

REPORT TO THE COMMUNITY

2009/2010 ANNUAL REPORT

*Sometimes somebody
just needs a hand.*



Neighbor**Impact**

EXECUTIVE DIRECTOR

Hope, combined with the right resources and skills, transforms people.

I'm pleased to share NeighborImpact's 2010 Report with you. This year we are celebrating 25 years of community service. Back in 1985, we provided help with food, rent, shelter, weatherization and utilities for about 8,840 persons. This past year, we provided a range of basic and self-sufficiency services for over 200,000 persons.

Our results are all about people – not just any people, but our own neighbors, who live, work and struggle to have a better life every day right here in Central Oregon. Their successes are the inspirations of our daily work. These are not isolated results. Each story is a family's story ... a neighbor's story.

NeighborImpact helps each family to discover its own goals and then links it with resources to empower change now and in the future.

Families, with the help of our staff and volunteers, discover their strengths and assets. It's often a matter of taking little steps. Each step is taken with support and encouragement. But these little steps can transform how people think about themselves. Self-images begin to change from negative to positive with each success. Soon the negative messages of a lifetime change. We start to hear "I can learn new things." "I'm a capable person." "I can take care of myself and provide a good life for my family."

Your support ensures that families have the encouragement and skills to make their hope for a better future a reality!

Sharon Miller

Executive Director, NeighborImpact



HEAD START CLOSES THE ACHIEVEMENT GAP

In 2010, NeighborImpact's Head Start Program improved the odds and closed the achievement gap for over 400 of Central Oregon's most vulnerable children.

Being ready for school matters - to children, to families and to our community. Children who are behind in reading in first grade have only a one-in-eight chance of ever catching up, and without good social skills it's even harder.

To build school readiness, Head Start integrates high-quality early education with other critical

components: health, nutrition, mental health, parent education, parent engagement and family support. This strategy works: In June, 90% of 4-year-old children in our program met school readiness measures. When these same children began the program in September, only 34% were meeting those measures.

Poverty takes a toll on young children not only intellectually but emotionally. Imagine the sense of security a vulnerable young child gains from knowing that each day he or she will ride a warm

bus to a safe and beautiful classroom and be welcomed by kind and gentle teachers, provided with nutritious hot meals and given opportunities to play and learn social and cognitive skills.

The positive outcomes achieved by Head Start children during this year were made possible through local partnerships and individual generosity, along with NeighborImpact's federal and state grant funds. Our vision is a Central Oregon where every child is ready to succeed in school and life.

"My home is warm when it's cold outside, for the first time ever!"

FOOD BANK

NeighborImpact has doubled its capacity to help families confronting a food emergency, thanks to an expansion of its Food Bank facilities.

In the summer of 2008, a business facing a fine by the Oregon Department of Environmental Quality had the option of directing up to 80% of the fine to support an environmental project. The company checked on the Internet, learned about NeighborImpact's successful work on such projects in connection with our food recovery program, and contacted us about funding one.

Over a two-year period, NeighborImpact expanded both its food recovery program and its storage capability at the Redmond site. A new refrigerated Ford F550 truck was purchased in early 2009 and a second driver was hired. Ten

new donors, including four grocery stores, were added to the truck pickup routes, and the recovery program is now collecting 150% as much food as it did before the expansion.

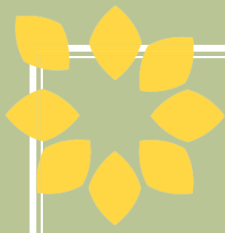
Improvements to the Redmond facility involved expanding its capacity to store frozen food and creating an area for volunteers to repack food products. Plans called for changing the interior layout and adding an outside walk-in freezer. Work began in December 2009 and was completed in September 2010.

The new design has 2,300 square feet of dry storage (double the previous capacity), a 550-square-foot walk-in freezer (more than double the old capacity) and a 900-square-foot room where Food Bank volunteers repack food items.



With this expansion, NeighborImpact's Food Bank is better prepared than ever to play a key role in helping our partner agencies supply food to Central Oregonians.





“I want to personally thank you and the entire NeighborImpact team for helping me go back to school. I am really excited and feel so blessed right now! Saving \$1000 was a huge goal for me that I finally accomplished.”

NEIGHBORIMPACT TO SUPPORT NEW MORTGAGE ASSISTANCE PROGRAM

High unemployment and declining real estate values have spelled difficult times for many Central Oregon homeowners. People who are having trouble paying their mortgage or are facing foreclosure can turn to NeighborImpact's Housing Center for help.

The Housing Center's free foreclosure prevention program includes an educational workshop and individual counseling to help homeowners save their homes. In the past year, NeighborImpact provided foreclosure prevention services to 320 homeowners in Deschutes, Crook and Jefferson counties.

