

COMMUNITY ACTION ORGANIZATION



**ANNUAL
REPORT
1996-1997**

Letter to Our Friends

Dear Friends,

We are proud to present this annual report which summarizes the accomplishments of Community Action's board, staff, volunteers and partners during our 1996-97 fiscal year.

After only a year in our new multi-service facility in Hillsboro, our vision of a bustling community center has been achieved. Staff, volunteers and the families we serve have experienced the positive impacts of working and interacting in a space that allows us to be accessible, effective and efficient as we respond to the needs of the community. We have been able to share our space with other worthwhile services, including; La Casa del Futuro, Early Intervention, Even Start, Volunteer Tutoring, Cascade Aids and PCC's Hispanic Outreach for Employment and Training.

Our partnership with PCC's Even Start program has allowed us to target critically needed adult literacy services to Spanish speaking families whose children are enrolled in Head Start. This past year, CAO was approached by Family Care of West Tuality (FCWT) to consider a merger with their child care focused organization. We enthusiastically explored this option and as a result of our analysis, the two organizations agreed to merge into one as of October 1, 1997, when FCWT would dissolve as a separate entity.

And last, but not least, CAO completed its strategic planning process. The results of this process has inspired us to have a greater



Cindy Hirst
Board Chair



Jerralynn Ness
Executive Director

impact on the community by drawing on our core competencies, increasing our community partnerships and striving for excellence in all that we do.

Your support to our work is invaluable. Thank you for caring about your community and believing that we can make a difference... together, we have!

Sincerely,

Cindy Hirst
Board Chair

Jerralynn Ness
Executive Director

Strategic Planning

During 1996-97, with an eye to the changing economic and social environment, CAO completed a strategic plan that will guide us into the next century. With input from the community, we identified the following core competencies of the organization:

- CAO has a genuine concern and knowledge regarding the needs of the low income community.
- CAO is recognized, respected, and works collaboratively with funders and other service providers.
- CAO is a community leader in the area of early childhood development.
- CAO is a catalyst in community efforts to address homelessness and affordable housing.

We carefully assessed the possibilities for resources to support our work in the coming years, and re-established our vision, mission and values. This resulted in a clear sense of direction, which is the basis of our strategic goals.

Our Vision...

Washington County's residents are strong, resilient, involved in the community, and live with dignity and security.

Our Mission...

In partnership with the community, Community Action assists low income people to achieve self-determination.

Our Values...

- **Accountability** — CAO is responsible for its actions and impact upon the community.
- **Adaptability** — CAO approaches its mission with a holistic view and openness to change.
- **Collaboration** — CAO develops and works in partnerships.
- **Compassion** — CAO acts with compassion for all people.
- **Excellence** — CAO provides creative leadership and high quality, effective service.
- **Inclusiveness** — CAO acts with integrity and respects the dignity and equality of every person.
- **Self-determination** — CAO promotes organizational and individual empowerment.
- **Social Justice** — CAO advocates for low-income people and works to reduce the incidence of poverty.
- **Stewardship** — CAO uses funds wisely and resourcefully to further its mission.
- **Teamwork** — CAO values all members of the staff and supports their ability to contribute to organizational goals and to their own futures.



Our Program Accomplishments

Washington County has the state's fastest-growing population and highest per capita income. However, over 40,000 county residents— more than half of whom are children— are economically disadvantaged. For them, it is an everyday struggle to pay for the basics such as food, shelter and utilities. A growing number of families are working, but low wages and high rents make it difficult to make ends meet. Others are dislocated workers, the result of “downsizing,” mergers and layoffs. Still others are homeless or struggling to escape and survive domestic violence. CAO provided one-time as well as long-term services to our low-income neighbors. We also engaged in advocacy to improve conditions in Washington County and across Oregon.

Emergency and Basic Needs

Over the past year CAO responded to thousands of calls for help. We provided each caller with information, referral, and/or direct emergency or basic needs assistance.

