

# The Council on Aging of Central Oregon - CET Funding

October 9, 2024



# Mission

We advocate for, empower and guide older adults and their loved ones to live with independence and well-being.

# How We Touch Lives

## Food Provision

- Meals on Wheels
- Congregate Meals

## Information

- Information & Referral
- Health & Nutrition Education
- Medicare Counseling (SHIBA)
- Legal Assistance
- Aging and Disability Resource Connection (ADRC)

## Care

- Case Management
- Minor Home Repair
- In-Home Care
- Personal Care

## Family Help

- Options Counseling
- National Family Caregiver Support Program (NFCSP)
- Caregiver support groups
- Volunteer Opportunities

# Senior Services Hub Rehabilitation

- Building Purchased in 2018, Campaign begins 2019, Completed May 2023



# Remaining Budget for Final Completion

<b>Community Room cabinets (1)</b>	\$	14,530.00
<b>Community Room cabinets (2)</b>	\$	23,932.00
<b>Ice Bin - Plumbing and hardware</b>	\$	1,105.00
<b>Stonework for Community, Resource, Social &amp; Computer Rooms</b>	\$	24,697.00
<b>Builder's Insurance+Overhead</b>	\$	4,189.00
<b>Basement grill and spire finial work</b>	\$	16,000.00
<b>Kitchen Doors</b>	\$	5,884.00
<b>Mini-Splits HVAC upgrades</b>	\$	10,623.00
<b>Community Room Window</b>	\$	801.00
<b>Back Door Ramp and Asphalt Upgrades (Need Design)</b>	\$	12,000.00
<b>Additional Brickwork in Community Room</b>	\$	3,300.00
<b>Beverage Station Changes - Water Spigot (Waiting on Plumbing Cost)</b>	\$	800.00
<b>Shed Door and Siding Extras</b>	\$	2,000.00

<b>TOTAL Expenses</b>	\$	<b>119,861.00</b>
-----------------------	----	-------------------

## Sources of Funds to complete final 5%...

<u>Source</u>		<u>Amount</u>
Maybelle Clark Macdonald Fund (when fully matched)	\$	50,000.00
OnPoint Community Credit Union	\$	5,000.00
Autzen Foundation	\$	5,000.00
Bend Foundation	\$	5,000.00
Oregon DHS	\$	25,000.00
CET Funding	\$	30,000.00
<b>TOTAL Funding</b>	\$	<b>120,000.00</b>

## Impact of CET award

1. Increased Congregate Dining more than 40% a month, year-over-year
2. Served more than 2,000 in-person diners Since the beginning of FY 2023
3. Rehabilitated the kitchen and dining hall to streamline food service
4. Purchased ice bin, storage cabinets, swinging kitchen doors
5. Created more sanitary conditions in the prep areas
6. Streamlined volunteer MOW staging space



## Kitchen Upgrades were Paramount



The old Bend Community Center Kitchen was barely habitable, with failing appliances, unimaginable grout deterioration, poor electricity, and no pantry space. Outdoor sheds had to be constructed to allow for staples...

Work stalled during COVID, with many supply and labor issues, but by 2022 we were ready for final interiors:



# Interior Phase III completed with beverage station, dish storage and service space:



Great Hall now serves 80+ Seniors three days a week!



**Besides excellent, nutritionally balanced meals, these seniors count on social interactions each week to reduce loneliness and isolation.**

# THANK YOU

You were a critical part of the Council on Aging's rehabilitation of the former Bend Senior Center!



**ROOTED HOMES**

BUILDING SUSTAINABLE COMMUNITIES



## ***How will Homeownership affect you financially?***

*“Changes everything! Before I would use all of my savings on moving expenses every year or so and now I am excited to save for the future.”*

*“Homeownership will be less expensive than what I was paying for my apartment, and to be able to own something feels really good and I am blessed to be able to build equity.”*



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# ROOTED AT SIMPSON

40 Net-Zero homes completed in 2025

29 three bedroom homes, 11 two-bedroom

homes

Mortgages between \$215,000 - \$280,000



**ROOTED**HOMES  
BUILDING SUSTAINABLE COMMUNITIES

# Community Need

- **420 people** completed an interest form since January 2024
- **450 people** have attended a Simpson information session since January 2024
- **Over 100 eligible** applicants applied to Simpson
- 40 selected households



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# Simpson: Applications Closed on Sept. 30th

- 75% first-generation homebuyers
- 38% BIPOC
- 45% female head of households
- 88 people served by this community



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# NET-ZERO COMMUNITIES

- **NET-ZERO HOMES** reduce utility bills to \$12/month
- **40 ELECTRIC BIKES** distributed to homeowners
- **WALKABLE COMMUNITIES**
- **CARBON NEUTRAL COMMUNITIES** ensure a sustainable City

