Community Needs Assessment
a guide for Klamath & Lake counties
table of contents

Introduction

Purpose
Scope
Collaborators
Themes
Process
Goals
Findings & Outcomes

Results

11  Income, Poverty & Employment
14  Housing & Homeless
17  Families and Households
20  Education
21  Food & Health
22  Seniors
23  Veterans
24  Surveys
Caution: Wet Paint

We greatly appreciate the tremendous support from everyone who made this report possible. From clients, to community leaders and partners, to the wonderful staff at KLCAS, it is with your diligent help that this project came to fruition.

Putting together a report of this stature, you truly realize the scale of need within our community—and you also learn how things have evolved. The last KLCAS Community Needs Assessment was released three years ago and during that time public opinions have reformed, needs have altered, and the people that we serve have in most respects: transformed. Many of the problems that were most important to clients a few years ago are not the same problems of magnitude today. As the needs of our community change, we must—as an organization and community—also change in order to meet those needs.

You may have noticed a theme here: as we put a fresh coat of paint on our 2017 Community Needs Assessment, we recognize that our efforts and mission are still a work in progress. Community Action Agencies have been servicing communities across America for more than half a century, but our work is far from done. As one need is met, often another arises. For KLCAS, the paint never dries. As we evolve and transform with our community, this report helps us identify the most critical client needs and allows us to recognize the gaps in resources and services for Klamath and Lake Counties. Try as we might, we accept that our organization alone cannot address them—in fact for these communities, it’s all hands on deck.

Cody Bowman  
Community Needs Assessment  
Project Manager

Donna Bowman  
KLCAS  
Executive Director

This community needs assessment was board approved on November 21, 2017
Mission Statement

Klamath and Lake Community Action Services (KLCAS) is a private non-profit agency. KLCAS improves the lives of our citizens by combating the conditions and causes of poverty in Klamath and Lake Counties. KLCAS provides strategic services directly and through social alliance, empowering people to become self-reliant contributing members of our community.
About Klamath & Lake Counties

Klamath and Lake Counties are located in Southern Oregon near the California border. The isolated geographic location makes development and growth difficult and offers less businesses and services to its residents. In return, there are less opportunities for jobs. Klamath County is named for the Native American tribes who originally settled the area for millennia. Lake County is located in a high desert region and has a long history of agriculture and management of natural resources. The early 1900’s brought railroad transportation which led to population growth and a booming timber industry. The lumber industry dissipated in the 1990’s, and both counties were heavily affected by the recession that occurred two decades later. As the economy diversifies, both counties continue their journey toward economic recovery.

The need for programs and services is especially important to those living in remote areas of both counties. While housing costs are cheaper in outlying areas, utility costs increase and are compounded by the frigid winters both counties experience. In addition, increased fuel costs effect rural areas greatly due to the long distance required to travel for daily needs and services. Those living at or below the poverty line may not have a dependable vehicle which makes travel cost prohibited. Access to public transportation systems in the outlying areas (and for many living in the populated areas) are non-existent.

Providing outreach to our clients in the remote areas of Klamath and Lake Counties is a high priority for KLCAS. We have a satellite office in Lakeview and staff regularly schedule visits in an effort to better serve our clients. Additional efforts are made by staff to provide outreach and services as well as publicized day visits to Chemult, Gilchrist, Chiloquin, Sprague River, Bly, Bonanza, Merrill, Malin, and other remote areas in Klamath County. Staff members also travel to remote locations like Silver Lake, Christmas Valley, and other areas in Lake County.
About Community Action Agencies

The Economic Opportunity Act of 1964 created the Community Action network of locally-focused Agencies serving low-income and impoverished populations through the efforts of President Lyndon B. Johnson’s War on Poverty, and the advocacy of Martin Luther King Jr. KLCAS is a member of the Community Action Partnership of Oregon (CAPO), the State Association for Oregon’s Community Action network consisting of eighteen Community Action Agencies and Oregon Human Development Corporation, a statewide agency serving farm workers. CAPO and its members are part of the national Community Action Network—a network made up of more than 1,100 local, private, non-profit, and public agencies that work to alleviate and eliminate poverty.

