

# 2011 Energy Snapshot

Community Action Partnership of Oregon  
Oregon Housing and Community Services and  
Oregon Energy Coordinators Association

## Data provided by Oregon's 17 Community Action Agencies and Oregon Housing and Community Services:

ACCESS, Inc.	Lane County Human Services Commission
Clackamas County Social Services	Mid-Columbia Community Action Council
Community Action Team, Inc.	Mid-Willamette Valley Community Action Agency
Community Action Organization	Multnomah County Department of County Human Services
Community Action Program of East Central Oregon	NeighborImpact
Community Connection of Northeast Oregon, Inc.	Oregon Coast Community Action
Community In Action Agency	United Community Action Network
Community Services Consortium	Yamhill Community Action Partnership
Klamath and Lake Community Action Services	

*Many households have turned to their local agency in crisis this winter because it has been substantially colder this year and rates for many utilities in Oregon have increased. With the availability of jobs still low and many households exhausting unemployment benefits, the need for help with essential services continues to grow.*

*This document reports the status of low-income bill payment assistance programs operated by local Community Action Agencies throughout Oregon for the week of January 3 - 7, 2011. It is a survey of the need for energy assistance in Oregon and the efforts of Community Action Agencies to address it.*

*Community Action Agencies provide energy assistance as part of a continuum of services that can include home weatherization, budget counseling, nutrition and food assistance, job training, housing and a variety of other locally needed programs. It is their goal to not only help households out of temporary crisis, but to help Oregonians increase their access to resources so they can thrive.*

You will also find this report posted on the web site: [www.caporegon.org](http://www.caporegon.org)

For questions, or to request additional information, please contact Jess Kincaid at [jess@caporegon.org](mailto:jess@caporegon.org)

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## Executive Summary

Each and every day all across Oregon Community Action Agencies answer calls for help and provide an array of services and supports that help stabilize families and keep communities whole. One of the important services they provide is energy assistance for income qualified households. The benefit of energy assistance extends far beyond help with utility bills. It helps Oregonians use their limited resources to pay their rent or mortgage, to pay for their prescriptions and to purchase food for their families. Energy assistance helps Oregonians stay warm and safe and in their homes.

Oregon's Community Action Agencies provide energy assistance as part of a comprehensive array of services and supports. Agencies leverage funding provided by many of Oregon's electric, gas and water utilities, ratepayers, and donations from community members with funding provided by the federal Low-Income Home Energy Assistance Program (LIHEAP).

Each winter the network of service providers performs a week long detailed analysis of the delivery of energy assistance programs in Oregon. During a one week period in January, each of the 17 Energy Assistance Programs in Oregon reported on the number of requests received and the services they were able to provide. This information is compiled and summarized in the Energy Snapshot and used to demonstrate the impact and utilization of energy assistance.

During the week of January 3 – 7, 2011, more than 56,000 households in Oregon contacted their local Community Action Agency for help with their heating bill. Agencies providing services had enough funding to help only nine percent of them. It would require half of the energy assistance funding available for the entire year to provide services to the households in need during just this week.

The current need for safety net programs is staggering. The job market in Oregon remains tight and many have exhausted unemployment benefits, leaving them with no resources to pay for food, housing, medical bills or utilities. Oregon is among the states hit hardest by the economic downturn. Utilization of Supplemental Nutrition Assistance Program benefits, previously known as food stamps, is among the highest in the nation, as is our foreclosure rate. Many households are at the point of crisis and are turning to their local Community Action Agency for help.

The 2011 Energy Snapshot illustrates the crucial role that Community Action Agencies play in ensuring that people across the state are able to meet their basic needs.

## Statewide Snapshot Summary for the week of January 3 - 7, 2011

### Energy Service Requests

Service Needed	# Calls
Electric/Gas Already Shut Off	454
Utility Shut Off Notice	4,120
No-Heat Emergencies	335
Medical Emergencies	224
Non-Emergency Requests*	51,373
<b>TOTAL REQUESTS</b>	<b>56,506</b>

### Services Provided

Program	Households Served
LIHEAP	3,321
OEAP	1,026
Oregon Heat	67
Other	484
<b>TOTAL SERVED</b>	<b>4,898</b>

\* Non-Emergency Requests include all other requests for energy assistance, such as calls from households not at risk of shut off or loss of heat and households that do not income qualify for assistance under current guidelines.

Because the final level of LIHEAP funding for this heating season is unknown, ACCESS, Inc. has needed to overcome many challenges in pursuit of meeting the requests of their clients. ACCESS, Inc. hired only one temporary staff member to serve households in need this season, but has been able to utilize many existing personnel to assist the program in a multitude of capacities. ACCESS, Inc. was also able to partner with two additional community centers in order to serve senior and disabled populations in a location closer to their homes so that they would not need to travel long distances in order to apply for help.

When ACCESS, Inc. opened their doors to the general public on December 1, 2010, they received approximately 300 calls during the first day. ACCESS, Inc. continues to have a high demand for assistance this heating season.

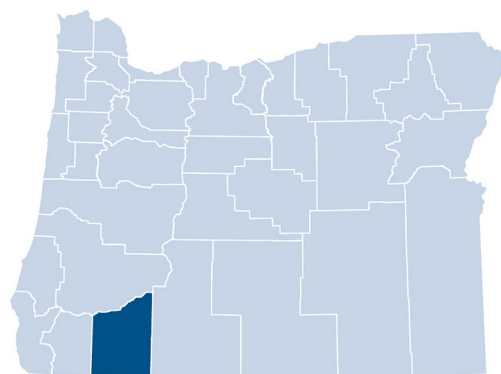
## Services Provided

Program	Households Served
LIHEAP	93
OEAP	72
Oregon Heat	5
Other	0
<b>TOTAL SERVED</b>	<b>170</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	14
Furnace Not Working	3
No-Heat Emergencies	12
Medical Emergencies	1
Non-Emergency Requests	759
<b>TOTAL CALLS</b>	<b>1,057</b>

ACCESS, Inc.  
P.O. Box 4666, 3630 Aviation Way,  
Medford OR 97501  
541-774-4322  
www.access-inc.org  
Jackson County



A family came to ACCESS, Inc. for energy assistance for the first time this winter with a disconnection notice in their hand. The husband had recently been laid off from work and the wife stays home with their child. The wife began crying when we were able to credit their bill with the amount that was needed to keep services on. They were really thankful to ACCESS, Inc. because we were available to prevent the immediate threat of disconnection and provide a small cushion to ensure that they remain warm during the winter as they get back on their feet.

An eighty four year old client came in for her energy appointment. Her income was small and fixed and she needs energy assistance every year in order to heat her home. ACCESS, Inc. was able to assist her with a \$250 payment to her utility bill. The client stated that she was not sure if she could have gotten through the winter without the help she received from ACCESS, Inc.

\*Please see the 2011 OHCS Poverty Report for further information on ACCESS, Inc.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

Clackamas County Social Services opened their Energy Assistance Line to all callers on December 1, 2010. The agency received 729 calls on December 1st alone. During the time period between December 1 and December 9, a total of 1,738 calls were received on the Energy Assistance Line. The agency determined at this time that it would take approximately three months to serve the very large number of callers on the wait list. On December 9th, non-emergency and shut-off wait lists were closed, and callers were asked to call back after March 1st. The agency continues to accept calls and to serve those who have emergencies including: households with no heat; households that have had electricity or gas disconnected; and households with a medical emergency that requires the use of electricity or gas.

During the time period of the Energy Snapshot, January 3 through January 7, 2011, the agency had 1,173 clients on their wait list. This number included 545 callers with an electricity or gas disconnection notice and 443 callers with no emergency, but who still needed help to pay their winter heating bills. In addition, the agency had 627 applications waiting for processing, for a total of 1,800 clients waiting for service.