- After a devastating fire in an Aloha apartment building, in which several occupants lost family members and all of their possessions, we distributed donations from concerned community members, and assisted the families to begin reestablishing their lives.
- We prevented homelessness for 724 people by providing rent assistance.
- We provided utility assistance to 5,649 individuals, so that families and elderly residents would not be forced to make the choice between “heat or eat”.
- We helped 2,026 households in Forest Grove and Tigard acquire emergency food boxes, benefiting almost 7,000 people. We also distributed 352 food boxes from our shelter home.
- Resource information of special interest to farmworkers and their families is now readily available on a easy to use, wallet-sized card produced by our staff. 2,000 of the cards were distributed during the past year. For community service workers and volunteers, CAO developed and distributed 200 copies of a comprehensive directory of the farm labor camps in Washington County. Both resources were produced in collaboration with Oregon Food Bank.
- Children without medical insurance can receive free health care from the Northwest Medical Teams mobile doctor's office at our Hillsboro center two afternoons a month.
- Our thrift store, “Play It Again”, became a free clothes closet this year. We distributed over 30,000 donated items. More than half of the 2,949 people who benefited were children. The clothes closet is staffed entirely by volunteers, who devoted almost 1,200 hours.

Homeless Services

A crisis, such as loss of a job, divorce, or illness, can be the precipitating event leading to homelessness. For those with a relatively limited support network, our shelter home is often the last resort.

During 1966-97:

- We provided shelter and support services to 239 people, half of whom were under 18. After their five-week stay, 55% of residents move from our shelter into stable housing. The remainder go on to transitional housing, other shelters or move in with family or friends.
- Our children's program served 106 young children, providing their parents with the time to pursue their goals for obtaining housing and employment options, while helping their children overcome the trauma of losing their home.



- We hired an Education Liaison who works with the Hillsboro School District to ensure that homeless children can attend and succeed in school.

All shelter residents, as well as other community members, attend our tenant education program. The series of four classes provides families with information on housing search, life skills, budgeting, and tenant rights and responsibilities. The certificate they receive assists families to acquire housing.

Community support was a vital force in keeping our shelter doors open. The following are a few examples:

- A volunteer developed a master landscape plan, which guides volunteer groups doing large and small yard work projects.
- A new basketball hoop and play area was built using donated materials and volunteer labor.
- A Girl Scout volunteer acquired donations for the Children's Program, including a computer and free access to community activities.
- The Lower School students of the Oregon Episcopal School sponsored our shelter home and obtained hundreds of donations including handmade toys, games and books and a large playhouse.
- In partnership with the Sheltering Homeless Coalition, a group of Beaverton area churches, we provided social service support to 8 families (27 individuals) living in these transitional housing units.
- As a partner in the Hopespring Coalition (Tualatin Valley Mental Health, Lutheran Family Services, Domestic Violence Resource Center, Interfaith Outreach Service and CAO), we provided social services to 11 women and their children (benefiting 35 individuals) living in Hopespring transitional housing.



Family Care of West Tuality

For many, the availability of quality, affordable child care can make the difference between remaining in poverty and becoming self-reliant. We are proud to announce the consolidation of the programs of Family Care of West Tuality into CAO. We recognize quality child care as a major step in families' roads to self-reliance and a vital component of a community's livability. Our decision to merge with Family Care strengthens and expands the range of services we can provide. Family Care has been a leader in child care and related services in Western Washington County since 1967. Home child care providers receive funding for nutritious meals; school-age children attend before- and after-school and summertime programs; and parents, providers and businesses can call for information about and referrals to quality child care. We look forward to serving about 1,000 providers and 2,900 families in the coming year through Family Care programs.

Child Development

Head Start is a family-focused preschool program for low-income three- and four-year-olds. Children with disabilities made up 15% of enrollment and are integrated into the classroom, receiving special services as needed. All of the children receive physical exams, nutritional and growth assessment, vision and hearing screening, as well as social, emotional and developmental screening. Parents are involved in the program by volunteering in the classroom, serving on the Policy Council governing board, or attending classes in literacy, parenting and child development. During 1996-97:

- We enrolled 386 children.
- 36 support and informational meetings were held and attended by 222 parents of Head Start children.
- We provided social services support—information and referral, linkage to services and advocacy—to 376 families.
- We developed agreements with six schools in the Beaverton and Tigard school districts to locate Head Start classes in their facilities in 1997-98, doubling our enrollment capacity for those areas.
- The Head Start Policy Council was active in state-wide advocacy efforts that increased funding by ten million dollars for the Oregon Head Start Pre-Kindergarten program. As a result, CAO will be able to add more than 100 children to our program beginning in fiscal year 1998-99.

Our partnership with Portland Community College's Literacy Programs continued this year, serving 525 individuals with English, Adult Basic Education, GED and literacy classes.



