



The ClearingHOUSE

A newsletter for partners in the housing and community service arenas produced by Oregon Housing and Community Services.

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Summer 2002
www.hcs.state.or.us

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Site Improvements

The OHCS website has undergone improvements based on your survey responses and suggestions (see page 5 for survey results). More changes are incorporated every week, so visit us often at www.hcs.state.or.us.

Historic Low

The Residential Loan Program has reached a historic low interest rate of **5.375%**! (Effective 7/29/02) Visit www.hcs.state.or.us or call 503.986.2015 for more information.

Bend Regional Housing Center Opens for Business

On June 12, 2002 the COCAAN's Homeownership Center opened its doors for business. The new Homeownership Center, managed by Central Oregon Community Action Agency Network (COCAAN), is centrally located at 1860 NE 4th Street in Bend one block off of Highway 97.



COCAAN's Homeownership Center is the first of three initial OHCS-sponsored housing centers to begin offering services. COCAAN's Homeownership Center will offer services to the residents of Crook,

Deschutes, and Jefferson Counties. The other two pilot sites, scheduled to open later this year, will be located in Astoria and in Medford.

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Winning Solutions in Fossil

By Darcy Strahan, Regional Advisor to the Director

Editor's note: The following shows how the Community Solutions approach has resulted in a winning solution in Fossil.

The city of Fossil faces an immediate opportunity for industrial expansion. Burnt Ranch Juniper (BRJ), a local manufacturer of caskets and furniture from Juniper trees, has outgrown its current location and needs to move to a larger space. Expansion of the business will double the workforce, from 6 employees to 12-15, a significant increase for Fossil with a population of 470. Wheeler County offered the city 10 acres for the development of an industrial park. Prior to transfer of the property, it was discovered the acreage

is not inside the urban growth boundary (UGB). Annexing the property into the UGB was not a viable option, so the city started looking for an alternate site to locate the industrial park.

The city located a 1.9 acre site just inside the UGB, at the north end of town. The site has some development challenges. The terrain is extremely rocky, a wetland borders the property, portions of the site are a potential brownfield clean up and the size does not allow for future expansion.

Three members of the Lower John Day Community Solutions Team, Erik

continued on page 4 under **Fossil**

Partner to Partner

Change is in the air. With the completion of the 3rd special session of the Legislature, the continuing challenge to balance the state's budget, and the forthcoming election of a new Governor, we've had to look at many alternatives for changing the way we do business.

We are continually challenged to work more effectively and efficiently to provide high quality government services with tighter budgets. With this increasing need to do more with less, it has reminded me of the importance of working cooperatively with our partners so we can support each other in providing services to those in need.

In this issue you will see some of the ways we have partnered with other organizations on different developments including Central Oregon Community Action Agency's (COCAAN) new Homeownership Center; Winkler Development Corporation's Troutdale Terrace Apartments; and a Community Solutions Team approach to solving development challenges in Fossil, Oregon. These are but a small sampling of the many cooperative partnerships we have been fortunate enough to be part of.

Recognizing that we have interdependent relationships with all of our partners, it is more important than



Bob Repine, Director

ever to consider how we can think and work systemically so all parts of the system work harmoniously for our mutual benefit. Just as we promote sustainability and ecological development practices with our natural resources, we can also apply that same kind of thinking to our relationships with our partners and how our business practices impact each other on a day-to-day basis.

As we move forward, meeting the challenges of potential budget cuts, limited resources, and meeting competing needs, it is my hope that we will always be mindful of the benefits of working cooperatively and maximizing our interdependent relationships with our partners.

Upcoming Bond Sales

Mortgage Revenue Bonds (Single-Family Mortgage Program) 2002 Series J & K
 SALE: Week of August 26, 2002 ISSUE: September 10, 2002

Elderly & Disabled Housing Bonds, 2002 Series A, B & C
 SALE: Week of September 30, 2002 ISSUE: October 29, 2002

Multifamily Housing Revenue Bonds, 2002 Series A
 SALE: Week of October 7, 2002 ISSUE: October 30, 2002

Mortgage Revenue Bonds (Single-Family Mortgage Program), 2002 Series L & M
 SALE: Week of November 18, 2002 ISSUE: December 17, 2002

Mortgage Revenue Bonds (Single-Family Mortgage Program), 2002 Series N & O
 SALE: Week of December 2, 2002 ISSUE: December 17, 2002

(As of July 19, 2002)



Oregon Housing & Community Services

Oregon Housing and Community Services' mission is to reach out for opportunities to create partnerships that improve Oregonians' lives and the quality of our communities.

