Mixed Mediums
Hit the Old Mill
The Stacks Welcomes Local Artists

by NOAH NELSON — CBN Feature Writer

The Old Mill is receiving a welcome upgrade that helps support local art while adding additional entertainment to the district, for locals and tourists alike. The Stacks Art Studios and Gallery is centrally located on SW Powerhouse Drive, just a few minutes’ walk from the shops and restaurants in the mill. This new studio and gallery space includes four sections; each leased out to an artist or two to present their work to the community, sell individual pieces and connect with other artists. “We’re excited to add more art to the district in a space that could have easily been just another office tenant,” said Beau Eastes, marketing director for the Old Mill District. “We feel like this brings some more energy and excitement to the area.”

There are currently five artists in the Stacks, each presenting new and unique art installations. Ashley Cascade Paggi, founder and owner of Ash Cascade Design, presents her graphic design expertise across a wide-range of industries. Outdoor gear, clothing, dinnerware, wallpaper, home goods and so much more have all been emblazoned with her signature Bohemian and retro design. Alyson Brown is a photographer and stylist with a passion for flower-infused cocktails. This passion led her to publish a successful book, The Flower-Infused Cocktail: Flowers With A Twist. While photographing for that book, Alyson discovered a new passion for beverage photography and styling. Since then, she has worked with brands large and small to create eye-catching ads that are drenched in style. Her photography work has been featured on a number of industry blogs and websites, where it has been praised for its unique and creative style.

Alyson and Ashley have come together to create a beautiful art studio that features a mix of floral and graphic design elements. The space is filled with vibrant colors and textures, creating a vibrant and inviting atmosphere. Visitors to the Stacks Art Studios and Gallery can expect to find a variety of works on display, including paintings, prints, and sculptures. There is also a small selection of handmade ceramics and jewelry for sale, providing a unique shopping experience.

The Stacks Art Studios and Gallery is open to the public and free to visit. The artists welcome visitors to come and see their work in person, to learn more about their creative processes, and to purchase their pieces. This new studio and gallery space is a welcome addition to the Old Mill District, providing a fresh and exciting new dimension to the area. It is a testament to the creativity and talent that thrive in Bend, Oregon, and a shining example of how art can bring new life to a community.
The Central Oregon Association of REALTORS (COAR) is accepting applications from Central Oregon nonprofits now through September 16, 2022 for COAR’s Charitable Giving. The criteria for those applying consists of:

- Applicant must be a 501(c)3
- Priority will be given to smaller organizations that provide basic needs to the community, such as food, shelter, clothing and medical services.
- Political organizations/campaigns, religious activities, sports teams or individual activities are not eligible (religious organizations are eligible for community service programs).
- Funds must be used for programs and not events or marketing.
- Programs must take place in Crook, Deschutes, Jefferson, Harney or Wheeler counties.
- A letter of recommendation from a COAR member.

The COAR Charitable Giving Committee will review applications and present checks to selected nonprofits in October.

In 2021, COAR contributed $40,000 in funds, ranging from $500 to $2,500 to the following nonprofits: BEAT Children’s Theater, Big Brothers Big Sisters of Central Oregon, Care & Share Community Outreach, CASA of Central Oregon, Central Oregon Veterans Ranch, Clear Mourning, Council on Aging of Central Oregon, DAWNs House, Family Kitchen, Fences for Fido, Friends of the Children Central Oregon, Furnish Hope, Heartwarmers, High Desert Food & Farm Alliance, Hunger Prevention Coalition, Latino Community Association, MountainStar, Prineville Kiwanis Foundation, Ronald McDonald House, Saving Grace, Shepherd’s House Ministries, SMART Reading, St. Vincent DePaul of Crook County and The Giving Plate.

For more information and the online application, visit this link bit.ly/3BGELeb or the COAR website at coar.com/about/community-involvement. Contact Shannon Lampe Wilcox at COAR with any questions at shannon@coar.com or 541-382-6027.
The Bend Metropolitan Planning Organization (MPO) Policy Board will discuss this administrative amendment in the July regular meeting. The meeting will be held on August 16, 2022. Public Comment can be provided via email to janderson@bendoregon.gov or during public comment at the Bend MPO Policy Board meeting.

Summary of Amendments:

- **Project Key Number:** 22442, **Project Name:** Sisters and Bend curb ramps, **Proposed Project Total:** $9,042,316, **Amendment Type:** Full Amendment, **Change Reason:** Construct curb ramps to meet compliance with the Americans with Disabilities Act (ADA), no funds from project key 22441.

Central Oregon Intergovernmental Council/Cascades East Transit Projects are part of a discretionary grant award. These projects may be grouped with other projects as determined by Oregon Department of Transportation (ODOT). Grant announcement can be reviewed at content.govdelivery.com/accounts/ODOT/bulletins/3173269.

- **Cascades East Transit** (CET) Vehicle Replacement, $2,291,704, **New Project, Discretionary** grant award from ODOT for CET Vehicle Replacement, $2,911,704, **New Project, Discretionary** grant award from ODOT for CET Vehicle Replacement.

To discuss this administrative amendment, **project details** can be found at website. See **project details** at gis.odot.state.or.us/gtp/projects/22442?search=22442. Previous Amendments: Increase the project estimate by $1,213,690, moving scope and funds from project key 22441. Update project name to Sisters and Bend curb ramps.

- **Project Key Number:** 21582, **Project Name:** Bend Transit operations capital 2022 (ODOT), **Proposed Project Total:** $3,060,904, **Amendment Type:** Full Amendment, **Change Reason:** Update funding to match federal apportionment tables as published on transit.dot.gov/funding/apportionments for Bend. Slip to 2023. These Central Oregon Intergovernmental Council/Cascades East Transit Projects are part of a discretionary grant award. These projects may be grouped with other projects as determined by Oregon Department of Transportation (ODOT). Grant announcement can be reviewed at content.govdelivery.com/accounts/ODOT/bulletins/3173269.

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**Focus of Amendments:**

- **Construction:** $760,284, adding ADA program funds.
- **Right of Way:** $3,038,216 (76 ramp replacements on US20 through Sisters).
- **System Upgrades:** $6,004,100 (150 ramp replacements on US530 in the STIP), Hawthorne Station On-Site Security, $75,000, New Project, Discretionary grant award from ODOT for Hawthorne Station On-Site Security.

**Change Reason:** Construct curb ramps to meet compliance with the Americans with Disabilities Act (ADA), no funds from project key 22441.

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Evolution of the Commercial Construction Process

By STEVE HENDLEY, Managing Partner — Compass Commercial Real Estate Services

Central Oregon has experienced unprecedented growth across the construction spectrum in the last few years. Construction companies, architects, and engineers have backlogs, in some cases amounting to years. Material prices and availability are following the same trend, and production and delivery wait times are increasing. Skilled workers are increasingly more difficult to find and retain. As we attempt to meet expectations and deliver projects, the competition for dependable workers is aggressive, wages are rising, the expectations of benefits are increasing, and the lingering effects of the COVID pandemic remain.

While most of the construction industry was considered essential through the pandemic, the process of the day-to-day work effort changed. Production fell as companies tried to sort through the ways to protect their workers, comply with the ever-changing regulations and still get the work done. Two years later, people are still working from home, and staffing has not recovered. We had never faced something like this, and the protocols were not in place.

Commercial Construction Process

Client expectations can be slow to change. A client negotiates a lease, pays a deposit, and wants to know when they can move in. If the client is involved with a construction company early on, they develop layouts of the improvements, know the costs and have some expectations of the time frame. Land use approvals, permit processing and the material supply chain all contribute to the project delivery time frame.

There was a time in the not-too-distant past when the commercial construction permitting process was fairly predictable. As cities grow, regulations and requirements follow. The process in Central Oregon is no different. What was once a review followed by a permit in under 30 days can now take four to six months.

Most local jurisdictions use an electronic process where all plans, permit forms and reports are submitted and processed electronically. In some ways, this is better. The process is easier to track. On the other hand, while all that transparency is formal, it does not always follow the plan. Communication is handled over email rather than face-to-face, making this simple process one that now requires days, not hours.

As agencies become more formalized, so does the way growth is managed. System Development Charges (SDCs) are well-known in the development world. They address the immediate infrastructure impacts of development on streets and the water, sewer and park systems. SDCs account and collect for those impacts at the time of permitting. A drive-thru restaurant has a greater impact on the street system than a finance office, while a brewery affects the water and sewer systems at much higher levels than a drive-thru. The cost effects of SDCs must be accounted for as part of the project cost.

Meeting Expectations

We are collectively thankful for the situations of today and the challenges of meeting expectations. Our communications expanded by keeping clients and partners with up-to-date progress reports to temper waiting times. Project scheduling improved out of a necessity to manage a diminished pool of workers. Accountability is necessary and expected. Moving forward, construction companies and personnel must anticipate client's needs and act on them to be successful.
How to Pick a Services Vendor

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Tech Thoughts
by ROB ENDERLE — Enderle Group

How to Pick a Services Vendor

This month we’re talking about services. Not all services companies are created equal, and, because of staffing shortages, a lot of great services companies are struggling to keep their customers happy. So how do you pick a good services vendor? Here are the rules that have served me well over the years.

**How do they handle problems?**

Not every project has a problem, but a good services vendor gives you a head up and then works to correct the problem that was created. A bad vendor blames others, even its clients, for the problem, and is unresponsive when you raise the issue. The way to identify this bad behavior is to do a background check on the vendor asking for reference accounts. If every account was problem free, you likely have a vendor that doesn’t deal with problems well and has left any accounts that had them off its reference list. If they have had a problem and the vendor handled it well (especially if that problem occurred during the pandemic when everyone was struggling), then the vendor is likely okay to work with.

**Does the vendor understand your project and related technology?**

One of the biggest mistakes you can make is having a vendor install something they’ve never installed before or used a vendor who doesn’t work with companies like yours. I know because I’ve made this mistake myself. Learning on the job will generally result in problems with the installation that will be painful and even expensive to correct. Ideally, you want to use vendors who know both you and your issues and have years of experience on both the type of problem they are addressing and the technology they use to address it. Someone that lacks that knowledge is likely to make bad assumptions about how the technology works and what you really need done could end up as a failed project.

**Are they too cheap?**

You need to understand what a quality job costs before hiring a vendor. Unscrupulous vendors will underbid to get the business, then look at ways to increase your costs once the project starts so they can turn an unprofitable project into a massively profitable one. You want a vendor who bids fairly and keeps to the bid throughout the project. If you change your mind, or expand the project once it has started, then the overcharges are your fault, but you don’t want a vendor that is way over the other bids or way under. Either scenario could result in you spending more than the project is worth, though I’ve found that undercharging vendors generally turns out to be the most expensive.

**Adequate staffing?**

If the vendor is having trouble retaining people, then its ability to perform on a schedule will be problematic. Be aware that most every vendor is having staffing issues right now and that it is unlikely they’ll be able to meet schedules, but if you are choosing between two otherwise equal vendors, pick the one that appears to be retaining its staff and treats them like family. Even a vendor that was reputable and honest can degrade quickly if its suddenly must start sketchy folks out of desperation.

**Look at litigation history**

Anyone can have one or two bad relationships, but if you do a litigation search of the vendor and find a lot of action against employees or from customers, you are likely looking at a bad vendor. The problem could be employee abuse or something as simple as poor communication, but unless you really like drama, finding a service provider that isn’t in excessive litigation will likely pay dividends in the future. Do look at the pleadings if you can, however, because vendors can have bad luck too and may have just run into a group of bad customers.

**Be a good customer**

A lot of the vendor problems I’ve seen over the years aren’t the vendor’s fault so much as they are the customer’s fault. They didn’t understand their own project, they had no idea what something like what they wanted costs, they make lots of change orders without asking “what will this cost” and freak when they see the ending bill, or they are just abusive, making demands of the vendor and their people that are unreasonable. Don’t be that kind of customer. Offer cold sodas and drinks during the summer, coffee in the winter, and when you are picking up food, ask if any of the folks working want anything. If someone is injured or gets sick, be sympathetic, don’t yell at them for related delays, and pay your bill on time. Don’t make them come after you. If you treat your service provider well, they’ll treat you well.

Once, when leaving a job, an AT&T tech left behind a $3,000 piece of equipment (it wasn’t my job, but I found the equipment where he left it). I called AT&T, ran down the supervisor (had no idea who the tech was) and returned the hardware. From then on, if I had any trouble with my internet or phone service, that supervisor had my back. If you treat a service provider well, there is a better than even chance they’ll do the same for you. If you treat them poorly, don’t be surprised if you don’t enjoy the relationship as much.

Finally, as noted above, service providers are having huge staffing problems related to several issues ranging from increased demand to the pandemic. Be understanding, though also make sure you remind the vendor to just give you a heads up if it has an issue. There is no real excuse for not showing up unless you are choosing between two otherwise equal vendors, pick the one that appears to be retaining its staff and treats them like family. Even a vendor that was reputable and honest can degrade quickly if its suddenly must start sketchy folks out of desperation.

Oh, and one last thing. Vendors tell stories about both good and bad clients. They have relatives and friends that work for other firms, and if you are abusive, there is a pretty good chance you’ll have real issues getting a good vendor to work for you. Good vendors are blessed with choices, and they may refuse to work with jerks.

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Because entrepreneurs are optimists at the core and believe in their businesses, we often see them bet too much on the business. They neglect fundamentals in their personal life, which sabotages their exit plan. If you have that all handled, feel free to skip this article. However, there may be some of the items discussed below that need attention and that properly set up will facilitate a smooth exit from your business, whenever you decide the time is right. Some things to consider:

**Life Insurance.** Everyone dies. Young people and entrepreneurs think that fact only applies to someone else. Consequently, many entrepreneurs are woefully underinsured. If you were to die unexpectedly, do you have enough life insurance in place, in addition to your liquid assets, to settle your personal and business obligations in full and leave your family in a comfortable place financially? If not, this must get fixed. It’s not that expensive and once in place creates a great sense of peace. By the way, your business is not a liquid asset. It may be one of your least liquid assets, so it’s important to plan for taking care of your obligations independent of selling the company.