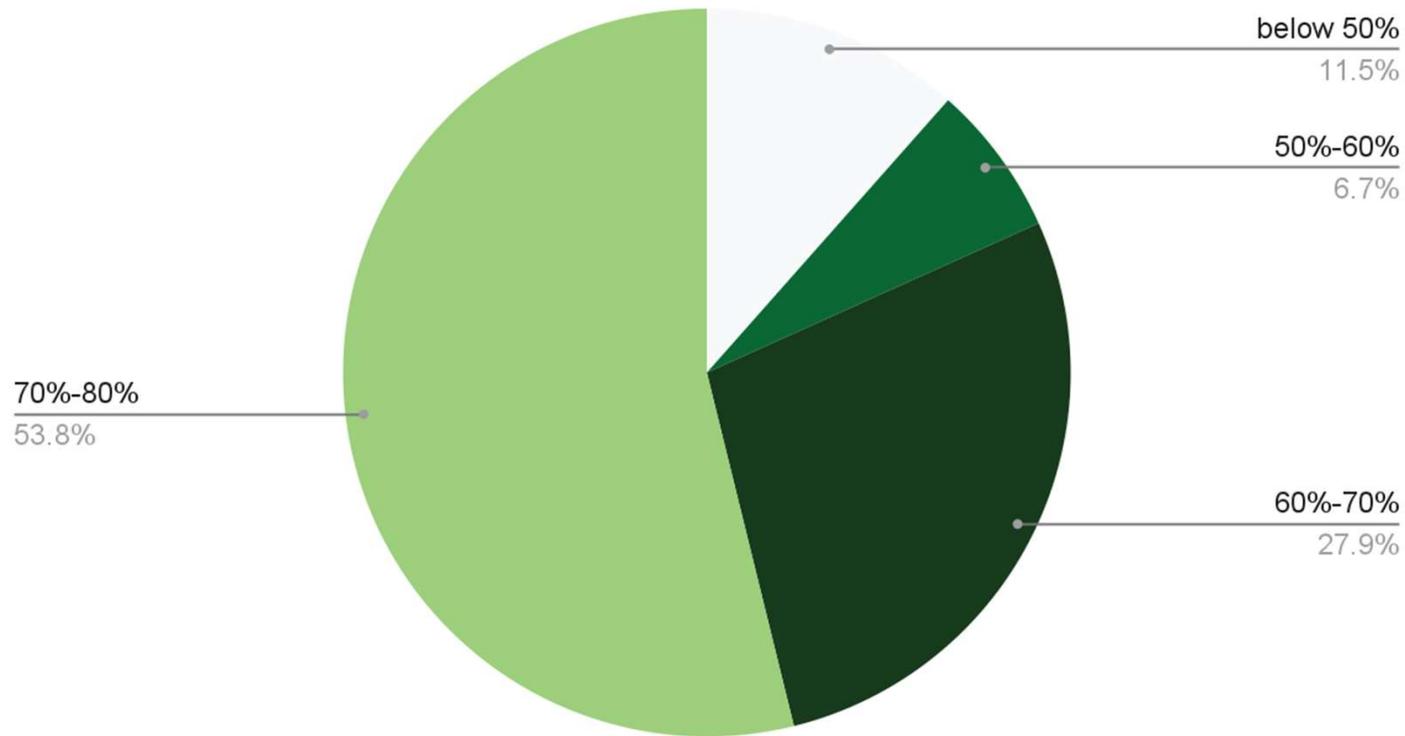
*“As I type this, the AQI is 285 and the temps are predicted to be 98 today. We would be sweltering in our old rental, with the windows taped shut to keep unhealthy air out and not able to cool down with open windows at night. This is the first summer in a few years we’re able to be in our own home, comfortable, healthy, and not afraid of what the energy bill will be.”*



