

1991-92 ANNUAL REPORT



Head Start children plant a tree in Jackson Bottom Wetlands

**27 Years of “People Helping People”
1965 - 1992**

WASHINGTON COUNTY
COMMUNITY
ACTION
ORGANIZATION

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This report is also available on cassette

LETTER TO OUR FRIENDS

Dear Friends:

There are many reasons why people become involved in Community Action. Some of us are motivated to give something back to our community. Some of us believe that it is a way to make positive economic and social changes. Some of us believe deeply that we are our sisters' and brothers' keepers.

But all of us want to make a difference. And we feel passionate in our desire to make a difference in the lives of the least privileged among us. If better is possible, good isn't enough. Community Action becomes an effective vehicle for us to be the best that we can be in helping those who are struggling the most in our community.

Not only are we motivated by the need, but we are motivated by our values, which we have reaffirmed and committed to this past year. They are:

- To uphold the dignity of all people
- To uphold the right of all people to meet their basic needs
- To build self-reliance
- To act as advocates for people with inadequate resources
- To build an aware and informed community
- To maintain the highest standards of integrity, honest and professionalism
- To honor diversity in all forms

Next year we will be completing the fifth year of our strategic plan - a plan that refocused our efforts on strengthening families and building healthier communities. We are proud of our accomplishments and hope that as you read through this report you will feel proud of the ways in which you've supported us and made our successes possible.

One of the goals of our strategic plan is to "strengthen the organization's capacity to address priority goals". We came to realize that in order to strengthen our organization's capacity, we needed to be located in safe, accessible facilities that allowed us to deliver services in the most effective and efficient manner possible. We began to dream about one day having a Multi-Service Center.



Sherry A. Robinson

Sherry Robinson
Board Chair

We have moved forward rapidly this year to make our dream a reality. Next year we will see it take final shape and the following year, we will break ground on our new facility. Nearly half of the funds needed to build the Center have already been raised to date.

Beginning in 1993, we will be embarking on a Capital Campaign to raise the balance needed. We are excited about the prospect of building a service center that the community will feel proud of, and we will be reaching out to our friends and neighbors for support. We sincerely hope that you will join us, so that together we can achieve our dream.

Again, thank you for your ongoing support. For those that are still looking for ways to be more involved, please contact us. Your help is always needed, welcomed and valued.



Jerralynn Ness

Jerralynn Ness
Executive Director

With warm regards,

"Society has a moral obligation to take the necessary steps to ensure that no one among us is hungry, homeless, unemployed or otherwise denied what is necessary to live with dignity."

1986 Pastoral Letter
National Conference of Catholic Bishops

OUR MISSION

Washington County Community Action Organization (WCCAO) is a private, non-profit, community-based agency serving the economically disadvantaged in Washington County by providing for basic needs and promoting long term self-sufficiency.

OUR GOAL

WCCAO will assure, in a manner that promotes self-sufficiency, that all low-income residents of Washington County have access to services to meet human needs.

1991 - 92 OBJECTIVES

We will strive to increase our ability to promote self-sufficiency by:

- assuring that services are accessible to all eligible clients
- maintaining a comprehensive information and referral system
- operating a service delivery system that allows for comprehensive assessment of client needs
- establishing a family-oriented model of service delivery which promotes self-sufficiency
- promoting self-sufficiency as an approach in all programs

We will assure that the needs of low income people are met by:

- providing comprehensive information and referral, emergency and basic needs services
- increasing emergency shelter beds and providing homeless services
- increasing resources for and providing access to emergency and supplemental food, while improving food quality
- increasing resources for quality, affordable child care
- increasing access to and resources for quality, affordable housing
- providing energy conservation services
- providing early childhood development services
- providing education, skills training and self-help opportunities
- providing family self-sufficiency services

“With its reputation for growth, influx of high-technology industry, and acres of timberland, farmland, and vineyards, Washington County might, on the surface, appear to be a place of wealth and affluence, but there is a deeper picture.

It is a picture often unseen or unrecognized by the average person, but pervasive and increasingly serious nonetheless. It is a picture that includes children and the elderly, veterans, and the disabled. It is a picture that speaks of homelessness and hunger, poverty, and substance abuse.”

