

27862 - Mobility Management- Pierce County

Application Details

Funding Opportunity: 27547-2025-2027 Consolidated Grant Program - Mobility Management
Funding Opportunity Due Date: Sep 17, 2024 3:01 PM
Program Area: Consolidated Grant Program
Status: Editing
Stage: Final Application

Initial Submit Date:
Initially Submitted By:
Last Submit Date:
Last Submitted By:

Contact Information

Primary Contact Information

Name: Mr. Daeveene Middle Name May
Salutation First Name Last Name
Title: Program Specialist 3 - Human Services Transportation
Email*: daeveene.may@piercecounitywa.gov
Address*: 3602 Pacific Avenue, Suite 200

Tacoma Washington 98418-7920
City State/Province Postal Code/Zip
Phone*: (253) 281-9490 Ext.
Phone

Fax: (253) 798-2818
####

Organization Information

Legal Name*: Pierce County Human Services
DBA Name*: Pierce County Human Services
Organization Type*: County Government
Unique Entity Identifier (UEI): ZLQHKM7CHCF3
Organization Website: (Please enter http://... for this field)
Physical Address*: 1305 Tacoma Ave
Suite 104
Tacoma Washington 98402-1903
City State/Province Postal Code/Zip
Mailing Address*: 950 Fawcett Ave

Suite 100
Tacoma Washington 98402-5603
City State/Province Postal Code/Zip

Remit to Address*: 950 Fawcett Ave
Suite 100

Tacoma Washington 98402-5603
City State/Province Postal Code/Zip

Phone*: (253) 798-4500 Ext. ###-###-####

Fax: (253) 798-2818 ###-###-####

Fiscal Year End Last day of*: December

Indirect Cost Rate: 0.00%

IDR Expiration Date:

Organization Contact Information

Organization Contact Information

Organization Director

Name*: Heather Moss
First Name Last Name
Director, Human Services heather.moss@piercecountywa.gov
Title Email Address

Applicant Contact

Name*: Daeveene May
First Name Last Name
Pierce County Human Services daeveene.may@piercecountywa.gov
Title Email Address

Project Contact

Name: Daeveene May
First Name Last Name
Program Specialist 3 - Human Services Transportation daeveene.may@piercecountywa.gov
Title Email Address

Summary of Project Information

Summary of Project Information

Capital equipment includes items that have a useful life of more than one year, exceed your organization's capital cost threshold or \$5,000, and are subject to depreciation and inventory records.

Examples for mobility management include information kiosks and technology.

Does your mobility management project include the purchase of capital equipment*: No

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements such as federal drug and alcohol testing procedures, Title VI activities, and disadvantaged business enterprise (DBE). For an example of last biennium's federal requirements see the [Consolidated Grant Guidebook](#).

Willing to Accept FTA funds for the biennium*: Yes

Select all of the Congressional District(s), Legislative District(s) and County(ies) the project will serve (include entire project area).

[Congressional & Legislative District map](#)

Congressional District(s)*: 10,6,8

Legislative District(s)*: 02,25,26,27,28,29,30,31

County(ies)*: Pierce

Scope of Work

Scope of Work

Select the [Regional Transportation Planning Organization / Metropolitan Planning Organization \(RTPO/MPO\)](#) that will be ranking this project from the drop-down menu.

RTPO/MPO*: Puget Sound Regional Council

Project Description

Provide a brief, high-level description of what your project proposes to do (address who, what, when, and where).

This may be used to describe your project to the Legislature.

Proposed scope/description of the work*:

This project sustains staffing for the Pierce County Coordinated Transportation Coalition (PCCTC) which provides mobility leadership for all of Pierce County. The PCCTC's primary focus is finding solutions for special needs riders facing transportation challenges. Pierce County Human Services (PCHS) has been the lead agency to the PCCTC since 1999.

Project Need

Why is this project needed, and how does this proposal address the need?

Include a description of the transportation problem that matches the need expressed in the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), how the problem was identified, and how the proposed project will address the problem.

Need*:

The PCCTC needs funding to continue providing transportation for special needs riders with limited or no other options. The PCCTC has made great progress toward its 2019 Updated Coordinated Public Transit-Human Services Plan, but more work is needed. In July, Snohomish County released a tri-county (with King and Pierce) transportation needs survey to develop strategies for the 2025-2029 Plan to help determine current and future transportation needs for the region.

Vulnerable populations continue to have unmet transportation needs, especially in areas with limited transportation options. The Pierce County's Area Agency on Aging, responsible for developing services to address long-term service and support needs of frail older adults and adults with disabilities living in Pierce County, identified transportation as a Level 1 (highest) priority. Mobility Management (MM) will continue to meet these transportation challenges by identifying unmet needs, facilitating partnerships, and developing real transportation solutions until transportation is no longer a Level 1 need for special needs riders. MM will accomplish this by identifying resources, leveraging creative, innovative, cost-effective solutions, and facilitating partnerships that improve the transportation infrastructure for riders. MM improves transportation access for our most vulnerable county residents.

(Continued in Supplemental Information)

Area Served

Is this project primarily serving a rural area?* No
Any service that supports public transportation in rural areas with populations less than 50,000.

Is this project primarily serving the Seattle, Tacoma, Everett urbanized area?: Yes

Special Needs Transportation

To be eligible for funding for special needs transportation, applicants must address how their project advances the efficiency in, accessibility to, or coordination of transportation services provided to persons with special transportation needs, defined in [RCW 81.66.010\(3\)](#)

Advance efficiencies in, accessibility to, or coordination of special needs transportation*: Yes

Describe how your project advances these areas, and how you are going about developing these advancements. Additionally, identify the special needs population(s) to be served by this project.

Special Needs Transportation:

The PCCTC's core work is to identify special needs populations' transportation needs and gaps throughout Pierce County, particularly in its rural communities, and the Puget Sound region. Special needs riders include seniors, persons with disabilities, veterans, youth ages 12-17, and low-income individuals as indicated in RCW 81.66.010, the Regional Transportation Plan Coordinated Mobility Plan (page 5), and the Puget Sound Regional Council (PSRC) equity focus areas (youth, people with disabilities, and other underserved clients). The PCCTC convenes multiple contributors, including social service providers, special needs advocates, transportation service providers, local leaders, city planners, and, most importantly, people with lived experience of special needs, coming together to ensure efficient and effective resource use and to deepen partnerships and innovations that increase options for special needs riders, such as the Find a Ride project.

The Mobility Manager facilities bring people and resources together to improve transportation accessibility for special needs riders. For instance, the PCCTC developed transportation solutions for dialysis patients who receive life-sustaining treatment three days per week. Research shows that patients frequently miss their treatments due to transportation challenges and missing even one treatment increases the likelihood of health complications, including death. PCCTC brought together dialysis social workers, patients, transportation providers, and health insurance agencies to develop a transportation solution to address this need and related barriers in partnership between providers and counties. This coalition is instrumental in coordinating efforts to serve vulnerable populations, such as developing transportation services for veterans in the Orting Tiny Home Village. The PCCTC is looking to support other populations and communities, including members of the Puyallup Tribe of Indians.

Project Staff

Provide the names and experience of the key staff who will be working on this project, including their experience managing projects similar to the proposed project.

Project Staff:

Stephanie Bray, Community Development Supervisor, is the MM project manager. Ms. Bray has 18 years of grants management experience and currently manages \$10 million in federal, state and local grants, including WSDOT and FTA for Beyond the Borders (BtB) and MM, Community Development Block Grant, HOME, and Violence Prevention funds. She also oversees the day-to-day delivery of contracted program planning and program development.

Daeveene May, Program Specialist-Human Services Transportation, provides day-to-day program management, including contract compliance and grants management. Mr. May has 21 years' experience in military transportation including transportation planning, analysis, and contract compliance. He currently manages the BtB and MM grants awarded to Pierce County, totaling \$1.97 million for the 2023-2025 biennium. Mr. May ensures compliance with all federal and state reporting and procurement process requirements and is a PSRC Coordinated Mobility and Accessibility Committee member. He defines and meets project milestones and targets while managing programmatic service elements.

Mr. May works with external partners including the WA Department of Transportation, United Way (211), Puget Sound Educational Service District, Pierce Transit (PT), Sound Transit, WA State Department of Veterans Affairs, WA Department of Social and Health Services (DSHS), DaVita, local school districts, local advocates, and regional coalition partners.

Relationship to Other Projects

Relationship to Other Projects

Is this project dependent on any other projects submitted by your organization?*: No

Did you, or will you, apply for this project in another grant program this biennium?*: No

Have you applied for the same project in a prior biennium and did not receive funding?*: No

Are you applying for other projects within this funding opportunity?*: No

Planning and Coordination-

Coordinated Public Transit - Human Services Transportation Plan

Coordinated Public Transit - Human Services Transportation Plan	Element	Page number(s) or TBD	How is the need in the CPT-HSTP met by this project?

Puget Sound Regional Council	Regional Priorities for implementation	40-43	The PCCTC continuously has conversations with providers about service times and how to expand services. PCCTC has access to 211's information referral and assistance line. BtB has a free online application to access services in rural areas in PC. PCCTC is also updating the travel ambassador program. PT trainers focus on riders and how to connect them to other services. PCCTC is focusing on mobility needs 2,3,4,7.
Puget Sound Regional Council	Strategies and activities identified to address gaps	40	The 2024-2027 Area Plan also addresses mobility need #1, providing shorter travel times for regular transit or specialized transportation meeting. The PCCTC collaborates with South King County's coalition to promote increased coordination between transportation providers and provide cross-jurisdiction and/or cross-agency transportation, reducing long transfer wait times.
Puget Sound Regional Council	Strategies and activities identified to address gaps	41	PCCTC's 2019 Strategic Plan Update does the following: Close Transportation Gaps, Connect the System, and Close Awareness Gaps. The plan aligns with Coordinated Mobility Plan, page 41, to "conduct and tailor mobility management programs, such as travel training, mobility coalition, and information referral and assistance, to meet the needs of potential riders, including people with limited English proficiency (LEP)", meets strategies 3.1 and 3.2, and provides equitable engagement.
Puget Sound Regional Council	Strategies and activities identified to address gaps	41	The program developed partnerships to support context-appropriate, flexible, and feeder-to-fixed route transportation services in underserved (mostly rural) areas. MM conducted a 2023 Holiday Shuttle pilot program in the Key Peninsula and is currently procuring services for three more underserved areas. PC has developed additional partnerships as it begins implementing pilot programs meeting strategy 2.2.

Project Coordination

Describe coordination efforts. Include details such as:

- o Inclusion in regional plans.
- o What prioritized strategies are being addressed?
- o Who was involved in defining the problem?
- o Other alternatives that were/are being considered for solving the problem.
- o Demonstrations of local/regional coordination for implementing the proposed project.

Coordination Efforts*:

The May 2019 PCCTC Strategic Plan Update identifies goals to:

- 1) Close Transportation Gaps;
- 2) Connect the System; and
- 3) Close Awareness Gaps.

The PCCTC's plan aligns with PSRC's Coordinated Mobility Plan in which "partnerships were crucial to connecting and hearing the live (sic) experiences from community members. Staff then identified the organizations for populations with mobility challenges due to their age, income, ability, or other socio- economic characteristics." PCCTC used its needs assessment surveys, PSRC's Coordinated Mobility Plan, and the Aging and Disability Plan to define the problem and adopt its plan.

The PCCTC has prioritized working on a travel ambassador training for its members and partners to use throughout the county to improve transportation service coordination, close service gaps, and align with PSRC and PCAAAA's plans. Since 2023, PCCTC has been working with internal and external partners to collaborative discussions to develop and implement the updated travel ambassador plan strategies by the end of 2024. PT, PSESD, United Way 211, local fire departments, school districts, WSDOT, PSRC, Regional Alliance for Resilient and Equitable Transportation (RARET), counties, and other key organizations help prioritize strategies with PCCTC. Subsequently, PCCTC helped plan the July 2024 regional transportation survey.

The PCCTC is also instrumental in planning the Annual Pierce County Access and Functional Needs Summit and RARET's Annual Tabletop event.

Recently, the National Center for Mobility Management (NCMM) recognized the BtB's Orting veterans shuttle. NCMM focused its May 2024 podcast on how veterans housing and transportation programs in Pierce County work together to support shared clients. PCCTC will prioritize learning about similar programs from other communities in the State of Washington and throughout the U.S.

By checking this box, you acknowledge that you coordinated or will coordinate this project with the planning organization(s) within the region(s) this project serves.*: Yes

How does your project connect to, coordinate with, leverage, or enhance other modes of transportation in your service area (i.e., aviation, intercity bus or rail, park and

rides, bicycle/pedestrian)?

Include in your response how the multimodal partnerships for this project will improve or enhance access to social services.

What efficiencies will be gained within the service area as a result of this project?

Multimodal Partnerships*:

PCCTC coordinates with Pierce County's Planning and Public Works Department on mobility and safety concerns within the county. Pierce County also collaborates with PT to help fill service area gaps, and with United Way 211, PT SHUTTLE, Paratransit, and other local transit agencies to coordinate special needs transportation services in the county (see "Need a Ride? Get a Ride." brochure and map).

PCCTC convenes these Pierce County agencies at quarterly meetings. PCCTC sub-committees focus on projects like the regional transportation survey, Find A Ride project, and the revision of the travel ambassador program, which will help ensure every outreach partner has consistent transportation information.

Does this project have a planning or operating service area that crosses RTPO planning boundaries? *: No

Budget

Duration of Project

Planning projects can only choose *Two Years*.

Duration of Project*: Four Years

Expenses

Expenses	If Other, Please List	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	Variance Between Biennia	** July 1, 2027 - June 30, 2029 (Projected)	Variance Between Biennia
Labor & Benefits		\$89,030.00	\$92,000.00	\$181,030.00	\$216,032.00	19.33%	\$226,834.00	5.00%
Overhead		\$24,165.00	\$27,000.00	\$51,165.00	\$53,725.00	5.00%	\$56,412.00	5.00%
		\$113,195.00	\$119,000.00	\$232,195.00	\$269,757.00		\$283,246.00	

Sources of Match

Match Source	If Other, Please List	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	** July 1, 2027 - June 30, 2029 (Projected)
Local: Contract Revenue		\$25,999.00	\$26,100.00	\$52,099.00	\$59,500.00	\$59,500.00
		\$25,999.00	\$26,100.00	\$52,099.00	\$59,500.00	\$59,500.00

Fares and Ride Donations

	** July 1, 2023 - June 30, 2024 (Actual)	** July 1, 2024 - June 30, 2025 (Budgeted)	July 1, 2023 - June 30, 2025, (Total of Actual and Budgeted)	July 1, 2025 - June 30, 2027 (Projected)	** July 1, 2027 - June 30, 2029 (Projected)
Fares and ride donations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Summary for July 1, 2025 - June 30, 2027

25-27 Requested Amount: \$210,257.00

25-27 Match Amount: \$59,500.00

Summary for July 1, 2027 - June 30, 2029

27-29 Requested Amount: \$223,746.00

27-29 Match Amount: \$59,500.00

Variances

Variance between 2023-2025 and 2025-2027: 16.18%

Variance between 2025-2027 and 2027-2029: 5.00%

Variances:

The 16% increase from the prior biennium is due to inflationary costs as follows:

- 1) Wages and benefits are adjusted to reflect budgeted increases in the County's 2024-2025 biennial budget.
- 2) PC is requesting additional overhead funding to support mobility conference fees and producing and printing new resource activity cards (RACs) into multiple languages to increase language accessibility. The RAC estimate is based on a similar 2018 purchase totaling \$43,754.

Other Sources

Other Sources*:

N/A

Budget development methodology

Budget development methodology *:

Budget development - EXPENSES:

Labor & Benefits: Budgeted using current and projected labor and benefits costs for staff who will be assigned to the project.

Overhead: Includes rent, utilities, telecommunications, IT, insurance, supplies and allocated department overhead.

Budget development - REVENUES:

PC has requested or secured the state and local match for the 2025-2027 biennium.

State match:

Pierce County Community Services Block Grant - \$24,000

Pierce County Veteran's Administration - \$10,000

Pierce County Aging & Disability Resource Division - \$7,500

Local match:

Pierce County Developmental Disabilities Division - \$18,000

PCHS is requesting revenue sufficient to fund the balance for the proposed project.

DBE Goals

DBE Goals	Percentage	Efforts	No DBE
No	0.00%		Mobility Management Project, work is not sub-contracted out.

Summary

July 1, 2025 - June 30, 2027

Total Project : \$269,757.00

Fares and Donations : \$0.00

Requested Amount \$210,257.00

This is the amount of grant funds your organization is requesting from July 1, 2025 - June 30, 2027

:

July 1, 2027 - June 30, 2029

Total Project :	\$283,246.00
Fares and Donations :	\$0.00
Requested Amount	\$223,746.00
This is the amount of grant funds your organization is requesting from July 1, 2027 - June 30, 2029	
:	
4-Year Total Requested Amount:	\$434,003.00

Indirect Costs

Indirect Costs

To charge indirect costs to a grant/project, your organization must have an approved indirect cost rate or cost allocation plan. Indirect costs must be included in the application budget.

If you plan to charge indirect costs, you must upload documentation of an approved indirect cost rate or cost allocation plan in the *Attachments* section.

Are you charging indirect costs to this grant/project? *: Yes

Measurable Outcomes

Measurable Outcomes

For mobility management, summarize the intended outputs of this project in both quantitative (statistical) and qualitative (narrative) formats.

There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply.

In those cases, quantitative objectives can be used instead by submitting the following information: number of trainings or outreach, or number of passengers served, or other measurable outcomes produced by this project.

Identify data sources and monitoring processes.

Ensure there is a quantitative output, as this will be the baseline measurement for the following biennium's application. Qualitative measures are optional.

Intended Outputs*:

OUTREACH AND EDUCATION:

1a) The number of events attended by PCCTC member staff and partners: TARGET = 50 per calendar year. 1b) The number of client interactions: TARGET = 1,500 interactions per calendar year.

INCREASE UTILIZATION OF EXISTING SERVICES:

2) The number of rides taken by special needs riders using a PCCTC special needs transportation provider: TARGET = An increase in rides of 5% over two years. Baseline is 23,000 rides per year (from the 2019-2021 data collection).

FREQUENCY OF COLLABORATIONS:

3) The number of collaborations with new or existing partners: TARGET = 30 collaborations per year.

How will your organization measure whether the project is successful?

Describe the steps you will take to improve performance if your project does not meet the identified performance targets.

Project Success Measurement*:

The Common Intake Form program is a successful mobility management partnership that connects riders to the most appropriate service with only one call to 211. United Way 211 reports that 80% of riders entering the system successfully received the trip they needed. United Way also collects data during intake on other possible barriers including housing, food insecurities, and health concerns. PCCTC regularly reviews these data to identify transportation resource effectiveness and evaluate program improvement efforts and their impacts on accessibility for special needs riders. For example, when ridership is below target, PCCTC recognizes the need for more outreach and education. Rider-identified gaps in services help uncover new opportunities for collaboration and partnerships. PCCTC will work with WSDOT, PSRC, and other regional mobility managers to share tools and best practices to help PCHS/PCCTC address any performance shortfalls they may encounter. PCCTC works hard to support the community and identify needed solutions.

Milestones

Milestones

Activities	Date (mm/yy)
Project Start	07/25
Project Complete	06/29

Supplemental Information

Supplemental Information

Supplemental Information:

(Continued from Scope of Work, Question- Project Need)

Facilitating transportation correlates with several of the emerging needs and gaps listed on page 46 of PSRC's 2022-2050 Regional Transportation Plan, including a need for more information, assistance, and referral services, and better coordination between transportation providers and human services agencies. PCCTC is addressing another high priority strategy by promoting customer-friendly travel training and information, referral, and assistance. These services, including the "Need a Ride? Get a Ride" brochure and the common rider intake program, inform people with special transportation needs and connect them to available mobility options. To meet the community's language access needs, PCHS/PCCTC needs to produce and print updated brochures in the 10 most commonly spoken languages in Pierce County.

The 2024-2027 Area Plan lists transportation as a Level 1 (highest) priority. The plan addresses key issues and outcomes needing improvement such as quality, responsiveness, and availability of critical services, including information, education, transportation, and health promotion programs. The regional mobility plan also addresses the top gap in client services, particularly for seniors: on-time reliability and timeliness of transportation services.

Vulnerable Populations in Overburdened Communities & Tribes

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits to vulnerable populations your project provides using the descriptions above, if any. Explain how your project provides these benefits. Your response may include suggestions about how WSDOT should evaluate project(s) against Climate Commitment Act requirements in the future.

Vulnerable Populations in Overburdened Communities*:

This project continues to conduct outreach to senior centers, school districts, community centers, and local governments in the county. PCCTC serves all Pierce County and analyzes services for low-income individuals, seniors, veterans, people with disabilities, and youth. Through group outreach, PCCTC has increased focus and collaboration on transportation issues faced by vulnerable populations, yielding better results. PCHS has attached a map showing distances between grocery stores in and around Pierce County. It is important to consider these distances and their impact for vulnerable populations. Many people must travel to specific stores to get their prescription medications. Others may have restrictions due to stores' voucher acceptance policies. In the more rural areas, vulnerable populations face greater burdens reaching grocery stores due to these long distances and limited or no transportation other than through PCCTC programs.

PCCTC has distributed information from the Move Ahead Washington 16-year transportation package about the Climate Commitment Act of 2021, which provides \$5.4 billion for transportation investments to reduce carbon emissions. The PCCTC helps break patterns of social isolation, a major issue of poverty and aging, while adding to the community's economic vitality. PCCTC partners address cultural, language, income and other barriers to identify needs and solutions and to share information and data about various travel options.

If these populations were engaged by you or your representatives in developing or maintaining the project, describe the outreach efforts and results.

Inclusive planning:

PCHS/PCCTC engage in inclusive planning in many ways including the following three examples.

- 1) PCHS/PCCTC has engaged with, and held meaningful meetings at, all senior centers in Pierce County. During these meetings, Pierce County learned seniors have difficulty using technology to access the PT Runner services in some areas. PCHS shared this feedback with PT, which found solutions to mitigate the identified issues.
- 2) PCHS/PCCTC meets with school district staff in rural areas to collaborate on addressing special needs students' concerns about accessing transportation services when they transition from high school.

3) PCHS/PCCTC participated in Washington PAVE's Spring 2024 resource fair, Tools4Success, at Tacoma Community College to help students understand how to access these services and what agencies to turn to when they need help.

Tribal Support

Is this project directly operated by a tribe?*: No

Is your project serving and is it supported by a tribal nation in Washington? :

Attachments

Tribal support correspondence/resolution:

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Required for all projects						
Copy of organization's most recent audit report	✓	Audit	2023 Annual Report_06.28.2024.pdf	pdf	8 MB	08/27/2024 04:07 PM
Population density map	✓	Population Destiny, Grocery Store, Environmental Exposure Maps	Population Density Map.pdf	pdf	1 MB	09/05/2024 05:21 PM
Service area map	✓	Service Areas and map of people employed with disability	Pierce County Map of People Employed with disability 2018-2022.pdf	pdf	4 MB	09/10/2024 02:32 PM

Required for new non-profit applicants only

501(c) IRS Letter of Determination (required for new non-profit applicants)

WA Utilities & Transportation Commission (UTC) Certification (required for new non-profit applicants who are direct service providers)

Conditionally required

Indirect costs documentation (required if you are charging indirect costs to the project)

In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)

Procurement policy (required for new applicants or current grantees without a current policy on file with WSDOT)

Optional attachments

Letters committing matching funds

Letter of concurrence (for projects that operate in multiple planning regions)

Letters of support (combine into one file attachment)

Supplemental information

Optional construction attachments

NEPA/SEPA assessment, if available

Supplemental construction project information (building or site designs, site plans, location exhibits, etc.), if available

Indirect costs documentation (required if you are charging indirect costs to the project)		Indirect Cost Plan	2024 HS CAP - CSP Division Only.docx	docx	21 KB	08/22/2024 02:45 PM
Procurement policy (required for new applicants or current grantees without a current policy on file with WSDOT)		Procurement Policy	40-2024 Procurement and Contract Requirements_202406121403259938.pdf	pdf	315 KB	08/16/2024 12:51 PM
Letters of support (combine into one file attachment)		Support Letters	Combined Letter of Support 2024.pdf	pdf	730 KB	09/10/2024 02:21 PM
Supplemental information		Area and PCCTC Updated Plan	2024-2027 Final Area Plan_revOct 2023_1 and PCCTC Plan.pdf	pdf	5 MB	08/23/2024 10:23 AM

Certification

Certification

I certify, to the best of my knowledge, that the information in this application packet is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capabilities to implement and manage the project associated with this application:

Certification*:	Yes
Application Authority*:	Daeveene May First Name Last Name
Title*:	Mobility Manager
Date*:	09/09/2024

AGING AND DISABILITY RESOURCES

2024-2027 AREA PLAN



October 2023

Table of Contents

	Page
Section A Area Agency Planning and Priorities	
A-1 Introduction	1
A-2 Mission, Values, Vision.....	2
A-3 Planning and Review Process.....	3
A-4 Prioritization of Discretionary Funds.....	5
Section B Planning and Service Area Profile	
B-1 Target Population Profile	7
B-2 Services and Partnerships.....	13
B-3 Focal Point.....	16
Section C Issue Areas, Goals and Objectives	
C-1 Housing & Related Supports	18
C-2 Health / Wellness	19
C-3 Caregiver Supports	21
C-4 Information & Access	22
C-5 Service to Older Native Americans	23
Section D Area Plan Budget	
D-1 2024 Area Plan Budget Summary	24
D-2 2024 Area Plan Projected Revenues & Service Allocations	25
Appendices	
A Organization Chart.....	32
B Staffing Plan.....	33
C Emergency Response Plan	39
D ADR Advisory Council	42
E Public Process	43
F Report on Accomplishments for 2022-2023	51
G Statement of Assurances and Verification of Intent	61

For Questions Contact:

Connie Kline ♦ ADR Social Services Supervisor ♦ Pierce County Human Services
4301 S. Pine St, Suite 446 ♦ Tacoma, WA 98409
connie.kline@piercecounitywa.gov

Area Agency Planning and Priorities

Introduction

Aging and Disability Resources:

Aging and Disability Resources (ADR) is a division of the Pierce County Human Services (PCHS) Department. PCHS is the department of Pierce County government responsible for providing community and human services to vulnerable residents of the county.

