

## “Next Steps” eliminates barriers for low income women

*“The hardest part is taking the first step. If I were to have one word of advice for women out there who felt the way I did before Next Steps, I would say, “Look at your situation, your circumstances and realize that you are not alone. Take the first step to changing your situation by joining Next Steps and help will be there to begin the walk across the bridge. Then you have to keep going - there’s no turning back.”*

Eva Enciso, Next Steps Participant and recent graduate of the New Directions Program at PCC Rock Creek

Only forty low income women in Washington County will qualify for the Next Steps Program. They must meet certain criteria. They must have children 18 years or younger, they must be between 20 and 55 years of age, and they must be ready and willing to establish goals that will bring about changes for themselves and their families that will assure financial independence. As a means to accomplishing those goals, they must be willing to participate in case management and enroll in New Directions, the pre-employment and training class at PCC Rock Creek.

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**Each woman defines for herself what self-sufficiency means. She looks at what her strengths are and what opportunities she has for growth.**

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What they receive in exchange for meeting these criteria and becoming a Next Steps Participant is the help and encouragement needed to achieve financial and social independence. They are assisted in identifying barriers, particularly cultural and language barriers, that may be preventing them from being self-sufficient. They are assisted in making decisions regarding their future in employment, career choices, education, training and family relationships. They receive family development services as needed, including information and referral, energy and rent assistance,

transportation, child care, support groups, mentoring, education programs and employment and training.

Felipe Martinez and Olivia Estrada, WCCAO staff, work closely with these women and their families to ensure their success in the program. Both have extensive backgrounds in case management, especially with minorities and women, so they are well qualified to help the Next Steps Participants to overcome their barriers to self-sufficiency.

Success is measured by progress made by each woman over an 18 month time period. During that time period they will each attend the New Direc-

*continued on page 7*

### Inside Action News

**New Board members**  
.....3

**The Cornelius Park Apartments.....4**

**United Way funds housing options program**  
.....5

**Wanker's Corner benefits the Food Bank.....6**

**You Can Help!.....6**



WCCAO Case Manager, Felipe Martinez, gives Eva Enciso, Next Steps Participant, information about qualifying for the program.



## Board Chair's Message Sherry Robinson

### "It's My Turn . . ."

When I joined the staff at the Rock Creek Campus of Portland Community College, I was asked if, as a part of our commitment to the community, I'd like to represent PCC and education on the WCCAO Board. At that time, I knew nothing about what WCCAO did, nor even what the letters stood for in the acronym, despite my previous widespread experience with social service agencies. I was, however, pleased to be sitting on the Board and excited about the prospect of contributing to the Washington County community. Now, four years later, I've been chosen to chair this same Board of Directors.

**...I feel an awesome responsibility and face a difficult challenge to "do the right thing".**

Over the past four years, I have learned a lot about WCCAO. I've embraced the philosophy of the organization, and I've helped develop the goals and objectives of each of the individual programs. I've learned about self-sufficiency, homeless shelters, Head Start,

the LIEAP Program and weatherization assistance. I understand now more about the plight of Washington County migrant farm workers and about the valuable work being done by our Food Bank in Aloha and our Neighborshare Office in Tigard. I've had the opportunity to observe and make changes in the organizational structure of WCCAO and in the approach to delivery of services to our friends and neighbors in Washington County.

I've also enjoyed participating in WCCAO activities - in particular, our annual Mardi Gras held in February. As a matter of fact, at the 1990 event, I purchased the trip to New Orleans, which I took last December. That adventure ranks as a definite highlight in my life!

Above all, I've seen and learned about commitment, dedication and advocacy from a staff who can't be topped and Board Members who are the best. NOW IT'S MY TURN!

WCCAO has come a long way in the past 25 years. We still have a long way to go in order to provide more comprehensive services to the citizens of Washington County - a county that is

often described as the fastest growing and the richest in Oregon. As your new Board Chair, I feel an awesome responsibility and face a difficult challenge to "do the right thing".

In the past year, WCCAO has felt the impact of Measure 5 and will continue to do so in the years ahead. We will need to dig deeper and extend further as a Board and as an organization in order to continue the services our residents have come to know and to depend upon in their time of need.

Each of us will have to evaluate how we can contribute and when we can contribute our time, our resources, and our energy. Hopefully, we won't have to evaluate long where to put these resources and this energy. It will, of course, be WCCAO. Where else can you get such return for your effort?

