



NeighborImpact

Supporting People, Strengthening Communities.

ANSWER BOOK 2021-2022

Self-Help Guide to Agencies and Services in
Crook, Deschutes and Jefferson Counties



**For the latest information, call 211 or check 211.com. Scan the QR code to view the digital resource guide, or visit www.neighborimpact.org/providers. Alternative languages available online.*



NeighborImpact

➔ REDMOND

2303 SW First Street
Redmond OR 97756
(541) 548-2380

➔ BEND

20310 Empire Avenue #A100
Bend, OR 97703
(541) 318-7506

You can also visit us at our regional service centers located in La Pine, Madras and Prineville. Call (541) 548-2380 for office locations.

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

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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

english

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

english

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

english

deschuteslibrary.org • 541-617-7050

spanish

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

english

spanish

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

english

spanish

Offers assistance, possiblitiy, and hope to Central Oregon famlies 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

english

spanish

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

english

spanish

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

english

spanish

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

english

spanish

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)

english

spanish

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)

english

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

english

spanish

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

english

spanish

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

english

spanish

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

english

spanish

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

english
spanish
vietnamese
mandarin

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

english
spanish

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

english
spanish

A campus of Oregon State University.

Services:

- ➔ 16 accredited undergraduate degree programs
- ➔ 4 Graduate degree programs

Location: 1500 SW Chandler Avenue, Bend





FOOD PROGRAM **KEEPS ON TRUCKIN'**

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.



ENERGY TO **OVERCOME** 2020

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

english

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

english

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*



➔ AMERICAN RED CROSS
redcross.org • 541-382-2142

english

Disaster preparedness and health and safety classes.

Service:

- ➔ Blood services
- ➔ Disaster relief
- ➔ CPR and First Aid classes

Service Area: Central Oregon

Location: 815 SW Bond Street, Suite 110, Bend

➔ HOUSE OF HOPE MINISTRIES
houseofhope-bend.org • 541-390-1594

english

Basic needs assistance including housing, food, showers, and laundry.

Service:

- ➔ Housing
- ➔ Food
- ➔ Laundry and showers

Service Area: Oregon

Location: P.O. Box 5609, Bend

➔ NEIGHBORIMPACT ENERGY ASSISTANCE
neighborimpact.org/services/heat/home-energy-assistance/
541-318-7506

english

spanish

Provides year-round energy assistance to qualified families.

Services:

- ➔ Utility assistance
- ➔ Furnace repair or replacement

Eligibility: Income qualified households. See website.

