

FINAL REPORT FOR BETHLEHEM INN

1. Program Achievements:

- *When did the program begin utilizing funding for the 2019 CDBG program year?*
July 1, 2019
- *How many contacts with individuals occurred because of the 2019 CDBG funding received (unique visits only please)?* 982
- *How did you reach/contact low- to moderate-income persons (80% AMI or below) for the services provided?* Individuals and families with low to moderate income came to the Inn seeking shelter and support services. Each contact occurred during the initial in-take meeting and during subsequent case management meetings while each person or family stayed at the Inn.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

a. *Housing Stability*

Each resident was provided with safe, temporary shelter while receiving case management services to assist in their transition to stable housing.

Note: Inn resident tracking reflects that 69.38% of all residents during this grant cycle experienced improvement across the Inn's mission-specific domains of shelter, safety and wellness.

b. *Economic Stability*

As part of regular case management services, residents received coaching on the importance of financial budgeting and how to use that knowledge to achieve financial stability.

c. *Addressing Substance Abuse*

The Inn provides all residents with safe and sober living experience. As a drug and alcohol-free facility, everyone seeking Inn services must pass drug and alcohol tests prior to being approved for intake. Periodic tests are conducted during each residents stay to ensure they are maintaining their sobriety. Resident who do not follow this rule, are required to leave the Inn.

d. *Access to Oral Health Care*

During case management each residents is provided access to oral health care providers and encouraged to seek oral health services.

e. *Access to Nutrition*

All residents are offered 3 nourishing meals each day during their stay. Exiting residents are eligible for food boxes to assist them as they transition into stable housing.

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application.

The full grant funding amount of \$53,231 was allocated to case management and program staff during the grant cycle as projected. This grant support help to fund staffing to ensure residents receive the necessary services to achieve the five program goals listed above.

As part of case management services, each resident was referred to at least 2-4 local partner agencies. During the course of FY19/20, the Inn provided a total of 2,400 referral to over 70 partners. This collaboration broadened the scope of services the Inn provided, while enhancing the offerings Inn residents accessed in our community.

4. Explain problems the program experienced in the 2019 CDBG program year.

Rather than problems in the 2019 program year, the Inn experienced gratitude and appreciation for our community and the City of Bend's generosity, which enabled our organization to complete our two-building campus in June 2019. The completion of the final building, sheltering single adults, enabled the Inn to provide shelter to an increasing number of people seeking support from our organization.

5. Provide strategies to address the problems identified.

6. Furnish a client story from the 2019 CDBG program year.

Karen needed to get out of Salem and an abusive marriage. She needed to keep her four-year old daughter safe. They came to Bend to live with friends. That worked...but not for long. Karen had a job but there was no way the dollars were going to stretch far enough for rent, food and, well, survival. She had seen some homeless shelters...had actually volunteered in one. But go to one? Nervous and unsure, she came to the Inn and was welcomed, "...with open arms and a big hug." Karen's image of a shelter was blown away by the Inn and its staff. "They showed us our room and I asked who else would live there with us?" The answer: "No one. This is your room." Karen almost cried. Beyond the room and the healthy food and the heat on a winter's night, there was safety. And support. Tons of support, says Karen. But responsibility as well. She says, "They give you resources. Then it's your job to do the work. Apply for jobs. And housing. If you make the effort, Inn staff will always show up to help." And she can't say enough about how staff cared for her daughter. "They took the time to get to know her. A staffer got her purple (her favorite color!) PJ's and cupcakes for her birthday." Karen and her daughter are now safe and comfortable in their own apartment. A brand new life to go with those purple pajamas.

7. Offer any suggestions for the City's Affordable Housing Program.

Bethlehem Inn extends our sincere appreciation for the partnership provided by the City's Affordable Housing Program. This ongoing collaboration is allowing the Inn to meet the ongoing demand for emergency shelter services in Central Oregon.