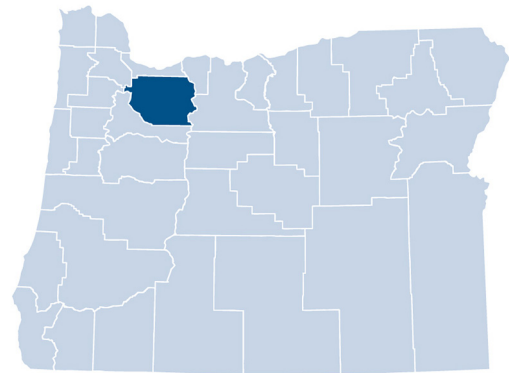
## Services Provided

Program	Households Served
LIHEAP	91
OEAP	80
Oregon Heat	8
Other	54
<b>TOTAL SERVED</b>	<b>233</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	48
Furnace Not Working	16
No-Heat Emergencies	47
Medical Emergencies	127
Non-Emergency Requests	253
<b>TOTAL CALLS</b>	<b>491</b>

Clackamas County Social Services  
 PO Box 2950, 2051 Kaen Road  
 Oregon City OR 97045  
 (503) 655-8640  
[www.clackamas.us/socialservices](http://www.clackamas.us/socialservices)  
 Clackamas County



A client contacted Clackamas County Social Services because both his PGE and NW Natural utility services were scheduled to be disconnected in January. He had been self-employed for many years, but recently his business went under as a result of the downturn in the economy and a lack of work to sustain him. He was forced to collect unemployment benefits after closing his business, but his income was now severely reduced. His wife was having similar difficulties. Though she was able to continue employment, her hours and income had been reduced as well. The family had always been able to pay their utility bills before their loss of work, and they were requesting help for the first time. Clackamas County Energy Assistance was able to provide payments that kept both the gas and electric service connected and helped them stay in their home with the electricity and heat on while they continue to look for work.

\*Please see the 2011 OHCS Poverty Report for further information on Clackamas County Social Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

As thousands of Oregonians face the loss of unemployment benefits, assistance programs like LIHEAP have become increasingly necessary to keep households from experiencing crisis. By providing help, Community Action is also providing hope for families struggling to meet basic needs like heat. During the week of the energy snapshot, Community Action tracked 43,000 calls to the energy assistance hotline. As the need for assistance reaches all time highs, a staff of 13 struggle to respond to every request and experience firsthand the desperation and frustration of those reaching out to Community Action during a time of great need.

Community Action, along with Community Action Agencies across the country, has played a significant role in the community safety net for more than forty-years, working hard to sustain vital services needed to keep families from falling into poverty. This role, and this responsibility, is more relevant than ever before.

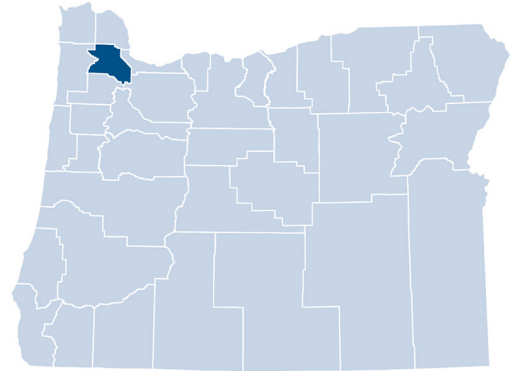
## Services Provided

Program	Households Served
LIHEAP	108
OEAP	214
Oregon Heat	9
Other	24
<b>TOTAL SERVED</b>	<b>355</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	96
Furnace Not Working	17
No-Heat Emergencies	18
Medical Emergencies	25
Non-Emergency Requests	42,790
<b>TOTAL CALLS</b>	<b>43,087</b>

Community Action Organization  
 1001 SW Baseline Street  
 Hillsboro, OR 97123  
 (503) 648-6646  
[www.CommunityAction4u.org](http://www.CommunityAction4u.org)  
 Washington County



**In the middle of a colder and wetter than average Oregon fall, a homeowner CAO has been working with and received a new oil furnace through our Weatherization Program. Unfortunately, the underground heating oil tank accumulated water after the furnace was installed, which made her new furnace inoperable. Our weatherization team had no additional funding available to help her so they contacted Energy Assistance to see if we could help in any way. The team in energy assistance worked with our partners Oregon Heat and ORRCo (Oil Re-Refining Company) to arrange to have ORRCo remove the excess water using LIHEAP Leverage dollars. ORRCo responded quickly and removed 30 gallons of water from her oil tank, but most importantly they were also able to leave her with more than 300 gallons of heating oil that she could still use. She is currently installing a safe, above ground oil tank at her home which we will be able to fill with oil through the use of LIHEAP funding. When she discovered the assistance we would be able to provide the 78 year old client told us: "This is my Christmas gift! Thank you and please tell everyone thank you!"**

\*Please see the 2011 OHCS Poverty Report for further information on Community Action Organization Serving Washington County [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Community Action Program of East Central Oregon

Winter arrived early in North East Oregon this year, and because of this many households came in concerned as to “how they would be able to maintain and pay for their heat.” Households began calling the second week in October, long before funding arrived, hoping Community Action Program of East Central Oregon could provide assistance early this year in response to the cold.

Despite a need for services that has outpaced available funding in the counties served by CAPECO, the agency has been able to work with their communities to ensure that few get to the point of emergency before they turn to the agency for help.

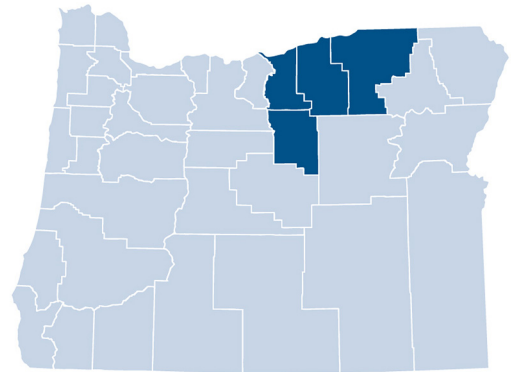
## Services Provided

Program	Households Served
LIHEAP	209
OEAP	10
Oregon Heat	0
Other	1
<b>TOTAL SERVED</b>	<b>220</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	5
Furnace Not Working	1
No-Heat Emergencies	6
Medical Emergencies	0
Non-Emergency Requests	685
<b>TOTAL CALLS</b>	<b>837</b>

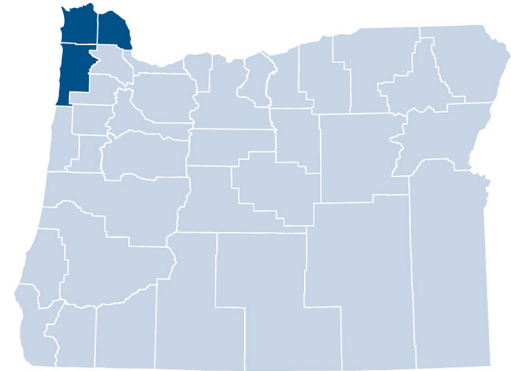
Community Action Program of East Central Oregon (CAPECO)  
 721 SE 3rd Street Ste. D  
 Pendleton, OR 97801  
 (800) 752-1139  
[www.capeco-works.org](http://www.capeco-works.org)  
 Wheeler, Umatilla, Morrow and Gilliam Counties



*A family with two children came in to the Community Action Program of East Central Oregon office seeking assistance with their heating bill. They had never asked for help from us in the past, but with the loss of a job and only the ability to find limited part-time work, paying all of their bills was impossible for them. While working with them we found out that their furnace had been malfunctioning. CAPECO helped the family with energy assistance and was also able to send a furnace technician to their home to replace the part that had been malfunctioning. Now the furnace is functioning efficiently and the family is able to keep their children warm.*

\*Please see the 2011 OHCS Poverty Report for further information on Community Action Partnership of East Central Oregon. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

Community Action Team, Inc.  
 125 N. 17th St.  
 St. Helens, OR 97051  
 (503) 397-3511  
[www.cat-team.org](http://www.cat-team.org)  
 Clatsop, Tillamook and Columbia Counties



On September 29th the Energy Services Program at CAT began to take names for their waiting list for the 2011 program year. By the first week of January they had 2,145 households on the waiting list for assistance, many of whom they may not be able to help due to an anticipated funding decrease in LIHEAP.

