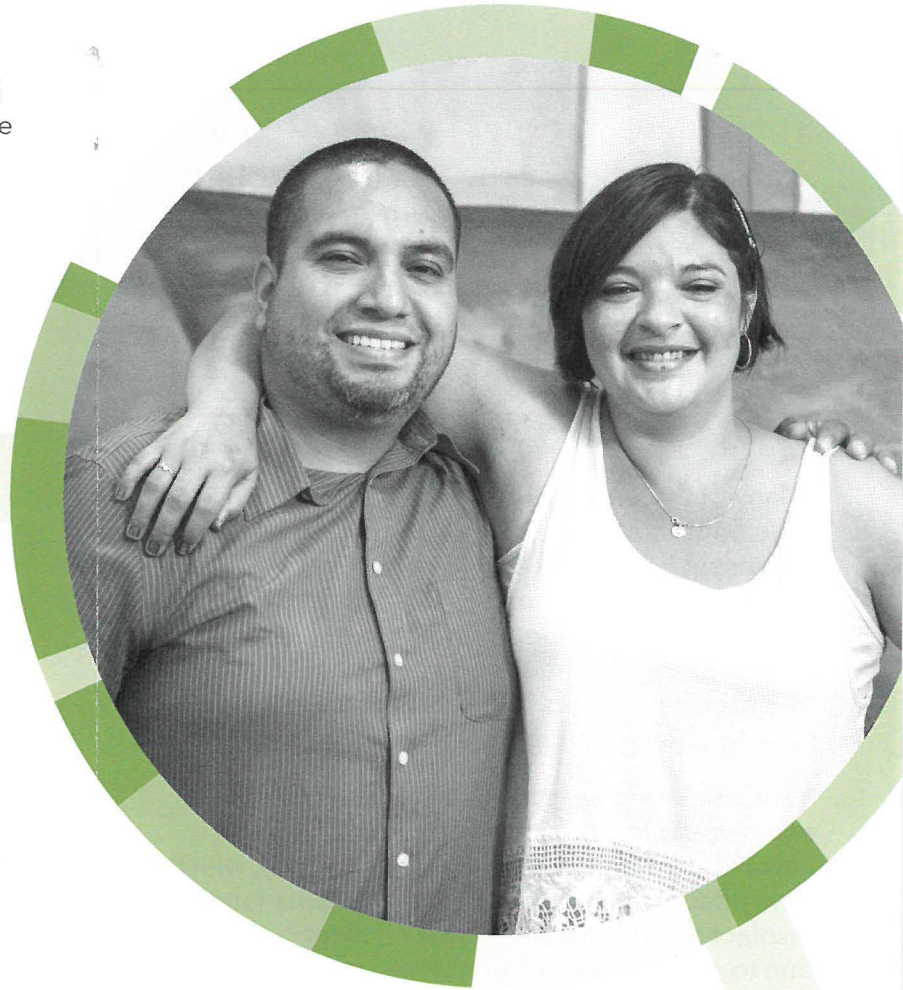


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# The Economic Opportunity Program

How the public workforce system and social service agencies successfully address the employment challenge of Portlanders with barriers



The Economic Opportunity Program is supported by



**PORTLAND HOUSING BUREAU**  
Dan Saltzman, Commissioner

Key Agency Partner



**Human Solutions**  
Building Pathways Out of Poverty

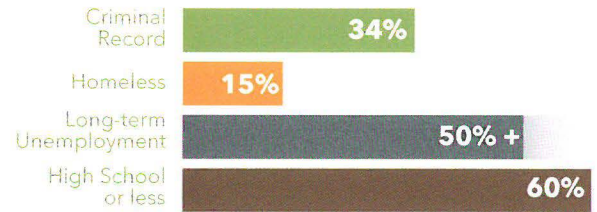
This program is financed in whole or in part with funds provided through Worksystems Inc. from the U.S. Department of Labor. The programs are equal opportunity employers/programs. Auxiliary aid and services are available upon request to individuals with disabilities. To place a free relay call in Oregon dial 711.

The Economic Opportunity Program, (EOP) funded by the Portland Development Commission and Worksystems, helps disadvantaged individuals gain career-track employment. The EOP is comprised of nine agency partners including Human Solutions that serve low-income residents of Portland through programs tailored to meet the needs of specific populations.



## Program-Wide EOP Snapshot

EOP participants contend with **longstanding challenges** that make it difficult to pursue and attain career-track employment.



Human Solutions provides affordable housing, family support services, job readiness training and economic development opportunities to low-income and homeless families and individuals.

In a city where Census data indicates that **76%** of residents are caucasian, the EOP serves a disproportionately **diverse** group.



“Many of the people who we serve do not have English as a first language or have other significant barriers to employment,” says Ricardo Lopez, Human Solutions’ Employment and Economic Development Manager. “Our programs are designed to assist the individual to maximize existing strengths and to gain new skills to obtain a living wage job.”

The EOP model empowered participants to take advantage of WorkSource services. More than 70 percent of program participants exited into employment at an average wage of \$12.82/hour - a per hour rate that is 40% higher than Oregon’s minimum wage. Some participants now earn as much as \$20/hour. Most importantly, many of these placements are on the initial rungs of actual career ladders that promise ongoing advancement opportunities.

“Our ultimate goal is to end homelessness and poverty in the high-need areas of outer East Portland and East Multnomah County, which have absorbed thousands of low-income families displaced from closer-in Portland neighborhoods due to gentrification. Our clients very often break the stereotypes of the homeless or the very poor in our community. We often work with individuals or families that have been laid off from work or have had their work hours cut back. Over 47 different languages are spoken by the people who we serve.



For more than 27 years, Human Solutions has helped families and individuals in need gain self-sufficiency. Human Solutions’ participation in the Economic Opportunity Program (EOP) connects them to the public workforce system giving their clients more resources, choices and opportunities. Funded by the Portland Development Commission and coordinated by Worksystems, the EOP was started to facilitate collaboration between public agencies and

### WorkSource Skill Development Activities

**5** average number of **skill development activities** offered by WorkSource that EOP participants took part in

**2,000** workshops attended

**1,460** coaching appointments with WorkSource Career Specialists

**164** participants **started occupational training programs** (24% of those enrolled in the program)

## The Economic Opportunity Program Model

Each of the nine EOP partner projects provides a combination of services to specific populations. When their customers, like Amber, are ready for occupational training or employment, EOP case managers help them develop a career map and introduce them to WorkSource Portland Metro job seeker services. This enables partner organizations, like Human Solutions, to focus on their strengths while tapping the strengths of the public workforce system.



