

Community Connection of Northeast Oregon, Inc.

Serving Baker, Grant, Union, and Wallowa Counties

ANNUAL REPORT Fiscal Year 2025



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EXECUTIVE DIRECTOR'S MESSAGE

In Fiscal Year 2025, Community Connection of Northeast Oregon, Inc. continued to deliver on its mission to support seniors, individuals with disabilities, and low-income residents across Baker, Grant, Union, and Wallowa Counties. For over five decades, our agency has remained a cornerstone of anti-poverty efforts in the region.

This year, we sustained and expanded critical services thanks to consistent federal and state funding. Our programs provided housing stability, energy assistance, food security, and home rehabilitation, ensuring safe, healthy living environments for our communities. We also supported families in achieving homeownership and offered housing counseling and foreclosure prevention services.

Non-traditional funding sources, including fundraising events, raffles, and charitable grants, played a vital role in maintaining senior programs such as Senior Nutrition and Home-Delivered Meals. These efforts reflect our commitment to diversifying revenue streams and enhancing program sustainability.



Our senior centers continue to serve as vital community hubs. Thousands of meals were served and delivered, hundreds of medical rides were provided, and countless individuals were supported through local offices. These outcomes are a direct result of our dedicated staff, whose professionalism and compassion remain the foundation of our success.

We remain committed to investing in our workforce by promoting living wages and work-life balance. Our staff are not only service providers—they are trusted community members and advocates.

As Executive Director, I am proud of the measurable impact we've made this year. I look forward to working with the staff and the communities we serve to build on this momentum and continue advancing our mission with integrity and excellence.

Respectfully,

Connie Guentert
Executive Director

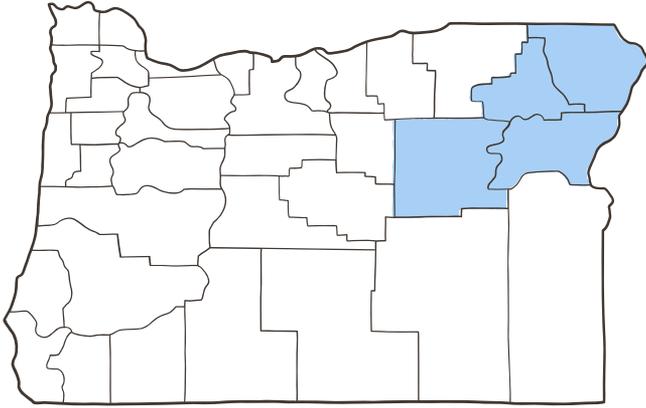
OUR MISSION

The mission of Community Connection of Northeast Oregon, Inc. is to advocate for and assist senior citizens, children, low-income persons, and persons with disabilities in attaining basic human needs and in becoming more self-sufficient.

This will be accomplished by providing direct client services; stimulating a more efficient use of existing resources; broadening the available resource base; and providing decent, safe, sanitary, and affordable housing for low- and moderate-income persons.



LOCATIONS



Union County Office

1504 N Albany St
La Grande, OR 97850
(541) 963-7532

Baker County Office

2810 Cedar St.
Baker City, OR 97814
(541) 523-6591

Wallowa County Office

702 NW First St.
Enterprise, OR 97828
(541) 426-3840

Grant County Office

530 E Main St, Suite 6
John Day, OR 97845
(541) 620-3826

Public Transit Office

2204 E Penn
La Grande, OR 97850
(541) 963-2877

Regional Food Bank

10213 N McAlister Rd
Island City, OR 97850
(541) 663-4551

Administration Office

2802 Adams Ave
La Grande, OR 97850
(541) 963-3186



LOW- INCOME PROGRAMS



ENERGY ASSISTANCE

Helped low-income households offset high energy costs through direct payments to fuel vendors, including oil, pellets, and propane. Helped to prevent utility shutoffs, provided heating/cooling equipment replacement/repair, and contributed to greater household stability.

"I didn't know how I was going to keep the lights on after my hours got cut at work. The energy assistance payment kept us from being disconnected. It was such a relief."

-Energy Assistance Client

We assisted

1,849
Households
with a total of

3,311
Individuals

33 Households

were assisted with the replacement or repair of heating/cooling equipment

We distributed a total of

\$1,149,073

in utility assistance

EMERGENCY & HOMELESS ASSISTANCE

Provided immediate shelter through motel placements for households in crisis. Offered eviction prevention to struggling households, and housing assistance and wraparound services to support individuals and families transitioning to safe, stable housing.