This season CAT has seen a shift in people applying for assistance. The majority of households seeking assistance either have a shutoff notice, are currently disconnected from a utility service or without a bulk heating fuel like oil, propane, wood or pellets. These clients are considered in, or near, emergency.

CAT is also experiencing an increase in the number of new households seeking services as the downturn in the economy effects increasing numbers of previously “middle class” households.

A family of five, who were first-time energy assistance clients, turned to Community Action Team this winter for assistance in avoiding a shutoff with their electric company. A year ago the husband had been laid off from his job with a local mill, and he and his wife have both been unsuccessful in their search for work. They have since depleted their savings and his unemployment has not been enough to cover all of their expenses. With our assistance we were able stop the electricity shutoff from occurring and help to keep this family in their home through the holidays.

CAT also worked with a single mother of four who has had difficulty finding full time work in Columbia County. Her only source of income is part time work in a local retail store and medical assistance for her children. She did not have enough money in her very tight budget to have oil delivered in order to heat her home. Through the use of energy assistance funds CAT was able to help fill her oil tank and keep the mother and her children warm.

## Services Provided

Program	Households Served
LIHEAP	108
OEAP	30
Oregon Heat	3
Other	173
<b>TOTAL SERVED</b>	<b>314</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	12
Furnace Not Working	2
No-Heat Emergencies	6
Medical Emergencies	0
Non-Emergency Requests	136
<b>TOTAL CALLS</b>	<b>204</b>

\*Please see the 2011 OHCS Poverty Report for further information on Community Action Team, Inc.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Community Connection of Northeast Oregon, Inc.

When CCNO started taking client names for energy assistance this year they received a flood of requests for funding. The number of calls during the first two weeks was overwhelming, and the requests for help continue to come in at a steady rate. CCNO serves a portion of Oregon that is particularly cold and has experienced a harsh winter to date. Night time lows have often dropped below zero degrees. In their section of the state, a household without heat can be at risk of serious health impacts from the cold.

CCNO is in a territory where little leveraging funding is available to help extend federal LIHEAP resources. Because of this, the number of households they can assist is typically reduced to only a small percentage of the need. The agency currently has a wait list of nearly 800 households and continues to receive more requests for assistance each day.

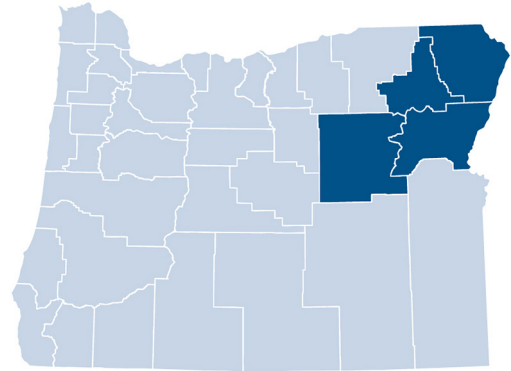
## Services Provided

Program	Households Served
LIHEAP	110
OEAP	0
Oregon Heat	0
Other	10
<b>TOTAL SERVED</b>	<b>120</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	15
Furnace Not Working	1
No-Heat Emergencies	9
Medical Emergencies	0
Non-Emergency Requests	57
<b>TOTAL CALLS</b>	<b>150</b>

Community Connection of Northeast Oregon, Inc. (CCNO)  
 104 Elm Street  
 LaGrande, OR 97850  
 (541) 963- 3186  
 www.ccno.org  
 Baker, Grant, Union and Wallowa Counties



CCNO recently assisted a senior household with propane heating. The number of residents in the home recently grew with the addition of a family member and the family took in a friend who was homeless and pregnant with twins. Despite their efforts to support their newly expanded household, they used all their propane and were unable to purchase more. They requested assistance in heating their home and we were able to help them. Had it not been for our assistance, they would have been in a no heat situation when the outside temperatures had been below freezing for days.

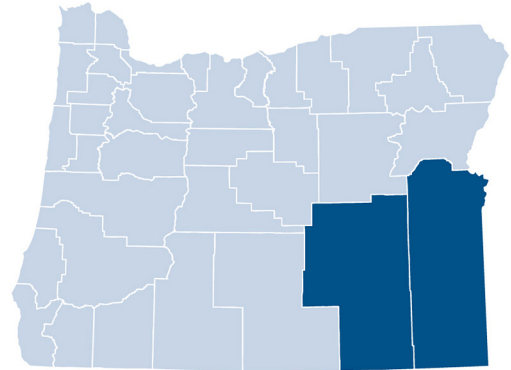
A household was referred to CCNO by the local mental health agency because they didn't have any heat in their home. A Community Connection caseworker did a home visit because they also did not have access to transportation and found at that time they had a 48-hour power shut-off notice in addition to their lack of heat. The head of household was recently laid-off from his seasonal job and had very minimal income during the past 30 days. This household was assisted with LIHEAP, which alleviated the 48 hour shut off notice. Had it not been for the assistance from CCNO, this household would have been living in a home with no heat while it was below zero outside.

\*Please see the 2011 OHCS Poverty Report for further information on Community Connection of Northeast Oregon, Inc. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

The downturn in the economy has hit Harney and Malheur counties particularly hard, and has resulted in a drastic increase in the need for safety net programs. In addition, this winter has been harsh and temperatures have dropped well into the teens most nights. Community in Action Agency relies heavily on federal LIHEAP funding for the delivery of energy assistance programs in their region. This season funding has been, to date, reduced forcing them to prioritize clients and only serve the applicants who demonstrate the very highest need.

At Community in Action Agency the entire staff is working together to help keep the heat on for as many households as possible. They're also looking forward for creative solutions to provide assistance when the funding runs out.

Community In Action Agency  
 49 NW 1st Street, Suite #6A  
 Ontario, OR 97914  
 (541) 889-1060  
[www.communityinaction.info](http://www.communityinaction.info)  
 Harney and Malheur Counties



## Services Provided

Program	Households Served
LIHEAP	149
OEAP	Not Applicable
Oregon Heat	Not Applicable
Other	0
<b>TOTAL SERVED</b>	<b>149</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	13
Furnace Not Working	2
No-Heat Emergencies	1
Medical Emergencies	0
Non-Emergency Requests	577
<b>TOTAL CALLS</b>	<b>606</b>

Low-Income Home Energy Assistance Program (LIHEAP) funding is also used to provide emergency heating system repairs to households with no alternate heating source. In many cases, Community Action Agencies are able to use LIHEAP funds to help households with a life-threatening situation.

The weatherization team at Community In Action Agency discovered one such life-threatening situation during an energy audit. The agency had been working with a wheelchair dependent client to weatherize his home and as part of an energy audit, their auditors cycled the client's furnace and found that it was literally glowing red from overheating. They immediately called an HVAC contractor to look at the furnace. The contractor found the furnace to be highly unsafe and in immediate risk of catching fire. Because of the client's disability, they believed it was unlikely he would have escaped a fire in the home.

