



PEOPLE FOR PEOPLE

Working Together, Changing Lives

annual report  
**2023**

our  
impact



# Employment & Training

For 57 years, People For People has offered employment and training services. The services provide training and support for individuals to gain and retain employment under the Workforce Innovations and Opportunity Act (WIOA), WorkFirst, and other special projects.

// My mid-life crisis started when I lost my job due to the COVID pandemic. I thought I was going to have to restart my life again from square one. My crisis turned into my dream when People For People reached out with a helping hand. They have helped me every step of the way to guide me toward my goals. I never dreamed I would be going to Perry Technical Institute to learn about a career I always wanted to be in. Entering the Agriculture Equipment Technician program has restored my confidence and self-worth in what I can do and achieve. //

– Coy

**Clients Served - 1,676**

**Counties Served**

Kittitas, Klickitat, Skamania, Yakima

## **WIOA ADULT**

Clients Served - 300

Job Placements - 158

Median Wage - \$22.45

## **DISLOCATED WORKER**

Clients Served - 318

Job Placements - 180

Median Wage - \$20.85

## **BASIC FOOD**

Employment & Training

Clients Served - 103

Job Placements - 64

Median Wage - \$17.74

## **WIOA YOUTH**

Clients Served - 320

Job Placements - 95

Median Wage - \$17.83

## **WORKFIRST**

Clients Served - 133

Job Placements - 36

Median Wage - N/A

## **SPECIAL PROJECTS**

Clients Served - 499

Job Placements - 231

Median Wage - N/A





# Transportation

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

// I want to acknowledge how appreciative I am for providing my adult disabled son Caleb, transportation from work on a weekly basis. Without the transportation after work to his provider, Caleb would not be able to engage in employment. The transportation assists in a big way of giving him independence. The drivers are always so good with him, and I can rest assured they have his best interest at heart, plus giving Caleb the best autonomy to live as close to a normal life as he can. Thank you for being a reliable partner in our day to day lives. We appreciate you. //

– Sonya and Caleb

**Miles Traveled - 1,084,616**

**Passenger Trips - 155,776**

**Counties Served**

Adams, Benton, Franklin,  
Grant, Lincoln, Yakima

// I enjoy attending the Washington Fruit Community Center at Miller Park every day to eat lunch, play games, and exercise. My health has improved since attending the center, and I have made many friends there. //

– Matias



# Meals On Wheels

People For People offers the Meals On Wheels dining room program at eight sites that are located throughout Yakima County (outside of the Yakama Reservation) where people 60 and older can eat a hot nutritious meal on a daily basis. For those seniors who are homebound due to illness or injury we offer our home delivery program where 7-day frozen meals can be picked up or delivered.



**Meals Served – 173,322**  
**Unduplicated – 1,260**  
**County Served**  
**Yakima**

**ADDITIONAL SERVICES**  
Farmers Market Vouchers – 1,280  
Emergency Shelf Stable Meals – 173  
Meals For Pets Program, total pets fed - 231  
Holiday Wish List Gifts – 187





# Non-Emergency Medical Transportation (NEMT)

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

Services include: mileage reimbursement, gas vouchers, tickets for transit, Greyhound, Amtrak, and transports by volunteer drivers, accessible vans, taxis, and medically necessary lodging.

// Thank you for your diligence and accurate service for my transportation needs. You have given me back my independence and have never failed to arrange my appointment requests right. Thank you so much for caring! You've made it possible for me to get the medical care that I need. //

– Rosemary

**Calls – 65,684**

**Trips – 140,379**

**Nights of Lodging – 14,744**

**Counties Served**

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



# Greater Columbia 2-1-1

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

// Greater Columbia 211 received a call from a woman in Benton County who was seeking assistance with rent. She would be out of work for a month, because she was battling cancer and could not work while receiving treatment. She had applied for Paid Family Medical Leave, but it was going to take three to four weeks for her to begin receiving funds. GC211 gave multiple resources to assist with her rent, the Non-Emergency Medical Transportation Broker number to assist her with free, reliable transportation to all her appointments, and the Tri-Cities Cancer Center. She called GC211 her Guardian Angels and thanked us for all the wonderful resources and services we provided to her. //

– anonymous

**Calls Handled - 29,096**

**Counties Served**  
16, refer to map

#### **TOP TEN REQUESTS FOR HELP**

- |                       |                       |
|-----------------------|-----------------------|
| 1 Housing & Shelter   | 6 Help Buying Food    |
| 2 Food                | 7 Low-Cost Housing    |
| 3 Other               | 8 Rental Assistance   |
| 4 Employment & Income | 9 Utilities           |
| 5 All Other Requests  | 10 Government & Legal |







# Basic Food Initiative

By calling 2-1-1, People For People provides Basic Food outreach and education to 35 counties in Eastern Washington. Individuals are assisted with applying for the Supplemental Nutrition Assistance Program (SNAP) through the Greater Columbia 2-1-1 Call Center.

