

ANNUAL REPORT 1988-1989



OREGON'S NIGHT INN - A candlelight vigil for homeless people at WCCAO's Emergency Family Shelter

WASHINGTON COUNTY
ACTION
ORGANIZATION

451 S. First Ave., Suite 700
Hillsboro, OR 97123
648-6646

OUR MISSION

Washington County Community Action 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 OBJECTIVES:

1. To solve problems and remove obstacles which block the achievement of self-sufficiency by the economically disadvantaged.
2. To promote greater participation of the economically disadvantaged in decisions and activities affecting them.
3. To provide the leadership required to assure the active involvement of the public, private and non-profit

4. To address both the causes and symptoms of poverty by providing a range of services that help people to:
 - a. secure meaningful employment
 - b. attain needed education and training
 - c. obtain adequate housing
 - d. meet emergency basic needs
 - e. counteract conditions of starvation and malnutrition
 - f. make more effective use of other related services and programs.

LETTER TO OUR FRIENDS

"It is the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity."

Economic Opportunity Act of 1964

It is hard to believe that twenty-five years have passed since President Johnson signed into law The Economic Opportunity Act and declared "War on Poverty." It was this act that spurred the creation of our organization. As we reflect on the past, we recognize the tremendous impact we have had on thousands of low income families in Washington County. And as we look to the future, we do so with renewed dedication to the principals of The Economic Opportunity Act.

Community Action Agencies, by nature, must be dynamic, vigorous and creative, as we seek solutions to the inherent problems of poverty. In 1988-89, we implemented the first year of WCCAO's Strategic Plan. A tremendous effort was made to make the changes required for WCCAO to have a greater impact on the causes and conditions of poverty. Staff worked hard to maintain the delivery of services as their highest priority during this time of change and what often felt like chaos.

We have highlighted the major changes in WCCAO during 1988-89 as follows:

- **creation of a central intake and assessment unit** - resulting in a single application or "one stop shopping" approach to serving people
- **establishment of Neighborshare** - a full service satellite office in Tigard (to serve the south end of the county) formed in collaboration with the churches
- **establishment of a Housing and Energy Department** to focus our attention on the need for affordable housing
- **transferring** our medical lending library and Retired Senior Volunteer Program to the Area Agency on Aging
- **expanding our volunteer transportation services** with increased funding and volunteer support
- **establishing a Children & Youth Department** to focus our attention on the need for affordable child care
- **expanding Head Start** with Pre-Kindergarten Funding from the State of Oregon
- **establishing a Parent Support Project** to teach needed skills to reduce child abuse and neglect
- **merging** Volunteer Transportation, Emergency Services, Information & Referral and Heating Assistance into our **Central Intake Department** and relocating staff and programs to our central office
- **initiation and coordination of an emergency response** to the housing, hunger and employment needs of migrant farmworkers
- **reduction of weatherization services** due to the reduction of Oil Overcharge funding
- **expansion of Tualatin Valley Food Center** staff to respond to the loss of USDA Commodities and increased need for food donations
- **establishment of a Resource Development Department and a Thrift Store Project** to raise funds
- **the unexpected sale of our central office and relocation** into a leased space ■



JERRALYNN NESS
EXECUTIVE DIRECTOR



JIM SEHON
BOARD CHAIR

OUR PROGRAMS AND ACCOMPLISHMENTS:

American that it is intolerable that so many millions should be maimed in body and in spirit when it is not necessary that they should be. My standard of comparison is not how much worse things used to be. It is how much better they could be if only we were stirred."

Michael Harrington, 1928-1989
The Other America (1963)



Tualatin Valley Food Center (TVFC) - Despite a 67% reduction in USDA food items, our county-wide food bank coordinated the solicitation and storage of 1,006,200 pounds of surplus food, which was distributed through 50 member agencies. The Emergency Food Box Program met the hunger needs of 16,466 families or 56,578 individuals. In addition, one mass distribution, coordinated by civic organizations, church groups and community volunteers was held, serving 3,124 households (11,558 individuals) with 25,208 pounds of food. To accomplish this, 232 volunteers donated 5,915 hours of volunteer time.

Christmas Clearing Bureau - Volunteers coordinated the Christmas Clearing Bureau, which matched 2,996 needy households with sponsors who provided them with Christmas dinner, benefitting 10,340 people. Sponsors for the effort are church groups, civic organizations, schools, clubs and individuals.

Brown Bag Program - This membership-operated program assisted 800 families to stretch their food budget by providing a bag of surplus food and incidentals monthly, benefitting 2,400 people. A total of 141,342 pounds of surplus food was distributed through this program. Program participants helped to operate the program by coordinating the distribution sites and delivering Brown Bags to homebound and handicapped individuals.