Community In Action Agency was able to replace the client's furnace, and potentially save his life, through the use of LIHEAP funding.

\*Please see the 2011 OHCS Poverty Report for further information on Community in Action Agency.

[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

Demand for energy assistance remains as strong, if not stronger, than last program year. Appointments for LIHEAP at CSC are currently booked into mid April, with no guarantee that they will have the funds to cover the appointments scheduled after mid-February. Without additional funding, these appointments will have to be canceled. Many families contacting CSC for help are also having issues making rent or mortgage payments. Referrals to other programs are up from last year, though resources for these programs, such as Homeless Prevention and Rapid Re-Housing, are beginning to dwindle.

CSC is seeing a large increase in the number of families who have doubled their household's size since last year as a result of taking in extended family or friends. Now, many of these households are at risk of becoming homeless because their incomes have continued to shrink. Many are now losing their unemployment benefits with no hope of extension, and few job openings are available in the community.

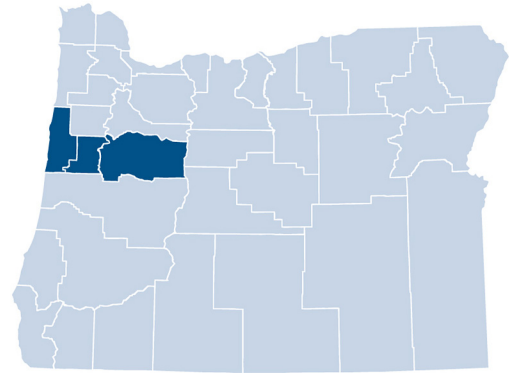
## Services Provided

Program	Households Served
LIHEAP	212
OEAP	93
Oregon Heat	6
Other	33
<b>TOTAL SERVED</b>	<b>344</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	7
Shut Off Notice	350
No-Heat Emergencies	6
Medical Emergencies	0
Non-Emergency Requests	262
<b>TOTAL CALLS</b>	<b>625</b>

Community Services Consortium  
 545 SW 2nd, Suite A  
 Corvallis, OR 97333-4466  
 (541) 752-1010  
[www.csc.gen.or.us](http://www.csc.gen.or.us)  
 Benton, Lincoln and Linn Counties



Community Services Consortium was able to provide energy assistance to a family of four that was struggling financially because of both the cost of cancer treatment and the expiration of their unemployment insurance. Through the use of energy assistance funding, they were able to prevent an imminent shut off of their utility service and keep the heat on in the family's home.

CSC was also able to use energy assistance funds provided by ratepayers of the local gas utility to help a mother of two children who had recently lost her spouse. The family was facing disconnection of service, but CSC worked to maintain service so they could continue to heat their home.

\*Please see the 2011 OHCS Poverty Report for further information on Community Services Consortium.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Klamath and Lake Community Action Services

Klamath and Lake Community Action Services changed their program delivery process this year in response to the growing demand in their community. These changes involved serving more clients in house and adding staff to support the services.

They were given quite a challenge to hire and train an entire new team within a month before they opened their doors, but their new team met the challenge. On October 1 they began serving clients in their office, and they haven't slowed down since.

The agency currently has appointments scheduled through the end of March because the need in their community still outpaces the resources they have available to hire staff. By mid-January the agency, in combination with their partners, had already provided energy assistance payments to over 2,000 households.

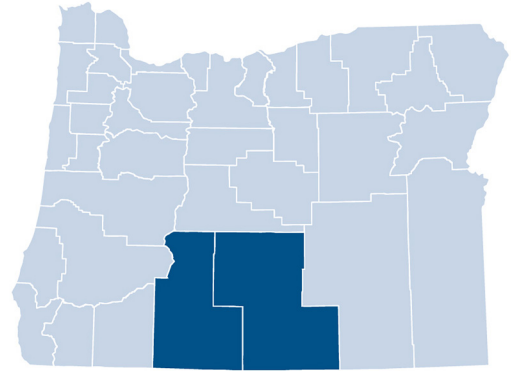
## Services Provided

Program	Households Served
LIHEAP	201
OEAP	87
Oregon Heat	4
Other	238
<b>TOTAL SERVED</b>	<b>530</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	12
Furnace Not Working	2
No-Heat Emergencies	17
Medical Emergencies	1
Non-Emergency Requests	457
<b>TOTAL CALLS</b>	<b>550</b>

Klamath and Lake Community Action Services  
 1803 Main Street,  
 Klamath Falls, OR 97601  
 (541) 882-3500  
 www.klcas.org  
 Klamath and Lake Counties



A client with two children turned to Klamath and Lake Community Action Services for energy assistance this fall. She had recently left an abusive relationship with the children's father, but didn't remember to change the power bill out of her name when she left. When she applied to have service connected at her new residence, she discovered that he had not paid the utility bills that were still in her name, and she was required to pay them off before she could have service at her new home. KLCAS was able to help her transfer the old bill out of her name and was able to help her cover the arrearage that had been run up. The client was so thrilled she began to cry, and the LIHEAP intake worker she had met with began to cry as well. When she left their office she looked younger and brighter, you could see the weight that this had taken off her shoulders.

KLCAS also helped a client who came in because her furnace was blowing cold air. She didn't know where else to go and couldn't afford to have a repairman come out. The KLCAS intake worker took her and her father over to their furnace replacement specialist and he told them we would send someone out to look at it. At first she was nervous because she couldn't afford a repairman but when she was told she wouldn't have to pay for it she beamed with delight and her father began to cry. They were very appreciative for the help. She is also now working with our Benefits Specialist who is helping her apply for Social Security Disability benefits.

\*Please see the 2011 OHCS Poverty Report for further information on Klamath and Lake Community Action Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Lane County Human Services Commission

Lane County opened their wait list for energy assistance funding on November 1, 2010, and was forced to stop adding potential clients to the list on November 30, 2010, before the cold winter months even began. After three months of serving clients and additional allocations of funding they still have 5,743 more households on their wait list than they project to have funding to serve.

Last winter, when the need for help was nearly as high, Lane County was able to keep their wait list open until March 15, a full three and a half months longer. The change this year reflects the increased urgency and competitiveness that households feel this year as the number of people who need help has dramatically increased while the amount of funding available to help them has decreased.

The agency recorded minimal requests for assistance during the first week of January because their available funding was already fully allocated.

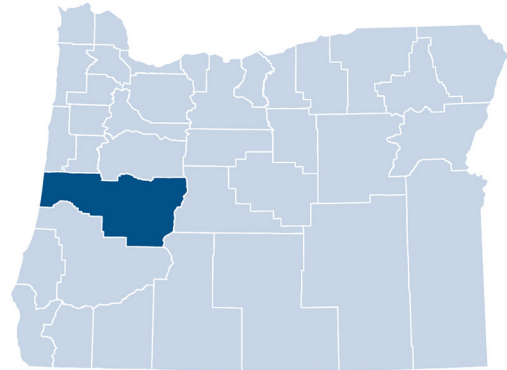
## Services Provided

Program	Households Served
LIHEAP	520
OEAP	0
Oregon Heat	0
Other	108
<b>TOTAL SERVED</b>	<b>628</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	1
Furnace Not Working	9
No-Heat Emergencies	0
Medical Emergencies	2
Non-Emergency Requests	77
<b>TOTAL CALLS</b>	<b>97</b>

Lane County Human Services Commission  
 125 E 8th Avenue  
 Eugene, OR 97401  
 (541) 682-3798  
[www.lanecounty.org/hsc](http://www.lanecounty.org/hsc)  
 Lane County