FINAL REPORT FOR FAIR HOUSING COUNCIL OF OREGON

1. Program Achievements:

- When did the program begin utilizing funding for the 2019 CDBG program year?
10/1/2019
- How many contacts with persons occurred because of the 2019 CDBG funding received (unique contacts please)? 18 were made through the contacts through the hotline.
- How did you reach/contact low- to moderate-income persons (80% AMI or below) for the services provided? The two most effective methods we have to encourage housing discrimination claims are through our website, fhco.org, and our long standing partnerships with Bend advocate and provider organizations. These organizations include our statewide trainings for DHS professionals, NeighborImpact, Latino Community Association, Bethlehem Inn and more. Many of referrals come from these contacts, as well as 211.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

a. Hotline

At least 25 hotline contacts were proposed, 18 contacts were screened or given fair housing information.

b. Outreach Work

FHCO participated in Multifamily NW's Boot Camp for property managers and provided posters, New Landlord Guide and other information to more than 50 Bend property managers and landlords. We also provided posters and materials to the City of Bend while we were in town.

c. Enforcement

No bona fide allegations were reported to FHCO. HUD and BOLI investigated three complaints.

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application.

With the allotted FHCO was able to provide two trainings at the Multifamily NW Boot Camp. One hundred posters and landlord guides were distributed at the training, along with other materials. \$1,300 was used towards hotline services, and supplying the requested data. The calculation per contact was \$78.60 in FY19.

4. Explain problems the program experienced in the 2019 CDBG program year. Trainings for neighborhood associations and for the City of Bend's Affordable Housing Commission were scheduled for April 7 and 8. These were cancelled because of the Governor's lockdown due to the COVID-19 pandemic. There was one training total approved by the commission.

From mid-March to June 30th, emails and mail were the routes to contact FHCO for fair housing questions, referrals and violation screenings.

5. Provide strategies to address the problems identified.

These have been rescheduled virtually on the Zoom platform as one training for both entities for October 14, 2020.

The intake staff now has a VoIP system that allows for voice communications through the internet rather than the office.

6. Furnish a client story from the 2019 CDBG program year.

A married couple, who were not white, responded to an ad on Facebook to take over a lease. They met the income requirements and when they submitted their application they disclosed that they had some blemishes on their credit history. They both have FICO scores in the 600s. The assistant PM assured them that they could work with their credit history. They were subsequently denied on the basis of credit. FHCO attempted to advocate but the couple moved ahead with another housing option.

FINAL REPORT FOR LIVING OPTIONS FOR TEENS

1. Program Achievements:

- When did the program begin utilizing funding for the 2019 CDBG program year? J Bar J began utilizing CDBG funds on July 1, 2019.
- How many contacts with teens occurred because of the 2019 CDBG funding received (unique contacts please)? The program provided ongoing services to 22 unique and individual youth during the funding period.
- How did you reach/contact low- to moderate-income teens (80% AMI or below) for the services provided? The LOFT only provides services to those who are homeless, therefore most have no income. During residency most acquire employment, therefore many become low-to moderate income prior to exiting the program.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

a. Improved Safety and Structure

96% of youth receiving services transitioned to a safe and stable living situation following exit from the program.

b. Educational Success

96% of youth were employed or enrolled in an education program upon completion of the program.

c. Employment Success

96% of youth were employed or enrolled in an education program upon completion of the program.

d. Increased Permanent Connections

100% of youth report at least one stable/healthy connection with a friend, family member or adult.

e. Address Trauma and Improve Well Being

100% of youth received access to medical, dental and mental health services. 80% of youth practiced coping skills learned and employed positive strategies in difficult situations.

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application.

Revenue and expenses for the 2019-2020 program year totaled \$552,219. CDBG funds were used as match for a grant through the Department of Health and Human Services Transitional Living Program (DHHS-TLP), which requires a minimum of 10% local matching funds to be eligible for funding. DHHS-TLP funds are the primary funding source for The LOFT. Additional funding was provided by the following: Emergency Solutions Grant; Emergency Food and Shelter Program; United Way; Foundations; Individual Donors and Fundraising. With the support of the City of Bend, J Bar J Youth Services was awarded DHHS-TLP funding in September 2019 which will allow the LOFT to continue operating through 2023.

