

# ANSWER BOOK

2009



**NeighborImpact**

Critical Needs. Diverse Services. Empowering Change.

**Published By:**

**NEIGHBORIMPACT**

2303 SW First St.  
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**This publication is for informational purposes only. The information in this book does not constitute a recommendation by NeighborImpact.**

**Agency programs and services can change frequently.  
We recommend that you call agencies to confirm that the information is up to date.**

# DIRECT ASSISTANCE

## Emergency Services, Food, Shelter

### EMERGENCY SERVICES

#### AMERICAN RED CROSS, CENTRAL OREGON CHAPTER ARC

Description	ARC helps people prepare for and respond to emergencies through disaster preparedness and health & safety classes.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Services to military &amp; families</li> <li>• Blood services</li> <li>• Disaster relief services</li> <li>• Classes in CPR &amp; First Aid</li> <li>• Disaster education classes</li> </ul>
Eligibility Requirements	Must have a special need.	
Languages	English	
Offices	2680 NE Twin Knolls Dr Bend, 97701 382-2142 M-F 8:30-4:00	
Service Area	Crook, Deschutes, Jefferson, & Wheeler Counties	

#### NEIGHBORIMPACT EMERGENCY SERVICES

Description	Provides help in emergency situations, provides referrals & information.		<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Limited funds for rent assistance</li> <li>• Utility assistance</li> <li>• Information &amp; referral to area resources</li> <li>• All assistance is dependent on program funding</li> </ul>
Eligibility Requirements	Low income population. Call for information and availability of services.		
Languages	English, Spanish		
Offices	Bend Emergency Services 325 NW Vermont Suite 101 Bend, 97701 617-7291	Crook County 203 NE Court St. Prineville, 97754 447-6835	
	Jefferson County 645 SW Marshall St. Madras, 97741 475-7017	Redmond Office 2303 SW First St. Redmond, 97756 504-2155	
Service Area	Crook, Deschutes, & Jefferson Counties		

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (NeighborImpact)  
LIHEAP**

Description	Helping low-income families with their heating needs during the winter months.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Assistance with any heating source, including gas, propane, oil, electric, or wood</li> </ul>
Eligibility Requirements	Must meet income guidelines.	
Languages	English, Spanish	
Offices	NeighborImpact 2303 SW First St. Redmond, 97756 504-2155	
Service Area	Crook, Deschutes, & Jefferson Counties	

**REDMOND MINISTERIAL ASSOCIATION  
RMA**

Description	Emergency assistance provider to low income women with children	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Auto fuel assistance</li> <li>• One meal voucher</li> <li>• 1 night motel voucher</li> </ul>
Eligibility Requirements	Must contact Full Circle Outreach for information regarding assistance	
Languages	English, Spanish	
Offices	548-5940 Call for information	
Service Area	Redmond	

**SALVATION ARMY, CROOK COUNTY**

Description	Helps low income persons in emergency situations; administered by the Prineville Police Department.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Limited funds for one time emergency assistance</li> </ul>
Eligibility Requirements	Based on need.	
Languages	English	
Offices	400 NE. 3rd St. Prineville, 97754 447-4168 M-F 8AM-5PM	
Service Area	Crook County	

**SALVATION ARMY, DESCHUTES COUNTY**

Description	Helps low income persons in emergency situations.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Food boxes</li> </ul>
Eligibility Requirements	Based on need.	
Languages	English	
Offices	755 NE 2nd St. Bend, 97701 389-8888 M-F 1-4:00 (call for appointment)	
Service Area	Deschutes County	

**ST. VINCENT DE PAUL**

Description	Provides emergency assistance to low income individuals & families.		<b>SERVICES</b>  Locations do not provide all services  <ul style="list-style-type: none"> <li>• Limited funds for rent assistance</li> <li>• Utility assistance</li> <li>• Food pantry</li> <li>• Information &amp; referral to area resources</li> <li>• All assistance is dependent on program funding</li> <li>• <b><u>Call for information specific to each location</u></b></li> </ul>
Eligibility	Based on need		
Languages	English		
Offices	Social Services 950 SE 3rd Bend, 97701 389-6643 M-Th 10-2:00	51484 Morson La Pine, 97739 536-1956 M-Th 10-3	
	1114 SW Evergreen Redmond, 97756 923-5264 W, Th 10-2	240 E. 1st St. Prineville, 97754 447-7662 Mon -Th 2-5	
Service Area	Crook & Deschutes Counties		

**FULL CIRCLE OUTREACH**

Description	Provides emergency supplies to families and individuals in need	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Emergency Food</li> <li>• Clothing</li> <li>• Household items</li> <li>• Hygiene items</li> <li>• Referrals</li> <li>• Minimal case management</li> </ul>
Eligibility Requirements	Delivered services based on need. Call for more information	
Languages	English, Spanish	
Offices	548-5940 Appointments scheduled by phone only	
Service Area	Crook, Deschutes & Jefferson Counties	

**CITY of REDMOND UTILITY ASSISTANCE PROGRAM**

Description	Provides reduced utility payments on water, garbage and sewer bills to eligible residents of Redmond.	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Reduced payments for residents that meet income criteria</li> <li>• Separate program for seniors facing hardship</li> </ul>
Eligibility Requirements	Must meet income eligibility.	
Languages	English	
Offices	559 SW 7th St Redmond, 97756 923-7765	
Service Area	City of Redmond	

# FOOD

## NEIGHBORIMPACT FOOD BANK

Description	Distributes food to area food pantries, meal sites, and other supplemental food locations. NeighborImpact does not distribute food directly to clients.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Local Agency network Distributes &gt;30,000 food boxes per year</li> <li>• Delivers food to various outreach social service agencies, food banks, and kitchens</li> <li>• Coordinates local food drives</li> <li>• Referrals and information</li> </ul>
Eligibility Requirements	Low income population.	
Languages	English, Spanish	
Offices	2303 SW First St. Redmond, 97756 548-2380	
Service Area	Crook, Deschutes, & Jefferson Counties	

## DEPARTMENT OF HUMAN SERVICES-SELF SUFFICIENCY PROGRAM DHS

Description	Helps low income families become self-supporting while assisting them in meeting their basic needs.			<b>SERVICES</b> <ul style="list-style-type: none"> <li>• <b>Food Stamps</b>-coupons for food purchases for low income households</li> <li>• <b>Medical Programs</b>-medical card; preventative care</li> <li>• <b>Temporary Assistance to Needy Families (TANF)</b>-cash assistance to families with children while they work toward self-sufficiency</li> <li>• <b>Child Care</b>-assists low income employed families in paying child care costs. Classes are also available to educate parents on child care issues</li> <li>• <b>Work Assistance Programs (JOBS, JOB Plus, and Workfare)</b>-programs to provide skill development, work training opportunities and supports necessary to help participants get and keep employment</li> </ul>
Eligibility Requirements	Eligibility guidelines vary according to program. Household income is one of the basic requirements which must be met for each program.			
Languages	English, Spanish			
Offices	Bend Office 1300 NW Wall St Suite 101 Bend, 97701 388-6010 M-F 8-5	La Pine Office 16493 Bluewood Pl. Suite 3 La Pine, 97739 536-5380 M-F 8-5	Madras Office 678 NE Hwy. 97 Suite A Madras, 97741 475-6131 M-F 8-5	
	Prineville Office 457 NEOchoco Plaza Dr. Prineville, 97754 447-3851 M-F 8-5	Redmond Office 2158 SE College Lp. Suite A Redmond, 97756 548-5547 M-F 7:30-5	Warm Springs Office 1144 Warm Springs St Warm Springs, 97761 553-1626 M, T, W, F 9:00-4:15 Th 1:30-4:15	
Service Area	Central Oregon			

**SENIORS & PEOPLE WITH DISABILITIES (State of Oregon)**

Description	SPD helps seniors function in their own homes & communities by strengthening individual abilities and by providing community support services designed to meet individual needs.			<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Food Stamps</li> <li>• Employment Initiative Program</li> <li>• Information &amp; referrals for senior services</li> <li>• Medical &amp; cash assistance</li> <li>• Medicaid &amp; long term care (nursing facilities, assisted living, residential care, adult foster care, in-home services), Adult protective services (facility abuse, elderly abuse, protective services, risk intervention)</li> </ul>
Eligibility Requirements	Must be a senior, 65 years of age or older, or a person over 18 living with a disability. Income and resources eligibility vary according to program. Functional assessment is required for long term care services.			
Languages	English, Spanish			
Offices	<p>Bend Office 1300 NW Wall St Bend, 97701 388-6240 M-F 8-5</p>	<p>La Pine Office 16493 Bluewood Pl. Suite 1 La Pine 97739 536-8919 8-5</p>	<p>Madras Office 678 NE Hwy. 97 #D Madras, 97741 475-6773 M-F 8-5</p>	
	<p>Redmond Office 1135 SW Highland Redmond, 97756 548-2206 M-F 8-5</p>	<p>Prineville Office 457 NE Ochoco Plaza Drive, Ste. C Prineville, 97754 447-4511 M-F 8-5</p>		
Service Area	Crook, Deschutes, & Jefferson Counties			

