

**WCCAO 1992-93 PROGRAM REPORT**

**1992-93  
CHILD DEVELOPMENT DEPARTMENT**

**OVERALL GOAL:** Assure that low income families can effectively support their children's healthy development.

**GOAL A:** Increased ability to promote self-sufficiency.

**OBJECTIVE I:** Assure that child development services are accessible to all eligible people.

**Strategy A:** Identify areas of the county unserved by Head Start and develop a plan for serving those areas.

**Identified North Plains an expansion site. Planned for services to that community beginning September 1993.**

**Strategy B:** Evaluate 12 Head Start sites and the office for handicap accessibility and develop a plan for improving access.

**Evaluated all Head Start sites for handicap accessibility. Plans to correct deficiencies need to be developed.**

**Strategy C:** Determine gaps between current and desired communication with people whose primary language is not English.

**Head Start served 93 non-English speaking children: 4 Russian, 4 Lao, 2 Khmer, 2 Arabic and 81 Spanish. Eight of 17 classrooms had bilingual Spanish/English staff. Translators helped with other languages.**

**GOAL B:** Assure that children's needs are met.

**OBJECTIVE I:** Increase resources for quality, affordable child care.

**Strategy A:** Advocate for quality, affordable child care at the local, state and federal levels.

**Devoted .25 FTE to child care advocacy.**

***Local Involvement:* Actively participated in the development of a county-wide Child Care Resource and Referral system. Presented historic child care information to Children and Youth Services Commission.**

***State Involvement:* Chair of State Child Care Training and Career**

**Development Committee.** Active participant in a committee to advocate for funding for quality child care services (The Full Cost of Quality Committee), which developed the state plan for use of federal dollars.

**Federal Involvement:** Participated in National Childhood Care and Education Career Development Institute.

**Strategy B:** Educate parents on how to choose quality care and how to access financial subsidies.

**Provided information about child care including information regarding financial assistance available and how to choose quality care to 113 families .**

**Strategy C:** Provide 346 hours of on-site child care for low income parents to participate in WCCAO activities.

**Provided 368 1/2 hours of child care.**

**OBJECTIVE II:** Provide early childhood development services.

**Strategy A:** Maintain 306 children in Head Start/Oregon Pre-Kindergarten Programs.

**Served 347 children.**

**Strategy B:** Establish a Child Development Center in Gaston which includes OPP, before and after school and full day care.

**Established center; served more than 40 children and developed a summer program for 1993.**

**Strategy C:** Establish full-day services in Head Start.

**Provided full day services for 5 children at the West Hillsboro Center. Provided full day services for 9 children in Gaston.**

**Strategy D:** Provide 33,930 lunches and 33,930 breakfasts or snacks.

**Provided 34,432 lunches and 34,639 breakfasts or snacks.**

**Strategy E:** Provide a developmentally appropriate educational program for 145 days to Head Start/OPP enrolled children and up to 255 days of full day care for children enrolled in child care.

**Provided 143 1/2 days of school on average throughout the Head Start program. Severe winter weather caused the shortage. An additional 21 days of care was provided in Gaston for a total 164.5 days.**

**Strategy F: Provide comprehensive health services to 306 children.**

**Ensured that 201 children received all required health services.**

**Strategy G: Provide child abuse prevention education weekly for 24 weeks in 13 Head Start/OPP classrooms and for 15 weeks in 4 classrooms.**

**Conducted 410 abuse prevention activities.**

**Strategy H: Enroll 30 Early Intervention children in Head Start/OPP classrooms.**

**Enrolled 28 Early Intervention children. Identified another 32 EI children after enrollment.**

**Strategy I: Develop and carry out 31 IEPs for children with disabilities.**

**Developed and carried out 49 IEPs.**

**Strategy J: Complete 306 Family Needs Assessments and Family Plans.**

**Completed 312 Family Assessments and plans.**

**Strategy K: Provide intensive family services to 45 families.**

**Provided intensive services to 25 families.**

**Strategy L: Respond to 300 referrals for basic needs or short term family work.**

**Received and responded to 336 referrals.**

**OBJECTIVE III: Provide education, skills training and self-help opportunities.**

**Strategy A: Provide opportunities for education, skills training and self-reliance for 532 low income people.**

**1. Conduct 11 seven-week parenting classes for 132 parents.**

**Conducted 9 six-week classes for 159 parents.**

**2. Provide 20 educational sessions for 240 parents.**

**Provided 45 educational sessions for 1546 parents (duplicate count).**

3. Provide 50 parent meetings involving 70 parents.

**Held 78 meetings with an unknown number of participants.**

**GOAL C: To have adequate resources to support the department's mission.**

**OBJECTIVE I: Obtain \$48,914 in in-kind support.**

**Strategy A: \$5,800 Early Intervention Aides reimbursed by Early Intervention; \$40,245 in donated space; \$2,769 in volunteer time to program.**