State Housing Council

- Nancy Pope Schlagen, Chair
- Paul Colbert
- Larry Medinger
- Buz Ortiz
- Daniel Robertson
- Judith Williams-Pitre

Executive Management Team

- Bob Repine**
Director
- Jack Kenny**
Deputy Director
- Rick Crager**
Chief Financial Officer
- Bill Carpenter**
Chief Information Officer



The ClearingHOUSE is a publication that serves to increase awareness for the growing demand for affordable housing and self-sufficiency efforts for individuals within the state of Oregon.

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OHCS reserves the right to edit and/or use submitted materials at its discretion. Although every effort has been made to insure the accuracy of the information contained herein, the agency assumes no liability for errors in this publication.

Troutdale Terrace: Innovations in Energy Conservation

By Larry Dillenbeck, Communications Manager

Troutdale Terrace is a unique affordable housing development, which incorporates multiple innovative strategies for energy conservation and sustainability. The project is an example of the practical application of old energy conservation techniques and the early adoption of new technology. The developers of this project, Winkler Development Corporation, see this as a model for environmentally responsible affordable housing communities. "We wanted to be practical and innovative in our approach to this development. We asked ourselves how can we be practical and gain a little savings at each choice point along the way. Ideally, we would be able to create a living community that was not only more comfortable, but also save residential energy costs and preserve natural resources as much as possible. We see this as a smarter, more thoughtful approach to affordable housing," said Jim Winkler, President of Winkler Development Corporation.

Troutdale Terrace is a 228 unit affordable housing community built on 14 acres on a sloping site overlooking the Columbia River and I-84. 100 percent of the units are affordable to households earning at or below 60 percent of the area median income. The community consists of twelve 18-plex buildings, one 12-plex building and a 4,000+ square foot community center. Each residential building has three stories and each unit will have a washer, dryer and microwave in addition to the standard appliances of refrigerator, range and dishwasher.

The energy conservation strategies of this development work together systematically to not only conserve energy but put the cost savings into the hands of the residents. "Families should spend their money on their children, not on their utility bills," according to Winkler. These strategies include:

- Reduce space heating costs—Utilizing higher performing glass in the windows and R-60 insulation in the attic to minimize energy leaks, space heating cost are reduced as



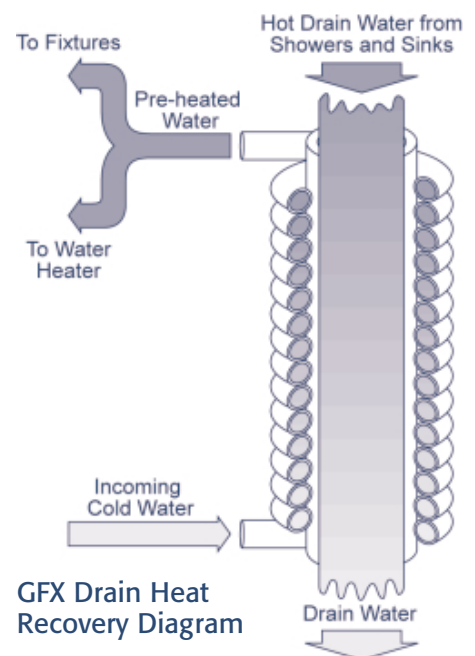
Finishing touches to the Troutdale Terrace development include the drought-tolerant landscaping pictured here. Units became available at the first of August 2002.

- much as 25 percent and make the living space more comfortable.
- Reduce lighting costs—Using all plug-in compact fluorescent lighting which are less costly, longer lasting and use less energy.
- Reduce appliance operating costs—Each unit's appliances are Energy Star® compliant appliances that are 10 percent more energy efficient than the July 1, 2001 minimum Federal Government standards. The washing machines are full size, front loaded units which use less water and spin faster so the clothes take less energy and time to dry.
- Reduce (hot) water usage—Since hot water usage is the single biggest energy cost in an apartment, a combination of strategies will be used to save energy and cost. Low flow showerheads, ultra efficient Marathon® water heaters and drain heat recovery technology provide significant energy and cost savings. Even the landscaping of the area will consist of xeriscape (drought tolerant) plants and slow growing lawn to minimize water usage and minimize maintenance costs. These combined energy and resource efficient strategies are expected to result in a 30 to 40

percent reduction in energy cost and usage.

