

# Serving Communities Since 1965

## Maintaining Independence: PARATRANSIT TRANSPORTATION SERVICES

### Abel and Rita Garza

Abel Garza was denied a driver's license for the first time in his life due to failing vision and inability to pass his vision test. Frustrated, Abel knew he needed to find regular, reliable transportation for he and his wife, Rita, when they needed to get from their home in Toppenish to medical and therapy appointments throughout the Yakima Valley. The couple tried the service provided by PFP in 2010, and were very impressed. Abel says, "It's a big advantage to have PFP help with transportation. They treat us very well, they're here on time, they help us on the bus - everything has been perfect," he said.



### TRANSPORTATION

**Total Miles Traveled:** 2,021,797

**Total Service Hours:** 93,459

**Total Passenger Boardings:** 344,725

**Counties Served:** Adams, Grant, Lincoln, Yakima

(July 1, 2010 - June 30, 2011)

## Perseverance Pays Off: EMPLOYMENT AND TRAINING



### Kent Schiller

Unable to find employment, Kent decided to pursue a commercial driver's license (CDL). PFP assisted Kent with tuition, motel and supportive services to successfully earn his CDL. After a lengthy, roller-coaster job search, Kent finally landed a full time job in March 2010 as a direct result of PFP's job club. In an e-mail to Kent's case manager, he said, "...here I am, finally gainfully employed and able to support those I love, all due to the wonderful program that was offered to me through People For People. It has definitely changed our lives....thank you!" said Kent.

### EMPLOYMENT AND TRAINING

**Total Clients Served:** 622

**Workforce Investment Act (WIA)** serves low income adults  
214 Served / 89% Job Placement Rate/\$11.23 Avg. Wage

**Dislocated Workers** job loss due to layoffs, closures, etc.  
45 Served / 100% Job Placement Rate/\$18.17 Avg. Wage

**Community Jobs (CJ)** adults transitioning from TANF  
220 Served / 55% Job Placement Rate

**Supported Work** adults transitioning from TANF 85 Served  
**YVCC I-BEST Student Placement** 39 Served/  
74% achievement

**Seniors** 19 Served / 74% Job Placement Rate

**Counties Served:** Kittitas and Yakima

(July 1, 2010 - June 30, 2011)

## Helping Families in Need: MEDICAID TRANSPORTATION AND INTERPRETER SERVICES BROKERING

### PFP Partnership with Seattle Children's

PFP provides transportation and related services to families on Medicaid. Often, families need specialized care not offered locally, so PFP assists families traveling back and forth to Seattle Children's Hospital for treatment. Julie Povich of Seattle Children's Hospital says, "Time and time again, the dedicated staff at People For People have gone the extra mile and done incredible things for our families in need... they do an absolutely amazing job!" Povich says.