*The Deeper Picture, Washington County
Health & Human Services Needs Assessment,
September 1991*

OUR PROGRAMS



OUR PRO

Self Sufficiency Program

Energy Self Sufficiency: 24 low-income households, representing 93 individuals, were enrolled in a comprehensive case management program to reduce energy consumption. Services received included conservation education, financial assistance for energy bills, weatherization, budget counseling, energy audit, emergency and basic needs assistance.

Homeless Case Management: 250 homeless families representing 652 people, received case management services to help them achieve housing stability and increased self reliance.

Transitional Housing Case Management: 11 families representing 49 individuals, received comprehensive case management services to help them move from their transitional living arrangement into stabilized housing and achieve greater economic security.

Head Start Family Services: 269 Head Start families, representing 953 individuals, received comprehensive, family based needs assessments and individualized plans. 41 of these families, representing 145 individuals, received comprehensive case management services to help them become socially and economically self sufficient.

Next Steps/Pasos Siguintes: 54 low income and hispanic families, representing 151 individuals, enrolled in a demonstration project to promote economic and social self sufficiency through partnerships. Portland Community College and the University of Portland joined as partners in a culturally competent model of case management and family support services.

New Directions: In partnership with PCC, WCCAO provided support to assure that all students enrolled in PCC's displaced homemaker/single parent program received comprehensive, social services. 110 individuals received case management support to assure that their self sufficiency goals were achieved.

Mortgage Foreclosure Prevention: 22 low and moderate income families, representing 92 individuals, enrolled in a pilot project and received case management services to prevent the loss of their homes.

Emergency and Basic Needs Assistance

WCCAO responded to over 13,091 requests for assistance from low income families needing help by:

- providing information & referral to 13,091 callers in need
- providing intake, needs assessment, advocacy and direct assistance for 3,292 families experiencing multiple problems
- providing \$398,897 in energy assistance payments to help 2,253 low income households
- providing \$34,945 in rent assistance to prevent 191 families from becoming homeless
- providing \$1,505 in other emergency assistance to 199 families

Services were provided through our Client Services Offices, located both in Hillsboro and in Tigard, at our Neighborshare Office.

Housing Services

Through coordination with The Housing Services Consortium and sub-contracts with six agencies, WCCAO has provided a variety of housing services to disadvantaged and disabled people in Washington County. Those services include:

- legal assistance for 2,063 people having housing related problems (provided by Oregon Legal Services)
- assistance to 261 disabled people in acquiring adequate housing (provided by Access Oregon)
- assistance to 35 chronically mentally ill or developmentally disabled people in meeting their housing needs (provided by Washington County Mental Health Dept.)
- mortgage default counseling for 149 households (provided by Housing Services of Oregon)
- counseling services to 307 people for home share matches (provided by Shared Housing)
- fair housing information to 2,394 low income households (provided by WCCAO)
- six fair housing community workshops (provided by WCCAO)

Housing Advocacy



Working in partnership with several organizations, WCCAO undertook major housing advocacy efforts in 1991-92, including:

- participation in the development of the Comprehensive Housing Affordability Strategies (both for the State and Washington County), including the organization of public comment on those Strategies
- implementation of the Housing Trust Fund in Washington County
- organization of tenant workshops to educate tenants about their rights and responsibilities
- development of a new state organization, Association of Community Development Corporations, to promote community based development of affordable housing
- interviews with 100 community groups to build support for addressing affordable housing problems in Washington County

In addition, WCCAO provided support to the Housing Development Corporation of Washington County to build 24 units of new farm worker housing in Cornelius. These new units will house approximately 120 people.

Parent Support Center

96 parents participated in eight Parent Support Center training sessions. Sessions were seven weeks in length. An additional Parent Support Group was held on a weekly basis for eight parents over the course of 40 weeks. Parent meetings and group educational activities involved another 140 parents. Subject matter for the training sessions, meetings and group activities included child development, appropriate discipline, developmentally appropriate care and general parenting skills.



Homeless Services

A total of 261 homeless families (701 individuals) in Washington County received assistance from WCCAO in the following ways.

