

PAYMENT ASSISTANCE • FOOD • SHELTER • CHILDREN & FAMILIES • EDUCATION • EMPLOYMENT • HEALTH SERVICES • HOUSING • LEGAL ASSISTANCE • HOTLINES



NeighborImpact

Supporting People, Strengthening Communities.

ANSWER BOOK 2023-2024

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 or visit neighborimpact.org/providers
to view the digital resource guide, request copies of
the book or register as a provider for inclusion in future
books. 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, Prineville and Warm Springs. Call (541) 548-2380 for office locations. Visit us at neighborimpact.org or facebook.com/neighborimpact

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a USDA Program Discrimination Complaint Form which can be

obtained online at: Filing a Program Complaint as a USDA Customer webpage, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 Complaint form or letter must be submitted 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:** (833) 256-1665; or
3. **EMAIL:** program.intake@usda.gov

This institution is an equal opportunity provider.





CHILDREN AND FAMILIES	3
EDUCATION	8
ENERGY TO PERSEVERE	11
APPROVED IN A SNAP	12
EMPLOYMENT	13
FOOD	15
HEALTH	18
EXTRAORDINARY EXCELLENCE	19
ALL IS WELL	20
HOUSING AND SHELTER	28
HOTLINES	31-32
LEGAL	34
PAYMENT ASSISTANCE	37
MAP	39-40

**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*
- *Programs focusing on Academic Success, Healthy Lifestyles and Character & Leadership*

Eligibility: *For youths age 6-18, age 5 during school year ok*

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)

english

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

english

spanish

Public library, with free programs for all ages.

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 (Main)
541-312-1947 (Early intervention) ▪ 541-312-1948 (Early Childhood)

english

spanish

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

Services:

- Developmental support for ages birth to 5
- Preschool
- Speech/Language services

Eligibility: Call for eligibility

Service Area: Deschutes and Crook Counties

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

*Additional locations available. See website for details.

➔ FAMILY ACCESS NETWORK

familyaccessnetwork.org ▪ 541-693-5675

english

spanish

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 (Birth through 18 years)

Service Area: Deschutes, Jefferson, and Crook Counties

Locations: 2125 NE Daggett Lane, Bend

*Additional locations available. See website for details.

➔ FAMILY CONNECTS CENTRAL OREGON

familyconnectscentraloregon.org ▪ 541-693-5673

english

spanish

Short-term home visiting program. Registered nurses through the Public Health Department provide free visits to families with newborn babies.

Services:

- Public Health Nurse home visits
- Health assessments
- Connection to resources

Eligibility: Families with newborn babies, including foster and adoptive families

Service Area: Central Oregon



**➔ 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
- Family Support and Connection (one on one support with home visits)
- Foster Parent Support Groups

Service Area: Central Oregon

Location: 1130 NW Harriman Street, Suite B, Bend

**➔ KIDS INTERVENTION AND
DIAGNOSTIC SERVICE CENTER**
kidscenter.org • 541-383-5958

english
spanish

Child abuse intervention center for prevention, evaluation and treatment of child abuse. Services provided free of charge.

Services:

- Therapy for children and their families
- Child friendly interviews and medical exams
- To report suspicions of child abuse call 855-503-7233 or 911.

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

english
spanish

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

Services:

- Legal, health, and employment services
- Citizenship courses, English classes and tutoring
- Health insurance enrollment

Eligibility: Children 0-18 years old and their families

Service Area: Central Oregon

Location: 2680 NE Twin Knolls Drive, Suite 110, Bend

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

➔ MOUNTAINSTAR FAMILY RELIEF NURSERY

mtstar.org ▪ 541-322-6820

english

spanish

Serving children 6 weeks to 3 years old in the relief nursery in the Outreach Program and Therapeutic Classrooms. All sites have a Preschool Promise classroom serving children ages 3-5, operating September to June.

Services:

- ➔ *Therapeutic early childhood programs*
- ➔ *Infant classes, parent support and education, Preschool Promise Classrooms*
- ➔ *Food bank and clothing closet*

Eligibility: *Preschool Promise families must have a household income under 200% Federal Poverty Level*

Service Area: *Crook, Deschutes, and Jefferson Counties*

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 (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: *2303 SW 1st Street, Redmond*

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



➔ NEIGHBORIMPACT EARLY HEAD START
neighborimpact.org/get-help/head-start/ehs • 541-323-6543

english
spanish

Integrates high-quality early education with other critical services such as health services, nutrition, and family advocacy.