4. Explain problems the program experienced in the 2019 CDBG program year. Throughout the COVID-19 pandemic, The LOFT has continued to operate, without interruption, providing independent living skill building services, supervision and support to youth, while enforcing social distancing protocols within the program. The program experienced increased overtime due to staff illness and other staffing related issues related to the pandemic. Additional staff time has also been needed to assist youth with online school activities. Most youth at The LOFT are finishing high school or are in college and are participating in online classes. Many of these youth struggle with education under the best of circumstances. The COVID-19 pandemic has created difficulties for these youth. The LOFT staff has been creative in providing activities for youth in care that are compliant with social distancing protocols and local laws. Activities have been limited to those that can be provided in-house and that minimize contact among residents. In addition, The LOFT has expanded the distribution of supplies to former youth who are struggling due to job loss, including additional personal hygiene and cleaning supplies, food, gift cards for meals, clothing and other basic needs supplies. Youth in care at The LOFT are continuing to participate in medical and mental health appointments using technology to communicate with doctors and therapists. All of the above increased programmatic expenses this year.

5. Provide strategies to address the problems identified.

The LOFT was able to secure some CARES Act funding to support services for youth at The LOFT.

6. Furnish a client story from the 2019 CDBG program year.

At age 16, Bethany attempted suicide. Bethany's stepfather physically abused her, and her mother had mental health issues. Devastated when she woke up from her suicide attempt, Bethany decided to run away from the abuses at home. After several more runs and the eviction of her mother and step-father from the small apartment they rented, Bethany reached out to the Loft.

Bethany now resides at the Loft and is attending online school, has a job, is engaging in therapy, and no longer tries to escape life by attempting to end her own young one or by running away. Bethany's journey has definitely taught her survival skills and resilience. Bethany attributes her confidence in breaking out of the generational cycle of homelessness to the independent life skills she is attaining from her time at the Loft and her desire to become self-sufficient. Bethany can now visualize herself attending college and becoming a veterinarian. These dreams were never encouraged as a child. Bethany also attributes her confidence in attaining a good career to the care and encouragement she has been shown from staff at the Loft; staff that truly share in Bethany's excitement for her future and see her full potential.

7. Offer any suggestions for the City's Affordable Housing Program.

None

FINAL REPORT FOR HomeSource

1. Program Achievements:

- **When did the program begin utilizing funding for the 2019 CDBG program year?**
We started spending CDBG fund in Sep 02, 2019.

- **How many contacts with individuals occurred because of the 2019 CDBG funding received?**

We conducted and/or participated in 77 outreach events during the funding cycle, making contact with an estimated 1,779 individuals including a radio interview which reached an approximate 500 individuals (possible duplicates, if the same person attended multiple events). We also made an effort to furthering fair housing by ensuring we had educational material at any possible event. We increased our Mail Chimp list of contacts specifically for furthering fair housing to 105 key individuals, this was a new tagging system for us that allows us to target communication. Our overall outreach contact list shows a 202% increase from the year before.

- **How did you reach/contact low- to moderate-income persons (80% AMI or below) for the services provided?**

In an effort to reach low- to moderate-income persons we participate in networking events with partnering agencies, set up booths at community events and fairs to directly promote services to prospective clients and disperse information via social media. Additionally we publish a monthly newsletter that is distributed via email to 280 partner agencies contacts providing updates on programs and a schedule of upcoming classes.

Once COVID-19 began and we needed to adapt our services, one of the first questions raised, and which we are still struggling a little bit, is equity considerations. Not all our clients have internet, a computer or a tablet to access services, so how do we serve them? Our solution has been to adapt one of our Bend offices to be a virtual station where the client can come in and use our equipment. We limit it to 1 appointment a day and of course we sanitize the station before and after each use. In some other cases, when that is not a good option, maybe because of transportation, fear, or daycare, we mail the client some of the blank documents that we would be going over and schedule the appointment a little bit farther out to give time for mail to get to the client.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

a. One-on-One Services

For the 2019-2020 program year **HomeSource served an unduplicated 338 households (804 individuals) with counseling and/or education services meeting our goal.** The majority were 80% AMI or below, 52% were renters and 38% were homeowners. 13% were Hispanic.

While 74 individuals received Financial Capability counseling, this number does not reflect the other clients receiving primarily pre- and post-purchase counseling who also receive financial coaching during their time in services.