NeighborImpact also will help administer a new program recently announced by the state of Oregon to help some distressed homeowners pay their mortgages. This program, which will launch on Dec. 10 and accept applications through Jan. 15, will make mortgage payments for homeowners for up

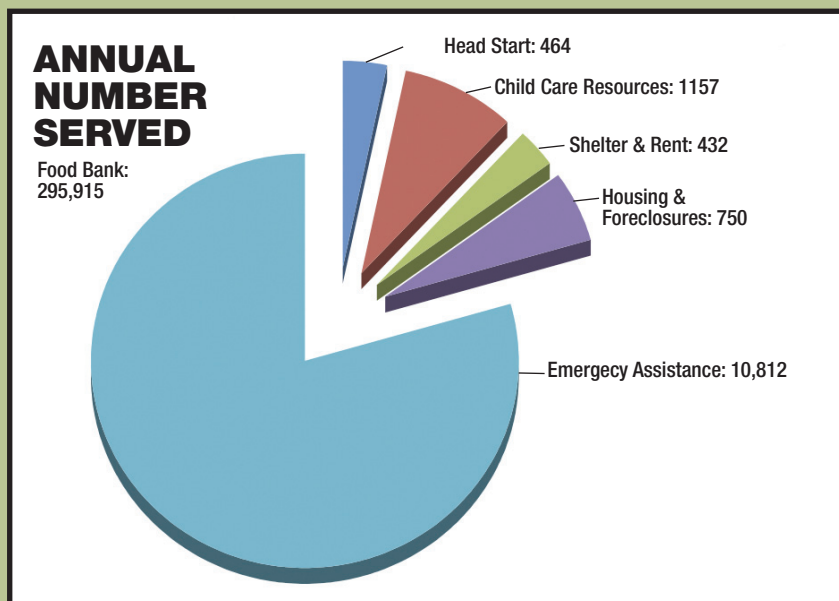
to a year or a maximum of \$20,000. Homeowners must be unemployed or underemployed and have an income of 120% or less of the state median income. Interested homeowners should go to www.oregonhomeownerhelp.org to determine if they qualify.

“We are glad that we have another opportunity to serve struggling homeowners in Central Oregon through this significant new mortgage relief program,” said NeighborImpact Housing Director Laura Fritz. “We hope the assistance buys families time to become re-employed and get back on their feet financially without the fear of losing their home in the meantime.”

More information about this program and other NeighborImpact Housing Center services, such as homebuyer education, reverse mortgage counseling, rehabilitation loans and weatherization grants, can be found at www.homeownershipcenter.org.



NeighborImpact also has a hotline for information about the mortgage payment assistance program at (541) 749-2115.



“I lost my job in May 2009 and haven't been able to find work. I am going to go to college to retrain in a different field. I am so grateful for the help I received. Without it, my children and I would have been left homeless in the coldest time of the year. My daughter loves going to Head Start. She runs to her little bus and is excited to be with her teachers and friends.”

NANCY'S HOUSE - FAMILY SHELTER

Marcia (name changed) and her 3 year-old were referred to the Nancy's House by a Family Access Network advocate. Marcia was pregnant at the time and would have been homeless without NeighborImpact's help. She was due to give birth in a month. With assistance from the shelter's case manager, she was placed on our transitional housing program's waiting list. The wait for housing might be long. But when an unexpected program opening occurred, they were offered housing. On the day that Marcia was accepted into transitional housing, she gave birth to her baby

and received the good housing news while still in the hospital. Marcia's case manager gathered her belongings from the shelter and transported them to her family's new home. When Marcia was discharged from the hospital, she moved directly into her apartment one month and 3 days after entering the shelter.

Since July 2010, 75% of families who left Nancy's House moved into stable housing.

Yes! I'd like to help...

I'm pledging _____ \$25 _____ \$50 _____ \$100 Other \$ _____

I'm interested in learning more about NeighborImpact

I'm interested in volunteer opportunities.

