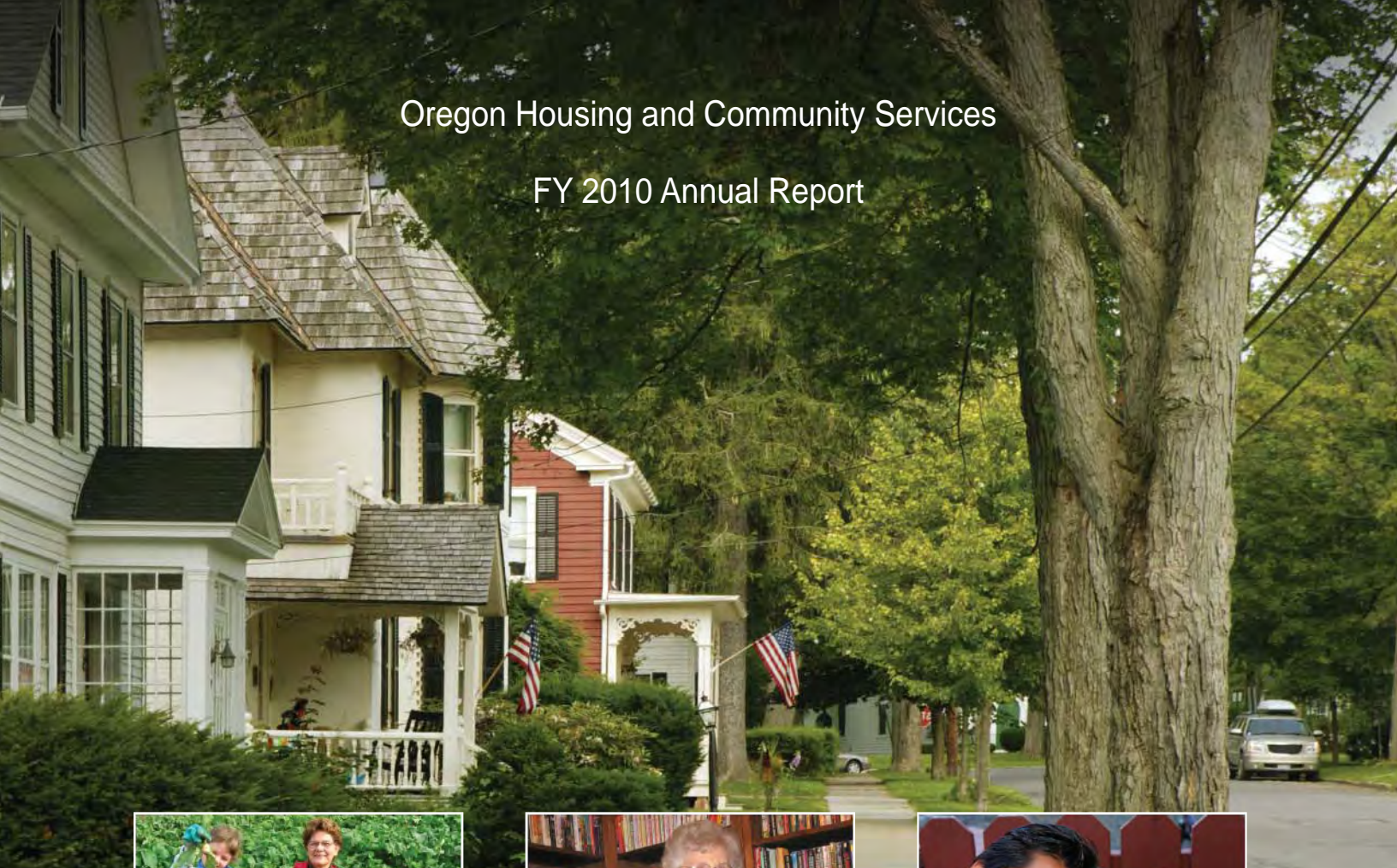


Oregon Housing and Community Services

FY 2010 Annual Report



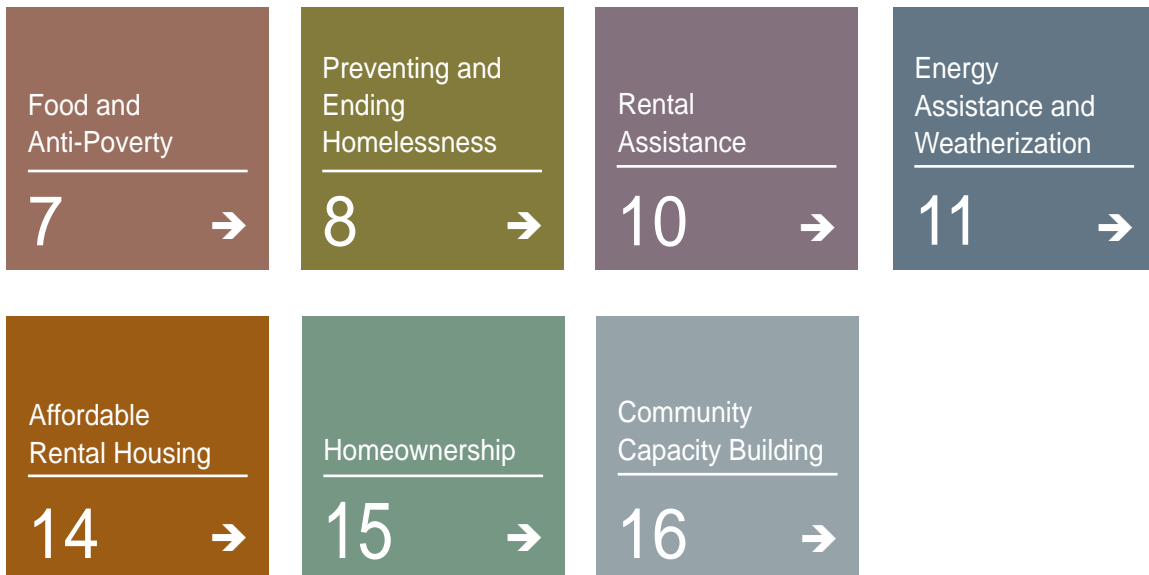
- Food and Anti-Poverty
- Preventing and Ending Homelessness
- Rental Assistance
- Energy Assistance and Weatherization
- Affordable Rental Housing
- Homeownership
- Community Capacity Building



What We Do Matters!

