

2022 ANNUAL REPORT



**NORTHEAST OREGON
NETWORK**

WWW.NEONOREGON.ORG



NORTHEAST OREGON NETWORK 2022 BOARD AND STAFF

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Maggie Mayhem Union County Warming Station Program Lead, CHW

Doug Whipple Warming Station Housing Services Coordinator

Alynn Lambert COVID Response Team, CHW

a year's overview

FROM THE DIRECTOR

To our Partners and Friends –

On behalf of all of us at NEON, we are pleased to present the 2022 Annual Report. 2022 was a big year for NEON – while we continued to provide our ongoing community services, we also launched new programs and added fantastic new staff members to meet community needs.

In January, we launched the Wellness at Work program, with the goal of addressing workforce burnout and strengthening organizational systems that support workers across the state. This training program includes topics meant to help frontline workers take care of themselves, as well as trainings for supervisors and executives in how to support health and increase effectiveness of their community-based staff. NEON also launched the Community Umbrella Program, to provide fiscal sponsorship support in our region. The Umbrella Program seeks to unlock the potential of community volunteers by providing mentorship, insurance support, and 501(c)3 status to small projects. This lets volunteers work directly on projects rather than focusing on building new organizations and applying to 501(c)3 status. It also lets them apply for foundation grant funds and raise tax-deductible donations for their projects. This program is meant to give equitable access to community resources and programs spearheaded by individuals who are invested in the community they live in.

Both of these new programs seek to further our mission of removing barriers, both for community members and larger systems. In 2023, we plan to continue to strengthen our existing programs, meet our equity goals, and add new ways to support our Eastern Oregon community and Community Health Workers across the state.

We are excited to see what 2023 brings!

With gratitude,



Liberty Avila
NEON Executive Director

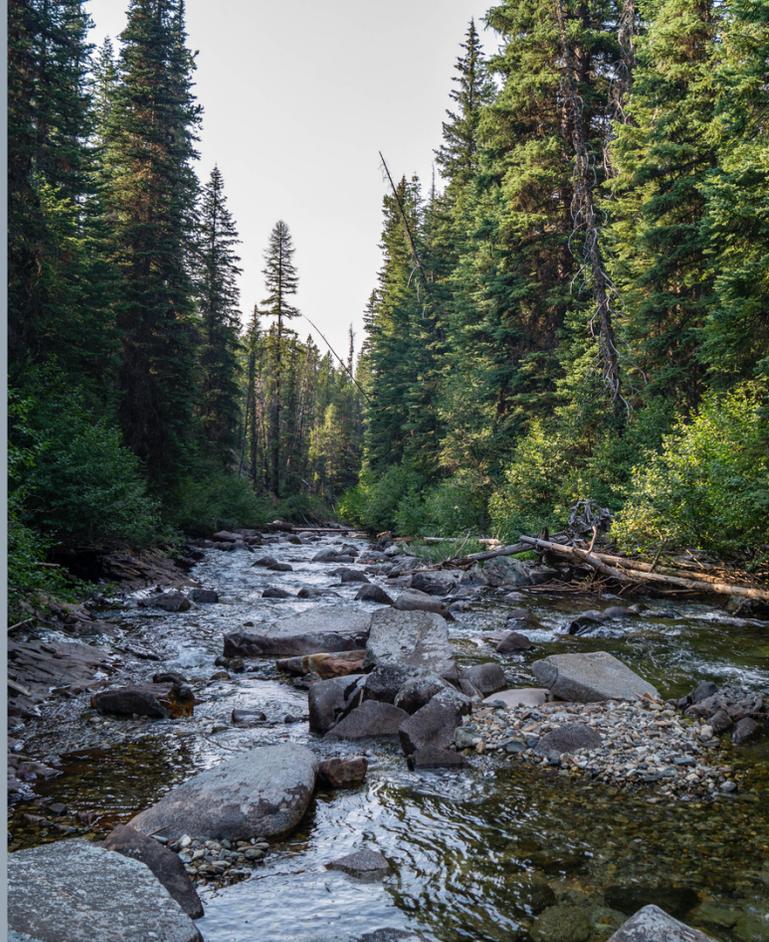
TRAINING PROGRAM

NEON's expert staff specialize in providing trainings throughout the state of Oregon, with a focus on those working with rural and socioeconomically disadvantaged populations. The training program is best known for providing 90-hour Community Health Worker (CHW) certification trainings and continuing education to support the rapidly growing workforce of Traditional Health Workers.

