

# Locations

## **REDMOND**

### **Main Office**

2303 SW First Street  
Redmond, OR 97756  
Phone: (541) 548-2380

Regional Services: Administration, Child Care Resources, Food Program, Head Start (Crook/Deschutes) (541) 548-2380. Energy Assistance 541-504-2155.

### **Redmond Annex**

2602 SW First Street, Suite B  
Redmond, OR 97756

Regional Services: Rehabilitation Loan Program (541)-316-2037, Energy Education and Weatherization (541)-316-2034

Onsite Services: Redmond Housing Center (Tuesdays and Thursdays) and Transitional Housing Program (541) 316-2038.

## **MADRAS**

### **NeighborImpact**

645 SW Marshall  
Madras, OR 97741

Onsite Services: Transitional Housing Program (541) 475-7017. Madras Housing Center Fridays (541)-475-0442. Child Care Resources on limited days call for more information at (541) 548-2380. Energy Assistans 12/1-3/31/2011 only see times inside.

## **PRINEVILLE**

### **NeighborImpact**

203 NE Court Street  
Prineville, OR 97754

Onsite Services: Transitional Housing Program (541)447-6835. Prineville Housing Center Wednesdays (541) 410-3409. Energy Assistance 12/1-3/31/2011 only see times inside.

## **BEND**

Regional Services: Housing Center (541) 318-7506 and Emergency Services 541-318-7506, Ext. 104

Onsite Services: Energy Assistance (541) 749-4947 (information only)

20310 Empire Ave., Suite A110  
Bend, OR 97701

### **Bend Transitional Housing Program**

Call for Information: (541) 317-1141

**Shelter** Call for Information: (541) 385-0301

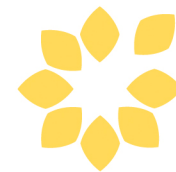


Community Partner

# NeighborImpact



## Services



# NeighborImpact

Critical Needs. Diverse Services. Empowering Change.

[WWW.NEIGHBORIMPACT.ORG](http://WWW.NEIGHBORIMPACT.ORG)

Revised 11/10

## **See Last Page for Office Locations**

**Looking for a Helping Hand?** The following is a list of NeighborImpact services. Eligibility requirements vary with each service. Please call or visit our website at [www.neighborimpact.org](http://www.neighborimpact.org) for additional information.

**Child Care Resources**— CCR is an information and referral service for families, child-care providers, employers and communities. The CCR office is located at the Redmond Main Office.

**For Parents** – Personalized child care referrals, information on child care options and guidance in selecting quality child care. 541-548-2380, #113(Spanish, # 121)

**For Providers** – To maintain and increase quality services, child care providers are offered training, technical assistance and business support. 541-548-2380, 118 (Spanish, #121)

**For Employers** – Information on child care benefits, work-life issues and on site workshops on selecting quality child care. 541-548-2380, #119

**Energy Assistance** - Helps eligible families and individuals pay a portion of their heating costs during the winter months. Also assists people in jeopardy of disconnection. Help is available based on funding. **Energy Assistance Phone Numbers and Program Hours:**

Redmond Office, 20310 Empire Ave. Suite A110, hours are 9am-4pm 541-318-7506.

Redmond Office 2303 SW First St.- Office hours are 9am-4pm 541-548-2380.

Madras Office, 645 SW Marshall hours are M, W, F 10:30 am-4pm from 12/1/2010-3/31/2011

Prineville Office, 203 NE Court St., hours are 10 am –2 pm M-Th. from 12/1/2010-3/31/2010

To speak with an energy helper. feel free to call 541-504-2155. You may also visit our website at [www.neighborimpact.org](http://www.neighborimpact.org) for more information on income eligibility and frequently asked Energy Assistance questions.

