

# Latino Community Association

## Annual Report FY2007-08



The Latino Community Association, formerly El Programa de Ayuda, has been in existence since 1999. We began as a help hotline started by Father Mike Walsh at St. Francis Catholic Church in Bend, Oregon. A group formed around this effort called the Hispanic Council, which obtained its 501 c3 non-profit status in May of 2000, then calling itself El Programa de Ayuda (Help Program).



In 2005 the organization obtained a matching grant from The Oregon Community Foundation to hire its first full-time executive director. Matching funds were raised by June 2006 and our current executive director was hired.



Since then we have changed our name and brand, developed a strategic plan, and built a strong, working board of directors.

Our past Board President, Marilyn Forestell, resigned this year after nearly five years of service to the Latino Community Association (LCA). Marilyn was a strong fundraiser for LCA bringing in nearly \$60,000 in FY06-07, primarily from major individual and business donors. This year we have been working hard to adjust to her absence and pass on and develop relationships between these donors and our current board and staff.



Last year was a year of growth for LCA.

- We increased our partnerships with other service organizations and agencies
- We grew our staff from four to seven
- We increased our English class offerings with childcare and formed a stronger partnership with Central Oregon Community College (COCC)
- We initiated two new fundraiser events: Celebration of Latin American Film and Fiesta del Sol
- And we took on a new project as fiscal sponsor of the Redmond Inter-Cultural Exchange (RICE)



## Building a Cohesive Community

## FY2007-08 New Directions

We started the year with some general organizational goals in mind. These included:

- 1) Become a service provider of educational classes and seminars;
- 2) Develop a childcare service to maximize participation and ensure quality care during our classes and events;
- 3) Increase the community's involvement in our work by expanding and improving our Volunteer Program; and
- 4) Create opportunities to connect people in our communities in meaningful ways.

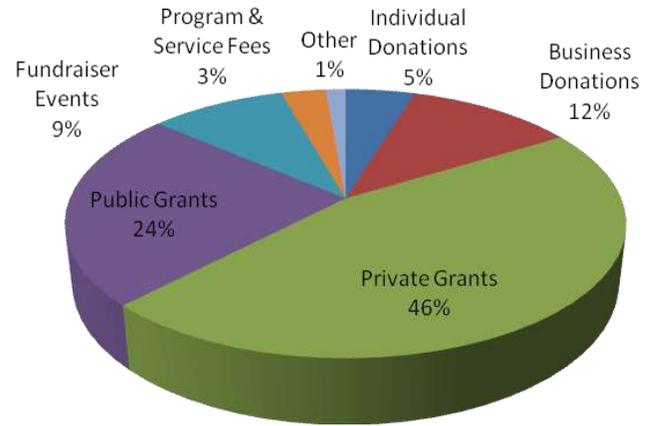
In addition to these, we aimed to **improve our Basic Assistance Program** to serve as many people as possible given our capacity.

We also wanted to **diversify our funding sources** by increasing earned revenues including beginning to charge for English classes and childcare service at the classes, charging a little bit more for translation and interpretation services when appropriate, and developing fundraising events that add value to the regional economy and our cultural resources.

The following data illustrate that we managed to accomplish most of what we set out to do last year, and it is thanks to the generous support of our local donors and volunteers, the United Way, Deschutes County Board of Commissioners, and the private foundations that contributed to our work. We also need to thank all the businesses and individuals who sponsored and attended our fundraiser events.

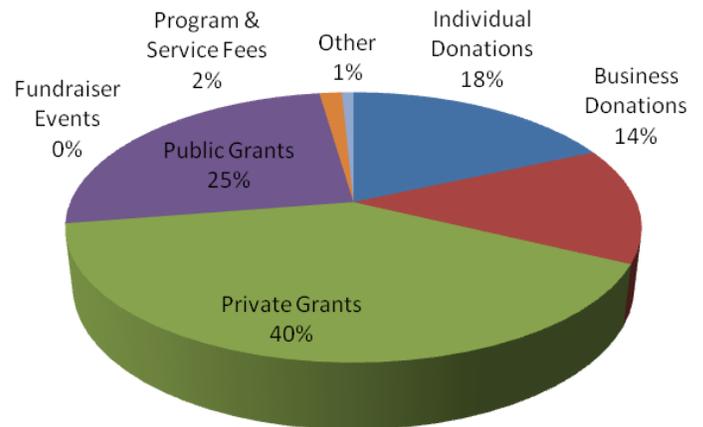
One place we fell short was in our local fundraising efforts. You can see the deficit budget comparison of FY06-07 to FY07-08 in the charts to the right. The transition to more earned revenue, unfortunately, does not typically happen over the course of one year. However, we believe it's a good strategy and we will continue to pursue it as long as it makes sense to do so.

