



United Way

of the Columbia-Willamette

718 West Burnside
Portland, Oregon 97209
Phone 503-228-9131

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TO: Hispanic Forum Participants
FROM: Maria Elena Campisteguy-Hawkins
DATE: March 7, 1988
SUBJECT: Results of the Forum

Enclosed is a final document outlining the information gathered at United Way's Forum with the Hispanic community on January 27, 1988. This information will be included in the Community Profiles Report scheduled for release in April, 1988. The Report will be used by community organizations in the four-county area in a variety of ways:

1. As a source of identification of community needs on a local and state level.
2. As a planning document to assist organizations with management decisions.
3. As a guide to shape legislative activities in Oregon on Human Service needs.

In addition, the Community Profiles Report will be used as the primary tool in determining United Way's funding priorities for the next five years.

I am enclosing an evaluation form which was overlooked at the forum. Your assistance in evaluating this type of meeting as a way of communicating with the Hispanic community in the future is greatly appreciated. Please return it to the following address:

United Way of the Columbia-Willamette
718 W. Burnside
Portland, Oregon 97209

ATTENTION: Maria Elena Campisteguy-Hawkins

Once again, thank you for your participation in the forum. Please refer any questions or requests for additional copies to me at 226-9353. A copy of the results will be available in Spanish in the next two weeks.

MECH:mh

Enclosures

RESOURCE LIST
UNITED WAY OF THE COLUMBIA-WILLAMETTE

Development Fund -

Monies available to any 501 (C)(3) organization in the four-county area for the purpose of encouraging new programs or services to meet pressing unmet community needs.

Contact: Barbara Patrick 226-9352

Admission -

Each year new agencies interested in admission to United Way participate in a comprehensive screening process that evaluates applications on quality of program, population served, management, volunteer support and fiscal accountability. The process begins in September and final selection is made in early June.

Contact: Nancy Popp 226-9356

Technical Assistance Program -

The following resources may be borrowed individually by non-profit groups free of charge:

a) Library:

The Quick Proposal Workbook by Public Management Institute

Grant Proposals That Succeeded by Virginia White

Fundraising for Social Change - by Kim Klein

The Guide to Oregon Foundations - by United Way

b) Video Tapes and VCR equipment:

We have Kim Klein's excellent series of fundraising video tapes, as follows:

Planning for Fundraising and the Role of the Board
Raising Money by Mail
How to Formulate Your Case and Train Your Board to Ask
for Money
Finding and Soliciting Major Donors
Special Events

The Klein tapes are valuable to orient staff and board members about several fundraising strategies appropriate for tax-exempt groups, and they do so in a short, well balanced, and upbeat way.

Other tapes available through the Lending Resource Library include:

Producing Public Service Announcements - produced by
the Advertising Council
Board Decision Making and Hiring and Evaluating the
Executive Director - produced by United Way of America
Making Effective Allocation Presentations (to United
Way panels) - produced by United Way of America

Profits for Non-Profits Conference May 16 - 17, 1985
(Panel on Successful Ventures)
Profits for Non-Profits Conference May 16 - 17, 1985
(Marketing For - Profit Ventures)
Are You Covered? Insurance for Non-Profit Agencies -
produced by Safeco Insurance

Contact: Shari Cobbs 226-9348

c) Consultation Services/Trainings:

The purpose of consultations is to respond to direct agency concerns or to act as a referral agent.

Training programs will be sponsored and/or coordinated by United Way in response to agency needs, ie. fundraising, board development, management, etc.

Contact: Sarah Stebbins 226-9351

Inclusiveness Project

A long-term effort to reach out to segments of the community that have been underrepresented or underserved by the United Way system. Identified groups include ethnic minorities and geographic service areas. Activities will include leadership development trainings, an evaluation of services to minorities by county, volunteer recruitment and training, as well as the adoption and implementation of new policies that highlight these priorities and the strengthening of United Way's affirmative action plan.

Contact: Maria Elena Campisteguy-Hawkins 226-9353

Government Relations

United Way's program to promote the coordinated delivery of human services by participating in the shaping of public policy. Government Relations staff and volunteers provide public education and advocate before local, state and federal governmental bodies on issues that affect nonprofit community or which otherwise impact the delivery of human services to the metropolitan area.

