

Office of Neighborhood Development Services Year End Report 2014



***Improving Yakima One
Home at a Time!***

Senior Emergency Home Repair Program

- Residences Served = 85
- Average Spent Per Household = \$3059.00
- Average Income Per Household = \$1617.72
- Total Spent = Approximately \$260,015.07

Senior Regular Home Repair Program (Suspended)

- Residences Served = 0
- Average Spent Per Household = 0
- Average Income Per Household = 0
- Total Spent = 0

Exterior Paint Program (Suspended)

- Residences Served = 0
- Average Spent Per Household = 0
- Total Spent = 0

Graffiti Program

- Volunteer Hours = 5113
- Graffiti Hours = 2482
- Total Volunteer Hours = 7595
- Gallons of Paint = 733
- Locations Painted = 20,605

Yak Back Complaints

- Number of Complaints = 1010
- Graffiti Complaints = 538
- Graffiti locations covered W/O Complaint = 20,067

Senior Home Repair Program Statistics

Ethnic Breakdown

- African American = 5
 - Caucasian = 82
 - Hispanic = 59
 - Russian = 1
- Native American = 0

Repair Completed

- Roofs = 8
- Electrical = 7
- Windows = 0
- Doors = 0
- Plumbing = 23
- Water Heaters = 4
 - Heat = 27
 - A/C Units = 5
- Sewers Connections = 2
 - Bathrooms = 5
 - Ramps = 10

Community Development Services Supported

ONDS Currently has 94 Loans Active

- Home Loans
- Single Family Rehabilitation

Southeast Community Center Programs

- Senior Lunch Program
 - Foot Care Clinic
 - Family Night
- Summer Park Program
- Santa's Village & Annual Dinner
- Beyond Barriers Tutoring Center
 - COPES Mentoring
- Powerful Family Training



This Is Our Team !

Top Right: Archie Matthews, Manager
Top Left: John Zabell, Rehab Assistant
Middle Right: Travis O'Neal, Remodel Tech
Middle Center: Orville Otto, Senior Program Supervisor
Middle Left: Isabel Cruz, Accounting Specialist
Bottom Left: Caroline Rowe, DA III
Bottom Center: Ramon Orozco, Rehab Assistant
Bottom Right: Angelica Saldivar, Housing Loan Specialist

These Are Our Partners!



PEOPLE FOR PEOPLE

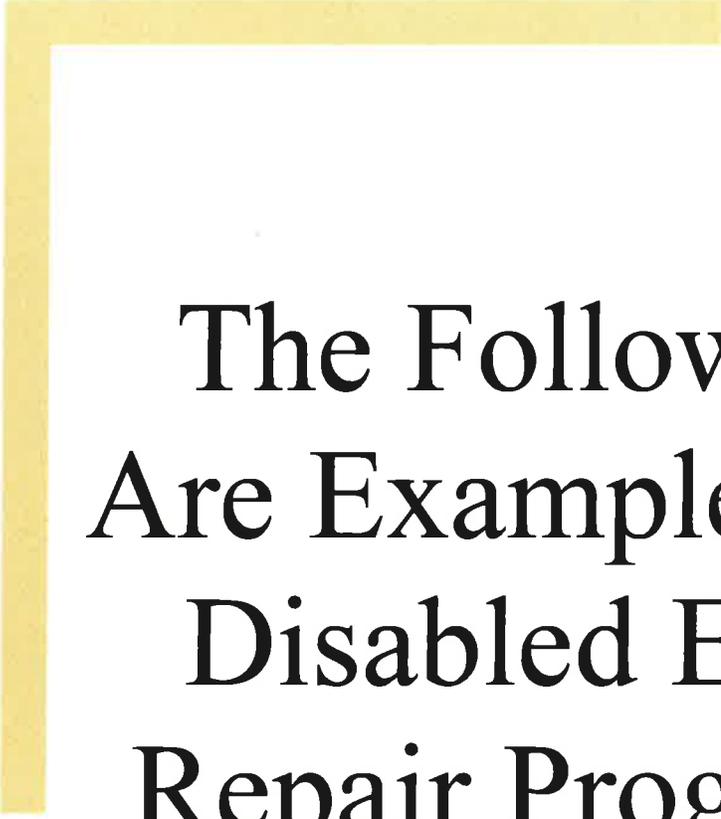
Providing community services for Central Washington since 1965



Yakima Police Department & Refuse Department

Yakima County

Juvenile Justice



The Following Pages
Are Examples of Senior/
Disabled Emergency
Repair Program. There
Were 85 Homes Worked
on This Year.





This disabled home owner had no heat source in his home.
We installed this NG furnace.





