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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. MAIL: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights
   1400 Independence Avenue, SW Washington, D.C. 20250-9410;
2. FAX: (202) 690-7442; or
3. EMAIL: program.intake@usda.gov

This institution is an equal opportunity provider.
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*This publication is for informational purposes only. The information in this book does not constitute a recommendation by Neighborimpact.

**Agency programs and services can change frequently. We recommend that you call agencies to confirm that the information is up to date.
BOYS AND GIRLS CLUB OF BEND
bgcbend.org • 541-617-2877

Provides a safe place for kids to engage in a variety of activities.

Services:
- Indoor/Outdoor activities
- Computer lab and educational center
- Teen center

Eligibility: Youth Ages 6-18, Age 5 during school year

Service Area: Deschutes County

Locations: 500 NW Wall Street, Bend
*Additional locations available. See website for details.

CASCADE YOUTH AND FAMILY CENTER
cascadeyouthandfamilycenter.org • 541-318-3436 • 800-660-0934 (hotline)

Provides shelter and services for kids and families in crisis.

Services:
- Crisis intervention and support
- Emergency and transitional shelter
- Information and referral

Eligibility: Homeless or at-risk youth ages 11-20 in need of assistance.

Service Area: Deschutes (Hotline serves Crook, Deschutes and Jefferson Counties)

Bend Locations: 2125 NE Daggett Lane (Office), 19 SW Century Drive (Shelter)

DESCHUTES PUBLIC LIBRARY
deschuteslibrary.org • 541-617-7050

Public library.

Services:
- Preschool storytimes and programming
- Homework help
- Computer access and support

Eligibility: Deschutes County residents or transitional card for those without a permanent residence.

Service Area: Deschutes

Locations: 601 NW Wall Street, Bend
*Additional locations available. See website for details.
 EARLY INTERVENTION AND EARLY CHILDHOOD SPECIAL EDUCATION  
* hdesd.org/services/EI-ECSE  •  541-389-5437 *

Provides special education services to qualified children from birth to age 5.

**Services:**
- Parent, infant and toddler groups
- Speech/Language services

**Eligibility:** Call for eligibility

**Service Area:** Central Oregon

**Location:** Alyce Hatch Center - 1406 NW Juniper Street, Bend

 FAMILY ACCESS NETWORK  
* familyaccessnetwork.org  •  541-617-7050 *

Offers assistance, possibility, and hope to Central Oregon families in need by connecting them with crucial resources that will help children flourish in school and in life.

**Services:**
- Referral to food, shelter, clothing and health resources

**Eligibility:** Early childhood and school age children

**Service Area:** Crook and Deschutes counties

**Locations:** 2125 NE Daggett Lane, Bend

*Additional locations available. See website for details.

 FAMILY RESOURCE CENTER OF CENTRAL OREGON  
* frconline.org  •  541-389-5468 *

Offers parenting education classes.

**Services:**
- Parenting education classes birth to age 18

**Service Area:** Central Oregon

**Location:** 1130 NW Harriman Street, Suite B, Bend
KIDS INTERVENTION AND DIAGNOSTIC SERVICE CENTER
kidscenter.org • 541-383-5958
To Report Suspicions of Child Abuse: 541-548-9499 OR 911

Child abuse intervention center for prevention, evaluation and treatment of child abuse.

Services:
- Therapy for children and their families
- Child friendly interviews and medical exams

Eligibility: Children 0-18 years old and their families
Service Area: Central Oregon
Location: 1375 NW Kingston Avenue, Bend

LATINO COMMUNITY ASSOCIATION
latinocommunityassociation.org • 541-382-4366

Provides workforce education and training, health and family empowerment services, and cultural enrichment activities.

Services:
- Legal, health, and employment services
- English classes and tutoring
- Health insurance enrollment

Eligibility: Children 0-18 years old and their families
Service Area: Central Oregon
Location: 1130 NW Harriman Street, Bend

MOUNTAINSTAR FAMILY RELIEF NURSERY
mtstar.org • 541-322-6820

Supports families with children ages 6 weeks to 5 years who are experiencing high stress.

Services:
- Therapeutic early childhood programs
- Infant classes, parent support and education
- Food bank and clothing closet

Service Area: Central Oregon
Locations: 2125 NE Daggett Lane, Bend
*Additional locations available. See website for details.
NEIGHBORIMPACT CHILD CARE RESOURCES
neighborimpact.org/services/child-care-resources
541-323-6518 • 541-323-6505 (Spanish) • 211 (For Parents)

Promotes and recruits quality, affordable child care.

Services:
- Child care provider training and consultation
- Technical assistance in starting up a child care business
- Employer consultation on employer-sponsored child care, current workforce trends, and tax credits

Service Area: Central Oregon
Location: 404 SW 7th Street, Redmond

SISTERS PARKS AND RECREATION DISTRICT
sistersrecreation.com • 541-323-6518 • 541-323-6518 (Spanish)

Recreation district.

Services:
- Sports and fitness programs for children and adults
- Preschool and tutoring programs
- Arts programs

Service Area: Central Oregon
Location: 404 SW 7th St., Sisters

DEPARTMENT OF HUMAN SERVICES
SELF SUFFICIENCY PROGRAM
oregon.gov/DHS • 541-388-6010

Help low income families become self-supporting while assisting them in meeting their basic needs.

Services:
- Food stamps/SNAP benefits
- Temporary Assistance to Needy Families (TANF)
- Work assistance and domestic violence support

Service Area: Central Oregon
Locations: 1300 NW Wall Street, Suite 101, Bend
*Additional locations available. See website for details.
CENTRAL OREGON COMMUNITY COLLEGE  
cocc.edu • 541-383-7700

Community college.

Services:
  → GED
  → Basic adult skills
  → Accredited classes and Tutoring

Service Area: Central Oregon
Locations: 2600 College Way, Bend
*Additional locations available. See website for details.

CHILDREN'S LEARNING CENTER  
madrastclc.org • 541-475-3628

Offers early education programs for children.