## FY 07-08 Sources of Income



| Income and Expenses     |               |
|-------------------------|---------------|
| Carry-over from FY06-07 | 65,143        |
| Income                  | 114,112       |
| Expenses                | 148,887       |
| Net Income              | -34,775       |
| <b>Year-End Balance</b> | <b>30,368</b> |

## FY06-07 Sources of Income



# Investments in Strengthening Families

## *Snapshot of Community Impact*

**Basic Assistance Program** **FY2007-08** **FY2006-07**

|                           |      |      |
|---------------------------|------|------|
| Clients served            | 2324 | 1843 |
| Services provided         | 2579 | 2181 |
| Number of Translations    | 110  | 110  |
| Number of Interpretations | 397  | 351  |



### Community Education Program

|   |     |     |
|---|-----|-----|
| Number of English Classes               | 9   | 3   |
| Number of English Class Students        | 102 | 41  |
| Children cared for in Childcare Service | 56  | 27  |
| Childcare impact (hours of care)        | 614 | 218 |
| Educational Seminars (2-6 hour events)  | 3   | 7   |



### Cultural Enrichment Program

|                           |      |      |
|---------------------------|------|------|
| Number of Cultural Events | 5    | 3    |
| Event Participants        | 1891 | 1307 |



### Volunteer Opportunities Program

|                      |      |      |
|----------------------|------|------|
| Number of Volunteers | 109  | 44   |
| Volunteer Hours      | 2000 | 2004 |



**Special Project Participants**  
(Woman's Group, Companeros, Leadership)

|   |     |   |
|---|-----|---|
| <b>Agencies Benefited (# of agencies)</b><br>*referrals made, oral and written translations, etc          | 50  | - |
| <b>Businesses Benefited (# of times benefited)</b><br>*referrals made, oral and written translations, etc | 962 | - |

Our key organizational strategy is to develop strategic partnerships. Over the past year, we have grown many existing partnerships and developed several new ones. The primary reason for doing so is to provide needed services and new opportunities to our community. Some ongoing partnerships include Deschutes Public Library, Deschutes County Health Department, Working Wonders Children's Museum and Big Brothers-Big Sisters. Some of the new partnerships formed last year include:

- AARP (training to provide tax filing assistance)
- Big Brothers-Big Sisters
- Central Oregon Community College (English classes with childcare)
- Columbia River Bank (Family Fund emergency loan program)
- Deschutes County Health Dept. (training to provide workshops on Living



with Chronic Illnesses)

Partnership to End Poverty/OSU Bit Mobile (direct provision of bilingual tax filing assistance)

Redmond School District/Commission on Children & Families (Community Schools parent involvement)

### Our Mission

To promote full participation of Latinos in a cohesive community by providing and promoting education, increasing access to resources and opportunities, and building meaningful connections between Latinos and the broader Central Oregon community.

## Connecting People to Resources & Opportunities

### Basic Assistance Program **Programa de Ayuda**

This is at the heart of what we do each and every day. We listen to Latino families who call or visit us from all over Central Oregon, though primarily in Deschutes County. We help people solve problems like explaining letters and bills received in the mail, interpreting between clients and landlords, helping with communication between clients and agencies and businesses that do not have Spanish-speaking personnel, and referring clients to lawyers, doctors, job opportunities, etc. In addition to basic assistance, we have partnered with a variety of direct service providers to meet the needs of families.

#### Children's Oral Health Clinic

**82 children benefited**

(Deschutes County Health Department) This service to children 0-6 years old provides health education for families, fluoride treatment, and evaluation of oral health with referrals to providers if there are problems that require treatment. This is a monthly service. LCA does outreach, manages appointment scheduling, provides interpretation, makes reminder calls, and follows up.