Services:

- Parenting and developmental support
- Local playgroups
- Health screenings

Eligibility: Families in pregnancy and with children from ages 0-3 in Redmond, Bend, La Pine, Sisters and Prineville. Must meet income guidelines.

Service Area: Crook and Deschutes Counties

Locations: 2303 SW First Street, Redmond

**Additional locations available, see website for details*

➔ SISTERS PARKS AND RECREATION DISTRICT
sistersrecreation.com • 541-549-2091

english

Services:

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

Service Area: Deschutes County

Location: 1750 W. McKinney Butte Road, Sisters

➔ DEPARTMENT OF HUMAN SERVICES
SELF SUFFICIENCY PROGRAM • *oregon.gov/DHS*

english
spanish

541-388-6010 (Bend) • 541-388-6161 (Child) • 541-536-5380 (La Pine) • 541-475-6131 (Madras) • 541-447-3851 (Prineville) • 541-548-5547 (Redmond) • 541-553-1626 (Warm Springs)

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

Services:

- Food Stamps
- Temporary Assistance to Needy Families (TANF) and Refugee Cash Assistance
- Work assistance and domestic violence support

Eligibility: Call for eligibility

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 (Bend) ▪ 541-504-2900 (Redmond)
541-550-4100 (Madras) ▪ 541-447-6442 (Prineville)

english

spanish

Community college.

Services:

- Basic skills, GED and English Language Learning
- Personal enrichment, youth programs, and continuing education
- Professional development, customizable workforce trainings, and expert business advice

Eligibility: Varies by program

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

Eligibility: Call for eligibility

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*

Eligibility: *51% of household income must be Agricultural Income. The following areas may qualify: Berries, weed eating, orchards, watering, nursery and seed planting, veggie crop, christmas tree cattle, grapes, greenhouses, forestry, dairy, fishery, hemp.*

Service Area: *Deschutes and Jefferson 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*

Eligibility: *Call for eligibility. Must meet income guidelines.*

Service Area: *Crook and Deschutes Counties*

Locations: *2303 SW First Street, Redmond*

**Several classroom locations throughout Crook and Deschutes counties. See website for details.*

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

english

A campus of Oregon State University.

Services:

- ➔ 24 accredited undergraduate degree programs
- ➔ Three graduate degree programs
- ➔ One Doctoral Program

Location: 1500 SW Chandler Avenue, Bend

➔ OREGON STATE UNIVERSITY
EXTENSION SERVICES

english

extension.osucascades.edu • 541-548-6088 (Deschutes)
541-447-6228 (Crook) • 541-475-7107 (Jefferson)

OSU Extension partners with local communities to provide trusted expertise and science-based knowledge to address critical issues and help every Oregonian thrive.

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 • 541-420-2611

english

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





ENERGY TO PRESERVE

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

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

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

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

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

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

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



APPROVED IN A SNAP

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

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

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

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

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



📍 CENTRAL OREGON INTERGOVERNMENTAL COUNCIL

english

spanish

coic.org ▪ 541-419-3873 ▪ 541-548-8163 (Administration)
 541-388-6416 (Bend) ▪ 541-322-7676 (Madras) ▪ 541-447-3119 (Prineville)
 541-536-5380 (La Pine) ▪ 541-504-2955 (Redmond)

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

english

recruiting.jobcorps.gov ▪ 800-733-5627

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

Services:

- High school diploma and GED support
- Job placement
- Career 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

english

spanish

oregon.gov/employ ▪ 541-388-6070 (Bend)

541-447-8076 (Prineville) ▪ 541-548-8196 (Redmond) ▪ 541-475-7118 (Madras)

Coordinates employment information and unemployment insurance.

Services:

- ➔ Job opening listings
- ➔ Unemployment insurance guidance and veterans services
- ➔ Job placement and counseling

Eligibility: Call for eligibility.

Service Area: Central Oregon

Locations: 1645 NE Forbes Road, Suite 100, Bend

*Additional locations available. See website for details.

➔ WARM SPRINGS VOCATIONAL REHABILITATION PROGRAM

english

warmsprings-nsn.gov/program/vocational-rehabilitation ▪ 541-553-3328

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 or diagnosed with drug or alcohol addiction and enrolled in a federally recognized Native American tribe.