- 125 families received 6,329 bed nights of shelter at WCCAO's Emergency Family Shelter in Hillsboro
- 13 families, that could not be housed at the Shelter, received emergency shelter vouchers, which were used for 326 bed nights in local motels
- The WCCAO Neighborshare Office in Tigard provided support services to the 112 families that received 2,978 bed nights of emergency shelter at the Tigard Christian Ministries Shelter
- 11 homeless families were moved into one of the four transitional housing units operated by WCCAO for a total of 7,241 bed nights
- support workshops were provided to 293 people staying at the Hillsboro Shelter
- all 261 homeless families received case management support, including goal setting and comprehensive social services
- 127 of the homeless children at the Hillsboro Shelter participated in a children's program

Over 5,000 homeless people could not be provided with shelter, but received information and referrals to other possible options or resources.

Three additional transitional housing units were secured for use during the 92-93 fiscal year, expanding the total to seven units.

Weatherization and Energy Conservation

112 low income households received comprehensive weatherization services, which included installing insulation, storm windows, weatherstripping and caulking.

An additional 140 households enrolled in WCCAO's Self-Help Weatherization Program and received instructions in the installation of low cost weatherization measures in their homes. Four energy conservation workshops were provided to community groups as well through this program.

Head Start



Comprehensive pre-school services were provided in six Centers around the county to 242 low income and/or disabled four-year-old children and their families. This figure represents a 23% increase over the prior fiscal year and the addition of one Center for operation of the program. Services provided by the Program included:

- transportation to and from the Centers
- nutritious meals and snacks
- developmentally appropriate education
- comprehensive health services
- child abuse prevention education
- special educational programs for children with disabilities
- case management, including family needs assessments and comprehensive social services
- a literacy project, which included family selection of quality books (3 books for each child) distributed at special events held at each Head Start Center

Child Care

29 low income children and their families received child care services that included selection of a quality child care program and qualification for child care scholarships. 12 consultations were provided to 7 child care centers in Washington County that participated in this program, to provide technical assistance and monitor the child's development.

207 hours of on-site child care was provided to low income families attending activities sponsored by WCCAO, including parenting classes, meetings and training sessions.

Tualatin Valley Food Center (TVFC)

TVFC obtained 1,444,094 pounds of food this year from numerous food drives, local donors, Oregon Food Bank Network, Second Harvest and individuals. The food was distributed to some 50 local member agencies, which resulted in:

- 19,545 emergency food boxes (serving 69,095 individuals)
- 23,522 emergency hot meals
- 141,612 meals provided through supplemental food programs

TVFC also provided the member agencies with training and technical assistance and other types of support through on-site visits, quarterly meetings and mailings.

Brown Bag Program

4812 bags of surplus supplemental food were distributed to 592 low income families, representing 1,302 individuals. This self-help program, run by volunteers, gave the members an opportunity to volunteer at one of the five Brown Bag sites around the county. For a nominal fee, each member received a bag of supplemental food each month for a year and a monthly newsletter with information on nutrition, budgeting, free and low-cost workshops and job opportunities. The members also delivered food to shut-in and disabled people in their area.



Holiday Food Basket Program

3,800 Christmas Baskets were distributed to 13,270 persons through the work of agency staff and the Christmas Clearing Bureau (CCB) team of volunteers. The CCB program matched needy families with holiday basket sponsors from churches, civic groups, schools, businesses and individuals.

OUR BUDGET

FUNDING RESOURCES

Private Resources

Exxon Weatherization
 6th Annual Mardi Gras Ball
 Northwest Area Foundation
 Northwest Natural Gas
 "Play It Again" Thrift Store
 Portland General Electric
 Private Donors:
 Individuals
 Churches
 Civic Groups
 Corporations
 Northwest Natural Gas
 Petroleum Violation Escrow
 Housing Development Corporation
 Fund Raising Events

Federal Resources

Federal Emergency Management
 Agency
 Low Income Energy Assistance Program
 Office of Community Services/
 Demonstration Partnership
 Health and Human Services
 U. S. Housing and Urban Development
 U. S. Department of Agriculture
 U. S. Department of Energy
 Community Services Block Grant
 Emergency Shelter Grant Program

State Support

Oregon Department of Education
 Oregon Housing & Community Services
 Oregon Housing Trust Fund
 State Homeless Assistance
 Oregon Partners in Energy
 Great Start