Housing Development, Energy Conservation and Housing Advocacy

Affordable housing is a vital link in maintaining self-reliance. We worked with several organizations to maintain or increase the stock of affordable housing in Washington County.

- We are assisting in the weatherization of the 120-unit Villa La Paz Apartments, currently being purchased and renovated by Community Partners for Affordable Housing (CPAH) for continued use as affordable housing for low-income people.
- We worked with CPAH to complete acquisition of Metzger Park Apartments and Tualatin Valley Housing Partners to complete acquisition of Aloha Park Apartments. This resulted in the preservation of 112 units of existing affordable housing.
- In partnership with Housing Development Corporation and CASA of Oregon, we participated in the Farmworker Housing Land Trust to provide homeownership opportunities to five low-income farmworker families.
- We weatherized 115 homes, benefiting a total of 248 low-income, elderly or disabled people. We also provided energy education and self-help energy conservation materials to 1,223 households, benefiting 3,742 people.

CAO advocates at the local and state level to increase the availability and accessibility of affordable housing, as well as directly assisting low-income people.

- Advocacy efforts in conjunction with the Coalition for a Livable Future contributed to the inclusion of affordable housing issues in regional housing plans.
- Through a contract with Oregon Legal Services, tenants rights assistance was provided benefiting 1,338 people.
- We educated the public about issues related to fair housing and housing discrimination by providing 26 workshops to property managers, landlords, tenants, students and community groups, as well as disseminating information to 2,000 households. In addition, we exhibit of the history of housing discrimination in Oregon.
- We educated the public and state legislators on issues related to electric utility deregulation and its effects on low-income consumers through a public workshop and testimony at legislative hearings.

1996-1997 Budget & Funding Sources

Major Gifts - Private

Baker Rock Resources
 Bank of America
 Blue Shield of Oregon
 Clark Foundation
 Damerow Beaverton Ford
 Donald R. Barker Foundation
 Emanuel Lutheran Church
 GTE Northwest, Inc.
 Intel
 Jackson Foundation
 Violet & Robert Metzler
 Meyer Memorial Trust
 Milestone Investment Corporation
 NEC America
 Northwest Area Foundation
 O. L. Moore Foundation
 Oregon Community Foundation
 Sisters of Providence/St. Vincent
 Health System
 Standard Real Estate Investors, LLC
 Tuality Healthcare
 Rose E. Tucker Charitable Trust
 United Way of the Columbia-Willamette
 United Way Federal Campaign

U.S. Bank, Hillsboro
 Valley Commercial Bank
 Windermere Foundation

Other - Private Contributions

Over 1,300 Individuals, Churches, Civic
 Groups, Corporations, Schools
 Amigos Mexican Restaurant, Inc.
 Braemar Charitable Trust
 Eleventh Annual Mardi Gras Ball
 Family Care of West Tuality
 Hillsboro Sunrise Rotary Golf Tournament
 Hoffman Construction Company
 Housing Development Corporation
 Northwest Natural Gas
 "Play it Again" Thrift Store
 Portland General Electric Company
 Program Income
 Washington County Wineries Association

Federal Resources

Community Development Block Grant
 Community Services Block Grant
 Department of Health & Human Services

Department of Housing & Urban
 Development

Department of Agriculture
 Department of Energy
 Emergency Shelter Grant Program
 Even Start
 Federal Emergency Management Agency
 Low Income Energy Assistance Program
 McKinney Act Funds

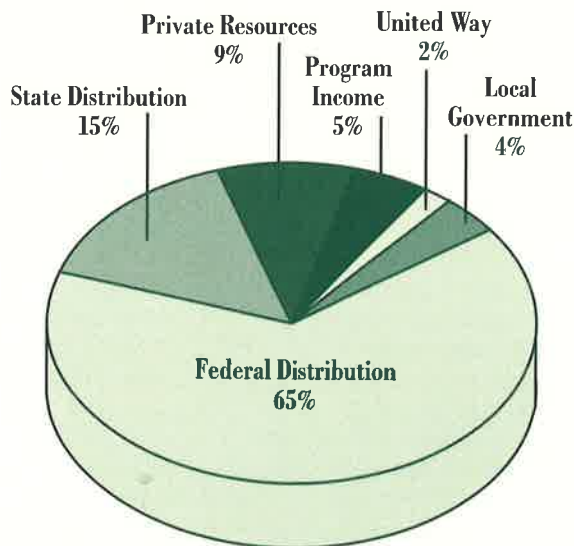
State Support

Department of Education
 Housing and Community Services
 Farmworkers Land Trust
 State Homeless Assistance Program
 Emergency Housing Account