**ROOTED HOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# Who are we serving?

AMI of Simpson Applicants

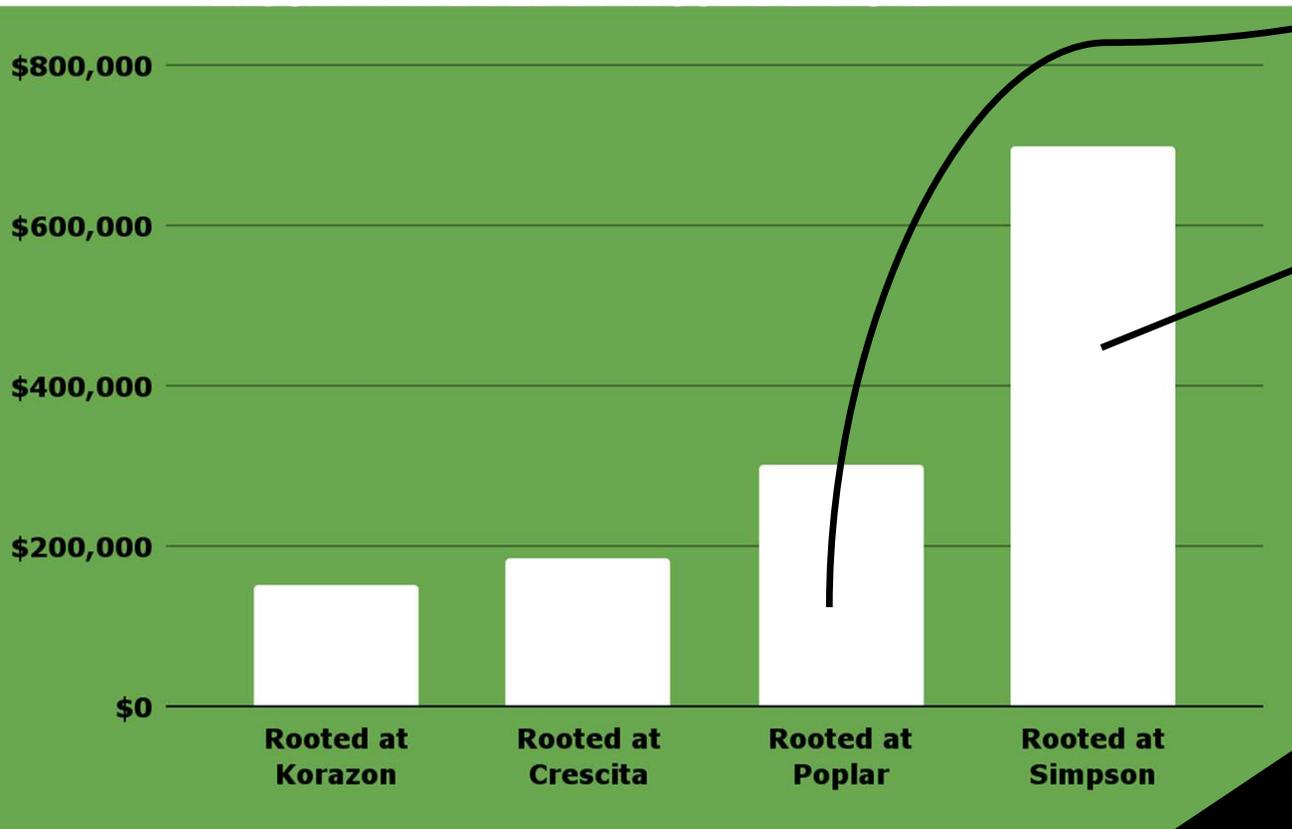


Source: AMI from Simpson applicants



**ROOTED HOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# DOWN PAYMENT ASSISTANCE



\$30,000 - \$50,000 five-year forgivable loans

\$25,000 in down payment assistance for lower income households



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES

## ROOTED HOMEOWNER:

*“I have lived in Bend, Oregon for most of life. I was raised here, attended grade school here, had my children here, etc. I love living in Central Oregon and couldn’t imagine leaving. Despite this, the price of homes have increased to a range that would never be possible for my partner and for my income bracket, and in order to buy a home we had started to look at an out-of-state move. My partner and I both have good jobs but the price of homes/apartments for rent have become astronomical.*

*If it weren’t for RootedHomes, we wouldn’t have been able to purchase a home or stay in the city that we were raised and want to raise our own kids in.”*



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES

# ROOTED AT POPLAR



- 8 new homeowners moved into homes January 2024
- 19 people w/ stable housing.
- 4 homes received workforce housing preference
- 71% first-generation homebuyers
- 57% BIPOC households



**ROOTED HOMES**  
BUILDING SUSTAINABLE COMMUNITIES

## ***How will Homeownership affect you emotionally?***

*“Eternally grateful to have a dream that I never really allowed myself to hope for become my reality. I have broken the cycle of financial instability in my family and am finally looking forward to the future. I now feel stable, content, happy and so appreciative.”*

*“There was some internalized shame from renting so long, in a poor quality house...I feel like being part of an “affordable housing project” could also have its own layers of creating shame, but I haven’t felt that here. I am now proud of where I live (the beauty/modern esthetic of the design, the community centric layout of the homes, and the net zero energy efficiency/solar panels all contribute to this!)”*



**ROOTEDHOMES**  
BUILDING SUSTAINABLE COMMUNITIES



# VOLUNTEERS IN MEDICINE

City of Bend

Affordable Housing Advisory Committee Meeting

October 9, 2024

# Our Mission

"to improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners, and dedicated volunteers."



# Last Year

- **787** low income, uninsured patients served
  - 23 patients supported directly with CDBG funds
    - 4 (extremely low income)
    - 16 (low income)
    - 3 (moderate income)
    - 6 transitioned to OHP/Medicaid
- **10,254** patient visits + consultations provided
- **428** emergency room visits prevented
- **\$2,237,339** in prescription medications dispensed at no cost to patients
  - 47 prescriptions covered directly with CDBG funds

VIM fills a critical gap in healthcare access,  
reduces the burden on Bend's healthcare systems,  
and keeps residents healthy and housed.

# Helping cost-burdened, working individuals and households avoid housing instability.

## Patient Demographics

- working families without access to other safety net services in Bend
- at least 19 years old, low-income, and ineligible for Affordable Care Act coverage
- 96% Latinx



## Maria's Story

For weeks Maria struggled with painful headaches. "I couldn't read, think, write, anything," she said, "I went to work but I was like a robot because I couldn't even move my neck." At her next healthcare appointment she explained, "**I need to feel better in order to keep working, I am the one who pays all the bills in my household.**"

Dr. Andrews, volunteer physiatrist, met with Maria and reached a diagnosis and treatment. Since, Maria has felt no pain and credits the "angels" at VIM!



# Healthcare Innovation

## Understanding Healthcare as a Determinant of Housing Stability



- VIM takes a holistic approach to health, going **beyond** basic healthcare services by providing
  - **referral services for social care needs** like food, housing, children's services and other needs
  - helping clients make calls to service providers and **provide interpretation services** whenever needed
- Because of VIMs services, community members who may have to otherwise **choose between paying for housing or healthcare** can devote more of their earnings to necessities such as rent, food, clothing, and utilities.



# Sustainability

## Operating Costs

- We maintain low operating expenses by leveraging over 170 medical and medical support volunteers to work with our small staff

## In-kind Support

- Highly qualified medical professionals and trained support volunteers provided **\$651,662** in donated, in-clinic services last year
- Prescription medications supplied through **\$2,237,339** in donated products and Prescription Assistance Programs

## Community

- millions of dollars in specialty care and surgery for patients at no cost or at very low cost due to expansive community referral networks



*Thank You!*



**VOLUNTEERS  
IN MEDICINE**  

---

**CLINIC OF THE CASCADES**

**20**  
*Years*



We know the way home.