### MEDICAID TRANSPORTATION BROKERING

**Total Trips Provided:** 158,635

**Average Monthly Clients Served:** 2,336

**Out of Area Lodging Nights:** 1,321

### INTERPRETER SERVICES BROKERING

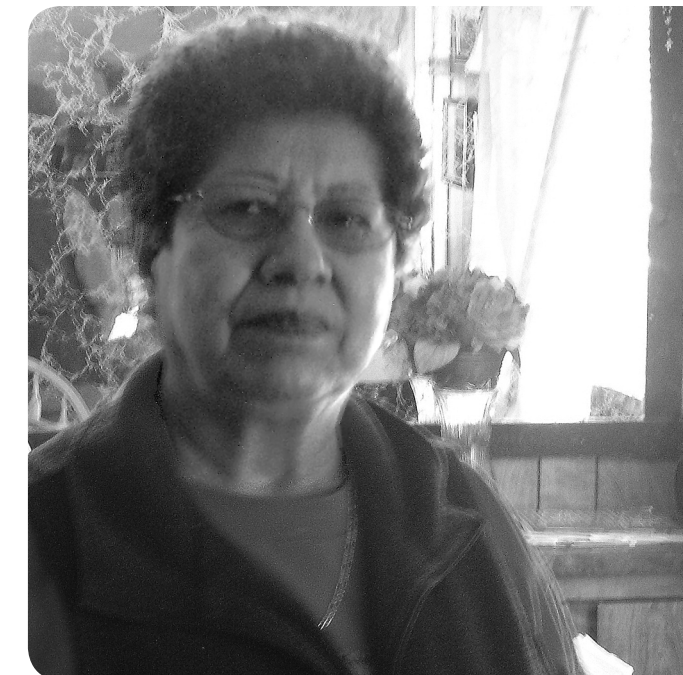
**Total Requests Filled:** 31,265

**Interpreters Assisted in 20 Languages:** Arabic, Bosnian, Burmese, Cambodian (Khmer), Cantonese, Karen, Laotian, Mandarin, Marshallese, Nilo-Saharan Languages, Persian, Punjabi, Russian, Serbo-Croatian, Somali, Spanish, Sudanese, Tagalog, Thai, Vietnamese

**Counties Served:** 9 (see map on page 4)

(July 1, 2010 - June 30, 2011)

## Many Questions, One Call: GC 2-1-1



### Anita Rodriguez

When Anita Rodriguez heard about Greater Columbia 2-1-1 on a local radio station, she called the free information and referral service in search of help. The mother of five children had recently lost her job, and discovered she was eligible for food assistance. Her basic food application was done over the phone with a trained, bilingual call specialist, and she received her benefits within six days. In addition, 2-1-1 staff informed Anita that she would also be eligible for medical coupons and transportation services. "I am very grateful for 2-1-1," said Anita.

### GREATER COLUMBIA 2-1-1

**Total Calls Handled:** 54,430

(July 1, 2010 - June 30, 2011)

#### Top Ten Requests for Help:

Misc. Family/Community Needs	12,622
Free Tax Prep/EITC or VITA	3,084
Utility Bill Payment Assistance	2,663
Housing Concerns	2,594
Legal Counseling	2,300
Rent Payment Assistance	2,115
Holiday Assistance	1,741
Physical Health-General	1,694
Government Assistance	1,579
Food Requests	1,330

**PEOPLE FOR PEOPLE  
BOARD of DIRECTORS**



James Elliott, *President*  
 Bob Berry, *Past President*  
 Kelcey Packineau, *Vice President*  
 Clara Jimenez, *Secretary/Treasurer*

Helen Zack  
 Karl Allison  
 Dollie Lutz  
 Don Meseck  
 Matt Petersen  
 Jim Restucci  
 Kerrie Mitchell

Madelyn Carlson, *Chief Executive Officer*  
 Reneé Biles, *Chief Operations Officer*  
 Fidel Devera, *Controller*

PRSRT STD  
 US POSTAGE  
 PAID  
 YAKIMA, WA  
 PERMIT NO. 90

**PFP Begins 'On The Go' Senior Cafe Nutrition Program**

In July, People For People began helping local seniors through its new nutrition program called 'On The Go' Senior Cafe. The senior nutrition program serves hot, nutritious meals at various sites in Yakima County, and also delivers food to homebound seniors who are no longer able to provide meals on their own. In addition, the agency's Meals for Pets delivers dog and cat food, at no cost to home delivery seniors. For more information, please call (509) 426-2601.

