

1992-93 ANNUAL REPORT



**28 Years of "People Helping People"
1965 - 1993**

**WASHINGTON COUNTY
COMMUNITY
ACTION
ORGANIZATION**

451 S. First Ave., Suite 700, Hillsboro, OR 97123 • 503-648-6646 • 503-648-0829 (TDD)

This report is also available on cassette

LETTER TO OUR FRIENDS

Dear Friends:

We are proud to share with you this annual report which summarizes the accomplishments of WCCAO's staff, volunteers and partners during the 1992-93 fiscal year.

This past year, WCCAO increased its efforts to tackle the growing problems of homelessness and lack of affordable housing as we experienced a tremendous increase in calls from homeless families seeking help. In addition, the needs of very young children and families striving to achieve self-reliance became a stronger focus as we intensified our commitment to reduce the incidence of poverty and its devastating impact on our community. And finally, we began in earnest to take the steps necessary to build our dream for a Multi-Service Center where low-income families can turn for assistance as they struggle to achieve their own dreams:

- We sold our Aloha facility and relocated staff to Hillsboro.
- We purchased 1.88 acres of land on Baseline and re-established our food bank on property adjacent to this site.
- We conducted a feasibility study which determined that WCCAO had the potential for raising, through a Capital Campaign, the private funds needed.
- We selected a Campaign consultant and identified volunteer leadership, including Shirley Huffman as our Campaign Chair.
- We selected Van Lom Edwards Architects to design our building.
- We obtained \$100,000 in start-up funds from the Office of Community Development.

This annual report is our chance to share our achievements of the past year. The first stages in the construction of our new Multi-Service Center are not just accomplishments of the past year, they are also important steps in enabling us to serve our community better in the future.

As we look ahead, we do so with renewed hope. The partnerships and collaborations we have established are making a critical difference in our ability to address the conditions as well as the causes of poverty. The support we receive from all of you is both inspiring and humbling. Thank you, once again, because you really have made a difference.



Sherry A. Robinson

Sherry Robinson
Board Chair
1991-93

Sincerely,



Jerralynn Ness

Jerralynn Ness
Executive Director

"Before we came to the shelter we lived in a shelter in Salem. Before that, we lived in a car in rest areas. Before that, we were in a motel, and before that we were in an apartment building. The new management wanted to fix up the apartment, so they evicted people one at a time. In my house I want to have furniture, people, clothes, and toys for my brothers. I want my grandmother to live with us."

Camille, age 12
from *The Search for a Home*, a scrapbook compiled by WCCAO to educate the Oregon Legislature about housing in Washington County, 1991

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 reliance, that all low-income residents of Washington County have access to services to meet human needs.

1992 - 93 OBJECTIVES

We will strive to increase our ability to promote self reliance by:

- assuring that services are accessible to all eligible clients
- operating a service delivery system that allows for comprehensive assessment of client needs and uniform data collection
- maintaining a comprehensive information and referral system
- maintaining a family-oriented model of service delivery which promotes self reliance
- promoting self reliance in all program activities

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 quality emergency and supplemental food
- 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 reliance services

"Individuals and families existing on low incomes are often forced to make critical financial choices among a number of basic life-sustaining requirements such as housing, utilities, food and medical care."

from *Hunger in Oregon: A Report by the Legislative Task Force on Hunger*, 1990

"The test of our progress is not whether we add more to the abundance of those who have much; it is whether we provide enough for those who have too little."

Franklin D. Roosevelt

OUR PROGRAMS

Self-Reliance Services

The promotion of self reliance is central to WCCAO's mission, and self reliance activities occur in several programs throughout the agency.

- 306 homeless families received **case management services targeted toward** helping them to acquire and maintain themselves in **stable housing**.
- 54 low income women and their families participated in the Next Steps/Pasos Siguientes program, a **national demonstration project** operated in conjunction with the new Directions Program at Portland Community College. Participants showed measurable progress toward achieving their goals in **employment, training, education, and family stability**.
- 95 families facing **potential mortgage foreclosure** received intensive case management services including **housing counseling, budget management, and related employment and social services** (through a grant from the Northwest Area Foundation).
- 347 families enrolled in **Head Start** received **home-based assessment, information and referral, and follow up**.
- 25 families enrolled in Head Start received comprehensive **case management services**, including assessment, goal setting, linkage to social services, follow up, and advocacy.
- 27 families experiencing chronic arrearage and excessive energy use received case management targeted toward **financial management and energy conservation**.

Emergency and Basic Needs Services

In both the Hillsboro office and Neighborshare, our office in Tigard, we assisted low income people in need.

- 14,418 households contacted WCCAO for assistance and were provided with **information and appropriate referrals**.
- 3,087 households were **interviewed and provided with needs assessment, advocacy and direct assistance** to address multiple and complex barriers.
- 2,665 households received **energy assistance** totalling \$359,830.
- 208 households who were homeless or facing eviction received **rent assistance** totalling \$42,070, in partnership with US Bank and Washington County Department of Housing Services.