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Acting Director's Message

Oregon Housing and Community Services strives to help Oregonians by offering a continuum of services that serve a broad array of needs, from basics such as food and shelter to ultimately, homeownership.

I am pleased to present the FY 2010 Annual Report, which outlines some of the outcomes we accomplished last year.

Last year was a difficult year for Oregonians. More people than ever before faced foreclosure. Skyrocketing unemployment was the culprit, causing loss of income, homes and stability.

While Oregon's resources declined, the need for help drastically rose, creating a double burden on the state's finances. With foreclosures, homelessness and food insecurity reaching epidemic levels, it was hard for Oregonians to know where to turn for assistance and hard for the state to create strategies to meet the ever-increasing need.

But through the tough economic times, OHCS stood strong. Our dedicated staff ensured we carefully crafted our programs to ensure lasting success for the people we serve. We focused on outcomes, consistently measuring our progress and making necessary adjustments along the continuum of services, and we worked to maximize efficiency, pulled together as a team and did more with less.

Our aim was to provide not just quantity, but quality of service. We strove to help as many as possible in ways that would ensure greater stability and a legacy of security for vulnerable individuals, families, neighborhoods and communities, from feeding infants to preventing foreclosure.

As we move forward into the next few years, we know we will continue to face economic challenges, but we will face those challenges together as we hope for easier times for every individual and family.



Together, we will continue to provide the best possible services to Oregonians for the best possible outcome we can achieve. Working in concert with our partners, we are committed to seeing an end to economic insecurity and a beginning to lasting stability.

I am pleased to present in this report what we were able to accomplish through our continuum of services for FY 2010.

Rick Crager, Acting Director

March 2011

State Housing Council



Maggie LaMont, Council Chair
La Grande

The State Housing Council's mission is to review, set policy for and provide leadership in the development and financing of affordable housing throughout the state of Oregon.

The Council consists of seven members appointed by the Governor, subject to confirmation by the Senate. Each member serves a four-year term at the pleasure of the Governor.



Tammy Baney
Bend



John Epstein
Portland



Michael C. Fieldman
Roseburg



Francisco López
Salem



Nancy McLaughlin
Ashland

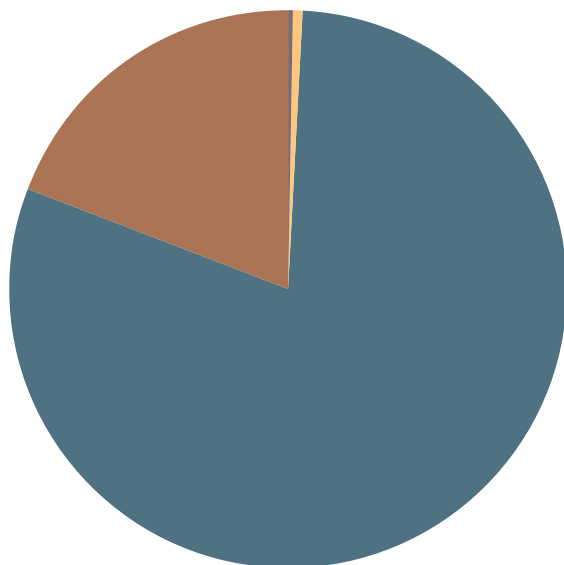


Jeana Woolley
Portland

OHCS Revenues

	2005-07 Actuals	2007-09 Actuals	2009-11 Legislatively Approved*
General Fund	10,872,777	19,609,773	9,524,011
Lottery Funds	4,425,024	5,538,218	8,612,699
Other Funds			
Lottery Bond Proceeds	-	16,566,038	19,913,813
Limited	78,855,287	90,782,436	98,162,140
Non-Limited (Bond related)	1,292,774,949	915,951,994	1,521,417,402
Other Funds Total	1,371,630,236	1,023,300,468	1,639,493,355
Federal Funds			
Limited	113,524,160	125,020,144	283,581,340
Non-Limited (Section 8)	100,972,949	100,221,027	107,250,000
Federal Funds Total	214,497,109	225,241,171	390,831,340
Total Revenues	\$1,601,425,146	\$1,273,689,630	\$2,048,461,405

* as of 9/30/10



2009-11 Legislatively Approved Budget

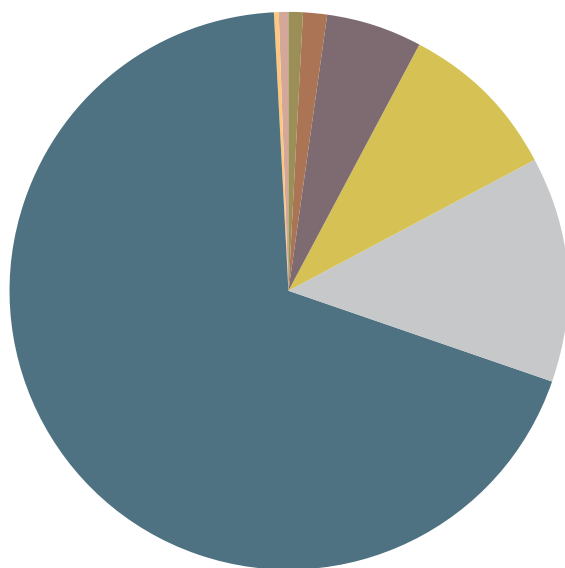
■ General Funds	0.5%
■ Lottery Funds	0.4%
■ Other Funds	80.0%
■ Federal Funds	19.1%

OHCS Expenditures

	2005-07 Actuals	2007-09 Actuals	2009-11 Legislatively Approved*
Food and Anti-Poverty	2,909,808	4,095,625	22,257,882
Preventing and Ending Homelessness	21,471,538	21,054,842	25,191,503
Rental Assistance			
Limited	10,048,121	9,410,529	8,346,300
Non-Limited (Section 8)	100,928,787	101,195,237	107,250,000
Total	110,976,908	110,605,766	115,596,300
Energy Assistance and Weatherization	96,874,613	134,849,872	198,875,766
Affordable Rental Housing			
Limited	28,152,606	48,923,184	139,607,209
Non-Limited (Bond related)	140,593,905	84,514,402	137,042,350
Total	168,746,511	133,437,586	276,649,559
Homeownership			
Limited	12,324,140	14,920,660	32,347,068 ¹
Non-Limited (Bond related)	1,408,010,867	1,125,868,067	1,401,519,664
Total	1,420,335,007	1,140,788,727	1,433,866,732
Community Capacity Building	25,564,185	26,018,859	6,921,489
Program Outreach and Accountability	11,716,290	13,027,051	10,400,144
Total Expenditures	\$1,858,594,860	\$1,583,878,328	\$2,089,759,375

* as of 9/30/10

¹ Includes \$3,581,160 in partial TARP Homeownership Stabilization funds. Program began September 2010.