Our Role:

ADR is a designated Area Agency on Aging, responsible for local planning and administration of Federal and State funds targeted to provide a range of community based services and supports. These services are designed to address the long-term service and support needs of older adults and adults with disabilities residing in Pierce County.

The Area Plan:

Every four years, ADR engages the community in a local planning process that results in an Area Plan. The plan is updated every two years in between. This plan is about –

- Local needs and long-term service gaps
- Community input on preferred services
- Funding priorities for long-term services and supports
- Goals and objectives to improve the local long-term services network
- Areas to focus advocacy efforts
- Report on accomplishments

The Area Plan also shares information about current ADR staffing and projected revenue to fund the following services in the coming year:

Contracted Services	<ul style="list-style-type: none"> • Adult Day Services • Alzheimer’s/Dementia Support Services • Counseling Services • Falls Prevention • Family Caregiver Support 	<ul style="list-style-type: none"> • Home Delivered Meals • In-Home Care Support • Kinship Caregiver Services • Legal Assistance 	<ul style="list-style-type: none"> • LGBTQ Services • Senior Centers • Senior Mealsites • Social Isolation Supports • Specialized Transportation
Services Provided Directly	<ul style="list-style-type: none"> • Aging & Disability Resource Center • Case Management/Nursing Services • Health Home Care Coordination • Family Caregiver Support • Long-Term Care Ombudsman • Senior Drug Education • Senior Farmers Market Program 		

ADR Mission, Vision & Values For 2024-2027

Vision –

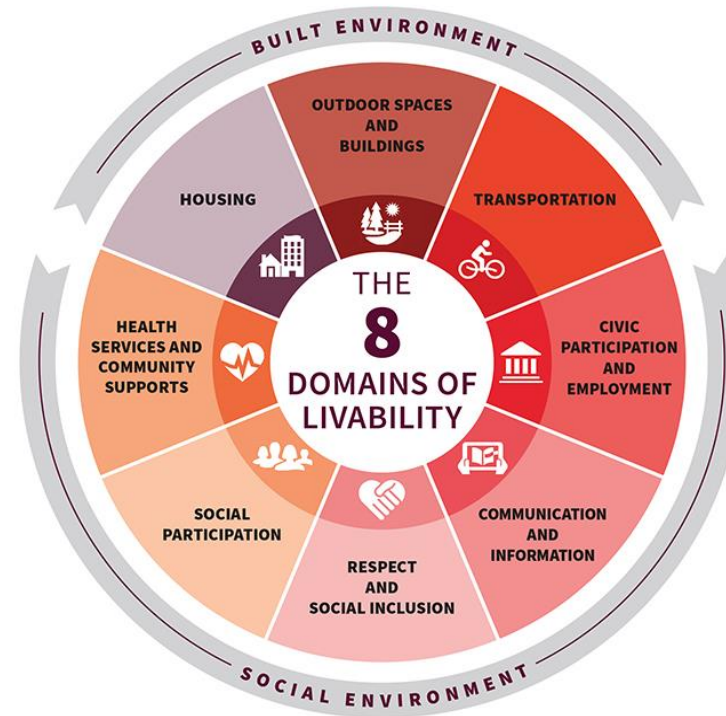
A livable Pierce County for persons of all ages, abilities and communities

Mission –

To ensure access to services and supports promoting community living for older adults, persons with disabilities and their caregivers

Values –

- Tailored, timely and equitable services
- Respect for individual choice, privacy and confidentiality
- Protection from abuse, neglect and exploitation
- Honor and accommodate diversity
- Emphasis on serving the most vulnerable
- Healthy aging focus
- Leadership, advocacy and collaboration

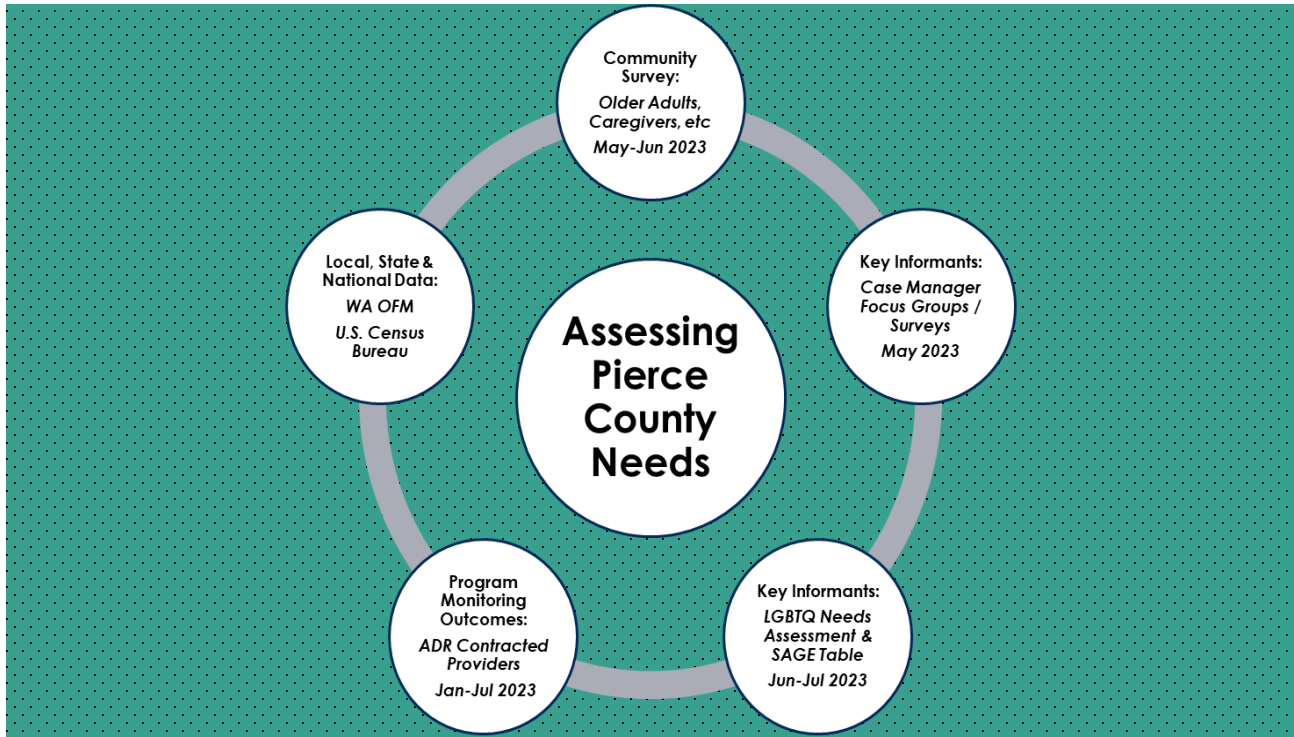


AARP The 8 Domains of Livability

LEARN MORE:

[AARP.org/Livable](https://www.aarp.org/Livable)

Planning and Review Process



Community Input

For the 2024-2027 Area Plan, ADR employed a variety of methods and resources to assess the needs of Pierce County residents, including a community survey, targeted stakeholder focus groups and a LGBT needs assessment (see Appendix E). ADR's planning efforts were also informed by other local, state and national needs assessments, reports and data.

Local community input was gathered from a wide group of individuals, including:

- Clients of ADR-funded services
- Non-service users representing members of ADR's target service populations
- ADR contracted service providers
- Professionals from the health, long-term care and social service network throughout Pierce County
- ADR Advisory Board members, advocates and other stakeholders representing the needs and concerns of low income people, older adults, ethnic elders, older adults in rural communities, adults with disabilities and their caregivers

Role of Advisory Board

The ADR Advisory Board and its standing committees represent the interests of the public and serves to advise ADR on the development of the 2024-2027 Area Plan.

The Planning and Allocations Committee of the ADR Advisory Board played a key role in the overall development of the Area Plan, including review of, and input on:

- ADR's mission, vision and values
- Data gathered from forums, surveys, stakeholders and other sources
- Priority issue areas, goals and objectives
- Prioritization of discretionary funded services
- Service funding enhancement and reduction policies and priorities
- Current and projected years' revenues and expenditures

Planning and Allocations Committee members were also responsible for hosting the Area Plan public hearing and for presenting public testimony / comment on the draft Area Plan to the full Advisory Board for review and recommendation to the ADR Division Manager and the Director of Pierce County Human Services.

The Education/Public Relations/Advocacy and Quality Improvement/Customer Service committees of the Advisory Board were also involved in helping to promote community engagement in planning activities, contributing feedback about service needs / gaps, program performance and improvement needs, and issue area goals, objectives and strategies.

Public Review Process

The draft 2024-2027 Area Plan was made available to the public on the ADR website and in print upon request on August 31, 2023. The draft Area Plan was presented during a hybrid public hearing held online via Zoom and in-person on September 19, 2023. Written comments on the plan were also accepted until September 22, 2023.

In addition to the required legal notice, information about the public hearing was disseminated via the Pierce County social media outlets, Human Services website, ADRC E-News, and the long-term care provider network electronic contact list.

Following the public hearing, any comments on the draft 2024-2027 Area Plan were reviewed by the ADR Advisory Board, which then forwarded any recommended changes and final draft for review by the ADR Division Manager and the Director of Pierce County Human Services (PCHS). PCHS is a department of Pierce County Government.



Prioritization of Discretionary Funds

Federal and State funds that are provided with the flexibility to be spent on local needs, determined at the local level are referred to as discretionary funds. Services to be considered for discretionary funding were prioritized with the following criteria in mind:

- **Does it reach priority/target populations?**
 - Low income
 - Physical or mental disabilities
 - Alzheimer’s / dementia or other cognitive impairments
 - Limited English / language barriers
 - Homebound / isolated
 - Culturally or socially isolated
 - At risk of institutional placement

- **Does it meet a basic need?**
 - Food
 - Shelter
 - Physical / emotional health
 - Safety
 - Assistance with normal daily tasks

- **Does it also . . . ?**
 - support a person’s ability to remain at home as long as possible
 - fill a service gap in the community reflecting local input
 - help accomplish Area Plan Goals and Objectives
 - promote healthy lifestyle choices
 - help avoid use of higher cost services

Services receiving discretionary funding are listed in priority order below, with Level One being the highest priority category of service. Services are further prioritized within the levels, with one (1) being the highest.

Level One	Level Two	Level Three
1. Aging & Disability Resource Center (ADRC), including Community Living Program 2. Case Management 3. Family Caregiver Support 4. Home Delivered Meals 5. Senior Mealsites 6. Transportation 7. Social Isolation Supports 8. Counseling	1. Falls Prevention 2. LGBTQ Services 3. Adult Day Health	1. Legal Aid Services 2. Evidence-based Dementia Intervention 3. Kinship Caregiver Support 4. LTC Ombudsman

Note: In-Home Personal Care and Senior Centers do not receive ADR discretionary funds, so are therefore not listed.

Enhancements/ Reductions Policy

The following guidelines will be used in allocating additional discretionary funds should they become available during the 2024-2027 Area Plan period. The policy for reducing funding levels will be implemented as outlined below in the event reductions are experienced due to cuts in Federal or State funding.

Enhancements: If additional discretionary funds become available, the following service areas will be given priority consideration to receive supplemental funds:	Reductions: In the event ADR experiences a reduction in discretionary funding, the agency will implement the following strategies:
<ul style="list-style-type: none"> ❖ Any Level One priority service with an increased service demand and/or waiting list ❖ Aging & Disability Resource Center- includes the Community Living Program ❖ Consideration for new service investments, based on community needs ❖ Restoration of Level Two or Three priority services that were previously reduced, if any 	<ul style="list-style-type: none"> ❖ Reduce or eliminate funding to Level Three priority services in this order: <ol style="list-style-type: none"> 1. LTC Ombudsman / Elder Abuse 2. Kinship Caregiver Support 3. Evidence-based Dementia Intervention - Minimum 1% OAA III-B required 4. Legal Aid Services - Minimum 11% OAA III-B required ❖ ADR will next consider funding eliminations or reductions to Level Two priority services, beginning with the lowest ranked service



Planning and Service Area

Target Population Profile

General Population Overview

Pierce County

- Is the second largest county in Washington State, with an estimated population in 2023 of 946,300 residents, representing just under 12% of the total state population.¹
- Has a land area of approximately 1,668 square miles, with an estimated population density of 556 residents per square mile.
- Encompasses a total of 24 incorporated cities and towns, Joint Base Lewis-McChord, and Mt. Rainier.

Population Age 60 and Over

- An estimated 196,762 adults 60 years of age and older live in Pierce County, making up nearly 21% of the total County population.²
- Women make up 54% of Pierce County's older adult population, while men make up 45% of residents 60+ years old.
- Pierce County's older residents are diverse, with 17% of the 60+ population being from one or more non-white race or ethnicity group.³
- Approximately 5% of adults aged 60 and over reside in rural areas of the County.⁴

¹ WA Office of Financial Management (OFM) Annual Population Estimates April 2023 [Pierce County | Office of Financial Management \(wa.gov\)](https://www.piercecountywa.gov/office-of-financial-management).

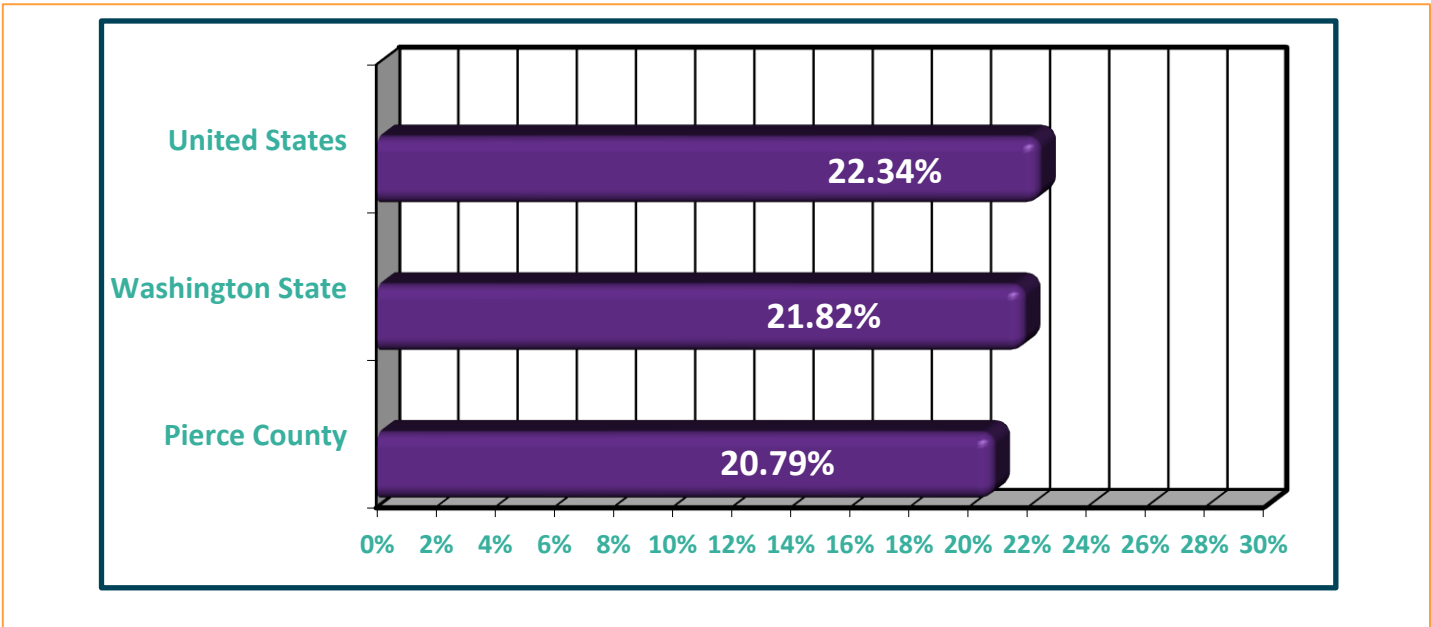
² WA OFM Small Area Demographic Estimates by Aging, Sex, Race and Hispanic Origin 2010 to 2020 [ofm_pop_sade_county_2010_to_2020.xlsx \(live.com\)](https://www.piercecountywa.gov/office-of-financial-management).

³ Ibid.

⁴ U.S. Census Bureau American Community Survey (ACS) 5-yr Estimates (2021).

Age 60 and Older Population Estimates – Pierce County

Percentage of Total Population Age 60 and Older⁵

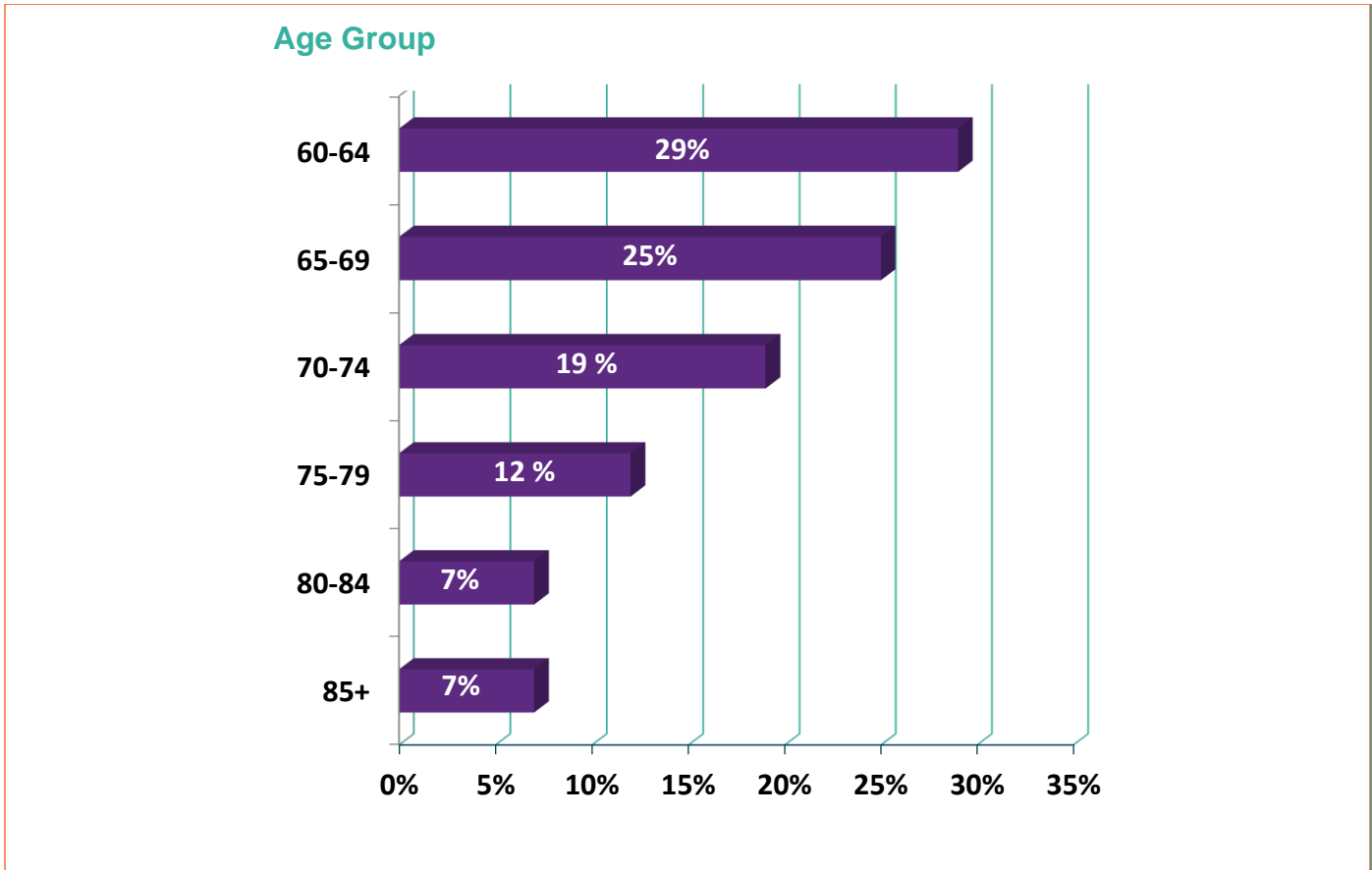


In **2010**, one in every six Pierce County residents was over the age of 60. By **2020**, approximately one in five County residents was over the age of 60. By **2030**, one in four of Pierce County’s population is projected to be age 60 and over.

Projected Growth of Older Adult Population		
2010		16%
2020		20%
2030		25%

⁵ U.S. Census Bureau ACS 5-Yr Estimates (2021).

Age 60 and Over - Percentage by Age Group⁶



Growth of Age 60 and Over Population Between 2010 and 2020⁷

Age Group	2010	2020	Percent Change	Numerical Change
60-64	41,348	57,296	39%	15,948
65-69	28,956	49,198	70%	20,242
70-74	19,951	37,902	90%	17,951
75-79	15,812	23,984	52%	8,172
80-84	11,885	14,116	19%	2,231
85 and over	11,181	14,266	28%	3,085
TOTAL	129,133	196,762	52%	67,629

⁶ WA OFM Small Area Demographic Estimates by Aging, Sex, Race and Hispanic Origin 2010 to 2020.

⁷ WA OFM Postcensal estimates 2010-2020 [ofm_pop_age_sex_postcensal_2010_2020.xlsx \(live.com\)](#).

Percentage of Age 60 and Over Population by Race and Of Hispanic Origin⁸

Race and Hispanic or Latino Origin	2000	2010	2015	2020
White or Caucasian	89.30%	86.47%	85.22%	82.96%
Black or African American	3.57%	4.18%	4.48%	4.99%
American Indian/Alaska Native	0.67%	0.89%	0.93%	0.97%
Asian	5.14%	6.56%	7.03%	8.32%
Native Hawaiian/Other Pacific Islander	0.32%	0.52%	0.61%	0.76%
Two or More Races	0.99%	1.39%	1.73%	2.00%
Hispanic (of any race)	1.39%	2.35%	2.81%	3.33%



Veteran Status in Pierce County⁹

Age	Male	Female	All
18 to 34	10,226	3,124	13,350
35 to 54	20,712	5,486	26,198
	30,938	8,610	39,548
55 to 64	13,045	3,855	16,900
65 to 74	17,541	1,215	18,756
75+	11,942	286	12,228
	42,528	5,356	47,884
Total Veterans			87,432
	15% of age 18+ population are veterans		
	25% of age 55+ population are veterans		

⁸ WA OFM Small Area Demographic Estimates by Aging, Sex, Race and Hispanic Origin 2010 to 2020 [ofm_pop_sade_county_2010_to_2020.xlsx](https://ofm.pop.sade.county.wa.gov/ofm_pop_sade_county_2010_to_2020.xlsx) (live.com).

⁹ US Census Bureau ACS (2019).

Puyallup Tribe Reservation and Off-Reservation Trust Land¹⁰

Age	Population
Reservation & Trust Land Population	54,519
50 to 59	6,543
60 to 69	5,915
70 to 79	3,347
80+	1,360
Total age 50+	17,165
31.5% are 50 or older 19% are 60 or older	

The Puyallup Tribe of Indians is the sole federally recognized Native American Tribe located in the Pierce County planning and service area, also operating Older Americans' Act Title VI programs for Native elders.

