

2025

Work & Education

Head Start

# ANNUAL REPORT

Utility Assistance

Building communities where every person has equitable access to resources to build brighter futures. Here's a snapshot of our 2025 impact.

Health & Wellbeing

LINN BENTON FOOD SHARE

Food



**CSC**  
Community Services  
CONSORTIUM



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We are the Community Action Agency for our region dedicated to providing short term stability services and long term transformation for our communities, families, and individuals.



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# FOREWORD FROM OUR DIRECTORS

We have the privilege and responsibility of looking beyond any single program, year, or challenge to focus on the long-term well-being of our region.

That perspective makes one thing clear. **The need in our region is growing, and the future feels uncertain for many of our neighbors.** Housing affordability, climate impacts, workforce shortages, and economic instability are not isolated issues. They are deeply connected, and they require thoughtful, coordinated solutions.

What gives me hope is how this organization responds. **We listen, adapt, and invest in approaches that stabilize people today while building resilience for what comes next.** The work highlighted in this report shows what is possible when we align services, partnerships, and resources around people's real lives.

We do a great deal with what we have. But sustained impact requires sustained support from partners, donors, and community members who believe in this work.

**As you read through this report, I invite you to see not only what we have accomplished, but what your partnership makes possible as we continue to serve.** Together, we can ensure that everyone we are fortunate to call a neighbor has access to what they need to live healthy, happy, and full lives.

Thank **you** for choosing to be part of this work.



  
**Ryan Vogt**  
Executive Director

Every day at Community Services Consortium, **our staff show up ready to respond to what our communities need, right when they need it.**

In 2025, those needs were significant. Families across our region continued to face rising costs, housing instability, food insecurity, and an increasing strain just to meet basic necessities. The affordability crisis is no longer a looming concern. It is the daily reality for many of the people we serve, including individuals and families who never expected to need support.

**Through it all, our teams met these challenges with care, creativity, and determination.** Whether helping a family stay housed, ensuring a child receives a strong start through early childhood education, keeping the heat on during a time of loss, or walking alongside someone as they work toward stability and employment, this work is deeply personal and grounded in dignity.

This report reflects the strength of our staff, the trust our communities place in us, and our shared belief that people deserve more than crisis response. **They deserve opportunity, stability, and support that meets them where they are and takes them where they want to go.**

I am incredibly proud of the work we accomplished together this year, and deeply grateful to the staff, partners, volunteers, and supporters who made it possible.



  
**Kayla Hatley**  
Agency Director

# WHO WE ARE

CSC is powered by nearly 200 dedicated staff and hundreds of community partners, delivering wrap-around services across six counties to meet basic needs and support long-term stability.

We offer comprehensive social, workforce, and economic programs in Linn, Benton, and Lincoln Counties, with additional workforce development offerings in Marion, Polk, and Yamhill Counties.