In 2022, NEON received a Workforce Development Grant to support the health care work force throughout Oregon who are experiencing compassion fatigue and burnout related to the stress of providing services throughout the Covid-19 pandemic.

Wellness at Work provides continuing education credits for all its training opportunities. Thanks to our partnership with Eastern Oregon University, opportunities for academic credit and academic counseling will be available at no cost. Other partners for this project include Oregon Community Health Worker Association (ORCHWA), COFA Alliance National Network (CANN), and Cornerstone Whole Healthcare (C-WHO).

I have never been in a class with so many diverse backgrounds that actually felt comfortable and safe enough to share their stories. The most valuable thing I will take away from this is the stories and experiences that were shared by my classmates.



CONTRACT TRAINERS

During 2022, our training team welcomed 7 contract trainers from different parts of greater Oregon. These trainers represent many different cultural backgrounds and diverse career experiences. Through their experiences, they have helped us reach new audiences while offering new perspectives.

Contract Trainers

Ryleigh Wainright
Christle Aguilera
Geunia Funches
Rosie Strange
Nicolas Aguilera
Amy Scholze
Lessie Dickinson

TRAINING PROGRAM 2022

19

Wellness at Work Trainings

6

National Association of Social Workers (NASW) Credits

14

Other Trainings Provided (CHW, Addictions, etc.)

408

Oregon Traditional Health Worker (THW) / MHACBO Credits

339

Unique Training Attendees
Unduplicated attendees at trainings



47

2022 CHW Training Graduates

417

Overall Training Attendees
Total may include duplicated attendees

213

Training Scholarships Given

86%

Increase in Participation Since 2021

64

iPads to Participants for Trainings and Wellness

NEON Training Program Organization Reach By County



37

Organizations Across Oregon Engaged in Trainings

23

Oregon Counties Reflected in Training Geographic Reach

Partnerships: C-WHO, ORCHWA, Ohio State University



a year's overview

PATHWAYS COMMUNITY HUB

NEON's Pathways Community Hub is based on a national Pathways Hub model that NEON tailored specifically for the health needs of rural Eastern Oregon. NEON contracts with partner organizations that employ Community Health Workers (CHWs) who work directly with community members within their homes to help coordinate care, address social determinants of health, and provide linkages to resources they need to improve and maintain their health.

The Pathways Hub serves a 6-county region in Eastern Oregon which includes Baker, Malheur, Morrow, Union, Umatilla, and Wallowa Counties. There are currently four contracted organizations including hospitals, clinics, behavioral health, and social services, with an average of 10-15 active Community Health Workers.

The Pathways Hub has specifically served those with chronic conditions and currently serves individuals at risk for or addicted to opioids, new parents or parents-to-be, and families with young children to help promote wellness in early life.

2022 Contracted Partners:

- **Community Counseling Solutions**
- **Good Shepherd Health Care System**
- **Grande Ronde Hospital & Clinics**
- **Lifeways Behavioral Health - Malheur**

PATHWAYS COMMUNITY HUB 2022

Top Hub Services

- **Financial Assistance**
91 Pathways
- **Medication Assistance**
58 Pathways
- **Specialty Care**
49 Pathways
- **Transportation Assistance**
41 Pathways
- **Housing Assistance**
36 Pathways

12

Active Community Health
Workers working in Pathways

145

Clients served in the
Pathways Hub

544

Pathways completed by
Community Health Workers

Patient Feedback About CHWs:

"My worker gave me hope when my life was ruined. I was homeless and others would not help me or understand what happened to me with my brain injury. I was in a hostile situation and my worker supported me and gave me hope at a very hard time in my life."

"Both of my CHWs were very nice and did try to help me with new ideas to better my living and health. From the beginning, both CHWs seemed nonjudgmental of my situation. The kindness and the effort were nice."

