

To: Eileen Marie, U. of O. Dept. of Planning, Public Policy Policy & Management

Re: SERVICE PROVIDER QUESTIONNAIRE SUMMARY

FROM: Kristin Ludwig, WCCAO

FYI  
Judy

Eileen,

I am glad to be able to clarify some of the services WCCAO provides to farmworkers and their families. In Table g-6, WCCAO serves through our programs approximately 300, not 30, farmworkers.

Also, on page 294, the name is **Washington County Community Action Organization (WCCAO)**

*Services provided:*

- 24 hr. phone info. & referral
- Basic needs assistance (food, fuel, shelter/rent, clothing, etc.)
- Case management
- Homeless Shelter and Transitional Housing
- Consumer and Fair Housing Advocacy
- Head Start, child care and parenting classes
- Farmworker Housing Development (construction and management, admin. support)
- Coordination with area agencies providing services for FW

*Greatest needs:*

- availability of Immigration counseling
- advocacy in all areas, inc. consumer, financial/budgeting/education/home ownership/self-advocacy skill building
- affordable, safe housing & economic resources to pay for deposits, leases, etc.
- access to all existing services, inc. translation & transportation

*Barriers:*

- not enough staff to provide outreach & generate community resources
- a need for more promotores/indigenous leadership training available to organize /advocate in the camps

Thank you, Eileen. Hoping all is well with you and yours.

Kristin  
26 Jan '95

## APPENDIX G

### SERVICE PROVIDER QUESTIONNAIRE SUMMARY

#### A. INTRODUCTION

One of the original components of the farm workers' needs assessment was to conduct focus groups with service providers to obtain their perspective of the problems associated with service delivery to farm workers. Although the step was eliminated from the project at the request of the client, the need still existed to obtain information regarding the barriers agencies faced in providing services. In an attempt to gather baseline information in an economically feasible manner, service providers in each of the five counties were mailed a two-page questionnaire to determine the type and breadth of assistance available to farm workers.

Questions in the service provider survey centered on the type of services provided to farm workers, bilingual capabilities of the agency or organization's staff, and the problems providers face in serving farm workers. These included: (1) the number of farm workers served, (2) the agencies' perception of the farm workers greatest needs, (3) and the agencies' obstacles in serving farm workers.

#### B. METHODOLOGY

Initially the service provider survey was to be conducted through phone interviews. Because of time constraints of many of the service providers, gaining access to them for detailed phone interviews was difficult to obtain. The telephone questionnaire was revised to a mailed format and sent to selected agencies<sup>15</sup> in May and August, 1994. A total of 88 service providers returned the completed survey. A breakdown for each county is shown in Table G-1 below.

We attempted to identify agencies that provided assistance to farm workers before they were mailed a survey. We were not always successful. Because few agencies exist that serve farm workers exclusively, many services received by farm workers are provided by agencies that target low-income or disadvantaged populations in general. As a result, the potential existed for surveys to be mailed to organizations that did not provide services to farm workers. The reader should also be aware that the agencies mailed surveys were not identified in any randomly selected manner to reflect statistical results. They were identified through inquiries to people working with the farm worker community and by reviewing various publications that listed agencies and organizations serving people in need. The goal was strictly to identify agencies that assist farm workers and to

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<sup>15</sup> Sources: Information and Referral, published by Malheur Council on Aging, 1991  
Resource Directory for the Hispanic Community, published by Oregon Commission on Hispanic Affairs, 1993  
Human Services Directory of Umatilla and Morrow Counties, published by Blue Mountain Community College  
Community Resource class, 1993  
Farmworker Services Directory County List, published by Governor's Commission on Agricultural Labor, 1992.

understand their obstacles in providing that assistance. Therefore, the response rate is influenced by the facts that: (1) a number of providers were sent surveys that are no longer in existence; (2) some surveys were sent to organizations that do not serve farm workers; and (3) some service providers did not return the form.

To identify as many services providers as possible, respondents were asked to provide the names of agencies or organizations in their county that provided the same or similar services to farm workers. Any group or organization subsequently identified was also mailed a survey.

**Table G-1**  
**SERVICE PROVIDER SURVEY RESPONSE RATE**

County	Number Sent	Number Returned	Percent
Hood River	11	10	91%
Jackson	56	23	41%
Malheur	58	21	36%
Morrow	18	17	94%
Washington	27	17	63%
Total	170	88	52%

Source: Farm Workers' Needs Assessment, Community Planning Workshop, 1994

### C. SERVICE PROVIDER SURVEY RESULTS

The following section itemizes the responses to the service provider surveys. A table summarizing the number of each agencies' staff, bilingual capabilities, the number of clients served, and fee requirement precedes a listing of service provider respondents for each county. The number of staff varied with some respondents, especially the number of volunteers. The number of bilingual staff ranged from "everyone" at La Clinica Del Valle down to "one" at other agencies. The number of clients served would vary depending on the time of year. Not all agencies track the percentage of their clients who are farm workers, using economic status as the only criteria for eligibility. If respondent indicated that a fee was charged, this could range from sliding fees, to charges for some but not all of the services provided, to asking for donations. Not all respondents indicated if a fee was charged; those who left this question blank are distinguished from those who do not charge a fee with an X.