Head Start - Comprehensive preschool services were provided to 166 four year old children and their families through four centers. This program benefitted 498 people. Additional services included health and dental screening, family case management, nutrition and handicapped services.

Child Care Advocacy - A plan was developed to train child care providers. In addition, WCCAO participated in the Tri-County Child Care Network.

Parent Support Center - WCCAO provided 3 six-week parenting sessions led by volunteer trainers, involving approximately 30 individuals.



Weatherization - WCCAO provided comprehensive weatherization services to 165 low income households, benefitting 495 persons. These services included installing insulation, storm windows, weatherstripping and caulking. In addition, 16 weatherization workshops were held to train people to install low-cost weatherization measures, resulting in the weatherization of 111 additional homes benefitting 457 people.

Housing Services - WCCAO provided information, referral, rent assistance, fair housing information, housing locator assistance and emergency assistance to 6,410 low income people in an effort to resolve housing-related problems to address housing discrimination and prevent eviction and displacement.



PEOPLE HELPING PEOPLE



Tualatin, and Sherwood received assistance from this satellite office.

Volunteer Program - A model volunteer recruitment, placement and management information system was set up and implemented in 1988-89 by volunteers. A volunteer recognition event was planned and carried out, honoring over 400 volunteers for their contributions to the community, totalling over 16,000 hours.

Retired Senior Volunteer Program (RSVP) - The variety and number of volunteer stations was increased by 17, with an emphasis on the Tigard, Sherwood and Tualatin Communities. A total of 415 volunteers served Washington County during this fiscal year. Sponsorship of the program was transferred to the Area Agency on Aging.

"Play it Again" Thrift Store - The Thrift Store Project, established in 1987-88, opened its doors in December 1988. Gross receipts from the store were \$15,228 for the seven months it was in operation. ■



Housing Services Consortium - WCCAO sought to increase the housing services and options available by coordinating and contracting with the following agencies.

- ACCESS Oregon
- Oregon Legal Services
- Wash Co. Mental Health
- Shared Housing
- Housing Services Of Oregon

These contracts served 2,289 disadvantaged people with home sharing, mortgage counseling and tenant advocacy services, as well as specialized services to physically and mentally disabled persons.

Housing Advocacy - WCCAO assisted the Housing Development Corporation of Washington County with the development and construction of 12 units of farmworker housing. Support was given to other agencies, resulting in the addition of 68 units of available and affordable housing for low income residents.

Shelter Home - WCCAO's Emergency Family Shelter Home provided housing and support services for 412 homeless people. In addition, 319 more homeless people were provided emergency shelter in local hotels.

Emergency Assistance - WCCAO helped over 33,000 low income individuals meet some of their basic needs. 16,253 people were provided direct assistance with fuel costs, 249 received rent assistance and 5,224 individuals were assisted through information and referral services.

Transportation - In partnership with Tri Met, WCCAO provided 8,397 rides to disadvantaged people through the use of volunteer drivers.

Neighborshare - In November 1988, WCCAO and the Neighborshare Advisory Committee opened the Tigard Neighborshare facility. From November through June 1989, approximately 2,600 residents of Tigard,



OUR BUDGET

FUNDING SOURCES

Health and Human Services (HHS)
 Federal Action Agency (RSVP)
 Federal Emergency Management Agency (FEMA)
 U.S. Dept. of Agriculture (USDA)
 State of Oregon - Dept. of Education
 State of Oregon Community Services
 Department of Energy (DOE)
 Low Income Energy Assistance Program (LIEAP)
 Exxon Weatherization (EXXON)
 Community Development Block Grant (CDBG)
 Washington County
 City of Banks
 City of Beaverton
 City of Cornelius
 City of Tigard
 City of Tualatin
 Oregon Food Share (OFS)
 Portland General Electric (PGE)
 Northwest Natural Gas (NWN)
 Private Industry Council (PIC)
 Tri Met
 Private Donors - Individuals, Churches, Corporations
 United Way
 "Play it Again" Thrift Store
 3rd Annual Mardi Gras Ball