2009-11 Legislatively Approved Budget

Food and Anti-Poverty	1.1%
Preventing and Ending Homelessness	1.2%
Rental Assistance	5.5%
Energy Assistance and Weatherization	9.5%
Affordable Rental Housing	13.3%
Homeownership	68.6%
Community Capacity Building	0.3%
Program Outreach and Accountability	0.5%

A Path to Sustainability

Oregon Housing and Community Services (OHCS) is the state's affordable housing finance agency and community services program administrator. Our mission is to provide leadership that enables Oregonians to gain housing, become self-sufficient and achieve prosperity.

At OHCS, we envision the services we provide to fall along a continuum. From helping people experiencing homelessness to offering homeownership opportunity, we strive to help people to help themselves move forward, regardless of their current situation. We begin with the basics. We work to break the cycle of homelessness by helping people secure food, housing, supportive

services, employment and ultimately, permanent housing.

Our programs offer emergency food and shelter, affordable rent through U.S. Department of Housing and Urban Development (HUD) Section 8 assistance and quality multifamily housing that serves seniors, veterans, people with disabilities and families.

We offer weatherization and energy assistance, as people living on low incomes often pay a high percentage of their income on utilities.

In FY 2010, we had an influx of federal assistance through the American Recovery and Reinvestment Act (ARRA). We

are proud of what we were able to accomplish with those dollars, not only providing weatherization and energy assistance, but also housing and along the way, living wage jobs. A faltering economy impacted many of our programs and brought an increase in foreclosures. Yet, we continued to help Oregonians to hold on and will continue to provide supportive services and housing into the future, reflecting the belief that when we help our most vulnerable citizens achieve security, we help all Oregon communities remain secure.

What follows is our continuum of services — accomplishments we are proud to offer Oregonians.

Continuum of Services, programs and accomplishments



Food and Anti-Poverty

Food insecurity among Oregonians remains at an unacceptably high level. The recession caused even more families to experience hunger. Hunger causes lowered academic and economic productivity, related illnesses and costly services.

The number of households enrolled in the Supplemental Nutrition Assistance Program (SNAP), increased through the economic recession of the past few years. From November 2004 to November 2007, the number of families receiving SNAP increased by 6.8 percent. From December 2007 to October 2010, the number of families receiving SNAP benefits increased by a whopping 70 percent.

OHCS works with our partners to try to end hunger before it begins. We combine our food assistance programs with anti-poverty programs to offer greater support to families progressing toward independence. We work through our partners, the

Oregon Food Bank network and local community action agencies to meet our responsibility for addressing hunger in Oregon by providing funding for emergency food boxes, nutrition programs and strategies to support economic stability.

OHCS chairs the Interagency Council on Hunger and Homelessness and supports the Oregon Hunger Task Force. Both groups work with community partners to ensure food and nutrition programs operate efficiently and effectively, maximizing and integrating all available resources.

Major funding sources include: General Fund appropriation for the General Fund Food Program, federal funding for Community Services Block Grant, Emergency Food Assistance Program, Commodity Supplemental Food Program, and the Food Distribution Program on Indian Reservations.

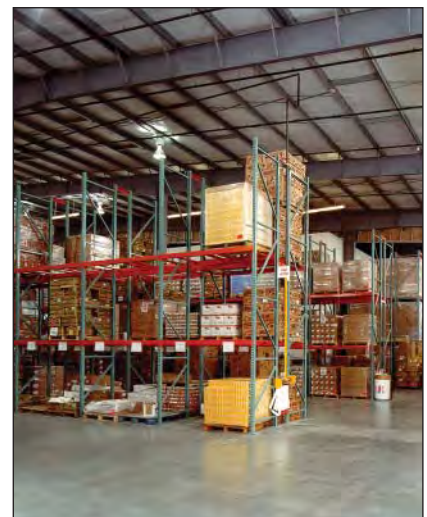


Participants can pick up a food box from their local food pantry. Photo by Daniel Root.

Federal Commodities distributed

July 1, 2009 to June 30, 2010

Program	Pounds Distributed	Equivalent Dollar Value
Commodity Supplemental Food Program	484,554	\$342,029
Food Distribution on Indian Reservations	112,056	\$81,230
The Emergency Food Assistance Program	8,864,066	\$6,732,532
The Emergency Food Assistance Program ARRA	411,232	\$682,437



The Oregon Food Bank network distributes millions of pounds of food annually.

Preventing and Ending Homelessness

Everyone needs a place to call home, yet the recession has left many people homeless or one paycheck away from living on the streets. In FY 2010, soaring unemployment led to a dramatic increase in homelessness as wage earners were unable to pay the rent or make mortgage payments.

Foreclosures forced families out of their homes and school districts saw an alarming number of children living on the streets or in shelters. Some teens, wishing to stay in the same school they'd been attending, even remained behind in foreclosed houses after their parents moved out, fending for themselves.

According to the 2010 One Night Homeless Count, one in three people experiencing homelessness in Oregon is under the age of 18.

Our homelessness prevention programs rapidly rehouse displaced families, provide help with rent and deposits and subsidize the operations of emergency shelters.

We work collaboratively with a statewide network of partners to deliver housing and services that help families in crisis. OHCS convenes the Rural Oregon Continuum of Care and meets regularly with partners to coordinate programs, identify best practices and set priorities.

U.S. Department of Housing and Urban Development's main priority for the Continuum of Care funds is to help individuals and families who are chronically homeless and place them into permanent housing.