# FOOD BOXES/BAGS

Location	Hours	Telephone
<b>Bend</b>		
Community of Christ Church 20380 Cooley Road	Last Sat of each month 10AM-Noon	3881011
St Vincent De Paul 950 SE 3 <sup>rd</sup> St	Mon – Thurs 10AM-2PM	389-6643
Seventh Day Adventist Center 515 NE DeKalb St	Mon, Tues 10AM- Noon, 1PM-3PM	382-7429
The Salvation Army 755 NE 2 <sup>nd</sup> St.	Mon-Fri 1PM-4PM	389-8888
<b>La Pine / Sunriver</b>		
St Vincent De Paul 51484 Morson (La Pine)	Mon- Thurs 10AM-3PM	536-1956
La Pine Community Pantry 16480 Finlay Butte Rd (La Pine)	Wed & Fri 1PM-2:30PM	536-1312
Holy Trinity Care&Share Sunriver Village	Last Friday of each month 3PM-6PM	For current site info call 593-5990
<b>Prineville</b>		
St Vincent De Paul 240 E 1 <sup>st</sup> St	Mon-Thurs 2PM-5PM	447-7662
<b>Redmond / Terrebonne</b>		
St Vincent De Paul 1114 SW Evergreen	Wed & Thurs 10AM-2PM	923-5264
Seventh Day Adventist Center 945 SW Glacier	Tues 10AM-2PM	923-0301
Redmond Community Church 923 SW 9 <sup>th</sup> St	Tues & Thurs 1PM -3PM 3 <sup>rd</sup> Thursday 5PM-7PM	923-3023
FISH Redmond Christian Church 533 SW 9 <sup>th</sup> St	Mon, Thurs & Fri Call between 8AM & noon Pick up 12:45 PM	548-5818
St Albans 3277 NW 10 <sup>th</sup> St	Fri (Bread Only) 10AM-Noon	548-4212
Faith Harvest Helpers 2757 NW 7th St. Ste. D	Sunday Noon-3PM	(no phone)
Smith Rock Community Church 8344 11 <sup>th</sup> St (Terrebonne)	Tues 11AM-2PM	548-1315
<b>Sisters</b>		
Sisters Kiwanis 225 N Oak St	Thurs 9AM-2PM 1st Thursday in month 5-7PM	(no phone)
<b>Madras</b>		
Jefferson County Food Bank Seventh Day Adventist Center 556 SE 7 <sup>th</sup> St	Tues 1:30PM-5PM	475-3344

# MEALS

Location	Hours	Telephone
<b>Bend</b>		
<b>Bend's Community Center</b> 1036 NE 5th St	Sunday 2-5pm	312-2069
<b>Family Kitchen</b> Trinity Episcopal Church 469 NW Wall	Tuesday & Thursday 5-6:30pm Mon, Wed, Fri 11AM-12:30 Sat 12 Noon (Sack Lunch)	382-5542
<b>REDMOND</b>		
<b>Shepherd's Table</b> City Center Foursquare Church 549 SW 8 <sup>th</sup> St.	2nd & 4th Fridays 6-7PM	548-7128
<b>Jericho Table</b> Redmond Senior Center 325 NW Dogwood	Tues, Wed, Thursday 5-6 PM	548-3367
<b>LA PINE</b>		
<b>La Pine Community Kitchen</b> 16480 Finley Butte	Monday-Friday Noon-2pm	536-1312
<b>PRINEVILLE</b>		
<b>Oasis</b> 398 NW Deer St	Monday-Saturday 10AM-2PM (coffee & snacks) Noon -1PM Lunch	447-7727
<b>JEFFERSON COUNTY</b>		
<b>United Methodist Church</b> 49 NE 12th St Madras	Tuesday 6PM	
<b>Metolious Friends Church</b> 570 Hood Ave Metolious	Thursday 6-7:00	546-4974 / 325-1120

# BROWN BAG PROGRAMS

(General Information—548-2380 x108)

Location	Distribution Day/Time
<b>BEND</b>	
Newport Ave Church of Christ 554 NW Newport Ave. Bend 97701	Monday 2:30 PM
<b>REDMOND</b>	
Redmond Senior Center 325 NW Dogwood Redmond 97756	1 <sup>st</sup> Friday of the month 4:00 PM
Reachin Out Distribution Vern Patrick School 3001 SW Obsidian Redmond 97756	4 <sup>th</sup> Friday of the month 5:00 PM
<b>TERREBONNE / CROOKED RIVER RANCH</b>	
Terrebonne Elementary School 199 "B" St.	3 <sup>rd</sup> Wednesday of the month 5:00 PM
Old Fire Station at Crooked River Ranch Intersection of Shadd & Hill Sts.	1 <sup>st</sup> Wednesday of the month 5:00 PM
<b>PRINEVILLE</b>	
St. Vincent De Paul 240 E. 1 <sup>st</sup> St.	3 <sup>rd</sup> Friday of the month 5:00 PM
<b>MADRAS</b>	
Handfuls on Purpose Calvary Chapel 164 SE "D" St.	2 <sup>nd</sup> & 4 <sup>th</sup> Wednesday of the month 5:00 PM

# SHELTER

## BETHLEHEM INN

Description	Shelter & support services for the homeless. Limited case management.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Nightly shelter</li> <li>• Case management</li> <li>• Support services</li> </ul>
Eligibility Requirements	Single adults 18 years or older, clean and sober, able to self-administer if on prescription medication. Call to schedule intake.  Separate family shelter available. Call for information.	
Languages	English	
Offices	3705 N Highway 97 Bend, Or 97701 389-2820	
Service Area	Deschutes County	

## CASCADE YOUTH & FAMILY CENTER

Description	Support, intervention, and problem solving for troubled youth and their families.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Crisis intervention/support</li> <li>• Intake &amp; needs assessment</li> <li>• Mediations/behavior contracts</li> <li>• Emergency &amp; transitional shelter</li> <li>• Advocacy</li> <li>• Street outreach services</li> <li>• Information &amp; referral</li> <li>• Self Esteem Building Activities</li> </ul>
Eligibility Requirements	Any homeless or at-risk youth, ages 12-20, in need of assistance. Call for more information.	
Languages	English	
Offices	2125 NE Daggett Ln. Bend, 97701 318-3436 1-800-660-0934 24 hour hotlines	
Service Area	Deschutes (hotlines serve Crook, Deschutes, & Jefferson Counties)	

## SAVING GRACE

Description	Confidential & free help for all victims of domestic violence & sexual assault, including men, women & children.	<p style="text-align: center;"><b>SERVICES</b> <b>Open to Domestic Violence Victims</b></p> <ul style="list-style-type: none"> <li>• Safe shelter including on site kitchen and food</li> <li>• Individual counseling</li> <li>• Weekly support group</li> <li>• Legal advocacy</li> <li>• 24 hour hotline</li> <li>• Children's services</li> <li>• Community education</li> <li>• Support for families of victims</li> <li>• Limited transportation</li> </ul>
Eligibility Requirements	To stay in a shelter, you must be a victim of domestic violence or sexual assault. Do not take victims who are under the influence of alcohol or drugs.	
Languages	English, Spanish, Russian, Ukranian	
Offices	1425 NW Kingston Ave. Bend, 97701 389-7021 Emergency 24 hour hotline 1-866-504-8992	
Service Area	Crook, Deschutes & Jefferson Counties	

## NEIGHBORIMPACT FAMILY SHELTER (Nancy's House)

Description	Short term shelter for homeless families with children and women in the final month of pregnancy..	<p style="text-align: center;"><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Located in Bend</li> <li>• Short term shelter</li> <li>• Case management</li> <li>• Information &amp; referral</li> </ul>
Eligibility Requirements	Homeless families with children. Drug & alcohol free facility. Call for further eligibility	
Languages	English	
Offices	Intake Number is 385-0301	
Service Area	Central Oregon area	

## GRANDMA'S HOUSE

Description	Provides safe home for homeless, pregnant, and/or parenting teens 12-19 years old in need of a safe, nurturing environment.	<p style="text-align: center;"><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Group home</li> <li>• Certified childbirth educators</li> <li>• Advocacy</li> <li>• Grandma's closet clothing</li> <li>• Teen parent program or GED for older teens</li> <li>• Referrals</li> <li>• Educational programs</li> <li>• Extended services</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish	
Offices	PO Box 6372 Bend, 97708 383-3515	
Service Area	Central Oregon area	

**MADRAS GOSPEL MISSION**

Description	Overnight emergency shelter, meals, clothing	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Emergency Shelter</li> <li>• Short term, long term stay</li> <li>• Free showers</li> <li>• Free Meals</li> <li>• Free Laundry</li> <li>• Clothing</li> </ul>
Eligibility Requirements	Any homeless person in need of assistance	
Languages	English	
Offices	Madras Gospel Mission 63 SE D St. Madras, 97741 475-2064	
Service Area	Central Oregon, mainly Jefferson County & Warm Springs	