Rural Populations and Comparison for 60 and Over¹¹

Pierce County is primarily an urban county with a number of small towns and communities in rural-like areas with limited access to essential services. For purposes of targeting ADR outreach, education and service delivery efforts, the following data is provided identifying rural communities in Pierce County, including but not limited to:

Incorporated Areas and Census Designated Places	Total Population	Age 60 and Over	Percentage of Population
Buckley	5,098	1,058	21%
Eatonville	2,863	311	11%
Roy	910	173	19%
McKenna	498	101	20%
Wilkeson	494	107	22%
Carbonado	560	109	19.5%
South Prairie	357	73	21%
Orting	8,781	1,231	14%
Elbe	43	43	100%
Ashford	657	279	42.5%
Purdy	1,429	603	42%
Wauna	4,506	1,367	30%
Key Center	3,408	1,250	37%
Home	1,989	429	21.5%
Longbranch	4,256	1,607	38%
Anderson Island	1,564	869	55.5%
Fox Island	3,534	1,186	33.5%
Total	40,947	10,796	26%

¹⁰ US Census Bureau ACS 5-yr Estimates (2021) <https://censusreporter.org/profiles>.

¹¹ Ibid.

Selected Population and Aging Service Utilization Forecast¹²

Data Elements	2020	2025	2030
1. Number of persons aged 60 or above	194,903	224,198	249,038
2. Number of persons aged 60 or above and at or below 100% FPL	15,525	16,998	19,145
3. Number of persons aged 60 or above and at or below EESSI	28,332	32,369	36,878
4. Number of persons aged 60 or above and minority	36,442	46,147	56,169
5. Number of persons aged 60 or above and American Indian/Alaska Native	3,306	3,853	4,227
6. Number of persons aged 60 or above, American Indian/Alaska Native, and Disabled (ACS 18b or 18c)	666	785	890
7. Number of persons aged 60 or above and at or below 100% FPL and minority	4,954	5,789	6,939
8. Number of persons aged 60 or above with limited English proficiency	7,395	9,135	11,121
9. Number of persons aged 60 or above and Disabled (ACS 18b or 18c)	37,801	44,357	52,138
10. Number of persons aged 18 or above and Disabled (ACS 18b or 18c)	60,598	66,635	75,172
11. Number of persons aged 60 or above with cognitive impairment (ACS 18a)	16,247	18,854	22,210
12. Number of persons aged 18 or above with cognitive impairment (ACS 18a)	39,576	41,636	45,673
13. Number of persons aged 60 or above with IADL (ACS 19)	23,065	27,123	32,650
14. Number of persons aged 18 or above with IADL (ACS 19)	40,367	43,931	49,955
15. Number of persons aged 65 or above with dementia	13,074	15,887	19,729
16. Number of persons using SNF services, based on January 2020 CFC utilization calibration	1,162	1,355	1,603
17. Number of persons using in-home services, based on June 2020 CFC utilization calibration	5,799	6,706	7,856
18. Number of persons using community residential services, based on June 2020 CFC utilization calibration	1,981	2,252	2,603

¹² WA DSHS Research and Data Analysis Division, Forecasts of the Aging Population, Dementia Prevalence and Use of Long-Term Care Services through 2030 in Washington State (July 2021).

Services and Partnerships

ADR Funded Services

ADULT DAY SERVICES

Description: Provides personal care for dependent adults in a supervised, protected, group setting up to five hours per day. Services offered include social and recreational activities, caregiver respite, training, counseling, meals, and other skilled services such as rehabilitation, medication assistance and nursing assessment.

AGING & DISABILITY RESOURCE CENTER

Description: Serves as the publicly recognized access point for those seeking information and assistance regarding long-term services and supports. Provides information, service referral assistance, client advocacy, eligibility screening, outreach, education and options counseling. (See B-3 Focal Point)

ALZHEIMER'S/DEMENTIA RESOURCES

Description: Provides supportive services to caregivers providing care to persons diagnosed as having Alzheimer's/Dementia. Services are offered as a component of the Family Caregiver Support Program and include Skills2Care dementia consultation and Reducing Disability in Alzheimer's Disease (RDAD), both evidence-based, in-home programs.

CASE MANAGEMENT

Description: Assistance in the form of access or care coordination for persons and /or their caregivers who are experiencing diminished functioning capacities which require the provision of services by formal service providers. Activities of case management includes assessing needs, developing care plans, authorizing and coordinating services, follow-up and reassessment as required.

COMMUNITY LIVING PROGRAM

Description: Program is designed to provide options for clients not yet receiving Medicaid services but at risk of losing their current living arrangement and/or at risk of placement in a residential facility. Supports include short-term in-home care; personal emergency response systems; essential transportation, and miscellaneous one-time purchases to meet critical basic needs. Services authorized through the ADRC.

FALLS PREVENTION

Description: Evidence-based programs, including Staying Active and Independent for Life (SAIL) and Tai Ji Quan Moving for Better Balance (TJQMBB), provide exercise and education designed to improve strength and balance and reduce the risk of falls among older adults.

FAMILY CAREGIVER SUPPORT

Description: Provides relief for families or other caregivers of persons eighteen years and over with functional or cognitive disabilities and older relatives caring for children under the age of 18. Serves those providing primary unpaid care. Relief can be in the form of brief respite from caregiving (provided both in and out of home), or through other supports such as housework assistance, professional counseling or consultations. See Adult Day Care/Day Health, Alzheimer's/Dementia and Home Care for related services.

HEALTH HOME CARE COORDINATION

Description: Provides comprehensive care management, care coordination, health promotion, transition support, linkage to community-based services and supports to clients and families. Services currently target high cost/high risk beneficiaries covered by Medicare and Medicaid (dual eligible), as well as Medicaid managed care.

HOME DELIVERED MEALS

Description: Provides nutritious meals to eligible home bound participants who, by reason of illness, disability, or lack of other supports, are unable to prepare meals on their own.

IN-HOME CARE

Description: Provides personal care assistance and other supports for persons having difficulties with activities of daily living such as eating, dressing, bathing, toileting, transferring in and out of bed, preparing meals, light housework, shopping, transportation to and from essential services, etc. Services are authorized under the Chore, Medicaid Waiver programs (Community Options Program Entry System / Roads to Community Living), Medicaid Personal Care, Community First Choice, Developmental Disabilities Administration (DDA) or Respite/Family Caregiver Support programs.

KINSHIP CAREGIVER SERVICES

Description: Provides support to relatives raising children to include community education, information and referral, advocacy and support, counseling and limited financial assistance for emergent basic needs and school/youth activities.

LEGAL AID

Description: Provides legal advice, counseling, and representation in non-criminal matters by an attorney or other person acting under the supervision of an attorney. Advocates for the rights, benefits, and entitlements of older adults.

LGBTQ Services

Description: Provides free, weekly yoga classes and hosts quarterly SAGE Table events for older LGBTQ adults living in Pierce County.

LONG-TERM CARE OMBUDSMAN

Description: Provides resident rights advocacy for residents of long-term care settings, investigating complaints and working to achieve resolution.

MEAL SITES

Description: Provides nutritious meals to eligible participants in a group setting, typically located in a senior/community center or other available congregate setting.

NURSING SERVICES

Description: Provides Registered Nurse consultation for medically fragile in-home care and community residential clients, authorized under the COPES, Medicaid Personal Care and Community First Choice programs.

OLDER ADULT COUNSELING

Description: Provides comprehensive mental health assessment and individual therapy to older adults, primarily in their own home.

PERSONAL EMERGENCY RESPONSE SYSTEMS

Description: Provides personal emergency response services authorized through the Family Caregiver Support and Community Living programs to monitor frail homebound elderly or disabled adults by means of an electronic communication link with a response center.

SENIOR CENTERS

Description: Provide educational, social, and recreational opportunities for older adults. Centers frequently provide nutrition and health promotion programs. Centers are awarded funds through a Request for Proposal process to receive Pierce County General Funds for senior center operations.

SENIOR DRUG EDUCATION

Description: Provides outreach and education designed to help raise the level of awareness of the risks involved with drug use by older adults, as well as provide safety tips that older adults can use at home. Stresses the importance of safe drug use as well as effective communication with health care providers and provides medication management tools.

SENIOR FARMERS' MARKET NUTRITION PROGRAM

Description: Provides vouchers to low-income elders enabling them to purchase fresh, locally grown produce at authorized farmers markets.

SOCIAL ISOLATION SUPPORTS

Description: Provides free individually tailored services that support the emotional well-being and mental health of socially isolated older adults who are unable to access traditional venues for social support in Pierce County.

TRANSPORTATION

Description: Provides limited transportation for older adults who require transportation to and from a meal site, social and health care services, senior centers, and shopping centers.

ADR Community Partnerships

In addition to formal contractual service agreements with over 65 community based providers, the Pierce County Aging & Disability Resource Center (ADRC) has developed strong partnerships with the agencies listed below. These partners have all signed Letters of Collaboration stating their willingness and intent to work with the ADRC to ensure a coordinated system of referral and access to a range of supportive services.

Alzheimer’s Association AMVETS Brain Injury Alliance of WA CCS Volunteer Chore / Transportation Services Center for Independence Crystal Judson Family Justice Center East Pierce Fire & Rescue Fair Housing Center of Washington Gig Harbor Fire & Medic One Harmony Hill Hearing, Speech & Deaf Center HopeSparks Relatives Raising Children Hope Vision Foundation	MSHH Donor Closet MultiCare / Good Samaritan Older Adult Services Mustard Seed Project of Key Peninsula NAMI Pierce County Northwest Justice Project - Tacoma On The Road with PartnerCafe Pierce Co. Dept. of Emergency Management Pierce Co. Parks & Recreation Puyallup Public Library Puyallup Tribal Health Authority Rainbow Center Tacoma Public Utilities United Way of Pierce County – South Sound 211
---	---

Focal Point

The Aging and Disability Resource Center (ADRC) is the designated Pierce County focal point for information, assistance and access to community based services and supports for older adults, adults with disabilities, their caregivers and others.

In addition to general telephone assistance, the ADRC can provide in-person care planning, service coordination and help accessing support programs for family and informal caregivers.

**Pierce County Human Services
Aging and Disability Resources**

253.798.4600 or 800.562.0332
www.PierceADRC.org

3602 Pacific Ave, Tacoma, WA

Issue Areas, Goals and Objectives

Key Issues and Intended Results

Over the course of this four-year Area Plan, ADR expects to accomplish several key outcomes critical to our mission and essential to the long-range vision of a livable community for persons of all ages. ADR intends that:

- Residents of Pierce County will be empowered to plan for, find and access the long-term services and supports needed to remain independent in their own homes for as long as possible.
- Families will have expanded capacity to care for their loved ones at home as long as they choose, with less reliance on formal support systems.
- The quality, responsiveness and availability of critical services, such as information / education and programs that support health and wellness, will be improved.

This section of the Area Plan identifies the current and emerging issues impacting older adults and adults with disabilities in Pierce County. Areas for focused advocacy, coordination, and program development were identified and prioritized as the result of community and stakeholder input received during the local planning process (See Section A-3 and Appendix E).

Priority issues addressed in the Area Plan support ADR's overarching vision of an age-friendly, livable Pierce County. Goals, objectives and measures described within each issue area further support ADR's mission and incorporate the following priority themes:

- Supports for healthy aging
- Delaying or preventing entry into Medicaid-funded long-term services and supports
- Community based and person-centered services
- Services for older Native Americans
- Ongoing COVID-19 response and recovery



C-1: HOUSING & RELATED SUPPORTS

Profile of the Issue: Pierce County continues to experience an increase in the demand for affordable housing, needing 50,000+ additional affordable homes to add to the housing stock for low and lower income Pierce County residents. Census data shows that housing insecurity among single adults affects a great number of people born between 1955 and 1965.¹ 48 million households nationwide (39%) have at least one person age 65+, person(s) with a disability, or both and 1 in 8 households have a household member who uses a mobility device for a long-term condition.² Nationally, the number of older adults who are chronically homeless increased by 73% between 2019 and 2021.³ The 2023 Pierce County Point In Time (PIT) Count recorded 2,148 people living on the streets, but roughly 6,500 connected to the homeless crisis system during the same time of the count. Of that number, 1 in 5 represented adults over the age of 55.⁴ The COVID-19 Pandemic has led to historic investments in homeless prevention solutions and has highlighted how these programs can prevent our most vulnerable community members from entering homelessness. In the ADR Area Plan Community Survey, "Housing" was reported as a top priority need for older adults by survey respondents and Case Managers report "Housing" as a top need for the communities they serve.⁵ Survey respondents also ranked home repair and modifications as the fifth most essential or important service needed to remain safely in their homes as they age. Other housing related support services, such as property tax relief, and rent/mortgage and utility assistance were also frequently noted as important services necessary for maintaining community living. Both survey respondents and key informants input highlighted "minor home repair" as a top priority program that ADR should consider investing in if funding becomes available.

Goal: Ensure older adults and adults with disabilities have access to safe, affordable housing.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
1. Improve community awareness of and access to Pierce County Human Services (PCHS) housing programs and resources	1.1 - Develop and disseminate comprehensive outreach material that outlines Pierce County housing assistance resources available to older adults and adults with disabilities and use tools like the Pierce County Equity maps to target low-equity communities of the County.		x				x				x				x		
	1.2 - Provide technical assistance to housing programs with regard to outreach to residents with non-English language skills, which will help to expand this information to hardest to reach communities.		x				x				x				x		
	1.3 - Increase referrals of older adults and adults with disabilities to Pierce County sponsored housing assistance programs, to include property tax assistance assistance, home repair programs, energy	x		x		x		x		x		x		x		x	
2. Expand and strengthen existing and new partnerships with local and community-based housing programs and agencies.	2.1 - Partner with PCHS housing and homeless programs, local housing authority agencies and social service providers to advocate for and prioritize funding opportunities to develop housing and housing related services targeting older adults and adults with disabilities.			x				x				x				x	
	2.2 - Actively participate in the Pierce County Continuum of Care Housing Subcommittee to advocate for the housing needs of older adults and adults with disabilities.			x				x				x				x	

References:
¹ "The Emerging Crisis of Aged Homelessness," Dennis Culhane, Dan Teglia, et al., University of Pennsylvania, January 2019: <https://aisp.upenn.edu/wp-content/uploads/2019/01/Emerging-Crisis-of-Aged-Homelessness-1.pdf>
² US Census Bureau and US Dept. of HUD, 2019 American Housing Survey: <https://www.aarp.org/livable-communities/housing/info-2023/us-census-and-aging-ready-housing.html>
³ US Housing and Urban Development (HUD): <https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-2.pdf>
⁴ 2023 Pierce County Point in Time (PIT) Count: <https://www.piercecountywa.gov/4719/Homeless-Point-in-Time-PIT-Count#:~:text=The%20annual%20PIT%20Count%20happens,disabilities%20the%20individual%20may%20have.>
⁵ 2024-2027 Area Plan Community Survey (June 2023)



C-2: HEALTH / WELLNESS

Profile of the Issue: Maintaining or improving our health as we age is dependent upon a number of factors such as where we live, our ability to pay for essentials such as food, medication, and health care, the education we received when we were young, and the availability of support when we need it. In *What Do We Know About Healthy Aging?* (2022) the National Institute on Aging highlights the importance of activity, following a balanced diet, staying engaged in social activities, and addressing stress, substance use, depression and other impacts to one's mental health as we age. Unfortunately, our community survey highlighted challenges faced by older adults in our community when it comes to addressing these needs. Concerns over the cost of food or exercise classes, and lack of information about the resources available - oftentimes free of charge - to older adults create impediments to aging successfully. ADR is investing in services that will help to fill these gaps and support the well-being of older adults in Pierce County.

Nutrition - The Economic Research Service of the USDA reported that grocery prices increased 4.7% between June 2022 and June 2023.¹ In May of 2023, however, low-income older adults saw their SNAP benefits cut by at least \$95 per month as pandemic-era emergency allotments came to an end.² It is not surprising that respondents to ADR's community survey reported that food was identified as the top need and priority by older adults and adults with disabilities alike.

Emotional Support & Mental Health - With the COVID-19 pandemic and its associated "shelter-in-place" advisories fading into the distance, it is easy to overlook the enduring impacts of prolonged isolation on older adults who are shopping, visiting senior centers, and gathering with friends and family once again. According to a January 2023 University of Michigan National Poll on Healthy Aging (NPHA), more than one-third of respondents between the ages of 50 and 80 reported infrequent social contact, which has been correlated with poorer mental health and a host of implications for physical health.³ More than 2 in 5 older LGBT adults living in Pierce County surveyed over the summer of 2023 reported feelings of isolation, and 9% stated that they were in need of behavioral health services. Individuals 85 and older continue to have the highest rates of suicide, and during the first quarter of 2023, between 3.6 and 4.25% of callers to the 988 hotline who disclosed their age were 65 or older.⁴

Social Engagement - In May of 2023, the United States Surgeon General released a report on the epidemic of isolation and loneliness among Americans.⁵ The report detailed striking declines in social network size, time spent on in-person social activities, number of close friendships, and even household family social engagement. The report also detailed the dire consequences of the loss of social connection- premature death, increased risk of disease, and increased risk for anxiety, depression, and dementia. As highlighted in the Emotional Support & Mental Health section, 42% of older LGBT adults living in Pierce County who were surveyed reported feeling lonely or socially isolated at least three days per month, with 8% stating that they experienced these feelings daily. Thirty-eight percent of respondents to ADR's Area Plan community survey reported feeling lonely or isolated "sometimes", while another 16% said "often" or "always". Respondents also ranked social activities as one of the top health / wellness activities they would like to participate in post-pandemic. Older adults living in Pierce County who speak languages other than English, who do not have access to technology such as internet-connected smartphones, tablets, or laptops, and who live in rural parts of the County where transportation resources are scarce face additional barriers to connecting with friends and family, or participating in activities that could reduce feelings of isolation.

Falls Prevention - Over one in four adults ages 65 and older fall each year, leading to injuries such as hip fractures and head traumas, increased risk of nursing home placement and early death. Sixty percent of these falls occur in the home.⁶ Evidence-based fall prevention programs, such as Staying Active and Independent for Life (SAIL), Enhanced Fitness, and Tai Ji Quan: Moving for Better Balance (TJQMBB), have been shown to improve strength and balance, reducing the risk for falls. In 2022, 151 older adults participated in an ADR funded evidence-based fall prevention program in Pierce County. The ADR Area Plan community survey found that exercise remained the first priority for addressing health and wellness programs to help people age safely at home; despite this, 61% of respondents reported they do not participate in wellness programs, most frequently noting cost and lack of information on where to attend as primary barriers. As COVID precautions are winding down, the primary activity respondents wish to participate in is exercising.⁷

Goals:

A. Nutrition - Reduce food insecurity experienced by older adults living in Pierce County.

B. Emotional Support & Mental Health - Ensure that older adults have access to mental health services, including evidence-based behavioral health interventions, that are offered in their preferred setting in order to reduce barriers to participation.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
A. NUTRITION:																	
A.1. Increase awareness of services available to meet the nutritional needs of low income older adults.	A.1.1 - Engage in broad outreach efforts utilizing a range of media to inform older adults and their family members of the availability of congregate nutrition, home-delivered meals, and Senior Farmers Market Nutrition Program vouchers. Outreach material will be developed in the top five non-English languages spoken in Pierce County, shared at ADR activities serving older LGBT adults, and will be distributed through mailings, e-Newsletters, social media, in-person events, and traditional advertising outlets such as television, radio, and/or newspapers.	X	X			X	X			X	X			X	X		
	A.1.2 - Increase the number of participants receiving services from ADR's congregate and home-delivered meal providers by at least 5% in 2024 and 2025 compared to 2023 participant numbers.				X				X								
A.2. Increase ADR's capacity to respond to demand for home delivered meal services.	A.2.1 - ADR will expand access to home delivered meals by training staff, including bilingual case managers, to identify, determine eligibility, assess, and authorize clients for home delivered meal services.	X															
	A.2.2 - Increase utilization of ADR's ethnic home delivered meals program by identifying, and conducting outreach to the priority population of low-income minority elders and older adults with limited English proficiency.	X		X		X		X		X		X		X		X	
B. EMOTIONAL SUPPORT & MENTAL HEALTH:																	
B.1. Increase the availability of providers who are trained in evidence-based behavioral health services.	B.1.1 - ADR will fund PEARLS coach certification for 25 Pierce County-based professionals who will complete certification training by March 31, 2024.	X															
	B.1.2 - ADR will contract with one provider to provide Older Americans Act-funded evidence-based behavioral health services by January 1, 2024.	X															
	B.1.3 - ADR will promote opportunities for certified PEARLS coaches to apply for Medicaid Client Training contracts to expand the provision of evidence-based behavioral health services to CFC/COPEs clients.	X	X	X	X												
B.2. Address barriers to accessing mental health services by ensuring that contracted providers offer services to older adults via HIPAA-compliant telephone-based counseling, videoconferencing, and face-to-face in the older adult's home.	B.2.1 - Applicants for behavioral health contracts effective January 1, 2024 will be required to offer therapy sessions in multiple modalities including, at a minimum, the options listed in Objective B.2. Providers must have experience and completed required continuing education in offering telehealth-based mental health services to older adults.	X	X	X	X	X	X	X	X								

References:

¹ Summary Findings, Food Price Outlook, 2023 and 2024. Available at: <https://www.ers.usda.gov/data-products/food-price-outlook/summary-findings/>.

² Questions & Answers: How much will my benefits change when emergency allotments end? Available at: <https://www.fns.usda.gov/snap/changes-2023-benefit-amounts>

³ Solway E, Piette J, Kullgren J, Singer D, Kirch M, Malani P. Loneliness and Health. University of Michigan National Poll on Healthy Aging. March 2019. Available at: <http://hdl.handle.net/2027.42/148147>, Malani P, Singer D, Kirch M, Solway E, Roberts S, Smith E, Hutchens L, Kullgren J. Trends in Loneliness Among Older Adults from 2018-2023. University of Michigan National Poll on Healthy Aging. March 2023. Available at: <https://dx.doi.org/10.7302/7011>

⁴ Dole, T. (2023). Beyond the Numbers: Suicide and Older Adults [PowerPoint slides]

⁵ Our Epidemic of Loneliness and Isolation: The U.S. Surgeon General's Advisory on the Healing Effects of Social Connection and Community (2023). Available at: <https://www.hhs.gov/sites/default/files/surgeon-general-social-connection-advisory.pdf>.

⁶ National Council on Aging, Get the Facts on Fall Prevention (March 2023)

⁷ 2024-2027 Area Plan Community Survey (June 2023)

C-2: HEALTH / WELLNESS

Goals:

C. Social Engagement-Reduce isolation and increase socialization of homebound, isolated older adults in Pierce County by providing services and tools to assist them in becoming more socially engaged.

D. Evidence-based Falls Prevention / Health Promotion - Provide evidence-based interventions that promote physical health and reduce fall risk in older adults.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
C. SOCIAL ENGAGEMENT:																	
C.1. Promote the social engagement and reduce the social isolation of older adults throughout Pierce County by pairing older volunteers aged 55+ with other older adults aged 60+ who are homebound and socially isolated through the Senior Friend Program (SFP).	C.1.1 – Program participants will demonstrate an increase in social engagement utilizing the Berkman-Syme Social Network Index.				X				X				X				X
C.2. Reduce social isolation to identified unpaid caregivers who are new to providing care to older adults who are 60 years of age and older, and homebound through the New Caregiver Support Program (NCS).	C.2.1 – Program participants will demonstrate a reduction in loneliness per the UCLA Loneliness Scale.				X				X				X				X
C.3. Distribute 50 Chromebooks to older adults throughout Pierce County to support access to telehealth, communication with family and friends, and participation in virtual programming developed by local senior centers, providers within the aging network, and national organizations such as AARP's Senior Planet with priority given to those who live alone and are unable to access community-based programs.	C.3.1 – Work with community partners such as senior centers, Tacoma Older LGBT, and the Pierce County AIDS Foundation to identify socially isolated, low-income older adults to participate in the Chromebook Library project.	X	X	X													
	C.3.2 - Participants will complete the UCLA Loneliness Scale prior to, and six months after receiving their Chromebook. Participants will show a decrease in perceptions of loneliness at the six-month point.				X	X	X	X									
D. FALLS PREVENTION:																	
D.1. Increase access to ADR-funded evidence-based health promotion / fall prevention programs.	D.1.1 - Release a Request for Proposal to expand the availability of ADR-funded evidence-based fall prevention programs.															X	
	D.2.1 - Co-sponsor the annual Fall Prevention Awareness Day in collaboration with the Pierce County Falls Prevention Coalition.			X				X				X					X
D.2. Improve awareness of low / no-cost evidence-based health promotion / fall prevention programs available in Pierce County.	D.2.2 - Distribute Falls Prevention materials at all ADRC outreach events.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	D.2.3 - Continue active participation with the Pierce County Falls Prevention Coalition.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X



C-3: CAREGIVER SUPPORTS

Profile of the Issue: Nationally, an estimated 48 million American adults provide unpaid caregiving support to an adult family member, friend or loved one, at an estimated economic value of over \$600 billion annually.^{1,2} These family / informal caregivers provide help with basic household tasks and personal care, as well as complex medical / nursing tasks. Without this help, their care recipients would likely require Medicaid-funded in-home care or skilled nursing home services.

