

*Annual Report
1999-2000*



A Letter to Our Friends

Dear Friends,

As a valuable member of our Community Action family, we are very pleased to share with you our 1999-2000 annual report of our many activities and accomplishments over the last year. Thanks to the powerful partnerships we hold with you—donors, volunteers, businesses, grantors, and policy makers—we responded to more than 23,000 requests for assistance from low-income individuals last year. Some other highlights include:



Jerralynn Ness



Ralph Brown

- Partnering with Tualatin Valley Cable Access to produce “When Ends Don’t Meet”, a documentary on the struggles faced by working families who earn low wages.
- Partnering with Washington County and East County leaders to reopen the homeless shelter (RITE Center) in Tigard, help establish a new non-profit to take over operations and identify new sources of needed funding. The shelter, now known as the Good Neighbor Center, prevented the destitution of 220 homeless people.
- Expanding the low-income energy assistance program, as a result of electrical deregulation, preventing 3,296 households from losing their heat and utilities, serving four times more households than last year.
- Implementing a resource development capacity building plan, which resulted in a 52% increase in financial support from private donors to support our mission.

In addition to these successes, CAO has undergone some significant changes. We have carefully assessed our needs for private funds, our ability to deliver multiple services and our administrative capacity. We have taken the necessary steps to strengthen our operations in each of these areas and let go of services that were not adequately funded, finding new providers for these programs. As a result, CAO’s programs are more focused and are financially sustainable.

Community Action’s future is dedicated to helping low-income families and children achieve a better life. We are committed to working with community partners who are so critical to building a healthy community. We thank you for being a caring member of the Community Action family. Please let us know of your special interest in our work. With your support, we will continue to provide leadership in the area of low-income programs and services that provide the opportunities needed for every low-income child and family to succeed.

We look forward to our continued work together.

Sincerely,

Jerralynn Ness

Jerralynn Ness
Executive Director

Ralph Brown

Ralph Brown
Board Chair

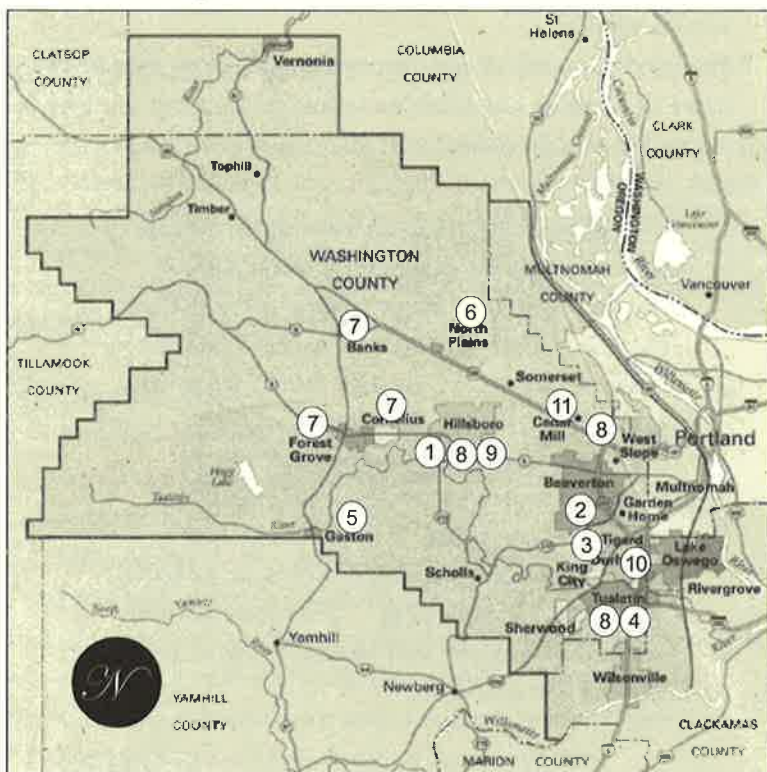
Mission and Service Area

In partnership with the community, Community Action assists low-income people to achieve self-determination. Community Action Organization (CAO), a private, non-profit agency, is the largest provider of early childhood education, family and child support services, and emergency basic needs services for low-income residents of Washington County. Our vision is to create a community where residents are strong, resilient, involved in the community, and live with dignity and security. CAO is a multi-service organization that operates a variety of programs serving low-income families at many sites throughout the county. In 1999-2000 our programs and services included:

- Housing Services & Emergency Needs
- Hillsboro Family Shelter
- Good Neighbor Center
- Play It Again Clothes Closet
- Neighborshare
- Energy Assistance and Weatherization
- Information and Referral
- Opening Doors
- A Kid's Domain
- Metro Child Care Resource and Referral
- ABC Soup
- Head Start



*Community Action's main office at
1001 SW Baseline St., Hillsboro, Oregon*



SERVICE AREA

1. Main office and 5 Head Start classrooms
2. Beaverton Head Start (8 sites)
Aloha Park Elementary
Barnes Elementary
Beaver Acres Elementary
Chehalem Elementary
Kinnaman Elementary
Vose Elementary
Walker Elementary
Westview High School
3. Tigard Head Start (2 sites)
Metzger Elementary
Tigard Elementary
4. Tualatin Head Start (2 sites)
Bridgeport Elementary
Tualatin Elementary
5. Gaston Head Start
6. North Plains Head Start
7. A Kid's Domain (4 sites)
Cornelius Elementary
Banks Elementary
Echo Shaw Elementary
Harvey Clarke Elementary
8. Opening Doors
Tualatin, Beaverton & Hillsboro
9. Hillsboro Family Shelter
10. Neighborshare (east county office)
11. Play It Again Clothes Closet

Community Resources

HOUSING SERVICES AND EMERGENCY NEEDS

More than 8,000 Washington County residents face homelessness every year, primarily due to economic reasons. Community Action offers a wide variety of services to prevent homelessness and meet emergency and basic needs.

Accomplishments—

- Prevented the destitution of 438 homeless people by providing shelter and support services for:
 - 67 families at the CAO Hillsboro Family Shelter
 - 75 families at the Good Neighbor Center in Tigard
- Prevented homelessness for 398 families by providing rent assistance.
- Prevented 3,518 families from experiencing hunger by connecting them with emergency food boxes.
- Prepared 104 low-income families to obtain and maintain housing by providing tenant education outlining their rights and responsibilities as tenants.
- Stabilized housing for 168 families who had histories of homelessness by providing long-term comprehensive social service support.
- Provided hundreds of low-income families more than 60,000 items of clothing and small household goods from our Play It Again free clothes closet.



After falling into financial difficulty due to complications in a pregnancy and a serious illness that prevented her from being able to continue working, Gale struggled to support her newborn baby girl and had to foreclose on her house. She came to the Hillsboro Family Shelter for help and a safe place to stay. CAO was able to provide her with referrals for information on housing, child care and educational programs. Gale told us, "I left the shelter with a feeling I have a bunch of people behind me, pulling for me, and that's a good feeling." With some assistance, Gale and her daughter were eventually able to move into their own apartment.

ENERGY ASSISTANCE & WEATHERIZATION

Many low-income residents of Washington County must choose between going hungry or being cold. Our energy assistance and weatherization programs prevent utility shut offs, lower fuel costs, and allow those in need to stay in their homes.

Accomplishments—

- Provided comprehensive energy conservation education for 1,860 households to help them lower their energy costs.
- Prevented 3,296 households from losing their heat and utilities by offering financial assistance, serving four times more households than last year.
- Prevented 101 low-income households from illness, suffering and economic crisis by weatherizing their homes.

A single mother needed energy assistance when, while between jobs, her power was shut off. She wrote to CAO, "It helps greatly to have a program or some kind of assistance available to help you when times get tough."



INFORMATION & REFERRAL

CAO offers information and referral (I & R) to connect people with needed community services, to provide eligibility screening and assessment for various programs, and to assist with basic emergency needs to alleviate short term crisis. CAO, with support from the community, created the FIND database to enable clients and others to access information via the internet.

Accomplishments—

- Provided 11,956 people with information and referrals to needed services, giving them hope for the future.
- Supported an I & R provider network by facilitating regular information-sharing breakfasts, including system training.
- Increased access to I & R information by:
 - printing and distributing a directory to multiple organizations
 - partnering with the Washington County Cooperative Libraries to include access to I & R on their network
 - establishing the I & R directory on the internet

Child and Family Support

OPENING DOORS

To achieve positive birth outcomes, Opening Doors seeks out low-income pregnant women who are not receiving prenatal care; motivates them to seek care; and provides the needed information, referral and advocacy to enable them to do so. Services are provided by trained lay health workers, who share similar life experiences with the women they serve. Opening Doors works through collaborative efforts and financial support of key healthcare providers and insurers in the area.