Service Area: Central Oregon

Locations: 20310 Empire Avenue, Suite A100, Bend

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





📍 REDMOND UTILITY ASSISTANCE PROGRAM

redmond.gov/Government/FinancesandBudget/UtilityBilling
541-923-7765

english

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

📍 ST. VINCENT DE PAUL

stvincentdepaulbend.org • 541-389-6643

english

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.*

📍 WARM SPRINGS TRIBAL SOCIAL SERVICES

warmsprings-nsn.gov • 541-553-3415

english

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

english

spanish

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.*

➔ JOB CORPS

recruiting.jobcorps.gov • 800-733-5627

english

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

english

spanish

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

english

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

english

spanish

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

➔ 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

→ 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

→ PRINEVILLE

First Baptist Church

460 SE Fairview
541-447-5238
(503) 516-5562

→ 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

→ 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

→ TERREBONNE

Smith Rock

Community Church
8344 11th Street
541-548-1315

→ WARM SPRINGS

Warm Springs

Food Pantry
4217 Holiday St.
541-553-3415

Warm Springs

Presbyterian Church
1141 Warm Springs Street
541-553-1237



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

➔ **BEND**

Eagle Mountain Church
2221 NE 3rd St (Lower Level)
541-312-9345

Westside Church
2051 Shevlin Park Road
541-382-6235

➔ **LA PINE**

Little Deschutes Grange
51518 Morson Street

**The Produce Stand at La Pine
Community Kitchen**
16480 Finlay Butte Road
541-536-1312

➔ **MADRAS**

United Methodist Church
49 NE 12th Street
541-475-2150

➔ **METOLIUS**

Metolius Friends Community Church
575 Hood Avenue
541-546-4974

➔ **PRINEVILLE**

Eastside Church
3174 N.E. 3rd Street
541-447-3791

➔ **REDMOND**

Redmond Assembly of God
18650 West Antler
541-548-4555

➔ **SUNRIVER**

The Door
56885 Enterprise Drive
541-550-3088

➔ **TERREBONNE AND
CROOKED RIVER RANCH**

**Old Fire Station
at Crooked River Ranch**
6971 SW Shad Road
Intersection of Shad and Hill Streets
541-504-8236





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.



Neighbor**Impact**

20

➡ ABILTREE

abilitree.org • 541-388-8103

english

spanish

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

➡ ADVANTAGE SMILE FOR KIDS

secure.advantagesmilesforkids.org • 866-268-9616

english

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

➡ BEHAVIORAL HEALTH DEPARTMENTS

english

spanish

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

co.crook.or.us • 541-447-5165

english

spanish

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

➡ DESCHUTES COUNTY ALCOHOL AND DRUG TREATMENT PROGRAM

deschutes.org/health • 541-322-7500

english

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

english

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



➔ DESERT SONG HYGIENE BANK

541-771-6548

english

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

➔ HEALTH DEPARTMENTS

deschutes.org/health • 541-322-7400

english

spanish

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

english

spanish

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



➡ HEALTHY FAMILIES OF THE HIGH DESERT english
spanish
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 english
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 english
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*

english

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*

english

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*

english

spanish

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

english

spanish

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

english

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

english

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.*





➡ SCHOOL BASED HEALTH CLINICS

mosaicmedical.org • 541-323-3850

english

spanish

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

english

spanish

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.*



➔ VOLUNTEERS IN MEDICINE

vim-cascades.org • 541-330-9001

english

spanish

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

➔ WOMEN, INFANT AND CHILDREN

public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/countyinfo.aspx
541-322-7400

english

spanish

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
Famiy 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
<i>Formally AIDS/HIV/Immunizations/Disease Outbreaks/Autism</i>	
Child and Family Mental Health Line	541-322-7500
Mental Health Crisis/Suicide	1-800-273-8255
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 Referral 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

english

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

english

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

english

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

english

spanish

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

📍 MADRAS GOSPEL MISSION

madrasgospelmission.org • 541-475-2064

english

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

[english](#)[spanish](#)

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

[english](#)[spanish](#)

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

[english](#)[spanish](#)

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

english

spanish

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

english

spanish

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

english

spanish

russian

ukrainian

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

english

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

english

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

english

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

english

spanish

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 co.crook.or.us • 541-447-4158

english

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



➡ DESCHUTES COUNTY VICTIMS ASSISTANCE english
deschutes.org/justice/page/victim-services ▪ 541-388-6525

Provides assistance and ongoing support to victims of crime.

Services:

- ➔ Advocates for victims
- ➔ Provides support through the criminal justice process
- ➔ Provides information about rights

Eligibility: Any victim of crime in Deschutes County

Service Area: Deschutes County

Location: 1164 NW Bond Street, Bend

➡ JEFFERSON COUNTY VICTIMS ASSISTANCE english
doj.state.or.us/victims/Pages/assistance.aspx#k ▪ spanish
 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 english
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