The utilization of drain heat recovery technology is perhaps the most interesting energy saving feature of this project. Troutdale Terrace is the largest drain heat recovery project in the nation. 202

*continued on page 6 under **Inovate***



Redrawn by Lisa Kundrik

Centers *continued from page 1*

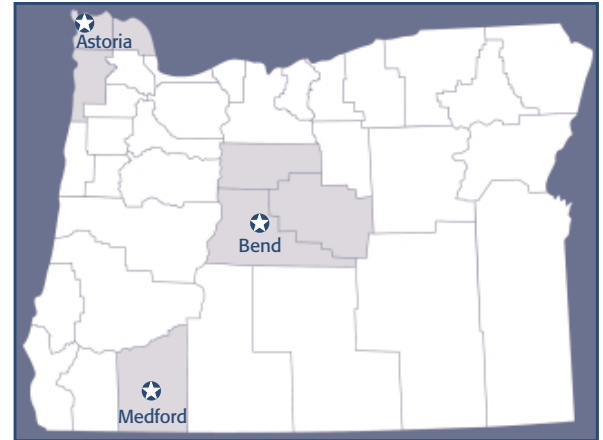
“Oregon Housing and Community Services (OHCS) is excited COCAAN has opened the Homeownership Center’s doors for business. This is the beginning of a new and better way of helping Oregonians access housing programs and services,” said Bob Gillespie, OHCS Housing Division Administrator. “Good quality information from a trustworthy social service provider is a key to helping many low income residents learn how to meet their housing needs and COCAAN is just the right organization to deliver these services to Central Oregon,” Gillespie continued.

COCAAN’s Homeownership Center, staffed by Deanna Allred and managed by Norm Chadwick, is in business to serve the Central Oregon region as a “one-stop shop” for citizens who need housing services and referrals. COCAAN will provide the public both direct services such as the *ABC’s of Homebuying* (homebuyer training) and counseling, and also indirect services in the form of meaningful referrals to other housing providers and programs in the region. Some of the programs the public will be able to learn about through the Homeownership Center include low-income housing weatherization loans,

housing rehabilitation loans, reverse mortgage programs, credit counseling, access to down payment assistance programs, individual development accounts, state-funded loan program, and other affordable mortgage products. When not providing direct services, the role of the Center will be to help identify existing or establish new service delivery partners and help link clients to these other products and programs. The center will also identify any missing products or services (through client requests) and advise OHCS about the region’s needs. For more information about the Bend Homeownership Center, contact Deanna Allred at 541.322.9185 or Norm Chadwick at 541.548.2380 ext. 101.

Oregon Housing and Community Services is also working with two other housing center pilot sites. The two other pilot sites are located in Astoria (covering Clatsop, Columbia, and Tillamook counties) and Medford (for Jackson County). The Astoria

Housing Center is being organized by Community Action Team (CAT) with Beverly Danner 503.325.8098 as the main contact person. The Medford Center will be managed by the Housing Authority of Jackson County and ACCESS, with Patty Claeys of ACCESS as the initial contact person at 541.774.4328 ext. 347. The contact person from OHCS is Karen Clearwater who can be reached at 503.986.0968.



The regional housing center pilot in Bend now serves Crook, Deschutes and Jefferson counties. Two more pilots will soon serve Clatsop, Columbia, Tillamook and Jackson counties.

Fossil *continued from page 1*

Andersson with Oregon Economic and Community Development Department (OECDD), Jon Jinings with the Department of Land Conservation and Development (DLCD), and Darcy Strahan of Oregon Housing and Community Services (OHCS) comprised the team that met with the city’s informal task force to discuss the project. The team was mindful of the city’s sense that time is of the essence and they can’t afford to lose Burnt Ranch Juniper. The team brought in the Department of Environmental Quality’s Brownfield Clean-Up Coordinator to view the site and OECDD staff to review the infrastructure needs. The city, in an effort to keep BRJ, was willing to commit their OECDD resources to the smaller site with the understanding that they would be limiting future development.

Northwest Wood Products Association announced plans to locate a regional dry kiln in Fossil, the only dry kiln east of the Cascades. The dry kiln enables BRJ to have their wood dried locally, reducing manufacturing and transportation costs. The dry kiln will also attract additional wood product industries.

The team encouraged the city to explore other sites, while researching the costs associated with development of the 1.9 acre site. The city located an 80 acre parcel across Hwy 19, which is ideally suited for industrial park development. Through a long negotiation process, the city secured the property. Twenty acres will be set aside for the industrial park, 20 acres will be sold to adjacent property owners and the remaining 40 acres will be developed at a later date. The team brought in Oregon Department of Transportation to discuss access

management issues and OECDD staff to review infrastructure needs.