Accomplishments—

- Ensured healthy pregnancies for 318 low-income women by connecting them with on-going prenatal care and support services, resulting in 96% of their babies being born with a healthy birthweight.
- Connected 100% of babies born to clients with medical insurance upon leaving the program.



A KID'S DOMAIN

CAO operates A Kid's Domain to provide low-income families with safe, affordable care for their school-aged children. Program curriculum includes one-on-one tutoring, sports, arts and crafts, games and field trips and is offered at four public elementary schools.

Accomplishments—

- Provided 118 children with a fun, safe place to go before and after school while their parents were at work.
- Increased understanding of Math and English by providing tutoring after-school for 105 students.

Child and Family Support

METRO CHILD CARE RESOURCE & REFERRAL SERVICES

Metro CCR&R is strengthening the local child care and education system by providing information, support and education to parents, providers, employers and the community. By increasing parents' and child care providers' knowledge of child development and education issues, we are improving the quality of child care and school readiness in children.

Accomplishments—

- Connected 1,998 parents in Washington County with referrals to help them find child care.
- Provided 39 child care providers with on-site training to promote preschool childrens' literacy through The Learning Circle program.
- Trained 679 child care providers in child development, helping them to provide enriching and age-appropriate activities for the children in their care.
- Certified 196 child care providers in First Aid, 201 in CPR, and 139 in Food Handling, allowing them to provide the safest environment for the children in their care.



ABC SOUP

ABC Soup is a children's nutrition program available to registered family child care providers to promote nutritious meals for children in their care. Providers receive education on proper nutrition for infants and children, menu guidance and reimbursement for meals.

Accomplishments—

- Supported 431 child care providers who planned and served balanced meals to 4,482 children, assuring good nutrition.

Early Childhood Development

HEAD START

Head Start is a federal and state funded preschool program for three- and four-year olds whose family income falls below the poverty level. Children enrolled in Head Start receive a physical exam, a nutritional and growth assessment, vision and hearing screening, and social, emotional, and developmental screening. Head Start places a major emphasis on parental involvement by encouraging parents to help out in the classrooms, to serve on the governing board, or take advantage of educational opportunities including literacy, parenting and child development.

Accomplishments—

- Brought 529 children in 15 sites throughout Washington County to a level of health, social and educational readiness to assure their success in school.
- Fully immunized 100% of children enrolled.
- Completely resolved 99% of over 200 identified health and developmental concerns by year-end.
- Implemented full day/full year services in collaboration with Adult and Family Services, supporting in-home child care providers with Head Start curriculum.
- Conducted 1,460 home visits that included educational content for parents and children as well as family development activities.
- Each family, on average, volunteered more than 19 hours in the classroom or participated at family events.
- Parents led 330 activities in Head Start classrooms.
- Conducted more than 1,050 parent-teacher conferences, establishing goals and reviewing each child's progress.



Rosé told CAO that the best day of her life was when her son Christopher entered Head Start. She enjoyed watching him grow in the program, getting involved in his class, and going to parent meetings. Eventually, Rose became a teacher's assistant at Head Start and has since been working hard studying for her GED certificate and raising her family at the same time.

Resource Development

FUNDRAISING

Contributions from private donors such as families, the faith community, service organizations, corporations, foundations, United Way, and many friends are instrumental in complimenting public grants in order to fully cover the cost of operating Community Action programs.

Accomplishments—

- Exceeded fundraising goal by raising \$773,000 from private sources, 52% more than the previous year.
- With the support of a \$250,000 grant from the Meyer Memorial Trust, we implemented the first phase of a three-year development capacity building plan to raise more private contributions to accommodate rapidly expanding programs.
- Received in-kind gifts with a total value of \$140,750.



VOLUNTEER INVOLVEMENT

Whether its preparing meals, tutoring children, building play grounds, trouble-shooting computer software problems, assembling mailings, or managing a free clothing store, hundreds of people play a critical role in the work to assist low-income families on the road to self-sufficiency.

