

# 2002 Farmworker Service Review

## Final Report

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# Executive Summary

## Background

In 1994, the University of Oregon's Community Planning Workshop (CPW) completed a farmworker needs assessment for the Oregon Department of Housing and Community Services (OHCS). The 1994 study identified social service needs of Oregon's farmworker population. That study, however, did not address the effectiveness of the service provider network or address gaps in social and health services available to the farmworker population. Despite significant investments in farmworker services, little is known about the characteristics of the target population and the extent to which services are benefiting those populations. This report explores these issues in more detail.

## Purpose

The purpose of this project is to assess the extent to which Oregon's farmworker population is currently receiving needed social, health, educational, and legal services and to recommend strategies intended to increase availability of services to the farmworker community. This report analyzes gaps in service need, provision and access, identifying barriers to the efficient delivery and receipt of services to the farmworker community.

The objective is to produce a gaps analysis that can be used by the Oregon Department of Housing and Community Services to make informed decisions concerning the services to farmworkers that they fund, in order to more effectively help farmworkers in Oregon.

Specifically, this project:

- Presents the results of a statewide service provider survey;
- Summarizes the results of focus group meetings with staff at local service providers;
- Summarizes the results of a survey of farmworkers;
- Summarizes the results of focus group meetings with farmworkers receiving services from subgrantee organizations; and
- Presents conclusions derived from the survey results.

## Methods

To assess the degree to which Oregon farmworkers are benefiting from existing services, CPW use a variety of research techniques, including a literature review, stakeholder interviews, written surveys, and focus groups. A Steering Committee comprised of representatives from OHCS

and other service agencies provided assistance to the CPW team throughout the project. The scope of the project included the entire state with specific focus on the following four case study areas: Linn/Benton, Marion/Polk, Klamath/Lake, and Wasco/Hood River Counties. A thorough description of the research methodology is found in Chapter 1.

## Findings

Surveys of service providers and farmworkers were key research components of this project. The primary intent of the surveys was to gather information about service provider and farmworker perceptions of the availability and gaps in services to farmworkers. Following are some general survey findings:

- Perceived service gaps exist in every category these surveys explored;
- Farmworkers find existing services either difficult or moderately difficult to access in nearly every category;
- Service providers are generally aware that, despite their efforts, needs are not yet met and service delivery could be improved;
- Available services are not sufficient to meet many farmworkers' housing and health needs. This is due, in part, to barriers to access of existing housing and health services. Survey results suggest that not enough service providers are aware of these barriers; and
- Results from the Farmworker Survey indicate that the lack of adequate bilingual and bicultural staffing is a clear barrier for the farmworker population.

## Focus Group Findings

CPW conducted two focus groups, one of farmworkers and one of local service providers, in each of the four case study areas in Oregon. The purpose of these focus groups was to further investigate the findings of the service provider survey and to collect more detailed information about gaps in service as perceived by service providers and farmworkers alike.

A number of trends emerged from the focus group meetings that represented key issues in service access affecting a number of communities across the state of Oregon. General focus group findings include:

- Improving the quality and availability of housing is a primary concern for improving the lives of farmworkers;

- Service providers and farmworkers identified availability, eligibility, and affordability as the most significant barriers facing farmworker access to medical care;
- Farmworkers often have no English skills, only a third-grade education, and are sometimes illiterate in their native languages, which makes it difficult for them to learn about and access services and improve their quality of life;
- Specific legal needs identified are explanations of and help with worker protection laws, immigration issues, neglect and sexual abuse laws, employment documents and laws;
- Sufficient and effective outreach to farmworkers is not occurring in most Oregon counties;
- The lack of transportation services to farmworkers in rural areas presents a general barrier in farmworkers accessing services;
- Service providers are overwhelmed by the seasonal farmworker population influx; and
- There is a lack of bilingual and bicultural staff in service provider agencies. This represents a primary barrier to farmworker access to a number of types of service.





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# Chapter 1: Introduction

In 1994, the University of Oregon's Community Planning Workshop (CPW) completed a farmworker needs assessment for the Oregon Department of Housing and Community Services (OHCS). The 1994 study identified social service needs of Oregon's farmworker population. That study, however, did not address the effectiveness of the service provider network or address gaps in social and health services available to the farmworker population.

OHCS does not directly provide services to farmworkers in Oregon. OHCS, however, distributes funds to subgrantee agencies to assist low-income populations. Farmworkers are one of the target populations. Subgrantees include Community Action Programs (CAPs), the Oregon Human Development Corporation (OHDC), and non-CAP lead agencies.

Funds distributed by OHCS come from a pool of federal and state funds that are allocated, in part, on the basis of farmworker population within OHCS subgrantee service areas. More specifically, the funds are allocated through formula process to all CAPs for counties that have farmworker populations. Key funding sources include the Community Services Block Grant (CSBG), the Emergency Shelter Grant, and the State Homeless Assistance Program. Presently, about 10% of all funds get allocated by farmworker population. The other funding factors include food stamp participation, poverty rates, the number of individuals and families in shelters and other program specific indicators.

Despite significant investments in farmworker services, little is known about the characteristics of the target population and the extent to which services are benefiting those populations. This report explores these issues in more detail.

## Purpose

The purpose of this project is to assess the extent to which Oregon's farmworker population is currently receiving needed social, health, educational, and legal services and to recommend strategies intended to increase availability of services to the farmworker community. Specifically, this report provides an analysis of the gaps between services provided by agencies and service needs as perceived by the farmworker community. Where gaps do exist, this project identifies barriers to the efficient delivery of services to the farmworker community.

The objective of this project is to produce a gaps analysis that can be used by the Oregon Department of Housing and Community Services to make informed decisions concerning the services to farmworkers that they fund. This analysis is intended to paint a broad picture of gaps in services throughout the state, as well as common barriers to service. The analysis is also intended to give a more detailed analysis of gaps in four specific case study regions.<sup>1</sup> The intended outcome is that with a greater understanding of the nature and scope of the gaps and barriers to service, OHCS can target their limited funds and create partnerships that more effectively help farmworkers in Oregon.

Specifically, this project:

- 
- Presents the results of a statewide service provider survey;
- Summarizes the results of focus group meetings with staff at local service providers;
- Summarizes the results of a survey of farmworkers; and
- Summarizes the results of focus group meetings with farmworkers receiving services from subgrantee organizations;
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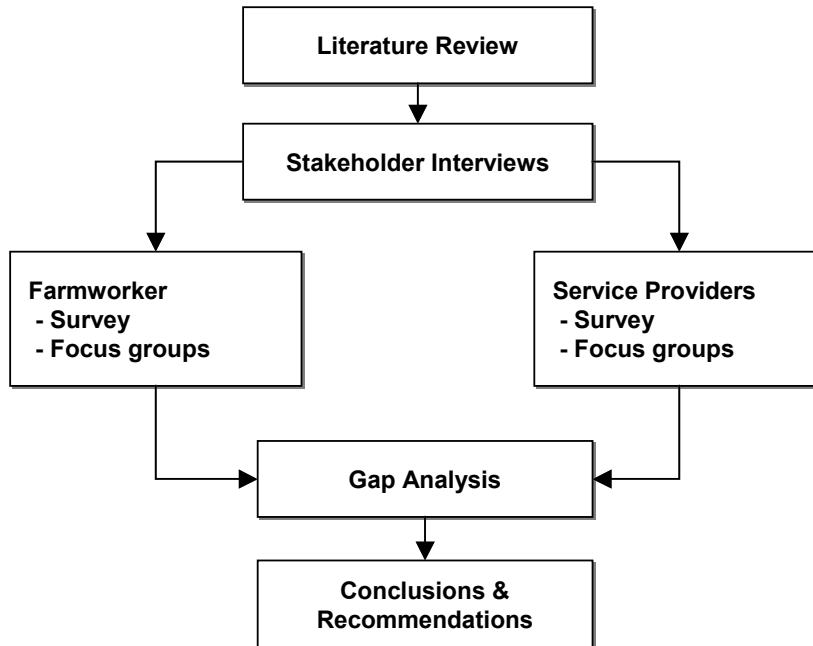
## Methods

To assess the degree to which Oregon farmworkers are benefiting from existing services, CPW used a variety of research techniques, including a literature review, stakeholder interviews, written surveys, and focus groups. A Steering Committee comprised of representatives from OHCS and other service agencies provided assistance to the CPW team throughout the project. The scope of the project included the entire state with specific focus on the following four case study areas: Linn/Benton, Marion/Polk, Klamath/Lake, and Wasco/Hood River Counties. Figure 1-1 provides a conceptual overview of the research methods.

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<sup>1</sup> The case study regions include: Klamath and Lake counties, Linn and Benton counties, Marion and Polk counties, and Hood River and Wasco counties.

**Figure 1-1: Research methodology**



The methodology included parallel activities for service providers and farmworkers. These activities included both surveys and focus groups in the four case study regions. The intent of this parallel process was to gather perceptions of service needs and gaps from both service providers and farmworkers. This allowed comparison of responses between the two groups which facilitated the analysis of service gaps.

The remainder of this section describes the research methodology in more detail.

## **Literature Review**

The project began with a review of relevant literature. CPW initiated this task with a review of the 1994 Farmworker Needs Assessment. We also reviewed a variety of literature on the agricultural industry and the farmworker population. The literature review provided the foundation upon which to frame our survey and focus group questions.

## **Stakeholder interviews**

CPW, with direction from the project Steering Committee, identified stakeholder organizations for the interview process. Interviews of these stakeholders were conducted by phone to gather background information and provide overall direction for the project. These interviews included directors or high-level staff in various service provision organizations and state agencies. The interview questions fell into three main categories: (1) information about the type of work, number of clients, and size of the various organizations; (2) the primary issues affecting provision of services to farmworkers; and (3) comments and suggestions on the focus group methodologies. The stakeholder interviews are discussed in more detail in Appendix A.

## Surveys

CPW conducted two surveys for this project. The first was a statewide survey of service providers. The second was a survey of farmworkers in the four case study regions. Following is a more detailed discussion of the survey methodology.

### Service provider survey

CPW administered surveys to service providers to gain information about what services they provide, where those services are provided, and their perceptions of service needs and gaps. Because service providers are on the “front line” of providing services to farmworkers in Oregon, they are in a unique position to be knowledgeable about the gaps in service.

Specifically, the survey addressed the areas of health, financial, housing, counseling, transportation, and nutrition. The survey contained questions pertaining to the types of services provided, target populations, use of services by farmworkers, existing gaps in delivery of services to farmworkers, and suggestions for improving services to farmworkers. A copy of the survey instrument is included in Appendix B. The three primary categories of service providers included in the sample were regional agencies, local agencies, and community-based organizations. The sample list was generated collaboratively with OHCS and the steering committee. CPW mailed surveys to 200 service providers in March and April 2002. We received a total of 86 valid responses for an overall response rate of 43%.

### Farmworker Survey

CPW administered a survey to farmworkers in order to gain an understanding of what gaps in services workers perceived. The survey allowed CPW to reach many more people than could interviewed or participate in a focus group.

CPW generated a four page written survey in both English and Spanish. The survey asked questions regarding service use and need in the areas of health, financial, housing, counseling, transportation, and nutrition, access to said services, and respondent characteristics.

CPW coordinated survey administration through various service agencies in the case study regions as well as a mailing to 300 people on the Oregon Employment Division’s mailing list. In all, 664 surveys were returned. A copy of the farmworker survey instrument is included in Appendix C.

## Focus Groups

To supplement the service provider and farmworker survey, CPW conducted focus group meetings in the four case study regions with service providers and farmworkers. The overall intent was to explore issues identified in the interviews and surveys in more detail. Following is a discussion of the focus group methods.

## **Service Providers**

CPW conducted four focus groups with service providers in the four case study regions. CPW used the focus group approach to help identify types of services that the participants felt were successful or unsuccessful at meeting the needs of farmworkers. Another purpose of the focus groups was to generate ideas about to resolve some of the identified service gaps.

The service provider focus groups consisted of six to ten participants and were facilitated by CPW staff. The focus groups consisted of a snow card activity in which participants identified gaps and barriers, categorized them, and then ranked them. This process was followed by around-table discussion was used in allow each group member to provide input as well as open discussion. The results of the service provider focus groups are described in more detail in Appendix D.

## **Farmworkers**

CPW conducted focus group meetings with farmworkers in the four case study regions. The primary intent was to gather information about their experience with accessing and obtaining services. Each focus group consisted of six to ten participants.

The farmworker focus groups were facilitated by local people fluent in Spanish and familiar with, and trusted by the local farmworkers. Local service providers helped CPW organize the focus groups and identify participants. CPW staff with Spanish proficiency attended these focus groups and recorded data as well as assisting the facilitators when necessary. Farmworker focus groups were intentionally informal and emphasized anecdotal data to best suit the farm workers cultural preferences. The results of the farmworker focus groups are presented in more detail in Appendix E.

## **Limitations of this study**

It is important to delineate the boundaries of this study. The intent of the study was to identify gaps that exist in services needed by and available to farmworkers. It is not intended to be representative of the characteristics and attitudes of all service providers and farmworkers in Oregon.

The difficulties in accessing and interacting with the farmworker population are well documented. Moreover, because the farmworker population is so transient it is very difficult to identify the overall characteristics of the population. The implication of this is that random sampling methodologies that are inferred to the entire population are not possible.

Gathering information from service providers also presents problems. Service providers have a broad range of missions—everything from housing to legal services. Thus, comparing characteristics and responses across service providers is difficult. The service provider

survey targeted a broad range of services and was intended to identify common perceptions about service needs and gaps.

In summary, this study did not intend to identify the characteristics of the entire farmworker population or all service providers in Oregon. As such, readers should exercise caution in interpreting the survey and focus group results.

## Report Organization

The remainder of this report is organized into two chapters and several appendices.

- **Chapter 2: Survey Results** presents a detailed discussion of the results of the service provide and farmworker surveys.
- **Chapter3: Focus Group Results** presents a detailed discussion of findings from the service provider and farmworker focus groups held in the case study regions.

This report also has six appendices:

- Appendix A: Stakeholder Interviews
- Appendix B: Service Provider Survey
- Appendix C: Farmworker Survey
- Appendix D: Service Provider Focus Groups
- Appendix E: Farmworker Focus Groups
- Appendix F: References



# Chapter 2: Survey Findings

Surveys of service providers and farmworkers were key research components of this project. This chapter presents the results from both surveys. It is organized into the following sections:

- **General Survey Results:** presents information from both surveys consistent with the sections in each survey.
- **Service Gaps and Barriers to Service:** presents a distilled analysis of the results by major service provision categories.
- **General Barriers Across Service Delivery Network:** concludes the chapter with a presentation of gaps in service that impact multiple service provision categories.

Sampling both service provider and farmworker populations presents difficulties. CPW was unable to obtain a comprehensive list of social service agencies operating in Oregon. The challenges of developing such a list, much less a list that would identify agencies that provide services to farmworkers, are obvious. The farmworker population is also difficult to access. Because many farmworkers are transient, it is difficult to estimate the number and characteristics of this population. Moreover, no statewide census of farmworkers exists; however, OHCS retained a consultant to conduct a farmworker census in early 2002. The results of that work are expected in the fall of 2002.

Because we did not know the total number of either population, we did not intend the surveys to be random sample surveys. As such, readers should use caution when interpreting the survey results. Because the samples are not random, they should not be inferred to be representative of the entire service provider and farmworker population. The results of the service provider survey results are based on 80 responses, while the Farmworker Survey is based on 664 responses.

The primary intent of the surveys was to gather information about service provider and farmworker perceptions about the availability and gaps in services to farmworkers. Through the sampling methodologies employed, CPW is confident that the samples represent the full range of opinions that exist in both populations. In short, CPW feels that the sample accurately identifies service gaps.

Appendices A and B contain copies of the survey instruments complete with descriptive frequencies for each question.

# General Survey Results

## Service Provider Survey

The service provider survey measures service provider perceptions of both barriers to service provision and gaps in those services. The survey sample included service providers throughout the state; agencies surveyed were funded through federal, state, and local non-profit sources.

### Agency Information

The survey asks respondents a number of questions related to their service agency. Agency respondents represent a range of service types, organization sizes, and institutional support backgrounds.

CPW received responses from agencies that do and do not receive funding from OHCS; 49 percent of respondents indicated that their agency receives funding from OHCS, while 51 percent of service provider survey respondents do not. The responses to an open-ended question asking respondents to list funding sources suggest that service provider funding streams are quite diversified: two of the largest response categories were “Other” and “Other Federal Agencies” with 48 and 76 percent respectively. The high frequency of responses to the “Other” category implies that most service providers are using a number of different funding sources. “Private Foundation” grants and donations provided an additional 29 percent of funding. Overall, as Table 2-1 shows, the largest percentage of funding for social service provision to farmworkers comes from federal sources (76 percent), while the remaining funding is dispersed relatively equally among state, local, and private streams. It is worth noting, that within the Local Funding Sources Category, very few respondents (less than one percent) reported receipt of funds from “City Agencies,” indicating either untapped potential or a lack of available funds at the municipal level.

**Table 2-1: Sources of Agency Funding**

Sources of Funding	Frequency	Percent
Federal Funding Sources	61	76%
State Funding Sources	29	36%
Local Funding Sources	18	23%
Private Funding Sources	23	29%
Other	38	48%

Source: Service Provider Survey, CPW, 2002

Note: Table reflects percentage of total respondents.

Table 2-2 shows the distribution of responses to the question: “Please indicate the *primary* counties represented by your agency.” At least one service provision agency from each of the 36 counties in Oregon is represented in the survey. Notably, fifteen percent of all respondents provide services on a statewide level. Counties in the Northwest region

of Oregon, specifically Clackamas, Marion, Polk, Multnomah, and Washington counties receive the highest number of responses (between 13 and 11 percent of all respondents). This is understandable given the location of these counties in and around the Willamette Valley, Oregon's most populated and heavily farmed region, as well as their proximity to major service centers in Salem and Portland.

**Table 2-2: Agency Distribution by County**

County	Percentage	County	Percentage
Statewide	15%	Lake	1%
Baker	3%	Lane	9%
Benton	3%	Lincoln	3%
Clackamas	13%	Linn	6%
Clatsop	4%	Malheur	3%
Columbia	5%	Marion	13%
Coos	3%	Morrow	1%
Crook	3%	Multnomah	11%
Curry	3%	Polk	13%
Deschutes	3%	Sherman	3%
Douglas	5%	Tillamook	3%
Gilliam	1%	Umatilla	4%
Grant	3%	Union	8%
Harney	1%	Wallowa	3%
Hood River	8%	Wasco	6%
Jackson	1%	Washington	14%
Jefferson	4%	Wheeler	1%
Josephine	4%	Yamhill	9%
Klamath	6%		

Source: Services to Farmworker Survey, CPW, 2002

Roughly 50 percent of respondents reported specifically tracking the number of farmworkers receiving their services. With regard to the number of farmworkers served, the results demonstrate a clear range among service provider agencies that track farmworkers. Table 2-3 indicates that survey respondents who track farmworkers serve anywhere from one to over 5,100 farmworkers per year, and are distributed relatively evenly along this spectrum. Twenty-nine percent of the respondents serve fewer than 100 farmworkers annually, 26 percent serve between 100 and 1,000, and the remaining 45 percent serve over 1,000 farmworkers each year.

**Table 2-3: Number of Farmworkers Served**

Number Served	Frequency	Valid Percent
1-99	11	29%
100-999	10	26%
1000-5099	15	39%
5100 and above	2	5%

Source: Service Provider Survey, CPW, 2002

Note: Table reflects only respondents who indicated that they track farmworkers.

With regard to the percentage of financial resources agencies reported spending on farmworker assistance, 58 percent (n = 71) spend less than 20 percent of their financial resources on farmworker assistance (see Table 2-4). Twenty-three percent of respondents devote between 60 and 100 percent of their resources to service provision for farmworkers specifically. Sixteen percent of respondents do not know what portion of their resources is spent specifically on servicing farmworker needs.

**Table 2-4: Percent of Financial Resources Spent on Farmworkers**

Portion of Agency's Resources	Frequency	Percent
0% - 20%	41	58%
20% - 60%	3	4%
60% - 100%	16	23%
Don't Know	11	15%

Source: Service Provider Survey, CPW, 2002

### Services Provided

The survey asked respondents a number of questions regarding the types of services that their agency provides. The intent of these questions was to determine the extent to which farmworkers are accessing specific categories of services, such as “General Medical Care,” “Housing Assistance,” and “Legal Aid.”

The most commonly provided services among the survey respondents included “Referral Assistance” (56 percent of all respondents) and “Housing Assistance” (50 percent of all respondents). The response rate for both “Outreach” and “Self-sufficiency” service categories was 49 percent, while “Rent Assistance” and “Utility Assistance” were not far behind, at 44 and 43 percent, respectively. The categories with the lowest percent of service provision include “Family Planning” (5 percent) and “Drug and Alcohol Treatment” (6 percent). “General Medical Care” has the next lowest response rate at 15 percent.

**Table 2-5: Types of Services Provided by Respondent<sup>2</sup>**

Service Category	Frequency	Percent
Dental Care	16	20%
General Medical Care	12	15%
Health Education	20	25%
Family Planning	4	5%
Financial Literacy	17	21%
Housing Assistance	40	50%
Rent Assistance	35	44%
Utility Assistance	34	43%
Food Assistance	22	28%
Drug and Alcohol Treatment	5	6%
Transportation	25	31%
Legal Aid	19	24%
Translation interpretation	29	36%
Outreach	39	49%
ESL	16	20%
Workforce Development	16	20%
Letter and form translation	16	20%
Long term case management	27	34%
Referral assistance	45	56%
Skill Building	27	34%
Self-sufficiency	39	49%
Other	27	34%

Source: Service Provider Survey, CPW, 2002

Table 2-6 shows the percent of services in each category that are utilized by farmworkers. For example, 24 percent of the respondents who provide dental care indicated that their services were not utilized by farmworkers. In general, very few respondents fall in the mid-range of provision; it is more common that an agency's services are utilized almost entirely by farmworkers (80 to 100 percent range) or very rarely (0 to 20 percent range). For example, Table 2-6 shows that 39 percent of survey respondents provide 0 percent to 20 percent of all "Outreach" services specifically to the farmworker population. The middle of the range (between 20 percent and 80 percent) has a response rate of only 14 percent, while 37% of respondents who provide "Outreach" indicated that 80 percent to 100 percent of their services are utilized by the farmworker population. Across all service categories, the average response rate for the "Don't Know" category is 19 percent.

