

Program Overview

Completed by sarah@thrivecentraloregon.org on 11/16/2023 4:32 PM

Case Id: 30244

Name: Thrive Central Oregon - 2024

Address: 231 NW Idaho Ave, Bend, OR 97703

Program Overview



CITY OF BEND

CITY OF BEND
PUBLIC SERVICE PROGRAM APPLICATION

City of Bend
710 NW Wall St.
Bend, Oregon 97703
(541) 323-8550
housing@bendoregon.gov

This section provides general information regarding the federal Community Development Block Grant (CDBG) program and the types of activities that are eligible for funding. For more detailed information on eligible activities, please contact the City's Affordable Housing Program at housing@bendoregon.gov, or (541) 323-8550, or P.O. Box 431, 710 NW Wall Street, Bend, OR 97709 or visit the HUD website at www.hud.gov.

Community Development Block Grant (CDBG) is authorized under Title 1 of the federal Housing and Community Development Act of 1974, as amended. The primary objective of the CDBG Program is the development of viable urban communities through:

- The provision of decent housing,
- The provision of a suitable living environment, and

Printed By: Mellissa Kamanya on 11/27/2023

- The expansion of economic opportunities.

The Community Development Block Grant Program is administered at the federal level by the Department of Housing and Urban Development (HUD).

National Objectives

Federal regulations specify that all activities undertaken using CDBG funding must meet at least one of the following national objectives:

- Benefit to low-and moderate-income persons,
- Aid in the prevention or elimination of slums or blight, or
- Meet a need having a particular urgency.

HUD considers persons below 80% AMI low-income and persons at 80% AMI moderate-income. The three national objectives are summarized below:

1. Benefit to Low- and Moderate-Income Persons

Under this objective, CDBG-assisted activities must primarily benefit low- and moderate-income persons. The income thresholds for meeting the low- and moderate-income requirement are determined by HUD. Projects funded with CDBG dollars must either:

- benefit all of the residents of a particular area, where at least 51% of the residents are low- and moderate-income,
- benefit specific populations (e.g., homeless persons, elderly persons, or persons living with HIV/AIDS), as long as 51% of those served are low- or moderate-income,
- provide or improve permanent residential structures for low- and moderate-income persons, or
- create or retain permanent jobs, at least 51% of which will be made available to or held by low- and moderate-income persons.

2. Elimination of Slum and Blight

Under this objective, CDBG-assisted activities must help to prevent or eliminate slums and blighted conditions. These activities must either:

- prevent or eliminate slums or blight in a designated area in which slums or blighted or deteriorating conditions exist,
- prevent or eliminate slums or blight on a spot basis in an area not located in a slum or blighted area, in cases where a specific condition is detrimental to public health and safety, or
- be in an urban renewal area.

3. Urgent Need

The Urgent Need category is designed only for activities that alleviate emergency conditions of recent origin that pose a serious and immediate threat to the health or welfare of the community, and for which no other sources of funding are available. An example of an eligible project under this category would be a major flood that causes serious damage to buildings and infrastructure, thereby threatening the safety of occupants or nearby residents.

Eligible Activities

In order to meet local needs within the national objectives, the CDBG Program provides a great deal of flexibility in the eligible uses of CDBG funds. The following is a summary of the range and types of activities that may be funded through the CDBG Program. The summary is not a complete list of eligible activities; please contact the City's Affordable Housing Program for more detailed information regarding the eligibility of specific programs or projects.

Basic Eligible Activities

According to federal CDBG regulations outlined in 24 CFR 570, the basic eligible activities include a variety of uses including public services.

Ineligible Activities In general, activities that are not specifically identified as eligible are considered by HUD to be ineligible. The following activities are specifically identified by HUD as activities that are not eligible for CDBG funding. Please contact the City’s Affordable Housing Program for more information on ineligible activities.