After 50 years of Community Action’s excellent history of fighting poverty, why does it still exist? What are the factors and causes that lead to poverty in Klamath and Lake Counties? We believe that before deciding what to do, we must first determine what needs to be done. When we are intentional in our quest to listen, it allows us to truly hear the voices of all concerned: the individual, the family, and the community. That is the purpose of this comprehensive 2017 Community Needs Assessment of Klamath and Lake Counties.

The Act thus gives the CAA a primarily catalytic mission: to make the entire community more responsive to the needs and interests of the poor by mobilizing resources and bringing about greater institutional sensitivity. A CAA’s effectiveness, therefore, is measured not only by the services which it directly provides but, more importantly, by the improvements and changes it achieves in the community’s attitudes and practices toward the poor and in the allocation and focusing of public and private resources for antipoverty purposes. -Office of Economic Opportunity’s “Instruction 6520-1” (1970), Interpreting Community Action’s 1964 enabling legislation.
About

KLCAS was established in 2001 as an intergovernmental entity for the purpose of delivering social service programs to residents of Klamath and Lake Counties. Since 2004, KLCAS bi-furcated its operations by incorporating in Oregon under the Oregon Nonprofit Act and qualifying as a 501(c)(3) tax exempt organization.

Under the direction of Donna Bowman since 2006, the agency has progressed and restructured adding a cadre of services for the community; including strategic partnering with other local service providers to stretch funding and meet the needs of more than two-dozen communities. KLCAS currently works with more than forty different funding streams and is governed by an active tri-partite Board of Directors.

Theory of Change

KLCAS and the hundreds of Community Action Agencies across the United States work to alleviate poverty on many levels. One of the major and most difficult responsibility of helping homeless and low-income people, is by changing the views and stigma held by the general public. We included the input from business leaders and partners to help us address their opinions toward our clients in order to better help the society as a whole. This practice is incorporated into a bigger vision and plan that KLCAS and other CAA’s trust called The Theory of Change.

The Theory of Change, as defined by the US Government, says the “primary driver of extreme poverty reduction is inclusive economic growth supported by a foundation of effective governance and accountable institutions. All components of the theory rely on a foundation of effective governance that must ultimately be sustained by a web of accountable institutions in both the public sector and civil society. Governments that secure the safety of their citizens, implement smart fiscal and regulatory policies through accountable institutions, and expand the scope for political voice and participation not only drive inclusive growth, but also sustainably reduce poverty in all its dimensions.”

No matter how successful we are at KLCAS at alleviating poverty, our work is hindered if the community is not ready to accept them.
Programs

Energy Assistance
Increases economic stability by providing assistance with: power, natural gas, heating oil, propane, firewood, pellets, and furnace repair. Energy Education classes also offered.

Family Navigator
Through direct referral from the DHS Child Welfare Program, KLCAS Navigators work with families to meet the goals required to keep children in their homes or to reunite families whose children have been placed in foster care.

Individual Development Account
A matched savings program helps low-income eligible participants save money to buy a home, pursue higher education, and repair or modify an existing home.

Family Support & Connections
Supports and connects families to our services and other resources within our community through Family Development, Parenting Groups, Life skills Workshops, and Resource & Referral.

Housing & Homelessness Prevention
Short and long term rental assistance. Emergency housing for homeless families. KLCAS has an array of housing services available to qualified families and individuals.

Klamath & Lake Homeownership Center
Provides information and resources for homebuyers and homeowners. Our HUD certified Homeownership Counselors are available to help future home buyers identify the steps to sustainable homeownership.

Representative Payee Services
Contracts with social security clients to develop and maintain a budget that includes a savings plan for future needs by having a liaison to negotiate bills on their behalf, helping stabilize and improve their financial situations.