Presentation to  
Bend AHAC

October 9, 2024



405 SW 6<sup>th</sup> Street  
Redmond, Oregon  
(541) 923-1018

Downtown Redmond Office

# Active Developments

- Cleveland Commons – 700K AHF Loan, 218K CICT
- Conners Crossing – 900K AHF Loan
- Nine Peaks – 900K AHF Loan
- College View

# Cleveland Commons

- **33 Units targeting PSH households**
- **Construction 80% complete**
- **Recently awarded Blue Sky solar Grant from Pacific Power**
- **AHF funds 100% drawn down for construction related uses**
- **CICT funds will be spent in the next 12-24 months for staffing supportive services**
- **Scheduled to open in November 2024**









# Conners Crossing

- **Concept was to build upon the success of Legacy Landing and partner with Mosaic Medical for another mixed-use development**
- **Challenges with scale of medical clinic to housing and build out of commercial space**
- **AHF funds 100% drawn down for site acquisition**
- **The joint development is not viable, but both sites will be developed individually to serve community needs. The site will be sold to Mosaic Medical**
- **Cannot sell site to Mosaic until NEPA review is completed for Nine Peaks site, which is anticipated November/December 2024. All AHF funds will be returned to city upon sale.**



# Nine Peaks

- **45 Units targeting 50% AMI households**
- **Planning application submitted**
- **Permits submittal December 2024**
- **Start construction May 2025 with estimated 14 month build time**
- **AHF funds 100% drawn down for site acquisition**





PRELIMINARY  
 NOT FOR  
 CONSTRUCTION

CONSULTANT:

PROJECT NUMBER: 23008  
**9 PEAKS  
 APARTMENTS**

CORNER OF 27TH  
 STREET & CONNERS  
 AVENUE  
 BEND, OR 97701

SHEET TITLE:  
**RENDERINGS**

DRAWN BY: CCG



**PERSPECTIVE I (SOUTH - EAST)**



**PERSPECTIVE II (SOUTH - EAST)**

# College View

- **59 Units targeting 60% AMI households**
- **Construction started July 2024**
- **Framing starting in mid October**
- **Completion in August/September 2025**









THANK YOU.

QUESTIONS?





Connecting Individual Needs to Community Resources in Central Oregon

### **Vision**

A Central Oregon where individuals living in poverty resolve their social service needs through access to resources when and where they need them.

### **Mission**

“Connecting Individual Needs to Community Resources in Central Oregon”

# Bend CDBG funding at work in our community!

- Community Outreach Advocate @ .5 FTE
- Supports individuals through drop-in sites, phone and office appointments in Bend
- Bilingual advocates providing services in Spanish
- 6 sites across Bend each week
- Monday- Friday offerings



**HOUSING  
HEALTH  
BASIC NEEDS  
BENEFITS  
EMPLOYMENT**

Drop-in, 30 minute meetings, sign in when you arrive!  
\* = se habla Español

<b>MONDAY</b>	<b>BEND</b> 10am- 1pm   Downtown Bend Library*, 601 NW Wall St. 1pm- 4pm   Stillwater Crossing*, 60847 SW Atwood Dr. <b>REDMOND</b> 1pm- 4pm   Redmond Library (temp), 2127 S Hwy 97
<b>TUESDAY</b>	<b>WARM SPRINGS</b> 9am- 12pm & 1- 3pm   Housing Authority 1238 SW Veterans Way <b>PRINEVILLE</b> 10am- 1pm   Crook Co. Library, 175 NW Meadow Lakes Dr. <b>BEND</b> 2pm- 5pm   Canal Commons, 21190 Thornhill Ln.
<b>WEDNESDAY</b>	<b>BEND</b> 12pm- 3pm   Downtown Bend Library, 601 NW Wall St. <b>LA PINE</b> 1pm - 4pm   La Pine Library, 16425 1st St.
<b>THURSDAY</b>	<b>MADRAS</b> 10am- 3pm   Jefferson Co Public Health*, 500 NE A St suite 102 <b>PRINEVILLE</b> 12pm-3pm   Crook Co. Library, 175 NW Meadow Lakes Dr. <b>BEND</b> 2pm- 5pm   East Bend Library*, 62080 Dean Swift Rd.
<b>FRIDAY</b>	<b>REDMOND</b> 10am- 1pm   Redmond Library (temp)*, 2127 S Hwy 97 <b>BEND</b> 10am - 1pm   Downtown Bend Library, 601 NW Wall St.

# Outreach

- Thrive's services are open to EVERYONE
- **July- September 2024**
  - 1,174 meetings provided in Bend (drop-in, phone and office appointments)
  - 663 unique (unduplicated) individuals
  - 22 move-ins for individuals and families in Bend! (47 housed program wide!)



LA VIVIENDA  ES UN  
DERECH  HUMANO

thrivecentraloregon.org



## Questions?



**Learn more on our website:**  
[www.thrivecentraloregon.org](http://www.thrivecentraloregon.org)

**Facebook & Instagram:**

@thrivecentraloregon

Thrive Central Oregon values diversity and is an equal opportunity provider, employer and partner.

Everyone is **welcome** here!

# Final Report

Completed by kim@bethleheminn.org on 7/22/2024 11:49 AM

Case Id: 30166

Name: Bethlehem Inn - 2023

Report Id: 204: Jun 2024

---

## Final Report

---

Please provide the following information.

**1. When did the program begin utilizing funding for the CDBG program year?**

07/01/2023

**2. How many contacts with individuals occurred because of the CDBG funding received?**

3,614

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

Bethlehem Inn is widely known with individuals experiencing homelessness in Central Oregon. If they were seeking support for emergency shelter services, word of mouth is often a method used by Inn residents or other seeking support. Additionally, the Inn has strong partnerships with referring agencies that encourage individuals to contact the Inn to allow our staff to provide the case management needed to help identify individualized services needed to move forward.

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

Between July 1, 2023 and June 30, 2024, \$71,040.70 has been allocated to the wages and benefits of one the Site Coordinator, who also serves as a case manager at Bethlehem Inn's Bend campus. The final unexpended funding of \$459.30 out of the \$71,500 grant will take place in July.