**THE SHEPHERD'S HOUSE**

Description	Overnight emergency shelter, meals, clothing, transportation vouchers	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Nightly Shelter</li> <li>• Day Room</li> <li>• Meals</li> <li>• Case Management</li> <li>• Support Groups</li> <li>• Clothing</li> <li>• Vouchers (showers &amp; bus passes)</li> </ul>
Eligibility Requirements	18 years or older; Male	
Languages	English, Spanish	
Offices	1854 NE Division St. Bend, 97701 388-2096	
Service Area	Crook, Deschutes, Jefferson Counties	

# CHILDREN & FAMILIES

## BOYS & GIRLS CLUBS OF CENTRAL OREGON

Description	A positive place for kids to engage in a variety of activities & programs during the summer & throughout the school year.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Educational tutoring program</li> <li>• Computer lab &amp; educational resource center</li> <li>• Game room</li> <li>• Arts &amp; crafts projects</li> <li>• Indoor/outdoor activities</li> <li>• Youth citizenship &amp; leadership clubs</li> <li>• Teen center</li> </ul>
Eligibility Requirements	For youth ages 6 (and entering 1st grade)-18. Annual membership fee.	
Languages	English	
Offices	500 NW Wall St Bend, 97701 548-2840 <b>Main administration - Call for hours and individual club locations</b>	
Service Area	Deschutes	

## CASCADE CHILD CENTER, INC.

Description	Day treatment services to emotionally disturbed children	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Family therapy</li> <li>• Parent training</li> <li>• Child therapy</li> <li>• Classroom-High Desert Educational Services District</li> </ul>
Eligibility Requirements	Ages 5-12, need to be on Oregon Health Plan and have an individual Education Plan from a public school.	
Languages	English	
Offices	1379 SW 15th St. Redmond, 97756 548-6166	
Service Area	Crook, Deschutes, & Jefferson Counties	
<b>CASCADE / TAMARACK SCHOOL</b>		
Description	Day treatment program that serves middle school adolescents in a specialized school setting (Bend location)	
Eligibility Requirements	Middle School (13-15 yrs old)	
Contact	Call 548-6166 for information	
Service Area	Crook, Deschutes, & Jefferson Counties	

**CASCADE YOUTH & FAMILY CENTER**  
CYFC

Description	Support, intervention, and problem solving for troubled youth and their families.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Crisis intervention/support</li> <li>• Intake &amp; needs assessment</li> <li>• Mediations/behavior contracts</li> <li>• Emergency &amp; transitional shelter</li> <li>• Self-esteem building activities</li> <li>• Advocacy</li> <li>• Street outreach services</li> <li>• Information &amp; referral</li> </ul>
Eligibility Requirements	Any homeless or at-risk youth, ages 12-20, in need of assistance. Please call for more information.	
Languages	English	
Offices	19 SW Century Dr. Bend, 97702 318-3436 1-800-660-0934 24 hour hotlines	
Service Area	Deschutes & Jefferson Counties (hotlines serve Crook, Deschutes, & Jefferson Counties)	

**CENTRAL OREGON FAMILY RESOURCE CENTER**

Description	Offers parenting & family skills classes, Community Helpline and annual publication of the Community Resource Book.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Parent &amp; family skills training classes-birth to 18</li> <li>• Special classes for targeted audiences: fathers, incarcerated, recovery</li> <li>• Free parent and family lending library</li> <li>• Resource Information &amp; referral services                         <ul style="list-style-type: none"> <li>-Community Helpline</li> <li>-Community Resource Book</li> </ul> </li> </ul>
Eligibility Requirements	None	
Languages	English, and some classes available in Spanish	
Offices	1130 NW Harriman St. Suite B Bend, 97701 389-5468	
Service Area	Central Oregon	

**CHILD CARE RESOURCES (NEIGHBORIMPACT)**  
CCR

Description	Dedicated to promoting and recruiting quality, affordable child care.	<b>SERVICES</b>  <b>For Providers:</b> <ul style="list-style-type: none"> <li>• Training, individual consultation and referrals. Technical assistance in starting up a child care business</li> </ul> <b>For Parents:</b> <ul style="list-style-type: none"> <li>• Information on selecting quality care for children and child care referral</li> </ul> <b>For Employers:</b> <ul style="list-style-type: none"> <li>• On-site workshops, compilation of statistics on employee use and satisfaction with service, offers consultations on employer-sponsored child care</li> </ul>
Eligibility Requirements	Call for information.	
Languages	English, Spanish	
Offices	NeighborImpact 2303 SW First St. Redmond, 97756 548-2380 ext. 119, 118 for providers, 113 for parents, 121 for Spanish	
Service Area	Crook, Deschutes, & Jefferson Counties	

**DEPARTMENT OF HUMAN SERVICES-SELF SUFFICIENCY PROGRAM**  
DHS

Description	Helps low income families become self-supporting while assisting them in meeting their basic needs.			<b>SERVICES</b>
Eligibility Requirements	Eligibility guidelines vary according to program. Household income is one of the basic requirements which must be met for each program.			
Languages	English, Spanish			
Offices	Bend Office 1300 NW Wall St Suite 101 Bend, 97701 388-6010 M-F 8-5	La Pine Office 16493 Bluewood Pl. Suite 3 La Pine, 97739 536-5380 M-F 8-5	Madras Office 678 NE Hwy. 97 Suite A Madras, 97741 475-6131 M-F 8-5	
	Prineville Office 457 NEOchoco Plaza Dr. Prineville, 97754 447-3851 M-F 8-5	Redmond Office 2158 SE College Lp. Suite A Redmond, 97756 548-5547 M-F 7:30-5	Warm Springs Office 1144 Warm Springs St Warm Springs, 97761 553-1626 M, T, W, F 9:00-4:15 Th 1:30-4:15	
Service Area	Central Oregon			

**EARLY INTERVENTION & EARLY CHILDHOOD SPECIAL EDUCATION**  
EI/ECSE

Description	Special education services to qualified children birth-school age.			<b>SERVICES</b>
Eligibility Requirements	Call for eligibility requirements.			
Languages	English, Spanish in certain locations			
Offices	Crook County EI/ECSE 471 NE Ochoco Plaza Dr. Ste 1 Prineville, 97754 693-5630 M-Th 8-4	Deschutes County EI/ECSE Located at the Alyce Hatch Center 1406 NW Juniper Bend, 97701 389-5437 M-Th 8-5	Jefferson County EI/ECSE 650 NE A St. Suite B Madras, 97741 475-3770 M-F 8-4	
	Service Area	Crook, Deschutes, & Jefferson Counties		

**FAMILY ACCESS NETWORK**

FAN

Description	Improve lives by ensuring all children in Deschutes County have access to basic-need services	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Referrals to food, shelter, clothing and health insurance resources</li> <li>• Wellness clinic</li> <li>• School supplies</li> </ul>
Eligibility Requirements	Must have school age child(ren) enrolled in public school system	
Languages	English (Spanish interpreter as needed)	
Offices	See below - Main Office Number—693-5675 (individual site numbers can change so call main number for most current site contact information).	
Service Area	Deschutes County	

<b>Early Childhood Sites</b>		Pine Ridge Elementary	388-5896
Alyce Hatch	312-1942	Ponderosa Elementary	323-4316
Becky Johnson Center	617-4787	Second Chance 6th-12th	322-5014
<b>Bend-La Pine School District</b>		Skyview Middle School	322-5224
Amity Creek	383-6420	Tamarack Middle/High	693-2224
Bear Creek Elementary	383-6225	Summit High School	322-3318
Bend High	322-5015	Three Rivers Elementary	593-3555
Buckingham Elementary	322-2838	Westside Village	383-6205
Cascade Middle School	383-6568	<b>Redmond School District</b>	
Elk Meadow Elementary	383-6420	Edwin Brown High School	923-7230
Ensworth Elementary	693-2224	Elton Gregory Middle	526-6440
High Desert Middle School	383-6484	Evergreen Elementary	923-7230
High Lakes Elementary	322-5206	Hugh Hartman Elementary	504-5653
Highland Elementary	383-6225	John Tuck Elementary	923-4884
Jewell Elementary	388-5940	Lynch Elementary	548-1109
Juniper Elementary	693-2224	Obsidian Middle School	923-4900
La Pine Elementary	536-1007	Redmond High School	504-5653
La Pine High School	322-5997	Terrebonne	923-4856
La Pine Middle School	536-7886	Tom McCall Elementary	526-6400
Lava Ridge Elementary	383-6202	Tumalo Elementary	382-2853
Marshall High School	693-2269	Vern Patrick Elementary	923-4830
Mountain View High School	322-5412	<b>Sisters School District</b>	
Pilot Butte Middle School	382-4798	Sisters Community	549-0155