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<sup>2</sup> The percentages displayed in Table 2-5 refer to the percent of *respondents* that provide a given service category, as opposed to the percent of total service that is devoted to said category; the fact that respondents were able to list a number of services that their agency provides explains why the total percentage is far beyond 100 percent.

**Table 2-6: Services Utilized by Farmworker Population**

Service Category	Percent of Services Utilized by the Farmworker Population							n
	0%	1%-20%	20%-40%	40%-60%	60%-80%	80%-100%	Don't Know	
Dental Care	24%	24%	5%	0%	14%	14%	19%	21
General Medical Care	26%	16%	11%	0%	5%	26%	16%	19
Health Education	16%	24%	4%	4%	8%	32%	12%	25
Family Planning	39%	15%	0%	0%	7%	15%	23%	13
Financial Literacy	24%	19%	5%	0%	0%	29%	24%	21
Housing Assistance	15%	37%	5%	5%	2%	17%	20%	41
Rent Assistance	15%	31%	8%	3%	3%	18%	23%	39
Utility Assistance	15%	29%	12%	3%	3%	15%	24%	34
Food Assistance	19%	35%	8%	0%	0%	19%	19%	26
Drug and Alcohol Treatment	39%	23%	0%	0%	0%	8%	31%	13
Transportation	22%	17%	4%	0%	0%	17%	39%	30
Legal Aid	17%	33%	3%	0%	3%	30%	13%	23
Translation interpretation	17%	23%	3%	7%	7%	33%	10%	30
Outreach	12%	27%	7%	2%	5%	37%	10%	41
ESL	24%	10%	5%	5%	5%	38%	14%	21
Workforce Development	24%	10%	10%	0%	5%	29%	24%	21
Letter and form translation	24%	19%	0%	0%	5%	38%	14%	21
Long term case management	16%	31%	9%	3%	3%	28%	9%	32
Referral assistance	11%	41%	5%	5%	7%	18%	14%	44
Skill Building	13%	36%	3%	3%	0%	26%	19%	31
Self-sufficiency	15%	38%	3%	3%	5%	20%	18%	40
Other	10%	33%	7%	0%	0%	27%	23%	30

Source: Service Provider Survey, CPW, 2002

### Farmworker Service Provision Effectiveness

Table 2-7 shows respondent opinions to the question: “Considering the entire farmworker service network in your area, how well do you think the overall needs of farmworkers are being met?” One-quarter of respondents to this question (25 percent) believe that the needs of farmworkers are being met “Not well at all” with another 32 percent responding “Not well.” Only 20 percent of respondents believe the overall needs are being met “Well,” and there were no respondents who believed that the needs are being met “Very well” (0 percent).

**Table 2-7: Meeting Farmworker Needs**

Response	Frequency	Percent
Very well	0	0%
Well	14	20%
Neutral	16	23%
Not well	22	32%
Not well at all	17	25%

Source: Service Provider Survey, CPW, 2002

As shown in Table 2-8, very few respondents, less than 10 percent for any given service category, felt that there was a “Low” need for services. Even fewer respondents, less than 4 percent in all instances, claimed that there was a “Very Low” need for Service Provider. Responses were instead distributed fairly evenly between “Moderate,” “High” and “Very High” categories. “Rent Assistance” had the greatest rate of response to the “Very High” category (32 percent), followed by “Housing Assistance” (31 percent), and “ESL” (English as a Second Language) instruction at

30 percent. “Transportation” had the greatest response to the “High” category (40 percent), followed by “Health Education” and “Utility Assistance” at 39 percent and 37 percent, respectively. The average rate of response to the category “Don’t Know” was 26%, higher than every category other than “High” (32%), indicating a general lack of service provider awareness of farmworker needs.

**Table 2-8: Overall Farmworker Service Need**

Service Category	Very low	Low	Moderate	High	Very high	Don't Know
Dental Care	3%	3%	10%	33%	28%	22%
General Medical Care	3%	3%	19%	34%	21%	21%
Health Education	3%	8%	13%	39%	9%	28%
Family Planning	2%	9%	19%	28%	8%	35%
Financial Literacy	2%	8%	18%	29%	15%	29%
Housing Assistance	1%	6%	11%	33%	31%	17%
Rent Assistance	1%	4%	9%	36%	32%	17%
Utility Assistance	2%	6%	10%	37%	22%	24%
Food Assistance	2%	3%	18%	36%	21%	21%
Drug and Alcohol Treatment	2%	8%	22%	26%	6%	37%
Transportation	3%	9%	18%	40%	12%	19%
Legal Aid	2%	3%	21%	36%	16%	22%
Translation interpretation	2%	5%	10%	34%	27%	22%
Outreach	2%	5%	19%	34%	19%	21%
ESL	2%	6%	9%	32%	30%	21%
Workforce Development	2%	5%	17%	32%	17%	29%
Letter and form translation	2%	8%	13%	30%	18%	30%
Long term case management	3%	8%	20%	32%	8%	30%
Referral Assistance	2%	5%	25%	31%	16%	21%
Skill Building	2%	5%	15%	27%	22%	30%
Self-sufficiency	2%	5%	16%	28%	21%	28%
Other (n = 28)	4%	4%	11%	21%	11%	50%
Average	2%	5%	16%	32%	19%	26%

Source: Service Provider Survey, CPW 2002

Note: Response frequency is between 65 and 70 unless otherwise noted.

Table 2-9 shows service provider responses to the survey question: “In your assessment, how effective is your area’s service provider network at delivering the individual services listed below to the farmworker community?” In general, most service providers feel that service provision is “Somewhat Effective” across service categories. Notable exceptions to this pattern include “Dental Care,” which 19 percent felt was “Not Effective at All” while only 9 percent felt that it was “Very Effective.” “Financial Literacy” is another potential area of focus, with 17 percent listing is as “Not Effective at All” and just 3 percent listing provision as “Very Effective.” “Letter and Form Translation” are also areas that need focus. Nineteen percent listed this service as “Not Effective at All,” while 7 percent listed it as “Very Effective.”

Areas of strength include: “General Medical Care” (with 15 percent listing is as “Very Effective and just 5 percent listing it as “Not Effective at All”), “Health Education” (19 percent listed as “Very Effective” and 5

percent listed it as “Not Effective at All”). Outreach is also a potential strong point in service provision; eighteen percent of service providers listed it as “Very Effective” while just 5 percent listed it as “Not Effective at All.” Service providers also felt that “Referral Assistance” was effective with 19 percent listing it in the “Very Effective category and just 7 percent finding it ineffective.

In each of these categories, there is a high percentage of “Don’t Know” responses. This could perhaps be explained by the fact that service providers are not familiar enough with service categories outside of their own expertise to accurately assess their effectiveness.

**Table 2-9: Effectiveness of Service Provision**

Service Category	Not effective at all	Somewhat effective	Very effective	Don't know
Dental Care	19%	41%	9%	31%
General Medical Care	5%	53%	15%	28%
Health Education	5%	44%	19%	32%
Family Planning	7%	32%	15%	46%
Financial Literacy	17%	31%	3%	48%
Housing Assistance	13%	50%	14%	23%
Rent Assistance	16%	48%	10%	27%
Utility Assistance	14%	43%	13%	30%
Food Assistance	7%	52%	17%	25%
Drug and Alcohol Treatment	13%	37%	3%	47%
Transportation	31%	36%	5%	28%
Legal Aid	13%	49%	8%	30%
Translation interpretation	14%	46%	9%	32%
Outreach	5%	54%	18%	23%
ESL	12%	39%	19%	31%
Workforce Development	17%	41%	7%	36%
Letter and form translation	19%	37%	7%	37%
Long term case management	10%	44%	7%	39%
Referral assistance	7%	45%	19%	29%
Skill Building	10%	39%	9%	43%
Self-sufficiency	12%	44%	9%	36%
Other (n = 28)	7%	36%	11%	46%

Source: Service Provider Survey, CPW 2002

Note: Response frequency is between 58 and 64 unless otherwise noted.

The survey asked respondents to rank the top five services most utilized by farmworkers. Table 2-10 lists responses to the first and second place rankings. The table shows that “Food Assistance” received the greatest number of responses in number one, or most utilized grouping (22 percent). “Food Assistance” was also ranked toward the top in the number two, or second most utilized grouping (tied for second with “Rent Assistance” and “Utility Assistance” at 15 percent). “General



Medical Care” was also ranked highly in both the first and second place groupings with 13 percent in grouping one (tied with “Housing Assistance”) and 19 percent (highest percentage) in grouping two. Notably, neither “Transportation” nor “Skill Building” were listed in either of the top two groupings despite a relatively high need for these services.

**Table 2-10: Services Most Utilized by Farmworkers**

Ranking	Most Utilized		Second Most Utilized	
	Frequency	Percent	Frequency	Percent
Dental Care	5	9%	0	0%
General Medical Care	7	13%	10	19%
Health Education	2	4%	1	2%
Family Planning	0	0%	1	2%
Financial Literacy	0	0%	0	0%
Housing Assistance	7	13%	6	11%
Rent Assistance	5	9%	8	15%
Utility Assistance	4	7%	8	15%
Food Assistance	12	22%	8	15%
Drug and Alcohol Treatment	1	2%	0	0%
Transportation	0	0%	0	0%
Legal Aid	2	4%	2	4%
Translation Interpretation	2	4%	2	4%
Outreach	1	2%	0	0%
ESL	3	6%	2	4%
Workforce Development	1	2%	0	0%
Letter and Form Translation	0	0%	2	4%
Long-term Case Management	0	0%	0	0%
Referral Assistance	1	2%	4	7%
Skill Building	0	0%	0	0%
Self-sufficiency	0	0%	0	0%
Other	1	2%	0	0%
<b>Total</b>	<b>54</b>	<b>100%</b>	<b>54</b>	<b>100%</b>

Source: Service Provider Survey, CPW 2002

### Farmworker Service Gaps

A key objective of this study was to identify gaps in services available to farmworkers. Table 2-11 shows service provider perceptions of a number of gaps and barriers. Section A of Table 2-11 describes potential barriers to service provision. The identified barriers tend to be more organizational in nature and concern strategies and characteristics of the specific programs and agencies. Examples include staffing, resources, and outreach ability.

Section B describes barriers to farmworker access of available programs as reported by service providers. Some of these barriers relate broadly

to policy situations affecting farmworkers (legal status, paperwork/immigration issues), while others relate specifically to the farmworker lifestyle (cultural issues, language/translation issues).

In Section A, service providers cited lack of funding as the single most important barrier to effective service provision; a total of 82 percent cited funding as either a barrier or a major barrier. Other important barrier categories included: “Difficulty in Outreach to Farmworkers” (37 percent), “Cultural Barriers” (27 percent), and “Lack of Trust” (25 percent). Interestingly, while only 27 percent of service providers felt that organization based cultural issues presented barriers to the delivery of services, 69 percent felt that cultural issues presented a barrier to farmworkers receiving services.

Sixty-one percent of service provider respondents did not find “Interagency Competition” to be a barrier to service. Over half (53 percent) reported that the lack of bilingual staff was not a barrier to service. Many service provider agencies (48 percent) also reported that lack of bilingual staff is also not an important barrier.

As depicted in Section B of Table 2-11, when considering factors affecting farmworker access to available services, providers determined each category to be a significant barrier. From within the categories described below, providers listed “Legal Status” as the single most important consideration. A total of 79 percent listed this category as either a barrier or a major barrier to farmworker access. “Paperwork/Immigration Issues” is a close second, with 74 percent of respondents listing it as a barrier or a major barrier.

Overall, service providers reported far more “major barriers” in Section B than in Section A; in other words, providers considered factors that inhibit farmworkers from accessing services to be more significant than factors that inhibit the provision of those services.

**Table 2-11: Barriers to Service Delivery and Access**

Section A: Organizational Barriers to Service Delivery					
	Not a Barrier	Minor Barrier	Barrier	Major Barrier	Don't Know
Lack of Resources/Funding	5%	7%	16%	66%	5%
Interagency Competition	61%	18%	11%	3%	7%
Lack of Knowledge about Farmworker Needs	48%	23%	16%	4%	8%
Lack of Bilingual Staff	53%	19%	18%	5%	5%
Cultural Barriers	32%	33%	19%	8%	8%
Lack of Trust	38%	25%	22%	3%	13%
Familiarity with Other Resources	39%	28%	17%	4%	11%
Inadequate Staff Training	39%	39%	14%	0%	9%
Resistance from Farm Owners	21%	31%	16%	6%	27%
Lack of Farmworker Interest	30%	36%	14%	0%	20%
Difficulty in Outreach to Farmworkers	21%	26%	30%	7%	16%
Other	0%	0%	7%	64%	29%
Section B: Farmworker Barriers to Service Access					
	Not a Barrier	Minor Barrier	Barrier	Major Barrier	Don't Know
Lack of Awareness of Existing Programs	1%	18%	41%	32%	8%
Cultural Barriers	6%	14%	45%	24%	11%
Transportation Issues	3%	13%	38%	32%	15%
Eligibility Issues other than Migration	8%	10%	26%	40%	16%
Language/Translation Issues	5%	15%	45%	24%	17%
Paperwork/Immigration Issues	4%	7%	20%	54%	16%
Work/Employment Demands	3%	13%	39%	27%	18%
Legal Status	3%	4%	17%	62%	14%
Other	0%	0%	0%	13%	88%

Source: Service Provider Survey, CPW 2002

## Farmworker Survey

The Farmworker Survey measured farmworkers' perceptions of gaps in services and barriers to access. The survey sample resulted in 664 complete surveys from farmworkers throughout the state. Surveys were

distributed both through the mail and directly to farmworkers with the assistance of service provider agencies. In addition to the survey developed by CPW (referred to as Version 1 in Table 2-12), CASA distributed a reformatted version of the same survey (referred to as Version 2 in Table 2-12). Table 2-12 presents a breakdown of where the returned surveys came from. The results presented here reflect all returned surveys. For additional information regarding the sample or survey methodology, refer to Chapter 1.

**Table 2-12: Farmworker Survey Distribution**

Organization	Location	Percent	Frequency
<i>Survey Version 1</i>			
OCDC	Wilsonville	20%	132
OED	Statewide	1%	8
Catholic Charities	Canby	3%	22
OHDC	Statewide	53%	349
HDC	Hillsboro	3%	21
Mid-Willamette Valley Community Action Agency	Salem	4%	28
Other	Statewide	2%	17
Subtotal		87%	577
<i>Survey Version 2</i>			
CASA	Statewide	2%	16
Valley Family Health Care	Nyssa	3%	21
Salud Medical Center	Woodburn	1%	5
Virginia Garcia Memorial Health Center	Cornelius	2%	14
Housing Authority of Yamhill County	McMinnville	2%	11
St. Joseph Shelter	Mt. Angel	3%	20
Subtotal		13%	87
<b>Survey Total</b>		<b>100%</b>	<b>664</b>

Source: Farmworker Survey, CPW 2002

## Service Needs

Farmworkers' responses to questions about degree of need in specific service category areas indicated a medium to high level of need for almost every area, with a small portion of respondents claiming a low need for any service, and an even smaller percentage of individuals claiming given services are not needed at all. Table 2-13 shows mean responses for each level of need as follows: 15 percent for "Don't Need," 18 percent for "Low" need, 27 percent for "Medium," and 40 percent for "High."

Of all major services, "Job Placement" had the greatest number of responses to the "High" level of need category, chosen by 57 percent of all respondents. "Rent Assistance," "Job Training," "Utility Assistance"

and “General Education” are the other categories with over 50 percent of the respondents marking a “High” need for those services (at 54, 53, 53, and 50 percent, respectively). The category with the lowest response rate to the “High” need category was “Drug and Alcohol Treatment” (16 percent) which also has the highest response rate to the “Don’t Need” category (47 percent).

A more detailed discussion of important response trends for the major service categories follows in the next section of this chapter.

**Table 2-13: Level of Need by Service Category**

Service Category	Low	Medium	High	Don't Need
Housing Assistance	15%	21%	48%	16%
Rent Assistance	11%	21%	54%	15%
Utility Assistance	13%	26%	53%	8%
Dental Care	17%	37%	40%	5%
General Medical Care	13%	40%	42%	5%
Health Education	25%	34%	31%	10%
Family Planning	27%	27%	22%	24%
Drug and Alcohol Treatment	22%	15%	16%	47%
Financial Literacy	28%	26%	29%	17%
English as a Second Language	18%	31%	43%	9%
Self Sufficiency/Life Skills	14%	35%	34%	17%
Translation/Interpretation	20%	28%	39%	13%
General Education	13%	29%	50%	8%
Job Training	14%	24%	53%	9%
Job Placement	15%	19%	57%	9%
Legal Aid	25%	23%	32%	20%
Letter and Form Translation	20%	27%	39%	14%
Outreach	17%	34%	38%	11%
Referral Assistance	14%	36%	38%	12%
Food Assistance	17%	27%	46%	10%
Long Term Case Management	19%	34%	31%	16%
Transportation	23%	27%	25%	25%
Immigration/Naturalization	16%	18%	49%	17%
Other	8%	14%	46%	33%
Mean Response	18%	27%	40%	15%

Source: Farmworker Survey, CPW 2002

## Access to Services

In response to the question: “Have you used any of the services listed above, in Oregon, within the last year?” 79% of the respondents (366 of 464 valid responses) replied “Yes.”

The Farmworker Survey also asked: “Please indicate how easy it is for you or members of your household to get the following services in Oregon.” Table 2-14 shows that, across service categories, 45 percent was the mean for responses in the “Difficult” category. In other words, 45 percent of all respondents felt the average service is difficult to access in Oregon. Meanwhile, 30 percent of respondents reported that the average service fell into the “Medium” response category, while 18 percent chose “Don’t Use.” The response category, “Easy” has the smallest average response rate, at seven percent of all respondents.

“Job Placement” and “Dental Care” were the service areas with the highest rate of responses in the “Difficult” category at 67 and 65 percent, respectively. Other services with a “Difficult” response rate over 50 percent included “Job Training” (58 percent); “Housing Assistance” and Rent Assistance (each 56 percent); “Immigration/Naturalization” (55 percent); “General Medical Care” (53 percent) and “Utility Assistance” (52 percent).

The categories with the lowest rate of response to the “Difficult” category were “Family Planning” and “Drug and Alcohol Treatment.” With respect to “Family Planning,” this category had the highest response rate in the “Easy” to access category at 14 percent. In the case of “Drug and Alcohol Treatment,” this category was clearly the highest rate of response to the “Don’t Use” category at 50 percent.

**Table 2-14: Ease of Accessibility by Service Category**

Service Category	Difficult	Moderate	Easy	Don't Use
Housing Assistance	56%	23%	6%	16%
Rent Assistance	56%	25%	6%	13%
Utility Assistance	52%	31%	7%	10%
Dental Care	65%	20%	10%	6%
General Medical Care	53%	29%	13%	5%
Health Education	29%	47%	11%	13%
Family Planning	21%	43%	14%	21%
Drug and Alcohol Treatment	22%	24%	5%	50%
Financial Literacy	38%	35%	5%	22%
English as a Second Language	42%	35%	9%	13%
Self Sufficiency/Life Skills	44%	34%	5%	17%
Translation/Interpretation	41%	36%	9%	13%
General Education	46%	33%	7%	14%
Job Training	58%	21%	7%	14%
Job Placement	67%	17%	5%	11%
Legal Aid	46%	29%	4%	21%
Letter and Form Translation	45%	31%	6%	18%
Outreach	39%	38%	7%	16%
Referral Assistance	43%	35%	4%	18%
Food Assistance	43%	33%	12%	12%
Long Term Case Management	42%	30%	2%	26%
Transportation	40%	26%	11%	23%
Immigration/Naturalization	55%	22%	4%	18%
Other	46%	18%	3%	33%
<b>Mean Response</b>	<b>45%</b>	<b>30%</b>	<b>7%</b>	<b>18%</b>

Source: Farmworker Survey, CPW 2002

### Service Barriers

Table 2-15 shows that the primary problems the farmworker population experience when trying to access services included “Affordability of Services,” “Knowledge of Available Service,” and “Knowledge of How to Get Services.” Specifically, 55 percent of all respondents indicated that affordability was a barrier, while 53 percent of respondents said that not knowing what services are available is a barrier. Fifty-two percent of the respondents claimed that not knowing how to obtain services is a barrier. “Service Not What is Needed,” “Employer Doesn’t Provide Time Off,” “Lack of Transportation,” and “Quality of Service is Poor” received the lowest number of responses (25 percent, 27 percent, 28 percent and 29 percent respectively) indicating that fewer barriers or gaps in service may be present for these service categories.

**Table 2-15 Problems Accessing Services**

Barriers to Accessing Services	Barrier	Not a Barrier
Knowledge of Available Services	53%	47%
Knowledge of How to Get Services	52%	48%
Affordability of Services	55%	45%
Hours of Availability Conflict	41%	59%
Employer Doesn't Provide Time Off	27%	73%
Lack of Transportation	28%	72%
Proof of Legal Status Required	41%	59%
Services Not in Spanish	44%	56%
Unfriendly Atmosphere	33%	67%
Quality of Service is Poor	29%	71%
Service Not What is Needed	25%	75%

Source: Farmworker Survey, CPW 2002

The Farmworker Survey asked the open-ended question: “What could service providers in Oregon do to make it easier for you to get the services you need?” Responses were coded according to the general subject matter in each response and are displayed by category in Table 2-16 below. The most common recommendation was related to the need for more bilingual staffing, with 17 percent of all written responses ( $n = 416$ ) addressing this subject (“Bilingual Staff”). Thirteen percent of all respondents also felt the need for an increase in the number of services offered (“Too Few Services Available”), and 10 percent of respondents felt that the hours of service availability must be changed in order to increase accessibility of services (“Available Hours”).



**Table 2-16: Respondent Recommendations**

Recommendations	Number	Percent
Bilingual Staff	70	17%
Lower Cost of Service	3	1%
Providers Needed	24	6%
Bicultural Staff	1	0%
Materials in Spanish	6	1%
Childcare Provided	3	1%
Transportation	9	2%
Services More Accessable	6	1%
Service Was Denied	5	1%
Eligibility Was Too Strict	5	1%
Medical Care Needed	11	3%
Dental Care Needed	8	2%
Available Hours	40	10%
Inflexible Directory	8	2%
Needed Service Providers	3	1%
Living Conditions	6	1%
Amnesty Needed	20	5%
Too Few Services Available	56	13%
Operators More Closely	3	1%
Everything Is Fine	3	1%
Need More Year Round Work	16	4%
Legal Assistance Is Needed	1	0%
ESL	4	1%
Adult Education	23	6%
Communication	4	1%
Insurance	4	1%
Utility Assistance	24	6%
Funding Needed	3	1%
Other	47	11%

Source: Farmworker Survey, CPW 2002

### Household Information

The Farmworker Survey also collected limited demographic data about respondents and respondents' household characteristics. Table 2-17 shows that 24 percent of the respondents have lived in their current location for 1 to 2 years, while another 21 percent have lived there for 3 to 5 years. Eighteen percent of all respondents have lived in their current location for less than one year.