The number of pre-purchase clients increased from last fiscal year to 61. While this reflects a 24.5% annual increase, it still didn't reach the original target for that category. The rising cost of homes in Bend may be a contributing factor to the low number of people seeking home purchase counseling. We are glad to report that this FY **we helped 11 individuals to purchase a home in Bend.** The average purchase price for those homes was \$347,509, (below the median home price of \$464,000 in Bend, Beacon Report July 2020) 55% of those homes were purchased with the help of an affordable housing partner.

Between September 2019 and June 2020 HomeSource provided **51 households with Foreclosure Mitigation Counseling.** This included working with individuals referred to us through the Oregon Foreclosure Avoidance program as well as facilitating assistance with Oregon Housing Stabilization Initiative (OHSI) homeowner programs for Mortgage Payment Assistance and Loan Preservation Assistance. The number served was less than what we had anticipated in part because the OHSI programs closed but also another contributing factor was the mortgage moratorium initiated due to COVID-19 which temporarily suspended the need for foreclosure counseling.

During the last FY we saw a large increase in the number of individuals pursuing Reverse Mortgage counseling. **30 seniors** met with one of our two **Reverse Mortgage** counselors to discuss their options. Many were looking to fund retirement or capitalize on the market while the price of homes is at an all-time high. Of those who received counseling, 10 homeowners in Bend obtained a HECM. An additional 30 other households received a different form of Post Purchase counseling including saving through the IDA for Rehab or receiving Weatherization services. Other households pursued the Principle Reduction/Lien Extinguishment program through OHSI, or sought help with making key housing decisions like weighing options to refinance or considering selling and choosing another more

affordable housing situation. With our help **107 homeowners were able to remain in their homes.**

To complement the work we were doing with homeowners and in an effort to prevent foreclosures, we began providing a new workshop for homeowners titled "Homeowner Homework: Quick Tips for Managing Your Mortgage. This class was offered twice during the FY in virtual format providing 4 Bend residents with budgeting strategies for paying their mortgage, resources, and ways to avoid foreclosure.

b. Financial Workshops

The number of unduplicated households receiving financial education was 85, an increase from last FY and **more than doubling our goal** of 35. Our Money on the Mind 4-part series was provide twice in person during this FY before COVID-19 forced us to change our method of teaching to virtual only. Since then we have provided two additional Money on the Mind series in virtual format. Additionally between September 2019 and June 2020 we provided four Successful Beginning in-person classes in Bend and 3 virtually.

c. Homebuyer Education Classes

During this program year **56** unduplicated Bend households received **Homebuyer Education** and we successfully met our goal of classes in Bend by providing one 8-hours class and two 3-part series. The number of individuals receiving HBE was an increase from last FY and more than double our goal.

d. Ready to Rent Workshops

We exceeded our goal for Rental Workshops by providing two 4-part Ready to Rent series in Bend to 13 unduplicated individuals.

In addition, we increased our efforts to further Fair Housing education which included the creation of a Affirmatively Furthering Fair Housing binder that highlights our methods of outreach, staff training and a partner contact list which we increased by 228%. We had a **visible increase in the number of Bend individuals receiving Fair Housing education** with 156 during this program year, beyond our goal of 90.

e. Access to Individual Development Account

Between September 2019 and June 2020, 72 individuals from Bend participated in the IDA program including 17 who successfully completed the program. Participants used their funds saved and match amount to purchase a home or vehicle, make necessary home repairs, start a business, or further their education. A total of \$132,000 in match funds was distributed to residents of Bend.

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application budget attached.

The final cost for the program was \$341,410, which is in line with the proposed budget considering that the actual time reported was 10 months instead of 12 months, the overall expenses were lower.

The biggest difference was in travel and training expenses, which was significantly lower than initially anticipated due to COVID.