**An elderly woman turned to Lane County for help with her winter heating bill in November. Her husband had passed away a few days prior to her appointment, and the electric bill that she needed help paying had been in his name. Because of federal regulations surrounding the distribution of LIHEAP funding, the agency could not help the client unless the bill was in the name of a current member of the household. She technically did not qualify for energy assistance.**

**The energy assistance team at this remote Lane County office helped her put the account into her own name, but then found that due to her lack of previous payment history she would also need to make a deposit on the account before the utility would connect service. With creative thinking, the team at the LIHEAP office was able to process a regular payment and an additional crisis payment that matched the amount of the deposit. This left her in good standing with the electric company, with her own name on her account and the debt to the utility paid. The LIHEAP office also advised her on her eligibility for other benefit programs.**

\*Please see the 2011 OHCS Poverty Report for further information on Lane County Human Services Commission. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

When Mid-Columbia Community Action Council started serving clients on December 1st they made appointments for over 750 households in the three counties that they serve. Because the number of households seeking assistance is more than they have staffing to serve right away, they currently have appointments booked through the end of March just to serve this first group of households. The agency currently has a wait list of over 300 households that they are unsure whether they will have funding to serve.

MCCAC has also seen an increase in the number of households turning to them with notices that their electric or gas will be shut off soon, and an increase in households who turn to them after their service has been disconnected.

Electric rates for many residents of Hood River, Wasco and Sherman counties increased by fifteen percent on the first of January. MCCAC is expecting a dramatic increase in the number of requests for assistance when these customers receive their first bills with the new rate.

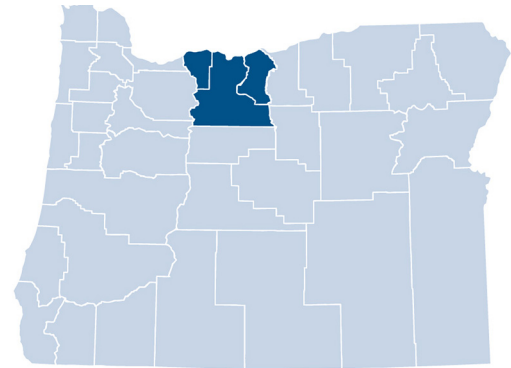
## Services Provided

Program	Households Served
LIHEAP	54
OEAP	11
Oregon Heat	1
Other	8
<b>TOTAL SERVED</b>	<b>74</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	0
Furnace Not Working	0
No-Heat Emergencies	2
Medical Emergencies	0
Non-Emergency Requests	17
<b>TOTAL CALLS</b>	<b>72</b>

Mid-Columbia Community Action Council  
 P.O. Box 1969  
 The Dalles, OR 97058  
 (541) 298-5131  
 www.mccac.com  
 Hood River, Wasco and Sherman Counties



Mid-Columbia Community Action Council met a client as a result of her need for help purchasing oil to heat her home, but quickly discovered that she was an ideal candidate for many of the other services that the agency provides. As the agency reviewed the client's income and bills to ensure that she was eligible for services, they discovered that her monthly bills totaled more than her \$700 per month income.

Community Action Agencies provide many programs that compliment energy assistance. At MCCAC, for example, they are able to provide clients with assistance paying water, telephone and garbage bills through partnerships with other agencies, non-profits and contractors interested in helping their community. When programs like energy assistance aren't enough to help households in need, agencies like MCCAC are able to work with clients to help them access other services that are available in their community.

\*Please see the 2011 OHCS Poverty Report for further information on Mid-Columbia Community Action Council.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

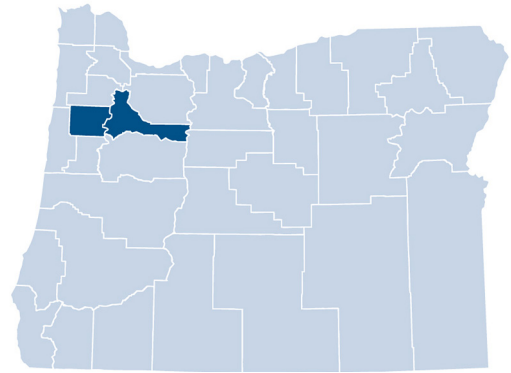
# Mid-Willamette Valley Community Action Agency

Mid-Willamette Valley Community Action Agency, Inc. started taking applications for assistance with winter heating bills on December 1st. By December 9, 2010, however, they had already spoken with more households than they expected to have funding to serve during the entire year.

Because funding levels for staffing energy assistance programs are a fixed portion of the total funding available, they were forced to schedule appointments for as much as two months into the future. For households that turned to the agency in December waiting until February for help with their heating bills means that they will likely accrue two months worth of late payments on top of the bill they were already unable to cover.

The need for assistance continues to grow, and without additional funding MWVCAA expects to distribute all of their resources by mid-February.

Mid-Willamette Valley Community Action Agency  
 2475 Center Street NE  
 Salem, OR 97301  
 (503) 585-6232  
[www.mwvcaa.org](http://www.mwvcaa.org)  
 Marion and Polk Counties



A single 72 year old woman turned to MWVCAA for assistance during the week of the energy assistance snapshot. She had never requested assistance before, and was very uncomfortable. When their intake worker requested the necessary income documentation the client became very argumentative and refused. But their staff, because they have experience in working with households in crisis, talked with her until she became comfortable again. They found that she was living on a limited income, not receiving food stamps, wasn't turning on her heat, and in fear of losing her home. By the end of the intake the client transformed. She left expressing how thankful she was and was extremely appreciative that there were such services available.

A senior client contacted MWVCAA's energy team to tell them that her furnace stopped working in the middle of the night and she now had no heat. She verified that the breaker to the furnace was on and the pilot light was lit so they sent a heating technician to diagnose the furnace problems. He became very ill during his short time in the home. Their technician knew the life threatening risk this posed to this senior client and immediately shut the furnace off. They quickly discovered that the heat exchanger in the furnace was cracked and the carbon monoxide sensor was not working to detect the deadly gas. The energy team was able to save this woman's life through the combination of a quick response time and the education in the warning signs of carbon monoxide poisoning.

## Services Provided

Program	Households Served
LIHEAP	346
OEAP	35
Oregon Heat	0
Other	19
<b>TOTAL SERVED</b>	<b>400</b>

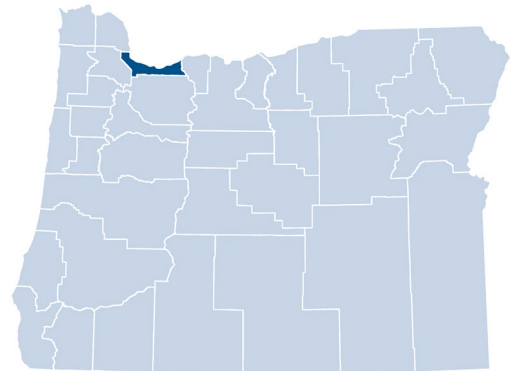
## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	46
Furnace Not Working	3
No-Heat Emergencies	13
Medical Emergencies	0
Non-Emergency Requests	569
<b>TOTAL CALLS</b>	<b>1,069</b>

\*Please see the 2011 OHCS Poverty Report for further information on Mid-Willamette Valley Community Action Agency. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Multnomah County Department of County Human Services

Multnomah County Dept. of County Human Services  
 421 SW Oak St. Ste 200  
 Portland, OR 97204  
 (503) 988-6295  
[www.co.multnomah.or.us/dchs](http://www.co.multnomah.or.us/dchs)  
 Multnomah County



Multnomah County is working hard to meet the growing need for energy assistance this season. In addition to the reduction in funding and increase in electric utility costs in their area, they are facing the reality that many of the local non-profits that assist them with client services no longer have enough funding to keep their doors open. As a result, potential clients have fewer places to turn for assistance this season.