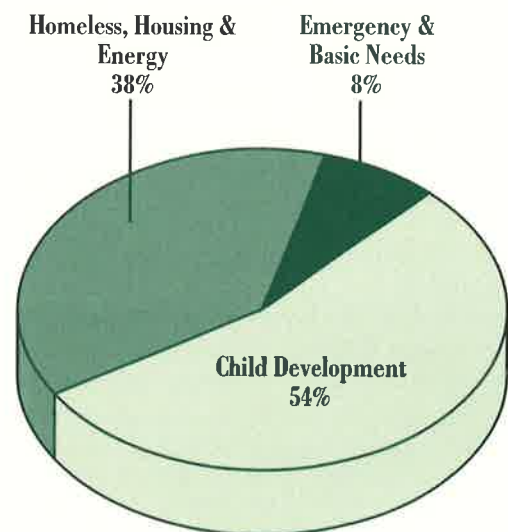
Local Government Support

Cities:
 Beaverton
 Cornelius
 Hillsboro
 Sherwood
 Tigard
 Tualatin
 Washington County

Funding Sources



Program Allocation



Total Revenue: \$4,230,000



1996-1997 Board of Directors



Cindy Hirst, Chair
Owner,
Main Resources Services



Dick Porn, Vice-Chair
President,
Western Realty Advisors



Maria Loreda, Secretary
Outreach Manager,
Virginia Garcia Clinic



Greg Zuffrea, Treasurer
for Mayor Lou Ogden,
Tualatin



Shirley Huffman, At-Large
for Mayor Gordon Faber,
Hillsboro



Jeff Fish, At-Large
Director,
Oregon Legal Services

Chuck Carpenter
State Representative

Kathy Christy
County Board of Commissioners

Rob Drake
Mayor, Beaverton

Margaret Eickmann
Coordinator, Regional Arts Council

Gordon Faber
Mayor, Hillsboro

Holly Grant
Head Start Policy Council

Darlene Greene
City Council, Hillsboro

Charlotte Karvia
Community

Craig Kinnie
Vice President, Intel Architectural Labs

Sandra Miller
for Mayor Rob Drake, Beaverton

Priscilla Orozco
Centro Cultural

Lou Ogden
Mayor, Tualatin

Rick Patrick
Principal, WL Henry Elementary School

Katrina Pirkle
Community

Dick Stenson
President & CEO, Tuality Healthcare

Russell Wilkinson
CPA

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

Beaverton United Methodist Church
Care to Share
CASA of Oregon
Cascade AIDS Project
Centro Cultural
Christmas in April Washington Co.
Coalition for a Livable Future
Community Action Directors of Oregon
Community Partners for Affordable Housing
Cornelius United Methodist Church
Domestic Violence Resource Center
East County Churches supporting Neighborshare
Fair Housing Council of Oregon
Forest Grove St. Vincent de Paul
Hillsboro Sunrise Rotary
Housing Development Corporation
Independent Living Resources
Intel
Interfaith Outreach Services
La Casa del Futuro
League of Utilities & Social Service Agencies
Lutheran Family Services
Multnomah and Clackamas Fair Housing Programs
Northwest Information & Referral Association
Northwest Medical Teams

Northwest Natural Gas
Northwest Regional Education Service District
Open Door Counseling
Oregon Child Development Coalition
Oregon Energy Coordinators Association
Oregon Food Bank
Oregon Head Start Association
Oregon Legal Services
Portland Community College Literacy Center & Even Start Program
Portland General Electric
Portland Housing Center
Portland Metropolitan Association of Realtors
School Districts of Banks, Gaston, Tigard, Beaverton & Hillsboro
Sheltering Homeless Coalition
Tigard FISH
Tigard St. Vincent de Paul
Tualatin Valley Centers
Tualatin Valley Housing Partners
Washington County Cooperative Libraries
Washington County Healthy Communities
Washington County Integrated Services Task Force
Washington County Senior Centers
Washington County Winery Association
West County Churches supporting WESTCO



1001 SW Baseline St. Hillsboro, OR 97123
(503) 648-6646

 A United Way Agency