The EOP model focuses on Portlanders served by WorkSource Portland Metro and an EOP partner organization like Human Solutions

EOP provides each agency's customers a complete, complementary, coordinated suite of services that exceeds what any one organization could do. By improving access to employment-related education, training, and services, the EOP model helps address the equity gap for communities of color, ex-offenders, public-assistance recipients, people experiencing homelessness, and others facing barriers to living-wage employment.

Through the EOP partnership, career coaches have access to a WorkSource liaison, a person that trains them on the career-mapping process and is dedicated to keeping them informed about WorkSource Portland Metro services and programs, as well as provide ongoing technical assistance.

"We have established strong partnerships with other service providers to ensure that each family has access to the specific resources they need to resolve the issues that caused their homelessness," says Jose of Human Solutions.

"We have worked very hard to form a partnership with Worksystems so that we would have the resources to assist individuals and families obtain employment and living wage jobs - this is the real solution to homelessness and poverty."

"People need someone to believe in them – to give them hope to be successful. That's what we do."

– Ricardo Lopez, Employment and Economic Development Manager

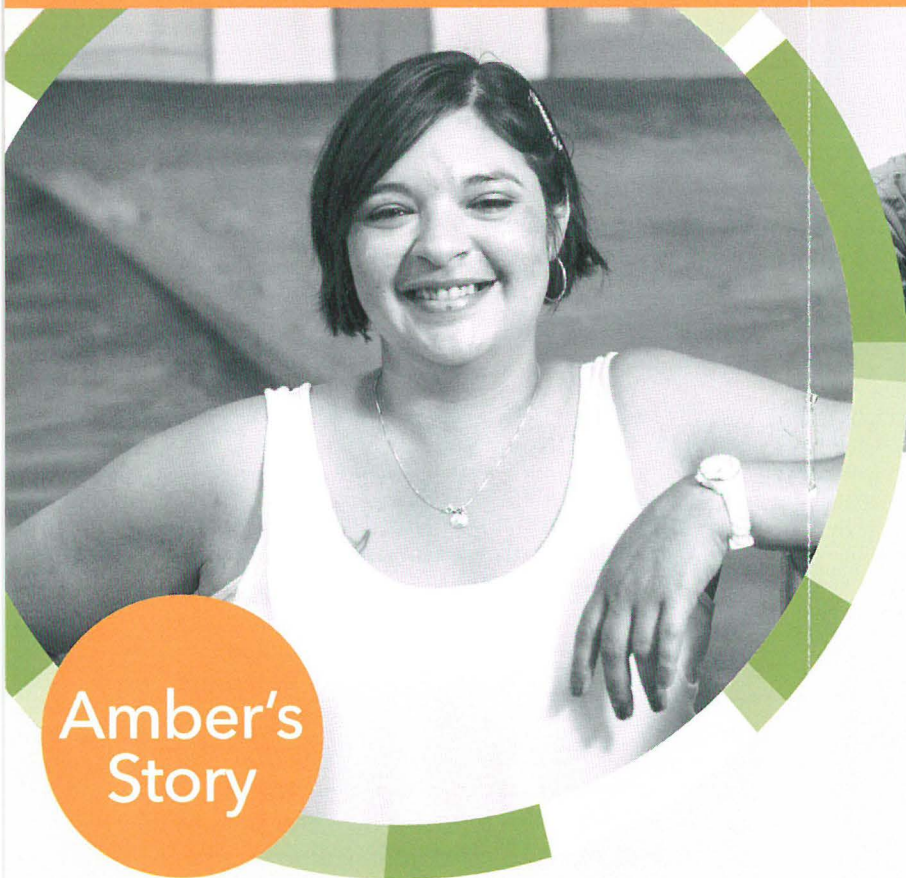
community-based organizations to help Portlanders with barriers to employment embark on sustainable career paths.

Jose Luis Garcia, lead vocational case manager for Human Solutions' Pathways to Success Employment Program, says "People need someone to believe in them - to give them hope to be successful. That's what we do. I'm amazed how the program creates positive change in a short period of time. I've always wanted a job where I can make a difference and have a positive impact on my community. Here, I'm surrounded by highly driven people who genuinely care about the people we work with.

"We're not just changing individual's lives - we're impacting the poverty cycle. I've seen the children of my clients working harder and striving to succeed because they see their parents working harder.

"It's exciting," says Garcia, "to see people who have never had a job becoming a professional in a trade or certified, making wages that can support their family."

"We're not just changing individual's lives, we're impacting the poverty cycle."



Amber's Story



Amber meeting with Jose Garcia, her Vocational Case Manager at Human Solutions.

"I've had epilepsy since I was two years old," says Portlander Amber Booth. "I had two children at a young age, and raised them by myself. I volunteered at an elderly daycare center for a while, and the feeling of giving and helping these people is overwhelming to me. I got a job as a caregiver in a home, but then my seizures came back and I couldn't work for ten years."

About one and a half years ago, Amber got another caregiving job, but the work environment wasn't ideal. That's when Amber decided to "get a step up and take CNA classes."

"I know this is what I want to do with my life - I want to help people, especially elderly with mental disabilities - but I didn't think I had the intelligence to do it. But a friend pushed me to do it, and told me about how WorkSource had helped her get funding for CNA classes."

At WorkSource Portland Metro, Amber earned the National Career Readiness Certificate, a nationally recognized certificate that documents that job seekers have the foundational skills needed to be successful on the job; attended a scholarship application workshop, and other job skills workshops that helped her update her resume for the healthcare industry. WorkSource also provided partial funding for her CNA classes and connected her with a case manager

at Human Solutions, who helped her find additional funding and job opportunities.

"He's not just a social worker - he's been a mentor, he's helped me with everything," says Amber. "When I'm down, when I couldn't find a job, and he's like 'no, no - come talk to me!' I could possibly have done the funding and the job search by myself, but I really needed the mentoring to push me to be better and stronger. 'It's inside you,' he'd say."

Today, Amber is working at a behavioral facility in Troutdale, caring for elderly patients with mental disabilities.

