

# NeighborImpact

Supporting People, Strengthening Communities



## 2023 ANNUAL REPORT

### *Built to Last*







Dear Loyal Friend,

Everything starts small.

NeighborImpact did. Year after year we grew, weaving new components into the services that people need to have a good life. When you extended your support, we wove you into our growth. Your gifts have made us stronger, better, and lasting.

Any enterprise that wants to last could say, "It's not enough to be good at what you're good at: you must progress." There must be progress, or one gets left in the dust, minimally effective, with limited use. For NeighborImpact, the motivation to progress comes from within. We open our eyes to community needs. We seek opportunities to serve. We raise the bar ourselves – and you can help us meet it.

Of course, it hasn't been smooth sailing. To believe that NeighborImpact survived intact from every ordeal is a delusion. What is gone is treasured because it was what we once were. What has been possible to salvage over the years has been saved and is dearer to our hearts because it survived. What you and we wove together to build today's NeighborImpact has made us ever more relevant, significant, and formidable.

We have built NeighborImpact into a sturdy bridge to stability. Your support has been important. It is noted. And it keeps us strong.

We gather our past and present into the depth of our being and face tomorrow. We thank you for being part of that tomorrow.

Ever grateful,

Suzette Chapman  
Chief Development Officer



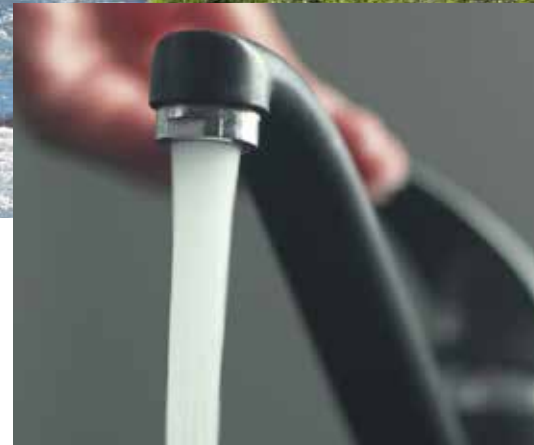




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## Like a bridge over troubled water

One of NeighborImpact's original programs, Energy Assistance, has kept Central Oregonians' heat on and lights burning since 1985. Things have a way of improving around here over time. In April of 2022, after much coordination and logistical effort, Energy Assistance expanded to include water and wastewater payment assistance. The program secured funds from the federal Low-Income Household Water Assistance program and from City of Bend through the American Rescue Plan Act. The Energy Assistance program has applied those dollars to help 1,935 individuals pay their water and wastewater bills. Also, the program has infused \$602,907 into the local economy, restored water to 29 homes and prevented water shutoffs for 690 others.

One grateful client had this to say: "Thank you! You have no idea how much this means to me right now. This takes such a big stress off of me, I can't explain how grateful I am for this help. I've never felt so overwhelmed and afraid in my life, and now I feel like I can focus on working

***"I've never felt so overwhelmed & afraid in my life & now I feel like I can focus on working & staying caught up."***

and staying caught up. Thank you from the bottom of my heart."

NeighborImpact currently has funds available to make one-time water, sewer and/or stormwater payments for qualifying households. In addition to these water-assistance funds, City of Bend has launched a Low-Income Assistance Program for residential customers with City of Bend utilities. NeighborImpact is supporting this project. This recurring bill discount program provides a 50 percent reduction to the base fee charge for each qualifying residential water service.



## Oh, when times get rough

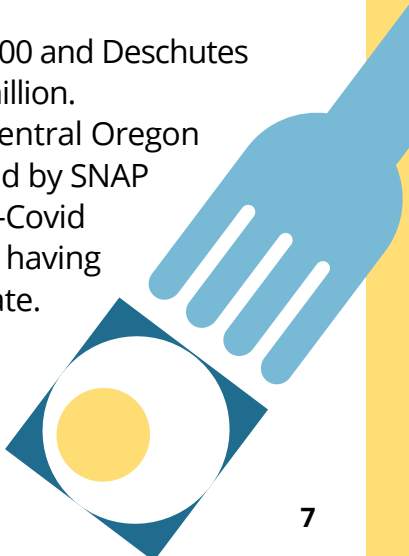
In the last three years, more individuals and families in Central Oregon have experienced food insecurity than ever. Staggering need has NeighborImpact's Food Bank scrambling for the resources to meet the demand. Responding to its extraordinary efforts, every community that the Food Banks serves—every city and county—stepped forward with generous and most welcomed funding.