**KIDS INTERVENTION & DIAGNOSTIC SERVICE CENTER**

Description	Therapy & advocacy services.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Medical evaluation, advocacy, &amp; therapy for children of abuse</li> <li>• Parent training services for DHS clients</li> <li>• Prevention &amp; intervention written materials available on child abuse topics</li> <li>• After hours mental health emergency, please call 389-5836</li> <li>• National Child Abuse Hotline 1-800-4ACHILD</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish	
Offices	1375 NW Kingston Bend, 97701 383-5958 M-F 8-5 (3PM closing on Tuesday only)	
Service Area	Crook, Deschutes, & Jefferson Counties	

**LARSON LEARNING CENTER**

Description	Provides early intervention/early childhood special education services to eligible children & their families who are birth to school age.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Screening &amp; evaluation</li> <li>• Toddler groups</li> <li>• Home visits</li> <li>• Preschool</li> <li>• Parent education</li> <li>• Speech/language services</li> <li>• Hearing/vision/autism specialist</li> <li>• Service coordination</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish interpreter available upon request	
Offices	Larson Learning Center Crook County EI/ECSE 471 NE Ochoco Plaza Dr. Ste 1 Prineville, 97754 693-5630	
Service Area	Crook County	

**MEADOWLARK**

Description	Residential treatment facility dedicated to empowering young women to achieve personal growth and independence.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Treatment groups for drug &amp; alcohol abuse, physical &amp; sexual abuse</li> <li>• Anger management</li> <li>• Academics</li> <li>• Community service projects</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English	
Offices	534 SE Wildcat Dr. Bend, 97702 382-7025 meadowlark@empnet.com	
Service Area	State of Oregon	

**MOUNTAINSTAR FAMILY RELIEF NURSERY**

Description	Supports families with children ages 6 weeks to 4 years who are experiencing high stress.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Therapeutic early childhood programs</li> <li>• Infant classes</li> <li>• Parent support &amp; education</li> <li>• Home visits</li> <li>• Food bank</li> <li>• Clothing closet</li> <li>• Respite Care</li> <li>• Mental Health Services</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish	
Offices	2125 NE Daggett Lane Bend, 97701 322-6820	
Service Area	Deschutes County	

**SISTERS PARK AND RECREATION DISTRICT**

Description	Recreation District.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Sports &amp; fitness</li> <li>• Arts &amp; cultural programs</li> <li>• Educational tutoring</li> <li>• Tae kwon do</li> <li>• Pre-school latchkey program</li> <li>• Teen center</li> <li>• Teen clubs</li> <li>• Wilderness programs</li> <li>• Adult programs</li> </ul>
Eligibility Requirements	No eligibility requirements.	
Languages	English	
Offices	1750 W. McKinney Butte Rd. Sisters, 97759 549-2091	
Service Area	Sisters School District Boundaries	

**YOUTH ALCOHOL & DRUG PROGRAM**

Description	Helps youth who are having problems with alcohol or drugs.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Evaluations</li> <li>• Consultations</li> <li>• Intervention</li> <li>• Referrals</li> </ul>
Eligibility Requirements	Youth age 18 and under. Oregon Health Plan only for treatments	
Languages	English, Spanish	
Offices	Deschutes County Human Services 2577 NE Courtney Dr. Bend, 97701 322-7500 M-F 8-5	
Service Area	Deschutes County	

# EDUCATION

## CENTRAL OREGON COMMUNITY COLLEGE COCC

Description	Community College			<b>SERVICES</b>
Eligibility Requirements	Call for information.			<ul style="list-style-type: none"> <li>• GED</li> <li>• Adult Basic Education (ABE)</li> <li>• College preparation</li> <li>• Career counseling</li> <li>• Tutoring</li> <li>• Student advisors</li> <li>• Associate Degree Programs</li> <li>• Transfer programs</li> <li>• Certificate programs</li> <li>• English as Second Language (ESL)</li> </ul>
Languages	English, Spanish			
Offices	Bend Office 2600 College Way Bend, 97701 383-7700	Redmond Office 2030 SE College Loop Rd Redmond, 97756 504-2900	Warm Springs 1110 Wasco Warm Springs 97761 553-1428 504-2914	
Service Area	Crook, Deschutes, & Jefferson Counties			

## THE CHILDREN'S LEARNING CENTER

Description	Programs for children.		<b>SERVICES</b>
Eligibility Requirements	Call for income eligibility requirements (depends on family size)		<ul style="list-style-type: none"> <li>• Child Care</li> <li>• Head Start</li> <li>• Preschool</li> </ul>
Languages	English, Spanish		
Offices	650 NE A St. Madras, 97741 475-3628		
Service Area	Madras, Culver, Metolious		

**NEIGHBORIMPACT HEAD START**

Description	Preschool & family support program for 3-4 year olds at no cost to qualifying families.	<b>SERVICES</b>
Eligibility Requirements	Low income children (ages 3 & 4). Must meet federal income guidelines. Serves those with the highest need.	
Languages	English, Spanish	
Offices	2303 SW First St. Redmond, 97756 548-2380 ext. 127	
Service Area	Crook & Deschutes Counties	
		<ul style="list-style-type: none"> <li>• 4 days of preschool each week</li> <li>• 2 nutritious meals each day</li> <li>• Parent leadership opportunities</li> <li>• Transportation provided in most areas</li> <li>• Free parenting classes</li> <li>• Support with health services</li> <li>• Family support services</li> <li>• Services for children of all abilities</li> <li>• Builds child &amp; family assets</li> <li>• School readiness</li> </ul>

**MID COLUMBIA HEADSTART**

Description	Preschool child development program.	<b>SERVICES</b>
Eligibility Requirements	Low income and disabled children (ages 3 and 4.) Must meet federal income guidelines.	
Languages	English, Spanish	
Offices	Mid-Columbia Children’s Council Call 541 386-2010	
Service Area	Jefferson County	
		<ul style="list-style-type: none"> <li>• Preschool child development programs for children ages 3-4 yrs.</li> <li>• Social, emotional, educational, health, and nutritional support</li> <li>• Provides community resources &amp; referrals</li> <li>• Family home visits</li> </ul>

**MIGRANT HEADSTART**

Description	Preschool child development program.	<b>SERVICES</b>
Eligibility Requirements	Must meet 51% of Agricultural Income Guidelines. Infant-pre Kindergarten Contact Dyan (475-6232) with questions)	
Languages	English, Spanish	
Offices	659 NE “A” St Madras, 97741 475-6232	
Service Area	Jefferson County	
		<ul style="list-style-type: none"> <li>• Programs for children 6 weeks to 5 years</li> <li>• Program runs March to Oct</li> <li>• Early Childhood Program</li> <li>• Family services: health, education, nutrition, social services</li> </ul>

**OREGON STATE UNIVERSITY EXTENSION SERVICE**

Description	An off-campus arm of Oregon State University, intended to help Oregonians apply scientific knowledge on the job & at home.			<b>SERVICES</b>
Eligibility Requirements	Call for information.			
Languages	English			
Offices	Crook County 498 SE Lynn Blvd. Prineville, 97754 447-6228	Deschutes County 3893 SW Airport Way Redmond, 97756 548-6088	Jefferson County 34 SE D St. Madras, 97741 475-3808	
Service Area	Crook, Deschutes, & Jefferson Counties			

**TOGETHER FOR CHILDREN**

Description	Educational program designed to provide practical help for families of young children.			<b>SERVICES</b>
Eligibility Requirements	For parents, partners and extended family members who have a child or children ages 0-3. Fee required / Scholarships available.			
Languages	English, Spanish			
Offices	1029 NW 14th St Ste 103 Bend, OR 97701 389-9317 Call and leave message for return call			
Service Area	Deschutes County			

- Year long curriculum for families with components including
  - Parent/Child Classes
  - Parenting Classes
  - Parenting Forum
  - Family Activities/ Support Services
  - Child care during meetings
  - Library
  - Play Groups
  - Home Visits
- New program for Latino families
- Separate monthly program for fathers

**OREGON STATE UNIVERSITY CASCADES**

Description	A campus of Oregon State University providing four year degree programs in affiliation with both Central Oregon Community College and the University of Oregon		<b>SERVICES</b>
Eligibility Requirements	Call for information.		
Languages	English, Spanish		
Offices	Cascades Hall Central Oregon Community College Campus 2600 College Way Bend, 97701 322-3100		
Service Area	Crook, Deschutes, & Jefferson Counties		

- 4 year degrees in a variety of disciplines

# EMPLOYMENT

**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL  
COIC**

Description	Helps low income persons, high school drop outs, and dislocated workers with educational, employment, and job training programs.		<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Pre-Employment training workshops</li> <li>• Summer youth employment &amp; training program</li> <li>• English as a second language</li> <li>• GED</li> <li>• Computer classes</li> <li>• Job search assistance</li> <li>• Youth Alternative Education Program</li> </ul>
Eligibility	Call for eligibility requirements.		
Languages	English, Spanish		
Offices	Crook County 2321 NE 3rd St. Prineville, 97754 447-3119 M-F 8-5	Deschutes County Bend Office 1645 NE Forbes Rd Suite 101 Bend, 97701 389-9661 M-F 8-5	
	Deschutes County Redmond Office 2158 SE College Loop Suite C Redmond, 97756 504-2955 M-F 8-5	Jefferson County 243 SW 3rd Madras, 97741 475-7118 M-F 8-5	
	LaPine Office 16493 Bluewood Dr LaPine, 97739 536-5380 M-F 8-4:30	Redmond Administrative Office 2363 SW Glacier Pl. Redmond, 97756 548-8163 M-F 8-12, 1-5	
Service Area	Crook, Deschutes, & Jefferson Counties		