Local Governments

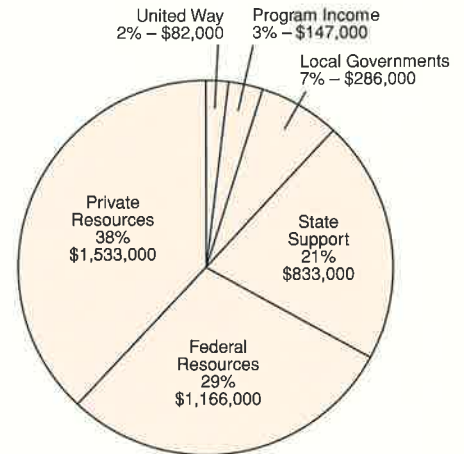
Cities: Beaverton
 Cornelius
 Forest Grove
 Gaston
 Hillsboro
 King City
 Tigard
 Tualatin
 Washington County

United Way

United Way Federal Campaign
 United Way of Columbia Willamette

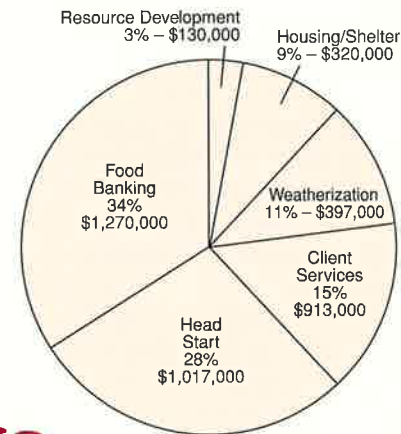
Program Income

FUNDING AMOUNTS



TOTAL REVENUE: \$4,047,000

PROGRAM ALLOCATION



A United Way Agency

MARDI GRAS 1992

The Valley Conference Center was the site of this year's gala fundraiser for WCCAO, held on February 22, 1992. Surrounded by balloons, glitter, and silhouettes of jazz trumpeters, revelers enjoyed the silent and oral auctions, delicious dinner (complete with complimentary wine from Oak Knoll), and music by Stumptown Jazz.

The event brought in almost \$23,000 to help support WCCAO Programs in 1991-92. Credit for this tremendous success goes to the dedicated Mardi Gras Team of volunteers that organized and carried out the event and to the event donors and attendees for their support. THANK YOU ONE AND ALL!

MARDI GRAS STEERING COMMITTEE

Honorary Chair — Tom Walsh, Tri Met
 Event Co-Chairs — Lynda Tatum, Portland General Electric
 Sandra Miller, City of Beaverton
 Auctions Chair — Jennifer Chance, Max Chance
 Promotions Chair — Nancy Wilcox, Barney & Worth
 Decorations Chair — Gwen Brake, Oregon Center for Advanced Technology Education
 Sponsorships Chair — Dr. Robert Brake, Concordia College



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David Hohnstein	Derene Meurisse
Heather Ikeler	Lorna Miller
Susie Sample	Kara Taylor
Victoria Vondross	Alisa Corstorphine
Jack Rosenberg	Stephen Smith
Sister Delores Adelman	Margie Kessler
Sister Patricia Lulay	Bob Colfelt

MARDI GRAS 1993 IS SCHEDULED FOR FEBRUARY 27, 1993!

CASH CONTRIBUTORS

SPONSORS (\$100 - \$249)

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Aloha Post Office
Back to Basics
Cordie & Margaret Baker
Barney & Worth, Inc.
Beaverton Welcome Wagon
Michael Bednareo
Benson Industries
Ralph & Betty Bernardy
Michael & Katherine Booth
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Carlson Testing, Inc.
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Cedar Hills Baptist Church
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Clifford & Marjorie Cox
Ray & Phyllis Davis
Jean Doane
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The Encore Club
Robert Evans Company
Lester Fallon
Farmers Insurance