NeighborImpact extends its gratitude to each governmental agency in the region for recognizing the level of food insecurity and for grasping the importance of the Food Bank's efforts to ease it. Joining foundations and the scores of generous individuals who answered the call, elected officials allocated funds to the Food Bank. We thank City of La Pine for being the first city supporter at \$3,000; the cities of Redmond and Bend for gifting \$10,000; City of Sisters, which gave \$15,000; and City of Prineville along with Jefferson and Crook counties for their contributions of \$5,000. These entities contributed to the Food Bank's program and operating costs. For a much-needed new food warehouse, The State of

***"We are incredibly grateful to these communities for their recognition of the importance of fighting food insecurity and the significant need for resources to do so."***

- Jeff Rola, NeighborImpact's Development Program Manager

Oregon dedicated \$800,000 and Deschutes County delivered \$2.55 million. Food insecurity across Central Oregon persists. It is compounded by SNAP benefits returning to pre-Covid levels and grocery stores having less surplus food to donate. With the support of the communities we serve, our Food Bank will rise to meet the need.





# Board of Directors

July 1, 2022 through June 30, 2023

## Elected Public Officials

**Hon. Roger J. DeHoog** – Deschutes County  
Judge, Oregon Court of Appeals

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

**Christy Abbe** – Jefferson County, Metolius City Councilor

**Cat Zwicker** – Deschutes County, Redmond City Councilor

Vacancy

## Representatives of Economically Disadvantaged

**Malinda Corley** – Deschutes County

**Katelin Enos** – Deschutes County

**Dan Martinez** – Warm Springs and Jefferson County  
Vice President, Board Development Committee

**Ronald Osmundson** – Deschutes County

**Bonnie Rose** – Deschutes County

## Community Representatives

**Jose Balcazar** – Deschutes County  
Leading Committee

**Chad Carpenter** – Deschutes County  
Board President  
Executive Committee

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

**Mae Huston** – Jefferson County

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

## Retired Directors in 2022-2023:

Patricia Jungmann

Summer Saadeddin

Brenda Wilkins

## NeighborImpact Programs & Services



**Food Bank** secures, warehouses and distributes millions 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 unstably housed and unhoused individuals and families obtain and retain housing.



**Head Start & Early Head Start** provide 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 for down payment assistance, wells, septic systems and home preservation at reasonable interest rates.



**Representative Payee** manages disability benefits for persons who cannot pay their bills due to illness or disabilities by budgeting and dispersing funds to pay for living needs.



**Community Development** helps communities build infrastructure, community facilities, economic development and housing projects that benefit low- and moderate-income populations.





## I'll take your part

NeighborImpact's Housing Stabilization program realized that they could dedicate more of their special rental assistance funding to tribal members on the Warm Springs reservation. Coincidentally, and soon thereafter, Housing Stabilization staff learned that the Warm Springs Housing Authority (WSHA) would have to proceed with evictions if tenants did not bring their rental accounts current.

Dot Thurby, NeighborImpact's Tribal Community Liaison, helped NeighborImpact reach out to the WSHA to offer rental assistance.

The WSHA informed Housing Stabilization staff of several challenges that presented barriers for Warm Springs who might seek assistance. Cultural differences, Internet access, and an application that requires difficult-to-source documents made applying for rent assistance an onerous process for many Tribes members.

To overcome these barriers, NeighborImpact and the WSHA jointly coordinated on-site rental assistance clinics. The WSHA members supported the documentation needs: they collected the rental assistance application, rental agreements and ledgers for each household to have at the time of intake. Residents who attended the clinic

received a folder with all of the necessary application elements included. One-on-one assistance made it possible for them to submit their applications.

