



# 2023 ANNUAL COMMUNITY IMPACT REPORT

*Helping People. Changing Lives.  
For over 40 years...*



## LETTER FROM OUR EXECUTIVE DIRECTOR

During our 43 years in service, CSC has always embraced change head-on to best meet the needs of the communities we serve. This was continued in 2023, offering a broader suite of programs and services for the first time at our agency and in our region.

In a year with increasing rates of homelessness, food insecurity, and demand for services, federal and state funding is decreasing, and costs for resources and services are at all-time highs. This means **our work is more important than ever**.

We thank our generous community for continuing to support CSC. We couldn't do what we do without our network of trusted, vital community partners and supporters.

In this 2023 annual impact report, we invite you to better understand our **collaboration, services, and overall impact last year**.

While the data in this report reflects our overarching reach, it is crucial to remember the **personal impact** it represents. Still, it can't fully show in numbers and words a single parent with young children at risk of eviction or living in their vehicle now in stable housing and receiving employment supports to maintain that housing. There are thousands more stories of transformation, stability, and real lives.

***This is CSC's impact.***

A blue ink signature of Pegge McGuire, written in a cursive style.

**Pegge McGuire**  
CSC Executive Director



### OUR IMPACT AT A GLANCE



**\$11.6M**  
total community  
investment in 2023



**133,035**

individuals impacted  
across all services  
and food distribution



**50,493**

households served  
across all services  
and food distribution



This could fill OSU's Reser  
Stadium nearly **four times!**



**\$707,000**

in donations received

**Thank you to our  
generous community!**

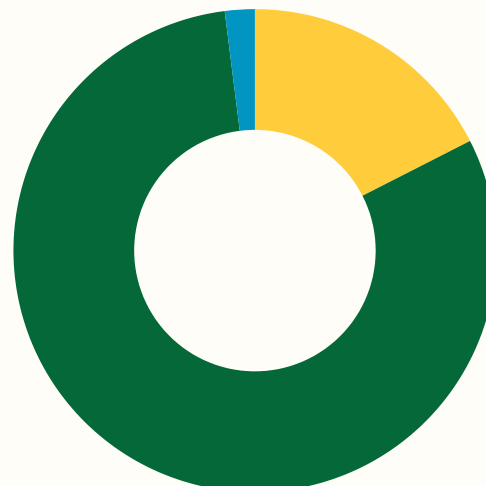


**55,190**

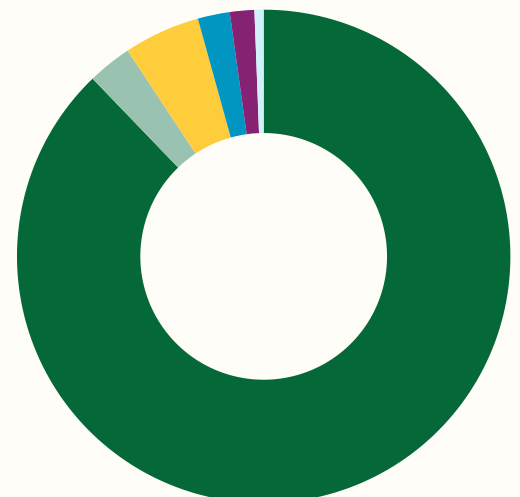
volunteer hours  
donated from local  
community members

#### RACE & ETHNICITY OF INDIVIDUALS SERVED

- Hispanic/Latinx 17.5%
- Non-Hispanic/Latinx 80.5%
- Other/Unknown 2%



- White 87.8%
- Black 2.9%
- Native American/Alaska Native 5%
- Other/Unknown 2.1%
- Asian 1.6%
- Native Hawaiian/Pacific Islander .6%



### HOUSING

*Eviction protection, support for the unhoused, and holistic Veteran services.*



**802**

households prevented  
from eviction



**562**

unhoused individuals  
served, 75% now in  
safe, stable housing



**50%**

of households  
served had children  
living in them



**1,947**

individuals prevented  
from eviction



**134**

Veterans and their  
families received  
housing supports



**55**

individuals graduated  
from RentWell tenant  
education classes



**\$2.1M**

provided to partner  
shelters and organizations

#### DID YOU KNOW?

RentWell tenant education courses are designed for those experiencing homelessness or having difficulty renting due to bad credit, criminal record, rental history, and more.

### ENERGY SERVICES

Utility assistance and home weatherization that improve safety and energy conservation.