**...I knew nothing about what WCCAO did, nor even what the letters stood for in the acronym...**

I look forward to an exciting year as the new Board Chair - a year of continued growth and learning both for the organization and for me. It's a well-known fact that educators, of which I am one, are known for doing a task again and again until they get it right. With your help and a lot of luck, I certainly hope to do this task right the first time around. Thank you for the opportunity to be a part of this organization! ♦

## 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 coordinated by WCCAO staff member Pam Brousseau and is edited and designed by volunteer Alisa Corstorphine. (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 (Tigard, Tualatin, Sherwood) .....	639-0495
Child Development Dept. (Cathy Wise, Director) .....	648-6646
Housing & Energy Conservation Dept. (Leon Laptook, Director) .....	642-3236
Hunger & Transportation Dept. (Tom Caruso, Director) .....	642-3236
Resource Development Dept. (Pam Brousseau, Director) .....	648-6646
"Play It Again" Thrift Store .....	644-8956
Self-Sufficiency Dept. (Connie Sherrard, Manager) .....	648-8355





## Executive Director's Message Jerralynn Ness

### "Multi-Service Center implements strategic plan"

As WCCAO nears the completion of its 25th Anniversary year, I find myself both reflecting on our past and looking forward to our future. It's hard for me to believe that I have been working for WCCAO for 18 1/2 years and continue to feel the same passion and enthusiasm for our mission that I did in my earlier years.

I feel a great deal of pride to be able to contribute to the work of an organization that values human dignity, diversity, community, and the rights of all people to participate in the economic life of society and to have their basic needs met. I am encouraged and inspired by the quality of people who are attracted to WCCAO, either as employees, volunteers, board members or friends. And,

on a daily basis, I am moved by the human suffering that exists and our ability to make small and large differences in the lives of the poor.

Over the past 25 years, WCCAO has grown and evolved into an organization that promotes economic and social self-sufficiency for low income families through a wide range of strategies and services. As a result of our long range planning, we have made the necessary organizational changes to more effectively address the causes and conditions of poverty. The last key barrier to our ability to fully implement our mission is the lack of adequate and appropriate space.

In an effort to eliminate this barrier, as well as invest in our future, WCCAO

is committed to acquiring a Multi-Service Center by the end of 1992. This Center will increase our effectiveness in promoting self-sufficiency, will eliminate health and safety problems created by our current facilities, will improve access to services and will reduce our overhead costs.

WCCAO's capital campaign for this project started off with the good news of a \$324,000 award from the Washington County Office of Community Development. Our capital campaign goal is to raise \$952,700 to purchase and remodel at least 20,000 square feet of office and food bank warehouse space in Hillsboro. We intend to do this through obtaining a combination of in-kind donations and private funds.

If you are interested or are connected with a civic group, church or business that is interested in supporting a local community project, I am very anxious to talk to you about our Multi-Service Center. The success of this project will depend a great deal on the community support we are able to receive. I am very grateful for all of the support WCCAO receives and am committed to maintaining an organization that is deserving of your respect and continued support. ♦

### Introducing new board members and executive committee for 1991-92

The WCCAO Board Annual Meeting in June produced a new lineup of officers and several new members for the organization. Mayor Clifford Clark retired as Board Chair, passing the gavel to Ms. Sherry Robinson, Associate Dean at the Rock Creek Campus of Portland Community College. Sherry has been a Board Member for the past five years and an Executive Committee Member for two of those years. WCCAO officers for 1991-92 are:

- Chair: Sherry Robinson, Portland Community College
- Vice Chair: Mayor Shirley Huffman, Hillsboro
- Secretary: Jose Jaime, Centro Cultural
- Treasurer: Russ Wilkinson, CPA
- At Large: Mayor Clifford Clark, Forest Grove
- At Large: Gale Patterson, Oregon Legal Services

New Board Members are Mayor Cindy Hirst of North Plains, Suzanne Warnes, Branch Manager of Key Bank in Aloha, Dan Overby from Head Start's Policy Council, and Sister Delores Adelman from St. Mary's of the Valley.

Several members, who had completed their terms on the Board, were honored at the Annual Meeting. Those members included long-time advocates Mayor Larry Cole, Lynda Tatum, John Vasquez, Dr. Shirley Harper and Kathy Heisler. Mayor Cole was given special recognition for his 14 years of service to WCCAO. It is hoped that all of them will remain involved with WCCAO in some other capacity. Three have already agreed to serve on WCCAO's newly formed Development Council.