#### Mexican Consulate Services

**180 people benefited**

(Mexican Consulate and St. Francis Catholic Church) The Mexican Consulate offers a mobile consulate service in several Oregon counties each year. This is an annual service. \*The only other option for Central Oregon immigrants to acquire Mexican IDs and passports is to make one or more trips to Portland. Imagine the money and time saved! LCA schedules all appointments, ensures clients have required documents, coordinates the one day event, and manages client follow-up.

#### Tax Filing Assistance (new service in part)

**94 people benefited**

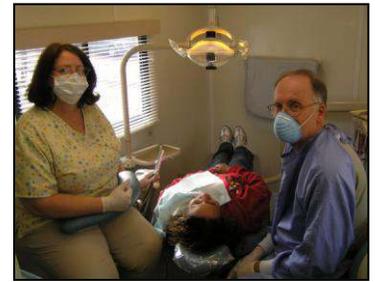
(OSU Bit Mobile and Partnership to End Poverty) The Bit Mobile comes with internet-ready computers and trained personnel to provide free tax filing assistance. This was a one-day service. This year LCA did outreach, managed appointment scheduling, recruited and trained bilingual volunteers, made reminder calls, and followed up. We also served several clients apart from the one-day mobile service. We plan to expand our service this year to include two or three days with the Bit Mobile.

#### Adult Emergency Dental Services (new service) **65 people benefited**

(Medical Teams International Mobile Dental Van) The MTI Team of volunteer dental hygienists and a dentist, primarily Dr. Michael Olin, provides evaluation, x-rays, treatments such as extractions and , and



referrals when appropriate. LCA does outreach, schedules appointments, screens clients to prioritize true emergencies, helps clients fill out required forms, and facilitates communication. We plan to maintain this ongoing free monthly service. ***\*The dollar value of the dental work performed last year was nearly \$40,000.***



### **Chiropractic Service (new service)**

**34 people benefited**

Dr. Jeff Neal began in March offering chiropractic evaluations, scans, and limited massage on a monthly basis. Jeff speaks Spanish. LCA does outreach, manages appointment scheduling, makes reminder calls, and follows up.

## **Providing & Promoting Education**

### **Community Education Program Programa de Educación Comunitaria**

#### **English Classes**

**102 students benefited**

LCA began offering one class at Bend's Community Center in 2006, which included childcare. We had 25 students and all teaching was done by qualified volunteer teachers and tutors. In Winter 2007, we hired one of the volunteer teachers and began offering two classes at Grace Baptist Church. One teacher continued as a volunteer. We had 60 students and 24 kids at the peak of winter term.



In Fall 2007, we continued with two classes at Grace Baptist and started a class in Redmond at The Opportunity Foundation, all with childcare. We had 10 more students and 8 kids. The Opportunity Foundation paid the instructor. In Winter 2008, COCC began partnering with LCA, thanks to a grant from Partnership to End Poverty, which paid two of our instructors for a class in Bend and one in Redmond. In return, LCA paid for childcare at a morning COCC class at Trinity Episcopal Church. We ended the 2008 school year with a peak of 74 students in four classes and over 30 kids.

We are now working to expand our volunteer English tutor program thanks to a grant from The Oregon Community Foundation Latino Partnership Project.

#### **Educational Seminars**

**370 people benefited**

Last year we reduced the number of educational seminars and decided to focus on a few larger events. We began the year partnering with Immigration Counseling Services who brought a team of immigration attorneys to Redmond for a one-day seminar plus individual consultations that served **35 people**. We tried a virtual Job Fair hoping to get employers to list job openings with LCA and to welcome Latino and other job seekers during two days to help interpret and match workers to appropriate jobs. It was a mediocre success that attracted more workers (**35**) than employers. We also held a one-day Information Seminar on five topics, including worker's rights and the importance of donating blood to Red Cross, which attracted about **65 people**.



#### **Childcare Service**

**56 kids benefited (614 hours of care)**

We see childcare as a key component to any service that requires a parent's full attention. English classes and educational seminars are such services. We provide a safe, culturally appropriate

environment that takes the needs of both parents and their children into account. Many parents who would not otherwise attend classes are able to do so now because they trust their children will be safe and close by, and because they can communicate effectively with the Spanish-speaking caregivers. This program depends heavily on volunteer support. Volunteers read with the kids, play, and provide structured activities. They also allow our paid caregivers to focus on kids with special needs.