A Community Health Worker (CHW) is a certified healthcare professional that can:

- facilitate linkages between their communities and the health care and social service systems
- provide culturally appropriate and accessible health education and information
- offer informal counseling and social support
- advocate for individual and community needs
- provide direct services, and
- help build individual and community capacity.



COMMUNITY HEALTH PROGRAM

The NEON Community Health Program collaborates with local and state Public Health partners to address social determinants of health and a variety of community concerns, with an emphasis on reaching underserved populations. Focus areas include health care interpretation in Marshallese and Spanish, COVID-19 vaccine outreach and access, commercial tobacco prevention, environmental Public Health and climate change, communicable disease prevention and emergency preparedness.

CHW AND HEALTH CARE INTERPRETER SERVICES

71

Households served

231

Total Family & Household Members in Those Households

Wraparound Services Paid

21

RENT BILLS

Provided 12 households with miscellaneous services

Picked up and delivered 6 Harvest Share boxes

11

UTILITIES BILLS

32

HOUSEHOLDS SHOPPED FOR

Worked with Neighbor to Neighbor to ensure delivery of 2 food boxes

Provided transport for 8 individuals

42

REFERRALS FOR TEMPORARY PROGRAMS

103

REFERRALS TO OTHER LOCAL COMMUNITY RESOURCES

COVID RESPONSE

With OHA Community Based Organization funding we continued efforts to respond to COVID-related needs in partnership with Center for Human Development (CHD), which houses Union County Public Health, and several other local Community Based Organizations. We provided funding to Wallowa Valley Center for Wellness to support their efforts in Wallowa County.

We staff a diverse team that provides culturally appropriate response to language needs in Spanish and various Asian Pacific Islander languages and reduce barriers for community members.

259

FAMILIES SERVED

908

INDIVIDUALS SERVED

74

PUBLIC HEALTH REFERRALS

148

SELF REFERRALS

1294

MASKS DISTRIBUTED

529

RAPID TESTS DISTRIBUTED

1

MEDICATION DELIVERY

13

HOTEL QUARANTINES

139

**THERMOMETERS AND PULSE
OXIMETERS DISTRIBUTED**

HEALTH INSURANCE OUTREACH, ENROLLMENT, AND SYSTEM NAVIGATION

NEON has a long history of outreach, enrollment, and coverage education activities in Baker, Union, and Wallowa Counties since 2005. The NEON assister program was designed to meet the health insurance needs of our general community and the diverse populations residing in our region.

The program offers help to community members signing up for the Oregon Health Plan (OHP) and private plans and financial assistance at HealthCare.gov.

281

Oregon Health
Plan Applications

475

Individuals
Served

405

Health Insurance
Applications Assisted

659

People Assisted on
Health Insurance
Applications

123

HealthCare.gov
Applications

184

Individuals
Served

435

Referrals to NEON from
consortium partners

308

NEON referrals to other
organizations and
insurance agents for
services

7870

Instances of
Application Follow Up,
Answering Questions,
and Solving Problems

NEON OUTREACH TO COMMUNITIES



Several amazing CHWs on our team have been working on outreach initiatives to get the word out in our community about services offered through NEON's programs like free health insurance enrollment assistance, COVID vaccine access and resources, and wraparound services to address social determinants of health and a variety of needs.

NEON maintains high visibility throughout the communities we serve by regularly participating in outreach events, distributing printed materials, sharing on social media, and conducting radio and other advertising.

33 Outreach Events Tabled

16,500 Materials Distributed

1,888,000 Reached by Radio, News Articles, Newsletters, Meetings, and Social Media





CONSULTING

NEON is skilled in providing organizational development assessment, coaching, and training to help organizations develop and reach goals in the areas of strategic planning, diversity, equity and inclusion, compassion fatigue, primary care and behavioral health integration, community health assessments, and other topical areas. This revenue supports NEON's long term sustainability and helps to fill other gaps in programming.

