

Celebrating 45 years of
Hope. Help. Change.

45



2010 / 2011

Report to the Community

COMMUNITY ACTION
WASHINGTON COUNTY, OREGON



LEADERSHIP STATEMENT

A MESSAGE TO OUR FRIENDS IN THE COMMUNITY



2010-2011 marked Community Action's 45th year of service in Washington County. Through the years, we have adapted to meet the changing needs of low-income families. And our relevance has been magnified as we work to emerge from one the most devastating recessions of our time

The past year presented many unique challenges and accomplishments not fully reflected in this report. We continued to see an incredible need for help at a time when funding remained uncertain for many of our programs. The Community Services Block Grant, which provides core funding for Community Action Agencies, was at risk to a degree not seen in decades. Our community partners, especially our local governments, galvanized around this issue and let decision makers at the Federal level know that Community Action is a vital part of the local safety net.

The nearly 324,000 calls to our emergency assistance lines during the past year almost defied comprehension, but have also served as a barometer for gauging the unprecedented need that exists for families who are struggling to remain housed and stable. Around this, community dialogues have emerged that have generated support and motivated action. A newly formed collective called Washington County Thrives is taking the lead in identifying root causes of some of the most significant issues threatening the vitality of our communities and the well-being of our neighbors. And we are working together to make solutions a reality.

The quality and effectiveness of Community Action programs continues to be recognized, most recently in a Federal review of our Head Start program. A rigorous examination of the program over the course of several days concluded with no findings. This was a direct reflection of the diligence of our staff and the effectiveness of program leadership. Head Start has such a significant impact on the lives of young children and their families, so it was gratifying to know that we are giving our very best.

As we look ahead, we are fully aware that the recession is having lingering effects. While the forecast is improving for businesses, people are still struggling to find work and families are only just beginning to dig out, following long periods of unemployment. All indications are that it will be several years before jobs return to pre-recession levels. This means that a strong safety is more important than ever to help bridge the gap as families return to stability and self-sufficiency. With the help of our many supporters and partners, we are poised to do our part.

In the coming year, our Board of Directors will embark on a new strategic planning process, charting our course for the next five years. Their leadership and vision, combined with the dedication and expertise of our staff will guide us to our 50th anniversary and beyond. We look forward to reporting strong, positive outcomes on our progress next year.

Thank you for your continued support.



Jerralynn Ness
Executive Director



Ron Sarazin
2010-2011 Board Chair



IN PARTNERSHIP WITH THE COMMUNITY ...

The first words of our mission statement truly represent the unique spirit of collaboration that makes our work possible. Partnerships with all sectors ensure that our programs are relevant to community needs and that support is in place to deliver vital services to families at the right time.

City, county and state governments work with us strategically and financially to address critical community concerns.

Community Action is regularly called upon to bring perspective to the planning table. We are actively engaged in the visioning and long-range planning work with the City of Beaverton, the City of Hillsboro and the City of Tualatin, providing expertise around issues such as poverty, homelessness, and safety net services. We also play a leadership role in Washington County's 10-Year Plan to End Homelessness.

Local businesses are integral role to our work, investing in programs and working collaboratively to create systems and solutions that help us better serve the community.

An ongoing partnership with Intel has expanded the local child care network so that more families have access to quality affordable care. New Seasons Market increases awareness about homelessness and raises funds to support the food pantry at our Hillsboro family Shelter. Windermere Realty dedicated their annual day of volunteer service to us and also made a generous grant to support our work on behalf of families.

The faith community plays an essential role in the local safety net by supplementing services for people in need, and by contributing financially to our emergency assistance efforts.

Calvary Lutheran Church joined other faith organizations, such as Westco, raising funds to make more energy and emergency rent assistance available for families in need. Village Baptist Church regularly donates space for meetings, trainings and other agency activities. The Interfaith Committee on Homelessness remains a driving force behind the increase in churches opening warming shelters during the winter months.

HopeSpring, a transitional housing program for mothers and their children, received **Vision Action Network's** 2011 Cameron Award for Outstanding Community Collaboration. Over the past 16 years, **Lutheran Community Services Northwest**, **LifeWorks NW**, **Community Action** and **Domestic Violence Resource Center** have worked together to help 339 families who have experienced domestic violence or struggled with drug and alcohol abuse.