english

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

➔ OREGON STATE BAR

osbar.org • 800-452-7636

english

spanish

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

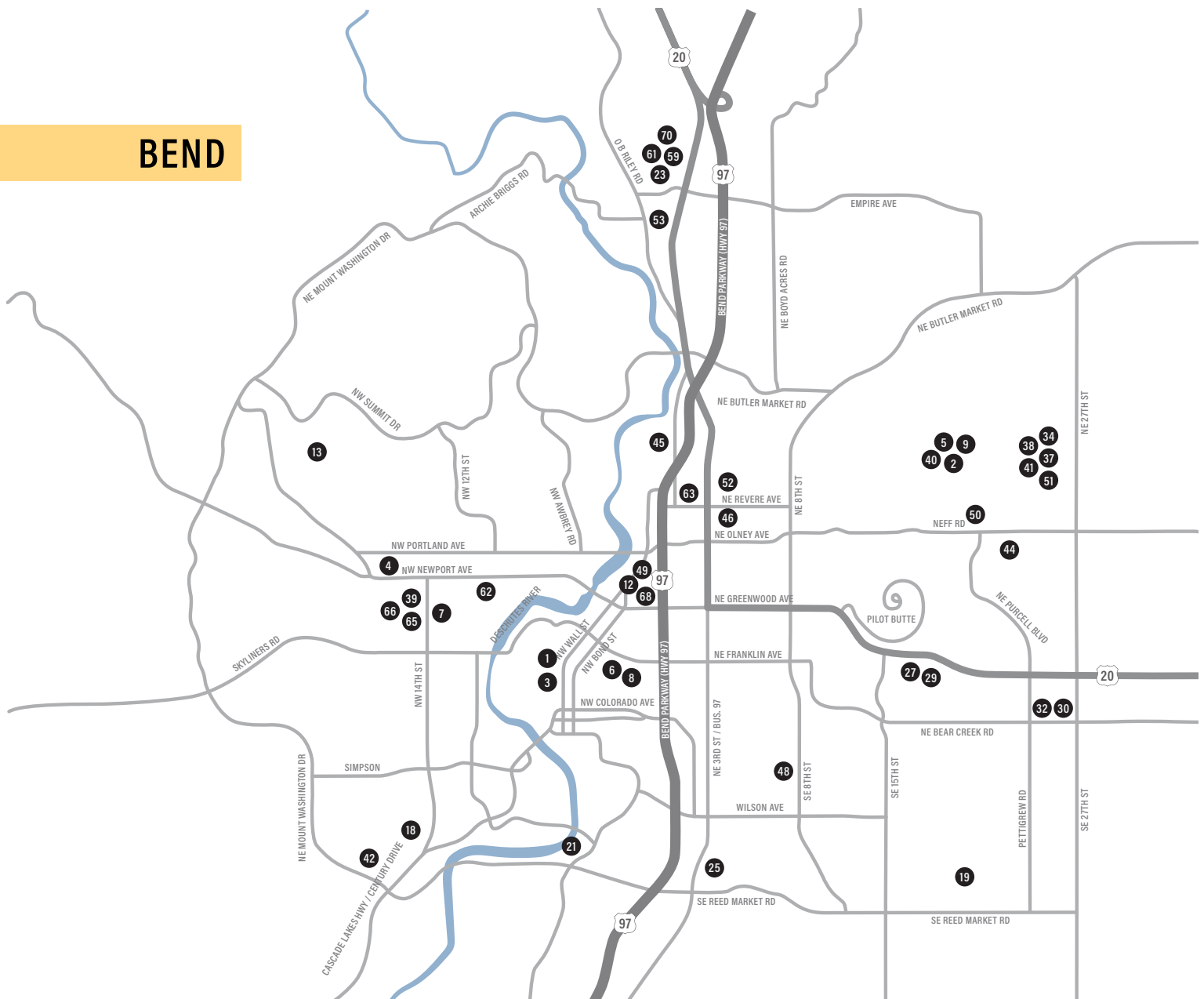
Services:

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

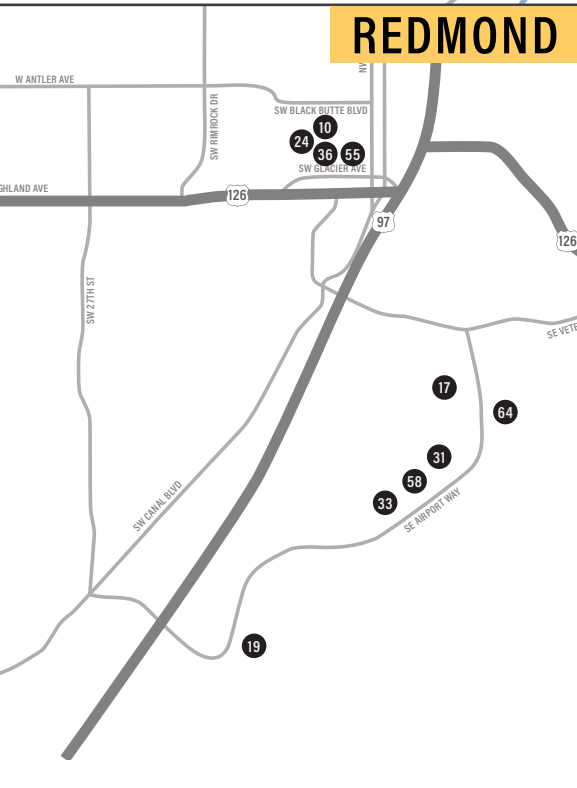
Service Area: Oregon



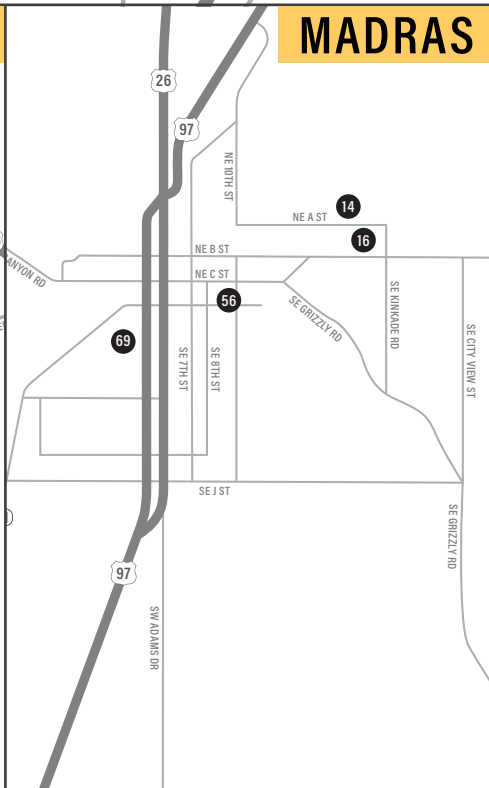
BEND



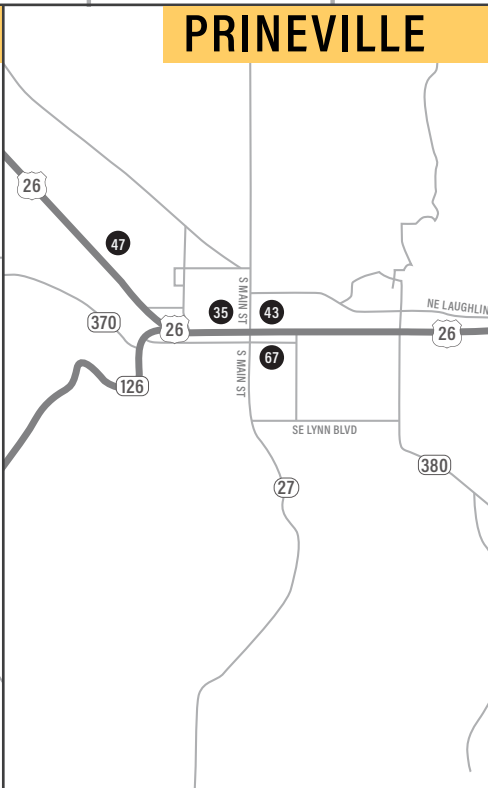
REDMOND



MADRAS



PRINEVILLE



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
- Sisters Parks and Recreation District | 541-323-6518
- 12 Department of Human Services Self Sufficiency Program | 541-388-6010

