

2007-2008 Community Action in Review

Jerralynn Ness, June 2008

The following are key highlights and accomplishments for Community Action during fiscal year 2007-2008:

Leadership:

- Hired two new directors, one for Development and Community Relations and one for Human Resources.
- Director of Family and Community Resources received training on the national Standards of Excellence program and became a peer reviewer.
- Established an agency leadership group and scheduled quarterly management trainings, including an overview of succession planning and the national “Standard of Excellence”.
- Passed our in-depth Head Start Review of 1800 performance standards with strong results and only 5 minor findings; passed all other external monitoring of our programs and grants.
- Identified a potential partnership with Tualatin Valley Housing Partners to establish a multi-service center in Beaverton and began planning discussions.
- Completed the research and documentation needed to implement our community engagement goal related to local cities, corporations and faith based organizations.
- Strengthened partnerships with school districts to assure the continuation of Head Start classroom space.
- Participated with the county to create a Ten Year Plan to End Homelessness.

Administration: Executive, Fiscal, Facilities, Human Resources, Office Management and Information Technology.

- Received an excellent financial audit with an unqualified opinion for the sixth year in a row.
- Settled building lawsuit and received net proceeds of \$395,541 in unrestricted funds for the agency.
- Reduced agency deficit to about \$112,000, which will be eliminated by July 2008 with county match.
- Established over \$1.25 million in operating capital, including a building reserve.
- Increased admin capacity to support agency growth; formed a staff IS committee for input into planning.
- Revamped warehouse to allow for more storage and eliminated the need for a bigger facility; relocated Beaverton energy assistance office due to eviction; received \$20,000 in dislocation funds.

Resource Development:

- Raised \$1,172,121 in private support, exceeding our goal of \$1,098,569 primarily in restricted support.
- Supported by 850 volunteers who donated 9,717 hours.
- Collaborated with Hillsboro Chamber of Commerce's Leadership program to complete our Shelter Playground Project through over 25 volunteers; raised \$20,000 in cash and in-kind support.
- Increased private support to Opening Doors from our founders by increasing communications and understanding of program outcomes.
- Created a new video presentation of Community Action for our two major fundraisers titled "Hope, Help and Change."
- Created an overall plan for the department to increase capacity and development outcomes for the organization.

Programs and Services:

- Responded to 31,214 requests for help through our various programs, including 211*Info*, which is an 11% increase over last year. Attached is our service statistics report for fiscal year 2007-08.
- Washington County residents placed 16,307 calls to 211*Info* for resource information, which is a 17% increase.
- Implemented our Head Start expansion plan, adding 9 additional classrooms and 162 children; served 37% more kids over last year.
- Expanded our energy related services adding an energy education component and 3 auditors; served 128%, more families.
- Joined together with a four county effort, called Bridges to Housing, to serve high need homeless families with intensive case management and affordable housing, a "Housing First" model.
- Increased parenting support by 131%, housing stabilization services by 44%, pregnancy resource referrals by 19% and emergency food boxes by 10%.
- Service areas that decreased were child care referrals, homeless children support, pregnancy case management, rent assistance and weatherization.
- Conducted a "one night street and shelter count" in Washington County in January where 1,241 homeless people were counted, an 11% increase.