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

Locations: 1114 Wasco Street, Warm Springs



➔ NEIGHBORIMPACT FOOD BANK PROGRAM

neighborimpact.org/get-help/get-food • 541-548-2380

english
spanish

Distributes food to area food pantries, meal sites, and other supplemental food locations.

Services:

- ➔ *Delivers food to various outreach social service agencies, food pantries, and kitchens*
- ➔ *Distributes food through the Fresh to You Mobile Food Pantry Truck*
- ➔ *Coordinates local food drives*

Service Area: *Central Oregon*

Locations: *2303 SW First Street, Redmond*

**The Food Bank does not offer direct client services at this location.*

➔ FOOD MEAL SITES

Please visit neighborimpact.org/get-help/get-food/ for days and hours of operation

➔ **BEND**

Family Kitchen
Trinity Episcopal Church
 231 NW Idaho Avenue
 541-760-5677

Shepherd's House
 1854 NE Division Street
 541-388-2096

➔ **REDMOND**

Jericho Table at
Church of God Seventh Day
 205 NW 4th Street
 541-699-2099

➔ **LA PINE**

La Pine Community Kitchen
 16480 Finley Butte Road
 541-536-1312

➔ **PRINEVILLE**

Craig's Compassionate Café
 780 E 1st St
 541-362-5642

Redemption House
 541-362-5642

➔ **SISTERS**

Family Kitchen - Sisters
 1300 McKenzie Hwy
 541-760-5677

➔ FOOD PANTRIES

Please visit neighborimpact.org/get-help/get-food/ for days and hours of operation

NeighborImpact Mobile Pantry

541-323-6520

**Available in Bend, Culver,
La Pine, Madras, Prineville,
Redmond, Sisters, Sunriver,
Terrebonne*

➔ BEND

The Giving Plate

1245 SE 3rd Street
Suite C7
541-797-6883

Nativity Lutheran

60850 Brosterhouse Road
541-388-0765

The Salvation Army

515 NE Dekalb Street
541-389-8888

St. Vincent De Paul

950 SE 3rd Street
541-389-6643

Water Church

21300 Bear Creek Road
541-797-3629

➔ LA PINE

La Pine Community Pantry

16480 Finlay Butte Road
541-536-1312

St. Vincent De Paul

51484 Morson Road
541-536-6135

➔ MADRAS

Community Food Network

976 S Adams Dr
541-475-4446

Jefferson County Food Bank

556 SE Seventh Street
541-419-0590

Madras Community Food Pantry

49 NE 12th Street
541-475-2150

➔ METOLIUS

Metolius Friends Food Pantry

575 Hood Ave
541-546-4974

➔ PRINEVILLE

First Baptist Church

460 SE Fairview
541-447-7717

St. Vincent De Paul

1103 NE Elm St
Suite 140
541-447-7662

➔ REDMOND

Redmond Community Church

237 NW 9th Street
541-923-3023

St. Vincent De Paul

651 SW Veterans Way
541-923-5264

Seventh Day Adventist Center

945 SW Glacier Avenue
541-923-0301

➔ SISTERS

Sister's Kiwanis

328 West Main Street
541-632-3663

Wellhouse Market

222 N Trinity Way
541-549-4184

➔ SUNRIVER

Care & Share Community Outreach

56898 Enterprise Drive,
Unit F #125
541-593-3653

➔ TERREBONNE

Smith Rock Community Church

8344 11th Street
541-548-1315

➔ WARM SPRINGS

Reservation Impact

4217 Holliday St
541-553-3422

Warm Springs Presbyterian

1141 Warm Springs St
541-553-1237



➔ **FREE FOOD MARKETS**

(FRESH PRODUCE AND PERISHABLE FOODS)

Please visit neighborimpact.org/get-help/get-food/ for days and hours of operation

➔ **BEND**

Eagle Mountain Church

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

Westside Church

2051 NW Shevlin Park Road
541-382-7504

➔ **LA PINE**

The Door

16430 3rd St
541-550-3088

➔ **MADRAS**

Madras Community Free Food Market

49 NE 12th Street
541-475-2150

➔ **METOLIUS**

Metolius Friends Free Food Market

599 Washington Avenue
541-546-4974

➔ **PRINEVILLE**

Eastside Church

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

➔ **REDMOND**

Redmond Assembly of God

1865 W. Antler
541-548-4555

➔ **SUNRIVER**

The Door

56885 Enterprise Drive
503-348-9190

➔ **TERREBONNE AND
CROOKED RIVER RANCH**

Old Fire Station

at Crooked River Ranch

6730 SW Shad Road
Intersection of Shad and Hill Streets
541-604-1628

➔ ABILITREE

abilitree.org • 541-388-8103

english

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

Services:

- Social Security Advocacy
- Skills Training
- Assistive Technology

Eligibility: Call for eligibility. Must have a disability.

