

## OMNIPLAN

### Outcome Report for CAA Activities

Agency Name: CAO Reporting Period: FY 95-96 and FY 96-97 YTD as of December 31, 1996

Categories	Goals	Outcome-based Objectives	Actual Outcomes FY 95-96	Actual Outcomes FY 96-97	Activity Number	* CSBG
Emergency <i>Information and Referral</i>	Provide county-wide comprehensive information and referral system	Provide 50,000 households/175,000 individuals with information and referrals in order to link them to needed services. (Includes 15,000 farmworker households/63,000 individuals)	<i>responded to 16,423 requests for information</i>	<i>responded to 19,765 requests for information</i>	1	*
<i>Crisis Intervention and Case Management</i>	To provide emergency and basic needs assistance and advocacy to migrant and seasonal farmworkers.	3,000 farmworker households/12,600 individuals will meet immediate crisis needs and make progress toward long-term self reliance.	<i>Provided crisis intervention and case management to 7,111 individuals</i>	<i>Provided crisis intervention and case management to 735 individuals</i>	2	*
<i>Cash Assistance</i>	To prevent eviction of low income households by providing direct payment of household costs.	630 households/1260 individuals will remain housed. (includes 54 farmworker households/226 individuals)	<i>provided rent assistance to 150 individuals.</i>	<i>provided rent assistance to 349 individuals.</i>	3	*
<i>Temporary shelter</i>	To provide emergency shelter to homeless families.	To provide 670 homeless individuals with 11,000 bednights of shelter, increase likelihood of maintaining stable housing	<i>provided shelter to 298 individuals</i>	<i>provided shelter to 113 individuals</i>	4	*
	To provide shelter and related services through contracts with community non-profits.	Provide shelter and related services to 932 households, increase likelihood of maintaining stable housing.	<i>1933 people were served with shelter and related services.</i>	<i>635 people were served with shelter and related services.</i>	5 6	
	To provide emergency shelter vouchers to physically disabled individuals who cannot be sheltered at the county's shelter facilities.	To provide 20 households (36 individuals) with at least one physically disabled member with 1,500 bednights of shelter, increase likelihood of maintaining stable housing.	<i>Provided shelter services to 8 individuals</i>	<i>Provided shelter services to 1 individual</i>	7	
<i>Energy Crisis Payments</i>	To provide direct payment crisis cash assistance for heating costs for qualified households.	To provide 25 households/80 individuals with crisis energy assistance	<i>provided crisis payments to benefit 14 individuals</i>	<i>provided crisis payments to benefit 0 individuals</i>	8	
<i>Energy Support</i>	To provide direct payment cash assistance for qualified low-income households' heating costs.	To provide 2350 households/7520 individuals with energy assistance. (includes 352 farmworker households/1410 individuals), prevent crisis.	<i>provided LIEAP payments to benefit 5610 individuals</i>	<i>provided LIEAP payments to benefit 1646 individuals</i>	9	

