

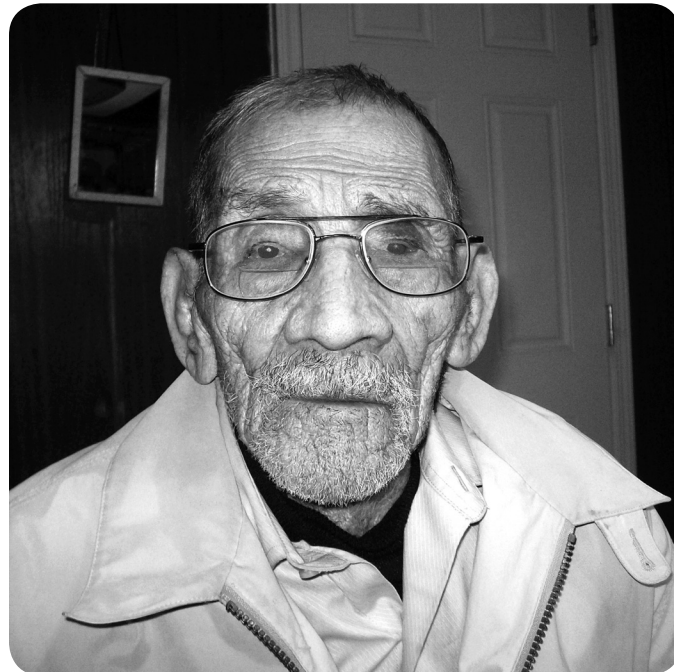
People For People

How We Helped in 2009

Maintaining Independence: TRANSPORTATION SERVICES

Julio Tiliano

For over four decades, seniors in our region have relied on People For People's busy fleet of buses and vans to get them to medical and personal appointments. When senior Julio Tiliano needed a reliable, safe way to get to his nutrition appointments in a neighboring town, he called on PFP to provide transportation. Now a well-traveled passenger, Mr. Tiliano enjoys peace of mind and independence on his trips. And Tiliano's son, John, doesn't have to worry about Juliano getting around by himself during the day. "PFP has made life easier for my Dad, and that is so important to working families like ours," said John.



TRANSPORTATION

Total Miles Traveled: 2,217,792

Total Service Hours: 99,923

Total Passenger Boardings: 379,243

Counties Served: Adams, Grant, Lincoln, Yakima

(July 1, 2008 - June 30, 2009)

Downsized, Not Down and Out: EMPLOYMENT AND TRAINING



Lori Ballard

Five years ago, Lori Ballard found herself unemployed due to a company downsizing. Tired of an unstable industry, Lori decided to return to school and pursue a lifelong dream of earning a Bachelor's degree. PFP played a key role in Lori's academic success, helping her qualify for the Dislocated Worker program, through which she received partial help for tuition, resume assistance and recommendations for positions with interested employers. "Today I am employed in my new career field and my future is brighter than ever," says Ballard.

EMPLOYMENT AND TRAINING

Total Clients Served: 977

Workforce Investment Act (WIA) serves low income adults

238 Served / 87% Job Placement Rate/\$13.44 Avg. Wage

Community Jobs (CJ) adults transitioning from TANF

232 Served / 64% Job Placement Rate

Dislocated Workers job loss due to layoffs, closures, etc.

49 Served / 88% Job Placement Rate/\$16.07 Avg. Wage

Supported Work adults transitioning from TANF 192 Served

503 Student Retention Program 252 Served

Seniors 14 Served

Counties Served: Kittitas and Yakima

(July 1, 2008 - June 30, 2009)

Critical Link to Medical Care: MEDICAID TRANSPORTATION AND INTERPRETER SERVICES BROKERING

Angela Johnson and Hunter Ford

People For People's Medicaid Broker Program helps individuals and families in need of transportation and interpreter services for medical and social services appointments. When Angela Johnson called PFP inquiring about help for her son Hunter's life-threatening illness, staff were able to arrange monthly lodging at Ronald McDonald House, which has allowed Hunter to receive specialized medical treatment at the University of Minnesota Medical Center.



MEDICAID TRANSPORTATION BROKERING

Total Trips Provided: 157,171

Average Monthly Clients Served: 2,098

Out of Area Lodging Requests: 7,844

INTERPRETER SERVICES BROKERING

Total Requests Filled: 28,762

Interpreters Assisted in 15 Languages: Arabic, Bosnian, Burmese, Cantonese, Farsi, Korean, Laotian, Mandarin, Persian, Russian, Samoan, Serbo Croatian, Somali, Spanish, Vietnamese

Counties Served (both services): Benton, Columbia, Franklin, Kittitas, Walla Walla and Yakima

(July 1, 2008 - June 30, 2009)

Help is Just a Call Away: GC 2-1-1



Marina Gonzales

Greater Columbia 2-1-1 provides free information and referral through trained, certified and bilingual staff. That's why Marina Gonzales dialed 2-1-1 when she had questions about whether or not she qualified for the Earned Income Tax Credit and the First Time Home Buyer's program. Gonzales says she has become a regular user of 2-1-1, and encourages her friends and family to call with questions about community resources. "All too often, people don't know where to turn. Calling 2-1-1 gives people a good place to start," says Gonzales.