Service:
  → Child Care for children ages 6 weeks to 5 years
  → Head Start program, preschool

Service Area: Madras, Culver, Metolious
Location: 650 NE A Street, Madras

MIGRANT HEAD START  
ocdc.net • 541-475-6232

Preschool child development program.

Services:
  → Preschool child development programs for children 0-5 years
  → Social, emotional, educational, health, and nutritional support
  → Community resources and family home visits

Service Area: Jefferson and Culver counties
Location: 659 NE A Street, Madras (Oregon Child Development Coalition)
NEIGHBORIMPACT HEAD START
neighborimpact.org/services/head-start • 541-323-6257

Preschool and family support program for 3-4 year olds at no cost to qualifying families.

Services:
- Free preschool education four days per week
- Family support and health services
- Services for children of all abilities

Service Area: Crook and Deschutes counties
Locations: 2303 SW First Street, Redmond
*Additional locations in Bend, La Pine, Prineville, and Redmond. See website for details.

NEIGHBORIMPACT EARLY HEAD START
neighborimpact.org/services/head-start • 541-323-6543

Family support and early childhood education for pregnant women, infants and toddlers birth – 3 years old. Must meet income guidelines. Call for eligibility.

Services:
- Individualized educational activities and weekly home visits.
- Monthly socialization groups
- Support with health and dental services

Service Area: Crook and Deschutes counties
Locations: 2747 SW 6th Street, Suite 103, Redmond
*Additional locations available, see website for details

OREGON STATE UNIVERSITY
CASCADE CAMPUS
osucascades.edu • 541-322-3100

A campus of Oregon State University.

Services:
- 16 accredited undergraduate degree programs
- 4 Graduate degree programs

Location: 1500 SW Chandler Avenue, Bend
COVID doubled the amount of food being distributed by NeighborImpact through its food bank. “We’ve never experienced anything like it,” said Carly Sanders, Food Program Director for NeighborImpact. “It’s like a FEMA-level disaster landed on the whole country on a single day.” But like true professionals, Sanders and her team stepped up to the plate to ensure that thousands of individuals who were laid off from their jobs without warning had access to nutritious food and plenty of it. Year over year, the NeighborImpact food bank has experienced a doubling of the amount of food it is distributing, with numbers growing from 40,000 to 80,000 pounds of food weekly. NeighborImpact began receiving two semi truckloads of food each week to keep up with the supply. Where to put all that additional food became an immediate problem. Even before the uptick in volume, NeighborImpact’s food warehouse stored and distributed more food per square foot for its size than any food program in Oregon. To process, store and re-package additional food, the program exploded operations outside the warehouse. It took over a nearby Head Start classroom building vacated due to the pandemic. It set up tents and staging in the parking lot. A surge of much-appreciated volunteers was recruited to pack food boxes. Meanwhile, in the middle of managing a pandemic, NeighborImpact raised the funds and commenced a construction project to expand the existing warehouse and create new space for receiving, sorting and repacking 10 to 20 additional pallets of food each week, allowing NeighborImpact to continue to feed more than 31,000 Central Oregonians each month.
In the three months since NeighborImpact launched the program in July, Coronavirus Relief Energy Assistance has paid energy bills for over 1,400 households in Central Oregon. These funds helped households prevent, prepare for, or respond to the coronavirus by freeing up financial resources that households would normally use for energy expenses. “I am back on track and it has been a relief to know I am no longer behind on my payments, especially during this pandemic,” said one Energy Assistance recipient, Jaylyn Suppah. “Thank you so much for providing my family with support when we really needed it.” NeighborImpact’s Energy Assistance team continued to report to work at the main offices to deliver the program’s services so that those who did not benefit from the moratorium on electric and natural gas shutoffs could receive the fuel benefit they needed to keep warm. “Having had children at home during the school year, or in some cases, adult family members back at home due to COVID-19 job loss, many households are experiencing the financial repercussions of increased costs for basic household needs and larger utility consumption,” said Lori Scharton, NeighborImpact Energy Assistance director. “Even fixed-income households have lost some of the family support that supplements their household supplies and income due to COVID-19 job loss. We got a chance to reverse that ripple effect by using our funding sources to pay down that energy debt to something more manageable, if not paid completely.”
OREGON STATE UNIVERSITY
EXTENSION SERVICES
extension.osucascades.edu • 541-548-6088

An off-campus arm of Oregon State University intended to help Oregonians apply scientific knowledge on the job and at home.

Services:
- 4-H: year round and monthly
- Learn-at-home programs
- Garden advice and nutritional trainings

Service Area: Central Oregon

Locations: 3893 SW Airport Way, Redmond
*Additional locations available. See website for details.

TOGETHER FOR CHILDREN
together-for-children.org • 541-420-8110

Educational program designed to provide practical help for families of young children.

Services:
- Parenting groups
- Parenting resources and referrals

Eligibility: Families of children ages 0-3 years

Service Area: Sisters

Location: 160 S. Oak Street #139, Sisters
<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Information</th>
<th>Services</th>
<th>Service Area</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AMERICAN RED CROSS</strong></td>
<td>redcross.org • 541-382-2142</td>
<td>Disaster preparedness and health and safety classes.</td>
<td><strong>Service:</strong></td>
<td><strong>Service Area:</strong> Central Oregon</td>
</tr>
<tr>
<td><strong>HOUSE OF HOPE MINISTRIES</strong></td>
<td>houseofhope-bend.org • 541-390-1594</td>
<td>Basic needs assistance including housing, food, showers, and laundry.</td>
<td><strong>Service:</strong></td>
<td><strong>Service Area:</strong> Oregon</td>
</tr>
<tr>
<td><strong>NEIGHBORIMPACT ENERGY ASSISTANCE</strong></td>
<td>neighborimpact.org/services/heat/home-energy-assistance/ 541-318-7506</td>
<td>Provides year-round energy assistance to qualified families.</td>
<td><strong>Services:</strong></td>
<td><strong>Service Area:</strong> Central Oregon</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Eligibility:</strong> Income qualified households. See website.</td>
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</tr>
</tbody>
</table>
**REDMOND UTILITY ASSISTANCE PROGRAM**
redmond.gov/Government/FinancesandBudget/UtilityBilling
541-923-7765

Provides reduced utility payments on water, garbage, and sewer bills to eligible residents of Redmond.