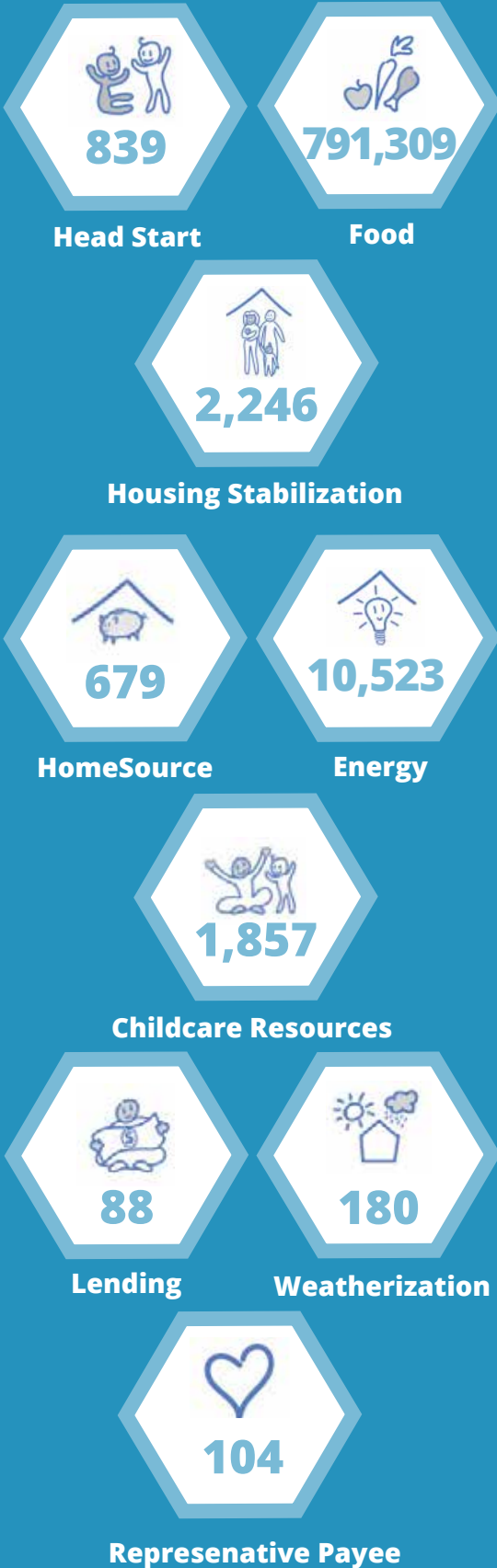
With the WSHA's collaboration and through three in-person clinics, NeighborImpact's Housing Stabilization program was able to assist 72 Warm Springs households with rental assistance that totaled \$342,440.

Our partnership with The Confederated Tribes of Warm Springs has become deeper over the last few years. Becoming an increasingly useful resource for the Tribes may be the most singular aspect of our growth and strength.

