



IN-HOME SERVICES N/NE ICURA Home Repairs

2010-2011 Fourth Quarter Report

April 1, 2011—June 30, 2011



CEP has worked on building relationships with local contractors, reaching out to minority and women-owned businesses to complete bigger repair jobs.

Client Demographics (Self-Identity)

- ◆ 68% in 0-30% Median Family Income, with average household income of \$1,290 and 2.3 people per household
- ◆ 84% female; with 79% female head of household
- ◆ 73% racial minorities served
- ◆ 63% elderly head of household, with average client age of 72
- ◆ 42% disabled/special needs households served
- ◆ 74% N and 26% NE Portland
- ◆ 5% heat with electricity; with 47% PGE and 53% Pacific Power customers
- ◆ 63% heat with natural gas, and 32% heat with oil

Program Highlights

CEP's new N/NE ICURA Home Repair Program assists clients in the Interstate Urban Renewal area beyond our basic services with repairs up to \$2,500.

Service Goals: Complete 20-40 larger-scale home repairs targeting service to low-income senior homeowners who are at risk of foreclosure due to deferred maintenance.

Fiscal Year Progress

- ◆ Completed 19 large repair projects, with a total of 40 eligible clients on our waiting list
- ◆ Build relationships with local minority and women-owned contractors and subcontract larger repair jobs to them
- ◆ Continued to conduct targeted outreach activities for residents in Interstate Urban Renewal Area
- ◆ Build relationships and referral network with organizations providing foreclosure prevention services



CEP Service Technicians complete carpentry work for clients



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PORTLAND HOUSING BUREAU PROJECT PROGRESS REPORT

Community Energy Project (CEP)

ICURA Home Repair Program

Final Report: July 1st, 2010 to June 30th, 2011

Prepared by: Ryan Cruse, Program Supervisor

Reviewed by: Sherry Burbach, Executive Director

I. Activities. Describe the major activities carried out during the reporting period.

Program Description

CEP's new ICURA Home Repair Program assists clients in the Interstate Urban Renewal area beyond our basic services with repairs up to \$2,500. This contract exceeds previous services available per client both by dollar value and scope of service.

Our community-based approach mimics the work of a general contractor and requires the participation and collaboration of staff and community partners involved in the development and outcomes of each project. To this end, the In-Home Services department created a customized approach that fit the needs of both staff and clients. Our approach is to first serve eligible people with existing services and then to use ICURA repair funds to cover the "donut hole" for repairs that are not able to be addressed through existing programs and referrals.

Because CEP doesn't carry licenses for specialized services such as plumbing and electrical work, we will subcontract out to Minority, Women and Emerging Small Business Contractors to assist us with these and larger repairs within the ICURA area as often as possible. Community Energy Project believes in bringing work back into the community so we will try to find local workers. So far we have assembled a pool of local contractors who we can call for bids and services for qualified clients.

Summary of Activities

During the last quarter of the fiscal year audited 40 clients who qualified for ICURA projects. Of those audited, we started work on 20 ICURA projects and completed 19. The remaining 20 are on our waitlist for the 2011-2012 fiscal year. It should be noted that we

did not begin work on the any of the 19 completed jobs until January of 2011. All of our clients in this program had substantial repair needs which were affecting their health and safety in their homes. The types of projects completed were often beyond our normal licensing and capacity, but were much needed repairs. They included:

- Replacing water heaters
- Fixing major electrical and plumbing problems
- Fixing leaky and damaged roofs
- Repairing water-damaged interior walls
- Building a wheel-chair accessible deck
- Repairing faulty furnaces
- Installing bathroom vent fans
- Air-sealing / duct sealing and insulation
- Building a fence

Many of our clients were very moved by what we were able to accomplish for them. We received many thank you letters and saw many tears of gratitude. Below are photographs of some of the projects:



This client now has wheelchair access and is able and spend time in her own backyard.



This client no longer has water-damaged ceiling (caused by major roof leak) in her bedroom which had a 3'x3' opening directly into the attic.



This client now has a completely sealed and insulated duct system. Her heat will no longer be seeping out into the unconditioned basement.

We built strong working relationships with contractors in the roofing, electrical, plumbing, and carpentry trades. We sought to work with as many Minority, Women and Emerging Small Business Contractors as possible. Two partnerships merit special mention: A&M Sunset Roofing who we worked with extensively, is a small company owned and run by two brothers from Chiapas, Mexico. Both of them, and their entire crew, were very gracious and helpful to our clients, often taking the time to repair a few extra things at no cost. Furthermore, at each job they would teach CEP staff how to



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search out problem areas in the roof/siding and would show them how to properly repair them.

The second contractor, Balanced Energy Solutions, provided all CEP In-homes staff hands-on training on how to install insulation in attics during one of our ICURA projects. 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. Balanced Energy Solutions is a local, Woman owned business.