**\$23,058 volunteer time**

**\$40,245 space donation**

**\$18,316 EI reimbursed**

**OBJECTIVE II: Obtain space and equipment.**

**Strategy A: Locate Head Start sites based upon expansion received.**

**Opened new sites in Beaverton (Cedar Mill area), Tigard, Gaston, Reedville and Hillsboro. Identified North Plains elementary as an expansion site for 1993-94.**

**Strategy B: Participate in WCCAO multi-service center planning.**

**Provided input on space plans for child development areas.**

**Strategy C: Purchase equipment and supplies to bring the OPP/HS Program into compliance.**

**Made purchases.**

**OBJECTIVE III: Recruit and retain competent volunteers.**

**Strategy A: Recruit 300 parent and community volunteers in Head Start centers.**

**503 volunteers, unduplicated count.**

**Strategy B: Involve volunteers in Head Start classrooms at least 50% of the class days.**

**Seven classrooms had volunteers 50% of the time.**

**1992-93  
CLIENT SERVICES DEPARTMENT/SELF-RELIANCE PROGRAM**

**GOAL A:** WCCAO will have an increased ability to promote self-reliance.

**OBJECTIVE I:** Operate a service delivery system that allows for comprehensive assessment of client needs and uniform data collection.

**Strategy A:** Evaluate existing service delivery system and research other models to ensure that it allows for comprehensive assessment of client needs and meets organizational goals.

**Developed and implemented a system to provide comprehensive assessment of all households applying for Head Start, with plans to extend this service to all households seeking services.**

**Strategy B:** Develop and fully implement a computerized client data collection system, coordinating with other departments to ensure that the data collection needs of all programs are addressed.

**Hired a computer consultant to develop WCCAO's computerized Client Data Collection System; work on the system began. Developed an interim Head Start enrollment system.**

**OBJECTIVE II:** Maintain a comprehensive information and referral system.

**Strategy A:** Provide ongoing training to WCCAO staff to use the information and referral system and assure a quality service from all designated WCCAO sites.

**Provided I&R training to both the Shelter and Neighborshare Intake staff. Further training for all client serving staff is planned for FY 1993-94.**

**Strategy B:** Update resource directory annually and convene bi-monthly community provider meetings.

**Updated I&R data base in May and June. I&R staff attended Northwest Information & Referral Association monthly meetings.**

**Strategy C:** Participate in regional I & R planning strategies to increase knowledge and collaborate when appropriate.

**Participated in the regional I&R planning process. Plans to implement a coordinated four county I&R system are underway with United Way providing funds to hire a consultant to work with I&R providers towards**

**this goal.**

**OBJECTIVE III:** Assure that client services are accessible to all eligible people.

**Strategy A:** Assure service access to persons with hearing impairments by installing and maintaining TDD at all service sites.

**Hearing impaired were provided access to WCCAO services through relay operators.**

**Strategy B:** Ensure that service sites comply with the Americans with Disabilities Act.

**Completed assessments at the WCCAO Shelter, Transitional Houses, WCCAO Hillsboro Office and Neighborshare. Implemented needed changes where possible. Resolved accessibility issues at the shelter by providing a voucher system to disabled clients who could not be housed at the shelter. Neighborshare accessibility issues still need to be addressed with the current landlord.**

**Strategy C:** Identify positions requiring bilingual skill and employ qualified staff.

**Examined all new positions in light of the need for bilingual staff and bilingual capabilities are a requirement for the majority of client service positions. Appropriate staff were employed as openings occurred.**

**Strategy D:** Provide cultural competency training for all staff.

**Provided staff a variety of training opportunities including cultural competence.**

**Strategy E:** Maintain services sites in Hillsboro and Tigard, and explore ways to provide additional outreach services.

**Service sites in both Hillsboro and Tigard were maintained. Planned for expansion of Neighborshare from a small branch to a full service site in FY 93-94. Provided AFS food stamp workers space in Tigard and Hillsboro from May through July to assist migrant workers obtain food stamps.**

**OBJECTIVE IV:** Assure the promotion of self-reliance in all programs and establish a mechanism to evaluate effectiveness.

