



“The only way to discover the limits of the possible is to go beyond them into the impossible.”

Arthur Clarke, the science fiction author of 2001: A Space Odyssey and almost a renowned futurist, once wrote: “The only way to discover the limits of the possible is to go beyond them into the impossible.” That is exactly where NeighborImpact fast itself going into the COVID era. In two years, we are distributing three times as many resources as we were before March 2020.

This is my tenth year serving as executive director of NeighborImpact. When COVID came, I had every reason to doubt and fear that we were far beyond our capacity to serve. The job seemed impossible, but the job needed doing. We re-examined our systems and discarded ways of doing business that held us back. We reconsidered and reconfigured staffing models. We doubled down on technology investment to improve productivity. We launched a capital campaign to upgrade our facilities to be ready for higher volumes. In the end, Clarke was right: when pushed to our limit, the impossible suddenly became possible—surprising no one more than us.

Innovation is a prized value at NeighborImpact. New times call for new measures. Yesterday’s solutions likely won’t address tomorrow’s problems. The NeighborImpact I joined in 2012 is long gone. The name and the brand are the same, but the business model is focused on emerging need and demographic shift, and we are working in new and creative ways to keep the lights and heat on, keep roofs over people’s head, keep bellies full and nurture young children. We do this in partnership with you, our faithful donors and friendly policymakers who support our efforts. I am grateful every day to every one of you, and you in turn should be proud that you are helping us serve people more than half a million times annually. ***Because of you, somebody is full. Because of you, somebody is warm. Because of you, someone sleeps without fear. Because of you, a child is ready to read. Because of you, the world is a better place. Thank you.***

Scott Cooper

Scott Cooper
Executive Director





NeighborImpact

Supporting People, Strengthening Communities.

Dear Friend,

What resilient creatures we humans are! Over the centuries, we have survived countless disasters and multiple pandemics, emerging with ideas and innovations that might prepare us for whatever may follow. Take, for example, the bubonic plague that raged through Central Asia and Europe then recurred, lasting for nearly three centuries and wiping out between 25 and 60 percent of the population. Systems collapsed. Nothing worked. The drastic decrease in population, compounded by depression and fear, led officials to lift enforcement of strict rules. Plus, the need to find a cure prompted people to engage in research and studies using scientific methods. And what came of that? Oh, just something marvelous: **the Renaissance.**

Fast forward to today. For NeighborImpact, functioning at our best—despite an epidemic—spawned necessary change. We have emerged as more flexible, more efficient, and more capable of serving more people than ever in our 36-year history. I call that time of change and innovation our “Great Re-Invention.” You not only saw it happen—you facilitated it through your generous donations.

Through it all, NeighborImpact kept laser focus on situations that affect people in need in Central Oregon. We gathered information, then we went to work, helping in every way always had—and then we learned to do more. **With your help, NeighborImpact can remain what we and you expect of a non-profit. More relevant. More responsive. More vital.**

Our Great Reinvention has us looking forward. Always forward. And like those essential patrons of the Renaissance period’s artists and scientist, you can continue to make our work possible. Please help us shape the kind of world we all want to live in. With your support today, we can.

Ever grateful,

Suzette Chapman
Chief Development Officer



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AHEAD OF THE CURVE

Food Bank News recently published an article emphasizing that food banks must evolve to reach undeserved neighborhoods. The traditional methods of partnering with churches and larger, well-resourced providers may not be the most effective way to reach the least wealthy community members—the people who need it most. To reach those with the highest need, food banks must begin “adding new forms of partners beyond churches, such as schools, clinics, hospitals and other social service agencies.”

This isn't news to NeighborImpact. In fact, our food bank is already doing exactly that.

We supply food to 58 partners throughout Crook, Deschutes and Jefferson counties and the Confederated Tribes of Warm Springs, including shelters and emergency food sites like The Giving Plate, Bethlehem Inn, Family Kitchen, Shepherds House, and St. Vincent De Paul, to name a few.

In addition to supplying food to these partners, the food bank distributes food directly to those in need through the mobile food pantry, which carries healthy meal-building staples including fresh fruits and vegetables, meat, dairy, grains and more. Visitors “shop” for the foods they need, selecting items from the truck. Since the launch of the mobile pantry in 2019, the truck has provided food at 17 different locations and formed partnerships with 12 organizations for regular and pop-up pantry distributions.