**Disability Insurance.** In the short term, you are much more likely to become disabled than to die. If you are seriously disabled, do you have sufficient disability insurance to meet all your monthly obligations and provide for yourself and your family? What sort of contingency plans do you have for managing the business and meeting its obligations if you were to become disabled? Just because no one wants to contemplate serious disability does not mean it is prudent not to plan for the possibility. Like all bad things — hopefully, a disability or debilitating illness will never happen to you — but having a contingency plan in place will make everyone in your life sleep better.

**Business Interruption Insurance.** Insurance products are available to enable you to meet the business monthly obligations in the event business is interrupted by external factors. Unless you have sufficient business cash reserves to weather a storm without dipping into personal funds, business interruption insurance is worth consideration.

**Diversify.** For many entrepreneurs, their business is their biggest asset. Prudence dictates putting some eggs in different baskets, however…just in case. Some of the toughest business sales to negotiate are the ones where the seller’s entire financial future is riding on every cent of the purchase price because he or she has not accumulated other material assets outside the business.

**Pay Yourself First and Protect Your Reserves.** Again, because of the optimistic entrepreneurial nature, we often see excessive re-investment in a business, and owners over-exposed personally because they are betting completely on the success of a business. A safety net is always a good idea. A business needs to exist within the context of all your affairs. Setting aside retirement funds not connected to a sale of your business is sound practice.

**Asset Protection.** As your business grows, take some prudent steps to protect your business and personal assets. Hopefully, you’ll never have a catastrophic loss or devastating lawsuit, but it’s wise to set up your affairs to protect against that event… even if you think it unlikely. It would be tragic to see the fruit of the work of a lifetime eliminated by a frivolous lawsuit. Talk to a good property-casualty insurance agent and to attorneys with experience in asset protection, taxes and employment law, but for the limited purposes here, several general ways to protect assets are worthy of your consideration:

- Maintain proper liability insurance in proper amounts.
- Segregate assets — don’t put all your eggs in one basket.
- Operate businesses within liability-limiting entities.
- To the extent possible (and it’s not always possible) avoid personal guarantees of corporate obligations — or attempt to negotiate guarantees limited in scope and amount.
- Keep real estate out of operating business corporations.
- Establish a pension plan.
- Explore creative organizational structures to isolate liability.
- Use good contracts — and watch out for the warranties and representations (both express and implied) you make about your products and services.
- Get good advice on tax and employment law.

**Establish Your Plan from Sound Foundation.** When your personal affairs are nicely in order, and contingency plans are in place, developing a business exit plan becomes much easier. You can also operate your business with a greater sense of peace.

Michael Sipe is a mergers and acquisitions advisor, executive coach and Republican Candidate for State Representative HD53.
The Central Oregon Metal Arts Guild, or COMAG, is excitedly hosting their eighth annual show and sale from August 27-29, in the beautiful ballroom of the downtown Oxford Hotel. For three days at the end of the month, COMAG will be presenting the work of 24 artists, all of which are guild members, whose work includes unique, innovative and collaborative touches. Every art installation will be available for purchase.

In its eighth year, the COMAG show and sale is led by Goph Albitz, a seasoned artist with 55 years of experience as a jeweler and sculptor. First brought on as the show designer eight years ago, Goph now holds the title of show director, as well as designer.

Of the 24 artists, this year’s show will include work from jewelers, sculptors, metal fabricators, glass artists, welders and more. Some pieces will be collaborative, meaning that a single art installation will include the work from two or more unique mediums. A jeweler and a welder might work together and influence one another’s style, or maybe a glass blower and sculptor will put their heads together and create something truly innovative.

This spirit of innovation through collaboration runs deep with COMAG, so much so that it is even mentioned in the guild’s mission statement, which states that the guild is, “Dedicated to the promotion, education and collaboration of the metal arts and crafts.” Goph stated that the guild has monthly meetings, which are always held in a guild member’s workspace. In these meetings, the hosting member will share some work or a technique with the rest of the guild members. These demonstrations help artists of all mediums learn new techniques and to continue thinking outside the box. According to Goph, “a welder’s demonstration might teach a sculptor something new about how to create their structure, while a jewelers demonstration might show the welder a new technique, just on a smaller scale.”

These meetings are paramount to the guild when it comes to fulfilling the mission statement, but their efforts to support one another do not stop there. COMAG has set up the Peter Small Scholarship, in honor of Peter Smallis, a sculptor from Sisters who died a few years ago. The scholarship grants funds for a young artist’s classes and seminars within the guild, which increases overall accessibility to the guild’s classes, seminars and metal arts as a whole.

Even the founding of the guild back in 1999 was due to a need for collaboration. A handful of jewelers got together to discuss their work and share techniques, and it wasn’t long until Joe Elliot, owner of Dry Canyon Forge and experienced blacksmith, was invited to come share his work. After that, the members decided to make the guild inclusive to all metal arts, and COMAG was founded.

The guild would spend over a decade doing small-scale shows around town where each artist could only showcase one or two pieces. Around 2010, these shows began to dwindle out. In 2014, the then-and-current president of the guild, Kellen Bateham, contacted the Oxford Hotel to see if they could hold a much larger show, and the Oxford accepted. The 2014 show, which allowed each artist to have a booth full of work, was a success, and each year has only gotten larger, with 2021 being the largest and most successful show to date.

This year’s show has been designed with the word “garden” in mind. Goph says that the jewelers and other small-scale pieces will be in a ring on the outside, while larger pieces like sculptures and statues will be artfully arranged in the inner section. Complemented by ample amounts of plants and greenery provided by the Oxford Hotel, the inner section full of sculptures and statues will resemble a lush garden that guests can stroll through.

Guests are encouraged to sign up for the raffle, which will grant one lucky person each day a $100 gift certificate to the artist of their choice. This is the perfect opportunity to purchase a large statement-piece for any room, as well as smaller, handmade pieces of jewelry for any birthday, anniversary or special occasion coming up. Prospective metal artists are encouraged to come, make connections with guild members and learn new techniques from the artists at each booth.

The COMAG show and sale will take place August 27, 12-8pm, August 28, 10am-7pm and August 29, 11am-3pm. For more event and guild info, visit comag.us.

comag.us
With talent in great demand, making a great first (and ongoing) impression has never been more critical. An employee experience that encourages engagement brings tangible results. Employee engagement increases productivity by 21 percent, business profitability by about 22 percent and decreases absenteeism rates by 37 percent. Review these tips on creating a positive talent experience to attract and retain better talent and build long-term relationships with employees.

Make a Great First Impression
Start your hiring process with a quick and easy application. Schedule interviews at times convenient to them. Give them an estimate of how much time they need to block off. This is essential if they are currently employed.

Communicate Frequently and Clearly
Explain the hiring process, including who must weigh in on the decision and how long it’s expected to take. Provide regular feedback and updates, and always follow through on your promises.

Benchmark Compensation
Hiring is not an issue you can resolve by just throwing money at the problem. Analyze how you compare to competitors in your market or industry and adjust accordingly to attract the most in-demand talent.

Onboard for Retention
An onboarding program that makes employees feel welcomed, confident and empowered can go a long way toward getting a new employee off on the right track. The quicker you make them feel like part of the organization, the sooner they are fully engaged.

Top Priorities for Today’s Employees Include:
• Compensation and benefits that reflect the worth of their skills and experience.
• Flexible work options like remote work and flexible or part-time hours to enhance work/life balance.
• Training and development opportunities to advance their career.
• Ongoing performance feedback to improve themselves rather than waiting for annual reviews.
• Working for a company with a culture and brand they can be proud of and feel they are doing meaningful work.

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Mixed Mediums

Continued from page 7

is on display at the Stacks.

Originally from London, Kira Frances is an accomplished painter with years of experience. Her oil paintings challenge the viewer’s sense of perception and reality with small touches that might remind viewers of the various works of Salvador Dali or Pablo Picasso.

Lindsey Luna Tucker is another oil painter, but her style should not be confused with Kira’s. Lindsey prefers a much more abstract design that also plays around with texture. Lindsey’s work leaves some interpretation to the viewer, who might find themselves getting lost in her colorful creations.

Last on the list of artists is Lindsay Gilmore, who shared some perspective on what this studio space means to her. A painter who worked from home from 2014 onward, Lindsay says she feels incredibly fortunate to have a studio space where she can present her work. “Since I work from home, I’ve been sharing pretty much all of my space with my four-year-old,” Lindsay said. “It’s been great to create a space where my work life can be separate from my home life.” Lindsay says that since she’s been at the Stacks, she has also been able to sell more of her work. “As opposed to keeping my work at home, now people can just stumble in and purchase a painting on a whim.”

The studio space helps artists like Lindsay in more ways than one. “The new space allows people to see the natural light reflect off of my metallic paints just right, which is tough to capture in a photo,” Lindsay said. “Plus, I can now draw inspiration from my studio view. Most of my work is outdoorsy, so it helps to actually have a nice view of the nearby mountains.” Additionally, the Stacks helps these artists connect with each other, which leads to collaborative projects. “I love the collaborative process,” Lindsay said. “This truly is a fun and inspiring space.”

When prompted about the long term plans for the studio, Beau mentioned that allowing flexibility for the artists is a high priority. “We love everyone we have now, but I wouldn’t be surprised if in two years we see some new artists in the studio.”

The Stacks Art Studios and Gallery is open to visitors now, but there will be an official launch day on August 5, the first Friday of the month.
Ten Good Study Habits
to Help Your Child Succeed in the New School Year

provided by SYLVAN NATION

Every school year brings its new set of challenges. The curriculum is more intense, homework assignments become tougher, workloads get heavier and staying ahead of the curve becomes even harder.

As a parent, you are probably asking, “How will my child manage this new school year?” While having effective study skills may be overlooked on the academic journey, we’ve seen this be the tipping point in making good students into great students. We’ve compiled a list of ten good study habits to set kids up for a productive and successful school year!


Between homework, tests and managing new schedules, it will be all too easy for things to slip through the cracks. A planner is going to be essential to keeping your child organized this year. Students should write down assignments, appointments and to-do lists, then review items in the planner at both the beginning and end of the year to stay on track. You'll probably have to help with the first one-two weeks to ensure the schedule makes sense and that your child is logging in appropriately, but then it should really be on them to take ownership of the schedule.

2. Know the Expectations.

By middle school and high school, most teachers will provide a course outline or syllabus, which can serve as a guide for the semester. If a goal is clear, how students should turn in their work or how they will be graded, don’t wait until a bad report card comes home. Your child should feel comfortable asking and/or emailing teachers with questions about grading and assignments at any time. If this is not the case, it may be time for you as a parent to step in.

3. Designate a Study Area.

Help your child by setting up a quiet, well-lit, low-traffic workspace. Make sure they have the materials they need ready to go — pens, pencils, erasers, markers, calculators, etc. But most importantly, make sure there are no distractions. Take it one step further and institute a “communications blackout” policy with no cell phones or social media allowed until schoolwork is done.

4. Develop a Study Plan.

First things first: Students need to know when a test will take place, the types of questions that will be included and the topics that will be covered. From there, your student should create a study plan and allow ample time to prepare — there’s nothing worse than cramming the night before an exam. You can help by buying a wall calendar and asking him or her to assign topics and tasks for each day leading up to a due date or exam. Setting goals for each session is also key to success.

If your child needs some help developing a study plan, our Study Skills program is a great resource! Our tutors will work with your child to develop an individualized plan that fits his or her needs, while instilling effective time-management tips and organizational skills.

5. Think Positively.

Being in the right mindset can make all the difference. Encourage your child to think positively when studying or heading into an exam, and by all means, avoid catastrophic thinking. Help your child turn negative statements like, “I can’t believe we have to do this online thing again” or “I’ll never have enough time to get a good grade on this exam,” into positive ones like, “We’ve got this!” and “I’ve got more time to be proactive and put together a comprehensive study plan to get through the material prior to the exam.”

6. Create a Study Group.

Working in groups, even virtually, can help students who are struggling to understand a concept and can enable them to complete assignments more quickly than when working alone. Keep groups small and structured to ensure the maximum benefit to participants and reduce distractions.

7. Practice Active Listening.

It’s important for students to concentrate and avoid distractions when an instructor is presenting. Some tips to share with your child include: Try concentrating on the main points being made, think about what the speaker is saying and pay attention to how things are said (gestures, tone of voice, etc.). They should avoid talking or thinking about problems when listening. If a teacher says, “This is important” or “I’ll write this on the board,” there’s a good chance students will see the concept on an exam.


It is normal for your child to feel stressed when taking an exam. However, there are certain strategies that will help manage the stress and do their best on the exam. First, make sure that your child arrives on time and tries to stay relaxed. Students should make sure to read all of the directions on the exam and pace themselves so as not to feel rushed.

9. Read Actively.

It’s all too easy for students to skim over an assigned book chapter and not know the main points of what they just read. Help your student to practice active reading by asking him or her to note the main idea of each passage and look up unfamiliar words or concepts. Make an outline of the chapter or create flow charts and diagrams that help map out the concept at hand. After each section, have students write a summary in their own words and come up with possible exam questions.

10. Look to the Future.

For some students, college/university may seem like an intangible event in the very distant future, but in reality, it isn’t so far off. Starting early can be an immense help in navigating the college/university admissions process. Be sure to get organized, set goals with your child and have regular check-ins to assess progress. Beginning a new school year can be challenging at first, but getting into good habits from the start helps you and your child smoothly adjust to new expectations and routines.