**Services:**
- Reduced payments for residents that meet income criteria
- Programs for seniors facing hardship

**Service Area:** City of Redmond

**Location:** 716 SW Evergreen Avenue, Redmond

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**ST. VINCENT DE PAUL**
stvincentdepaulbend.org • 541-389-6643

Provides emergency assistance to low income individuals and families.

**Services:**
- Rent assistance (Redmond and Prineville only)
- Utility assistance
- Food pantry, clothing, and referral services

**Service Area:** Crook and Deschutes counties

**Locations:** 950 SE 3rd Street, Bend

*Additional locations available. See website for details.

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**WARM SPRINGS TRIBAL SOCIAL SERVICES**
warmsprings-nsn.gov • 541-553-3415

Supports tribal members who are low income or have no income.

**Services:**
- Social Security services help
- Energy assistance
- Referrals

**Eligibility:** Must meet income eligibility. Any federally recognized Native American.

**Service Area:** Warm Springs Reservation

**Location:** 4217 Holliday Street, Warm Springs
**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL**

coic2.org • 541-548-8163

Helps job seekers of all ages and experience with a variety of job-seeking services and training programs.

**Services:**
- Pre-employment training
- Alternative high school education
- Career services and training

**Eligibility:** Call for eligibility

**Service Area:** Central Oregon

**Locations:** 1645 NE Forbes Road, Suite 101, Bend

*Additional locations available. See website for details.*

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**JOB CORPS**

recruiting.jobcorps.gov • 800-733-5627

Free academic, vocational, and social skills training in a residential environment for young adults ages 16-24 with limited job skills.

**Services:**
- High school diploma and GED support
- Job placement
- Job training for trades such as landscape gardening, carpentry, culinary arts, and drafting

**Eligibility:** Must meet federal income guidelines, age requirement, and have a commitment to completing the program.

**Service Area:** Nationwide
OREGON EMPLOYMENT DEPARTMENT
oregon.gov • 541-388-6070

Coordinates employment information and unemployment insurance.

Services:
- Job opening listings
- Unemployment insurance and veterans’ services
- Job placement and counseling

Eligibility: Call for eligibility

Service Area: Central Oregon

Locations: 1645 NE Forbes Road, Bend
*Additional locations available. See website for details.

WARM SPRINGS VOCATIONAL REHABILITATION PROGRAM
warmsprings-nsn.gov/program/vocational-rehabilitation • 541-553-3415

Assists Native Americans with disabilities to obtain, maintain, or become promoted in employment.

Services:
- Vocation counseling and guidance
- Transportation to training or job sites
- Resume building and job training

Eligibility: Call for additional eligibility. Must be disabled and enrolled in a federally recognized Native American tribe.

Service Area: Warm Springs Reservation and area within 65-mile radius of reservation boundaries.

Locations: Call for location information
**NEIGHBORIMPACT FOOD BANK PROGRAM**

neighborimpact.org/services/food • 541-548-2380

Distributes food to area food pantries, meal sites, and other supplemental food locations. NeighborImpact does not distribute food directly to clients.

**Services:**
- Delivers food to various outreach social service agencies, food banks, and kitchens
- Food information and referral services
- Coordinates local food drives

**Service Area:** Central Oregon

**Locations:** 2303 SW First Street, Redmond

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**FOOD MEAL SITES**

*Call for specific days and times*

### BEND
- **Family Kitchen**
  Trinity Episcopal Church
  231 NW Idaho Avenue
  541-382-5542
- **Shepherd's House**
  1854 NE Division Street
  541-388-2096
- **The Back Door at Bend Methodist Church**
  680 N.W Bond Street
  541-382-1672
- **Sunday Community Buffet**
  515 N.E. Dekalb
  541-382-5542

### REDMOND
- **Jericho Table at Church of God Seventh Day**
  205 NW 4th Street
  541-548-3367

### LA PINE
- **La Pine Community Kitchen**
  16480 Finley Butte Road
  541-536-1312

### PRINEVILLE
- **Prineville Soroptomist Senior Center**
  180 NE Belknap St
  541-447-6844
FOOD PANTRIES
Call for specific days and times

→ BEND
St. Vincent De Paul
950 SE 3rd Street
541-389-6643
Water Church
21300 Bear Creek Road
541-706-0121
The Salvation Army
515 NE Dekalb Street
541-389-8888
The Giving Plate
1245 SE 3rd Street
Suite C7
541-797-6883
Nativity Lutheran
60850 Brosterhouse Road
541-388-0765

→ PRINEVILLE
First Baptist Church
460 SE Fairview
541-447-5238
(503) 516-5562
St. Vincent De Paul
1612 Veterans Way
541-923-5264
Seventh Day Adventist Center
945 SW Glacier Avenue
541-923-0301
Redmond Community Church
237 NW 9th Street
541-923-3023

→ REDMOND
St. Vincent De Paul
1612 Veterans Way
541-923-5264
Seventh Day Adventist Center
945 SW Glacier Avenue
541-923-0301
Redmond Community Church
237 NW 9th Street
541-923-3023

→ LA PINE
St. Vincent De Paul
51484 Morson Road
541-536-6135
La Pine Community Pantry
16480 Finlay Butte Road
541-536-1312

→ MADRAS
Jefferson County Food Bank Seventh Day Adventist Center
556 SE Seventh Street
541-475-3344
United Methodist Church
49 NE 12th Street
541-475-2150

→ SISTERS
Sister’s Kiwanis
328 West Main Street
Wellhouse Church
442 Trinity Way
541-549-4184

→ WARM SPRINGS
Warm Springs Food Pantry
4217 Holiday St.
541-553-3415
Warm Springs Presbyterian Church
1141 Warm Springs Street
541-553-1237

→ SISTERS
Sister’s Kiwanis
328 West Main Street
Wellhouse Church
442 Trinity Way
541-549-4184

→ SISTERS
Sister’s Kiwanis
328 West Main Street
Wellhouse Church
442 Trinity Way
541-549-4184