Through these partnerships, the mobile pantry travels to schools, clinics, and other service providers, such as Redmond and Culver school districts, Mosaic Medical, COCC, COVID clinics, Madras Senior Center, Sisters Park and Recreation and Latino Community Association.

“These partners are instrumental in helping us lower barriers for food-insecure individuals and families across the region,” said Carly Sanders, NeighborImpact Food Bank director. “With their help, the mobile pantry has distributed over 3.2 million pounds of food in the last fiscal year.”

Our Food Bank will continue pioneering innovative partnerships to bring food to the most undeserved communities across Central Oregon.



CARING IS SHARING

NeighborImpact's Housing Stabilization department assists Central Oregonians facing a housing crisis by providing rent subsidies and case management services that allow these struggling households to regain stability, short-term housing solutions and winter shelter. In recent years, the program has become well known for its rental assistance program, which has paid more than \$23.7 million in rent to over 3,600 households since the start of the pandemic. But helping families pay their rent is just one way that Housing Stabilization supports housing acquisition and retention in Central Oregon.

In addition to distributing funds directly toward clients' rent, Housing Stabilization also distributes funding to other organizations throughout the region whose work include data collection, street outreach, emergency shelter operation and/or homeless services. In the last fiscal year, funds were distributed to 13 organizations including Bethlehem Inn, Saving Grace, REACH, the Confederated Tribes of Warm Springs, and many others.

For smaller, newer or less experienced organizations, accessing federal funding can be a difficult task. Organizations must understand and meet many requirements to be eligible for funding.

“Our position as a Community Action Agency gives us more experience and access to more funding,” explained Housing Stabilization compliance manager, Jeff Michael. “We can match up organizations with the Federal funds that best suit their needs and eligibility. We also help them document and meet reporting requirements.”

With our help, partner organizations can secure funding and bring more resources to Central Oregon. In the last fiscal year, NeighborImpact obtained \$843,567 for local subrecipient non-profits.

“Houselessness is such a prevalent issue in Central Oregon,” said Housing Stabilization Director, Molly Heiss. “We are happy to help support the partner organizations which provide critical services and shelter to our most vulnerable neighbors.”

Board of Directors

July 1, 2021 through June 30, 2022

Elected Public Officials

Hon. Roger J. DeHoog – Deschutes County
Judge, Oregon Court of Appeals
Attorney at Law

Hon. Annette Hillman – Jefferson County
Judge, State of Oregon Circuit Court

Mae Huston – Jefferson County
Jefferson County Commission

Patricia Jungmann – Crook County
Prineville City Council

Greg Munn – Deschutes County
Deschutes County Treasurer

Representatives of Economically Disadvantaged

Malinda Corley – Deschutes County

Dan Martinez – Warm Springs and Jefferson County

Ronald Osmundson – Deschutes County

Rebecca Watson – Crook County

Vacancy

Community Representatives

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Leading Committee

Chad Carpenter – Deschutes County
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Executive Committee

Brenda Comini – Crook County
Secretary/Treasurer
Executive Committee, Finance Committee

Heather Simmons – Deschutes County
Executive Committee, DEI Board Advisory Committee

Brent Wilkins – Deschutes County
Executive Committee, Board Development Committee

Retired or Deceased Directors in 2021-2022:

Glendon Smith

Laura Beebe

Lyndle DeCamp

Linda S. Walker

NeighborImpact Programs & Services



Food Bank collects and distributes nearly four million pounds of food to emergency food sites throughout the tri-county region.



Energy Assistance helps qualified households keep their lights and heat on by paying a portion of their energy costs.



Housing Stabilization helps individuals and families experiencing homelessness and unstably housed obtain and retain housing.



Head Start provides high-quality early education integrated with health services, meals, nutrition and family advocacy for children 0-5.



HomeSource offers a range services that help individuals manage, grow and protect their assets.



Child Care Resources offers training, technical assistance and business support to child care providers in Central Oregon. Subsidizes child care for low income families.



Weatherization provides construction services to add insulation and repair heating systems for income-qualified clients.



Lending offers loans in down payment assistance, micro enterprise and home preservation at reasonable interest rates.



Representative Payee manages disability benefits on behalf of persons who cannot pay their bills due to cognitive or physical challenges by budgeting and dispersing funds to pay for living needs including housing, utilities, food, medical expenses, personal care and clothing.