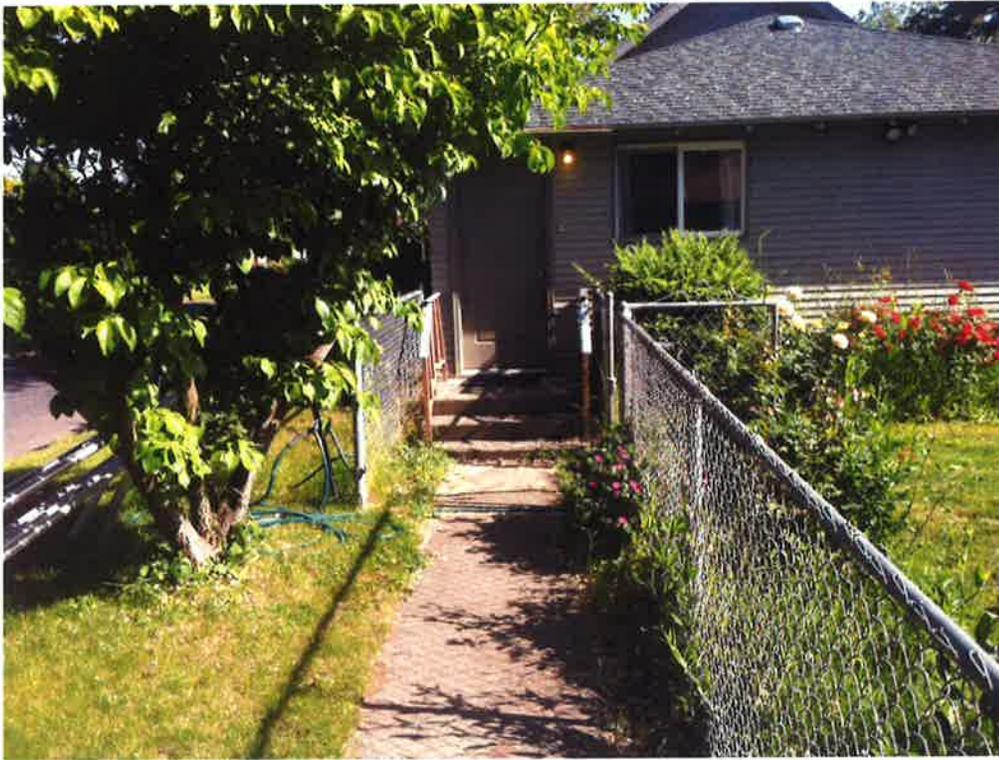
I Know you can't tell from this picture, but all the nails that are suppose to hold the roofing down where sticking up. Half of the shingles on the back of this home where gone.



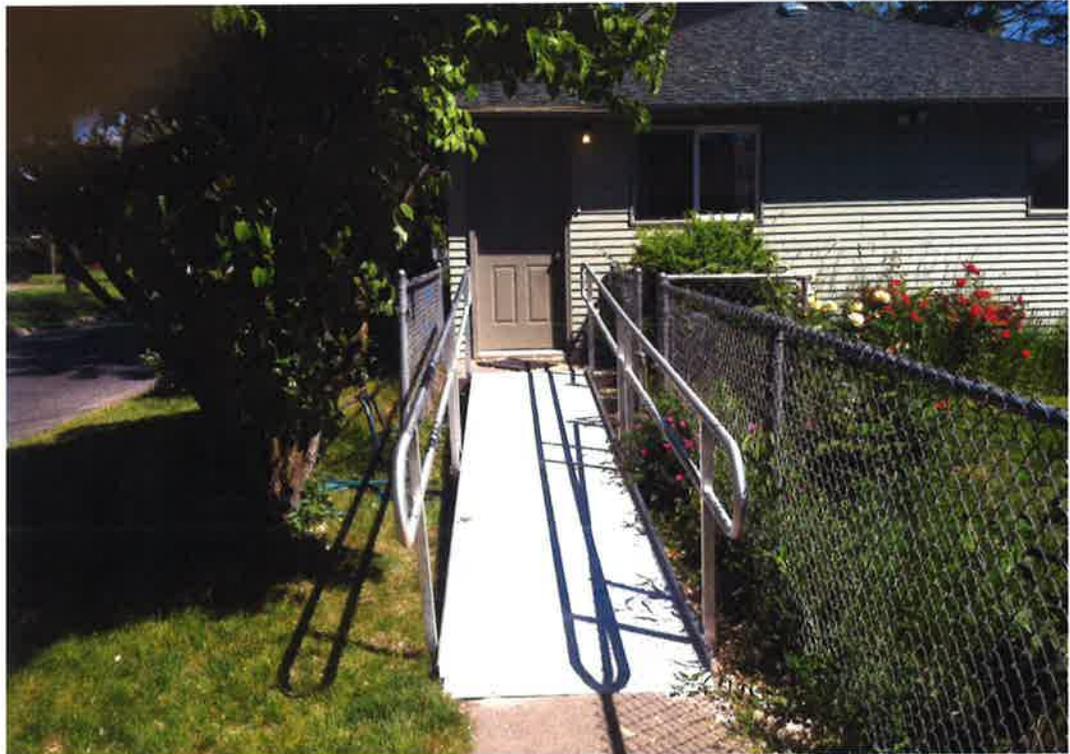


This 86 year old home owner could no longer get down her steps to make it to her doctors appointments. We installed her a handicap ramp.