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<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year</th>
<th>Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bend Montessori School 680 NW Bond St. PO Box 469 Bend, OR 97703</td>
<td>541-389.9107</td>
<td>N/A</td>
<td><a href="http://www.bendmontessorischool.com">www.bendmontessorischool.com</a> <a href="mailto:info@bendmontessorischool.com">info@bendmontessorischool.com</a></td>
<td>Jessica Born</td>
<td>5</td>
<td>2012</td>
<td>Independent school using Montessori method for students ages 3 through 6.</td>
<td></td>
</tr>
<tr>
<td>Cascade Culinary Institute &amp; Education Restaurant at Central Oregon Community College 2555 NW Campus Way Bend, OR 97703</td>
<td>541-318.3780</td>
<td>N/A</td>
<td><a href="http://www.cascadeculinary.com">www.cascadeculinary.com</a> <a href="mailto:info@cascadeculinaryedu.com">info@cascadeculinaryedu.com</a></td>
<td>N/A</td>
<td>14</td>
<td>1992</td>
<td>Educational opportunities in the disciplines of culinary arts, baking &amp; pastry arts, sustainable food systems for culinary arts to the greater Pacific Northwest, while also providing educational &amp; professional development programs for the community &amp; restaurant industry at large.</td>
<td></td>
</tr>
<tr>
<td>Cascade Academy 7980 Tomato Reservoir Rd. Bend, OR 97703</td>
<td>541-382.0609</td>
<td>541-382.0225</td>
<td><a href="http://www.cascadesacademy.org">www.cascadesacademy.org</a> <a href="mailto:jansen@CASCADEACADEMY.ORG">jansen@CASCADEACADEMY.ORG</a></td>
<td>Steve Jansen</td>
<td>40</td>
<td>2003</td>
<td>Primary through secondary education.</td>
<td></td>
</tr>
<tr>
<td>Central Oregon Community College 2600 NW College Way Bend, OR 97703</td>
<td>541-383-7700</td>
<td>541-383-7506</td>
<td><a href="http://www.cocc.edu">www.cocc.edu</a> <a href="mailto:feedback@at.cocc.edu">feedback@at.cocc.edu</a></td>
<td>Zachary J. Boone, Dr. Laurie Oskey</td>
<td>653</td>
<td>1949</td>
<td>Transfer programs, career &amp; technical education programs, community learning, business advising, business &amp; employee development, adult basic education, college preparation &amp; GED preparation.</td>
<td></td>
</tr>
<tr>
<td>Central Oregon Community College - Madras 11701 E Ashwood Rd. Madras, OR 97741</td>
<td>541-550.4100</td>
<td>N/A</td>
<td><a href="http://www.cocc.edu/mandras">www.cocc.edu/mandras</a> <a href="mailto:infor@mandras.cocc.edu">infor@mandras.cocc.edu</a></td>
<td>Jeremy Green</td>
<td>2</td>
<td>1949</td>
<td>Offering community college classes, English language classes &amp; remedial writing classes.</td>
<td></td>
</tr>
<tr>
<td>Central Oregon Community College - Prineville 330 SE Levy Blvd. Prineville, OR 97754</td>
<td>541-447-6442</td>
<td>541-447-9155</td>
<td><a href="http://www.cocc.edu/prineville">www.cocc.edu/prineville</a> <a href="mailto:prineville@at.cocc.edu">prineville@at.cocc.edu</a></td>
<td>Sue Keiensen</td>
<td>2</td>
<td>1949</td>
<td>Offering community college classes, GED preparation &amp; personal enrichment programs.</td>
<td></td>
</tr>
<tr>
<td>Central Oregon Community College - Redmond 2570 SE College Way Redmond, OR 97756</td>
<td>541-504-2500</td>
<td>541-504-2599</td>
<td><a href="http://www.cocc.edu/redmond">www.cocc.edu/redmond</a> <a href="mailto:info@redmond.cocc.edu">info@redmond.cocc.edu</a></td>
<td>Amy Ward</td>
<td>12</td>
<td>1949</td>
<td>Offering community college classes.</td>
<td></td>
</tr>
<tr>
<td>COCC Continuing Education 2600 NW College Way Bend, OR 97703</td>
<td>541-383-7270</td>
<td>541-383-7503</td>
<td><a href="http://www.cocc.edu/continuinged">www.cocc.edu/continuinged</a> <a href="mailto:Continuinged@at.cocc.edu">Continuinged@at.cocc.edu</a></td>
<td>Dr. Laurie Chesley</td>
<td>12</td>
<td>1953</td>
<td>Community, business &amp; professional development classes, workshops &amp; customized training.</td>
<td></td>
</tr>
<tr>
<td>COCC's Small Business Development Center 1027 NW Trenon Ave. Bend, OR 97701</td>
<td>541-383-7290</td>
<td>541-383-7803</td>
<td><a href="http://www.cocc.edu/sbdc">www.cocc.edu/sbdc</a> <a href="mailto:sde@at.cocc.edu">sde@at.cocc.edu</a></td>
<td>Ken Benchart</td>
<td>10</td>
<td>1984</td>
<td>Confidential business advising at no cost, plus affordable workshops &amp; training. Business planning assistance for all stages of business.</td>
<td></td>
</tr>
<tr>
<td>COCC Classroom - Prineville 2521 NE Third St. Prineville, OR 97754</td>
<td>541-447-9202</td>
<td>541-447-6278</td>
<td><a href="http://www.cocc.org">www.cocc.org</a> <a href="mailto:cost@at.cocx.org">cost@at.cocx.org</a></td>
<td>John Bouchard</td>
<td>2</td>
<td>1972</td>
<td>Provides GED preparation, certified alternative high school education.</td>
<td></td>
</tr>
<tr>
<td>COCC Classroom - Bend 3645 NE Forbes Rd., Ste 101 Bend, OR 97701</td>
<td>541-706-1438</td>
<td>541-389-8265</td>
<td><a href="http://www.cocc.org">www.cocc.org</a> <a href="mailto:pjonan@at.cocx.org">pjonan@at.cocx.org</a></td>
<td>Patrick Jordan</td>
<td>4</td>
<td>1972</td>
<td>Provides GED preparation, certified alternative high school education.</td>
<td></td>
</tr>
<tr>
<td>COCC Classroom - Redmond 2570 NW Glazer Place Redmond, OR 97756</td>
<td>541-771-2229</td>
<td>541-504-2599</td>
<td><a href="http://www.cocc.org">www.cocc.org</a> <a href="mailto:cost@at.cocx.org">cost@at.cocx.org</a></td>
<td>Dustin Garley</td>
<td>1</td>
<td>1972</td>
<td>Provides GED preparation, certified alternative high school education.</td>
<td></td>
</tr>
<tr>
<td>Current Conceptions, Inc. 8045 NW Cravath Way Redmond, OR 97756</td>
<td>541-526-5803</td>
<td>541-316-1653</td>
<td><a href="http://www.currentconceptions.com">www.currentconceptions.com</a> APP/admin@at.currentconceptions.com</td>
<td>Dr. P.L. Senger, Dr. Angela Oki</td>
<td>2</td>
<td>2011</td>
<td>Specializing in in-line curriculum development &amp; global distribution to academic programs at the university level in the field of reproductive physiology.</td>
<td></td>
</tr>
<tr>
<td>Eastern Oregon University Central Oregon Community College Cascade Hall Office 8222 3000 NW College Way Bend, OR 97703</td>
<td>541-590-4000</td>
<td>N/A</td>
<td><a href="http://www.eou.edu">www.eou.edu</a></td>
<td>Denny Cucchietti</td>
<td>2</td>
<td>1997</td>
<td>Online bachelor &amp; masters degrees. <a href="http://www.eou.edu/online">www.eou.edu/online</a>.</td>
<td></td>
</tr>
<tr>
<td>George Fox University, Redmond/Madras Campuses 4935 SE Elkhorn Ave Redmond, OR 97756</td>
<td>503-554-6027</td>
<td>N/A</td>
<td><a href="http://www.georgefox.edu">www.georgefox.edu</a> <a href="mailto:kevin@at.georgefox.edu">kevin@at.georgefox.edu</a></td>
<td>Dr. Kris Molitor, Dr. Angela Oki</td>
<td>2</td>
<td>2011</td>
<td>Master of arts in teaching, reading, ESL, &amp; special education endorsements, bachelor of science in elementary education (with ESL endorsement) &amp; administrative license. MAT Degree (Redmond): <a href="http://www.georgefox.edu/education/become-a-teacher/master's-in-teaching/index.html">http://www.georgefox.edu/education/become-a-teacher/master's-in-teaching/index.html</a>. Elementary Education Degree (Madras): <a href="http://www.georgefox.edu/education/become-a-teacher/bachelors-degree/elementary/degree-completion/index.html">http://www.georgefox.edu/education/become-a-teacher/bachelors-degree/elementary/degree-completion/index.html</a>.</td>
<td></td>
</tr>
<tr>
<td>Innovation Center 909 SE Fourth Loop Bend, OR 97708</td>
<td>541-362-1229</td>
<td>N/A</td>
<td><a href="http://www.innovationcenter.org">www.innovationcenter.org</a> <a href="mailto:info@at.innovationcenter.org">info@at.innovationcenter.org</a></td>
<td>Robert L. Newhart II</td>
<td>1</td>
<td>1990</td>
<td>Assists individuals &amp; organizations to discover &amp; launch their future through creativity &amp; innovation. Supports growing &amp; established companies &amp; organizations harness their creativity to solve key issues &amp; to develop competitive products &amp; services.</td>
<td></td>
</tr>
<tr>
<td>International School of Baking 1971 NW Juniper St. Bend, OR 97701</td>
<td>541-604-5432</td>
<td>N/A</td>
<td><a href="http://www.schoolofbaking.com">www.schoolofbaking.com</a> <a href="mailto:martha@schoolofbaking.com">martha@schoolofbaking.com</a></td>
<td>Manda Steiker</td>
<td>1</td>
<td>1985</td>
<td>Designed to meet the needs of every student regardless of experience. Culinary school has been training beginners &amp; professional chefs in the field of culinary art of baking.</td>
<td></td>
</tr>
<tr>
<td>K bite College 416 NW Greenwood Ave. Bend, OR 97701</td>
<td>541-639-8945</td>
<td>N/A</td>
<td><a href="http://www.kbitescollege.org">www.kbitescollege.org</a></td>
<td>David J. Dreyf</td>
<td>5</td>
<td>2008</td>
<td>Offering other services in graduate studies in social justice &amp; innovation &amp; leadership. Offering programs in theology &amp; education.</td>
<td></td>
</tr>
<tr>
<td>Latino Community Association - Bend 2484 NE Division St., Ste 250 Bend, OR 97703</td>
<td>541-382.0436</td>
<td>N/A</td>
<td><a href="http://www.latinocommunityassociation.org">www.latinocommunityassociation.org</a> <a href="mailto:hmlad@at.latinocommunityassociation.org">hmlad@at.latinocommunityassociation.org</a></td>
<td>Brad Pomerleau</td>
<td>10</td>
<td>2000</td>
<td>Empowering Latino families by providing workforce services including English classes &amp; tutoring, computer training, job placement &amp; assistance with work permits &amp; citizenship. Office in Redmond: 42.25E Eighth St., Redmond, OR 97756; Madras: 715 SW 46th St., Madras, OR 97756; Prineville: 430 NW 46th St. &amp; restaurant industry at large.</td>
<td></td>
</tr>
<tr>
<td>Latino Community Association - Madras 715 SW Fourth St., Ste A Madras, OR 97741</td>
<td>541-325-6037</td>
<td>N/A</td>
<td><a href="http://www.latinocommunityassociation.org">www.latinocommunityassociation.org</a> <a href="mailto:lbmlad@at.latinocommunityassociation.org">lbmlad@at.latinocommunityassociation.org</a></td>
<td>Brad Pomerleau</td>
<td>2</td>
<td>2010</td>
<td>Empowering Latino families by providing workforce services including English classes &amp; tutoring, computer training, job placement &amp; assistance with work permits &amp; citizenship. Office in Redmond: 42.25E Eighth St., Redmond, OR 97756; Madras: 715 SW 46th St., Madras, OR 97756; Prineville: 430 NW 46th St. &amp; restaurant industry at large.</td>
<td></td>
</tr>
</tbody>
</table>
## Educational Services (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leading Edge Aviation, Inc. 63048 Powell Butte Hwy. Bend, OR 97701</td>
<td>541-383-8825</td>
<td>541-317-0709</td>
<td><a href="http://www.flybend.com">www.flybend.com</a> <a href="mailto:info@flybend.com">info@flybend.com</a></td>
<td>Abby Heller</td>
<td>80</td>
<td>1989</td>
<td>Helicopter &amp; airplane pilot training, tours, charter operations, fuel services, avionics, aircraft sales &amp; maintenance, FAA written testing center.</td>
</tr>
<tr>
<td>Morning Star Christian School 19741 NE Red Rd. Bend, OR 97702</td>
<td>541-382-5091</td>
<td>541-382-0268</td>
<td><a href="http://www.mscbend.org">www.mscbend.org</a> <a href="mailto:siteadmin@mscbend.com">siteadmin@mscbend.com</a></td>
<td>Starie Roats</td>
<td>43</td>
<td>1982</td>
<td>Nursery through 6th grade.</td>
</tr>
<tr>
<td>Oregon State University - Cascades 1300 NW Chandler Ave. Bend, OR 97702</td>
<td>541-322-3100</td>
<td>541-383-7801</td>
<td><a href="http://www.osucascades.edu">www.osucascades.edu</a> <a href="mailto:christine.coffin@osucascades.edu">christine.coffin@osucascades.edu</a></td>
<td>Christine Coffin</td>
<td>285</td>
<td>2001</td>
<td>Eighteen undergraduate majors &amp; graduate programs, with 30 minors &amp; degree options. Research programs &amp; internships &amp; international programs in 80+ countries.</td>
</tr>
<tr>
<td>Other Lifelong Learning Institute at the University of Oregon (OLLI-UC) 1300 Central Oregon</td>
<td>503-824-2714</td>
<td>N/A</td>
<td><a href="mailto:osher@oregon.edu">osher@oregon.edu</a> <a href="mailto:osher@oregon.edu">osher@oregon.edu</a></td>
<td>Heather Inghram</td>
<td>2</td>
<td>2005</td>
<td>The Other Lifelong Learning Institute at the University of Oregon offers provocative noncredit courses, informative programs &amp; exciting cultural events for mature adults. OLLI-UC is part of the thriving network of 120 university-college-based programs supported in part by the Bernard Osher Foundation, with a local site here in Central Oregon.</td>
</tr>
<tr>
<td>Phagans’ Central Oregon Beauty College 1350 NE Cushing Dr. Bend, OR 97701</td>
<td>541-382-6171</td>
<td>541-382-0762</td>
<td><a href="http://www.phagans-schools.com">www.phagans-schools.com</a> <a href="mailto:bend@phagans-schools.com">bend@phagans-schools.com</a></td>
<td>Debbie Patrick</td>
<td>10</td>
<td>1963</td>
<td>Hair design, facial &amp; nail technology &amp; barber styling course, code &amp; teacher training. Hair design, esthetics, nail technology, barbering courses &amp; services to the public.</td>
</tr>
<tr>
<td>Superior Schools (Pro-Studies)</td>
<td>541-386-1021</td>
<td>541-386-2944</td>
<td><a href="http://www.schoolsco">www.schoolsco</a> <a href="mailto:team@sal.schsch.com">team@sal.schsch.com</a></td>
<td>Stacy Harrison, Janda Fleming</td>
<td>4</td>
<td>1978</td>
<td>Real-estate, property manager, landscape contractor &amp; insurance pre-license courses continuing education. Online. Works with students of all ages to help them become more academically successful.</td>
</tr>
<tr>
<td>Sylvan Learning Center Satellite Location 2734 NW Cassing Dr, Ste. 101</td>
<td>541-389-9252</td>
<td>N/A</td>
<td><a href="http://www.sylvanlearning.com">www.sylvanlearning.com</a> bend@<a href="mailto:bend@syvandianlearning.com">bend@syvandianlearning.com</a></td>
<td>Audra Bohn</td>
<td>14</td>
<td>1986</td>
<td>Works with students of all ages to help them become more academically successful.</td>
</tr>
<tr>
<td>Waldorf School of Bend 2350 NE Studio Rd. Ste. 2 Bend, OR 97701</td>
<td>541-330-8841</td>
<td>541-330-9713</td>
<td><a href="http://www.bendwaldorf.com">www.bendwaldorf.com</a> <a href="mailto:info@bendwaldorf.com">info@bendwaldorf.com</a></td>
<td>Juda Matson, Kari Penz, Cyndi Pointer</td>
<td>18</td>
<td>1997</td>
<td>Where students are inspired to be intelligent, imaginative &amp; interested in the world. We serve students ages preschool through 8th grade.</td>
</tr>
</tbody>
</table>
An intern is basically a trainee who has signed on with an organization for a brief period where the goal is to gain work experience, potentially some university credit and an overall feel for the industry they are contemplating becoming involved with.

