

TO: THE CARE TO SHARE STEERING COMMITTEE

FROM: WASHINGTON COUNTY COMMUNITY ACTION  
LINDA DAVIS - VOLUNTEER CENTER DIRECTOR  
CHERYL HILBERT - HOUSING EMERGENCY SERVICES DIRECTOR  
VAL BOZIED - TVFC DIRECTOR

RE: CARE TO SHARE ROLE IN THE COMMUNITY

DATE: APRIL 4, 1986

Annually, WCCAO responds to over 95,000 requests for basic human services. WCCAO is a PRIVATE, NON-PROFIT CORPORATION concerned with the needs of the poor in Washington County. WCCAO operates several human services programs that assist low income, elderly, youth, minorities and handicapped individuals. Self-help and self-sufficiency are emphasized.

Volunteers are an integral part of providing services through WCCAO programs. Annually, over 50,000 volunteer hours are donated to the organization.

As requested by your committee, the following is an outline of the services provided by the various WCCAO projects:

#### HOUSING AND EMERGENCY SERVICES

##### Homeless Services

- 1) Operate emergency family shelter.
- 2) Voucher other homeless in local motels using FEMA funds.
- 3) Provide comprehensive emergency services to homeless individuals including information and referral, advise, advocacy, direct financial help and food boxes.

##### Emergency Services

- 1) Resuming operations July 1, 1986, provide comprehensive emergency services to the low income of Washington County including updating and maintaining countywide directory of services, information and referral, advise, advocacy and direct financial help.
- 2) Provide rent assistance using FERMA and other funds.
- 3) Provide other housing related services including information and referral advise and advocacy.
- 4) Provide paralegal assistance to help people having questions or problems related to Welfare, Food Stamps or Social Security.

#### TUALATIN VALLEY FOOD CENTER

TVFC as a food bank for Washington County provides the following services:

- 1) Coordinates the solicitation, storage and distribution of food to member agencies.
- 2) Provides information and referral to people needing emergency food assistance.
- 3) Coordinates the bi-monthly distribution of USDA food directly to the public.
- 4) Coordinates the Washington County Christmas Clearing Bureau.

#### WOOD CO-OP

The Wood Co-Op volunteers cut and deliver donated firewood to low income seniors and handicapped persons whose primary source of heat is wood.

#### RETIRED SENIOR VOLUNTEER PROGRAM

RSVP involves retired persons age 60 and older in volunteer services to non-profits, schools and other public agencies.

#### VOLUNTEERS IN SERVICES TO AMERICA

VISTA serves in the development of community projects assisting disadvantaged persons.

#### HEAD START PROGRAM

Head Start is a pre-school program for low income and handicapped 4 and 5 year olds and their families.

Head Start operates four centers in Washington County; Hillsboro, Cornelius, Beaverton and Sherwood. Family Advocates provide support services, information and referral and other needed assistance to Head Start families.

Head Start helps assure that disadvantaged children will have a successful public school experience.

#### ENERGY PROGRAM

Provides free weatherization services to low income renters and homeowners

Educates consumers on how to conserve energy and do their own low cost weatherization.

Involves low income people in energy issues that affect them.

Provide help with heating costs during the wintertime.

By helping low income people cope with rising energy costs and reduce their energy-related expenses, more resources are made available for other basic needs.

#### YOUTH EMPLOYMENT PROGRAM

This program provides meaningful work and training opportunities for disadvantaged youth in Washington County.

The YEAR ROUND PROGRAM for youths 16-21 provides pre-employment training, job search, try out and vocational exploration, on the job training and work experience.

Support services, such as bus fare, uniforms, eye glasses or child care may also be provided.

The SUMMER PROGRAM for youths 14-21 offers similar job search and training opportunities.

In this time of declining resources to fund social service agencies the only role CARE TO SHARE should be playing in the county (and the only role WCCAO could support) is one of unduplicated efforts.

The following is a list of services provided by WCCAO, that we perceive CARE TO SHARE would duplicate. It is important to note we are not the only social service agency in the county, so it is easy to see that there are possibly other duplications as yet, not known to CARE TO SHARE.

CARE TO SHARE DUPLICATION

TVFC does I&R for emergency food requests to agencies closest to the client's home throughout the entire county, 8:30 am-5:00 pm, Monday through Friday. Needs other than food are referred to appropriate agencies.

Asking churches to pay for services now provided by TVFC for free.

Competing for funds with existing programs already providing the same service.

Establishing a referral system that is already in place at TVFC. The cost savings to upgrade TVFC would be much less than to organize a new agency.

Comprehensive emergency services for the homeless of the county are being provided by WCCAO Housing Emergency Services Program.

Comprehensive listings of county resources are resuming 7/1/86 as well as comprehensive emergency services.

Life skills work shops including money management will be provided by professionals through WCCAO after 7/1/86.

Besides the duplication concerns expressed, we have a number of other concerns about CARE TO SHARE.

The following highlights these concerns:

- 1) CARE TO SHARE did not lay a proper foundation in assessing the need for their service. \*"Many volunteer organizations, founded on the best intentions for community service, are short-lived. Although they may fail for a number of reasons, a common one is INADEQUATE ASSESSMENT OF NEED. Leaders of volunteer organizations often create programs that address the needs they ENVISION RATHER THAN THE REAL NEEDS OF THE COMMUNITY THEY INTEND TO SERVE. Organizations can provide a service and obtain support that is lasting only when the need is real." (i.e.) CARE TO SHARE Still does not know what WCCAO does in Washington County and where there is duplication.
- 2) CARE TO SHARE has displayed an inability to present their organization accurately to the community (i.e.) numerous news articles and public presentations have given mixed messages and false information.
- 3) CARE TO SHARE has no accountability. There is no official governing board, no clear organizational structure, no clearly established lines of communication. Liability is not provided for (i.e.) Board of Directors Liability Insurance, Agency Insurance. Attached is a copy of the most important regulations for voluntary organization.

\*Quote taken from Managing The Volunteer Organization.

UNDUPLICATED EFFORT

TVFC does not provide a list of all people served to Emergency Food Box Programs. Our concerns are two-fold: 1) the cost effectiveness of compiling and mailing such lists and 2) the breach of clients's privacy.

Coordinating church efforts in the following social service areas for those in need. FOOD CLOSETS, TRANSPORTATION (i.e.) coordinating several poorly stocked cloths closets into one well organized closet. Arranging transportation for seniors to doctors. Helping to standardize the quality of church food closets.

Generate support for existing social agencies to expand and improve needed services.

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It must also be noted that the WCCAO mission statement is, and always has been, compatible with all ecumenical philosophies allowing a non-sectular organization to compliment and help achieve the common goals of all, to serve those in need in Washington County.

In lieu of the information outlined here, it is the opinion of WCCAO that CARE TO SHARE, as it is now functioning, has not established a clear enough need to create, operate and fund an entirely new agency.