Welcome to the new members and a heartfelt thank you to those who left the Board in June. And to the new

Executive Committee, a special thanks for making the commitment to lead WCCAO through the next year of opportunities and challenges. We are so fortunate to have you with us! ♦



Outgoing Board Chair, Mayor Clifford Clark, hands over gavel to Sherry Robinson, Board Chair for 1991-92.

## Housing development corporation project to add 24 units of farmworker housing

The Housing Development Corporation (HDC) of Washington County, a non-profit community development corporation working to create affordable housing in Washington County, will be constructing twenty-four units of farmworker housing on four separate locations in Cornelius. The HDC has successfully developed and operated 62 other units of farmworker housing - the Elm Park Apartments - in Forest Grove.

The Cornelius Park Apartments are being funded through a grant and loan from the Farmer's Home Administration (FmHA), which is part of the U.S. Department of Agriculture. The project,

which will cost about \$1.3 million, will be owned by the HDC and managed by

egon Housing Agency, the Washington County Housing Authority, the Washington County Office of Community Development and CASA of Oregon.

The units are scheduled for completion by early Spring 1992 and will be occupied year-round by low and moderate income farmworker families.

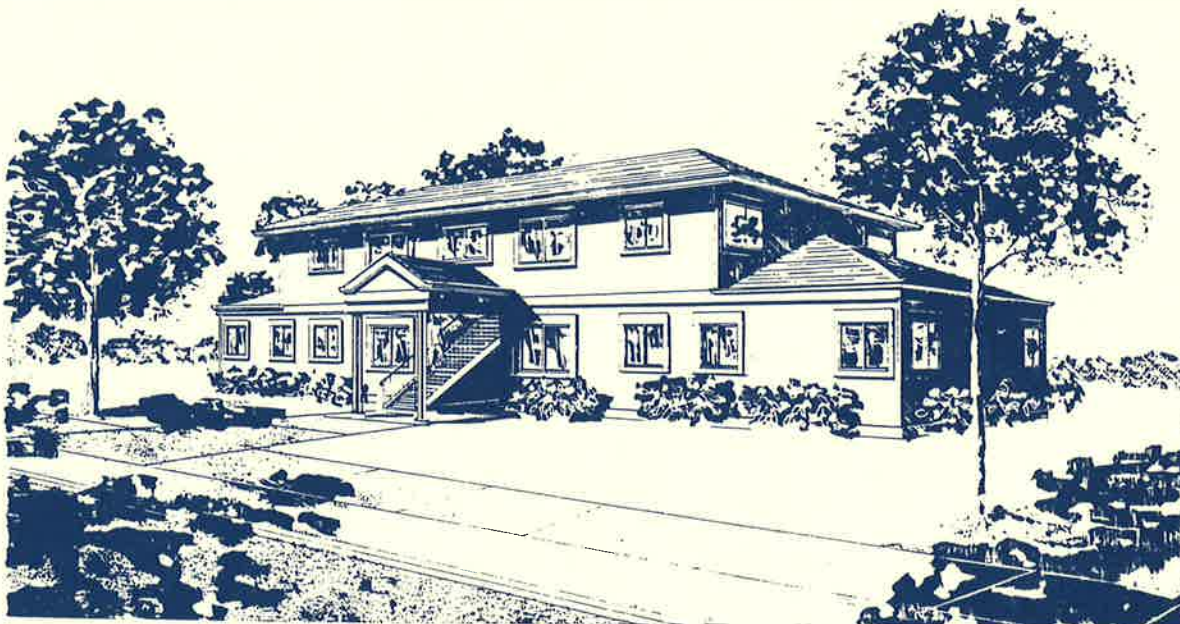
Leon Laptook, Chair of the HDC and Director of WCCAO's Housing and Energy Conservation Department, states "Even though construction of 24 units will not have

an enormous visible impact on the demand, since 1900 units are needed, at least we are moving forward in addressing the problem." ♦



HDC Board Members (from left to right) Charlie Harris, Leon Laptook and Al Peniche, conduct groundbreaking ceremony for the Cornelius Park Apartments on July 24th.