FY 2010 Continuum of Care outcomes:

- 134 permanent housing beds were created;
- 83 percent of participants remained in permanent housing for at least six months;
- 65 percent of participants in transitional housing moved to permanent housing;
- 22 percent became employed by the time they leave the program.

While the need exceeds the resources available, OHCS is committed to refining service delivery to be more cost effective. We have redesigned programs to achieve sustainability in housing developments, have provided more comprehensive intervention systems, and have focused on homelessness prevention efforts. This focus reduces the costs of services and allows households to stabilize more quickly, reducing the amount of time a family remains without housing and streamlining the waiting period for assistance.

FY 2010: Numbers of Homeless People

Between 2008 and 2010, the number of people in Oregon identified as homeless has increased 53 percent.

During the same period, the number of homeless families with children increased by 55 percent.

Of the 19,208 people counted in January, 2010; 5,866 (31 percent) were children.

Of the children counted, 801 had been homeless for more than a year, and 229 had been homeless for more than two years.

Source: One Night Homeless Count 2008 & 2010, OHCS.

OHCS Ending Homelessness

Programs Outcome:

1,418 individuals gained permanent housing

Homelessness Prevention Assistance

Total individual and families receiving homelessness and at-risk services	25,342
People and families receiving essential services	15,056
People and families receiving homelessness prevention assistance	5,390
People and families receiving emergency shelter and transitional housing	9,273

Source: OHCS Homelessness Prevention Programs, 2010.



Homelessness spiraled upward in FY 2010.

Housing PLUS

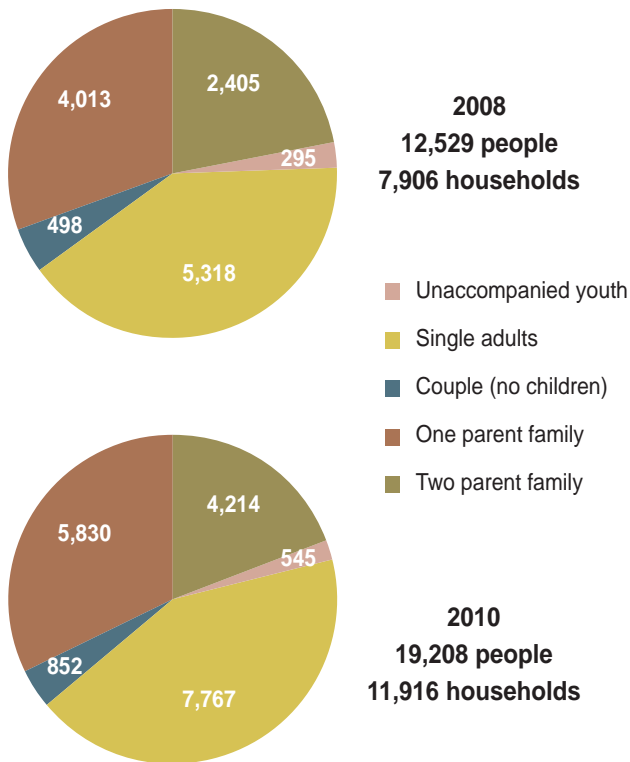
OHCS received \$16 million in lottery-backed bonds to allocate to partners to provide permanent housing for people experiencing homelessness.

We created the Housing PLUS program to target people who have experienced chronic homelessness, have chronic health conditions, such as mental illness, substance abuse, and HIV/AIDS, or face other substantial barriers to housing stability.

Through Housing PLUS, the funds are administered to partners who, in turn, use those funds to develop and construct rental units, to help pay rents and to provide supportive services.

In FY 2010, OHCS funded 21 projects in 13 communities, representing a total of 221 units, including 72 units in rural communities. All of the funded units will be in full operation in 2011.

Oregon's homeless population grew



Source: One Night Homeless Count, OHCS.

Major funding sources include: General Fund appropriations for the State Homeless Assistance Program and the Emergency Housing Assistance Program, the document recording fee, and federal funds for Emergency Shelter Grant Program, ARRA Homelessness Prevention and Rapid Re-Housing, Housing Stabilization Program, and Continuum of Care.



The Ending Homelessness Advisory Council adopted a 10-year plan to end homelessness.

Rental Assistance

Many very low income Oregonians are just a step away from homelessness. OHCS helps provide “low-barrier” housing to this population. Some people have experienced homelessness and run the risk of losing low wage jobs. Others are transitioning from prison or are recovering from substance abuse.

OHCS oversees multifamily housing developments that are funded with our resources and with U.S. Housing and Urban Development (HUD) Section 8 subsidies.

Our Section 8 housing assistance serves seniors, families and people with disabilities in communities throughout the state, ensuring those with the very lowest incomes pay no



Valley Village Apartments, Grants Pass.

more than 30 percent of their income on rent.

In addition to administering Section 8 assistance, we oversee the HOME Tenant Based Rental Assistance (HOME TBA) and Low Income Rental Housing (LIRHF) programs.

Both HOME TBA and LIRHF funds are used for security deposits and/or a portion of monthly rent.

Once in stable housing, clients who have received these funds create a self-sufficiency improvement plan. They receive financial counseling and other supportive services to get back on their feet and become independent.

Major funding sources include: court fees from filing eviction notices, federal Section 8 project based rental subsidy payments and grants from the HOME Tenant-Based Assistance program.

In FY 2010, OHCS had a total of 276 Section 8 contracts, serving 9,922 households and providing \$54,844,941 in rental assistance.

HOME TBA outcomes rental assistance	
Household Income	Units
At or below 30% median	771
Above 30% median	196
Household Size	Units
Single Person	310
Family	657



Sponsors, Inc.'s most recent housing development in Eugene, Roosevelt Crossings, used Tax Credit Assistance Program and Low Income Housing Tax Credit funds to create housing for rehabilitated men transitioning from prison.



Conifer Gardens Apartments, Medford.

Energy Assistance and Weatherization

Oregonians with the lowest incomes spend more than 44 percent of their household budgets on utilities, leaving little money for other necessities. With growing unemployment and high utility costs, a full one-third of Oregon families qualified for low-income energy assistance in FY 2010.

