



Improving Lives  
Strengthening  
Communities



PEOPLE FOR PEOPLE

1965-2015  
**50**  
years



2015 Annual Report



# Employment and Training



**“(Now)  
I am doing  
something  
I’ve always  
wanted to do.”  
-Angela**

## EMPLOYMENT AND TRAINING

**Total Clients Served:** 505

**Workforce Investment Act (WIA) Adult Program:**

*serves low income adults; 165 Served / 80% Job Placement Rate/\$13.95 Avg. Wage*

**WIA Dislocated Worker Program:** *helps those with job loss due to layoffs, closures, etc.; 50 Served / 84% job placement rate/\$15.56 Avg. Wage*

**Commerce WorkFirst Programs:** *adults transitioning from TANF; 215 Served / 77% entered employment*

**Housing and Employment Navigator Project:** 80 Served

**WIA Youth:** 20 Served; 78% of youth exits entered employment or continued their education

**Senior Employment:** 11 Served; 50% entered employment

**Counties Served:** Kittitas, Klickitat, Skamania, Yakima

*(January 1, 2014 - December 31, 2014)*

Angela enrolled in the People For People Community Jobs program as a single mother, seeking a better life for her and her children. After just five months in the program, she received valuable one-on-one coaching and job training that translated into full-time employment at a local doctor’s office - her dream job. “I am doing something that I’ve always wanted to do and I don’t believe that I would have been able to reach this goal without the help of the Community Jobs program and the motivational counseling I received from People for People,” said Angela.

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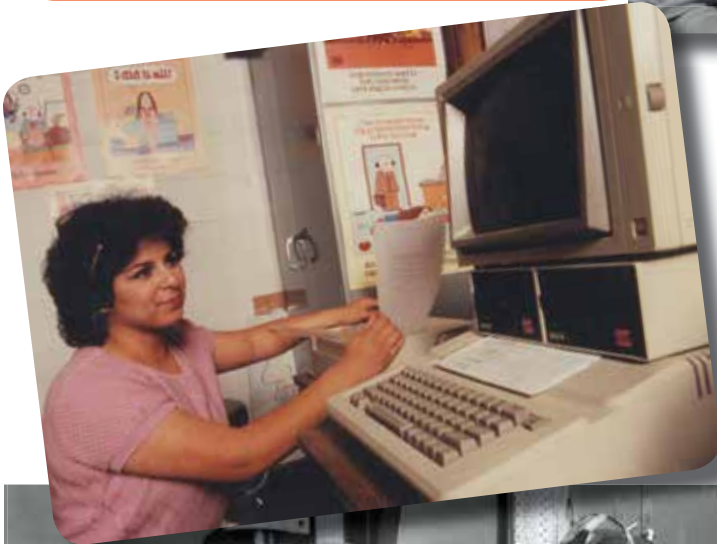
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In 1965, People For People began offering Employment and Training Services for adults under the Workforce Investment Act, Community Jobs, and Dislocated Worker Programs, as well as special projects designed to provide training and support for individuals to gain and retain employment.



# Special Needs Transportation

**“...I feel independent and involved in the community, [thanks to PFP].”  
-Pearl**



The distance between cities and services within Yakima County requires that seniors look to alternative forms of transportation when they are no longer able to drive themselves. Pearl, one of our most frequent travelers on the Community Connector, is blind and has been using People For People transportation services for many years. When her husband passed away she found PFP transportation services to be just the way to get from her home in Wapato to necessary medical and social services in Yakima, including the local food bank where she volunteers twice a week. She loves to “give the drivers a hard time” and fears that without the Community Connector she’d “be stuck in Wapato all day.” Pearl shared, “The Connector makes me feel independent and involved in the community.”

## TRANSPORTATION

<b>Total Miles Traveled</b> .....	869,692
<b>Total Service Hours</b> .....	47,180
<b>Total Passenger Trips</b> .....	132,565
<b>Counties Served:</b>	
Adams, Grant, Lincoln, Yakima	
<i>(January 1, 2014 - December 31, 2014)</i>	

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In the early 1980's, no public transit existed outside the boundaries of the City of Yakima. In 1982, People For People stepped in to fill that need by providing transportation for older adults, individuals with disabilities, and those with limited incomes. In Yakima County alone, People For People provides both door-to-door and fixed route service with over 95,000 trips per year. PFP also serves Grant, Adams and Lincoln Counties.