Of those caregivers nationwide, 61% report being non-Hispanic White, 17% are Hispanic or Latino, 14% non-Hispanic African American or Black, 5% Asian American and Pacific Islander, and 3% some other race/ethnicity, including multiracial. Eight percent self-identify as lesbian, gay, bisexual, and/or transgender.^{1,2}

Since 2015, the following trends in caregiving are being reported: Increased numbers of caregivers living together with their care recipient (40%, up from 34%); increasing rates of care receivers suffering from two or more medical conditions or diseases (1.7 conditions, up from 1.5 conditions); increasing health and functional needs of care receivers to include long-term physical conditions (63%, up from 59%), emotional or mental health issues (27%, up from 21%), and memory problems (32%, up from 26%), including Alzheimer's or dementia (26%, up from 22%). More caregivers are taking on the role of unpaid caregiver, but they are doing so for adult recipients who may have increasingly complex medical or support needs.^{1,2}

One-third of ADR community survey respondents reported being a family / informal caregiver.³ Responding caregivers most frequently reported they need or would like information and help accessing resources, followed by a break from caregiving and emotional support services. Fifty-six percent indicated they were not aware of where to get help with their caregiving responsibilities.

Goal: Provide tailored, person-centered supports and services to family / informal caregivers, enabling care receivers to remain at home and delay entry into Medicaid-funded long term services and supports.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
1. Improve awareness of and access to ADR programs supporting family caregivers, with increased focus on underserved populations, including Millennial caregivers, caregivers of color and those identifying as LGBTQ+.	1.1 - Develop and implement annual Caregiver Programs outreach plan, including expanded online resources, and culturally appropriate / translated materials and videos.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	1.2 - Increase number of caregivers referred and screened for FCSP or MAC/TSOA by 8% per year.					X				X				X			
	1.3 - Increase documented contacts by family / informal caregivers of color, LES proficiency and identifying as LGBT by 5% per year.	X				X				X				X			
	1.4 - Provide regular information about Caregiver Support services through monthly "Senior Scene" newspaper articles and advertisements, and through distribution of the quarterly ADR Family Caregiver newsletter.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2. Expand educational opportunities available to family / informal caregivers in Pierce County.	2.1 - Provide two (2) free six-week "Powerful Tools for Caregiving" trainings to the community per year.		X		X		X		X		X		X		X		X
	2.2 - Provide two (2) free six-week "Oh My Gosh- Dementia Series" trainings to the community per year.	X		X		X		X		X		X		X		X	
	2.3 - Participate in planning and implementation of community events targeting family / informal caregivers.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
3. - Provide tailored supports for unpaid family / informal caregivers, enabling care receivers to remain in their own homes.	3.1 - Continue to provide Community Living and Family Caregiver Support programs, including Medicaid Alternative Care and Tailored Supports for Older Adults.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	

References:

¹ AARP Public Policy Institute-National Alliance for Caregiving, Caregiving in the U.S. 2020 (May 2020)

² AARP Public Policy Institute-Public Policy Institute, Valuing the Invaluable 2023 Update: Strengthening Supports for Family Caregivers (March 2023)

³ 2024-2027 Area Plan Community Survey (June 2023)



C-4: INFORMATION & ACCESS

Profile of the Issue: Older adults and people with disabilities face many unique challenges including changes to their vision, hearing, memory, ability to walk, drive, or communicate on the phone. The lack of transportation further affects the ability of people to access appropriate health care, obtain basic necessities, and to otherwise fully participate in community life. Knowing where to turn for help and resources becomes critically important to maintaining health and independence, especially for low income, minority, rural, and limited English-speaking communities. ADR is committed to addressing the information and transportation gaps revealed in our Area Plan survey by supporting a network of transportation providers, advocating for transportation resources and providing person-centered information and referral services throughout Pierce County.

Information, Assistance & Outreach - Many older adults and people with disabilities face challenges in managing their financial, healthcare and/or personal care needs, as well as the care needs of their aging loved ones. Understanding complex health, financial, and legal issues becomes very important; however, many people struggle to understand these increasingly complicated issues.^{1,2} Having access to person-centered, honest, impartial resources and support to help navigate these complex issues is crucial. In ADR's recent community survey, respondents reported the following two issues as the most essential or very important to helping people age safely at home: information about available resources and help accessing services.³ However, they also reported the following barriers as the most prevalent to obtaining help: being unsure of available services and not knowing who to ask. Fifty-six percent of family caregiver respondents also stated they do not know where to seek help.

Transportation Access- The availability, access, and sufficiency of transportation services impacts the quality of life for all Pierce County citizens especially older adults, persons with disabilities, and low-income residents residing in rural, unincorporated, and other areas of the County not served by public and private transportation providers. The lack of, or inadequate availability of, transportation effects the ability of people to access appropriate health care, obtain necessities, engage in employment, to socialize, and to otherwise fully participate in community life. The importance of transportation and addressing related barriers was emphasized in all community feedback received in developing this Area Plan, ranking specialized transportation services as the third-most essential or very important service to helping people age safely at home in the community.³ The Area Plan community survey also highlighted the lack of transportation as a frequent barrier to accessing needed services and supports, such as health and wellness programs, for older adults and adults with disabilities living in Pierce County.

Goals:

A. Information, Assistance & Outreach - Provide accurate and timely information and education about a broad range of long term services and supports to expand public knowledge and better serve the population of Pierce County.

B. Transportation Access - Improve transportation options and services for older adults, persons with disabilities, and other special needs populations.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
A. Information, Assistance & Outreach																	
A.1 – Increase public knowledge of local, state and federal resources for community based long term services and supports.	A.1.1 – Increase community outreach and education activities by 5% every year, with emphasis on reaching low income, minority, and limited English-speaking individuals, socially or geographically isolated older adults and family / informal caregivers.	X				X				X				X			
	A.1.2 – Provide Aging & Disability Resource Center (ADRC) telephone case management and person-centered options counseling services five days per week, 8 hours per day.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	A.1.3 – Update online resources a minimum one time per year in the Community Living Connections resource directory and ADR	X				X				X				X			
	A.1.4 – Train new ADRC and Family Caregiver Support case managers in the “No Wrong Door” and “Person Centered” philosophies.	As needed															
	A.1.5 – Expand knowledge and information regarding the <i>WA Cares Fund</i> Program through outreach, community engagement and education events and ensure information reaches non-English language speakers, rural residents, and communities with low social determinants of health.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
A.2 – Delay the need for Medicaid-funded long term services and supports.	A.2.1 – Continue to provide Community Living and Family Caregiver Support programs, including Medicaid Alternative Care and Tailored Supports for Older Adults.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	A.2.2 – Expand the Care Transitions program’s hospital network to include all Pierce County based hospitals.	X	X	X	X												
	A.2.3 – Collaborate with State partners on the roll-out of the new <i>WA Cares Fund</i> long term care benefit, to provide older residents and adults with disabilities with options to age in place with dignity, and provide essential resources enabling them to remain at home as they wish and avoid unnecessary institutional placement.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
A.3 – Increase community knowledge about Alzheimer’s / dementia and available supports.	A.3.1 – Co-sponsor the annual Pierce County Alzheimer’s Caregiver Conference.				X				X				X				X
	A.3.2 – Provide two (2) free six-week “Powerful Tools for Caregiving” trainings to the community per year.		X		X		X		X		X		X		X		X
	A.3.3 – Provide two (2) free six-week “Oh My Gosh- Dementia Training” trainings to the community per year.	X		X		X		X		X		X		X		X	
B. Transportation Access																	
B.1 – Participate in state, regional, and local coordinated transportation planning efforts.	B.1.1 – Collaborate with the Pierce County Coordinated Transportation Coalition on the development and implementation of the 2024-2029 Pierce County Coordinated Transportation Plan.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	B.1.2 – Promote transportation opportunities by participating as a voting member in the Puget Sound Regional Council Special Needs Transportation Committee.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

References:

- ¹ Berkman ND, Sheridan SL, Donahue KE, Halpern DJ, Crotty K. Low health literacy and health outcomes: an updated systematic review. *Ann Internal Med.* 2011
- ² James BD, Boyle PA, Bennett JS, Bennet DA. The impact of health and financial literacy on decision making in community-based older adults. *Gerontology.* 2012
- ³ 2024-2027 Area Plan Community Survey (June 2023)

C-5: SERVICE TO OLDER NATIVE AMERICANS

Profile of the Issue: In accordance with the Washington State Department of Social and Health Services (DSHS) Administrative Policy 7.01, ADR coordinates with the Puyallup Tribe of Indians to address emerging issues affecting tribal members 55 years of age or older, and adult tribal members with disabilities. Work with the Tribe also touches upon tribal members who are receiving long term services and supports from ADR, or who may be eligible to receive services from ADR. The Puyallup Tribe of Indians is the only Federally-recognized tribe whose lands fall within Pierce County.

The Puyallup Tribe is governed by a seven-member tribal council elected by the tribal membership to three-year terms. The most recent survey of Tribal enrollment reported that the Puyallup Tribe has about 3,547 enrolled members, with only 1,327 living on Puyallup reservation land, and that 10.4% of the Tribal members living on the Puyallup Reservation and Off-Reservation Trust Land are 55 years of age or older.¹ According to 2020 U.S. Census estimates, however, 12,777 American Indian (any tribal affiliation) or Alaska Native elders call Pierce County home and represent 1.3% of Pierce County’s population of adults 55+ years of age.²

The Puyallup Tribe provides numerous essential services to its members, including nurse case management; in-home care; companionship services; a Title VI senior nutrition program; transportation services; lawn care; the Elder Wellness Center, and the Elders Assisted Living facility. The Puyallup Tribal Health Authority (PTHA) serves approximately 10,000 enrolled members of any Federally recognized tribe and provides comprehensive medical, dental, vision, addiction, and mental health services. The Puyallup Tribe has a strong commitment to meeting the needs of its members and invests in the development of a staff infrastructure to provide culturally-relevant services and supports that allow members to remain in the community.

Goal: Provide necessary and appropriate long term services and supports to members of the Puyallup Tribe of Indians that are delivered in a culturally-relevant manner and developed on a government-to-government basis, with respect for the Tribe’s sovereignty and unique social and legal status.

OBJECTIVES	PLANNED ACTIVITIES / MEASURES	2024				2025				2026				2027			
		1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR	1st QTR	2nd QTR	3rd QTR	4th QTR
1. Strengthen partnerships with Puyallup Tribe of Indians representatives, tribal organizations and service providers, Native American advocates, the Puyallup Tribal Health Authority, and others that will enhance access to services for Puyallup Tribe of Indians elders.	1.1 - Invite the Puyallup Tribe of Indians to annual planning / coordination meetings as an opportunity to identify service needs that could be addressed through collaboration between ADR and the Puyallup Tribe of Indians.	X				X				X				X			
	1.2 - Share ADR Outreach information and opportunities, and extend invitations to engage in service and case management coordination with the Executive Director of the Puyallup Tribe of Indians Elder and Vulnerable Adults Services monthly.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
	1.3 - Participate in statewide bi-annual Area Agency on Aging / Tribal coordination summits.		X		X		X		X		X		X		X		X
	1.4 - Participate in tribal events at the request and invitation of the Puyallup Tribe of Indians.	As requested															
	1.5 - Create and maintain a Partner Fact Sheet with the Puyallup Tribal Health Authority to be shared with ADR community partners.										X	X	X				
2. Provide responsive support and/or technical assistance as requested by the Puyallup Tribe of Indians.	2.1 - Explore the interest of the Puyallup Tribe of Indians and the Puyallup Tribal Health Authority in receiving training on long term services and support topics such as family caregiving, dementia / Alzheimer’s disease, the Long-Term Care Ombudsman Program, etc. during potential annual coordination meetings, at bi-monthly Aging & Disability Resource Center Community Forums, and as new programs are developed by ADR.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
	2.2 - Provide letters of support or partnership for grant projects as requested.	As requested															
3. Collaborate with the Puyallup Tribe of Indians to develop a mutually agreed upon 7.01 Implementation Plan.	3.1 - Consult with the DSHS Office of Indian Policy to engage in government-to-government communication that complies with the Communication Protocol requirements described in Attachment 2 of Administrative Policy 7.01.	X				X				X				X			
	3.2 - Extend invitations to the Puyallup Tribe of Indians to engage in annual 7.01 planning / coordination meetings.	X				X				X				X			

References:

¹ Kauffman & Associates, Inc. “Washington State Department of Social and Health Services Money Follows the Person – Tribal Initiative Concept Paper” (2015).

² U.S. Census Bureau and OFM (2020)



Area Plan Budget Summary

Fiscal Considerations

- **Federal COVID-19 Response** –funds received to respond to local needs as result of the COVID-19 public health emergency will end.
- **Medicaid Transformation Project** – Federal demonstration funding is renewed for five years.
- **Health Home Services** – received rate increase for Health Home Care Coordination services.
- **State Revenues** – received increase in State funds for AAA Case Management and kinship caregiver services and new designated funding to support senior nutrition services.
- **WA Cares Revenue** – new funding received to support outreach, navigation and network development implementing the State’s new long-term care benefit.

Major Revenue Sources

- Older Americans Act – Federal
- Senior Citizens Services Act – State
- Family Caregiver Support – State / Federal
- Medicaid – State / Federal

Discretionary versus Non-Discretionary Funding

Generally, revenue to Pierce County Human Services - Aging and Disability Resources comes from the State and Federal governments in two forms:

<p>Discretionary – Funds provided with the flexibility to be spent on local needs, determined at the local level.</p> <p><i>Examples: Counseling services, Social Isolation Support services</i></p>	<p>Non-Discretionary – Funds earmarked for a specific program or purpose. ADR has no choice on how to spend these funds.</p> <p><i>Examples: Family Caregiver Support, some nutrition program funds</i></p>
---	--

2024 Projected Revenues

DRAFT

As presented Sept. 19, 2023

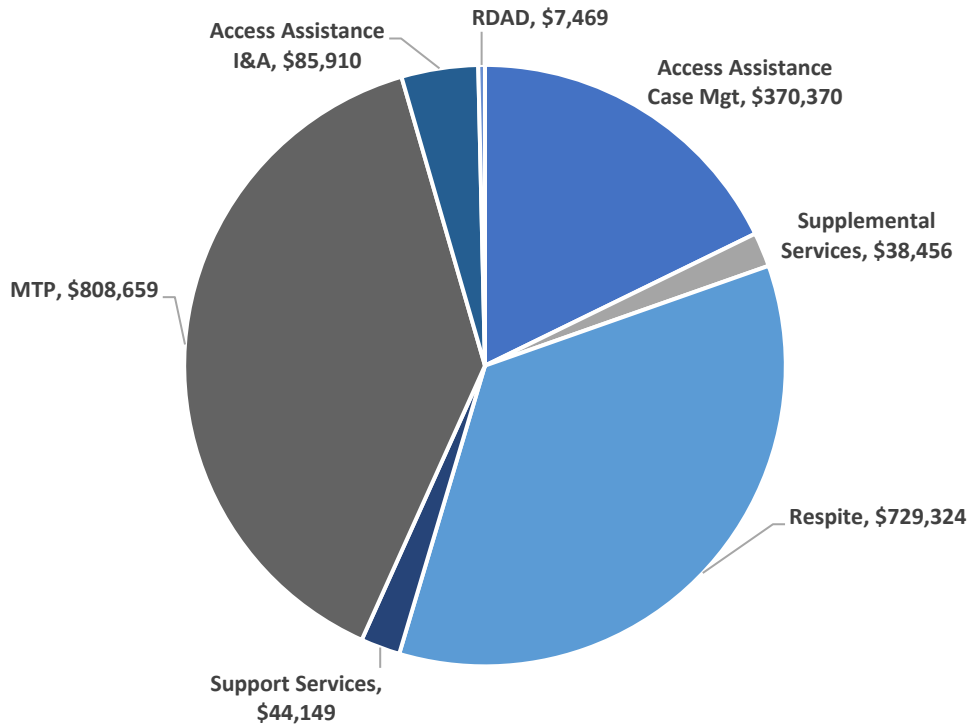
Discretionary Revenues	2023 Total Revenue (includes carry-over & transfers)	2024 Projected Revenue	Net Change
Title III-B (Supportive Services)	\$762,094	\$746,895	(\$15,199)
Title III-C1 (Nutrition – Senior Mealsites)	\$645,866	\$1,468,995	\$823,129
Title III-C2 (Nutrition - Home Delivered)	\$425,210	\$994,142	\$568,931
SCSA (Supportive Services)	\$806,872	\$824,881	\$18,009
ARPA Title III-B (Supportive Services)	\$402,075	\$323,283	(\$78,792)
ARPA Title III-C1 (Nutrition – Senior Mealsites)	\$362,340	\$0	(\$362,340)
ARPA III-C2 (Nutrition - Home Delivered)	\$581,516	\$0	(\$581,516)
ARPA III-D (Health Promotion)	\$0	\$0	\$0
ARPA III-E (Family Caregiver Support)	\$63,633	\$0	(\$63,633)
Subtotal of Discretionary	\$4,049,606	\$4,358,196	\$308,589



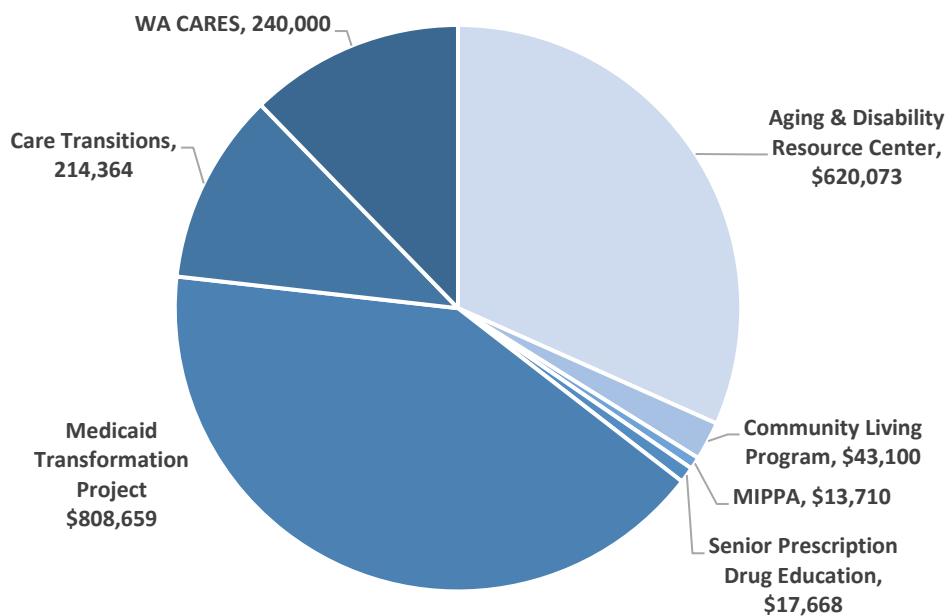
Non-Discretionary Revenues	2023 Total Revenue	2024 Projected Revenue	Net Change
Title III-D (Health Promotion)	\$62,926	\$53,664	(\$9,262)
Title III-E (Family Caregiver Support)	\$375,709	\$370,777	(\$4,932)
Title VII-B (Elder Abuse)	\$6,296	\$6,296	\$0
Caregiver Training Admin	\$44,331	\$50,000	\$5,669
Family Caregiver Support (State)	\$1,449,473	\$1,111,097	(\$338,376)
Title XIX-Contract Management	\$737,349	\$723,018	(\$14,331)
Title XIX-Case Mgmt & Nursing	\$17,998,007	\$18,436,056	\$438,049
Title XIX-Admin Claim	\$256,054	\$258,495	\$2,441
Senior Drug Education	\$17,668	\$17,668	\$0
Kinship Caregiver Support/Navigator (State)	\$297,100	\$369,828	\$72,728
Home Delivered Meals Expansion (State)	\$87,190	\$62,014	(\$25,176)
One-Time Home Delivered Meals (State)	\$4,458	\$0	(\$4,458)
Senior Nutrition (State)	\$84,435	\$168,869	\$84,435
Hunger Relief (State)	\$572,438	\$0	(\$572,438)
State ARPA Match	\$252,191	\$188,575	(\$63,616)
PACE	\$21,805	\$33,390	\$11,585
Pierce County General Fund	\$550,000	\$550,000	\$0
MSC Long-Term Care Ombudsman	\$280,116	\$331,133	\$51,017
Senior Farmer's Market (State)	\$274,915	\$209,545	(\$65,370)
Senior Farmer's Market (Federal)	\$59,681	\$23,430	(\$36,251)
Nutrition Services Incentive Program	\$172,659	\$153,599	(\$19,060)
Hospital Surge	\$36,319	\$52,940	\$16,621
MIPPA	0	\$14,900	\$14,900
Medicaid Transformation Project	\$1,460,582	\$1,797,020	\$336,438
Health Homes	\$2,047,390	\$2,059,860	\$12,470
Veteran's Project	\$43,200	\$43,200	\$0
Care Transitions	\$166,714	\$166,714	\$0
WA CARES	\$40,000	\$240,000	\$200,000
CAAF Vaccine Response	\$43,899	\$0	(\$43,899)
Subtotal of Non-Discretionary	\$27,442,903	\$27,492,088	\$49,185
GRAND TOTAL	\$31,492,509	\$31,850,284	\$357,774

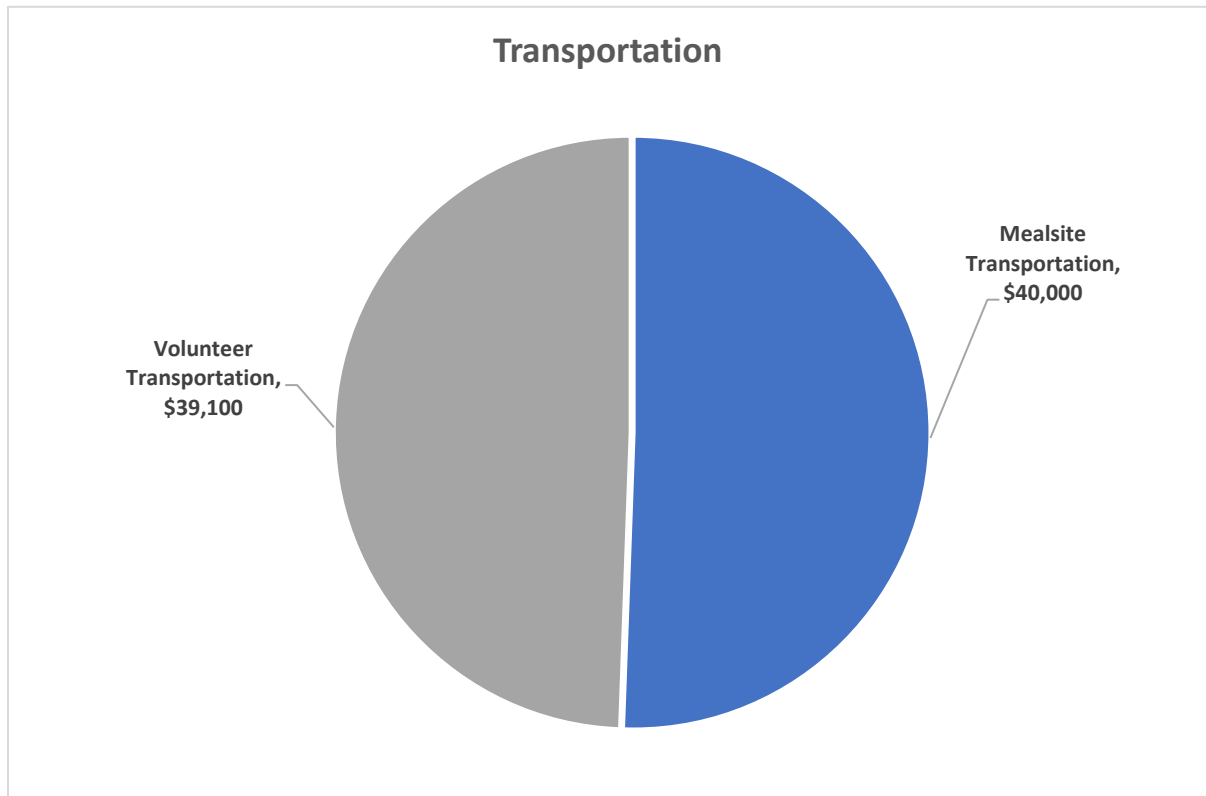
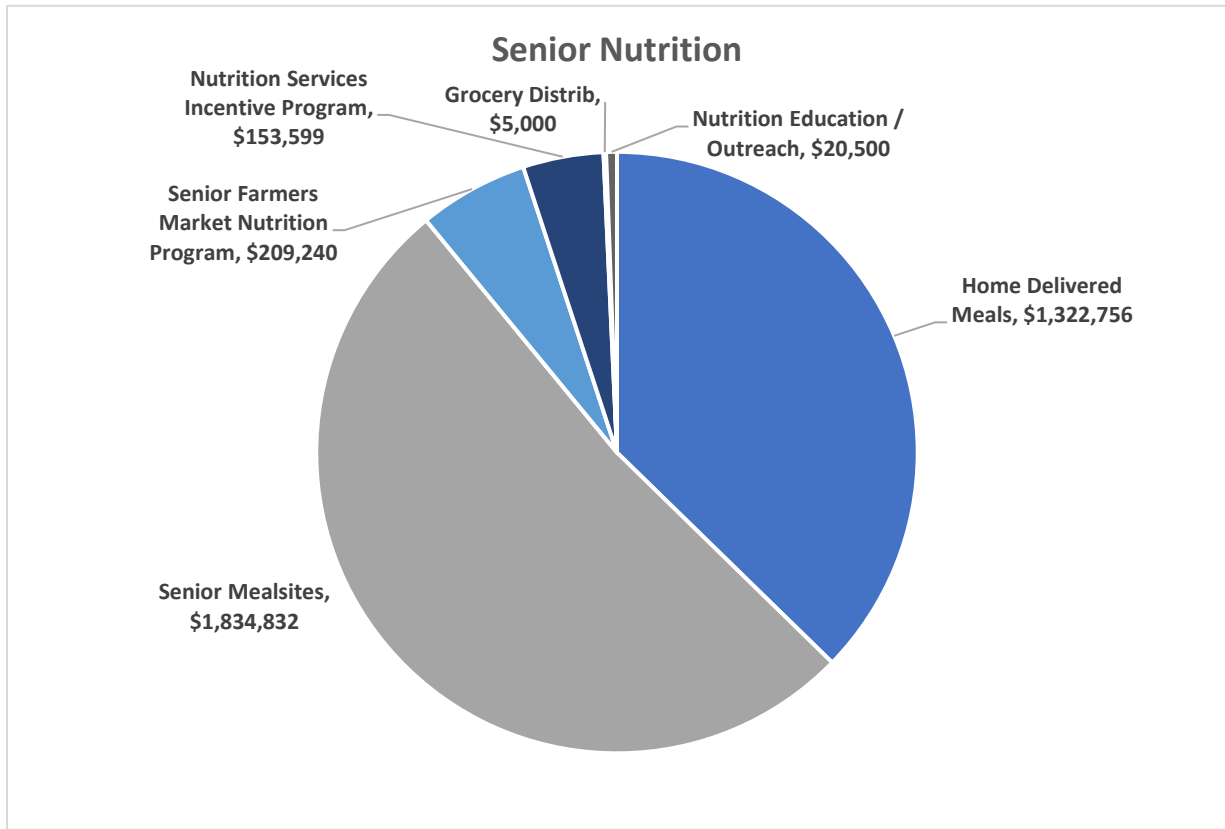
2024 Proposed Service Allocations

