



Dear Friend,

What a fine blanket of services we have seamed together to spread across Central Oregon, each of us contributing an essential piece for the good of all! Everything NeighborImpact has done throughout our 36-year history has helped fashion a strong community. Constantly adding new patches to meet more needs, we cover the region, giving everyone a fair chance to survive, grow and thrive. With your help -- we can make it stronger yet.

We invite you to stitch yourself into NeighborImpact, to live our mission through your donation once again. You have given from the heart to help us take care of our own. That's just what you do.

As for us? **We do the work you expect of us,** and the results are the reward. In this annual report, you will see those results. You will see the effect donors have had not only on people who need a little help but also on businesses, on cities -- keeping them open, functioning, and employing people who need work.

All of that comes back to us all as a stronger community where life is better for everyone.

Please be part of NeighborImpact's good work by making a donation today. Together, we can keep crafting something remarkable, resilient, and robust. A blanket of services, spread wide and growing.

Ever grateful,

Suzetfz Ch+ymi

Suzette Chapman Chief Development Officer



Supporting People, Strengthening Communities

NeighborImpact's mission statement is "Supporting People, Strengthening Communities." It's simple—and memorable—and it accurately describes what the organization tries to do every day. We make people's lives better—with food, housing, energy assistance and skill building (among other services). We address poverty, reduce blight and find resources to address unmet infrastructure needs.

Despite the disruption that accompanied COVID, 2021 turned out to be a tremendous growth year for NeighborImpact. An influx of federal and state funding combined with a mission-oriented and creative staff allowed us to expand our services and deepen our impact and footprint in Central Oregon in unprecedented ways.

In the past year, we have launched a successful rental assistance program. We have helped preserve the region's childcare capacity. We have distributed millions in extra energy assistance, water/wastewater assistance and weatherization. We increased our Head Start program capacity by 76 percent. Our food program is feeding about 60 percent more people monthly than before the pandemic started. And we have invested over \$7 million in rebuilding senior centers, setting up and supporting new homeless shelters, installing updated water and sewer infrastructure, providing downpayment assistance to make homeownership possible and much, much more.

COVID didn't stop NeighborImpact. The communities we serve, including the Confederated Tribes of Warm Springs, in some ways are stronger than they have ever been. Mission accomplished. Thank you for your support in making it happen.

Scott Cooper

Executive Director

Jutt Ceoper

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Food Program

Delivers - Literally

Two years ago, Warm Springs initiated conversations with NeighborImpact about operating a USDA pantry. We embraced the opportunity to help, and a partnership ensued. The project removes barriers for residents with limited transportation and access to healthy food. In our role as a Warm Springs partner, we make weekly deliveries of perishable and non-perishable food to the food pantry; the Tribes run its operations.

Our Food Program has long hoped for a chance to provide food to Warm Springs. Access to quality food is crucial for the Tribes; in 2019, Warm Springs had a 38 percent poverty rate—nearly three times that of Oregon. Since the pantry opened in December 2020, the number of persons served monthly has increased steadily. In July, the pantry began operating five days a week, tripling the number of visitors to more than 400.

With the new food pantry in Warm Springs, NeighborImpact now supports food distributions in all of Central Oregon. The Warm Springs pantry now provides fresh, healthy food to more than thirteen percent of tribal members and residents. Theodore Perez-Zamorra, the Tribes' food pantry manager, said, "Food donated from NeighborImpact has vastly helped, serving hundreds of families in our time of need."



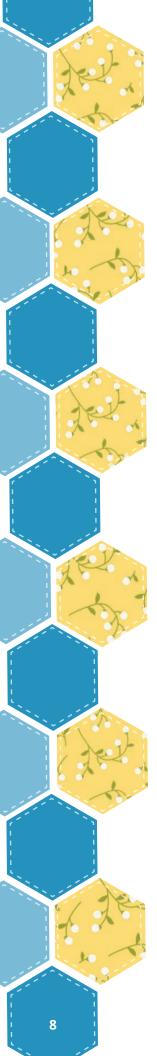
What's on Tap? Water!

Three COVID-19 Relief grants have expanded our Energy Assistance program's services to residents across the region, building a more resilient community. Typically, Energy's support for households takes the form of payments toward electricity, natural gas, propane, oil, wood and pellet costs. Now, funds from the City of Bend and through Oregon Housing and Community Services allow the program to add payment assistance for water and wastewater services.

By growing the program, Energy staff helped 4,938 households in the last year. "The expansion adds another layer of housing stability for both renters and homeowners," said Lori Scharton, director of Energy Assistance.

Knowing the financial hardships clients have faced in the past year and a half, Lori wanted to insure that Energy clients have added assistance that makes an immediate difference. "This help prevents disconnections of water—a service that supplies a basic human need. It offers more protection for those at risk of eviction for non-payment of bills."