- 151 households received **emergency needs assistance** totalling \$1,354.
- 27 households received **energy co-payments** totalling \$1,087.
- 785 migrant/seasonal farmworker households were able to apply for and receive **Food Stamps** through Adult and Family Services staff who were out-stationed at WCCAO.

Housing Services

WCCAO provided leadership and coordination in the delivery of specialized housing services to residents of Washington County by subcontracting with local agencies and providing direct service.

- 1,656 people experiencing housing-related **legal disputes** were assisted in resolving their problems (through a subcontract with Oregon Legal Services).
- 250 physically **disabled people** were helped to meet their housing needs (through a subcontract with Access Oregon).
- 80 **chronically mentally ill** people were assisted in meeting their housing needs (through a subcontract with Washington County Mental Health Department).
- 539 households received **mortgage default counseling** and related housing counseling services (through a subcontract with Housing Services of Oregon).
- 198 people were provided counseling in order to acquire **home share matches** (through a subcontract with Shared Housing).
- 5,600 people were assisted with a variety of homeless and **homeless prevention services** funded by the State Emergency Housing Account, coordinated and administered county-wide by WCCAO. Partnership organizations included Oregon Legal Services, Housing Services of Oregon, Luke-Dorf, Inc., Association of Retarded Citizens, Tigard Christian Ministries, and the Domestic Violence Resource Center.
- 7422 low income people received **fair housing information** (provided directly by WCCAO), and six **fair housing workshops** were held (conducted by WCCAO). In addition to direct housing services, WCCAO played an active role in advocating for increased access to and resources for quality, affordable housing.

OUR PRO

- Staff assisted in the organization of the **Housing Lobby Day** at the Oregon State Legislature to promote new and continued funding for affordable housing programs and legislation.
- WCCAO assisted a community group in Tigard to establish a community development corporation to **develop affordable housing**.
- A county-wide **Affordable Housing Task Force** was formed to identify the issues of and potential solutions to the lack of affordable housing in Washington County.
- Funds were obtained to research and develop an **exhibit on the history of housing discrimination** in Washington County.
- WCCAO provided staff support to the **Housing Development Corporation**.

Parent Support Center

WCCAO provided parenting classes and workshops at various locations around the state, covering a range of topics including child development, appropriate discipline, developmentally appropriate care and general parenting skills.

- 159 parents attended nine 6-week **classes**.
- 45 **single-topic educational sessions** were conducted.
- 78 parent **support and informational meetings** were held in Head Start centers.

Homeless Services



WCCAO delivered homeless services to 248 families (743 individuals) during 1992-93. We provided 17,669 bednights of shelter, accompanied by a range of support services.

- 119 families were housed at the **WCCAO Shelter Home**.
- 95 families were housed at the **Tigard Christian Ministries Shelter**, with our Neighborshare office providing support services.



- 24 families were provided **shelter at local motels** when they could not be housed in the shelters.
- 10 families were provided **transitional housing** in 5 units operated by WCCAO, in partnership with the City of Beaverton and the Washington County Department of Housing Services.
- 98 people participated in 12 **educational and self-help workshops** offered at the WCCAO shelter.
- 218 children participated in a **children's program** operated out of the Hillsboro shelter. In January, 1993, the children's program moved to the West Hillsboro Head Start site and was operated in conjunction with that program.
- All families receiving homeless services were provided with **case management**, including assessment, goal setting, linkage to social services, and advocacy.
- 2,370 homeless families (8,243 individuals) were turned away due to lack of space, but received information and referrals to other potential sources of assistance.

-We are working with a coalition of churches in Beaverton to **create additional transitional housing units**. Due to these efforts, a transitional housing unit has been located, renovation is underway, and WCCAO will help select and provide case management support to families who will be housed there.

Weatherization and Energy Conservation

WCCAO provides comprehensive energy conservation services to low income households in order to reduce heating costs, consume less energy, and keep people warmer in the winter.

- 106 homes were **weatherized** by installing insulation, storm windows, weatherstripping and/or caulking.
- 96 households were provided **Self-Help Weatherization** services, including instruction in the installation of low cost weatherization measures in their homes.
- 6 **energy conservation workshops** were provided to community groups, and 2,665 additional households received energy education in conjunction with utility assistance.

Head Start

Comprehensive preschool services were provided in ten Centers around the county to 347 low income and/or disabled three- and four-year-old children and their families. Families enrolled in Head Start receive a range of services which increase their children's chances of success as they go on to public school:

- developmentally appropriate **education**.
- comprehensive **health screening** and linkage to needed services.
- **special educational programs** for children with disabilities.
- **parent involvement opportunities** such as volunteering, parent meetings, Policy Council (a parent advisory board), and employment opportunities in the classroom.
- **child abuse prevention** activities.
- social services, including **case management**
- nutritious **meals** and snacks.
- **transportation** for children to and from the Centers.

Child Care



WCCAO was actively involved in **advocating for quality, affordable child care** at the local, state and federal level by participating in the establishment of a county-wide Child Care Resource and Referral system, attending and presenting information at conferences, and serving on state-wide committees.