**Rent Assistance**- Provides long and short term rental assistance as well as information and referral to individuals and families. Rent assistance is based on available funding and eligible participants are selected from standard application form. **Rent Applications may be faxed to 541-749-4948 or taken over the phone by calling 541-318-7506 Extension 105.** Rent assistance applications are available on the NeighborImpact website at [www.neighborimpact.org](http://www.neighborimpact.org) or at Bend, Redmond, Prineville, or Madras NeighborImpact offices or FAN sites.

**Rent Assistance walk-in hours to fill out applications are at the Bend Office Only**—Monday through Friday (9:00am - 12:00 Noon & 1:00 pm-4:00pm) at 20310 Empire Avenue, Suite A110

**Energy Education**— The purpose of this class is to educate clients on methods to control energy expenses in their home and to promote health and safety as it relates to energy usage. 541-316-2034.

**Weatherization**- Weatherization is a year-round program that makes improvements to homes to reduce energy loss for clients at or below 60% of the state area median income. Some improvements may include insulation, heating systems, and air sealing. There is a home evaluation process to determine what items will be considered. A client may rent or own their home. For additional program requirements and eligibility guidelines call 541-316-2034.

**Home Tenant Based Assistance**- (541) 385-0301— This type of Rent Assistance is typically for a period of one year. Case management and home visits are required. A wait list is opened periodically as capacity becomes available. Notification of wait list openings is announced in the community ahead of time. Applicants must be on a wait list to be considered for the program. Applicants must have income below 50% of area median guidelines to qualify.

**Family Shelter**- provides short term shelter to homeless families with children. Families can stay at Nancy's House for up to three months. The program is located in Bend and can provide housing for up to five families at a time. For more information on eligibility and openings please call 541-385-0301.

**Food Bank**- NeighborImpact provides food to over 40 partner agencies in Crook, Deschutes and Jefferson Counties. For more information or a list of locations of participating food banks, meal and brown bag sites please visit our website [www.neighborimpact.org](http://www.neighborimpact.org). Food Program office 541-548-2380, Ext. 108.

**Head Start Program**- promotes school readiness and self-sufficiency through early childhood education, parent involvement, family support, health services, social services, and nutritious meals. Classrooms and program services are available at sites in Crook and Deschutes counties. The program is free and primarily serves low-income families. For an application or more information call 548-2380, Ext. 127, toll free (866)292-0413 Ext. 127, download an application in English or Spanish at [www.neighborimpact.org](http://www.neighborimpact.org), or visit the Redmond Main Office.

**Home Rehabilitation Loan Program**- provides low interest home repair loans to clients that are below 80% of the area median. 541-316-2037.

**Housing Center**- offers a variety of programs including foreclosure prevention classes and counseling, first time homeownership classes and counseling, down payment assistance loans, reverse mortgage counseling, financial literacy classes and counseling, home owner rehabilitation loans, and a matched saving program (IDA). Centers are located in Redmond 541-316-2038, Bend 541-318-7506, Madras 541-475-0442, and Prineville 541-416-0107. (If you are Spanish speaking call the Bend office to speak with bilingual staff). Please call for more information or email [homeownership@neighborimpact.org](mailto:homeownership@neighborimpact.org).

Redmond (Tuesday and Thursday; 8:30am–4:30pm)

Bend (Monday - Friday; 8am–4:30pm)

Madras (Friday; 9am–4:30pm)

Prineville (Wednesday; 8:30am--4:30pm)

**Transitional Housing**- helps homeless families with their immediate housing crisis and longer term self-sufficiency through rental subsidies, case management support, and training assistance. Please call 541-317-1141 for more information on eligibility and openings.

**Volunteer Program: Interested in volunteering?** Check out our website for more information on volunteer positions and application process or contact at [volunteers@neighborimpact.org](mailto:volunteers@neighborimpact.org)

**Beehive Cascades**— a website offering local and national resources, self-help information and interactive tools about money, schools, jobs, housing, health, childcare and more. The website is in English and Spanish. <http://cascades.thebeehive.org>.