**Table 2-17: Time in Current Location**

Duration	Number	Percent
Less Than 1 Year	110	18%
1-2 Years	143	24%
3-5 Years	126	21%
6-10 Years	98	17%
11-20 Years	85	15%
21-40 Years	23	4%
40-81 Years	13	1%
All My Life	2	0%
Total	600	100%

Source: Farmworker Survey, CPW 2002

To determine the degree to which this survey represents the migrant farmworker population, the Farmworker survey asked: “Do you live in one location year round?” A majority of the respondents (75 percent) indicated that they do live in one location year-round. The remaining 25 percent, then, do not live in one location for the entirety of the year, suggesting that they are migrant farmworkers. For those who responded “No” the survey asked: “In an average year, how often do you move to another location?” Many of the respondents (46 percent) indicated that they move to another location only one time in an average year. Twenty-seven percent of the respondents move twice a year, and another 15 percent move three times a year.

Finally, the survey asked a two-part follow up question. Part A asks, “In an average year, how often do you move to a location outside the state of Oregon,” while part B asks, “In an average year, how often do you move to a location outside the United States?” Table 2-18 shows that 52 percent of the respondents ( $n = 128$ ) moved outside the state of Oregon once, while 27 percent moved twice. Twelve percent moved beyond Oregon more than twice, while the remaining portion of respondents did not move outside Oregon. The second column in the table shows the percentage of respondents ( $n = 120$ ) who moved outside the United States in the past year. Notably, 64 percent indicated that they move outside the U.S. at least once per year.

**Table 2-18: Migration Trends of Respondents**

Moves per Year	Outside Oregon	Outside the U.S.
	Percent	Percent
0	8%	7%
1	52%	64%
2	27%	15%
3	5%	3%
4	3%	2%
5	1%	1%
Above 5	5%	9%

Source: Farmworker Survey, CPW 2002

About 61 percent of the respondents were female, while the remaining 39 percent of survey respondents were male. CPW hypothesizes that the disparity between males and females in the sample may reflect those members of the population who actually access services as service providers distributed many of the surveys to clients directly.

Table 2-19 shows the age of survey respondents.” The majority of respondents, 77 percent, are between the ages of 21 and 40.

**Table 2-19: Age of Respondent**

Age	Percent
20 and under	6%
21-30	37%
31-40	33%
41-50	15%
51 and over	8%

Source: Farmworker Survey, CPW 2002

Table 2-20 shows the household characteristics of respondents. The majority of respondents ( $n = 624$ ), 58 percent, marked the household category of “Two Adults with Children”. Also important to note, 17 percent of all respondents were “Single with children,” and another 15 percent were “Single/no children.”

**Table 2-20: Household Type of Respondent**

Household Type	Percent
Single/no children	15%
Single with children	17%
Two adults/no children	7%
Two adults with children	58%
Other	4%

Source: Farmworker Survey, CPW 2002

The overwhelming majority of respondents listed Spanish as their primary language (90 percent of 657 valid responses). Nine percent of respondents list “English,” with the remaining one percent falling in the “Some English,” “Mixteca,” or “Other” categories. “English” or “Some English” received the greatest number of responses in the Secondary Language category ( $n = 264$ ). Table 2-21 provides a breakdown of the Primary and Secondary languages as reported by the respondents.

**Table 2-21: Primary and Secondary Languages Spoken by Respondents**

Language	Primary Language		Secondary Language	
	Frequency	Percent	Frequency	Percent
Spanish	589	90%	34	13%
English	56	9%	123	47%
Some English	7	1%	82	31%
Mixteca	3	0%	11	4%
Other	2	0%	14	5%

Source: Farmworker Survey, CPW 2002

## Service Gaps and Barriers by Service Category

This section presents data that address gaps in service or barriers to accessing service. The data are presented by major service category. Where appropriate, comparisons are made between the data from the service provider and farmworker surveys.

### Housing

Housing is consistently identified as a significant need both by service providers and farmworkers. Furthermore, housing is one of the primary services offered by the agencies surveyed. Fifty percent of service providers listed general “housing assistance” as a service provided by their agency. Additionally, roughly 45 percent of service providers reported “Rent Assistance” and “Utility Assistance” as services

provided. Furthermore, “Housing Assistance” was the second most frequently utilized service; a total of 54 percent of service providers listed it among their top five services most utilized by farmworkers.

Table 2-22 compares service provider and farmworker perceptions of housing needs and services as well as the accessibility of existing housing services. Farmworkers and service providers clearly agree that the need for housing services is high. The majority of farmworkers felt that, in each of the categories, available services were difficult to access, while the next largest group felt that they were moderately difficult to access. The majority of service providers found their delivery of service to be “Somewhat Effective.” There are fewer farmworkers who felt that housing services are easy to access than service providers who feel that their service provision is very effective.

Clearly, housing should continue to be an area of focus for service providers, both to work to address a continuing need and to improve ease of access to existing services. Regarding service gaps specifically, these results suggest that available services are not sufficient to meet many farmworker housing needs, and that, in part, this is due to barriers to accessing existing housing services. The results suggest that Service providers do not perceive this gap as evidenced by the relatively low numbers of respondents who see service provision as “Very Effective” in this category.

**Table 2-22: Comparison of Housing Services Need and Accessibility**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Housing Assistance	6%	10%	56%	15%	21%	48%
Rent Assistance	4%	6%	47%	11%	21%	54%
Utility Assistance	5%	7%	40%	13%	26%	53%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
	13%	50%	14%	56%	23%	6%
Housing Assistance	13%	50%	14%	56%	23%	6%
Rent Assistance	16%	48%	10%	56%	25%	6%
Utility Assistance	14%	43%	13%	52%	31%	7%

Source: Service Provider Survey and Farmworker Surveys, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the “Don’t Know” category was excluded from this analysis.

## Health

As with housing services, both farmworkers and service providers agree that the need for health services is high. Table 2-23 shows that, while there certainly are health care providers focusing on the farmworker population (20 percent of service provider respondents provide dental

care, and 15 percent general medical care), both providers and farmworkers recognize that available services are inadequate to meet the needs of farmworkers. Dental care is notably perceived as lacking, particularly with regard to “Ease of Access.” A majority (65 percent) of respondents claimed that dental services are difficult to access, and an additional 20 percent found them moderately difficult to access. Many service providers (19 percent) also recognized service delivery in this area as “Not Effective,” Compared with four percent in the “Somewhat Effective” and nine percent in the “Very Effective” categories. A majority of farmworkers (53 percent) also found “General Medical Care” to be difficult to access, though most service providers (53 percent) recognized delivery of service in this area to be at least “Somewhat Effective.”

These results suggest that perceived gaps exist in the provision of health services, and that not all farmworkers needs are being met. As with housing above, this is due at least in part to barriers to accessing existing services. Dental care seems to be a particular area of concern. Service providers seem well aware of the level of farmworker need that remains in this area; both farmworker and service provider respondents described roughly equivalent degrees of need for each category.

**Table 2-23: Comparison of Health Services Need and Accessibility**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Dental Care	4%	7%	41%	17%	37%	40%
General Medical Care	4%	13%	37%	13%	40%	42%
Health Education	7%	9%	36%	25%	34%	31%
Family Planning	7%	12%	23%	27%	27%	22%
Drug and Alcohol Treatment	6%	14%	21%	22%	15%	16%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
	Dental Care	19%	4%	9%	65%	20%
General Medical Care	5%	53%	15%	53%	29%	13%
Health Education	5%	44%	19%	29%	47%	11%
Family Planning	7%	32%	15%	21%	43%	14%
Drug and Alcohol Treatment	13%	37%	3%	22%	24%	5%

Source: Service Provider/FSW, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the “Don’t Know” category was excluded from this analysis.

## Child and Adult Education

A comparison between service provider and farmworker perceptions of educational services (described below in Table 2-24) suggests that these needs may be slightly less urgent than health and housing needs. With the exception of the “General Education” category, less than half of all respondents to both surveys found need in this area to be “High.”

Exactly 50% of farmworkers found “General Education” needs to be high (Note: this category was not included on the Service Provider Survey.)

Service delivery and ease of access for existing educational services, however, remain issues to be addressed. Across the four categories described below, an average of only 9.5 percent of service providers found educational service delivery to be “Very Effective,” and just seven percent of farmworkers found educational services “Easy” to access.

It is clear that, while perceived gaps remain in the category of education, service providers have a realistic understanding of where needs exist. Their responses to need levels in each category of the table below are nearly equivalent to farmworkers’ assessments of needs.

**Table 2-24: Comparison of Educational Need and Accessibility**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Financial Literacy	6%	12%	29%	28%	26%	29%
ESL	5%	6%	41%	18%	31%	43%
Self sufficiency	4%	11%	33%	14%	35%	34%
Translation/Interpretation	8%	11%	40%	20%	28%	39%
General Education				13%	29%	50%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
Financial Literacy	17%	31%	3%	38%	35%	5%
ESL	12%	39%	19%	42%	35%	9%
Self sufficiency	12%	44%	9%	44%	34%	5%
Translation/Interpretation	19%	37%	7%	41%	36%	9%
General Education				46%	33%	7%

Source: Service Provider/Farmworker Surveys, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the “Don’t Know” category was excluded from this analysis.

## Employment/Income

Table 2-25 shows a comparison of perceptions of employment needs and service effectiveness. Though slightly different categories were included in the survey of service providers than the survey of farmworkers, the results are nonetheless revealing. Farmworkers clearly feel the need for job training and placement services. Service providers, on the other

hand, tended to see the need in this area as somewhat less critical. In terms of access, the vast majority of farmworkers placed them in either the “Difficult” or the “Moderate” category, while most service providers found their delivery to be “Somewhat Effective.”

Farmworkers would clearly like to see more emphasis placed on the delivery of services designed to help them find jobs. While there are providers targeting those areas (20 percent of respondents provide Workforce Development services, and 34 percent provide skill building classes), the need remains high. By way of example, very few service providers (seven to nine percent) find service provision in the Workforce Development and Skill Building service areas to be “Very Effective.” Furthermore, most farmworkers find existing Job Training and Job Placement services “Difficult” to access. It is possible that a service gap remains in this category of which providers are not currently aware.

**Table 2-25: Comparison of Employment Needs and Access**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Workforce Development	4%	11%	32%			
Skill Building	4%	10%	33%			
Job Training				14%	24%	53%
Job Placement				15%	19%	57%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
Workforce Development	17%	41%	7%			
Skill Building	10%	39%	9%			
Job Training				58%	21%	7%
Job Placement				67%	17%	5%

Source: Service Provider/Farmworker Surveys, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the “Don’t Know” category was excluded from this analysis.

## Legal Assistance

As shown in Table 2-26, farmworkers and service providers agreed on the general level of need for legal assistance services; for both groups of respondents, 30 – 40 percent found the need to be “High.” They also each agreed that delivery could be improved. Less than 10 percent of service providers felt that service delivery was “Very Effective,” and about 45 percent of farmworkers found existing services “Difficult” to access. The data suggest that farmworker legal service needs are not being met through existing services, and a service gap exists.



**Table 2-26: Comparison of Legal Assistance Need and Access**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Legal Aid	4%	18%	34%	25%	23%	32%
Letter and form translation	6%	9%	32%	20%	27%	39%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
	13%	49%	8%	46%	29%	4%
Letter and form translation	19%	39%	9%	45%	31%	6%

Source: Service Provider/Farmworker Surveys, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the "Don't Know" category was excluded from this analysis.

## Outreach and Coordination

As with legal services above, survey results show general agreement about the level of need for outreach and coordination (see Table 2-27). About 34 percent of service providers and 38 percent of farmworkers found the need to be "High." With regard to service delivery, most farmworkers still placed these services in either the "Moderate" or "Difficult" category, the percentages here are somewhat lower than have shown in other service areas; outreach and coordination services are difficult to access, but not as difficult as some others. Service providers also found their delivery of service in these categories to be more effective than in other categories.

Though a perceived service gap still exists between available services and farmworker need, and there also remains room for improvement in service delivery and access, neither farmworkers nor service providers find the situation to be as dire as in other service categories.

**Table 2-27: Comparison of Outreach and Coordination by Service Category**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Outreach	4%	13%	36%	17%	34%	38%
Referral Assistance	4%	17%	32%	14%	36%	38%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
	5%	54%	18%	39%	38%	7%
Outreach	5%	54%	18%	39%	38%	7%
Referral Assistance	7%	45%	19%	43%	35%	4%

Source: Service Provider/Farmworker Surveys, CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the “Don’t Know” category was excluded from this analysis.

## Other Service Categories

Table 2-28 shows comparisons between farmworker and service provider perceptions of a variety of other service categories. Most notably, a large percentage (49 percent) of farmworkers felt a very high need in the “Immigration and Naturalization” category, while simultaneously experiencing difficulty in accessing existing services. Similarly, survey results show high needs in the “Food Assistance” category as well as difficulty in accessing existing services. In this category, the majority of service providers found service provision to be either “Somewhat Effective” or “Very Effective.”

**Table 2-28: Comparison of Service Category Needs and Access**

	Service Providers			Farmworkers		
	Need for Service			Need for Service		
	Low	Medium	High	Low	Medium	High
Food assistance	13%	12%	38%	17%	27%	46%
Long term case management	7%	13%	27%	19%	34%	31%
transportation	8%	12%	35%	23%	27%	25%
Immigration/ Naturalization				16%	18%	49%
Other				8%	14%	46%
	Delivery of Service			Ease of Access to Service		
	Not Effective	Somewhat Effective	Very Effective	Difficult	Moderate	Easy
Food assistance	7%	52%	17%	43%	33%	12%
long term case management	10%	44%	7%	42%	30%	2%
Transportation	31%	36%	6%	40%	26%	11%
Immigration/ Naturalization				55%	22%	4%
Other				46%	18%	3%

Source: Service Provider/Farmworker Surveys; CPW 2002

Note: Percentages reflect total number of respondents; the totals do not add to 100 percent because the "Don't Know" category was excluded from this analysis.

## Summary

A comparison of data from the service provider survey and the Farmworker Survey shows that perceived service gaps exist in every category explored. Further, farmworkers find existing services either difficult or moderately difficult to access in nearly every category. Service providers seem, in general, to be aware that, despite their efforts, needs are not yet met and service delivery could be improved.

## General Barriers Across Service Delivery Network

The previous section described findings and barriers related to specific service categories. This section addresses barriers to services that span multiple service categories.

In general, service provider respondents were somewhat ambiguous with regard to the overall effectiveness of service provider networks throughout the state. When asked, "How effective is the service provider network at delivering services to farmworkers in your service area?," most respondents were "Neutral" (38 percent), while 30 percent of respondents believed that service delivery is "Not Effective" and

another 23 percent believed it was “Effective.” Very few respondents feel that delivery was “Not Effective At All” or “Very Effective.”

While Farmworker Survey respondents were not asked a similar question about the overall effectiveness of the service provider network, they did respond to whether specific types of barriers inhibited their access to service. The results of this question are discussed below.

## **Outreach/Coordination**

Farmworkers indicated that inadequate outreach is a barrier to receiving services. Fifty-three percent indicated that they do not know what services are available, and 52 percent indicated that they do not know how to get services. On a related note, 33 percent of farmworkers identified “unwelcoming or unfriendly atmosphere” as a problem when accessing services. The survey shows that there is a significant need for outreach services. Thirty-eight percent of Farmworker Survey respondents experienced a “High” need for “Outreach,” while another 31 percent had a “Medium” degree of need.

More than half (55 percent) of service provider agencies without bilingual staff perceived outreach to be at least a minor barrier. Just nine percent of respondent agencies that do not have bilingual staff also found that outreach was not a barrier at all to effective service provision, while 21 percent of those with bilingual staff were not concerned with outreach as a barrier.

## **Bilingual and Bicultural Staffing**

Results from the Farmworker Survey indicate that the lack of adequate bilingual and bicultural staffing is a clear barrier for the farmworker population. About 44 percent of farmworkers indicated that not providing services in Spanish is a barrier. Additionally, there were more open-ended comments recommending the use of bicultural and bilingual staffing than any other type of comment

Overall, a total of 82 percent of service provider agencies reported that they have bilingual staff. To illustrate the importance of the presence of bilingual staff, a full 83 percent of service providers who do not have bilingual staff present felt that this was either a “Minor Barrier,” “Barrier,” or “Major Barrier” to effective service provision for their organization. Conversely, 61 percent of agencies that did have bilingual staff felt that language barriers were “Not a Barrier” to service delivery within their organization (see Table 2-29).

**Table 2-29: Bilingual Staffing as a Barrier to Service Provision**

		Does your agency have bilingual staff?	
		Yes	No
Is lack of bilingual staff a barrier to service provision?	Not a Barrier	61%	0%
	Minor Barrier	15%	42%
	Barrier	15%	33%
	Major Barrier	5%	8%
	Don't Know	4%	17%
	Total	100%	100%
<i>n</i>		59	12

Source: Service Provider Survey, CPW, 2002

## Transportation

Results from the Farmworker Survey imply that, when compared to other barriers, lack of transportation to obtain services is a barrier for the fewest number of farmworkers. Twenty-eight percent of Farmworker Survey respondents viewed transportation as a barrier, while the remaining 72 percent did not. Two percent of the open-ended responses suggested greater transportation access is needed.

## Tracking

Over half (54 percent) of service provider respondents reported that their organization tracks the number of farmworkers who access their services; the other 46 percent do not track. Moreover, 63 percent of all respondents who receive funding from OHCS track their service provision to farmworkers, while the remaining 37 percent do not. Service providers with OHCS funding are more likely to track than those who do not receive OHCS funding; Table 2-30 shows just 42 percent of non-OHCS funded programs track farmworkers, while the other 58 percent do not track.

**Table 2-30: OHCS Funding by whether respondents Tracking services provided to farmworkers**

		Does your agency receive funding from OHCS?	
		Yes	No
Does your agency track services to farmworkers?	Yes	64%	42%
	No	36%	58%
Total		100%	100%
<i>n</i>		36	38

Source: Service Provider Survey, CPW, 2002

Table 2-31 indicates 63 percent of service providers who reported that farmworker needs are met “Not Well At All” do not track farmworkers accessing their services, (the remaining 37 percent do track), while only 23 percent of the respondents who believed the needs are met “Well” consisted of those who do not track (the remaining 77 percent do track).

**Table 2-31: Farmworker Tracking by perceptions of service Network Effectiveness Crosstabulation**

		How well are the needs of farmworkers being met by the network?				
		Not Well At All	Not Well	Neutral	Well	Very Well
Does your agency track?	Yes	38%	73%	44%	77%	0%
	No	63%	27%	56%	23%	0%
Total		100%	100%	100%	100%	0%
<i>n</i>		16	22	16	13	0

Source: Service Provider Survey, CPW, 2002

## Additional Funding

Funding streams are an important consideration in at least two basic ways. First, eligibility requirements often vary by funding source. Many of the farmworker and service provider focus groups CPW conducted emphasized that documentation requirements were a barrier for a large number of farmworkers in their efforts to access services tied to federal funding. For example, the Hood River farmworker housing development, HOPES, is an example of successful efforts to provide affordable, high quality housing specifically to the farmworker population. However, while there is tremendous demand for this housing, many of the apartments remain unoccupied, due to

documentation requirements attached to the federally funded program that deter a large population of undocumented farmworkers and their families from accessing the service. Secondly, funding stream evaluations can potentially lead to the discovery of untapped or underutilized resources.

Agencies that receive funding from OHCS, on the whole, had a more positive outlook on their area’s service network to farmworkers than those who do not (see Table 2-23). Only 18 percent of respondents utilizing OHCS funding streams felt that needs are being met “Not Well At All,” while those who do not receive OHCS funding responded “Not Well At All” at a higher rate of 31 percent. For the category of “Not Well” the rates are similar, but higher. Twenty-four percent of all agencies with OHCS funds, compared to 37 percent of all agencies that do not, responded “Not Well.” Twenty-seven percent of all agencies with OHCS funds responded “Well,” compared to only 14 percent of agencies without any OHCS funding. The highest response rate by OHCS funded agencies was “Neutral,” at 30 percent. Non-OHCS funded agencies responded “Neutral” much less regularly, at only 17 percent.

**Table 2-32: OHCS Funding by service provider Network Effectiveness**

		Does your agency receive OHCS funding?	
		Yes	No
How well are the needs of farmworkers being met by the network?	Not Well At All	18%	31%
	Not Well	24%	37%
	Neutral	30%	17%
	Well	27%	14%
	Very Well	0%	0%
	Total	99%	99%
<i>n</i>		33	35

Source: Service Provider Survey, CPW, 2002

Note: totals do not sum to 100% due to rounding

Cross-tabulation of results from Q-11 with those of Q-1 (Table 2-33 below) allow us to specifically examine organizations that are part of the OHCS funding stream. Twenty-one percent of all respondents who receive funding from OHCS responded “Don’t Know” when asked about farmworker needs for “Housing Assistance” in their service area, as opposed to only 14% of respondents who do not receive funding from OHCS. Those who do not receive OHCS funding were also twice as likely to describe Housing Assistance as a “Very High” need in their service area (40 percent) than those who do receive OHCS funding (21 percent).

**Table 2-33: OHCS Funding by Need for Housing Assistance**

		Does your agency receive OHCS funding?	
		Yes	No
What is the overall need for Housing Assistance for farmworkers in your service area?	Very Low	3%	0%
	Low	9%	3%
	Moderate	15%	9%
	High	30%	34%
	Very High	21%	40%
	Don't Know	21%	14%
Total		99%	100%
<i>n</i>		33	35

Source: Service Provider Survey, CPW, 2002  
 Note: totals may not sum to 100% due to rounding

### Eligibility/Documentation

Forty-one percent of Farmworker Survey respondents say the fact that “proof of legal status is required” when obtaining services creates a barrier to accessing those services. The remaining 59 percent say this is “Not a Barrier.” Moreover, 55 percent of the respondents indicate that “Immigration/Naturalization” services are “Difficult” to access, and another 46 percent feel that “Legal Aid” is difficult to obtain.