In addition, WCCAO provided the following **child care services**:

- 113 families were provided with **information** on choosing quality child care and financial assistance available.
- WCCAO clients received 368 hours of **child care** so that they could gain access to needed services.
- 40 children were served at a new **Child Development Center** established in partnership with Gaston Public Schools.
- **Full-day care** was provided in the West Hillsboro Head Start Center for five children.

Tualatin Valley Food Center (TVFC)

TVFC obtained 1,156,957 pounds of food from food drives, local donors, Oregon Food Bank, USDA, State Housing and Community Services, and individual donors. Donated food was used to provide:

- 20,829 emergency **food boxes** to benefit 7,787 people.
- 95,751 emergency **hot meals** to benefit 22,530 people.
- 295,616 meals through **supplemental food programs**.
- 32,752 pounds of food to the **Gleaners** and other food banks.

TVFC also provided the member agencies with **training and technical assistance** by means of quarterly meetings and newsletters.



Brown Bag Program

4,943 bags of surplus **supplemental food** were distributed to 586 low income families. Brown Bag is a **self-help program** which provides members monthly with a bag of groceries and a newsletter with information on nutrition, budgeting, free and low cost workshops and job opportunities. Members pay a nominal annual fee to participate in this program, which is run by volunteers at various sites around the county.

Holiday Food Basket Program

4,201 Holiday Food Baskets, benefiting 15,872 people, were distributed by volunteers and staff through the Christmas Clearing Bureau. The CCB Program **matched needy families with holiday basket sponsors** from churches, civic groups, schools, businesses, and individuals.

OUR BUDGET

FUNDING SOURCES

Non-Government Resources

American Cancer Society Oregon Division
 Exxon Weatherization
 Fund Raising Events
 Hillsboro Sunrise Rotary Golf Tournament
 Housing Development Corporation
 Individuals, Churches, Civic Groups, Corporations
 Northwest Area Foundation
 Northwest Natural Gas
 Oregon Energy Services
 Oregonian Christmas Stocking Fund
 Petroleum Violation Escrow
 "Play It Again" Thrift Store
 Portland General Electric
 Program Income
 Seventh Annual Mardi Gras Ball
 United Way of the Columbia-Willamette
 United Way Federal Campaign

Federal Resources

Community Development Block Grant
 Community Services Block Grant
 Department of Health and Human Services
 Department of Housing and Urban Development
 Department of Agriculture
 Department of Energy
 Federal Emergency Management Agency

Emergency Shelter Grant Program
 Low Income Energy Assistance Program
 Office of Community Services/Demonstration Partnership Program

State Support

Department of Education
 State Pre-Kindergarten
 Housing and Community Services
 Housing Trust Fund
 Housing Assistance Program
 Great Start

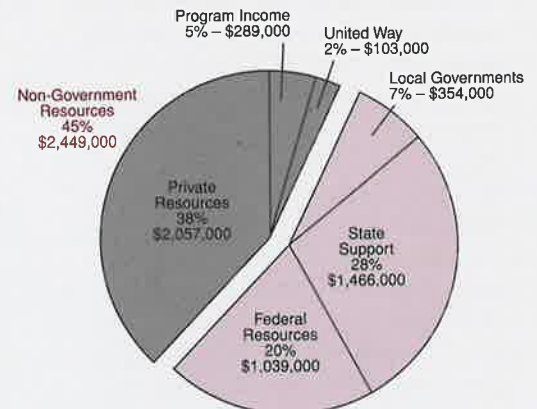
Local Government Contributions

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



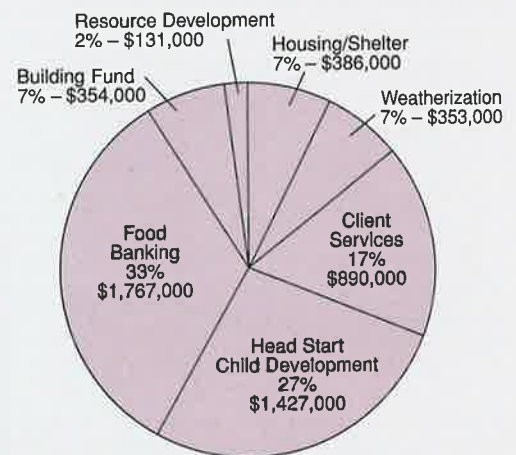
A United Way Agency

FUNDING AMOUNTS



TOTAL REVENUE: \$5,308,000

PROGRAM ALLOCATION



MARDI GRAS 1993

The 7th year of WCCAO's annual fund raiser, The Mardi Gras Ball, was the year we took a giant step to become an event for the Portland Metro Area, attracting more than 600 revelers to the ballrooms of the Portland Masonic Temple. A very dedicated group of volunteers made the transition not only possible, but successful!

The three floors of the Temple took on a delightful, magical atmosphere as guests moved through scenes of Alice in Wonderland, a medieval castle, and the glitz and glitter of Mardi Gras. Highlights included excellent entertainment and dancing to Johnny Limbo & the Lugnuts, the Woody Hite Band, and the Hometown Dixie Band. One of the ballrooms was transformed into a casino, while wine tasting, fortune telling, face painting, clowns, a caricaturist and other activities were going on elsewhere, lending a carnival mood to the whole event.

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