**JOB CORPS**

Description	For young adults ages 16-24 with limited job skills & financial resources. Free academic, vocational, & social skills training in a residential environment.	<b>SERVICES</b>
Eligibility Requirements	Must meet federal income guidelines, age requirement and have a commitment to completing the program.	
Languages	English	
Office No local offices—6 located around the state)	MTC Job Corps 1-800 733-5627	
Service Area	State of Oregon	
		Training: <ul style="list-style-type: none"> <li>• Lasts up to 2 years; during that time all living expenses are paid (bus tickets to training center, dormitory, medical, dental, &amp; clothing allowance)</li> </ul> Trades to be trained include: <ul style="list-style-type: none"> <li>• Heavy equipment operation &amp; repair, landscape gardening, carpentry, culinary arts, drafting, accounting, &amp; business occupation</li> <li>• High School diplomas &amp; GED</li> <li>• Job placement</li> </ul>

**OREGON EMPLOYMENT DEPARTMENT**

Description	Coordinates employment information and unemployment insurance.		<b>SERVICES</b>
Eligibility Requirements	Call for eligibility requirements.		
Languages	English, Spanish		
Offices	Crook County 2321 NE 3rd St Prineville, 97754 447-8076 M-F 8-5	Deschutes County 1645 NE Forbes Rd Bend, 97701 388-6070 M-F 8-5	
	Deschutes County 2158 SE College Lp. Redmond, 97756 548-8196 M-F 8-5	Jefferson County 243 SW 3rd St. Madras, 97741 475-2382 M-F 8-5	
Service Area	Crook, Deschutes, & Jefferson Counties		
		<ul style="list-style-type: none"> <li>• Job opening listings</li> <li>• Labor market information</li> <li>• Job placement &amp; counseling services</li> <li>• Veterans' services department</li> <li>• Unemployment insurance services</li> </ul>	

**WARMS SPRINGS VOCATIONAL REHABILITATION PROGRAM**

Description	A federally funded program to assist Native Americans with disabilities to obtain, maintain, or become promoted in employment.	<b>SERVICES</b>
Eligibility Requirements	Must be disabled & enrolled in a federally recognized Native American Tribe. Call for additional eligibility requirements.	
Languages	English	
Offices	4217-A Holliday Way Warm Springs, 97761 553-4952	
Service Area	Warm Springs Reservation & area within 65 mile radius of reservation boundaries.	
		<ul style="list-style-type: none"> <li>• Vocation counseling &amp; guidance</li> <li>• Transportation to training or job sites</li> <li>• Tools, equipment, &amp; licenses</li> <li>• Resumes &amp; job direction</li> <li>• On the job training, job search assistance or job interview skills.</li> </ul>

# HEALTH SERVICES

## ALCOHOL & DRUG TREATMENT PROGRAM

Description	Outpatient alcohol/drug program.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Alcohol &amp; drug abuse/dependency program</li> <li>• Individual, group, &amp; family counseling</li> <li>• Intake evaluation</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English	
Offices	Deschutes County Health Services 2577 NE Courtney Dr. Bend, 97701 322-7500 M-Th 8-5, Fri 8-12	
Service Area	Deschutes County	

## BESTCARE TREATMENT SERVICES

Description	Best Care is committed to advocating & providing compassionate care in the treatment & prevention of addiction & mental illness.		<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Full continuum of care</li> <li>• Out patient addiction treatment</li> <li>• Detoxification center in Redmond</li> <li>• Clean &amp; sober transitional housing for women</li> <li>• Programa de Recuperacion de Madras—the only Hispanic residential treatment program in the State</li> </ul>
Eligibility Requirements	In need of services.		
Languages	English, Spanish		
Offices	Administration & Residential Treatment 676 NE Negus Way Redmond, 97756 504-9577	Bend Outpatient 461 NE Greenwood Suite A Bend, 97701 617-7365	
	Madras Mental Health & Addiction Services 125 SW C St. Madras, 97741 475-6575	Programa de Recuperacion 236 SE D St. Madras, 97741 475-5300	
Service Area	Deschutes & Jefferson Counties		

**BIRTHRIGHT**

Description	Emergency pregnancy aid program.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Free pregnancy tests</li> <li>• Maternity and infant clothing and layettes</li> <li>• Information about nutrition, adoption, prenatal development, childbirth and safe homes</li> <li>• Referrals</li> <li>• Community resources</li> </ul>
Eligibility Requirements	None	
Languages	English	
Offices	950 SE 3rd Bend, 97701 382-5505 Office hours vary 1-800-550-4900 (24/7 availability)	
Service Area	Crook, Deschutes, & Jefferson Counties	

**CACOON**

Description	A home visit program for families with children, ages 0-20, who have special health needs.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Screening &amp; monitoring for at-risk children</li> <li>• Medical &amp; legal information</li> <li>• Training of special techniques for care of the child</li> <li>• Finding care services as close to home as possible</li> <li>• Provide support in times of stress &amp; crisis</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish	
Offices	Crook County Health Department 375 NW Beaver St Suite 100 Prineville, 97754 447-5165 M-F 8-5	
Service Area	Crook County	

**CENTRAL OREGON RESOURCES FOR INDEPENDENT LIVING  
CORIL**

Description	Programs designed to assist people who experience disabilities help themselves toward greater personal independence and a better quality of life.	<b>SERVICES</b> <ul style="list-style-type: none"> <li>• Information &amp; referral</li> <li>• Self-advocacy training</li> <li>• Individual &amp; systems advocacy</li> <li>• Independent living skills training</li> <li>• Peer counseling</li> <li>• Social &amp; recreational opportunities</li> <li>• Cognitive retraining</li> <li>• Resume building</li> <li>• Job development &amp; placement</li> </ul>
Eligibility Requirements	Must have a disability Call with questions regarding eligibility	
Languages	English	
Offices	20436 Clay Pigeon Court Bend, 97701 388-8103 M-F 8-5 and by appointment	
Service Area	Crook, Deschutes, & Jefferson Counties	

## HEALTHY START PRENATAL SERVICE

Description	To help low income mothers overcome some of the difficulties of maintaining a healthy pregnancy & delivering a healthy baby by providing a range of prenatal care services.	<b>SERVICES</b>
Eligibility Requirements	Must be at or below 200% of federal poverty guidelines; fees based on a sliding scale.	
Languages	English, Spanish—Other languages supported as needed via translation service	
Offices	Deschutes County Human Services 2577 NE Courtney Dr. Bend, 97701 322-7444 T & F 8-4:30	
Service Area	Deschutes County	
		<ul style="list-style-type: none"> <li>• Routine prenatal lab work</li> <li>• Ultrasound as required</li> <li>• Prenatal exams</li> <li>• Education</li> <li>• Vitamins</li> <li>• Referral to obstetrician if complications arise during pregnancy</li> <li>• Childbirth preparation classes</li> <li>• Post-partum contact at 2 &amp; 6 weeks</li> <li>• Hospital delivery</li> </ul>

## DEPARTMENT OF HUMAN SERVICES-SELF SUFFICIENCY PROGRAM DHS

Description	Helps low income families become self-supporting while assisting them in meeting their basic needs.			<b>SERVICES</b>
Eligibility Requirements	Eligibility guidelines vary according to program. Household income is one of the basic requirements which must be met for each program.			
Languages	English, Spanish			
Offices	Bend Office 1300 NW Wall St Suite 101 Bend, 97701 388-6010 M-F 8-5	La Pine Office 16493 Bluewood Pl. Suite 3 La Pine, 97739 536-5380 M-F 8-5	Madras Office 678 NE Hwy. 97 Suite A Madras, 97741 475-6131 M-F 8-5	
	Prineville Office 457 NEOchoco Plaza Dr. Prineville, 97754 447-3851 M-F 8-5	Redmond Office 2158 SE College Lp. Suite A Redmond, 97756 548-5547 M-F 7:30-5	Warm Springs Office 1144 Warm Springs St Warm Springs, 97761 553-1626 M, T, W, F 9:00-4:15 Th 1:30-4:15	
Service Area	Central Oregon			
				<ul style="list-style-type: none"> <li>• <b>Food Stamps</b>-coupons for food purchases for low income households</li> <li>• <b>Medical Programs</b>-medical card; preventative care</li> <li>• <b>Temporary Assistance to Needy Families (TANF)</b>-cash assistance to families with children while they work toward self-sufficiency</li> <li>• <b>Child Care</b>-assists low income employed families in paying child care costs. Classes are also available to educate parents on child care issues</li> <li>• <b>Work Assistance Programs (JOBS, JOB Plus, and Workfare)</b>-programs to provide skill development, work training opportunities and supports necessary to help participants get and keep employment</li> </ul>