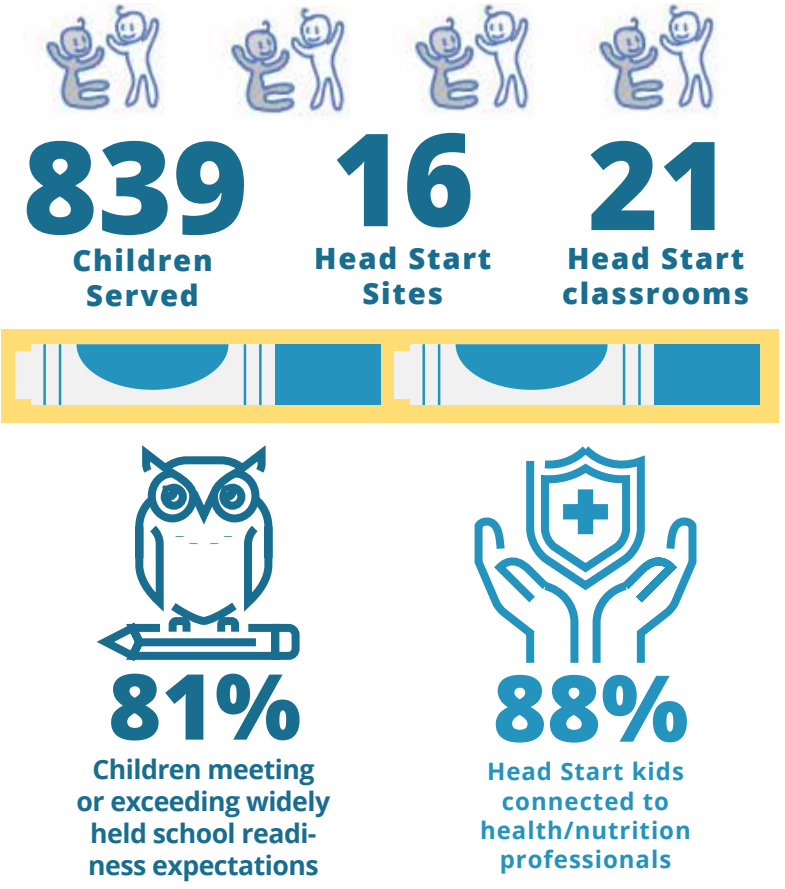


## PROGRAM OUTCOMES *(July 1, 2022-June 30, 2023)*

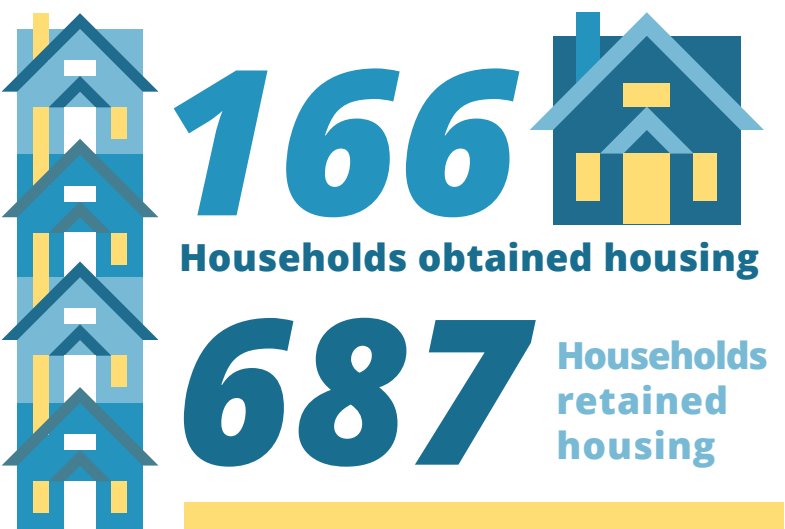
### Individuals Served



## HEAD START



## HOUSING





# DID YOU KNOW?



Last year, NeighborImpact and 53 partner agencies moved

**6,007,206**  
POUNDS OF FOOD

AND PROVIDED

**4,805,765**  
meals in Central Oregon.



**3,833,558**  
POUNDS OF FOOD  
distributed just by  
NeighborImpact.



**\$1 DONATION**  
**BUYS 3 MEALS**

## Home & Business



**HOMES SAVED 102**



**\$3,540,000**  
Mortgage assistance provided

**53**  
Matched Savings  
Graduates

**53**  
Facilitated home purchases

Savings awarded:  
**\$378,000**

**Real Estate Sales**  
**\$21,755,218**



**39** Home  
Preservation  
loans  
**+** **7** Down Payment  
Assistance loans

**46** TOTAL LOANS



## When you're on the street

Not everyone knows that NeighborImpact's Community Development program assists cities and counties by applying for and administering Community Development Block Grants (CDBG). CDBGs provide funds to upgrade public infrastructure, develop community facilities and provide essential services to communities' citizens and workforce.

In the first quarter of 2022, NeighborImpact secured a CDBG in the amount of \$2,085,268 for the City of Madras for construction of a homeless services center. The project is a partnership and collaboration among NeighborImpact, the City of Madras and the Jefferson County Faith Based Network.

Now that the funding is in place, NeighborImpact provides technical assistance to the City of Madras. NeighborImpact administers the grant: documenting expenses, conducting the environmental review and clearance process, prevailing wage, and helping with compliance and reporting. Jefferson

County Faith Based Network—a current leader in addressing the growing issues of homelessness in Jefferson County—will operate the facility upon its completion in spring 2024.

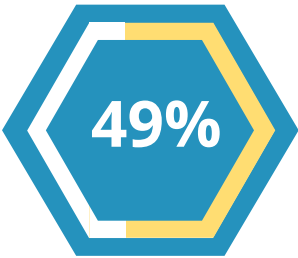
The homeless services center, a 2,250 square-foot residential facility, will function as a winter warming and summer cooling shelter. It will provide 25 beds as well as support services—including kitchen and food services, showers and access to various health services—to men, women and families experiencing homelessness.

"We're looking forward to good outcomes from this center."