"When we lost our housing, Community Connection gave us a safe place to stay and a chance to get back on our feet. With support, I found stable housing. My stepdaughter is doing great in school, my daughter loves preschool, and I finally get to be the mom they deserve—100%."

-Emergency Assistance Client

303
Households

with a total of

552
Individuals

benefited from emergency programs

250
Literally Homeless

Individuals
received emergency assistance

SELF-SUFFICIENCY

Supported individuals and families on their path toward long-term stability through case management and access to essential resources. Assisted with security deposits, rent, and utilities to ease immediate financial pressures and allow participants to focus on creating stability and working toward self-sufficiency.

We provided ongoing support to

196
Households

with a total of

404
Individuals

Out of **287 individuals** who exited these programs

202
Individuals

exited with

Stable
Housing

“CCNO gave me a reason to live and an opportunity to fight for a better quality of life. CCNO worked extremely hard to get me my needed apartment, and I will thank God and all participating workers my entire life.”

-Self-Sufficiency Client

WEATHERIZATION

Provided households with long-term solutions for reducing heat waste and home energy costs, improving indoor air quality, and addressing health and safety issues through energy efficiency upgrades.

BEFORE



AFTER



Projects were completed for

10 Households
with a total of
16 Individuals

We provided

\$184,637

to cover the cost of repairs and energy efficiency upgrades for eligible households

128
Individuals

received program information

FOOD BANK

Worked to alleviate food insecurity by distributing food through a network of 19 food pantries, 10 grocery programs, & 9 produce sites. Ensured equitable food allocation throughout CCNO's service area, helping individuals & families access essential groceries.

28,787
Produce Pickups

from Senior Centers &
other sites, as well as

18,886 Food Boxes

from local food pantries fed

112,886 People

**duplicated*



"Fresh Alliance brings our community together because anyone can utilize it. People use distribution days to socialize and share recipes. I've even seen people give from their own bags, so no one goes home empty-handed."

- Fresh Alliance Volunteer

1,026,808 LBS.
of food, water, & toiletries
were distributed

23%
of all lbs. were
Fresh Produce

34%
of all lbs. were
Sourced Locally



PROGRAMS FOR EVERYONE



HOUSING RESOURCE CENTER

Supported households in achieving and maintaining homeownership through forgivable down payment loans, matched savings accounts, and personalized counseling. Provided homebuyer education, foreclosure prevention, and financial capability workshops to help participants build knowledge, strengthen financial stability, and work toward long-term housing security.

343 Individuals

benefited from housing counseling services

23 First-Time Homebuyers

participated in housing counseling programs

7 Participants

purchased a home this year. The remaining 16 are on track to purchase in future years

\$273,000

was provided for down payment & closing cost assistance

"As a single woman in my 20s running a small business, I wasn't sure homeownership would be possible. The First-Time Homebuyer Program through CCNO, especially the classes and guidance from my advisors, helped me understand what I could truly afford and walked me through every step. Without them, I don't think I'd be a homeowner today. I truly owe so much to Susy and her team at CCNO."

-HRC Homebuyer

HOUSING REHABILITATION

Provided no-interest loans to low- & moderate-income households for accessibility accommodations & repairs to roofs, foundations, electrical systems, & more.

Projects were completed for
12
Households
with a total of
16
Individuals

Program information was shared with
106
Individuals

BEFORE



AFTER



As property ownership changes, **138** loans will be reinvested into the revolving loan fund for long-term program sustainability

TRANSPORTATION

Provided seniors, persons with disabilities, & members of the public with rides to their jobs, schools, grocery stores, banks, medical appointments, & other destinations.

We provided a total of

76,035 Rides

Our services benefited

988 Passengers

Our buses traveled

442,067 Miles

Out of all rides:

33% were for
People over 60

14% were for
People with Disabilities



"I love the bus & the drivers. The drivers really care, & everyone that's associated with transit does a great job. Since I don't have a vehicle anymore, the bus is my lifeline. It's dependable, & it gets me to where I need to go, or as close as possible."