First Congregational Church
First Security Bank
Franciscan Friars
Carol Gianos
Daniel & Genevieve Goldy
Sam & Josephine Graham
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Marshall & Sharon Hauck
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Pilgrim Lutheran Church
Portland Community College
Portland General Electric
Powells Book Store
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Rick's Custom Fencing
St. Mary of The Valley
Sedgwick James Company, Inc.
Seminole Mobile Estates Homeowners
Standard Insurance Company
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Tigard Church of God
Tigard United Methodist Church
David and Pamela Trask
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Donald Tucker
US Bank - Hillsboro
Joseph Vance and Susan Bliss
Carol & Harold Wahl
Tom Walsh
Richard Watts
West One Bank
Westbrook Women's Association
Russell Wilkinson
Wooden Shoe Carpets
Jeffry & Dianne Yake

PATRONS (\$250 +)

All Saints Episcopal Church
Aloha Garbage
Ruth Anderson
Baker Rock Company
Beaverton Mall Merchants Association
Bethany Presbyterian Church
Ambrose Calcagno & Son, Inc.
Calvin Presbyterian Church
Christ The King Lutheran Church
Christ United Methodist Church
Judson Clifton
The Coat Rack
Sharon Collins
Community Church of Cedar Hills
Doominck Family
ERA Lois Ebel & Associates
Elliott Associates, Inc.
EMM/Northwest Harvest
Epson Portland, Inc.

Fred Meyers, Cornelius Gray & Company
Charles & Marian Gray
GTE Northwest
Shirley & Dan Harper
Mike Hester
Hillsboro Ladies of The Elks
Hillsboro Landfill, Inc.
Hillsboro Sunrise Rotary
Hillsboro United Methodist Church
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John Junkin
Kiwanis Club of Cedar Hills
Leedy Grange No. 339
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Lincoln National Insurance
Ludeman's, Inc.
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NEC America, Inc.
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Maree Noble/Elizabeth Stumpf Memorial Foundation

Oregonian Publishing Company
Conrad Pearson & Associates
Sherry Robinson
Shute Park Plaza
Sisters of Saint Mary
Stewart Title of Oregon
Tektronix
Tualatin Library
United Methodist Women of Hillsboro
U.S. Bank, National Association (Membership Banking)
United Pipe & Supply
Urologic Consultants, P.C.
Kitty-Ann VanDoorninck
Wanker's Corner Saloon & Cafe
Washington County Association of Realtors
Washington County Mounted Posse
Westside Professional & Business
Wolf Sales Company

PRINCIPAL DONORS OF GOODS & SERVICES

Act III Theaters
Naomi Adix
Adult & Family Services
Aljo Windows
Aloha Park Apartments (Tom Walsh Construction)
Alpha Energy Savers
Americold
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Brubaker Photographics
CASA of Oregon
Cascade Piano
Christ United Methodist Church (Portland)
Coast Vending
Cornelius United Methodist Church
Costco
Custom Forms Company
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Earth Stove
Epson
Eurobest
Farmer's Insurance Group - Tigard
First Interstate Bank
Flavorland
Food Connection
Fred Meyer
Patricia Gardiner
GTE Northwest

Gant Congregational Church
Floyd Gerstenfeld
Gimre's of Astoria
Greg Grenon
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Hillsboro Presbyterian Church
Inner Design
Intel
K103/KKCW-FM Radio
K-2 Printing

Kentucky Fried Chicken
Kwik Copy Printing
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Steve Lindsey
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McKay Creek Stables

Rodenick McNeil
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Mervyns
Gary Mickelson
Migrant & Indian Coalition

Morton & Associates
New York Bagel Boys
Oak Knoll Winery
Oroweat
Portland Brewing Company
Portland General Electric
Rainbow Printery
Resers Fine Foods
Royal Neighbors of America
Safeway, Inc.
Sears
Security Pacific Bank
Sherwood United Methodist Church
Snead's Rental Needs
Stagg Foods
Stumptown Jazz
Summit Brokerage
Sunset Jaycees
Tektronix
The Sign Company
Triple "S" Sales
Tualatin Library
Tualatin Valley Mental Health Clinic
Valley Conference Center
Washington Co. Association for Retarded Citizens
Washington County Fairplex



GTE Northwest Manager Leroy Bentley presents keys to a donated van at the 1992 Mardi Gras Ball as Honorary Chair of the event, Tom Walsh, looks on.

WCCAO 1991-92

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* Denotes Alternate

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