

WCCAO ANNUAL REPORT

1993 - 1994

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 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.

- 446 homeless families received case management services targeted toward helping them to acquire and maintain themselves in stable housing.
- 35 low income formerly homeless families received longer-term case management and support services. They showed measurable progress toward establishing long term stability.
- 371 families enrolled in Head Start received social service assessment, information and referral, and follow up services.
- 122 families enrolled in Head Start received comprehensive case management services, including assessment, goal setting, linkage to social services, follow up, and advocacy.

Emergency and Basic Needs Services

In both the Hillsboro and Tigard (Neighborshare) offices, we assisted low income people to prevent and escape destitution.

- 16,923 requests for assistance were received and provided with information and appropriate referrals.
- 2,476 households were interviewed and provided with needs assessment, advocacy and direct assistance to address multiple and complex barriers. These services included:
 - 1,847 households received energy assistance totaling \$361,703.
 - 142 households who were homeless or facing eviction received rent assistance totaling \$28,365.
 - 123 households received emergency needs assistance totaling \$2,680.
 - 702 of these households were migrant/seasonal farmworkers who received a full range of emergency and basic needs services.

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.

- 1903 people experiencing housing-related legal disputes were assisted in resolving their problems through a partnership with Oregon Legal Services.
- 206 physically disabled people were helped to meet their housing needs through a partnership with Access Oregon.
- 81 chronically mentally ill people were assisted in meeting their housing needs through a partnership with Washington County Mental Health Department.
- 452 households received mortgage default counseling and related housing counseling services through a partnership with Housing Services of Oregon. Foreclosure was prevented in 85% of the cases.
- 134 people were provided counseling in order to acquire home share matches through a partnership with Shared Housing.
- 5,724 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, Interfaith Outreach Services, and the Domestic Violence Resource Center.

- 4,623 low income individuals received fair housing information and six fair housing workshops were held, reaching about 250 landlords, tenants, and other interested people.

In addition to direct housing services, WCCAO played an active role in advocating for increased access to and resources for quality, affordable housing.

- Through United Way support, assisted in the creation of a county-wide community development corporation, The Tualatin Valley Housing Partners, in order to undertake affordable housing projects.
- Helped organize, and participated in, the first annual Christmas in April*Washington County, a volunteer-based home repair project for elderly and low income people.
- Created an exhibit on the history of housing discrimination in Oregon, which debuted at the Oregon Historical Society and is available for exhibition at other locations around the state.
- Provided administrative support and leadership to the Housing Development Corporation, which develops affordable housing for migrant and seasonal farmworkers.
- Helped plan and organize a community forum on farmworker housing which was attended by about 100 people.

Child Development

Parenting Classes

- Provided parenting classes and workshops at various locations around the County, covering a range of topics including child development, appropriate discipline, developmentally appropriate care and general parenting skills:
 - 191 parents attended eight 7-week classes.
 - 137 parent support and informational meetings were held in Head Start centers.

Transition Project

- 23 families participated in the Ready to Learn Transition Project, which helped preschoolers and their families make the transition to kindergarten.

Head Start

Comprehensive preschool services were provided in ten Centers around the county, including a new center, which opened in the North Plains Elementary School. 365 low income and/or disabled three- and four-year-old children and their families were enrolled. 75,682 meals were prepared and served to the children.

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, educational workshops, Policy Council (a parent advisory board), and employment in the classroom
- child abuse prevention activities
- social services, including case management
- nutritional screenings and education, along with 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 a number of work groups, attending and presenting information at conferences, and serving on state-wide committees. In addition, WCCAO provided the following child care services:

- 228 families were provided with information on choosing quality child care and financial assistance available.
- WCCAO clients received 407 hours of child care so that they could gain access to needed services.
- 20 children received full-day care in the West Hillsboro Head Start Center.

Homeless Services

Homeless services were delivered to 246 families (725 individuals) during 1993-94. We provided 17,033 bednights of shelter, accompanied by case management and a range of support services.