This wheelchair bound home owner could not even get out of her house. We installed her a handicap ramp.





This upper picture is the bathroom that this 81 year old home owner & her disabled bother had to use. Travis converted a spare bedroom into this bathroom for them. Bottom Picture and.....





Bedroom to bathroom conversion part two.





03/31/2014

This 72 year old woman could no longer insure her home because of the roof was so bad. We replace the roof and sent pictures to the insurance company.



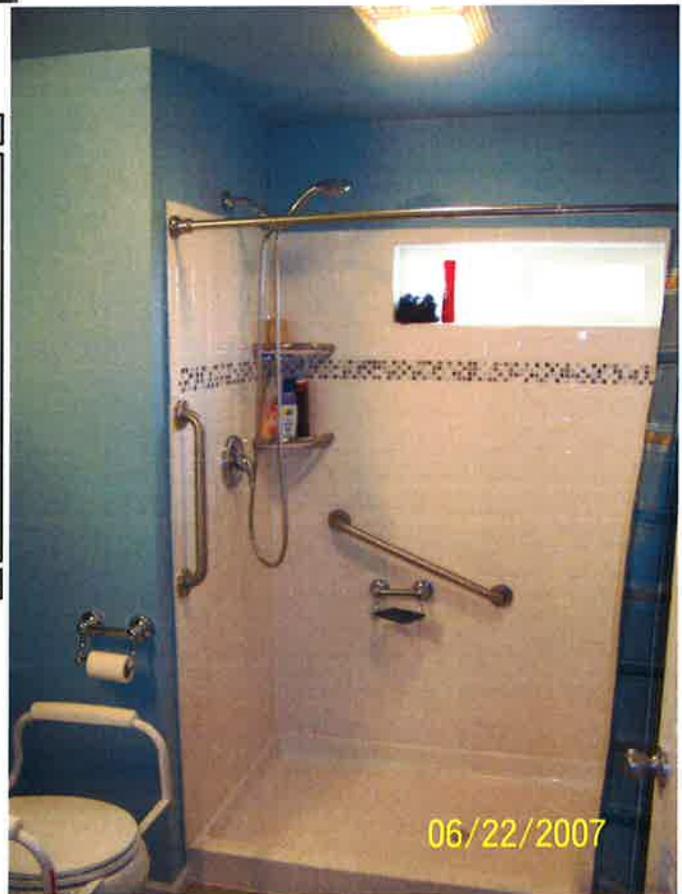
05/07/2014



This senior home owners A/C had broken down. We replaced it with a heat pump, which should save her about 40% off her power bill during the winter.



Another one of Travis's miracle projects. As you can see this bathroom was almost impossible to use. We actually had to use two foot of her bedroom to make this work.





This is the outside of the same bathroom, we had to downsize the bathroom window to make it work properly.





This upper picture was her crawl space access, Travis replaced it with a safe cover.





This 57 year old home owner cares for her 85 year old mother. She couldn't get her mother out the door without her falling. We installed handrails and a ramp.





This is the most sophisticated ramp system we ever installed. The home owner was 92 years old and had two sets of steps to go down.





This senior's water supply line had ruptured and flooding her yard. We replaced the water supply line.





This 68 year old woman had water running into her crawl space where the furnace is located. Travis installed this cover to secure the hole.





This 57 year old home owner had holes in her roof and could not afford to have it fixed. We stripped the roof, installed new sheeting and shingles.





This home owner had a leaking water heater that ruined the floor underneath . We replaced the floor and installed a new water heater.





This home owners lost a bunch of his shingles in a wind storm and had no home owners insurance to fix it. We replaced his roof..





This home owner had a disabled child that could not easily get out of the house. We installed a platform and ramp.





This 72 year old home owner's septic system had failed. We had to extend the sewer line in order for her to connect to City sewer.





This was caused by the leaking water heater on the back side of the wall. We replaced the water heater and installed a new surround.





This home on East Viola had a failed septic system. The main line was too big to connect to. We had to install a pressurized septic system.





This 61 year old woman roof was leaking and had been patched over and over. We replace the entire roof.





This couple in their 80's were unable to use their bathroom. Travis made it usable from them for years to come.