To qualify, families can earn no more than 60 percent of the state median income. Many of those families include vulnerable populations, such as seniors, people with disabilities and children under the age of 6.

OHCS works with our partners to help people pay utility bills and restore disconnected services. We also offer assistance with other home energy needs, including repairing or replacing home heating systems, offering energy education and case management and home weatherization.

Weatherizing homes makes them safer and reduces the demand for energy, freeing up household funds for other needs.

During FY 2010, OHCS Weatherization Assistance programs weatherized more than 4,625 homes across Oregon, saving Oregonians \$2,759,962 on their utility bills.

Our weatherization programs also create jobs and stimulate Oregon's economy. For every five jobs associated with Oregon weatherization services, another three jobs are created to locally support the program.

Through structural improvement measures such as insulation, window replacement and duct sealing, the low-income weatherization program not only decreases our dependence on unsustainable energy sources, but ensures that Oregonians have housing that is affordable, safe, comfortable, and energy efficient for years to come.

Our energy program uses best practices to ensure sustainability and creates a legacy of safe, comfortable and energy efficient affordable housing for future generations.

In FY 2010, our energy assistance programs helped more than 109,500 households; 48,455 of them were prevented from disconnection and 6,694 had their power restored. The average household income of those receiving assistance was \$13,783. Others received weatherization and other assistance.

More than 23 percent of those households received energy assistance for the first time, reflecting the impact of the recession.

Major funding sources include: Energy Conservation Helping Oregonians (from Public Purpose Funds from investor Owned Utilities), federal grants from the U.S. Department of Energy, Low Income Home Energy Assistance Program, and Bonneville Power Administration.



Installing insulation under house.

FY 2010 Energy Assistance Provided	
	Households Served
Prevented disconnection	40,455
Restored utility service	6,694
Senior households	28,161
Disability accessible	26,358
Families with children under 6	26,883
Unemployed households	16,124



Replacing a heat pump for a mobile home resident.

ARRA

ARRA funding fueled anti-poverty programs

On Feb. 17, 2009, President Barack Obama signed into law the **American Recovery and Reinvestment Act (ARRA)** of 2009. The funding was intended for job preservation and creation, infrastructure investment, energy efficiency and science, assistance to the unemployed, and state and local fiscal stabilization.

OHCS has received nine ARRA awards totaling more than \$110.5 million. With those funds, the department created the following programs:



AmeriCorps volunteers prepare food boxes for distribution to low-income families.

- **AmeriCorps Formula Award (\$0.4 m) and AmeriCorps Competitive Award (\$0.4 m)** – The formula award funded 28 AmeriCorps members who helped Impact NW address poverty-related issues. The competitive award funded five members who served with regional food banks and 24 members who helped community action agencies with economic recovery programs.

- **Community Services Block Grant (\$8.0 m)** – Program funds provide services and activities addressing employment, education, better use of available income, housing, nutrition, emergency services and/or health to combat the central causes of poverty.

- **Homelessness Prevention and Rapid Re-Housing (\$7.9 m)** – This program provides homelessness prevention assistance to households who would otherwise become homeless and rapidly rehouse people experiencing homelessness.

- **The Emergency Food Assistance Program (\$1.1 m)** – The program provides administrative funds to the Oregon Food Bank for distributing food to low-income Oregonians.



Fifth graders Lamont Palacios and Jack Coen volunteer at Linn Benton Food Share's warehouse.



Gwendolyn Trice

Warm and Well ARRA Weatherization program brings relief

Wallowa County resident Gwendolyn Trice was suffering from severe headaches and a lack of energy. She was also used to sleeping with ear muffs and socks during long, cold winter months. Thanks to OHCS's ARRA weatherization program, however, she now feels warm and well year-round.

During the weatherization audit performed by Community Connection of Northeast Oregon on her 1940 house, auditor Kale Elmer discovered that the source of Trice's headaches was an extremely high level of undetected carbon monoxide coming from a gas-fired kitchen oven that was less than five years old.

"Thanks to the help of Community Connections of Northeast Oregon, a mechanical contractor came to my house the very next day after the audit and made the necessary repairs to the oven," says Trice.

Trice now has a carbon monoxide detector/alarm in her kitchen should there be further trouble with toxic gas leaks.

In addition to taking care of the carbon monoxide problem, weatherization experts warmed up her house. Contractors performed air sealing, installed sidewall insulation, attic insulation, under-floor insulation and tuned the gas furnace. They also replaced some of her windows with new vinyl clad, dual-pane sashes.

ARRA

ARRA funding created jobs

ARRA program funding has brought economic benefits to communities throughout the state. For example, OHCS works with local community action agencies to deliver ARRA weatherization services to low-income homeowners, lowering utility costs and creating healthy, safe living environments. Since its inception in 2009, Oregon's ARRA weatherization program has funded more than 90 full-time equivalent jobs. Local contractors have reported more than 131,000 hours through certified payroll.



Weatherization workers discuss plans to weatherize a home.

- **Low-Income Weatherization**

(\$45.5 m) – This program increases the energy efficiency of dwellings owned or occupied by people living on low-incomes. Properly weatherized homes reduce utility costs and free up money for other expenses.

- **The Neighborhood Stabilization Program 2**

(\$6.8 m) – The program helps low and middle-income homebuyers purchase foreclosed homes in HUD-specified target areas.

- **Tax Credit Assistance Program**

(\$27.3 m) – TCAP supplements financing for the construction or rehabilitation of affordable housing projects affected by adverse financial market conditions.

- **Tax Credit Exchange Program**

(\$20.5 m) – The U.S. Department of Treasury provided grants for stalled housing projects. OHCS exchanged federal tax credits for grant dollars on projects that did not have equity investors.



A Mid-Willamette Valley energy services worker insulates a home.



The Box family moved into their own home, thanks to the Neighborhood Stabilization Program 2.

Roosevelt Crossings, Eugene
Tax Credit Exchange Program Development

Affordable Rental Housing

Low-income Oregonians pay a high percentage of their monthly income on rent, leaving little left to pay for other necessities.

As the economy has worsened, more people are in need of affordable housing assistance, yet developers face more challenges in attaining financial backing to meet this need.

To help address the needs of families who need assistance and developers who want to help, OHCS funds projects that provide a variety of affordable housing options for different populations, including seniors, farmworkers, veterans, working families, and people with disabilities.