**FAMILY HEALTH INSURANCE ASSISTANCE PROGRAM**  
**FHIAP**

Description	Helps Oregon families afford the protection & benefits of a health insurance plan.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Subsidizes purchase of health insurance for qualified, uninsured Oregonians</li> <li>• Helps families obtain health insurance</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English	
Offices	1-888-564-9669 1-800-542-3104 1-800-735-2900 (Relay service)	
Service Area	State of Oregon	

**HEALTH DEPARTMENTS**

Description	Provides a variety of programs & information related to health & preventative care.			<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Immunizations</li> <li>• Child health clinics</li> <li>• HIV testing &amp; counseling</li> <li>• Limited lab tests</li> <li>• Pregnancy tests</li> <li>• Prenatal care</li> <li>• Support services for high risk infants, toddlers, &amp; children</li> <li>• Oregon Health Plan enrollment</li> <li>• Family planning</li> <li>• Maternity case management</li> <li>• Food Handler's cards</li> </ul>
Eligibility Require-	Fees based on sliding scale. Please schedule an appointment. No one denied services if unable to pay.			
Languages	English, Spanish			
Offices	Crook County 375 NW Beaver St Suite 100 Prineville, 97754 447-5165 M-F 8-5	Deschutes County La Pine Commu- nity Campus 51605 Coach Rd La Pine, 97739 322-7400	Deschutes County Bend Office 2577 NE Courtney Dr. Bend, 97701 322-7400 M-Th 8-6	
	Deschutes County Becky Johnson Center 412 SW 8th St. Redmond, 97756 617-4775 M-Th 8-6	Jefferson County 715 SW 4th St. Suite C Madras, 97741 475-4456 M-F 8-12:30, 1:30-5		
Service Area	Crook, Deschutes, & Jefferson Counties			

**HEALTHY BEGINNINGS**

Description	Provides health & developmental screening for children age birth through five.	<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Screening/consultation for: health, vision, hearing, nutrition, dental, behavior, speech/language, developmental</li> <li>• Referrals and follow up</li> <li>• Parental training, information and support</li> </ul>
Eligibility Requirements	All children are welcome. Services are free, however donations are welcome.	
Languages	English, Spanish	
Offices	1029 NW 14th St Ste 102 Bend, 97701 383-6357 M-F 8-5	
Service Area	Deschutes County	

## HOSPICE SERVICES

Description	Provides medical care & support to people who are terminally ill & their families.		<b>SERVICES</b>
Eligibility Requirements	Call for eligibility requirements.		
Languages	English		
Offices	Pioneer Memorial Hospital 1201 NE Elm St. Prineville, 97754 447-2510	Partners In Care 2075 NE Wyatt Ct Bend, 97701 382-5882, 1 800 383-5882 Redmond: 504-2800 La Pine: 536-5990	
	Hospice of Redmond Sisters 723 SW 23rd Ave. Redmond, 97756 548-7483	Jefferson County Mountain View Hospital 470 NE A St. Madras, 97741 475-3882 M-F 8-5	
Service Area	Crook, Deschutes, & Jefferson Counties		

- Medical services for the terminally ill
- Counseling & bereavement
- Nursing, home health aides
- Pastoral counseling
- Pain control
- Short term inpatient care
- Educational workshops
- Support groups
- Physical, speech, and occupational therapy
- Non-denominational pastoral care

## LUTHERAN COMMUNITY SERVICES, NORTHWEST

Description	Provides counseling & support to those in need.	<b>SERVICES</b>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish via translator	
Offices	203 N Court Prineville, 97754 447-7441 M-F 8-5	
Service Area	Crook County	

- Counseling on:
- Alcohol & drug (adults only)
  - Mental health including: depression, anxiety, severe & persistent mental illness

**MENTAL HEALTH DEPARTMENTS**

Description	Provides a variety of programs & information for mentally ill individuals & persons in crisis.			<b>SERVICES</b>
Eligibility Requirements	Fees based on a sliding scale.			
Languages	English, Spanish available			
Offices	Crook County 203 N Court St. Prineville, 97754 447-7441 M-F 8-5 Evening Hrs by Appointment	Deschutes County 2577 NE Courtney Dr. Bend, 97701 322-7500 M-F 8-5	Jefferson County 125 SW "C" St. Madras, 97741 475-6575 M-F 8-5	
Service Area	Crook, Deschutes, & Jefferson Counties			
<ul style="list-style-type: none"> <li>• Counseling for mentally ill individuals &amp; persons in crisis</li> <li>• Rainbow Clubhouse (Deschutes County)</li> <li>• Turning Point Clubhouse (Crook County)</li> <li>• Best Club (Jefferson County)</li> <li>• Crisis line 1-888-232-7192</li> </ul>				

**OCHOCO HEALTHSYSTEMS**

Description	Not for profit organization offering comprehensive primary care & mental health. Flexible payment plans available.			<b>SERVICES</b>
Eligibility Requirements	All insurances accepted. Patients below 200% of Federal Poverty Level are eligible for discounted fees. Call for eligibility information.			
Languages	English & Spanish			
Offices No walk ins <b>Call for Appointment</b>	Ochoco Community Clinic 980 N. Main St. Prineville, 97754 447-0707	Community Clinic of Bend 409 NE Greenwood Bend, 97701 383-3005	Mt Jefferson Community Clinic 910 SW Highway 97 Suite 101 Madras, 97741 475-7800	
Service Area	Crook, Deschutes & Jefferson Counties			
<ul style="list-style-type: none"> <li>• Primary care services</li> <li>• Mental health services</li> <li>• Prenatal services</li> <li>• Dental services-limited to established patients or emergency/urgent needs only</li> </ul>				

**PLANNED PARENTHOOD OF THE COLUMBIA/WILLAMETTE**

Description	Education & resource center.			<b>SERVICES</b>
Eligibility Requirements	Call for eligibility requirements.			
Languages	English & Spanish			
Offices	2330 NE Division St. Suite 7 Bend, 97701 389-9973 Call for hours			
Service Area	Crook, Deschutes, & Jefferson Counties			
<ul style="list-style-type: none"> <li>• Low cost birth control services &amp; supplies</li> <li>• Emergency contraception pills</li> <li>• Pregnancy testing &amp; options counseling</li> <li>• Annual checkups</li> <li>• Testing &amp; treatment of sexually transmitted infections</li> <li>• First trimester abortion care, education, &amp; support</li> <li>• Referrals for prenatal care, parenting, abortion &amp; adoption services</li> <li>• Workshops for teens, parents, and</li> </ul>				

**PREGNANCY RESOURCE CENTER**

Description	Offers hope, help & healing to women & teens who are facing a pregnancy.		<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Intervention-counseling &amp; resources</li> <li>• Prevention-abstinence education, speakers bureau, resource library</li> <li>• Reconciliation-support groups, evangelism, healing &amp; restoration</li> </ul>
Eligibility Requirements	None		
Languages	English, Spanish (Jefferson County)		
Offices 1-800-499-HOPE	Crook County 399 NW Deer St. Prineville, 97754 447-2420 M 9:30-5pm T,W 9-5	Deschutes County 1051 NE 4th St. Suite 102 Bend, 97701 385-5334 M-F 9-4:30	
	Deschutes County 465 NW Elm St Redmond, 97756 504-8919 M-Th 9-5 Fr by Appt Only	Jefferson County 291 SE 7th St. Madras, 97741 475-5338 T 9-5 W, Th 9:30-5	
	LaPine Office 51515 Huntington Rd LaPine 97739 536-7780 T,W 9-4		
Service Area	Crook, Deschutes, & Jefferson Counties		

**READY, SET, GO**

Description	Services are offered to families of newborns.	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Promote positive parent/child interaction</li> <li>• Assessments of child development</li> <li>• Promote child health &amp; development</li> <li>• Parent education &amp; support</li> <li>• Resource referrals</li> </ul>
Eligibility Requirements	Call for eligibility requirements.	
Languages	English, Spanish	
Offices	1029 NW 14th St. Bend, 97701 749-2133	
Service Area	Deschutes County	

