

WASHINGTON COUNTY COMMUNITY ACTION ORGANIZATION NEWS

Fall 1994

WCCAO's "Taking Charge" class helps parents gain practical skills, communicate positively

WHY ARE THERE PARENTING CLASSES? After all, people have been parents as long as there have been people. But the reality is that children don't come with an owner's manual, and today's society is increasingly fractured and filled with stresses unknown a generation ago.

That's why WCCAO offers the eight-week classes called "Taking Charge," taught by Parent Education Center facilitators and funded in part with United Way dollars. Listen to what parents Sara Pulleybank and Judy Steube have to say:

Sara:

Sara's family has its hands full. When her husband was laid off, they found it doesn't take long to become homeless. "With five kids, we were fortunate to have stayed in the WCCAO Emergency Shelter." Now the Pulleybanks live in WCCAO's Transitional Housing. Her husband works double shifts in a warehouse.

Sara Pulleybank and her children enjoy a moment together. After taking a parenting class, Sara feels more confident setting rules and following through.



Judy Steube, with Ruth and Philip, knows parents "can be resources to our children."

Their youngest child may have cerebral palsy.

With the range of stresses she faced Sara says, "I realized I needed help and input with being a parent." When classes first began, she caught the bus, even in the rain, to get to class. She soon made friends who shared rides. Sara's effort to get to

class paid off. "I keep cool now and don't lose my temper. Before I might have yelled, 'you're grounded!' and then walked away."

The class emphasizes the need to give each child individualized attention. When she gets stuck, she checks the book, called "Taking Charge," by Joanne Nordling. Sara feels more confident setting rules and following through. Lorraine Heller, a Parent Education Center facilitator, teaches parents to keep saying what you want your kids to do until they get the message.

Matthew, age nine, commented about his mom, "She's a lot more stricter. She didn't know how to handle us, so she'd give us whatever we wanted, and now she says, 'no.'"

(Continued on Page 5)



*Shirley Huffman, Chair
WCCAO Board of Directors*

*Message
from the Board Chair
and Executive Director*



*Jerralynn Ness
Executive Director*

United Way helps WCCAO in critical areas

EVERY YEAR WE ARE ASKED, ONCE AGAIN, TO DONATE TO UNITED WAY. So we do. We dig into our pockets and give what we can to support the vital work United Way does in our communities.

Why is there United Way? It's simple: it helps make sure that people's charitable giving is distributed where it will do the most good. The result is the most efficient and effective use of our donations. We at WCCAO appreciate that spirit, and do our best to do our work in the same way. We plan and evaluate our services in order to prevent duplication or inefficiencies. We work hard to coordinate with other organizations so that we can make the best use of scarce funds.

How do we use United Way support at WCCAO? For a variety of programs, ranging from planning efforts to operating expenses for critically needed services. Although United Way funds are only 2% of our total agency budget, they are used in critical need areas. In addition, being identified as a United Way agency gives us credibility and helps us raise more dollars to continue our work. Also, the flexibility of United Way funds allow us to match them with more restrictive funds to carry out needed programs. (For more information on how WCCAO uses your United Way dollars, see the article on page 3.)

When you choose to designate WCCAO as the recipient of your donation through the Donor Option plan, it is especially beneficial, since it comes to us in addition to our regular allocation. We hope you will give careful consideration to doing so. It's another way to show your support for our efforts to improve the quality of life for our low income neighbors.

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Sponsored by and benefiting the Washington County Community Action Organization (WCCAO). Volunteers needed, call for information.

**WASHINGTON COUNTY
COMMUNITY
ACTION
ORGANIZATION**

ACTION NEWS is the quarterly newsletter of the Washington County Community Action Organization (WCCAO), published by the WCCAO Administration, 451 S. First, Suite 700, Hillsboro, OR 97123. ACTION NEWS is produced by Connie Sherrard, Kristin Ludwig and Pam Brown Wilkinson, WCCAO staff members, and Nancy Scott Graphic Design (volunteer). (Please inform WCCAO of any address corrections.)