For more than a decade, the health care community has joined together to make it possible for uninsured pregnant women to access prenatal care. Through our unique partnership with **Kaiser Permanente**, **Legacy Health Systems**, **Providence Health and Services**, **PacificSource** and **Tuality Healthcare**, more than 600 parents and children every year are ready to begin familyhood in Washington County with health and safety.

A unique partnership with **Goodwill** supports family literacy efforts, getting more than 12,000 books into the hands of children in our programs. For many kids, this is the first book they read or own, and may just be the one that plants the seed for a life-long love of reading and learning.

With more than 10,000 staff residing in Washington County, accessible child care for **Intel** employees is vital to personal success in the work environment. Our Family Child Care Network for Intel Families trains nearly 40 professionals in the area of Early Childhood Education each year and links working parents with respected quality child care providers.

When **United Way** developed the *Community Relief Fund* in 2008 to provide direct assistance to families impacted by the recession, it was expected that the effort would conclude in about one year. Recognizing that help is still needed, United Way continues to make the *Community Relief Fund* an option for donors looking to help locally. To date, over \$200,000 has been received by Community Action to help more than 400 families avoid homelessness.

Together, we're changing lives.

WHERE WE HELPED IN 2010-2011* OUR IMPACT IN YOUR COMMUNITY

• BANKS
112 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$117,312
• BEAVERTON
12,430 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$7,706,032
• CORNELIUS
1,822 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$672,956
• FOREST GROVE
2,516 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$838,236
• GASTON
209 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$71,697
• HILLSBORO
7,858 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$5,075,791
• NORTH PLAINS
241 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$118,710
• PORTLAND
2,069 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$1,226,880
• SHERWOOD
775 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$407,787
• TIGARD
3,851 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$2,278,830
• TUALATIN
1,377 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$887,232
• RURAL WASHINGTON COUNTY
1,923 RESIDENTS ASSISTED COMMUNITY INVESTMENT: \$888,295

* Statistics reflect data collected from July 1, 2010 - June 30, 2011 and may contain duplicated points of entry for individuals receiving multiple services.



2010-2011 COMMUNITY DONORS

**Thank you to our many friends
and partners who invest generously
in Community Action's mission.**

*Thank you to the many other generous donors
who have given below the \$100 level, and to
those who have donated goods and services.
Every dollar makes a difference!*

\$25,000+

211Info
Neighborhood Partnerships
United Way of the Columbia-Willamette

\$10,000 - \$24,999

Cascade Tek
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PacificSource Charitable Foundation
Providence Health System
St. Vincent de Paul / St. Anthony's Forest
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Tuality Healthcare / Tuality Health Alliance
Women's Independence Scholarship
Program, Inc

\$5,000 - \$9,999

Bright Horizons Family Solutions
Columbia Community Bank
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Mt. Olive Lutheran Church
Jerralynn Ness and Bernie Thurber

\$1,000 - \$2,499 *(continued)*

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Rex Heating and Air Conditioning
Sherry Robinson and Steven Shanklin
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Spitznagel Family Fund of
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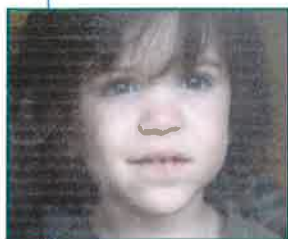
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Jerry and Judy Willey
Wy'east Unitarian Universalist Congregation

Every effort has been made to ensure the accuracy of our donor listings.
To report an omission or correction for future reports, please call 503-648-6646.

ISSUES OF POVERTY REPORT

A SNAPSHOT OF CAUSES & CONDITIONS OF POVERTY DURING 2011 IN WASHINGTON COUNTY *



139,375 (one in four) residents were considered low-income.

54,134 (one in ten) residents were living below the Federal Poverty Level.

Over the last ten years, Washington County's poverty rate grew three times faster than the general population.

Hard working people should be able to afford their basic needs.

- A single parent with two children earning minimum wage has an annual income that is still \$850 below the poverty level.

- A family of three must have an annual income of \$43,344 in order to reasonably afford a two bedroom apartment at the fair market rate.

Having a steady job does not necessarily guarantee that basic needs can be met.



People who have fallen on hard times should be able to get the help they need to get back on their feet.

- 62% of families seeking emergency rent assistance from Community Action cited a temporary financial setback as the reason for their application.

- More than half (56%) of families accessing Oregon food pantries indicated that their SNAP (food stamp) benefits lasted two weeks or less.