Bend-based OSU-Cascades is a leading proponent of internships as a valuable way for students to gain real-world experience outside of the classroom and have materials to add to their resume. Interests can be explored to help guide personal career goals and learn about the expectations of employment in a chosen field to ascertain whether pursuing such a career is a good fit.

Companies of all sizes and industries hire interns and for their part can gain valuable support for the business and its existing employees.

To create an ideal internship experience for employers and students alike, OSU-Cascades suggest criteria for best practices, including having learning objectives that are documented in an internship learning agreement and agreed upon by the employer; giving students ample opportunities to work toward attaining their agreed-upon learning objectives; including a performance evaluation at the end of the internship.

In one example of a local fruitful employer partnership with academia, “People Advocate” Dani Edgel of leading Central Oregon digital marketing software and search engine optimization technique as they contribute to the professional world and produce work ranging from digital imagery to film and 3D designs.

“The degree curriculum emphasizes practical learning through local internships and arts entrepreneurship courses that allow students to understand how creative design is manifested in professional settings.”

Bracelin is interning through the summer with innovative Central Oregon digital marketing agency Algofy, which also has remote capability as well as offices in Bend and Barcelona. She is both an International client base and Internship Site Supervisor — whether an academic requirement or co-curricular for professional development — they will be able to register for the internship course.

One such intern is Trey Bracelin who is set to graduate from OSU-Cascades this fall in the relatively new undergraduate degree in art, media and technology, launched in 2019, that prepares students to become creative professionals in the visual arts and design fields.

“Our goal is to respond to the ever-increasing need for creative designers who can solve visual communication problems,” said artist Kiel Fletcher, who led the creation of the degree. “We want our graduates to deliver critical thinking and problem-solving skills that are a valuable asset,” he added.

Algofy is a very cool modern company with clients worldwide, particularly in Latin America, Europe and Asia, and in our team, we speak 12 different languages, with 14 different nationalities.

“For Algofy, the internship program is a great opportunity to work with talented students that have the potential to eventually work full-time with us. Trey is a shining example from OSU-Cascades in the last year and the first two are now full-time team members.

“For students, they get to be a part of a fast-growing startup and work with a diverse and talented international team. We expose them to various parts of an ever-changing digital industry while giving them tangible skills that they can either apply with us or would certainly be interesting to any other employer in the future — every business needs digital help.”

“Skills an intern gains from us include everything from Analytics to Data Analysis, Graphic Design, Web Development, Branding, SEO, Paid Media, Conversion Rate Optimization and Email Marketing.

“Trey’s been with us for his very first internship, with a diverse background in art and technology. He’s hardworking and I have no doubt that he will be successful in whatever he chooses to do after his internship with Algofy.”

“I think OSU-Cascades is a great resource for the community in general and businesses in the area as well. They are doing a great job of designing programs that fit the community. With our focus on tech and the outdoor industry, the business, outdoor products, economics and computer science programs are a great fit for us.

“Further development of data science programs would be great, and we see OSU-Cascades as being one of if not the strongest pipeline for future Algofy talent in the area.”

Coffin added, “At OSU-Cascades, we guarantee students opportunities for experiential learning. These experiences deepen students’ understanding of what they have learned in the classroom and let them apply their learning in a business, nonprofit or agency setting. They develop skills that make them even more attractive to a future employer.

“The opportunities include internships, volunteering with a nonprofit; capstone projects where teams of engineering, outdoor product and computer science majors help companies solve real-world problems; research projects; student leadership activities and opportunities to study overseas.”

Nearly 80 percent of OSU-Cascades 2021 graduates engaged in one or more internships, practicums, capstone projects, service learning, leadership or study abroad experiences.

Research shows the experience does help students secure jobs. Surveys of graduates found that more than 80 percent of graduating from 2019, 2020 and 2021 are employed in a field related to their major.

On the benefits of having a career plan, Coffin said some 85 percent of students indicate that they have a clear idea in order to achieve a better career. Meanwhile, 60 percent of incoming first-year students enter college without established major/career goals or a career plan.

Career planning has been linked to increased student motivation, improved academic performance, higher likelihood of persisting through graduation and a higher likelihood of graduating on time.

Coffin advocated students taking a career assessment, connecting with people doing the work by networking with employers and performing informational interviews to gather more information about what the particular job or work environment is actually like, and if you can see yourself there, and gaining experience by getting involved in campus clubs and organizations and taking advantage of leadership opportunities if possible.

osucascades.edu
Educational Services

How COCC Customized Training for Local Manufacturer Bright Wood

Did you know that the largest independent manufacturer of window and patio door components is located right here in Central Oregon? Bright Wood, who also manufactures engineered dimension lumber, is Central Oregon’s second largest employer. They reached out to COCC’s Center for Business, Industry, and Professional Development to create a recurring Customized Training Program for their organization.

Daryl Boreen, Bright Wood’s Personnel Director, says that Bright Wood needed fully customized, quality leadership content that could be repeatedly programmed. “For our associates in leadership,” Boreen recalls, “COCC’s program increased their knowledge, providing them the tools to be able to make the best decision as a supervisor.” COCC’s offerings provided Bright Wood the ability to design and deploy training based on the specific needs of the organization. Boreen praises their COCC trainer, adding, “I have not known of any other instructor capable of performing and providing the customized training in our manufacturing environment.”

Find out more about COCC’s customized training and what options are available to your business and employees.

UPCOMING PROFESSIONAL DEVELOPMENT COURSES

Leadership Lab@COCC: Growing Great Leaders
October 4 to December 15 | 8:30-10:30am | $795 Online via Zoom
Leadership Lab@COCC is a six-topic leadership development experience incorporating many modes of learning to grow the habits successful leaders need in today’s workplace. Attend interactive sessions to gain practical skills you can apply as a leader of your team.

Project Management Information Meeting
September 14 | 5:30-6:30pm | Free
Bend Campus, CAS 118
Project management skills are growing in demand and are often required in many different occupations and industries. Attend this free informational session to learn about these skills and if you might benefit from courses and/or certification.

Project Management Professional (PMP) Exam Preparation
September 17 to 24 | 8am-4pm | $459
Bend Campus, CAS 104
Increase your project management knowledge and earning potential in this course for candidates preparing to take the exam to become certified as a Project Management Professional (PMP). For experienced Project Managers who meet (or are close to meeting) the requirements to sit for the PMP.

cocc.edu

Got Green? We Do!

MIRROR POND CLEANERS
(541) 389-1411
615 NW Franklin Ave. • Bend, Oregon 97701

SUDDEN SERVICE

GREEN EARTH
CLEANING

GOT GREEN?
WE DO!
focuses on enhancing Central Oregon's economic interests with a mission to

deliver expert business advice and education to help existing and future

business owners grow and succeed.

An expert team provides pro-bono guidance and advising in all aspects of

funding and developing small business, plus advisers and instructors offer

practical courses and workshops to help business owners make informed business

decisions and grow.

Such advisers work to minimize risk for aspiring entrepreneurs by helping clients

write comprehensive business plans, conduct financial forecasts, strategize marketing
tactics, apply for funding and improve operations.

Balcazar, who was a professed believer of small business, especially related to the food

industry, with a big heart for the Spanish-speaking community" said, "Even though most Spanish-speaking entrepreneurs in Central Oregon are, by necessity, able to go about their business in English, it is still a great benefit to be able to discuss important issues and concerns in your native
language."

"I have opened and operated my own restaurant. I am also well positioned to help

our clients with the particular challenges that can arise in the food-service industry."

Balcazar owned restaurants for more than 20 years and often works with clients

who want to start food-related businesses. He also serves as the SBDC's Veteran liaison,
drawing from his own experience in the U.S. Army.

Born in Mexico City, he knew by the age of 16 that he had a passion for computer

programming and design, so he attended a technical school where he said he learned

"The curriculum supports growing a high-quality, licensed program, taught by

Neighbor Impact, with business topics covered by SBDC instructors," added Karen

Prow, director of child care resources at NeighborImpact.

Students are assigned an SBDC business adviser and licensed graduates receive a

minimum of $5,000 to start their business, as well as continued wraparound services

from both Neighbor Impact and the SBDC after the program.

"The training is intended for new child care businesses planning to open as well as recently established providers who require expanded business skills and state licensure.

The additional cohorts include the classes in Spanish and COCC has recently taken

other steps to address child care needs in Central Oregon, including being awarded a

four-year, $242,700 U.S. Department of Education grant that will provide funding to

alleviate child care costs for low-income students.

"The curriculum is focused on the specific needs of the region" Balcazar said.

"We can guide and connect support resources together and sometimes collaborate

with other agencies such as the Rural Development Initiative (RDI) and city administrations.

We have seen an increase in clients lately for childcare-related businesses which

helps support the rest of the economy. There is also a lot of interest in the trend

with food trucks and locally and I have helped several people understand business

models in that area.

The additional funding allows offering more services and training opportunities,

and more time to be allocated for potential clients.

We are developing a digital marketing curriculum and sometimes collaborate

with other agencies such as the Rural Development Initiative (RDI) and city administrations.

initiatives at COCC, such as contributing to the college's $2.25 million Title III

federal grant roll out, aimed at boosting student retention rates, and co-chairing a

students advisory group for COCC's current strategic plan. She has worked with the

region's major accrediting agencies, the Northwest Commission on Colleges and

Universities and the Western Association of Schools and Colleges, to ensure

specialist-accrediting bodies, based on the college's demonstrated expertise in

specific accreditation-based curriculum at COCC meets important benchmarks and

standards, and helped design and implement a training structure for district

high school teachers geared at providing college credit for high schoolers.

Hamlin has served as an executive committee member for the Modern Language

Association's (MLA) national community college committee. She is a past chair for the

Higher Education Coordinating Commission's oversight committee for high-school-based college credit partnerships, was a vice president of the Pacific Western division of the

National Community College Humanities Association.

Prior to joining COCC, Hamlin held faculty posts with La Sierra University and MT.

San Antonio College and as the director of college preparation programs in full-time

and part-time positions.

"In the fall we are also starting our third cohort, and second in Spanish, to help

childcare through the licensing and registry process, as there is a significant need in

that area" Balcazar said.

The city of Bend and Deschutes County have each committed $125,000 in grant support, with additional support coming from the city of Sisters and the Oregon Small Business Development Center.

"The funds will also help launch the Bend-based Little Kids Early Learning & Child Care Center at Oregon State University – Cascade, envisioned as a year-round program with an integrated teacher-training component for education students.

"We are continually expanding training programs based on feedback from the communities" Balcazar added. "Right now we are offering is how to prepare yourself for a downturn during difficult times. During the pandemic, organizations noted that many minorities did not get access to the full benefits available as they may not have a clear understanding or be ready to show losses in real-time, rather than relying on historic tax returns.