Family Caregiver Support

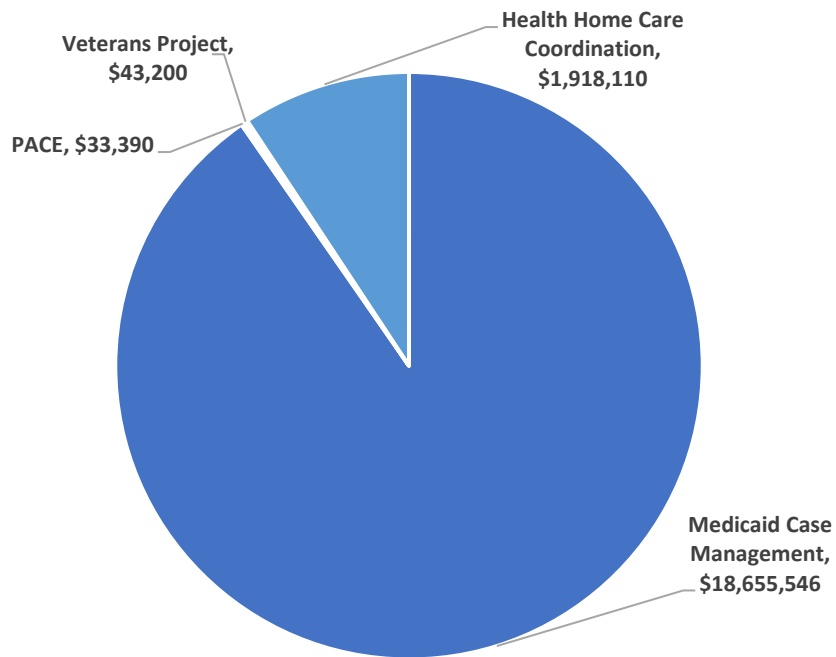


Aging & Disability Resource Center

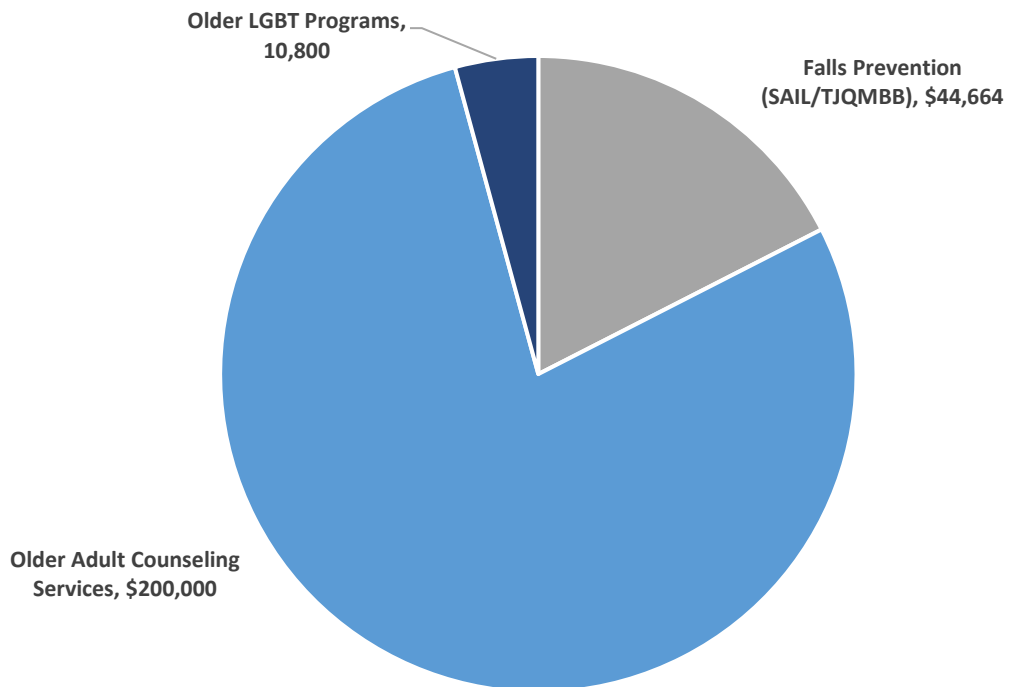




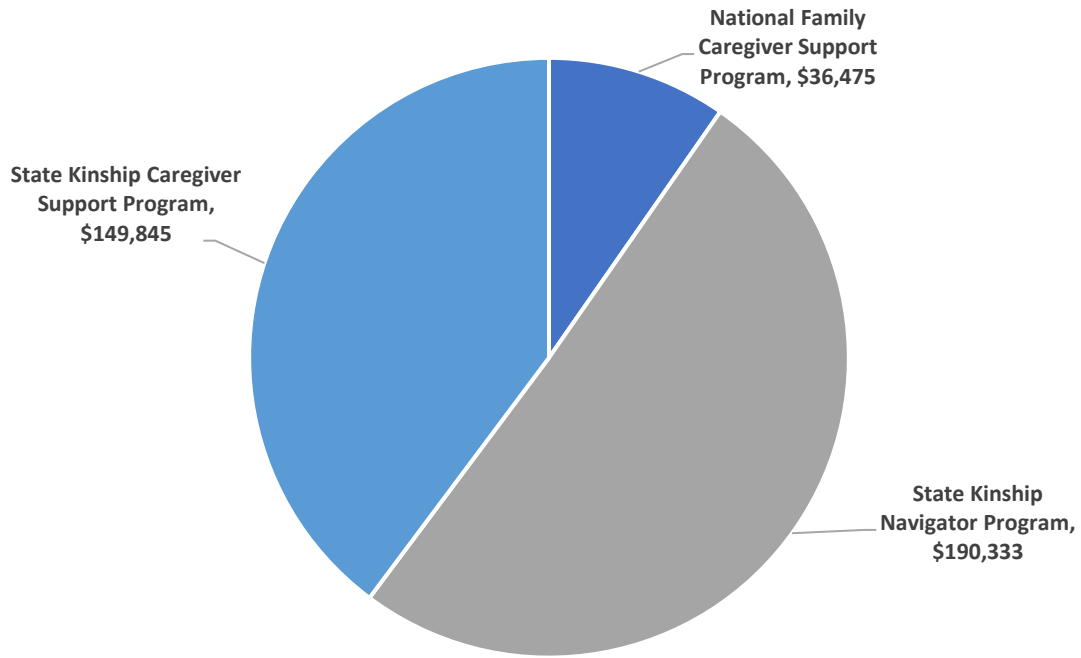
Case Management & Nursing Services



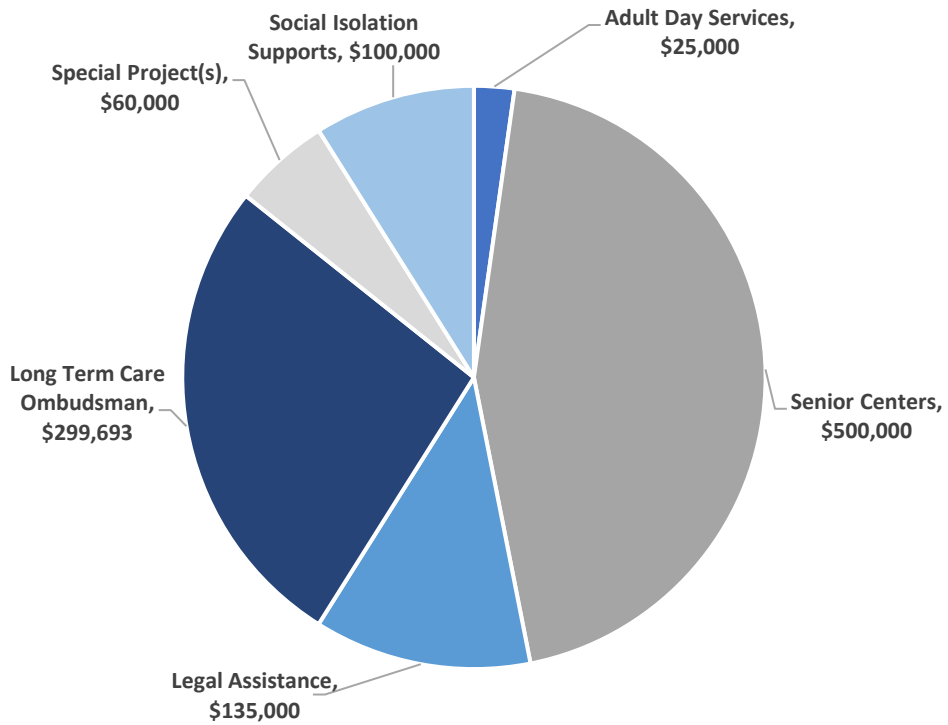
Health Promotion/Disease Prevention



Kinship Caregiver Support



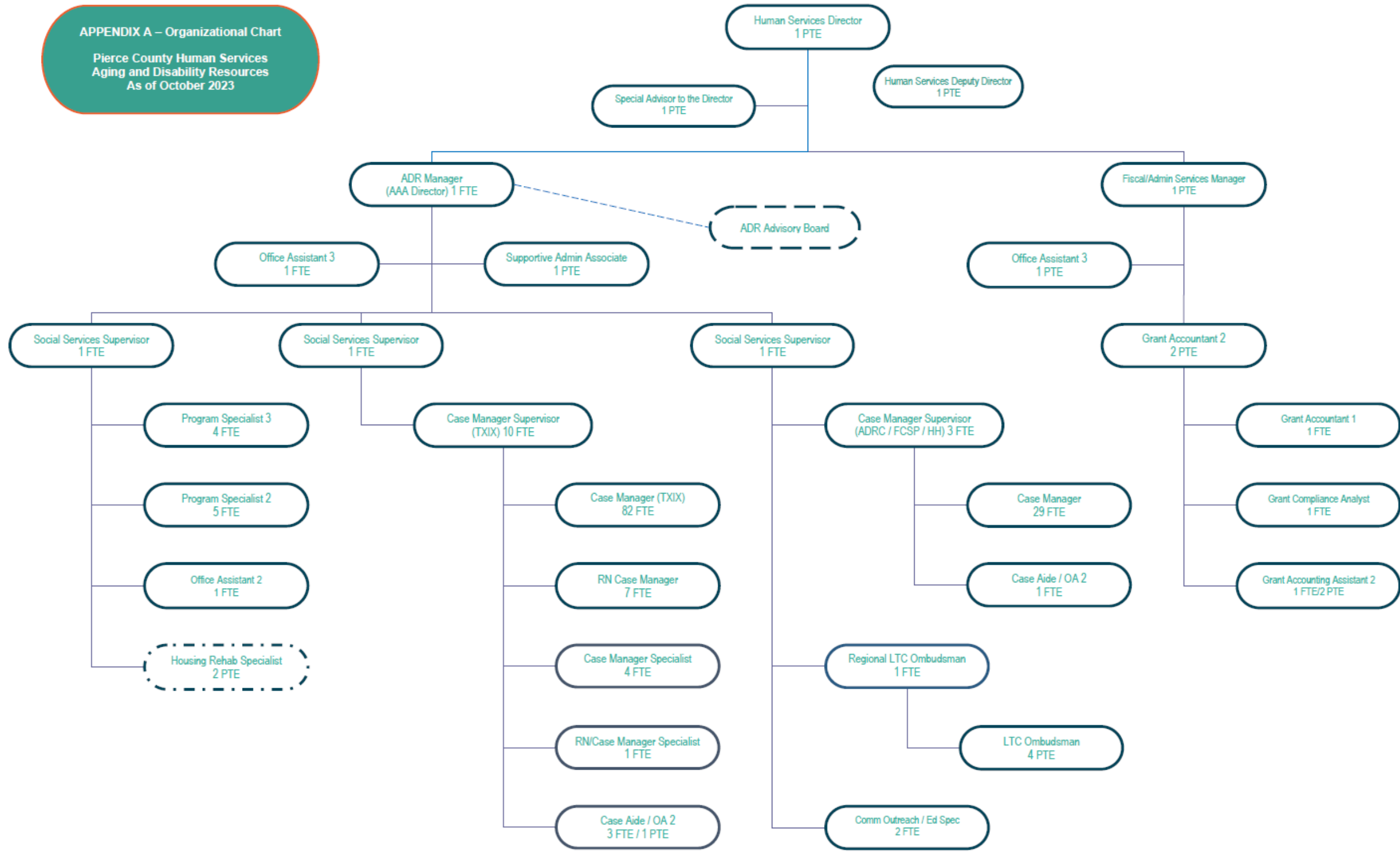
Other Direct Services



Appendices



APPENDIX A – Organizational Chart
Pierce County Human Services
Aging and Disability Resources
As of October 2023



ADR Staffing Plan

As of October 2023

- 142 full time positions (FTE)
- 14 part time positions (PTE)
- 19 FTE / 3 PTE vacant positions
- 178 total staff positions (includes HSD Admin/Support)
- 76 racial / ethnic minority staff estimated
- 15 staff over age 60 estimated
- 7 staff self-indicating a disability estimated

Position Title	Total Full Time & Part Time	Position Description
Human Services Director	1 PTE	Responsible for overall management of Pierce County Human Services, (includes Aging, Developmental Disabilities, Community Action, Community Development, Homelessness, Housing, Veterans and WSU Extension programs)
Human Services Deputy Director	1 PTE (vacant)	Responsible for assisting in the management and coordination of the Human Services Department and support to the Director
Human Services Special Advisor to the Director	1 PTE	Responsible for assisting with department-wide strategic initiatives and special projects
Division Manager – Aging and Disability Resources	1 FTE	Responsible for overall management of the Aging and Disability Resources division, including advocacy, Advisory Board support, and supervision / oversight of Case Management and Nursing Services (AAA Director)
Social Service Supervisor – Administration / Planning	1 FTE	Responsible for supervision of the ADR Admin/Planning/Coordination unit and related Area Agency on Aging administrative functions, including community-based planning, coordination, program development, technical assistance and contract management activities

Position Title	Total Full Time & Part Time	Position Description
Social Service Program Specialist 3	4 FTE	Responsible for program administration, technical assistance, special projects, coordination, planning, advocacy, and Advisory Board Support
Social Service Program Specialist 2	5 FTE (2 vacant)	Responsible for contract procurement and management, technical assistance, program compliance monitoring, program support, and special projects
Office Assistant 2	1 FTE	Responsible for supporting the ADR Admin/Planning/Contracts unit and ADR Advisory Board
Housing Rehabilitation Specialist	2 PTE	Responsible for providing contract management support for Medicaid-funded environmental modification services, including provider technical assistance and compliance monitoring
Office Assistant 3	1 FTE	Responsible for administrative support to the Division Manager, and for human resources and system administration duties for ADR
Social Service Supervisor (Medicaid Case Mgt)	1 FTE	Responsible for overall supervision / management of the Medicaid Case Management program. Also responsible for Fair Hearing coordination and staff training
Case Management Supervisor (Medicaid)	10 FTE (1 vacant)	Responsible for supervision of Case Managers and Registered Nurses staffing Medicaid Case Management
Case Manager (Medicaid)	82 FTE (8 vacant) <i>(Vacant = includes positions to be added due to projected caseload growth)</i>	Responsible for ensuring provision of quality case management services to older adults and adults with disabilities. Program areas include COPES/RCL, Community First Choice, New Freedom Case Management, and Veterans Directed Community Services. Bilingual staff capacity: Khmer (Cambodian), Laotian, Tagalog, Korean, Russian, Samoan, Spanish, Vietnamese, Punjabi, Hindi, Urdu, Indonesian, Thai, ASL / RSL, Arabic, Kikuyu, Kiswahili, <u>Ukrainian</u> , Azeri, Armenian, <u>CHamoru</u> , French, Ilocano

Position Title	Total Full Time & Part Time	Position Description
Registered Nurse / Case Manager (Medicaid)	7 FTE (1 vacant)	Responsible for ensuring provision of quality case management / nursing services to older adults and adults with disabilities receiving state funded in-home care. Program areas include COPES/RCL and Community First Choice Bilingual staff capacity: Korean, Tagalog, Ilocano, Punjabi and Russian
Case Manager Specialist (Medicaid)	4 FTE (2 vacant)	Responsible for providing subject matter expertise and support for Medicaid Case Management staff in areas such as environmental modifications / equipment and community residential placement. Performs Case Management duties for a partial caseload
RN / Case Manager Specialist (Medicaid)	1 FTE (1 vacant)	Responsible for providing training / technical assistance and other subject matter expertise in support of the Medicaid RN/Case Management staff
Social Service Supervisor (Non-Medicaid Programs)	1 FTE (vacant)	Responsible for overall supervision / management of the Aging & Disability Resource Center (ADRC), Family Caregiver programs, Long Term Care Ombudsman and Health Home Care Coordination services
Regional LTC Ombudsman	1 FTE 4 PTE (1 PTE vacant)	Responsible for providing Ombudsman services, volunteer training and supervision, and LTCO Advisory Council coordination
Case Management Supervisor (ADRC / Family Caregiver / Health Home)	3 FTE	Responsible for supervision of Case Managers staffing the ADRC, Family Caregiver Support Program, Medicaid Transformation Project, and Health Home Care Coordination
Case Manager (ADRC)	10 FTE (1 vacant)	Responsible for ensuring provision of responsive, person-centered information and assistance and general case management services for the Aging and Disability Resource Center (ADRC), Hospital Care Transitions, and Community Living Program Bilingual staff capacity: Cambodian, Korean and Spanish

Position Title	Total Full Time & Part Time	Position Description
Case Manager (Family Caregiver / MTP)	9 FTE	<p>Responsible for providing quality case management and service coordination for family caregivers and their loved ones enrolled in the Family Caregiver Support Program (FCSP) and Medicaid Transformation Project (MTP)</p> <p>Bilingual staff capacity: Korean, Samoan, Spanish and Vietnamese</p>
CM/Care Coordinator (Health Home)	10 FTE (1 vacant)	<p>Responsible for providing Care Coordination services for dual-eligible clients enrolled in the Health Home program</p> <p>Bilingual staff capacity: Vietnamese</p>
Community Outreach & Education Specialist	2 FTE	<p>Responsible for planning, coordinating, and conducting community outreach and education events, publications, etc. on behalf of ADR programs, including general information and assistance, case management, family caregiver support and more</p>
Supportive Administrative Associate	1 PTE (vacant)	<p>Supported employment position in coordination with a local adult employment provider. Responsible for assisting with various administrative support functions</p>
Office Assistant 2 / Case Aide	4 FTE 1 PTE	<p>Responsible for supporting the Aging & Disability Resource Center, Family Caregiver Support, Medicaid Case Management and Health Home programs, including records management and specified case aide duties</p> <p>Bilingual staff capacity: Russian and Ukrainian</p>

Position Title	Total Full Time & Part Time	Position Description
Fiscal / Administrative Services Manager	1 PTE	Responsible for overall management of the Human Services Finance and Administration division
Grant Accountant 2	2 PTE	Responsible for management of program accounting, budgets, and purchasing
Grant Accountant I	1 FTE	Responsible for assisting with the planning and development of annual County, State, and various grant budgets, monitoring budgets and related fiscal reports and preparing billings to funders
Grant Accounting Assistant 2	1 FTE 2 PTE (1 FTE vacant)	Responsible for processing vendor and subcontractor reimbursements for services
Grant Compliance Analyst	1 FTE	Responsible for conducting subcontractor fiscal monitoring and technical assistance
Office Assistant 3	1 PTE	Responsible for administrative office support to the Human Services Department including public records requests

Estimated Ethnic / Minority and Language breakout:

Pierce Co. Human Resources hiring rules preclude County departments from asking and applicants / staff are not required to report race/ethnicity, therefore this data is not tracked by ADR. However, particularly within the Case Management program, ADR strongly values hiring bilingual capable staff who also often represent the same culture of the limited / non-English speaking clients they will be serving.

As of **October 2023**, estimated race/ethnicity breakout of current staff, as well as bilingual / multilingual capacity is as follows:

Est. # Staff by Race/Ethnicity	# Staff by Language Capacity	
Black / African American = 14	Kikuyu and Kiswahili = 1	
Asian/Pacific Islander = 37	Cambodian/Khmer = 8 Korean = 10 Laotian = 1 Samoan = 4 Tagalog = 2	Thai = 1 Vietnamese = 8 Indonesian = 1 CHamoru = 1 Ilocano = 2
Hispanic = 7	Spanish = 7	
Other = 2	Punjabi = 2 French = 1 Russian = 10 Ukrainian = 2 Azeri = 1	Armenian = 1 American & Russian Sign Languages = 1 Urdu and Hindi = 1 Arabic = 2
Total Est. Race/Ethnic Minorities = 60	Total Staff with Bilingual Capacity = 59	

Emergency Response Plan

The following is an abstract of Pierce County Human Services, Aging and Disability Resources Emergency Management Plan, updated August 2023.