**8,542**

households served  
with utility assistance



**10,353**

individuals served  
with utility assistance



**\$4.1M**

provided in  
utility assistance



**60**

households served  
with weatherization



**\$15,024**

average home investment



**\$646,028**

provided in home  
weatherization services



**\$4.6M**

invested by CSC to  
reduce energy burden  
in our communities

#### DID YOU KNOW?

The total energy savings in 2023  
from weatherization services could  
power **5 homes for a year!**

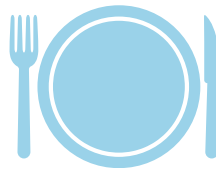
### FOOD & NUTRITION

Linn Benton Food Share



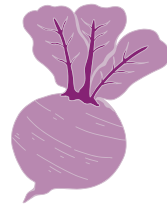
**\$3.76M**

pounds of food  
distributed



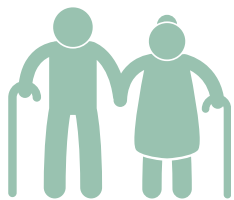
**315,367**

meals supplied to  
network food sites



**15,000**

pounds of produce  
from local farms



**531**

seniors served with  
monthly food boxes



**53,716**

emergency food  
boxes supplied to  
153,622 individuals



**68**

local food pantry  
and meal site partners

#### DID YOU KNOW?

LBFS partnerships with local farms **invested \$23,274** back into our regional agriculture and food sustainability economies. Our Intentional Production program pays local farms to grow specialty crops we will need for distribution. We secured more of these partnerships going into the 2024 season.

### HEAD START OF LINCOLN COUNTY

Comprehensive preschool education where health, nutrition, and learning go hand-in-hand.



**160**

children and their  
families enrolled



**160**

children received free  
meals and school  
supplies



**160**

families received home  
visits to provide holistic  
support services



**139**

students completed  
professional dental  
exams and services



**151**

students completed  
all required  
immunizations



**160**

students received free  
vision, hearing, and  
developmental  
screenings



**122**

students completed  
a physical exam

#### DID YOU KNOW?

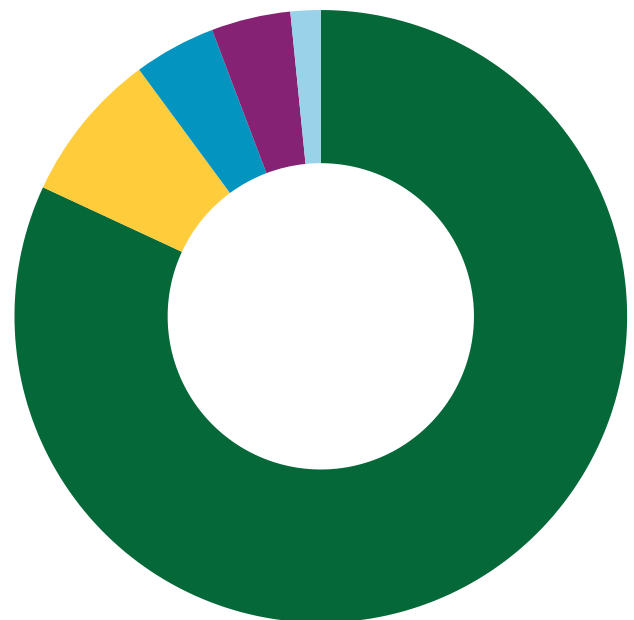
Head Start works with families to ensure each child has received required health screenings and services. This is done by providing free services, coordinating with local clinics, and assisting families with obtaining insurance and finding providers as needed.

## EDUCATION & EMPLOYMENT

Wrap-around services centered in stability for stronger, more resilient futures.



- \$ Housing Stability Supports
- \$ Secondary Education
- \$ Transportation Assistance
- \$ Clothing & Personal Items
- \$ On the Job Training Compensation



**4,012**

individuals served  
across services



**697**

individuals provided  
job readiness training

### DID YOU KNOW?

These programs offer our most robust suite of services. There is no single cause, condition, or solution to poverty and homelessness. They intersect and go hand-in-hand. That is the premise of these services: addressing holistic needs and supporting the whole family to **transform lives**.

Our programs include self-sufficiency services for SNAP and TANF recipients, job readiness training and assistance offered in partnership with WorkSource Oregon, youth and young adult GED and technical training programs, and more. The following two pages highlight specialty programs bringing **innovation and impact** to our communities.



### MEASURE 110

A new, innovative partnership with Oregon Health Authority to provide low-barrier stability services to community members with substance use disorders.



**274**

individuals served



**50%**

of participants have  
families supported  
with the same services



**\$232,338**

provided in housing  
supports



Services are braided together to provide the most flexible, responsive wrap-around services at CSC and in collaboration with partner agencies



Timing is a proven key for success in such fragile circumstances, these low-barrier services enable individuals and families to be served faster than ever

#### DID YOU KNOW?

CSC is just one of several regional providers of Measure 110 services, part of a larger collaborative called a Behavioral Health Resource Network (BHRN). Our local BHRN providers offer a range of Measure 110 services, depending on their areas of specialty. Learn more about Measure 110 [here](#).