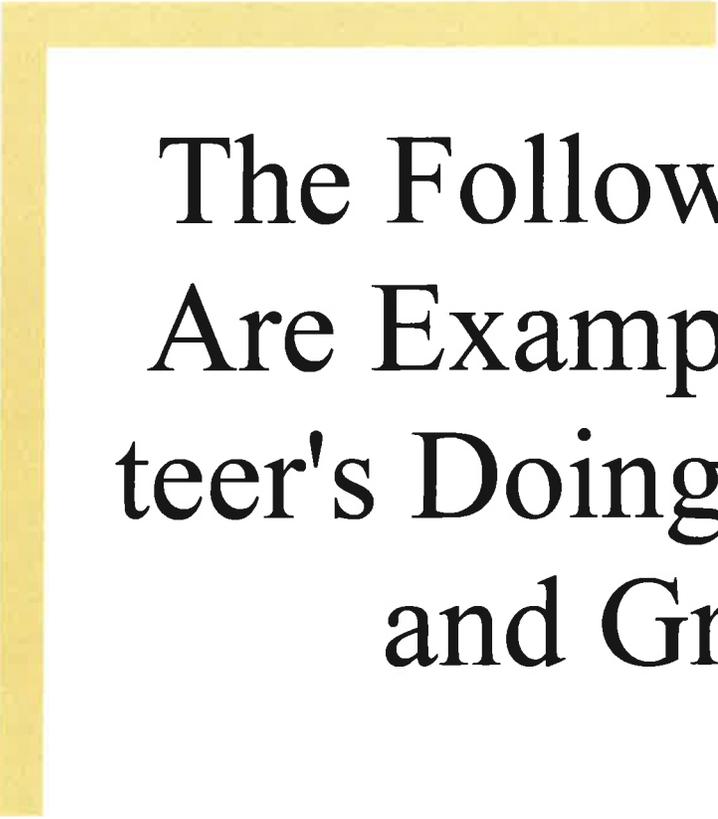




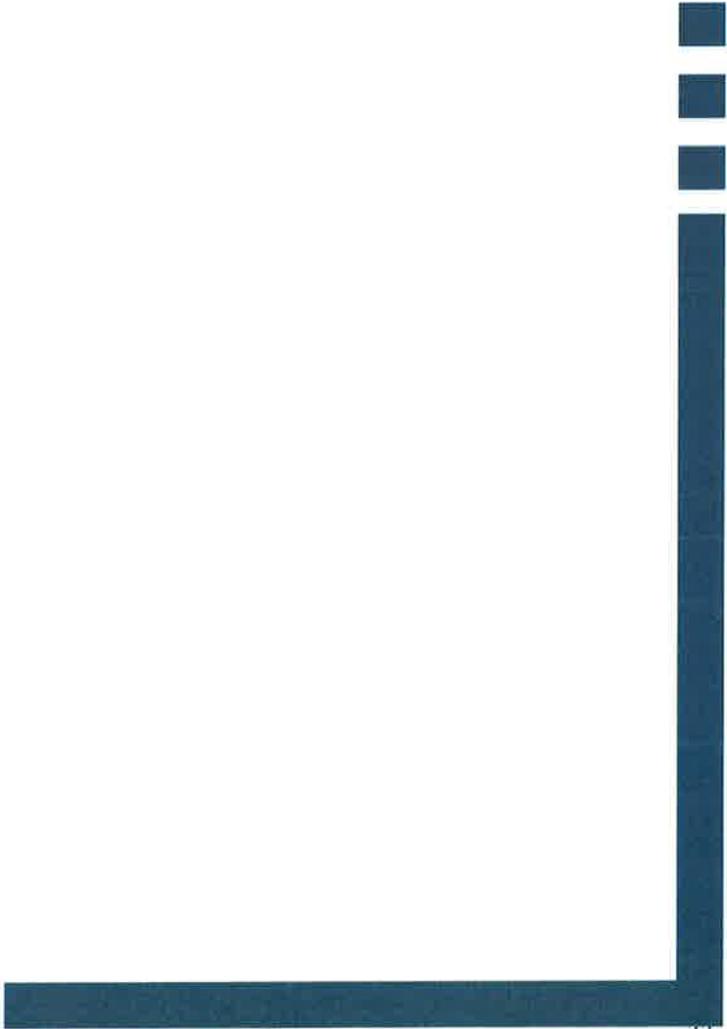
This 70 year old home owner, furnace had failed. We replace it with a more modern, energy efficient one.

Note: The name on the old furnace was Mayflower, I think that's the ship it arrived on.





The Following Pages
Are Examples Volun-
teer's Doing Clean-ups
and Graffiti.





April 3 2014, Volunteers from Yakima Four Square Church, helping refuse put garbage containers together.





April 3 2014, Volunteers from Yakima Four Square Church, helping refuse put garbage containers together.