An important focus in the work of OHCS is funding preservation, the rehabilitation of existing structures to ensure an adequate pool of affordable housing units. We are proud of our efforts to rehabilitate existing structures and keep subsidies flowing into the state. When Section 8 contracts expire,



Sandhill Villa in Seaside, a Northwest Oregon Housing Authority development, was built in 1979 with a USDA Rural Development loan. It has 32 units in five buildings.

residents face the loss of affordable housing and families become at risk of homelessness.

OHCS has actively worked to preserve subsidies for low-income communities statewide.

Preserved Section 8 subsidies last up to 30 years and are geographically diverse, serving large and small communities. Preserving existing Section 8 housing is much less expensive than building the same number of new units and funds to create that amount of new housing are scarce.

The housing developments we preserve serve the lowest income populations, those who would have a very difficult time relocating and face homelessness without access to these preserved affordable housing units.

In FY 2010, we helped to fund 1,470

units of affordable rental housing, including 816 preserved units. Of those, 339 had Section 8 rental assistance. Our preservation efforts kept \$91,081,920 in federal subsidies flowing to Oregon.

OHCS Affordable Rental Housing Programs Outcome:

1,470 units of affordable housing

*some projects target multiple populations

Family	789
Elderly	409
Farmworker	16
Homeless	163
Disability accessible	155



Boardman Apartments in Boardman is a USDA Rural Development project. It has 12-units, all with rental assistance.

Major funding sources include: Elderly and Disabled and multifamily bonds, the document recording fee, Low Income Tax Credit and Oregon Affordable Housing Tax Credit and federal Housing PLUS, HOME Partnership Investment Program, ARRA Tax Credit Assistance Program, ARRA Tax Credit Exchange Program funds.

Homeownership

Homeownership remains the American dream, yet one that still eludes many families. Most families find it difficult to save money for a down payment, and others find the interest on loans too high to afford.

A strong real estate market helps to ensure a strong economy. Providing permanent housing to families provides security to the household and stability to neighborhoods.

OHCS helps low- and middle-income families achieve their homeownership dream by working with our partners to provide below market-rate loans, down payment assistance, homeownership education and foreclosure prevention activities.

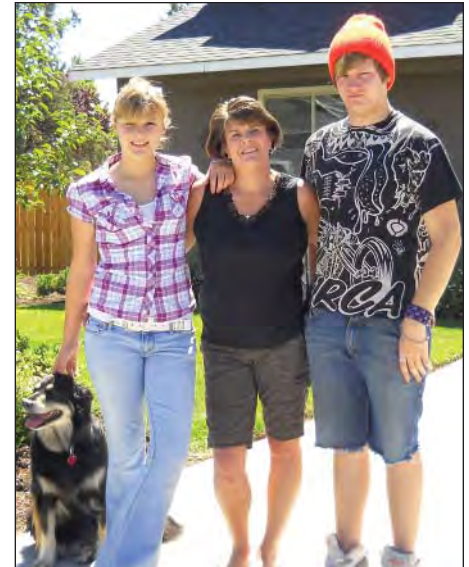
Improving the homeownership rate for minorities is on OHCS's radar, as homeownership rates are low and foreclosure rates high among people of color.

OHCS purchased a total of 381 loans in 2009 before having to suspend our Residential Loan Program because our bond interest rate could not compete with lower market rates. By comparison, OHCS purchased only 171 loans in FY 2010.

An influx of funds came to Oregon under the Housing and Economic Recovery Act of 2008 (HERA) Neighborhood Stabilization Program, (NSP1). Oregon received \$19.6 million to purchase and rehabilitate abandoned and foreclosed properties.

Additional NSP programs were added in 2010 and 2011.

NSP 1 Outcomes	
\$19.6 million allocated \$42 million leveraged 351 activities	
Downpayment assistance for homeownership	169 homes
Acquisition and rehabilitation	55 homes
Financing land acquisition for multifamily affordable housing	60 units
New construction by Habitat for Humanity	67 units



The Knolin Family purchased a home through the Neighborhood Stabilization Program.

Major funding sources for homeownership include: document recording fee and federal Community Development Block Grant, Neighborhood Stabilization Program, Residential Loan Program, USDA Rural Development Guarantee Rural Housing loans.

Residential Loan Program			
171 loans made in FY 2010			
Household race		Household ethnicity	
Asian	6	Non-hispanic	146
African American	6	Hispanic	13
Native American	1	Unknown	12
Unknown	12		
White	146		

In late 2010, OHCS reopened the Residential Loan Program with a \$30 million bond issue, with another one planned for the spring of 2011.

Community Capacity Building

Helping people to help themselves, provides sustainability to the continuum of services OHCS provides. We help lift people out of poverty and the cycle of poverty. As those we serve establish security through safe, affordable housing, we offer assistance to move them ahead: financial counseling for saving money for college or homeownership, mediation services for living in harmony with neighbors and foreclosure counseling, should a homeowner meet with hard times.

We work with our partners, community action agencies, housing centers and community non-profits to provide these services, which are delivered through strong programs and result in successful outcomes.

OHCS oversees the Oregon Individual Development Account (IDA) Initiative, which is administered through Neighborhood Partnerships of Portland. The IDA encourages people to save money for college, start a business or eventually own a home. It includes budgeting and financial counseling.



Oregon Volunteers! service day in Portland.

More than 1,600 Oregonians have made – and met – their savings goals through participation in the IDA since the program's inception. The program is funded by private contributions, for which donors can receive a 75 percent Oregon tax credit. More than 95 percent of donations go directly to participants to match participants' savings.

We also help people living in manufactured home communities. The Manufactured Communities Resource Center (MCRC) provides services to landlords and tenants. It helps them understand their rights and responsibilities under Oregon law and promotes cooperative community relationships and positive alternatives to the court system.

During FY 2010, the MCRC staff fielded 2,145 telephone calls from members of these communities, as well as the public, and facilitated 22 meetings.

In addition, the MCRC provided 118 mediations to 235 members of manufactured dwelling park communities around the state. The MCRC provides a comprehensive website accessed by more than 4000 individuals in FY 2010.