Service Area: Central Oregon

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

➔ 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

➔ A SMILE FOR KIDS

asmileforkids.org • 541-233-7607

english

spanish

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

Services:

- Orthodontic care/braces

Eligibility: Call for eligibility. Must be under 11-16 years of age.

Service Area: Central Oregon

Location: 446 SW 7th Street, Redmond





EXTRAORDINARY EXCELLENCE

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

In 2022, weatherization specialist, Mike Waitt, was presented the "Pushing the Envelope" award for "innovative and creative approaches in the field of weatherization" and for demonstrating "extraordinary initiative and innovation." The nomination for the award cited Mike's work toward improving efficiencies and providing NeighborImpact clients with the highest quality work in the State.

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

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



ALL IS WELL

Sixty-year-old Lisa Allen panicked when the well ran dry at her La Pine home. She had been working hard to pay off a loan for the home's roof and had plans to retire in 7 years.

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

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

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

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

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

During the 2021-22 fiscal year, NeighborImpact's Lending program facilitated the drilling of 20 new wells in Deschutes County, which has been categorized as extreme drought conditions.



➔ BEHAVIORAL HEALTH DEPARTMENTS english spanish
Deschutes County: deschutes.org/health/page/behavioral-health ▪ 541-322-7500
Crook County: lcsnw.org ▪ 541-323-5330
Jefferson County: bestcaretreatment.org ▪ 541-475-6575

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

Services:

- ➔ *Crisis Line: 541-322-7500, ext. 9*
- ➔ *Behavioral health and crisis counseling*
- ➔ *Best Club of Jefferson County*

Eligibility: *Call for eligibility.*

Service Area: *Central Oregon*

Locations: *2577 NE Courtney Drive, Bend*

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

➔ CROOK COUNTY HEALTH DEPARTMENT english spanish
co.crook.or.us ▪ 541-447-5165

Crook County Health Department's mission is to keep everyone in Crook County safe and healthy.

Services:

- ➔ *Family Planning*
- ➔ *Insurance Enrollment for Pregnant and Natal Families*
- ➔ *Women, Infants, Children (WIC)*

Eligibility: *Call for eligibility*

Service Area: *Crook County*

Location: *375 NW Beaver Street, Suite 100, Prineville (8am-5pm)*

➔ DESCHUTES COUNTY BEHAVIORAL HEALTH english
deschutes.org/health ▪ 541-322-7500

Outpatient substance use disorder treatment and mental health counselling program.

Services:

- ➔ *Drug and alcohol abuse counselling*
- ➔ *Case Management and Peer support*
- ➔ *Talk therapy and group classes*

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

Service Area: *Deschutes County*

Location: *2577 NE Courtney Drive, Bend*

➔ DESERT SONG HYGIENE BANK

desertsong.org ▪ 541-527-4022

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 Street, Redmond

➔ HEALTH DEPARTMENTS

english

deschutes.org/health ▪ 541-322-7400 (Bend) ▪ 541-322-7400 (La Pine) ▪ 541-475-4456 (Madras) ▪ 541-447-5165 (Prineville) ▪ 541-617-4775 (Redmond)

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: Fees based on sliding scale.

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 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

Voluntary home visiting program that assists families in giving their newborn children a “healthy start” in life. The program offers weekly intensive home visits for families that need and accept extra support.

Services:

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

Eligibility: Services are offered to families of newborns to age 5 that are demonstrating a significant developmental delay and/or meet disability eligibility criteria in one of several categories. Call or visit the website for more details.

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 Drive, Suite 205, Bend

*Additional locations available. See website for details.

