

2021 ANNUAL REPORT



**NORTHEAST OREGON
NETWORK**

WWW.NEONOREGON.ORG



NORTHEAST OREGON NETWORK 2021 BOARD AND STAFF



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NEON Staff:

Liberty Avila, MS, Executive Director, CHW

Lisa Ladendorff, LCSW, Business Development and Training Director, CHW

Connie Sherrard, MSW, Training Manager, CHW

Edna Murrieta, Training Associate, CHW

Stephanie Anthony, Pathways Community Hub Coordinator, CHW

Lauren Babcock, Opioid Response Program Coordinator

Debra Smith, Operations Coordinator

Holly Sorensen, Outreach Program Manager, CHW

Teresa Aguilera, Bilingual Outreach and Enrollment Specialist, CHW

Vixen Radford-Wecks, Outreach and Enrollment Specialist, CHW

Fernando Morales, COVID Response Program Coordinator, CHW

Femika Jacklick, Outreach Specialist and Marshallese Interpreter, CHW

Eric Griffith, Special Programs Manager

Alynn Lambert, COVID Response Team

Tyana Musrasrik, COVID Response Team

Dale Nabu, COVID Response Team



a year's overview

FROM THE DIRECTOR

Dear Partners –

2021 showed us that we had to be flexible and creative, and push ourselves and the NEON organization farther than we would have imagined a few years ago. To say that 2021 was a year of ups and downs would be an understatement, as we had to constantly adapt to changes in funding and changing community needs. While we have faced challenges over the past year, we have also had enormous opportunity to expand our services at NEON to meet those challenges. Our staff and programs have continued to expand in 2021, with the addition of new team members to support COVID and public health partnerships, new training offerings, and new systems to meet the needs of organizational growth.

Looking ahead to 2022, we have some major program expansions planned – new team members, a significant expansion of our training program to address healthcare workforce burnout, and new collaborations with public health. We will also be embarking on strategic planning and will be seeking feedback from our partners to help us plan the future of NEON programs and services.

We want to honor our partners in this work, including local public health, culturally specific organizations, foundation, state, and federal funders, and all those who have shared their knowledge and time with NEON. We hope we can continue to take lessons from the pandemic – to be more flexible, more creative, and to focus on taking care of people and advancing health equity. We are so thankful to have the opportunity to serve our rural community.

With gratitude,



Liberty Avila
NEON Executive Director
lavila@neonoregon.org

TRAINING PROGRAM 2021

NEON's expert staff specialize in providing trainings throughout the state of Oregon, with a focus on working with rural and socioeconomically disadvantaged populations. The training program is overseen by a Licensed Clinical Social Worker with 30 years of experience in the field and is best known for its strong track record of providing engaging 90-hour Community Health Worker (CHW) certification trainings and continuing education to support the rapidly growing workforce of Traditional Health Workers.

All NEON trainings have been successfully adapted during the COVID-19 pandemic to be rolled out online, allowing for a reach to broader audiences across the state of Oregon.



TRAINING TOPICS

- CHW 90-Hour Certification Training (2 cohorts)
- 9 Month Intensive Motivational Interviewing (2 cohorts)
- Understanding Social Determinants of Health
- Trauma Informed Care in Trying Times
- Understanding Immunizations
- What to Do When You're Expecting a Baby: Train the Trainer
- Brain Basics

 Lisa & Connie 

Thank you for all the great friendships, and your special unique teachings. I will always cherish this great journey.

TRAINING PROGRAM

220

Training Attendees

Total may include duplicated attendees as several people attend more than one training



180

Unique Training Attendees

Unduplicated attendees at trainings

56

Organizations Across Oregon
Engaged in Trainings



17

Oregon Counties Reflected in
Training Geographic Reach

276

Oregon Traditional Health Worker
(THW) / MHACBO Credits



70

National Association of Social
Workers (NASW) Credits

"The opportunity to hear about the cultures and lived experiences of other students was really unique and a great reminder that although we come from different backgrounds, we share a common goal: to improve the health and well-being for the vulnerable members of our communities."

"Your commitment to your students and to the community as a whole is impressive and inspires me to continuously strive to improve in my own work. Thank you!"



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) that 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 7-county region in Eastern Oregon which includes Baker, Grant, Malheur, Morrow, Union, Umatilla, and Wallowa Counties. Current partner organizations include hospitals, clinics, behavioral health, and social services, with an average of 15 active CHWs.

The Pathways Hub has specifically served those with chronic conditions and is currently also serving individuals at risk for or addicted to opioids and a population group that focuses on pre- and postpartum parents and young families to help promote wellness in early life.