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.

We continued to build strategic partnerships with other non-profits such as Portland Community Reinvestment Initiative (PCRI), Native American Youth & Family Center (NAYA) and the rest of the Minority Homeowner Assistance Collaborative (MHAC) partners. PCRI sent us 24 client referrals; we were able to serve 14 clients, 8 of them under our ICURA program.

We have focused on planning and conducting targeted marketing to reach seniors in danger of foreclosure due to repair issues. We attempt to maximize service with referrals. For example, one of our ICURA clients, Ada Little, had numerous code violations and was at risk of losing her homeowners insurance. We were able to assist her with repairing her non-functional furnace, clearing a clogged main sewer line that was backing up into basement, and providing our small-scale Wx services. Our other coalition partners (Rebuilding Together and Reach) were able to assist her with rebuilding her crumbling retaining walls, clearing her yard and basement of debris, installing grab bars and repairing her detached bathroom sink, and redoing her dilapidated siding.

From the accounting standpoint, all systems are working. Over the course of the year we have developed new fail safes to keep our posting accurate. We continue to implement new refinements that simplify record keeping.



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Outreach Summary

Provided by: Sherrie Smith, Outreach and Marketing Supervisor

For low-income seniors and people with disabilities, we provide both In-Home Safety Repairs and Weatherization Services. Because there is so much overlap between programs in clients and staff, this information is combined into one column. The data is for clients who had a work completed in their home.

Because ICURA was a new program, and LURA-specific restrictions required different outreach methods, we separated them in this table to see which methods were most effective.

Info Source – In-Home Services Fiscal Year	CDBG, TIFN, ECo WX and Small Repairs	ICURA Large Repairs	LURA WX and Small Repairs	Total
Neighbor	3	0	2	5 (2%)
Word of Mouth	13	2	2	17 (8%)
Community Partner	34	11	7	52 (24%)
Past Participant	34	2	5	41 (18%)
Caseworker / Advocate	10	2	2	14 (6%)
Utility Company	1	0	2	3 (1%)
Signage/Walk by	4	3	1	8 (3%)
Newspaper	1	1	0	2 (1%)
Internet	0	0	1	1 (0%)
Other CEP programs	7	0	0	7 (3%)
Event, Flyer, Mailing	4	12	4	20 (9%)
Canvassing	0	0	29	29 (13%)
No Response / Other	11	4	4	19 (9%)
Total	122	37	59	218



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We can see here that we used different methods for different contracts. For TIFN, East County, and CDBG we are established enough to rely on word of mouth, partners, and caseworkers. For ICURA we worked closely with community partners and distributed flyers through Meals on Wheels and at presentations. For LURA, most of our clients came through canvassing and through Meals on Wheels.

This is the first year we are focusing outreach on the Lents Urban Renewal Area (LURA) and the Interstate Corridor Urban Renewal Area (ICURA). We are working with community partners such as REACH and the MHAC partners (PCRI, NAYA etc.) to conduct effective outreach for our programs. Neighborhood outreach efforts this quarter include:

During this fiscal year we:

- Distributed Materials:
 - Mailed 249 postcards to past participants in LURA and ICURA
 - 250 flyers as requested by Economic Fairness of Oregon
 - 250 ICURA flyers to two Loaves and Fishes branches in North Portland
 - 125 LURA flyers to Lents Loaves and Fishes
 - Distributed flyers to 41 SE businesses and community centers
 - Emailed the North East Coalition of Neighborhoods electronic versions of the ICURA flyer
 - Two North Portland Loaves and Fishes – ICURA
 - Posted information on ICURA to the East Portland Action Plan website.
 - Dropped off 80 ICURA flyers at the Economic Fairness office for distribution
 - Posted new flyers on website
- Contacted potential new partners
 - Called seven LURA churches
 - Contacted ten LURA neighborhood associations
 - Contacted a City of Portland Inspector and explained our services. Emailed ICURA flyer and In-Home Services brochures. CEP is to be added to the Inspector Resource Guide.
 - Contacted Community Housing Resource Center and talked to a Reverse Mortgage Councilor about reaching seniors in danger of foreclosure. Their lists are confidential, but we emailed them the ICURA flyer for referrals.



