

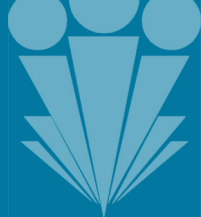


PEOPLE FOR PEOPLE

ANNUAL REPORT



2013



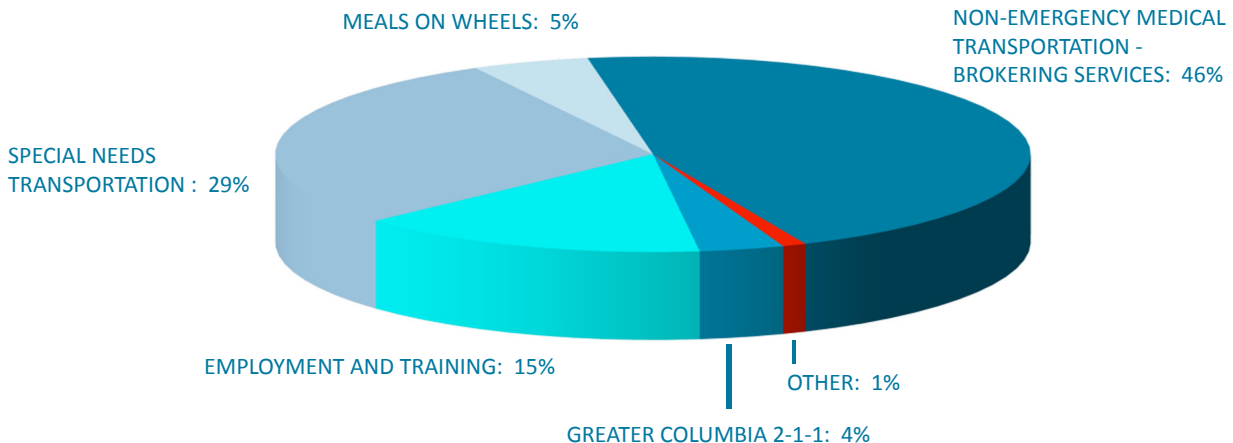
People For People

Madelyn Carlson, Chief Executive Officer
Renee Biles, Chief Operations Officer
Jim Restucci, President, Board of Directors

During 2014, People For People proudly celebrates 49 years of service to the individuals and families of Washington state. Our nonprofit agency has served thousands in need through our five programs:

- 1 Meals on Wheels Senior Nutrition Program**
- 2 Special Needs Transportation**
- 3 Non-Emergency Medical Transportation - Brokering Services**
- 4 Greater Columbia 2-1-1 Information and Referral Center**
- 5 Employment and Training**

TOTAL PFP REVENUE: \$15,571,184



Meals On Wheels Senior Nutrition Program



“...I feel like part of a large extended family thanks to Meals On Wheels.”

Joy, a retired nurse, is home-bound due to health issues which limit her ability to stand or prepare hot meals in her own kitchen. Joy says, “Meals On Wheels is a crucial part of maintaining independence,” and socialization is key for many home-bound seniors living on their own. She appreciates the meals and says it’s always great food, but truly values the People For People staff and volunteers, who she says “are all so down to earth and good-hearted,” and make it a point to get to know the clients they serve. Joy says every time a driver drops off a hot meal at her home, they go out of their way to ask her about her day and engage in conversation. According to Joy, she feels as though she has become a part of a large extended family through the Meals On Wheels program.

MEALS ON WHEELS

Total Meals Served: 98,570

(July 1, 2012 - June 30, 2013)

Congregate Meals Served.....	50,906
Home Delivered Meals Served.....	47,664
Unduplicated Congregate Participants.....	858
Unduplicated Home Delivery Participants.....	617

County Served: Yakima

Special Needs Transportation

“...we were able to stay in our home and still get to appointments, thanks to PFP.”



Yakima County is one of the largest geographical regions in the state. The expanse between cities and services requires that seniors look to alternative forms of transportation when they are no longer able to drive themselves. Elderly and unable to drive, Arthur and Louise prepared for the worst case scenario, selling their long-time family home in the lower Yakima Valley in order to be closer to necessary medical and social services in Yakima. Arthur and Louise learned that by relying on the transportation services of People For People, they could continue to live in their home and still get to and from all the services they need in order to stay healthy and independent.

TRANSPORTATION

Total Miles Traveled.....1,799,322
Total Service Hours.....84,927
Total Passenger Boardings.....336,361
Counties Served: Adams, Grant, Lincoln, Yakima

(January 1, 2013 - December 31, 2013)

Non-Emergency Medical Transportation - Brokering Services

“I felt like the staff weren’t helping us just because it was their job, but because they cared.”



Baby Christian was born with a very rare congenital defect called Heterotaxy Syndrome, necessitating complex surgeries not routinely performed in Yakima. When Christian’s family was approved for surgery in California, they were unsure of the costs and logistics of transporting their fragile baby out of state. Thankfully, Christian’s family contacted People for People, who paid for accommodations, meals, and transportation so the family could be present through surgery and recovery. Although the financial assistance was a huge boost, Christian’s mom said the emotional support they received from PFP staff made all the difference. “I felt that Tracy [in Broker] wasn’t just doing this for us because it was part of her job, but because she cared about getting Christian to the best hospital with safe accommodations for his fragile medical needs,” she said. Christian’s mom added, “We are grateful for organizations like People for People to help people get the important medical care they need.”