"Now we can start to help businesses understand everything needed just in case

information needs to be produced swiftly."

"In the fall we are also starting our third cohort, and second in Spanish, to help

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Multifactor Authentication Could Save Your Business

by JAKE ORTMAN, Scapegoat — Weston Technology Solutions

Multifactor authentication (also known as MFA) is a way to help protect your accounts, and should be enabled whenever and wherever possible. But what the heck is MFA?

MFA, put simply, is an extra layer of security using two different authentication methods when logging into something. Typically, the first layer is your username and password, and the second layer is a piece of information only you should know or have immediately to hand — such as a secondary code provided by text message, physical token or soft token provided by an authentication app or device something similar. So basically, it’s a password plus something else.

It’s that “something else” that is the key. With even semi-complicated passwords being fairly simple to break and compromises happening all the time (see have I been pwned?), you need this extra layer of protection to protect your business’ data and your identity.

If you don’t believe us, Microsoft’s research states that 99.9 percent of Office 365 account breaches would have been prevented had MFA been implemented and used properly. Google’s numbers are very similar.

There are a variety of multi-factor authentication methods, but we’re going to touch on the three most commonly used: receiving secondary codes by text message (aka SMS), time-based codes from a smartphone app or push notifications from a service.

**SMS MFA:** When you set up a service to MFA via SMS, you’ll receive a text message after logging into a service. That text message will contain a code that you must then enter as part of the login process (typically on the page after you’ve inputted your username and password). This is the simplest MFA method for most people. However, it has its own quirks, especially if you are in an area with poor cell phone reception or if there’s a delay in receipt of your SMS message (or it doesn’t come through at all).

**Time Based Codes:** The other option is to use a smartphone app that will generate codes needed for MFA. Most online services use a generation system that uses the Time-based One-time Password Algorithm (TOTP) and HMAC-based One-time Password Algorithm (HOTP). In simple terms, that just means you need to install an app on your smartphone that supports Google Authenticator’s code generation methods. There are several options for each platform:

• Microsoft Authenticator: Android – IOS
• Duo: Android – IOS
• Google Authenticator App: Android – IOS
• Authy: Android – IOS

After you install one of the apps, you then go into the MFA setup for the service you’re using. For the fancy algorithms above to work properly, you generally just use the app to take a picture of a special barcode provided by the online service. The app will do some fancy math and then will give you a code to set up the service. Once you enable the MFA for the site, you’ll log in with your username and password, and then run the authenticator app and input the code it gives you for that service (which refreshes every 60 seconds).

**MFA Push Notification:** If you use a service like Duo Security (which we use to add MFA to secure Windows server and desktop logins) or if you use the Microsoft Authenticator app for Office 365 on your smartphone, they support what’s called a push notification to MFA your account. What that means is that after you log in with a username and password, the application will pop up a notification on your phone asking you to confirm that you are attempting to login into that service. This is the quickest and easiest way to get authenticated with Office 365.

The problem is MFA fatigue: This is when you get prompted for MFA so much that you stop tracking whether the MFA prompt is valid and unknowingly approve it. You should only see an MFA prompt for something you are doing or something happening with an app in the background. The problem is if you approve an MFA blindly (meaning you didn’t trigger the MFA request) you defeat the purpose of the MFA in the first place.

We’ve seen this happens with some business owners and employees. The employee saw an MFA prompt from the Microsoft Authenticator app on his phone and approved it blindly, not realizing he didn’t trigger the request, but somebody had his password and was trying to log into his account (in this case, from overseas). This resulted in the hacker gaining access to the user’s email. In this case, Weston followed our security incident response process and standard operating procedures and isolated and locked down the PC and the client’s email account (as well as triggered password resets on the rest of the email accounts in their tenant, along with our other lockdown procedures) as soon as we were notified.

So MFA is great and should be used everywhere possible, but you need to make sure it’s being used properly.

MFA is there for a reason and many insurance companies are now even requiring it as part of their cyber insurance approval process. It will add a massive layer of protection to your accounts, so contact Weston today to see how our CompleteCare IT Services will help protect your business and its information security.

Jake Ortman is the communications manager and scapegoat for Weston Technology Solutions. Everything is Jake’s fault. He drinks way too much soda and has a volume level that goes up to 11.

Weston Technology Solutions has been serving the Pacific Northwest since 1994, providing people-friendly managed IT services to small and medium-sized businesses with offices in Bend and Anchorage. jortman@weston-tech.com.

weston-tech.com
## Computer Products & Services (Listed Alphabetically)

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antinooc Development Corp</td>
<td>541-389-8548</td>
<td>N/A</td>
<td><a href="http://www.antinoocat.com">www.antinoocat.com</a></td>
<td>Larry Hunt</td>
<td>1</td>
<td>1985</td>
<td>Specialized vertical marketing software development.</td>
</tr>
<tr>
<td>Cascade Networking</td>
<td>541-617-0533</td>
<td>541-617-0890</td>
<td><a href="http://www.cascadenet.com">www.cascadenet.com</a></td>
<td>Lee Johnson</td>
<td>6</td>
<td>2005</td>
<td>IT Consulting, Office 365, LAN/WAN design &amp; infrastructure, wireless network design &amp; e-mail, remote access/VPN, virtualization, NAS &amp; SAN storage, disaster recovery, licensing, server/PC sales &amp; service, colocation, Cloud services, networking maintenance, security services &amp; 24x7 support available.</td>
</tr>
<tr>
<td>Cascade Telecommunications / Cascade IT Services</td>
<td>541-388-5338</td>
<td>541-382-8386</td>
<td>helpdesk@cas cacadetel.com</td>
<td>Allan Clark</td>
<td>4</td>
<td>1990</td>
<td>Telecommunications, IT Networks, VOP Networks. IT Managed services network, fiber optic, WAN, multi-site data cabling systems, pre-wire high-speed data circuits.</td>
</tr>
<tr>
<td>Cash Register Systems</td>
<td>541-389-3797</td>
<td>N/A</td>
<td><a href="http://www.cashregpos.com">www.cashregpos.com</a></td>
<td>Bruce Barnhart</td>
<td>3</td>
<td>1983</td>
<td>Point of Sale system sales, service &amp; supplies; cash registers, BPA free thermal paper rolls, credit card processing services &amp; equipment.</td>
</tr>
<tr>
<td>CLASSY KEYS Computer Services, Inc.</td>
<td>541-317-1242</td>
<td>541-312-5280</td>
<td><a href="mailto:info@classykeys.com">info@classykeys.com</a></td>
<td>Evelyn Whicker</td>
<td>3</td>
<td>1987</td>
<td>Intuit advanced certified QuickBooks ProAdvisor providing QB consulting, bookkeeping &amp; customizations solutions.</td>
</tr>
<tr>
<td>CMIT Solutions of Central Oregon</td>
<td>541-330-0055</td>
<td>N/A</td>
<td><a href="http://www.cmitolutions.com">www.cmitolutions.com</a></td>
<td>Mark Capell</td>
<td>6</td>
<td>2003</td>
<td>IT outsourcing for small businesses, training &amp; monitoring, technical support &amp; troubleshooting, networking &amp; computer sales.</td>
</tr>
<tr>
<td>GreenLoop IT Solutions</td>
<td>541-749-1105</td>
<td>488-263-9322</td>
<td><a href="mailto:info@greenloopolutions.com">info@greenloopolutions.com</a></td>
<td>Peter Wherry</td>
<td>12</td>
<td>2011</td>
<td>Provides IT support &amp; consulting solutions to businesses between 3-100 users. From planning &amp; budgeting to implementation &amp; ongoing support we are your one stop Trusted IT Partner.</td>
</tr>
<tr>
<td>Lance Hardy</td>
<td>541-390-2093</td>
<td>N/A</td>
<td>lancehardy.com</td>
<td>Lance Hardy</td>
<td>1</td>
<td>2001</td>
<td>AWS (Amazon Web Services) Certified Solutions Architect &amp; AWS Certified Developer available for AWS consulting &amp; implementation.</td>
</tr>
<tr>
<td>MPS Consulting</td>
<td>541-389-9430</td>
<td>N/A</td>
<td><a href="http://www.mpsconsulting.com">www.mpsconsulting.com</a></td>
<td>Michael P. Sullivan</td>
<td>3</td>
<td>1990</td>
<td>MPS Consulting provides consulting &amp; training on all aspects of life with Apple Technology: desktop &amp; laptop, macOS, iPads, iPhones, Apple Watches &amp; Apple TV, purchase, data transfer, aging &amp; data recovery, Secure Remote support &amp; tutoring, virus removal, network management, security &amp; password training, mandated off-site backups, from complete IT services to customized solutions for personal users, over 400 clients have trusted MPS for over 32 years.</td>
</tr>
<tr>
<td>NinePeaks Solutions LLC</td>
<td>541-797-7995</td>
<td>270-912-6554</td>
<td>NinePeaksSolutions.com</td>
<td>Eric D. Stidmore</td>
<td>8</td>
<td>2015</td>
<td>Technology consulting &amp; services firm working with business solutions &amp; Microsoft SQL Server software. Organization is an authorized platinum-level solution provider of Laserfiche, an enterprise content management &amp; paperless workflow system; also partner with Microsoft, Dell EMC, Epson, Dromphon, DocuSign &amp; SIGNiX. Extensive payroll &amp; human resources application consultation experience.</td>
</tr>
</tbody>
</table>

**Company / Address**
- 14 NW Hawthorne Ave., Ste. 100 Bend, OR 97703
- 61383 S Hwy. 97, Ste. C Bend, OR 97703
- 365 NE Greenwood Ave., Ste. 2 Bend, OR 97702
- 129 SE Third St. Bend, OR 97702
- 20149 Lora Ln. Bend, OR 97701
- 3044 Lansing Ct. Bend, OR 97701
- 423 NE Clay Ave. Bend, OR 97701
- 14 NW Hawthorne Ave. Bend, OR 97701
- 1 NW Hawthorne Ave. Bend, OR 97701
- 365 NW Greenwood Ave., Ste. 1 Bend, OR 97702
- 270 NW Deschutes Ave., Ste. 2 Bend, OR 97705
- 110 NW College Way Bend, OR 97707
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</thead>
<tbody>
<tr>
<td>Steven Floyd Consulting, Inc.</td>
<td>541-330-0930</td>
<td>541-330-0849</td>
<td><a href="mailto:stevenfloyd@myprinterresources.com">stevenfloyd@myprinterresources.com</a></td>
<td>Steven Floyd</td>
<td>4</td>
<td>1996</td>
<td>Supplier of Canon &amp; Kyocera multifunction printers, desktop printers, scanners, wide-format printers, fax servers, secure document portals, document management systems &amp; AI as a service for process automation.</td>
</tr>
<tr>
<td>TEKsystems</td>
<td>541-383-2340</td>
<td>541-383-2360</td>
<td><a href="http://www.teksystems.com">www.teksystems.com</a> <a href="mailto:tko@teksystems.com">tko@teksystems.com</a></td>
<td>Ron DT/Tek, Brock McFarlane, Jake Ottman</td>
<td>19</td>
<td>2002</td>
<td>People-focused, SLA-driven, consistent &amp; well-executed tech support &amp; monitoring services, provided by a Microsoft Silver Partner. Provides preventive maintenance, monitoring, tech support, Office 365 &amp; cloud solutions to reduce downtime &amp; increase security &amp; productivity.</td>
</tr>
<tr>
<td>William Sillas Computer Services Bend, OR 97701</td>
<td>541-350-4810</td>
<td>N/A</td>
<td><a href="mailto:protechbend@live.com">protechbend@live.com</a></td>
<td>William Sillas</td>
<td>1</td>
<td>1999</td>
<td>Upgrades, networking, repair, system diagnostics, system maintenance, Virus &amp; spyware removal, wireless support &amp; setups, new system sales &amp; service.</td>
</tr>
</tbody>
</table>
## Central Oregon-Based Internet Providers (Listed Alphabetically)

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<tr>
<th>Company / Address</th>
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<th>Contact</th>
<th>CO Year Est.</th>
<th>Dialup Service</th>
<th>DSL Service</th>
<th>Cable Service</th>
<th>Wireless Service</th>
<th>Residential Cost (monthly)</th>
<th>Business Cost (monthly)</th>
<th>Areas Covered</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>BendBroadband</td>
<td>541-312-6060</td>
<td><a href="http://www.bendbroadband.com">www.bendbroadband.com</a></td>
<td>Tyler Honzel</td>
<td>1995</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Call for the latest rates &amp; promotions.</td>
<td>Call for the latest rates &amp; promotions.</td>
<td>Central Oregon &amp; beyond</td>
<td>Full service telecommunications company providing internet, phone, video, data backup &amp; restore, T-1, PRI, data center &amp; colocation services.</td>
</tr>
<tr>
<td>CentralOregon Internet</td>
<td>541-389-1303</td>
<td><a href="http://www.coinet.com">www.coinet.com</a></td>
<td>Gary Matt</td>
<td>1997</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Starting at $10</td>
<td>Starting at $10</td>
<td>Central Oregon &amp; beyond.</td>
<td>High-speed DSL, dial-up accounts, domain registration, website storage, website development &amp; voice over IP, virus removal, spam services, upgrades, business phone systems.</td>
</tr>
<tr>
<td>Infobeam</td>
<td>541-773-5000</td>
<td><a href="mailto:support@infobeam.com">support@infobeam.com</a></td>
<td>Scott Hansen</td>
<td>1994</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>N/A</td>
<td>N/A</td>
<td>Call for rates</td>
<td>Oregon</td>
<td>Internet &amp; voice services.</td>
</tr>
<tr>
<td>L3 Networks (Subsidiary: Quantum Communications)</td>
<td>541-823-5999</td>
<td><a href="mailto:marketing@lsn.com">marketing@lsn.com</a></td>
<td>Lee Van Kirk</td>
<td>2005</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>N/A</td>
<td>Call for pricing &amp; availability</td>
<td>Oregon, Southeast Washington</td>
<td>Business network connectivity &amp; communications services including high-speed fiber access, unified communications &amp; Ethernet transport. Fully redundant network, availability until 24/7 proactive support &amp; network monitoring.</td>
</tr>
</tbody>
</table>

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*Continued on Page 22*
Fix Your Business or Home Wi-Fi with These Five Tips

by GARRETT SEYMOUR — TDS Telecom

In 2022, a reliable internet connection is as crucial as ever to maintain productivity. When you consider the increasingly common hybrid work environment, the importance of fast, reliable business internet also extends to the home.