➔ JUNIPER MOUNTAIN COUNSELING

english

junipermountaincounseling.com • 541-617-0377

Outpatient Mental Health Services

Services:

- Specialize in anxiety and depression counseling
- Child and Couples Therapy
- Trauma/PTSD Counseling

Service Area: Central Oregon

Location: 1569 SW Nancy Way, Bend

➔ MOSAIC MEDICAL

mosaicmedical.org ▪ 541-323-4272 (Prineville) ▪ 541-475-7800 (Madras)
541-383-3005 (Bend) ▪ 541-923-4462 (Redmond)

english

spanish

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

Services:

- Primary health care services
- Behavioral 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 (M,F - 8am-5pm, T,W,TH - 8am-8pm)

*Additional locations available. See website for details.

➔ PARTNERS IN CARE

partnersbend.org/bend-hospice ▪ **hospiceofredmond.org**
541-382-5882 (Bend) ▪ 541-536-5990 (La Pine) ▪ 541-475-3882 (Madras)
541-447-2510 (Prineville) ▪ 541-548-7483/541-504-2800 (Redmond)

english

spanish

Provides medical care and support to terminally ill people 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.



➔ PLANNED PARENTHOOD OF THE COLUMBIA-WILLAMETTE

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

plannedparenthood.org/health-center/oregon/bend • 541-389-9973

Provides comprehensive health care for men & 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: 2330 NE Division Street, Suite 7, Bend

➔ PREGNANCY RESOURCE CENTER

[english](#)

prcco.org • 541-728-3037 • 541-385-5334 (Bend) • 541-475-5338 (Madras)
541-447-2420 (Prineville) • 541-504-8919 (Redmond)

Provides free and confidential pregnancy services.

Services:

- Pregnancy testing and first trimester ultrasounds
- Abortion, adoption and parenting consultations
- Pregnancy and parenting education

Service Area: Central Oregon

Locations: Bend, Madras, Prineville, Redmond

*Check the website for location and appointment information

➔ RIMROCK TRAILS

[english](#)

rimrocktrailsats.org • 541-388-8459

Adolescent alcohol and drug treatment center.

Services:

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

Eligibility: Adolescents 12-17 years old

Service Area: Prineville, Bend and Redmond

Locations: 1333 NW 9th Street, Prineville

*Additional locations available. See website for details.

➔ SCHOOL BASED HEALTH CLINICS

mosaicmedical.org • 541-383-3005

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 in Madras and Redmond. See website for details.*

➔ SENIORS AND PEOPLE WITH DISABILITIES PROGRAM

english

spanish

oregon.gov/dhs/seniors-disabilities/Pages/index.aspx

541-388-6240 (Bend) ▪ **541-536-8919** (La Pine) ▪ **541-475-6773** (Madras)

541-447-4511 (Prineville) ▪ **541-548-2206** (Redmond)

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: 1300 NW Wall Street, Suite 102, Bend

**Additional locations in Madras, Prineville, La Pine and Redmond. 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 criteria.

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 (WIC)

public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/countyinfo.aspx
 541-447-5165 (Crook) • 541-322-7400 (Deschutes) • 541-475-4456 (Jefferson)

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.*

➔ HABITAT FOR HUMANITY

english

bendredmondhabitat.org ▪ 541-385-5387 (Bend/Redmond)
 541-475-9722 (Madras) ▪ 541-549-1193 (Sisters) ▪ 541-593-5005 (La Pine/Sunriver)

Works in partnership with qualified families to build their own homes.

Services:

- New home construction for families
- Educational services

Eligibility: Income eligibility. Must provide 500 hours of "sweat equity".

Service Area: Central Oregon

Locations: 1860 NE 4th Street, Bend

*Additional locations in Madras, Sisters and Sunriver. See website for details.

➔ BETHLEHEM INN

english

spanish*

bethleheminn.org ▪ 541-322-8768 ext. 13 (Bend) ▪ 541-699-1272 ext. 13 (Redmond)

Provides shelter and resources for individuals and families experiencing homelessness. Average Stay of 5 weeks.

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; 517 NW Birch Avenue, Redmond

*Available on request.

➔ GRANDMA'S HOUSE OF CENTRAL OREGON

english

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

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: Eligibility based on income and household size. Call for details.

Service Area: Central Oregon

Location: 405 SW 6th Street, Redmond

➔ NEIGHBORIMPACT HOMESOURCE PROGRAM

neighborimpact.org/homesource ▪ 541-323-6567

english
spanish

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

Eligibility: Varies based on program. Visit the website or call for more information.