Community Development helps communities build housing and infrastructure.



REMEMBERING LINDA WALKER

With deep sorrow, NeighborImpact reports the passing of board member Linda S. Walker October 2021. Linda had served on the board of NeighborImpact since 1996 – she was our longest serving board member. She was the board liaison to Head Start's Policy Council, served as Secretary-Treasurer and also served on our Executive Committee. Linda took immense pride from her involvement in the transfer of Head Start from COCC to NeighborImpact. In October 2021, NeighborImpact honored her legacy of service by renaming the former Redmond bus barn, newly remodeled into a wonderful new four-classroom Head Start facility, as the Walker Center. Linda's service, heart, and legacy will live for years to come through her dedicated service to NeighborImpact.

All is Well



Sixty-year-old Lisa Allen panicked when the well ran dry at her La Pine home.

She had been working hard to pay off a loan for the home's roof and had plans to retire in 7 years.

"I was at a complete loss of what to do. I knew it was going to be a huge expense. I didn't know how I was going to afford it," Lisa said. "It was stressful because I was thinking 'I'm probably not going to be able to retire now. I have to pay off these loans—I'll be like 80.'"

Without well water, she relied on bottled water for drinking and washing dishes and had to ask neighbors to use their bathroom to shower.

Lisa called La Pine Senior Center to find out what other residents were doing about their wells running dry. They told her, "Call NeighborImpact. They will help you out—you don't have to worry." NeighborImpact's Lending program got to work right away. They scheduled Lisa to have a new well drilled and set her up with a deferred, low-interest loan.

"I didn't even know what deferred meant, but they explained all of that to me," Lisa said. "I still wanted to pay it off before I retired—but at least I was going to get this done."

NeighborImpact's Lending staff work with clients to customize payment plans based on their needs and ability to repay. For those who cannot afford a monthly payment, the deferred loan is repaid when the home is no longer the client's primary residence (for example, after the sale of the home or the death of the client). For Lisa, the loan was paid off much sooner.

You see—NeighborImpact helped Lisa apply for funding through Oregon Water Resources. After Lisa's new well was drilled, Lending staff called to tell her that her application had been approved, and the grant would cover the entire cost of the loan.

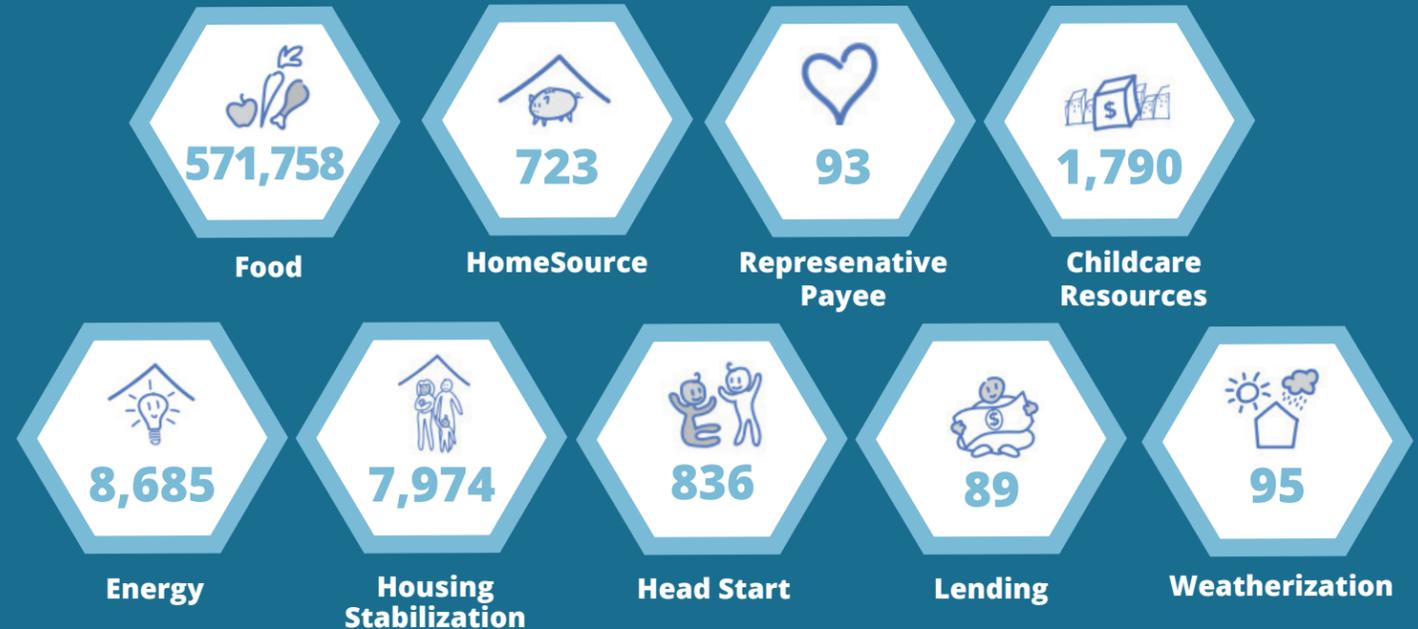
"It's all great news and I am super excited," Lisa said. "It was a really stressful beginning and then a really happy ending, and it was all because of NeighborImpact!"