Area Agency on Aging Policy and Procedure Manual Chapter 1 Elements	Responses
1. A designated staff person to oversee planning tasks and determine how emergency management is carried out in the local jurisdiction.	<ul style="list-style-type: none"> • Emergency Management Coordinator, Pierce County Human Services (PCHS) Aging and Disability Resources (ADR) • ADR Case Management Staff • ADRC Case Management Staff • Indirect Services Staff
2. Letters of agreement between the AAA and local emergency operations leadership that identify responsibilities	ADR is a unit of Pierce County Human Services. PCHS' role in emergent situations is identified in the Pierce County Comprehensive Emergency Management Plan. Specifically, outlined in Emergency Support Functions 6 (Mass Care/Housing/Human Service) and 8 (Health and Medical Care).
3. Preparedness activities done by the AAA	<ul style="list-style-type: none"> a. Quarterly meeting of the ADR Emergency Management Planning Committee to review and update the ADR Emergency Management Plan b. Periodic meetings with subcontractors to review emergency management plans c. Coordination with PCHS in updating the Human Services Continuity of Operations Plan (COOP) d. New ADR staff orientation to the ADR Emergency Management Plan e. Ongoing collaboration with Pierce County Department of Emergency Management
4. Criteria for identifying high risk clients in the community	<p>Consistent with DSHS/Home and Community Services Management Bulletin H07-072 (dated November 26, 2007), criteria to identify high risk clients in the community may include:</p> <p>Individuals who live alone and...</p> <ul style="list-style-type: none"> a. Lack family or informal supports. b. Have conditions such as dementia, insulin dependent diabetes, cannot transfer without assistance from bed to chair, etc. c. Are technologically dependent, for example, clients who use a respirator. d. Are in a geographically remote area. <p>ADR shall identify and classify at-risk (most vulnerable) clients prior to an emergency utilizing the criteria in the table below.</p> <p>Clients classified as level one are designated as the highest priority for receipt of services during an emergency/disaster followed by levels two and three.</p>

Area Agency on Aging Policy and Procedure Manual Chapter 1 Elements	Responses		
	Level One	Level Two	Level Three
	<ul style="list-style-type: none"> • Electrical equipment in which interruption endangers life; • Requires oxygen 24 hours a day; • Insulin dependent diabetic, unable to self-administer and no assistance available; • Renal failure, dialysis scheduled weekly; • Any situation where there is no informal support and client is not able to meet their own needs without assistance 	<ul style="list-style-type: none"> • Lives alone; • No formal support; • Interruption of services would impact the clients' health/safety needs, (e.g., unable to administer own medications, unable to prepare own meals/is a danger when trying to make own meals, may wander) 	<ul style="list-style-type: none"> • Have limited/no support system; • May be able to maintain their own safety for 2-3 days; • Would need help if on their own for more than 3 days
5. Plan for contacting high-risk clients and referring to first responders as necessary	<p>a. ADR Division Manager or designee(s) initiate notification of ADR staff consistent with guidelines noted in the ADR emergency management plan.</p> <p>b. ADR case management and administrative support staff notify contracted providers. The emergent situation shall dictate the method of notification.</p> <p>c. Case managers and providers coordinate notification and staffing of high-risk clients.</p> <p>d. Simultaneously, service coordination is initiated with PCHS and the Pierce County Department of Emergency Management.</p>		
6. Local partners such as the American Red Cross	<p>Alzheimer's Association; AMVETS; Brain Injury Alliance of WA; CCS Volunteer Chore / Transportation Services; Center for Independence; Crystal Judson Family Judson Center; East Pierce Fire & Rescue; Fair Housing Center of Washington; Gig Harbor Fire & Medic One; Harmony Hill; Hearing, Speech & Deaf Center; HopeSparks Relatives Raising Children; Hope Vision Foundation MSHH Donor Closet; MultiCare / Good Samaritan Older Adult Services; Mustard Seed Project of Key Peninsula; NAMI Pierce County; Northwest Justice Project – Tacoma; On The Road with PartnerCafe; Pierce Co. Dept. of Emergency Management; Pierce Co. Parks & Recreation; Puyallup Public Library; Puyallup Tribal Health Authority; Rainbow Center; Tacoma Public Utilities; United Way of Pierce County – South Sound 211</p>		
7. Cooperation with the appropriate community agency preparedness entities when areas of unmet need are identified	<p>PCHS ADR shall coordinate identified areas of unmet needs through Pierce County Department of Emergency Management and support agencies identified in Emergency Support Function 6 of the Pierce County Comprehensive Emergency Management Plan.</p>		

Area Agency on Aging Policy and Procedure Manual Chapter 1 Elements	Responses
8. A system for tracking unanticipated emergency response expenditures for possible reimbursement	PCHS Fiscal division, in coordination with ADR, tracks emergency response expenditures consistent with the Departments' emergency management plan and Pierce County Department of Emergency Management Support Annex 1 (Financial Management).
9. An internal Business Continuity Plan that emphasizes communications, back-up systems for data, emergency service delivery options, and transportation	<p>PCHS is obliged to follow the County's Continuity of Operations Plan (COOP) which includes all elements noted in Area Agency on Aging Policy and Procedure Manual, Chapter 1.</p> <p>Additionally, ADR includes the PCHS Continuity of Operations Plan in its emergency management plan. The PCHS COOP was reviewed and updated as needed in March 2020 and includes the following:</p> <ul style="list-style-type: none"> • Purpose, scope, situations, and assumptions • Concept of Operations (readiness, preparedness, activation, relocation, service delivery, continuity of operations, activation and relocation, alternate facility operations, and reconstitution) • Organization and assignment of responsibilities • Directions, control, and coordination • Disaster intelligence • Communications • Plan development and maintenance • Essential functions to include transportation considerations • Identification of continuity personnel • Vital records management • Delegation of authority • Human capital



Aging and Disability Resources

Advisory Board

- 12 current members
- 3 vacancies
- 7 members 60+ years of age
- 5 members under age 60
- 4 members self-indicating a disability
- 2 minority members
- 1 elected official*

Name	Representing Area / District
Ronita Boulit	Council District 3
Trisha Canzler	Council District 2
Bruce Dougherty	Council District 7
Mayor Ronald Frederick*	Council District 6
JoAnn Fritsche	Council District 4
Hannah Johnson	Council District 4
Katherine Legge	Council District 5
Andrew Martin	Council District 2
Pat McIntyre	Council District 5
Kumi Oya	Council District 5
Eva Robinett	Council District 3
Sara Thompson	Council District 7

Council District 1: Bonney Lake, Buckley, Carbonado, Graham, Orting, South Hill, South Prairie, Wilkeson, Southeast Auburn and unincorporated East Pierce Co.

Council District 2: Puyallup, Sumner, Fife, Milton, Pacific, Edgewood, Northeast Tacoma, Southeast Auburn, Port of Tacoma, Browns Point and Dash Point

Council District 3: Ashford, Eatonville, Elbe, Elk Plain, Frederickson, Graham, Harts Lake, Lacamas, McKenna, Roy, and Spanaway

Council District 4: Fircrest, parts of North and South Tacoma, Downtown and Hilltop Tacoma, and University Place

Council District 5: Midland, North Clover Creek/Collins, Parkland, Spanaway, Summit View, Summit-Waller, Tacoma's Eastside and South End

Council District 6: Anderson, Ketrion and McNeil Islands, Parkland, Steilacoom, JBLM, DuPont and Lakewood

Council District 7: Gig Harbor, Key Peninsula, Fox Island, McNeil Island, Ruston, West and North Tacoma

Public Process: Activities & Timeline

Dates	Participants	Activity
Feb. 2023	Advisory Board, Planning Committee & Staff	<ul style="list-style-type: none"> - Reviewed plan for community involvement/engagement activities - Finalized community survey questions
Apr. 2023	Advisory Board, Planning Committee & Staff	<ul style="list-style-type: none"> - Reviewed ADR mission, vision, values - Reviewed State’s targeted issue area themes
Apr.-Jul. 2023	Community Members, Service Recipients, Key Informants / Experts, Stakeholders, Advisory Board, Planning Committee & Staff	<ul style="list-style-type: none"> - Coordinated / implemented community involvement/ engagement activities <ul style="list-style-type: none"> • Targeted Outreach to Caregivers – May 2023 • Case Mgt Focus Groups & Key Informant Surveys – May 2023 • Community Survey – May-Jun 2023 • Older LGBTQ Needs Assessment Survey – Jun-Jul 2023 - Collected and analyzed data / information gathered from community input processes – Jul 2023 - Collected additional information as needed: secondary data research, etc. <ul style="list-style-type: none"> • WA Office of Financial Management – 2023 updates • U.S. Census Bureau – 2020 Census / ACS 5-yr Est. 2021
May-Aug. 2023	Community Members, Key Informants / Experts, Stakeholders, Advisory Board, Planning Committee & Staff	<ul style="list-style-type: none"> - Reviewed projected 2024 revenues & expenditures - Initiated updates of Area Plan goals & objectives for 2024-2027 - Presented 2022-2023 accomplishments and summary of community and stakeholder feedback for 2024-2025 to full Advisory Board for review and comment (Jul. 18, 2023)
Aug. 2023	Advisory Board, Planning Committee & Staff	<ul style="list-style-type: none"> - Reviewed / updated discretionary funded service priorities & priority criteria -Reviewed / updated policy on funding enhancements / reductions
Aug.-Sept. 2023 Sept. 19, 2023 - Public Hearing	Community Members, Stakeholders, Advisory Board, Planning Committee, & Staff	<ul style="list-style-type: none"> - Finalized 2024 draft budget - Forwarded Draft Area Plan to ADR Manager for initial review - Published Public Hearing legal notice & Draft Area Plan for public review/comment - Conducted public hearing on the Draft Area - Reviewed public comments with full Advisory Board for recommendation of final revisions - Forwarded to ADR Manager and HSD Director for final approval
Nov. 2, 2023	Staff	<ul style="list-style-type: none"> - Submission of final draft of 2024-2027 Area Plan to DSHS/Aging & Long Term Services Administration (ALTSA)

2024-2027 Area Plan Community Survey Summary



Pierce County
Human Services

As the designated Area Agency on Aging for Pierce County, Aging and Disability Resources (ADR) must develop and oversee long-term services and supports for older adults and adults with disabilities living in our communities. To develop the Area Plan for 2024-2027, ADR initiated a survey to gather input from stakeholders in the community that was made available online and on paper through June 2023.

SURVEY RESPONDENTS



781 community members responded to the survey.



78% are White or Caucasian. Asian, Black, and those identifying as 2 or more races represent about 6% each.



83% are 60+ years old, with the majority (40%) being between the ages of 65-74.



47% are living with a disability.



57% are low or limited income.



Nearly half (44%) live alone.



4% identify as being part of the LGBTQIA+ community.



74% are females.



14% are veterans.



7% speak a primary language other than English.

AGING IN PLACE

What ranked as essential or very important to helping people age safely at home?



Information about available services



Help accessing services



Transportation



What ranked as the most common barriers to getting help?



Unsure of available services



Don't know who to ask



Can't afford services

CAREGIVING



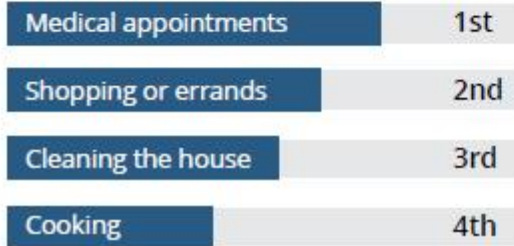
1 out of 3
report being an
informal caregiver.



56%

Don't know where to
get help with caregiving
responsibilities.

What are the most common caregiving tasks reported?



What do caregivers need the most help with?



HEALTH AND WELLNESS



19% of respondents reported not eating a healthy diet. The top 4 reasons include:



More than half (61%) of respondents do not participate in wellness programs. Why not?

- 1 Cost of classes
- 2 No information about where to attend
- 3 Poor health

Exercise and social activities remained the top two areas of interest.



25%
Exercise



22%
Social Activities

IMPACTS OF COVID-19

94% Reported feeling comfortable leaving home after the pandemic.



77% had received the COVID-19 booster.



Of those who were not vaccinated, **41% were not interested**, and **39% report concerns about booster safety** as being the biggest barrier.



As the pandemic winds down, what do you want to participate in now?



Exercise (walking, yoga, dance, swimming, etc.)



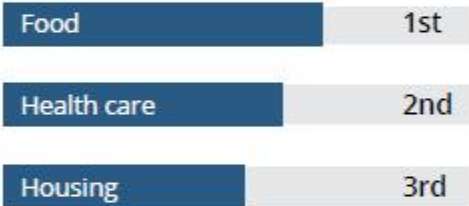
Socialize (senior centers, groups, clubs, community events, etc.)



Hobbies (games, arts and crafts, volunteering, gardening, etc.)

TOP NEEDS AND PRIORITIES

What do **older adults** say are their top 3 needs?



What are the top 3 needs for adults with disabilities?



Food



In-home personal care



Health care

If additional funds became available, where should it be invested to help older adults and adults with disabilities live safely at home?



LEARN MORE AT [PIERCECOUNTYWA.GOV/ADR](https://www.piercecountywa.gov/ADR)



ADR Case Manager Stakeholder
Focus Group / Survey Summary
May 2023

1. Based on your professional experience as an ADR Case Manager, what do you feel are the **top (3) needs** of:
 - a. Older adults?
 - Housing
 - Transportation
 - Paid in-home caregivers
 - b. Adults with disabilities?
 - Housing
 - Transportation
 - Paid in-home caregivers
 - c. Informal / Family caregivers?
 - Mental Health Services
 - Legal Support
 - Education and Training
 2. What types of resources / services are you most frequently asked about by:
 - a. Clients?
 - Housing
 - Transportation
 - Paid in-home caregivers
 - Mental Health Services
 - Medical Equipment
 - b. Informal / Family caregivers?
 - Paid in-home caregivers
 - Home Modifications
 - Support Groups
 3. What makes it difficult for your clients to find and access services they may need?
 - Knowledge about available resources
 - Technology Barriers
 - Paid in-home caregiver shortage
 - Transportation
 - Language Barriers
-

4. If ADR had additional funding for programs and services to help older adults and adults with disabilities live safely in their homes and communities, how should those funds be spent?
 - Transportation
 - Paid in-home caregiver sages
 - Minor Home Repair

5. What innovative ideas do you have for creating a livable Pierce County for persons of all ages, abilities, and communities?
 - Increase Transportation (urban and rural)
 - More Subsidized Housing and Resources
 - More Rural Transportation
 - More Mental Health Services
 - Rent Control
 - Companionship Programs

RESPONDENTS:

- 19 ADRC/General and Family Caregiver Case Managers
- 21 Medicaid Case Managers
- 9 Bilingual / Bicultural Case Managers

Highlights from the TOLGBT-PCAF-ADR Older LGBT Needs Assessment Survey

- Survey developed by Tacoma Older LGBT in collaboration with ADR and PCAF
- Opened online June 5th; paper copies were also made available at Tacoma Pride in July
- Collected 105 responses as of Aug. 25, 2023

Demographics

- **Residence:** 95% of respondents live in Pierce County, 57% reside in Tacoma
- **Age:** 81% of respondents were in the 55-74 age group, 12% were 75-84, 1 respondent was 85+
- **Race/Ethnicity:** 85% of respondents were Non-Hispanic White, 5% identified as Latino/a or Hispanic, 4% as Black or African-American, 3% Asian, and 3% Native American/Alaska Native/Indigenous
- **Sexual Orientation:** 38% of respondents identified as a Lesbian or Gay Woman, 39% identified as a Gay Man, 8% identified as a Bisexual Woman, and 11% identified as "Other" including pansexual, queer, and heterosexual transgender
- **Gender Identity:** 42% identified as female, 41% identified as male, 8% identified as transgender male-to-female, and 2% identified as transgender female-to-male. Another 7% identified as "Other" including non-binary and questioning
- **"Out" Status:** Only 51% of survey respondents report being out to everyone, although nearly 83% report being out to their health care provider
- **Education:** 65% have a Bachelor's degree or higher, and 26% were veterans
- **Family:** 31% of respondents are married, another 16% are partnered. 53% of respondents report having no children.

Health Status

- 68% reported their health as good or excellent, 31% reported their health as fair or poor
- 62% reported that they are living with at least one chronic health condition, 30% report having 3-4 chronic conditions
- 39% report that they have a disability, although 86% report that their disability(ies) do not affect their ability to carry out ADLs and 80% report that they are able to manage IADLs without assistance
- 41% of respondents state that they feel lonely or isolated at least 2-3 times per month, with 8% stating that they experience these feelings daily

Services & Supports

- When asked to look ahead, 74% of respondents stated that they intend to age in place and 11% wish to live with chosen family or friends to provide communal, informal support and care to one-another
- 32% expressed interest in LGBT-specific affordable senior housing, while another 35% expressed interest in LGBT-specific housing that would provide support, care, and social activities (such as an assisted living setting)
- The majority of respondents stated that their primary caregiver would be a spouse, partner, or adult child/child-in-law, however 34% were unsure who would fill the caregiver role if the need arose
- While 81% of respondents stated that they had no existing unmet needs, 10.5% stated that they are in need of behavioral health services, 5% need food assistance, 5% need utility assistance, and 6% need assistance with transportation services
- While respondents expressed overwhelmingly strong interest in social activities, workshops, and other in-person events, less than 6% had visited an area senior center. Reasons varied from not knowing that they existed, still being employed, finding nothing of interest at senior centers, to feeling that senior centers cater to straight, white people, and not perceiving oneself as "old enough" to attend senior centers



**Pierce County Human Services
Aging & Disability Resources**

PUBLIC MEETING NOTICE

2024-2027 DRAFT AREA PLAN

**Promoting community living for older adults,
persons with disabilities and their caregivers**

September 19, 2023 – Tuesday @ 10:00 am to 11:00 am

Virtual Meeting via Zoom link:

<https://piercecountywa.zoom.us/j/98664527610?pwd=KzVvQUtpNmNVTlJacnQyWkkwbnM1dz09>

Passcode: 783754

Webinar ID: 986 6452 7610

Or by Telephone: (253) 215-8782

In-Person Meeting:

Tacoma Mall Office Building, 4301 S Pine St, Suite 446, Tacoma, WA 98409

Marissa Bass conference room (To right of elevator)

Pierce County Aging & Disability Resources (ADR) invites the community to attend a public meeting to comment on the Draft 2024-2027 Area Plan, including the 2024 proposed budget. The Area Plan budget allocates program funding for the following community-based services:

Adult Day Services * Aging & Disability Resource Center * Alzheimer's Support * Case Management / Nursing Services * Community Living Program * Counseling Services * Falls Prevention * Family Caregiver Support * Home Delivered Meals * In-Home Personal Care * Kinship Caregiver Services * Legal Assistance * LGBTQ Services * Long-Term Care Ombudsman * Senior Centers * Senior Drug Education * Senior Farmer's Market Nutrition Program * Senior Meal sites * Social Isolation Supports * Specialized Transportation

The Draft 2024-2027 Area Plan will be available online at www.piercecountywa.gov/ADR or in print upon request by close of business **September 5, 2023. To request a print copy or for additional information, please contact Mickie Brown (information below).**

Written comments will also be accepted until **September 22, 2023, submitted to:**

Connie Kline, Social Services Supervisor - Aging & Disability Resources

Pierce County Human Services

By Mail: 4301 S Pine St, Suite 446, Tacoma, WA 98409

By E-mail: connie.kline@piercecountywa.gov



The meeting is fully accessible. To request the services of a signer or translator, or for other special accommodations, please contact Mickie Brown at (253) 878-0041 or via email: mickie.brown@piercecountywa.gov by September 11, 2023.




2022-2023 Accomplishments

Pierce County Human Services
Aging & Disability Resources

Built Environment: **Transportation**



GOAL: Improve transportation options and services for older adults, persons with disabilities, and other special needs populations




OBJECTIVES	STATUS	ACTIVITIES
1. Participate in state, regional, and local coordinated transportation planning efforts		<ul style="list-style-type: none"> Continued participation in Pierce County Coordinated Transportation Coalition and Puget Sound Regional Council's Special Needs Transportation Committee
2. Support Pierce County, community transportation and human services providers in the coordination, development, and implementation of the proposed statewide dialysis transportation pilot project and other initiatives, designed to increase transportation services and options for those with special transportation needs.		<ul style="list-style-type: none"> Participated in successful multi-county implementation of dialysis transportation pilot project (2020-2021)

Fully Achieved 
Partially Achieved 
Not Achieved 

Built Environment: Housing






GOAL: Ensure older adults and adults with disabilities have access to safe, affordable housing




OBJECTIVES	STATUS	ACTIVITIES
<p>1. Improve community awareness of and access to Pierce County Human Services (PCHS) housing programs and resources</p>		<ul style="list-style-type: none"> • Participated in joint outreach with Pierce County Assessor-Treasurer’s office to promote property tax assistance programs. • Coordinated ADR Case Management information session on Shared Housing Options for Seniors. • Provided information, assistance and referral for 460 older adults and adults with disabilities to Pierce County sponsored housing assistance programs.
<p>2. Increase affordable housing resources available to older adults and adults with disabilities</p>		<ul style="list-style-type: none"> • Continued quarterly coordination and advocacy meetings with Pierce Co. Human Services homeless / housing programs. • Assisted 117 eligible older adults through the ADR Community Living Program, providing supports to stabilize and maintain safe housing / living situation. • Provided input / advocacy related to the Pierce Co. Affordable Housing Sales Tax implementation plan.

Fully Achieved 
Partially Achieved 
Not Achieved 

Community and Health Supports: Information and Access






GOAL: Provide accurate and timely information and education about a broad range of long-term services and supports to expand public knowledge and better serve the population of Pierce County




OBJECTIVES	STATUS	ACTIVITIES
1. Increase public knowledge of local, state and federal resources for community based long-term services and supports		<ul style="list-style-type: none"> • Conducted 359 outreach events / activities, reaching an estimated 14,836 individuals • Provided information and assistance to 7,856 individuals; 3% were of BIPOC communities • Continued publication of the monthly Aging and Disability Resource Center E-News
2. Provide tailored supports for unpaid family / informal caregivers, enabling care receivers to remain in their own homes		<ul style="list-style-type: none"> • Provided Family Caregiver Support services to 411 caregivers; 13% were of BIPOC communities
3. Delay the need for Medicaid-funded long-term services and supports		<ul style="list-style-type: none"> • Continued to provide person-centered options counseling services
4. Increase community knowledge about Alzheimer's / dementia and available supports		<ul style="list-style-type: none"> • Continued to co-sponsor the annual Pierce County Alzheimer's Caregiver Conference reaching 65 and 45 attendees in 2022 and 2023 respectively.
5. Improve access to accurate information regarding, and access to the COVID-19 vaccine		<ul style="list-style-type: none"> • Coordinated with local pharmacies to promote 17 vaccine / booster clinics and provided incentives for 159 high risk individuals to receive COVID-19 vaccine or booster. • Continued facilitation of the Vaccine Access Planning workgroup

Fully Achieved  Partially Achieved  Not Achieved 

Community and Health Supports: Nutrition



GOAL: Maintain or improve the physical and/or psychosocial well-being of older persons in Pierce County by providing or securing appropriate nutrition services




OBJECTIVES	STATUS	ACTIVITIES
1. Increase community awareness of Pierce County nutrition programs targeting low income older adults		<ul style="list-style-type: none"> Produced brochure promoting ADR-funded senior meal sites in English and 7 additional languages Produced and mailed Senior Nutrition Services postcard to over 67,000 residences in high need / low equity areas of Pierce County
2. Expand the contracted home delivered meals program and menu options to provide culturally appropriate services to targeted ethnic elders in Pierce County		<ul style="list-style-type: none"> Completed procurement and contracted with Korean Women’s Association to implement ethnic specific home delivered meals for targeted Asian / SE Asian elders
3. Ensure the quality of and program participant satisfaction with current home delivered meals offered by contracted services providers		<ul style="list-style-type: none"> Participant surveys conducted by contracted providers reported more than 95% overall satisfaction with home delivered meals
4. Ensure the safe reopening of in-person senior congregate nutrition services post pandemic, consistent with local, state and federal reopening guidelines		<ul style="list-style-type: none"> All senior congregate meal sites had resumed in-person services by April 2022, with some continuing to offer to-go meals. All sites returned to 100% in-person services as of May 2023
5. Expand the availability of and capacity to respond to the continued increased demand for home delivered meals		<ul style="list-style-type: none"> Allocated additional state funds budgeted for one-time home delivered meals and Hunger Relief support Awarded Older Americans’ Act home delivered meal contract to one new provider

Fully Achieved 
Partially Achieved 
Not Achieved 

Community and Health Supports: Health Promotion

GOAL: Provide evidence-based interventions that promote physical health and reduce fall risk in older adults

OBJECTIVES	STATUS	ACTIVITIES
1. Increase access to ADR-funded evidence-based health promotion / fall prevention programs		<ul style="list-style-type: none"> Contracted with Mid-County Community Center, Key Peninsula Community Services, and the YMCA to offer free evidence-based health promotion / fall prevention programs. These programs have collectively provided 1,192 classes serving 239 residents. Released Request for Proposal to expand the availability of evidence-based falls prevention services Ongoing participation in Pierce County Falls Prevention Coalition
2. Improve awareness of low / no-cost evidence-based health promotion / fall prevention programs available in Pierce County		<ul style="list-style-type: none"> Conducted 10 Fall Prevention outreach events / activities, reaching 300 individuals Distribution of 950 Falls Prevention brochures Planning and participation in Pierce County Falls Prevention Awareness Day

Fully Achieved 
Partially Achieved 
Not Achieved 

Community and Health Supports: Emotional / Mental Health





GOAL: Provide individually tailored services that support the emotional well-being and mental health of older adults and their caregivers in Pierce County, including those who are socially isolated and unable to access traditional venues for social support.