**"Collaborative partnerships such as this are critical in achieving big goals, especially in smaller communities."**

-Mayor Richard Ladeby





CRISIS SERVICES  
\$19,603,375.90  
*Food, Energy & Housing*



EARLY EDUCATION  
SERVICES  
\$13,821,665.23



FINANCIAL CAPABILITY  
\$3,848,689.14  
*Financial Education & Asset Building  
Lending & Rep Payee  
Community Development*

Administrative Costs (\$2,258,943.11)



MANAGEMENT  
GENERAL FACILITIES  
\$2,258,943.11



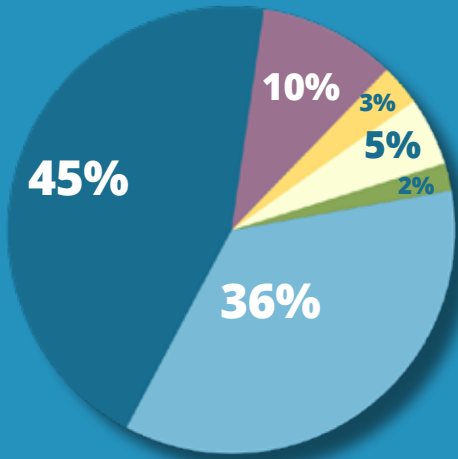
FUNDRAISING  
COMMUNITY RELATIONS  
\$497,610.49

TOTAL EXPENSES \$40,030,283.87  
RESERVE FOR FUTURE \$3,287,812.90  
**GRAND TOTAL \$43,318,096.77**

Revenues

Federal Grants	\$15,402,931.62 (36%)
State Contracts	\$19,472,368.73 (45%)
Value of Food Contributions	\$4,193,840.64 (10%)
Cash Donations	\$1,390,229.46 (3%)
Program Income	\$2,032,292.80 (5%)
Cities/Counties	\$826,433.52 (2%)

**Total Revenue \$43,318,096.77**



BALANCE SHEET *Year ending June 30, 2023*

Assets

Cash & Cash Equivalents	\$16,323,379.41
Accounts Receivable	\$4,990,600.81
Prepaid Expenses	\$4,007.89
Inventory	\$210,061.00
Long-Term Investments	\$967,148.68
Notes Receivable	\$5,262,043.81
Property & Equipment	\$4,133,899.62

**Total Assets \$31,891,141.22**

Liabilities

Current Liabilities	\$519,024.59
Payroll Liabilities	\$355,985.23
Deferred Revenue	\$7,708,376.77

**Total Liabilities \$8,583,386.59**

Beginning Net Assets	\$20,019,941.73
Changes to Net Assets	\$3,287,812.90

**Total Net Assets \$23,307,754.63**

**Liabilities & Net Assets \$31,891,141.22**



# Sail on silver girl

Starting in 2019, NeighborImpact began offering representative payee services, free of charge. “Rep Payee” now manages the finances of 104 individuals, ensuring that their income is used to meet their basic needs.

Recently, Social Security approved Rep Payee’s assisting a new client, Cathy. Because she struggles with severe dementia, Cathy resides in an assisted living community. Rep Payee’s director, Jessica Strecker (pictured), went straight to work collecting Cathy’s financial information and obligations to create an individualized financial management plan for her. Jessica quickly discovered that Cathy had fallen more than \$30,000 behind in room and board payments to the assisted living facility.

Jessica dug in. She found that many Social Security payments that Cathy should have received were unaccounted for. Because of her dementia, Cathy could not remember her depository name or any identifying information that banks request before disclosing information about individual accounts. Cathy’s case worker at the facility had tried for years to locate the missing funds, with no luck. When she informed Social Security of the situation, she learned that the SSA deposited Cathy’s checks to a Direct Express account.



“Direct Express would not work with me, because I was not on this client’s account. They were no help at all,” said Jessica. Undeterred, she persisted and uncovered a way for Direct Express to return the funds to the SSA.

After a lengthy and complicated process, Rep Payee received a deposit for \$17,328 of Cathy’s recovered funds. In just two months, Jessica solved a mystery that had stumped Cathy’s facility case worker for years. Cathy does not understand the situation or remember Jessica’s formidable efforts. That doesn’t matter. It does matter that Cathy is well on her way to settling her debt, and her finances are in steady hands.

**“In just two months, Jessica solved a mystery that had stumped Cathy’s facility case worker for years.”**



# Your time has come to shine

It has been a remarkable year for NeighborImpact’s Child Care Resources program. It started out with a bang in January, when “Good Morning America” heard about the innovative work that this program spun out to revolutionize Central Oregon’s child care providers’ access to resources. Already, other programs across the state looked to this strategy—of building and utilizing partnerships to provide wraparound support in all aspects of child care—as a star model for replication. “Good Morning America” saw its value and chose to share it with other communities across the nation.