**SENIORS & PEOPLE WITH DISABILITIES (State of Oregon)**

Description	SPD helps seniors function in their own homes & communities by strengthening individual abilities and by providing community			<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Food Stamps</li> <li>• Employment Initiative Program</li> <li>• Information &amp; referrals for senior services</li> <li>• Medical &amp; cash assistance</li> <li>• Medicaid &amp; long term care (nursing facilities, assisted living, residential care, adult foster care, in-home services), Adult protective services (facility abuse, elderly abuse, protective services, risk intervention)</li> </ul>
Eligibility Requirements	Must be a senior, 65 years of age or older, or a person over 18 living with a disability. Income and resources eligibility vary according to program. Functional assessment is required for long term care services.			
Languages	English, Spanish			
Offices	Bend Office 1300 NW Wall St Bend, 97701 388-6240 M-F 8-5	La Pine Office 16493 Bluewood Pl. Suite 1 La Pine 97739 536-8919	Madras Office 678 NE Hwy. 97 #D Madras, 97741 475-6773 M-F 8-5	
	Redmond Office 1135 SW Highland Redmond, 97756 548-2206 M-F 8-5	Prineville Office 457 NE Ochoco Plaza Drive, Ste. C Prineville, 97754 447-4511 M-F 8-5		
Service Area	Crook, Deschutes, & Jefferson Counties			

**RIMROCK TRAILS**

Description	Adolescent alcohol & drug treatment center.			<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Residential treatment</li> <li>• Outpatient treatment</li> <li>• Early intervention</li> <li>• Prevention &amp; intervention program</li> </ul>
Eligibility Requirements	Call for eligibility requirements.			
Languages	English & others on request			
Offices	Crook County 1333 NW 9th St. Prineville, 97754 447-2631	Deschutes County Bend Office 63360 Britta St Building 1 Bend, 97701 388-8459	Deschutes County Redmond Office Becky Johnson Center 413 SW 8th St. Redmond, 97756 617-4771 T-Th 9-6 Fri 9-4	
	Service Area			

**WOMEN, INFANTS & CHILDREN  
WIC**

Description	A free health & nutrition program for pregnant women, nursing mothers, infants, & children up to the age of 5.			<b>SERVICES</b>
Eligibility Requirements	Must be eligible under Oregon WIC income guidelines & have nutritional/health need.			
Languages	English, Spanish			
Offices	<b>Crook County</b> 375 NW Beaver St Suite 100 Prineville, 97754 447-5165 M-F 8-5		<b>Jefferson County</b> 715 SW 4th St. Suite C Madras, 97741 475-4456 M-F 8-12:30, 1:30-5	
	<b>Deschutes County</b>			
	Becky Johnson Center 412 SW 8th Redmond ,97756 617-4775 M,T & F 8-12,1-5	2577 NE Courtney Dr. Bend, 97701 322-7400 M-F 8-12, 1-5	La Pine Community Center 51605 Coach Road La Pine, 97739 322-7400 1st & 3rd Tuesday 9-12, 1-4	
Service Area	Crook, Deschutes, & Jefferson Counties			

- Voucher program for free healthy food Including juice, milk, eggs, cereal, & infant formula
- Information & referral services
- Growth & developmental evaluations for children
- Goal setting & behavior change counseling
- Breastfeeding support
- Health & diet/nutritional counseling

**CITY CARE CLINIC**

Description	The clinic works with local providers to offer no cost basic health care to those who qualify. The program does not include prescriptions, visits to specialists or surgery.	<b>SERVICES</b>
Eligibility Requirements	Clients cannot have any kind of insurance, including Medicare or Medicaid, nor can they qualify for the Oregon Health Plan.	
Languages	English	
Offices	818 SW Forest Ave. Redmond, 97756 504-5333 1-4 PM Wednesdays (except 4th Wed of month) & 4th Tuesday	
Service Area	Crook, Deschutes, & Jefferson Counties	

- Basic health screenings and prevention visits
- Non-perishable food items
- Clothing

**VOLUNTEERS IN MEDICINE  
VIM**

Description	The clinic provides health care to residents of Deschutes County who have no medical insurance and meet the Clinic's eligibility criteria.	<b>SERVICES</b>
Eligibility Requirements	Clients cannot have any kind of insurance, including Medicare or Medicaid, nor can they qualify for the Oregon Health Plan. Household income must be below 200% of the federal poverty level.	
Languages	English (Interpreters available if arrangements made in advance)	
Offices	330-9001 Please call for appointments Walk ins not accepted M (9-5), T (3:30-8), Th (9-5), F (9-3) (Not all services available during all open hours)	
Service Area	Deschutes County Residents (minimum 90 days)	

**ADVANTAGE SMILES FOR KIDS  
ASK**

Description	Provides orthodontics and related dental care to low income, at risk children	<b>SERVICES</b>
Eligibility Requirements	Must be under 15 years of age. Contact for other eligibility criteria. Include income level, referrals, at risk determination.	
Languages	English	
Offices	Must be referred 504-3911 for information	
Service Area	Crook, Deschutes and Jefferson Counties	

# HOUSING

## NEIGHBORIMPACT TRANSITIONAL HOUSING PROGRAM THP

Description	Transitional housing program for homeless families.		<b>SERVICES</b>
Eligibility Requirements	Homeless families with children. Must have some income to supply partial funds.		
Languages	English, Spanish		
Offices (Please call appropriate office for appointment)	Crook County 203 NE Court St. Prineville, 97754 416-0107	Healy Heights 1900 NE Bear Creek Rd. Bend, 97701 317-1141	
	Jefferson County 645 SW Marshall St. Madras, 97741 475-7017	Redmond 2303 SW 1st St. Redmond, 97756 548-2380 x145	
Service Area	Crook, Deschutes, & Jefferson Counties		

## HOUSING WORKS

Description	Develops & maintains community housing resources to meet the needs of very low to moderate income families and special needs individuals.	<b>SERVICES</b>
Eligibility Requirements	Please call for information.	
Languages	English, Spanish	
Offices	405 SW 6th St. Redmond, 97756 923-1018 M-F 8-5	
Service Area	Crook, Deschutes, & Jefferson Counties	

## HABITAT FOR HUMANITY

Description	Works in partnership with low income families to build their own homes.		<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• New home construction for families</li> <li>• Educational services</li> <li>• <a href="http://www.bendhabitat.org">www.bendhabitat.org</a></li> </ul>
Eligibility Require-	Income eligibility, must provide 500 hours of “sweat equity.”		
Lan-	English		
Offices	Deschutes County 1860 NE. 4th St. Bend, 97701 385-5387 M-F 8-5	Deschutes County Newberry 593-5005 Redmond 548-1406 Sisters 549-1193	
	Jefferson County 49 SE 12th St. Madras, 97741 475-9722	Crook County 1422 NW Murphy Court Prineville, 97754 447-6934	
Service	Crook, Deschutes, & Jefferson Counties		

## NEIGHBORIMPACT HOUSING CENTER

Description	The Housing Center focuses on the creation of homeownership, maintaining & sustaining home ownership.		<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Home buyer education</li> <li>• Foreclosure prevention counseling</li> <li>• Reverse mortgage counseling</li> <li>• Credit and budget counseling</li> <li>• Financial fitness classes</li> <li>• Down payment assistance</li> <li>• Educational workshops</li> </ul>
Eligibility Requirements	All income levels are welcome. Please call for more information regarding specific programs.		
Languages	English, Spanish		
Offices	740 NE 1st St. Bend, 97701 318-3302	2303 SW 1st St. Blding C Redmond, 97756 548-2380 ext. 138	
	645 SW Marshall St. Madras, 97741 475-0442	203 NE Court St. Prineville 97754 447-6835	
Service Area	Crook, Jefferson & Deschutes Counties		

## RURAL DEVELOPMENT

Description	Provides housing finance loans in rural areas.		<b>SERVICES</b>  <ul style="list-style-type: none"> <li>• Housing Purchase loans</li> <li>• Home repair loans and grants</li> <li>• Information on housing services</li> <li>• Services to very low, low &amp; moderate income families</li> </ul>
Eligibility Requirements	Must be in rural area and very low to moderate income households.		
Languages	English		
Offices	625 SE Salmon Ave., Suite 5 Redmond, 97756 923-4358 ext. 4 8-4:30		
Service Area	Crook, Deschutes, Harney, Hood River, Jefferson, Klamath, Lake, Sherman & Wasco Counties		

**NEIGHBORIMPACT HOME REHABILITATION PROGRAM**

Description	The home rehab program offers low cost deferred loans to eligible clients for home rehabilitation.	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Deferred loans for needed home improvements</li> </ul>
Eligibility Require-	Please call for more information on this program.	
Languages	English, Spanish	
Offices	2303 SW 1st St. Building C Redmond, 97756 548-2380 ext. 138	
Service Area	Crook, Jefferson & Deschutes Counties	

**NEIGHBORIMPACT WEATHERIZATION PROGRAM**

Description	The Weatherization program offers work for eligible clients to increase energy efficiency and address health and safety issues	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Home improvements for household energy efficiency</li> <li>• Client training on saving energy</li> </ul>
Eligibility Require-ments	Household income levels must be met. Please call for more information. Available to homeowners and renters with landlord participation	
Languages	English, Spanish	
Offices	2303 SW 1st St. Building C Redmond, 97756 548-2380 ext. 138	
Service Area	Crook, Jefferson & Deschutes Counties	