... People Helping People

The Washington County Community Action Organization (WCCAO) is a private, non-profit corporation providing a wide variety of services to the needy in Washington County, Oregon. Information on WCCAO programs is available from the following individuals:

- WCCAO Administration (Jerralynn Ness, Executive Director) 648-6646
- Client Services Dept. - Intake, Information & Referral 648-0829
- Cheryl Hilbert, Director 648-6646
- Heating Assistance (December - March) 640-8951
- Neighborshare (South and East County) 639-0495
- Child Development Dept. (Cathy Wise, Director) 648-6646
- Housing & Energy Conservation Dept. (Leon Laptook, Director) 648-6646
- Resource Development Dept. (Pam Brown Wilkinson, Director) 648-6646
- "Play It Again" Thrift Store 644-8956

United Way continues varied, essential benefits

When you have the opportunity to contribute to United Way this year, think about giving generously. While United Way funds make up only a small percentage of WCCAO's total budget, several of WCCAO's important programs would either be severely cut back or completely eliminated without these funds. Following are the programs partially supported by your United Way dollars:

Parent Education Center

"Taking Charge" classes give parents the opportunity to learn alternative methods of discipline so that they can regain control and provide the supportive, loving atmosphere children need (see the article on page 1). Classes are offered on a sliding fee scale, year round, at various sites around the county. Without this vital community resource, parents would not learn healthy child development practices, potentially leading to abuse, neglect, and future family dysfunction.

Homeless Services

About half of the homeless in Washington County are families. WCCAO offers a range of services to those families, including the county's only year-round family shelter, transitional housing, case management, and support services. In addition, we provide countywide planning in order to prevent duplication of homeless services and ensure efficient use of resources. Without United Way support, the shelter would have to shut down for two to three months out of the year. That would mean that about 30 families would face sleeping in their cars or on the street.

Housing Options

In order to increase the resources devoted to the development of affordable housing in Washington County, WCCAO convened the Affordable Housing Task Force. A three-year planning process resulted in the



formation of a county-wide community development corporation which is currently planning ways to increase the housing options for low-income residents. Without such efforts, the affordable housing crisis would worsen, leaving more people at risk of homelessness and decreasing the quality of life in Washington County.

Comprehensive Information and Referral

Twenty-four hours a day, seven days a week, you can call WCCAO to request information about social services. If you speak Spanish, no problem. Thanks to a computerized database, the person answering the phone will be able to answer your questions or provide you with a referral. WCCAO responds to more than 16,000 such calls per year. Without this service, people might not be able to find out about and gain access to services they need to stay healthy, warm, housed, and fed.

Basic Needs Services

Every year, WCCAO receives public and private funds to distribute to low income families in crisis to help them pay their utility bills or rent. Unfortunately, often this money does not pay for WCCAO's costs to distribute those funds. United Way helps to support the distribution of those emergency funds. Without United Way support, more than \$70,000 of emergency funds would need to be returned, and families would go without heat or be evicted.

Oregon Food Bank/ Tualatin Valley Center

In a cooperative agreement, WCCAO receives funds which are passed directly to OFB-TVC. The food center distributes food to over 50 member agencies which provide food boxes and hot meals to low income Washington County residents, coordinates the Holiday Food Basket Program, operates the Brown Bag program, and coordinates community planning to ensure that migrant farmworkers receive food when they need it. If it weren't for United Way, more children would be going to bed at night hungry, because 88,000 fewer pounds of food would be distributed annually.

Support WCCAO
by supporting United Way



*And remember . . . you can DESIGNATE
your United Way donation to WCCAO*



Darlene Galster
Co-Chair



Bob Shoemaker
Honorary Chair



Debby Miller
Co-Chair

Start planning your costume! Mardi Gras '95 is on its way



EVERY YEAR, WCCAO'S FRIEND- AND FUND-RAISING MARDI GRAS BALL GETS BETTER AND BETTER. With this year's 1995 honorary chair and steering committee co-chairs in place, we're well on our way to our ninth annual gala success.

State Senator Bob Shoemaker graciously accepted the role of honorary chair, in which he will "reign" over the event in February. In the meantime he serves as the chief liaison with business leaders as we drum up sponsorships and financial support for the Ball. Bob has been a key member of our Capital Campaign committee and has served on our Board of Directors for three years.