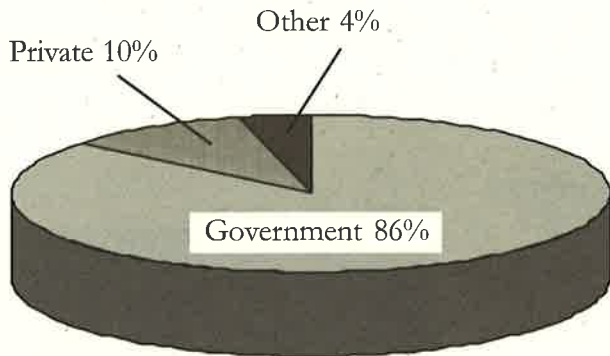
Accomplishments—

- Coordinated more than 2,853 volunteers, including hundreds of individuals who helped re-open, furnish and provide food and clothing for homeless families at the Good Neighbor Center in Tigard.
- Mentored dozens of Head Start students, made significant improvements to the Hillsboro Family Shelter, and upgraded agency computers to make them Y2K compliant with the help of employees from local businesses who volunteered their time during corporate community service projects.
- Re-opened and operated a free clothing closet completely run by volunteers so hundreds of low-income families could “shop” for needed clothing items.

Financial Report

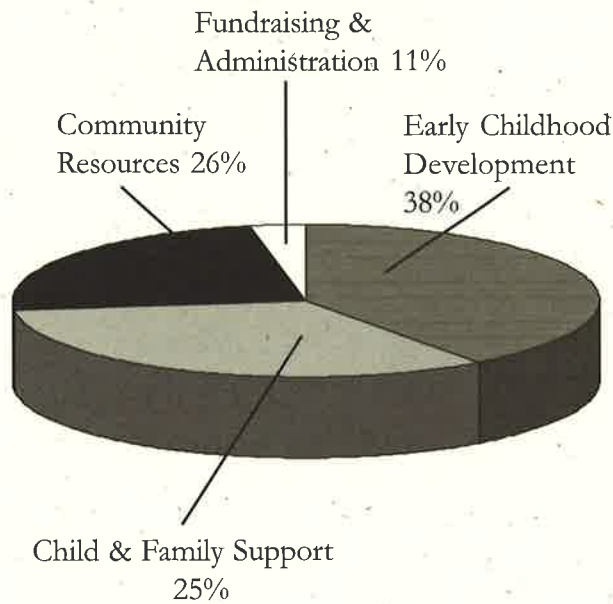
REVENUE

\$8.9 million



EXPENSES

\$8.9 million



FUNDING SOURCES

PUBLIC

- City of Beaverton
- City of Cornelius
- City of Forest Grove
- City of Hillsboro
- City of Sherwood
- City of Tigard
- City of Tualatin
- Washington County
- Oregon Department of Education
- Oregon Department of Employment
- Oregon Housing and Community Services
- U.S. Department of Agriculture
- U.S. Department of Energy
- U.S. Department of Health & Human Services
- U.S. Department of Housing & Urban Dev.

PRIVATE*

- United Way
- Foundations
- Corporations/Businesses
- Faith Community
- Civic Groups
- Individuals

*see breakdown in Honor Roll of Donors

Honor Roll of Donors

Community Action Organization would like to extend our appreciation to the following individuals, organizations and businesses for their caring and generous financial support that we received from July 1, 1999 to June 30, 2000.

PATRONS (\$1,000 and above)

Baker Rock Resources
Kathleen Bay
Bazaar Boosters of Christ the King Lutheran
Evelyn Brzezinski
Calvary Lutheran Church
Calvin Presbyterian Church
Christ the King Lutheran Church
Community of Christ Church
Edward and Patricia Davie
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Genstar Land Company Northwest
Gillespie Decals Inc.
GTE Northwest Inc.
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Hillsboro Rotary Club
Hillsboro Sunrise Rotary Foundation
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Lutheran Family Services
March of Dimes Foundation
Meridian Park Medical Foundation
Merix Corporation
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Nike, Inc.
Northwest Health Foundation
O.L. Moore Foundation
Oregon Community Foundation
Our Lady of the Lake Parish
Portland General Electric
PGE/ENRON Foundation
Portland Rose Festival Association
Providence Health Plans
Regence Blue Cross/Blue Shield
Soroptimist International of Hillsboro
Southminster United Presbyterian Church
St. Anthony Parish
St. Francis Parish

St. Luke Lutheran Church
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Standard Insurance
Stars Cabaret & Steak House
Richard and Doreen Stenson
Tigard Community Friends Church
Tigard United Methodist Church
Tualatin Valley Cable Access
Tualatin Valley Painting, Inc.
Tuality Health Alliance
Tuality Healthcare
U.S. Bank
United Methodist Church of Forest Grove
United Way of the Columbia-Willamette
Washington County Fire Fighters
Washington Mutual Bank
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Wittco Systems, Inc.

