

# CAO Planning Committee Report May 1998 – September 1999

## GOAL I

### **Set a new Strategic and Budget Direction for Direct Services.**

We recommend that CAO adopt the goal of providing community leadership and selected direct services in the area of emergency basic needs. In the next budget cycle CAO staff needs to restore funding for direct services by identifying discretionary funds that can be dedicated to this area. Additional staffing should be added to maintain a basic level of service as well as to provide the capacity for program development, community leadership and the leveraging of other community resources.

### Results

1. **Staffing** – Restructured Community Resources Manager position to have a focus on community leadership , partnerships and resource development. Established a new position to support program planning and grant writing. Added back an additional client serving staff at Neighborshare.
2. **Funding** – Raised new funds as follows:
  - \$11,500 Workforce Development for client services
  - \$13,900 AFS for tenant education
  - \$14,400 United Way for child care assistance
  - \$13,500 Commission on Children and Families for I&R
  - \$10,000 United Way for Individual Development Accounts program
  - ◆ Client services (I&R, shelter, emergency basic needs) is priority of CAO's private fundraising efforts
  - ◆ Legislature passed energy deregulation bill which will provide funds needed to cover emergency basic needs costs and serve twice as many households.
3. **Other**
  - ◆ Relocated Neighborshare office to a house owned by the City of Tigard, thus reducing monthly overhead and increasing visibility.
  - ◆ Expanded shelter beds form 54 to 105 by year-end.
  - ◆ IRis, CAO's information and referral system is in place; database is available to other service providers via diskette and Internet. This is a collaboration with the community; fees for service are being explored.
  - ◆ A client self-sufficiency component, IDA's (Individual Development Accounts) is being developed. A student intern from Johns Hopkins University worked on program development and a successful request for United Way County Investment Funds.

- ◆ Submitted funding request to CDBG to continue support to CAO's Emergency Basic Needs staffing.
- ◆ CAO responded to 21,718 requests for assistance. (attached)

### Needed

- ◆ Long-term, stable funding for shelter and I&R.
- ◆ Strong collaboration with church communities to support emergency basic needs.

## **GOAL II**

### **Chart a Technical Course for Greater Efficiencies.**

The Planning Committee will work on proposing technology alternatives to improve CAO's core competencies in the areas of communications and information management. This will include connecting CAO sites, providing call support and development of a client database.

### Results

1. **Increased Core Network Capacity** – Upgraded server and network operating system resulting in:
  - ◆ Greater storage capacity (13 GB hard drive, 512 MG RAM)
  - ◆ Faster, more reliable system
  - ◆ Improved communications with the addition of internal and external e-mail
  - ◆ Internet access
  - ◆ Expanded network through purchase and upgrade of twelve computers; replaced some old computers
  - ◆ Intel donated server, parts and volunteered time
2. **Y2K Readiness**
  - ◆ Server and most core applications are Y2K compliant.
3. **Off-Site Connectivity**
  - ◆ Remote access server is hooked up, but is not an adequate solution.
4. **Other**
  - ◆ Agency website developed.
  - ◆ Added interactive lookup page on website which allows users to search a list of Washington County service providers (I&R database)
  - ◆ E-mail and calendar program installed for all network users.

### Needed

- ◆ To be Y2K ready, need to replace 7-10 older models, upgrade 14 ALT servers, convert Metro CCR&R server and transition out of older programs. Intel volunteers could test systems, locate parts and perform upgrades.
- ◆ Network security to protect server from unauthorized access. We need a copy of Novell's Border Manager and could use the assistance of Intel in the planning, installation and configuration of this software.
- ◆ Adequate internal virus protection.
- ◆ Affordable means for our off sites, most importantly Neighborshare and our shelter, to access and run the IRis information and referral database program from their offices. We need greater expertise and guidance to make this decision.
- ◆ To establish an agency client database that allows for an unduplicated count of households and clients we served.

### **GOAL III**

**Use Data to Improve how we Communicate the Basic Needs of our Community.**  
Utilize the call support and client database information to creatively articulate a clear case for the needs of the low-income community and to more effectively communicate these needs to the rest of the community and to our funding sources.

### Results

- ◆ Developed a prototype presentation for training board members and others interested in speaking about CAO programs.
- ◆ Produced story cards and photos for presentations on CAO's homeless shelter; tested them before the board.
- ◆ Brainstormed possible "main thing" for CAO.

### Needed

- ◆ Move goal to Resource Development Committee to establish "main thing" and speakers bureau with leadership from Director of Advancement.
- ◆ Staff will utilize prototype to complete story card presentations for key programs.
- ◆ Staff will arrange for additional support materials to be created (photos, overheads, videos, slides, brochures, etc.) with input from the Resource Development Committee.

## **GOAL IV**

### **Better Coordinate Service Delivery with other Community Resources.**

The Planning Committee will work with CAO staff (Program Developer) and other community resources to sort out how to best provide leadership to the delivery of direct basic needs services and to better coordinate with other community resources and service providers.

#### **Results**

##### **1. Community Assessments**

- ◆ Developed a survey for Hillsboro Churches, mailed to 40 churches, 36 responded. As a result of follow-up meetings, a sponsoring committee formed to organize foundation of a Hillsboro Emergency Needs Fund.
- ◆ Developed an emergency needs survey mailed to a wide range of service agencies and churches. About 450 mailed, 250 responded. Results are being compiled and analyzed.

##### **2. Collaborations**

- ◆ In collaboration with Washington County and the East County Shelter Partnership Council, agreed to reopen the Tigard Shelter and operate it for one year.
- ◆ In collaboration with Washington County, DVRC Shelter and Tigard Shelter (Good Neighbor Center), working on long-term funding solutions for the three (3) shelters; supporting the development of the council into a 501(c)(3) .
- ◆ In collaboration with the One Stop (employment and training) coalition, established IRis as the database for shared information and referral; and established a Web page for CAO.
- ◆ In collaboration with local social service agencies, established an I&R network to regularly share information and to create a community based I&R system.
- ◆ In collaboration with AFS and PCC provided training to clients and staff on tenant rights and responsibilities.
- ◆ In collaboration with affordable housing developers and service providers, organized County Housing Summit.

#### **Needed**

- ◆ Continued assessment of how best to create a collaborative emergency services delivery system for Washington County.
- ◆ Determination of the most effective role for CAO in sheltering.