### Key findings

- In general, perceived service gaps exist in every category these surveys explored. Further, farmworkers find existing services either difficult or moderately difficult to access in nearly every category. Service providers seem, in general, to be aware that, despite their efforts, needs are not yet met and service delivery could be improved.
- Available services are not sufficient to meet many farmworkers’ housing needs. This is due, in part, to barriers to access of existing housing services. Survey results suggest that not enough service providers are aware of these barriers.
- Results suggest that perceived gaps exist in the provision of health services, and that not all farmworkers needs are being met. As with housing above, this is due at least in part to barriers to accessing existing services. Dental care seems to be a particular area of concern.



- It is clear that, while perceived gaps remain in the category of education, service providers have a realistic understanding of where needs exist. However, farmworkers placed more emphasis on the need for job training and skills education than did service providers.
- The data suggest that farmworker legal service needs are not being met through existing services, and a service gap exists.
- Though a perceived service gap still exists between available outreach and coordination services and farmworker need, and there also remains room for improvement in service delivery and access, neither farmworkers nor service providers find the situation to be as dire as in other service categories.
- Results from the Farmworker Survey indicate that the lack of adequate bilingual and bicultural staffing is a clear barrier for the farmworker population.



# Chapter 3:

## Focus Group Findings

Chapter 2 presented survey data collected from service providers and farmworkers throughout the state. To refine our interpretation of the survey results, CPW conducted focus groups in four case study areas in Oregon. The purpose of these focus groups was to further investigate the findings of the service provider survey and to collect more detailed information about gaps in service as perceived by service providers and farmworkers alike. This chapter presents the results from the four service provider and four farmworker focus groups conducted by CPW during the months of April and May, 2002.

Generally speaking, farmworkers face a number of barriers to receiving service in Oregon. This issue is further compounded by the existence of gaps in the farmworker service network. This broad phenomenon is evidenced in a number of ways.<sup>3</sup> To examine these issues, this chapter is organized into the following sections:

- **Service Gaps and Barriers to Service:** Presents a distilled analysis of the results by major service provision categories.

Each service category in this section begins with a general summary of the basic needs and problems facing the farmworker population. Whether there are services available to meet these needs and whether these services are being accessed is then reviewed. Causes of farmworkers not receiving services can be due to a lack of services or due to barriers that prevent farmworkers from accessing services. In the cases where a gap in services exists, a detailed description of the specific barriers to providing (or receiving) service is given, relying on data collected from the various focus groups for support. Finally, because the data will be used to develop recommendations to best address these issues in providing service to farmworkers examples of successful and unsuccessful service provision programs discussed by focus group participants are included here. Further discussions of specific recommendations are presented in the following chapter.

- **General Barriers Across Service Delivery Network:** Presents gaps in service that impact multiple service provision categories.

This section analyses overarching barriers to service provision among local networks. A number of service categories are affected by

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<sup>3</sup> CPW notes that as many of the issue categories discussed by focus group participants are interrelated and interdependent, it was often difficult for the focus group participants to single out individual issues. Many of the issues have a cause and effect relationship making it hard to address one issue without addressing the other. However, identifying specific issues helps focus the development of recommendations. For this reason, the analysis of findings presented here is organized by major service categories. These categories include housing, health, education, childcare, and legal assistance, among others.

systemic considerations, involving staffing and cultural awareness, outreach and interagency coordination, funding and resources, seasonal population fluctuation, eligibility and documentation, employment and local economic opportunities, tracking services to farmworkers, transportation, and other issues.

## **Service Gaps and Barriers by Category of Service**

### **Housing**

As discussed in Chapter 3, there is a perceived lack of decent, affordable housing for the farmworker population in Oregon. According to the service provider focus groups, improving the quality and availability of housing is a primary concern for improving the lives of farmworkers. For example, the service providers in the Linn-Benton Counties focus group indicated that housing was one of the most important areas of service provision. Service providers in Hood River indicated housing should be the top priority, despite the fact that Hood River has a number of successful housing development projects specifically directed at the farmworker population. Service providers stated that the types of housing needed by farmworkers include emergency, seasonal/short-term, rental, and sometimes homeownership. Service providers referenced a lack of short-term housing for larger families as well as single men. One participant mentioned the need for down payment and other financial assistance needed in securing long-term housing.

An adequate supply of seasonal (short-term) housing was a major concern for a number of reasons. A few service providers discussed the long waiting list for low-income housing. Adding to the limited housing resources is the continued removal of both old and new housing developments without replacing them. This was a particular concern for older housing units that are being demolished to make room for other forms of (non-farmworker related) development. In many cases, the housing being displaced is often the only shelter for the large populations of undocumented farmworkers that travel to the region on a seasonal basis.

Another difficulty with short-term housing is the poor living conditions and spatial isolation due to it frequently being located on the farms. Additionally, the service providers stated that families have different housing needs and preferences than single males. One service provider stated that mothers “will do anything” to not live on the farm, because their children are treated poorly when they are identified as “farmworkers.” Mothers with children usually prefer to live in the city, close to services and better schools. Additionally, several focus group participants described farmer-provided housing as often unsafe, unaffordable, and unavailable to many migrant farmworkers. As an alternative, many farmworkers will often rent one housing unit and pack many people into it, which helps them save money, makes transportation easier, and makes them feel safer.

On a positive note, the Housing for People (HOPE) housing development in Hood River is an example of success in providing affordable housing to the farmworker community. One participant highlighted HOPE's successful use of a resident services contact to inform housing members of available services in the community.

Many of the farmworkers in the farmworker focus groups were satisfied with their current housing situation, however, many cited previous conditions and conditions of community members as insufficient. One woman said she knew of two families, composed of a total of twelve people, living in a one-bedroom apartment. Another farmworker stated he previously lived without running water at a workers' camp. Overall, the farmworkers stated there is insufficient adequate housing.

Service providers noted that eligibility for housing is hindered by a lack of a valid social security number and full-time employment. These eligibility requirements stem from the funding sources, specifically, standards imposed on federally funded low income housing developments.

Participants from both the farmworker and service provider focus groups cited the need for additional housing-related outreach, as farmworkers are often unaware of housing opportunities because there is little marketing in Spanish. Furthermore, several service providers indicated that additional funding to develop housing of various types is needed, especially as the housing needs of farmworkers change over time. For example, in the past there was a big need for migrant housing, however now the migrant housing in the Woodburn area is not filling and the need is for longer term (year-round) housing.

## **Summary**

- Improving the quality and availability of housing is a primary concern for improving the lives of farmworkers.
- Farmworkers have various housing needs, including emergency, seasonal/short-term, rental, and sometimes homeownership.
- There is a lack of housing for large families and single men.
- The need for a valid social security number and full-time employment is a barrier to accessing available housing. Sometimes apartment units intended for farmworkers go vacant because there are not enough eligible farmworkers to fill them.
- Farmworkers are often unaware of their housing options.

## **Health**

Farmworkers are exposed to dangerous machinery, toxic chemicals, dust, and extremes of temperature, and also must perform strenuous work with repetitive and awkward movements. As a result, health care is vitally important to the well being of farmworkers. Unfortunately, farmworkers in all the focus groups continually emphasized the lack of

medical care. One focus group indicated that health care was one of the most important areas of service provision, specifically, long-term health care.

It is interesting to note that while service providers indicated that in many areas there are “relatively affordable” health care services available, farmworkers stated that services, especially preventative health care, were usually too expensive for them to afford. The farmworkers explained that they cannot receive free medical aid except in emergency situations. In addition, most children who are sick cannot get medical assistance until the sickness progresses to a serious situation. Farmworkers related that some health clinics advise farmworkers who are unable to pay for medical care to go to the hospital and tell them it is an emergency. However, this strategy often does not work. Consequently, most farmworkers have to wait until they truly are in an emergency situation before they can receive medical attention.

Some of the farmworkers in the focus groups reported being covered by the Oregon Health Plan. Furthermore, many farmworker children were reportedly covered by the Women, Infants, and Children (WIC) program, the Oregon Health Plan, or both. The farmworker participants who were covered by the Oregon Health Plan thought it provided adequate services.

In general, participants in the farmworker focus groups expressed a great need for preventative health care, cheaper medicines, eye care, dental care, and drug and alcohol counseling. Service providers also emphasized the need for dental care, pesticide treatment, health education, mental health care (especially through the school system), pre-natal care, immunizations, and child services. The cost of medicines prevents farmworkers from receiving adequate medical care, and some farmworkers indicated that they have medicine mailed to them by their relatives in Mexico because medicine is too expensive in the United States. Eye care needs are also not met. Many of the farmworker focus group participants had glasses, but did not have the appropriate prescription. Some participants said that they had bad eyesight or other eye problems, but could not afford to get their eyes checked. Not a single participant knew of any eye care services available to them. Sometimes farmworkers knew there was inexpensive medical assistance available in the area, however they did not know what the eligibility requirements were or how to access the service.

There is an unmet need for drug and alcohol counseling. The farmworkers stated that many of their co-workers use drugs and alcohol, and expressed a need for drug and alcohol counselors. They stated that drug and alcohol abuse is linked to other problems, such as domestic violence and generational cycles of substance abuse.

Whereas farmworkers viewed cost as the main barrier to accessing health services, the service providers in the focus groups believed the most significant barrier is eligibility. Documentation requirements

inhibit the ability of farmworkers to access health insurance and enroll in HMO's, and they indicated that the Oregon Health Plan is going to have stricter eligibility regulations soon. Service providers also indicated that other major barriers to accessing health care include forms not written in Spanish, health care providers (especially mental health counselors) who do not speak Spanish, and a lack of available translators. The service providers also stated there is a shortage of health care professionals who are willing to work in rural areas, which is where they are the most needed by farmworkers.

Service providers cited La Clinica as an example of a success, noting its continued efforts to do outreach, gather information, and improve medical services. They also stated there is a pilot project underway with OHSU to work on pesticide monitoring and measuring at farmworker houses and local schools.

## **Summary**

- Service providers indicated that the biggest barrier to farmworkers accessing health care is the availability of the medical care and eligibility requirements.
- Farmworkers indicated that the biggest barrier to their accessing medical care is their inability to pay the high costs.
- Service providers emphasized the need for dental care, pesticide treatment, health education, mental health care (especially through the school system), pre-natal care, immunizations, and child services.
- Farmworkers stated they need eye care, drug and alcohol counseling, and preventive care the most.
- Bilingual health care providers, forms written in Spanish, and translators would make it easier for farmworkers to access medical care.

## **Education, Literacy, and E.S.L. Classes**

Both service provider and farmworker focus group participants agreed that education, literacy, and English language competency are keystones to a better overall life for farmworkers. Unfortunately, according to service providers, adult farmworkers often have no English skills and often only a third-grade education, and are sometimes illiterate even in their native languages. Among other quality of life problems this creates, it also presents a major barrier to learning about and then accessing services.

According to service provider focus groups, there is inadequate funding for adult educational services. Many areas have no literacy services available for farmworkers. Some areas have ESL class waiting lists of more than 700 interested people. In other areas, the strict eligibility requirements for ESL and vocational training classes are too strict to allow most farmworkers to enroll. Service providers also stated that

other main barriers preventing farmworkers from accessing ESL and other classes are that they often conflict with the farmworkers' work schedules, do not provide on-site childcare, and are not conveniently located. Additionally, most parenting skills classes and vocational classes are offered only in English.

Almost none of the farmworkers in the focus groups spoke English, yet many farmworkers were very interested in adult education classes, especially ESL. However, they stated that the hours the classes are held and their frequency conflict with their work requirements. Additionally, a few participants stated that after working all day they were too tired to attend classes. In some cases, the financial burden associated with ESL classes prevents farmworkers from enrolling. Farmworkers also stated that it is difficult to complete classes because they must often move before the classes finish.

Because many farmworker families move as their work requires, it is often difficult for the children to keep up with school work. According to some service providers, many farmworker children eventually drop out of high school because they do not receive enough support from their parents or teachers. Service providers stated that farmworker students need more encouragement from their parents and teachers to work hard and stay in school. Additionally, many farmworker children are home alone while their parents are working, but there are not enough resources to fund after school activities. One service provider indicated that some of the farmworker children who drop out of school eventually enter the penal system.

### **Summary**

- Farmworkers often have no English skills, only a third-grade education, and are sometimes illiterate in their native languages, which makes it difficult for them to learn about and access services and improve their quality of life.
- Many farmworkers are interested in adult education classes, vocational classes, and ESL, however the cost of the classes, scheduling conflicts, long wait lists, and other barriers prevent them from enrolling.
- Farmworker children often have a difficult time in school and many of them receive inferior educations and/or eventually drop out.

### **Job Assistance, Job Skills, and Self-Employment**

Farmwork is physically demanding, not well paid, and often involves exposure to dangerous machinery, dust, extremes of weather, and toxic chemicals. Not surprisingly then, many of the farmworkers in the focus groups expressed a desire to gain the skills needed to leave farmwork for employment in other fields. They indicated that job skills classes and job assistance would help them leave farmwork sooner, but that these services are severely lacking. Specifically, some service providers and many farmworkers stated there is an unmet need for workforce



development programs (such as skill building or certification classes) and for small business education. The farmworkers stated that when classes are available they cannot afford them or they are offered at inconvenient times (such as the afternoon), and expressed frustration that they are unable to obtain skills enabling them to leave farmwork. Additionally, because the farmworkers' only employable skill is farm work, many are forced to migrate with the harvests and would be unable to finish any classes they started. Some farmworkers stated they already have vocational degrees from their home countries, however they are not recognized here. Many farmworkers stated that they are interested in selling food, crafts, and other goods to supplement their incomes, but there is no good location or mechanism available.

### **Summary**

- Farmworkers would like to leave farmwork as soon as they obtain the skills and qualifications for better jobs.
- Farmworkers are unable to enroll in vocational and other skill-building classes due to work schedule conflicts, costs, and the lack of courses in Spanish.
- Many farmworkers would like to supplement their incomes by selling food, crafts, and other goods, but there is no good location or mechanism to allow them to do this.

### **Childcare**

Because of the lack of childcare and because the farmworker family is very close-knit, it used to be very common for farmworkers to bring their children into the fields with them. However, the heatstroke deaths of some children a few years ago alerted service providers to the need for childcare services. One service provider focus group indicated that the lack of sufficient childcare was one of the most important issues facing farmworkers. While there are some day care services available year round, seasonal childcare is a major concern, as there are insufficient resources to meet the increase in childcare needs during seasonal population increases.

A number of the farmworkers participating in the focus groups brought their children with them to the meeting, and did not comment on the need for childcare. However, it should be noted that the majority of farmworkers participating in the focus groups were not seasonal, and seasonal workers may have different need perceptions. One farmworker indicated she was unable to work and that she took care of other farmworkers' children during the day.

### **Summary**

- Some service providers think the lack of childcare is one of the most important issues facing farmworkers.
- Service providers believe there is a seasonal shortage of childcare.

- Farmworkers did not comment on the need for childcare, and may prefer to bring their children with them.

## **Legal Assistance**

Due to language barriers and legal status, the farmworker population is uniquely vulnerable to legal exploitation. As such, the farmworker population has a unique and in many cases pressing need for legal assistance. Working condition standards for farmworkers are different from those of most other workers. For example, federal and state laws requiring overtime pay do not cover agricultural workers, and farmworkers are exempted from Oregon regulations requiring minimum meal and rest periods. While work safety and labor camp registration regulations apply to workers regardless of residency status, farmworkers stated that they are not aware of their rights, and are afraid that speaking out may lead to loss of housing, employment, and even deportation.

Service providers stated that although some legal assistance agencies exist (Oregon Legal Aid is the most visible provider), their offices are not always directly accessible at the local level. Additionally, some service providers stated that more legal assistance needs to be available in Spanish, and at more reasonable rates. Service providers thought that the following specific legal areas needed more emphasis: farmworker protection laws (workers compensation and minimum wage violations), immigration issues, and laws and rights related to neglect and sexual abuse.

Farmworkers indicated they needed someone to explain their rights to them, someone to explain important laws to them, someone to help them obtain the appropriate documents for employment, and someone to help them obtain and complete the appropriate legalization papers. Almost all of the farmworkers voiced a major concern about establishing legal status. Their navigation of the paperwork and limited opportunity to establish legal status are huge barriers to service provision. When asked what service they wished existed, all the farmworker participants said they would like to be provided with legal status.

## **Summary**

- Farmworkers are unaware of their rights, and are afraid to speak out for fear of losing housing and employment, and potentially being deported.
- There needs to be more legal assistance available in Spanish, and at affordable rates.
- Specific legal needs identified are explanations of and help with worker protection laws, immigration issues, neglect and sexual abuse laws, employment documents and laws.

## **Food, Clothing, and Financial Assistance**

Food, clothing, and shelter are the basic necessities of life, yet many farmworkers stated that they arrived in the United States without the means to access them. Many farmworkers stated that there are not enough food or clothing banks to fulfill the needs of newly arriving farmworkers, and many farmworkers go underfed and without adequate sources of clothing and shelter until they establish a source of income.

Farmworker participants in farmworker apartment complexes stated that they faced difficulties in paying utility bills, and stated that many peoples' phones have been disconnected due to lack of payment. Many of the same farmworkers indicated that they are not aware of any utility assistance services.

Some farmworkers also complained about their inability to cash checks at their banks. These farmworkers' rent and utility payments are billed through their bank accounts, and therefore when money is deposited it is automatically deducted for rent and utility services. Often there are more essential things they need, such as food and medicine. Then they are forced to go to check cashing businesses, where they must pay fees in order to obtain cash.

### **Summary**

- Many newly arriving farmworkers have inadequate food and clothing.
- Many farmworkers in apartment complexes have difficulty paying their utility bills.
- Many farmworkers are forced to pay outrageous fees at check cashing businesses in order to obtain cash for food and medicine.

## **General Barriers Across Service Delivery Network**

### **Funding**

Service provider focus group participants all agreed that additional funding was important in order to address the range of gaps in social service provision. The participants felt it important to distinguish additional funding from redistribution or shifting of existing funding.

Service providers identified programs and services they provide that need more funding. The need exists for their services, but sufficient funding to adequately provide the service is lacking. The Community Block Grant Fund, through OHCS, has been a successful source for funding, yet participants noted that competition is increasing and funding is shrinking. Many service providers identified an overall lack

of general funding as a major barrier in providing adequate services to the farmworker population.

### **Summary:**

- Service providers indicated a need for additional funding to adequately meet service needs

### **Legal Status**

Similar to the specific issues of legal service described above, service providers and farmworkers alike identified farmworkers legal status in general as a significant category of concern and barrier to farmworkers receiving services. A large number of farmworkers have not migrated legally and therefore do not have the appropriate documentation to work.

In many cases, the farmworker population does not know where to go to receive assistance with documentation paperwork. When considering the large number of undocumented illegal farmworkers in Oregon, it creates a large barrier in service provision. Many services that are available to the farmworker population are not available to those farmworkers who are illegal. Some services that are available to farmworkers, no matter what their legal status may be, are often not utilized by the illegal farmworker population.

Many of these undocumented farmworkers are skeptical in accessing any service because of the fear of deportation and other migration concerns. Providing services to undocumented workers is a very difficult and often impossible task. Equally challenging is educating undocumented farmworkers of their rights and what services are available to them no matter what their legal status may be. The general consensus by service providers throughout the state is that there is no clear solution to the perplexing problem of providing services to undocumented farmworkers.

Many ideas service providers suggested as solutions to this legal status problem addressed ways in which the INS could be more lenient towards farmworker populations. Service providers also suggested the possibility for amnesty to long-time undocumented farmworkers. Many of the suggestions by the service providers were national policy issue suggestions to change how the United States as a whole treats illegal immigrants.

### **Summary:**

- Legal status is seen by service providers and farmworkers alike as an overarching barrier to receiving services.
- Providing services to undocumented workers is difficult.
- Documentation of the farmworker population is a complex policy issue.

## **Lack of Outreach/Interagency Coordination**

Farmworkers lack of knowledge about where to receive service represents a major barrier in them access services. Service providers' commented repeatedly on the lack of outreach to farmworkers. Specifically, the business hours of many service providers do not coincide with the needs of the farmworkers or farmworkers may not be aware of many of the services available to them. Sufficient outreach activities do not occur in many cases in an effort to reach the farmworker communities.

Farmworkers also indicated that outreach was an issue and specifically suggested that more radio ads on Spanish speaking radio stations and more advertisements in Spanish publications would help them know about agency services. Farmworkers also stated that service provider information is not available where farmworkers work such as packinghouses and farms, and also places where farmworkers congregate such as Spanish markets, restaurants, and laundromats. Service providers recognized the need of getting to the farmworker population by proactive measures.

There was a general agreement among service providers that more interagency communication is needed in service provider networks throughout the state of Oregon. Surprisingly, many service providers identified a lack of bilingual staff as a significant barrier to adequately reaching the farmworker community. Furthermore, a number of providers were unaware of the level and types of services that other agencies in their area provided. While monthly meetings could occur between service providers in some areas the majority do not have such a high level of agency coordination.

### **Summary:**

- Sufficient and effective outreach to farmworkers is not occurring in counties
- Lack of interagency communication is a major barrier in providing services to farmworkers

## **Transportation**

Sufficient transportation, particularly in rural, remote areas, is a major barrier to farmworkers accessing services. In many rural areas minimal transportation services are available and in many cases there is no transportation service at all. Providing public transportation services to these remote rural populations is very difficult. Both services providers and farmworkers said that this lack of transportation alternatives in rural areas is a major barrier in accessing services.

Farmworker participants stated that it was extremely difficult for them to get driver's license and that they faced discrimination at the

Department of Motor Vehicles. Many farmworkers also expressed that issues related to literacy and having information available in Spanish to educate them about driving contributed to their inability to obtain a drivers license. As such, many farmworkers drive illegally or rely on insufficient public transportation to access services.

Such reliance on public transportation options is often insufficient as farmworkers were often unaware of how to access the available mass transportation system. In most cases farmworkers were unfamiliar with the bus systems and routes because route information and the appointment services were not available in Spanish. In other cases the transportation services did not provide services to their area. Participants in one focus group knew of a weekly bus service to a rural area, however it required an appointment and is only free if it is used for children's medical appointments. Participants in another focus group indicated that what they needed in their area was a bus that went into town in the morning and returned in the evening.

