

*Annual Report
1998-1999*



A Letter to Our Friends

Dear Friends,

Community Action Organization has a far-reaching impact on the lives of thousands of low-income people who, in spite of many burdens, are miraculously able to strive for a better life. Nationally and locally, community action agencies are sought out to provide leadership, develop partnerships, and deliver important services to our low-income communities. Never has CAO been called on more to provide such leadership than during the past year. In response to growing needs, in 1998-99 CAO provided more help to low-income families in Washington County by:



Margaret Eickmann



Jerralynn Ness

- Serving 33% more women during our first year of operating Opening Doors maternity outreach program; virtually eliminating local hospital emergency room deliveries from low-income, high-risk pregnant women
- Teaching 34% more Head Start children; co-locating 14 classrooms on public school campuses; training in-home day care providers in Head Start curriculum
- Creating and distributing the first comprehensive information and referral directory of social services available throughout the county, so all service providers can quickly and efficiently find help for low-income families

In addition to these programmatic successes, we have taken steps to strengthen the agency's infrastructure by:

- Re-building our fiscal operations and upgrading our accounting systems
- Upgrading and expanding our technology support and systems
- Analyzing our development operation and recommending a plan to increase private contributions to better support our programs

Still another accomplishment was having clients share their challenges and successes with members of the community. This past year we made a commitment to capture and share client stories, and created opportunities for low-income people to speak to key leaders, policy makers and contributors.

As we focus on our work that draws from our core competencies, namely, our genuine care and concern for children and families, we have every reason to be optimistic for the future of low-income families. Because we know that high quality early childhood services result in better outcomes for children later in life, we have devoted two-thirds of our resources to programs that nurture young families and children. This focus will have tremendous pay-offs for the Washington County community in the coming years.

Thank you for being a caring member of the Community Action family. We look forward to our continued work together.

Sincerely,

Margaret Eickmann

Margaret Eickmann
Board Chair

Jerralynn Ness

Jerralynn Ness
Executive Director

Community Resources

EMERGENCY AND HOUSING SERVICES

More than 8,000 Washington County residents face homelessness every year, primarily due to economic reasons. Community Action offers a wide variety of services to prevent homelessness and meet emergency and basic needs. Our programs shelter homeless families; provide transitional housing; combat housing discrimination; and advocate for affordable housing.



Accomplishments—

- Provided 70 families, representing 252 individuals, emergency housing at the CAO Hillsboro Shelter Home.
- More than half of the sheltered families moved into stable housing after 5 weeks.
- Worked with partner shelters to provide an additional 250 families temporary housing.
- Assisted Interfaith Outreach Services with the relocation of homeless residents when the RITE Center had to close.
- Provided 483 families rent assistance to prevent homelessness.
- Referred 2,482 families to obtain emergency food boxes
- Taught 26 tenant education classes that prepared 41 individuals to obtain and maintain housing.

After being evicted from their apartment for failing to make rent, a family of four ended up at the Hillsboro Shelter Home. As shelter residents, they participated in and learned from tenant and parenting education classes. They left the shelter each day by 9 a.m. to look for permanent housing and employment, which they found. The mother praised the shelter's environment: "It feels like a home." She said that it allowed them to step back, put their lives in order, and move on.

Community Resources

ENERGY ASSISTANCE & WEATHERIZATION

Many low-income residents of Washington County must choose between going hungry or being cold. Our energy assistance and weatherization programs prevent utility shut offs, lower fuel costs, and allow those in need to stay in their homes.

Accomplishments—

- Provided comprehensive energy conservation education for 141 households, lowering energy usage by an average of 10%.
- Prevented 728 households from losing their heat and utilities by offering financial assistance.
- Weatherized 246 low-income homes.

A woman who cares for her 5 year-old granddaughter lived in a house with no insulation and had only her fireplace for heat. CAO's weatherization program was able to install insulation and a furnace in her house. "I'm so happy now, and a lot warmer," she wrote to CAO. "Thank God for your program. No one cared but you!"



INFORMATION & REFERRAL

CAO offers information and referral to connect people to needed community services to provide eligibility screening and assessment for our various programs, and to assist with basic emergency needs to alleviate short term crisis. CAO also provides referrals to long-term intervention programs to assist families in achieving self-reliance.

Accomplishments—

- Responded to 11,320 calls, representing 16,980 requests for assistance.
- Established IRis as the new county-wide information and referral database.
- Established an I & R provider network and facilitated regular information-sharing breakfasts.
- Created and distributed 752 copies of a comprehensive Information and Referral Directory.
- Partnered with Washington County's One Stop employment and training program.