"I love helping them, having a bond with them. Letting them know that someone cares about them, respects them, is willing to be in their corner. I treat them like I would want someone to treat me if I was in that wheelchair or bed. Even if they forget it after five minutes, I like making them smile.

*"I wouldn't have kept this dream of mine without these programs and the people who helped me along the way."*

"I hope someday to be a domestic violence counselor or a nurse.

I wouldn't have kept going with this dream of mine without these programs and the people who helped me along the way. A lot of people think WorkSource and Human

Solutions just help with rent or the utility bill. I just thought you

could use the computer and look for

jobs - it was much more than that. So many doors opened for me through their help; they're not just a person behind a desk - they are people who care.

"There are other people with disabilities who think they can't do anything. These programs showed me a whole new world. Don't use your disability as an excuse for life."

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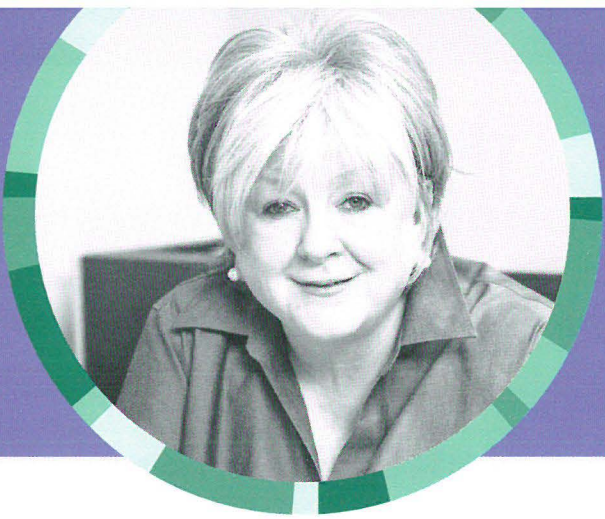
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The Economic Opportunity Program, funded by the Portland Development Commission and Worksystems, helps disadvantaged individuals gain career-track employment. The EOP is comprised of nine agency partners including SE Works, Inc. that serve low-income residents of Portland through programs tailored to meet the needs of specific populations.



SE Works strengthens the economic health of a diverse community by facilitating successful connections between job seekers and employers.

**“For the past 18 years, SE Works has intentionally built services targeted to returning citizens,”** says Holly Whittleton, Executive Director of SE Works. That effort has nurtured a growing list of second-chance employers. SE Works staff are screened to do pre-release work to help people transition out of prison. Ninety-three percent of the program’s customers never return to prison.

As a partner in the Economic Opportunity Program, SE Works coordinates services with WorkSource Portland Metro to provide career paths to people returning to their communities from incarceration. Known as “PREP,” the Prisoner Re-entry Program is one of two initiatives run by SE Works as part of the Economic Opportunity Program (EOP).

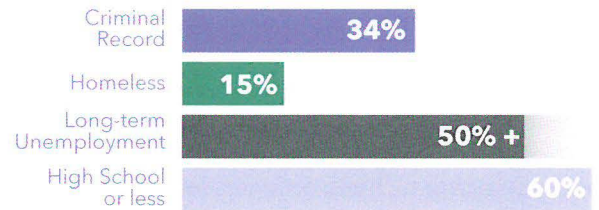
PREP helps returning citizens prepare for, find and keep career-track employment. The program uses a person-first approach, teaming vocational case managers one-on-one with customers to develop an individualized job plan and placement support.

Both EOP programs fit well with SE Work’s efforts to move the needle on poverty. Holly explains: “We tailor our services and training so that the people walking through our door get what they need to become successful. Our services can transform lives and communities. I see amazing turnarounds every day.”

Cindy Knotts, a Career Coach in the Prisoner Re-entry Employment Program (PREP) at SE Works handles a caseload of some 40 returning citizens. She describes her customers as men and women who have served their sentences and want to rebuild their lives. Cindy explains “they want decent jobs to pay rent and put food on the

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## WorkSource Skill Development Activities

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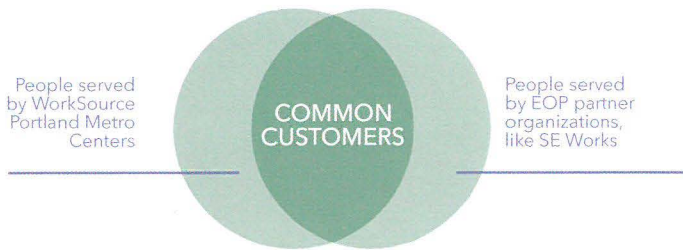
**2,000** workshops attended

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## The Economic Opportunity Program Model

Each of the nine EOP partner projects provides a combination of services to specific populations. When their customers, like Bill Beall, are ready for occupational training or employment, EOP case managers help them develop a career map and introduce them to WorkSource Portland Metro job-seeker services. This enables partner organizations, like SE Works, Inc., to focus on their strengths while tapping the strengths of the public workforce system.



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Through the EOP partnership, career coaches have access to a WorkSource liaison, a person that trains them on the career-mapping process and is dedicated to keeping them informed about WorkSource Portland Metro services and programs, as well as provide ongoing technical assistance.

"With funding for programs like the EOP, we are moving mountains," Holly says. "Poverty can paralyze people. They want to move ahead and provide for their families and they need a supportive place to turn to. For many people in the Portland area, SE Works and the EOP programs are that place."

**"For the past 18 years, SE Works has intentionally built services to target returning citizens."**

– Holly Whittleton, Executive Director of SE Works

table. They face high but surmountable barriers that include self-imposed limits as well as institutional and cultural stigmas.

"I'm passionate about this population. They are some of the hardest workers you will ever find," says Cindy.

She tells the story of a woman who was being denied a job because of her past, "She looked the employer in the eye and said, 'Every employer has the opportunity to become a second-chance employer. I hope that starts today with you when you hire me.' They used their attorney and their HR (department), and they changed their policy and hired her."

She's there for her customers as they deal with rejection. "I have grown men cry at my desk all the time," she says. "Constant coaching helps them not to see themselves as felons anymore but as job-seekers with skills, talents and abilities."

At SE Works, Cindy and another case manager offer coaching, career mapping, building of targeted resumes, and access to support services such as clothing and public transportation for interviews.