**Applications - 3,018**

**Counties Served**  
35, refer to map



# Long-Term Care Ombudsman Program

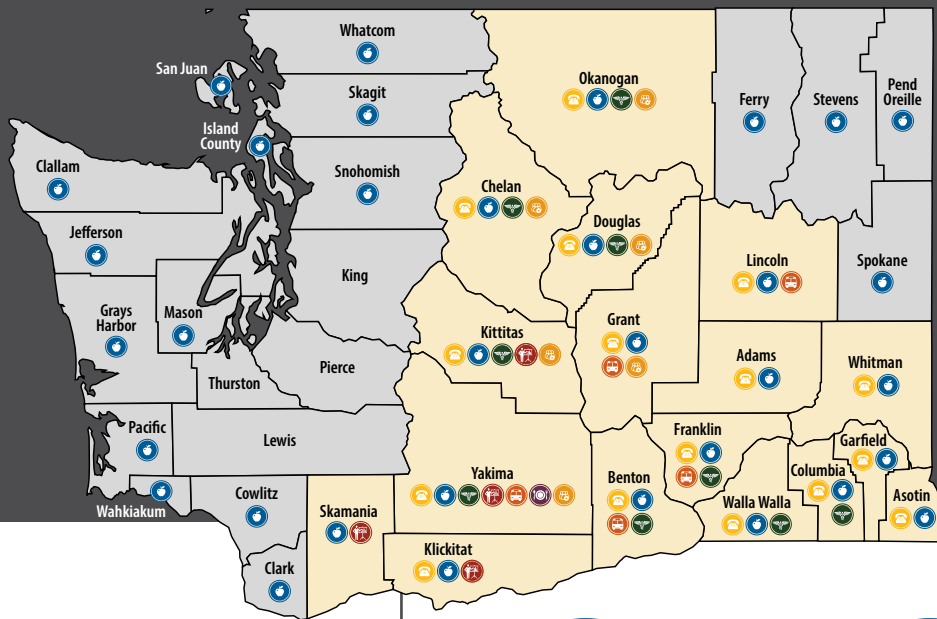
Volunteers and staff of the Long-term Care Ombudsman Program advocate for the rights of residents in long term care facilities.

// My father, Cliff, was experiencing some changes with his healthcare needs and needed to move out of assisted living. Where the facility arranged for him to move was not safe or appropriate. The ombudsman program gave me the information and support I needed to advocate for him and get him into the right place. I don't know if I would've had the confidence to stand my ground and give my dad the care he deserved. I'm forever grateful to them! // – **anonymous**

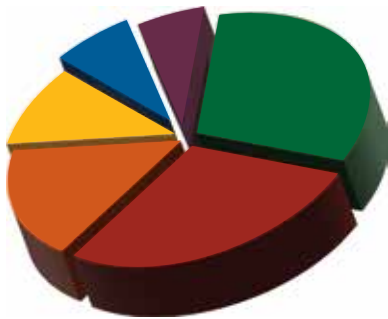


**Volunteer Hours - 191**  
**Complaints Resolved - 119**

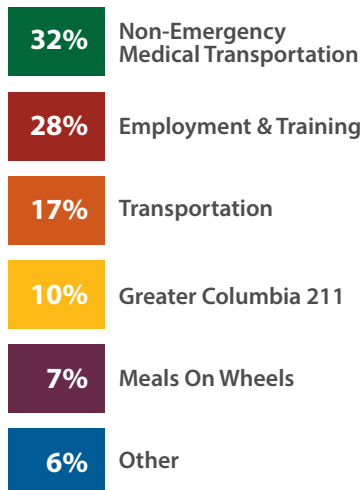
**Counties Served**  
Adams, Chelan, Douglas,  
Grant, Kittitas, Lincoln,  
Okanogan, Yakima



- Greater Columbia 2-1-1
- Employment and Training
- Meals On Wheels
- Non-Emergency Medical Transportation
- Transportation
- Long-term Care Ombudsman Program
- Basic Food Outreach Program



Revenue  
**\$23,060,753**  
 2022-2023



#### Executive Officers



**Madelyn Carlson**  
Chief Executive Officer

**Tawnya Armstead**  
Employment & Training Director

**Stacy Kellogg**  
Social Service Director

**Tim St. Martin**  
IT Director

**Tim Sullivan**  
WA211 Director

**Marcy Durbin**  
NEMT/Broker Manager

**Lorena Fernandez**  
Meals On Wheels Manager



**Angel Keller**  
Chief Operations Officer

**Bob Walsh**  
Transportation Operations Manager

**Martin Garibay**  
E & T Manager

**Sean Brogan**  
WIOA Adult & ECSA Manager

**Misael Maldonado**  
Dislocated Worker Manager

**Israel Cervantes**  
Youth Program Manager

**Danielle Fish**  
Social Services Contracts Manager



**Marcy McDonald**  
Chief Financial Officer

**Dorothy Rocha**  
MIS Manager

**Nathan Nobbs**  
Social Services Operations Manager

**Wanda Oliver**  
WA211 Operations Manager

**Kate Urwin**  
WA211 Q&A Training Manager

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**509-248-6726 | [www.pfp.org](http://www.pfp.org) | 304 W. Lincoln Ave., Yakima, WA 98902**

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