**For over 45 years, CSC is reducing poverty and strengthening communities across our region.**



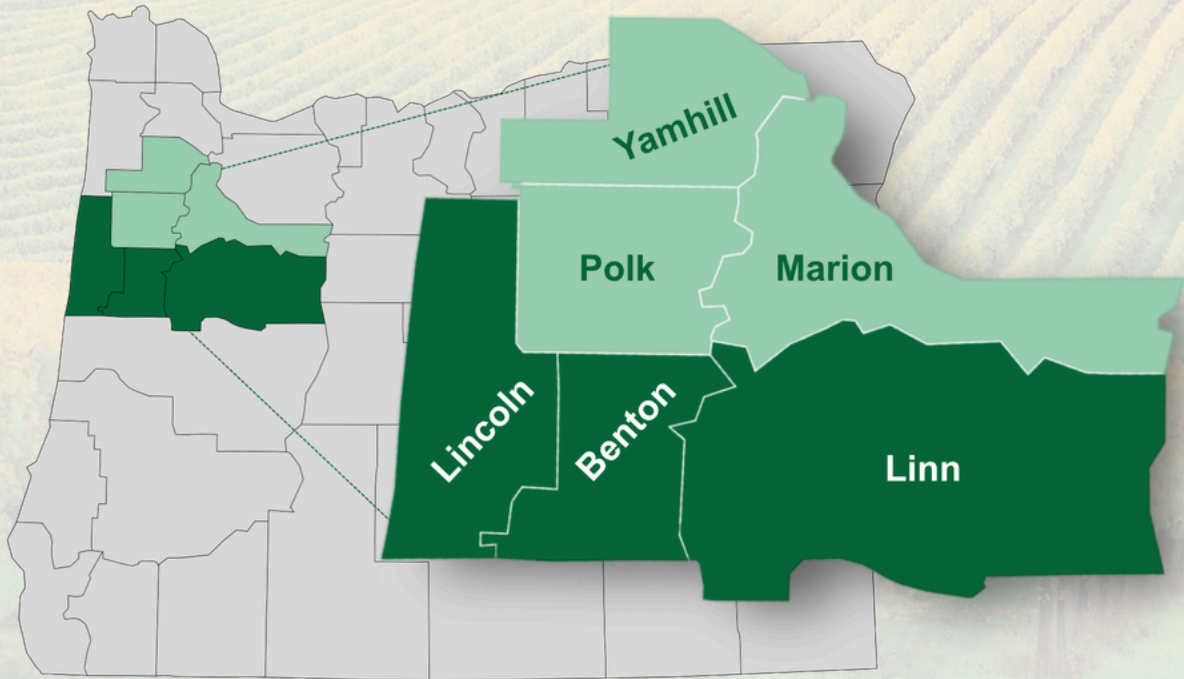
## VISION

Communities where every person has equitable access to resources to build brighter futures.



## MISSION

We are a community leader, providing vital services with collaborative partners to empower the people of Linn, Benton, and Lincoln Counties and the surrounding areas to positively transform lives.



## GOVERNING BOARD

### LINCOLN COUNTY

Walter Chuck (*Vice Chair*)

Casey Miller

Claire Hall (*in memoriam*)

### BENTON COUNTY

Gabe Shepherd (*Chair*)

Nancy Wyse

Pat Malone

### LINN COUNTY

Sherrie Sprenger (*Secretary*)

Roger Nyquist

William Tucker

Our Board is governed by elected **County Commissioners** in our service area. Members serve concurrently with their elected county terms, and their board service ends when their time in office ends.

**We are on a mission**  
*to empower people across  
our region and positively  
transform lives.*



### HOUSING

CSC helped people find and keep stable housing. We reduced barriers and supported housing stability so individuals and families could remain safely housed.



### UTILITIES

CSC supported household stability by preventing utility shutoffs. We also improved long-term home efficiency to help people maintain safe, livable homes.



### FOOD

CSC strengthened food access across the region through coordinated distribution and local partnerships. Our work helped ensure food reached communities where it was needed most.



### FAMILIES

CSC supported children and families through early learning and whole-family services. This work promoted healthy bonding, positive parenting, and child well-being.



### CAREERS

CSC supported youth and adults as they built skills, gained experience, and advanced along education and career pathways. Our approach focused on long-term opportunity and stability.



### HOPE

CSC connected people to coordinated services and supports across programs and systems. This work helped people move forward and positively transform their lives.