REVENUE CATEGORIES

Private Contributions: 29%
 \$1,042,015

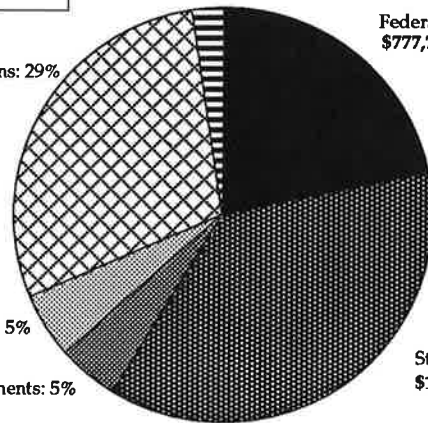
Program Income: 5%
 \$182,819

Local Governments: 5%
 \$167,746

United Way: 2%
 \$80,000

Federal Resources: 22%
 \$777,715

State Support: 37%
 \$1,310,745



PROGRAM ALLOCATION

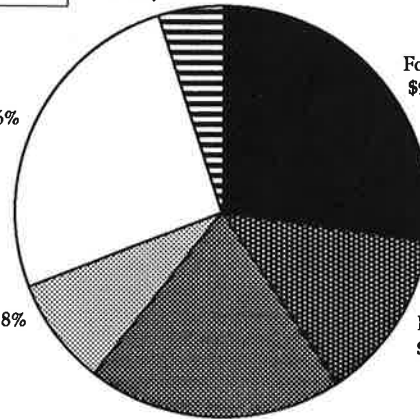
Client Services: 26%
 \$935,488

Housing / Shelter: 8%
 \$291,447

Resource Development: 5%
 \$171,672

Food Banking: 27%
 \$972,502

Energy Conservation: 13%
 \$476,316



Headstart Preschool: 20%
 \$713,615

TOTAL REVENUE:
\$3,561,040



A United Way Agency

88-89 BOARD OF DIRECTORS

EXECUTIVE COMMITTEE



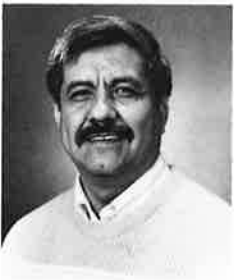
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 Un Lugar Para Ninos
 •Carole Moore

• Indicates Alternates

WCCAO STAFF 1988-89

ADMINISTRATION

Jerralynn Ness,
Executive Director
Pilar C. Kleier

RESOURCE DEVELOPMENT

Pam Brousseau,
Director
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Mary Dalton
Mary Kemp

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Nancy Cullers
Diana Desimone
Barbara Edwards
Belinda Hanley
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Sandie Kitchen
Deborah Klocko
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Lu Lamping
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Patricia Mundlin
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Leona Nice
Shelly Orn
JoAnne Parker
Halka Plywaski
Ida C. Pursley
Rebecca Risner
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Dea Smith
Mary Lou Stryffeler
Melanie Tidwell
Sandra Wade
Judith Wallace
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Lesley Cauldron
Rosa Garcia
Jose Guillen
Stacy Samuel Hinds
David Lindell
Rebecca Risner
Curtis Stephens
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Brennan Williams

TUALATIN VALLEY

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Patrick Lee Kuhn
Renee Roemer
Denise Seggerman
Gary Seistrup
Barbara Freeman/
Work Study Student

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June Blank
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Eduwiges Gutierrez
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Meghan M. Hughes
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Albert Quesada
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Lillian Surrency
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Carla Tungwenuk
Michael Vigil
Kathleen Weaver
Elaine Wells



ROBERT L. WOODELL, HONORARY CHAIR

MARDI GRAS 1989 !!

On February 4, 1989, following a week of record low temperatures, over 350 people gathered at the Greenwood Inn to celebrate the 3rd Annual Mardi Gras Ball. Once again, this year's ball was a tremendous success, largely because of the efforts of a dedicated group of people known as the Mardi

Gras Team and the generous donations from individuals and businesses in the community. To all of you, we say "Thanks for a job well done! See you at Mardi Gras Ball Number 4, slated for February 24, 1990!"

STEERING COMMITTEE

Robert L. Woodell, Honorary Chair
Lynda Tatum, Steering Committee Co-Chair
Nancy Wilcox, Steering Committee Co-Chair
Molly Kernan, Auctions Committee Chair
Beth Erlendson, Decorations Committee Co-Chair
Jayne Bruno Scott, Decorations Committee Co-Chair
Stephen W. Smith, Promotions Committee Chair
Carole Moore, Ticket Sales Committee Chair
Pam Brousseau, Staff Coordinator

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Bruce Ruminski	Peggy Weston-Byrd
Fred Bass	Al Foltz
Bob Colfelt	Judy Fightmaster
Kathy Heisler	Todd Jones
Jack Rosenberg	Pilar Kleier
John Meek	



MARDI GRAS TEAM MEMBERS AT THE GREENWOOD JERRALYNN NESS • JACK ROSENBERG