We're fortunate to have Debby Miller and Darlene Galster as the event co-chairs. Both of them are in their third year as Mardi Gras planning team members. In the past two years, Debby led a committee and co-chaired the event, and Darlene headed up the casino arrangements. They are working closely together to provide overall coordination of the many details that make Mardi Gras the exciting "happening" that it is.

Get ready for some fun! Mardi Gras 1995 is set for February 11. Portland's Montgomery Park building will become the scene of our own authentic New Orleans "carnival," where revellers can dance to music by "Five Guys Named Moe," bid on unique silent auction items, sample fine Oregon wines and feast on plentiful delectables . . . and there are sure to be other surprises in store.

Tuality Healthcare, GTE Northwest, Blue Cross/Blue Shield of Oregon, Sisters of Providence/St. Vincent, ERA Lois Ebel and Associates, Ethix Corporation and West One Bank have led the way with sponsorships, with more to come. For information on becoming a corporate or individual Mardi Gras sponsor, call Sandy Miller at 526-2201.

If you are interested in helping to plan Mardi Gras, there's plenty to do before the big event. For information, call Jana Kolsbun at 624-0324.



Don't miss out! These partygoers from the 1994 Mardi Gras had a great time — so will you!

Classes remind parents to give positive attention

(Continued from Page 1)

His seven-year-old sister chimes in. "Or, mom says 'let me think about it.'" Sara agrees. "The class helped me to take a step back and really rethink my parenting process."

Judy:

Judy read about WCCAO's class in the *Argus*. She and her husband, parents of four, had taken a parenting class in the past. Judy's goal was to build on skills to help children grow more independent and take responsibility for themselves and their behavior.

She enjoyed brainstorming with other parents. It gave her ideas for dealing with different situations. She has learned to view each interaction with new eyes. Frequently a child is simply trying to solve a problem and doesn't know how to do it. Judy realized, "It might not be a behavior problem at all. Parents can help. We can be a resource to our children."

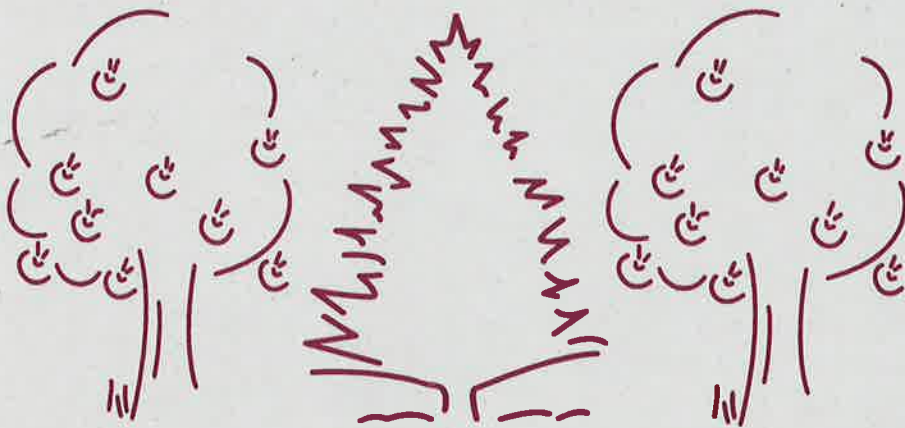
Parents often sabotage their efforts at discipline by being inconsistent. Lorraine teaches the importance of backing up words with action and allowing children to

experience the natural consequences of their behavior.

Judy's children also note changes in their mother. Twelve-year-old Ruth says their mom "doesn't get stressed out so easily now. When me and my brother are complaining, she stays cooler." Philip, who is "ten going on eleven," says their mom "listens to us when we ask her to buy things we want, and sometimes she tells us to save up our money."

Judy remarks that parents are reminded to notice and give positive attention — smiles, eye contact, touch — to their children. She is encouraged to see more options and take action. Judy sums up WCCAO's parenting class: "It offers hope if you put it to work."

Classes are offered several times a year and throughout the county. Scholarships and childcare are available. For more information, contact Renee Bruce at 648-6646. Spouses and partners are welcome to attend at no extra cost. And yes, fathers are encouraged to attend, too!



Trees, bricks for sale as work begins on multi-service center

THE GROUND IS NOT ONLY OFFICIALLY BROKEN, it's literally broken at the site of WCCAO's new Multi-Service Center, located at 1001 SW Baseline in Hillsboro. Leahy Construction was busy through most of September with excavation and site preparation work. Silco Construction will begin building the Center in early October. The projected timeline for completion is May, 1995.