OHCS houses Oregon Volunteers Commission for Voluntary Action and Service, which promotes and supports AmeriCorps, volunteerism and civic engagement throughout Oregon to strengthen communities. More than 750 AmeriCorps members serve Oregon with the support of

Oregon Volunteers!. AmeriCorps members provide educational tutoring, mentoring, and after-school programming. Other project areas include: environmental, economic and community development; youth development; public safety; and health and human needs.



Julie Edge became a homeowner with help from Portland Housing Center and United Way of the Columbia/Willamette.



A manufactured home park served through the Manufactured Communities Resource Center.

Major funding sources include: assessments on manufactured homes in manufactured dwelling parks and park registration fees, capacity building resources provided through the Housing Opportunity Bill revenue, and federal AmeriCorps grant funds administered through Oregon Volunteers!

Appendix

Key OHCS Performance Measures

Measures and targets are set by the Oregon Legislature

Key OHCS Performance Measures		2010 Performance	FY 2010 Target
Food	Percent of pounds in donated processed or repackaged bulk food distributed through the Oregon Food Bank that is purchased from the General Fund Food Program.	6.0%	8.0%
Reducing Homelessness	Percent of households that entered a housing program in either a homeless or at-risk status then exited to a stable housing situation.	37.10%	60.0%
Affordable Rental Housing Through Bonds	Percent of housing units developed through issuance of tax-exempt bonds that provide affordable rental housing opportunities for individuals at 60 percent or below area median income.	99.5%	88.0%
Affordable Rental Housing Through Grants	Percent of housing units developed through OHCS's Consolidated Funding Cycle and other processes that provide affordable rental housing opportunities for individuals: <ul style="list-style-type: none"> • at 60 percent or below area median income • at 50 percent or below area median income • at 40 percent or below area median income • at 30 percent or below area median income 	<ul style="list-style-type: none"> • 86.2% • 33.6% • 15.2% • 12.5% 	<ul style="list-style-type: none"> • 93.0% • 58.0% • 23.0% • 10.0%
Increasing Energy Savings	For all funds invested, the percent of energy savings generated from the department's Energy Conservation Helping Oregonians (ECHO) weatherization program.	\$1.02 energy savings per \$1 state investment	\$1 energy savings per \$1 state investment
Increasing Housing For Special Needs (renters)	Percent of housing units developed through the OHCS bond, grant, and tax credits programs that provide rental opportunities for the elderly and individuals with special needs.	51.2%	50.0%
Affordable Home Ownership	Percent of residential loans closed that provide homeownership to individuals at: <ul style="list-style-type: none"> • 100% area median income and below • 90% area median income and below • 80% area median income and below 	<ul style="list-style-type: none"> • 99.0% • 94.2% • 88.9% 	<ul style="list-style-type: none"> • 100.0% • 85.0% • 70.0%
Agency Customer Service	Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" (timeliness, accuracy, helpfulness, expertise, availability of information overall).	80.8%	80.0%

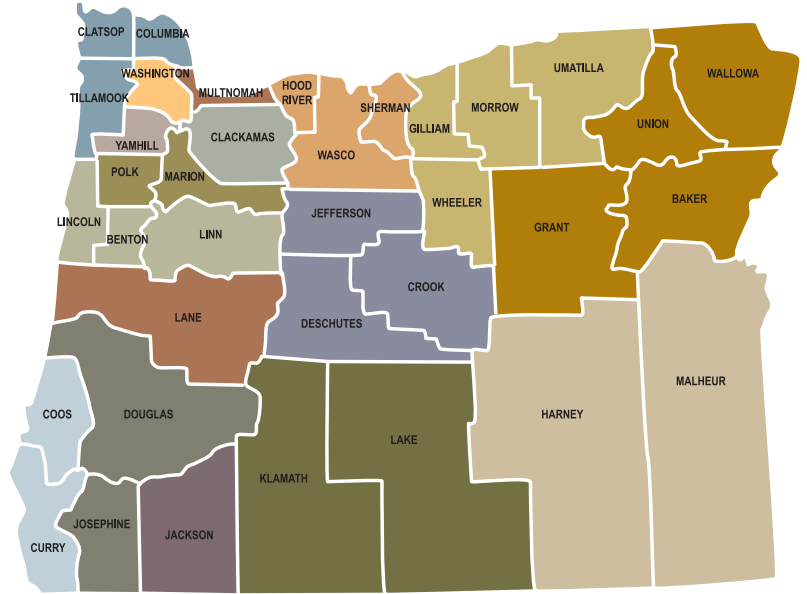
At the request of the Legislature, OHCS is developing a proposed new performance measure: Cost per square foot for housing units developed through grant and tax credit programs. The goal is to maintain a cost per square foot that is no more than 5 percent above the national average.

OHCS Performance Measures are explained more fully in the OHCS Annual Performance Progress Report. See www.ohcs.oregon.gov/OHCS/FMD/docs/Annual_PM_Report.pdf.

Appendix

Community Partners: Community Action Agencies

Oregon Housing and Community Services partners with community action agencies, housing authorities and community development corporations to administer our funds and programs. We could not serve Oregonians without the invaluable help our partners provide. Thanks to the following agencies and their dedicated staff for helping to improve the lives of Oregonians and for establishing a lasting legacy of security for individuals and families.



ACCESS | Aging Community Coordinated Enterprises & Support Services
Jackson County
541-779-6691 | www.access-inc.org

CAO | Community Action
Washington County
503-648-6646 | www.caowash.org

CAPECO | Community Action Program of East Central Oregon
Gilliam, Morrow, Umatilla, Wheeler Counties
800-752-1139 | www.capeco-works.org

CAPO | Community Action Partnership of Oregon
Board of Community Action Agency Directors
503-316-3951 | www.caporegon.org

CAT | Community Action Team, Inc.
Clatsop, Columbia, Tillamook Counties
503-397-3511 | www.cat-team.org

CCNO | Community Connection of Northeast Oregon
Baker, Grant, Union, Wallowa Counties
541-963-3186 | www.ccno.org

CCSSD | Clackamas County Social Services Division
Clackamas County
503-655-8640 | www.co.clackamas.or.us/socialservices/

CinA | Community in Action
Harney, Malheur Counties
541-889-1060 | www.communityinaction.info