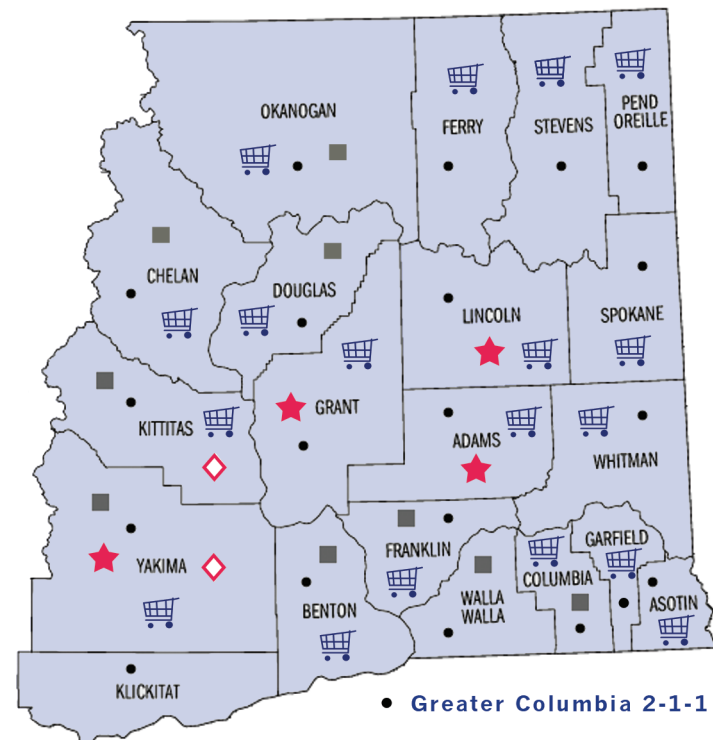


People For People CEO Madelyn Carlson serves milk to seniors during July's annual Pioneer Picnic in Union Gap.

302 W. Lincoln Avenue, Yakima, WA 98902  
 509.248.6726 | www.pfp.org

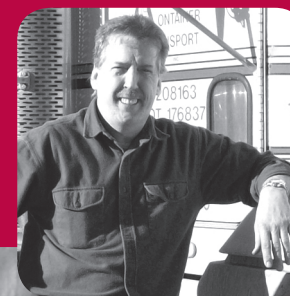
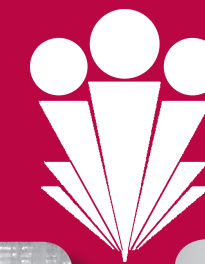
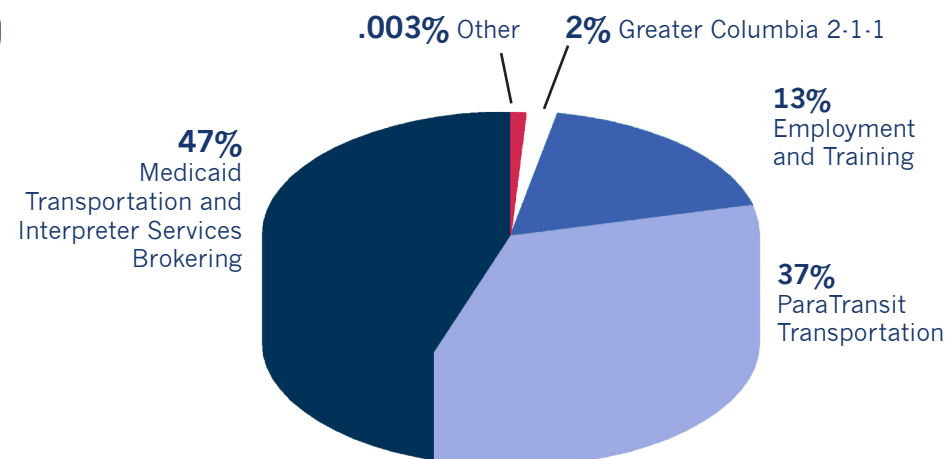
People For People is an equal opportunity employer and provider of employment and training and other services. People For People does not discriminate in providing services on the grounds of race, creed, color, religion, national origin, gender, age, marital status, or the presence of any sensory, mental,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

**COUNTIES WE SERVE**



- ◆ Employment & Training
- ★ Transportation
- Medicaid Transportation & Interpreter Services Brokering
- 🛒 Basic Food

**TOTAL PFP REVENUE: \$15,707,786**



**People For People  
Annual Report 2011**