### **Summary:**

- The lack of transportation services to farmworkers in rural areas presents a general barrier in farmworkers accessing services.
- Farmworkers have difficulty accessing information on driver education programs, and cited discrimination at the DMV.
- Farmworkers are unfamiliar with the mass transportation systems in their region and information is often not available in Spanish.

### **Tracking**

According to participants in the service provider focus groups, most service provision to farmworkers is not tracked on a statewide basis. Many service providers also stated that they are often unaware of what other services are available to farmworkers in their community and do not have data on which farmworkers receive services. Coordinated tracking of the farmworker population in each county in many cases does not occur, creating a barrier in service providers knowing what needs are and are not being met. This lack of tracking makes efforts to create a broad-based, institutional change virtually impossible.

### **Summary**

- Service provision to farmworkers is not specifically tracked in many areas.

### **Seasonal Population Change**

Many service providers expressed that the greatest stress on service provision to farmworkers occurs during peak growing season. The influx of the farmworker population stresses available resources needed

for adequate social service provision, creating a major barrier in providing services to farmworkers during peak times of the year.

Because of this influx of the farmworker population, many service providers are overwhelmed at times and cannot provide for the needs of the farmworker population. Many service providers indicated that their services adequately serve the year round farmworkers, but they do not have the necessary resources to assist the migrant and seasonal farmworkers.

## **Summary**

- Service providers are overwhelmed by the seasonal farmworker population influx.
- Inadequate resources are available to service the migrant and seasonal farmworkers.

## **Bilingual/Bicultural Staff**

Service providers throughout the state indicated that the lack of bilingual and bicultural staffing is one of the most important items concerning service provision to farmworkers. Without staff that have knowledge and understanding of the Spanish language and cultural needs of the farmworker population, many service providers are unable to adequately serve the farmworker population.

Farmworker participants also described difficult and uncomfortable experiences with service provider agencies that did not have bilingual and bicultural staff. Specifically, farmworker participants cited a fear of being reported to the INS as a primary concern that caused them to avoid providers without bilingual/bicultural staff. Those farmworkers that did access certain services often reported feeling a lack of trust of the agency or the agencies representatives.

Several service providers and farmworkers also identified a lack of awareness and respect that many communities express towards the farmworker population. Farmworkers indicated that they are often looked down upon in their communities, which resulted in feelings of isolation, separation, and prejudice. This separation and prejudice acts as a barrier, preventing farmworkers from wanting to access available services.

## **Summary:**

- There is a lack of bilingual and bicultural staff in service provider agencies.
- Farmworkers fear the INS creating trust issues with service providers.
- There is separation and prejudice of the farmworker community throughout Oregon





# Appendix A: Stakeholder Interviews

CPW conducted approximately 20 phone interviews with representatives from service provider agencies throughout the state. The purpose of these interviews was to identify what types of services are available to farmworkers, the extent to which farmworkers are benefiting from said services, and the perceived advantages and shortfalls of existing programs. Data from the phone interviews were used in part to direct development of the service provider and farmworker focus group methodologies.

The various organizations represented by the people who were interviewed ranged in size from 1 staff member to 140. Annual budgets ranged from \$80,000 to \$12 million. Most organizations receive both state and federal funding, and some receive private funding as well. Organizations ranged from being completely targeted to farmworkers, to being not targeted at all towards farmworkers. Representatives from organizations with more farmworker contact were interviewed in greater depth. Most organizations, particularly those with services targeted towards farmworkers report their services as being very highly utilized and often requiring a waiting list. Many cited that their services were so saturated that there were many eligible farmworkers in their area that they were not able to help.

Most organizations interviewed offer a variety of services to farmworkers. These services include health, housing, childcare, education, legal, language, and transportation. A number of organizations also offered social workers that would work with individual farmworkers or families on a long-term basis.

Key issues identified during the phone interviews were:

- Lack of funding for programs.
- Language barriers/Lack of bilingual staff.
- Need for ESL classes.
- Farmworkers fear that accessing services will increase their likelihood of being deported.
- Lack of adequate referral services and interagency coordination.
- Long-term work with families is very effective.
- Eligibility requirements keep many people in need from receiving services.

- Lack of collective bargaining, low wages, cycle of poverty, lack of appreciation for farmworker in general population results in lack of political leverage for farmworkers.
- Focus on barriers and resolutions rather than inventory gaps.

## **Successes, Shortcomings, and Barriers**

This section expands upon the key issues listed above with a discussion of the successes, shortcomings, and barriers described by interviewees.

### **A. Successes**

CPW asked interviewees to describe the most successful aspects of their organizations. Many of the interviewees cited having bilingual as well as bicultural staff as a primary reason for success regardless of the specific services being offered. Being trusted in the community was also cited as important for success.

Specifically, interviewees indicated that tracking clients and having staff work with farmworker families over the long-term was reported as particularly effective. One-stop centers (multiple services provided at one location), good referral services, and timely service (never having lines) were all reported as ways to make accessing services more convenient. The ability to reliably refer clients to other organizations for services they could not provide was mentioned on a number of occasions as a success. Helping farmworkers find jobs and housing was also reported as a success by some interviewees.

### **B. Shortcomings and other barriers**

Almost all those interviewed reported lack of funding as a primary shortcoming. Strict eligibility requirements do not allow the organizations to help all those in need were widely mentioned as well. This includes both immigration status as well as poverty guidelines that many reported as too low. Fear of deportation was frequently mentioned as well.

Inadequate transportation and language issues were frequently cited as significant barriers to farmworkers accessing services. Lack of interagency communication and coordination was also a recurring theme identified as constituting a barrier to farmworkers fully accessing services. Additionally, some interviewees from organizations that do not specifically target farmworkers mentioned that the lack of tracking of services their organizations provide to farmworkers specifically does not allow them to identify barriers.

Finally, some interviewees also conveyed that the primary problems were political and systemic. Particularly, interviewees cited a lack of concern in society at large for farmworkers resulting in lack of action on the part of politicians to change the systemic causes of farmworker poverty.

# Appendix B: Service Provider Survey

## Methods

The purpose of the service provider survey was to gather information from agencies throughout Oregon who administer services to the farmworker population. Specifically, the survey was designed to identify gaps and barriers in the provision of services to farmworkers. Data were gathered from a broad array of service providers representing health, financial, housing, counseling, transportation, and other service interests.

CPW designed the survey with input from the project steering committee. The final version of the survey consisted of a five-page survey instrument with a cover letter signed by an OHCS representative explaining the project. Questions addressed type of services provided, use of services by farmworkers, existing gaps in delivery of services to farmworkers, and suggestions for improving services to farmworkers.

CPW's work program indicated that OHCS would provide a statewide mailing list of service providers to be used for survey distribution. In February 2002, CPW learned that OHCS does not have a statewide service provider mailing list. With the assistance of OHCS, CPW investigated using a draft *Directory of Social Services in Oregon* developed by the Oregon Department of Corrections. However, the service directory was not in a database format and did not identify agencies that provide services to farmworkers. To administer the survey in an adequate amount of time, OHCS directed CPW to proceed with the administration of the survey to service providers identified by OHCS and the project steering committee. Members of the project steering committee distributed additional surveys throughout the state.

Survey administration proceeded from March to May 2002. CPW mailed the first round of surveys to roughly 200 service providers the week of March 18; a second mailing to non-respondents was completed on April 17. A postage paid business reply envelope was included with each survey. CPW received 86 surveys back for a roughly 43 percent response rate. Completed surveys were coded and analyzed by CPW using SPSS, employing descriptive statistics for the analysis.

A copy of the survey with results for each question follows.

March 18, 2002

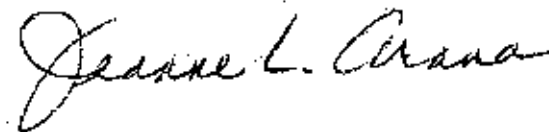
Dear Social Service Provider,

The Oregon Housing and Community Services (OHCS) Department is in the process of doing an assessment of the extent to which Oregon's farmworker population is currently receiving benefits from service programs. This project is intended to identify existing gaps in services available to Oregon's farmworker population. This will help to focus and improve overall service provision to farmworkers.

To understand the level of service and the various perspectives of providers of farmworker services, OHCS contracted the University of Oregon Community Planning Workshop to conduct a statewide survey of providers of social services to farmworkers. The survey will be used to gather information on services available to farmworkers in your service area, and your opinions about farmworker service needs and gaps. Survey results will also be used to assist in resource allocation and funding decisions.

Your input and opinions about your agency are important to us. Please return your completed survey no later than **April 12, 2002**. Returning this survey indicates your willingness to take part in this study. Your participation in this study is voluntary.

If you have any questions regarding the survey, please contact Josh Bruce, Project Manager at (541) 346-3653. If you have questions regarding your rights as a research participant, please contact the Office of Human Subjects Compliance, University of Oregon, 5219, Eugene, OR 97403, or call (541) 346-2510.

A handwritten signature in black ink that reads "Jeanne L. Arana". The signature is written in a cursive, flowing style.

Jeanne L. Arana, Administrator  
Community Resources Division

# Services to Farmworkers Survey

Oregon Housing and Community Services (OHCS) is interested in gathering information regarding service provision to farmworkers in Oregon. Specifically, OHCS will use the results of this survey to better understand what gaps, if any, exist between identified farmworker needs and available services in your area. Results will also assist in funding decisions. Your response to the survey is important to improving farmworker services in Oregon.

We are using the OHCS definition of farmworker for this study. The definition reads as follows:

“Any person working in connection with cultivating the soil, raising or harvesting any agriculture or aquacultural commodity; or in catching, netting, handling, planting, drying, packing, grading, storing, or preserving in its unmanufactured state an agriculture or aquacultural commodity; or delivering to storage, market, or a carrier for transportation to market or to processing any agriculture or aquacultural commodity; or in the forestation or reforestation of lands, including but not limited to the planting, transplanting, tubing, precommercial thinning and thinning of trees and seedling, the clearing, piling and disposal of brush and slash and other related activities.”

## First, we would like information about your agency

Agency Name:  
Tel #:  
Office Location:

Your Name:  
E-mail:

**Q-1** Does your agency receive funding from OHCS? Yes 49% No 51%

**Q-2** Does your agency receive funding from other sources (not OHCS)? Yes 95% No 5%  
If you answered yes, please list funding sources (Include non-state sources.)

**Q-3** Please indicate the *primary* counties served by your agency. (Check all that apply)

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Statewide 15% | <input type="checkbox"/> Douglas 5%    | <input type="checkbox"/> Lane 9%       | <input type="checkbox"/> Umatilla 4%    |
| <input type="checkbox"/> Baker 3%      | <input type="checkbox"/> Gilliam 1%    | <input type="checkbox"/> Lincoln 3%    | <input type="checkbox"/> Union 8%       |
| <input type="checkbox"/> Benton 3%     | <input type="checkbox"/> Grant 3%      | <input type="checkbox"/> Linn 6%       | <input type="checkbox"/> Wallowa 3%     |
| <input type="checkbox"/> Clackamas 13% | <input type="checkbox"/> Harney 1%     | <input type="checkbox"/> Malheur 3%    | <input type="checkbox"/> Wasco 6%       |
| <input type="checkbox"/> Clatsop 4%    | <input type="checkbox"/> Hood River 8% | <input type="checkbox"/> Marion 13%    | <input type="checkbox"/> Washington 14% |
| <input type="checkbox"/> Columbia 5%   | <input type="checkbox"/> Jackson 1%    | <input type="checkbox"/> Morrow 1%     | <input type="checkbox"/> Wheeler 1%     |
| <input type="checkbox"/> Coos 3%       | <input type="checkbox"/> Jefferson 4%  | <input type="checkbox"/> Multnomah 11% | <input type="checkbox"/> Yamhill 9%     |
| <input type="checkbox"/> Crook 3%      | <input type="checkbox"/> Josephine 4%  | <input type="checkbox"/> Polk 13%      |   |
| <input type="checkbox"/> Curry 3%      | <input type="checkbox"/> Klamath 6%    | <input type="checkbox"/> Sherman 3%    |   |
| <input type="checkbox"/> Deschutes 3%  | <input type="checkbox"/> Lake 1%       | <input type="checkbox"/> Tillamook 3%  |   |

**Q-4** Does your agency specifically track the number of farmworkers receiving services for reporting purposes or other reasons?  
Yes 54%  
No (SKIP TO Q-6) 46%

**Q-5** Approximately how many farmworkers does your agency serve annually?  
1-99 = 28.9%      100-999 = 26.3%      1000-5099 = 39.5%      5100-more = 5.3%

**Q-6** What percentage of your agency's total financial resources are spent on farmworker assistance. Please indicate by checking the appropriate box below.

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> 0%=13%      | <input type="checkbox"/> 60-80%=10%     |
| <input type="checkbox"/> 1%-20%=45.% | <input type="checkbox"/> 80-100%=13%    |
| <input type="checkbox"/> 20%-40%=1%  | <input type="checkbox"/> Don't know=16% |
| <input type="checkbox"/> 40-60%=3%   |   |

**Q-7** Does your agency have bilingual staff? Yes 82% No 18%

**Next, we'd like to know about the services your agency provides**

**Q-8** Please identify the type of service(s) your agency provides. (Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Dental Care=20%               | <input type="checkbox"/> Legal Aid 24%                   |
| <input type="checkbox"/> General Medical Care=15%      | <input type="checkbox"/> Translation interpretation 36%  |
| <input type="checkbox"/> Health Education=25%          | <input type="checkbox"/> Outreach 49%                    |
| <input type="checkbox"/> Family Planning=5%            | <input type="checkbox"/> ESL 20%                         |
| <input type="checkbox"/> Financial Literacy 21%        | <input type="checkbox"/> Workforce Development 20%       |
| <input type="checkbox"/> Housing Assistance 50%        | <input type="checkbox"/> Letter and form translation 20% |
| <input type="checkbox"/> Rent Assistance 44%           | <input type="checkbox"/> Long term case management 34%   |
| <input type="checkbox"/> Utility Assistance 43%        | <input type="checkbox"/> Referral assistance 56%         |
| <input type="checkbox"/> Food Assistance 28%           | <input type="checkbox"/> Skill Building 34%              |
| <input type="checkbox"/> Drug and Alcohol Treatment 6% | <input type="checkbox"/> Self-sufficiency 49%            |
| <input type="checkbox"/> Transportation 31%            | <input type="checkbox"/> Other 34%                       |

**Q-9** Of the services you identified above, what percentage of the services that you provide are specifically utilized by the farmworker population in your area? Please indicate by checking the appropriate box in the table below.

Service Category	0%	1-20%	20-40%	40-60%	60-80%	80-100%	Don't Know
Dental Care	24%	24%	5%	0%	14%	14%	19%
General Medical Care	26%	16%	11%	0%	5%	26%	16%
Health Education	16%	24%	4%	4%	8%	32%	12%
Family Planning	39%	15%	0%	0%	8%	15%	23%
Financial Literacy	24%	19%	5%	0%	0%	29%	24%
Housing Assistance	15%	37%	5%	5	2%	17%	20%
Rent Assistance	15%	31%	8%	3%	3%	18%	23%
Utility Assistance	15%	29%	12%	3%	3%	1%	24%
Food Assistance	19%	35%	8%	0%	0%	19	19%
Drug and Alcohol Treatment	39%	23%	0%	0%	0%	8%	31%
Transportation	17%	33%	3%	0%	3%	30%	13%
Legal Aid	22%	17%	4%	0%	0%	17%	39%
Translation interpretation	17%	23%	3%	7%	7%	33%	10%
Outreach	12%	27%	7%	2%	5%	37%	10%
ESL	24%	10%	5%	5%	5%	38%	14%
Workforce Development	24%	10%	10%	0%	5%	29%	24%
Letter and form translation	24%	19%	0%	0%	5%	38%	14%
Long term case management	16%	31%	9%	3%	3%	29%	9%
Referral assistance	11%	41%	5%	5%	7%	18%	14%
Skill Building	13%	36%	3%	3%	0%	26%	19%
Self-sufficiency	15%	38%	8%	8%	5%	20%	18%
Other	10%	33%	7%	7%	0%	27%	23%



**Q-13** In your assessment, how effective is your area's **service provider network** at delivering the **individual services** listed below to the farmworker community? Please answer only for those services that are provided for within the service provider network in your area.

Index	Service Category	Not effective at all	Somewhat effective	Very effective	Don't Know
1	Dental Care	19%	4%	9%	31%
2	General Medical Care	5%	53%	15%	28%
3	Health Education	5%	44%	19%	32%
4	Family Planning	7%	32%	15%	46%
5	Financial Literacy	17%	31%	3%	48%
6	Housing Assistance	13%	50%	14%	23%
7	Rent Assistance	16%	48%	10%	27%
8	Utility Assistance	14%	43%	13%	30%
9	Food Assistance	7%	52%	17%	25%
10	Drug and Alcohol Treatment	13%	37%	3%	47%
11	Transportation	31%	36%	5%	28%
12	Legal Aid	13%	49%	8%	30%
13	Translation interpretation	14%	46%	9%	32%
14	Outreach	5%	54%	18%	23%
15	ESL	12%	39%	19%	31%
16	Workforce Development	17%	41%	7%	36%
17	Letter and form translation	19%	37%	7%	37%
18	Long term case management	10%	44%	7%	39%
19	Referral assistance	7%	45%	19%	29%
20	Skill Building	10%	39%	9%	43%
21	Self-sufficiency	12%	44%	9%	36%
22	Other	7%	36%	11%	46%

**Q-14** Considering all of the services listed above, which five are **most utilized by farmworkers** in your service area? Please rank by index number in the spaces provided below.

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_



## Next, some questions about your perceptions of farmworker service gaps

**Q-15** Please assess the degree to which the following issues are barriers for **your organization** in the delivery of services? (Please check the appropriate box in the table below)

Issues	Not a Barrier	Minor Barrier	Barrier	Major Barrier	Don't Know
Lack of Resources/Funding	5%	7%	16%	66%	5%
Interagency competition	61%	18%	11%	3%	7%
Lack of knowledge about farmworker needs	48%	23%	16%	4%	8%
Lack of bilingual staff	53%	19%	18%	5%	5%
Cultural Barriers	32%	33%	19%	8%	8%
Lack of trust	38%	25%	22%	3%	13%
Familiarity with other resources	39%	28%	17%	4%	11%
Inadequate staff training	39%	39%	14%	0%	9%
Resistance from farm owners	21%	31%	16%	6%	27%
Lack of farmworker interest	30%	36%	14%	0%	20%
Difficulty in outreach to farmworkers	21%	26%	30%	7%	16%
Other (please explain)	0%	0%	7%	64%	29%

**Q-16** Please indicate the degree to which you feel the following issues are barriers **for farmworkers** wishing to access services in your area. (Please check the appropriate box in the table below)

Issues	Not a Barrier	Minor Barrier	Barrier	Major Barrier	Don't Know
Lack of awareness of existing programs	1%	18%	41%	32%	8%
Cultural barriers	6%	14%	45%	24%	11%
Transportation issues	3%	13%	38%	32%	15%
Eligibility issues other than migration	8%	10%	26%	40%	16%
Language/translation issues	5%	15%	45%	24%	11%
Paperwork/immigration issues	4%	7%	20%	54%	16%
Work/employment demands	3%	13%	39%	27%	18%
Legal Status	3%	4%	17%	62%	14%
Other (please explain)	0%	0%	0%	13%	88%

**Q-17** Please share any other comments you have about farmworker services in the space below.

## Comment Responses: Question 17

- There is a big need for dentists in our area for farmworkers + there children. Due to the water crisis cash assistance is also a large need.
- Hacienda's is a major community builder. Its major and core service is addressing the housing needs of farmworkers. It identifies, assists service providers in delivery of their services by providing the location for these activities to take place within its housing developments
- Farmworkers in this area are fisherman and loggers. We do not keep separate statistics on these workers.
- We don't specifically track farm workers. Our services are available for anyone to access if they can show need.
- Farmworkers are very dispersed in Linn Co. The major crop here is grass seed - a machine-harvested crop. Small pockets of hand harvest exist in the sontian canyon and with some work here and there in farms.
- We need storefront lawyers w/ INS capacities. We need a public defender's system that does not promote only plea bargains - we need a system that believes in justice - farmworkers should not "get a little drunk + wind up in jail" but they do - taking away their license and making it impossible to work is not okay - if researched we might discover that proportionally they spend more time in jail for an offense. Green cards needed.
- OHCS has done a good job of working with organizations like CASA to build low-income housing for farmworkers and to help get funding for projects like the Farmworker Housing Development Project in Woodburn.
- I'm not aware of what services in Polk County are actually marketed to farmworkers and Latinos. We have a large population in the county. Most do not qualify for Sec 8 Rental Assistance due to INS Regulations, so many families' combine resources to buy/rent large house for all. I believe there is a need here for further assessment and to get all providers together as well as to make info on services available to this population, and to address barriers.
- 30% of our self-help housing effort are farmworkers who have transitioned to homeownership through the Mutual Self Help Program. McMinnville, as a result of the 2000 census is no longer considered rural. I think that this will result in less homeownership opportunities for farmworker and low-income person. Considering that nurseries are the area's largest employer it does not make sense.
- Farmworkers have a great networking system that support one another - they inform each other of program options. The

concern locally is that overlapping of programs being offered for farmworkers in the delivery of housing asst. local agencies have questioned if the farmworker households are getting special treatment.

- I'm not sure how to answer Q-13 and Q-14. There just isn't a service provider network for farmworkers for most of these things.
- Need to find a solution about farm workers paperwork/immigration status. More bilingual bicultural health care providers. Encourage agencies such as Yakima farm worker clinics and Virginia Garcia to open facilities in Yamhill County, Benton and Land Counties. Do a "big" dental care campaign, the need is so huge, maybe work with other organization in Latin America to bring some health care professionals for a short period of time. Just like Northwest Medical teams. Thank you!
- This is an area of some interest, and coordination is encouraged by DOL, under WIA, but funding is very tight right now
- We have a very active outreach to the Latino Community through our homeownership education, counseling and lease purchase programs. Although a very small number of families are farmworkers, most farmworker families we work with are moving out of farm and agriculture work into microbusiness or other employment, with benefits.
- State agencies and all organization helping farmworkers should get together and work together to reduce the bureaucracy as to how to have access to funds!
- More resources would help, redistributing the same resources to a different parts of the state won't solve the problem of serving farmworkers
- A. most farmworkers with 'good papers' work in nurseries. B. most farmworkers without papers work in other farms for short periods. C. So in conclusion: some programs, depending on their funding, can serve some but not all.
- We have no organized farm workers in our counties. Not a large population of farm workers in our counties.
- Major issues are agency encounters are immigration status with farmworkers and verifying income for families.
- Legal aid has a farmworker program in Woodburn. Spanish-speakers are referred to them for translation and screening for our services. Brochure enclosed.
- We build affordable housing. Services are provided by contract with others. While we 100% agree with need for other specific directions than ours, our focus doesn't really qualify knowledge to respond to this.