<i>Homeless Information and Referral</i>	To link homeless individuals and families with appropriate services.	To provide 10,500 homeless individuals with information about and referral to appropriate available services.	<i>provided information and referral to benefit 4639 homeless individuals.</i>	<i>provided information and referral to benefit 1062 homeless individuals.</i>	10	
<b>Maintenance</b> <i>Tenant Rights Assistance</i>	To provide legal assistance and mediation services to tenants to prevent eviction.	To assist 372 households to maintain housing.	<i>provided legal assistance to 1509 individuals</i>	<i>provided legal assistance to 338 individuals</i>	11	
<i>Weatherization</i>	To provide weatherization, home repair, energy management education to low income households.	To weatherize and/or repair 208 low income homes, decrease energy costs. (Includes 35 farmworker homes)	<i>provided weatherization to 186 individuals this quarter.</i>	<i>provided weatherization to 44 individuals this quarter.</i>	12 13	
<i>Energy Education</i>	To provide energy conservation education to help low income families reduce home energy consumption.	To provide 1763 households/5643 individuals with energy education (includes 264 farmworker households/1058 individuals), reduce energy costs.	<i>provided energy education to benefit 4428 individuals</i>	<i>provided energy education to benefit 2491 individuals</i>	14	
<b>Self-Sufficiency</b> <i>Head Start Case Management</i>	To provide case management and support services in a manner that empowers families to make positive steps toward long term self sufficiency.	220 Head Start families/770 individuals will make positive steps toward long term self sufficiency (includes 33 farmworker households/139 individuals)	<i>provided case management services to 508 individuals</i>	<i>provided case management services to 930 individuals</i>	15	*
<i>Homeless Children's Program</i>	Provide safe, age-appropriate children's activities for homeless children.	225 children will participate in the homeless children's program (includes 34 farmworker children), parents will be free to seek housing, work, children will feel safe.	<i>provided services to 112 children.</i>	<i>provided services to 54 children.</i>	16	
<i>Shelter Case Management</i>	Provide case management and support services to assist homeless families reestablish stable living situations.	210 homeless families/735 individuals will make positive steps toward personal stability. (includes 32 farmworker households/132 individuals)	<i>provided case management services to 258 individuals.</i>	<i>provided case management services to 113 individuals.</i>	17	
	Provide case management and support services to assist homeless families reestablish stable living situations.	105 homeless families/368 individuals will move from shelter into permanent housing. (includes 16 farmworker households/66 individuals)	<i>116 individuals moved into permanent housing</i>	<i>11 individuals moved into permanent housing</i>	18	
<i>Transitional Housing</i>	Provide case management and support services to assist homeless families address their individual barriers to success and establish stable living situations.	20 homeless families/70 individuals will make positive steps toward self sufficiency and housing stability. (includes 3 farmworker households/13 individuals)	<i>provided transitional housing services to 63 individuals.</i>	<i>provided transitional housing services to 31 individuals.</i>	19	
<i>IHIP Case management</i>	Provide case management and support services help survivors of domestic violence make the transition to safe, permanent housing.	80 survivors of domestic violence (25 households) will make positive steps toward self sufficiency and housing stability.	<i>Provided case management and related services to 78 individuals</i>	<i>Provided case management and related services to 10 people Program ended on 9/30/96</i>	20	

<i>SAFAH Case Management</i>	Provide case management and support services to assist formerly homeless families to address their individual barriers to housing stability.	75 formerly homeless families/263 individuals will make positive steps toward achieving housing stability.	<i>Provided case management and supportive services to 289 individuals</i>	<i>Provided case management and supportive services to 182 individuals</i>	21	
<i>Housing Locator</i>	Assist homeless families to locate housing.	Assist 75 homeless households/263 individuals to obtain permanent, affordable housing.	<i>Assisted 116 people to obtain housing</i>	<i>Assisted 11 people to obtain housing</i>	22	
<b>Community Development</b> <i>Farmworker Housing Land Trust</i>	To preserve and develop affordable housing.	Develop affordable housing for 5 households of very low income farmworkers	<i>Provided services to 0 individuals</i> <ul style="list-style-type: none"> <li>• 3 lots reserved; submitted request to Washington County for 3 properties that are to be auctioned; staff met with attorney to discuss options for draft needs land trust structure; preparing application to FHLB for additional funding.</li> <li>• 3 lots in Comelius under option. County has agreed to sell surplus property in Aloha for two units. Development services agreeemnt between CAO and HDC has been executed.</li> <li>• 3 lots in Comelius purchased. Architect hired to prepare plans and specs. Plans submitted for city review. Initial outreach to applicants begun.</li> <li>• 3 lots purchased, awaiting approval from county for purchase of 7 additional lots, hous plans completed, process of selecting residents underway.</li> </ul>	<i>Provided services to 17 individuals</i> <ul style="list-style-type: none"> <li>• selected 3 households, 17 individuals, for participation in program. Provided initial training.</li> <li>• Provided additional training to selected households, Negotiating with the City of Comelius for additional properties to expand the project.</li> </ul>	23 24 25	