### WILDFIRE PREVENTION PROGRAM

*Protecting forests in our region to mitigate the impact of wildfires.*

The **Wildfire Prevention program** provides training and certifications for youth and young adult participants to work in the forests of Linn, Lincoln, and Polk Counties to reduce the risk of catastrophic wildfires. Participants receive career exploration advisement in tandem with the program, with many focusing on wildland firefighting and other natural resource fields. Projects in 2023 included natural disaster clean-up, risk reduction by strategic tree cutting, limbing, removal, and more.



**47**

youth & young  
adult participants



**1,300+**

hours of work readiness  
and academic instruction



**15,000+**

hours invested into  
local forests



**189**

acres treated with  
prevention services



**31**

program partners

A special thank you to the partners below that made this impact possible!

Oregon Conservation Corps ▪ Oregon Department of Forestry ▪ Oregon Fire Marshal  
Siletz Valley Fire District ▪ Confederated Tribe of Siletz Indians ▪ Polk Fire District  
Albany Fire Department ▪ Greenbelt Land Trust ▪ Marys River Watershed



### PARTNERING FOR PROGRESS

**300+**  
**PARTNERS**

including local, state, and federal organizations, nonprofits, shelters, educational institutions, and more!



2023 brought milestones in a long-term alignment effort with a vital community partner, **Oregon Cascades West Council of Governments** (OCWCOG), including moving into a new shared office in Corvallis.

CSC and OCWCOG share the majority of our boards, service regions, and similar missions to build brighter, more stable futures for the communities we serve. While approaches and programs differ, they fit together like puzzle pieces, complimenting services and gaps.

This close partnership demonstrates a commitment to utilizing public funds effectively while bolstering our reach and impact in our communities. Look out for more from CSC and OCWCOG!

### Community Action Advisory Council

Our Community Action Advisory Council (CAAC) is a volunteer board designed to represent the voice of the community, equally comprised of low-income representation, business and service providers, and locally elected positions. Their function is to advise CSC on matters of equity, service delivery, strategic direction, and culturally specific collaborations to better address the needs in our communities. These culturally specific board representatives and partners provide key insight and advisement and collaboratively work with CSC to better reach and impact the communities we serve in trusted, culturally responsive environments.



## 2023 - 2026 STRATEGIC PLAN

### INNOVATION & INTENTIONALITY

Our strategic direction for the near future is centered on the themes below. They were selected to support and further our incredible growth over the last few years. Thanks to the entire CSC team, we have developed new programs and services and served more clients than ever before in our history.

Over the next four years, we have the ambitious goal to transform CSC and our impact in the community. This internal refocus allows us to rebuild our capacity in order to sustain that growth and prepare for the innovation to come!



#### PARTNERSHIPS & COMMUNITY

Finding innovative and collaborative ways to holistically serve and uplift our region with a network of community partners.



#### TRAINING & STANDARDS

Cultivating an environment of professional development and growth to invest in our team members and increase impact.



#### SAFETY & WELLNESS

Refocusing and elevating practices and policies to make CSC safe, inclusive, and equitable today and in the future.



#### CONTINUOUS IMPROVEMENT

Establishing a culture and standards of excellence to elevate the CSC experience and deliver our mission from the inside out.

## HELPING PEOPLE. CHANGING LIVES.

### *Testimonials from Participants*



Being able to reach out and have someone want to help you, in a kind, professional way makes you feel like a person. Which can be difficult when there is so much stacked against you. The impact is huge.

– Emily & Steven

I never ask for help, and was almost not going to this time either, but I was encouraged to do so and I am so very fortunate to have been able to connect with you. Thank you! Thank you!

– Suzanna



Retirement income is just not enough to make ends meet, and I never thought I would be in this position. As a nurse, I was always taking care of everyone else, so this has been quite a shock for me. I was under so much stress and frantic with worry as the bills kept going higher and higher. Thank you so much for your financial assistance with my power bill, words don't express how much I appreciate it.

– Trenee

When I reached out to CSC for energy assistance. The compassion these people showed to me was truly heartwarming. I cried tears because they made everything easy for me to understand the process and answered all my questions with clarity.

– Jacqueline



Please, know how much the work you do is appreciated. Even if everyone doesn't take the time to thank you. I've been assisted beyond my expectations and it has saved my life.

– Denise

Everyone I have worked with has been encouraging and helped me implement a plan for me to really help me. I'm starting over - with little encouragement and support, and the people at CSC really do care. Thank you, CSC!

– Victoria



A green starburst shape containing a white icon of five people with their arms raised in a circle, with small white stars above them.

**43 YEARS**  
OF SERVICE

# Help us continue ***making an impact***

## **DONATE ONLINE**

Click the link or scan the QR code  
***[givebutter.com/csc-donate](https://givebutter.com/csc-donate)***



## **TEXT TO DONATE**

Text ***"CSC" to 53-555***



## **DONATE BY CHECK**

Community Services Consortium  
250 Broadalbin Street SW, Suite 2A  
Albany, OR 97321

*Make checks payable to Community Services Consortium*

