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PORTLAND HOUSING BUREAU PROJECT PROGRESS REPORT

Date Submitted:	July 13, 2017
Subrecipient Name:	Community Energy Project Inc.
Contract Number:	32001385
Program Title:	Emergency Home Repair Program
Prepared By:	Chloe Scdoris, In-Homes Program Coordinator
Reporting Period:	<input type="checkbox"/> 1 st Quarter: July 1 to September 30, 2016 <input type="checkbox"/> 2 nd Quarter: October 1 to December 31, 2016 <input type="checkbox"/> 3 rd Quarter: January 1 to March 31, 2017 <input checked="" type="checkbox"/> 4 th Quarter: April 1 to June 30, 2017

I. Progress towards outputs and outcomes

OUTPUTS	4th Quarter CDBG	4th Quarter Lents	4th Quarter Interstate	YTD CDBG	YTD Lents	YTD Interstate	Grand Total YTD	Annual Goal
Households Served	8	19	25	69	58	67	194	195

1. ACCOMPLISHMENTS

Program Description

Community Energy Project’s Emergency Home Repair Program serves low-income older adults and people experiencing disabilities by making quick-response emergency safety repairs in clients’ homes. We are committed to delivering services to a diverse client population representative of Portland’s diverse communities. Our goal is to complete 195 small home safety repairs, respond to requests within two business days, and make referrals to partner agencies for larger-scale repairs.

We are the main provider of emergency home repair for low-income clients in the city of Portland. Where time and funding permit, we have provided more extensive repairs beyond just emergency repairs in order to help our clients live more comfortably in their homes.



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Summary of Activities

- In the fourth quarter of the 2016-2017 fiscal year, we provided emergency home repair services to 52 qualified households.
- CEP technicians installed smoke detectors, carbon monoxide alarms, safety grab bars, and water-conserving and energy-efficient devices. They cleaned and repaired gutters, repaired railings, and repaired broken steps and ramps.
- We regularly referred clients to partner agencies and social service providers to meet some of the challenges they face with home repair, living space, disability, and legal issues, as well as needed financial, health-related, and community enrichment services. CEP also received many referrals from our partner agencies in situations where they were unable to provide quick service in emergency situations, or when clients needed work outside the scope of our partners' services.
- We have also worked with many clients with significant clutter and hoarding issues, which pose significant health risks to the clients and make it difficult for our technicians to serve these clients. Clients whom we were unable to serve were referred to legal services, Multnomah County Weatherization, Multnomah County Aging and Disability Services, 211, Re-Fit, and the Portland Housing Bureau's Healthy Homes Program. Most of these clients live in the CDBG area.

Client Feedback

This quarter several of our clients reached out via thank you notes and calls to our office to share their appreciation for our In-Home Services technicians, Yuriy and Aleksey. We regularly hear back from our clients that our technicians are friendly, hard-working, and skilled at what they do. From one client, who had several accessibility devices installed in her bathroom:

“Yuriy and Aleksey made sure everything was exactly the way I needed it, even having me test out grab bars at different levels on the wall to find what worked. They were very thorough and took their time to do the job right the first time. It's so nice to be able to use the shower without having to worry about slipping!”

2. CHALLENGES

We are regularly faced with the challenge that our clients need larger-scale home repair than what we are able to provide, especially for seniors living in the CDBG area. We regularly receive calls from clients who are faced with urgent, emergency situations and few resources available to resolve them.

We are one client short of our goal of serving 195 households. We reserve spots in our program for those who qualify in the order that they are received and do our best to work around our



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client's schedules. In the Interstate area, we had a client who received an initial assessment and was in need of accessibility devices in their bathroom. Due to an extended stay in the hospital they were unavailable the day of their appointment and were not available to reschedule before the end of June. We are working to schedule them in the 2017-18 fiscal year, once they have returned to their home.

3. GAPS

CEP provides emergency repair services where quick response time is needed. We often refer clients to other home repair partners for larger scale repair needs that our technicians are unable to complete. Some clients need extensive repairs, but are placed on lengthy waitlists by our partner agencies. We received numerous calls throughout this quarter from potential new CDBG clients, including those with urgent emergency needs, who were put on a waitlist as we had already allocated CDBG funding and met our contract goal for the year—our waitlist for services in the CDBG area is already over 25 names long. These clients were left with few options, as most of the other home repair partners had similar funding limitations throughout the fourth quarter.

We also encounter service gaps when working with clients that need extensive repairs that we, and other home repair partners, are unable to provide. Many of our clients are in desperate need of roof repair, furnace or water heater replacement, or plumbing services which we cannot provide due to prohibitive costs.

4. TRENDS

CEP strives to ensure that our services are accessible to underserved populations in Portland, including low-income seniors, people with disabilities, and people of color. Our client numbers demonstrate our success in targeting our In-Homes Repair and Weatherization services to the people who need them most. During this fiscal year, forty-six percent of our clients were people of color. Fifty-six percent of clients were extremely low-income, earning less than 30% of the Median Family Income. Ninety percent of clients were at or under 50% MFI. Seventy-two percent of our clients reported having a disability. Eighty-six percent of our clients were homeowners, and over eighty percent of the households we served had a female head of household.

5. ADDITIONAL COMMENTS

As an employer, we aim to employ a diverse workforce that reflects the diverse community in our city and advances equity goals. Our staff speak multiple languages, including Spanish and Russian, both enriching our workplace and helping us to provide service to a broad range of Portland's citizens.