

Special Service Contract Program SSCP 21-23 Performance measure report - 2022

Introduction

The Special Service Contract Program (SSCP) provides funding from the City of Sandy for local non-profit organizations that present a proposal to help the City achieve an official City Council goal or provide other needed services that serve the public good within our community. Every organization chosen to become an SSCP provider enters a special service contract to provide these services over a term of two years. As part of their SSCP contract, providers are required to report selected data chosen by the review committee for this program to the full City Council annually.

The information presented in this report was collected from the four non-profit organizations that are currently participating in the Special Service Contract Program for the 2021-2023 biennium. Those organizations are:

- AntFarm Youth Services
- Sandy Community Action Center
- Sandy Historical Museum
- Sandy Area Chamber of Commerce

AntFarm Youth Services

CommunityConnect Program

Biennial funding awarded: \$6,000

Council Goal 3a – Develop a COVID-19 community recovery plan (i.e., business recovery, utility payment assistance plan, etc.)

		2022	2021	2020
Service visits	# of unduplicated visits:	190	140	201
	Total # of visits:	237	359	392

Volunteer info	# of volunteers:	122	102	82
	# of volunteer hours:	4,211	3,937	2,033
	# of youth volunteers:	116	93	65

Donations	Program donations:	\$13,584*	\$21,363	\$25,882
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* - Donations to this program were not heavily promoted this year due to AntFarm receiving a 2022 ODHS grant related to CommunityConnect totaling \$203,482.

The CommunityConnect program primarily serves mobility-impaired senior citizens and disabled in east Clackamas County. The program provides a labor force of AntFarm youth volunteers and staff supervisors to perform outdoor maintenance tasks (mowing lawns, landscaping maintenance, stacking

firewood, cleaning gutters, etc.) that program participants cannot physically complete themselves and have difficulty paying for services in the private sector to complete for them. The services provided through CommunityConnect also helps to keep vulnerable community members in their homes by addressing chronic code enforcement issues that can often result in fines they cannot afford.

In 2022, this program served 227 senior citizens, and 45 of these clients were seen more than once. All of these clients had significant physical and mental impairments that would have prevented them from living independently unless additional services were provided. AntFarm Youth Services provided 11 adult staff and volunteers to support the 116 (!) youth volunteers participating, providing a total of 4,211 hours of service – if these volunteer hours were paid at the 2022 IRS volunteer approved hourly rate of \$29.95/hr, the total value of these labor hours would be \$126,119.

Two Foxes Singing (AntFarm Executive Director) writes: “CommunityConnect continues to be a strong program helping some of our most vulnerable citizens. It has been quite valuable during COVID-19 as the seniors are amongst the most vulnerable and isolated. This program also had a positive impact on youth as this was a positive activity to cope with the isolation and distance learning resulting from COVID-19. I appreciate that the city of Sandy has the awareness and intention of supporting our vulnerable elders. CommunityConnect is a great way to help these folks out and keep them living in their own homes. The personal stories and strong outcomes continue to be valuable to who we are in Sandy. I am very excited about new funding sources that can strengthen this program throughout our area. The City of Sandy Special Services grants have provided a strong foundation for additional funding. Thank you.”

Sandy Community Action Center

Monthly food boxes, outreach & service coordination

Biennial funding awarded: \$20,000

Council Goal 6 – Collaborate with regional and community partners to address homelessness

Council Goal 3a – Foster economic recovery and growth (i.e., business recovery, utility payment assistance plan, etc.)

	2022	2021	2020
Average monthly food boxes	177	128	221

With the community now mostly recovered from the COVID-19 pandemic, things have been returning to normal at the Action Center. They have returned to the “self-shop” style of food distribution that they had used years ago, and their clients really seem to like the changes. Providing clients with the basic dignity of assessing their own needs and selecting their own goods was a priority for the organization, and this method also allows staff to interact personally with clients and do a little “community building” in the process.

Other improvements in service outreach for the Action Center in 2022 included the development and launch of a new program called the Summer Snack Program to provide healthy snacks for local children during the summer to replace the free COVID meals that were being provided through the school system – this program ended up serving over 100 families. Additionally, the Action Center has started promoting new programs like the Lunch Box Program (supplies food/drinks daily to homeless clientele) to serve the homeless community, is exploring new avenues for pantry produce, has collaborated with

the Adult and Teen Challenge Center (addiction recovery) to provide additional goods, and hired a local expert to update their website.

The Action Center both maintained existing strategic partnerships and created new partnerships in 2022 with several area organizations, including:

- Sandy Social Service Task Force (community needs assessment)
- Sandy Connect (service coordination)
- Sandy Ministerial Association (assembly and delivery of Thanksgiving boxes)
- Sandy Community & Senior Center (PGE utility assistance program, multiple event promotion)
- Pathways Church (staffing for monthly Free Food Market)
- AntFarm Youth Services (assistance with ARPA funding)
- Sandy LDS Church & Sandy Rotary Club (assistance with 2022 remodeling effort)
- Sandy Cinema, Route 26 Cruisers, Sandy LDS Church, Starbucks, Sandy Actor’s Theater (food drives)

Sandy Historical Museum

Student interns

Biennial funding awarded: \$15,000

Council Goal 7b – Celebrate Sandy’s history and 110th anniversary

	2022	2021	2020
Visitor Count - Sandy	358	224	60
Visitor Count - OR outside of Sandy	700	376	90
Visitor Count - US outside of OR	686	489	110
Visitor Count - Intl	69	14	6
Visitor Count - unknown origin	110	198	-
Visitor Count - total	1813	1301	266

Interns	2022	2021	2020
Orisis Angel		0	14.5
Alejandra Ortega		0	86
Corbin Fitzpatrick		200	233
Chloe Gettman	24	62	117
Zander Ortega	30	132	30
Aspen White	24		
Nathan Minor	153		
Spencer Haugh	155		
Total hours	386	394	480.5

The Sandy Historical Museum, like many other non-profit organizations, saw 2022 as a return to normalcy. Once again, there were five local student interns who worked for the Sandy Historical Museum in 2021 – they collectively provided 386 hours of labor for the organization. Volunteers Nathan

Minor and Spencer Haugh are currently working at the museum, while Zander Ortega and Aspen White graduated from SHS in 2021 and continued on to college.