The city is in the process of working with OECDD, Rural Development, OHCS (through the Community Incentive Fund), and the Economic Development Administration to fund the project. During the process, the team has traveled to Fossil several times to meet with the Task Force, the City Council and other appropriate agencies to keep the city focused and the project alive.

Throughout the process, the team provided technical assistance and guidance, as the city explored and researched each new development. Without the participation of the team, the city would have settled on the 1.9 acre site, severely increasing development costs and limiting future industrial development. Instead, the city will have an industrial park far superior to the original development concept.

Communications Survey Report

By Larry Dillenbeck, Communications Manager

As part of our strategic plan, OHCS strives to refine and update our communication efforts with our external partners and internal staff. In order to define the path from where we are to where we want to be, we took a snapshot of our current communications efforts. In February this year, the OHCS Communications Committee sent a survey to our external partners and internal staff to assess the value and effectiveness of our current communications strategies and materials.

The survey asked for responses on how familiar our partners and staff were with our publications, website and multimedia resources. We also asked for responses regarding how frequently these resources were accessed, whether they met expectations, and the respondents' media preferences.

We had a healthy return with 10% of our external and 50% of our internal customers responding to the survey. The Communications Committee analyzed the results of the survey and some of the significant findings are as follows:

- Generally, most of the respondents indicated our current communication materials meet or exceed their expectations. (average 56%).
- A large percentage indicated they prefer the website as their media preference vs. printed material (average 67% external and 37% internal).
- Regarding the website, while most respondents (average 37% external and 69% internal) indicated the website meets or exceeds their expectations, a significant number (average 35% external and 17% internal) indicated the website failed to meet their expectations. The difference in ratings between internal staff and external partners was not significant in other rating categories.
- A significant number of respondents indicated they were generally unfamiliar with our communication materials (average 21%).

Several repeated themes appeared in the comments offered by the respondents. There were many

comments requesting or suggesting email notifications of updates to the website, training opportunities and other program information. There were multiple suggestions to improve the website and to receive email versions of our newsletter. Several requests were made to have more program information and applications available online. Other patterns included requests and suggestions to provide information specific to the respondent's needs and interests, and to organize our communications to be more consistent agency wide.

The results of the survey will be incorporated in the development of the objectives and strategies for the Department's new communications plan and policies. Several specific strategies to improve communications were recommended to and approved by our Steering Committee including:

- Shift emphasis of external communications to electronic forms of information. Expand the number of publications and variety of information available electronically.
- Maximize the potential of the OHCS Website as our primary external communications medium.

Simplify and improve navigation, usability and consistency of our site.

- Conduct an audience analysis to identify the specific audiences that each section/program communicates with and their interests. Customize information to meet their needs and interests.
- Develop an ongoing set of evaluation tools and procedures to do a cost/benefit analysis regarding the effectiveness of publications, marketing efforts, press releases, and the Web.
- Increase, publicize and promote existing publications via the web, e-newsletter, flyers, etc. and also promote awareness of the OHCS website itself.

Over the coming months ahead, our external partners and internal staff will notice these changes and improvements in communications. We will continue to incorporate and utilize this valuable feedback to improve our communications and increase the effectiveness of our operations.

Resource	Expectation		
	Not Familiar	Fails	Meets/Exceeds
Annual Financial Report	25%	4%	45%
ClearingHouse	17%	4%	71%
CIF Bulletin/Mailings	43%	7%	37%
Conference Workshop		6%	27%
Conference Speakers		6%	27%
External Website		26%	67%
Posters/Flyers	24%	6%	52%
Press Releases	21%	10%	55%
Program Brochures	17%	9%	61%
Program Fact Sheets	21%	7%	57%
Programs in Review	30%	9%	41%
Training's/Other Events	30%	13%	42%
Videos	35%	7%	29%
Category Averages	21%	8%	56%

Notes:

- Meets/Exceeds were combined for easier comparison.
- External resource percentages reflect both internal staff and external partner responses.
- Raw totals do not add up to 100% due to survey respondents who did not indicate a preference for a listed resource.

OHCS Honored for Excellence in Financial Reporting

By Larry Dillenbeck, Communications Manager

In May 2002, the Government Finance Officers Association (GFOA) of the United States and Canada awarded the "Certificate of Achievement for Excellence" to OHCS Financial Management Division. The award was given to OHCS for its comprehensive annual financial report (CAFR).