Whether you work in the office, at home — or some combination of the two — here are five things you can do to make sure you're getting the most out of your internet and Wi-Fi services!

**Run an online speed test with BendBroadband**
If you’re experiencing network issues, start by running a real-time, online BendBroadband speed test. Running a speed test will measure your network connection and show you the device’s upload and download speeds, the "ping" (how fast you get a response after you’ve sent out a request), and the network “jitter” (the variation in time between when a signal is transmitted and when it’s received over a network connection). Since the test is real-time, you can get different results within a two- to three-minute period, so it’s worth testing multiple times for the most accurate results.

**Consider your hardware**
It’s worth noting that several different factors can impact your speed test results. Devices (phones, tablets, PCs, etc.) can have very different Wi-Fi and wireless radio capabilities, leading to far different results on the same network. Some devices may not be able to measure the full speed of the internet service you’re subscribed to. For laptops, it’s especially important to check and see that your device’s Network Interface Card (NIC) can support the speed of the service you’re subscribed to. If you work from home, it’s also possible that your Wi-Fi router doesn’t support the full capabilities of the network.

Using a laptop connected to Wi-Fi may seem like the ideal way to run a speed test — especially if that’s how you use the device on a daily basis. However, using a device connected via Wi-Fi is not an accurate test of your network performance, as the speed may be hindered by your device’s radio capabilities. We recommend connecting your laptop via ethernet to ensure the most accurate network performance results.

It’s also worth noting that the use of a virtual private network (VPN) can slow down your speeds. Many employers use VPNs as an added security measure to establish a protected network connection for their employees working on different wireless networks. However, a VPN’s encryption process, the distance to the server and the VPN protocol used can slow down your speeds. For this reason, you should also run the test on another laptop not connected to a VPN.

**Fix your Wi-Fi signal**
In many cases, slow speeds are the result of the Wi-Fi signal, not the internet speed. Distance from the router and environmental factors in a workspace like concrete walls, metal, mirrors, microwaves and even fish tanks can weaken a wireless connection. One easy way to solve the issue is by moving the router to a central location or adopting a Wi-Fi mesh technology (more on this later).

**Keep your IT security updated**
Rogue software and viruses can have many impacts on your computer system, including slow internet speeds. Crooks are continuously unleashing new and more dangerous threats online, attacking the internet-enabled devices your business uses. For this reason, it is important to always keep your IT security up to date.

TDS’ business internet security, online protection and support packages can help keep you safe! BendBroadband Internet Security for Business allows you to:
- **Prevent dangerous attacks.** Protect your devices from malware and ransomware by blocking access to harmful websites and warning users about malicious links.
- **Manage devices remotely.** The MyAccount management portal allows administrators to easily protect employee devices, send installation links and reminders, and add new users or devices.
- **Safeguard financial transactions.** Banking Protection blocks unwanted connections and man-in-the-middle attacks to give you peace of mind while banking or shopping online.

**Consider adopting Wi-Fi mesh technology**
If moving your router doesn’t work, it may be worth considering a Wi-Fi mesh system with multiple access points for consistent coverage, like TDS Wi-Fi+ for Business or the residential product, TDS Wi-Fi+. Our Wi-Fi+ solutions accommodate the individual needs of your workspace through the strategic placement of several zero access points, which could be equipped with tri-band radios to maximize traffic. These access points communicate with each other and hand off traffic, ensuring consistent coverage throughout your business or home workspace.

tds telecom.com
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<th>Wireless Service</th>
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<th>Business Cost (monthly)</th>
<th>Area Covered</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>PrineTime.net</td>
<td>541-447-9940</td>
<td><a href="http://www.prinetime.net">www.prinetime.net</a></td>
<td>Jason &amp; Donna Williams</td>
<td>2001</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>$39.95/MB Connection</td>
<td>$99.10/MB Connection</td>
<td>Central Oregon, Oregon &amp; Idaho</td>
<td>High-speed wireless service, virtual private networking, satellite TV, local antenna TV, voice service</td>
</tr>
<tr>
<td>Sureline Broadband</td>
<td>541-699-0030</td>
<td><a href="http://www.surelinebroadband.com">www.surelinebroadband.com</a></td>
<td>Josh Richesin, Lamont Boileau, Brianna Bartolini, Shelly Richesin</td>
<td>2013</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Starting at $39</td>
<td>Starting at $99</td>
<td>Central Oregon</td>
<td>Local dedicated high-speed broadband internet provider — business &amp; residential services to include phone &amp; professional services. Packages include astroturf, 267 websites, no data caps &amp; full network redundancy.</td>
</tr>
<tr>
<td>Yellowknife Wireless Company, LLC</td>
<td>541-385-0111</td>
<td><a href="http://www.ykwc.com">www.ykwc.com</a></td>
<td>Chris Cappuccio</td>
<td>2005</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Internet starting at $49.95/month; unlimited local &amp; long distance phone service starting at $27.00/month.</td>
<td>Internet starting at $59.95/month; unlimited local &amp; long distance phone service starting at $40.00/month.</td>
<td>Central Oregon</td>
<td>Residential high-speed rural internet. 1 &amp; 10 Gigabit speeds available for business. Phone lines, server co-location &amp; other services available.</td>
</tr>
</tbody>
</table>

CBN has made every effort to ensure that all information is accurate and up-to-date. We cannot, however, guarantee it. Please contact us immediately if you know that certain information is not correct or you would like to be added to a list, 541-388-5665 or email cbn@cascadebusnews.com.
### Web Designers & Digital Marketing (Listed Alphabetically)

See Advertising Agencies in the Book of Lists for more companies that include web design.

<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
<th>WebSite/Email</th>
<th>Contact</th>
<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpine Internet</td>
<td>541-312-4704</td>
<td>N/A</td>
<td><a href="http://www.alpineinternet.com">www.alpineinternet.com</a></td>
<td>Brian Cash</td>
<td>5</td>
<td>1999</td>
<td>Website &amp; app development, hosting, cloud services, support &amp; devops, data-driven sites, WordPress development, email &amp; social marketing, webmaster services, web databases, consulting services, Apple developer, certified Google Apps partner, certified Google AdWords partner.</td>
</tr>
<tr>
<td>Astar Agency</td>
<td>541-678-5689</td>
<td>N/A</td>
<td><a href="http://www.astrastatic.com">www.astrastatic.com</a></td>
<td>Tim Jones</td>
<td>4</td>
<td>2012</td>
<td>Strategy-driven branding &amp; design for the outdoor industry &amp; non-profits worldwide.</td>
</tr>
<tr>
<td>Bend Web Design</td>
<td>541-678-3668</td>
<td>N/A</td>
<td><a href="http://www.bendwebdesign.com">www.bendwebdesign.com</a></td>
<td>Jason Morgan</td>
<td>1</td>
<td>2014</td>
<td>Web design, search engine optimization, social media marketing, graphic design, IT &amp; more.</td>
</tr>
<tr>
<td>Binary Star Systems</td>
<td>541-316-8027</td>
<td>N/A</td>
<td><a href="http://www.BinaryStarSystems.com">www.BinaryStarSystems.com</a></td>
<td>Lisa Spe, Jim Spe</td>
<td>2</td>
<td>2003</td>
<td>Website design, software development, mobile app development, email marketing, branding &amp; graphic design.</td>
</tr>
<tr>
<td>Camp Creative, Inc.</td>
<td>541-622-3636</td>
<td>N/A</td>
<td><a href="http://www.cammpcreative.net">www.cammpcreative.net</a></td>
<td>Richard Camp, Mike West, Amber Caise</td>
<td>10</td>
<td>2015</td>
<td>Full-service UX design, customer journey development, web application design &amp; development, interactive touch screens, content development, copywriting, SEO, social media strategy &amp; management. Web application development.</td>
</tr>
<tr>
<td>Cight Solutions</td>
<td>543-600-4907</td>
<td>N/A</td>
<td>cightsolutions.com</td>
<td>Ray Montgomery</td>
<td>15</td>
<td>2019</td>
<td>Digital marketing, website design, social media management, blogging, Google business profile management, reputation management, hosting management, SEO digital ads, branding, email marketing &amp; graphic design.</td>
</tr>
<tr>
<td>Cross Dot Digital &amp; Creative Agency LLC</td>
<td>541-977-7797</td>
<td>N/A</td>
<td><a href="http://www.crossdotdigital.com">www.crossdotdigital.com</a></td>
<td>Michelle Hart</td>
<td>10</td>
<td>2019</td>
<td>Graphic design, brand identity, website design, social media, copywriting &amp; content marketing, digital marketing services, reputation management.</td>
</tr>
<tr>
<td>Effectual Inc.</td>
<td>800-770-1868</td>
<td>N/A</td>
<td><a href="mailto:info@Effectual.com">info@Effectual.com</a></td>
<td>Robb Allen</td>
<td>350</td>
<td>2019</td>
<td>Build-to-suit custom applications such as enterprise web apps, mobile apps, IoT, M2M, &amp; responsive websites; content strategy &amp; digital marketing; strategic consulting for digital product/service strategies &amp; Amazon web services. (AWS) Premier Partner.</td>
</tr>
<tr>
<td>JF Possibilities, Inc.</td>
<td>541-410-2760</td>
<td>N/A</td>
<td><a href="http://www.jfpossibilities.com">www.jfpossibilities.com</a></td>
<td>Jon Foster</td>
<td>2</td>
<td>2003</td>
<td>Server Management, website &amp; application development, consulting &amp; computer security.</td>
</tr>
<tr>
<td>Kinetic Branding</td>
<td>541-550-7272</td>
<td>N/A</td>
<td><a href="http://www.kineticbranding.com">www.kineticbranding.com</a></td>
<td>Paul Raetgers</td>
<td>2</td>
<td>2000</td>
<td>Brand strategy, graphic design, web design, SEO, CMS, E-Commerce, advertising, packaging design, print design.</td>
</tr>
</tbody>
</table>

Continued on Page 24
<table>
<thead>
<tr>
<th>Company / Address</th>
<th>Phone</th>
<th>Fax</th>
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<th>Staff</th>
<th>CO Year Est.</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>LuLish Design</td>
<td>541-350-0594</td>
<td>N/A</td>
<td><a href="http://www.lulish.com/lynone@lulish.com">www.lulish.com/lynone@lulish.com</a></td>
<td>Lynnette Braillard</td>
<td>2</td>
<td>2005</td>
<td>Full-service agency: web development + design, SEO/SEM, digital marketing, marketing plans &amp; strategy, content marketing, PR, copywriting, campaigns &amp; more.</td>
</tr>
<tr>
<td>Mazama</td>
<td>541-728-0558</td>
<td>N/A</td>
<td><a href="http://www.mazamamedia.com/info@mazamamedia.com">www.mazamamedia.com/info@mazamamedia.com</a></td>
<td>Sarah Turner</td>
<td>25</td>
<td>2013</td>
<td>Result-driven bot software that converts conversations into customers.</td>
</tr>
<tr>
<td>Organic Web</td>
<td>541-617-2674</td>
<td>N/A</td>
<td><a href="http://www.organicwebsites.com">www.organicwebsites.com</a></td>
<td>Michelle Schula</td>
<td>5</td>
<td>2002</td>
<td>Custom Wordpress themes &amp; websites, user conversion, user experience, search engine optimization, Facebook ads, YouTube optimization, APPs, graphic design &amp; more.</td>
</tr>
<tr>
<td>Parallel Forty Four</td>
<td>541-604-4484</td>
<td>N/A</td>
<td><a href="http://www.parallelfortyfour.com">www.parallelfortyfour.com</a></td>
<td>Alexandra McCrea</td>
<td>2</td>
<td>2020</td>
<td>Full-service social media partner providing photography, web design, social media, reviews, &amp; influencer management, content creation, logo &amp; business card design, banner &amp; signages design &amp; consulting services.</td>
</tr>
<tr>
<td>Project 4</td>
<td>541-306-9979</td>
<td>N/A</td>
<td><a href="http://www.project4marketing.com">www.project4marketing.com</a></td>
<td>Stephanie Shaver</td>
<td>1</td>
<td>2020</td>
<td>Website design &amp; maintenance. SEO. Social media management &amp; strategy.</td>
</tr>
<tr>
<td>SMARTZ,</td>
<td>541-388-4388</td>
<td>N/A</td>
<td><a href="http://www.smartz.com/info@smartz.com">www.smartz.com/info@smartz.com</a></td>
<td>Mark Knowles</td>
<td>22</td>
<td>1987</td>
<td>Smartz can help your business with paid marketing, creative web design, development &amp; disciplined web marketing principles to deliver bright, meaningful results &amp; ROI. Certified Google Premier Partner.</td>
</tr>
<tr>
<td>Snyder &amp; Sons Unlimited</td>
<td>541-330-1803</td>
<td>541-382-6927</td>
<td><a href="http://www.snyderandsons.com/info@snyderandsons.com">www.snyderandsons.com/info@snyderandsons.com</a></td>
<td>Lori Pintok-Snyder</td>
<td>1</td>
<td>1996</td>
<td>Graphic design, website design &amp; printing.</td>
</tr>
<tr>
<td>Spangler Creative</td>
<td>541-799-9113</td>
<td>N/A</td>
<td><a href="http://www.spanglercreative.com">www.spanglercreative.com</a></td>
<td>Matt Spangler</td>
<td>1</td>
<td>1993</td>
<td>Brand identity, graphic design, web design, web-development, ad campaign design, print collateral from business cards to annual reports, outdoor billboards &amp; signage, apparel imprint design. Over 25 years experience with global nonprofit organizations.</td>
</tr>
<tr>
<td>The Garage, Inc.</td>
<td>541-330-9590</td>
<td>N/A</td>
<td><a href="http://www.thegarageinc.com/art@thegarageinc.com">www.thegarageinc.com/art@thegarageinc.com</a></td>
<td>Art Wirtz, Marie Wirtz</td>
<td>4</td>
<td>1996</td>
<td>Website design, web marketing. Wordpress CMS, custom CMS development, SEO &amp; user experience.</td>
</tr>
<tr>
<td>Webbox</td>
<td>541-848-7749</td>
<td>N/A</td>
<td><a href="http://www.webbox.ca/paul@webbox.ca">www.webbox.ca/paul@webbox.ca</a></td>
<td>Paul Rauegners</td>
<td>5</td>
<td>2012</td>
<td>Custom Web Design, Web Development, Content Management System, Search Engine Optimization, Social Media, E-Commerce,</td>
</tr>
</tbody>
</table>
I was just a youngster on April 30, 1975, the day the People’s Army of Vietnam captured Saigon. This event marked the end of the Vietnam War. My generation did not learn about this war in school as it was too fresh in the minds of Americans. The Deer Hunter, Apocalypse Now and Born on the Fourth of July were my only means to getting somewhat of an understanding of this horrific time period until I visited this beautiful country in 1993. I spent five weeks traveling by bus, train and thumb from Saigon to Vietnam’s capital of Hanoi located 700 miles to the north. Along the journey, I visited such places as the Cu Chi Tunnels, Hamburger Hill, Monkey Mountain, Khe Sanh, China Beach and perhaps the most infamous site in all of Vietnam; the Hanoi Hilton where American POWs, including Senator John McCain, were jailed and tortured for years. Every time I meet a Vietnam Veteran, I reach out my hand to shake theirs, I look into their eyes and I sincerely thank them for their service.

