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:** 5%
- **Non-Emergency Medical Transportation - Brokering Services:** 46%
- **Special Needs Transportation:** 29%
- **Employment and Training:** 15%
- **Greater Columbia 2-1-1:** 4%
- **Other:** 1%
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.

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

<table>
<thead>
<tr>
<th>MEALS ON WHEELS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Meals Served:</strong> 98,570</td>
</tr>
<tr>
<td><em>(July 1, 2012 - June 30, 2013)</em></td>
</tr>
<tr>
<td>Congregate Meals Served............ 50,906</td>
</tr>
<tr>
<td>Home Delivered Meals Served......47,664</td>
</tr>
<tr>
<td>Unduplicated Congregate Participants......................................... 858</td>
</tr>
<tr>
<td>Unduplicated Home Delivery Participants........................................ 617</td>
</tr>
<tr>
<td>County Served: Yakima</td>
</tr>
</tbody>
</table>

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.
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)*

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

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)*
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.