Supportive Services for Veterans & Families
Provides services to low-income Veterans and Veteran families. Qualified veterans can receive assistance with case management services, rental/utilities assistance, child care costs, moving costs, transportation expenses, emergency supplies, and security deposits.

KLCAsy Stamp
Contracted via US Postal Service, offering a full line of postal services. In addition to providing a public service and raising money for KLCAS, the KLCAsy Stamp serves as a training facility for JOBS Plus and Work Experience participants.

Klamath Family Warming Center
KLCAS Shelter Supportive Services—provides operational support to Exodus House and Marta’s House. Seasonal Family Warming Center.

For more information about our programs visit KLCAS.org
About Community Needs Assessment

Each Community Action Agency (CAA) uses a community-based needs assessment to develop advocacy and service priorities to provide the most relevant and effective services for its own community. Located in the areas of greatest need, local CAA’s offer an extremely wide variety of programs that serve low-income children, families, and seniors. This community-based approach, in conjunction with the statewide network of CAPO members and resources, creates a unique and effective system for fighting poverty in Oregon.

- Obtain a clear and comprehensive view of poverty in our community
- Analyze data to identify gaps in meeting the needs of our clients and community
- Review current programs and services to explore the feasibility of pursuing future funding to address unmet needs and expand or improve existing programs and services
- Explore the root causes and factors that impact impoverished people in Klamath and Lake Counties.

A Community Action Agency’s effectiveness is measured not only by the services which it provides, but also by the improvements and changes it achieves in the community’s attitudes and practices toward low-income communities and in the allocation and focus of the public and private resources used for antipoverty purposes. In 1994, the Monitoring and Assessment Task Force (MATF) advised the Office of Community Services of its own management and accountability practices. MATF recommended a system to be known as “Results Oriented Management and Accountability,” or ROMA.
This community assessment was compiled using the results of two separate surveys that were distributed to two distinct groups in Klamath and Lake Counties:

![Image of survey icon]

133 LOW-INCOME RESIDENTS & CLIENTS

95 COMMUNITY LEADERS & PARTNERS

This report analyzes the data from both surveys which cover several topics within the boundaries of needs, services, and opinions. The survey distributed to *low-income residents and clients* covered topics including financial stability, food security, employment, education, housing, transportation, economic vitality, gaps in services, and input on the factors and causations that led to their current situation. The survey distributed to *community leaders and partners* focused on outsider views on local homeless and impoverished populations, and their opinion on the factors and causations that they believe contribute to the low-income community.

The Community Needs Assessment Surveys were distributed digitally and as a hard-copy to clients and community leaders.
**Demographics**

**Clients Surveyed**
- 9% of respondents are homeless
- 54% of respondents living in poverty have children
- 37% of respondents do not have a checking or savings account
- 21% of respondents are enlisted or have an immediate family member in the military
- 16% did not receive a high school diploma
- 30% of respondents are either physically and/or mentally disabled

**Gender**
- Male 30%
- Female 70%

**Age Range**
- 18-24 12.7%
- 25-34 27%
- 35-44 16.5%
- 45-54 18%
- 55-64 15.8%
- 65+ 10%

**Household Size**
- 1 26.5%
- 2 21%
- 3 16.5%
- 4 18%
- 5 8%
- 7+ 10%

**Type of Household**
- Individual 36%
- Single Parent 25%
- Two Parents 25%
- Married (no children) 7%
- Grandparent (raising grandchild) 5%
- Other 2%

**Annual Income Range**
- $0-$7000 36%
- $7,001-$14,000 20%
- $14,001-$21,000 13%
- $21,001-$28,000 12%
- $28,001-$35,000 5%
- $35,001-$50,000 5%
- $50,001 and above 9%

**Living Situation**
- Rent Home 53%
- Own Home 27%
- Emergency / Transitional Housing 2%
- Share Home with Person/Family 9%
- Homeless 9%

**Race & Ethnicity**
- Caucasian 74%
- Native American 8%
- African American 5%
- Hispanic 8%

**Mixed Race 5%**
Working in Poverty

19.3% of residents in Klamath County are living below the poverty line, 20% of resident in Lake County are living under the same conditions—both of these rates are higher than the state average (Oregon 15.4%). Undoubtedly, poverty is on the rise as these rates have steadily grown over the past few years, despite the upswing in the economy in Oregon and across the United States.