"We feel honored to receive this prestigious award. Our vision is to be acknowledged as the agency that maximizes opportunities through the creative and efficient use of resources. We strive to 'set the standard' for excellence in government service and we will continue to provide our

partners and the public with the highest quality information about our financial activities," said Bob Repine, OHCS Director.

The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management. OHCS has received this award for the sixth straight year.

The CAFR was judged by an impartial panel to meet the high standards of the program including

demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story and motivate potential users and user groups to read the CAFR. The GFOA is a nonprofit professional association serving approximately 14,000 government finance professionals.

To access the department's annual financial report and other publications, visit our library at www.hcs.state.or.us.

Inovate *continued from page 3*

units will be equipped with a Gravity Film eXchanger (GFX) which is a simple plumbing device that replaces a section of vertical drainpipe with an all copper heat exchanger. The heat exchangers consist of 2" and 3" diameter by 60" lengths of copper drainpipe with half inch tubing coiled tightly around them. As hot water is used, it goes down the drain clinging to the inside surface as a thin film that efficiently transfers the heat through the copper drain line to the cold water as it simultaneously flows up through the GFX coils. 50 to 85 percent of the heat can be transferred to the cold supply water through the copper without contamination because the water flows do not contact each other. The heat transfer significantly preheats the incoming water, therefore reducing the work of the water heaters and cutting the amount of energy/money spent to heat the water.

These energy savings add up quickly. The predicted savings amount to about \$0.23 saved every shower. Assuming 404 people showering every day, the potential savings is \$2,826.32 per month or \$33,915.80 a year for the 202 GFX units. The avoided energy costs mean the system can pay for itself in a few years. Enough energy is saved by the

GFX per shower to light up approximately 187 11-watt compact fluorescent lights for an hour.

The US Department of Energy's Energy Information Administration estimated that in 1995 residential water heaters consumed 740 billion KWh of energy and commercial water heaters consumed 320 billion KWh. Approximately 80 to 90 percent of all this hot water energy goes down the drain carrying with it billions of KWh and billions of dollars. Much of this wasted energy can be recovered with GFX technology. GFX is long lasting, has no moving parts and requires no maintenance, so it will return the investment quickly and provide continuing energy cost reductions in any location using and draining hot water.

In addition to these energy saving features, Troudale Terrace also has many design elements that target the needs of young families with children and the need to provide opportunities for "latchkey" kids to have safe opportunities for learning and fun. The 4000+ square foot Community Center will include the leasing/management office, a large community room with fireplace, an attached kitchen, computer room, children's playroom, an area for mediation/

stretching and restrooms. The community room will have a big screen TV and library of family videos, books and audiotapes children can borrow. Services will include a "messy" art/play room where kids can be creative and play with paints, clay, etc., a childcare program, computer training classes, art classes, kids club, homework club, social events, special activities, education activities, as well as information and referral services through local social service agencies.

In June 2001, the State Housing Council approved a \$14,056,688 Risk Sharing Loan for this project with tax incentives for energy efficiency. The total estimated cost for this project is \$22,491,256. The project is currently more than 50 percent complete with the first few units being rented as of August 1, 2002. Troudale Terrace offers a great model for the successful incorporation of energy and resource efficiency, sustainable building principles, and unique design elements to meet tenants needs. It is an inspirational example for other builders and developers to join in the sustainability movement.

Focus on Staff

Welcome

Julie Anderson, Assistant to the Deputy Director, Director's Office.

Kim DeMarcus, Property Management Compliance Officer, Asset & Property Management Section.

Jessica Homewood, Grants/Contracts Specialist, Financial Operations Section.

Charles Thompson, Property Management Compliance Officer, Asset & Property Management Section.

New Administration & Management



Bill Carpenter has been managing projects and Information Services for the state of Oregon since 1988. He is a state-certified project manager and has degrees from Willamette University and the University of New York at Buffalo. He has worked for OHCS since July, 2001 as the OPUS Project Manager, job duties he continues to perform in addition to being the department's new Chief Information Officer and Information Services Division Administrator. Bill lives in Tualatin with his wife, his elderly dog, and too many books. He has a son at the University of Oregon who is studying to be an actor.

Promoted

Bill Carpenter, Chief Information Officer and Administrator, Information Services Division.

Larry Dillenbeck, Manager, Communications.

Eileen Zak, Manufactured Dwelling Park Program Liaison, Services Outreach Section.

