



We provide comprehensive family violence and sexual assault services in Central Oregon and promote the value of living life free from violence.

Resource Guide for Central Oregon

This guide includes information about community resources such as food, shelter, basic needs, employment assistance, health care, veterans support, and disability support.

Call **211** to gain information and referrals to health and social services, or go to;

Central Oregon Resource Directory (CORD): updated weekly.

<https://www.centraloregonresources.org/> English and Spanish

[Thrive Central Oregon](#) will connect you to local resources, call:

- **541-728-1022** for English
- **541-527-6166** for Spanish

Covid-19 community resources can be accessed by calling the Pandemic Partners Help Line at **541-668-6117** or accessing these links:

- [Pandemic Partners Resource Sheet – Deschutes County](#)
- [Pandemic Partners Resource Sheet - Crook & Jefferson Counties](#)

Food Resources:

Below are links to the information on accessing food boxes and hot meals in your area. To access this information without a computer, please call Thrive Central Oregon at 541-728-1022 English or 541-527-6166 Spanish.

- [Bend Food Resources](#)
- [Redmond/ Terrebonne Food Resources](#)
- [Prineville Food Resources](#)
- [La Pine/ Sunriver Food Resources](#)
- [Sisters Food Resources](#)
- [Madras, Metolius, Warm Springs Food Resources](#)

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[Family Kitchen](#) in Bend serves food daily and provides for hot meals. Please call them at 541-760-5677 for more information.

[NeighborImpact Food Resources](#) NeighborImpact has information on food banks and school lunch programs, call 541-548-2380.

Rental and Utility Assistance

During Covid-19 State of Emergency there is a State of Oregon moratorium on evictions that lasts through June 20, 2020. Rent and utilities are still due, but no late fees will be charged. If you struggle to keep up on rent / utilities, discuss this with your property manager and utility company. Back rent, fees, and utilities will be due July 1st, [Oregon Law - sample letter to communicate with landlord](#)

NeighborImpact has received federal emergency rental assistance funds for people who have lost income due to COVID-19. Apply at this link:

[NeighborImpact Rental Assistance](#) or call **541-548-2380 ext. 210** and a staff person will complete it by phone with you.

[NeighborImpact Help With Bills](#) or call **541-504-2155**

Westside Church has funds to help with rent & utilities: email Suzanne at hopeandhelp@westsidechurch.org or call 541-749-3022. For people with school age children they offer up to \$200 for rent or \$100 for utilities. If no school age children, they offer support through this link [Westside Church form](#).

[Family Access Network - Advocates](#) or call **541-693-5675**. You are eligible for FAN support if you have a child age birth to 18. Contact the advocate listed for your area, or call 541-693-5675. (In Madras FAN is only available to people with middle & high school age children).

Covid-19 Response and Adapted Resources:

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<https://www.centraloregonresources.org/> English and Spanish

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[Pandemic Partners Resource Sheet](#) (Spanish and English) or call the Pandemic Partners Help Line at **541-668-6117**.

[Latino Community Association](#) (LCA) has closed its Covid Immigrant Family Relief Fund application process due to a high number of applications. Contact the **LCA** at **541-382-4366** for support and information.

Below are resources for utilities, stimulus check, and unemployment benefits reprinted from the Pandemic Partners Resource Sheet:

Utilities: If you have difficulty paying a bill please contact your utility company to discuss your situation.

 <p>CENTRAL ELECTRIC COOPERATIVE, INC.</p>	<p>Updated 3/16/20 via website https://www.cec.coop For the health and safety of our members and employees, CEC is closing our offices in Bend, Redmond and Sisters to walk-in traffic. During this closure, we will not be disconnecting power or charging late fees. To make a payment, please leave it in the outside locked drop-box or pay your bill securely <u>online</u> through <u>SmartHub</u>. Should you need a receipt or have any other questions, please call 541-548-2144 for further assistance. If you are a vendor and are making a delivery, please call 541-548-2144 for access. We apologize for the inconvenience and thank you for your patience during this difficult time.</p>
	<p>Updated 3/16/20 via website http://www.midstateelectric.coop</p>