The CDBG funding was used as a foundational resource of our case management program. Other funding sources for our case management include general grants and business /individual donors. This critical service enhances the Inn's partnership with our service partners and results in successful implementation of case management best practices. The organization has identified areas of individualized focus for residents participating in our case management. During customized resident meetings, the case manager partners with residents to identify an action plan that is designed to help the resident successfully move forward.

**5. Explain problems the program experienced in the CDBG program year.**

The Inn did not experience any program related problems during this grant cycle. Essentially, the challenges experienced by case managers are specific to the unique needs of each person seeking services. Each individual receiving Inn services has varying levels of complexities to their life's situation. These often require frequent and in-depth case management meetings, follow up and referrals to ensure they have what is needed to help them move forward with their lives.

**6. Provide strategies to address the problems identified.**

Extensive staff training takes place throughout the year; focus of each training is designed to address the unique situations each resident as well as possible trends identified through case management tracking. Program staff meets on a regular basis to share successes and challenges that can be used as cross training examples. Additionally, case managers utilize a database to track each resident; this information is shared internally, again as a method of enhancing

Printed By: Mellissa Kamanya on 9/27/2024

4 of 6

cross training.

**7. Furnish a client story from the CDBG program year.**

Years ago, Chelsea found herself in a difficult place, struggling with disconnection and homelessness; she sought refuge at Bethlehem Inn. She worked with case managers to develop skills, self-esteem, and connection leading to a brighter future. Today Chelsea oversees a group of staff at her hometown's hospital, has a stable rental to herself, and is looking forward to purchasing a house in the near future.

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

Bethlehem Inn is grateful for the continuing support of our services. Primary suggestion we have to offer is regarding the reporting process and the challenges with Neighborly Software. It is unique and one that doesn't offer intuitive use, so frequently takes a significant amount of time to navigate.

# Final Report

Completed by deirdrek@jbarj.org on 7/10/2024 5:09 PM

Case Id: 30168

Name: J Bar J Youth Services - Grandma's House of

Report Id: 192: Jun 2024

---

## Final Report

---

Please provide the following information.

### 1. When did the program begin utilizing funding for the CDBG program year?

07/01/2023

### 2. How many contacts with individuals occurred because of the CDBG funding received?

55

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

GHCO only provides services to youth who are experiencing homelessness, therefore most have no income upon entry into the program. During residency many acquire employment, therefore some become low (or moderate) income prior to exiting the program. The programs of J Bar J Youth Services (JBJYS) that serve youth experiencing homelessness provide outreach to those in need. Street based outreach services are designed to reach those living in unsheltered situations. JBJYS collaborates with an extensive list of community partners who refer youth in need of shelter.

GHCO provided shelter services to a total of 55 clients during the grant period (July 1, 2023 - June 30, 2024). That total includes 33 parents and 22 children (unduplicated totals).

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

CDBG funds were used as match for multiple grants for many state, local, and foundation grants. Most grants require between 10 and 25 percent matching funds. In addition, potential funders believe program sustainability is enhanced by having diverse funding sources. CDBG funds supported the addition of a second Case Manager for youth at GHCO. The funding was used as proposed in the application. DHHS-MGH funds are the primary funding source for GHCO. Additional funding was provided by the following: Oregon House Bill 5019 (Executive Order 23-02); 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 Service was awarded DHHS-MGH funding in September 2022, enabling GHCO to continue operating through 2025.

### 5. Explain problems the program experienced in the CDBG program year.

JBJYS has identified the following challenges/barriers this period:

- Hiring staff continues to be problematic for certain shifts at all JBJYS programs. It has been necessary to be creative with schedule coverage. Completing background checks for new employees is a lengthy process, sometimes taking 3-4 months to complete.
- Many youth have received Rapid Rehousing vouchers to assist them in moving to independent living, however finding low income housing is still a challenge in the area. The median monthly rent for an 882 sq. ft. apartment is \$1,874.00.

### 6. Provide strategies to address the problems identified.

Printed By: Mellissa Kamanya on 9/27/2024

4 of 6

Steps taken to address the challenges/barriers include:

- Managers and Directors continue to work on recruitment of staff with JBJYS' Human Resources Dept. Program Managers continue to work with the administrative team on creative ways to recruit, hire and retain staff. Strategies include: incentive pay; employee recognition strategies; respite/time off; and improved training. In addition, JBJYS completes an annual salary study with Cascade Employers Association to ensure that compensation is competitive. As a result of this study, salaries have increased consistently over the past 4 years.

- With the support of JBJYS's Housing Coordination Team, program staff are making inroads and building relationships with local landlords willing to rent to youth presenting as first time renters. Additionally, program staff are writing advocacy letters for youth that have shown the ability to live independently.

#### **7. Furnish a client story from the CDBG program year.**

Amelia and Juan sought shelter at Grandma's House of Central Oregon (GHCO) in the summer of 2023. Their home environment exposed them to crime and gang activity. With Amelia five months pregnant at the time, the couple was seeking a safe place to work toward independence. GHCO opened a family unit in early 2023. Amelia and Juan were the first couple to enter the unit. The family unit, although a part of GHCO, has a separate entrance and offers young families more privacy and independence.

The move to GHCO gave Amelia and Juan the opportunity to focus on their growing family. Amelia, a former foster care youth, was resolute in keeping her family together. Juan, having grown up in a gang environment, was determined to make positive choices for his family. On the second day in the program, Juan worked with his case manager to create a resume and turned in applications at over 10 locations. By the third day, he had a job as a produce associate at a local grocery store. Juan worked closely with his case manager to attain his driver's license and acquire all the legal paperwork to register his car. Within two months Juan worked diligently to catch up on his back payments for his auto loan.