*"I believe everybody deserves a second chance."*

– Cindy Knotts  
vocational case manager,  
SE Works/PREP

Co-located with the WorkSource Portland Metro-SE Center on Foster Road, SE Works creates an accessible environment that responds to the community's needs and concerns. "I love being embedded in the WorkSource Center," Cindy says, adding that her PREP participants accessed up to 500 WorkSource services in 2014 alone. Holly adds, "The integrated model of EOP and WorkSource brings the one-stop concept to the customer."



## Bill's Story

Bill Beall celebrated his 60th birthday in June and his first year as a Forensic Peer 1 Support Specialist at Cascadia Behavioral Health Services. Tall and trim, with clear blue eyes and a warm laugh, Bill loves his work and is excited for his future.

The contrast to his past is stark. He spent most of his life in and out of the criminal justice system, beginning with a drug conviction at 15. Half of the next 40 years were marked by drugs, crime, disappointment and heartache. He lost family, jobs and self-respect.

The turning point came in 2010. Arrested on his eighth felony charge, he was told, if convicted again, he would be prosecuted as a career criminal and sentenced to 25 years to life, before the possibility of parole.

"When they released me from jail and I realized that I was out on the streets again, I knew something had changed." Bill says. "I just wasn't supposed to do 25 years in the penitentiary. I was supposed to be doing this."



Bill Beall with PREP Career Coach Cindy Knotts.

Bill came to SE Works in late 2013 to participate in the Discover Your Road to Success Job Club. Then he enrolled in the Prisoner Re-entry Employment Program (PREP). His vocational case manager, Cindy Knotts, helped him with resumes, cover letters, interview coaching and support for interview clothing and transportation.

"For the first time in my life, I felt like there were people who really cared about me. If I missed an appointment or Job Club, my vocational case manager would call to see if I was okay."

*"Now I get to give back."*

— Bill Beall

Today he helps seriously persistent mentally ill offenders make better choices in the community and stay out of jail. "Now I get to give back."

He credits much of his success to the help he got from staff at SE Works.

"Who would've thought five years ago that I'd be where I am today? I just never in my wildest dreams ever saw a life so full and rich with so many opportunities. I can't thank SE Works enough for their dedication to help me reach my goals and succeed."

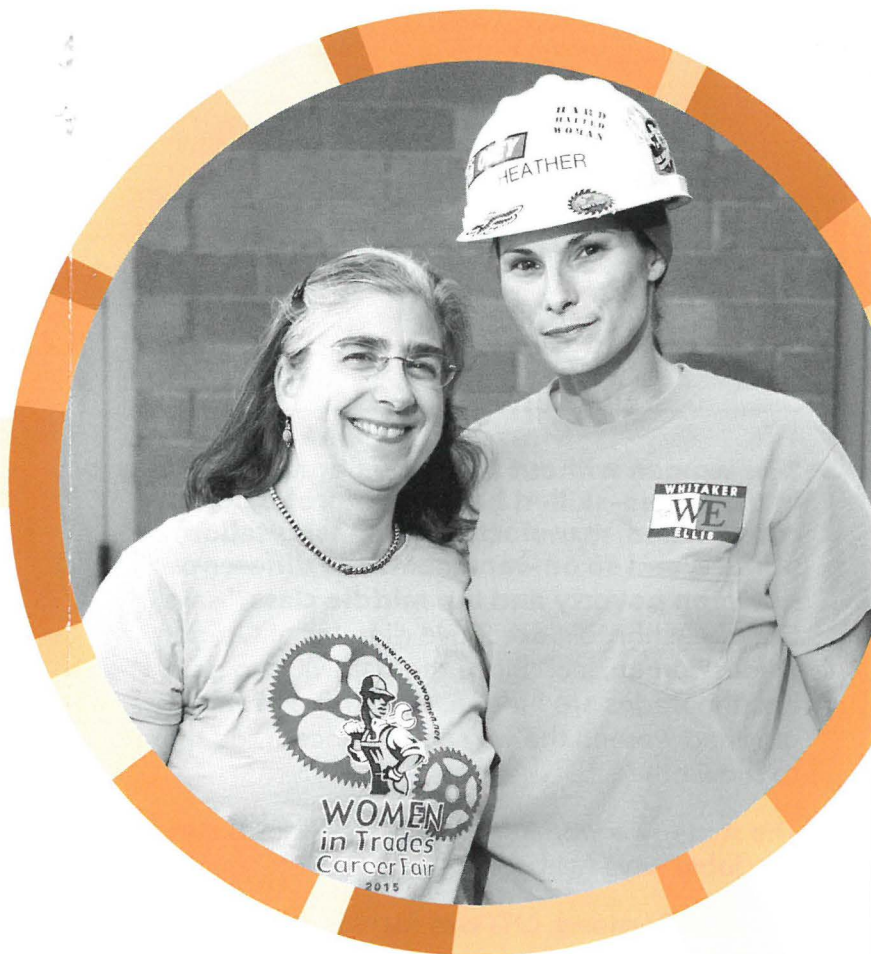


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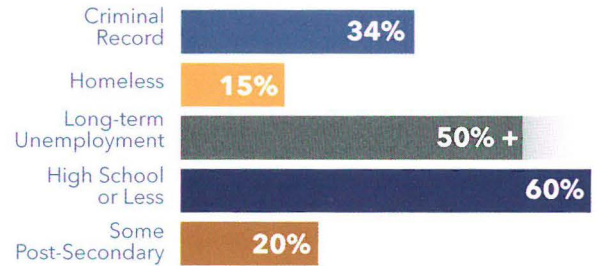
**Oregon Tradeswomen, Inc.**

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nearly **700** participants in various stages of job readiness

### WorkSource Skill Development Activities

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Oregon Tradeswomen Inc., (OTI) is a nonprofit organization that promotes success for women in the trades through education, leadership and mentorship.

**“For women without a college degree, working in the trades—skilled blue-collar professions in construction, manufacturing, transportation, utilities, and so on—represents the difference between poverty and the middle class,”** says Connie Ashbrook, executive director of Oregon Tradeswomen, Inc. “Since the pathways to get into the trades are hidden, we’re here to show girls and women the way and to encourage them to show others.”