# Non-Emergency Medical Transportation - Brokering Services



**“Without PFP,  
I would be  
struggling  
to help my  
grandson.”  
-Berta**

**W**hen Miguel was just a baby, he suffered a severe head injury from a tragic car accident. He was airlifted to Seattle Children’s Hospital where he clung to life, trying to recover from traumatic brain and bodily injuries.

Miguel is now 14 years old and a freshman at Toppenish High School. He lives with his grandmother, Berta, who has relied on People For People’s Non-Emergency Medical Transportation (NEMT) program for the past 13 years to access hospital visits and medical services. Since Berta does not drive, she relies solely on NEMT services to get Miguel to and from all of his critical health care appointments, including trips to Seattle. Berta is thankful for the service Miguel receives and shared, “Without these critical services, I would be struggling to find transportation for my grandson.”

## **BROKERING SERVICES**

**Total Trips Provided....184,445**

**Number of Clients**

**Served.....29,345**

**Out of Area Lodging**

**Nights.....11,405**

**Counties Served:** Benton,  
Chelan, Columbia, Douglas,  
Franklin, Kittitas, Okanogan,  
Walla Walla, Yakima

*(January 1, 2014 - December 31, 2014)*

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In 1989, People For People began operating the Non-Emergency Medical Transportation Brokering Program. NEMT staff coordinates transportation and related services for Medicaid-eligible clients in a nine county service area. Transportation services provided include mileage reimbursement, gas vouchers, transit tickets, wheelchair accessible vans, volunteer drivers, and taxi transports.



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



**“2-1-1 not only found a solution, they went above and beyond....”**  
-Delores

## GREATER COLUMBIA 2-1-1

**Total Calls Handled:** 33,283

*(January 1, 2014 - December 31, 2014)*

### Top Ten Requests for Help:

Statewide Community Needs.....	13,877
Free Tax Prep/EITC or VITA.....	2,784
Rent Payment Assistance.....	1,447
Utility Bill Payment Assistance.....	1,354
Food Stamps/Quest Card (EBT)....	1,034
Transportation Requests.....	900
Food Requests.....	857
Permanent Housing.....	827
Emergency Shelter Requests.....	671
Health Insurance.....	494

**Counties Served: 19 (see map on back)**

*D*elores was desperate to find resources to assist her son Raymond so he could continue his sophomore year at West Valley High School. She worked closely with WVHS Principal Rick Ferguson who suggested dialing 2-1-1, the free call center service operated by People For People to help individuals locate and access vital social programs.

Ferguson called 2-1-1 and connected the family with resources that allowed Raymond to remain at his school, “where he is now thriving, receiving attendance awards, participating in activities and learning how to be a well-rounded student,” according to Ferguson. “2-1-1 not only found a solution for my son, but went above and beyond the typical outcomes you might expect,” Delores said.



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In 2005, Greater Columbia 2-1-1 began providing information and referral services and disaster response to 16 counties in Eastern Washington from trained, certified and bilingual call center staff. As part of 2-1-1, the call center also offers two specialized programs: The Basic Food Initiative and the Long-Term Care Ombudsman Program.

### BASIC FOOD INITIATIVE

People For People provides Basic Food Assistance Program outreach and education to 19 counties in eastern Washington and assists individuals and families with the application process through Greater Columbia 2-1-1.

**Total Basic Food Applications: 535**  
**Total Basic Food Renewals: 132**  
**Counties Served: 19 (see map on back)**



### LONG-TERM CARE OMBUDSMAN PROGRAM

Volunteers and staff of the Long Term Care Ombudsman Program regularly visit residents in skilled nursing facilities, assisted living communities, and adult family homes to foster relationships, advocate for and empower residents to resolve their own issues, which may include food preferences, medication concerns, power of attorney, loss of dignity and call lights answered.