EDUCATION

- 13 Central Oregon Community College | 541-383-7700
- 14 Children's Learning Center | 541-475-3628
- Mid Columbia Head Start | 541-386-2010
- 16 Migrant Head Start | 541-475-6232
- 17 NeighborImpact Head Start | 541-323-6543
- 18 Oregon State University Cascade Campus | 541-322-3100
- 19 Oregon State University Extension Services | 541-548-6088
- Together For Children | 541-420-8110

EMERGENCY

- 21 American Red Cross | 541-382-2142
- House of Hope Ministries | 541-390-1594
- 23 NeighborImpact Energy Assistance | 541-318-7506
- 24 Redmond Utility Assistance Program | 541-923-7765
- 25 St. Vincent de Paul | 541-389-6643
- Warm Springs Tribal Social Services | 541-553-3415

EMPLOYMENT

- 27 Central Oregon Intergovernmental Council | 541-548-8163
- Job Corps | (800) 733-5627
- 29 Oregon Employment Department | 541-388-6070
- Warm Springs Vocational Rehabilitation Program | 541-553-3415

FOOD

- 31 NeighborImpact Food Bank Program | 541-548-2380

HEALTH

- 32 Abiltree | 541-388-8103
- 33 Advantage Smile for Kids | (866) 268-9616
- 34 Behavioral Health Departments
- Deschutes County: 541-322-7500
- Crook County: 541-323-5330

- 35 Cacoon | 541-447-5165
- 36 City Care Clinic | 541-316-2582
- 37 Deschutes County Alcohol and Drug Treatment Program | 541-322-7500
- 38 Health Departments | 541-322-7400
- 39 Healthy Beginnings | 541-383-6357
- 40 Healthy Families of the High Desert | 541-749-2133
- 41 Hospice Services | 541-382-5882
- 42 Juniper Mountain Counseling | 541-617-0377
- 43 Lutheran Community Services Northwest | 541-447-7441
- 44 Mosaic Medical | 541-383-3005
- 45 Planned Parenthood of the Columbia-Willamette | 541-389-9973
- 46 Pregnancy Resource Center | 541-383-3005
- 47 Rimrock Trails | 541-447-2631
- 48 School Based Health Clinics | 541-323-3850
- 49 Seniors and People With Disabilities Program | 541-388-6240
- 50 Volunteers in Medicine | 541-330-9001
- 51 Women, Infant and Children | 541-322-7400

HOUSING AND SHELTER

- 52 Habitat for Humanity | 541-385-5387
- 53 Bethlehem Inn | 541-389-2820
- Grandma's House of Central Oregon | 541-383-3515
- 55 Housing Works | 541-923-1018
- 56 Madras Gospel Mission | 541-475-2064
- NeighborImpact Family Shelter: Nancy's House | Call 211
- 58 NeighborImpact Home Preservation Loan Program | 541-548-2380
- 59 NeighborImpact Homesource Program | 541-323-6567
- NeighborImpact Housing Stabilization Program | Call 211
- 61 NeighborImpact Weatherization Program | 541-316-2034
- 62 Saving Grace | 541-389-7021
- 63 The Shepherd's House | 541-388-2096
- 64 USDA Rural Development | 541-923-4358

LEGAL

- 65 Community Solutions | 541-383-0187
- 66 Court Appointed Special Advocates For Children | 541-389-1618
- 67 Crook County Victims Assistance | 541-447-4158
- 68 Deschutes County Victims Assistance | 541-388-6525
- 69 Jefferson County Victims Assistance | 541-475-4463
- 70 Legal Aid Services of Oregon | 541-385-6944
- Oregon State Bar | 800-452-7636