Our Community Needs Assessment revealed that a majority of respondents are struggling to make ends meet. Almost 57% of respondents report a household income of $14,000 a year or less. In 2016 KLCAS helped 10,476 individuals and 5,827 families with one or more of our services.

According to our survey with community leaders and partners, a large majority of them believe that poverty is induced by not having a job. Many of our clients reported having an income from a steady job—but they were not earning a livable wage. It’s estimated that the majority of people living in poverty, like our clients, actually work multiple jobs to makes ends meet.

The majority of households served by KLCAS derived their entire income from a single source last year: employment; yet, they still fall under the “working poor” category according to the CSBG Report (Program Participant Characteristics, Section G).

![2017 Federal Poverty Guidelines](image)

Source: 1. US Census Data
Wages are often lower in rural regions such as Southern Oregon where Klamath and Lake counties are located. Our research has shown that many individuals in the counties we serve fall into this low-wage category: working hard yet struggling to pay their bills.

In the last 12 months...

- 56% had bills turned over to a collection agency
- 20% have fines or legal fees they are unable to pay
- 26% have built up too much credit card debt
- 56% cannot save for unexpected expenses

Klamath and Lake County unemployment rates are typically higher than the state of Oregon. As of April 2017, Oregon’s unemployment rate was 3.7%. By contrast, under the same conditions, Klamath County reported 5.1% and Lake County reported 5.5%.
Our research revealed that many of our clients struggle to find steady employment and it’s the number one reason that hinders them from reaching stability. It can be difficult to secure a job if you lack the education or training needed to get hired.

58% say it's been hard finding or keeping a job this year

An even more revealing aspect of our survey is that both clients and community leaders and partners who participated rated the lack of “family wage jobs” as the top unmet need in our region. Over half the community leaders and partners surveyed cited the need for family wage jobs as the biggest unmet need in alleviating the conditions of poverty in our region.

IDENTIFYING MAJOR CAUSES OF POVERTY

Through Community Leaders' Perspectives

39% LACK OF TRAINING 40% NOT ENOUGH JOBS 44% JOBS PAY TOO LITTLE 21% TOO FEW JOBS IN OUTLIERING AREAS 40% LOW MOTIVATION
Declining Infrastructure

Of the clients we surveyed, 74% rent their home and 26% are homeowners. In Klamath County, housing conditions have hugely affected the housing market and standard of living. It is estimated that over 20% of the homes on the market are in need of significant repair as most of the homes in both counties are older than 1970 with many having been built in the 1930’s and 1940’s. Even more concerning, in our research we found that 21% of the homes our clients rent or own are in need of significant repair—and the majority cannot afford to fix them.

**HOUSING SITUATIONS CLIENTS FACED THIS YEAR**

<table>
<thead>
<tr>
<th>Situation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared housing with another household to prevent being homeless</td>
<td>49.38%</td>
</tr>
<tr>
<td>Had to choose between paying rent or paying for other basic needs</td>
<td>76.54%</td>
</tr>
<tr>
<td>We had to move multiple times</td>
<td>50.62%</td>
</tr>
<tr>
<td>Was homeless for a week or less</td>
<td>35.80%</td>
</tr>
<tr>
<td>Was homeless for more than a week</td>
<td>37.04%</td>
</tr>
<tr>
<td>Was evicted from my home</td>
<td>18.62%</td>
</tr>
<tr>
<td>Stayed in a shelter or transitional housing (including motel)</td>
<td>22.22%</td>
</tr>
</tbody>
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Energy Assistance

Of the clients we surveyed, about 20% attributed KLCAS' Energy Assistance Program as being the most helpful public service they received this year. Klamath and Lake counties face harsh winters and warm summers. For many residents, it can be difficult to afford gas and electric bills to keep their homes at stable temperatures. The affects of having your gas and/or electric shut off can be devastating; as many of our clients witnessed over the course of the past year. This hampers your ability to cook, have hot water, and heat your home. At KLCAS we recognize this as being one of the biggest needs in our community, and we have worked diligently to address this problem; but we also understand that a need this large needs community support.