During a year of unknowns, Energy staff feel fortunate to have more resources to deliver heat and water—and a sense of relief. With relief comes household stability and a stronger community.



Board of Directors

July 1, 2020 through June 30, 2021

Elected Public Officials

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

Mae Huston – Jefferson County Jefferson County Commission

Patricia Jungmann – Crook County Prineville City Council

Greg Munn – Deschutes County Deschutes County Treasurer

Glendon Smith – Warm Springs Tribal Council, Agency District Agency District Representative

Representatives of Economically Disadvantaged

Laura Beebe - Deschutes County

Malinda Corey

Head Start Policy Council Liaison to Board

Lyndle DeCamp – Crook County

Daniel Martinez – Confederated Tribes of Warm Springs

Linda S. Walker – Jefferson County

Community Representatives

Jose Balcazar - Deschutes County

Chad Carpenter – Deschutes County President

Brenda Comini – Crook County Secretary/Treasurer

Heather Simmons – Deschutes County

Brent Wilkins – Deschutes County Vice President

Directors who retired in 2020-21:

Camden King – Deschutes County Redmond City Council

Jesse Nikolauson

Head Start Policy Council Liaison to Board

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 LAURA BEEBE

NeighborImpact sadly reports the passing of board member Laura Beebe. Laura had served on our board since 2010. She had an expert understanding of Head Start, was a member of the 2018 Excellence in Governance Team and had served as an officer and a committee member. Her husband Brian said, "NeighborImpact gave her a sense of life and purpose." We will feel her absence deeply.



'Local' Is a Big Deal

NeighborImpact's Weatherization program makes homes more energy efficient, more comfortable and longer lasting, all of which allows people who rent or own a home to live there in good health.

Residents' needs are the top priority, followed by supporting local businesses. The program partners with six local contractors: one weatherization-specific contractor, two HVAC specialists, one chimney sweep, one plumber and one electrician. Working in harmony, these professionals install fans and windows, add insulation, perform air sealing, seal ducts, repair or replace heating systems, and repair roofs and plumbing. Last year, 200 residents reaped the benefits of our partnerships.

A key contractor, since 2009, is All Phase Weatherization and Construction. Owner Mark Christopher says that he and his employees enjoy knowing that their work cuts energy bills by 30 to 40 percent. Mark added, "The Weatherization program is a very reliable source of work. As a contractor for Neighborlmpact, we never have to worry about running out of jobs."

These skilled contractors give our Weatherization clients safe, healthy environments and extend the lives of their homes. But the impact goes beyond that. The partnerships sustain local trades and supply income to area businesses—to the tune of nearly \$720,000 in the past year.

PROGRAM OUTCOMES 💥



Individuals Served



Food



HomeSource



Represenative **Payee**



Childcare Resources



Energy



Housing Stabilization



Head Start



Lending



Weatherization

HEAD START



Children

Served









classrooms

Sites



Ready for school by end of Head Start program.



Head Start kids connected to health/nutrition professionals.

HOUSING manana

Households obtained housing

Households housing

DID YOU KNOW?



Last year, NeighborImpact and 55 partner agencies moved

5,163,345 pounds of food

AND PROVIDED

6,454,181 meals in Central Oregon.



3,594,807 POUNDS OF FOOD

distributed just by NeighborImpact.



\$1 DONATION
BUYS
5 meals
7lbs of food



Home & Business





\$2,128,771

Mortgage assistance provided

575
GRADUATES

56 Facilitated home purchases

Savings awarded:

\$382,693

Real Estate Sales \$17,187,733

Facilitated purchase of

\$3,902,500 local real estate sales

11+13=24

Home Preservation loans

DPA loans

Total loans



It Takes a 'ReVillage'

NeighborImpact's Child Care Resources (CCR) has partnered with Bend child care center, ReVillage, as a part of the pilot program "Baby Promise," exemplifying NeighborImpact's focus on child care as a critical component of strengthening communities in Central Oregon.

CCR's Baby Promise program covers child care costs for economically disadvantaged families. As a Baby Promise provider, ReVillage has allocated six of its 17 available slots to the children of working families who struggle finding child care they can afford.

"Partnering with Baby Promise helps us live our mission of accessible, affordable high-quality care for all families," said Rev. Erika Spaet, ReVillage's community organizer.

Before opening their child care center, CCR guided ReVillage through the licensing and start-up processes. With CCR's help, ReVillage also obtained \$13,000 from Deschutes County for initial operating costs, materials and supplies. CCR also increased ReVillage's ability to manage questions that arose, such as volunteer training, family recruitment and family support.

