

March 10, 1983

MEMO

TO: GORDON J. MOLITOR
FROM: PILAR C. KLEIER
RE: HOW & WHERE I DID THE STUDY OF THE
COMMUNITY INPUT QUESTIONNAIRE

Attached you will find a copy of the Community Input Questionnaire, copy of Community Forum Report-February 24, 1983 at the Cornelius Community Center and five pages of the results of the tabulations of the 437 responses received.

I did five different tabulations:

1. I took the three most important areas of need by individual programs, senior centers, and participating agencies that people indicated in order of priority as being 1. most important; 2. second most important; 3. third most important (see page One-second section of questionnaire).

I wrote down the need areas people prioritized as 1, 2, 3, I added a mark for each response on the same area, added number of responses and took the largest number of responses as the most important. To arrive at the % figure I took the largest number of responses divided it between total responses received by each program/center/agency (i.e. $19 \div 37=51\%$), (see questionnaire findings chart-April, 1983).

2. I took the three most important areas of need by total programs/senior centers/agencies as indicated above. I did the same process to arrive at the average % by total of all programs.
3. I did another survey as you requested, excluding the Fuel Assistance Program that had 208 responses, arriving at the same results, with a higher % average.

The three most important areas of need were:

- | | |
|---------------|-----|
| 1. Employment | 47% |
| 2. Housing | 29% |
| 3. Energy | 27% |

4. For the breakdown of the three most important areas of need:
1. Employment, 2. Housing and 3. Energy. I listed the specific services/programs listed on questionnaire (see page 1, 2 & 3) added number of responses under each service taking the largest number of responses as # 1 and in consecutive order to the least important one.(see breakdown of the three most important areas of need by total responses).

5. Using the same system I also did breakdown of less important areas of need (i.e. Health, Education, Food & Nutrition, Legal Services and Transportation)(see results attached of breakdown of less important areas of need).
6. Listed other suggested areas WCCAO could be providing services that were listed under "other" by different individuals, no tabulation indicated because they were all different.

The Study was conducted for the most part here at the office between typing jobs (at my desk and front desk) with the exception of 1½ hrs. on a Sunday that I worked at home to organize the form and to tabulate the per centages.

Community Forums questionnaires were filled out at the two community meetings. Participating agencies sent back the questionnaires by mail or delivered them in person. Senior Centers sent questionnaires back with the R.S.V.P. bus driver. WCCAO's programs delivered them to main office. The majority of the questionnaires 208 of the 437 responses received were administered here in the office to Fuel Assistance Clients.

e.1510 544v

WASHINGTON COUNTY COMMUNITY
ACTION ORGANIZATION (WCCAO)
COMMUNITY INPUT QUESTIONNAIRE

WCCAO's mission is to eliminate poverty in Washington County. Until poverty is eliminated WCCAO is dedicated to providing programs and services that will help those with low incomes. The purpose of this questionnaire is to find out what you think WCCAO should be doing to help low-income families and individuals. The results of this questionnaire will be used to determine what programs and services WCCAO should provide in the coming year. WCCAO has limited funding. WCCAO can not fund all the services and programs that are needed. However, WCCAO can try to provide the programs and services that are the most needed. Please keep this in mind as you fill out this questionnaire.

Thank you for your time, WCCAO Staff and Management.

Below are listed a number of need areas for which WCCAO does and/or could offer services and programs. Please check the need areas you feel WCCAO should be providing services in:

- | | | | |
|------------------|-------|------------------------|-------|
| Employment | _____ | Legal Services | _____ |
| Housing | _____ | Energy Assistance | _____ |
| Health | _____ | Transportation | _____ |
| Education | _____ | Information & Referral | _____ |
| Food & Nutrition | _____ | Other | _____ |

Of the areas you have checked please list the three most important ones in order of priority.

1. Most important; 2. Second most important; 3. Third most important.

1. _____
2. _____
3. _____

Below are listed a number of specific services and programs WCCAO may offer under the general need areas listed above. For the need areas you checked above please check the specific services/programs you feel WCCAO should provide:

EMPLOYMENT

- | | | | |
|----------------------------|-------|------------------------|-------|
| Child Care | _____ | Job Placements | _____ |
| Job Training | _____ | Concerns of Unemployed | _____ |
| Job Referral | _____ | Other | _____ |
| Job Application Assistance | _____ | | |

HOUSING

- Landlord/Tenant Problems _____
- Weatherization _____
- Self-Help Weatherization _____
- Discrimination Problems _____
- Emergency Shelter _____
- Housing Maintenance _____
- Housing Rehabilitation _____
- Affordable Housing _____
- Low-Income Home Buying _____
- Household Energy Conservation _____
- Eviction/Foreclosure Assistance _____
- Other _____

HEALTH

Mental Health _____
 (Example counseling, stress workshops etc.)