During the 2021-22 fiscal year, NeighborImpact's Lending program facilitated the drilling of 20 new wells in Deschutes County, which has been categorized as extreme drought conditions. The program recently received additional funding support from Deschutes County and is offering a rebate program to help reimburse residents who have incurred drought-related expenses.

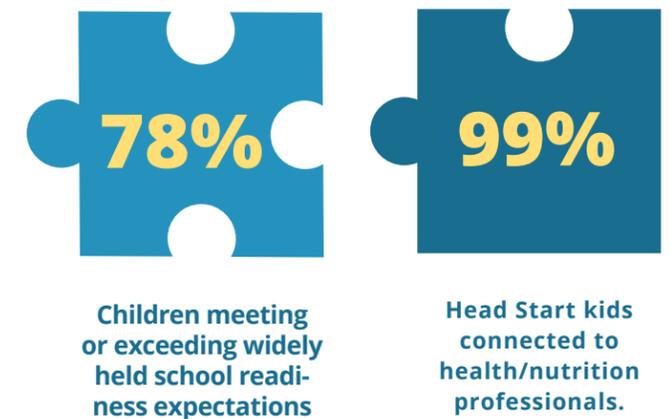
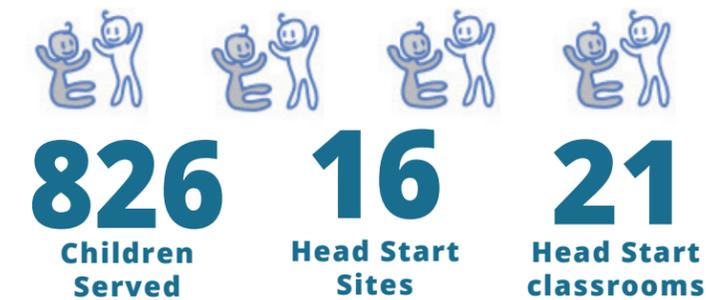
PROGRAM OUTCOMES (July 1, 2021-June 30, 2022)



Individuals Served



HEAD START



HOUSING



DID YOU KNOW?



Last year, NeighborImpact and 57 partner agencies moved

5,338,415
POUNDS OF FOOD

AND PROVIDED

4,448,680
meals in Central Oregon.



3,266,202
POUNDS OF FOOD

distributed just by
NeighborImpact.



\$1 DONATION
BUYS 3 MEALS

Home & Business



HOMES SAVED 66



\$527,498

Mortgage assistance provided

75

Matched Savings
Graduates

82

Facilitated home purchases

Savings awarded:

\$400,042

Real Estate Sales

\$27,515,112

27 Home
Preservation
loans

+ 12 Down Payment
Assistance loans

5 Veteran Assistance
Grants

39 TOTAL LOANS



Energy to Persevere

Sandra Dolan, age 57, works hard to support her family. Her husband suffers from frequent seizures which prevent him from working. The household has grown. Sandra's mother-in-law, who lives with them, is in the early stages of dementia. Following two heart attacks, Sandra's eldest son's compromised health prompted him to relocate to his parents' home. A short time later, Sandra's youngest son also joined the household with his two-year-old son in tow. Suddenly, the household grew to six, and monthly expenses climbed.

"I work hard every day trying to pay everything," Sandra said.