- Acquisition, construction, or reconstruction of buildings for the general conduct of government
- General government expenses
- Political activities
- Purchase of construction equipment, fire protection equipment, furnishings and personal properties
- Operating and maintenance expenses
- Income payments
- Construction of new housing

Please review the following documents regarding the City of Bend Public Services Program:

[City of Bend Public Services Goals and Objectives](#)

[City of Bend Public Services Evaluation and Criteria and Funding Priorities](#)

[City of Bend Public Services Program Policy on Loans and Grants](#)

[City of Bend Public Services Program Rules and Requirements](#)

[City of Bend Public Services Selection Process](#)

[Other Information for Public Service Applicants](#)

[504 Self-Evaluation Checklist](#)

Eligible Proposals

In general, only public or private non-profit agencies or organizations are eligible to apply for CDBG funding. However, the following two exceptions apply: (1) for-profit organizations may apply for CDBG funds to undertake certain economic development activities related to microenterprise assistance, and (2) under certain limited circumstances, for-profit organizations qualifying under HUD criteria as Community-Based Development Organizations (CBDOs) may apply for funds to carry out neighborhood revitalization, economic development, or energy conservation projects. Regulations pertaining to these exceptions can be found at 24 CFR 570.201(o) and 24 CFR 570.204.

Any public or private non-profit agencies or organizations currently under investigation regarding previously awarded federal, state, or local government funding are ineligible for assistance from the City of Bend’s Affordable Housing Program.

HUD Income Limits

The current income limits for City of Bend are shown below. Updated City of Bend income limits may be applicable on July 1, 2023. Recipients of CDBG funding must meet the income guidelines at the time the funds are utilized. City staff will be able to provide funding recipients with updated income limits information when available.

Persons Per Household	1	2	3	4	5

Area Median Income (AMI)	\$66,640	\$76,160	\$85,680	\$95,200	\$102,816	\$
Moderate Income (80% AMI)	\$53,350	\$60,950	\$68,550	\$76,150	\$82,250	\$
(60% AMI)	\$40,020	\$45,720	\$51,420	\$57,150	\$61,740	\$
Low Income (50% AMI)	\$33,350	\$38,100	\$42,850	\$47,600	\$51,450	\$
Extremely Low Income (30% AMI)	\$20,000	\$22,850	\$25,700	\$28,550	\$30,850	\$

I have downloaded and read the above documents.

A. Applicant Information

Completed by sarah@thrivecentraloregon.org on 11/16/2023 4:34 PM

Case Id: 30244

Name: Thrive Central Oregon - 2024

Address: 231 NW Idaho Ave, Bend, OR 97703

A. Applicant Information

Please provide the following information.

ORGANIZATION INFORMATION

A.1. Organization Name

Thrive Central Oregon

A.2. Organization Address

PO Box 1815 Bend, OR 97709

A.3. Executive Director Full Name

Sarah Mahnke

A.4. Executive Director Email Address

sarah@thrivecentraloregon.org

PROJECT INFORMATION

A.5. Project Name

Bend Services

A.6. Project Location

231 NW Idaho Ave Bend, OR 97703

CONTACT PERSON INFORMATION

A.7. Contact Full Name

Sarah Mahnke

A.8. Contact Title

Executive Director

A.9. Contact Address

231 NW Idaho Ave Bend, OR 97703

A.10. Contact Phone Number

(541) 527-9871

A.11. Contact Email Address

sarah@thrivecentraloregon.org

B. Organization Information

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Case Id: 30244

Name: Thrive Central Oregon - 2024

Address: 231 NW Idaho Ave, Bend, OR 97703

B. Organization Information

Please provide the following information.

B.1. What is the organization's background, mission, and service history:

Thrive Central Oregon (Thrive) helps overcome housing and financial insecurity in our community through a holistic approach that connects families and individuals to the private and public resources they seek.

Individuals and families who are living in poverty are often in need of social services and support. A lack of knowledge of what the community has to offer, transportation and access barriers, and difficulty in navigating systems are primary reasons individuals and families are unable to access these community service supports.

Thrive bridges the gap for community members, providing phone support, office appointments and drop-ins to connect with individuals where they are in public spaces. Thrive has a community-based advocate to meet one-on-one, to offer assessment and hands-on assistance to link to permanent housing, health care, mental health support, employment, benefits and basic needs assistance. We have been providing this service across Central Oregon since 2014.