Health Care Assistance _____

List the kind of Health Care needed

Dental Care _____

Nutrition Education _____

EDUCATION

Early Childhood Education _____
 (Indicate Age levels)

Adult Education _____
 (List specific areas, examples English as a Second Language, craft classes, etc.)

FOOD & NUTRITION

- Food Budgeting _____
- Food Preparation _____
- Food Buying Club _____
- Food Gleaning _____
- Food Help _____
- Assistance with obtaining or maintaining Food Stamps. _____

LEGAL SERVICES

List what kind of services are needed, for example divorce, welfare rights, family custody rights, etc., _____

TRANSPORTATION

List what kind of transportation is needed, for example to and from store, doctor, work, etc. _____

ENERGY

Emergency Fuel Assistance _____

Utility Rights Education _____

INFORMATION & REFERRAL

Comments: _____

Washington County Community Action (WCCAO) really needs your input. In addition to distributing this questionnaire, we are holding two Community Meetings, February 24th, and March 10th. The purpose of these meetings is to find how the bad economic times are affecting you and what WCCAO can do that will help you the most. Please call if you need transportation and/or child care 648-6646.

February 24, 1983
7:00 p.m. - 9:00 p.m.
Community Center
1110 North Adair St.
(11th & Adair)
Cornelius, Oregon

March 10, 1983
7:00 p.m. - 9:00 p.m.
Beaverton City Hall
4950 S. W. Hall
Beaverton, Oregon



WASHINGTON COUNTY COMMUNITY ACTION ORGANIZATION

245 SE SECOND HILLSBORO, OR 97123 PH. 503 - 648-6646

COMMUNITY FORUMS REPORT

In our Community Forum-February 24th, at the Cornelius Community Center we had about 42 persons present, including 5 staff and 10 children. Out of the 42 people we had 12 hispanic individuals from the Hillsboro, Cornelius and Forest Grove areas. At the entrance we handed out pamphlets with WCCAO's program descriptions.

Mr. Cole gave an introduction to the public and explained how the WCCAO Board is formed and invited the public to fill out applications for the WCCAO Board. Rocky gave a slide presentation about the existing WCCAO's programs. We opened the session to comments from the audience and it was explained the Board will consider their comments in planning budgets and programs for FY '84. In summary some of the comments that were made by some persons were:

1. The need of additional housing assistance (3 people)
2. Need to support Wood-Coop and Gleaners, encouraging them to join together and pull resources.
3. Need to support Emergency Hotline.
4. New industry in Wash. Co. should be required to sign First-Source hiring agreements.
5. Need to expand bed capacity of Emergency Shelter House.
6. Need for Self-help Food Canning
7. Need for drop-in Resource Center for the unemployed.
8. WCCAO needs to improve public awareness about its programs.

For the upcoming March 10 meeting, at Beaverton City Hall, 4950 S. W. Hall, 7:00-9:00 p.m. I sent press releases to the Oregonian, Metro West Bureau, Willamette Week, Wilsonville Times, Valley Times, Tigard Times, Downtowner, This Week and the Aloha Breeze and to 45 churches of the Aloha, Beaverton and Tigard areas.

To date we have received completed questionnaires as follows:

| | |
|------------|--------------------------------|
| 206 | Fuel Assistance |
| 36 | Wood CoOp & Energy |
| 21 | Tualatin Valley Food Center |
| 8 | R.S.V.P. |
| 12 | Head Start |
| 12 | Emergency Services |
| 19 | Housing Authority |
| 3 | West Tuality Children Services |
| 37 | Cornelius Community Forum |
| <u>354</u> | Total so far |



WASHINGTON COUNTY COMMUNITY
ACTION ORGANIZATION (WCCAO)
COMMUNITY INPUT QUESTIONNAIRE
RESPONSES

| | |
|---|----------------------|
| Community Forums | 37 responses |
| Retired Senior Volunteer Program (R.S.V.P.) | 8 responses |
| North Plains Senior Center | 15 responses |
| Elsie Stuhr Senior Center (Beaverton) | 16 responses |
| Hillsboro Senior Center | 10 responses |
| Head Start | 17 responses |
| A Child's Place/Un Lugar Para Niños | 4 responses |
| West Tuality Children Services, Inc. | 3 responses |
| Adult & Family Services | 5 responses |
| Housing Authority | 19 responses |
| Tualatin Valley Food Center | 28 responses |
| Emergency Services | 25 responses |
| Energy & Wood CoOp | 42 responses |
| Fuel Assistance | <u>208 responses</u> |
| Total | 437 responses |