EXECUTIVE CIRCLE (\$500-\$999)

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The Oregonian / Metro West
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Southridge High School
St. Cecilia's Parish
Stewart Stiles Truck Line Inc.

Teufel Nursery, Inc.
Tigard Church of God
Trinity Evangelical Church
West Coast Bank

STEWARDS (\$250-\$499)

Daniel and Linda Aberg
Gary Anderson
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John and Lynn Beard
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Rebekah Lodge
Reedville Cafe & Catering
Mae Reeves
Ken and Bibianne Scheckla
William Scheiderich
Society of Jesus Oregon Province

Honor Roll of Donors

Homer and Nancy Speer
St. Andrew Lutheran Church
St. Bede's Episcopal Church
Arnold and Ora Faye Thogerson
Tualatin Foursquare Church
United Church of Christ
United Methodist Church of Hillsboro
The UPS Foundation, Inc.
Visitation Altar Society
West Hills Unitarian Univ. Fellowship, Inc.
Robert and Mary Anne Woodell

SUPPORTERS (\$100-\$249)

Aid Association for Lutherans #5917
Connie Alberty
Clark and Sharon Allworth
Jill Anderson
Thomas and Julie Anderson
David and Shana Aucsmith
Daniel and Elizabeth Baer
Jeanette Bardsley
Mary Ann Barnekoff
Mark and Deena Barrett
Dorothy Bartlett
Herbert and Carolyn Benson
Patricia Biggs
Danny and Sonja Bisgaard
James and Laurel Blanchard
Joseph and Susan Bliss
Barbara Block
Robert and Barbara Bodyfelt
Thomas and Joene Brian
Christopher Brown
Joan Brown
Robert and Carol Bruce
Kenneth and Ellen Bump
Jennifer Burke
George and Ruth Burlingham
Shirley Burns
Community Church of Cedar Hills
Computer Forms Inc
Cornelius United Methodist Church
James and Karla Crane
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First Tech Credit Union
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Gregory and Sandra Fox

Richard and Susan Frahler
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Aurelio and Lupe Garnica
Gerald and Shelie Gibbs
The Gifford Foundation
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Richard and Susan Graves
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Myron and Geraldine Grover
Charlie and Elaine Harris
John and Marilyn Harrison
Gwendolyn Harvey
Hugh and Judith Hassell
Dennis and Carolyn Hatcher
Donald and Barbara Hauge
Robert and Gail Hausman
Ralph and Marilyn Helzerman
Scott and Rosalie Henningsen
Marian Hermann
Robert Herzog
Highland Park School
Hillsboro United Methodist Church
Herb and Cindy Hirst
Michael and Sue Hiscox
Robert and Fredricka Hochtritt
Ruth Holzngel
Laurence and Beryle-Gay Hornick
Michael Hryciw
Judith Jensen
Corissa Jensen
Grant Johnson and Peggy Pipes-Johnson
Nadine Johnson
Thomas and Deborah Kapfer
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Kiwans Club of Forest Grove
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New Tech Electric, Inc.
Robert and Kathleen Newcomb
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Oregon Lottery Fund
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Kirk and Michelle Peterson
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Portland Life Member Club, TPA
Daniel and Julie Reid
Charlotte Reneau
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Steven Shanklin and Sherry Robinson
Andrew and Angele Rogers
Richard and Susan Roland
Ileanette Rosado-Wilson
Norman and Myran Rose
Robert and Kathy Rose
Royal Mobile Villas Home Owners
Association
Judy Schilling
Phillip and Linda Schilling

Partner Organizations

Sears Roebuck & Co.
Seitz & Associates, Inc.
Seventh Day Adventist Church
Constance Sherrard
Joseph and Maria Shindler
Robert and Lorena Shook
Sisters of St. Mary of Oregon
Alfredo and Kristin Solares-Vega
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St. James Episcopal Church
Starbuck's Coffee Co.
Betty Stewart
Ken Strobeck
Joan Swanson
James and Deborah Teeter
Kathy Thurman
Tigard Area FISH
Tigard Christian Church
Tigard United Methodist Church
Truck Terminals, Inc.
Tualatin Plains Presbyterian Church
Helen Tuggy
Richard and Sandra Twigg
Unitarian Universalist Church
United Methodist Church
United Way of King County
United Way of Tri-State
Greg and Joan Van Pelt
Lisa Ventura
Harold and Carol Wahl
Welcome Wagon Club of Westside Portland
Richard and Carolyn Westlake
Westlake Consultants Inc
Timothy and Rebecca Weyer
Wild Oats Markets, Inc.
Bill and Amber Wiley
Max and Gina Williams
Thomas Wolf
Dawn Wood
Greta Wood
Jeffrey and Dianne Yake