April 3 2014, Volunteers from Yakima Four Square Church, helping Paint Out Graffiti,





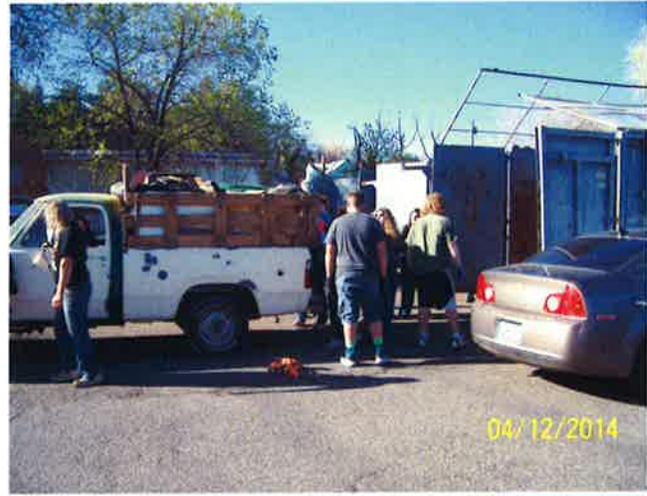




On April 4th 2014, Volunteers from OIC Youth Build came to help refuse assemble more garbage containers.



April 12th 2014, City wide clean-up, North First St., Visitors Center and from 6th Ave to 16th Ave. In Partnership with Chamber of Commerce



In September 2014, We repainted the Transit Center using OIC Youth Build and Transit supplied paint.





Ramon and some volunteers helped this 85 year old home owner clear these shrubs from the road. Clear view complaint.





We worked in Partnership with Codes Dept. to help this Senior property owner clean-up this property. Had vehicle's removed, boarded up home, cleaned up debris with property owner supplied dumpster.



More pictures of Seniors Property.





Here is two of the four homes we sold last year. The couple that bought the last home received their keys to their new home on Christmas Eve. Built by OIC and sold by ONDS.





The Following Pages
Are “Thank You”
Letters We Received
From Home Owners
That Were Helped In
2014.



-Caroline-

Thank you for being so kind and letting us know who we needed to talk to. Thank you for answering our questions to the best of your knowledge. Thank you!!

-Archie-

Thank you for looking at my mom's mortgage, thank you for giving her options; Reverse mortgage loan. Thank you for letting us know about the FAT break (not sure what it's called) But most importantly thank you for approving for my mom's house repairs. Thank you!!

-Orville-

Thank you for taking your time to come and check what repairs my mom needed. Thank you for getting all the repairs done

A loving note can barely say
all we felt that magic day.
A heartfelt thanks is sent to
you for your thoughtful gift

and wishes too.
Especially before it got cold!
I don't think the house has ever
been this nice and warm
My mom is sooo HAPPY!
My Thank YOU!!

With sincere gratitude

And warmest wishes.

Gracias por todos los trabajos

que hicieron Gracias.

Hermelinda, Fajias, Barajas,

& Teresa Hernandez

RECEIVED

DEC 02 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES



Dear Archie & Staff,

Please forgive the delay
in my writing, however its
not that I am not grateful
because I truly am. Thank
you from the bottom of my
heart. I was so worried.

I know that this is the time
of year to be thankful and
to look for Angels and all. But
its even more delightful to
know there are Angels all
year around God Bless you
one and all.

Sincerely,
Katherine
John

RECEIVED

DEC 02 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

RECEIVED

19 2014

OFFICE OF
DEVELOPMENTAL DISABILITIES
NEIGHBORHOOD SERVICES

Mr. Archie Matthews

I wish to express
my appreciation and thanks
for the ramp over my
front steps. It makes
coming and going much
easier.

Eleanor Stepper

RECEIVED

NOV 18 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

MR ARCHIE MATTHEWS AND THE STAFF AT NEIGHBORHOOD
DEVELOPMENT SERVICES,

THANK YOU SO MUCH FOR HELPING ME THIS
SUMMER WITH MY HEAT PUMP AND FURNICE
WITHOUT YOUR HELP I ~~KNOW~~ DON'T KNOW
WHAT I WOULD HAVE DONE, BECAUSE IM ON
SSD AND MY INCOME IS LIMETED, AND
DON'T HAVE ANY EXTRA MONEY FOR HOME
REPAIRS. YOU SURELEY ARE A GOD SEND,
IF THERES ANY THING I CAN DO. PLEASE LET
ME KNOW.

Thank you again
Randy Page

Please keep this program funded, very beneficial for low income and Senior/Disabled

October 25,2014

Mr. Archie Matthews, OND Manager
Neighborhood Development Services
112 S.8th Street
Yakima ,WA 98901

RECEIVED

OCT 29 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

And

City Of Yakima Council Members
C/O City Manager's Office
129 N. Second Street
Yakima, WA 98901

Dear Sir,

I would like to say thank you to the City of Yakima 's Senior/Disabled Emergency Home Repair Program. I am so grateful that they were able to help me with my home repairs. We are now warm and dry with the roof repairs and the new furnace. Thanks you so much .