- Public Transportation Passenger



PROGRAMS FOR SENIORS



IN-HOME CARE

Oregon Project Independence (OPI) and OPI-Medicaid (OPI-M) programs assisted people 60 years and older with activities of daily living such as bathing, dressing, cooking, light housekeeping, and shopping. Additionally, individuals ages 18-59 with physical disabilities were assisted through OPI-M, and veterans were provided with VA Home & Community Based Care through OPI.

42 Seniors

enrolled in **OPI** received

17,529

Hours of Care

30 Veterans

enrolled in **OPI** received

5,206

Hours of Care

72 Individuals

enrolled in **OPI-M** received

14,020

Hours of Care

"I am grateful that the home care services CCNO provides allow me to remain living with my daughter who I am lucky enough to have as my caregiver. I was in assisted living for several years prior to moving in with her. This feels much better to me."

- OPI-M Consumer

FAMILY CAREGIVER SUPPORT

Persons caring for an individual over 60 or with Alzheimer's, or relatives over 55 caring for a child under 18 or an adult with disabilities, were offered assistance such as equipment, minor home modifications, individual counseling, and respite care.

We provided

411
Hours

of respite care to

25
Family
Caregivers



"I'm the full-time caregiver for my husband with dementia; it's 24/7. With the Family Caregiver Support Program, I'm able to bring someone in to give me one day a week out of the house so I can run errands and have quiet time to relax and not always be "on duty". Before I started the program, I was near to having a breakdown, never being able to get away. I was overwhelmed. I'm so grateful for the program."

- FCSP Client

CONGREGATE MEALS

Provided nutritious meals & gave seniors the opportunity for social interaction by providing a place to meet friends, play cards & bingo, dance, etc. Lunches were served 16 times a week at CCNO's 4 meal sites & 4 times a week at 3 contracted sites in Grant County.

43,602 Meals
were served to
1,556
Adults Over 60



8,656 Meals
were served to
375 Volunteers
& People Under 60

"The Senior Mealsite has become very important in my life. Living alone as a widow, cooking for one, is something that hardly seems worthwhile. I often settle for something simple like cheese and crackers, popcorn, or a peanut butter and jelly sandwich. Not the best nutrition, I know. I receive excellent, nutritious meals at the center. More importantly is the socialization. Enjoying visiting with friends and making new ones. Just being with people!"

-Congregate Mealsite
Attendee

HOME-DELIVERED MEALS

Volunteers & staff delivered nutritious meals to homebound seniors, helping them maintain independence & remain in their own homes.

"Due to severe and chronic pain, I've been nearly immobile for quite some time. The home-delivered meals have been a Godsend and a blessing. I wasn't eating well or often because I couldn't get into my kitchen to make myself something to eat, and now, I have these meals to look forward to. They're fantastic and are the highlight of my day. They're needed and are much appreciated."

- Home-Delivered Meals Client

66,466
Meals
were delivered to
502
Seniors



Volunteers donated
3,665
Hours of their Time
to deliver meals to homebound seniors

ADDITIONAL SERVICES

Community Connection is an Area Agency on Aging (AAA). We provide a comprehensive and coordinated range of services, making it possible for each person to participate in the services of their choice.

Information & Assistance

We responded to **28,887 Requests for Information** on services & opportunities available in the communities from **6,026 People**
**duplicated*

Recreation

5,787 Activities such as card games, dances, billiards, & exercising brought together **432 People**
**duplicated*

Options Counseling

Trained professionals provided **4 Individuals & Their Families** with **8 Hours of Guidance** to assist them in choosing services & to make them aware of local, public, & privately paid options

Telephone Reassurance

Checked on the health & well-being of **9 Seniors** a total of **13 Times** to determine if they needed additional assistance

Legal Aid Referral

12 Seniors and **3 Low-Income Individuals** were referred to Oregon Law Center & Oregon Legal Aid

Health Programs

Health clinics provided **904 Seniors** with flu shots, blood pressure checks, and/or foot care

Newsletters & Outreach

1,618 newsletters, social media posts, & presentations reached nearly **89,511 People**
**duplicated*

COMMUNITY & VOLUNTEERS

Community Connection would not be able to do the impactful work we do without the generous help of our volunteers. Community members who donate their time to deliver Home-Delivered Meals, help at congregate meal sites, serve on our Board of Directors and Advisory Councils, and so much more broaden our ability to serve. We could not be more grateful. **Thank you!**