CAO extends our heartfelt thanks to the hundreds of donors who made important gifts under \$100 and who made significant gifts-in-kind.

Our goal is to accurately report the names of Community Action Organization's contributors. If you find a name omitted or incorrectly spelled, we would appreciate having it called to our attention. Please phone corrections to (503) 693-3252.

Photo credits: Kristin Ludwig, Alfredo Solares-Vega and Melissa Campbell, among others.

In addition to our funders, Community Action worked in collaboration with the following organizations to assist low-income families and address issues of poverty in Washington County.

Adult and Family Services
Adventist Medical Center
Americorps-VISTA
ARC of Washington County
Banks School District
Beaverton Chamber of Commerce
Beaverton Family Resource Center
Beaverton Kiwanis
Beaverton School District
Care to Share
Cascade AIDS Project
Coalition for a Livable Future
Community Corrections
Community Newspapers
Community Partners for Affordable Housing
Cornelius Chamber of Commerce
Department of Housing Services
Domestic Violence Resource Center
East County Shelter Partnership Council
Employment Division
Fair and Clean Coalition
Forest Grove Chamber of Commerce
Forest Grove News Times
Gaston School District
Hillsboro Chamber of Commerce
Hillsboro Ministerial Association
Hillsboro School District
Hillsboro Sunrise Rotary
Housing Advocacy Group
Housing Development Corporation
Intel
Interfaith Hospitality Network
Jesuit Volunteer Corp.

Lutheran Family Services
Metro-Area Fair Housing Network
Metro Child Care Resource and Referral
NIKE
NW Medical Teams
Open Door Counseling
Oregon Food Bank
Oregon Legal Services
Oregon Services for Children & Families
Pacific University's Humanitarian Center
PCC Family Literacy Programs
Portland Community College
Salvation Army
Sheltering Homeless Coalition
SOLV
St. Vincent de Paul at St. Anthony's Church
Tigard Chamber of Commerce
Tigard School District
Tualatin Chamber of Commerce
Tualatin Resource Center
Tualatin Valley Centers
Tualatin Valley Christian Ministries
Tualatin Valley Fire and Rescue
Tualatin Valley Housing Partners
Tuality Health Care
United Methodist Church
Virginia Garcia Memorial Health Center
Vocational Rehabilitation Division
Washington County Association for the Education of Young Children
Washington County Winery Association
Westco

We appreciate all of our volunteers who have donated their valuable time to help our community. Thank you!



NIKE Volunteers at Head Start in Hillsboro

CAO Leadership

Board of Directors



Ralph Brown
Board Chair
Mayor
City of Cornelius



Dick Stenson
Board Vice-Chair
President & CEO
Tuality-Healthcare



Deena Barrett
Board Secretary
Child Care Provider
Forest Grove City
Council



Dan Aberg
Board Treasurer
President
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Darlene Greene,
At Large
West Coast Bank
Hillsboro City Council



Margaret Eickman,
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Community Member

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Evelyn Brzezinski
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Katrina Pirkle
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Bibianne Schekla
East County Shelter Council

Alfredo Solares-Vega
Centro Cultural
NIKE

Ken Strobeck
State Legislator
Regence Blue Cross/Blue Shield

David Wu
US Congress

CAO Leadership Staff

Jerralynn Ness
Executive Director

Leon Laptook
Deputy Director

John Russell
Fiscal Director

Sharon Bosserman-Benson
Director of Advancement

Renee Bruce
Child & Family Support Manager

Marilyn Harrison
Early Childhood Development Manager

Lowell Greathouse
Community Resource Manager



Community Action Organization

1001 SW Baseline Street

Hillsboro, OR 97123

Main: (503) 648-6646

Resource Development: (503) 693-3255

Fax: (503) 648-4175

www.caowash.org



A United Way Agency