Princeton Property Management Company of Portland. Pre-development funding and technical assistance were provided by Security Pacific Bank, Or-



Cornelius Park, Cornelius Oregon, Farm Labor Housing Project  
Housing Development Corporation of Washington County



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## State general funds approved for development of affordable housing

WCCAO's number one legislative priority in the area of housing - House Bill 2779, The Oregon Housing Fund - was approved during the final week of the recent legislative session. \$25,000,000 was appropriated for the Fund to develop affordable housing. The state has never before used general funds for this purpose, which represents a major legislative victory, especially in light of the financial problems caused by the passage of Measure 5. All of Washington County's legislative delegation voted for the Housing Fund, in part due to strong advocacy efforts by bill supporters.

During the biennium, the \$25 million will be used in the following ways:

\$5 million for Emergency Housing Assistance, such as shelters, transi-

tional housing, and, possibly, rent assistance, application fees, deposits, etc.

\$6 million for loans and grants to developers for the construction/rehabilitation of housing affordable to low income persons.

\$14 million to capitalize the Housing Development and Guarantee Account. The interest earned from this account will be used to provide loans, grants and loan guarantees to developers for construction/rehabilitation of housing affordable to low income persons.

Administrative rules implementing the Fund will be proposed sometime in late summer. In concert with the Oregon Housing Now Coalition, WCCAO will follow and participate in the development of those rules. ♦

## "United Way funds affordable housing options program"

Washington County has the most expensive housing in the State. Rents have increased rapidly over the last several years, vacancy rates are very low for moderately priced units and entry costs into the rental market are beyond the means of many low income persons. First and last month's rent plus deposits can be \$1,000 - \$1,250. Non-refundable application fees of \$25 - \$100 are commonplace. For the family of four earning \$13,400 (Federal Poverty Level), these entry costs are significant barriers. Assuming these barriers can be overcome, average monthly rents of \$450 to \$500 consume about 50% of a poverty level family's gross income.

In response to these conditions, WCCAO, with the financial assistance of United Way, will be working to increase local resources devoted to the development of affordable housing. This project will support and coordinate a broad-based community planning and advocacy effort that will:

1. Inventory the existing stock of affordable housing
2. Analyze threats to this stock of housing
3. Assess the housing needs of "special needs" populations
4. Identify barriers to the development of new affordable housing

Project activities will be managed by Leon Laptok and Diane Hess of WCCAO's Housing and Energy Conservation Department. According to Laptok, "The Affordable Housing Options Program is one of the few new programs to be funded by United Way this year and is in response to the continuing difficulties that low income people experience when trying to find decent housing in Washington County."

It is anticipated that a "blue ribbon" task force comprised of private, public and non-profit representatives will be developed to work on strategies to increase investment in affordable housing. For more information, contact Leon Laptok or Diane Hess, 642-3236. ♦

## "Gerstenfeld tackles computer jungle"

In February 1991, Floyd Gerstenfeld, a self-employed computer consultant, innocently attended a meeting of WCCAO staff to discuss computer needs in the agency. By the end of June 1991, four months later, Floyd had donated over 350 hours working on a major project to "straighten out" the WCCAO computer jungle. In Floyd's own words following that first meeting, "I have rarely seen a more pressing set of needs for information processing."

What started out as a desire to "volunteer the equivalent of two days a month for the public good", turned into a major undertaking that has put WCCAO on the road toward much more efficient and effective information processing. Curiosity demanded an explanation. How does the desire to volunteer two



days a month turn into an average of two weeks a month?

According to Floyd, he was only vaguely aware of WCCAO prior to volunteering, but through his consulting, he has learned a lot about the programs WCCAO offers and is much more aware of the need for the kind of work that is being done by the agency. Plus, he really likes the people who work for WCCAO. They are "eclectic", according to Floyd, and "just my type." He appreciates the staff's dedication.