### **Health Fair**

**250+ people benefited**

Our most successful new educational venture was our Health Fair sponsored by Cascade Healthcare Community. Over twenty providers were present offering information and services. LCA formed new partnerships as a result. One in particular with St. Charles' Breast Cancer led to the program director attending our Woman's Group to educate and inform. Since then, many women have gone to get free mammograms and some have been trained to do the screening themselves.

## **Building Meaningful Connections**

### **Volunteer Opportunities Program Programa de Voluntarios**

We hired a Volunteer Coordinator in 2006 to add value to our services and programs, and to help bridge the divide between Latinos and non-Latinos in our communities. Since then our active volunteers increased from 44 to 109. We have also recruited many more Latinos as volunteers, now accounting for over half. Volunteers help at events, assist with childcare, tutor English students, help in the office, interpret for clients at appointments, and coordinate special projects. Another wonderful outcome is the number of volunteers LCA has directed to assist other organizations like United Way, Working Wonders, Bend-La Pine Schools, and Redmond Inter-Cultural Exchange. Last year our volunteers contributed 2,034 hours valued at more than \$30,000. This position has been funded primarily through a grant from the Star View Foundation of The Oregon Community Foundation.

### **Cultural Enrichment Program Programa de Enriquecimiento Cultural**

This program was shaped during this past year as we focused our energies on five cultural events. Three events were new last year and two of the three were fundraisers. Our five events include: Day of the Dead, Christmas Posadas, Celebration of Latin American Film (fundraiser), High Desert Inter-Cultural Festival (RICE), and Fiesta del Sol (fundraiser). Over 2,000 people attended these events.



### **Special Projects Proyectos Especiales**

#### **Woman's Group**

**31 adults and 16 kids benefited**

This monthly group has been meeting since September 2006. It is coordinated by a volunteer and includes childcare. Every other month, the group invites an organizational representative to come and inform the group about the services they offer. The other months are social times for women to connect, talk about issues they're facing, and help each other with advice or referrals.

#### **Compañeros**

**23 people benefited**

This group meets monthly to practice Spanish for native English speakers and English for native Spanish-speakers. It is an opportunity to help one another advance in a second language and share and learn

across cultures. The group is currently coordinated by two teachers and has been meeting since June 2007.

### **Leadership Group**

**15 members**

This group has been meeting since February 2008 on a monthly basis. All of the current members are women and primarily native Spanish-speakers. Women from this group have attended parent conferences at Bend schools to help make Spanish-speaking parents feel welcome and comfortable. They are trained representatives of LCA. They also tend to take on tasks related to our cultural events.



### **Redmond Inter-Cultural Exchange (RICE)**

**over 100 members**

This group began independently of LCA as a group of people interested in practicing Spanish. It then began including native Spanish-speakers and later added a French conversation group. In 2007, the group organized a Cultural Festival with booths manned by representatives of Latin American countries. Entertainment and a meal were also elements of the event. The Latino Community Association was a co-sponsor of the event. In 2008, the event broadened to include all nationalities and called itself the High Desert Inter-Cultural Festival. LCA referred volunteers to help with the event, assisted with food and other in-kind donations, and participated in the event. We are now a partnering sponsor of the event.



In May 2008, RICE became a project of LCA in order to lend our non-profit status to the group and support and help grow their efforts.

## **All of this has been possible thanks to this year's donors, grantors, our dedicated volunteers and many in-kind contributors.**

### Primary funders

|   |                                       |
|---|---------------------------------------|
| Axel Hoch                               | St. Francis of Assisi Catholic Church |
| Bend Research                           | The Bank of America Foundation        |
| Brooks Resources                        | The Funding Exchange                  |
| Central Oregon Jobs With Justice        | The Langston Family Foundation        |
| Columbia River Bank                     | The Oregon Community Foundation       |
| Cow Creek Umpqua Indian Foundation      | Craig W. & Linda J. Moore Family Fund |
| Deschutes County Board of Commissioners | Hooter Fund II                        |
| Eagle Crest, Inc.                       | Robert W. Chandler II Fund            |
| Ginger's Kitchenware                    | Star View Foundation Fund             |
| Jan & Jody Ward                         | Ward Family Fund                      |
| Knife River                             | The TJX Foundation                    |
| Kristin Fish                            | Top Leaf Mate                         |
| Lava Crest Development                  | United Way of Deschutes County        |
| Jack Robinson & Sons                    |                                       |
| Pepsi Bottling Company                  |                                       |
| SELCO Community Credit Union            |                                       |