TOTAL REVENUE \$72,157
795.5 HOURS

DONATED SERVICES \$19,354
168 HOURS

3 ORGANIZATIONS SERVED

Northeast Oregon Network presented Eastern Oregon University Head Start with a community assessment that uncovered community needs and resources as well as identified community culture and social structures that served as the foundation of the EOUHS strategic plan, provided evidence that EOUHS services are necessary, and was a crucial piece of a successful Federal grant award. The NEON team was professional. EOUHS provided the framework requirements of the assessment, along with a few local requests, and NEON delivered promptly with little assistance from the EOUHS team. I will ask NEON for a proposal for our next Federal grant application.

Robert Kleng
Director
Eastern Oregon University Head Start



COMMUNITY UMBRELLA PROGRAM



This year, NEON launched the Community Umbrella Program to support community projects with fiscal sponsorship. A fiscal sponsor is a nonprofit "umbrella" organization whose 501(c)3 status allows small community-based projects to operate as nonprofits without building their own organizational infrastructure, such as an independent board or federal nonprofit status.

Projects in this program include small volunteer-led projects, projects needing sponsorship while they gain independent nonprofit status, and entities who are not nonprofits but would like to implement charitable, community-based programs. Here's a look at the projects currently supported by the NEON Community Umbrella Program:

UNION COUNTY LOCAL COMMUNITY HEALTH PARTNERSHIP (LCHP)

The Union County LCHP is an advisory council to our regional Medicaid payer, EOCCO. This group helps direct Medicaid reinvestment funding to local community projects, supporting 7-9 projects per year. NEON in collaboration with GOBHI provides coordination of this group and fiscally sponsors LCHP-funded programs.

GROWING COMMUNITY ROOTS (GCR)

Growing Community Roots (GCR) is a community project fiscally sponsored by NEON and supported by LCHP funds, the Grey Foundation, and Ford Family Foundation. GCR conducts a summer farm program for youth with individual education plans aged 8-12 years in Union County to develop positive connections to place, peers, and anchoring adults.

UNION COUNTY WARMING STATION (UCWS)

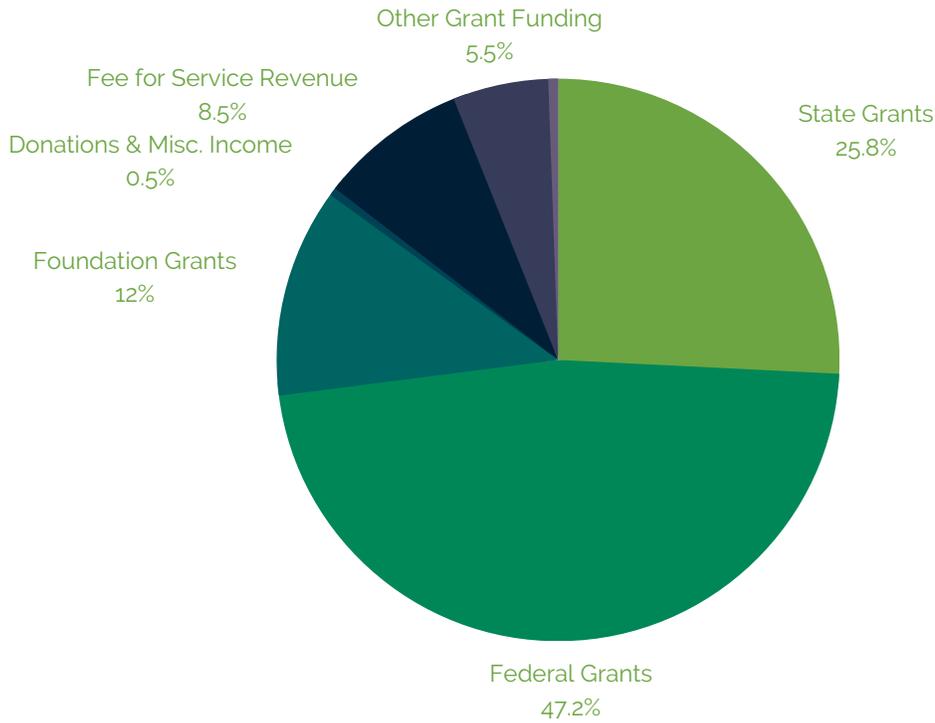
The Union County Warming station has been funded, shaped and supported with staff hours by NEON and HMUC. The Warming Station is a wintertime emergency overnight shelter that serves up to 25 houseless individuals with nightly shelter, food, and resources navigation. Multiple employees of NEON are on the Warming Station board of directors, volunteer in the evenings and provide meals for the Warming Station.