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 <p>A Touchstone Energy® Cooperative <i>The power of human connections®</i></p>	<p>Office in La Pine is closed until further notice. We are happy to assist you by phone at 541-536-2126. Alternative payment options are listed below.</p> <ul style="list-style-type: none"> - Kiosk at the front entrance - Drop box to the west side of the building - Smarthub app - Automated payment system 541-536-2126, option 2.
 <p>PACIFIC POWER</p>	<p>all cities/counties in OR, CA, WA</p> <p>suspending shut off/disconnect and late fees for non-payment call 1-888-221-7070 for more info</p>
 <p>CASCADE NATURAL GAS CORPORATION <small>A Subsidiary of MDU Resources Group, Inc.</small></p> <p><i>In the Community to Serve®</i></p>	<p><i>Update 3/16/20 via website</i> https://www.cngc.com/in-the-community/covid-19-response/</p> <p>At this time, Cascade Natural Gas is implementing a moratorium on service disconnections for non-payments related to hardships incurred from COVID-19.</p>

 <p>CITY OF BEND</p>	<p><i>Updated 3/16/20 via website</i> https://www.bendoregon.gov/government/departments/finance/utility-billing</p>
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<https://www.bendoregon.gov/government/departments/finance/utility-billing/payment-assistance-programs>

City of Bend water/sewer customers may be eligible for up to \$150 to be applied to their City utility bill (water, wastewater and/or stormwater charges). Sewer only customers are not eligible. In order to qualify, customers must have a delinquent balance and meet certain income guidelines. Further eligibility requirements are detailed within the Utility Assistance Program Application.

Senior or Disabled Sewer Discount Rate: The City offers reduced sewer rates for senior citizens over the age of 62 and disabled persons. For detailed qualifications and/or an application, [click here](#). Please direct any questions regarding this program to (541) 388-5515.

In response to the developing events of the spread of the COVID-19 virus, **the City of Bend Utility Department has temporarily suspended all water service shut-offs for non-payment.** Utility customers will continue to be responsible for the water, sewer, and stormwater charges that accrue during this time. However, water services will not be shut-off.

Customers should continue paying their utility bill. Utility Billing staff will be proactively contacting customers scheduled for shut-off due to non-payment and field staff will notify customers through door hangers. At this time the utility billing office will remain open for in person payments, but we encourage you to interact with us remotely, rather than in person, whenever possible. To make your payment without visiting our office, the following resources are available:

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	<ul style="list-style-type: none"> • Use Interactive Voice Response (IVR) phone payment system (541) 388-5515. • Call Customer Service at (541) 388-5515 during regular office hours (see below). • Visit our website and make online payments. • Send your questions to us via email at utilities@gov. We will get back to you within 2 business days.
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How to Receive a Stimulus Check? – IRS

<p>Information for non-filers</p>	<p>Who is eligible for the Economic Impact Payment?</p> <p>U.S. citizens or resident aliens who:</p> <ul style="list-style-type: none"> • Have a valid Social Security number, • Could not be claimed as a dependent of another taxpayer, and • Had adjusted gross income under certain limits. <p>Who will receive the Economic Impact Payment automatically without taking additional steps?</p> <p>Most eligible U.S. taxpayers will automatically receive their Economic Impact Payments including:</p> <ul style="list-style-type: none"> • Individuals who filed a federal income tax for 2018 or 2019 • Individuals who receive Social Security retirement, disability (SSDI), or survivor benefits • Individuals who receive Railroad Retirement benefits
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	More info here https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here
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How Do I File for Unemployment?

State of Oregon Unemployment	<p>Click here to review COVID-19 Related Business Layoffs, Closures, and Unemployment Insurance Benefits Information</p> <p>Please apply for unemployment insurance benefits online or call 1-877-345-3484. There is an extremely high volume of applications, please expect longer than usual wait times for calls. If the website goes down, take a break and try another time.</p> <p>Worksource Centers locally are closed but available via Phone. Do not go into a worksource center to apply.</p> <p>Redmond: 541-548-8196 Bend: 541-388-6070 The Dalles: 541-596-5435 Klamath: 541-883-5630</p> <p>https://govstatus.egov.com/ORUnemployment_COVID19</p> <p>Click here to review COVID-19 Related Business Layoffs, Closures, and Unemployment Insurance Benefits Information</p> <p>This link downloads a PDF of scenarios and indicates if benefits may be available.</p>
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DACA and Unemployment	Bend Immigration Group LLC Reports that those w/ lawful work permits are eligible for unemployment benefits. Contact them at (541) 633-7933 or reach out to another knowledgeable attorney for more information or with concerns.
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