→ SUNRIVER
Holy Trinity
Care and Share
18160 Cottonwood Road
PMB 763
541-593-5990

Call for specific days and times
<table>
<thead>
<tr>
<th>Location</th>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEND</strong></td>
<td>Eagle Mountain Church</td>
<td>2221 NE 3rd St (Lower Level)</td>
<td>541-312-9345</td>
</tr>
<tr>
<td></td>
<td>Westside Church</td>
<td>2051 Shevlin Park Road</td>
<td>541-382-6235</td>
</tr>
<tr>
<td><strong>LA PINE</strong></td>
<td>Little Deschutes Grange</td>
<td>51518 Morson Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Produce Stand at La Pine</td>
<td>16480 Finlay Butte Road</td>
<td>541-536-1312</td>
</tr>
<tr>
<td><strong>MADRAS</strong></td>
<td>United Methodist Church</td>
<td>49 NE 12th Street</td>
<td>541-475-2150</td>
</tr>
<tr>
<td><strong>METOLIUS</strong></td>
<td>Metolius Friends Community Church</td>
<td>575 Hood Avenue</td>
<td>541-546-4974</td>
</tr>
<tr>
<td><strong>PRINEVILLE</strong></td>
<td>Eastside Church</td>
<td>3174 N.E. 3rd Street</td>
<td>541-447-3791</td>
</tr>
<tr>
<td><strong>REDMOND</strong></td>
<td>Redmond Assembly of God</td>
<td>18650 West Antler</td>
<td>541-548-4555</td>
</tr>
<tr>
<td><strong>SUNRIVER</strong></td>
<td>The Door</td>
<td>56885 Enterprise Drive</td>
<td>541-550-3088</td>
</tr>
<tr>
<td><strong>TERREBONNE AND CROOKED RIVER RANCH</strong></td>
<td>Old Fire Station at Crooked River Ranch</td>
<td>6971 SW Shad Road Intersection of Shad and Hill Streets</td>
<td>541-504-8236</td>
</tr>
</tbody>
</table>

**FREE FOOD MARKETS**
(FRESH PRODUCE AND PERISHABLE FOODS)
Call for specific days and times
BALANCING ACT

Barabara Bracey lives in Bend and has Alzheimer’s. Her condition makes it difficult for her to keep track of her finances and keep up with her bills.

“I was paying some of my bills twice and running out of money to pay other bills, and just getting my finances all messed up,” said Barbara.

NeighborImpact was able to help. A new program added this year, Rep Payee, helps those who cannot pay their bills due to cognitive or physical challenges by ensuring that their finances are used to meet their basic needs. NeighborImpact’s Representative Payee functions as a fiduciary for individuals with income derived from Social Security who lack the ability to manage their own funds. The Representative Payee pays all of the clients’ bills on their behalf, including obligations such as housing, utilities, food, medical expenses, personal care and clothing.

Despite Social Security functioning at limited capacity due to COVID-19 restrictions, NeighborImpact’s Representative Payee has increased its clients served from four to 21 in the seven months since COVID hit the region.

“I was having a horrible time and [NeighborImpact] has helped so much,” said Barbara. “They pay all of my bills and take care of my finances. It’s wonderful.”
FAMILIES MOVE UP AND MOVE IN

COVID or no COVID, Nathaniel Grimes was determined to buy a house. A single father, Nathaniel worked at Deschutes Brewery and worried he couldn’t afford to continue living in Bend. While he could get by month-to-month, he knew home ownership represented his best bet for long-term financial security. With Bend housing prices continuing to rise, Nathaniel’s goal always felt just out of reach. Through a partnership among NeighborImpact’s HomeSource program, First Story and Hayden Homes, Nathaniel and two other local families secured zero-down, zero-interest, 30-year loans and beautiful, brand new homes in Sisters. NeighborImpact’s HomeSource program manages the intake of applications and helps applicants successfully navigate the homebuying process through a HomeBuyer Education workshop. “As a single-dad, I work hard day in and day out to provide the best life for my son, Conner,” said Nathaniel. “Moving to Sisters means he will finally know something other than apartment living and what being a part of a community means.” During a socially distanced move-in ceremony, each family expressed their gratitude for the safety, health and happiness that this opportunity of owning a home brings them. “Today, in the midst of COVID-19, a house is so much more than a home,” said NeighborImpact’s HomeSource director, Sonia Capece. “It’s safety. It’s stability. It’s academic success. It’s a place to work. Through this partnership with First Story, we can make that a reality for Central Oregon families who otherwise would not have the ability to take on a mortgage.” For these families, home ownership seemed an impossible accomplishment. Now, they live that dream-come-true every day.
**ABILTREE**
abetitree.org • 541-388-8103

Assist people with disabilities to help themselves toward greater personal independence.

**Services:**
- Job development and placement
- Peer counseling
- Resume building

**Eligibility:** Call for eligibility. Must have a disability.

**Service Area:** Central Oregon

**Location:** 2680 NE Twin Knolls Drive #150, Bend

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**ADVANTAGE SMILE FOR KIDS**
secure.advantagesmilesforkids.org • 866-268-9616

Provide orthodontics and related dental care to low income and at-risk youth.

**Services:**
- Orthodontic care/braces

**Eligibility:** Call for eligibility. Must be under 16 years of age.

**Service Area:** Central Oregon

**Location:** 442 SW Umatilla Avenue, Suite 200, Redmond

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**BEHAVIORAL HEALTH DEPARTMENTS**

Deschutes County: deschutes.org/health/page/behavioral-health • 541-322-7500

Crook County: lcsnw.org • 541-323-5330

Provides programs and information for mentally ill individuals and persons in crisis.

**Services:**
- Crisis Line
- Behavioral health and crisis counseling
- Best Club of Jefferson County

**Eligibility:** Call for eligibility. Oregon Health Plan.

**Service Area:** Central Oregon

**Locations:** 2577 NE Courtney Drive, Bend

*Additional locations available. See website for details.*
**CROOK COUNTY HEALTH DEPARTMENT**
cro.crook.or.us • 541-447-5165

To keep everyone in Crook County safe and healthy.