Contact: Jeanne Atkins 226-9357

Matchmaker

Equipment and goods distributed to 501 (C)(3) agencies. Qualifying agencies should send a letter listing goods required. As items are donated, agencies are notified to pick up goods.

Contact: Doreen Akkerman 226-9360

Rolodex Resource file and Directories of Human Services

Directories for Multnomah, Clackamas and Washington counties are \$15.00 each plus \$1.50 postage. Self-Help Group Directories which cover all four counties are also \$15.00 plus \$1.50 postage.

The Rolodex Resource file is a comprehensive data base of resources, updated monthly. The cost is \$250 for training and initial set-up fee plus \$50.00 update fee per month. An annual contract is required.

Contact: Doreen Akkerman 226-9360

RECEIVED

MAR 10 1988

FORUM: HISPANIC COMMUNITY

HUMAN RELATIONS COMMS.

I. INTRODUCTION:

On January 27, 1988, 75 members and supporters of the Hispanic community gathered at St. Patrick's Church in Portland for a three hour session aimed at addressing issues of priority to their community. The forum was coordinated by United Way with special assistance from the Oregon Council for Hispanic Advancement, Oregon Human Development Corporation, the Amigos Program at Volunteers of America and Catholic Family Services. The group, ranging in ages from 17-55, had representation from the social services, students, migrant workers and the business sector. All participants were from the Portland metropolitan area (Clackamas, Clark, Multnomah and Washington Counties). Special efforts were made to provide transportation and bring in participants from the surrounding counties.

II. METHODOLOGY:

The participants in the Hispanic Community Forum were divided into four discussion groups:

1. Needs of the community.
2. Service gaps.
3. Coordination of services.
4. Access barriers.

Each group had a bilingual facilitator and developed a list of issues in their discussion area. Small groups then shared their ideas with the entire group; more issues were added at this time. Each person was given 5 votes to choose the issues most important to the Hispanic community. Although the intent of the forum was for Hispanics to identify their own community's needs, there were 10 non-Hispanic service providers in attendance. Since it was felt that their input regarding needs was equally as important, everyone was given the opportunity to vote. For clarity, different colored chips were used so as to distinguish between the Hispanic and non-Hispanic votes.

The forum was conducted both in Spanish and English. The following is a list of priorities by discussion group:

NEEDS & SERVICE GAPS:

Participants in Group 1 identified and discussed the human service needs of the Hispanic community in the four-county area. Participants in Group 2 identified and discussed those areas in which services existed for the Hispanic community, but for some reason individuals are not being reached. These responses were then combined during the voting process.

NUMBER OF VOTES

1. Educational programs. 31, (30 Hispanic, 1 non-Hispanic)
 - o Focus on youth support in schools and health related programs

NUMBER OF VOTES (Continued)

2.	Low-cost quality child care	31	(25 Hispanic, 6 non-Hispanic)
3.	Translation services.	22	(20 Hispanic, 2 non-Hispanic)
4.	Hispanic advocacy organization. . .	17	(15 Hispanic, 2 non-Hispanic)
5.	Employment training services. . . .	13	
6.	Bi-lingual counseling	13	
7.	Drug and alcohol rehabilitation . .	12	(10 Hispanic, 2 non-Hispanic)
8.	Centralized Information & Referral System	11	(9 Hispanic, 2 non-Hispanic)
9.	Hispanic medical providers and bilingual, bi-cultural nurses . . .	8	
10.	Parenting classes and education . .	7	
11.	Assistance in locating affordable housing	7	
	o Special focus on large families		
	o Provision of references for housing applications		
12.	Hispanic volunteers on commissions and Boards of agencies.	7	(5 Hispanic, 2 non-Hispanic)
13.	Legal advice for low and middle income families	6	
	o Focus on legal advocacy, documentation, issues, rights as a citizen		
14.	Teen resources.	5	
15.	Leadership training	4	
16.	Transportation Services	4	
17.	Counseling for child abuse/female abuse	4	
18.	Support groups for Hispanics (guidance, counseling).	4	(3 Hispanic, 1 non-Hispanic)
19.	Food services/food bank	2	