Thrive has grown to a staff of 16 individuals, navigating over 800 phone calls, drop-ins and in-person appointments on a monthly basis. Outreach sites are available in Bend, Redmond, Prineville, La Pine, Madras, and Warm Springs, with the addition of Sisters planned for January 2024.

B.2. Provide a brief description of the organization's financial stability as it pertains to the organization's capacity to successfully complete the project, including a brief financial history and primary funding sources. The City may request copies of the organization's financial audit or review for the last two years.

Thrive appreciates generous support from the cities of Bend and Redmond, Oregon Health Authority, Central Oregon Health Council, NeighborImpact, Pacific Source and United Way of Central Oregon.

Thrive holds fee-for-service contracts with Housing Works, PacificSource, COCC, Deschutes County District Attorney, Wishcamper Developers and Pacific Crest Affordable Housing. These contracts allow for Thrive's case management services to be directly connected to the populations served by these programs. Thrive has certified Community Health Workers on our team and is working with Pacific Source for Medicaid reimbursement for services provided through these outreach staff.

B.3. Key Personnel Assigned to Project:

Name	Job Title	Qualifications	FTE Hours
Oswaldo Cruz	Bilingual Community Outreach Advocate	Social services work and Engineering BS	0.5
			1

C. Project Description

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C. Project Description

Please provide a brief description of the following:

C.1. Amount Requested:

\$35,771.00

C.2. Number of people to be served with requested funds:

200

C.3. In one or two sentences, describe what the requested funds will be used for.

CDBG funding will be used to support staff costs for a Bilingual Outreach Advocate in Bend to provide housing and resource navigation services.

C.4. Describe the need or problem your project will address.

Thrive services target individuals and families living in poverty. Recognizing that access to services is a primary reason individuals are unable to connect to resources, Thrive is located where people already are, utilizing meal sites and public spaces, like libraries, to come in from the outdoors. This approach not only increases access to those needing supports, but creates a program with very little overhead as most offices and community meeting spaces are provided in-kind through our partners.

The type of in-depth, knowledgeable case management services we provide are not readily available in our community. Thrive Central Oregon provides a no-strings attached service which is accessible and open to every person seeking assistance. Additionally, Thrive serves as a first responder for people in downtown Bend needing assistance as this is where our primary office is located.

C.5. Describe how your project will address the identified need or problem, including project background, project objectives, services to be provided by the project, the populations or areas to be served, and how the funds will be used.

- 68 years is the average age
- 65% female-identifying, 35% male-identifying
- 30% of who we see are families
- 41% report physical or mental health disability
- 39% are living on a fixed income
- 80% of the services we provided are directly connected to housing
- 15% are Latinx

The need is great and the efficacy of Thrive's approach is evident in the numbers. We have current in-kind support from the Deschutes Public Library (\$11,950 committed), and secured funding through PacificSource for this project.

C.6. Describe how your project will address the identified need or problem in a way or to a degree not already being achieved in the community. Please identify any other similar programs or projects and how your project will add to or

improve upon existing services.

Thrive Central Oregon is unique in the Central Oregon community. We are the only organization in Central Oregon that provides the following combination of client-focused services to vulnerable individuals and families:

- Our clients face no eligibility requirements
- We meet clients where they are, at designated sites across Central Oregon
- We provide connections to a full spectrum of social services including permanent housing and healthcare
- We provide comprehensive and professional case management to anyone seeking it

Thrive specializes in linking individuals and families to permanent housing and community resources. Our internal network of services, applications, guidelines and connection strategies are constantly under development. As such, we are able to provide a level of case management that other primary organizations in Central Oregon are not. Agencies such as NeighborImpact, Bethlehem Inn, Housing Works, and Department of Human Services provide the bulk of our referrals. It is outside of the scope of these agencies to provide the knowledgeable and intensive case management services that Thrive specializes in.

We are currently offering 15 drop-in sites across Central Oregon, assistance over the phone as well as scheduled appointments in our Bend, Redmond and Warm Springs offices.