Besides, Floyd enjoys problem solving and likes "to see people make effective use of resources." He felt there was a great need for his background and he was right!! Thanks, Floyd, for a tremendous contribution to WCCAO, and to the clients we serve. ♦

## You Can Help! Volunteers and donations needed

### Volunteers Needed:

- Clerical work, word processing, data entry, reception; call Pilar, 648-6646
- Typesetting, printing, graphics design & lay-out; call Pam, 648-6646
- Drivers, truck loaders for the Tualatin Valley Food Center; call Vicki, 642-3236
- Client reception, information, referral and intake workers; call Judy, 648-6646
- Drivers, dispatchers and clerical assistants for the Transportation Program; call Wendi, 648-6646
- Sales Clerk at WCCAO's thrift store; call Thelma, 644-8956
- Video Production Specialist; call Pam, 648-6646
- Outreach Workers to Spanish and Southeast Asian speaking families; call Diane, 642-3236
- Human Resources Specialist; call Jerralynn, 648-6646
- Mentor for "Next Steps" Self-sufficiency Project clients; call Connie, 648-8355
- Hispanic translator for the Great Start Program; call Renee, 648-6646
- Mardi Gras committee members for auctions, decorations, sponsorships and

promotions; call Pam, 648-6646

• Proposal Writer/Researcher; call Pam, 648-6646

• Christmas Clearing Bureau Assistant; call Denise, 642-3236

• Fundraising events helper; call Denise, 642-3236

### Donations Needed:

• **Equipment and Supplies:** Computers, printers, color TV, phone message machine, table for the conference room, high quality 35mm camera with lenses for macro, zoom and/or wide-angle; call Pilar, 648-6646.

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

• **Furniture:** Adopt a transitional house or a room in the house and furnish it; call Norma, 648-0829.

• **Food:** Tualatin Valley Food Center is in need of high protein and staple food items, such as tuna, rice, pasta, canned fruits and vegetables; call Denise, 642-3236. ♦

## Wanker's corner cover charge benefits Food Bank

Sole proprietor of Wanker's Corner Saloon & Cafe (and Museum), Mr. J. L. Maixner, began charging a \$.25 cover on music nights a couple of years ago as kind of a joke. He raised it at one point to \$.29 to "keep up with inflation." Last Fall he decided to ask that patrons contribute a can of food or \$1.00 along with the \$.29 to benefit the food bank. No one remembered their can of food, so he officially raised the cover charge to \$1.29.

Since November 1990, Wanker's Corner Saloon & Cafe, located north of I-205 on Stafford Road, has donated \$11,000 to help feed the hungry. \$4,000 of that has been received by WCCAO's Tualatin Valley Food Center. Friday and Saturday nights are the times to enjoy 50's, 60's and 70's music and contribute to the food bank at the same time. But get there early! Wanker's has become one of the area's favorite hang-outs.

In the Spring of 1992, Maixner will be opening a new establishment on Nyberg Road, near I-5, called Wanker's Outback - Australian Restaurant & Bar. On the menu, besides the normal steak and burgers, will be Australian delicacies, including kangaroo and crocodile. The plan is to have the grand opening for the restaurant benefit the food bank.

Now, that's a good idea, mate! ♦



J. L. Maixner, posing below the sign that he has made famous, says that this has been a tavern site since 1933.



## "Next Steps" (continued from page 1)

tions Class at PCC for six weeks to learn life skills, receive pre-employment training and conduct their own career exploration. By the end of the 18 months, they will have identified one of three tracks to pursue - continuing education, training in specific skills or employment - and will have the means to achieve that next step. During the 18 months of intensive work by the case managers with each woman and her family, barriers to achievement of their goals are identified and eliminated one-by-one.

### "Next Steps is giving me an opportunity to learn about myself and be more assertive"

According to Olivia, "Each woman defines for herself what self-sufficiency means. She looks at what her strengths are and what opportunities she has for growth. We help them identify barriers that they may not be aware of that are stifling that growth."

Felipe adds, "Those barriers are different for each woman and she may have become used to them and not see them as a barrier, but they are significant. She may have no English skills or there may be domestic violence. In every case, though, these women suffer from low self-esteem. For some of them, just getting out of the house is the first step in the process of eliminating the barriers."

Funding for the project is through a Demonstration Partnership Project grant from the federal Department of Health and Human Services. The partners with WCCAO in implementation of the program are Portland Community College, Adult and Family Services and University of Portland. Portland Community College enrolls Next Steps participants in the New Directions Program at its Rock Creek Campus, University of Portland is providing the third party evaluation of the project, and Adult and Family Services participates by allowing their clients to participate in Next Steps rather than the mandated JOBS Program, to provide a model for comparison.

In general, welfare reform is very different from the approach in the Next Steps Program. The length of time

working with the clients in Next Steps is 18 months as opposed to 6 months under welfare reform, and the ratio of clients to case managers is dramatically reduced (100:1 vs. 20:1). In addition, the work with the participants in Next Steps is home-based and is culturally sensitive.