The Capital Campaign continues, earnestly pursuing the final dollars that are needed to complete the

project. Approximately \$700,000 is still needed.

While the Steering Committee finalizes major gifts from corporations, individuals and foundations, a Community Campaign Committee is well into planning the sale of bricks and trees, with a goal of \$250,000.

Thirty trees will be planted at the site that can be purchased for \$1,000 each. A plaque will be placed in front of each tree that identifies the donor or the person being honored by the

donor. **To purchase a tree, please contact Pam at WCCAO, 648-6646.**

Over 4,000 bricks will be available for sale that will be located in the entryway of the facility. Each brick will be inscribed according to the purchaser's directions. **An order form is included with this newsletter.** Bricks are available for only \$50.

Both the trees and the gifts would make excellent gifts for someone — for Christmas, a birthday, or some other special occasion. Order now while supplies last!



Nick and Martha Dauenhauer are happy to provide assistance to four-year-old Jose', who was born with spina bifida. Jose spends time with his guardians and his natural family, who live nearby.

Caring couple helps "loveable" boy

THE DAUENHAUERS KEEP THEIR EYES OPEN. In 1986, when Martha worked at a restaurant Sunday buffet, she asked the chef if she could take the leftover food. Nick, a retired postal worker, joined Martha in seeing the needs of farmworkers in the community. Although they live in Scholls, their white Winnebago has become a familiar sight in migrant camps throughout Washington County.

They bring everything: diapers, skillet, even zucchini. This summer they drove up Pumpkin Ridge in North Plains three times a week. One camp housed 550 farmworkers at season's peak. Martha particularly watches for children with special needs.

Imagine giving birth to a child in a remote village in Guatemala and as the child is being handed to you, being told "the child hasn't got a chance." Jose' Pedro Pascual was born with spina bifida. His parents wrapped him up and made the trip to the United States to work in the fields.

Shortly after Jose's parents arrived in the States, swift intervention in Arizona prevented brain damage. Martha and Nick met the family in a local migrant camp. Nick remembers, "even then as a little babe in arms, Jose' was a loveable character." A one-room cabin won't hold a husband, wife, four children and a wheelchair. The Dauenhauers, opening their hearts and home, became Jose's guardians through the State of Oregon Children's Services Division.

Jose' is now a talkative four-year-old, who understands Spanish and his native Q'anjob'al language. He also chatters in English about life around him.

The Dauenhauers' lives revolve around Jose's schedule. They take him to Shriner's and OHSU Crippled Children's Division for appointments. During physical therapy, Martha and Nick exercise him. One activity Jose' looks forward to is his swimming lessons. In Migrant Head Start and WCCAO's Head Start he gets to eat, fingerpaint, and play with kids his age. Since his family still works in nearby fields, Martha and Nick make sure Jose' spends time with them. Jose now navigates with a walker and specially designed braces. Someday he hopes to use just canes.

And Nick says, "you know, Jose' even swims with his eyes open."

Clarification

This is a follow-up to an article in the Spring, 1994 Newsletter, "Personal Efforts Improve Family's Future."

This feature story described the experiences of a family that sought help from WCCAO and were able to turn their lives around. As in all of our "real life" stories, we told this story primarily from the perspective of the family. It is not our intent to investigate a family's story, but only to share it with you, our readers.

In this particular situation, the family did not feel they were successful in getting the help they needed from the two public agencies named in the article. It was not our intention to criticize the work of those agencies or any human services agencies, and we regret any negative impression that may have resulted.

You can help

Volunteers needed:

Reception work, information and referral at WCCAO's Neighborshare office in Tigard; call Carla, 639-0495

Data entry, information and referral at WCCAO's Hillsboro office, call Judy, 648-6646.

Sales Clerk at WCCAO's thrift store; call Thelma, 644-8956

Reception Work at front office, Hillsboro office; call Pilar, 648-6646.