2021 CONTRACTED PARTNERS

- Community Counseling Solutions
- Eastern Oregon Healthy Living Alliance
- Elgin Health Center
- Grande Ronde Hospital
- Good Shepherd Health Care System
- Lifeways Behavioral Health: Malheur & Umatilla Counties
- Northeast Oregon Housing Authority
- Umatilla County Human Services

PATHWAYS COMMUNITY HUB 2021

Top Hub Services

- **Food Assistance**
59 Pathways
- **Financial Assistance**
59 Pathways
- **Medication Assessment**
48 Pathways
- **Specialty Care**
48 Pathways
- **Utilities Assistance**
47 Pathways

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.

16

Active Community Health Workers working in Pathways

153

Clients served in the Pathways Hub

677

Pathways completed by Community Health Workers

Patient Feedback About CHWs:

*"Sometimes people just want to be listened to. I felt I was given the power and strength to answer my own questions, solve my own problems."
~ Resident of Umatilla County*

*"Que me ayuda a conectarme con servicios y recursos de la comunidad."
~ Resident of Hermiston*

*"She is very friendly and understands my situation."
~ Resident of Elgin*



PROTECTING OREGON FARMWORKERS

A close-up photograph of a person's hand holding a stalk of grain, likely wheat or barley, in a field. The hand is positioned in the lower-left foreground, with the fingers spread. The background shows a vast field of similar crops stretching towards a line of trees under a clear sky.

NEON began working on the Protecting Oregon Farmworkers Project in July 2021. We received funding from Oregon Rural Action (ORA) to help remove barriers and improve access to COVID-19 vaccine resources and information for farmworkers in Union and Wallowa Counties, with a special focus on the local migrant seasonal farmworker population. This includes the distribution of PPE, COVID home test kits, air purifiers, and facilitating linkages to wraparound services to access housing and utilities assistance.

189

**EDUCATIONAL COVID-19 MATERIALS
DISTRIBUTED IN ENGLISH &
MULTIPLE LANGUAGES**

18

INDIVIDUALS VACCINATED

18

**AIR PURIFIERS DISTRIBUTED,
BENEFITING 78 INDIVIDUALS**

145

SANITIZERS DISTRIBUTED

4491

**MASKS DISTRIBUTED
(INCLUDES MASKS DISTRIBUTED FOR
COVID RESPONSE AND POF OUTREACH)**

2021 COVID-19 RESPONSE

With OHA Community Based Organization 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.

NEON hosts a webpage for Union County that helps connect Union County residents affected by COVID-19 with wraparound services to make ends meet while having to quarantine or isolate. 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 those community members.

581

Households served

1627

Family & household members helped

14

Instances of language services provided

27

Hotel quarantines

1569

Safeway cards provided

369

Thermometers and 1 pulse oximeter delivered



Additional COVID-19 Wraparound Services Paid

21 RENT BILLS

Provided 12 households with miscellaneous services

Picked up and delivered 6 Harvest Share boxes

11 UTILITIES BILLS

95 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

253 REFERRALS TO OTHER LOCAL COMMUNITY RESOURCES

NEON has collaborated with the following local Community Based Organizations and Union County Public Health at Center for Human Development to respond to the needs of Union County residents during the pandemic.