A strong safety net is essential for limiting the duration of poverty and helping families regain and maintain self-sufficiency.



Everyone deserves the opportunity to be educated and gainfully employed.

- The living wage in Washington County for a family of three with two children is \$61,422/year.

- The unemployment rate has nearly doubled in the last ten years, jumping to 9.4% in 2010.

Limited access to education and living wage jobs prevents the achievement of economic security.



Everyone should have a safe, decent and affordable place to live.

- In January 2011, 1,365 individuals were identified as homeless at a single point in time. 454 of these individuals were children under age 18.

- 3,819 Washington County families were evicted from their homes in 2010.

The high cost of living in relationship to local wages makes housing and overall stability constantly challenging.



Everyone should have access to the health care they need to live healthy and productive lives.

- 78,290 Washington County residents live without health insurance.

- Nearly half (46%) of families surveyed by the Oregon Food Bank delayed filling prescriptions due to high cost. More than half (58%) reported a delay in seeking medical treatment.

Health care costs deplete family budgets. Lack of access to medical care reduces productivity and earning potential, putting families at greater risk of instability.



Children deserve opportunities to succeed in school and in life.

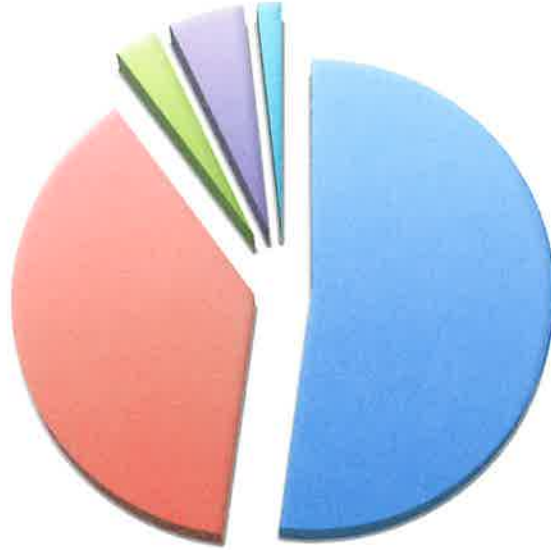
- Poverty impacts young children under the age of six more than any other age group.

- 3,847 children enrolled in Washington County schools were identified as homeless during the 2010-2011 school year.

Children from low-income families experience greater barriers that impede appropriate development and cause long-term disadvantages.

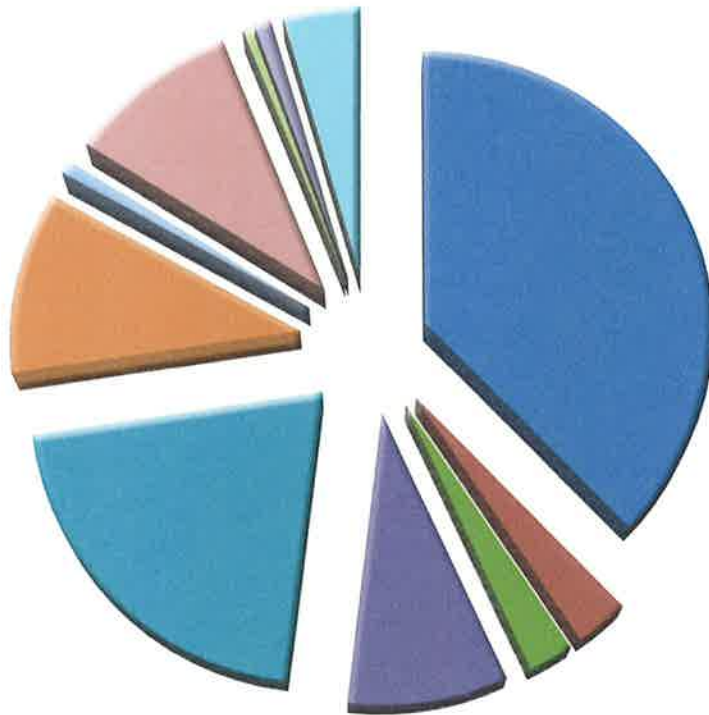
2010-2011 AGENCY REVENUE

- **Federal Government**
\$10,468,237 | 52.1%
- **State Government**
\$7,612,502 | 37.89%
- **Local Government**
\$604,437 | 3.01%
- **Private Support & Contributions**
\$1,059,441 | 5.27%
- **Fees & Rebates**
\$214,216 | 1.72%