- State agencies and all organization helping farmworkers should get together and work together to reduce the bureaucracy as to how to have access to funds!
- I feel that farmworkers' lack of education and understanding can affect our farmworkers from accessing our agency. Example, rumors that if you access services from an agency it can affect one's residency...that the government looks down on those who access services from agencies, etc.
- Our organization runs programs primarily for documented farmworkers. We provide limited services for undocumented individuals. Lack of legal status is still the largest barrier most farmworkers face.
- Thanks for surveying our thoughts. I/we have several comments to add to the survey questions for your consideration. Thanks.

FYI-We spent 10-12 hours on this response.

Throughout the survey there are questions regarding our agency's services. It didn't seem to include our partnering and information and referral activities. We pride ourselves in that we try not to duplicate services and at the same time when we refer we insure that we get to a human being and that the referral is successful. So, in the areas not marked X, please assume in all cases we refer to outside groups.

As you know we are multiple funded-each grant serving different populations. We did research on most grants and saw full set of services being provided to farmworkers. Those numbers-not asked for in this survey-are available for your review if you are so inclined.

The idea of cost pers are also very important but the survey didn't seem to ask those types of questions-again we have that information.

The idea of serving Hispanics vs. farmworkers is also a concern. We have a large number of Hispanics who are transitional but not working in the fields. (ex.-working as maids in the tourism industry on the coast while their partner are in the fields.) The set of services for the maids are very different than "farmworkers only". (workforce type skill development etc.) I am concerned that we are separating and or considering to separate \$ for a portion of a group vs. what is available that includes the full group.

The need to adequately serve sub-populations is an important issue. It also raises many concerns.

1. What do we base our sub-population's targeted numbers to be served on? Do we use census count? If so, how do we segregate what percent of each sub-population is low-income?

2. In many programs, ethnicity isn't tracked let alone source of wages. If we fund by subpopulations, we will need to invest in a tracking system.
3. If we set funds aside for source of income such as farmworker or ethnicity such as Native American, Pacific Islander, Russian, etc, when these funds are exhausted, do we stop serving that population?
4. What criteria would you use to establish designated funds for sub-populations? I can envision people asking why funds were set aside for one sub-population and not the other. (WX identifies set aside funds for Native Americans but not for any other ethnic sub-population. Homeless funds used to have identified set-asides for farmworkers but not for any other source of income sub-population. What makes source of income a priority for one funding source and ethnicity for another funding source?)
5. What criteria do you use to establish the funding level? Percent of total population or percent of low-income within that population?
6. If we are looking at a source of income sub-population, will we arrive at a percent by only comparing it to labor numbers? Or do we compare to total population. (The LIEAP program tracks farmworkers if they had earned income in the prior twelve months and at least 50% of their income or 50% of their work hours were in farming. This means you have to be an active farmworker to qualify as a farmworker. If a household's employment history is from farmworking but they are now receiving Social Security, SSI or a disability payment, they are no longer counted as a farmworker.)
7. Both from a fiscal and programmatic point of view, establishing sub-populations requires additional tracking and reporting.
8. I would prefer to know the percentage of each low-income sub-population in our service territory by county. I would also like funds needed to allow tracking of basic client characteristics. Then I would prefer a program where we would compare services provided to percent of sub-populations. When a discrepancy was noted, we could evaluate our services and refocus our outreach/serves as needed.

Thanks again for your consideration.

# Appendix C

## Farmworker Survey

### Methods

The purpose of this survey was to gather information from farmworkers throughout Oregon related to their access and use of services.

Specifically, the survey was designed to identify gaps and barriers in the provision of services to farmworkers. CPW notes that this survey did not intend to identify the characteristics of the entire farmworker population in Oregon. As such, readers should exercise caution in interpreting these results.

CPW designed the survey with input from the project steering committee. The final version of the survey consisted of a three-page survey instrument with a cover letter signed by a CPW representative explaining the project. The question styles included fill-in-the-blank, multiple-choice, and check-all-that-apply formats. Questions addressed types of services accessed, the utilization of services, existing gaps in or barriers to accessing services, and suggestions for how service providers could improve existing services.

Survey administration proceeded from April through June, 2002. CPW printed and distributed 1,300 surveys; 300 surveys were sent to individuals on the Oregon Employment Department (OED), 700 surveys were distributed among farmworker housing providers throughout the state, 150 were distributed to state-level advocacy groups such as PCUN, and 150 were distributed by OHDC. In addition, members of the project steering committee received an electronic version of the survey for distribution through their respective state and local agencies. Finally, CASA distributed a slightly reformatted version of the survey through a number of CASA field offices and CASA partner agencies. In total, CPW received 664 completed farmworker surveys back. Because the total number of surveys distributed by the various agencies is unknown, CPW does not want to speculate on the response rate. However, CPW notes that while a precise response rate is not available, the number of farmworker surveys returned far exceeded our expectations.

A copy of the survey with results for each question follows.

April 10, 2002

Dear Oregon Farmworker,

We'd like your help in making Oregon a better place for farmworkers! We're trying to make sure farmworkers can get the services they need--and we'd like you to tell us about your experiences while in Oregon. This survey asks a series of questions regarding your ability to get needed services for yourself and your family. Your response to this survey is important to improving services to farmworkers in Oregon. All responses are anonymous and will be kept strictly confidential.

Please spend a few minutes to complete the survey and return it to your resident manager by April 30th, 2002.

Your input and opinions about this issue are important to us. Completing this survey indicates your willingness to take part in this study. Your participation in this study is voluntary.

If you have any questions regarding the survey, please contact Josh Bruce, Project Manager, at (541) 346-3653. If you have any questions regarding your rights as a research participant, please contact the Office of Human Subjects Compliance, University of Oregon, 5219, Eugene, OR 97403, or call (541) 346-2510.

Thank you for your participation!

Sincerely,

Josh Bruce  
Project Manager

# Services to Farmworkers Survey

## *First, some questions about your service needs*

**Q-1** During an average year, please indicate the level at which you or members of your household *need* the following services.

Service Category	Level of Need			
	Low	Moderate	High	Don't Need
Dental Care	17%	37%	40%	5%
General Medical Care	13%	40%	42%	5%
Health Education	25%	34%	31%	10%
Family Planning	27%	27%	22%	24%
Financial Literacy	28%	26%	29%	17%
Housing Assistance	15%	21%	48%	16%
Rent Assistance	11%	21%	54%	15%
Utility Assistance	13%	26%	53%	8%
Food Assistance	17%	27%	46%	10%
Drug and Alcohol Treatment	22%	15%	16%	47%
Transportation	23%	27%	25%	25%
Legal Aid	25%	23%	32%	20%
Translation/Interpretation	20%	28%	39%	13%
English as a Second Language	18%	31%	43%	9%
Outreach	17%	34%	38%	11%
General Education	13%	29%	50%	8%
Job Training	14%	24%	53%	9%
Job Placement	15%	19%	57%	9%
Letter and form translation	20%	27%	39%	14%
Long term case management	19%	34%	31%	16%
Referral assistance	14%	36%	38%	12%
Immigration/Naturalization	16%	18%	49%	17%
Self Sufficiency/Life Skills	14%	35%	34%	17%
Other_____	8%	14%	46%	33%

**Q-2** Have you used any of the services listed above, in Oregon, within the last year?

79% Yes (Go on to Q-3)

21% No (Skip to Q-4)



**Q-3** Please indicate how easy it is for you or members of your household to get the following services in Oregon.

Service Category	Ease of getting service			
	Easy	Moderate	Difficult	Don't Use
Dental Care	10%	20%	65%	6%
General Medical Care	13%	29%	53%	5%
Health Education	11%	47%	29%	13%
Family Planning	14%	43%	21%	21%
Financial Literacy	5%	35%	38%	22%
Housing Assistance	6%	23%	56%	16%
Rent Assistance	6%	25%	56%	13%
Utility Assistance	7%	31%	52%	10%
Food Assistance	12%	33%	43%	12%
Drug and Alcohol Treatment	5%	24%	22%	50%
Transportation	11%	26%	40%	23%
Legal Aid	4%	29%	46%	21%
Translation/Interpretation	9%	36%	41%	13%
English as a Second Language	9%	35%	42%	13%
Outreach	7%	38%	39%	16%
General Education	7%	33%	46%	14%
Job Training	7%	21%	58%	14%
Job Placement	5%	17%	67%	11%
Letter and form translation	6%	31%	45%	18%
Long term case management	2%	30%	42%	26%
Referral assistance	4%	35%	43%	18%
Immigration/Naturalization	4%	22%	55%	18%
Self Sufficiency	5%	34%	44%	17%
Other _____	3%	18%	46%	33%

***Next, some questions about access to social services***

**Q-4** Do you or members of your household experience any of the following problems when attempting to get the services you need in Oregon? (Check all that apply.)

- |     |   |     |  |
|-----|---|-----|--|
| 53% | Don't know what services are available.             | 28% | No transportation to services.                   |
| 52% | Don't know how to get services.                     | 41% | Service providers require proof of legal status. |
| 55% | Services cost too much.                             | 44% | Services not in Spanish.                         |
| 41% | Hours when services are open conflict with my work. | 33% | Unwelcoming or unfriendly atmosphere.            |
| 27% | Employer doesn't give me enough time off.           | 29% | Quality of service is poor.                      |
|     |   | 25% | Type of service I need is not available.         |

**Q-5** What could service providers in Oregon do to make it easier for you to get the services you need? Please list your ideas below.

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***Finally, please tell us about yourself and your household***

**Q-6** How long have you lived in your current location? \_\_\_\_\_

Duration	Number	Percent
Less Than 1 Year	110	18%
1-2 Years	143	24%
2-5 Years	126	21%
6-10 Years	98	17%
11-20 Years	85	15%
21-40 Years	23	4%
40-81 Years	13	1%
All My Life	2	0%

**Q-7** Do you live in one location year-round?

75% Yes (Skip to Q-10)

25% No (Go on to Q-8)

**Q-8** In an average year, how often do you move to another location within the state of Oregon? \_\_\_\_\_ times.

Moves	Percent
0	5%
1	46%
2	27%
3	15%
4	1%
5	1%
6	1%
20	1%

- Q-9** In an average year, how often do you move to a location:
- A. Outside the state of Oregon? \_\_\_\_\_ times.
- B. Outside of the United States? \_\_\_\_\_ times.

Moves per Year	Outside Oregon	Outside the U.S.
	Percent	Percent
0	8%	7%
1	52%	64%
2	27%	15%
3	5%	3%
4	3%	2%
5	1%	1%
Above 5	3%	9%

**Q-10** Are you: 39% Male                      61% Female

**Q-11** What is your age? \_\_\_\_\_ years old.

Age	Percent
20 and under	6%
21-30	37%
31-40	33%
41-50	15%
51 and over	8%

**Q-12** Which of the following describes your household in Oregon? (Check one only.)

- 15% Single/no children
- 17% Single with children
- 7% Two adults/no children
- 58% Two adults with children
- 4% Other (please give number and relationships)



**Q-13** What is the primary language spoken in your household? \_\_\_\_\_

	Number	Percent
Spanish	589	90%
English	56	9%
Indigenous	5	1%

**Q-14** Please list any other languages you speak. \_\_\_\_\_

Language	Number	Percent
Spanish	34	13%
English	123	46%
Some English	82	31%
Mixteca	11	4%
Other	14	5%

**Thank you for taking the time to complete this survey!**

## Comment Responses: Question 5

- Lower the prices.
- Lower the prices and have bilinguals.
- That the services covers small Hispanic communities.
- That they have the capacity and that they are professional people.
- That people in the office be more friendly and give services and not deny them.
- Staff that is friendly, bilingual and they understand our culture.
- More Spanish and have it for all the community and proportionately care of children and transportation because in my community there is not transportation.
- Consent to the people that work and not treat with equality although they have to serve people that do not speak English.
- That they could be a little more friendly and that the help would be a little easier.
- If they would offer a higher level of OHP so the people that do not qualify could get OHP even if we had to pay some amount each month (written in English).
- What I would like is medical help like paying a little of the bill because I only work seasonally.
- Well I think that they know what they can do, simply, listen a little more to our needs.
- Have a clinic and a dentist that is low cost and that they speak Spanish.
- To have get togethers at the least one time per year before winter because at this time there is a lack of work and give information about light, food, unemployment etc.
- For example it is difficult to get a dentist for my children.
- 1. Have more telephone lines to make service more rapid 2. That in the clinics attend to you when you have an emergency.
- That they speak Spanish and that the people that attend to the public be more courteous.
- Open in the afternoons after work. Services are in Spanish.
- They will speak Spanish.
- More support for children.
- Give a telephone book where you can communicate and access the information you need.
- First thing, come to see the conditions that the cabins we have and help us obtain benefits.
- Help in housing and see the conditions of the cabins which are poor.
- Amnesty.
- Help us to fight for amnesty and legalization and have the ability to have more help.
- Come to see how we live in the cabins and also help us see if there is amnesty.

- First that they give me good papers (legalization) and then we will see.
- Understand us.
- In all ways do not do anything.
- Ask for a lot of requirements.
- Well put (have) people that speak Spanish and may explain things to us well.
- Having bilingual people working.
- More diversity in the services.
- More information in Spanish.
- I would like a little more help with dental and also welfare you need help for stamps to eat and they deny one and they give anything that is for nothing there is a worker named Fernando that thinks that they are not doing a good job with those that are in need.
- Well, come to see how bad the cabins are and see how they treat us.
- Help us make ourselves legal and give us more services.
- Speak Spanish. Have more offices more personnel and worry about the supervision of the patrons.
- That they give us more information.
- Work and to have the services that you want to have.
- Speak Spanish and the needed services not be very expensive.
- Speak Spanish and not cost very much money.
- When I have to go to a provider with some proof that I am working in agriculture that the cost be lower than normal.
- Everyone speak Spanish.
- Do not ask for legal documentation or worry more about illegal workers of those from the farmland.
- Attend the hour which you have an appointment.
- Need more interpreters.
- Everything is good for me.
- Be more friendly and cordial.
- Keep it so all the services are in English and Spanish.
- Make a little publicity about your services.
- The documentation be translated in Spanish and not ask for so many requirements and proof about my person.
- Explain yourself in Spanish.
- The providers should have interpreters; give us more information about how you can help us.
- Have personnel that can speak Spanish.
- How to keep good work and always have a place where our children can be.
- Don't ask for so many requirements and not be so costly.
- Focus more attention on the employees that are more slow to serve people when they are being serviced by the government.
- Have bilingual personnel.
- That all the people that (centomos) without legal documents. The state be flexible give us legal documents.

- Give us more information and give more help to the people that are right now suffering in work and more to those who have children. Thank you.
- Have more bilingual personnel.
- Focus on the most necessary.
- We did not use it in Oregon but in Washington we used medical, and here we could not get it. There were many barriers for me.
- Help because we do not have medical, nor insurance, and the services are very expensive.
- Be more friendly, more flexible hours. Be bilingual.
- More workers to attend to the public.
- It has been difficult to find work due to lack of papers and by not knowing English.
- More bilingual people.
- Treat all the patients in the same way.
- Respect the rights of farmworkers and facilitate the services like you would for any other person that uses the services.
- Send information about services with the children (los ninos).
- Different hours.
- More doctors in the clinics, better attention and not a long wait for attention.
- Talk with them.
- I think you have to inform our community more.
- To be bilingual.
- That when we ask, they answer quickly.
- Provide more information.
- More living assistance for migrants.
- To be bilingual, offer services.
- To not have interracial discrimination.
- Have interpreters and equal treatment of everyone.
- Dentists, doctors, medicine.
- That the people that provide the services advertise more so that people know about the services.
- Have more work opportunities.
- Have more people that give us information in Spanish.
- That the city of Canby has its own clinic.
- Not any requirements and that they fulfill the services.
- Inform the society about the services that exist in a simple manner so people feel confident to solicit the services.
- That the services be in Spanish and not take so long to receive and be easier to obtain.
- Open new programs all year long.
- More attention to everything faster service to save time.
- More publicity.
- Offer more services to the farmworkers.
- More bilingual services.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.



- More services for immigrants and illegals.
- More services for farmworkers.
- More education / training assistance.
- More education / training assistance.
- More services for farmworkers.
- Try not to distinguish between illegals residents and locals.
- More farmworker resources.
- More bilingual services.
- More bilingual services.
- More bilingual services.
- More bilingual services.
- More bilingual services.
- More on the job training.
- More on the job training.
- More services for farmworkers.
- More farmworker services.
- More farmworker services.
- More services for farmworkers.
- More services for farmworkers.
- Continue farmworker programs and services.
- More education and training funds.
- More funds.
- Continue farmworker services so our children can receive trainings.
- More long-term trainings.
- Continue farmworker services and more trainings.
- Long-term rental assist - HUD list too long.
- Expand hours.
- Have information out there more for people to know about.
- It is made known more about what is available especially through places like project dove.
- More utility.
- Need more than Band-aid assist.
- On going utility assist. Are high assist more than one year.
- Make utility assist more than 1 a yr. Provide more utility \$ to agencies.
- Bring services to my home.
- Less requirements - take into account the total costs that you have.
- Have more rights more work opportunities and that they respect the rights of the workers.
- Put more available services in one central available place.
- Help for more than one month. Help for car and insurance.
- More monthly help.
- Dental help.
- Migration: get easier without cost!
- Help with rent more than one time.
- Newspaper, posters, television.
- More on the job training.
- Farmworker programs.

- Community resources.
- Immigration issues.
- More farmworker programs.
- Better paying jobs.
- More farmworker dollars and better housing.
- More farmworker programs to help get training.
- Have orientations both English/Spanish for educational programs.
- More farmworker programs.
- More funding for farmworkers and their families.
- More door-to-door outreach to inform farmworkers of services.
- More bilingual staff.
- Long term training for farmworkers.
- Better and more services for the undocumented farmworkers.
- Better education for the children.
- More dollars for farmworker programs and services.
- More services for the undocumented farmworker.
- Long term services for farmworkers.
- Hire more Spanish speaking staff and more services for farmworkers.
- More funding for support services for farmworkers and their families.
- Continue to help and be available.
- Provide more programs or more funds to programs like OHDC.
- Have more spanish speaking staff and more low income housing.
- Have on going yr. Assist to get off the street.
- Help for the poor who are on social security.
- Help for longer time.
- More help for those that are not from this country.
- Receive rental help - more than one month.
- Get legal documentation.
- Rental assistance for the year.
- More resources for farmworkers.
- More Spanish speaking personal.
- More Spanish speaking personal.
- Better housing and services targeted at farmworkers
- Farmworker services need to be continued
- More Spanish speaking staff.
- Better housing and more farmworker services for education, training, placements.
- Continue to train and place farmworkers out of farmwork.
- More jobs.
- Work on raising wages.
- Long-term farmworker services and trainings.
- More farmworker services.
- More Spanish speaking personal.
- More farmworker services.
- More housing assistance for farmworkers.
- More farmworker services.
- More services for farmworkers.

- More Spanish speaking personal.
- More services for farmworkers.
- More farmworker services.
- More services for farmworkers.
- More farmworker services.
- More services for farmworkers.
- Need more farmworker services.
- More housing assistance for farmworkers.
- More education and training for farmworkers.
- More farmworker services.
- More services for farmworkers.
- More housing assistance for farmworkers.
- educational assistance.
- More housing dollars.
- educational assistance.
- More job assistance.
- More housing dollars.
- More education assistance.
- More money assistance.
- More educational assistance.
- More services for farmworkers.
- More services for farmworkers.
- More farmworker services.
- More services for farmworkers.
- More services for the far.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More training and employment service for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More housing assistance for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More farmworker assistance.
- More funds for education and training.
- More farmworker assistance.
- More farmworker resources.
- More employment and training services for farmworkers.
- More services for farmworkers.
- More educational services for the farmworkers.
- Informational services about social aid to farmworkers.
- More reference information.
- Informational services about social aid to farmworkers.
- More reference information.
- Informational services about social aid to farmworkers.
- More reference information.
- Informational services about social aid to farmworkers.
- More assistance for farmworkers.

- More housing assistance for farmworkers.
- More education and work training for farmworkers.
- More housing assistance for farmworkers.
- More services for farmworkers.
- More educational training programs for farmworkers.
- More farmworker services.
- More housing assistance for farmworkers.
- More services for farmworkers.
- Better services for farmworkers.
- More farmworker assistance.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More services for farmworkers.
- More job assistance.
- Educational assistance needed.
- More housing dollars.
- More housing dollars.
- Job assistance.
- More housing dollars.
- More educational assistance.
- More educational assistance.
- More work assistance.
- More personnel with correct Spanish.
- Offer more services and personnel that speak Spanish.
- Be bilingual and have available hours for people that work and don't have time.
- Perhaps you could have help that can speak Spanish and help you in your language.
- Bilingual services.
- Have more bilinguals.
- More services in other languages.
- Mail letters to houses giving information about what programs there are.
- Announce them more frequently on the radio and television.
- Communication!
- Speak more Spanish.
- Make announcements about all of the services.
- What they need is (enar) more employees there are very little and there are many people that need work.
- Communication!
- Communication!
- More English and information.
- There could be more friendly people and give information.
- Bilingual people and friendly characters that do their work with conviction.
- Have people that speak and understand Spanish well. If not how are you to help me.
- Have personnel that speak and understand Spanish well.
- Have more personnel that speak and understand the language more.

- The service providers in Oregon need to put more announcements in the offices of help so that people will realize the services that are offered in Oregon.
- Communication.
- We need a social worker with ample direction and information.
- Help the farmworking people that really need the help.
- Be more friendly and try to have someone that speaks Spanish.
- Continue providing the help that you are giving like you are doing.
- Better explanation of services.
- Help.
- Notice that life is difficult in Oregon and also that work is very scarce.
- They should have better services so we can qualify for the services.
- Help us learn English so we can find better work.
- Teach English.
- I would like when I go to the dentist that people that work there speak Spanish.
- Help the people that work in the country.
- I need dental help but the problem is that we don't have insurance and also to provide housing for families with low incomes.
- If we need more information I think that if we are in a country that we contribute to with taxes, it is just if there be more informational services.
- Have more people speak Spanish.
- Occupy people that speak English more health services (state).
- More help in resources and give more help to Latino people.
- On the radio for example have school services.
- Speak Spanish, less racist people.
- Everyone can communicate in Spanish.
- Ease of service and have more translation.
- Offer more programs for people like myself who are not legally in this country but need help with childcare for example when you want to study training.
- Less requirements (more ease in obtaining services).
- Have more in Spanish and more leaflets in Spanish.
- Have Spanish speaking personnel and leaflets of services in Spanish.
- Have personnel that speak our language Spanish and information in Spanish.
- Medical services, medical assistance.
- Transportation.
- Send Representatives of Oregon to small places like Malin or Merrill.
- Make the matter a little later to assist the group and participate.
- Firstly that you give all farmworkers more information because we hope to work from 7am-7pm and we have almost no time to gather information.