**Strategy A:** Provide agency wide staff development activities to ensure values clarification and common understanding of the concept of self-reliance.

**No activity.**

**Strategy B:** Provide technical assistance to programs in order to identify and achieve desirable outcomes associated with self-reliance.

**Client Services, Child Development and Housing and Energy collaborated to develop an assessment instrument to be used at intake to WCCAO services. This instrument was rated and put into use with Head Start applicants.**

**Strategy C:** Complete and assess DPP evaluation process to determine its effectiveness as a mechanism to measure self-reliance.

**The DPP evaluation was completed and presented at the national conference.**

**OBJECTIVE V:** Establish a family oriented model of service delivery which promotes self-reliance.

**Strategy A:** Fully implement common case management policies and procedures for serving families enrolled in self-reliance programs with a focus on staff training.

**Refined and implemented policies and procedures for use with Head Start and homeless families.**

**Strategy B:** Identify ways to apply agency case management model to homeless families served by Neighborshare/TCM.

**The Self-Reliance Program merged with the Client Services Department in FY 93-94, resulting in the development of one case management model for all programs.**

**Strategy C:** Increase and maintain cooperative relationships with community providers in order to ensure client access to needed services.

**Collaborated with Membership Banking to develop client education on the use of the banking system. Developed and implemented the Cancer Prevention Education Program with the American Cancer Society and Washington County Health Department.**

**Strategy D:** Ensure cross-department communication, planning and implementation of self-reliance services.

**Assessment and planning between Self Sufficiency Program and Child**

**Development and Client Services Department resulted in reorganization for fiscal year 1993-94.**

**Strategy E:** Evaluate self-sufficiency model to ensure that it meets family's needs and organizational goals.

**Assessment and planning between Self Sufficiency Program and Child Development and Client Services Department resulted in reorganization for fiscal year 1993-94.**

**GOAL B:** Assure that human needs are met in a manner that promotes self-reliance.

**OBJECTIVE I:** Provide comprehensive information and referral, emergency and basic needs services.

**Strategy A:** Respond to 16,800 information and referral requests.

**Responded to 14,418 requests for information and made appropriate referrals.**

**Strategy B:** Provide intakes for emergency and basic needs services to include:

1. \$450,000 in energy assistance payments to help 2,656 low income households. (8,234 individuals)

**Provided \$359,830 in energy assistance payments to help 1963 low income households (6,301 individuals).**

2. \$30,000 in rent assistance to prevent 130 families (403 individuals) from becoming homeless.

**Provided \$42,070 in rent assistance to prevent 208 families (698 individuals) from becoming or remaining homeless.**

3. \$3,000 in emergency needs assistance to 406 families. (1,259 individuals)

**Provided \$1,354 in emergency needs assistance to 151 families (280 individuals).**

4. Energy copayments for 35 families (109 individuals)

**Provided \$1,087 in energy co-payments to 27 families (121 individuals).**

5. 400 Head Start applications.

**Took 467 Head Start applications.**

**Strategy C:** Explore the feasibility of providing rate relief for sewer bills.

**Explored a rate relief program for sewer bills with United Sewer Agency. USA was unable to obtain funding for the program.**

**OBJECTIVE II:** Increase emergency shelter beds and provide homeless services.

**Strategy A:** Provide 21,036 bed nights of shelter to 617 homeless people to include:

1. 6,300 bed nights of shelter to 140 families (448 individuals) at the WCCAO shelter.

**Provided 6,296 bed nights of shelter to 119 families (385 individuals).**

2. 2,300 bed nights of shelter to 81 families (133 individuals) at the TCM shelter.

**Assisted TCM shelter to provide 2,719 bed nights of shelter to 95 families (281 individuals).**

3. Provide 756 bed nights of shelter to 24 families (36 individuals) at local motels when the shelters are full.

**Provided 365 bed nights of shelter to 13 families (34 individuals) at local motels.**

4. 11,680 bed nights of transitional housing to 14 families (63 individuals) at the 7 existing transitional housing units.

**Provided 8,289 bed nights of transitional housing to 10 families (43 individuals) at 5 transitional units. One unit of transitional housing had to be closed due to zoning code problems. Plans to renovate another unit were abandoned due to costs.**

**Strategy B:** Provide information and referral to 4,500 homeless individuals that cannot be provided with emergency shelter due to lack of space or ineligibility.