NUMBER OF VOTES (Continued)

- 20. Community outreach in AIDS; adequate distribution and translation of AIDS materials 2
- 21. A Cultural Center (i.e. museum) 2
- 22. Low-cost health care. 2
- 23. Media awareness and exposure to services. 1
- 24. Juvenile Justice Services 1
- 25. Technical Assistance provided to non-profit organizations on accessing needs. 1 (non-Hispanic)

The following needs and service gaps were identified but did not receive votes:

- 26. Application forms in Spanish
- 27. Hispanic Newsletter
- 28. Assistance with financial problems
- 29. Hispanic homeless services
- 30. Cultural awareness classes
- 32. Shelter for Spanish-speaking, homeless, single men, women and couples

Groups #3 and #4 discussed access barriers and coordination of services but forum participants did not prioritize these issues.

ACCESS BARRIERS

Participants identified the barriers that prevent Hispanics from receiving or locating services.

The group agreed that the top two barriers facing the Hispanic community were: a) language, and b) lack of Spanish-speaking persons at agencies, Department of Motor Vehicles, Police Department and utility companies as well as lack of printed information in Spanish.

OTHER IDENTIFIED BARRIERS:

- 1. Discrimination faced by Hispanics in agencies and utility companies.
- 2. Lack of Hispanic oriented Information and Referral services.

3. Information not getting to the community.
4. Utility companies need to have Spanish-speaking staff; they should make information accessible and printed in Spanish.
5. Lack of access to information on apartment and housing available for rent.
6. Discrimination faced when searching for housing.
7. Lack of sensitivity and knowledge of Hispanic culture on the part of service providers, Police Department and Department of Motor Vehicles and other agencies.
8. Utility companies indifferent when dealing with Spanish-speaking clients.
9. Information in Spanish regarding dangerous spraying and other safety procedures needed by farm workers.
10. Lack of information regarding existing services.
11. Absence of an office for Hispanic Affairs in the City of Portland.
12. Lack of networking among agencies.
13. Divisiveness among the Hispanic community.
14. Lack of trust felt by people seeking assistance due to existing discrimination that makes them uncomfortable.
15. Cost of services; some services are low-cost but still not accessible.

COORDINATION OF SERVICES

Participants identified ways that service providers, members of the community, service organizations and funding sources (like United Way) can coordinate services available to the Hispanic community.

1. Directory of bilingual services for Hispanics should be developed.
2. The creation of a centralized Hispanic Information and Referral System.
3. Provision of direct case management (identify stages needed and provide them all in one place rather than referring clients to different areas).
4. United Way should not conduct program funding but rather fund all or a major portion of services.

III. HIGHEST PRIORITY AREAS:

The six areas with the highest number of votes were identified as follows:

	Number of votes
1. Educational programs:	30
o Information for parents on how to use the system.	
o Programs to support and retain high school students in school as well as a talent search to facilitate higher education for students	
o Bilingual English as a Second Language (ESL) and General Equivalency Diploma (GED) programs	
o Programs on family health.	
2. Low-cost quality child care	25
o Special focus on care for babies	
o Provision of transportation to child care agencies.	
3. Translation services.	20
o Certified medical translators available for regular health care and emergency visits	
o List of available translators (language bank).	
4. Hispanic Advocacy Organization.	15
o Focus on differentiation among counties (awareness of differences between counties)	
o Political promotion	
o Case advocacy.	
5. Employment training services.	13
o Job development, especially for migrant workers	
o Training for reentry to the work force for women	
o Higher level employment beyond cleaning and farm work	
o Adequate placement and accountability	
6. Bilingual, bi-cultural counseling	13

IV. RECOMMENDATIONS FOR FUTURE FOLLOW-UP:

It is recommended that:

- ◆ United Way utilize this forum structure as a way of communicating with the Hispanic community on an ongoing basis. Such meetings should, in the future, take place in different counties rather than one large meeting in Multnomah County.
- ◆ United Way make this information available to existing human service organizations as well as the utility companies and the Police Department based on the concerns expressed by forum participants.