2010-2011 AGENCY EXPENDITURES

- **Head Start & Early Head Start**
\$8,072,659 | 37.8%
- **Child Care Resource & Referral**
\$621,276 | 2.9%
- **Prenatal & Parenting Support**
\$524,454 | 2.5%
- **Housing & Homeless Services**
\$1,849,153 | 8.7%
- **Energy & Emergency Rent Assistance**
\$4,427,048 | 20.7%
- **Weatherization/Energy Conservation**
\$2,271,836 | 10.6%
- **Information & Referral**
\$169,440 | 0.8%
- **Administrative Support**
\$2,114,065 | 9.9%
- **Community Outreach**
\$107,614 | 0.5%
- **Resource Development**
\$214,216 | 1.0%
- **Emergency Facility Repair**
\$969,897 | 4.5%



PROGRAMS & SERVICES IN 2010-2011

Our vision for Washington County is that this is a place where residents are strong, resilient, involved in the community and live with dignity and security.

By offering the right support at the right time, we help families meet basic needs and improve access to vital resources, allowing them to move closer to achieving long-term success.

When residents can pay their energy bills, they stay safe and warm in their homes.

8,387 families kept the power turned on with heat and electricity assistance.

2010-2011 ENERGY ASSISTANCE INVESTMENT \$3,822,534

The hardship of eviction and the uncertainty of homelessness are avoided when people can pay their rent.

664 families avoided eviction because of emergency rent assistance.

2010-2011 EMERGENCY RENT ASSISTANCE INVESTMENT \$355,236

Families reduce utility bills by increasing home safety and energy efficiency.

157 families received home weatherization services.

695 households received in energy conservation services and training.

2010-2011 ENERGY CONSERVATION & WEATHERIZATION SERVICES INVESTMENT \$2,271,836

Head Start ensures that children begin their educational journey ready to learn in local schools.

817 pre-school children participated in local Community Action Head Start programs.

2010-2011 HEAD START & EARLY HEAD START INVESTMENT \$8,072,659

The hardship of eviction and the uncertainty of homelessness are avoided when people can pay their rent.

216 homeless children and parents found relief by staying at Community Action's Hillsboro Family Shelter.

515 families participated in programs to support them in achieving housing stability.

484 children in transitional housing received help to be successful in school.

2010-2011 HOUSING & HOMELESS SERVICES INVESTMENT \$1,849,153

Expectant mothers receive the care they need to deliver healthy babies and become stronger parents.

455 low-income pregnant women accessed appropriate prenatal healthcare services.

128 at-risk families received parenting support to prevent child abuse and neglect.

2010-2011 PRENATAL & PARENTING SUPPORT INVESTMENT \$524,454

Reliable, quality and affordable child care is a necessity for working parents.

1,355 parents received support in finding safe and trusted childcare.

1,984 child care providers participated in 15,872 hours of certification training.

2010-2011 CHILD CARE RESOURCE & REFERRAL INVESTMENT \$621,276

Our community is stronger when our neighbors can find the basic support they need.

18,101 callers looking for help connected to our database of local community resources by dialing 211.

2010-2011 INFORMATION & REFERRAL INVESTMENT \$169,440

Volunteers provide direct program support to augment the dedication of our staff in the community.

257 committed community members donated approximately 1,500 hours of their time to strengthen our mission.

1,439 parent volunteers contributed more than 10,000 hours in Head Start classrooms.

102 individuals developed work skills through internships and collaborative service learning projects.

2010-2011 ORGANIZATIONAL VOLUNTEER VALUE \$349,710*



* Figure based on 2010-2011 federal volunteer value guidelines for the State of Oregon at \$18.85 per hour. For more info, visit www.volunteeringinamerica.gov

**COMMUNITY ACTION
2010-2011 AGENCY LEADERSHIP**

**EXECUTIVE DIRECTOR
JERRALYNN NESS, CCAP**

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OLYMPIC PERFORMANCE**

**VICE-CHAIR
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**REPRESENTATIVE DAVID WU
UNITED STATES CONGRESS**

Helping people. Changing lives.

MISSION

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

VISION

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

PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community and are dedicated to helping individuals help themselves and each other.



Helping people.
Changing lives.



www.hopehelpchange.org

1001 SW BASELINE STREET | HILLSBORO, OREGON 97123 | 503.648.6646