**Services:**
- Screening and monitoring for at-risk children
- Medical and legal information
- Women, Infants, Children (WIC)

**Eligibility:** Call for eligibility

**Service Area:** Crook County

**Location:** 375 NW Beaver Street, Suite 100, Prineville

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**DESCHUTES COUNTY ALCOHOL AND DRUG TREATMENT PROGRAM**
deschutes.org/health • 541-322-7500

Outpatient alcohol and drug treatment and mental health counselling program.

**Services:**
- Drug and alcohol abuse counselling
- Crisis walk-in clinic

**Eligibility:** Call for eligibility. Primarily Oregon Health Plan.

**Service Area:** Deschutes County

**Location:** 2577 NE Courtney Drive, Bend

---

**DESCHUTES COUNTY STABILIZATION CENTER**
deschutes.org/health/page/crisis-services • 541-585-7210

Provides mental health crisis supports and stabilization for children and adults experiencing mental health crisis.

**Service Area:** Deschutes County

**Location:** 63311 NE Jamison Street, Bend
HEALTH

HEALTH DEPARTMENTS

deschutes.org/health • 541-322-7400

Provides a variety of programs and information related to health and preventative care.

Services:
- Support services for high risk infants, toddlers and children
- Child health clinics and immunizations
- Family planning, pregnancy tests, and prenatal care

Eligibility: Call for eligibility

Service Area: Central Oregon

Locations: 2577 NE Courtney Drive, Bend
*Additional locations available. See website for details.

HEALTHY BEGINNINGS

myhb.org • 541-383-6357

Provides health and developmental screening for children ages birth through five.

Services:
- Screening for health, vision, hearing, nutrition, dental, behavior, speech and language developmental
- Parent training, information and support
- Connect uninsured families with resources

Service Area: Central Oregon

Location: 1029 NW 14th Street, Suite 102, Bend

DESSERT SONG HYGIENE BANK

541-771-6548

Provides personal hygiene items including shampoo, soap, deodorant, tooth paste, tooth brushes, laundry soap, dish soap, feminine hygiene items, toilet paper, socks, gloves, hats and paper towels.

Services:
- Personal hygiene products

Service Area: Central Oregon

Location: 433 SW 5th St., Redmond
HEALTHY FAMILIES OF THE HIGH DESERT
hdesd.org/services/healthy-families-of-the-high-desert • 541-749-2133

Services are offered to families of newborns to age 3.

Services:
- Promote child health and development
- Parent education and support
- Child development assessments

Service Area: Central Oregon
Location: 2125 NE Daggett Lane, Bend

HEART N’ HOME
gohospice.com • 541-508-4036 (Bend) • 541-536-7399 (LaPine)

Provides quality hospice care for financially restricted patients and families.

Services:
- Hospice Care

Eligibility: Call for eligibility

Service Area: Oregon and Idaho
Locations: 745 NW Mt. Washington Dr., Suite 205
*Additional locations available. See website for details.

PARTNERS IN CARE
partnersbend.org/bend-hospice • 541-382-5882

Provides medical care and support to people who are terminally ill and their families.

Services:
- Medical care for the terminally ill
- Nursing and home health aides
- Bereavement counseling and support groups

Eligibility: Call for eligibility

Service Area: Central Oregon
Locations: 2075 NE Wyatt Court, Bend
*Additional locations available. See website for details.
JUNIPER MOUNTAIN COUNSELING
junipermountaincounseling.com • 541-617-0377

Counseling services.

Services:
- Mental health care

Service Area: Central Oregon
Location: 1569 SW Nancy Way, Bend

LUTHERAN COMMUNITY SERVICES NORTHWEST
lcsnw.org • 541-323-5332

Provides counseling and support to those in need.

Services:
- Alcohol and drug (adults only), mental health, domestic violence and problem gambling counseling
- Lunch site for clients in mental health treatment
- Transitional housing for clients with mental health issues

Eligibility: Call for eligibility
Service Area: Crook and Deschutes counties
Location: 365 NE Court Street, Prineville

MOSAIC MEDICAL
mosaicmedical.org • 541-383-3005

Provides primary care and mental healthcare services and flexible payment plans available.

Services:
- Primary health care services
- Mental health care services
- Prenatal health care services

Eligibility: Call for eligibility. All insurance accepted, fees are income based.
Service Area: Central Oregon
Locations: 2084 NE Professional Court, Bend
*Additional locations available. See website for details.
PLANNED PARENTHOOD OF THE COLUMBIA-WILLAMETTE
plannedparenthood.org/health-center/oregon/bend • 541-389-9973

Provides comprehensive health care for men and women and family planning services.

**Services:**
- Annual checkups and exams
- Low cost birth control services and supplies, including emergency contraceptives
- Pregnancy testing and testing and treatment of sexually transmitted infections

**Eligibility:** Call for eligibility

**Service Area:** Central Oregon

**Location:** 2230 NE Division Street, Suite 7, Bend

PREGNANCY RESOURCE CENTER
prcco.org • 541-383-3005

Provides help in working through any pregnancy situation.

**Services:**
- Pregnancy testing and first trimester ultrasounds
- Information on pregnancy options
- Pregnancy and parenting education

**Service Area:** Central Oregon

**Locations:** 369 NE Revere Avenue #103, Bend
*Additional locations available. See website for details.

RIMROCK TRAILS
rimrocktrailsats.org • 541-447-2631

Adolescent alcohol and drug treatment center.

**Services:**
- Residential alcohol and drug treatment
- Outpatient alcohol and drug treatment
- Prevention, intervention and education program

**Service Area:** Central Oregon

**Locations:** 1333 NW 9th Street, Prineville
*Additional locations available. See website for details.
HEALTH

SCHOOL BASED HEALTH CLINICS
mosaicmedical.org • 541-323-3850

Affordable, convenient health care and health education.

Services:
- Wellness check-ups
- Sick child care, immunizations, and sports physicals
- Mental health services

Eligibility: Children 0-18 years

Service Area: Deschutes County

Locations: 230 NE 6th Street, Bend (Bend Senior High School)
*Additional locations available. See website for details.