- 112 families (448 individuals) received shelter at the WCCAO Shelter Home.
- 106 families (182 individuals) received shelter at the Interfaith Outreach Services Shelter, with support services provided at our Neighborshare Office.
- 12 families (29 individuals) were provided shelter at local motels when they could not be housed in the shelters due to physical disability.
- 16 families (66 individuals) lived in the seven transitional housing units for a total of 8,274 bednights. The units are operated by WCCAO, in partnership with the City of Beaverton, the Washington County Department of Housing Services, and the Sheltering Homeless Coalition.
- 141 people participated in 21 educational and self-help workshops offered at the WCCAO shelter.
- 70 homeless children participated in the shelter pre-school and after-school program so their parents could be free to look for housing and employment.
- 5,711 individuals were turned away due to lack of space or ineligibility, but received information and referrals to other potential sources of assistance.

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.

- 113 homes were weatherized by installing insulation, storm windows, weather-stripping and/or caulking.
- 123 households were provided self-help Weatherization services, including instruction in the installation of low cost weatherization measures and follow up inspections in their homes.
- 42 energy conservation workshops were provided to low income families in conjunction with the energy assistance program.

Hunger and Nutrition

Tualatin Valley Food Center (TVFC)

TVFC was established by WCCAO in 1981 in response to the growing problem of hunger and the lack of a locally-based organization to combat it. Since then, the food bank has grown, both in the number of people it serves and the range of services it offers. In the past few years,

however, WCCAO noticed increasing duplication and confusion between TVFC's services and that of the Oregon Food Bank, resulting in impaired ability to raise resources and solicit donations. For those reasons, the decision was made to transition management of the food center to Oregon Food Bank in November, 1993. The food bank, renamed Oregon Food Bank/Tualatin Valley Center, and WCCAO continue to work closely together to fight hunger and poverty in Washington County.

TVC/OFB obtained 1,128,205 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 (the following numbers indicate a duplicated count):

- 28,928 emergency food boxes to benefit 81,633 people
- 67,017 emergency hot meals to benefit 67,017 people
- 277,530 meals through supplemental food programs
- 3,096 pounds of food to the Gleaners and other food banks

TVC/OFB also provided the member agencies with training and technical assistance by means of quarterly meetings and newsletters.

Brown Bag Program

- 10,070 bags of surplus supplemental food were distributed to 518 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

- 4,213 Holiday Food Baskets, benefiting 15,062 people, were distributed by volunteers and staff through the Christmas Clearing Bureau. OFB/TVC provides coordination by matching needy families with holiday basket sponsors from churches, civic groups, schools, businesses, and individuals.

Services to Farmworkers

- WCCAO served migrant and seasonal farmworkers in a variety of ways throughout the organization:
- 702 families received one or more of the following emergency and basic needs services:
- Information and referral--197 families (985 individuals)
- Intake and assessment--266 families (2161 individuals)
- Energy assistance--198 families (1,034 individuals)
- Rent and housing assistance--12 families (67 individuals)
- Shelter--3 families (13 individuals).
- WCCAO weatherized and provided energy conservation education and referral to social services for 55 households (--- individuals) living in the Westminster Square Apartments in Hillsboro. Almost all of the residents entirely by seasonal and settled farmworkers.
- WCCAO provides administrative support and leadership to the Housing Development Corporation, which builds affordable housing for migrant and settled farmworkers.
- 100 people attended a forum on farmworker housing in Oregon which was coordinated by WCCAO

OUR BUDGET

FUNDING Total resources: \$4,434,000

Non-Government Resources \$1,131,000 (26%)

Private Resources: \$831,000 (19%)

United Way: \$91,000 (2%)

Program Income: \$209,000 (5%)

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 \$2,408,000 (54%)

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

State Support \$803,000 (18%)

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

Great Start

Local Government Contributions \$92,000 (2%)

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

PROGRAM ALLOCATION

Resource Development: \$76,000 (2%)
Building Fund: \$384,000 (8%)
Housing/Shelter: \$645,000 (15%)
Weatherization: \$403,000 (9%)
Client Services: \$1,056,000 (24%)
Head Start/Child Development: \$1,870,000 (42%)

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