OBJECTIVES	STATUS	ACTIVITIES
1. Overcome barriers to access by offering adult counseling services to individuals utilizing behavioral health interventions that best meet their identified needs, and that are delivered in their preferred setting	○	<ul style="list-style-type: none"> Supported PEARLS certification training costs for up to 25 community professionals Released Request for Proposal to expand availability of evidence-based mental health supports for older adults
2. Provide services that protect against declining mental health by creating opportunities for community engagement and participation in health promotion activities by older adults	○	<ul style="list-style-type: none"> Continued to administer Pierce County General Funds supporting senior center operations at four centers Released Request for Proposal for Pierce County funded senior center operations for the contract period beginning Jan. 2024
3. Reduce feelings of depression and stress in unpaid family caregivers by offering both group and individual treatment that enhances coping mechanisms and offers peer and clinical support	○	<ul style="list-style-type: none"> Continued to provide counseling and support group services to unpaid family and kinship caregivers
4. Develop and implement services to reduce isolation and loneliness experienced by older adults who are unable to participate in traditional socialization programs	○	<ul style="list-style-type: none"> Purchased devices and continued program planning for implementation of new Chromebook lending library project Released Request for Proposal and awarded contract to provide new services to reduce social isolation and loneliness among older adults

Fully Achieved ○
Partially Achieved ○
Not Achieved ○

Community and Health Supports: Caregiver Supports

GOAL: Provide tailored, person-centered supports and services to family / informal caregivers, enabling care receivers to remain at home and delay entry into Medicaid-funded long-term services and supports

OBJECTIVES	STATUS	ACTIVITIES
1. Improve awareness of and access to ADR programs supporting family caregivers, with increased focus on under-served populations, including Millennial caregivers, caregivers of color and those identifying as LGBT		<ul style="list-style-type: none"> • Sponsored / hosted over 247 workshops and presentations reaching an estimated 11,765 persons with Family Caregiver program info • Referred 512 unpaid caregivers to the FCSP and MAC/TSOA programs • Hired a public relations firm to increase FCSP outreach to BIPOC community, specifically targeting Spanish and Korean speaking caregivers
2. Expand educational opportunities available to family / informal caregivers in Pierce County		<ul style="list-style-type: none"> • Continued to co-sponsor the annual Pierce County Alzheimer's Caregiver Conference reaching 65 and 45 attendees in 2022 and 2023 respectively.
3. Expand available resources to support caregiver emotional / mental health		<ul style="list-style-type: none"> • 10 caregivers accessed online resources through the Trualta caregiver training portal
4. Improve the ability of Pierce County Aging and Disability Resource Center staff and Family Caregiver Support case managers, and other contracted providers to serve the unique needs of diverse family caregivers		<ul style="list-style-type: none"> • Continued to provide Korean and Spanish speaking FCSP and MAC/TSOA case managers • Hired a Samoan and Vietnamese speaking FCSP and MAC/TSOA case managers • Provide and encourage case managers to attend Equity and Diversity Training opportunities

Fully Achieved



Partially Achieved




Not Achieved





Social Environment: Diversity, Equity and Inclusion

GOAL: Deliver ethnically and culturally competent services in an atmosphere that welcomes and respects all forms of diversity found in Pierce County.

OBJECTIVES	STATUS	ACTIVITIES
1. Provide regular training opportunities to develop self-awareness, attitudes and behaviors that enable ADR staff to work effectively across cultures		<ul style="list-style-type: none"> Actively participated in PCHS Advancing Equity initiative, providing regular staff training opportunities focused on DEI topics Continued to encourage staff participation in Pierce Co. DEI training opportunities
2. Collaborate with provider agencies and develop organizational resources to deliver services that reflect the values and preferences of Pierce County’s diverse communities		<ul style="list-style-type: none"> Continued coordination efforts with Tacoma Older LGBT, Rainbow Center, and PCAF to develop the 2023 needs assessment of older LGBTQ residents of Pierce County Staffed ADRC resource tables at annual Tacoma Pride events Sponsored 4 in-person SAGETable events for older LGBT+ adults to participate in facilitated community conversations Expanded language and cultural capacity to serve ADR Medicaid-funded Long-Term Care / Case Management caseload (Armenian, Azeri, Hindi, Ilocano, Indonesian, Kikuyu, Kiswahili) Expanded ADRC / Family Caregiver Support language and cultural capacity (Khmer, Samoan, Vietnamese) Continued support and promotion of free, online LGBT Yoga class

Fully Achieved 

Partially Achieved 

Not Achieved 

Services to Older Native Americans: Pierce County & Puyallup Tribe of Indians

GOAL: Provide necessary and appropriate long-term services and supports to members of the Puyallup Tribe of Indians that are delivered in a culturally-relevant manner and developed on a government-to-government basis, with respect for the Tribe’s sovereignty and unique social and legal status

OBJECTIVES	STATUS	ACTIVITIES
1. Strengthen partnerships with Puyallup Tribe of Indians representatives, tribal organizations and service providers, Native American advocates, and others that will enhance access to services for Puyallup Tribe of Indians elders	○	<ul style="list-style-type: none"> Executed a Letter of Collaboration between the ADRC and Puyallup Tribal Health Authority Attended bi-annual statewide AAA/Tribal Summits Participated in training, including: WA Government to Government; 7.01 Policy Plan; Tribal Sovereignty; Your Tribal Nation by the Numbers; and Indigenous Methodologies Provided monthly informational updates with Puyallup Tribal Health Authority Tribal Nurse Educators and Patient Benefit Coordinator regarding workshops, trainings, resources and other information Extended an invitation to the Puyallup Tribe of Indians’ Social Services Coordinator to apply for the Pierce County-funded PEARLS training opportunity
2. Provide responsive support and/or technical assistance as requested by the Puyallup Tribe of Indians	●	<ul style="list-style-type: none"> None requested
3. Collaborate with the Puyallup Tribe of Indians to develop a mutually agreed upon 7.01 Implementation Plan	○	<ul style="list-style-type: none"> Ongoing requests submitted quarterly

Fully Achieved ●

Partially Achieved ○

Not Achieved ○

Statement of Assurances and Verification of Intent

For the period of January 1, 2024, through December 31, 2027, the **Pierce County Human Services (PCHS) – Aging and Disability Resources (ADR)** accepts the responsibility to administer this Area Plan in accordance with all requirements of the Older Americans Act (OAA) (as amended through P.L. 116-131) and related state law and policy. Through the Area Plan, PCHS-ADR shall promote the development of a comprehensive and coordinated system of services to meet the needs of older individuals and individuals with disabilities and serve as the advocacy and focal point for these groups in the Planning and Service Area. The PCHS-ADR assures that it will:

Comply with all applicable state and federal laws, regulations, policies and contract requirements relating to activities carried out under the Area Plan.

Conduct outreach, provide services in a comprehensive and coordinated system, and establish goals objectives with emphasis on: a) older individuals who have the greatest social and economic need, with particular attention to low income minority individuals and older individuals residing in rural areas; b) older individuals with significant disabilities; c) older Native Americans Indians; and d) older individuals with limited English-speaking ability.

All agreements with providers of OAA services shall require the provider to specify how it intends to satisfy the service needs of low-income minority individuals and older individuals residing in rural areas and meet specific objectives established by the PCHS-ADR for providing services to low income minority individuals and older individuals residing in rural areas within the Planning and Service Area.

Provide assurances that the Area Agency on Aging will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with significant disabilities, with agencies that develop or provide services for individuals with disabilities.

Provide information and assurances concerning services to older individuals who are Native Americans, including:

- A. Information concerning whether there is a significant population of older Native Americans in the planning and service area, and if so, an assurance that the Area Agency on Aging will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under the Area Plan;

- B. An assurance that the Area Agency on Aging will, to the maximum extent practicable, coordinate the services the agency provides with services provided under title VI of the Older Americans Act; and
- C. An assurance that the Area Agency on Aging will make services under the Area Plan available, to the same extent as such services are available to older individuals within the planning and service area, to older Native Americans.

Provide assurances that the Area Agency on Aging, in funding the State Long Term Care Ombudsman program under section 307(a)(9), will expend not less than the total amount of Title III funds expended by the agency in fiscal year 2000 on the State Long Term Care Ombudsman Program.

Obtain input from the public and approval from the AAA Advisory Council on the development, implementation and administration of the Area Plan through a public process, which should include, at a minimum, a public hearing prior to submission of the Area Plan to DSHS/AL TSA. The PCHS-ADR shall publicize the hearing(s) through legal notice, mailings, advertisements in newspapers, and other methods determined by the AAA to be most effective in informing the public, service providers, advocacy groups, etc.

10-20-2023
Date

Aaron Van Valkenburg
Aaron Van Valkenburg, Division Manager
Pierce County Aging & Disability Resources

Sept 29, 2023
Date

Bruce Dougherty
Bruce Dougherty, Advisory Board Chair
Pierce County Aging & Disability Resources

11/1/23
Date

Heather Moss
Heather Moss, Director
Pierce County Human Services

NEED A RIDE. GET A RIDE IN PIERCE COUNTY

**Strategic Plan Update
May 2019**



2015-2020 COORDINATED TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

Table of Contents

Contents.....	2
Introduction.....	3
Purpose.....	3
Mission.....	3
Strategy Update—Close Transportation Gaps.....	4-5
Strategy Update—Connect the System.....	6-7
Strategy Update— Close Awareness Gaps.....	8-9

Introduction

The Pierce County Coordinated Transportation Coalition (PCCTC) was established in 1999 as a means to bring together public transit, social service agencies, private transportation companies and community stakeholders to work together to break down the barriers to transportation resources in Pierce County. As the PCCTC approaches its 20th anniversary, significant progress has been made, but our work is not done. This Strategic Plan update includes achievements and accomplishments that have moved us closer to our purpose and mission and our plans and goals for the future.

Our Purpose

The purpose of the PCCTC is to ensure that people with limited transportation options who live, learn, work, and socialize in and around Pierce County get a ride. That simple. Need a ride? Get a ride.

Our Mission

We achieve our purpose by developing and coordinating transportation services for people with limited transportation options.



Strategic Goal #1: Close Transportation Gaps

Strategic Objective 1:

- Work with communities in two geographic areas and one demographic area to identify baseline data of current transportation and transportation gaps by the end of 2018

Two geographic areas chosen:

- Sumner/Bonney Lake
- Key Peninsula

Results:

- Two community summits were held in Sumner/Bonney Lake and one community summit was held in Key Peninsula in 2016.
- More than 40 community leaders, businesses, human services agencies and general public attended each event.
- As a result, new partnerships were formed and transportation options were improved, expanded or identified by coordinating existing resources and leveraging new projects with the connections that were made at the events.



Strategic Goal #1: Close Transportation Gaps

Strategic Objective 2:

- Create one or more new transportation options, expand current transportation options, or build awareness of existing transportation options.

One demographic area chosen:

- Dialysis Transportation

Results:

- Goal Statement adopted: Create transportation solutions to improve access to dialysis care for better health outcomes.
- Group convened in May 2018 and has met monthly since.
- Data was gathered about the number of dialysis centers and patients in Pierce County and the challenges that impact their health outcomes.
- Dialysis staff from both Davita and Fresenius joined the team in August and gave compelling testimony about transportation being at the top of the list of challenges for patients.
- A field trip to a dialysis center in October allowed for greater understanding of the dialysis process and why it's critical for a patient's health.
- Conversations were held with dialysis patients about their transportation needs for getting to treatment.



Next Steps:

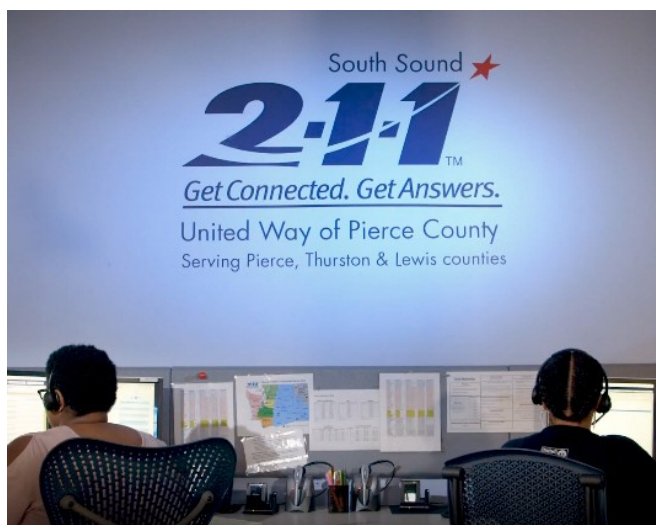
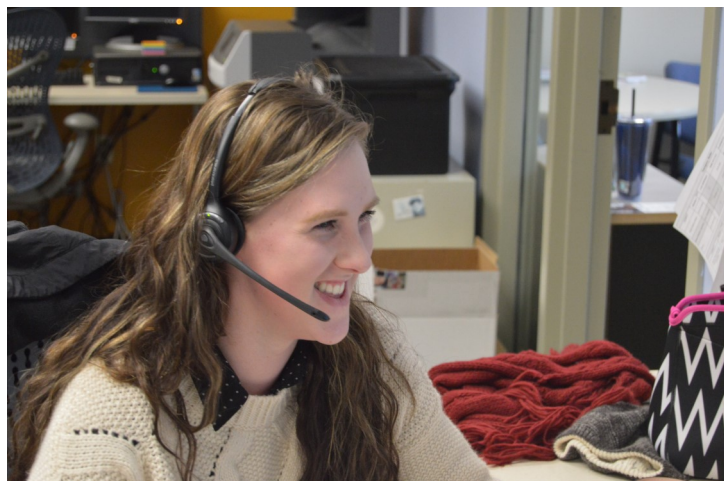
- Disseminate what we've learned to develop and design transportation models that benefit patients, transportation providers and dialysis centers.
- Obtain partners and funding to use one of the models to implement a transportation pilot program in 2019.



Strategic Goal #2: Connect the System

Strategic Objective 1:

- Collaborate with **PCCTC Special Needs** transportation partners to develop agreements to establish a simple process for users that makes getting rides in Pierce County easier



Results:

- Representatives from four PCCTC Special Needs transportation providers formed a work group to learn more about the process a client has to go through to get a ride from each of the providers.
- It was discovered that a significant amount of time was being spent on the initial intake of client information, which then had to be repeated for each subsequent program the client contacted.
- In 2016, a pilot was launched where United Way 2-1-1 would serve as the primary contact utilizing a jointly created common intake form that met each of the programs' information needs. Once complete, the form is forwarded to the individual program to contact the client and arrange a ride.
- The pilot was successful, and the program was put into regular, full time service in 2017 and is known as the Common Intake Point Program.
- 2-1-1 follows up with each customer to track the outcome, and to date, 80% of clients who enter the system successfully received the trip they needed.

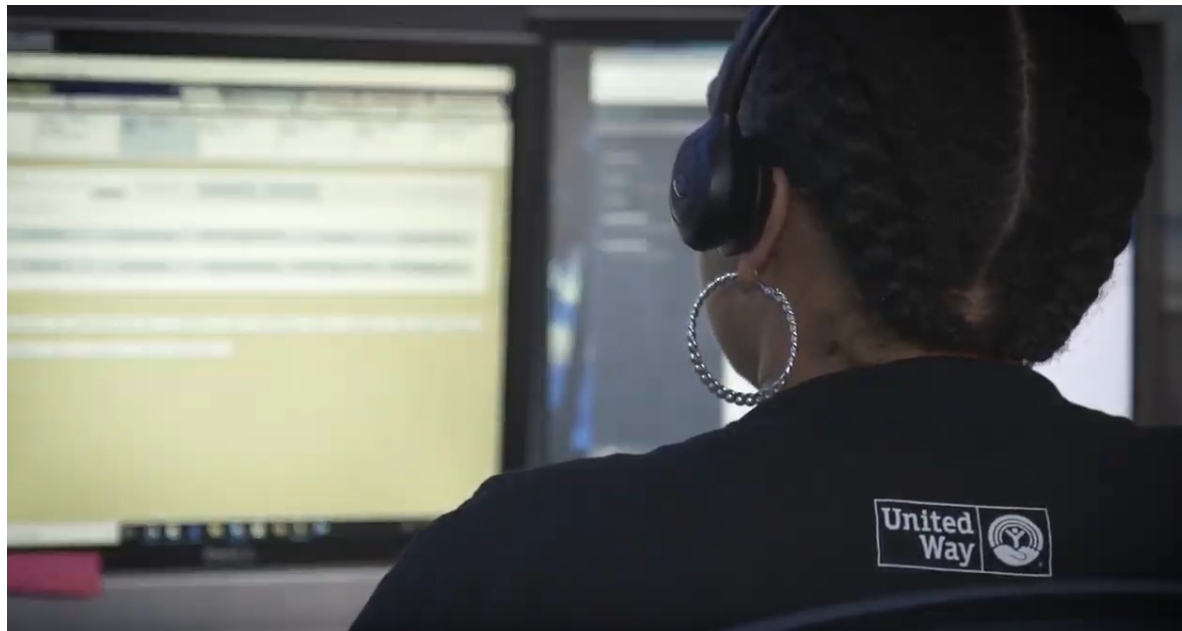
Strategic Goal #2: Connect the System

Strategic Objective 2:

- Develop a diverse, collaborative team to identify and implement other opportunities to improve the customer experience by 2020.
- Expand on collaboration efforts by recruiting and adding new partners to the Common Intake Point Program by 2020.

Next Steps:

- Continue to track and measure the success of the Common Intake Point Program and to demonstrate the advantages having clients utilize a central intake portal.
- Bring a group of interested parties together to research and brainstorm about improving the customer experience for getting rides.



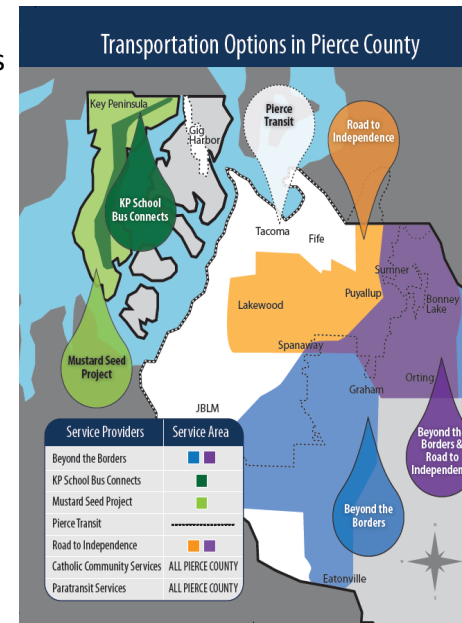
Strategic Goal #3: Close Awareness Gaps

Strategic Objective 1:

- Increase awareness and utilization of existing transportation options

Objectives:

- Provide PCCTC information at 300 outreach events.
- Tabulate and report the number of individual outreach contacts by all PCCTC members at multiple events with a goal of 6,000 contacts.
- Handout a total of 7,000 PCCTC brochures.
- Hold 2 PCCTC transportation/take a ride events.
- Create a social media site.
- Create a promotional video.



Beyond the Borders: Free transportation for seniors, youth, persons with disabilities, and people with low income traveling in East or South Pierce County, outside Pierce Transit's service area. (253) 476-4657

KP School Bus Connects: Free transportation on the Key Peninsula on Tuesdays, Wednesdays and Thursdays in off-duty school buses. (253) 884-2877

Mustard Seed Project: Individual door-through-door services and accessible mini-bus transportation for seniors and adults with disabilities. (253) 884-2216

Pierce Transit: Local bus routes and ADA paratransit service within the defined service area. (253) 581-8000

Road to Independence: Free rides to and from work for low income and special needs clients traveling in Northeast Pierce County and South King County. (253) 778-7958

Catholic Community Services: Volunteer transportation services for seniors with low income and adults with disabilities. (844) 851-9380

Paratransit Services: Non-emergency medical transportation for eligible Medicaid clients. (800) 925-5438



Call 2-1-1
to learn about transportation options that meet YOUR NEEDS.

If you're traveling in Pierce County and need assistance with transportation:

- Plan ahead. You'll need time to identify the best service for you and to arrange a ride.
- Call 2-1-1 to find out which service meets your needs.
- Arrange a ride using the referral from the 2-1-1 representative.



Results to date:

- Creation of the Need a Ride? Get a Ride. brochure which shows transportation services overlaid on a map of Pierce County. First printing of 5,000 copies June 2017. Second printing of 5,000 copies was ordered in June 2018 as the first printing was depleted.
- Page highlighting the PCCTC created on Facebook. <http://www.facebook.com/PCCTransportationCoalition/>
- The first in a series of videos have been published at www.piercecountywa.gov/beyondtheborders
- Nearly 80 outreach events have been attended by PCCTC staff, with nearly 5,000 customer contacts to date.

Strategic Goal #3: Close Awareness Gaps

Strategic Objective 2:

- Develop and deliver a message to educate and advocate for resources to eliminate transportation gaps.

Objectives:

- Develop a position white paper with compelling stats and defined talking points to highlight the need for increased transportation funding.
- Work with Pierce County and Pierce Transit legislative liaisons to identify key strategies for initiating support.
- Participate in grant program management planning and review activities and advocate to assure regional equity.
- Identify 2 legislative champions from each party by the end of 2020.

Results to date:

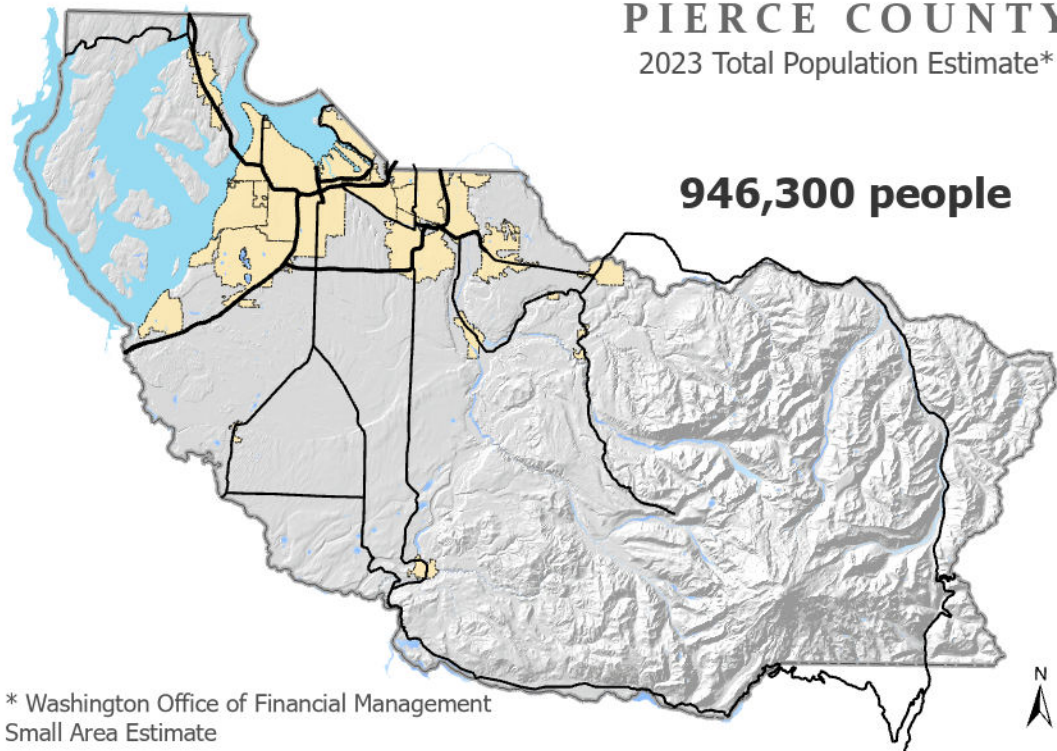
- Legislator Jake Fey attended a PCCTC meeting to learn more about specialized transportation needs in Pierce County.
- Government Liaison for Pierce Transit presented at a strategy team meeting.
- Staff is participating in the Grant Process Advisory Committee to ensure continual improvement in the grant award process to fund as many special needs projects as possible in our region.
- Consolidated Grant awards for the 2019-2021 and 2021-2023 biennia have been announced, and the majority of transportation projects received their full ask amount, which included an increase to cover rising costs for the first time in several biennia.