CSC | Community Services Consortium
Benton, Lincoln, Linn Counties
541-752-1010 | www.csc.gen.or.us

KLCAS | Klamath Lake Community Action Services
Klamath, Lake Counties
866-665-6438 | www.klcas.org

LCHSC | Lane County Human Services Commission
Lane County
541-682-3798 | www.lanecounty.org/hsc

MCCAC | Mid-Columbia Community Action Council
Hood River, Sherman, Wasco Counties
541-298-5131 | www.mccac.com

MULTCO | Multnomah County Dept. of County Human Services
Multnomah County
503-988-6295 | www.multco.us

MWVCAA | Mid-Willamette Valley Community Action Agency
Marion, Polk Counties
503-585-6232 | www.mwvcaa.org

NeighborImpact
Crook, Deschutes, Jefferson Counties
541-548-2380 | www.neighborimpact.org

ORCCA | Oregon Coast Community Action
Coos, Curry Counties
541-888-1574 | www.orcca.us

UCAN | United Community Action Network
Douglas, Josephine Counties
800-301-8226 | www.ucan.org

YCAP | Yamhill Community Action Program
Yamhill County
800-945-9992 | www.yamhillcap.org

OHDC | Oregon Human Development Corporation
Statewide Farmworker Organization (not on map)
503-245-2600 | www.ohdc.org

Community Partners: Housing Authorities

Clatsop County Housing Authority
503-325-2880 | <http://cchousing.net>

Housing Authority of Clackamas County
503-655-8267 | www.co.clackamas.or.us/hacc

North Bend City/Coos-Curry County Housing Authority
541-756-4111 x 307 Coos Curry
541-751-9420 North Bend
www.ccnbchas.org

Housing Authority of Douglas County
541-874-2461
<http://hadcor.org/default/index.cfm>

Housing Authority of Jackson County
541-779-5785, 888-276-7890 toll-free
www.hajc.net

Josephine Housing & Community Development Council
541-479-5529 | www.jhcdc.net/

Klamath Housing Authority
541-884-0469 | <http://klamathhousing.org>

Housing & Community Services Agency of Lane County
541-682-3755 Eugene
541-682-4090 Springfield
www.hacsa.org

Housing Authority of Lincoln County
541-265-5326 x317 | www.halc.info

Linn-Benton Housing Authority
541-926-4497 | <http://l-bha.org>

Housing Authority of Malheur County
541-889-9661 | <http://hamconline.com>

Marion County Housing Authority
503-798-4170 | www.co.marion.or.us/HA/

Mid-Columbia Housing Agency
888-356-8919 | www.mid-columbiahousingauthority.org/

Northeast Oregon Housing Authority
541-963-5360
800-452-8638 toll-free
www.neoha.oregonsearch.net

Northwest Oregon Housing Authority
503-861-0119 | www.nwoha.org

Housing Authority of Portland
503-802-8300 | www.hapdx.org

Housing Authority of the City of Salem
503-588-6368 or 503-373-3816
www.cityofsalem.net/sha

Housing Authority of the County of Umatilla
541) 567-324, 800-221-6729 toll-free
www.umatillacountyha.org

Housing Authority of Washington County
503-846-4794
www.co.washington.or.us/Housing

West Valley Housing Authority
503-623-8387 | www.wvpha.org

Housing Authority of Yamhill County
503-883-4300
888-434-6571 toll-free
www.hayc.org/home/index.html

Housing Works
541-923-1018 | www.oregonhousingworks.org



Jason Lee Manor Senior Apartments in Salem offers Section 8 rental assistance.



Jason Lee Manor residents enjoy a variety of activities.

Community Partners: Regional Housing Centers

OHCS partners with regional housing centers to deliver many of our housing assistance programs.

Baker, Grant, Union and Willowa

Community Connections Housing Resource Center
541-963-3186 | www.ccn.org

Benton, Lincoln and Linn

Linn-Benton-Lincoln Housing Center
Community Services Consortium
541-752-1010 | www.csc.gen.or.us

Clackamas, Multnomah and Washington

Portland Housing Center
503-282-7744 | www.portlandhousingcenter.org

Clatsop, Columbia and Tillamook

Northwest Oregon Regional Housing Center
503-325-8098 | www.cat-team.org/nworhc

Coos and Curry

Umpqua Coastal Housing Center
Umpqua CDC
541-756-1000 North Bend
541-673-4909 Roseburg
www.umpquacoastalhlc.org

Crook, Deschutes and Jefferson

NeighborImpact's Homeownership Center
541-475-0442 Redmond
541-318-7506 Bend
(541) 416-0107 Prineville
(541) 475-0442 Madras
www.neighborimpact.org/homeownership.html

Douglas

Umpqua Regional Housing Center
541-673-4909 | www.umpquarhc.org

Hood River, Sherman and Wasco

Mid-Columbia Housing Resource Center
Columbia Cascade Housing, Corp
541-296-3397
www.midcolumbiahousingcenter.org

Jackson and Josephine

Southern Oregon Housing Resource Center
ACCESS, Inc.
541-779-6691 | www.access-inc.org

Klamath and Lake

Klamath-Lake Regional Housing Center
541-882-3500 | www.klccas.org

Lane

Neighborhood Economic
Development Corporation
541-345-7106
1-888-345-7106 Florence and Mapleton
541-345-0446 bilingual phone service
www.nedcocdc.org

Marion

Neighborhood Economic
Development Corporation
503-779-2680 Salem
1-877-320-1479 Woodburn area
www.nedcocdc.org

Washington

Open Door Counseling Center
503.640.6689 | www.opendoorcc.net

Yamhill and Polk

Yamhill/Polk Regional Housing Center
503-883-4300
888-434-6571 Newberg, Dundee, Yamhill, and
Gaston toll-free
[www.hayc.org/homeowners/
yamhillpolkhousing/](http://www.hayc.org/homeowners/yamhillpolkhousing/)



Photo credit: Portland Housing Center

“The Portland Housing Center (PHC) was so pro-active. I really appreciate the time that they gave me. I am now much more assertive with my finances and I fight to correct any errors right away. I can’t say enough about the PHC.”

- Amy Buffalo, former PHC customer and new homeowner

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