<p><i>Strategic Planning Process</i></p>	<p>Gather and analyze data, involve community members in the development of agency 5-year strategic plan.</p>	<p>Increase public awareness of the issues/needs of low income residents.</p>	<ul style="list-style-type: none"> <li>• <i>Draft needs assessment completed and reviewed.</i></li> <li>• <i>Key management and program staff attended training on Applied Strategic Planning in Seattle, sponsored by Region X Head Start office. Draft community needs assessment published and in review process.</i></li> <li>• <i>Facilitator for strat. planning process hired. Planning team assembled. Needs assessment presented to Board. Community/stakeholder survey prepared. Staff trained in Dialogue on Poverty process.</i></li> <li>• <i>Completed phase I of planning process: completed vision, mission and values statements for board approval; began agency reorganization to make more efficient use of resources and increase internal collaboration.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Completed initial phases of CAO's strategic plan: developed agency vision, mission, values and lines of business analysis; reorganized program management of the agency in order to better integrate programs and provide more comprehensive services to the public.</i></li> <li>• <i>CAO management team met with Board member Craig Kinnie of Intel Corp. to define core competencies and steps to be taken to strengthen core competencies. With Board Planning Cmte, scheduled Board-staff retreat for February, selected a facilitator, started developing agenda and process..</i></li> </ul>	<p>27</p>	<p>*</p>
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<p><i>Farmworker Services Planning</i></p>	<p>To provide leadership to farmworker service system</p>	<p>Increase communication and coordination, eliminate duplication, identify gaps in farmworker service system.</p>	<ul style="list-style-type: none"> <li>• <i>Staff coordinated with and participated in a variety of groups and organizations that serve farmworkers.</i></li> <li>• <i>CDBG farmworker project began 10/1/95. The focus of the project is to increase communication and coordination of county-wide farmworker services. Agency staff continue to play active leadership roles in key organizations that serve farmworkers: HDC, CASA, Hispanic Family Services Coalition, PACTO, Virginia Garcia Health Center.</i></li> <li>• <i>Developed Spanish language social service info &amp; referral cards; wrote and translated public interest and community education articles for Forest Grove <u>News-Times</u> Spanish-language insert; provided assistance to farmworkers in obtaining basic needs services; assisted and provided leadership to coordination efforts on behalf of farmworkers.</i></li> <li>• <i>Participated in dialogue on poverty; printed and distributed 2000 info and referral cards; provided medical translation services; wrote and translated for Forest Grove <u>News-Times</u> Spanish-language insert. provided assistance to farmworkers in obtaining basic needs services; assisted and provided leadership to coordination efforts on behalf of farmworkers; developed map and directory of farm labor camps in Washington County.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Collaborated with Centro Cultural and Virginia Garcia Clinic to plan Fiesta de la Cosecha. Participated in relief efforts for Aloha apartment fire victims. Continued outreach efforts to link farmworkers with community services in the areas of basic needs, educational services, employment, training and job placement.</i></li> <li>• <i>Working with 1-Stop immigration Center to plan expansion of services to Washington County. Have offered 1-Stop the use of CAO facilities for their citizenship classes. Worked with Centro Cultural and CAO shelter to assist families displaced by the closing of Campo Azul. Worked with Oregon Food Bank to edit, translate, and distribute Holiday Gift Basket applications. Assisted VISTA worker with Washington Co. Health Department to develop outreach materials for pesticide campaign.</i></li> </ul>	<p>28</p>	<p>*</p>
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	To provide leadership to farmworker service system	Help develop new services to address emerging farmworker needs	<ul style="list-style-type: none"> <li>• <i>The new CAO Multi-Service Center provides office space to 4 programs that serve farmworkers. One of them, La Casa del Futuro, a gang prevention program, is receiving the space free of charge, as they are getting established.</i></li> <li>• <i>Special outreach strategies were developed and implemented to ensure that farmworkers have equal access to the LIEAP program.</i></li> <li>• <i>Chaired and actively participated PACTO, a coalition charged with increasing farmworker access to services, resulting in 8 shurches sponsoring labor camps; coordinated with other agencies to increase access to emergency and basic needs services and ESL/GED/literacy services.</i></li> <li>• <i>Coordinated summer food distribution system to ensure adequate coverage of all farm labor camps.</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Continued liaison with PACTO to address ongoing planning efforts for the western county farmworker community..</i></li> <li>• <i>Continued liaison with PACTO to address ongoing planning efforts for the western county farmworker community..</i></li> </ul>	29	*
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