WASHINGTON COUNTY COMMUNITY
ACTION ORGANIZATION (WCCAO)
QUESTIONNAIRE FINDINGS
APRIL, 1983

| Name of Program or Participating Agency | # Of Responses | Three most important areas of need by individual programs | Average % by Individual Programs | Three most important areas of need by total programs | Average % by total of all programs |
|---|----------------|--|---|--|------------------------------------|
| Community Forums | 37 | 1. Employment 2. Housing 3. Food & Nutrition | 51% 35% 27% | 1. Employment 2. Housing 3. Energy | 45% 28% 27% |
| Retired Senior Volunteer Program | 8 | 1. Employment 2. Education Transportation 3. Food & Nutrition Housing Transportation | 75% 25% 25% 25% 25% 25% | | |
| North Plains Senior Center | 15 | 1. Employment 2. Housing Food & Nutrition 3. Transportation | 33% 20% 20% 27% | | |
| Elsie Stuhr Senior Center (BVT.) | 16 | 1. Employment 2. Housing 3. Health | 62.5% 31% 44% | | |
| Hillsboro Senior Center | 10 | 1. Housing 2. Food & Nutrition 3. Health | 50% 50% 60% | | |
| Head Start | 17 | 1. Employment 2. Housing 3. Energy | 35% 29% 29% | | |
| A Child's Place/Un Lugar para Niños | 4 | 1. Health 2. Food & Nutrition Energy Assistance 3. Housing Employment Transportation Legal Services 2. Housing Energy 3. Food | 75% 50% 25% 25% 25% 25% 26% 26% 21% | | |
| Tualatin Valley Food Center | 28 | 1. Employment 2. Energy Assistance 3. Health Energy Assistance | 36% 28.5% 18% 18% | | |
| Emergency Services | 25 | 1. Housing Assistance 2. Food & Nutrition 3. Transportation Energy Assistance | 56% 48% 16% 16% | | |
| Energy & Wood CoOp | 42 | 1. Housing 2. Energy Food & Nutrition 3. Energy Assistance | 40% 21% 21% 26% | | |
| Fuel Assistance | 208 | 1. Employment 2. Housing Energy Assistance 3. Energy | 27% 23% 23% 23.5% | | |
| Total Responses | 437 | | | | |

BREAKDOWN OF LESS IMPORTANT AREAS OF NEED

HEALTH

1. Dental Care
2. Medical Care
3. Mental Health
4. Nutrition Education

EDUCATION

1. Early Childhood Education
2. Adult Education
3. English as a Second Language

FOOD AND NUTRITION

1. Assistance with obtaining/maintaining Food Stamps
2. Tied- Food Budgeting
Food Gleaning
3. Food Help
4. Food Buying Club
5. Food Preparation

LEGAL SERVICES

1. Welfare Rights
2. Tied-Divorce
Family Custody
3. Affordable Legal Advice
4. Landlord/Tenant Problems
5. Social Security Assistance

TRANSPORTATION

1. Emergency situations to go to store, Dr., pharmacy or work-Transportation for the elderly & hadicapped
2. Special bus
3. Tri-met tickets
4. Cheaper bus service

BREAKDOWN OF THE THREE MOST IMPORTANT
AREAS OF NEED BY
TOTAL OF RESPONSES

1. EMPLOYMENT

- | | |
|---------------------------|-------------------------------|
| 1. Job Training | 4. Job Referral |
| 2. Job Placements | 5. Child Care |
| 3. Concerns of Unemployed | 6. Job Application Assistance |

2. HOUSING

- | | |
|--------------------------------------|----------------------------------|
| 1. Affordable Housing (Low-rents) | 7. Household Energy Conservation |
| 2. Emergency Shelter | 8. Landlord/Tenant Problems |
| 3. Low Income Home Buying | 9. Housing Maintenance |
| 4. Self-Help Weatherization | 10. Discrimination Problems |
| 5. Weatherization | 11. Housing Rehabilitation |
| 6. Eviction/Foreclosure Assistance | |

3. ENERGY

1. Emergency Fuel Assistance
2. Utility Rights Education
3. Wood Coop

OTHER SUGGESTED AREAS WCCAO SHOULD BE PROVIDING SERVICES IN
(BY 27 DIFFERENT INDIVIDUALS)

1. Wood Coop
2. Wood Emergency
3. Youth Services/Recreational & Social Development (i.e. education-recreation center)
4. Community Organizing
5. Housing for mentally ill
6. Child Care while job training
7. Creation of jobs in "people helping people" area.
8. Need for more innovative self-help programs such as cooperatives.
9. Need of recreational & educational drop in Center where unemployed can be organized to share problems and find solutions.
10. Telephone reassurance
11. Information & Referral
12. Training classes for a job or career
13. Outreach services for elderly and needy.
14. Housing for disabled elderly
15. Awareness of WCCAO's programs-more publicity
16. Help explaining the rights and money matters of Medicare patients
17. CoOp Housing-Home sharing for elderly
18. A Hotline Resource Manual
19. Blue Pages/Phone Book & Comprehensive Directory
20. Continuance of property tax relief
21. Lobby State legislators to pass laws to force energy suppliers to supply the needy with energy at near cost.
22. Home managing
23. Information on food & nutrition in local food stores
24. Cash for washing clothes/misc.-to be repaid by people.
25. Temporary help
26. Help for higher education
27. Help with water bills