Volunteers
donated
16,568
Hours of
their time



BOARD OF DIRECTORS

FISCAL YEAR 2025

Steve McClure

Union County
Chair

Scott Myers

Grant County
Vice-Chair

Barbara McCormack

Wallowa County
Treasurer

Matt Scarfo

Union County
Secretary

Bruce Nichols

Baker County

Dan Seaman

Union County

Doug Gaslin

Baker County

Elsie Pellissier

Baker County

Jim Hicks

Wallowa County

John Hillock

Wallowa County

JulieKay Dudley

Union County

Mitch Wilson

Grant County

Michelle Kaseberg

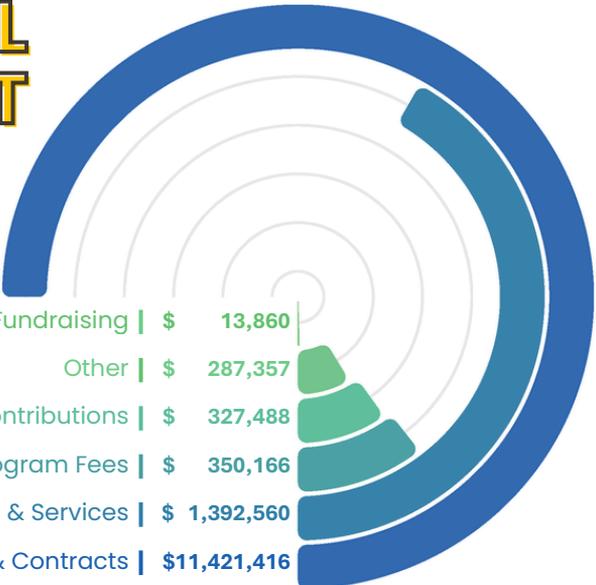
Baker County

FINANCIAL SNAPSHOT

July 1, 2024 - June 30, 2025

SUPPORT & REVENUE

\$13,792,847

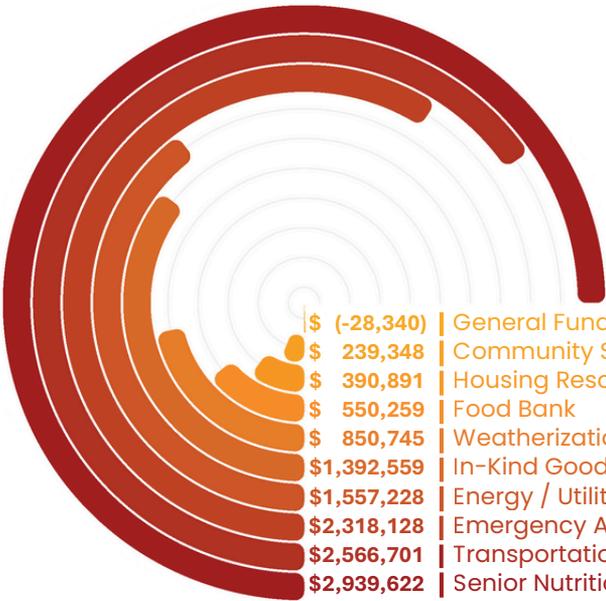


Fundraising		\$	13,860
Other		\$	287,357
Contributions		\$	327,488
Program Fees		\$	350,166
In-Kind Goods & Services		\$	1,392,560
Grants, Awards, & Contracts		\$	11,421,416

FUNCTIONAL EXPENSES

\$12,748,727

**Includes*
 Administrative Expenses: \$1,116,062
 Youth/Riveria Expenses: \$ 9,520
 Fundraising Expenses: \$ 970



\$ (-28,340)		General Fund, Bldg Exps, Cost Pools
\$ 239,348		Community Services
\$ 390,891		Housing Resource Center
\$ 550,259		Food Bank
\$ 850,745		Weatherization & Rehab
\$1,392,559		In-Kind Goods & Services
\$1,557,228		Energy / Utility Assistance
\$2,318,128		Emergency Asst. & Self-Sufficiency
\$2,566,701		Transportation
\$2,939,622		Senior Nutrition & Home Care

CHANGES IN NET ASSETS

FY25 End: \$10,185,641
FY25 Start: \$10,040,160

Community Connection of Northeast Oregon, Inc.

Serving Baker, Union, Wallowa, & Grant Counties

Community Connection is a proud member of



USAging



 CommunityConnectionNEO

 CCNOregon

 Info@ccno.org

 www.ccno.org



Community Connection is
an Equal Opportunity
Provider and Employer