Using local student interns hired through this program over the last few years has changed this organization for the better, according to board members Ann Marie Amstad and Wynn Thies. The Board of Directors remain extremely pleased with the quality of interns they have ended up working with. The intern staff can get vital work for the museum done much more efficiently and quickly than the mostly retired volunteer staff can, and their youthful enthusiasm has re-energized the organization. In addition, the interns have been providing staff with an intuitive understanding of technology that only young people can bring, and this has helped update and improve museum processes behind the scenes. As an example, one of the primary intern tasks at the museum is to enter collection items into Past Perfect, an inventory management software platform for museums. Due to the technological complexity of the software, it would take museum staff a long time to enter items into the system and they were unable to keep up with intake. With the interns now operating the software, processes are moving much faster now and they are catching up quickly.

Sandy Area Chamber of Commerce

Business Recovery Center (BRC) funding

Biennial funding awarded: \$19,000

Council Goal 3: Foster economic recovery and growth

	Sandy area (city limits)	Boring	Estacada & Eagle Creek	Villages	Total
Businesses contacted 2021:	296 (193)	418	590	168	1,472
Businesses contacted 2022:	394 (263)	582	624	168	1,768

Types of services requested through BRC 2022:	Total # of businesses	In Sandy city limits
Marketing/advertising:	21	10
Employee recruitment/retention:	258	115
Employee benefits/management:	8	5
General business operations:	11	4
Business expansion/pivot:	7	3
Inventory/supply chain issues:	29	17
Finances/accounting/taxes:	4	2
Help with existing grant/loan:	14	10
Acquiring grants :	47	28
Acquiring loans:	15	5
Acquiring PPE:	104	67
Total:	518	266

Marketing and digital outreach:

- Social media outreach:

- 145+ Facebook & Instagram posts
 - Over 37,000 people reached
 - Email: 109 separate email messages to over 1,145 contacts
 - Print:
 - 6 ads placed in Pamplin newspapers (Post)
 - 2 ads placed in the Mountain Times
 - 1 ad placed at Sandy High School Theater
 - Digital advertising:
 - Pamplin targeted email (799 reached)
 - Pamplin digital ads (10,488 impressions & 104 total clicks)
 - Facebook advertising (12,952 reached)
 - Sandy Cinema ads
 - Sandy Actor's Theater ads
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The Sandy Business Recovery Center (BRC) continued to offer a variety of different kinds of business assistance in east Clackamas County in 2022 depending on the needs of their clients, as shown in the table (Types of services requested through BRC 2022) above.

Khrys Jones (SACC Executive Director) writes: “The Sandy Area Chamber of Commerce has been pleased to provide support and services to the Sandy Community and surrounding areas over the past two years through our Business Recovery Center. The funds to make this program work were originally provided through Clackamas County and they have been a wonderful partner to work with. Having additional funding from the City of Sandy has been a huge blessing to us as the funding from Clackamas County was exhausted in March of 2022. We received some funding through ARPA to assist in providing grants to businesses within the OTSD in September of 2022. Without the City of Sandy’s additional funding, we wouldn’t have been able to provide outreach and assistance to the almost 2,000 businesses we have been in contact with since November of 2020. Thank you for your support and generosity.”

In addition to the business outreach attempts (voicemail and email) the consulting provided, and the personal protective gear provided and delivered, the Sandy Area Chamber of Commerce also created two additional sub-programs for local businesses through the BRC. Workforce Wednesday, a program that provides a “Job Opportunities” page on the Chamber website and a weekly e-blast advertising local job postings was launched in late 2021 and has continued on through 2022. Since its inception, the SACC reports that program has touched 227 businesses and has had over 343 positions posted, with at least 101 of those positions filled, although not all participants reported back to SACC when they had filled their posted positions, so actual numbers have been difficult to calculate.

The Holiday Passport Program was the second sub-program funded through this grant. Launched in November of 2021, this program was essentially a holiday “buy local” passport adventure listing participating businesses throughout east Clackamas County. While the Chamber was able to sign up 60 shops in the area, the program was not as successful as they were hoping for. Participating businesses reported that they did not have the bandwidth to properly promote this program and explain it to their customers. This experience has caused SACC to re-evaluate how they will approach and promote “shop local” programs going forward.

Changes to the BRC starting 4/1/23: Funding from Clackamas County for the Business Recovery Centers has now been exhausted. Thanks to SSCP funding provided by the City of Sandy and ARPA funding provided through the office of Senator Chuck Thompson, the Sandy Area Chamber of Commerce is able to continue providing services and support for local businesses through the BRC through April of 2024 (end of their ARPA contract) unless another source of funding becomes available.

The Sandy BRC serviced the following zip codes in addition to 97055 from April 2021 through March 2022:

- 97009 – Boring
- 97011 – Brightwood
- 97028 – Government Camp
- 97067 – Welches
- 97049 – Zigzag
- 97049 & 97067 – Rhododendron
- 97041 – Mt. Hood