Service Area: Central Oregon

Locations: 20310 Empire Avenue, Suite A100, Bend

**Additional locations in Madras, La Pine, and Prineville. See website for details.*

➔ NEIGHBORIMPACT HOUSING STABILIZATION PROGRAM

neighborimpact.org/services/housing/rent-assistance ▪ 541-323-0222

english
spanish

Rental assistance program for homeless and at-risk families.

Services:

- Provides rental assistance housing for households in Crook, Deschutes, and Jefferson Counties as well as the Confederated tribes of Warm Springs
- 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: Income qualification based on household size. Call for eligibility.

Service Area: Central Oregon

Location: Call for location

➔ NEIGHBORIMPACT LOAN PROGRAM

neighborimpact.org/services/help-for-home-buyers--home-owners
 541-316-2034 • lending@neighborimpact.org

english
spanish

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

Eligibility: Based on household size, income and county location.

Service Area: Central Oregon

Location: 20310 Empire Avenue, #A100, Bend

➔ NEIGHBORIMPACT WEATHERIZATION PROGRAM

neighborimpact.org/services/home-weatherization-grants • 541-316-2034

english
spanish

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



→ 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



➔ SAVING GRACE

saving-grace.org ▪ 541-389-7021 hotline ▪ 866-504-8992

english russian
spanish ukrainian

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

Services:

- Safe confidential shelter including on site kitchen and food
- Individual counseling and support groups
- Support for families and victims of domestic violence. Legal advocacy also available

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*

*Admin office - no walk-in services available.

➔ SHEPHERD'S HOUSE

shepherdshouseministries.org ▪ 541-388-2096

english

Overnight emergency shelter, meals, clothing, showers.

Services:

- Shelter
- Navigation Center & referral services
- Showers, meals, and clothing

Eligibility: Low-barrier shelter, call for eligibility

Service Area: Deschutes County

Location: 1854 NE Division Street, Bend

*Additional locations available. See website for details.



➔ STEPPING STONE SHELTER
neighborimpact.org/get-help/get-housed/shelter
541-382-6222

english

spanish

Short-term shelter for unhoused individuals

Services:

- *Low-barrier shelter for individuals and families*
- *Case management services*
- *Housing information and referral*

Eligibility: *Please call 541-630-2533 Tues or Thurs 12-4 to complete an assessment with Coordinated Entry and be added to the interest list.*

Service Area: *Central Oregon*

Location: *2346 NE Division Street (No walk-in services)*

➔ 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 OF CENTRAL OREGON
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

english

spanish

541-389-1618 (Deschutes) • 541-447-7220 (Crook) • 541-475-9426 (Jefferson)

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 in Prineville and Madras. See website for details.*

➡ CROOK COUNTY VICTIMS ASSISTANCE

english

co.crook.or.us/dista/page/victims-assistance • 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

➡ 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

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

english

spanish

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

➔ 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: 42 NW Greeley Avenue, Bend

➔ OREGON STATE BAR

osbar.org • 503-620-0222 • 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

Location: 16037 SW Upper Boones Ferry Road, Tigard



➔ NEIGHBORIMPACT ENERGY ASSISTANCE
neighborimpact.org/get-help/help-with-bills/energy-assistance
 541-504-2155

english
spanish

Provides year-round energy assistance to qualified families.

Services:

- Utility assistance
- Furnace repair or replacement

Eligibility: Must meet income guidelines.

Service Area: Central Oregon

Locations: 20310 Empire Avenue, Suite A100, Bend

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

➔ NEIGHBORIMPACT REPRESENTATIVE PAYEE
neighborimpact.org/get-help/help-with-finances/representative-payee
 541-323-0089

english
spanish

Improves the community tenure for persons with cognitive and physical limitations by ensuring that their disability benefits are used to meet their basic needs.

Services:

- Functions as a fiduciary for individuals who lack the ability to manage their own funds
- Pays bills and manages expenses on the clients' behalf

Eligibility: Must receive Social Security benefit. Additional eligibility requirements determined by Social Security Administration. Call for details.