**Provided information and referral to 2,370 homeless families (8,243 individuals).**

**Strategy C:** Work with the Washington County Housing Authority and other agencies to secure additional transitional units and resources needed for support

services.

**Worked with a group of churches in the Beaverton area to create additional transitional units; a new transitional unit sponsored by the churches will open in July. WCCAO has agreed to help select and case manage families moving into this unit.**

**OBJECTIVE III: Provide family self-reliance services.**

**Strategy A: Provide case management services to 259 homeless families housed in WCCAO's Family Shelter Home, Tigard Christian Ministries Shelter, local motels and WCCAO's transitional housing units.**

**Provided case management services to 306 homeless families served by WCCAO's homeless service system.**

**Strategy B: Provide assessment, information and referral and follow up to 306 families enrolled in Head Start, and provide comprehensive case management to at least 45 of those families.**

**347 families received assessment, I&R and follow up. 25 of those families were enrolled in more intensive case management.**

**Strategy C: Provide comprehensive case management to 45 families enrolled in the Next Steps Program.**

**Fifty-four families received case management through the Next Steps Program.**

**Strategy D: Coordinate energy self-sufficiency services for 35 families who are experiencing chronic high energy costs and/or high energy usage.**

**Provided energy self-sufficiency services for 27 families.**

**OBJECTIVE IV: Provide education, skills training and self help opportunities.**

**Strategy A: Provide 24 support workshops for 70 homeless individuals staying at the WCCAO shelter in the area of tenant rights, parenting, self esteem, job search, etc.**

**Provided 12 support workshops and/or activities for 98 homeless individuals staying at the WCCAO shelter.**

**Strategy B: Provide a children's program for 110 of the homeless children housed at the WCCAO shelter in consultation with WCCAO child development**

experts.

**Provided a children's program for 218 of the homeless children housed at the WCCAO shelter. In January the children's program moved to the West Hillsboro Head Start Center and ran in conjunction with their program.**

**GOAL C: To have adequate resources to support the agency's mission.**

**OBJECTIVE I: Obtain \$65,000 in financial contributions and \$20,000 in in-kind support for Client Services.**

**Strategy A: Develop department fundraising plan that is integrated with the overall agency fundraising plan.**

**Developed and implemented fundraising plans for the shelter and Neighborshare**

**Strategy B: Raise \$27,046 to support the Neighborshare program.**

**Raised \$15,523 to support the Neighborshare program.**

**Strategy C: Raise \$20,000 to support the WCCAO shelter.**

**Raised \$12,460 to support the WCCAO shelter and Transitional Housing program.**

**Strategy D: Raise \$5,378 to support the Emergency Services program.**

**Raised \$13,998 to support the Emergency Services Program.**

**OBJECTIVE II: Forecast financial resources needed to support department services and develop a plan to acquire adequate funding.**

**OBJECTIVE III: Obtain \$80,000 in in-kind match required by OCS for Next Steps Program.**

**Strategy A: Secure \$50,000 in in-kind match from Portland Community College and New Directions Program in the form of educational and support services for WCCAO clients.**

**Strategy B: Secure \$20,000 in health coverage for families as an in-kind contribution for Kaiser Permanente.**

**Strategy C:** Secure \$3,000 in in-kind match from time donated by the University of Portland Advisory Committee members and other volunteers.

**Strategy D:** Secure an additional \$7,000 in in-kind match from the local community.

**OBJECTIVE IV:** Obtain financial support needed to continue self-reliance services.

**Strategy A:** Follow up on Health Care for Homeless Children Grant, HAWC Self-Sufficiency Program, Cancer And The Poor, DPP Continuation Grant and Farmworker Assistance Proposal.

*Health Care For Homeless Children:* No grant was submitted by the County

*HAWC Self Sufficiency Program:* HAWC did not submit grant.

*Cancer and the Poor:* ACS Oregon Chapter received funding, program was planned and implemented.

*DPP Continuation Grant:* Due to demands of proposal and required evaluation component, made decision not to apply.

*Farmworker Assistance Proposal:* Proposal was not funded.

**Strategy B:** Identify and apply for other sources of self-reliance funding.

**Applied for and received three year federal SAFAH grant to provide one year of case management and housing locator services to formerly homeless families. The grant to begin in FY 1993-94.**

1992-93

#### HOUSING & ENERGY CONSERVATION DEPARTMENT

**OVERALL GOAL:** Assure that the needs of low income people for energy conservation and affordable, quality housing are met.