The agency and their partners are working to streamline the administrative process so that households who receive energy assistance see the credit on their bill the very next day. This helps prevent additional late payment fees and reduces the likelihood of shutoff for households that are nearing crisis.

## Services Provided

Program	Households Served
LIHEAP	338
OEAP	341
Oregon Heat	26
Other	137
<b>TOTAL SERVED</b>	<b>842</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	117
Furnace Not Working	5
No-Heat Emergencies	36
Medical Emergencies	2
Non-Emergency Requests	3,313
<b>TOTAL CALLS</b>	<b>4,474</b>

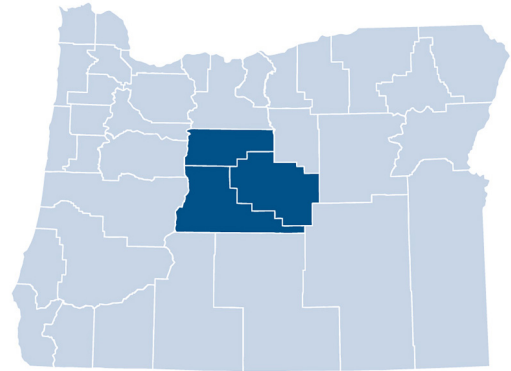
**One of Multnomah County's service partners, Human Solutions, met a woman this winter that was in desperate need of assistance with heating oil. Her mortgage payments had recently increased to more than she could afford and she was unable to heat her home with the little money that she had left after paying it. The woman's oil tank was completely empty when she turned to them for help, and she was heating her home with one small space heater that she would move from room to room with her. Human Solutions was able to help the woman get heating oil the same day she came in so that she could heat her home safely and wouldn't have to depend on the unreliable space heater. The woman had tears in her eyes when she shared with us that "Human Solutions is a wonderful agency that really cares about people."**

\*Please see the 2011 OHCS Poverty Report for further information on Multnomah County Department of County Human Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

When NeighborImpact opened their phone lines for energy assistance calls this fall the requests for assistance were immediate and overwhelming. In response, the agency added several staff to help answer the phones for the first couple weeks until the requests slowed. The agency is faced with having far less funding than would be necessary to meet the need, and because of this has needed to prioritize households with shut-off notices and those with their utility service already disconnected.

The pace of phone calls has slowed since the first week, but they still receive substantially more requests than they have funding for services and program staffing to respond to. They currently receive approximately four times the number of requests for assistance each week than they are able to serve.

NeighborImpact  
 2303 SW First Street  
 Redmond, OR 97756  
 (541) 548-2380  
[www.neighborimpact.org](http://www.neighborimpact.org)  
 Crook, Dechutes and Jefferson Counties



NeighborImpact had a client call their office for assistance this winter who was completely out of fire wood, the only means that she had with which to heat her home. She said her family had already burned a dresser and their picnic table and they were considering dismantling their front porch in order to heat their home as the weather was turning cold again.

Later the same day, a man stopped by to say that he had a friend who had entered a raffle and had won a cord of wood, but had no fireplace or wood stove. He wondered whether their team knew anyone who was in need of wood. NeighborImpact immediately called the woman whom they had spoken with earlier that day. They were able to match the household with the raffle prize with the household in need of wood. They were also able to provide her with additional wood from one of our wood vendors with the help of energy assistance funding.

The agency is happy to report that the client's front porch is still intact!

## Services Provided

Program	Households Served
LIHEAP	286
OEAP	74
Oregon Heat	0
Other	0
<b>TOTAL SERVED</b>	<b>360</b>

## Energy Service Requests

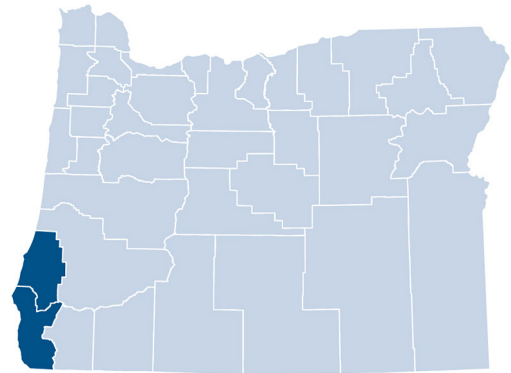
Service	# Calls
Electric/Gas Already Shut Off	26
Furnace Not Working	0
No-Heat Emergencies	29
Medical Emergencies	5
Other	1,005
<b>TOTAL CALLS</b>	<b>1,412</b>

\*Please see the 2011 OHCS Poverty Report for further information on NeighborImpact.

[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

When ORCAA opened their energy assistance wait list on October 1, 2010 they immediately had more than 700 households in need of help with their utility bills. By the first week of January, despite serving households continuously since October, their wait list had grown to over 1,300 households and they continue to receive hundreds of additional calls every week. The agency serves a large number of senior citizens, many of which are on fixed incomes, who count on energy assistance to heat their home in the winter. Many of these households are only able to afford to heat their homes for part of each winter and would go without heat for the remainder of the season without help from their local Community Action Agency.

Oregon Coast Community Action (ORCAA)  
 2110 Newmark Avenue  
 Coos Bay, OR 97420-2957  
 (541) 888-1574  
[www.orcca.us](http://www.orcca.us)  
 Coos and Curry Counties



This past season ORCAA had a female client that had always supported herself by offering in-home services to the elderly turned to the agency with a request for help with her heating bill. During her application for energy assistance she explained to their team why she was in need of help. She had recently been told by her doctor that she would have to stop this work because of the physical requirements or undergo shoulder surgery on both shoulders in order to repair the damage that the work was doing to her body. With help from other programs offered through the agency they were able to find light duty work for the client and help offset her lost income by covering her heating bill during surgery and rehabilitation.

The client has since recovered from the surgery and has returned to work, and returned to being able to pay her electric bill on her own.

## Services Provided

Program	Households Served
LIHEAP	108
OEAP	2
Oregon Heat	0
Other	0
<b>TOTAL SERVED</b>	<b>110</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	20
Furnace Not Working	1
No-Heat Emergencies	31
Medical Emergencies	6
Non-Emergency Requests	221
<b>TOTAL CALLS</b>	<b>612</b>

\*Please see the 2011 OHCS Poverty Report for further information on Oregon Coast Community Action.

[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

UCAN opened their energy assistance hotline on October 25th, but was forced to close it just 10 days later because the number of households on their wait list was already larger than they had projected to be able to serve during the entire heating season this year. Because of proposed funding reductions, UCAN is expecting to be able to help only half as many families as last year, despite creative efforts to extend the funding to as many households as possible.

For households struggling to cover their expenses the decision between paying utility or medical costs can be one that puts their health at serious risk. At UCAN they have seen a striking increase in the number of applicants that are dependent upon medical assistance devices that require electricity to operate. For these households, utility and medical costs overlap.

