



Central City Concern uses Icertis to help fight the battle against homelessness, poverty, and addiction

Oregon-based services provider accelerates operations with contract intelligence.



Contract Intelligence Objective

Improve critical service delivery through contract visibility.

Solution Highlights

- Key contracting tasks accelerated from days to minutes
- Improved obligation tracking ensures compliance
- Contract fulfillment tracking improves access to federal funds

The Challenge

Central City Concern is dedicated to providing a range of services, from affordable housing to employment, integrated primary and mental health care, and recovery treatment. Its work involves managing a variety of grants, certifications, lease agreements, equipment purchases, and partnerships across a wide range of discrete programs. The organization used a local server to store and manage thousands of contracts.

Searching across the content of the contracts was impossible. In order to continue its mission, Central City Concern needed a way to ensure it met obligations spelled out in contracts, demonstrated the proper use of funds, and adhered to various state and federal regulations.

The Solution

The Icertis Contract Intelligence platform is at the forefront of Central City Concern's initiative to transform its service delivery model by digitizing many aspects of its day-to-day operations.

With clear visibility into obligations and commitments, eSignature integration, and advanced search functionality, the contracting process has greatly accelerated, with tasks that used to take an hour now taking minutes. And with full visibility into contracts, obligations are now automatically surfaced. This is vital as the agency is subject to many regulations governing the housing, healthcare, and employment sectors. With the new platform in place, Central City Concern can streamline the contracting process, making better use of employee time and budgets. Being able to demonstrate fiscal responsibility helps to ensure continued access to federal funds and an uninterrupted commitment to fulfilling the nonprofit's mission.

The Results

Icertis has completely changed how CCC approaches contracts and obligation management. In addition to accelerating the process, it can fully track contract history and expiry. The organization has set up automatic alerts for end-dates on funding agreements, which allows stakeholders to go to funders sooner.

"They're going to have an opportunity to have those conversations before the budgets get baked," Bryans says. "And that should equate to more funding in the long term."

"For us as a nonprofit, it's what lives in those documents, those obligations to our funders, that are our lifeblood; we needed a way to surface those obligations."

Cherlyn Bryans,
Contracts Manager,
Central City Concern



**CENTRAL CITY
CONCERN**

Central City Concern is ending homelessness by treating the whole person, as a person. Each year, more than 13,000 people turn to us for compassionate support to become self-sufficient and productive.

About Icertis

Icertis is the global leader in AI-powered contract intelligence. The Icertis platform revolutionizes contract management, equipping customers with powerful insights and automation to grow revenue, control costs, mitigate risk, and ensure compliance - the pillars of business success. Today, 30% of the Fortune 100 trust Icertis to realize the full intent of millions of commercial agreements in 90+ countries.