Hortencia Garcia has five children, ranging in age from 1 1/2 to 16 years old. She had gone through a training program in electronics and was hired to work at NEC. After six months she was laid off. Hortencia does not speak English and, following the lay off, she felt overwhelmed by the challenge of starting over again. Her self-esteem was at its lowest, and while she busied herself working at home and caring for her children, she felt desperate because she knew she needed to be working.

### ..."Now I can go forward with new hope and make my dreams become a reality."

Through a series of referrals, Olivia Estrada was contacted about Hortencia's situation and interviewed her for the Next Steps Program. She became a Next Steps Participant in February 1991, and graduated in June from the New Directions Program at PCC. Having made significant progress toward improving her self-esteem, Hortencia has begun now to focus on developing her English language skills and has identified training that she needs. She has two main goals now to remove the barriers preventing her and her family from being self-sufficient. She is enrolled in the English as a Second Language Class at



*Graduation from New Directions at PCC is one step in the Next Steps Program that leads towards self-sufficiency. Five Next Steps Participants, pictured above with their WCCAO Case Managers and PCC instructors, graduated this June.*

PCC for Fall Term and she will become reinstated in the Chamber of Commerce job placement program to acquire employment.

Eva Enciso was recruited by the Next Steps Program through their outreach efforts. At that time, Eva had just gotten out of the hospital following major surgery, was very depressed and discouraged, and felt hopeless about her future. She has five children and helps care for her one-month-old granddaughter. She has had experience translating and interpreting and has taken training to be a court translator.

"Next Steps is giving me an opportunity to learn about myself and be more assertive", says Eva "and about how to take care of myself." Following her graduation from the New Directions Program, Eva started working part-time at PCC translating class materials. She is also working on removing one of the major barriers to her self-sufficiency, which is to acquire public housing, and will continue training to be a court translator this Fall and, hopefully, become certified. "Next Steps has made pursuing a dream possible again. I was so afraid before I enrolled in Next Steps - afraid about what was out there. Now I can go forward with new hope and make my dreams become a reality." ♦

## "What's Happening"

• **Public Relations Workshop for Non-Profits**, Friday, September 13 at Portland State University; for information, contact Linda Moro, 246-9899.

• **"From Victim to Victory - A Summit on Domestic Violence"**; an address by Dr. Jennifer James, October 25, Portland State University; part of National Domestic Violence Awareness Month; for information call Kathy O'Reilly at 643-3602.

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

• **WCCAO Board of Directors** meets the third Wednesday of each month, 5:30 PM, Hillsboro Conference Room, 451 S. First, Suite 600; call Pilar, 648-6646, to confirm date, time and place.

• **Washington County Human**

**Services Coalition** meets the second Friday of each month from 9:00 - 11:00 AM, WCCAO Hillsboro Conference Room, 451 S. First, Suite 600. Call Ron Dowd, 648-8881 to confirm date, time and place.

• **Hillsboro Sunrise Rotary Golf Tournament** to benefit WCCAO's Family Shelter Home, Friday, September 13, Forest Hills Golf Course; scrambler format; \$125 per person or \$500 per foursome; contact Scott Aldrich, 297-8791, to reserve a place.

• **"The New Human Investment Agenda - From Poverty to Self-Sufficiency"**; statewide conferences scheduled for October 7 - 9 in Eugene; contact Leon Laptook, 642-3236, for additional information.

• **Housing Development Corporation**, Board of Directors Meeting, Thursday, September 19, WCCAO Hillsboro

Conference Room, 451 S. First, Suite 600; contact Diane Hess, 642-3236, to confirm date, time and place and for additional information.

• **"Food for Babies" Food Drive**, September 16 - October 18; co-sponsored by Children's World Learning Centers and Oregon Food Bank. Donations requested for baby food, infant formula, canned milk, diapers, baby bottles, baby oil, lotion, swabs and other "consumables" for babies and children in need. Call Denise at Tualatin Valley Food Center, 642-3236, for further information.

• **World Food Day** - October 16; watch for announcements of events.

• **Neighborshare** (WCCAO's satellite office for client services for the Tigard, Tualatin and Sherwood areas) has moved to 12750 SW Pacific Highway, Suites 110 and 111, in Tigard. ♦

### Washington County Community Action Organization

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Russ Wilkinson, Treasurer  
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Gale Patterson, At Large

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