Project Actuals:

Sources of Funds		
Project Activities	CDBG Funds Requested	Project Total
Staffing 4.5 FTE (including benefits)	\$32,351	\$214,888
Rent & Utilities		\$39,052
Office Supplies		\$4,840
Travel & Training		\$13,317
Other Expenses		\$9,638
Admin	\$3,595	\$59,675
Total	\$35,946	\$341,410

***Other Public Funds:**

Source	Amount of Funding	Use of Funds
	Secured	
NeighborWorks America	\$65,011	Salaries, benefits, admin, other program expenses
Oregon Housing and Community Services	\$30,029	Salaries, benefits, admin, other program expenses
HUD Housing Counseling	\$19,457	Will apply. Will use funds for salaries and admin.
Foreclosure	\$11,894	Salaries, rent, and other program expenses.
TARP	\$36,097	Salaries, benefits, and other program expenses
NeighborWorks Umpqua IDA	\$71,132	Salaries, benefits and admin
TOTAL	\$233,620	

****Private Funds:**

Source	Amount of Funding	Use of Funds
	Secured	
Program Income/ Fee for Service	\$10,000	Project expenses and salaries
Private Foundations	\$61,844	Multiple project expenses
TOTAL	\$71,844	

CDBG funding allowed us to leverage funds by complementing and increasing the quality of the services provided. For example, we serve a Bend resident that may benefit from accessing the Home Rescue funded by the state. Combining both programs allows not only to collect the paperwork for the application but we can also provide a one-on-one counseling session with a housing counselor, who will review their situation and foster housing stability for the long term. Another example of the leverage is shown in the story provided in item number 6.

Please note the budget includes the funding and the sources of that funding but it does not include the value of the leverage amounts such as the full economic impact that Bend received by having clients participate in our programs, for example the IDA match funds amount, the Home Rescue funds infusion, etc.

4. Explain problems the program experienced in the 2019 CDBG program year.

While we met our goal for number of individuals served, it was noticeably less than last year. A contributing factor could be this program year was truncated to 10 months reducing the amount of time we would spend with clients. Another well-known factor is the impact of COVID-19. While our number of new clients remained somewhat steady in the last quarter between April and June when COVID-19 was in its early stages, it required us to drastically adjust our delivery of service including all counseling and education services forced to go virtual.

Another notable difference in our services was an increase in clients receiving education only. During 2019 HomeSource began making education a pre-requisite for financial coaching. This could have been a factor to the decreased number of Financial Capability clients compared to our objectives. However this change is also evident in the increased number of people taking classes. From the counselor perspective the number of clients disappearing following the first appointment has decreased. It appears some individuals starting with classes, such as the Successful Beginnings workshop, are receiving the information on budgeting and financial well-being, tools and/or resources to help them with

their finances and giving them confidence to proceed on their own. Yet still others are taking advantage of the counseling services offered following the workshops.

5. Provide strategies to address the problems identified.

Although we weren't unfamiliar with the concept of virtual counseling, for the last 1+ year we had a counselor working remotely, it was a rush to adjust our delivery of services and a drastic change to group education. Fortunately, our team of counselors and educators were able to swiftly adapt and modify the way they were doing things. We were able to quickly turn the Money on the Mind financial workshops into a virtual interactive classes, but chose to cancel all remaining Homebuyer Education classes for the FY. Those classes are scheduled to go virtual-live in July 2020.

While the number of Financial Capability clients was 74, just over half of our goal of 135, it also must be mentioned that all other clients receiving other types of counseling such as pre-purchase, post purchase, or foreclosure mitigation, also receive at a minimum basic financial capability counseling. When we consider all other counseling clients in the number of those receiving Financial Capability we see the number is 246.

6. Furnish a client story from the 2019 CDBG program year.

Dedication to Achieving the Goal of Homeownership

Back in 2012, Charles* came to NeighborImpact in hopes of purchasing a home but he was over income at that time for the IDA program. He then moved away from Bend and a few years later returned to work in the local library system. Charles biked to and from work and maintained excellent credit. He was renting a room from his mother and wanted his own space.