Human Resources Specialist; call Connie, 648-6646

Child Care Volunteer at the Shelter; call Michael, 640-3263

Night/Day Supervisors at the Shelter; call Michael, 640-3263

Child Care Assistant for Parenting Classes; call Renee or Susan, 648-6646

Phone screener to contact weatherization clients; call Joan, 642-3236

Donations Needed:

Equipment and Supplies: Computers, printers, color TV, VCR, cellular phones, electric staplers, adding machines; call Pilar, 648-6646.

For Neighborshare Office in Tigard: Coffee table for waiting room, a TDD/TDY, good quality desk chairs; Call Carla, 639-0495.

For Head Start Centers: 35mm camera, film and film developing; portable tape/CD players, TV with VCR built in, camcorder, old uniforms for dress-up corners, electric meat slicer, computers, printers; call Cathy, 648-6646.

Furniture: Adopt a transitional house or a room in the house and furnish it; call Michael, 640-3263.



The Millans will no longer get "frozen feet" from standing near their old glass door, thanks to a WCCAO program that helped furnish energy-efficient items to multi-family dwellings.

Weatherization assistance program promises warmer winter for local families

THE MILLAN FAMILY IS LOOKING FORWARD TO STAYING WARMER THIS WINTER. In the past, "standing by the old glass door," remembers Teresa, "we'd all get frozen feet."

Some improvements at the SE Hillsboro Westminster Square Apartments are visible — like the new sliding glass doors and energy efficient shower heads and bathroom exhaust fans.

The Millans see changes — the apartment is less humid and the gas bill is lower. Teresa says, "the best thing is the new shower head. With five daughters, we're taking hotter and quicker showers now, and there's more water pressure. It doesn't leak, and it's more comfortable."

Other changes, like attic and underfloor insulation and gas furnace tuneups, aren't noticeable. Yet residents like the Millans will reap the benefits in lower utility bills, less moisture buildup, and more comfort and warmth.

The owner of the Millan's building participated in WCCAO's weatherization assistance program. Multi-unit properties in Washington County qualify if at least 50% of the tenants have low incomes. To pay for energy conservation, owners get financial incentives and PGE energy tax credits.

This summer, the Azteca Apartments on SE Walnut took part in the weatherization process, too. Households will receive insulation and new doors and windows.

WCCAO extends a warm thank you to owners, managers and residents for cooperating to improve living conditions and conserve energy.

Please contact Joan Swanson or Kristin Ludwig if you'd like more information about WCCAO's Multi-Family Energy Conservation program.

What's Happening

Training for potential housing testers slated

"Fair Housing Testers" are now being recruited to help the Fair Housing Council of Oregon and WCCAO battle housing discrimination. Posing as prospective tenants or homebuyers, testers record how they are treated. Testers are paid \$25 per on-site test and \$10 per telephone test.

Free training for testers is offered on Thursday, November 10, 1994, from 7:15 - 9:45 p.m. at the Beaverton Community Center.

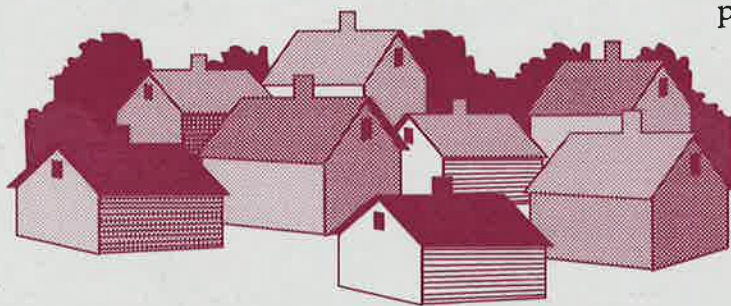
For more information or to reserve space at the training, call the Fair Housing Council at 223-8295.

WCCAO Board of Directors meets the third Wednesday of each month, 6:00 - 8:00 p.m. at the

WCCAO Hillsboro Conference Room, 451 South First, Suite 600. Call Pilar, 648-6646 to confirm date, time and place.

Head Start Policy Council meets the second Tuesday of each month (September to June). Contact Susan, 648-6646, for time and place.

Housing Development Corporation Board of Directors meets the third Thursday of alternating months at 7:00 p.m., WCCAO Hillsboro Conference Room.



Washington County Community Action Organization

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Vital Assistance to WCCAO

A Warmer Winter for Local
Families

Mardi Gras '95 is Coming!

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