**Helping People. Changing Lives.**



**\$14.2M**

total community investment in 2025



**76,994**

households supported



**335,498**

individuals impacted

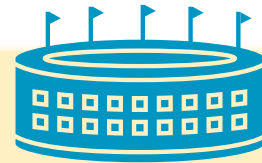


**\$1.9M**

donations received

*Thank you to our generous community!*

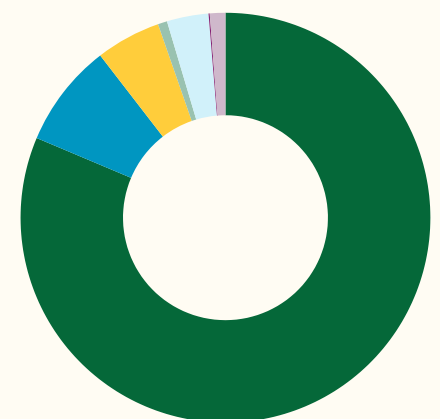
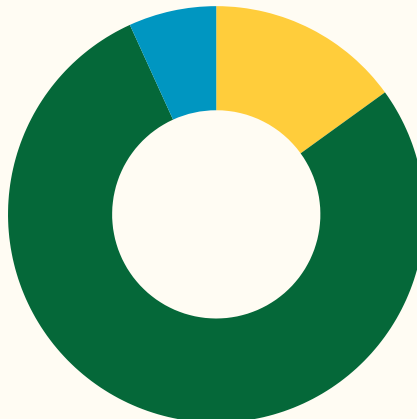
*This could fill OSU's Reser Stadium over **10 times!***



*Due to the low barrier nature of food services, there is the possibility of duplicated counts.*

### RACE & ETHNICITY OF INDIVIDUALS SERVED

- White 78.5%
- Other/Unknown 11.5%
- American/Alaska Native 3.6%
- Hawaiian/Pacific Islander 3.6%
- Hispanic/Latinx 16.8%
- Black 2.5%
- Non-Hispanic/Latinx 71.8%
- Multiracial 1.8%
- Other/Unknown 11%
- Asian 0.3%



**53,167**

volunteer hours donated from local community members



# HOUSING & HOMELESS SERVICES

*Supportive services and reducing barriers to help people access and maintain housing.*



1,371

individuals served with housing and homeless services



1,077

individuals prevented from eviction and homelessness



288

households with children served



33

graduates of Rent Well tenant education



## A SAFE PLACE TO CALL HOME

*After fleeing domestic violence, a single father and his two young children found safety in a local emergency shelter. Through close coordination among a variety of providers and supports, the family received timely assistance during a challenging and vulnerable period.*

*Together, CSC and our partners helped the family secure an affordable home and obtain assistance with their security deposit, removing the final barriers to housing. Today, they are safely housed in a place they can sustain, demonstrating what is possible when community partners work together to respond quickly and effectively to housing crises.*

## HOUSING STABILITY INVESTMENTS

**\$2.3M**

**in eviction prevention and rehousing efforts**

These funds stabilized households, helped people secure new housing, prevented displacement, and helped families obtain or maintain safe, stable homes.

**\$1.1M**

**supporting local shelters and organizations**

We couldn't do what we do without our incredible housing partners. From coordinated entry and shelter providers to landlords, employers, and service organizations, collaboration allows us to reduce barriers and increase impact.

**Together, we create pathways to stability and long-term success for our community.**

# ENERGY SERVICES

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



5,709

households served with utility assistance



1,308

households with children received utility assistance



93

households received weatherization and no heat services



## ENERGY SERVICES INVESTMENTS

**\$3.8M** in utility assistance support

These funds helped households stay connected to essential utilities during times of financial strain. By preventing shutoffs and reducing utility-related debt, utility assistance provided stability when people needed it most.

**\$2.1M** supporting energy-related home improvement efforts

Energy-related home improvements lowered monthly bills, reduced energy waste, ensured households had reliable heat, and improved property values.

**Our energy services improve the safety, comfort, and efficiency of homes across our communities.**



### STABILITY DURING TRAGEDY

*After losing her spouse to cancer, a woman was still grieving when her mother passed away only months later. As she worked to cover the final expenses for both of her loved ones, she discovered that the cremation service she contacted was fraudulent, charging her for services that were never provided. The unexpected financial loss quickly put her behind on rent and utilities, compounding an already overwhelming period of grief.*

*As the threat of losing electricity became real, CSC's Utility Assistance program stepped in to bring her account current and prevent disconnection. **This support provided stability and care during one of the most difficult periods of her life, when she needed it most.***



# LINN BENTON FOOD SHARE

*Regional food distribution and innovative partnerships to stimulate the local food economy.*



**520,455\***  
individuals received  
food support services



**73,464**  
emergency food  
boxes supplied



**810,456**  
pounds of fresh  
produce distributed

*\*Due to the low barrier nature of food services, there are duplicated counts.*

**FEED THE NEED**

## COMING TOGETHER TO FEED THE NEED

*Delays in SNAP benefits caused by the 2025 government shutdown created immediate and widespread hardship for individuals and families across Linn, Benton, and Lincoln counties. Household food access was suddenly disrupted, pushing many families into crisis.*