I Would like to extend a thanks to the installers , they were very prompt and professional with their services .

This program is very beneficial to those of us that aren't able to climb or fix it our selves anymore . With our help like this there would be a lot of people out there suffering with winter coming on with maybe no heat as in my case or something else even worse. I hope and pray that the city fathers will continue this program so that others can benefit as I did.

May God bless you all in your mission to help those that can't help them selves due to circumstances out of their control.

Once again big Thank you to all.



Debra A. Mayhak
1201 W. Washington Ave
Sp 10
Yakima . WA 98903

509-961-2548

RECEIVED

SEP 22 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

September 18, 2014

Mr. Archie Matthews OND Manager
Neighborhood Development Service
112 S. 8th Street
Yakima, Wa 98901

Dear Mr. Matthews and Neighborhood Development Service

I would like to thank all of you for the help you gave me in repairing my home. , Mr Oville F. Otto 11 was thorough, prompt and very kind as were the people who performed the work itself

My legs and balance are not the best and the ramp is a god-send.
The repairs to the back roof, with the leak in the light, no doubt prevented a fire, and the replacement of the furnace will allow me to stay warm in the winter. The roof was a terrible mess with leaks, and now is solid and no leaks.

I don;t know what I would have done if it hadn't been for OND's help. At my age could never have physically or financially done the work needed.

Thank you again, May God bless all of you.

Sincerely,



Jackie Van Orsdol
55 W. Washington #85
Yakima Wa 98903

September 18, 2014

RECEIVED

SEP 22 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Orville F. Otto II
Senior Program Supervisor
112 S.8th Street
Yakima, Wa. 98901

Dear Orville F. Otto II

This is the letter I sent to Archie Mattews and Yakima Coucil Members. Hope this helps.

I would like to thank all of you for the help you gave me in repairing my home. , Mr Oville F. Otto 11 was thorough, prompt and very kind as were the people who preformed the work itself

My legs and balance are not the best and the ramp is a god-send.
The repairs to the back roof, with the leak in the light, no doubt prevented a fire, and the replacement of the furance will allow me to stay warm in the winter. The roof was a terrible mess with leaks, and now is soild and no leaks.

I don;t know what I would have done if it hadn't been for OND's help. At my age could never have physically for financially done the work needed.

Thank you again, May God bless all of you.

Sincerely,



Jackie Van Orsdol
55 W. Washington #85
Yakima Wa 98903

Dear City Council Members,
My name is Janis Lipe, and I needed
repairs done to my mobile home.

I had no working light in my kitchen,
and my furnace needed to be repaired.
Neighborhood Development Services did
the repair work for me, with no
charge to me.

I am 74 years old and on a fixed income
so I could not afford to have these
repairs done.

I hope this program will help many
deserving Senior Citizens.

I Thank you so very much

Sincerely
Janis Lipe

RECEIVED

SEP 16 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Dear Mr. Matthews,

I am writing to let you know how grateful I am to have had repair work done to my mobil home!

I didn't have any working lights in my kitchen and my furnace needed to be repaired. Neighborhood Development Services did the repair work for me.

I am 71 years old and on a fixed income, so I did not have the money to have the repairs done.

I hope this program will help many deserving seniors.

Thank you very much,

Sincerely
Janis Lyle

RECEIVED

SEP 16 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Archie M. Matthews
ONDS Manager

7-8-14



Just a note to let you know how grateful I am for the assistance I received from the Senior Home Repair Program. I didn't know such a program existed.

Thank you all again for what you did for me.

Sincerely,

Elaine R. Meyer

RECEIVED

AUG 25 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

To whom it may concern

I would like to thank Neighborhood Development Service from the receptionist, Orville and all the people there. My electricity kept blowing out in each room of my house and I was afraid to turn anything on. Because of your programs, Orville came to my house and checked my electricity and he had some men come to my house and fix it right away. I am so happy with the work that was done on my home!

Thank you for having these kinds of programs available for people like me. You guys are a blessing.

Thank you

Lori Zamudio

413 S 6th St

Yakima, Wa

98901



8-22-14

509-4521484

August 13, 2014

RECEIVED
AUG 14 2014
OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Mr. Archie Matthews, OND Manager
Neighborhood Development Services
112 S 8th St
Yakima WA 98901

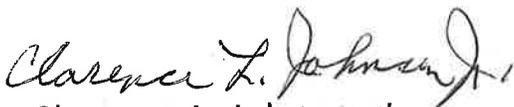
Dear Mr. Matthews:

I am writing to thank the City of Yakima's Senior/Disabled Emergency Home Repair Program for its invaluable assistance with the repairs to my home's electrical problems. Without the assistance I received, I would be living with dangerous faulty wiring, a fire hazard for sure. Your assistance has enabled me to feel safe in my home once again.