Sandra had to re-prioritize her bills. With electricity shut offs suspended during COVID, the power bill became a less urgent need. While Sandra worked and put her money toward the mortgage, food and other household expenses, the power bill grew exponentially. The old home's inefficient systems—now supporting 6 residents—resulted in unusually high energy usage. Before she knew it, Sandra's power bill had grown to over \$6,000.

That's when Sandra applied for NeighborImpact's Energy Assistance. Our program paid the entirety of Sandra's electricity bill and left a stabilizing credit on her account to help cover future bills.

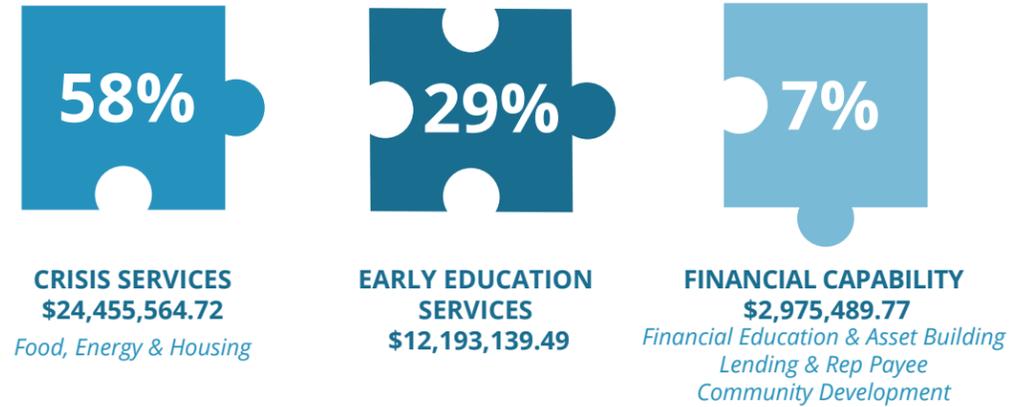
"It was fantastic," Sandra said. "NeighborImpact saved me."

Sandra was not the only one to experience exorbitantly high energy bills this year. NeighborImpact's Energy Assistance program provided relief to a record number of families just like Sandra's, with insurmountable balances as high as \$10,000.

Sandra is now in the process of applying for NeighborImpact's Weatherization program, which works to lower the cost of home energy bills permanently by adding insulation, sealing ducts, repairing or replacing heating systems and old appliances.



Direct Client Expenditures (\$39,624,193.98)



Administrative Costs (\$2,472,892.48)

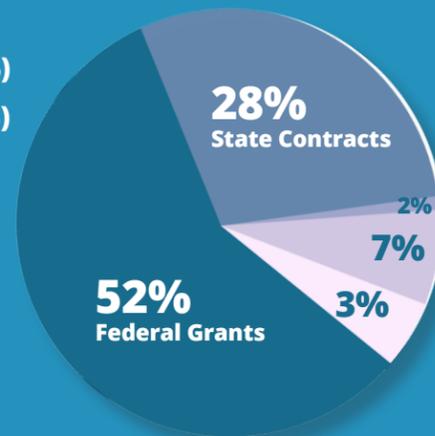


TOTAL EXPENSES	\$42,097,086
RESERVE FOR FUTURE	\$4,165,034.24
GRAND TOTAL	\$46,262,120.70

Revenues

Federal Grants	\$24,234,867.76 (52%)
State Contracts	\$12,849,542.14 (28%)
Value of Food Contributions	\$3,369,849.34 (7%)
Cash Donations	\$1,295,171.02 (3%)
Program Income	\$1,102,137.90 (2%)
Cities/Counties	\$3,410,552.54 (7%)

Total Revenue **\$46,262,120.70**



BALANCE SHEET

Year ending June 30, 2022

Assets

Cash & Cash Equivalents	\$8,406,444.35
Accounts Receivable	\$2,722,026.02
Prepaid Expenses	\$948.06
Inventory	\$210,061.00
Long-Term Investments	\$898,347.03
Notes Receivable	\$4,522,748.02
Property & Equipment	\$4,133,899.62

Total Assets **\$20,894,474.10**

Liabilities

Current Liabilities	\$557,603.68
Payroll Liabilities	\$342,624.68

Total Liabilities **\$900,228.36**

Beginning Net Assets	\$15,829,211.50
Changes to Net Assets	\$4,165,034.24

Total Net Assets **\$19,994,245.74**

Liabilities & Net Assets **\$20,894,474.10**

THANK YOU SPONSORS



NeighborImpact appreciates these businesses for supporting our work. Like us, they believe in "keeping it local."