"Energy assistance helped me when I needed it most"  
-Survey Respondent
Limited Housing & Chronic Homelessness

22% of our surveyed clients secure HUD (Housing and Urban Development) Section 8 Housing—but the demand is much higher than the supply. The lengthy wait time and long waiting lists can result in a need to stay with family or continually ‘couch surf’ staying with friends or relatives. The majority of those who identified themselves as being homeless are chronically displaced. HUD defines a chronically homeless individual as someone who has experienced homelessness for one year or longer, or has experienced at least four episodes of homelessness within the last three years. These populations tend to be the most vulnerable as statistically chronic homeless have high rates of behavioral health problems, including severe mental illness and substance abuse disorders; all conditions that can be exacerbated by physical illness, injury, or trauma. Research shows that stable housing is an essential component for recovery in regard to the chronic homeless populations. Permanent, supportive housing coupled with supportive services can serve as a foundation for rehabilitation, therapy, and improved health. They are also less likely to end up in homeless shelters, emergency rooms, or jails which reduces public costs at a local, state, and federal level.

Building Opportunities

In 2017 KLCAS purchased the Cherry Blossom House which has the capacity to house eleven families on the property. Residents will have previously been homeless and will be able to stay in the transitional housing for up to a year. The goal is to stabilize families before helping them move to more permanent housing.

The need for low-income and transitional housing in Klamath and Lake Counties is high. Finding affordable housing is one of the biggest challenges for KLCAS.

HOMELESSNESS PREVENTION 2016

103 HOMELESS FAMILIES
and individuals were assisted for homeless prevention or received assistance with deposits for housing

50 FAMILIES & CHILDREN
received wrap-around services and rental assistance on the longer term HTBA (Home Tenant Based Assistance) program

21 HOMELESS FAMILIES
were stabilized through the COC (Continuum of Care) Home Matters Program
Helping Clients Develop & Reach Their Goals

According to our survey, 80% of our clients want to own a home someday, but many have obstacles to overcome before doing so.

- 57% cannot afford a down payment
- 40% cannot afford monthly payments
- 57% are affected by bad credit that makes buying a house difficult
- 22% say the home buying process is too complicated
- 12% have a criminal background that makes buying a house difficult

Klamath & Lake Homeownership Center, a direct program of KLCAS, offers home buyer education, down payment assistance, and housing counseling to prospective home buyers. A home rescue program is also available to existing homeowners that may be facing imminent danger of losing their home. The IDA DreamSaver’s is an asset building savings matched program that increases financial stability. Financial Fitness classes are available as well.

"A Homeownership Center is a one-stop-shop that provides education and resources for all income levels. Our services help families gain knowledge, skills and assets needed to reach financial goals. We see family households strengthen and dreams come true continuously."

-Michelle Scott
Housing Counselor & Education Programs Manager

KLAMATH & LAKE HOMEOWNERSHIP CENTER 2016

<table>
<thead>
<tr>
<th>341</th>
<th>17</th>
<th>17</th>
<th>291</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families received services</td>
<td>Clients became new home owners!</td>
<td>Families remained housed through our programs</td>
<td>People participated in our counseling and classes</td>
</tr>
</tbody>
</table>
Children in Poverty

According to the Oregon Center for Public Policy 21% of children in the state lived below the poverty line in 2015. This translates to more than 1 in every 5 children currently living in poverty within our state. For our clients with children in school, the majority receive free or reduced school lunches. At KLCAS, 24% of all clients served are under the age of 18. In our survey, more than 70% of respondents have children in their households. It’s clear that children are a major concern in our community.