Linden Electric Inc. the company that did the repairs, was both professional and thorough, they did an excellent job.

I just wanted to let you know how grateful I am that the city has in place a wonderful program like this to help senior citizens so we can remain in our homes. Thank you much.

Sincerely


Clarence L. Johnson Jr.
606 E Spruce St
Yakima WA 98901

July 3, 2014

To the staff of Neighborhood
Development Services

Thank you once more
again for helping me
with my needs.

God is Good. and May
God Bless you.

MRS Bertha RANCE

RECEIVED

JUL 07 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

July 1, 2014

Dear City of Yakima,

My name is Lois Richardson and I am a sixty-four year old widow on a limited income. When my husband was dying from cancer the program came and did repair and maintenance to our home relieving him of a lot of stress and worry. If it wasn't for your Senior Housing Emergency Home Repair Program I would not have been able to keep my home.

Archie and Orval went out of their way to make sure that my septic tank was emptied every two weeks until I could get hooked up to the city sewer. My home would have been condemned if it wasn't for your program. I feel very blessed to live in a city that has this kind of program for women like me. It has helped me out tremendously.

Thank you,

Lois Richardson
1523 S. Fair Ave.
Yakima, WA 98901



June 13, 2014

Mr. Archie M. Matthews, OND Manager
Neighborhood Development Services
112 S. 8th Street
Yakima, WA. 98901

RECEIVED

JUN 13 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Dear Mr. Matthews,

This letter is to express my thanks and appreciation to you and your Office City of Yakima's Senior/Disabled Emergency Home Repair Program. Without the help and existence of this grant my home insurance, requirements would of never been met. The new roof makes my home look beautiful, and I feel more secure to keep my home without worry about the bank taking my home away. I hope this program funding continues because the help for senior's cancer survivors and no working citizen, like me, it is very, very helpful assistance I received. It is not a dream it is REAL.

Sincerely

Guadalupe A. Sanchez



ANN

June 3, '14

City of Yakima Council Members

Just wanted you to know how pleased my family + I are with the ramp that was recently installed at my home.

I was house-bound unless someone could help me negotiate the steps into my house.

My daughter called Tues morning and it was in place and ready to use before noon Thurs. The prompt service was unbelievable.

Over -

Dear Orville:

We want you to know we appreciate all the help & understanding you showed to us. We can not say thank you enough. We are comfortable and enjoying the cooler air. Feels like a new home.

Please know you were a blessing in many ways.

Sincerely, Lynda Granstrand

Your kindness means so much!



RECEIVED

JUN 11 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

ANN

June 3, '14

Mr. Archie M Matthews
ONDS Manager

Dear Sir,

I want to thank every
one involved in installing
a ramp for my home-

It was done so promptly,
my head is still spinning.

I am so grateful for
your organization that
does so much for us Seniors.

Thank you!
Anna Kraering

DEAR MR. Archie Matthews:

I appreciate so much the grant received from your program to replace my 50+ year old diesel furnace. It was desperate! Diesel costs were way too high for my Social Security income.

Your emergency home repair program was truly a blessing and turned a real problem into a pleasurable experience.

Everyone was helpful, friendly, and it seemed, went the extra mile.

I am grateful organizations like yours exist to help seniors during these tough economic times.

Thank you all so much.

Also, the neighborhood cat was very impressed with Orville. He likes to keep warm too. ☺

Mountains of Thanks!

Sincerely,

Lynda Cranstrand

5/29/14

RECEIVED

MAY 30 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES



"Neighborhood"

*I*t's wonderful knowing people
as kind and considerate
as you are.

*T*hank you
for all you've done.

Gracias por su ayuda
estamos muy agrade-
cidos por el gran bene-
ficio que hicieron por
nosotros, "Muchisimas
Gracias."

ATTN:

Ramon e Irma Mendoza
1801 S. 10 AVE.
Yakima, WA.
98902

05-06-14

Dear Mr. Matthews,

I would like to thank you for the help assisting me in getting my roof repaired. It is going to help keep my home in better condition and add value to it. I am very happy with the results. It looks great and I feel good knowing I won't have a leak. I would not have been able to afford it on my own.

I was very happy with the company who done the work.

It is a blessing that there is programs available to help with these matters.

Thank you again

Kathy Knox

611 So 10th ave.
Yakima, Wa.

RECEIVED

MAY 08 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Mr. Archie M. Matthews, OND Manager.

The repair assistance I received has helped me immensely with energy costs. Without the repairs I would be looking at a choice of being warm during winter and cool in the summer. The system that was in my home was over thirty years old and very costly.

The people that assisted me were very pleasant and made me feel comfortable, allowing me to keep my dignity. It's sometimes hard for people to seek the assistance I needed to maintain their home. It has given me a sense of hope, gratitude and has lessened my stress level.

