



422 NE Alberta St.
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PORTLAND HOUSING BUREAU PROJECT PROGRESS REPORT

Date Submitted:	October 15, 2011
Subrecipient Name:	Community Energy Project Inc.
Contract Number:	32000587
Program Title:	Emergency Home Maintenance
Prepared By:	Chaun MacQueen, Program Director
Reporting Period	<input checked="" type="checkbox"/> 1 st Quarter: July 1 to September 30, 2011 <input type="checkbox"/> 2 nd Quarter: October 1 to December 31, 2011 <input type="checkbox"/> 3 rd Quarter: January 1 to March 31, 2012 <input type="checkbox"/> 4 th Quarter: April 1 2012 to June 30, 2012

I. Progress towards outputs and outcomes

OUTPUTS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total (Year to Date)	Annual Goal
Households Served	27				27	200

1. Emergency Home Maintenance (Small Repair) - Accomplishments

Program Description

Community Energy Project’s Emergency Home Maintenance (Small Repair) Program serves low-income senior citizens and people with disabilities by making small, quick-response emergency safety repairs in clients’ homes. Our goal is to complete 200 small home safety repairs and respond to requests within 2 business days, and make referrals to partner agencies for larger-scale repairs.

Summary of Activities

The main focus of the first quarter activities was to update procedures, forms, database, and client filing system to match new requirements of the Contract and make improvements based on client feedback and staff recommendations. We have also researched options and procured materials for



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program, including making improvements for employee and volunteer safety.

We have provided home maintenance services to a total of 27 qualified households, and 8 more are in process, with many calls coming in every day. CEP Service Technicians install smoke detectors, carbon monoxide alarms, repair leaky faucets, install safety grab bars, install or repair railings, or repair broken steps and ramps. Since the nature of the home maintenance repairs is small, we regularly make referrals for larger-scale weatherization and repair services based on the “home maintenance/repair checklist” which is completed during the initial home visit.



Above. CEP Staff and AmeriCorps Member are removing old rotted steps and replaced them for a Home Maintenance Program Client. Now she can safely enter and exit her home.

Outreach Highlights

Provided by: Sherrie Smith, Outreach and Marketing Supervisor

The vast majority of our repair clients come from caseworkers/advocates from organizations such as Portland Impact and Human Solutions. Numerous clients for both programs come from community partner referrals like Multnomah County Aging and Disabilities Services, Providence, Portland Housing Bureau, and other social service agencies. The Lents area requires different outreach methods from city-wide (CDBG) and Interstate areas, and so we separated them in this table in order to track gauge the most effective forms of outreach. This represents total non-duplicated In-Home Services clients across all programs.



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Info Source – In-Home Services Fiscal Year	CDBG and TIF Interstate WX & Small Repairs	TIF Lents WX & Small Repairs	Total
Neighbor	2	0	2 (5%)
Word of Mouth	3	0	3 (8%)
Community Partner	10	0	10 (25%)
Past Participant	4	5	11 (22%)
Caseworker / Advocate	5	1	6 (15%)
Utility Company	0	0	0 (0%)
Signage/Walk by	2	0	2 (5%)
Newspaper	2	1	3 (8%)
Internet	1	0	1 (2%)
Other CEP programs	1	0	1 (2%)
Event, Flyer, Mailing	0	1	1 (2%)
Canvassing	1	1	2 (5%)
No Response / Other	0	0	0 (0%)
Total	31	9	40

External Referral

CEP functions as a large referral source for many clients. We’ve created a referral database to track how often and to whom we refer community members who contact us. Information is available to community partners about how many referrals we’ve made to their specific organizations by request. Below are the overall statistics in this report. Referrals are divided into four categories:

A. “Active Office Referrals” occur when a person who calls, emails, or walks in the door requests a service we do not offer and we refer them to the appropriate resource. This also includes specific referrals made to clients in the home. Each member of CEP staff tracks the referrals they make, and the data is collected quarterly.

B. “In-Home Referrals” – occur when a staff member or volunteers gives information to an In-Home Services client for a needed service.

C. “Active Outreach Events” where we track which brochures are taken at an event by bundling and pre-counting each quarter.

D. “Passive Referrals” include the resources automatically given to our clients through workshops and the In-Home program, as well as how many people visit our website.