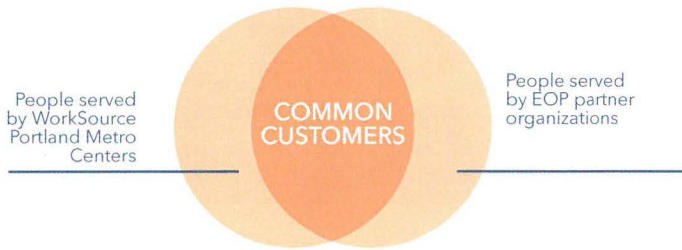
The strategy is working. “In 2013, our graduates flew into jobs,” says Ashbrook.

Based in Portland, OTI was founded in 1989 as a small support group led by four tradeswomen: an elevator constructor, two carpenters, and an operating engineer. Today, with the support of trades-industry employers, the organization comprises some 400 members, provides three core programs, and sponsors many events, including an annual trades-career fair attended by more than 1,000 teenage girls from all over Oregon and southwest Washington.

Mandy Kubisch, OTI program manager and a lead classroom instructor for the Trades and Apprenticeship Career Class (TACC) points out, “We’re the only organization in Oregon doing this work. Nationally, only three percent of people working in the construction trades are women; in Oregon, almost six percent now are women.”

## The Economic Opportunity Program Model

Each of the nine EOP partner projects provides a combination of services to specific populations. When customers, like Heather, are ready for occupational training or employment, EOP staff help them develop a career plan and introduce them to WorkSource Portland Metro job seeker services. This enables partner organizations, like OTI to focus on their strengths while tapping the strengths of the public workforce system.



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EOP provides each organization's customers a complete, complementary, coordinated suite of services that exceeds what any one organization could do. By improving access to employment-related education, training, and services, the EOP model helps address the equity gap for communities of color, ex-offenders, public-assistance recipients, people experiencing homelessness, and others facing barriers to living-wage employment.

Through the EOP partnership, customers have access to a wide variety of preparatory, training and employment services such as National Career Readiness Certification, On-the-Job Training opportunities, industry hiring events, and job placement services.

According to Ashbrook, "No agency can operate in a vacuum. We're stronger when we work with other agencies. That connector-convenor function supported by the EOP has meant a lot to us. We benefit from the structure, the programmatic approach, the guidelines, and the consistent reporting format that Worksystems provides to the partner agencies."

Ashbrook describes that Worksystems also makes it possible for us to get the word out to people who otherwise wouldn't know we exist. And they help us compare our practices with other agencies, giving us benchmarks and helping us ensure that we're doing a quality job."

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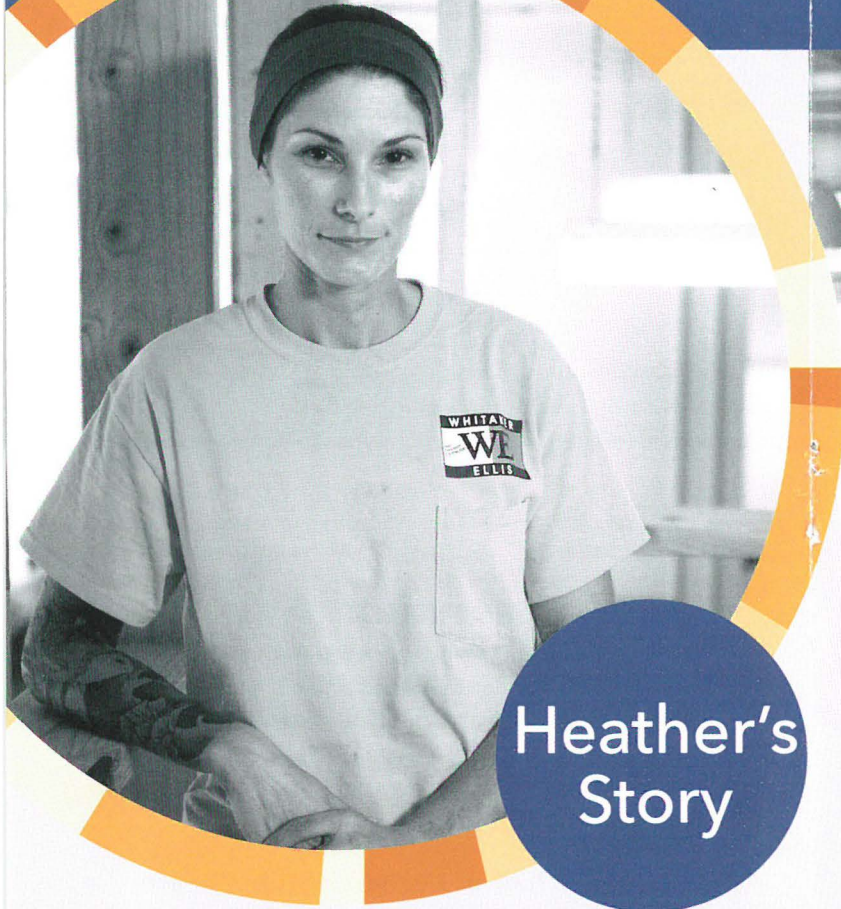
As for the support that OTI receives from the Economic Opportunity Program, Mandy says, "We host four classes a year with about 25 women per class. Without the EOP funding, we might have to cut classes in half. As it is, we always have a wait list. I wish we had even more funding so that we could add staff."

"More than half of our adult students are EOP-eligible, meaning that they live in the City of Portland and qualify as low income," adds OTI executive director Ashbrook. "About a quarter of our funding comes through EOP and our collaborations with Worksystems. Without that funding, we would have to reduce the number of women we serve."