Over the 8 months in the program, Amelia and Juan played pivotal roles in the Youth Action Board (YAB), advocating for homeless youth and family units in shelters. In January, they welcomed their baby boy. Their advocacy efforts took them to a youth leadership conference in Washington DC, where they met with HUD leadership and Senator Ron Wyden, furthering their cause for homeless youth and families.

After leaving the program, Amelia reconnected with a distant family member who invited the family to live on their property in rural California. Since then, the family has stayed in contact with GHCO, often sending pictures of the baby, who is hitting his developmental milestones. Amelia meanwhile has joined a local YAB to continue advocating for youth experiencing homelessness and re-enrolled in community college. Juan reported that he has a good union job and hopes to get an apprenticeship with an electrician.

Both youth faced tough challenges, but found hope and support at GHCO. The determination they showed in rebuilding their lives and advocating for homeless youth is remarkable. They are independent and thriving.

#### **8. Offer any suggestions for the City's Affordable Housing Program.**

None at this time.

# Final Report

Completed by soniac@neighborimpact.org on 7/10/2024 2:11 PM

Case Id: 30161

Name: NeighborImpact - 2023

Report Id: 252: Jun 2024

---

## Final Report

---

Please provide the following information.

### 1. When did the program begin utilizing funding for the CDBG program year?

09/01/2023

### 2. How many contacts with individuals occurred because of the CDBG funding received?

129

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

To reach low- to moderate-income households we implemented two approaches, depending on whether they were homeowners or renter.

For Homeowners, NeighborImpact HomeSource, implemented an extensive marketing campaign specific to this program. The elements of the campaign included:

- Email campaign to homeowners, both current and former clients of HomeSource. An estimated 400 people received that email.
- People that are interested in receiving current or future programs from HomeSource are invited to complete an online questionnaire for future program announcements. 71 Individuals on that list also received the email notification of this program, including some individuals that had indicated their desire to receive information in Spanish.
- E-Newsletter program announcement was sent to our list of local and regional partners, which includes over 365 contacts.
- E-Newsletters were sent multiple times to our potential clients. That list includes 1,668 local residents.
- Creating a specific webpage for this program, within the suite of programs and resources that NeighborImpact offers to the community. The pages were updated regularly during the course of the program.
- A number of social media posts, both in English and in Spanish, throughout the duration of the program but in particular at the onset of it
- A press release was sent to all our local media contacts.
- Information about this program was provided during multiple outreach events in which the agency had a presence.

For clients seeking rental assistance, the Housing Stabilization department utilized the pre-existing format for short-term rental assistance and looked through the applications that had been received to determine who met the eligibility criteria for this funding. This involved having an online and in-person application available to all persons in our service region, which our offices offer support to fill out and understand if needed. Given we have been the major provider of rental assistance in our region for the last two decades, there was already a lot of publication and outreach regarding our program in order to create awareness and accessibility for low-to-moderate-income persons. In addition, we had our Housing Stabilization director appear on local news and radio stations to broadcast this specific funding and raise awareness in the community. Through well-developed systems, once receiving applications and verifying tenants' eligibility for this funding, we efficiently distributed funds on behalf of tenants within 0-80% AMI. Solid training of staff on annualizing income ensured that this eligibility was established for

Printed By: Mellissa Kamanya on 9/27/2024

4 of 7

each household. Applications were then prioritized based on imminent risk of eviction and potential barriers to rehousing. If applicants needed to move for their personal safety, they were immediately top priority. To communicate with applicants throughout the process, we utilized phone calls, emails, and text messages.

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

We utilized the \$100,000 CICT fund allocated to our organization by June 30, 2024. \$90,000 was used for client payments, \$9,500 for staff time and \$500 were utilized for administrative support. There were no changes from the application amendment, in regard to the CICT funds.

When it comes to the leverage, Housing Stability leveraged Emergency Order Eviction Prevention (state funds) for a total of \$6,752 client dollars and \$927 from United Way.

For homeowners, we leveraged Homeowner Assistance Fund (state funds) for five clients in the amount of \$300,000. We were also able to divert an additional 21 residents from Bend to the state funded program, and while those clients didn't apply for this program, they likely would have applied for it if the other program didn't exist. The amount of state funds brought into city of Bend for those clients was \$1,260,000.

For program implementation related cost we leveraged \$17,771 of state and federal funds.

The primary changes related to the original application is that the original application was for \$500,000 of CICT dollars as the actual dollars received were reduced the ability to leverage those also got reduced. Most of our leverage was related to braiding funds and from diverting clients.

**5. Explain problems the program experienced in the CDBG program year.**

From the rental side of the program, the main problem we experienced was the large need in our community. There were certainly more people in need than we could help, and a lot of people owed significantly large balances, for which landlords would not accept partial payments to stop the eviction. So, basically, if we didn't pay off the entire large balance owed, then they would be evicted regardless of any payment.

When it came to the homeowner side, the primary challenge was to analyze the participant against multiple programs in which the department had different levels of participation. For example, we reviewed each applicant against the state funded program in order to ensure that the client received the biggest potential benefit, and therefore would allow us to stretch the funding to individuals that were only eligible for this program. While that was an internal decision, it had repercussions in how much staff time was needed per client and how fast we were able to spend these funds.

**6. Provide strategies to address the problems identified.**

Housing Stabilization's main strategy was to help the most vulnerable people, who owed large balances that no other funding source or agency could cover, and in turn serving fewer people overall. This allowed us to keep folks in housing that would have been evicted otherwise due to spending limits from other funding sources and their large balances owed.