SENIORS AND PEOPLE WITH DISABILITIES PROGRAM
oregon.gov/dhs/seniors-disabilities/Pages/index.aspx • 541-388-6240

Helps seniors function in their own homes and communities.

Services:
- Food Stamps (SNAP)
- Employment services for persons with disabilities
- Medicaid and long term care

Eligibility: For seniors age 65 and over. Also for people age 18 and over on SSI.

Service Area: Central Oregon

Locations: 130 NW Wall Street Suite 102, Bend
*Additional locations available. See website for details.
The clinic provides health care to residents of Deschutes County who have no medical insurance and meet the clinic's eligibility.

**Services:**
- Primary care and outpatient gynecology services
- Mental health counseling
- Diabetes education and specialty referrals

**Eligibility:** Income based. Clients must have lived in Central Oregon for three months and cannot have any kind of insurance.

**Service Area:** Central Oregon

**Location:** 2300 NE Neff Road, Bend

A free health and nutrition program for pregnant women, nursing mothers, infants, and children up to the age of 5.

**Services:**
- Voucher program for free healthy food
- Growth and developmental evaluations for children
- Breastfeeding support and health and nutritional counseling

**Eligibility:** Must be eligible under Oregon WIC income guidelines and have nutritional/health need.

**Service Area:** Central Oregon

**Locations:** 2577 NE Courtney Drive, Bend

*Additional locations available. See website for details.*
**EMERGENCY SERVICES**

211 Info: (Emergency, Energy, Food, Health, Housing) .................................................. 211
Boys and Girls Aid Society Hotline ................................................................. 877-932-2734

**FAMILY SERVICES**

Cascade Youth and Family Center Crisis Hotline ........................................... 800-660-0934
Central Oregon Veteran's Outreach .............................................................. 541-383-2793
Crippled Children/Child Development and Rehabilitation Center ............... 800-637-0700
Family Resource Center with Disabilities Center ........................................ 541-389-5468
Northwest Americans .................................................................................... 800-949-4232
Oregon Disabilities Commission ..................................................................... 800-282-8096
Oregon Youth Line .......................................................................................... 877-553-8336
Saving Grace .................................................................................................. 866-504-8992
Veteran’s Service Offices
  Bend .................................................................................................................. 541-385-3214
  Madras ............................................................................................................. 541-475-5228
  Prineville ........................................................................................................ 541-447-5304

**HEALTH**

Alcohol and Drug Helpline ............................................................................. 1-800-923-4357
American Cancer Society ............................................................................. 800-227-2345
Center for Disease Control ........................................................................... 800-232-4636
  Formally AIDS/HIV/Immunizations/Disease Outbreaks/Autism
Child and Family Mental Health Line ............................................................ 541-322-7500
Mental Health Crisis/Suicide ......................................................................... 1-800-273-8250
National Alliance on Mental Illness ............................................................... 800-273-8255
Oregon Health Plan ....................................................................................... 800-359-9517
Oregon Mothers Care
  Crook ............................................................................................................... 541-447-5165
  Deschutes ....................................................................................................... 541-322-7400
  Jefferson ......................................................................................................... 541-475-4456
Oregon Partnership: Alcohol and Drug Helpline .......................................... 1-800-923-4357
Oregon SafeNet Maternal and Child Health Hotline ....................................... 211

**HEALTH SERVICES**

Birthright ......................................................................................................... 800-550-4900
Healthy Start Prenatal ..................................................................................... 541-322-7444
Planned Parenthood ....................................................................................... 541-389-9973
Pregnancy Resource Center of Central Oregon
  Bend ............................................................................................................... 541-385-5334
  Madras .......................................................................................................... 541-475-5338
  Prineville ...................................................................................................... 541-447-2420
Sexaholics Anonymous .................................................................................. 503-224-9840
Narcotics Anonymous ................................................................. 541-416-2146
Gamblers Anonymous ................................................................. 855-222-5542
Alcoholics Anonymous ............................................................... 541-548-0440

**LEGAL SERVICES**

Community Solutions Central Oregon ........................................ 541-383-0187
Consumer Credit Counseling Service of Central Oregon ................. 800-285-4605
County Victim's Assistance
  Deschutes ............................................................................. 541-388-6525
  Crook .................................................................................. 541-447-4158
  Jefferson .............................................................................. 541-475-4463
Court Appointed Special Advocates for Children
  Crook .................................................................................. 541-447-7220
  Deschutes ........................................................................... 541-389-1618
  Jefferson .............................................................................. 541-475-9426
Department of Justice-Support Enforcement Division ..................... 541-388-6141
American Immigration Lawyers Association .................................. 202-507-7600
Legal Aid of Central Oregon ....................................................... 541-385-6950
Oregon State Bar: Law Referal Services ........................................ 1-800-452-7636

**SENIORS**

AARP: American Association for Retired Persons ......................... 1-888-687-2277
Aging and Disability Resource Connection
  Bend .................................................................................. 541-388-6240
  Prineville ........................................................................... 541-447-4511
  LaPine ............................................................................... 541-536-8919
  Redmond ............................................................................ 541-548-2206
  Madras .............................................................................. 541-475-6773
  Sisters ............................................................................... 541-678-5493
Central Oregon Council on Aging ................................................ 541-548-8817
Dial-a-Ride ........................................................................... 541-385-8680
Meals on Wheels ..................................................................... 541-678-5483
Social Security Administration .................................................... 800-772-1213
Senior Centers
  Bend .................................................................................. 541-388-1133
  LaPine ............................................................................... 541-536-6237
  Redmond ............................................................................ 541-548-6325
  Sisters ............................................................................... 541-678-5983
  Crooked River Ranch .......................................................... 541-504-8236
  Madras .............................................................................. 541-475-6494
  Prineville ........................................................................... 541-447-6844
  Warm Springs ..................................................................... 541-553-3313
Senior Help Line ...................................................................... 877-704-4567
Warm Springs Senior Transportation ........................................... 541-553-3313
HABITAT FOR HUMANITY  
bendredmondhabitat.org • 541-385-5387

Works in partnership with qualified individuals to purchase a home.