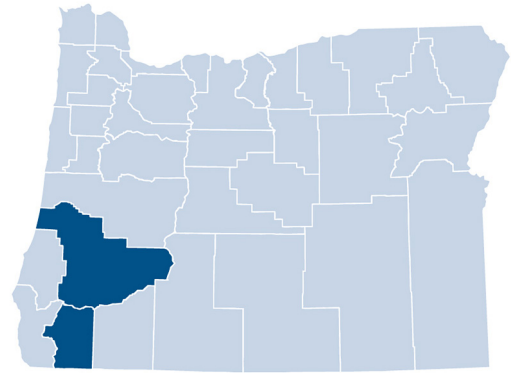
## Services Provided

Program	Households Served
LIHEAP	322
OEAP	36
Oregon Heat	7
Other	12
<b>TOTAL SERVED</b>	<b>377</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	16
Furnace Not Working	2
No-Heat Emergencies	35
Medical Emergencies	52
Non-Emergency Requests	749
<b>TOTAL CALLS</b>	<b>1,014</b>

United Community Action Network/UCAN  
 280 Kenneth Ford Dr.  
 Roseburg, OR 97470  
 (541) 672-3421  
[www.ucan-cap.org](http://www.ucan-cap.org)  
 Douglas and Josephine Counties



During the week of the energy assistance snapshot UCAN worked with a father whose newborn baby was being brought home from the hospital the next day. The baby had serious medical problems and in order to bring the baby home a team from a medical supply company was on their way to his house to set up equipment needed to keep the baby alive. When the father contacted UCAN he was facing disconnection of his power within a few days. UCAN was able to schedule an appointment for energy assistance with him that afternoon, and he was able to keep electric service on at his home that was necessary to sustain his new infant's life.

UCAN also worked with a client in her late 60's who was very quiet while answering the questions necessary to receive assistance with her utility bills. Her discomfort at the beginning of the process was evident in her short answers to questions and the manner in which she spoke. By the time UCAN finished the intake process she was so pleased to discover that they would be helping her with her heating bill that she had tears of joy streaming down her face. They soon learned that she had been using her limited funds to take care of her bills, and she had no money left for food.

\*Please see the 2011 OHCS Poverty Report for further information on United Community Action Network.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

# Yamhill Community Action Partnership

YCAP began accepting applications from households with a Senior or disabled member in October, and began accepting applications from households in need that do not meet these categories on the first of December. Because of the overwhelming need for energy assistance in their community and a reduction in federal funding levels for energy assistance, YCAP was forced to stop accepting applications for non-emergency energy assistance on December 10th. By the end of December their wait list had grown to over 300 households, and it continues to grow with an average of 20 households that are unable to pay their winter heating bills every day.

Since the beginning of October YCAP has been able to provide heating assistance to more than 1,250 households and is in the process of providing assistance for another 1,000.

Like last year, YCAP has been experiencing a high volume of “no heat” calls from households that are living without a working heat source in their home and have no ability to repair or replace their broken furnaces or heaters. During the month of December, YCAP responded to 12 requests that required repairs or replacement of systems. Without the ability to turn to their local Community Action Agency these households would have been forced to heat their homes with unsafe temporary heaters or their cook stoves.

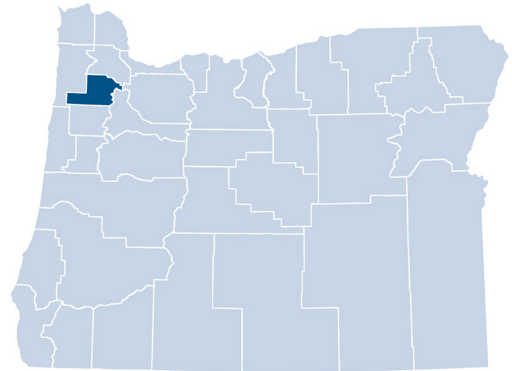
## Services Provided

Program	Households Served
LIHEAP	66
OEAP	17
Oregon Heat	0
Other	6
<b>TOTAL SERVED</b>	<b>89</b>

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	6
Furnace Not Working	2
No-Heat Emergencies	1
Medical Emergencies	3
Non-Emergency Requests	94
<b>TOTAL CALLS</b>	<b>140</b>

Yamhill Community Action Partnership (YCAP)  
 800 E. Second Street, P.O. Box 621 (mail)  
 McMinnville, OR 97128  
 (503) 472-0457  
[www.ycap.info](http://www.ycap.info)  
 Yamhill County



A household of two, one person with a disability and a fixed income, the other with recently exhausted unemployment benefits, went to YCAP while facing disconnection of their electric service. A new medical certificate was under consideration by the utility, but they could not prevent disconnection until it was finalized. Assistance was provided from both LIHEAP and rate payer contributions from customers of the utility and YCAP was able to keep electric service on to the home.

A household with two seniors applied for energy assistance while facing disconnection of both electric and natural gas accounts. The household has been faced with heavy medical bills as a result of multiple heart surgeries. They struggle to keep up with their energy costs in part because maintaining a stable health environment is imperative to their ability to stay alive. YCAP leveraged LIHEAP funding with other energy assistance funds they had available to prevent disconnection and place a small balance on the accounts in order to help them through the next winter month.

\*Please see the 2011 OHCS Poverty Report for further information on Yamhill Community Action Partnership.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

## Requests by County

Baker County	# Calls
Electric/Gas Already Shut Off	0
No-Heat Emergencies	3
Medical Emergencies	0
Non-Emergency Requests	20
<b>TOTAL REQUESTS *</b>	<b>37</b>

Benton County	# Calls
Electric/Gas Already Shut Off	0
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	46
<b>TOTAL REQUESTS *</b>	<b>97</b>

Clackamas County	# Calls
Electric/Gas Already Shut Off	48
No-Heat Emergencies	63
Medical Emergencies	127
Non-Emergency Requests	253
<b>TOTAL REQUESTS *</b>	<b>491</b>

Clatsop County	# Calls
Electric/Gas Already Shut Off	4
No-Heat Emergencies	2
Medical Emergencies	0
Non-Emergency Requests	34
<b>TOTAL REQUESTS *</b>	<b>46</b>

Columbia County	# Calls
Electric/Gas Already Shut Off	6
No-Heat Emergencies	5
Medical Emergencies	0
Non-Emergency Requests	56
<b>TOTAL REQUESTS *</b>	<b>94</b>

Coos County	# Calls
Electric/Gas Already Shut Off	18
No-Heat Emergencies	32
Medical Emergencies	4
Non-Emergency Requests	141
<b>TOTAL REQUESTS *</b>	<b>444</b>

Crook County	# Calls
Electric/Gas Already Shut Off	4
No-Heat Emergencies	2
Medical Emergencies	1
Non-Emergency Requests	431
<b>TOTAL REQUESTS *</b>	<b>497</b>

Curry County	# Calls
Electric/Gas Already Shut Off	2
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	80
<b>TOTAL REQUESTS *</b>	<b>168</b>

Deschutes County	# Calls
Electric/Gas Already Shut Off	20
No-Heat Emergencies	27
Medical Emergencies	3
Non-Emergency Requests	439
<b>TOTAL REQUESTS *</b>	<b>732</b>

Douglas County	# Calls
Electric/Gas Already Shut Off	3
No-Heat Emergencies	3
Medical Emergencies	12
Non-Emergency Requests	205
<b>TOTAL REQUESTS *</b>	<b>297</b>

Gilliam County	# Calls
Electric/Gas Already Shut Off	0
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	22
<b>TOTAL REQUESTS *</b>	<b>38</b>

Grant County	# Calls
Electric/Gas Already Shut Off	0
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	12
<b>TOTAL REQUESTS *</b>	<b>12</b>