As President Clinton had not yet signed the U.S-Vietnam Bilateral Trade Agreement, there was a trade embargo the U.S. had in place since the Vietnam War ended 20 years earlier. Americans were not even supposed to enter the country, as just visiting was considered trading. I was quite nervous landing at Tân Sơn Nhút International Airport as I contemplated passport control as well as how the South Vietnamese people would react to an American, considering we faced to face years of oppression from their northern countrymen. I was unofficially in Socialist Republic of Vietnam. People stared at me but no one seemed to be bothered by the only westerner in sight. The first thing I did is exchange money into the local currency. In 1993 there were no ATM machines in Vietnam so I carried Travelers Checks in my money belt that was hidden around my waist. $100 U.S. Dollars exchanged to 2,083,333 Vietnamese Dong. The largest denomination they had at the time was a 1,000 Dong bill. If only you could have seen my facial expression as I left the bank with a grocery bag overflowing with over 2000 bills. “How will I get back to my hotel with all of this money?” “Is this dangerous?” “Where will I put it once I get there?”

The inflation rate that year was 37.7% in Vietnam. Although this may sound ludicrous, it is well below the 200% inflation rate they experienced a decade earlier in 1982. Inflation in the United States currently seems to be smacking us in the face every time one goes to the pump, grocery store or a restaurant. Who would have ever thought that a six-pack of local beer could approach $14? Before the pandemic, inflation was just shy of 2%. Today, it exceeds 9%. Although inflation has been as high as 13.5% in 1980, it is important to put this in perspective as historically in the United States, inflation has always come back to the average annual rate between 3-4%.

During your years of retirement, it is imperative that you are able to maintain your purchasing power. The inflation rate of 3.5% may not sound like much, especially when we compare it to countries like Vietnam, however it isn’t until we realize that at that rate prices will double every 20 years! How does this impact your retirement income stream you’ve spent a lifetime accumulating over the next 30-40 years. Imagine retiring at age 60 with an annual income of $100,000. Twenty years later at the age of 80 you will need to withdraw $200,000 from your same retirement accounts just to maintain the same standard of living and this does not factor in the additional costs of health care and possible long-term care expenses. If you happen to live to age 100, this figure will double once again and you would need approximately $400,000 each year to purchase what $100,000 purchases today. If you have ever thought that a six-pack of local beer could approach $14? Before the pandemic, inflation was just shy of 2%. Today, it exceeds 9%. Although inflation has been as high as 13.5% in 1980, it is important to put this in perspective as historically in the United States, inflation has always come back to the average annual rate between 3-4%.

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Central Oregon Community College’s (COCC) Jim Wilcox, small business adviser and program manager for the college’s Small Business Development Center (SBDC), was recently named one of “Oregon’s ‘State Star’” for outstanding service by the state office of the national SBDC network. Wilcox will be honored this September at the association’s national conference in San Diego.

To date, Wilcox has assisted and advised 859 small business clients, has launched 29 small businesses and helped create 680 jobs and has worked with business owners to secure $93,106,622 in loans and capital for business expansion, according to association records.

With a background in management, business ownership and human resources, Wilcox has extensive experience in managing the day-to-day business operations of a small business. He holds a master of business administration from Portland State University.

Latino Community Association (LCA) has new leadership on its board of directors.

The new “Zavi” Borja became president of the Latino Community Association’s board of directors in April, as LCA elevated some of its newer members to leadership positions. Borja is a first-generation Mexican-American who grew up in Central Oregon. In 2019, he founded the first local chapter of Latino Outdoors and later the nonprofit Vamonos Outside. He has worked with youth, school districts and Bend Parks and Recreation, and currently serves as community relations manager for the City of Bend.

LeeAnn O’Neill, managing partner at Allyship in Action, an organization that advances equality and social justice in Central Oregon, is the new board vice-president. O’Neill was born in Korea, raised in Michigan and practiced international commercial law in Washington D.C. before moving to Bend. Over the past decade, she has worked as a bilingual legal advocate at Saving Grace and as the bilingual family law facilitator at the Deschutes County Circuit Court.

Kinsey Martin, director of diversity equity and inclusion at Bend-La Pore Schools, is the new board secretary. Martin grew up in Bend and earned her master’s degree in education at Oregon State University. She returned to the school district that educated her and taught students in dual language classrooms before joining the school district. Now she oversees programs and services for culturally- and linguistically-diverse students and families.

Chad Gilless, principal at Stillwater Energy, is now board treasurer. Gilless grew up in Texas and studied business and Spanish at the University of Houston. He collaborated with energy experts in Latin America and now leads a consulting firm that helps organizations manage their energy consumption and greenhouse gas emissions. Gilless and his family moved to Central Oregon from Portland in 2020 and he seeks closer ties with the Latino community here.

LCA thanks outgoing board president Lillian Cabrera and secretary Verenise Alvarez-Sanchez for their years of board service and advocacy for Central Oregon’s Latino community.

Hospice of Redmond Bereavement Coordinator Diane Kellstrom has retired. Kellstrom worked for Hospice of Redmond for 17 years, providing emotional support to countless friends and families, as well as many others in the community at large who experienced the death of a loved one.

Kellstrom was also the director of Camp Sunrise, a special summer camp for bereaved children ages 7-14. She facilitated grief groups for adults, such as Soup and Support, Expressive Arts, Guided Autobiography and grief groups in schools for kids of all ages. Kellstrom always had a keen attention to detail in planning and hosting numerous annual community events like Light Up A Life and Teddy Bear Tea; she simply brought a little magic into everything she touched, and she will be greatly missed.

Wel’d like you to meet Kat Rachman, our new bereavement coordinator, and director of Camp Sunrise. Rachman joined us on May 3, 2022, working alongside Kellstrom during her final two months before her departure, including the final weeks of planning and facilitating 2022 Camp Sunrise.

Rachman holds a degree in counseling, human development and family science, and a post graduate certification in Mindfulness-Based Psychotherapy. She has worked as a clinically trained counselor for the past ten years in local mental health and substance use treatment agencies, as well as her tenure in a life coach and ordained inter-faith minister. She was previously program director for other nonprofit service agencies in the region.

Rachman moved to Central Oregon (originally to Bend) in 2000 after a lifetime of military travel as both a dependent “Air Force Brat,” and later a USAF military spouse. Rachman moved to Crooked River Ranch in early 2017, where she and her family have created, what she calls, “an experiment in self-sufficiency,” growing rabbits, turkeys, goats and growing gardens. She enjoys canning, cooking, baking and barbecuing, as well as attending concerts, camping, kayaking and hiking.

Aaron Tarnow of 4 Seasons Home Services in Sunriver has been appointed as the chapter head for the national Home Watch Association’s Northwest Chapter, which includes members from Washington, Oregon, Idaho, Montana, Wyoming, Colorado, North Dakota, South Dakota, Nebraska and Kansas.

New hires, promotions, accolades, awards, retiring?

Send us your Who’s Who!

Send a high resolution head shot and a short, 100- to 150-word writeup to CB@CascadeBusNews.com to be seen in the next edition of Cascade Business News.

For the nine months of the program, participants will work with local leaders to expand awareness and understanding of the Central Oregon region. The class will explore historical and current issues firsthand and learn about the unique challenges and opportunities that cross sectors and silos. Additionally, the cohort will benefit from a series of leadership topics designed to enhance individual leadership skills and make an impact through a class capstone project.

The High Desert Mural Festival (HDFM) announced the appointment of Evan Namkung as the new HDFM executive director. The HDFM board was thrilled to partner with Namkung during their 2021 Equality & Justice Mini-Mural Festival in downtown Bend on his mural Mountains for All. They approached him about the executive director position shortly after the HDFM founder, Douglas Robertson, announced his plans to relocate and resign his position.

Leadership二代 sought artist who has been painting since childhood. His original paintings have been displayed in numerous venues around Bend. In addition to his...
Tour of Homes Winners Announced

Green Building Awards
Under $799,000 — Arbor Builders #19
$800,000 — $999,000 — Stone Bridge Homes NW #14
$1,000,000 and up — Momentasize Construction #16
Under $500
Best Architectural Design — MonteVista Homes #1
Best Feature — ‘Covered Patio’ — MonteVista Homes #1
Best Kitchen — MonteVista Homes #1
Best Landscaping — MonteVista Homes #1
Best Master Suite — MonteVista Homes #1
Best of Show — MonteVista Homes #1
Best Value — MonteVista Homes #1
$525,000—$550,000
Best Architectural Design — Arbor Builders #19
Best Feature — ‘Backyard’ — MonteVista Homes #2
Best Kitchen — MonteVista Homes #2
Best Interior Finish — MonteVista Homes #2
Best Master Suite — MonteVista Homes #2
Best of Show — MonteVista Homes #2
Best Value — MonteVista Homes #2
$600,000—$625,000
Best Architectural Design — Woodhill Homes #8
Best Feature — ADU — Woodhill Homes #8
Best Interior Finish — Woodhill Homes #8
Best Kitchen — Hayden Homes #6
Best Landscaping — Hayden Homes #5

Best Master Suite — Hayden Homes #5
Best of Show — Woodhill Homes #8
Best Value — Woodhill Homes #8 $675,000 — $700,000
Best Architectural Design — Curtis Homes #20
Best Feature — ‘Dog Wash’ — Curtis Homes #20
Best Interior Finish — Curtis Homes #20
Best Kitchen — Curtis Homes #20
Best Landscaping — Curtis Homes #20
Best Master Suite — Curtis Homes #20
Best of Show — Curtis Homes #20
Best Value — Curtis Homes #20 $775,000—$800,000
Best Architectural Design — Winsome Construction #26
Best Feature — ‘Mudroom’ — Stone Bridge Homes NW #24
Best Interior Finish — Structure Development NW #22
Best Kitchen — Structure Development NW #22
Best Landscaping — Structure Development NW #22
Best Master Suite — Stone Bridge Homes NW #24
Best of Show — Structure Development NW #22
Best Value — Structure Development NW #22 $825,000—$850,000
Best Architectural Design — Stone Bridge Homes NW #14
Best Feature — ‘Mechanical Room’ — Palmer Homes #10
Best Interior Finish — Palmer Homes #10
Best Kitchen — Stone Bridge Homes NW #14

Continued on Page 28

Businesses Serving Community

FAMILY ACCESS NETWORK
Washington Federal Foundation presented Family Access Network (FAN) with $2,500 in grant funds to support FAN services throughout Central Oregon. FAN advocates work directly in public schools in Deschutes, Crook and Jefferson counties to ensure children and their family members have access to crucial resources that can help them stabilize after setbacks. Coordinating with over 100 community partner organizations, FAN advocates facilitate quick, efficient connections to a variety of basic-needs services and provide clothing, school supplies, food, eviction prevention, utility assistance and more for struggling Central Oregon families.

The Washington Federal Foundation facilitates direct giving to community-based nonprofits serving the needs of people with low-and-moderate incomes. They are committed to $1,000,000 each year in community giving. These funds provide support for social agencies and nonprofits that serve the needs of those in their communities who may need support, including seniors, youth organizations and families with low incomes.
High Desert Food & Farm Alliance Announces 2022 Local Food Superstars

by KENDRA HUDDLESTON, Executive & Program Assistant — High Desert Food & Farm Alliance

The High Desert Food & Farm Alliance (HDFFA) recently recognized food businesses going above and beyond through local food sourcing and contributions to the Central Oregon community. HDFFA considers local food to be food grown, raised and crafted in the Central Oregon’s tri-county region of Crook, Deschutes and Jefferson County, as well as the lands of the Confederated Tribes of Warm Springs. HDFFA Farm and Ranch Partners voted for food businesses that purchase products regularly from them and this is the award. Join them in congratulating their top picks and the 2022 Local Food Champions.