*As demand surged, **LBFS had to increase its monthly food budget by five times to meet the needs of the region.***

*In response, the Feed the Need Challenge mobilized community members and businesses in a grassroots fundraising effort that raised more than \$150,000, ensuring LBFS could continue meeting rising food support needs. This collective action helped prevent SNAP disruptions from becoming a wider crisis and demonstrated the power of a community united around food access and care for one another. **As affordability challenges persist, sustained support for LBFS remains essential.***

## ENSURING EVERYBODY EATS

**5.1M** pounds of food distributed

Through a robust network of 68 local non-profit partners, we helped ensure consistent access to food across the region and **provided over 4 million meals.** We moved food quickly and efficiently to where it was needed most, strengthening the local food system.

**321K** emergency meals served

Emergency meals provided immediate relief for individuals and families facing food insecurity across the region.

**These efforts ensured food remained accessible during moments of crisis and helped stabilize and support our communities.**



# HEAD START

Free, comprehensive preschool education for children ages 3-5 & supportive services for families.



children enrolled and families supported



families received home visits to provide holistic support services



free vision, hearing, and developmental screenings



## FOUNDATIONS FOR LIFELONG SUCCESS

### STRONG STARTS

Head Start nurtures learning, social-emotional development, and health from critical growth periods in children's lives giving children the skills and confidence they need to enter school ready to succeed.

### FAMILY PARTNERSHIPS

By removing barriers to high-quality education and offering family support services, Head Start partners with parents and caregivers, empowering them as their child's first teachers and strengthening family stability during a formative stage of life.

### LASTING IMPACTS

Comprehensive early childhood education supports positive health and life outcomes for children and recognizes that **investing in children also means investing in the stability, well-being, and strength of the families who care for them.**

#### THE POWER OF FAMILY PARTNERSHIPS

*When a child with autism transitioned from Early Childhood Special Education into one of our Head Start classrooms, their family felt anxious about entering a community preschool setting.*

*Working together, the family, education team, and Head Start staff created a gentle "soft start" plan that supported the child's unique needs.*

*Just months later, the family shared meaningful changes. **Communication and social skills improved, independence increased, friendships formed, and the child became more comfortable self-regulating in a group setting. At home and in the classroom, the child also began trying new foods.***

*At a follow-up meeting, the team and family reflected on the progress together, a moment that ended in grateful, happy tears.*

# EDUCATION, EMPLOYMENT, & STABILITY

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



2,204

individuals served across services



1,214

individuals provided job readiness training



\$7.8M

invested in comprehensive stability & support services



## PROVIDING PATHWAYS TO STABILITY

### UPSTREAM SOLUTIONS

Whether participants are navigating crisis or working toward their next step, our programs build skills and career pathways that reduce instability and support long-term growth.

### WHOLE-PERSON SUPPORT

Coaching and wrap-around services remove barriers to education and employment while stabilizing housing, health, and basic needs so participants can fully engage and succeed.

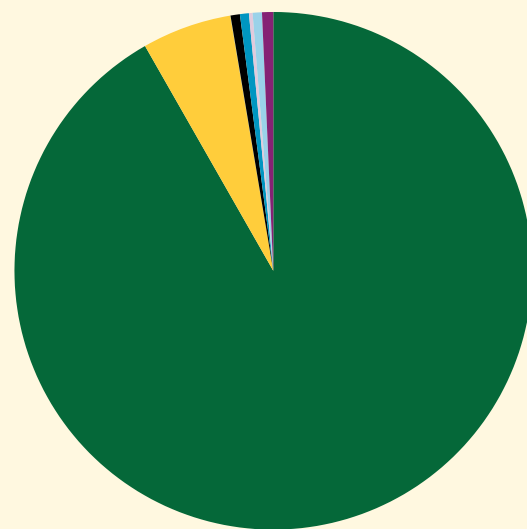
### HOLISTIC STABILITY

Participants build skills, confidence, and a sense of purpose that supports meaningful work, improved well-being, and long-term self-sufficiency.