- Transportation.
- Provide all forms at one time and not keep you coming back for more info time and time again. Realize that it is not usually our choice that we need assistance. Smile.
- Health insurance.
- Transportation.
- Transportation.
- Do not discriminate those who are illegal.
- Transportation to different places where there is help.
- We need better and easier dental medical care.
- We need dental care, its easy to get if it don't work but if you do they say you make to much.
- We need more or better assistance for rent and medical.
- More ease in the services.
- Better services and kind atmosphere.
- Employment.
- Immigration – rent.
- Bus system in Hermiston. Immigration assistance. Rent assistance.
- Not be so discriminatory with the Hispanics.
- Rent.
- Help the family.
- Help the family.
- The providers regularly work the same hours as us. When we need them they are no longer open.
- We need more State clinics for people with low income and have low prices so we can have more checkups for children and for the whole family.
- Employers provide medical and dental insurance to the employees.
- Distribute flyers in stores or talk on the radio.
- We need more help.
- Give more information about the services.
- I don't know.
- Don't ask for insurance when you make a medical appointment.
- Have bilingual employees and the services not be very costly.
- Publicity, establish services in every community.
- Make more publicity on T.V. on the Oregon channel for everyone that needs it.
- You are doing well. I don't think you need to change anything.
- Only that it be in Spanish.
- First, if you are going to give us help you should not ask for legal residency o simply you could make us legal.
- Undo the bureaucracy that there is in the system and facilitate quicker services without having to wait for a process to indicate to the people weather or not they qualify.
- I don't know.
- Be nicer and give access or more information about the following services.

- Give more and get to know the places where there is a large population of Hispanics.
- Provide more places where your needs can be met quickly.
- To learn to read and all to all of our need.
- Gather more money for more clinics.
- Put the information in Spanish or lower the costs a little.
- In the public schools or community colleges they can put signs indicating services for the community and those that we can make use of.
- Open more agencies for Hispanics in Oregon.
- Provide information in Spanish and other languages.
- Better coordination.
- Effective publicity to know how to find and what services are offered.
- Make it easier and more flexible for medical insurance, because health is fundamental and many people need to go to the doctor and don't have money for it.
- Give us more possibilities in relation to health which is the most important, give us medical help if it were possible.
- I would like the books that you send us to choose a doctor to arrive in Spanish and when we make an appointment with the provider to send insurance that they speak Spanish well.
- Help the Hispanic community more and give more information.
- We need dental service, (oculista), general medicine with costs Also if you could do us the favor of sending us pamphlets on how to get them (services) and if you could in our language all of us will appreciate your attention. Thank you.
- Have the availability of a flexible schedule.
- More Spanish.
- Can you send transportation to the company where I work?
- More people that speak Spanish.
- Place available services in the community by communications like the newspaper and the television. Mention an address and telephone number.
- I need to know about English classes. Also I need to know who can help me to fill the (solisilud) and pay the bill of the (ciudadanaria).
- People that you choose to help Hispanic people are going to because many of them don't speak Spanish I don't know why if some of them are Hispanic.
- Help to get better information about these services and show us where we can go to better understand.
- You could try to get more people that speak Spanish and they could be nicer.
- That they help us more and give us more information.
- Give more information and tell how you get the services at low costs.
- I would like to be given more information about how to obtain services at a low cost.
- Give more services to families that don't have papers.

- That the service providers see that it isn't good here in Oregon because there is a lack of work.
- Because I speak Spanish send information completely in Spanish if possible. Thank you.
- Have people that speak Spanish and hours that are accessible for the workers and low cost.
- Give information in Spanish and not ask for a social security card for everything.
- Do not deny the right to good services to those that don't have papers because we're all equal with or without papers.
- Be legal in the country, know English.
- Education about the available services.
- I don't know.
- Help the people more and attend to them when they need you and don't lengthen appointments but attend to them when they are ill.
- Social security assistance.
- Have hours at night or on weekends.
- My opinion is a pamphlet or by telephone.
- Inform the residents and serve translation help and not be costly.
- Sometimes I don't get some services because of being illegal in this country.
- Reserve the anonymity of the question of legal status about a person that is soliciting help.
- Perhaps you could help us get work.
- Train the people that serve the community to be nice.
- What we need is more jobs.
- Like, for example in many clinics if you are not patient in this place they need to be a little more cordial before they make you wait and sometimes it is an emergency and with necessity. Service providers should be non discriminatory.
- Friendly people in the community.
- Friendly people Friendly Service.
- The providers have friendly personnel for the community.
- SS not required.
- The service I need is help in arranging my work permit.
- Need of good work.
- The services are, I need to meet more (Americans).
- Announcements TV and Radio in the newspaper and all the ways of communication.
- Help the Mexicans more because we are the ones that work the most in the field and we have the least economic help.
- What happened was that some clinics when you have an appointment they don't attend to you in that hour, they attend to you very late and on occasion they don't attend to you but this if you payed in cash they are charging you up to two or three times.
- First, that you take into account the great goals that I have to achieve, don't pay attention to my legal situation and that they



offer hours that accommodate me. That they help me with the care of my girls so I can develop myself. Because this does not let me advance and that you offer me instructors in Spanish.

- Well, so those that are not legal here don't have medical or dental service and they suffer more children as well as adults.
- Give me work to sustain myself.
- That they understand those that need the services.
- In the Federal offices pay people that speak the two languages and pay more attention to our needs.
- Have more personnel to give out all of the services and worry more about the people that work in the field.



# Appendix D

## Service Provider

### Focus Group Summary

## Methods

Community Planning Workshop facilitated four focus group meetings with service providers in the four case study regions. Specifically, CPW conducted focus groups with service providers in Linn/Benton, Marion/Polk, Klamath/Lake, and Wasco/Hood River Counties. The purpose of the focus groups was to further investigate the findings of the service provider survey and to get more detailed information about gaps perceived by service providers.

CPW targeted six to ten participants for each focus group meeting. This size is considered ideal for establishing comfort and rapport with the participants. To ensure participants represented the range of services and interests in their region, CPW targeted participants from a cross section of the agencies serving farmworkers' needs. Participants included service providers in the fields of health, housing, legal aid, food, financial, and education. CPW invited the service provider participants personally via telephone and through a follow up e-mail notice.

Prior to beginning each focus group, participants were asked to fill out a short information sheet listing their organizations name, the number of people they provide service to, location, types of services provided, and the degree to which they focus their services towards farmworkers. Each meeting began with an introduction and overview of CPW, the project, and the agenda for the meeting. The main section of the focus groups consisted of a snow card activity revolving around a few broad, open-ended questions. Specifically, the snow card activity consisted of a round-table discussion and brainstorming of gaps in services provision and barriers to farmworkers receiving the services they need.<sup>4</sup>

Participants were then asked to rank the issues; each participant was allowed to pick the top three issues they felt posed significant barriers to farmworkers receiving services. This process was followed by a round-table discussion of participant reaction to the ranking. Participants were also given the opportunity to identify projects that

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<sup>4</sup> After the first two focus groups CPW facilitated the discussion by identifying the general categories of health, housing, legal, childcare, etc. to encourage participants to be more specific with the issues they mentioned.. This helped participants to narrow in on specific issues within these categories, rather than simply listing categories as problems.

were particularly successful or unsuccessful in dealing with identified barriers. Each meeting ended with a “magic wand” exercise in which participants identified the one change they would make if they were in charge of all service provider organizations in the state. Throughout the process, facilitators asked follow-up questions to clarify or elaborate on participant comments.

CPW recorded responses for the snow-card process on individual sheets of paper. Comments and ideas generated throughout the rest of the focus group process were recorded on flip charts visible to the audience. Other team members recorded detailed notes, capturing quotes and other subjective observations.

## **Characteristics of Focus Group Participants**

CPW asked focus group participants to fill out a brief questionnaire at the beginning of the meeting detailing characteristics of their organizations. The questionnaire contained the following questions;

- Where is your organization located?
- How large is your organization?
- What types of services do you offer to farmworkers?
- How long has your organization operated in the area?
- How many farmworkers does your organization serve each year?

The following table (Table D-1) details the types of service represented by the focus group participants.

**Table D-1: Type of Service by Focus Group Participant**

Study Area	Klamath/Lake	Wasco/Hood River	Marion/Polk	Linn/Benton
Meeting Date	June 23, 2002	April 30, 2002	May 6, 2002	May 23, 2002
Location	Klamath Falls	Hood River	Woodburn	Albany
Organizations Represented (by number of participants)				
OHDC	2		4	
ODHS		1		1
OCDL		2		
OED	1	1	1	2
CASA			1	
Local CAA		3		
Local COG		2		
Local Housing Provider	1	2		
Local ESL	1			
Migrant Ed				2
Local Community College			3	
Local Faith Based Org.			2	
Legal Aid		1		1
Health Care	1		1	
Other	1		3	5
<b>Total</b>	<b>7</b>	<b>12</b>	<b>15*</b>	<b>11</b>

Source: Service Provider Focus Groups, CPW, 2002

\*Due to the number of service providers in attendance in Woodburn, CPW split the attendees into two groups.

## Focus Group Questions

CPW asked the following questions of the focus group participants.

- What do you feel are the primary issues keeping farmworkers from accessing services that they need? This can include barriers to access or services that are not provided.
- After ranking the issues developed, participants were asked: Do you agree or disagree with the ranking of the issues? If you disagree, how would you change the ranking?
- What are some successful or unsuccessful models you have seen that aimed at resolving some of the issues mentioned here? What made them successful? What made them unsuccessful?
- If you were director of all the service providers in the state and had a magic wand, what would be the most important change you would make?

# Focus Group Results by Service Category

The following sections provide a detailed summary of each topic category. Each section is organized by location and date of each focus group.

## Housing

### **Klamath/Lake (April 23, 2002)**

Despite the newly opened 24-unit housing complex provided by the Klamath Housing Authority, a need for increased decent affordable housing throughout the area remains (participants noted the lack of farmworker housing in Malin, for example). Some participants mentioned that the loan process is a hindrance to both the construction of housing as well as a problem for those seeking housing once it is available.

### **Wasco/Hood River (April 30, 2002)**

Participants spoke extensively on a number of issues related to housing. Hood River has a number of examples of successful housing development projects specifically directed at the farmworker population. There are, however, a number of barriers to access involving eligibility requirements such as a valid social security number and full time employment.

An adequate supply of seasonal housing was a major concern for a number of reasons. A few participants discussed the long waiting list for low-income housing. Adding to the limited housing resources is the continued removal of both old and new housing developments without replacing them. This is a particular concern for illegal housing units for undocumented farmworkers that are being displaced by new development.

One participant mentioned that there is no seasonal housing available for non-family residents such as single men. Another difficulty with short-term housing discussed by participants was poor living conditions and physical isolation experienced by those workers who live on the farms. In some instances, housing conditions are so bad that facilities have been shut down by OSHA, which further limits access to housing.

On a positive note, Housing for People (HOPE) is an example of success in providing affordable housing to the farmworker community. One participant highlighted HOPE's successful use of a resident services contact to inform housing members of available services in the community. HOPE is trying to increase the number of housing units, and one participant indicated that new housing would be located in The Dalles in the near future.

### **Marion/Polk (May 6, 2002)**

There was general consensus that housing was a relatively successfully met need in Woodburn (only one point in dot process). One participant referenced a lack of short-term shelter for larger families as well as

single men. Another participant mentioned the need for down payment and other financial assistance needed in securing long-term housing.

### **Linn/Benton (May 23, 2002)**

Participants reported a general lack of affordable farmworker housing in the community, particularly for single men and larger families. On-site (on-farm) housing was also addressed by the focus group participants; on-farm farmworker housing is often unsafe, unaffordable, and even unavailable for many migrant farmworkers.

## **Legal Issues**

### **Klamath/Lake (April 23, 2002)**

Participants agreed that this issue was the most important one facing the Klamath area. The local office of Legal Aid closed in 1996, and services are now provided only via telephone. Providers mentioned the need for bilingual, bicultural court advocates that are available locally. Farmworkers also need assistance with legal documents such as INS forms. Due to the lack of legal assistance in the area, participants reported that many service providers are spending time in the courtroom rather than providing the non-legal services they represent.

### **Wasco/Hood River (April 30, 2002)**

Some participants noted they believed legal assistance for employment related issues needed more emphasis in the snow card prioritization process. Generally, proper legal assistance was identified as an issue of adequate staffing and the need for bilingual attorneys at reasonable rates. Greater legal assistance is needed to address farmworker protection laws in addition to immigration status issues. Participants noted wage violations (farmworkers earning less than minimum wage) and lack of workers compensation as major concerns. Legal Aid and Oregon Law Center were described as needing greater staffing, especially within local communities. The Hood River Valley Legalization project was brought up as having great potential, but it is faced with the difficulties of low funding and limited hours of operation. One advantage of the project is that it is open to anyone regardless of documentation status.

### **Marion/Polk (May 6, 2002)**

Participants identified eligibility as a huge problem that farmworkers face. Specifically, many farmworkers are undocumented and are therefore ineligible for services. Participants indicated that increased legal assistance is needed to help farmworkers with documentation related issues. Housing was brought up as an example, as there are available, affordable housing units for farmworkers, but these units are not occupied because farmworkers lack the necessary documentation. A participant added that qualifications are often too strict for working or two-parent families.

For many programs (e.g., employment, education, housing loans) workers must be documented in order to be eligible. Documentation or amnesty of undocumented workers was seen as a key first step to accessing services and improving farmworkers' lives. Farmworkers are very wary of INS, and will often avoid service providers for fear of being reported or caught. Better outreach and education about farmworkers' rights and the limits of INS authority would encourage more farmworkers to access services. INS has the potential to negatively impact local economies if many undocumented workers are identified.

One participant also mentioned the rising population of the Latino community in the penal system; this was seen as related to high-school drop out rates. Affordable attorneys are needed, as well as service providers who can educate farmworkers on American laws, particularly related to neglect and sexual abuse. Finally, one participant mentioned a broader, long-range need to rethink INS and other federal policies that are contradictory and unrealistic, pointing to the need for amnesty for existing undocumented farmworkers.

### **Linn/Benton (May 23, 2002)**

Legal Status in the United States was included as a specific service category. Participants described the Linn/Benton area as an area in which farmworkers are more geographically spread out than in many other areas of the state. As such, there are fewer legal aid services available in the area due to the dispersed nature of the population. Several participants indicated that the lack of legal resources in the community presents gap in service that can potentially impact farmworkers' ability to access other services in the network.

## **Health**

### **Klamath/Lake (April 23, 2002)**

Pediatric dental care and general dental care were noted as obviously lacking. The Open Door Clinic has received a training grant for doctors/interns to provide treatment to low-income patients, but more could be done.

### **Wasco/Hood River (April 30, 2002)**

A participant recognized a need for health services in Wasco County. Because the health clinic is located in Hood River County, Wasco County farmworker's access to health care is limited by transportation. Participants cited La Clinica as an example of a success, noting its continued efforts to do outreach, gather information, and improve medical services. However, participants indicated that dental services are lacking, and pesticide treatment is not available. There is a pilot project underway with OHSU to work on pesticide monitoring and measuring at farmworker houses and local schools.



### **Marion/Polk (May 6, 2002)**

Participants indicated that basic health needs were being addressed in Woodburn with some degree of success. While there are no free clinics in Woodburn, relatively affordable services are available according to participants. The most significant barrier preventing the farmworker population from accessing health services is eligibility. Participants noted that documentation requirements inhibit the ability of farmworkers to access health insurance and enroll in HMO's. Moreover, participants commented on stricter eligibility regulations that are soon to be adopted in the Oregon Health Plan that may present new barriers and gaps in receiving health care benefits.

### **Linn/Benton (May 23, 2002)**

Focus group participants spoke of the need to provide comprehensive, long-term health care service to the farmworker population. Regarding existing services, participants once again referred to the need for bilingual/bicultural health care specialists. A couple participants specifically identified mental health care as a need.

## **Education, Literacy, ESL**

### **Klamath/Lake (April 23, 2002)**

Several participants mentioned the problem of ESL classes where over time interest waned and/or students did not complete their work on a regular basis. There was general discussion of potential reasons for attrition in ESL and other skill-building classes. Participants suggested the following:

- Students cited lack of childcare as a barrier to adult education, but this problem was not solved with the provision of childcare on site during classes.
- The main priority of farmworkers is work rather than education. They are struggling to put food on the table. Their attitude toward the importance of education must change before they can become successful students.
- It is difficult to find the energy to attend classes after a long day in the field.
- They may be unfamiliar with the learning process itself.

### **Wasco/Hood River (April 30, 2002)**

Demand for ESL is high but seems to be met through the local community college. One participant mentioned the need for literacy classes in both languages. Degree recognition was also discussed; some farmworkers come with degrees from other countries that are not recognized here. Some participants were surprised to see education ranked so low in the prioritization process as they saw education as key to addressing many of the issues by empowering the farmworkers and their children.

### **Marion/Polk (May 6, 2002)**

(Group A) Participants agreed that this issue was the most important one facing the Woodburn area. Specifically, the high school drop out rate amongst farmworker families received the most number of points in the prioritization process (all 18 points under “Education”).

Participants commented extensively on a general systemic failure to keep the children of farmworkers in school, and to provide adequate opportunity to those who are in school. The lack of support groups to encourage retention through the family was cited as a major lack in service provision. Funding was also cited as a barrier to service provision; participants commented that there are not enough resources to fund after school activities.

With respect to adult education, there are no services provided to address the illiteracy problem in the community, and there is a wait list for ESL classes of 700 to 1,000 interested students due to a lack of adequate funding. In addition, there is an unmet need for small business education and workforce development programs. One participant also mentioned the need for education about the legal system in the United States.

(Group B) Participants thought a better education was a keystone for a better overall life for farmworkers. Once a better education is achieved, a better job and better opportunities often follow. Specifically, participants identified an especially large need for GED education and basic education. There are huge waiting lists (some as large as 500 people) for ESL classes.

Participants indicated that a large need for basic literacy skills exists in the farmworker community. By way of example, it was stated that many farmworkers do not even know how to hold a pencil. Participants agreed that such realities of working with the farmworker population present a major barrier to accessing the range of services available.

### **Linn/Benton (May 23, 2002)**

One participant mentioned the need for additional resources to provide educational services to the farmworker population. ESL classes are a particular need that is not being met currently. The primary barriers to ESL education that were discussed include funding for teachers, and the hours and accessibility of existing classes. ESL programs have been most successful when they take important cultural needs into consideration. Provisions for transportation and on site childcare were cited as examples.

A number of other educational needs that currently go unmet were also included, such as the need for parenting skills, driver’s education, training in personal rights, and conflict management. Skills training classes are currently available, but only offered in English through the local Community College. There is, however, a new program that specifically targets Latinos for training in non-agriculture related work (such as HVAC training).

## **Job Assistance, Job Skills, and Self-Employment**

### **Klamath/Lake (April 23, 2002)**

The Workforce Investment Act 167 helps in this area by providing some funding, but does not aid undocumented workers (estimated by one service provider to comprise roughly 80% of their ESL classes.)

Klamath Community College has also been providing some classes that have been helpful. It is difficult both logistically and technically for farmworkers to learn skills that will take them out of the fields. The number of hours that farmworkers spend in the fields, as well as the amount of physical energy that it can require of them, limits their ability to access services and learn new skills.

One success story cited by participants involved coordination between the local Oregon Employment Department office and Oregon Human Development Corporation on a project to train Spanish-speaking (monolingual) farmworkers as firefighters. Ten participants were trained and certified as firefighters through the project. Agency coordination of this sort can serve as an example for future creative solutions to the problem of skill building.

### **Wasco/Hood River (April 30, 2002)**

The participants generally recognized that the state of farmworkers in the community was very much dependent on the overall health of the local economy, thus deserving greater recognition than was reflected in the prioritization process. Participants expressed concern that the shut down of packinghouses and farms in the area will create a loss of employment opportunities for the farmworker population, as exemplified by the 13 farms currently up for sale in the community. A participant also mentioned the need for a mechanism to transition farmworkers into other jobs. The participants agreed that investment in the community should incorporate the true importance farmworkers play in the local economy compared to other industries.

### **Marion/Polk (May 6, 2002)**

(Group B) Participants stated that employers needed to have forms in Spanish as well as bi-lingual staff so that farmworkers can apply for jobs easier and understand tasks/directions better. Employers also need to have a greater cultural awareness of farmworkers, so that there are fewer misunderstandings and communication is easier. Farmworkers need more opportunities to develop workforce skills.

### **Linn/Benton (May 23, 2002)**

Not discussed.

## **Outreach and Coordination**

### **Klamath/Lake (April 23, 2002)**

Participants felt that agency coordination was lacking in their area and in general. Though an Interagency Relations Committee (IRC) has met in the past (approximately every other year), some focus group participants did not know about the meetings (for some participants this was the first time they had met in person despite working in the area for some time). Further, the IRC meetings do not have a dedicated funding stream and are therefore contingent upon available funding to be scheduled. The participants generally agreed that these efforts were not sufficient to keep agencies in communication and informed about the efforts of other organizations. Participants also appeared to be in agreement that increased agency coordination would present opportunities to share resources and provide better, more efficient service in some cases. Woodburn was offered as an example of solid interagency communication; service providers in Woodburn meet monthly to discuss issues.

### **Wasco/Hood River (April 30, 2002)**

The participants generally felt that farmworkers lack adequate knowledge of what programs are available. This lack of knowledge on the part of the farmworkers was identified as a need for greater outreach efforts on the part of the service providers.

Many participants mentioned a variety of strategies to improve outreach. These included an increase hiring of bilingual staff across the service delivery spectrum, as well as properly utilizing the media (newspaper, TV, radio, etc.) to get messages out to the bilingual community. Additionally, building partnerships between service providers, farmers and industry groups to address farmworker needs as well as improve the state of agriculture was discussed by a number of participants.