Thrive disseminates information about our ongoing programs and support through community partners, social media, our monthly newsletter, and through posting notices around Central Oregon at grocery stores, bus stations, churches, and food box distribution locations.

C.7. Describe the ways in which your project will have a long-term impact on the need or problem being addressed.

Thrive Central Oregon has a long-term impact on those served, linking individuals and families to affordable and permanent housing and other resources by offering knowledgeable, client-led services. In some instances, providing timely connection to available housing and support services will prevent people from becoming houseless, which is more effective and efficient than trying to re-house individuals after they have become houseless. Thrive provides hands-on coordination to social and medical services to improve individuals' health and well-being, providing resource assistance and directly connecting individuals to employment and basic needs support.

Thrive prioritizes working together with those we serve to educate people as to what their housing rights are, utilizing Fair Housing guidelines together, while working to assist individuals to develop advocacy skills to better understand their rights and meet their own housing needs. We find this educational component particularly important when providing housing assistance payments. We want to connect payments to households in need and work with families to create a sustainable future. This strategy includes a focus on affordable housing, working together to house people in ways they can maintain after the assistance payments have ended.

Thrive is continuing to develop our website as an online tool for those seeking services as well as partner agencies seeking resource information for their own agency and client needs.

C.8. Describe your organization's plan for evaluating the progress of the project toward addressing the identified need or problem.

Thrive has proven itself as a viable model that provides critical services to a previously unrecognized and underserved population throughout Central Oregon. While we continue to utilize HMIS (Homeless Management Information System), we have also adopted new case management software that has enhanced our ability to track the number of people served; their gender, age, income level and housing status. We also track services sought and provided, closing the loop on resource provision first-hand.

Thrive staff follow up with clients through phone calls, email and an online survey option to evaluate our interactions and level of assistance with individuals. To date those surveys have reflected an overwhelmingly positive response of both respectful interactions as well as connection to needed services and improved outcomes due to the support of Thrive staff.

We are pursuing the development of a Community Advisory Committee to inform Thrive's work from the inside, utilizing the lived-experience and knowledge of those we serve to better inform our process and practice.

C.9. Describe your organization's collaborations with other agencies, including those that serve protected classes under the Fair Housing Act. Briefly explain your organization's history with these agencies, including any measurable outcomes in the last 12 months. What are your expected outcomes for this project?

Our strongest agency collaboration is with Housing Works. We have partnered with them since 2018, recognizing the overlap between the populations we serve and using our partnership to more effectively house families. We partnered with them to decimate over 100 Emergency Housing Vouchers in the last two years and are in partnership with them again as we work to support lease-up for another 100 Housing Choice Voucher participants. Thrive's Redmond office has been onsite at Housing Works from the start increasing access to participants and information sharing between our agencies.

D. Work Program

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D. Work Program

Please provide the following information.

D.1. Anticipated Start Date:

07/01/2024

D.2. Anticipated Completion Date:

06/30/2025

D.3. List of Task(s) Needed for Project

Task	Start Date	End Date
Provide walk-in, outreach and phone support services to 500 unduplicated individuals	07/01/2024	06/30/2025
Literally house 10-20 families	07/01/2024	06/30/2025
Keep 12 households per year away from eviction	07/01/2024	06/30/2025

NOTE: If funded, staff will work with you to set benchmarks for your project. Failure to meet these benchmarks could mean a reduction in funding during current or future years.

E. Project Benefit

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E. Project Benefit

Please provide a brief description of the following:

E.1. Estimate the total number of persons to be served by the project. How many of the total persons served are low- and moderate-income persons?

This project is intended to benefit individuals and families who are marginalized, homeless, or at-risk of becoming homeless. With a fully funded 1 FTE, we expect to serve 500 unduplicated individuals, through 1,000 meetings. 88% of those seen by our staff report low to extremely low income.

E.2. Is the project in a slum or blighted area? If yes, describe the population that will be served and the characteristics of the slum or blighted area (if applicable).

N/A

E.3. Describe how the project will ensure that moderate-income persons do not benefit to the exclusion of low-income persons.