GREATER COLUMBIA 2-1-1

Total Calls Handled: 69,332

(January 1, 2009 - December 31, 2009)

Top Ten Requests for Help:

Utilities	4,088
Address/Telephone Number	4,021
Family/Community Needs	3,950
Legal	3,410
Rent/Mortgage/Move in	3,269
Free Tax Prep/EITC	3,083
Government Assistance	2,191
Physical Health	1,967
Transportation/Travel	1,752
Food/Food Bank Information	1,645

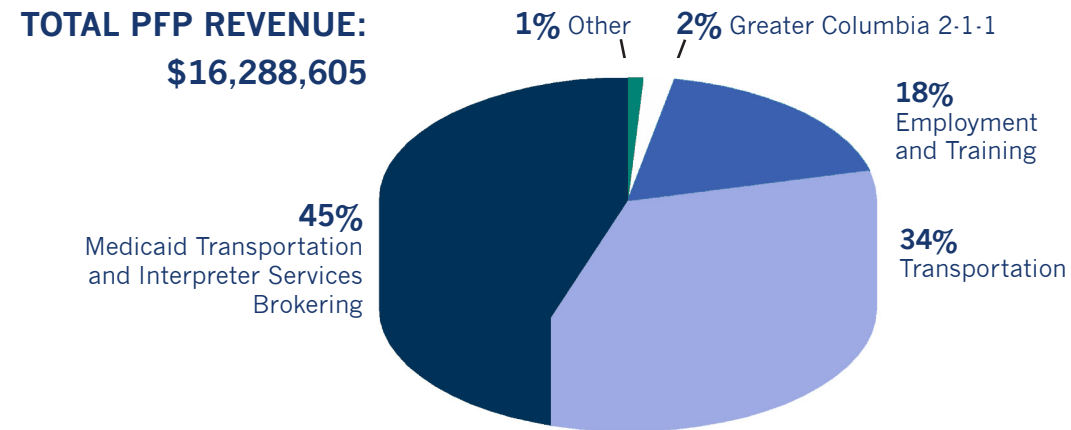
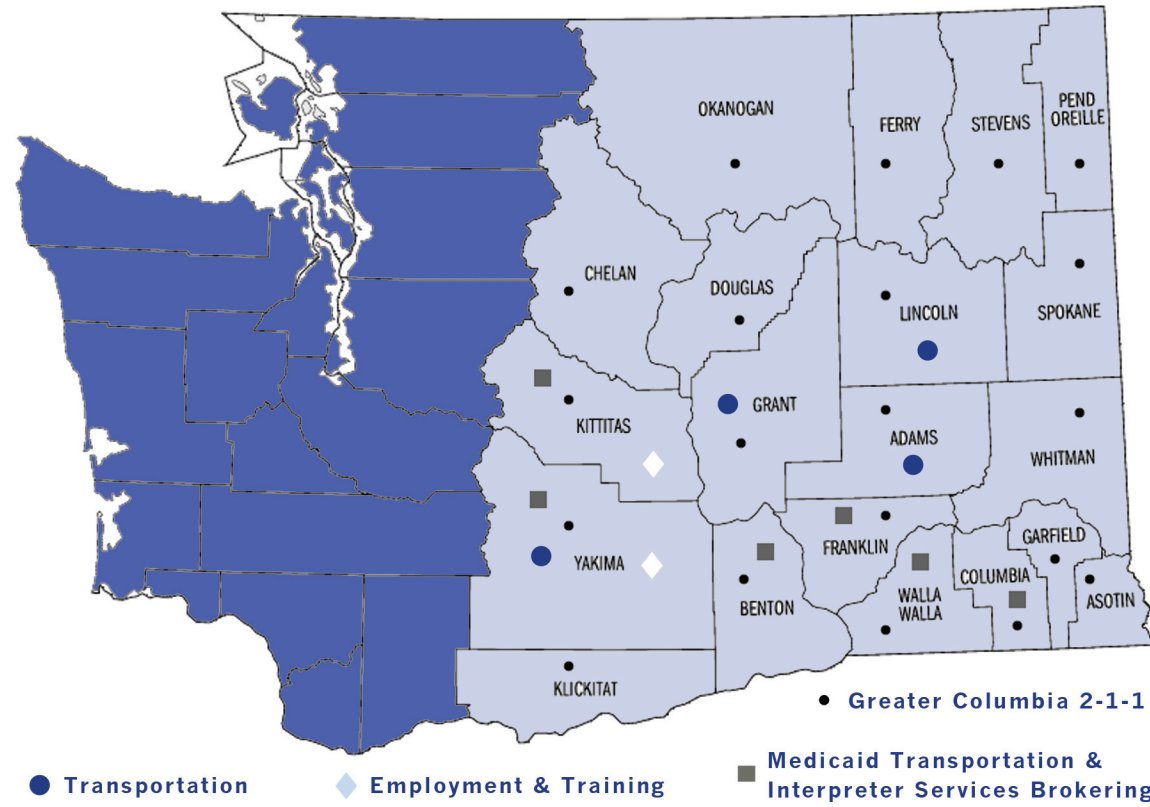
Counties Served: 20 (see map on page 4)

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*People For People
operates its programs
without regard to race,
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