Following the table, the service providers are listed alphabetically, followed by the services provided, the agencies' perception of the farm workers' greatest needs, and the barriers faced by the agency in providing services.

#### HOOD RIVER COUNTY



**C5. WASHINGTON COUNTY**

**Table G-6  
SERVICE PROVIDER SUMMARY  
Washington County**

Agency/Organization	Paid/Volunteer Staff	Bilingual Staff	No. Clients Served or (% Farm Workers)	Fee Charged
A Child's Place	12/2	✓	83 children; 50 family (80% farm worker)	✓
Centro Cultural of Wash. Co.	4/35	✓	1,500-3,000/mo (37% farm worker)	
Children Services Division	60/many	✓		
Domestic Violence Resource Ctr	13/3	✓	4-6 new/mo (80% farm worker)	
Farmworker Program of Ore Legal Services Corp.	17/1	✓	(100% farm worker)	
Forest Grove School Dist.	4/0	✓	600-700/mo (100% migrant)	
Healthy Start	7/0	✓	360/mo	✓
Hillsboro UHS District	6/0	✓	400-2000/mo	
Hillsboro Elementary SD	30/0	✓	700/mo	
Ore. Human Development Co.	4/1	✓	80/mo (100% farm worker)	
Ore State Employment Dept.	30/0	✓	45-70/mo (15% farm workers)	
Portland Schools-Migrant Edu.	9/101	✓	325-350 (100% farm worker)	
Virginia Garcia Memorial Health Ctr	27/0	✓	1500/mo	✓
West Tuality Child Development Ctr	12/5	✓	6/mo (50% farm worker)	✓
<b>Washington Community Action</b>		✓	30 <sup>00</sup> 30/mo	
Washington County Dept of Housing Services	30/5	✓	1800 units/mo	
Wash. County Dept of Aging Services - Hispanic Project	2/4	✓	50/mo (75% farm worker)	

Source: Farm Workers' Needs Assessment, Community Planning Workshop, 1994



### Portland Schools - Migrant Education

**Services Provided:** - Primarily instructional and support services to students enrolled in school  
- Primary language groups

**Greatest Needs:** - Adult education  
- Bilingual/bicultural advocacy  
- Good, affordable housing  
- Health issues  
- Immigration Counseling  
- Steady employment  
- Transportation

**Barriers:** - Too spread out in too many schools.

### Virginia Garcia Memorial Health Center

**Services Provided:** - Primary health care

**Greatest Needs:** - Severe needs stress capacity to serve clients. Real need for more parenting education.

**Barriers:** - Lack of coverage for undocumented, Oregon Health Plan has two classes of citizens, documented and undocumented.

### West Tuality Child Development Center

**Services Provided:** - Child care

**Greatest Needs:** - Child care  
- Legal assistance  
- Medical assistance

**Barriers:** - No funding for child care in the winter.

### Washington Community Action Co. Or.

**Services Provided:**

- Clothing + food referrals
- Energy assistance
- Food
- Head Start + child care
- Rental assistance
- Shelter for Homeless, transitional housing
- Translating

+ community resources  
H. Develop. Corp. → build + manage farm w  
sew + home care  
Fair Housing Advocacy

24hr. phone to info. + referral

*Barriers:* - Hooking up with documented for food stamps, etc. Help with employment.

### **Washington County Department of Housing Services**

*Services Provided:*

- Funding for development of affordable housing for low-income households
- Housing needs assessment and county-wide housing planning & production
- Low rent public housing and Section 8 rental assistance
- Tax-exempt bond financing

*Greatest Needs:* - Housing, lack of availability and affordability

*Barriers:* - Lack of development resources. We have a waiting list of 2,956 households. Lack of affordable, appropriately zoned land.

### **Washington County Department of Aging Services**

*Services Provided:*

- Eye clinic
- Follow-up free care with St. Vincent Hospital
- Food stamps for persons over 60
- Hispanic-focused health clinics
- Home delivered meals
- In home services
- Medicaid
- Transportation

*Greatest Needs:*

- Child care
- Dental care
- Diabetes detection, treatment, control
- Employment
- Federal benefits (SSI, food stamps, Medicaid)
- Food
- Health care
- Housing
- Socialization
- Transportation

*Barriers:* - Requirement of age 60; legal status; lack of self advocacy.