Services:
→ New home construction for families  
→ Educational services

Eligibility: Income, Need & Ability to Pay

Service Area: Bend & Redmond

Locations: 1860 NE 4th Street, Bend  
*Additional locations available. See website for details.

BETHLEHEM INN  
bethleheminn.org • 541-389-2820

Provides shelter and resources for individuals and families experiencing homelessness.

Services:
→ Nightly shelter  
→ Support services  
→ Case management

Eligibility: Call for eligibility. Will be drug and alcohol screened.

Service Area: Central Oregon

Location: 3705 N Highway 97, Bend

GRANDMA’S HOUSE OF CENTRAL OREGON  
grandmashouseofco.org • 541-383-3515

Provides safe home for homeless, pregnant, and/or young mothers 15-24 years old and babies under 18 months old.

Services:
→ Teen parent program  
→ Group home  
→ Referral services

Eligibility: Call for eligibility. Female residents only.

Service Area: Central Oregon

Location: PO Box 6372, Bend
**HOUSING WORKS**  
housing-works.org • 541-923-1018

Provides opportunity for success to low to moderate income families.

**Services:**
- Section 8 Housing Choice and Veteran Affairs housing vouchers
- Family self-sufficiency programs
- Homeownership opportunities

**Eligibility:** Call for eligibility.

**Service Area:** Central Oregon

**Location:** 405 SW 6th Street, Redmond

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**MADRAS GOSPEL MISSION**  
madrasgospelmission.org • 541-475-2064

Provides overnight emergency shelter, meals and clothing to homeless men.

**Services:**
- Emergency shelter: short term and long term stay
- Food
- Showers and laundry services

**Eligibility:** Call for eligibility. Any homeless man in need of assistance.

**Service Area:** Central Oregon, mainly Jefferson County and Warm Springs

**Location:** 164 SE D Street, Madras
NEIGHBORIMPACT FAMILY SHELTER: NANCY’S HOUSE
neighborimpact.org/services/housing/emergency-shelter • Call 211

Short term shelter for homeless households with children and women in the final month of pregnancy.

Services:
- Short term shelter for families with children
- Case management services
- Housing information and referral

Eligibility: Call for eligibility. Homeless households with children. Drug and alcohol free facility.

Service Area: Central Oregon
Location: Confidential location

NEIGHBORIMPACT HOME PRESERVATION LOAN PROGRAM
neighborimpact.org/services/help-for-home-buyers--home-owners
541-316-2034

Provides low-interest loans for home preservation projects such as new roofing, exterior paint, heating systems, septic systems, and flooring.

Services:
- Loans for necessary home improvements with affordable rates
- Down payment assistance
- Septic replacement loans

Service Area: Central Oregon
Location: 2659 SW 4th Street, Redmond

NEIGHBORIMPACT HOMESOURCE PROGRAM
neighborimpact.org/services/help-for-home-buyers--home-owners
541-323-6567

Offers classes, coaching, and programs to strengthen household finances and obtain, maintain, and sustain home ownership.

Services:
- Home buyer education and counseling
- Foreclosure and reverse mortgage counseling
- Financial fitness classes and matched savings programs

Service Area: Central Oregon
Locations: 20310 Empire Avenue, Suite A100, Bend
*Additional locations available. See website for details.
NEIGHBORIMPACT HOUSING STABILIZATION PROGRAM
neighborimpact.org/services/housing/rent-assistance • Call 211

Rental assistance program for homeless and at-risk families.

Services:
- Provides housing for homeless families
- Help individuals receive training and support to be self-sufficient
- Work on short and long term goals and define steps needed to reach them

Eligibility: Homeless families with children. Must have some income to pay a portion of monthly rent.

Service Area: Central Oregon
Location: Call for location

NEIGHBORIMPACT WEATHERIZATION PROGRAM
neighborimpact.org/services/housing/rent-assistance • 541-316-2034

Offers no cost energy efficiency and health and safety improvements to home owners and renters.

Services:
- Home energy efficiency improvements to reduce energy usage and utility bills
- Home health and safety improvements
- Educational resources to improve energy efficiency

Eligibility: Income qualification based on household size. Call for eligibility.

Service Area: Central Oregon
Location: 20310 Empire Avenue, Suite A100, Bend

SAVING GRACE
saving-grace.org • 541-389-7021 hotline • 866-504-8992

Confidential and free help for all victims of domestic violence and sexual assault, stalking and human trafficking including men, women and children.

Services:
- Safe shelter including on-site kitchen and food
- Individual counseling and support groups
- Support for families and victims of domestic violence

Eligibility: To stay in the shelter, you must be a recent (last 6 months) victim of violence or sexual assault.

Service Area: Central Oregon
Location: 1004 NW Milwaukee Avenue #100, Bend
THE SHEPHERD’S HOUSE
myShepherdshouse.org • 541-388-2096

Overnight emergency shelter, meals, clothing, showers.

Services:
- Nightly shelter and day room
- Support groups
- Showers, meals, and clothing

Eligibility: Male residents age 18 and over

Service Area: Deschutes County

Location: 1854 NE Division Street, Bend

USDA RURAL DEVELOPMENT
rd.usda.gov • 541-923-4358

Provides housing finance loans in rural areas.

Services:
- Housing purchase loans
- Home repair loans and grants
- Information on housing services

Service Area: Rural parts of Oregon

Location: 625 SE Salmon Avenue, Suite 5, Redmond
COMMUNITY SOLUTIONS
solutionsco.org • 541-383-0187

Specializes in communication and dispute resolutions.

Services:
→ Mediation for families, businesses, and most groups
→ Facilitation services for groups
→ Conflict resolution workshops and trainings

Eligibility: Needs based and sliding scale fees available

Service Area: Central Oregon

Location: 1029 NW 14th Street, Suite 104, Bend

COURT APPOINTED SPECIAL ADVOCATES FOR CHILDREN
casaofcentraloregon.org • 541-389-1618

Provides volunteers to advocate for abused and neglected children and to ensure children have a voice in the court system.

Services:
→ Train and support volunteers to advocate for children in court
→ Advocate for abused and neglected children

Eligibility: Children in foster care in Central Oregon

Service Area: Central Oregon

Location: 1029 NW 14th Street, Suite 100, Bend

*Additional locations available. See website for details.