In October 2019, he reached out to NeighborImpact again about homeownership. Charles had his heart set on buying a home in Bend because his mother lived there. He and Victoria Vale spoke about his income and what affordability looks like in Bend. Victoria stated, *"From the minute I met him, he seemed extremely motivated. I am not surprised that he reached his goal of homeownership and so quickly."* Charles was encouraged because within 6 months he had purchased a home with the help of a co-signer and a roommate. Charles said, *"The IDA initiative, including the classes and support from NI staff, gave me the tools and the confidence I needed to pursue my lifelong dream of purchasing a home. I will always be grateful to and appreciative of NeighborImpact. Thank you for the immensely positive impact you've had in my life, my finances, and my future."*

*For the purposes of this story, all client names have been changed to protect confidentiality. CDBG funding was utilized to pay wages of the counselors that provided housing counseling for this client.

7. Offer any suggestions for the City's Affordable Housing Program.

We don't have other suggestions at this time but we are thankful to the City of Bend Affordable Housing Committee for their dedication to supporting the complete spectrum of housing including homeownership and home retention. We would not be able to serve city of Bend residents without the financial support of CDBG.

Attach any additional narrative to the questions above.

NA

FINAL REPORT FOR ST. VINCENT DE PAUL SOCIETY

1. Program Achievements:

- When did the program begin utilizing funding for the 2019 CDBG program year?
July 1, 2019
- How many contacts with individuals occurred because of the 2019 CDBG funding received? 2033 Individuals
- How did you reach/contact low- to moderate-income persons (80% AMI or below) for the services provided? We have everyone who comes in for a service verify that their income falls under TEFAP limits, which are below 80% AMI. We advertised these evening hours through community partners that also serve low income clients.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

a. Increase Clients Served

We saw an increase of 13% more clients served compared to the previous 12 months. We did not simply see the same amount of clients coming in later, but rather that this program increased our numbers of clients that otherwise would not have been able to receive food.

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application.

BUDGET LINE ITEM	ANNUAL BUDGET
Director Personnel	\$3450.00
Pantry Manager Personnel	\$2752.50
Food Purchasing	\$5,922.12
Total	\$12,124.62

Above are the expense categories from this program. The funds secured through the CDBG Grant were essential in making this program possible and leveraging funds through other organizations. As a nonprofit, finding grants to pay for administrative costs is difficult, and the other grants that allowed us to pay for food and social services would have been useless without the ability to provide management through the SVdP employees.

4. Explain problems the program experienced in the 2019 CDBG program year.

We originally found it difficult to market these evening hours to the community. We were not seeing sufficient numbers to make the program feasible long-term. We also were seeing considerably less numbers between 6pm-7pm, compared to the first two hours.

5. Provide strategies to address the problems identified.

In the first few months, we shared flyers and information with our community partners about the evening hours. By the end of the year, our evening hours were just as busy as our regular daytime hours. We also changed our hours from 4-7pm to 3-6pm, as we found that there were more people getting off work from 3-4pm than there were from 6-7pm.

6. Furnish a client story from the 2019 CDBG program year.

Within the first few weeks of starting these evening hours, we had a woman show up to ask for a food box. She was a single mother, wearing the uniform from the local car dealership where she worked as a mechanic. She talked to us about how difficult it was to get food when she worked from 9-5, especially while juggling taking care of her kids. Throughout the next year, this woman would show up every month, coming straight over from work as that was the only time that she could make it in to our food pantry after her job. Every time that we saw her walking up in her work uniform, she would remind us of why we started this program in the first place.

7. Offer any suggestions for the City's Affordable Housing Program.

I have no suggestions. Thank you to Racheal Baker for administering the program and doing an excellent job of giving us guidance through the process!

FINAL REPORT FOR VOLUNTEERS IN MEDICINE

1. Program Achievements:

- When did the program begin utilizing funding for the 2019 CDBG program year?
We started using the funds January 1, 2020.
- How many contacts with individuals occurred because of the 2019 CDBG funding received? We completed 36 medical visits and dispensed 64 medications for a total of 100 encounters.
- How did you reach/contact low- to moderate-income persons (80% AMI or below) for the services provided? The patients supported by this funding request services from the VIM clinic, are screened for financial eligibility, and then are registered as a qualified patient. Any patient may then request health care services from the clinic.

2. List the program objectives proposed for receipt of the 2019 CDBG funding and outline the achievements accomplished with each objective.