Children who grow up in poverty suffer more persistent, frequent, and severe health problems than do children who grow up under better financial circumstances. Many infants born into poverty have a low birth weight, which is associated with many preventable mental and physical disabilities. Children raised in poverty tend to miss more school because of unstable home situations or illness. These children have a much higher rate of accidents than do other children, and they are twice as likely to have impaired vision, iron deficiency, and/or anemia. Levels of stress in the family have also been shown to correlate with economic circumstances. Studies indicate that job loss and subsequent poverty are associated with violence in families, including child and elder abuse. Extended stress and lack of basic needs can lead to more health problems, increased disruption at work, school, family relationships, and friendships.
Keeping Families Together

Many low-income parents in Klamath and Lake counties have a difficult time providing adequate housing, food, and resources for their children; particularly those affected by mental or physical health issues, or drug and alcohol addiction. Child abuse rates have grown over the past three years with 27.8 cases per 1,000 children in Klamath County.  

As the number of children affected by abuse grows, so does the need for working with families to keep their children. KLCAS works hand-in-hand with the Department of Human Resources (DHS), through our Family Navigator Program, to keep families together.

KLCAS’ Family Support and Connections program offers family development, parenting groups, life skills workshops, and individual help finding community resources on an as needed basis.

FAMILY NAVIGATOR PROGRAM

104 families
& 197 children participated in services to strengthen, stabilize, and reunite parents and children involved in the Child Welfare System.

41 of the 80 children placed in Foster Care were reunited with their parents.

"Family Support & Connections has been the most important service for us because it's ongoing and steady"

-Respondent

Source: 1. Oregon Department of Human Services
Source: 2. Healthy Klamath
Childcare

In our research, low-income parents number one struggle is finding affordable, reliable daycare for their children. Working part-time jobs often require unusual schedules that don’t fit the nine-to-five workday. In these instances, finding childcare can be difficult—especially on the weekend. Also, a large number of our clients have children with disabilities or behavioral problems and often cannot attend typical daycare services.

"Affordable childcare is hard to find, especially finding someone with an opening for three kids"

-Survey Respondent

Youth in Poverty

For young adults, finding their way into adulthood can be just as difficult. Many accumulate student loan debt, have difficulty finding a living-wage job, and cannot save for future expenses. KLCAS provides financial contributions to Integral Youth Services’ (IYS) Exodus House. KLCAS also helps young people with the Dream$avers Individual Development Account (IDA) program to assist them with saving money for college or a down payment on a home.

"Focusing on school gets in the way of making money"

-Survey Respondent
Education: A Way Out of Poverty?

16% of clients surveyed have not received a high school diploma or GED. 32% of the Klamath and Lake county residents are high school graduates, but have not obtained any post-secondary education or college degree.

On the surface, it is easy to encourage someone who isn’t earning a livable wage to continue their education, as it’s well documented that a college graduate earns more money in their lifetime than a high school graduate, and a high school graduate makes more than someone who didn’t finish high school. However, if a family is struggling to meet basic needs, they are living in survival mode. Parents may be focused on providing food and shelter, and not be able to provide school supplies or pay extra fees. After school care may be a struggle to fund or provide and the demands of helping a child with homework can feel overwhelming.

Programs like The Klamath Promise, 21st Century Grant, ASPIRE, Citizens for Safe Schools, mentoring programs and many other local initiatives are directed at reaching young people to provide mentoring and support. KLCAS programs like Family Support and Connections offer classes for parents that focus on building and reinforcing parenting/relationship skills. The direct result mitigates stress while strengthening our families and community.

More educated workers are earning low or minimum wages, which have not kept pace with inflation. Even as U.S. minimum wages have increased, the value of those wages has decreased, while worker’s education has increased (Economic snapshot). In our research, ___ have a college degree (and higher), although client income does not yet reflect their wages.
Food Security & Hunger

Klamath and Lake counties are both subject to harsh weather conditions that limit the agricultural growing season. Many of our clients live in secluded areas that are far from grocery stores and local produce. Both counties are at high risk for food insecurity based on these five factors: low population density, low income levels, a lack of places to purchase healthy and affordable food, inadequate transportation, and lack of support for small business.