Child and Family Support

OPENING DOORS



To achieve positive birth outcomes, Opening Doors seeks out low-income pregnant women who are not receiving prenatal care; motivates them to seek care; and provides the needed information, referral and advocacy to enable them to do so. Services are provided by trained lay health workers, who share similar life experiences with the women they serve. Opening Doors works through collaborative efforts of key healthcare providers and insurers in the area.

Accomplishments—

- Provided 408 low-income pregnant women with prenatal care and social services, up 33% from last year.
- 95% of babies born to clients were born with a normal birthweight.
- 49 support group meetings were held.

A KID'S DOMAIN



CAO operates A Kid's Domain to provide low-income families with safe, affordable care for their school-aged children. Program curriculum includes Homework Club, sports, quiet space, arts and crafts, games and field trips.

Accomplishments—

- 157 children received developmentally appropriate care, up 43% from last year.
- 13 children received scholarships.
- 29 field trips were taken, including visits to the Oregon Zoo, Jackson Bottom Wetlands, Audubon Society, and the Washington County Fair.

A single father, who had been unemployed for awhile, came to AKD when he accepted a job. With the help of an AKD scholarship he was able to enroll his child into childcare. The child has been able to make friends and have a nurturing place to go while dad keeps working.

Child and Family Support

METRO CHILD CARE RESOURCE & REFERRAL SERVICES (Metro CCR&R)

Metro CCR&R is strengthening the local child care and education system by providing information, support and education to parents, providers, employers and the community. By increasing parents' and child care providers' knowledge of child development and education issues, we are improving the quality of child care and school readiness in children.

Accomplishments—

- More than 2,000 low-income parents found safe, affordable quality childcare, up 35% from last year.
- More than 34 in-home child care providers and centers received on-site training to promote preschool children's literacy through The Learning Circle program.
- 559 childcare providers received training in child development.



ABC SOUP

ABC Soup is a federally-subsidized program available to registered family child care providers to promote nutritious meals for children in a child care setting. Providers receive education on proper nutrition for infants and children as well as receive pre-planned menus and reimbursement for meals.

Accomplishments—

- More than 380 childcare providers planned and served nutritious meals, resulting in 5,770 children receiving balanced meals.

"ABC Soup has allowed me to keep my rates reasonable for parents. It also provides education about good nutrition for children, so the parents feel reassured knowing that their children are getting nutritious meals."

—Childcare Provider

Early Childhood Education

HEAD START

Head Start is a government-subsidized preschool program for three- and four-year olds whose family income falls below the poverty level. Children enrolled in Head Start receive a physical exam, a nutritional and growth assessment, vision and hearing screening, and social, emotional, and developmental screening. Head Start places a major emphasis on parental involvement by encouraging parents to help out in the classrooms, to serve on the governing board, or take advantage of educational opportunities including literacy, parenting and child development.

Accomplishments—

- Enrolled 529 children in 14 sites throughout Washington County, up 34% from last year.
- Established partnerships with area schools to serve an additional 190 more children and to co-locate classrooms.
- Built stronger ties with Migrant Head Start.
- Fully immunized 97% of children enrolled.
- Completely resolved 70% of all identified health and developmental concerns by year-end.
- Each family, on average, volunteered more than 23 hours in the classroom or participated at family events.
- More than 530 parent-led activities took place.
- Conducted more than 856 parent-teacher conferences, establishing goals and reviewing each child's progress.

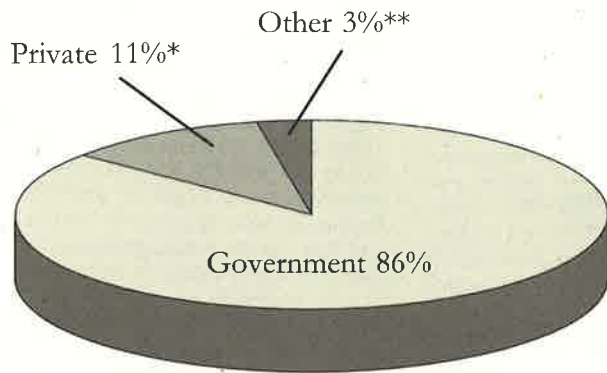


A former Head Start student (Class of 1984) writes, "Head Start gave me a real love for school and learning." The quality early childhood education she received contributed to years of academic success. She recently graduated from college with a 4.0 gpa and a double major in Computer Operations and Bookkeeping. Currently, she is employed full-time as a bookkeeper.