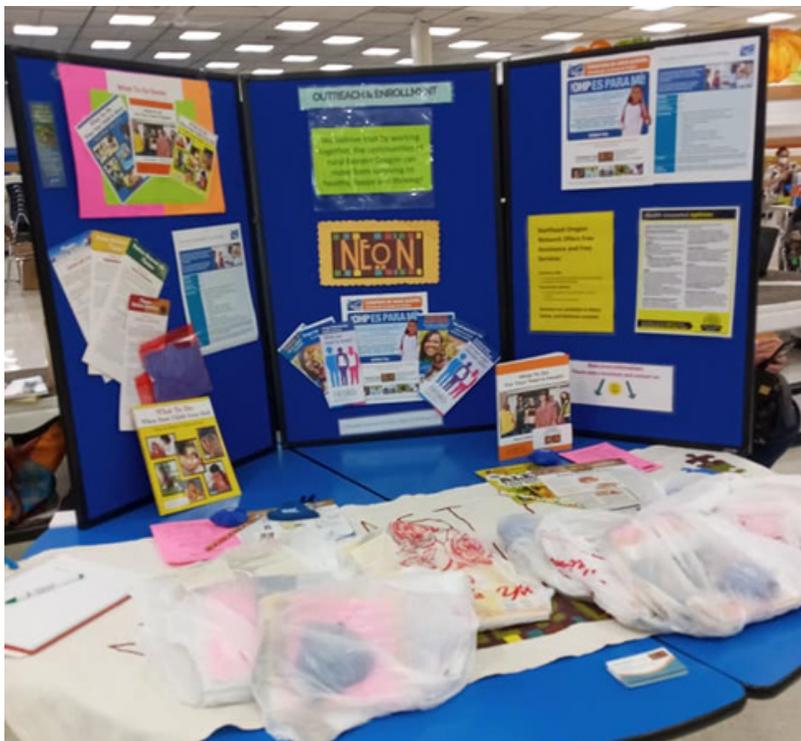


HEALTH INSURANCE OUTREACH, ENROLLMENT, AND SYSTEM NAVIGATION

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.



Enrollment Assistance & Coverage Education 2021

626

Health Insurance
Applications Assisted

1,037

People Assisted on
Health Insurance
Applications

412

Oregon Health Plan
Applications

737

Individuals
Served

214

HealthCare.gov
Applications

300

Individuals
Served

448

Referrals to NEON from
consortium partners

305

NEON referrals to other
organizations and insurance
agents for services

6,281

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

COVERAGE OUTREACH

9 Outreach Events Tabled

6,390 Materials Distributed

1,951,540 Reached by Radio, News Articles, Newsletters, Meetings, and Social Media



NEON's outreach team assisted 45 Asian Pacific Islander households with Oregon Health Plan enrollment and changes during 2021, in response to the federal COFA Medicaid Expansion. Our team consists of bilingual and bicultural staff that provided culturally specific services and ensured that community members were able to seamlessly transition coverage with continuity of care.

We held several outreach events at a local church to provide application assistance, translation in multiple languages, and resources from other community partners that participated.

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.

TOTAL REVENUE \$145,911

DONATED SERVICES \$34,705

12 ORGANIZATIONS SERVED



"New Directions Northwest is currently heading up a behavioral health housing needs assessment throughout Baker County. We were familiar with the housing needs work NEON had conducted in Union County, and before we kicked off our own community lead task force, we wanted to make sure we were using proven techniques to get the best possible participation, and that we were asking the right questions in a community survey. We reached out to NEON, who provided us with a housing needs assessment toolbox as well as an extensive resource list so that we could learn from others, and jump start our project on the right foot."

Andi Walsh
Public Relations and Grants Manager
New Directions Northwest, Inc.

NEON SUPPORTED PROJECTS

HOUSING MATTERS UNION COUNTY

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. The Union County Warming station is a young and growing non profit organization that has been funded, shaped and supported with staff hours by NEON and HMUC. Multiple employees of NEON and HMUC are on the Warming Station board of directors, volunteer in the evenings and provide meals for the Warming Station.

GROWING COMMUNITY ROOTS

Growing Community Roots (GCR) is a community project fiscally managed by NEON and supported by CBIR funds, the Grey Foundation, and Ford Family Foundation. The program 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. The program is based on principles of Trauma Informed Care, providing acceptance and safety to support the connections with nature, and promoting social, emotional, and academic growth by sparking curiosity and confidence.