The winners are:
Grocer: Central Oregon Locavore
Restaurant: Jackson’s Corner
Food Truck: Feast Food Co.
Specialty Food Items: Holm Made Toffee

The goal is to encourage local consumers to thoughtfully consider the sources of their food, as well as the steps it takes to get it to the market and onto their plates. Try purchasing local products from these outstanding local food businesses. Use HDFFA’s Annual Food & Farm Directory as your guide to connect directly with the network of high desert agricultural producers and food businesses, and get a taste of Central Oregon. The 2022 Directory can be found online at getataste.org, through the new mobile Get A Taste app or in print at partner businesses, regional farmers markets, libraries and numerous public spaces throughout Central Oregon. hdffa.org

Tour of Homes
Continued from page 27

Best Landscaping — Luis Rosas Construction #4
Best Master Suite — Luis Rosas Construction #4
Best of Show — Palmer Homes #10
Best Value — Luis Rosas Construction #4
$875,000-$975,000
Best Architectural Design — JD Neel Construction #9
Best Feature — ‘Basement/ADU’ — JD Neel Construction #9
Best Interior Finish — JD Neel Construction #9
Best Kitchen — JD Neel Construction #9
Best of Show — JD Neel Construction #9
Best Value — JD Neel Construction #9
$1,050,000-$1,100,000
Best Architectural Design — Black Label Design Group #25
Best Feature — ‘Outdoor Fireplace’ — Pahlisch Homes #15
Best Interior Finish — Pahlisch Homes #15
Best Kitchen — Black Label Design Group #25
Best Landscaping — Pahlisch Homes #15
Best Master Suite — Pahlisch Homes #15
Best of Show — Pahlisch Homes #15
Best Value — Pahlisch Homes #15
$1,250,000-$1,400,000
Best Architectural Design — Momentasize Construction #16
Best Feature — ‘Tesla Solar Roof’ — Momentasize Construction #16
Best Interior Finish — Solaire Home Builders #3
Best Kitchen — Solaire Home Builders #3
Best Landscaping — Solaire Home Builders #3
Best Master Suite — Solaire Home Builders #3
Best of Show — Solaire Home Builders #3
$1,500,000-$1,600,000
Best Architectural Design — Malace Homes #17
Best Feature — ‘Best Entertaining Space’ — Malace Homes #17
Best Interior Finish — Malace Homes #17
Best Kitchen — Malace Homes #17
Best of Show — Malace Homes #17
Best Value — Malace Homes #17
$1,900,000-$2,350,000
Best Architectural Design — CNC Homes #27
Best Feature — ‘Staircase’ — CNC Homes #27
Best Interior Finish — CNC Homes #27
Best Kitchen — CNC Homes #27
Best of Show — CNC Homes #27
Best Value — CNC Homes #27
$2,700,000-$2,900,000
Best Architectural Design — Norman Building & Design #12
Best Feature — ‘Back Deck/Infinity Pool’ — Norman Building & Design #12
Best Interior Finish — Baxter Builders #11
Best Kitchen — Baxter Builders #11
Best of Show — Baxter Builders #11
Best Value — Baxter Builders #11

CObA.org
Bend-Redmond Habitat Celebrates its 200th Family Served with the Completion of Redmond Project

by MELLISSA KAMANYA, Director of Grants Management — Bend-Redmond Habitat for Humanity

B
uilding homes for affordable homeownership since 1989, Bend-Redmond Habitat for Humanity recently celebrated serving its 200th family with the completion of ten affordable townhomes and nine Accessory Dwelling Units (ADUs) in Redmond.

Bend-Redmond Habitat for Humanity has much to celebrate with this project. "Welcoming home our 200th family to a life transformed by homeownership is a significant milestone for our organization," Mellissa Kamanya, director of Grants Management, said. "In the same moment, we are honoring a total of ten families who are proud new homeowners at this site!" These townhomes are Bend-Redmond Habitat’s second Net-Zero project built with extra energy efficiency measures and environmental sustainability in mind. It also their second permanently affordable project, establishing an enduring legacy of affordable homeownership in Redmond by only reselling these to low-to-moderate income families. An exciting first for Bend-Redmond Habitat, by working closely with the City of Redmond, nine Accessory Dwelling Units (ADUs) were also built at this location and are permanently established for affordable housing.

Bend-Redmond Habitat’s 200th family is a single father of two young children. After a difficult divorce, he moved with his children into his parents’ basement to try to get back on his feet. He worked hard to save money for a space of their own, but with the high cost of housing and two children to care for, it felt like an impossible dream. He says that he “can’t wait to feel like my kids are in a safe community, where I know everyone and where everyone supports each other.” As he is preparing to move in, he looks forward to living near a park and giving his children a bedroom of their own.

Habitat successfully provides affordable housing because of widespread support from donors, state and city partnerships, community members and volunteers. Oregon Housing and Community Services (OHCS) is one of the main project sponsors for this site. Becky Isom, senior program manager at OHCS, said, “We know the need for housing in Central Oregon is significant, and we can only reach our goal of providing housing for all people of Oregon by creating durable and sustainable partnerships that address the root causes of the housing crisis. We are so proud that by using resources provided by our agency, Habitat for Humanity was able to quickly get to work on the project and start construction within less than a year.”

“In partnership with the City of Redmond, Bend-Redmond Habitat for Humanity has built affordable housing that is bringing stability to our workforce and neighborhoods,” said Redmond’s Deputy City Manager John Roberts. “These affordable townhomes and ADUs are creating long lasting legacies of hope and change for hard working families in Redmond.”

Bend-Redmond Habitat is one of the few affordable housing builders in Central Oregon providing opportunities for homeownership for low to moderate income people that are housing unstable and make 40 percent to 80 percent of the area median income. With their homeownership program, families & individuals are required to volunteer hundreds of hours as the down payment for the home, attend monthly financial education classes and participate in a matched savings program for the closing costs. When those requirements are fulfilled and the house is constructed, the families & individuals purchase it with a below market rate loan for 30 years. Habitat isn’t building these homes on their own. In fact, it takes roughly 5,000 people, directly or indirectly, partnering on each home so that people have a chance at a different life. A home creates an opportunity to become stable, for security, a feeling of tranquility and empowers people to become better.

bendredmondhabitat.org • 541-385-5387

PHOTO | COURTESY OF BEND-REDMOND HABITAT FOR HUMANITY

Photo: Bend-Redmond Habitat Celebrates its 200th Family Served with the Completion of Redmond Project.
BEND INDUSTRIAL MARKET
by GRAHAM DENT, SiOR,
Partner & Broker —
Compass Commercial Real Estate Services
Compass Commercial surveyed 320 industrial buildings in Bend totaling 4.61 million square feet for the second quarter Bend industrial report of 2022. At the end of Q2 2022, the overall vacancy rate stood at 0.34 percent, virtually unchanged from the 0.33 percent recorded in Q1 2022.
LEASING: Demand for industrial space, particularly smaller spaces less than 10,000 SF, remained extremely high during the quarter. Leasing activity was again limited only by the severe shortage in supply. Tenants are electing to renew in-place, even at very high rates, rather than risk having to identify a new location. Most tenants are having to become more efficient in the space they occupy and in many cases taking down contiguous expansion space before it ever hits the market.
RENTS: Average asking rates for Bend industrial space are between $1.00 and $1.20/SF/Mo, NNN. Due to the high demand for industrial space in town, Landlords are consistently achieving rates above $1.00 /SF/Mo, on new leases. Generally, smaller spaces under 2,500 SF will command rates on the higher end of this range.
CONSTRUCTION: There are no speculative industrial development projects underway. The construction occurring in the market is limited to owner/ user development projects. Although rental rates are at an all-time high, so too are land prices and construction costs making speculative development a challenge.
SALES: There were a couple of notable industrial building sales during the quarter. One property located at 20739 High Desert Court sold to an investor for $2,840,000 or $218/SF which represented a 4.5 percent cap rate. Another investment sale occurred at 20576 NE Painters Street. That property sold for $3,500,000 or $191/SF and a cap rate of 5.2 percent.

Watch for Upcoming Editions of Cascade Business News
2022 EDITORIAL CALENDAR

ISSUE DATE
August 17
September 7
September 21
October 5
Deadline Aug 10
Deadline Aug 31
Deadline Sept 14
Deadline Sept 28

SPECIAL SECTIONS
Women in Business
Annual Healthcare
Sisters Profile
Nonprofit Profiles

INDUSTRY LISTS
Largest Women-Owned Businesses, Moving/Storage, Auto Dealers, Trucking & Transportation, Auto Body Repair
ACS’s Living, Chiropractors, Dentists, Eye, Home Care, Hospitals, Physical Therapy, Physician Groups, Reconstructive Surgery, Audiologists, Emergency Transport, Acupuncture
Financial Planners, Stock Brokers
Nonprofit Organizations, Accountants, Bookkeepers

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## Building Permits

### COMMERCIAL PERMITS WEEK ENDING 7-15-2022

### City of Bend

**City of Bend**

<table>
<thead>
<tr>
<th>Permit Amount</th>
<th>Building Type</th>
<th>Address</th>
<th>Owner</th>
<th>Builder</th>
<th>Permit Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>$22,425,453.00</td>
<td>Commercial (Multi Family)</td>
<td>168,967 sf. at 954 SW Emkay Dr.</td>
<td>Bend 97702 OR</td>
<td>Edison Bend, LLC</td>
<td>Builder: C3 Construction 541-617-9190 Permit # PRRE202200554</td>
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<tr>
<td>$25,000.00</td>
<td>Commercial (New)</td>
<td>304 sf. at 63055 N Hwy 97 Bend 97703</td>
<td>OR</td>
<td>State Highway Commission</td>
<td>Builder: Triple C Contracting, LLC 541-280-2273 Permit # PRNC202200202</td>
</tr>
<tr>
<td>$58,738.00</td>
<td>Commercial (New)</td>
<td>972 sf. at 675 N Reed St.</td>
<td>Sisters 97759 OR</td>
<td>Hayden Homes, LLC</td>
<td>Owner: Hayden Homes, LLC 2464 SW Glacier Pl. Ste. 110 Redmond, OR 97756 541-923-6607 Permit # 247-22-003346</td>
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<tr>
<td>$78,317.00</td>
<td>Commercial (New)</td>
<td>1,296 sf. at 631 N Reed St.</td>
<td>Sisters 97759 OR</td>
<td>Hayden Homes, LLC</td>
<td>Owner: Hayden Homes, LLC 2464 SW Glacier Pl. Ste. 110 Redmond, OR 97756 541-923-6607 Permit # 247-22-003340</td>
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<tr>
<td>$142,500.00</td>
<td>Commercial (New)</td>
<td>539 sf. at 56400 Elk Run Dr.</td>
<td>Bend 97702 OR</td>
<td>Caldera Springs Real Estate, LLC</td>
<td>Owner: Caldera Springs Real Estate, LLC PO Box 3609 Sunriver, OR 97707 Permit # PRRE202203295</td>
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### Deschutes County

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<tr>
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<tbody>
<tr>
<td>$424,443.00</td>
<td>Commercial</td>
<td>168,967 sf. at 954 SW Emkay Dr.</td>
<td>Bend 97702 OR</td>
<td>Edison Bend, LLC</td>
<td>Builder: C3 Construction 541-617-9190 Permit # PRRE202200554</td>
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<tr>
<td>$529,472.00</td>
<td>Commercial (New)</td>
<td>3,124 sf. at 63055 N Hwy 97</td>
<td>Bend 97703 OR</td>
<td>Bldg M Bend 97703 OR</td>
<td>Owner: State Highway Commission</td>
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### City of Redmond

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<tr>
<td>$4,800,000.00</td>
<td>Commercial (New)</td>
<td>27,900 sf. at 1425 NE Greenwood Ave.</td>
<td>Bend 97755 OR</td>
<td>Dawn Liberty, LLC</td>
<td>62675 Stenkamp Rd. Bend, OR 97701</td>
</tr>
<tr>
<td>$25,000.00</td>
<td>Commercial (New)</td>
<td>304 sf. at 63055 N Hwy 97</td>
<td>Bend 97703 OR</td>
<td>State Highway Commission</td>
<td>Builder: Triple C Contracting, LLC 541-280-2273 Permit # PRNC202200202</td>
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<td>972 sf. at 675 N Reed St.</td>
<td>Sisters 97759 OR</td>
<td>Hayden Homes, LLC</td>
<td>Owner: Hayden Homes, LLC 2464 SW Glacier Pl. Ste. 110 Redmond, OR 97756 541-923-6607 Permit # 247-22-003351</td>
</tr>
</tbody>
</table>

## WORKSHOPS & TRAINING

### Central Oregon Business Calendar

#### WORKSHOPS & TRAINING

**August 4**

3:30-5:30pm EDCO Annual Meeting and Celebration EDCO’s Bend Office Patio. Register at [https://www.eventbrite.com/e/edco-annual-meeting-celebration-tickets-376872554957](https://www.eventbrite.com/e/edco-annual-meeting-celebration-tickets-376872554957).

**August 8**

7-8:30pm Envision Bend Virtual Workshop, Listen & Envision. Register at [https://envisionbend.org/news/](https://envisionbend.org/news/).

**September 14**

7-8:30pm Envision Bend Virtual Workshop, Listen & Envision. Register at [https://envisionbend.org/news/](https://envisionbend.org/news/).

**September 17**

9am-1:30pm and 6-8:30pm Deschutes Soil and Water Conservation District and OSU Extension Service Virtual and In-Person Irrigation Water Management Workshop Series: Adapting to Drought Conditions at Deschutes County OSU Extension Office, Redmond.

### August 8 - September 17

**Building Permits**

### WORKSHOPS & TRAINING

**Central Oregon Business Calendar**

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DEADLINE IS AUGUST 10