Beyond the location at Bend's First Presbyterian Church, ReVillage plans to open additional affordable child care centers across the region. CCR welcomes the opportunity to build and support Central Oregon's child care infrastructure and embraces the unique role we play bringing this critical resource to families.

Direct Client Expenditures



CRISIS SERVICES \$18,753,618.42

Food, Energy & Housing



EARLY EDUCATION SERVICES \$10,914,947.96



FINANCIAL CAPABILITY \$2,154,089.82 Financial Education & Asset Building Lending & Rep Payee Community Development

Administrative Costs



MANAGEMENT GENERAL FACILITIES \$1,805,188.34



FUNDRAISING COMMUNITY RELATIONS \$324,538.30

TOTAL EXPENSES RESERVE FOR FUTURE **GRAND TOTAL**

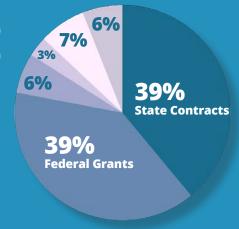
\$33,952,383 \$4,846,340.08 \$38,798,722.92

Federal Grants State Contracts Value of Food Contributions \$2,434,910.27 (6%) **Cash Donations Program Income** Cities/Counties

Total Revenue

\$15,255,579.59 (39%) \$15,093,948.63 (39%) \$1,309,914.92 (3%) \$2,540,724.51 (7%) \$2,163,645.00 (6%)

\$38,798,722.92





BALANCE SHEET

Year ending June 30, 2021

Assets

Cash & Cash Equivalents \$3,920,224.56 **Accounts Receivable** \$3,098,298.66 **Prepaid Expenses** \$4,475.38 \$154,258.08 **Inventory Long-Term Investments** \$293,248.71 **Notes Receivable** \$4,269,759.81 \$4,003,901.93 **Property & Equipment**

Total Assets \$15,744,167.13

Liabilities

Current Liabilities \$301,899.76 **Payroll Liabilities** \$295,976.77

Total Liabilities \$597,876.53

Beginning Net Assets \$10,299,950.52 \$4,846,340.08 **Changes to Net Assets**

Total Net Assets \$15,146,290.60

Liabilities & Net Assets \$15,744,167.13



We Have Promises to Keep

NeighborImpact's Lending program applied for and received \$150,000 from Oregon Housing and Community Services for Veterans Down Payment Assistance (DPA). With these funds, Lending awards grants of up to \$15,000 to Veterans who need help buying their first home. Veterans can use their grants for down payments, closing costs or both.

"Our DPA Veteran grants place Veterans in a more favorable position that, often, makes the difference between renting or owning a home," said Lending director, John Cox.

The State created the Veteran DPA effort as a pilot program, and NeighborImpact embraced the opportunity to stand up the veteran support system. Since the pilot began, our Lending department has made grants to to 10 Veterans, paving the way for them and their 26 family members to live in homes they own. Those purchases totaled \$2,875,635.

NeighborImpact is the only agency in Oregon that distributed all of the Veteran DPA funds we received. As a result, the State shifted an additional \$75,000 to our Lending department from agencies that could not spend their allocation. Now, Lending can help more Central Oregon Veterans buy their first homes. Just one small way of saying "thank you."



Not Just Any Building

This building has worn a few faces— Redmond School District's bus barn, Boys and Girls Club, Beulah's Place for homeless teens. Now, it's a Head Start site, and it has a new name: The Walker Center.

NeighborImpact dedicated the building to Linda Walker, a member of our board for the last 25 years, during which time, she also served on the Head Start Policy Council. Linda has advocated fiercely for early learning. She also has devoted her working life to the welfare of children and families and to helping persons in poverty. Head Start Director Kim Brown said, "I have had the honor of working with this amazing woman for many years. She has worked diligently to change the lives of children and families in our community. She richly deserves having her name on a place that brings children and their families success and hope."

Head Start prepares children aged three to five for school and serves the whole family with health, nutrition, community resources, referrals and fun family activities. Having this building allows Head Start to support 93 children and their families. NeighborImpact remodeled it to house four new classrooms, giving us 36 in total. We installed bathrooms, an awning, two playgrounds and added handicapped and traditional parking spaces.

The building is a reminder of Linda Walker's advocacy for children and of her living our mission: "Supporting people, strengthening communities."

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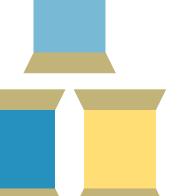
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With a Little Help from Our Friends

NeighborImpact's HomeSource program relies on the support of community partners in order to offer resources that help individuals manage, grow and protect their assets. One such partner, Umpqua Bank, not only provides funding for these services in the form of grants but also dedicates the gift of time and expertise through volunteering.