The issue of general community respect for farmworkers and awareness about the value that farmworkers have in the community was also raised. Specifically, participants felt that outreach was not only important to be directed at the farmworkers, but towards the general community and even the service providers themselves.

### **Marion/Polk (May 6, 2002)**

(Group A) A number of issues were raised concerning the need to improve both outreach efforts and interagency cooperation. Overall, however, the participants indicated that the service provider network is one of the strongest attributes in social service provision in Woodburn. Multiple participants mentioned a lack of farmworker knowledge about available services as a product of inadequate advertising. Tapping into the network of community media sources was viewed as essential.

One participant believed the greatest barrier to accessing a broad range of services is a result of labor contractors steering the farmworkers away from agency services to on-site farm labor camps. Finally,

differences in agency specific guidelines and requirements, and staff understanding of these differences, presents a barrier to greater networking and cooperation.

Key components of Woodburn's success in this area include collaboration with the local community college, as well as monthly meetings to discuss outreach and training tools across the agency network. For example, the information "carousel" is a yearly event for service providers hosted by the Mexican consulate.

Participants referred to the need, in particular, for bilingual staff and documents written in Spanish. Participants commented on insufficient staffing with bilingual skills, as well as incorrect grammar on Spanish-translated flyers. In general, however, this was a low priority, and received no dot-points.

(Group B) Participants indicated that they currently do not have enough funding for outreach. One service provider thought that what would really make life easier for newly-arriving farmworkers is a person or group of people who would help them adjust to life in the U.S. and inform them how to access services in the area. Ideally, a social support group of this type would also provide social connections and social networks, which could help farmworkers feel less isolated from the larger community. Ideas to address this issue included:

- More outreach which makes use of the local Spanish radio and Spanish TV stations.
- Service provider "fairs" at the farmworkers' housing areas.
- Partnering directly with growers to disseminate information.

### **Linn/Benton (May 23, 2002)**

The primary comment regarding outreach was that the business hours of many service providers do not coincide with the needs of the farmworkers. Yet, participants recognized the importance of reaching the farmworker population by proactive measures. Outreach has been most successful, one participant mentioned, when it is focused where the people actually congregate, such as restaurants and supermarkets.

There was general agreement that more interagency communication is needed in this service provider network. Agency policies, which emphasize client confidentiality, were seen as a major contributor to the lack of communication between organizations.

Currently, coordination is addressed by an advisory committee established by people from different service agencies to determine the needs of Hispanics in Linn/Benton counties. In addition, the committee also evaluates how farmworker service needs are being met or not met by agencies in the area.

## **Transportation**

### **Klamath/Lake (April 23, 2002)**

Most families have transportation to and from their work sites, but during the day families left at home are often without vehicles. Farmworkers and their families find public transportation infrequent and difficult to access, as well as intimidating to non-English speakers. This is a particular problem in the rural areas, and keeps them from accessing needed services. One agency has purchased a van to pick up clients. Some difference of opinion existed among participants about the needs and potential solutions to the transportation issue.

### **Wasco/Hood River (April 30, 2002)**

Transportation is lacking from Wasco to Hood River where the services are located. In addition, driving licenses are hard to get, thus there is a need for driver's education, particularly with women. Participants were surprised to see transportation so low on the list of priorities, given the need for transportation from Wasco to Hood River.

### **Marion/Polk (May 6, 2002)**

(Group A) One of the more important issues facing the community is the loss of grant funding for the existing transportation system serving the farmworker community. Participants ranked this specific issue as the second highest priority (all six points in Transportation category).

(Group B) Farmworkers need auto insurance, but cannot afford it. Bus schedules are not written in Spanish, and the bus employees do not speak Spanish. It would help if Spanish-speaking employees were available by phone to assist with transit related questions. Similarly, participants indicated that bus schedules written in Spanish were needed. Finally, participants noted that many farmworkers lack of experience in bus riding protocol presents a potential barrier to ridership.

### **Linn/Benton (May 23, 2002)**

Due to the dispersed nature of the farmworker population, transportation, particularly in rural, remote areas of the counties, is a major barrier to accessing services. Multiple participants commented that they were surprised this issue was not emphasized in the prioritization process.

## **Miscellaneous**

### **Childcare**

#### **Wasco/Hood River (April 30, 2002)**

The participants generally agreed that the lack of sufficient day care was one of the most important issues facing the area. This issue is interdependent with many of the other issues (such as education and healthcare). While there are some day care services available year round, seasonal childcare is a major concern. There are insufficient

resources to meet the rise in childcare needs during seasonal population peaks.

## **Funding**

### **Wasco/Hood River (April 30, 2002)**

The participants all agreed that additional funding was important, because it will help address all other gaps in social service provision, particularly the issue of temporary, seasonal influx. The participants felt it important to distinguish additional funding from redistribution or shifting of existing funding. The Community Block Grant Fund, through OHCS, has been a successful source for funding, yet participants noted that competition is increasing and funding is shrinking.

## **Seasonal Population Influx**

### **Wasco/Hood River (April 30, 2002)**

Services are overwhelmed at peak times of the years. Hood River is fairly successful at providing services to year round farmworkers, but lacks the resources necessary to assist migrant and seasonal farmworkers. RAMAS was cited as a good example for temporary assistance to migrant workers. For the first two weeks when they arrive in the community, they provide free food, healthcare, childcare, and clothing for migrant workers.

## **Women's Issues**

### **Marion/Polk (May 6, 2002)**

(Group B) Two participants emphasized the importance of remembering that women may need different services and have different concerns than single male farmworkers. For example, single male farmworkers often prefer to live close to the farms (such as in labor camps), whereas many female farmworkers with children prefer to live in the city, and closer to service providers and better schools. Women also have different needs in regards to transportation, service provision, and social isolation.

## **Multi-cultural Issues**

### **Marion/Polk (May 6, 2002)**

(Group B) Many farms in this service area are transitioning to Russian ownership. Russian farm owners are very wary of the government and of service providers. This can create difficulties in many areas. For example, participants cited incidents where farmworkers could not get proof of employment from Russian farm owners. Furthermore, participants indicated that farmers, and specifically Russian farm

owners, do not understand the farmworkers' culture. One service provider stated that it would be beneficial if service providers had staff capable of speaking Spanish, Russian, and English.



# Appendix E

## Farmworker

### Focus Group Summary

## Methods

To refine the results from the statewide farmworker survey, and to get specific county information about gaps and barriers farmworkers face, Community Planning Workshop facilitated four focus groups with farmworker in Linn/Benton, Marion/Polk, Klamath/Lake, and Wasco/Hood River Counties. CPW worked with staff at local service provision agencies within each study area to schedule facilities suitable for conducting the focus groups, to recruit farmworker participants, and to provide agency facilitators for each meeting.<sup>5</sup> Farmworkers were recruited directly by service providers and through the posting of Spanish language fliers advertising the meetings. Table B-1 summarizes logistics from each focus group.

**Table B-1: Focus Group Logistics Summary**

Study Area	Klamath/Lake (1)*	Wasco/Hood River	Marion/Polk	Linn/Benton	Klamath/Lake (2)
Meeting Date	April 23, 2002	April 30, 2002	May 6, 2002	May 23, 2002	June 5, 2002
Location	Malin	Parkdale	Woodburn	Albany	Meril
Coordinating Agency	Migrant Head Start	MCCAC	FHDC	OHCS	OHDC
# of Farmworkers	0	4	16	5	9
# of CPW staff	2	3	2	3	2
# of Agency Staff	2	1	1	1	4
Facilitator Affiliation	Migrant Head Start	CPW**	CPW**	Faith-Based Organization	OHDC

Source: Community Planning Workshop

\*This meeting was rescheduled for June 5 as no farmworkers attended.

\*\*The agency facilitators scheduled for Parkdale and Woodburn did not show up for the focus group meetings. As such, CPW staff (fluent in Spanish) facilitated these focus group meetings.

<sup>5</sup> CPW's intent was to have all focus groups facilitated by local agency staff. However, agency facilitators scheduled to conduct the Wasco/Hood River and Linn/Benton focus groups were unable to attend these meetings. As such, CPW staff fluent in Spanish facilitated the focus group meetings in these two case study areas.

The focus group format consisted of eight core questions intended to frame the discussions. The topics included: use of services , positive and negative experiences in receiving service, barriers to accessing service, gaps in service provision, and what service providers can do to provide better services [this is only five categories]. A CPW staff translator worked with local service provider representatives to facilitate the focus groups.

Facilitators asked the core questions, and used follow up questions for clarification and elaboration. The core questions acted as a guide for the facilitators to cover the key topics. The setting was an informal discussion to make everyone more comfortable in participating. When participants did not respond to questions, facilitators provided examples of potential responses to prompt discussion.

To record the participants' responses, the translator took detailed notes. In addition, CPW also recorded the meetings on audiotapes to serve as a backup to the notes of the translator. The participants were not required to read or write anything.

## Questions

CPW asked the following questions of the focus group participants.

- What is your name, how long have you been a farmworker, and what types of agriculture work have you done?
- How large is your family and how long have you lived in this community?
- In \_\_\_\_\_ County, there are a variety of service providers, including OCDC, OHCS, etc. Many of them provide services that are targeted to the farmworker population, including: housing assistance, medical assistance, food assistance, child education, work force development, etc. Thinking back over the past few years, which services have you accessed?
- Thinking about the services you've accessed, give some examples of programs that are working well. What makes your experience with that organization positive?
- What are some bad experiences you have encountered when accessing services?
- What factors prevent you from accessing services more than you currently do?
- What do you think service providers can do to make services more accessible?
- What services do you wish were available that are not?

# Results

The list of critical issues focus group participants identified during the brainstorming session were condensed into the following general categories:

- Medical Care
- ESL/Employment/Certification
- Housing/Utility Related
- Transportation
- Service Provider Outreach
- Job location assistance
- Documentation/Immigration issues
- Miscellaneous

The following sections provide a detailed summary of each topic category. Each section is organized by location and date of each focus group.

## **Medical Care:**

### **Wasco/Hood River (April 30, 2002)**

The participants initiated the session with a discussion of medical care problems. The lack of preventative care was identified as a major concern and all of the participants voiced a need for preventative care. Many indicated that emergency care is the only medical care they can receive and general illness, unless grave, is not considered an emergency. This forces people who would have otherwise minor health problems to wait until their health deteriorates to a level that can be classified as an “emergency.” This problem came up several times over the course of the meeting. In addition to preventative care, the cost of pharmaceuticals and the per-visit fee were also issues that group members indicated prevented them from receiving adequate medical attention.

### **Marion/Polk (May 6, 2002)**

All of the participants expressed the need for affordable, preventative medical care. Participants indicated that they couldn't receive free medical aid until they are in an emergency situation. There were many stories of children who had symptoms of a sickness, but they could not get assistance until the sickness had progressed into something more serious. Many of the farmworkers get medicine mailed to them from their relatives in Mexico because the medicine is too expensive in the U.S. One strategy they have tried to use is that they go to the clinics and tell them they have no money for care. The clinics tell them to go to the hospitals and tell them it is an emergency. However, this strategy does not work that often, so most people have to wait until they truly are in an emergency situation to receive medical attention.

In addition, many of the participants identified eye care as a specific health-care related need. While many had glasses, several participants explained that they did not have the appropriate prescription. Other participants said that they had bad eyes but could not afford to get their eyes checked and could not afford eye care. None of the participants knew if eye care services were available to them.

### **Linn/Benton (May 23, 2002)**

Participants voiced their concerns about their and their family's health care. Some were covered by the Oregon Health Plan (OHP) but many had medical coverage only in the case of an emergency. This coverage forces many people to wait until minor problem become emergencies. The lack of preventative care and the high costs of pharmaceuticals were major concerns of the participants. Many of the participant's children were covered by the Women, Infants and Children (WIC) program or by OHP. The participants that were covered by OHP felt that its service provision was adequate.

### **Klamath/Lake (June 5, 2002)**

The participants voiced their concern about the cost of health care, lack of preventative care for adults and dental care cost and availability. In Klamath they offer some free medical services but the exact availability and the qualification requirements to receive these services were unclear to all of the discussion participants. Some group members received health care assistance from the local University, OIT and also the open door clinic. The group related several accounts when individuals were forced to forego preventative medical treatment due to lack of resources. Only emergency medical and dental services are available so many people wait until their condition worsens to a state of emergency before they receive treatment.

## **ESL/Employment/Certification classes:**

### **Wasco/Hood River (April 30, 2002)**

Some of the group participants voiced concern about skill building classes. Specifically, because classes are usually offered in the afternoon and all of the participants work in agriculture, the time classes are offered prevents many members of the community from attending. Also, most of the community is forced to migrate with the harvests because their only employable skill is farm work. By way of example, the participants indicated that the majority of the local Parkdale farmworking community had migrated to Wasco to harvest asparagus (in late April when the meeting was held). This dependency on farmwork as the sole form of employment is a problem. Participants indicated that they may start a class, but usually it is virtually impossible to finish it. Additionally, several indicated that they or people they know have college degrees from foreign countries, which are not recognized in the U.S. Without additional accessible affordable

education opportunities or recognition of the foreign degrees the group felt that there are not sufficient employment opportunities.

### **Marion/Polk (May 6, 2002)**

The participants acknowledged that ESL classes are available, but indicated that they are not free. Participants stated would take ESL classes if they could pay for them. However, none of the participants had the money to take the classes. They realize the importance of learning English, however other basic needs take priority. None of the participants spoke English.

A few participants also indicated that no skill building or certification classes were available. There are classes at the community college, but they cannot afford them. Participants indicated that there are many jobs available if they had the appropriate skills, but they have no way of obtaining those necessary skills and certification because of their economic situation.

### **Linn/Benton (May 23, 2002)**

Each participant voiced a desire to take a class or classes on a variety of subjects. Most wanted access to ESL classes. ESL classes are offered in the area but the hours and frequency are conflicts that impede attendance. One participant said that after working all day she was too tired to attend a class. Another participant voiced a desire to take a driving class but she knew of none offered in Spanish. One participant had a degree from his home country, but stated that it is not recognized in the U.S. The same participant was interested an equivalency program so his previous education could be recognized in this country.

### **Klamath/Lake (June 5, 2002)**

Many members of the group voiced a need for more accessible ESL classes. There are some offered in the area but some group participants found it difficult due to scheduling to attend. All of the group participants had children. Due to their work schedule many of their children spent time after school on their own. The group participants would like to see more organized activities so their children are actively occupied in after school activities. Also one member of the community voiced a desire for more resources for independent learning in Spanish. According to the group there are insufficient library books and other resources for Spanish speaking members of the community.

## **Housing/Utility Related:**

### **Wasco/Hood River (April 30, 2002)**

While most of the participants were satisfied with their current living conditions, many cited previous conditions and conditions of community members as insufficient. One woman said she knew of two families, twelve people in total, living in a one-bedroom apartment. Another group member shared a story of living without running water at a

workers camp. For the most part, they said that there is not sufficient adequate housing for the total farmworker population.

### **Marion/Polk (May 6, 2002)**

Participants agreed that the cost of utility bills was a major concern to everyone living in their farmworker-housing complex. Many people have had their phone turned off and cannot afford the deposit to get it reconnected. Electricity is also a major issue since almost all appliances in the complex are electric including heat. The rising cost of electricity has had an enormous financial impact on almost everyone and there is no form of assistance available.

### **Linn/Benton (May 23, 2002)**

Not discussed.

### **Klamath/Lake (June 5, 2002)**

Utility cost was a concern for many of the group participants. The drought caused the closure of many farms and packaging warehouses. There was utility bill and rental assistance needs during the closures of farms and closing of the packing houses. Many group members said that before the drought they had no need for most of the services. The drought caused many farmworkers to lose their job and increased the need for services in the area.

## **Transportation**

### **Wasco/Hood River (April 30, 2002)**

Some transportation is provided in the community, but most of the participants were unclear if they could use it and when it offered. There is a bus service provided once a week but it requires an appointment and unless it is used for children's medical appointments the service is not free. Information and appointments were not available in Spanish either.

### **Marion/Polk (May 6, 2002)**

Not only did the participants say that the DMV was discriminatory, but they also expressed the extreme difficulty in getting a driver's license. Many of the participants have rather poor reading and writing skills, and there is not much information available in Spanish. There is no bi-lingual education available to their knowledge. This inability for them to obtain a driver's license is a major barrier to getting jobs.

### **Linn/Benton (May 23, 2002)**

Many of the participants had sufficient transportation. However, those that did not said that it proved to be one of their largest barriers to accessing services. One participant has tried to take driving classes but found none offered in Spanish. She felt that if she could drive she would have better access to employment opportunities and better access to services in the community. None of the participants knew of transportation offered specifically for farmworkers.

### **Klamath/Lake (June 5, 2002)**

Transportation is an issue that prevented many group members from receiving services. Several of the group members related accounts of canceled or missed medical appointment and inability to access services that are offered a short distance away in Klamath Falls due to the lack of transportation. One group member suggested having a daily shuttle to and from Klamath Falls to facilitate in farmworker mobility. Many of the group members had their own vehicles but were unable to use it due to the high cost of insurance.

### **Service Provider Outreach**

#### **Wasco/Hood River (April 30, 2002)**

The group cited many gaps in service provision but usually another member of the group knew of some way or another to access that service. The largest gap appeared to be in the service provider outreach. The focus group suggested more information in Spanish, announcements in Spanish on the radio and even the suggestion of sending service announcements in the mail. The idea of offering a comprehensive service sheet seemed like a good way of compiling this information. Many of the services that are offered are not publicized sufficiently to access the target community. Without letting people know that they are there to help, service providers cannot provide any help

#### **Marion/Polk (May 6, 2002)**

Not discussed.

#### **Linn/Benton (May 23, 2002)**

Many of the services offered to the farmworker community were not taken advantage of by the participants because they did not know they are offered. The problem of outreach of the services prevented many from using services that are offered. Some ideas the participants came up with to publicize services offered in the community were announcements on Spanish speaking radio, advertisements in Spanish periodicals, and fliers in local grocery stores or other establishments frequented by members of the farmworker community.

#### **Klamath/Lake (June 5, 2002)**

Members of the group cited OHDC as an invaluable resource for service and service referral.<sup>6</sup> Participants also cited the local senior citizen center as an organization that was actively involved in farmworker outreach. Many of the services that are provided in the community are referred to by other organizations and according to participants, local service providers have used various tactics to connect with the farm

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<sup>6</sup> It is important to note that his focus group was organized and facilitated by OHDC and that the majority of the members of this group were contacted and involved with OHDC and their service provision.

working community. Specifically, OHDC was cited as having gone to packing warehouses and door-to-door to let the community know what services and resources are available. In addition, participants indicated that utilization of Spanish speaking media like the radio is useful in connecting with farmworkers. While some service providers have been very successful in connecting with the community, some services go unused due to lack of outreach and service provider coordination.

Participants also indicated that while many services have bilingual employees, the staff is occasionally limited. Some group members related experiences when they were unable to receive the services they needed because at the time there was not a bilingual staff member on hand. On occasion group members would travel great distances to access services in Spanish. Some services had a bilingual person on call so they could facilitate service provision over the phone.

## **Documentation/Immigration issues**

### **Wasco/Hood River (April 30, 2002)**

Not discussed.

### **Marion/Polk (May 6, 2002)**

The issue of documentation came up in the meeting. Many of the participants were reluctant to talk about it, but they said that getting appropriate documentation and papers for jobs is nearly impossible. They do not know where to go or who to talk to in order to have their rights explained. They do not know where or how to go about getting the appropriate papers needed for many jobs in the region.

### **Linn/Benton (May 23, 2002)**

Each participant voiced a major concern about establishing legal status. The navigation of the paperwork and the limited opportunity to establish legal status proved to be the biggest barrier to service provision. When asked what service they wished existed all the participants said they would like to be provided with legal status. Additionally many of the participants voiced a need for more aid in applying for legal status and explanation of their rights and laws.

### **Klamath/Lake (June 5, 2002)**

Some other concerns that the group members voiced during the meeting were the stringent requirement for qualifications for many of the services. By requiring farm workers to qualify for services make it impossible for many farmworkers to take advantage of services offered in the area. Most of the services require that the participants are legal residents a barrier to all illegal immigrants.



## **Miscellaneous**

### **Food and Clothing Banks**

#### **Wasco/Hood River (April 30, 2002)**

Many members of the community arrived in the area without any food, clothing or shelter. There is only one food/clothing bank that this group knew of in the area. They only permit collection once a month so many times people go hungry until they establish a source of income. The group thought that there could be more food and clothing banks.

### **Alcohol/Drug Counseling:**

#### **Wasco/Hood River (April 30, 2002)**

Participants indicated that Alcohol and Drug counseling had been available to the farmworker community in the past, but that these services were no longer available. The group expressed the need for their return. They said that many of their co-workers use alcohol and drugs and it leads to many other problems. Domestic violence and generational cycles of substance abuse were cited as problems that arise.

### **Job location assistance:**

#### **Marion/Polk (May 6, 2002)**

The problem with much of the work in the county is that it is temporary. Many people will have work for 2-5 months and then employment is not available. The participants expressed the difficulty in monthly bills without steady income. Many of the participants said they often could find no work for 6-8 months. They do not know of any service they can access to get assistance in locating jobs.

### **Discrimination:**

#### **Marion/Polk (May 6, 2002)**

Many participants addressed the significant amount of discrimination that is directed toward them. Often, this discrimination comes from farmworkers who have worked in the area for a long time. Also, they experience discrimination because they cannot speak English. The participants said they experienced the most discrimination from the many bi-lingual Hispanics in the region. The welfare office and DMV, according to the participants, are very discriminatory as well.

## **Check cashing issues:**

### **Marion/Polk (May 6, 2002)**

Many participants complained about the inability for them to cash checks at their banks. Their rent and utility services are attached to their bank accounts, and therefore when money is deposited, it is automatically deducted for rent and utility services. Often, there are more essential things they need such as food and medicine. Therefore they are forced to go to check cashing businesses, where large sums of money are deducted from their check in order to obtain cash.

## **Restriction of starting small business**

### **Marion/Polk (May 6, 2002)**

Many of the participants took issue with the restrictions placed on their ability to sell goods in their housing complex as well as other areas throughout Woodburn, including their places of employment. Many of the participants wanted to sell food and crafts to generate other income, but were restricted of doing so in many cases. Participants wished there was a market, or some place where they could buy and sell goods amongst each other.