I'm so grateful and cannot thank this Home Repair Program enough. Hopefully this program's funding will be there to assist others that are disabled/seniors in need.

A wonderful program my
elec. bills were so high as
is my lot rent that of my
income took about $\frac{1}{2}$ of it
so the heat pump & old work
on my old single wide mobile
will really help me. God Bless!

...I want you to know your kindness
made all the difference.

Donna Ferguson

Dear Orville,

April 5, 2014

Remembering your kindness when I first contacted you regarding the problems I was having w/ my furnace some time in mid-fall 2012, I thought of you when it appeared I was going to need a new gas water heater and did not have the funds to cover that kind of expense. I called and sure enough you came through for me once again. Before days end there was a new water heater installed in my basement and here I am thanking you from the bottom of my heart for help that not too long ago I had no idea was available.

Most sincerely,
M. Suzanne Videman

P.S. -
I deeply apologize
for the lateness of
this "thank-you"

RECEIVED

APR 11 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

RECEIVED
CITY OF YAKIMA

MAR 13 2014

OFFICE OF CITY MANAGER

Fm: William Hackett
818 South 48th Avenue
Yakima, Wa 98908

To: Tony O'Rourke
City Manager, City of Yakima
129 North 2nd Street
Yakima, Wa 98901

re: Archie M. Matthews & Staff
Neighborhood Development Services
112 South 8th Avenue
Yakima, Wa 98901

Dear Mr. O'Rourke,

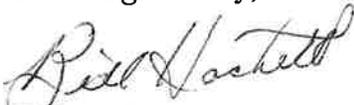
I would like to take a moment to thank Archie and his staff for the installation of a toilet in my Mother's house on Monday, 10 March, 2014. My Mom is 94 years old and has lived in The Valley all her life. That toilet has been in her house since 1931 and just couldn't make it much further. I tried to affect the repairs, but cracked the water tank in the process.

Paydays get a little thin with only Social Security to depend on; the Neighborhood Services folks helped at a time when we needed it the most. I filled out the paperwork for Mom in the morning, and by that afternoon a new toilet reigned supreme in the bathroom.

From the ladies at the front desk, to Archie himself, to the young man who installed the new fixture, smiles and pride were evident. I cannot think of words to express how impressed I was, and how grateful I am. I owned my own business for almost 20 years, and would hire any one of those people and be glad for the opportunity to have them.

Please convey my appreciation to these folks for all they do. I called and thanked them; but a word from the boss is always appreciated.

Have a great day, and welcome to Yakima,



Bill Hackett

12 March, 2014

RECEIVED

FEB 11 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

2/6/14

This letter is to give Thanks for the grand help I recieved of getting my heater and boiler fixed. I appreciate you guys for having the program to help because I was getting desperate and sick with the heater being broken. Thanks to your program my house is nice and warm in this cold and freezing weather. I can now take nice hot baths with out having the hot water run out. I'm very happy with the service I recieved. Thank you so much again and may God bless all who help out.

Sincerely Happy Customer

ISAIAH BOLLIO

MARTHA BELLO

P.S.

Thank you

Thank you

RECEIVED

FEB 06 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

Thank you ! So much for my
Thank you ! crew I liked it is
Thank you. good & wonderful
& Thanks to ALL to
help with it

I'm so thankful for you.

God Bless & be with
everyone who runs a program
like this for people like me.

Thanks again

Dorothy L. West

Dear Mr. Matthews,

I am writing to tell you how much I needed help, and appreciate the help I received from Neighborhood Development Services. They replaced my hot water heater, and had an electrician do the wiring, with no cost to me. I did not have the money to have this work done my self. So I am very grateful. Thank you.

Sincerely Janis Lipe

RECEIVED

JAN 27 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

RECEIVED

JAN 23 2014

OFFICE OF NEIGHBORHOOD
DEVELOPMENT SERVICES

It's nice to know
that there are still people
who take such pleasure
in doing special things
and making others feel good...

Thank You.

You're really someone special.
Mr. Orville Otto II and
the whole staff thanks
alot!

from: Glenn, Shirley,
Gibson!

Ma Archie M Matthews
OND Manager
Neighborhood Development
Services

112 South 8th Street
Yakima Wash 98901

and
City of Yakima Council Member
CFO City Managers Office
129 N Second Street
Yakima Wash 98901

Hello

Yes the Senior Home Repair
assistance has been very
helpful to me - the new door
will help keep the heat in my
home - my home is a coubeled
up home who build my home has
rebult on it many times and
d dont think they know what
they ware doing - But now with
your help d have a new door
that will help keep the heat in
for me. Thank you,
d am so glad that d ~~did~~ qualify
for Home Repair assistance
d thank you very much
the poor man that fixed the door
had a lot of work to do on the door
he had to put in a long day.
Thank you again
Lois Floyd