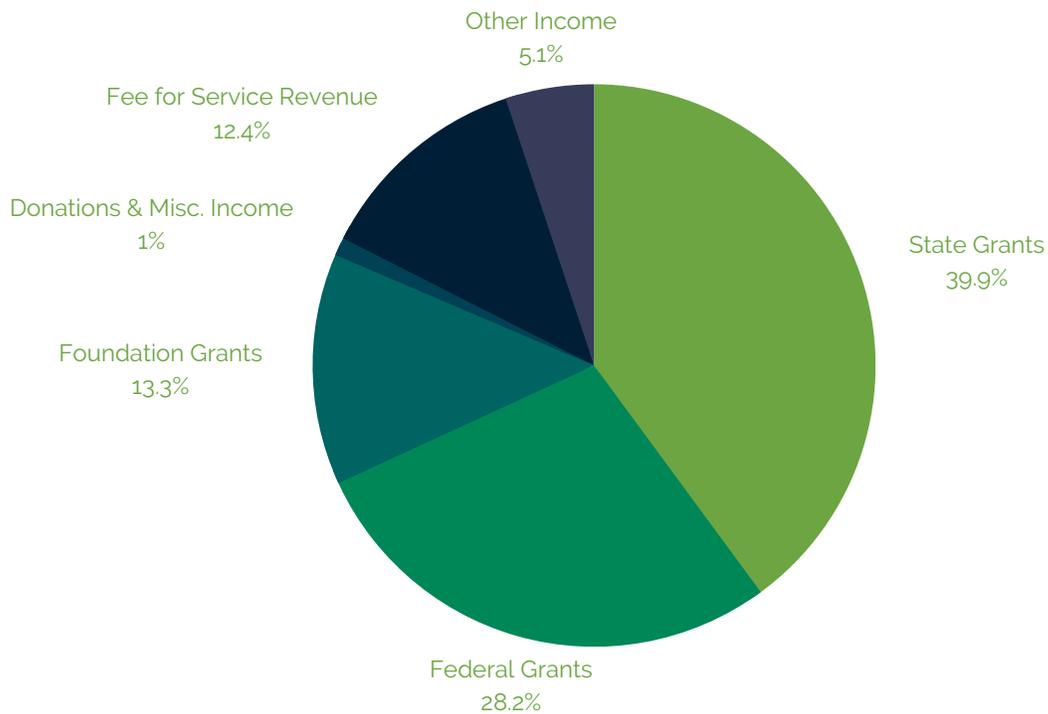


UNION COUNTY LOCAL COMMUNITY HEALTH PARTNERSHIP (LCHP)

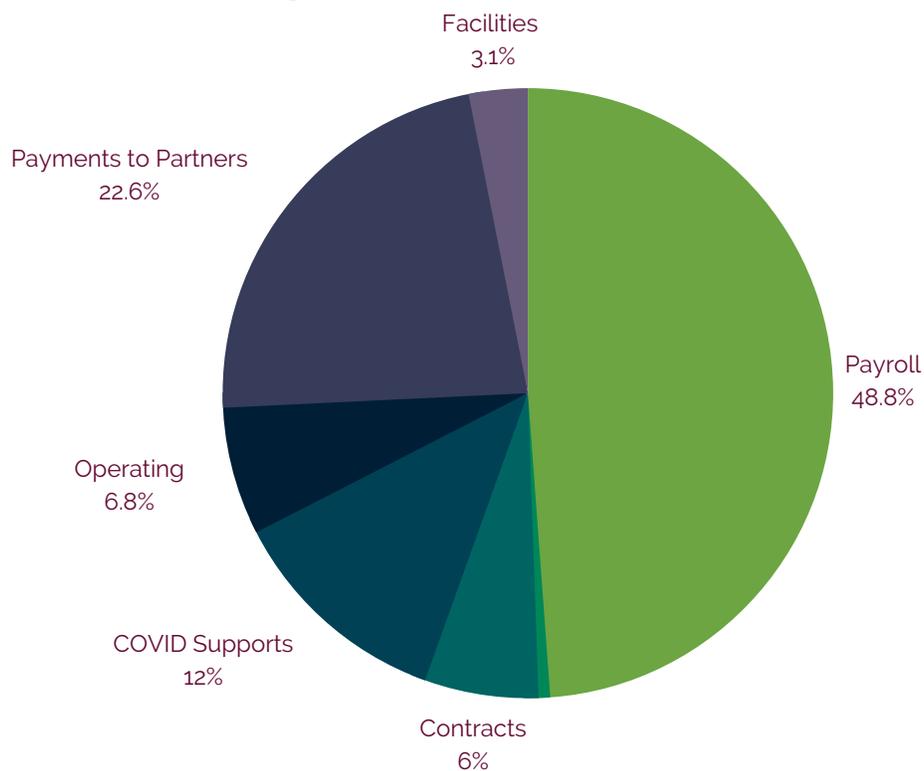
NEON provides fiscal agency and mentorship for the Union County LCHP, which provides a conduit for consumer feedback to the Eastern Oregon Coordinated Care Organization (EOCCO). The coalition also provides networking opportunities for community partners, advises EOCCO on local priorities, and works with EOCCO to fund community benefit projects in the community. Currently, LCHP prioritizes community projects that focus on Behavioral Health and Social Determinants of Health. In 2021, projects supported by Union LCHP included the Children and Recovering Mothers program at Grande Ronde Hospital, a parenting collaborative with the Union County Juvenile Department, La Grande Farmers Market's Double Up Food Bucks program, Union County Trauma Informed Coalition to help build resiliency in our community, a program to support oral care for seniors, the Union County Warming Station, and Growing Community Roots.

NORTHEAST OREGON NETWORK 2021 FINANCIAL SUMMARY

Income: \$1,954,921



Expenses: \$1,743,610



Thank You to Our 2021 Funders!

Oregon Health Authority

Department of Consumer and Business Services

HHS Health Resources Services Administration

Oregon Community Foundation

Ford Family Foundation

Meyer Memorial Trust

Eastern Oregon Coordinated Care Organization

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

Like us on Facebook!



Visit us the web:

www.neonoregon.org



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