



PEOPLE FOR PEOPLE

IMPROVING LIVES.
STRENGTHENING COMMUNITIES.



2017

ANNUAL REPORT



TRANSPORTATION

People For People offers transportation services for individuals who may not have access to public or private transportation or who have a physical, cognitive, or other impairments that may require specialized transportation.

MILES TRAVELED
1,083,923

PASSENGER TRIPS
106,973

COUNTIES SERVED
Adams, Grant, Lincoln, Yakima



SUCCESS STORY

"I don't know what I would do without People For People. I've lived in Moses Lake for 70 years, and it's the best service! They take my 100 year old mother everywhere she needs to go, from medical appointments to eye appointments and even if she just needs to go shopping at one of the grocery stores. Best service in the whole wide world."

- Nadine's daughter, Cheryl



THE IMPACT
OF OUR SERVICES

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

The NEMT staff coordinates transportation and related services for Medicaid-eligible clients in a nine county service areas.

Services include: mileage reimbursement, gas vouchers, transit tickets, volunteer drivers, Greyhound, Amtrak, wheelchair accessible vans, and taxi transports.

BROKERING SERVICES
Trips: 162,310
Night of lodging: 11,208

COUNTIES SERVED
Chelan, Columbia, Douglas, Benton, Franklin, Kittitas, Okanogan, Walla Walla, Yakima

SUCCESS STORY

"At Seattle Children's Hospital we care for kids from the WAMI region (Washington, Alaska, Montana and Idaho). Getting patients to and from our facilities can be challenging, which is why it is vital we work closely and collaboratively with the local communities.

There are six brokers for Non-Emergency Medical Transportation in Washington state, and we are most proud of our partnership with People For People (PFP). The PFP broker team is amazing to work with. We know the names of everyone in their call center, and they in turn know the names and needs of their clients. We can count on them to go the extra mile and to come up with creative solutions to long distance travel complexities.

Traveling over the mountain pass with a sick child is a very emotional time, and it requires a lot of planning so the trip is safe, compassionate and within the state guidelines for transportation. We look forward to working with PFP for years to come. When our patients say, "I just want to go home," PFP helps us make that possible."

- Julie Povick, Manager, Observership Office External Relations and International Exchanges Seattle Children's Hospital



Left: client
Right: Julie Povick

EMPLOYMENT & TRAINING



For more than 50 years, People For People has been offering employment and training services for adults under the Workforce Innovation and Opportunity Act (WIOA), community jobs, and dislocated worker programs, as well as special projects designed to provide training and support for individuals to gain and retain employment.

CLIENTS SERVED: 953
COMMERCE WORKFIRST PROGRAMS
Served: 367
Job placement: 47.60%

WIOA ADULT PROGRAM
Served: 196
Job placement: 91%
Average wage: \$16.02
WIOA DISLOCATED WORKER PROGRAM
Served: 324
Job placement: 90%
Average wage: \$16.52

WIOA YOUTH PROGRAM
Served: 32
Job placement or Continued ed.: 71%
SENIOR EMPLOYMENT
Served: 6
Job placement: 50%
Average wage: \$11.50

DIVERSION PROGRAM
Served: 29
RISE
Enrolled: 240
COUNTIES SERVED
Kittitas, Klickitat, Skamania, Yakima

SUCCESS STORY

Luis Macias was a homeless single father who became part of the Dislocated Worker Program where he worked several part-time jobs to support himself and his daughter. In order to provide a more stable life for the two of them, Luis chose to enroll in the Perry Technical Institute's electrical program.

While attending school, working part time, and being a full time father he continued to stay focused on his education and his daughter. With the direction of the PFP staff and the Dislocated Worker program we were able to assist Luis with tuition and child care expenses while he attended training to help ease his financial burden. He has since graduated and is working full time as an electrician in Oregon.



MEALS ON WHEELS PROGRAM



People For People offers the Meals On Wheels program at six meal sites that are located throughout Yakima County where seniors 60 and older can enjoy a hot, nutritious meal, socialize, or play games. Delivery services provide home bound seniors a hot meal in the comfort of their own home.

MEALS SERVED: 102,221
UNDUPLICATED: 1,084
COUNTY SERVED: Yakima

ADDITIONAL SERVICES
Farmers market vouchers: 859
Emergency stable meals: 408
Pet program: 128

Homebound seniors: 126
(year round supplies: shoes, heaters/fans, canes/walkers etc.)
Homebound seniors holiday gifts: 30

SUCCESS STORY

Clarice is a very active 97 year old who loves attending the Meals On Wheels congregate lunches served at the Grandview Community Center for the past three years. Clarice said there are three reasons why she loves going to the Meals On Wheels lunches: the opportunity to get out of the house, meeting and visiting with friends she hasn't seen in years, and especially the delicious assortment of meals that are prepared. "I just enjoy it so much," she said.



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GREATER COLUMBIA 2-1-1

Greater Columbia 2-1-1 is an information and referral call center that provides health and human service resources.

TOP TEN REQUESTS FOR HELP

- 1) Family & community needs: 13,168
- 2) Income tax assistance: 4,215
- 3) Government: 2,754
- 4) Rent/mortgage & move-in costs asst.: 1,345
- 5) Legal: 1,291
- 6) Utilities: 1,246
- 7) Transportation/travel: 1,165
- 8) Housing/low-cost housing: 989
- 9) Emergency shelter: 699
- 10) Food bank information: 666

SUCCESS STORY

Yvonne lives in Carnation, WA. She called 2-1-1 because she needed assistance for her brother-in-law that lives in Selah. She stated, He is a 72 year old veteran who has a lot of medical issues, is in need of transportation for doctor appointments, getting his medications, and meal preparation.

He is not familiar with resources that are available to him, and she can't afford to drive down to help him. 2-1-1 was able to assist her with information for the Meals On Wheels program and to the VA benefits office so that her brother-in-law will be taken care of.

CALLS HANDLED: 29,670

COUNTIES SERVED: 16, refer to map



BASIC FOOD INITIATIVE

People For People provides Basic Food outreach and education to 20 counties in eastern Washington and helps individuals with the application process through the Greater Columbia 2-1-1 call center.

APPLICATIONS: 1295 **COUNTIES SERVED:** 20, refer to map

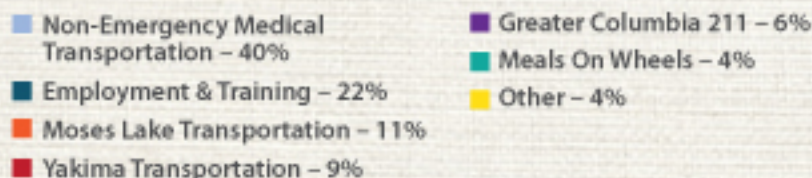


LONG-TERM OMBUDSMAN PROGRAM

Volunteers and staff of the Long-Term Care Ombudsman Program advocate for the rights of residents in long term care facilities.

VOLUNTEER HOURS: 1,288 **COMPLAINTS RESOLVED:** 65%

COUNTIES SERVED: Yakima, Kittitas



REVENUE

FISCAL YEAR
2016 - 2017

\$16,501,798

Home Office
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Greater Columbia 211

Basic Food Outreach Program

Non-Emergency Medical Transportation

Transportation

Meals On Wheels

Employment and Training