- a. Primary Care Provided
29
- b. Specialty Care Provided
7 specialists plus additional outside referrals
- c. Prescription Medication Provided
64 medications dispensed
- d. Mental Health Care Provided
2 counseling appointments.
- e. Health Education Provided
36 medical visits, plus 3 pharmacist or nurse visits

3. Give a final accounting of the Bend program costs for the 2019 CDBG program year. Describe how CDBG funds leveraged other resources and any differences from the proposed application.

Direct Medical Care/ Oversight:	\$5,000 Budget	\$5,000 actual (CDBG)
Indirect Costs	\$5,637 Budget	\$5,637 Actual (VIM Gen Op)
Rx Medications	\$12,690 Budget	\$12,690 Actual (donated Rx)
TOTAL	\$23,327 Budget	\$23,327 Actual

The CDBG funding is small, but important to our work. As you can see from our report, patient sponsorship is leverage by our volunteers and staff to provide comprehensive care for some of the most medically vulnerable people in our community. County level

reporting on COVID infection numbers show that Latino people are at elevated risk for infection in general, and if they have underlying health issues that are not addressed, are susceptible to higher morbidity and mortality if infected.

4. Explain problems the program experienced in the 2019 CDBG program year. We converted our Electronic Medical Record system on Jan 23, 2020 so reporting required checking in two systems to ensure accurate visit profiles. Then we stopped having in-person appointments on March 17th with the COVID outbreak. We were able to switch to telemedicine by the end of March. As of September 2020, we have continued telemedicine and nurse triage calls, and have added in-person patient visits.

5. Provide strategies to address the problems identified. We have relied on our new EMR system, EPIC, to be able to conduct telemedicine visits, as well as keep tabs on our patients seeking care in the ER, or who need to be seen in the ER with a referral from VIM.

6. Furnish a client story from the 2019 CDBG program year.

Anthony* was working in Southern California when he suddenly lost his job during the 2008 recession. Luckily, he had family in Bend where he was able to find a position in construction where he has worked for the same employer for eleven years now.

“Thanks to the care I have gotten at VIM, I’ve always been able to keep working. Even having Type 1 Diabetes, my life has been really, really good.”

In 2015 Anthony found himself in the St. Charles Hospital with a diabetic emergency. **“I am so thankful to the friend who insisted on taking me because I could have ended up in a coma or something even worse.”** After his release, St. Charles Health System referred him to Volunteers in Medicine for follow up and continuing care to manage his diabetes and overall health. As one of our clinic’s top diagnosis, diabetes management is closely monitored by our staff and volunteer providers and nurses. Through our free bilingual programs, VIM focuses on education and self-care for patients with diabetes and pre-diabetes.

“At VIM I meet with nurses and doctors to make sure my diabetes is under control and I have been able to attend diabetes education classes and work with a dietician. For a while I had to come to the clinic three days a week and I got to know everyone!”

While attending diabetes education classes Anthony found that the other eight patients had Type 2 Diabetes, and found himself encouraging the others to care of themselves, because many of them still had the custom to reduce or even avoid injections or other medications. **“I always try to transmit positive energy. I think that if I take really good care of myself then I can help others.”**

For patients like Anthony, who requires five injections each day, the pharmacy is a crucial part of diabetes management. In the last year over 2,000 prescriptions, valued at

\$1,157,000, were filled by VIM's charitable pharmacy at no charge to our patients. In 2011 our dispensary became licensed as the third charitable pharmacy in Oregon and is a critical part of the safety net services provided at the clinic. Providing patient education in our patient's language of choice whenever possible helps remove barriers and bridge the gap toward sustainable wellness.

"I have seen how VIM is always working to improve their quality of care. I have an uncle who died of diabetes and I just don't want to end up that way. I am deeply grateful to VIM for the care they have provided me."

*For purposes of this story client names have been changed to protect confidentiality.

7. Offer any suggestions for the City's Affordable Housing Program.

We are grateful for the funding that supports our patients. Although we do not provide housing, the fact that we can provide health care, which is still the leading cause of personal bankruptcies, we are able to help families be more financially secure, and healthier. Thank you for leveraging housing funding to provide for the other needs of those who are struggling to make ends meet in Bend. Stories like Anthony's are the reason we can make a difference.

No suggestions at this time, other than to keep doing a great job.