Name _____

Address _____

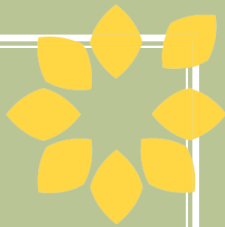
City _____ State _____ Zip _____

Phone _____ Email _____

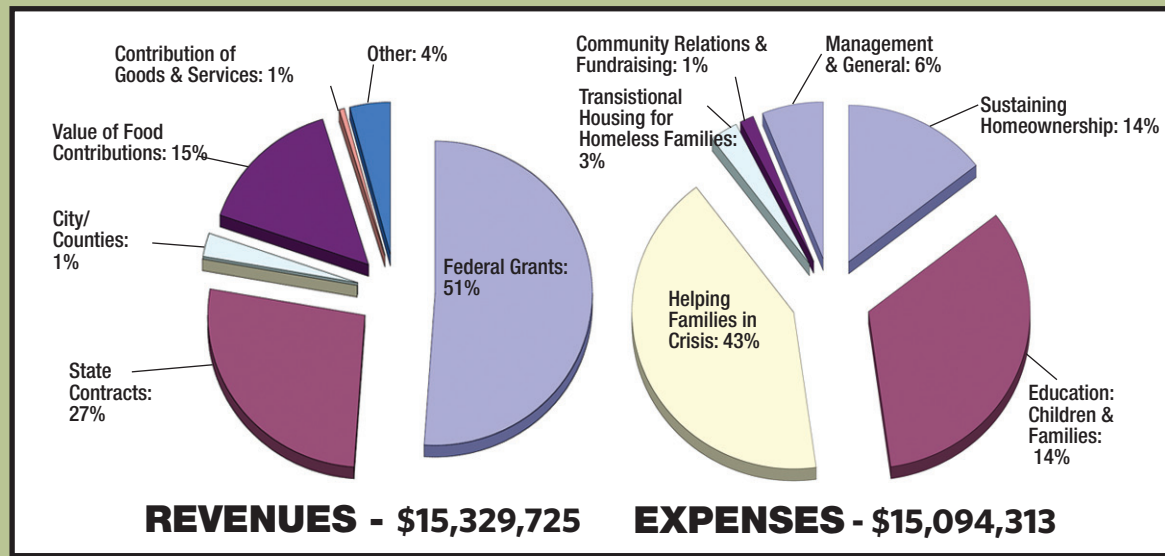
Please send this along with your check to:
NeighborImpact
4303 SW First St.
Redmond, OR 97756

Credit Card options are available through www.neighborimpact.org

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NEIGHBORIMPACT RECEIVES GRANTS FROM VARIOUS FEDERAL AND STATE AGENCIES



NEIGHBORIMPACT PROGRAMS & SERVICES

That's what NeighborImpact is all about. The following is a listing of current services and their contact numbers. Eligibility requirements vary with each service, so please call for information.

The Head Start Program promotes school readiness in children and self-sufficiency for their families through early childhood education, parent involvement, family support, health services, social services and nutritious meals. Classrooms and programs services are available at sites in Crook and Deschutes Counties. The program is free and primarily serves low-income families. (541) 548-2380, Ext. 127

Child Care Resources CCR serves parents, providers and employers with information and referral services.

For Parents: CCR provides information about child care options and guidance in selecting child care. (541) 548-2380, Ext. 113 (Spanish, Ext. 121)

For Providers: CCR offers specialized training, mentoring, individual consultation, business information, referrals, and technical assistance in starting a child care business. (541) 548-2380, Ext. 118 (Spanish, Ext. 121)

For Employers: CCR provides services to match employees' needs with available care by conducting on-site workshops on parenting, selecting care and consulting on employer-sponsored care. (541) 548-2380, Ext. 119

Housing Center Education and Counseling offers a variety of programs including foreclosure prevention classes and counseling, first-time homeownership counseling and classes, down payment assistance loans, reverse mortgage counseling, financial literacy classes and counseling, credit counseling, and a matched savings program

(IDA). Centers are located in Bend (541) 318-7506; Madras (541) 475-0442; Prineville (541) 416-0107; Redmond (541) 316-2038.

The Housing Center Weatherization Program provides grants to weatherize the homes of clients with incomes at or below 60% of the state area median income. Renters and home owners may apply. Weatherization measures will vary for each project based on applicable energy efficiency standards. (541) 316-2034.

The Housing Center Home Rehabilitation Loan Program provides low-interest home repair loans to homeowners whose incomes are below 80% of the area median. (541) 316-2037

The Energy Education Class educates 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.

Energy Assistance helps eligible families and individuals pay a portion of their heating costs during the winter months. It can be applied to any heating source. All assistance is dependent on availability of funding. You may call the Energy Assistance Helpline (541) 504-2155. The line will remain open until funding runs out.

Rental Assistance prevents evictions and assists households that have suffered recent job loss. The assistance is based on current funding and individual need. Income guidelines vary according to available funding sources and case management is required for some programs. A 72-hour notice

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is also required. Applications are available at NeighborImpact's web site: www.neighborimpact.org or by calling 541-318-7506 X105 to have a phone application taken.

Transitional Housing Program helps homeless families with their immediate housing crisis while providing them with the training and support they need to become self-sufficient. The duration of the program is up to two years. Families work with a Housing Advocate to develop a family action plan that outlines in detail the steps the family will take to achieve their goals. Housing is available in Crook, Deschutes and Jefferson Counties. (541) 318-7506 X 105

The Family Shelter Program provides short-term shelter to homeless families with children. Families can stay at Nancy's House for up to three months. The facility is located in Bend and can house up to five families at a time. (541) 385-0301

The Food Bank Program is the regional supplier for the Oregon Food Bank. The program provides food to more than 40 local agencies in Crook, Deschutes, and Jefferson Counties. The food bank also operates a food recovery program to increase the amount of food available and assists with local and statewide food drives. (548) 548-2380 #108

For more information or a list of locations of participating food banks, meal and brown bag sites or details about our services please visit our website, www.neighborimpact.org.