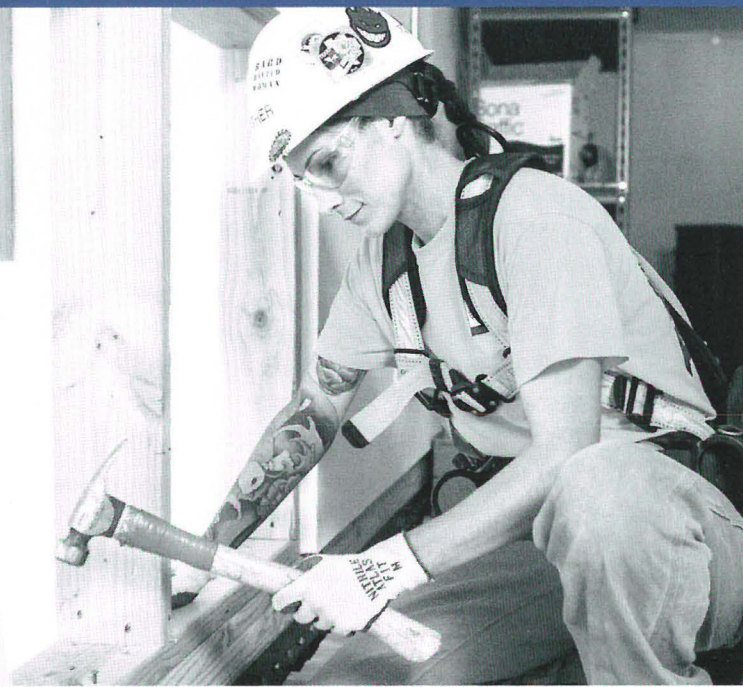
Mandy finds it gratifying that many OTI graduates come back to volunteer in the TACC classrooms or in the field or at summer camps. "It shows that we're doing good work. I'm helping women start careers that will change the trajectory of their lives and their children's lives. They may never have experienced self-sufficiency before. It's an amazing feeling."

"We're the **only organization** in Oregon doing this work."

— Mandy Kubisch  
OTI program manager



## Heather's Story



In 2010, Heather Mayther, a student at Portland Community College working part-time, found out that she was expecting. Triplets. Complications related to the pregnancy forced her to drop out, and the high school where she had been working closed.

"I didn't know what to do," says Heather, "I got on assistance while I scrambled to figure out how I was going to support myself and my three babies."

In October 2013, she spotted a flyer for Oregon Tradeswomen. She read about their Trades and Apprenticeship Career Class (TACC)—a seven-week, pre-apprenticeship training offered without charge to help women prepare for high-skill, high-wage careers in construction. Having worked with her uncle remodeling houses, this class, and the future that it promised, appealed to Heather.

With support from a grant she was awarded through WorkSource Portland Metro, Heather joined the ranks of OTI's TACC graduates. She sums up the WorkSource-OTI partnership in one word: "Genius."

"At that point, I thought I might want to join the carpenters' union," she says, "but I felt lost. It's a man's game. How could I succeed in that world?"

Heather's instructor let her know that the Pacific Northwest Carpenters Institute was offering a

bridge-building course. She took the course, earned a 4.0 and entry into the Carpenter's Union. She explains that the course was offered in partnership with the Bureau of Labor and Industries (BOLI) to encourage more women to get into the Union, for higher wage jobs. She adds, "They provide money for tools and continued support such as daycare assistance."

In June 2014, Heather started in the Union ranked as a second-term carpenter's apprentice earning \$19.69/hour, plus having \$14/hour applied to benefits. She has since risen to the rank of a third-term apprentice. When she "journeys out," (advances to become a journeyman carpenter), she'll earn \$34/hour plus benefits. Heather notes, "That's good money for someone who didn't finish college. I feel confident when I think about my future."

*"Without the opportunity OTI gave me, I don't know how I'd support my three little girls."*

Heather says, "I'm doing something I love. People don't want to sit home and be stagnant. People want to create and earn their keep and be part of something awesome. What's better than building something new every day?"

"It matters to me, and it's going to matter to my three girls, that I can provide them with more than surviving. Surviving is hard enough. Providing a living for my kids is a big deal."

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**CENTRAL CITY CONCERN**

HOMES HEALTH JOBS

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Central City Concern serves single adults and families impacted by homelessness, poverty, mental illness, and addiction.

**“Getting out of poverty is complicated,”** says Clay Cooper, Central City Concern Director of Social Enterprises and Employment Services. “We’ve been helping people do it since the seventies, and we’ve learned a lot.

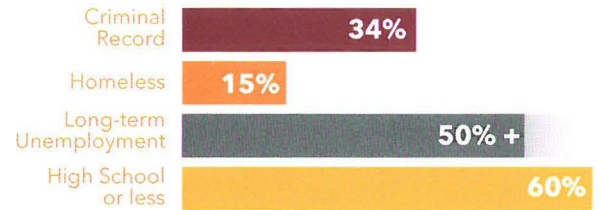
“In the early days, we focused on treating the chronic inebriate population in Old Town. Then, we saw that we needed to address housing. Then, we saw that housing alone wasn’t enough; people needed to develop new peer relationships. They needed health care and ongoing recovery support. And they needed to prepare for the workplace and find employment.

“As we’ve evolved,” Clay continues, “we’ve brought together a lot of services under our roof. At the same time, we realize that Central City Concern can’t fill all these needs alone. We do a lot of collaborating with other nonprofits. Part of our strength comes from our partnerships with other organizations that specialize in the services our customers need to transform their lives.”

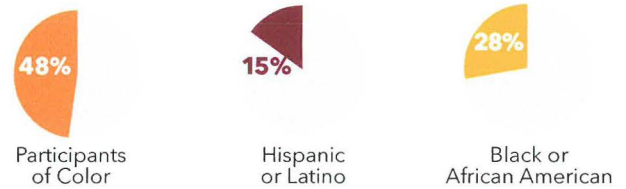
Central City Concern’s involvement with the Economic Opportunity Program (EOP) provides an example of their partnership with other organizations. Funded by Worksystems and the Portland Development Commission, and coordinated by Worksystems, the EOP was started to facilitate collaboration between public agencies and community-based

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EOP participants contend with **longstanding challenges** that make it difficult to pursue and attain career-track employment.



In a city where Census data indicates that **76%** of residents are caucasian, the EOP serves a disproportionately **diverse** group.



Despite their barriers to participation, participants are empowered to use the EOP model to take advantage of WorkSource services. More than 70 percent of program participants exited into employment at an average wage of \$12.82/hour – a per hour rate that is 40% higher than Oregon’s minimum wage. Some participants now earn as much as \$20/hour. Most importantly, many of these placements are on the initial rungs of actual career ladders that promise ongoing advancement opportunities.