**Volunteer Hours: 1,170**  
**Site Visits: 440**  
**Complaints Resolved: 75% (25% no action required)**  
**Counties Served: Kittitas and Yakima**



# Senior Nutrition - Meals on Wheels Program



**“...I wouldn’t  
be able to  
prepare  
these meals  
for myself.”  
-Pedro**

**P**edro, an 81-year-old veteran and former Hanford worker, was born and raised in the Yakima Valley. He relies on the Meals on Wheels program for his nutritional health as he is unable to cook for himself due to a number of health and mobility issues. Pedro receives seven meals a week from People For People’s Meals on Wheels program. He says, “Meals on Wheels provides nutritious hot meals that I wouldn’t otherwise be able to prepare for myself.” He appreciates the daily visits with the friendly volunteer drivers: “The drivers and other employees are very nice and friendly people. They are always willing to listen and help you when you need it.” Pedro also receives pet food assistance for his feline family members. He is very grateful for the support that allows him to remain healthy and independent.

## SENIOR NUTRITION

**Total Meals Served: 92,020**

**Congregate Meals Served.....47,818**

**Home Delivered Meals Served.....44,202**

**Unduplicated Congregate**

**Participants.....605**

**Unduplicated Home Delivery**

**Participants.....315**

**County Served: Yakima**

*(January 1, 2014 - December 30, 2014)*

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People For People began operation of the Meals on Wheels Senior Nutrition Program in 2011. Six meal sites 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.



■ The Golden Years



**The Older American Nutrition Program provides free meals to those with special needs**

**Helping with a hot meal**

A nutritious meal brought to your home can be a life-saver, particularly if you are fresh out of the hospital and are recuperating from a serious illness.

Today, Yakima's Older American Nutrition Program serves an average of 615 meals a day, according to Martha Roath, program manager. And a high percentage of these meals go to older citizens incapacitated for one reason or another.

Funded under Title 3 of the Older American Act of 1965 (as amended), the program is managed from offices at 2020 South 54th Avenue. Meals

view and at two locations in Yakima, Englewood Christian Church and the Southeast Community Center. About one-third of these meals are delivered right to the door. Recipients are house-bound.

"The home delivery program is very important," the director says. "And apparently the state feels the same because it is placing more emphasis on it. When we first began operating in 1975, we were not permitted to have home deliveries. But by the second year, 1976, we were allowed 10 percent. Since then restrictions have eased until today

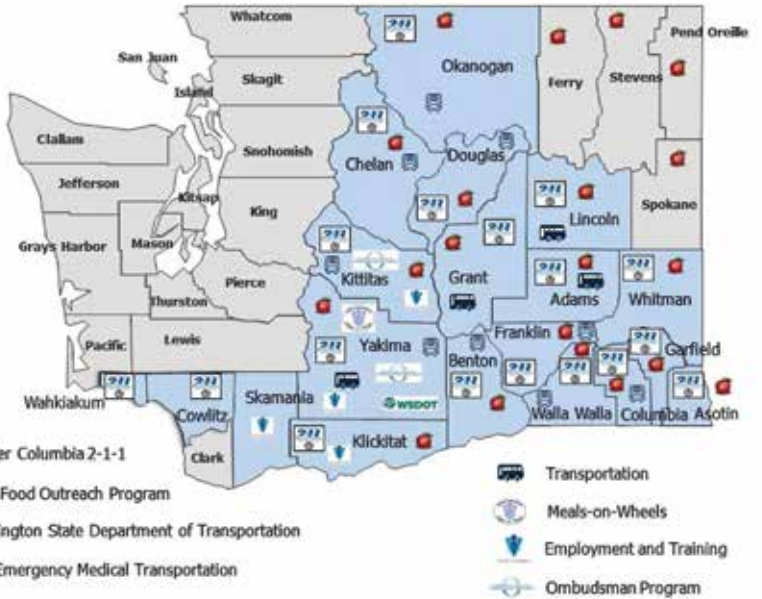
# PEOPLE FOR PEOPLE SERVICE AREA MAP



PEOPLE FOR PEOPLE

1965-2015  
**50**  
years

*Improving Lives  
Strengthening Communities*



## PEOPLE FOR PEOPLE

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