## Requests by County Continued

<b>Harney County</b>	<b># Calls</b>	<b>Lake County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	2	Electric/Gas Already Shut Off	0
No-Heat Emergencies	1	No-Heat Emergencies	0
Medical Emergencies	0	Medical Emergencies	6
Non-Emergency Requests	200	Non-Emergency Requests	24
<b>TOTAL REQUESTS *</b>	<b>203</b>	<b>TOTAL REQUESTS *</b>	<b>30</b>
<b>Hood River County</b>	<b># Calls</b>	<b>Lane County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	0	Electric/Gas Already Shut Off	1
No-Heat Emergencies	0	No-Heat Emergencies	9
Medical Emergencies	0	Medical Emergencies	2
Non-Emergency Requests	34	Non-Emergency Requests	77
<b>TOTAL REQUESTS *</b>	<b>35</b>	<b>TOTAL REQUESTS *</b>	<b>97</b>
<b>Jackson County</b>	<b># Calls</b>	<b>Lincoln County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	14	Electric/Gas Already Shut Off	5
No-Heat Emergencies	15	No-Heat Emergencies	4
Medical Emergencies	1	Medical Emergencies	0
Non-Emergency Requests	759	Non-Emergency Requests	115
<b>TOTAL REQUESTS *</b>	<b>1057</b>	<b>TOTAL REQUESTS *</b>	<b>195</b>
<b>Jefferson County</b>	<b># Calls</b>	<b>Linn County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	2	Electric/Gas Already Shut Off	2
No-Heat Emergencies	0	No-Heat Emergencies	2
Medical Emergencies	1	Medical Emergencies	0
Non-Emergency Requests	139	Non-Emergency Requests	123
<b>TOTAL REQUESTS *</b>	<b>183</b>	<b>TOTAL REQUESTS *</b>	<b>333</b>
<b>Josephine County</b>	<b># Calls</b>	<b>Malheur County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	13	Electric/Gas Already Shut Off	11
No-Heat Emergencies	34	No-Heat Emergencies	2
Medical Emergencies	40	Medical Emergencies	0
Non-Emergency Requests	611	Non-Emergency Requests	377
<b>TOTAL REQUESTS *</b>	<b>717</b>	<b>TOTAL REQUESTS *</b>	<b>403</b>
<b>Klamath County</b>	<b># Calls</b>	<b>Marion County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	12	Electric/Gas Already Shut Off	43
No-Heat Emergencies	13	No-Heat Emergencies	12
Medical Emergencies	1	Medical Emergencies	0
Non-Emergency Requests	93	Non-Emergency Requests	607
<b>TOTAL REQUESTS *</b>	<b>180</b>	<b>TOTAL REQUESTS *</b>	<b>975</b>

## Requests by County Continued

<b>Morrow County</b>	<b># Calls</b>	<b>Union County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	0	Electric/Gas Already Shut Off	15
No-Heat Emergencies	0	No-Heat Emergencies	4
Medical Emergencies	0	Medical Emergencies	0
Non-Emergency Requests	31	Non-Emergency Requests	7
<b>TOTAL REQUESTS *</b>	<b>53</b>	<b>TOTAL REQUESTS *</b>	<b>61</b>
<b>Multnomah County</b>	<b># Calls</b>	<b>Wallowa County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	117	Electric/Gas Already Shut Off	0
No-Heat Emergencies	41	No-Heat Emergencies	3
Medical Emergencies	2	Medical Emergencies	0
Non-Emergency Requests	3313	Non-Emergency Requests	22
<b>TOTAL REQUESTS *</b>	<b>4474</b>	<b>TOTAL REQUESTS *</b>	<b>40</b>
<b>Polk County</b>	<b># Calls</b>	<b>Wasco County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	3	Electric/Gas Already Shut Off	0
No-Heat Emergencies	4	No-Heat Emergencies	1
Medical Emergencies	0	Medical Emergencies	0
Non-Emergency Requests	56	Non-Emergency Requests	16
<b>TOTAL REQUESTS *</b>	<b>94</b>	<b>TOTAL REQUESTS *</b>	<b>36</b>
<b>Sherman County</b>	<b># Calls</b>	<b>Washington County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	0	Electric/Gas Already Shut Off	96
No-Heat Emergencies	0	No-Heat Emergencies	35
Medical Emergencies	0	Medical Emergencies	25
Non-Emergency Requests	1	Non-Emergency Requests	339
<b>TOTAL REQUESTS *</b>	<b>1</b>	<b>TOTAL REQUESTS *</b>	<b>1,389</b>
<b>Tillamook County</b>	<b># Calls</b>	<b>Wheeler County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	2	Electric/Gas Already Shut Off	0
No-Heat Emergencies	1	No-Heat Emergencies	0
Medical Emergencies	0	Medical Emergencies	0
Non-Emergency Requests	34	Non-Emergency Requests	16
<b>TOTAL REQUESTS *</b>	<b>37</b>	<b>TOTAL REQUESTS *</b>	<b>27</b>
<b>Umatilla County</b>	<b># Calls</b>	<b>Yamhill County</b>	<b># Calls</b>
Electric/Gas Already Shut Off	5	Electric/Gas Already Shut Off	6
No-Heat Emergencies	7	No-Heat Emergencies	3
Medical Emergencies	0	Medical Emergencies	3
Non-Emergency Requests	623	Non-Emergency Requests	94
<b>TOTAL REQUESTS *</b>	<b>719</b>	<b>TOTAL REQUESTS *</b>	<b>140</b>

## Community Action Partnership of Oregon

945 Columbia Street NE  
Salem Oregon 97301-7205

Phone: 503.316.3951  
Fax: 503.363.0113  
E-mail: [jess@caporegon.org](mailto:jess@caporegon.org)  
[www.caporegon.org](http://www.caporegon.org)

### History and Mission

The Community Action Partnership of Oregon, CAPO, (formerly Community Action Directors of Oregon, CADO) is a private, non-profit association comprised of the Executive Directors of Oregon's Community Action Agencies, the Oregon Human Development Corporation and associate member agencies.

The mission of CAPO and member Community Action Agencies is to eradicate the causes and conditions of poverty that exist in Oregon. This anti-poverty work is done in collaboration with a variety of partners, representing local, state and federal governments, as well as community and advocacy groups, policy makers and leaders.

### Current Projects and Successes

Community Action Partnership of Oregon is involved in many projects that support local Community Action Agencies (CAA), and is working with organizations that are addressing the issue of poverty relief in the state of Oregon. CAPO has increased technical assistance to CAAs in order to help them improve their ability to be responsive to the effects of the recent economic downturn.

CAPO strives to improve energy affordability for low-income Oregonians by partnering with Utilities, Oregon Housing and Community Services, policy groups, and the many associations that influence energy policy in this state. CAPO also intervenes and testifies on behalf of vulnerable populations to ensure equitable policies in programs that affect them.

## Oregon Energy Coordinator's Association

945 Columbia Street NE  
Salem Oregon 97301-7205

Phone: 503.990.8221  
Fax: 503.990.8956  
E-mail: [jdawson@warmandsafenow.org](mailto:jdawson@warmandsafenow.org)  
[www.warmandsafenow.org](http://www.warmandsafenow.org)

### History and Mission

Oregon Energy Coordinators Association (OECA) is a non-profit professional organization working to develop and provide better energy solutions for Oregon's low income households. OECA's membership includes representatives from Community Action organizations, state agencies, tribal organizations, public and private utilities and other non-profit organizations.

Working in collaboration, these groups provide weatherization services, energy assistance payments, and energy conservation education for income qualified households. As a leading organization in weatherization and energy conservation, OECA provides state-of-the-art training to energy auditors and installers from its member agencies. OECA is endorsed by OHCS to provide Oregon State Residential Energy Analyst Program (REAP) training and certification. This ensures that Oregon low-income families receive the highest quality services helping them reduce their heating and cooling costs, as well as maintain a safe, affordable, and comfortable home.

### Current Projects and Successes

OECA training programs have been formalized as the Northwest Research and Training Center for Energy and Weatherization during the past year, which has been designated a U.S. DOE Weatherization Training Center. OECA continues to reach out to the weatherization and energy efficiency community to promote good practices and encourage adherence to the highest standards.