# LEGAL ASSISTANCE

## CENTRAL OREGON MEDIATION

Description	Provides mediation services & educational workshops on conflict resolution.	<b>SERVICES</b>
Eligibility Requirements	Please call for eligibility requirements.	
Languages	English, Spanish available	
Offices	Deschutes County 1029 NW 14th St. Bend, 97701 383-0187 M-Th 8:30-1:30	
Service Area	Crook, Deschutes, & Jefferson Counties	

## COURT APPOINTED SPECIAL ADVOCATES for CHILDREN CASA

Description	Provides volunteers to advocate for abused and neglected children and to ensure children have a voice in the court system.		<b>SERVICES</b>
Eligibility Requirements	Please call for eligibility requirements.		
Languages	English, Spanish available		
Offices	63360 Britta St, Bldg. 1 Bend, 97701 389-1618	Crook County 447-7220 Jefferson County 475-9426 Warm Springs 553-2323	
Service Area	Crook, Deschutes, & Jefferson Counties		

## LEGAL AID SERVICES of OREGON

Description	Provides legal assistance to low income people	<b>SERVICES</b>
Eligibility Requirements	Please call for eligibility requirements.	
Languages	English, Spanish available	
Offices	817 NW Hill St. Bend, 97701 385-6944 1 800 678-6944 M-W 10-2	
Service Area	Crook, Deschutes, & Jefferson Counties	

- Legal assistance to low income people in the areas of
  - Family Law
  - Housing
  - Administrative Law
  - Consumer Law

## OREGON STATE BAR

Description	Provides referral service matching low income residents with attorneys willing to work for reduced fees.	<b>SERVICES</b>
Eligibility Requirements	Please call for eligibility requirements.	
Languages	English, Spanish available	
Offices	503 684-3763 1 800 452-7636 M-F 9-5	
Service Area	Crook, Deschutes, & Jefferson Counties	

- Provides legal service in the areas of
  - Landlord/Tenant
  - Criminal Law
  - Family Law

## CROOK COUNTY VICTIMS ASSISTANCE

Description	Crime victim assistance. Immediate & ongoing support to victims of crime.	<b>SERVICES</b>
Eligibility Requirements	Any victim of crime in Crook County.	
Languages	English	
Offices	District Attorney Crook County Courthouse 300 E. 3rd St. Rm. 34 Prineville, 97754 447-4158	
Service Area	Crook County	

- Advocates for victims
- Provides information about rights
- Provides assistance with property return & restitution
- Provides referrals

**DESCHUTES COUNTY VICTIMS ASSISTANCE**

Description	Crime victim assistance. Immediate & ongoing support to victims of crime.	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Advocates for victim</li> <li>• Provides information about rights</li> <li>• Referrals</li> <li>• Provides support through criminal justice process</li> <li>• Provides assistance with crime victim compensation</li> </ul>
Eligibility Requirements	Any victim of crime in Deschutes County.	
Languages	English	
Offices	District Attorney 1164 NW Bond St. Bend, 97701 388-6525	
Service Area	Deschutes County	

**JEFFERSON COUNTY VICTIMS ASSISTANCE**

Description	Assists victims of crime with informational & emotional support through the court process. Emergency on call.	<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li>• Personal contact &amp; follow up support to victims</li> <li>• Assists with property return &amp; restitution</li> <li>• Victim written notification of case status, hearing dates, &amp; compensation</li> <li>• Victim impact statement and/or support during sentencing</li> </ul>
Eligibility Requirements	Call for eligibility requirements. Handle criminal cases & civil cases involving restraining orders.	
Languages	English (Spanish interpreter as needed)	
Offices	Jefferson County Courthouse 75 SE C St. Madras, 97741 475-4463 M-F 8:30-5, 24 hour on-call	
Service Area	Jefferson County	

# HOTLINE & OTHER RESOURCE NUMBERS

## HEALTH SERVICES

### **AIDS/HIV/STD's/Immunizations/Disease outbreaks/**

#### **Autism**

Hotline 1-800-342-AIDS

#### **Alcohol and Drug HELPLINE (Oregon Partnership, Inc)**

1-800-923-HELP

#### **Alcohol and Drug Services ( Service unit of Deschutes County Human Services)**

24 hr crisis hotline 322-7500 or 1-800-875-7364 after 5 PM

#### **American Cancer Society**

1-800-227-2345 Portland

#### **Child and Family Mental Health Line**

24 hour crisis hotline call 322-7500 or 1-888-232-7192

#### **The Family Health Insurance Assistance Program (FHIAP)**

1-888-564-9669

#### **Oregon Health Plan**

1-800-359-9517

#### **Oregon SafeNet Maternal and Child Health Hotline**

1-800-723-3638

#### **Oregon Youth Line**

1-877-553-8336 (English)

7-877-515-7848 (Spanish)

## SENIOR RESOURCES

#### **AARP**

1-800-687-2277

#### **Central Oregon Council on Aging (COCOA)**

548-8817

#### **Dial-a-Ride**

Bend 389-7433

Redmond 548-0466

Madras 475-6494

La Pine 536-3207

Sisters 548-8817

Prineville 447-6729

#### **Interfaith Volunteer Caregivers**

Bend 385-9460

Redmond 548-7018

#### **Meals-on-Wheels**

Bend 382-3008

3207Redmond 548-6325

Madras 475-6494

Crooked River Ranch 548-1086

La Pine 536-

Sisters 389-5224

Prineville 447-6844

#### **Senior and Disabled Services (State of Oregon)**

Bend 388-6240

Prineville 447-4511

La Pine 536-8919

Redmond 548-2206

Madras 475-6773

#### **Senior Centers**

Bend 382-3008 Crooked River Ranch 504-8236

La Pine 536-3207

Redmond 548-6325

Sisters 549-4112

Madras 475-6494

Prineville 447-6844

Warm Springs 553-3313

#### **Senior Help Line**

504-0392 or 1-877-704-4567

#### **Social Security Administration**

385-7009

1-800-772-1213

#### **Warm Springs Senior Transportation**

553-3313

## MISCELLANEOUS RESOURCES

<b>Cascade Youth and Family Center Crisis Hotline</b> 1-800-660-0934	<b>Disabled Veterans Outreach Program</b> 388-6455	<b>Oregon Mothers Care</b> 1-800-Safenet
<b>Central Oregon Battering Rape Alliance</b> 389-7021 Bend, or 1-800-356-2639	<b>Family Resource Center</b> 389-5468 –hotline Numbers available	<b>Sexaholics Anonymous</b> 1-503-224-9840
<b>Central Oregon Veterans Outreach</b> 383-2793	<b>Latino Community Association</b> 382-4366	<b>Veteran's Service Offices</b> Bend 385-3214 Madras 475-5228 Prineville 447-5304
<b>Crippled Children/ Child Development &amp; Rehabilitation Center</b> 1-800-637-0700	<b>Northwest ADA Center</b> 1-800-949-4232	
	<b>Oregon Disabilities Commission</b> 1-503-378-3142	

## PREGNANCY & INFANT CARE RESOURCES

<b>Birthright</b> 382-5505 1-800-550-4900	<b>New Hope Child &amp; Family Agency</b> 503-282-6726 1-800-228-3150	<b>Planned Parenthood of the Columbia/Willamette</b> 389-9973
<b>Boys &amp; Girls Aid Society</b> 24 Hour emergency line 1-877-932-2734	<b>Oregon Mothers Care</b> 322-7448 1-800-safenet	<b>Pregnancy Resource Center Of Central Oregon</b> Bend 385-5334 Madras 475-5338 Prineville 447-2420
<b>Downtown Women's Center</b> 503-224-3435 1-800-742-9202	<b>Oregon Safenet Maternal and Child Health Hotline</b> 1-800-723-3638 1-800-safenet	<b>1-800-499-HOPE</b>
<b>Healthy Start Prenatal</b> 322-7400 322-7444	<b>Plan Loving Adoptions Now, Inc. (PLAN)</b> 389-1820	

## LEGAL RESOURCES

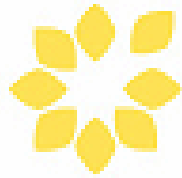
<b>Central Oregon Mediation</b> Crook County 416-2055 Deschutes County 383-0187 Jefferson County 325-5506	<b>Department of Justice-Support Enforcement Division</b> 388-6141 1-800-850-0028	<b>Legal Aid Services of Oregon</b> 385-6944
<b>Consumer Credit Counseling Service of Central Oregon</b> 389-6181 1-800-285-4605	<b>County Victim's Assistance</b> Deschutes—388-6525 Crook—447-4158 Jefferson—475-4463	<b>Oregon State Bar—Law Referral Services/Modest Means</b> 1-800-452-7636
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	<b>Larson Immigration Group, P.C.</b> 749-2102 1-888-428-9525	

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# Neighbor**Impact**

Critical Needs. Diverse Services. Empowering Change.

2009

## ANSWER BOOK

NeighborImpact's Self-Help Guide to Agencies and Services in  
Crook, Deschutes, & Jefferson Counties.

**2303 SW First Street**

**Redmond, OR 97756**

**548-2380**

**[www.neighborimpact.org](http://www.neighborimpact.org)**

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