**EOP SUCCESS WITHIN THE FIRST 18 MONTHS**

nearly **700** participants in various stages of job readiness

## WorkSource Skill Development Activities

**5** average number of **skill development activities** offered by WorkSource that EOP participants took part in

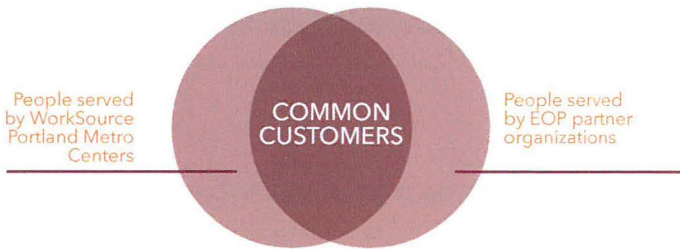
**2,000** workshops attended

**1,460** coaching appointments with WorkSource Career Specialists

**164** participants **started occupational training programs** (24% of those enrolled in the program)

## The Economic Opportunity Program Model

Each of the nine EOP partner projects provides a combination of services to specific populations. When their customers, like Amy, are ready for occupational training or employment, EOP case managers help them develop a career map and introduce them to WorkSource Portland Metro job seeker services. This enables partner organizations, like Central City Concern, to focus on their strengths while tapping the strengths of the public workforce system.



The EOP model focuses on Portlanders served by WorkSource Portland Metro and an EOP partner organization like Central City Concern

EOP provides each organization's customers a complete, complementary, coordinated suite of services that exceeds what any one organization could do alone. By improving access to employment-related education, training, and services, the EOP model helps address the equity gap for communities of color, ex-offenders, public-assistance recipients, people experiencing homelessness, and others facing barriers to living-wage employment.

Through the EOP partnership, case managers have access to a WorkSource liaison, a person that train them on the career-mapping process and is dedicated to keeping them informed about WorkSource Portland Metro services, and programs, as well as provide ongoing technical assistance.

"Our collaboration with Worksystems and the WorkSource staff extends our ability to support underserved populations," says Freda of Central City Concern. "Without this partnership, we couldn't have the same sustaining impact on people's lives. Central City Concern enrolled 175 people in WorkSource last year. WorkSource empowers people to move beyond minimum-wage jobs, to increase their earning power so that they can enrich their lives, their families, and their communities."

"When one of our customers gets a job, someone rings this cowbell, and we all hoot and holler. That simple phrase – I got a job – means a lot."

– Freda Ceaser, Program Manager

organizations to help Portlanders with barriers to employment embark on sustainable career paths.

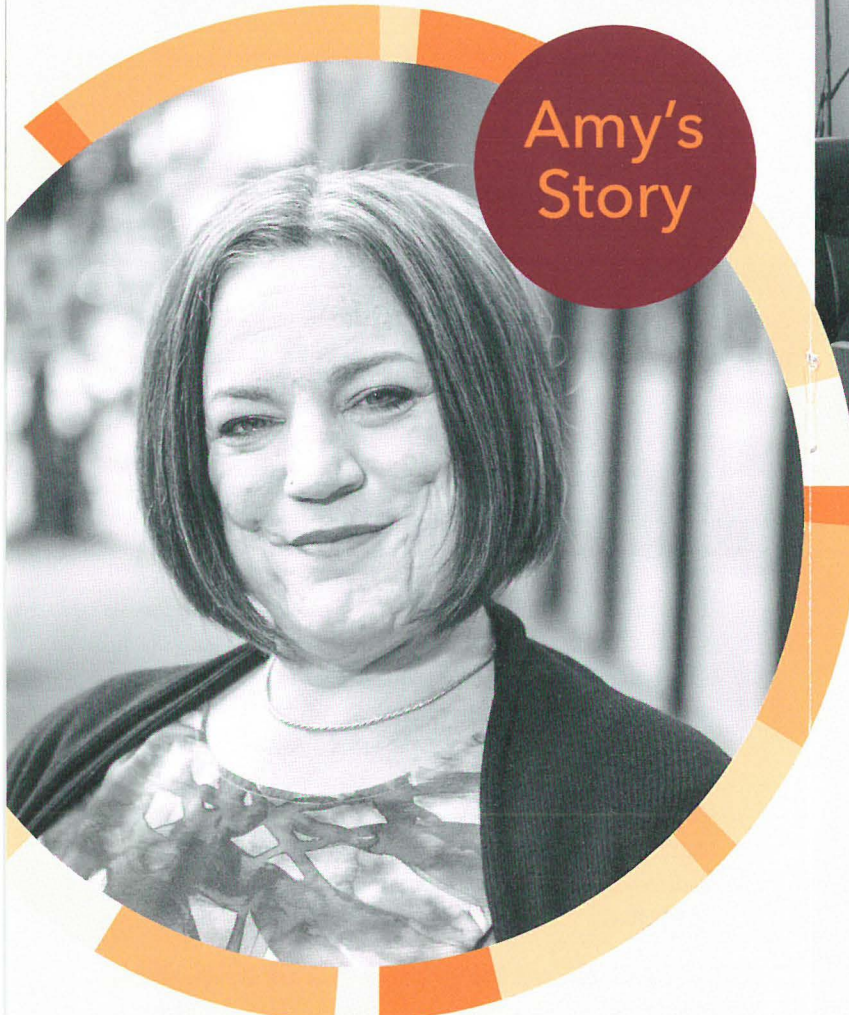
Freda Ceaser, program manager for the CCC Employment Access Center says, "Employment is a huge part of a person's self-sufficiency. It's natural for any of us to light up when someone asks us what we do for a living. Folks are proud of finding a job. Every day, I get to help people explore careers, find decent jobs with livable wages, move out of our housing, and move on with their lives.

"It can be hard for people to walk through our door. But if they're here, they need us. They have to overcome barriers to housing and barriers to work. They may have convictions or mental-health problems. They lack self-confidence. They don't come to us prettied up. The folks we encounter are complex. For them, the help we offer is a big deal."

Freda continues: "At CCC we have a ritual. When one of our customers gets a job, someone rings this cowbell, and we all hoot and holler. That simple phrase—I got a job—means a lot.

"Employment is a huge part of a person's self-sufficiency."

Amy's Story



Amy talking with her Career Coach, Freda Ceaser.

"I started drinking and smoking pot when I was fourteen," says Portlander Amy Simpson. For twenty-five years, I used marijuana and alcohol. I drank a lot. Toward the end, I became addicted to methamphetamine. I led a dual life. I was good at deception. I held jobs. I functioned—at least during the day. At night, life became an increasing mess. Finally, I lost my job and my apartment, and I ended up in jail."

In the summer of 2011, Amy entered DePaul Treatment Center in downtown Portland. That's where she heard about Central City Concern.