Then came the launch of the Child Care Expansion initiative. Seeing the effectiveness of NeighborImpact’s Child Care Resources program, the State of Oregon allocated \$8.2 million to fund an expansion project. This offered education, business coaching, and grant funds to providers not only to address their most pressing needs but also to help them dive into the industry as a new business.

Next, future providers celebrated graduation with their families upon receiving one- or two-year certificates and college degrees, thanks to scholarships awarded by Child Care Resource’s

Partners in Practice program, a collaboration with Central Oregon Community College. Dedicated to increasing the number of high-quality child care slots in Central Oregon, this program guides students through courses required to gain credentials.

Still more followed.

Child Care Resources commemorated the success of its Fast Track program by celebrating the graduation of its third cohort. This free, six-month program consists of a 12-week training course followed by coaching and technical assistance. It gives graduates the skills to become lead teachers in preschool or infant/toddler classrooms, enabling them to obtain teacher training, experience and qualifications without first having a college degree.

This captures some shining moments for NeighborImpact’s Child Care Resources this year alone. Through these and other services, the program has delivered training and financial support to more than 1,800 early care and education students and professionals in the region.



# HONOR ROLL OF DONORS



## Mt. Jefferson \$25,000 +

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M.J. Murdock Charitable Trust  
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*NeighborImpact appreciates these businesses for supporting our work.  
Like us, they believe in "keeping it local."*





HONOR ROLL OF DONORS



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Thank you! You are part of every good thing we do!





# All your dreams on their way

NeighborImpact's Early Head Start program has offered high quality early-education and other critical services to Central Oregon families who have children ages 0 to 3 since 2018. Weekly, an Early Childhood Educator meets with families in the comfort of their homes, giving them tools to guide their child's development and to access helpful resources.

A huge investment by the state of Oregon, in 2019, funded additional Head Start and Early Head Start slots. This led NeighborImpact to quadruple the size of its Early Head Start program, from 28 to 170 slots, throughout Crook and Deschutes counties. Just as the program was getting on its feet, COVID hit, and Early Head Start struggled to reach full enrollment.

Even after the pandemic eased, and with great efforts to recruit families, Early Head Start remained stubbornly under-enrolled. This prompted program staff to reassess parents' needs. Result? Families of very young children desperately needed child care.

Shifting focus, Head Start staff embraced the challenging process of converting some home-based Early Head Start slots to a center-based model. A center-based program offers families the same services and benefits as home-based; however, it not only adds child care but also operates in a single location rather than in persons' homes. All of this comes free of cost to qualifying families. Staff set about securing a suitable classroom facility, and they achieved just that.

This February, NeighborImpact's Early Head Start will open its first center-based classroom in Redmond. This invaluable service will help fill some of the child care availability and affordability gaps that the region experiences. Early Head Start plans to expand the center-based model to other communities in Crook and Deschutes counties as facilities and slots become available.



## DONATIONS & GIVING

**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 for persons aged 73 (or 72 before January 1, 2023)! 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, 2023.***

***And... Did you know that you may donate from your Donor Advised Fund, or stock, or even cryptocurrency? You may, indeed!***



### ***Here's a question to ponder:***

***"What would Central Oregon be without NeighborImpact?"***

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

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



# See how they shine

Did you know NeighborImpact has Community Liaisons in Madras, Prineville and Warm Springs? Let us introduce you to Libby (Prineville), Colleen (Prineville), Maricela (Madras) and Dot (Warm Springs.) Each of them has grown up in their respective communities and has a wealth of knowledge about the unique values and needs of the populations residing there. They are passionate about providing access to services and assistance to the communities that they call home.

The clients who visit the outlying offices that the Liaisons operate are their neighbors and peers. Having someone whom they know and recognize providing assistance helps our clients feel more comfortable asking for help when they need it most.

In addition to managing the regional offices, NeighborImpact's Community Liaisons strengthen relationships with local partners and other service agencies by joining local service groups, sharing information, and collaborating on local events. You don't have to visit one of our offices for the chance to meet a Liaison—you might find them at some of your communities' favorite celebrations. Latino Fest, Community in the Park and Pi Ume Sha are just a few examples of events our

Liaisons attend, offering information about NeighborImpact services, fun giveaways, and program applications.

NeighborImpact is dedicated to serving all of Central Oregon. To that end, we plan to expand the Community Liaison program to Sisters and LaPine in the next two years.



Dot (left), Warm Springs Liaison & Maricela (right), Madras Liaison



Colleen (left), Libby (right) Prineville Liaisons





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