CROOK COUNTY VICTIMS ASSISTANCE
c.co.crook.or.us • 541-447-4158

Provides assistance and ongoing support to victims of crime.

Services:
→ Advocates for victims
→ Assists with property return and restitution
→ Provides information on victims’ rights

Eligibility: Any victim of crime in Crook County

Service Area: Crook County

Location: 300 NE 3rd Street, Room 34, Prineville
JEFFERSON COUNTY VICTIMS ASSISTANCE

doj.state.or.us/victims/Pages/assistance.aspx#k • 541-475-4463 (hotline) • 541-475-2201

Assists victims of crime with informational and emotional support through the court process.

Services:
- Personal contact and follow up support to victims
- Assists with property return and restitution
- Victim impact statement and/or support during sentencing

Service Area: Jefferson County
Location: 129 SW E Street, Madras

NEIGHBORIMPACT REPRESENTATIVE PAYEE

neighborimpact.org/get-help/help-with-finances/representative-payee

Manages disability benefits on behalf of persons with cognitive and physical limitations.

Eligibility: Call for eligibility
Service Area: Central Oregon
Location: 20310 Empire Ave A100, Bend
**LEGAL AID SERVICES OF OREGON**  
lasoregon.org • 541-385-6950 • 800-678-6944

Provides legal assistance to low income people.

**Services:**  
- Legal assistance to low income people in Oregon  
- Family support

**Service Area:** Central Oregon

**Location:** 20360 Empire Avenue, Suite B3, Bend

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**OREGON STATE BAR**  
osbar.org • 800-452-7636

Provides referral services, matching low income residents with attorneys willing to work for reduced fees.

**Services:**  
- Provides legal service in the areas of landlord/tenant disputes and criminal and family law  
- Foreclosure legal services  
- Teen program - Problem Solvers

**Service Area:** Oregon
CHILDREN & FAMILIES
1. Boys and Girls Club of Bend | 541-617-2877
2. Cascade Youth and Family Center | 541-318-3436
3. Deschutes Public Library | 541-617-7050
4. Early Intervention and Early Childhood Special Education | 541-389-5437
5. Family Access Network | 541-617-7050
6. Family Resource Center of Central Oregon | 541-389-5468
7. Kids Intervention and Diagnostic Service Center | 541-383-5958
8. Latino Community Association | 541-382-4366
9. MountainStar Family Relief Nursery | 541-322-6820
10. NeighborImpact Child Care Resources | 541-323-6518
11. Sisters Parks and Recreation District | 541-323-6518
12. Department of Human Services Self Sufficiency Program | 541-386-6010

EDUCATION
1. Central Oregon Community College | 541-383-7700
2. Children’s Learning Center | 541-475-3028
3. Mid Columbia Head Start | 541-386-2010
4. Migrant Head Start | 541-475-6232
5. NeighborImpact Head Start | 541-323-6543
6. Oregon State University Cascade Campus | 541-322-3100
7. Oregon State University Extension Services | 541-548-6088
8. Together For Children | 541-420-8110

EMERGENCY
1. American Red Cross | 541-382-2142
2. House of Hope Ministries | 541-390-1594
3. NeighborImpact Energy Assistance | 541-318-7506
4. Redmond Utility Assistance Program | 541-923-7765
5. St. Vincent de Paul | 541-389-6643
6. Warm Springs Tribal Social Services | 541-553-3415

EMPLOYMENT
1. Central Oregon Intergovernmental Council | 541-548-8163
2. Job Corps | (800) 733-5627
3. Oregon Employment Department | 541-388-6070
4. Warm Springs Vocational Rehabilitation Program | 541-553-3415

FOOD
1. NeighborImpact Food Bank Program | 541-548-2380

HEALTH
1. Abiltree | 541-388-8103
2. Advantage Smile for Kids | (866) 268-9616
3. Behavioral Health Departments
   Deschutes County: 541-322-7500
   Crook County: 541-323-5330
4. Cacoon | 541-447-5165
5. City Care Clinic | 541-316-2582
6. Deschutes County Alcohol and Drug Treatment Program | 541-322-7500
7. Health Departments | 541-322-7400
8. Healthy Beginnings | 541-383-6357
9. Healthy Families of the High Desert | 541-749-2133
10. Hospice Services | 541-382-5882
11. Juniper Mountain Counseling | 541-617-0377
12. Lutheran Community Services Northwest | 541-447-7441
13. Mosaic Medical | 541-383-3005
14. Planned Parenthood of the Columbia-Willamette | 541-389-9973
15. Pregnancy Resource Center | 541-383-3005
16. Rimrock Trails | 541-447-2631
17. School Based Health Clinics | 541-323-3850
18. Seniors and People With Disabilities Program | 541-388-6240
19. Volunteers in Medicine | 541-330-9001
20. Women, Infant and Children | 541-322-7400

HOUSING AND SHELTER
1. Habitat for Humanity | 541-385-5387
2. Bethlehem Inn | 541-389-2820
3. Grandma’s House of Central Oregon | 541-383-3515
4. Housing Works | 541-923-3008
5. Madras Gospel Mission | 541-475-2064
6. NeighborImpact Family Shelter: Nancy’s House | Call 211
7. NeighborImpact Home Preservation Loan Program | 541-548-2380
8. NeighborImpact Homeshare Program | 541-323-6567
9. NeighborImpact Housing Stabilization Program | Call 211
10. NeighborImpact Weatherization Program | 541-316-2034
11. Saving Grace | 541-389-7021
12. The Shepherd’s House | 541-388-2096
13. USDA Rural Development | 541-923-4358

LEGAL
1. Community Solutions | 541-383-0187
2. Court Appointed Special Advocates For Children | 541-385-1618
3. Crook County Victims Assistance | 541-447-4158
4. Deschutes County Victims Assistance | 541-388-6525
5. Jefferson County Victims Assistance | 541-475-4463
6. Legal Aid Services of Oregon | 541-385-6944
7. Oregon State Bar | 800-452-7636

NeighborImpact