**OBJECTIVE I:** Assure that housing and energy services are accessible to all eligible persons.

**Strategy A:** Maintain and enhance the department's capacity to provide services

in a manner which is sensitive to language, culture and life-style differences.

**The Department has bilingual (Spanish/English), bi-cultural staff. Approximately 22% of weatherization clients were minorities, 25% from female-headed households and 19% were disabled. In Housing Services 19% of clients were minorities and 26% from female-headed households.**

**Strategy B: Provide services to all geographic areas of the county.**

**Provided services and made them available to all geographic areas of the county.**

**Strategy C: Provide leadership to the organization in complying with Fair Housing Act and Americans with Disabilities Act requirements related to the provision of agency services and in the maintenance of agency facilities.**

**Completed evaluation of all WCCAO services and facilities. Trained key staff in ADA requirements. Made modifications to increase accessibility at the Hillsboro office. Built the new Hillsboro Head Start Center as a fully accessible facility.**

**OBJECTIVE II: Provide energy conservation services.**

**Strategy: Weatherize at least 80 dwelling units occupied by low income residents.**

**Weatherized 106 housing units.**

**OBJECTIVE III: Provide education, skills training and self-help opportunities.**

**Strategy A: Provide education services and training for at least 85 low and moderate income households to conserve energy and install low cost weatherization materials in their homes.**

**Provided energy education and energy conservation services to 96 households.**

**Strategy B: Provide 4 energy conservation workshops to community groups.**

**Held 6 workshops.**

**Strategy C: Provide fair housing information to at least 2000 persons and conduct 6 community education workshops on fair housing, reaching at least 150 individuals.**

**Provided fair housing information to 7422 low-income persons.  
Conducted 6 community workshops.**

**OBJECTIVE IV: Increase access to and resources for quality, affordable housing.**

**Strategy A: Participate in advocacy efforts to promote the development of affordable housing including working with the Oregon Housing Now Coalition, continuing county-wide United Way funded community planning efforts, and participating as required in the state legislative process to secure additional funding for affordable housing.**

**Assisted in the organization of the Housing Lobby Day to promote new and continued funding for affordable housing programs; assisted community groups in Tigard and Beaverton in their efforts to develop transitional and permanent housing; formed a county-wide Affordable Housing Task Force to implement the United Way funded community planning process; obtained funds to research and develop an exhibit on the history of housing discrimination in Oregon.**

**Strategy B: Encourage and assist public and private efforts to provide 50 additional units of low income housing.**

**Submitted an application for Low Income Housing Tax Credits to develop 79 units and a Head Start Center in partnership with a private developer. Work continues on two Housing Development Corporation farmworker housing projects.**

**Strategy C: Provide coordination, advocacy and leadership in the delivery by subcontractors of specialized housing services to low and moderate income Washington County residents.**

**1. Provide legal assistance through Oregon Legal Services to at least 616 low income and elderly persons having housing related problems.**

**Provided legal assistance to 1656 persons.**

**2. Locate accessible housing through Access Oregon for at least 100 physically disabled adults and provide technical assistance needed by landlords, realtors or developers to increase accessible housing opportunities.**

**Assisted 250 disabled persons in meeting their housing needs.**

**3. Locate or assist in maintaining housing through Washington County Mental Health Department for at least 75 chronically mentally ill, mentally retarded or developmentally delayed individuals.**

**Assisted 80 chronically mentally ill or developmentally disabled persons in meeting their housing needs.**

4. Provide mortgage default counseling services through Housing Services of Oregon to at least 240 low and moderate income homeowners.

**Provided mortgage default counseling and related housing counseling services to 539 households.**

5. Provide mortgage default prevention services to an additional 125 families through a Northwest Area Foundation funded demonstration project.

**Provided case management involving intensive mortgage default counseling, budget management, and related employment and social services to 95 families.**

6. Provide counseling through Shared Housing for at least 162 low and moderate income persons to acquire home share matches.

**Provided counseling to 198 persons in order to acquire home sharing matches.**

7. Provide administration, coordination and leadership for housing services funded through State Emergency Housing Account funds coordinated with the Housing Authority to implement a county-wide planning process.

**Assisted 5,600 persons with a variety of homeless and homeless prevention services. Deferred the county-wide planning process on homelessness until FY 93-94.**