HomeSource primary strategy included adding staff capacity for the program.

**7. Furnish a client story from the CDBG program year.**

We provided support to an individual who owed a significant amount of money after fleeing a domestic violence situation. Despite their efforts to freelance and find remote work, their past experiences made it challenging to maintain a regular in-person job. Over six months they worked with medical professionals to address the emotional and physical effects of the abuse. To try to get back on their feet financially, they got a job which started on the first of October. They

attempted to setup a payment plan for back-rent, but their landlord unfortunately refused. On top of this, the applicant didn't have any family that they could turn to for help or support. Our one-time assistance helped them rebuild their life, providing them with financial support to maintain their housing while also receiving ongoing support from medical professionals as they worked through their trauma.

See additional story in the attachments for final draw.

#### **8. Offer any suggestions for the City's Affordable Housing Program.**

The two most significant suggestions that we have is that you consider simplifying the application process. For example, this funding was CICT but the application had a lot of elements that are required by CDBG, which is a lot more complex. I understand the ease on the city side to use the most extensive parameters to all programs for ease and consistency but from the applicant point of view that adds a lot of extra work that could be avoided. The application also requested things like a very detailed implementation plan. At time of application developing that was potentially not very useful for us, for one the amount of funding received was significantly less than requested, therefore the program and implementation plan had to be scoped down. For the other, actual contracting timelines also affect implementation plans and the plan had to be revised on its timeframe aspect as well. I understand the committee/staff desire to know that the organization receiving funding will have the ability to implement the program but requesting such a detail implementation plan seems a bit burdensome at that stage.

The other suggestion we have is to move funding allocations to a two-year cycle. The reason why we think this would be a good strategy is that it would reduce the administrative burden for staff, it would increase the amount of funding able to be distributed to programs and it would reduce the work related to ramping up programs. It would also free up time for the committee to concentrate on other aspects of their involvement as funding allocations are also very time consuming for the committee. Based on my experience implementing two-year programs it also results in better client results as any program has a learning curve for staff, time for marketing & outreach to be effective and for the community to hear that service is available. Many times, when we run one-year programs it's on the last quarter where we really start gaining momentum and at that point, we are having to deny lots of people as funding is allocated or spots are filled.

# Final Report

Completed by grants@vim-cascades.org on 7/12/2024 5:13 PM

Case Id: 30153

Name: Volunteers In Medicine - Oct 2022 - 2023

Report Id: 216: Jun 2024

---

## Final Report

---

Please provide the following information.

**1. When did the program begin utilizing funding for the CDBG program year?**

07/01/2023

**2. How many contacts with individuals occurred because of the CDBG funding received?**

68

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

Services are provided in clinic through volunteers who are supported by VIM Staff.

We communicate with patients via text, telephone and in person.

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

Funding supports direct program expenses used to recruit, manage and oversee the work of the medical and non-medical volunteers, provide nurse coordination and patient triage, manage patient intake, and supervise the prescription assistance and pharmacy programs. Having CDBG support allows VIM to provide all primary and specialty medical care, prescription medication, mental health care, and targeted health education programs.

**5. Explain problems the program experienced in the CDBG program year.**

Throughout the program year VIM continued to support transitioning OHP patients to their new care providers and continued help patients navigate the Healthcare system. The clinic continuously works to maintain and grow our volunteer providers and hire Spanish staff to provide services to our patients and community.

**6. Provide strategies to address the problems identified.**

We survey patients and collect data to learn more about patients challenges so we may advocate for inequities and highlighting barriers that our patients encounter. VIM actively recruits bicultural and bilingual patient facing staff to ensure a welcome environment where patients feel safe and supported.

**7. Furnish a client story from the CDBG program year.**

For weeks Maria struggled with painful headaches. "I couldn't read, think, write, anything," she said, "I went to work but I was like a robot because I couldn't even move my neck." VIM volunteer providers racked their brains trying to find a diagnosis and accompanying treatment to help her.

She kept on, the pain persisting, and at her next healthcare appointment she explained, "I need to feel better in order to keep working, I am the one who pays all the bills in my household." Enter, physiatrist Dr. Andrews, a volunteer specialist at VIM. He met with Maria and reached a diagnosis, Occipital Neuralgia. Johns Hopkins reports the condition causes "a shooting, zapping, electric, or tingling pain," and states that sufferers' scalps "becomes extremely sensitive to even the lightest touch, making washing the hair or lying on a pillow nearly impossible."

The treatment? A steroid injection with lidocaine to address the nerve pain. Dr. Andrews delivered the treatment at

Printed By: Mellissa Kamanya on 9/27/2024

4 of 6

Maria's appointment, and she felt instant relief. She returned to VIM a week later for a routine checkup and shared her newfound relief and gratitude with volunteer providers in the clinic that day. "I am so relieved because I can sleep now!" she exclaimed. When asked, Maria said, "I believe there are angels here (at VIM), because my pain is gone." Along with her debilitating nerve pain disappearing, she happily reported her treatment from VIM has improved her thyroid condition and helped get her diabetes under control as well.

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

Volunteers in Medicine is grateful for the support from the City of Bend as well as the opportunity for continued partnership.

# Final Report

Completed by sarah@thrivecentraloregon.org on 6/10/2024 4:43 PM

Case Id: 30162

Name: Thrive Central Oregon - 2023

Report Id: 274: Apr 2024

---

## Final Report

---

Please provide the following information.