Representatives from Umpqua co-teach sections of our Homebuyer Education course, along with one of HomeSource's Educators, using our curriculum. In addition, representatives may volunteer as teacher assistants for our financial literacy workshops. One volunteer, Matt Martino, helps deliver sections on the lending and home buying processes.

"We discuss all things home lending and what it looks like to get ready to buy a house," said Matt. "I hope that it eliminates any fear, worry or doubt as to what their potential options or possibilities are."

Twice a year, HomeSource's director, Sonia Capece, conducts a "pulse check" on the industry, gathering information on banking, credit, interest rates and lending from different individuals. Among those she consults is Matt, a valuable source of knowledge. Matt recognizes the importance of reinvestment in Central Oregon. Umpqua's partnership with NeighborImpact does just that, helping us fulfill our mission of "strengthening communities." Yes, we get by with a little help from our friends.



Shelter from the Storm

Our community includes unhoused individuals and families. NeighborImpact's Homeless Services chose to extend its assistance to those among this population who, during the pandemic, are at high risk for COVID. Our efforts also focused on preventing further spread in the community.

To those ends, we entered into contracts with Deschutes County Health to rent motel rooms, in three locations. Occupancy of these "isolation motels" began in June 2020. The 29 rooms we rent provide safe housing for unhoused persons who have COVID-19 or whose compromised health places them at high risk of contracting the virus. The motel guests receive case management from REACH and other providers who bolster their efforts to acquire housing as well as other stabilizing resources. Volunteers with Family Kitchen and St. Vincent de Paul deliver meals every day.

NeighborImpact's Joey Erving, our Homeless Services Specialist who formerly coordinated the isolation motel project, hailed its success as an example of NeighborImpact's commitment to strengthen communities. He said, "The program has proven beneficial in our quest to help our unhoused neighbors and the community as a whole. We have done a great job working with our partners to deliver unique support in time of critical need."

The project has housed dozens of persons – individuals, couples, families, multigeneration households - and their pets. A wide range of benefits resulted, from access to a mental health team to finding long-term housing.

Dana Richards, NeighborImpact's Unhoused Services Manager and current Isolation Motel Program coordinator shared, "This project is a testament to the magic of what collaboration and compassion can accomplish. I am honored to be with NeighborImpact and to work with our partners to help keep our most vulnerable neighbors sheltered."

'For mature audiences only'

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.

The owners of Forth Distilled Goods represent a generation of young Bend entrepreneurs who want to support Central Oregon through NeighborImpact. Have a gathering in mind?

Looking for a unique holiday gift?

Visit DrinkForth.com to shop their full line of ready-to-drink cocktails. For every to-go cocktail purchased and bottle returned November through February Forth will pledge 5+ meals for needy CO families through NeighborImpact. Cheers!

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.





Reaching Farther, Doing More

NeighborImpact's Community Development Block Grant (CDBG) program stands out in its ability to strengthen communities. CDBG is a HUD program that removes blight and improves the living conditions in low- and moderate income communities. CDBG helps local, rural governments secure funds for high priority infrastructure; community facilities; economic development; and housing projects. This year, NeighborImpact's CDBG program supported four projects benefiting the cities of Madras and Prineville.

First, we secured \$250,000 for engineering costs to upgrade and replace undersized, deteriorating water lines in Madras; if funded, a separate application for \$2,324,765 will cover construction. The second grant landed \$1.5 million to construct the Madras Homeless Services Center, the first dedicated, year-round, homeless services facility in Jefferson County. The third project brought \$400,000 to the City of Prineville to rehabilitate and repair owner-occupied homes in the region. The fourth project boosted economic development in the City of Madras. The City received \$150,000 to support small businesses in Jefferson County impacted by COVID. To date, 11 grants totaling nearly \$90,000 saved 29 jobs held by low- and moderate-income workers.

Among those Madras businesses is the Quality Inn Motel. "We were one week away from not making payroll—not making it through," said motel owner, Clifford Reynolds. "Without the grant [from NeighborImpact] we would not be where we are today—doors open, employing people. We appreciate everything that NeighborImpact was able to do for us."

Central Oregon local governments rely on NeighborImpact's support and expertise to bring these grants home. NeighborImpact writes and submits CDBG grant proposals to HUD, conducts environmental assessments, administers the grants and monitors prevailing wage compliance.

Handling the process from start to finish is Andrew Spreadborough, Deputy Executive Director of Strategy and Operations. Andrew said, "CDBG grants fill gaps and address critical needs of individuals, families, small businesses and communities throughout Central Oregon."

NeighborImpact Covering Central Oregon Like a Blanket





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Visit us at neighborimpact.org or facebook.com/neighborimpact

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