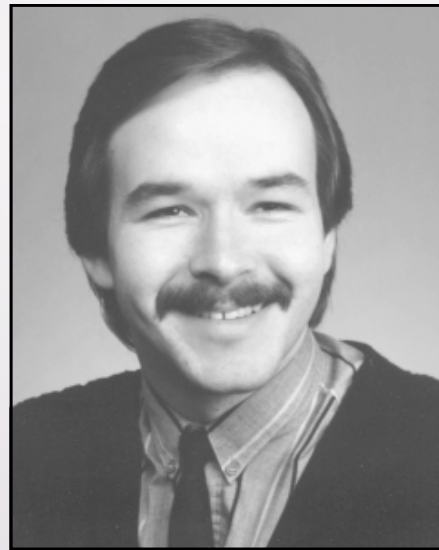
Celebrating Service

5 Years

Ann Baker, Property Management Compliance Officer, Housing Programs Management.

Sarah Dornon, Housing Resource Assistant, Housing Resources Section.

Crystal Quatier, Payroll/Benefits Specialist, Financial Services Section.



Larry Dillenbeck joined OHCS from the Oregon Youth Authority as the new Communications Analyst in April. As of July 1, he accepted the position of Communications Manager. Larry has a 12-year background as a consultant, trainer, and professional coach with his own training and consulting company, Performance Mastery Institute. He also has a strong background in juvenile corrections serving as the statewide Training Specialist for the Division of Youth Corrections in Utah.

Farewell

Vie Anderson, Assistant to the Deputy Director, Director's Office.

Ozie Lemmer, Secretary, Housing Finance Multi-Family Section.

Dan VanOtt has retired after more than 18 years of service to the state. Dan was on loan to OSU as an Associate Professor.

10 Years

Josie Saldaña-Truong, HOME Tenant-Based Assistance/Community Housing Development Organization Programs Coordinator, Community Services Section.



Eve Ford, recently transitioned from the Oregon Dispute Resolution Commission (ODRC) to OHCS Community Resource Division as the new manager for the Services Outreach Section. While Eve was with ODRC, she worked with the statewide network of 23 community dispute resolution centers that provide a variety of dispute resolution services. She is a trained community mediator and has advanced training in facilitation, mediation, and collaborative group processes.

Eve now supervises the Manufactured Dwelling Park Mediation Program and Energy Unit.

Sign Up for our New E-Newsletter!

In our fast pace, rapidly changing world, more and more people are realizing the value of being informed of current events and opportunities. In the future, we would like to correspond with you via our new e-newsletter. OHCS E-News will contain exciting and up-to-date information on current services, opportunities and events in which our friends and partners like you would have interest. With your permission, we will send you future announcements and newsletters via e-mail.

If you would like to receive our new e-newsletter, visit www.hcs.state.or.us and click on the "What's New" button. There you'll find a short form to collect the information we need to include you on our distribution list.

Thanks!

Upcoming Events

August 19, 4 PM Salem
Low Income Energy Assistance Program (LIEAP) Public Hearing at Or. Housing & Community Services
Info: Linda.Marquam@hcs.state.or.us

August 23 Salem
State Housing Council Meeting at Or. Housing & Community Services
Info: Teri Kucera@503.986.6703

August 30 1 PM Medford
Grand Opening: Lion's Cottage
205 North Holly

September 5-6 Portland
Oregon Brownfields Conference
Info: Katie Robertson@541.278.4620

September 27 Salem
State Housing Council Meeting at Or. Housing & Community Services
Info: Teri Kucera@503.986.6703

October 4-5 Welches
'Regards to Rural' Conference
Info: www.rdiinc.org

October 25 Salem
State Housing Council Meeting at the State Capitol, Room 343
Info: Teri Kucera@503.986.6703

October 27-30 Seattle, WA
NAHRO National Conference
Info: www.nahro.org/conferences/

October 30 Seattle, WA
Housing Washington 2002 Conference
Info: www.wshfc.org/conf/

November 6-8 Seaside
Poverty Conference
Info: Bonnie Davidson@503.316.3951

November 8-10 San Jose, CA
Growing Healthy Communities: Ag Workers
Info: www.rcac.org/news/events/

November 12 Salem
Housing a New Beginning Conference to guide women in recovery obtain and keep affordable housing.
Info: May Simeone@503.988.3064x24304

If you have information on upcoming events of interest to housing & community service partners, e-mail Sandra.Russell@hcs.state.or.us or call 503.986.2109.



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