While Thrive services are open to all individuals that wish to access them, 94% are at or below 50% area median income.

E.4. Explain the methods used to determine the project benefit. How are the sources used to determine the project benefit documented and maintained?

Utilizing case management software, we track the number of people served; their gender, age, ethnicity, income level and housing status. We also track services sought and referral connections made.

Thrive staff and volunteers follow up with clients through phone calls, email and an online survey option to evaluate our interactions and level of assistance with individuals. To date those surveys have reflected an overwhelmingly positive response of both respectful interactions as well as connection to needed services and improved outcomes due to the support of Thrive staff.

We are pursuing the development of a Community Advisory Committee to inform Thrive's work from the inside, utilizing the lived-experience and knowledge of those we serve to better inform our process and practice.

This project will be considered successful if individuals' specific information needs relating to social services are met promptly with connection and referral to correct resources and assistance.

F. Financial Information

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F. Financial Information

Please also provide the following financial information:

F.1. Provide a detailed line-item budget describing the total project cost and operating income and expenses, including consideration of inflationary factors, maintenance costs, potential relocation costs, and increased insurance costs associated with the project.

Budget Form *Required

Bend CDBG Budget 24.25.xlsx - Sheet1.pdf

F.2. Describe the assumptions used to determine the total project cost and the operating budget, including the sources consulted and how costs were determined.

We are using our operating budget to inform the personnel costs that are listed in this proposal. Data pulled from our case management software as well as advocate experience at our sites informs our need to add sites and hours across Bend. Of the almost 10,000 drop-in and phone appointments provided across Central Oregon in the last year, 4,675 of those meetings were provided for households in Bend.

Payroll accounts for almost \$1M dollars of Thrive's budget. Of that \$470k is needed for us maintain services of this level in the city of Bend. We are requesting \$35,771 to fund .5 FTE to help us support these services.

F.3. Provide a brief description of your organization's plan for funding the project after the first year, if applicable.

We are always working to maintain our financial sustainability, as we prioritize being a stable and long-term resource for our growing Central Oregon community.

We are actively pursuing or engaged in the following strategies to supplement requested Bend CDBG funding:

- Develop a larger donor base with a focus on major donors and business support to build up our housing assistance fund
- Increase the number of fundraising events to increase community awareness and contribute to our housing assistance fund
- Develop ongoing fee for service programs that fit our mission
- Maintain ongoing stable federal funding grants that provide services for people with disabilities
- Continue to apply for state and local annual grants that provide services to the population we work with
- Apply for private foundation grants that provide one to three year funds for new programs and services
- We have established a contract with PacificSource for ongoing reimbursement for direct service offerings to those with OHP.

F.4. Explain your organization's ability to proceed with the project without your requested CDBG funds, or with an award less than your requested amount.

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This project is scalable. If we are not able to secure the total funding required for this project from CDBG we will, as needed, adjust the number of hours, locations and services provided to the City of Bend . We are using contracted PacificSource reimbursement to support this effort as well.

F.5 CDBG Funds Requested:

\$35,771.00

F.6 Leveraged Funds:

\$61,012.00

G. Budget

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G. Budget

Please provide the following information.

G.1. Project Budget

Project Activities	CDBG Funds Requests	CET Funds Requested	Other Public Funds	Private Funds	Activity Total
Bend Services	\$35,771.00	\$0.00	\$49,063.00	\$0.00	\$84,833.00
TOTAL	\$35,771.00	\$0.00	\$49,063.00	\$0.00	\$84,833.00

G.2. Other Public Funds

Source	Use of Funds	Amount of Funding	Funding Status
TOTAL		\$0.00	

G.3. Private Funds

Source	Use of Funds	Amount of Funding	Funding Status
TOTAL		\$0.00	

G.4. Funding Documentation



Funding Documentation - Letters of funding commitment from sources

2023_Final CBO Contract_09_01_2023.pdf

H. Project Feasibility and Readiness

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H. Project Feasibility and Readiness

Please provide the following information regarding project feasibility and readiness:

H.1. A description of the organization's administrative capacity to complete the project, including its experience in implementing and managing activities similar to the proposed project. If capacity is achieved through partnerships with or utilization of other organizations or agencies, describe the nature and status of these partnerships.