HOUSING MATTERS UNION COUNTY (HMUC)

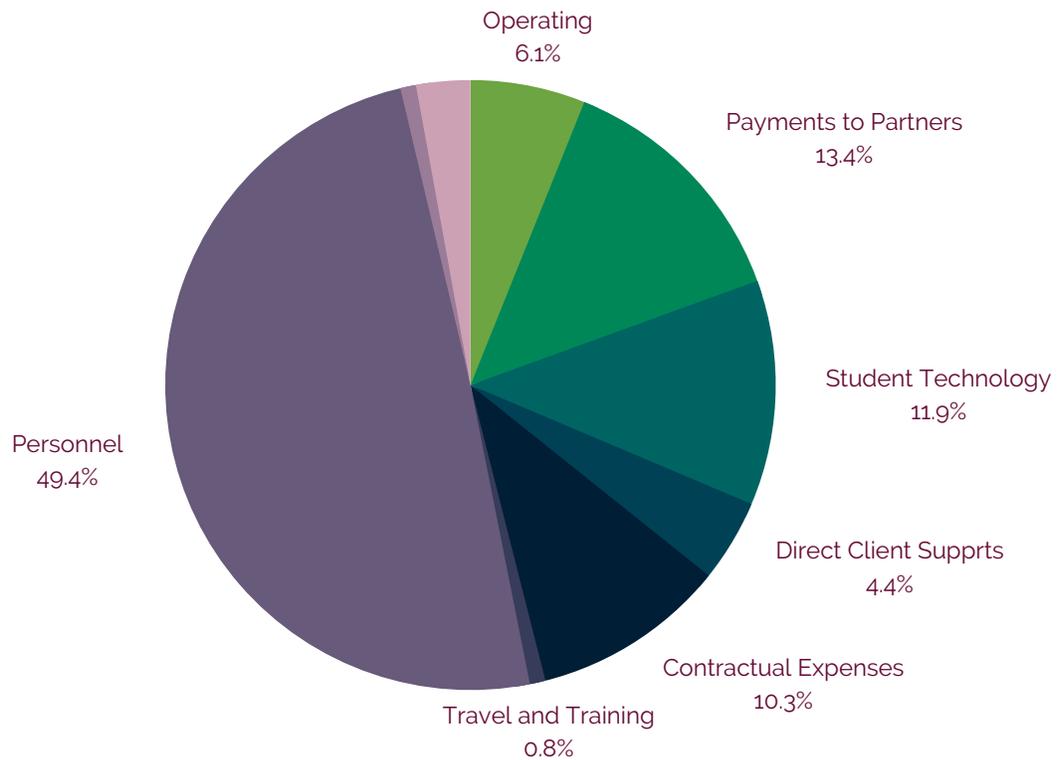
HMUC is a community collaboration that is facilitated and fiscally managed by NEON. Housing Matters is a grant funded entity and comprised of diverse group of community members with lived experience, government staff, religious institutions, social service agencies, concerned citizens and health care workers to help advocate for safe, affordable and stable housing for all in Union County,

2022 FINANCIAL SUMMARY

Income:
\$2,163,734



Expenses:
\$2,001,324



THANK YOU TO OUR 2022 FUNDERS!

NEON & FISCALLY SPONSORED PROJECT FUNDERS:

Oregon Health Authority

Oregon Health Insurance Marketplace

HHS Health Resources Services Administration

Oregon Community Foundation

Ford Family Foundation

Meyer Memorial Trust

Eastern Oregon Coordinated Care Organization

Evangelical Lutheran Church in America



Our Vision: All people in rural communities are happy, healthy, and thriving.

Our mission is to create a healthier Eastern Oregon. We do this by reducing barriers for both residents and the regional systems that support their health.

Focusing Together On Health

NORTHEAST OREGON NETWORK

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www.neonoregon.org



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