BROKERING SERVICES

Total Trips Provided....	166,311
Average Monthly Clients Served.....	2,414
Out of Area Lodging Nights.....	13,572
Counties Served:	Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, Yakima

Greater Columbia 2-1-1 (GC 2-1-1)



**“...(2-1-1)
took the
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GREATER COLUMBIA 2-1-1

Total Calls Handled: 31,141
(January 1, 2013 - December 31, 2013)

Top Ten Requests for Help:

Statewide Community Needs.....	9,028
Free Tax Prep/EITC or VITA.....	2,181
Utility Bill Payment Assistance.....	1,568
Rent Payment Assistance.....	1,275
Food Requests.....	1,174
Misc. Family/Community Needs....	1,131
Transportation Requests.....	1,012
Food Stamps/Quest Card (EBT).....	910
Emergency Shelter Requests.....	683
Permanent Housing.....	614

Counties Served: 18 (see map on back)

Margarita was exasperated that she could not get help, due to her limited ability to read and write, lack of transportation and an inability to get basic questions answered when she had a problem. Fortunately she dialed 2-1-1, the free call center service operated by People For People to help individuals locate and access vital social programs. 2-1-1 call center advocate Yanet helped Margarita complete an application and later go through the interview and approval process to receive food through the Senior Nutrition Program. Margarita called 2-1-1 to express her gratitude, stating that now when she goes to her kitchen and sees her refrigerator full of groceries, she thinks, “I have this thanks to Yanet’s help.” Margarita added, “She took the time to hear me out and help me when no one else would.” Margarita said she would forever be thankful to Yanet who helped on behalf of the GC 2-1-1 program.

Employment and Training



Gabriel enrolled in the WIA Adult program as a single parent with custody of his 2 children. He held a variety of jobs, but had been laid off and unemployed for over a year. After much searching, Gabriel enrolled in Yakima Valley Community College's Early Childhood Education program. Getting his education wasn't easy with his family and financial responsibilities, but he eventually received his AA degree. PFP helped him enter a paid work experience position, where he applied what he learned and developed additional skills.

EMPLOYMENT AND TRAINING

Total Clients Served: 533

Workforce Investment Act (WIA) Adult Program

serves low income adults; 174 Served / 80% Job Placement Rate/\$11.73 Avg. Wage

WIA Dislocated Worker Program *helps those with job loss due to layoffs, closures, etc.; 61 Served / 76% of exits entered employment/\$16.62 Avg. Wage*

Commerce WorkFirst Programs *adults transitioning from TANF; 253 Served / 54% entered employment*

Housing and Employment Navigator Project 13 Enrolled; All remain in training

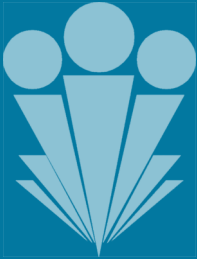
WIA Youth 21 Served; 88.8% of youth exits entered employment or continued their education

Senior Employment 11 Served

Counties Served: Kittitas, Klickitat, Skamania, Yakima

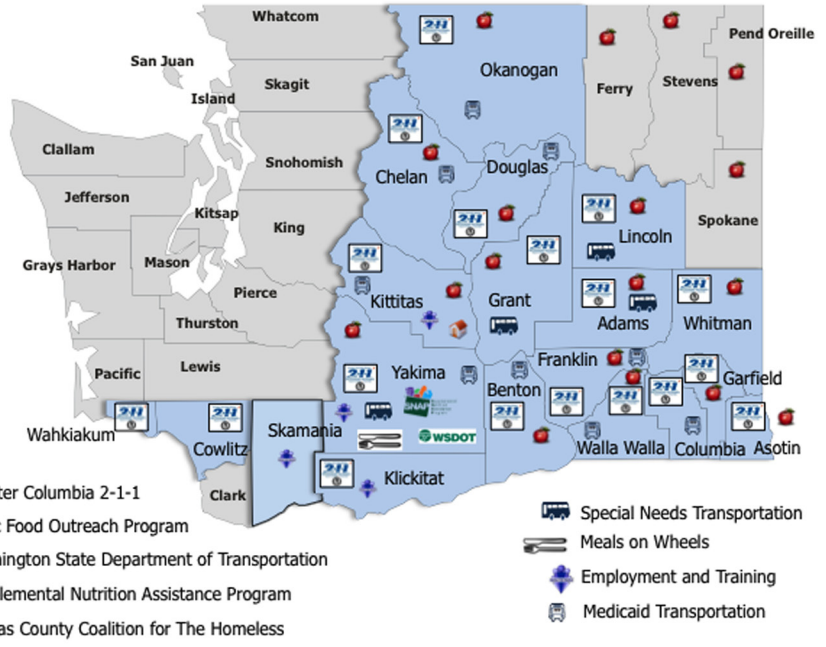
(January 1, 2013 - December 31, 2013)

The experience Gabriel gained, the contacts he made and the references he obtained have led to full time employment with Heritage University. He is now able to support his family and work in a fulfilling career, encouraging people to achieve their educational goals, while he continues to aspire to furthering his own education.



People For People is an equal opportunity employer and provider of employment and training and other services. People For People does not discriminate in providing services on the grounds of race, creed, color, religion, national origin, gender, age, marital status or the presence of any sensory, mental, or physical handicap. Auxiliary aids and services are available upon request to persons with disabilities. TTY 711.

PEOPLE FOR PEOPLE SERVICE AREA MAP



PEOPLE FOR PEOPLE

509.248.6726
www.pfp.org

302 W. Lincoln Avenue
 Yakima, WA 98902
 509.248.6726

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