A Dream Deferred

Mary Rodriguez has always loved volunteering with children. She helped to run an after-school program for kids at her church. With her own children, Mary was involved in school events and served on the PTA, but not until late in life did she discover working with children as a career path through NeighborImpact's Child Care Resources program.

Normally, the process for becoming a qualified teacher requires obtaining a college degree, which can be lengthy and expensive. At 64-years-old and nearing retirement, college didn't seem like a viable option for Mary. So, she settled for working as a janitor at Boulden Rogen Early Childhood Academy. She quickly moved up the ranks from janitor to bus assistant to kitchen aide. While she enjoyed delivering food to the children, she longed to work with them in the classroom. Then, Mary discovered Child Care Resources' new innovative program called Fast Track.

The free, six-month WorkForce Fast Track program consists of a 12-week training course followed by coaching and technical assistance. The program's combination of trainings and classroom practicum hours give graduates the skills to become a lead teacher in preschool or infant/toddler classrooms, enabling them to obtain teacher training, experience and qualifications without an expensive college degree. The Fast Track program encourages graduates to continue their education in the field and supports them by providing college scholarships.

Mary celebrated her new qualifications with the program's first cohort ceremony in October.

"I was almost ready to retire, but I'm not going to retire now." Mary said. "I'm having too much fun! I wish I would have discovered it 20 or 30 years ago." Mary's adult children tell her, "Duh, Mom—why didn't you do this sooner?"

To date, 10 participants have received teacher qualifications through NeighborImpact's Fast Track program—bolstering the region's child care staff at a time of critical need. The program has accepted teacher candidates for its second cohort, which began instruction in November.



ON THE WAY HOME

Kevin Rivera lives in Redmond with his wife and two children, ages 2 and one week. With a new, growing family, Kevin felt a newfound motivation to put down roots and buy a home. The biggest hurdle: he had no savings. Kevin had never saved toward a goal before, and now he needed to save for perhaps the largest expense of his life—a down payment on a house. He wondered, "Where do I start?" Answer: NeighborImpact's HomeSource program and its Individual Development Accounts (IDAs) program.

IDAs are matched savings accounts that allow individuals and families to save and generate money for a specific savings goal. For every \$1 participants save, they receive a match of an additional \$5, for up to \$10,000 of match funds. But the program provides much more than matched funds—it also engages participants in one-on-one counseling sessions with financial counselors, financial education workshops, and content-specific classes to help them reach their goal—for example, how to go through the home-buying process.

For Kevin, these resources were life changing. "Before I started this project, I had never saved for any goal," he said. He had never used a credit card and had no credit. "Now, I have one credit card and every month I use 30 percent. At the end of the statement, I pay off the 30 percent." Kevin is watching his score rise while he saves. Still, even with the match, Kevin would not save enough to buy a home on his desired timeline. NeighborImpact's financial counselor encouraged Kevin to find new ways to bring in additional income. Kevin rose to the task by starting a painting business.

"I am really so excited about making my goal," Kevin said. "My strategy is—alright, I need more money, I need more work for more money."

As one of the new business' first jobs, Kevin and his crew painted NeighborImpact's Redmond office buildings.

"It's a super good experience for me," he said. With NeighborImpact's help, Kevin is well on his way to reaching his goal and becoming a homeowner.

The Oregon IDA Initiative is supported by funding from the Oregon IDA Tax Credit. For more information, go to <https://oregonidainitiative.org/donateIDA/>

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 Amazon Smile
 American Pacific Mortgage
 VR Analytical
 Sharla Andresen
 Paul and Jennifer Andrews
 Lou Angoli
 Backside Kegs
 Lawrence and Rachel Baker
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 Malcolm Buxton
 Mark Callaghan
 Patrick Carey
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 Central Oregon Veterans Outreach
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 Harry Tyson Scribner
 James Seeley
 Valarie Seiders
 Edward Sharlet
 Dorothy Shepard
 Shepherd's House
 Elizabeth Skaggs
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 Louanne and Wes Smith
 Sharon Smith
 State Of Oregon Unemployment Dept.
 Steve Strobe
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 Cheryl Bregante
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 Brian and Anita Brown
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 Deborah Burke
 Michael Burnett
 Lori Cabana
 Scotti Cabeceiras
 Mark Cadotte
 Matilda Calderon
 William and Marjorie Calhoun
 Sonia Capece and Ron Teh