Service Area: Central Oregon

Locations: 2303 SW First St, Redmond

➔ REDMOND UTILITY ASSISTANCE PROGRAM

redmondoregon.gov/residents/utility-billing/water-utility-forms-applications ▪ 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

Eligibility: Make less than 60% of median income

Service Area: City of Redmond

Location: 411 SW 9th St, Redmond

➔ ST. VINCENT DE PAUL

stvincentdepaulbend.org ▪ 541-389-6643 (Bend)
541-536-6135 (La Pine) ▪ 541-923-5264 (Redmond) ▪ 541-447-7662 (Prineville)

english

spanish

Provides assistance to low income individuals and families.

Services:

- ➔ Rent assistance (Redmond and Prineville only)
- ➔ Utility & propane assistance
- ➔ Food pantry, clothing, and referral services

Eligibility: Based on need. Services vary by location.

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: Call for eligibility.

Service Area: Warm Springs Reservation

Location: 1144 Warm Springs Street, Warm Springs



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
Family Connects Central Oregon | 541-693-5675
- 7 Family Resource Center of Central Oregon | 541-389-5468
- 8 Kids Intervention and Diagnostic Service Center | 541-383-5958
- 9 Latino Community Association | 541-382-4366
- 10 MountainStar Family Relief Nursery | 541-322-6820
- 11 NeighborImpact Child Care Resources | 541-323-6518
- 12 NeighborImpact Early Head Start | 541-323-6543
Sisters Parks and Recreation District | 541-549-2091
- 14 Department of Human Services Self Sufficiency Program | 541-388-6010

EDUCATION

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

EMPLOYMENT

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

FOOD

- 26 NeighborImpact Food Bank Program | 541-548-2380
- FP Food pantry location. See page 16 for details.

HEALTH

- 27 Abilitree | 541-388-8103
- 28 American Red Cross | 541-382-2142
- 29 A Smile for Kids | (541) 233-7607
- 30 Behavioral Health Departments
Crook County: 541-323-5330
Deschutes County: 541-322-7500
Jefferson County: 541-475-6575
- 31 Crook County Health Department | 541-447-5165
- 32 Desert Song Hygiene Bank | 541-527-4022
- 33 Health Departments | 541-322-7400

- 34 Healthy Beginnings | 541-383-6357
- 35 Healthy Families of the High Desert | 541-749-2133
- 36 Heart n' Home | 541-508-4036
- 37 Juniper Mountain Counseling | 541-617-0377
- 38 Mosaic Medical | 541-383-3005
- 39 Partners in Care | 541-382-5882
- 40 Planned Parenthood of the Columbia-Willamette | 541-389-9973
- 41 Pregnancy Resource Center | 541-383-3005
- 42 Rimrock Trails | 541-447-2631
- 43 School Based Health Clinics | 541-323-3850
- 44 Seniors and People With Disabilities Program | 541-388-6240
- 45 Volunteers in Medicine | 541-330-9001
- 46 Women, Infant and Children (WIC) | 541-322-7400

HOUSING AND SHELTER

- 47 Habitat for Humanity | 541-385-5387
- 48 Bethlehem Inn | 541-389-2820
Grandma's House of Central Oregon | 541-383-3515
- 50 Housing Works | 541-923-1018
- 51 NeighborImpact Loan Program | 541-316-2034
- 52 NeighborImpact Homesource Program | 541-323-6567
NeighborImpact Housing Stabilization Program | Call 211
- 54 NeighborImpact Weatherization Program | 541-316-2034
- 55 Saving Grace | 541-389-7021
- 56 Shepherd's House | 541-388-2096
- 57 Stepping Stone Shelter | 541-382-6222
- 58 USDA Rural Development | 541-923-4358

LEGAL

- 59 Community Solutions of Central Oregon | 541-383-0187
- 60 Court Appointed Special Advocates For Children | 541-389-1618
- 61 Crook County Victims Assistance | 541-447-4158
- 62 Deschutes County Victims Assistance | 541-388-6525
- 63 Jefferson County Victims Assistance | 541-475-4463
- 64 Legal Aid Services of Oregon | 541-385-6944
Oregon State Bar | 800-452-7636

PAYMENT ASSISTANCE

- 66 NeighborImpact Energy Assistance | 541-318-7506
- 67 NeighborImpact Representative Payee | 541-323-0089
- 68 Redmond Utility Assistance Program | 541-923-7765
- 69 St. Vincent de Paul | 541-389-6643
Warm Springs Tribal Social Services | 541-553-3415