Financial Report

REVENUE

\$8.2 million

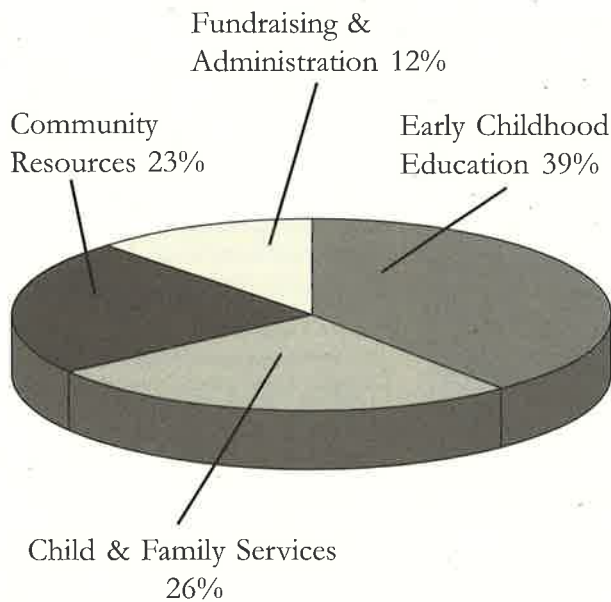


- * United Way 3%
- Healthy Start Merger
- Private contributions
- In-kind donations

** Program fees, rebates, sales

EXPENSES

\$8.1 million



(unaudited figures)

GOVERNMENT FUNDERS

- City of Beaverton
- City of Cornelius
- City of Forest Grove
- City of Hillsboro
- City of Tigard
- City of Tualatin
- Federal Community Development Block Grant
- Federal Community Services Block Grant
- Federal Emergency Management Agency
- Federal Emergency Shelter Grant Program
- Federal Even Start Program
- Federal Low Energy Assistance Program
- Federal McKinney Acts Funds
- Oregon Department of Education
- Oregon Emergency Housing Account
- Oregon Farmworkers Land Trust
- Oregon Homeless Assistance Program
- Oregon Housing and Community Services
- U.S. Department of Agriculture
- U.S. Department of Energy
- U.S. Department of Health & Human Services
- U.S. Department of Housing & Urban Dev.
- Washington County

Honor Roll of Donors

Community Action Organization would like to extend our appreciation to the following individuals for their caring and generous financial support that we received from July 1, 1998 to June 30, 1999.

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Baker Rock Resources
Brett and Lori Balch
Bazaar Boosters of Christ the King Lutheran
Beaverton Foursquare Church
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United Methodist Church
Visitation Altar Society
Washington Mutual Bank
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Harold and Carol Wahl
Loren and Dorothy Waltz
Everett Webster
Timothy and Rebecca Weyer
Gnan Wheelock
Women of Emanuel Lutheran Church
Jeffrey and Dianne Yake

In addition to our funders, Community Action worked in collaboration with the following organizations to assist low-income families and address issues of poverty in Washington County.

Adult and Family Services
Adventist Medical Center
ARC of Washington County
Banks School District
Beaverton Family Resource Center
Beaverton Kiwanis
Beaverton School District
Care to Share
Cascade AIDS Project
Coalition for a Livable Future
Community Corrections
Community Partners for Affordable Housing
Department of Housing Services
Domestic Violence Resource Center
Employment Division
Fair and Clean Coalition
Forest Grove News Times
Gaston School District
Hillsboro School District
Housing Advocacy Group
Housing Development Corporation
Intel

Interfaith Outreach Services
Jesuit Volunteer Corp.
Lutheran Family Services
Metro-Area Fair Housing Network
NW Medical Teams
Oregon Food Bank
Oregon Legal Services
Oregon Services for Families & Children
Pacific University's Humanitarian Center
PCC Family Literacy Programs
Portland Community College
Sheltering Homeless Coalition
St. Vincent de Paul at St. Anthony's Church
Tigard School District
Tualatin Valley Christian Ministries
Tualatin Valley Fire and Rescue
Tualatin Valley Housing Partners
United Methodist Church
Vocational Rehabilitation Division
Washington County Association for the
Education of Young Children
Washington County Education Service District

CAO extends our heartfelt thanks to the hundreds of donors who made important gifts under \$100 and who made significant gifts-in-kind.

Our goal is to accurately report the names of Community Action Organization's contributors. If you find a name omitted or incorrectly spelled, we would appreciate having it called to our attention. Please phone corrections to (503) 693-3252.

Photo credits: Kristin Ludwig, Alfredo Solares-Vega and Melissa Kuran, among others.

We appreciate all of our volunteers who have donated their valuable time to help our community. Thank you!



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Child & Family Support Manager

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A United Way Agency