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Active Referrals were made to more than 30 organizations, three of which (LeadLine, 211-info, and Senior Hotline) are resource hotlines that lead to thousands of other resources. The majority of office referrals (53%) for the year were to agencies that provide energy assistance. In a busy office it is difficult to track each referral made to another agency so **these results may be underreported.** The most common In-Home Service active referrals this quarter were to Multnomah County Weatherization, REACH, Unlimited Choices, and Rebuilding Together.

	Quarter Total	Year to Date Total
Office Referrals	286	286
In-Home Referrals	40	40
Outreach Events	40	40
<i>Total Active Referrals</i>	<i>366</i>	<i>366</i>

In the table below, “participants” includes the number of clients who have received a package through a workshop, In-home services, or a unique visitor our website. “Resources” refers to how many resources a participant can access through the program. For example – if 100 people attended a lead workshop, each participant would receive 20 resources automatically, and that would mean that 2,000 pieces of information with phone numbers, addresses, organization information, etc. were distributed for the quarter.

Program	Participants Quarter	Resources	Quarter Total	YTD Total
Basic Lead Poisoning	156	20	3,120	3,120
Lead Safe Home Project	0	22	0	0
DIY Weatherization WS	6	45	270	270
In-Home Services	40	45	1,800	1,800
CEP Website	2,642	36	95,112	95,112
<i>Total Passive Referrals:</i>			<i>100,302</i>	<i>100,302</i>

Outreach Events

CEP participated in seven different community events this quarter, listed below.

- July 30, 2011 Kern Park Christian Church BBQ and Resources Fair
- July 30, 2011 NAYA Housing to Homeownership Fair
- Aug 2, 2011 National Night Out – Portland Adventist Academy
- Aug 2, 2011 NE WIC World Breastfeeding Celebration
- Sept 9, 2011 Standard Insurance Volunteer Expo
- Sept 10, 2011 City of Wood Village End of Summer Oktoberfest
- Sept 19, 2011 Community Alliance of Tenants Rent Green, Rent Clean



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At most events we have had a great deal of interaction with people, including introductions, information exchanges, and laying foundations with new partners. To help gauge the success of each event, we have developed a tracking system to gather data on how many people visit our table, have conversations with us, and take information. At a busy outreach event it is nearly impossible to track each person who comes to visit us at our table, so these results may be underreported. The results of this tracking system for the events of this quarter are as follows.

Contact Tracking (Tabling Events)	Total for Quarter	Total for Fiscal Year
Total Visit Table	307	307
Take Information	181	181 (59%)*
Leave Information/Sign up	45	45 (15%)
Conversations	195	195 (64%)
Networking/Conversation with other orgs.	25	25 (8%)

* Percentages are not mutually exclusive, and are a percentage of how many people visited the table

Volunteer Highlights

Volunteers help with various tasks with the In-Home Services department. In the first quarter, volunteers and interns assisted with returning client phone calls and screening potential clients, assembling client resource packets, and weatherizing homes with CEP staff.

Program	Number of Volunteers Quarter	Number of Volunteers Year	Volunteer Hours Quarter	Total Hours Fiscal Year
Weatherization Workshop	12	12	39	39 (16%)
Lead Poisoning Prevention	8	8	43.25	43.25 (17%)
In-Home Services	5	5	59	59 (24%)
Oregon Heat	1	1	18.75	18.75 (7%)
Administration / Other	13	13	78	78 (31%)
Fundraising	7	7	12.5	12.5 (5%)
Total	*31	*31	250.5	250.5

*Number of non-duplicated volunteers (as some volunteers work within more than one program)



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Staff Capacity-Building

Balanced Energy Solutions, a woman-owned business, training the CEP staff on how to properly air-seal, install vapor barriers and how to blow in insulation in attics during the first ICURA project. With this partnership we were able to not only increase the comfort and efficiency of our client's home, but also increase the abilities of our staff.

We are investigating ways to create more partnerships like the ones described above where we can provide direct service to our clients while providing valuable training to our staff, volunteers, and other community organizations.

2. Challenges

We anticipate to be a continuing challenge is that there is much more need for this service than there are resources to respond. We will do our best to ensure we make the most of the resources we have, and to locate other sources of support for services for seniors and people with disabilities to keep their homes safe and in good repair.

3. New Directions

No new direction at this time.

4. Additional Comments

No additional comments at this time.

PARTICIPANT DEMOGRAPHICS REPORT

Emergency Home Maintenance - 2010-2011

Client demographic information will be provided in the fourth quarter/final report.