Sandra Carbone and Robert Osborn
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**THANK YOU FOR
 YOUR SUPPORT!**



APPROVED IN A SNAP

As a nursing student and a mother of two young children, Amanda Starr doesn't have a lot of extra time on her hands. Luckily, her application to NeighborImpact's Head Start program was approved in a snap, thanks to new eligibility guidelines for Supplemental Nutrition Assistance Program (SNAP) recipients.

Head Start provides children ages 3-5 quality preschool education in a classroom setting, in addition to health care, dental care and family engagement opportunities. NeighborImpact's Head Start program serves over 800 children in 16 sites throughout Deschutes and Crook counties. Early Head Start provides children ages 0-3 and pregnant women with family support, weekly home visits, health assessments and monthly playgroups.

A change made by the Department of Health and Human Services makes it possible for families receiving SNAP benefits to qualify automatically for Head Start and Early Head Start, allowing them to skip the proof of income documentation and verification steps in the application process. For Amanda, this is one more way that Head Start affords her more time to focus on her education, children and career.

"It's been a life saver," said Amanda.

The HHS change gives families earning up to 200 percent of the federal poverty guideline the opportunity to enroll in Head Start programs, a 100 percent increase over the previous income limits.

"Children and families who would have not been able to receive NeighborImpact Early Head Start/Head Start services can now participate. It is truly a gift," said Head Start director, Kim Brown. "We are thrilled at the prospects of helping even more kids prepare for school."

Did you know that persons age 70 ½ or older can make qualified charitable donations from their Individual Retirement Account (IRA) directly to NeighborImpact? You can donate any amount up to \$100,000, annually, without being subject to federal income taxes on the distribution. AND it counts toward your required minimum distribution! If you no longer itemize, this can be especially appealing—this kind of gift does not count as income to you.

A tax-free IRA charitable rollover gift can go toward anything at NeighborImpact! Contact your IRA provider to make a donation by December 31, 2022.

Because of you, somebody is full. Because of you, somebody is warm. Because of you, someone sleeps without fear. Because of you, a child is ready to read. Because of you, the world is a better place. Thank you.

What would Central Oregon be without NeighborImpact?

A new initiative will sustain NeighborImpact for decades to come: Give By Will. You know us, you love our work, and you know it matters that we be here for as long as people need our help.

Would you consider a gift by will? It's easy. Just share this information with your attorney:

- **NeighborImpact**
- **Our federal tax ID: 93-0884929**
- **Our address: 2303 SW First St., Redmond, OR 97756**

If you'd like more information, contact Suzette Chapman at (541) 323-6501 or at suzettec@neighborimpact.org.

Scan the QR code to go to our website.





EXTRAORDINARY EXCELLENCE

Weatherization programs reduce clients' home energy bills and make their homes more comfortable with energy saving measures like insulation, duct sealing, furnace replacement and more. NeighborImpact's Weatherization program is paving the way to superior service for other weatherization providers across the state. It is the only program in the state to earn an exemplary rating by Oregon Housing and Community services and regularly hosts peer exchanges where other programs visit NeighborImpact to learn how to achieve excellence in their own programs, taking with them samples of our innovative documents and processes.

This year, weatherization specialist, Mike Waitt, was presented the "Pushing the Envelope" award for "innovative and creative approaches in the field of weatherization" and for demonstrating "extraordinary initiative and innovation." The nomination for the award cited Mike's work toward improving efficiencies and providing NeighborImpact clients with the highest quality work in the State.

Mike isn't the only staff member to take initiative toward pioneering improvements to service delivery. NeighborImpact Weatherization auditors designed custom-outfitted fleet vans and handmade specialized equipment and gadgets to use in diagnostic work. The program has increased efficiency and accessibility to its clients by developing electronic forms, using tablets in the field, offering energy education courses online and providing digital online applications in both English and Spanish.

NeighborImpact Weatherization's innovative and exemplary work not only brings reduced cost and increased comfort to Central Oregonians, but also paves a path to excellence for Weatherization clients and providers state-wide.



NeighborImpact

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