"Central City Concern had housing options," Amy says. "They had a mentor program and an employment-readiness program for people like me coming out of treatment. With their help, and with the help of my family, I got a studio apartment downtown in a 'clean and sober' building, and I became part of the Central City network."

"My supportive, gentle, patient, inspiring case worker spent a lot of time with me. I was fragile. He listened and helped me figure out what I wanted to do with my life. He helped me get my driver's license back and helped me apply for a training scholarship through WorkSource Portland Metro. He also put me in touch with an employment specialist who knew all about WorkSource. She was a lightning bolt of direction and connection! With her assistance and WorkSource resources, I was able to earn an Alcohol & Drug training certificate at Portland Community College.

"I then landed an internship at Old Town Recovery Center, and then I got my current job as a Subacute Technician with the Hooper Detox Center, a Central City Concern program for people with addictions. I love Central City Concern, and I love working for them."

*"He listened and helped me figure out what I wanted to do with my life."*

Amy goes on: "Three years ago, I thought I was going to die a drug addict. I was full of desperation and despair. Today, I have a chance to tell others, 'Hey, I get it. You're scared. I felt that way. Look at me now.' This has all been the realization of a dream."





**Our Mission:**

To coordinate a regional workforce system that supports individual prosperity and business competitiveness.

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JMPDX LLC

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Westside Economic Alliance

**Bob Tackett**  
Executive  
Secretary/Treasurer  
NW Oregon Labor Council

**MEMO:**

**TO:** Stacey Triplett, Community Programs Manager  
**FROM:** Victoria Libov, Senior Project manager  
**DATE:** March 27<sup>th</sup>, 2018  
**RE:** Central City Concern participant testimony

I have received a request from Central City Concern to submit participant's written testimony to City of Portland Commissioners. This participant could not attend City Council meeting due to work schedule conflict. However, he asked his Career Coach to share his success story with City Commissioners.

*This EOP AHFE participant has a lifetime history of homelessness and unemployment due to addiction and poverty.*

*The EOP AHFE career coach first met with him at the Clark Center shelter through TPI to assist him with job search and found out that the EOP AHFE participant had two years clean and sober but was still struggling to find employment and housing at about the age of 60 years old.*

*Central City Concerns Employment Program had a relationship with the employer at Produce Row Café and they needed a Prep Cook /Dishwasher. This AHFE participant's career coach drove him over to meet with the hiring manager for an interview. Following this, they decided to have him do a hands-on working interview to see if he had the skills to learn and perform the duties and to make sure he liked the job. This EOP AHFE participant only work experience history came from long-term incarceration. This participant did prove his abilities and they offered him the job that day.*

*Following the job start his Career Coach assisted him to get on housing waitlists at Central City Concern. His AHFE Career Coach also put in a referral for EOP rental assistance to help this client end his long period of living on the streets and shelter life.*

*This EOP AHFE participant now has a job, was placed in the Hill Park Apartments through Central City Concern and received EOP AHFE rental assistance through Human Solutions for six months to move in and begin paying his rent while stabilizing on his job. He has had his job since May of 2017 and has had an apartment of which he pays monthly rent since July after getting a few months of rent assistance. He stays in touch with his EOP AHFE career coach to ensure work is going well, support job retention and stabilization for up to three quarters. When and if this EOP AHFE participant show interest his Career Coach may also help him look for a higher paying job or promotion if he decides he is ready.*

Testimony above submitted verbatim.

# Economic Opportunity Program



Snapshot of customer-centered systems

As  
supported  
by City of  
Portland  
funding

1,100 Portlanders annually receive support in setting & achieving career goals.

Focus on homeless & housing -insecure, residents returning from incarceration, immigrants and communities of color.

Career Coaching provided by community-based orgs. makes the difference!

Program design brings community-based orgs & the public workforce system into a team effort.



## Additions:

- \$2.5M for Career Coaches
- \$1.8M for occupational training
- \$1.1M for work-based learning
- \$550,000 for rent assistance

## Sources:

WIOA (Youth & Adult)

A Home for Everyone

Health Profession Opportunity  
Grant, etc.

# Service Providers

- Constructing Hope
- Human Solutions
- Immigrant and Refugee Community Organization
- Central City Concern
- Oregon Tradeswomen
- Self Enhancement Inc
- SE Works





- Customers are here to communicate directly

**PORTLAND CITY COUNCIL  
COMMUNICATION REQUEST  
Wednesday Council Meeting 9:30 AM**

**Council Meeting Date:** \_\_\_\_\_

Today's Date 12-Jan-2018

Name Stacey Triplett

Address Work Systems  
1618 SW 1st Ave Ste 450, 97201

Telephone (503) 478-7322 Email sttriplett@worksystems.org

Reason for the request:

EOP information sharing and housing  
systems alignment testimony

Stacey Triplett  
(signed)

- Give your request in writing to the Council Clerk's office to schedule a date for your Communication. Use this form or email the information to the Council Clerk at the email address below.
- You will be placed on the Wednesday official Council Agenda as a "Communication." Communications are the first item on the Agenda and are taken at 9:30 a.m. A total of five Communications may be scheduled. Individuals must schedule their own Communication.
- You will have 3 minutes to speak and may also submit written testimony before or at the meeting. Communications allow the Council to hear issues that interest our citizens, but do not allow an opportunity for dialogue.

*Thank you for being an active participant in your City government.*

**Contact Information:**

Karla Moore-Love, City Council Clerk  
1221 SW 4th Ave, Room 130  
Portland, OR 97204-1900  
(503) 823-4086  
email:

[Karla.Moore-Love@portlandoregon.gov](mailto:Karla.Moore-Love@portlandoregon.gov)

Sue Parsons, Assistant Council Clerk  
1221 SW 4th Ave., Room 130  
Portland, OR 97204-1900  
(503) 823-4085  
email:

[Susan.Parsons@portlandoregon.gov](mailto:Susan.Parsons@portlandoregon.gov)

Request of Stacey Triplett to address Council regarding Economic Opportunity Program and housing assistance (Communication)

MAR 28 2018

PLACED ON FILE

Filed MAR 20 2018

**MARY HULL CABALLERO**  
Auditor of the City of Portland

By *Susan Lawson*  
Deputy

COMMISSIONERS VOTED AS FOLLOWS:		
	YEAS	NAYS
1. Fritz		
2. Fish		
3. Saltzman		
4. Eudaly		
Wheeler		