More than 30% of respondents rated The Food Bank and SNAP as the most vital resources they used this year.

28% of respondents have gone hungry because they weren't able to get enough food this year

Health & Medical Bills

Unresolved medical issues, high medical bills, and lack of health insurance were a prominent theme regarding causes of poverty with our clients. 60% of respondents are covered through OHP / CHA / ATRIO Medicaid, while 7% don't have any health insurance at all. 43% of respondents have debt from medical or dental bills.

"OHP [helped with] daughters medical issues"

"Health care is something I have struggled to afford"

"Mental health [counseling] has kept me out of hospital for suicidal"

"OHP for my kids so at least they can receive medical attention when needed"

-Survey Respondents
An Aging Population

10% of our respondents are over the age of 65. Seniors account for 20% of the population in both Klamath and Lake Counties. 16% of respondents have a senior living with them in their immediate household. Our senior clients face financial hardships because they may live on fixed incomes of social security or pensions that have not kept rate with inflation. Oftentimes, high medical costs combined with housing, utilities, transportation, insurance, home maintenance, property taxes and day-to-day costs can challenge seniors financially. 1695 seniors received KLCAS’ Energy Assistance in 2016.

We have also noticed an increase in Seniors raising grandchildren (5% of our respondents), an issue particularly pertinent in low-income communities. When parents are in treatment, incarcerated, or unable to fulfill their parenting duties, it’s often left to the grandparents to raise the children. Nationwide, 2.7 million grandparents are raising grandchildren, and about one-fifth of those have incomes that fall below the poverty line. This number has been steadily increasing over the past decade. As the national problem grows, the need in Klamath and Lake Counties for this demographic also grows.

30% of our survey respondents are disabled or have a disabled person living in their immediate household.

Clients with Disabilities

Residents with mental or physical disabilities often have difficulty controlling their money and paying their bills. KLCAS’ Representative Payee Program assisted 235 clients with disabilities whom needed assistance with managing their money in 2016. In the same year, 230 clients were able to secure and maintain adequate housing, and 50 clients were employed throughout the year.

Source: 1. U.S. Census July 2016
Veterans Helping Veterans

The goal of the Supportive Services for Veterans and their Families (SSVF) program is to promote housing stability among very low income and homeless Veteran families who reside in or are transitioning to permanent housing. A recent report found that "the Veteran community of Klamath Falls is an underserved and vulnerable population. The inequities that are of most concern from the Veterans themselves, as well as the providers who directly interact with Veterans on a frequent basis, include the issue of homelessness and vulnerability surrounding employment, [and] the inequities surrounding healthcare... that are currently available." 1

21% of our respondents have served or live with someone who has served in the military. KLCAS' Services for Veterans and their Families program assists veterans on a multitude of levels; but we understand that this need is truly an epidemic affecting both counties.

"We have achieved and exceeded all set goals, except ending Veteran homelessness. We have provided our local Veterans with intense case management, financial budget counseling (Smart Start), home visits, and helped Veterans in addressing other living issues to bring them stabilization and hope."

-James "Chief" Lindsey
SSVF Case Manager

The Supportive Services for Veteran Families (SSVF) grant began in Klamath Falls on April 01, 2015. There have been numerous achievements since then. The SSVF Program has housed and assisted over 205 homeless Veterans during the 24 months of operation. Numerous Veterans have mentioned how the SSVF Program saved their lives. Veterans living on the street with or without family cold and hungry are now housed, working, maybe attending College, and in a place to sleep and rest from the anxiety of life. We have also had several Veteran Affairs employees tell us how much they appreciate the SSVF Program. They mentioned how the VA-HUD/VASH program greatly benefits from SSVF filling a gap to get a Veteran stabilized. We have worked side by side with the VA employees to house and stabilize the lives of these veterans, and to date we have only had 11 veterans return for further assistance.

Source: 1. Veteran Community of Klamath County Report 2016 OHSU