Thrive Central Oregon is in its seventh funded year of providing outreach services in Central Oregon. In that time, and with the support of United Way of Deschutes County, Housing Works and Deschutes Public Library, Thrive has shown itself to be responsible and effective at managing its program development and activities.

From October 2015- March 2018, Thrive Central Oregon was incubated through United Way of Deschutes County as a board was developed and non-profit status was obtained. With those developments complete, Thrive transitioned to an independent non-profit in April 2018, having hired a bookkeeper, developed an Executive Board and a Funding and Sustainability workgroup that oversee a balanced budget in coordination with the Executive Director.

Primary annual revenue sources include dramatically growing government funds and fee-for-service contracts, as well as foundation grants and a developing donor base. We are happy to provide The City of Bend with a copy of our financial audit, if requested.

H.2. A description of neighborhood and/or community support for the project. Attach letters of support or other evidence of neighborhood/community support.

We have strong support from the many agencies that utilize us for resource information, including but not limited to, Department of Human Services, Bethlehem Inn, NeighborImpact, Saving Grace, Family Access Network, Latino Community Association, Housing Works, Deschutes and Crook Public Libraries, St Charles, and many more.



Letters of Support

DPL LOS - Bend Signed.pdf

H.3. A description of the organization's readiness to proceed with the project. For example, is staff currently available to work on the project, or is the organization ready to proceed with hiring staff?

We are starting to add drop-in sites to our Bend locations to assist us in better meeting the needs of our community. We are in the process of hiring additional staff to maintain and grow these and other sites as we are funded and able.

H.4 For CDBG applicants, a description of the organization's familiarity with meeting the federal requirements listed in the [City of Bend Public Services Program Rules and Requirements](#), and/or the organization's plan for ensuring that these requirements are satisfied.

Thrive Central Oregon has been working with Federal grants since 2016. We are familiar, will comply with, and will

ensure that these federal requirements are met. We will obtain any additional information needed to satisfy these requirements. Thrive has had previous awards through Bend CDBG funding and has efficiently complied with the reporting guidelines.

H.5. For CDBG applicants, will the full amount of the funds be spent by June 30, 2024? Select from the dropdown menu.

Yes

I. Required Documents

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I. Required Documents

Please provide the following information.

Please download, complete, and upload the document (s) below:

- [504 Self-Evaluation Checklist](#)

Documentation

504 Self-Evaluation Checklist **Required*

504 Self-Certification.docx

Equity and Inclusion Policy

1533_TCO-Equity statement v.5.21.pdf

Map of Project Location

***No files uploaded*

Proof of Non-Profit or Governmental Status

1532_IRS-NP approval letter copy.pdf

State of Oregon Business Registry Printout

1536_BIN registration.pdf

 **Unique Entity Identifier (UEI) Number**

TCO UEI#.png

Submit

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Submit

Once an application is submitted, it can only be "Re-opened" by an Administrator. Also note: please check your Spam email folder if you have not received any emails from Neighborly.

The applicant certifies that all information in this application, and all information furnished in support of this application, is given for the purpose of obtaining funding under the City's Affordable Housing Development Program.

I understand that U.S.C. Title 18, Sec. 1001, provides: "Whoever, in any matter within the jurisdiction of any department or agency of the United States knowingly and willfully falsifies...or makes any false, fictitious or fraudulent statements or representation, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry, shall be fined not more than \$10,000 or imprisoned not more than five years, or both."

I certify that the application information provided is true and complete to the best of my/our knowledge.

I agree to provide any documentation needed to assist in determining eligibility and are aware that all information and documents provided, except as exempted pursuant to law, are a matter of public record.

I further grant permission and authorize any bank, employer, or other public or private organization to disclose information deemed necessary to complete this application.

Signature

Sarah Mahnke

Electronically signed by sarah@thrivecentraloregon.org on 11/22/2023 3:49 PM