**This transformational approach prepares participants for more than jobs.**

**It supports whole health, provides opportunity, and strengthens communities for the long term.**

- Housing Support \$7,188,524
- Training Supports & Supplies \$438,124
- Health Care & Meals \$1,313
- Transportation Assistance \$45,611
- Clothing & Personal Care \$43,695
- Legal Services \$17,860
- Incentive Payments \$45,391
- Tuition & Fees \$54,592



# WILDFIRE PREVENTION & RECOVERY PROGRAMS

CSC's wildfire prevention and recovery programs respond to increasing wildfire risk while creating meaningful workforce opportunities.

By combining hands-on mitigation work with paid employment and training, these programs protect communities, strengthen landscapes, and help participants rebuild stability after disaster.

“  
This is my **dream job** and the **best job I've ever had.**  
*Former program participant, now wildfire prevention crew leader*  
”



<b>337</b>	<b>acres treated</b>
<b>17,931</b>	<b>forest service hours</b>
<b>\$1.4M</b>	<b>invested</b>

## THE INNOVATION:

We've combined community protection, workforce action, and wildfire prevention in a single, integrated approach.

## THE RESULT:

Risk is directly reduced through the creation of defensible space in high-risk areas, helping protect homes, forests, and critical infrastructure while also creating education and employment opportunities within the community.

## RETURN ON INVESTMENT:

Each project strengthens environmental resilience while building local workforce capacity, delivering both immediate safety benefits and long-term community development.

## LONG-TERM OUTLOOK:

This approach builds a sustainable model where climate mitigation, workforce development, and community preparedness reinforce one another. Over time, the program helps strengthen local systems that can respond to environmental risk while supporting economic mobility.

## SUPPORTING RECOVERY & REBUILDING FUTURES

After losing their home in the September 2020 **Echo Mountain Complex Fire**, one Otis resident faced nearly a year of displacement. The emotional toll of the disaster made returning to work impossible, placing the household at serious financial risk.

CSC's **wildfire recovery assistance** provided rental and utility support during a critical period, preventing further housing loss and allowing time to heal.

That support became a pathway forward. In 2022, the participant joined CSC as a disaster case manager, helping others navigate recovery. What began as emergency assistance **grew into meaningful employment** and long-term stability. For this family, CSC's support didn't just aid recovery. It changed the course of their future.

### CSC and Cascades West fit together like puzzle pieces.

Our strategic alignment allows us to deliver a comprehensive suite of social, workforce, and economic support programs, focused exclusively on workforce development services. Together, we ensure people of all ages and stages in our region have what they need to live healthy and stable lives.



#### Regional Convener

Bringing providers, governments, industries, and community members together across the region to **collaborate and make decisions.**

#### Community Action Agency

**State-dedicated CAA** for 46 years, providing a broad suite of anti-poverty and homelessness services that empower individuals.

#### Economic Development Hub

Partnering with regional governments to build more **sustainable and resilient communities**, businesses, transportation, and infrastructure.

#### Workforce Transformation

Hands-on **workforce development** that builds individual skills and strengthens local industries, supported by wrap-around services that promote long-term stability.

#### Supporting Vulnerable Populations

The **Area Agency on Aging**, providing support to seniors and people with disabilities with programs like **Case Management, Meals on Wheels** and **AmeriCorps Senior Programs.**

#### Foundations for Tomorrow

Meeting basic life essentials like food and housing and providing early interventions, such as **Head Start**, to build brighter futures.

# HELP US CONTINUE MAKING AN IMPACT



## TEXT

"CSC" TO 53-555



## ONLINE

[givebutter.com/csc-donate](https://givebutter.com/csc-donate)



## MAIL

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

This work is only possible because  
of **our community.**

Together with partners, volunteers,  
and supporters, **we respond to  
urgent needs while investing in  
long-term solutions that help our  
neighbors thrive.**

As challenges grow, sustained  
support ensures we can **continue**  
showing up with care, intention,  
and impact.

Thank you for standing with us.

Kayla Hatley  
Agency Director