**1. When did the program begin utilizing funding for the CDBG program year?**

09/06/2023

**2. How many contacts with individuals occurred because of the CDBG funding received?**

55

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

We advertised the available rental assistance through social media posts, public service announcements in our newsletter, as well as messaging to our community partners. This multifaceted approach allowed us to reach low-to-moderate-income persons who were eligible and in need of rental assistance funds. We provided direct communication to both prospective and ongoing clients via phone and email correspondence. New and ongoing clients residing in the city of Bend, who were at risk of losing their housing due to nonpayment, were evaluated for rental assistance during phone and office appointments as well as during drop-in sessions.

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

The entirety of the \$100,000 of funding that Thrive Central Oregon received to provide rental assistance to Bend city households was utilized to pay for emergency rent payments. This funding prevented 55 households from losing their housing due to nonpayment and, subsequently, entering homelessness. Thrive Central Oregon advocates leveraged other funding streams, such as Thrive Central Oregon donations, PacificSource funds and other community resources like NeighborImpact as necessary to prevent additional Bend city households from entering homelessness. Programmatically, funding from sources such as COHC and OHA were paired with this rental assistance to finance the services provided by Community Outreach Advocates to Bend community members.

**5. Explain problems the program experienced in the CDBG program year.**

N/A

**6. Provide strategies to address the problems identified.**

N/A

**7. Furnish a client story from the CDBG program year.**

One household that benefitted from rental assistance through this funding stream is an elderly immigrant couple that has been living and working in Bend for many years. Recently, one member of the household was diagnosed with cancer which required that the couple travel to Portland for treatment. Without additional safety nets and social supports in Central Oregon, the head of household needed to leave his employment in order to care for his partner. The Thrive Central Oregon Community Outreach Advocate working with this household helped them apply for Bend CET emergency

rental assistance funds to pay for one month of their rent. If we had not had Bend CET funds, the couple could have been evicted and lost their safe housing which would have been detrimental to the partner's cancer treatment plan and recovery.

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

We appreciate the rental assistance funding that we received from the City's Affordable Housing Program. With this funding, we were able to prevent 55 low-to-moderate income households from entering into homelessness during the period of September 2023 to April 2024. While this funding has supported many households, we also recognize the need for additional security deposit assistance for city of Bend residents. If additional funding is available in subsequent years for housing expenses, we believe that allowing for both emergency rent and security deposit assistance would better capture the needs of our low-to-moderate income community members.

# Final Report

Completed by deirdrek@jbarj.org on 7/10/2024 5:23 PM

Case Id: 30151

Name: J Bar J Youth Services - The LOFT - 2023

Report Id: 180: Jun 2024

---

## Final Report

---

Please provide the following information.

### 1. When did the program begin utilizing funding for the CDBG program year?

07/01/2024

### 2. How many contacts with individuals occurred because of the CDBG funding received?

56

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

The LOFT only provides services to youth who are experiencing homelessness, therefore most have no income upon entry into the program. During residency many acquire employment, therefore some become low (or moderate) income prior to exiting the program. The programs of J Bar J Youth Services (JBJYS) that serve youth experiencing homelessness provide outreach to those in need. Street based outreach services are designed to reach those living in unsheltered situations. JBJYS collaborates with an extensive list of community partners who refer youth in need of shelter.

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

CDBG funds were used as match for multiple grants for many state, local, and foundation grants. Most grants require between 10 and 25 percent matching funds. In addition, potential funders believe program sustainability is enhanced by having diverse funding sources. CDBG funds supported the addition of a second Case Manager for youth at The LOFT. The funding was used as proposed in the application. DHHS-TLP funds are the primary funding source for GHCO. Additional funding was provided by the following: House Bill 5019 (Executive Order 23-02); 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 Service was awarded DHHS-TLP funding in September 2022, enabling The LOFT to continue operating through 2025.

### 5. Explain problems the program experienced in the CDBG program year.

JBJYS has identified the following challenges/barriers this period:

- Hiring staff continues to be problematic for certain shifts. It has been necessary to be creative with schedule coverage. Background checks for new employees is a lengthy process, sometimes taking 3-4 months to complete.

- Many youth have received Rapid Rehousing vouchers to assist them in moving to independent living, however finding low income housing is still a challenge in the area. The median monthly rent for an 882 sq. ft. apartment is \$1,874.00.

### 6. Provide strategies to address the problems identified.

Steps taken to address the challenges/barriers include:

- Managers and Directors continue to work on recruitment of staff with JBJYS' Human Resources Dept. Program Managers continue to work with the administrative team on creative ways to recruit, hire and retain staff. Strategies include: incentive pay; employee recognition strategies; respite/time off; and improved training. In addition, JBJYS

Printed By: Mellissa Kamanya on 9/27/2024

4 of 6

completes an annual salary study with Cascade Employers Association to ensure that compensation is competitive. As a result of this study, salaries have increased consistently over the past 4 years.

- With the support of JBJYS's Housing Coordination Team, program staff are making inroads and building relationships with local landlords willing to rent to youth presenting as first time renters. Additionally, program staff are writing advocacy letters for youth that have shown the ability to live independently.

**7. Furnish a client story from the CDBG program year.**

Amy has been a resident of The LOFT since she was 15 years old and has called The LOFT home for over two years. In June 2023, Amy graduated from high school. Her goal has always been to go to college. Amy successfully completed her first term of college this past fall (December 2023). While continuing to live at The LOFT, she passed all of her classes in her first term of being a full time college student and in January 2024, Amy transitioned out of The LOFT and in to the dorms at Central Oregon Community College. She continues to be successful in school and is very excited to be working towards independence. Amy continues to engage with the LOFT in aftercare services and has a long-term goal of returning to the LOFT to become a staff member one day in the future.

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

None at this time.