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- Contacted Flavel RV & Mobile Home Park to ask about help with outreach. We faxed them the LURA flyer for distribution
- Used grassroots outreach methods
 - Canvassed homes in LURA, made contact with 94 residents, distributed 65 flyers (in person) and signed up 13 clients (with one who wants to spread the word more) and conducted 4 audits on the spot.
 - Participated in two LURA outreach events
 - The Fix-it-Fair on 11/20/10 was in the Lents neighborhood
 - CEP Volunteer Workshop leaders talked about the programs and have flyers available for interested parties
- Gave presentations
 - Impact North West caseworkers and reception staff
 - IRCO South East caseworkers and staff
 - Elders in Action volunteers
 - Lents and SE Tabor Neighborhood Associations
 - African American Senior Forum – Senior Homeowners
 - Two presentations to African American Chamber of Commerce – board member Harvey Rice continues to attend meetings and distribute flyers
- Worked with local media
 - Had interview with Senior and Boomer Newspaper, publication currently unconfirmed
 - Had an interview with The Oregonian on ICURA programs, which led to a small article on oregonlive.com
- Created outreach materials
 - Downloaded a Portland Development Commission map of the Lents neighborhood, darkened the borders, labeled the streets with large fonts, and created a LURA-specific flyer.
 - Created a legal-size informative flyer with detailed map of service area
 - Created an insert for the In-Home Services brochure

Staff Capacity-Building

The Program Supervisor is has passed his CCB exam and is now CEP's Construction Contractor's Board licensed Contractor since January 2011. In March, he completed the Building Performance Institute (BPI) training and certifications for Building Analyst and



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Envelope Professional through a partnership with the Community Services Consortium in Corvallis. In the fourth quarter, the entire In-Home Services Team received the Performance Tested Comfort Systems (PTCS) air sealing certifications as well.

II. Shortfalls. Describe any project activities that are behind schedule or are not being carried out and explain the reason for the problems and how they are being resolved.

This was a successful pilot program. We hope to continue to improve the breadth of our service delivery.

III. New Directions. Describe any activities or approaches taken that deviate from or add to the scope of the project.

No new direction at this time as the entire program is a new direction.

IV. Portland Housing Bureau - 2010-2011 Client Demographic Information.

Data for clients served is calculated from completed projects. Over the course of the fiscal year we had 40 confirmed, qualified clients in the intake process 19 of which were completed. Of the clients served:

- 73% minorities served
- 89% in 0-50% median income
- average age 72
- average household income \$1,290
- average # people per home 2.3

The other 21 clients that are in the intake process for our next fiscal year ICURA Home Repair Program were all served through our regular weatherization and small emergency repair programs during 2010-2011 season.



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PORTLAND HOUSING BUREAU PROJECT PROGRESS REPORT-- APPENDIX

N/NE (ICURA) Home Repair Program 2010-2011

Fourth Quarter Report: April 1, 2011 ó June 30, 201

Prepared by: Chaun MacQueen, Program Director

Reviewed by: Sherry Burbach, Executive Director

Program Goal	20-40 Home Repair Services (larger scale)			
Completed Jobs	Year-to-Date	19	3rd Quarter	19

1. Gender	Total for Reporting Period	Total for Fiscal Year
Female	16	16 (84%)
Male	3	3 (16%)
Declined/No Response	0	0
Total	19	19

2. Race/Ethnicity	Total for Reporting Period	Total for Reporting Period	Total for Fiscal Year	Total for Fiscal Year
Ethnicity	Hispanic	Non Hispanic	Hispanic	Non Hispanic
White/European American	0	5	0	5 (26%)
Black/African American	0	13	0	13 (68%)
Asian	0	0	0	0
American Indian/Alaskan Native	0	0	0	0
Native Hawaiian/Other Pacific Islander	0	0	0	0
Am. Indian/Alaskan Native & White	0	0	0	0
Asian & White	0	1	0	1 (5%)
Black/African American & White	0	0	0	0
American Indian/Alaskan Native & Black/African American	0	0	0	0
Other/Declined/No Response	0	0	0	0
Total	0	19	0	19



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3. Income	Total for Reporting Period	Total for Fiscal Year
Over 80% Median Income	0	0
51-80% Median Income	2	2 (11%)
31-50% Median Income	4	4 (21%)
0-30% Median Income	13	13 (68%)
Total Low-Mid Income (0-80% Median Income)	19	19

4. Residence	Total for Reporting Period	Total for Fiscal Year
NE Portland	5	5 (26%)
N Portland	14	14 (74%)
Total	19	19

5. Other	Total for Reporting Period	Total for Fiscal Year
Female Head of Household	15	15 (79%)
Elderly Head of Household (62 and over)	12	12 (63%)
Disabled/Special Needs Household	8	8 (42%)
Total	--	--

Additional Statistical Information (Not required by PHB)

The following statistics are collected for other funders supporting CEP In-Home Weatherization for qualified households of seniors and people with disabilities.

Primary Heat Source	Quarter Total	Total for Fiscal Year
Electricity	1	1 (5%)
Natural Gas	12	12 (63%)
Oil	6	6 (32%)
Total	19	19

Electric Utility Company	Quarter Total	Total for Fiscal Year
PGE	9	9 (47%)
Pacific Power	10	10 (53%)
Total	19	19