PIERCE COUNTY

2023 Total Population Estimate*

946,300 people



* Washington Office of Financial Management
Small Area Estimate

LAYER ⊖ ⊗

Estimated number of people per square mile, between 2018-2022. ⓘ

Source: [Census](#)

Year: Variable:

COLORS ▾ **RANGES** ▾

- Insufficient Data
- 13.43 or less
- 13.44 - 44.68
- 44.69 - 160.03
- 160.04 - 1,201.66
- 1,201.67 or greater

US Data Map Extent

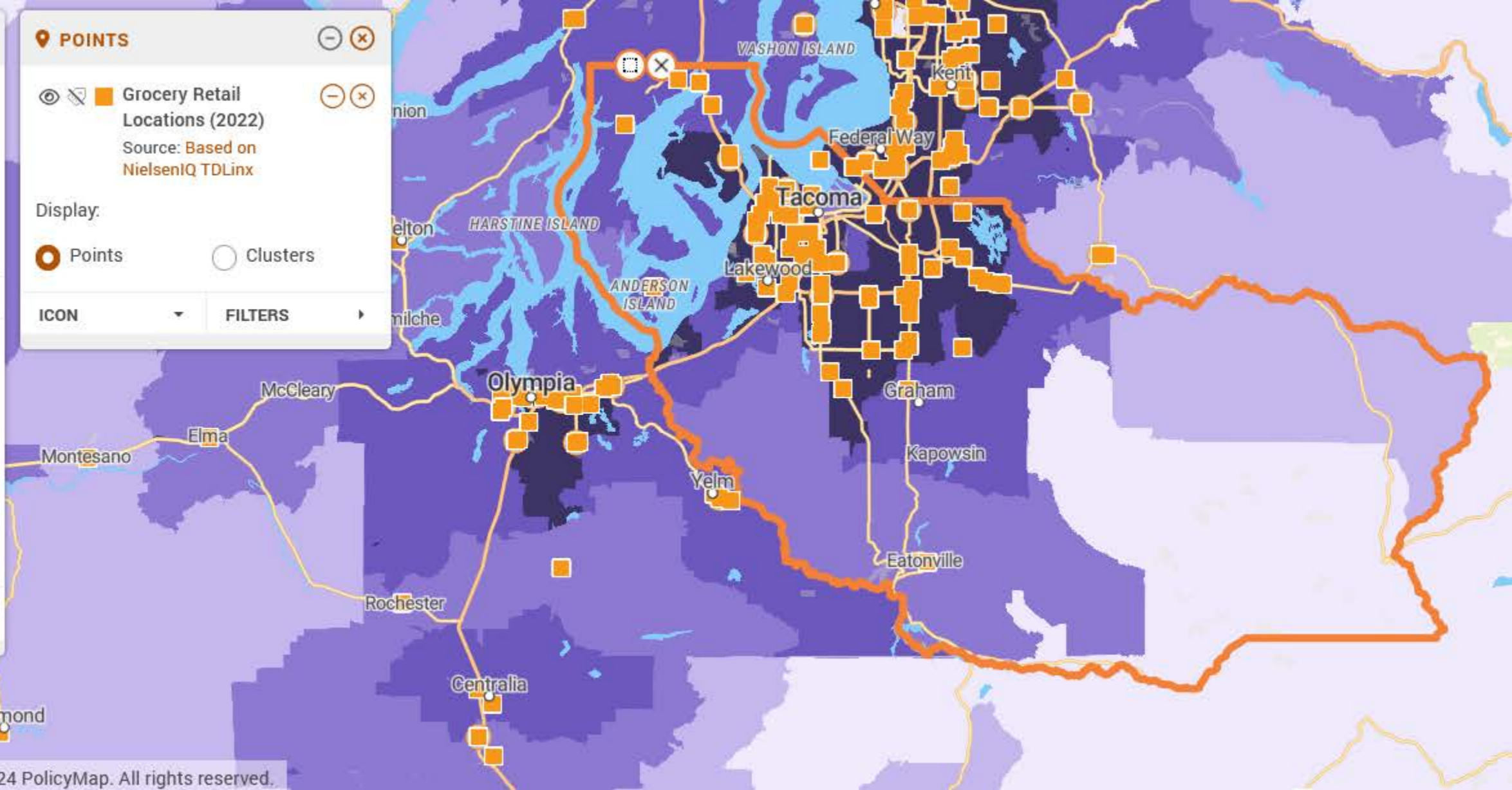
Shaded By: ⊖ ⊗

POINTS ⊖ ⊗

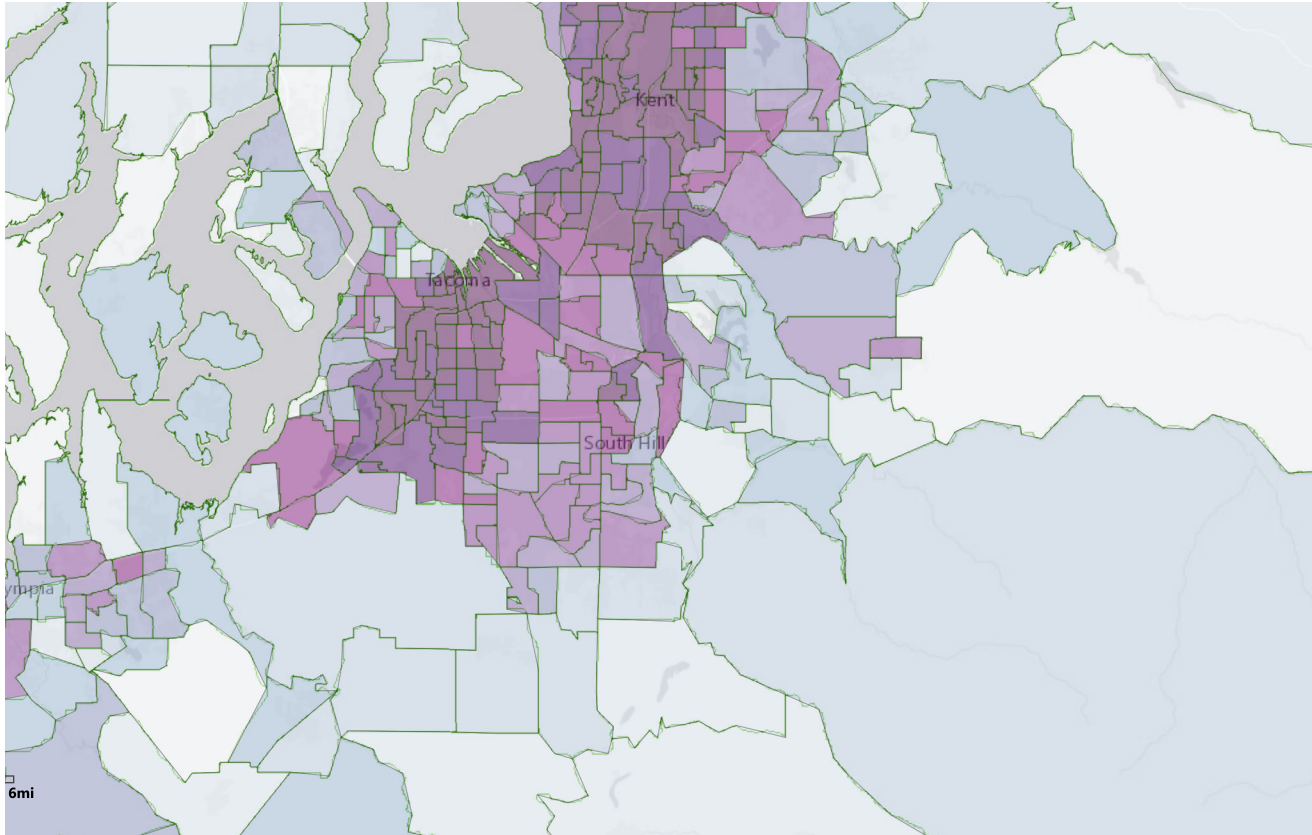
Grocery Retail Locations (2022)
Source: [Based on NielsenIQ TDLinx](#)

Display: Points Clusters












ICON ▾ FILTERS ▸























Legend: (High) 10 9 8 7 6 5 4 3 2 1 (Low)



Legend

-  Airport Runways
-  Care Facilities - Adult Family Homes
-  Care Facilities - Nursing Homes
-  City Limits
-  Climate Projections ~2050
-  County Boundaries
-  DCYF Licensed Childcare Centers
-  Dry Cleaners (Current and Former)
-  Electric Utilities - Investor
-  Electric Utilities - Public
-  Farmworkers Housing

Legend

-  Former Orchard Lands
-  Hazardous Waste Sites (EPA)
-  Historical Redlining (HOLC)
-  Hospitals
-  Legislative Districts
-  Mortgage Discrimination
-  National Flood Hazard Layer
-  Prisons
-  Railroads
-  Rural-Urban Classification
-  Superfund (NPL) Sites (EPA)
-  Arsenic Tacoma Smelter Plume
-  Top Student Home Languages
-  Toxic Release Inventory Sites (EPA)
-  Tribal Boundaries
-  Tribal Health Services
-  WA Ecology Cleanup Sites
-  Wastewater Dischargers (EPA)
-  Watershed Boundaries
-  Wildfire Smoke Cumulative Score (2016-2022)

PROCUREMENT AND CONTRACT REQUIREMENTS

Summary: Procurement and contracting policy to ensure the procurement and contracting practices across the County are completed fairly, legally, and in compliance with all federal and state laws, Pierce County Code, Executive Orders, and best practices.

PROCUREMENT AND CONTRACT SERVICES

The Finance Department's [Procurement and Contract Services Division \(PCS\)](#) provides the County with centralized procurement and contract services that includes guidance on best practices, standards, consistency, compliance, risk, and legal requirements pertaining to procurement and contracting processes. PCS sets and maintains high standards of integrity, professionalism, effectiveness, and oversight to ensure County monies are spent wisely and that the County's strategic goals are met.

1. Authority

PCS is the County's central procurement and contracting authority to:

- a. Ensure all County contracts protect the County from undue risk and are in the County's best interests.
- b. Provide permissions based on the role and authority of individual users, as needed.
- c. Ensure all County contracts are reviewed, approved, and executed per County delegation authority.
- d. Maintain the single location for all approved documents.
- e. Provide countywide access to procurement and contracting information issued by PCS.
- f. Provide external vendor workshops and communications to ensure the vendor/business community knows how to access information.

2. Administrative

PCS maintains guidelines, procedures, software, templates, and training documents for County procurement and contracting best practices by:

- a. Offering procurement and contract training for County employees.
- b. Providing access to procurement and contracting information.
- c. Maintaining contracting documentation.
- d. Providing a high level of training and support to Agencies, as needed or requested, and providing manuals, guides, and other resources for end users.
- e. Providing manuals, guides, and other resources for end users.
- f. Creating reports to meet department needs.
- g. Maintaining procurement and contracting systems and websites.
- h. Requesting internal and external feedback from stakeholders.

- i. Providing external vendor workshops and communications to ensure the vendor/business community knows how to access information.

CONFLICTS OF INTEREST IN PROCUREMENT AND CONTRACTING

Pierce County maintains standards of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award, and administration of contracts. No employee, officer, or agent of the County may participate in the selection, award, or administration of a contract if they have a real or apparent conflict of interest. Such a conflict of interest would arise when the employee, officer, or agent, any member of their immediate family, their partner, or an organization which employs or is about to employ any of the parties indicated, has a financial or other interest in or a tangible personal benefit from a firm considered for a contract.

The officers, employees, and agents may neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to County contracts.

1. Conflict of Interest Form

- a. All evaluators must sign the Affidavit Concerning Conflicts of Interest form, available on the [PCS Forms intranet site](#).

DOCUMENT MANAGEMENT AND RETENTION

All County staff participating in procurement and contracting activities must follow all pertinent federal, state, County, department, and PCS [Document Management and Retention Requirements](#).

1. Procurement Documents

- a. At a minimum, the following documents must be submitted to PCS for review and maintenance:
 - i. Procurement document with addenda;
 - ii. Affidavit for the advertisement and/or roster of vendors that were requested to submit informal bids/proposals;
 - iii. Successful bid/proposal;
 - iv. Authorization for spend (if applicable);
 - v. Bid tabulation or final evaluation form;
 - vi. Affidavit concerning conflicts of interest form(s); and
 - vii. Notice of award/selection.
- b. All other procurement documents must be maintained by the department responsible for a procurement.

2. Contract Documents

- a. At a minimum, the following documents must be submitted for review and approval in the contract system of record:

- i. Summary of changes to standard template terms (if any);
 - ii. Compliance forms;
 - iii. Insurance and bonds;
 - iv. Contract authorizations;
 - v. Authorizations to sign;
 - vi. Final draft contract, amendment(s), attachments; and
 - vii. Contract summary for all contracts and amendments.
- b. All other contract documents must be maintained by the department responsible for a contract.

GOODS AND SERVICES PROCUREMENT

1. Definitions

- a. **Goods:** Any tangible personal property including equipment, supplies, materials, products, including intangible personal property that is movable, subject to ownership, and has exchange value.
- b. **Services:** The furnishing of labor, time, or effort by a vendor to the County, generally involving technical services to accomplish a specific study, project, task, or other service to the County. This definition applies to:
 - i. **Personal Services:** Services that involve technical expertise provided by a consultant to accomplish a specific study, project, task, or other work.
 - ii. **Non-Architectural and Engineering (AE) Professional Services:** Services requiring special training, education, or professional development education or those that required the practitioner to hold professional degrees or licenses and possess specific skills.
 - iii. **Purchased Services:** Services provided by vendors for routine, necessary, and continuing functions of a local agency, mostly relating to physical activities.
 - iv. **Client Services:** Services provided directly to County 'clients' such as mental health, medical, dental, therapeutic, housing, program coordination, community support, and other similar services. See County Funded Grants and Client Services Requirements Policy.
- c. **Roster:** Per Revised Code of Washington ([RCW 36.32.245](#)), a county may use the uniform process to award contracts as provided in [RCW 39.04.190](#).

2. Estimating the Annual Cost of Goods and Services

- a. Departments, in consultation with PCS as needed, must first evaluate whether their intended purchase is a one-time procurement or if like goods or services will need to be procured throughout the year. If a department determines that the goods or services may be needed by other County entities, the department must involve PCS in the evaluation of proposals.
 - i. Procurement rules apply to the total cost of like goods and services intended to be purchased within a calendar year (January - December), per cost center. "Like" goods and services are anything a reasonable person would describe as similar.

"Intent" is how much the cost center (division/department) will need, based on estimates such as budget or past experience.

- b. Departments are responsible for estimating annual amounts and reviewing spend per cost center throughout a year.
- c. Departments must consider if multiple departments may also need the good or service and work with PCS to establish a Blanket Contract (department or countywide) when feasible.

3. Procurement Thresholds

a. **Goods:**

- i. Under \$10,000 annually: Direct Buy
- ii. \$10,000 - \$50,000: Informal Quotes
 - 1. For **goods, materials, or equipment**, the requirements of [RCW 36.32.245](#) and [RCW 39.04.190](#) must be followed, or a formal procurement must be issued.
- iii. Over \$50,000: Formal procurement issued by PCS

b. **Services:**

- i. Under \$25,000 annually: Direct Buy
- ii. \$25,000 - \$49,999: Informal Proposals or Quotes
 - 1. For informal purchased services, low bid quotes should be used to determine the awarded vendor, unless otherwise approved by PCS.
 - 2. For informal personal, non-architectural and engineering (AE) professional, or client services; informal proposals should be obtained, and a best value selection must be documented and attached to the informal solicitation file.
- iii. \$50,000 or greater: Formal Procurement issued by PCS.

4. Procurement Requirements

a. **Informal Procurements:**

- i. PCS will maintain a vendor roster for goods (following the requirements in [RCW 39.04.190](#)) and services.
- ii. PCS will issue guidelines, templates, and training for informal solicitations, as needed.
- iii. Department staff may manage informal procurements upon approval of PCS. Such approval will be based upon:
 - 1. Completion of procurement training required by the Finance Department.
 - 2. Complexity of the planned procurements.
 - 3. If applicable, a risk assessment of the Department's past conformance to PCS policies and procedures.
- iv. Informal quotes for goods must be requested from roster vendors and awarded to the lowest responsible vendor.
- v. All documentation must be attached in the financial system (Workday) to the requisition, purchase order (PO) or contract, or as otherwise defined by PCS.

- b. **Formal Procurements:**
 - i. PCS will manage formal procurements for goods valued over \$50,000, services valued over \$25,000, and for blanket agreements to be used by multiple Divisions or Departments.
 - ii. PCS will develop templates and procedures for solicitation development, management, review, and award.
 - iii. Department staff must send the request for the goods or services requiring formal procurement to PCS for management of the procurement.
 - iv. Unless otherwise approved by PCS; all goods, materials, and equipment procurements must be awarded to a responsible bidder submitting the lowest, responsive bid. Purchased services should generally be awarded as low bid unless otherwise approved by PCS.
 - v. PCS will evaluate countywide needs and procure common goods and services for use by departments. Departments should first review available blanket contracts prior to requesting informal quotes/proposals or requesting a formal solicitation from PCS.

5. Contracting Requirements

- a. PCS will issue procedures, guidelines, templates, and training for issuing goods and services, including:
 - i. Use of purchase orders for single purchases or goods and services orders authorized by blanket contracts.
 - ii. Development, review, and execution of supply, service, and Personal or Professional Service Agreements (PSA) and compliance requirements as needed.
- b. Department staff must use PCS contract templates, or PCS approved department specific templates, to ensure the appropriate County-approved general terms and insurance requirements are included.
- c. All contracts for goods and services must meet all County requirements and must be executed as described in the County delegation policies.

ARCHITECTURAL AND ENGINEERING (AE) SERVICES PROCUREMENT

1. Definitions

- a. Professional Architectural and Engineering (AE): Services provided by any person, other than as an employee of the agency, contracting to perform activities within the scope of the general definition of professional practice in [RCW 18.08](#), [RCW 18.43](#) or [RCW 18.96](#).
- b. Qualifications-based Solicitation: Selection process used to procure and award AE services as described in [RCW 39.80](#).
- c. Roster: Maintained to solicit informal AE Services, as described in RCW 39.80.
- d. Estimated cost of AE Service: To include all work which would be performed under the proposed contract (at all stages/phases, to include any potential amendments.)

2. Procurement Thresholds

- a. AE Services valued up to \$25,000.
 - i. For AE services valued up to \$25,000, the County may conduct an informal procurement utilizing the County’s Roster pursuant to RCW 39.80.
- b. AE Services valued over \$25,000:
 - i. For AE services valued over \$25,000, the County will conduct a formal procurement, awarding the contract to the most highly qualified firm pursuant to the requirements of RCW 39.80.

3. Procurement Requirements:

- a. PCS will evaluate countywide needs and procure common AE services for use by departments. Departments should first review available blanket contracts prior to requesting informal quotes/proposals or requesting a formal solicitation from PCS.
- b. Informal Procurements:
 - i. PCS will advertise generically twice a year for various service categories.
 - ii. PCS will issue guidelines, templates, and training for informal solicitations, as needed.
 - iii. Departments may manage informal procurements after receiving adequate training from PCS.
 - iv. For informal AE professional services, informal proposals should be obtained, and a qualifications-based selection must be documented and attached to the informal solicitation file.
- c. Formal Procurements:
 - i. PCS will manage formal procurements for AE services valued over \$25,000 and for blanket agreements to be used by multiple Divisions or Departments.
 - ii. PCS will develop templates and procedures for solicitation development, management, review, and award.
 - iii. PCS and Department staff will collaborate to establish the specific criteria for determining the firm most highly qualified to provide the services required for the proposed project.
 - iv. Evaluation teams must include project stakeholders and be impartial during the evaluation process. Evaluation teams must remain the same from the initial submittal reviews until Notice of Selection.
 - v. All evaluation documentation from the evaluation teams created must be submitted to PCS for record keeping.

4. Contracting Requirements:

- a. PCS will issue procedures, guidelines, templates, and training for issuing AE services agreements, including:
 - i. Use of purchase orders for single purchases or goods and services orders authorized by blanket agreements.
 - ii. Development, review, and execution of AE Professional Service Agreements (PSA) and compliance requirements as needed.

- b. PCS and Department staff must use PCS contract templates, when made available, to ensure the appropriate County-approved general terms and insurance requirements are included.
- c. All contracts for Professional AE services must meet all County requirements and must be executed as described in the County delegation policies.

PUBLIC WORKS PROCUREMENT

A contractor may not be awarded a public works project contract unless a firm meets all the responsibility requirements of [RCW 39.04.350](#).

1. Definitions

- a. Ordinary Maintenance: Maintenance work performed by the regular employees of the state, or any county, municipality, or political subdivision created by its laws. [WAC 296-127-010\(7\)\(a\)](#)
- b. Limited and Small Works Roster: List of interested contractors, organized by specialty, which are solicited for smaller public works contracts (see public works bid threshold limits below). [RCW 39.04.155](#)
- c. Prevailing Wages: The “prevailing rate of wage” as defined in RCW 39.12.010. Pursuant to RCW 39.12.015, the Department of Labor and Industries is authorized to make determinations of the prevailing rate of wage and publish such determinations. <https://lni.wa.gov/licensing-permits/public-works-projects/prevailing-wage-rates/>.
- d. Public Works: Construction Service contracts are defined by Revised Code of Washington ([RCW 39.04.010](#)) as all work, construction, alteration, repair, or improvement other than ordinary maintenance, executed at the cost of the state or of any municipality, or which is by law a lien or charge on any property therein.
- e. Unit Price Contracts: Contracts with the purpose of completing anticipated types of work based on hourly rates or unit pricing for one or more categories of work or trades. [RCW 39.32.235\(9\)](#)

2. Engineer’s Estimate

- a. All public works:
 - i. The level of detail for cost estimates depends on the general size of a project. For larger projects, cost estimates should be developed by a registered professional engineer. For smaller, non-complicated projects, an estimate by knowledgeable staff will suffice. Per [RCW 39.04.020](#)
 - ii. For bidding purposes, the cost estimates should include all construction-related work, but not engineering or architectural design fees, contract administration costs, or construction inspection/testing.

3. Public Works Bid Thresholds

- a. Limited Public Works (Up to \$50,000 per [RCW 39.04.155](#))
- b. Small Public Works (Up to \$350,000 per [RCW 39.04.155](#))

- c. Public Works bids over \$350,000: Formal bid issued by PCS per [RCW 36.32.235](#).

4. Bid Requirements

- a. Departments should first review available blanket contracts prior to requesting informal quotes/proposals or requesting a formal solicitation from PCS.
 - i. PCS will make a list of blanket contracts available to Departments.
 - ii. PCS will evaluate countywide needs, solicit some public works bids, and enter into blanket contracts for use by departments.
 - iii. Departments should provide PCS staff with recommendations for categories of public works services that may warrant a blanket contract.
- b. Informal Bids:
 - i. PCS will maintain a vendor roster for public works vendors (following the requirements in [RCW 39.04.155](#) and [RCW 36.32.235](#)).
 - ii. PCS will issue guidelines, templates, and training for informal solicitations.
 - iii. Departments may manage Limited Public Works bids if PCS determines that the lead employee has been adequately trained. PCS will manage small public works bids.
 - iv. PCS or department staff managing a limited or small public works project must request Bids from roster vendors.
 - v. The contract must be awarded to a responsible bidder submitting the lowest, responsive bid.
 - vi. Departments managing their own Limited Public Works bids are responsible for ensuring all documentation is attached in the financial system (Workday) to the contract. PCS staff are responsible for attaching documentation for bids managed by PCS.
- c. Formal Bids:
 - i. PCS will manage public works bids valued over \$350,000, as determined by the official Engineer's estimate, and for all unit price bids over the formal bid amount.
 - ii. PCS will develop templates and procedures for solicitation development, management, review, and award.
 - iii. Unless otherwise approved by PCS; all public works bids must be awarded to the lowest responsible, responsive bidder.

5. Contracting Requirements

- a. PCS will issue procedures, guidelines, templates, and training for issuing public works contracts.
- b. PCS and department staff must use PCS contract templates, when made available, to ensure the appropriate County-approved general terms and insurance requirements are included.
- c. All contracts for public works projects must meet all County requirements and must be executed as described in the County delegation policies.

ADDITIONAL PROCUREMENT POLICIES

1. Piggybacking

- a. "Piggybacking" refers to one local government making purchases from contracts awarded by another government, a group of governments, or a cooperative purchasing program. Piggybacking is an alternative procurement process for goods or services. However, the County process of either issuing a purchase order or executing a contract remains the same as if the County managed the procurement.
- b. The Washington State Auditor's Office (SAO) provides guidance on the requirements for piggybacking on another government's contracts on their website.
 - i. State law (RCW 39.34.030), which allows for piggybacking, does not relieve any public agency of any obligation or responsibility with respect to procurement, except for the notice of bids or advertising requirements.
 - ii. A department piggybacking on an available contract must complete the piggybacking checklist and maintain documentation to satisfy audit requirements. The piggyback checklist is available on Procurement and Contract Services [intranet site](#).
 - iii. Compliance with [RCW 36.32.235](#), departments cannot procure traditional low bid public works projects through piggybacking.

2. Exemption from Procurement Waivers

- a. A procurement waiver can be requested from PCS:
 - i. RCW 39.04.280 provides uniform exemptions for procurement in certain circumstances:
 1. Single source
 2. Special facilities
 3. Special market conditions
 - ii. Used equipment (see [PCC 2.106.060](#))
 - iii. Warranty work
 - iv. Certain legal expenses and interpreter services as set forth by Pierce County Code [PCC 2.106.050](#).
 - v. Hearing Examiners as set forth by [PCC 2.106.050](#).
- b. Exemption from competitive procurement process:
 - i. A department will submit the [Exemption from Competitive Procurement form](#) to PCS.
 - ii. PCS will review, possibly request additional information, and notify a department whether a request is approved or denied.
 - iii. Once approved, PCS will post the exemption and intent to enter into an exempt from procurement contract for 10 business days on the County's procurement website.
 1. 2.a.ii Used Equipment and iii Warranty Work above are exempt from the posting requirements.
 - iv. If no other legitimate vendors respond to the posting, the department will be notified by PCS that they may move forward with contracting.

- v. If a legitimate vendor identifies themselves during the posting, a formal procurement will be initiated.
- vi. Approved exemption from competitive procurement are valid for one (1) year from the date of the approval.

3. Non-Procurement Items

- a. Certain types of purchases are considered exempt from the competitive procurement requirements and can be contracted. Examples include:
 - i. Renewal of software maintenance and software licensing agreements
 - ii. Utilities
 - iii. Postage
 - iv. Membership fees
 - v. Tuition, seminars, certain trainings
 - vi. Tolls
 - vii. Publications/subscriptions
 - viii. Certain advertisements

4. Emergency Purchases

- a. [Pierce County Code 2.106.070](#) waives some bidding requirements when the purchase is made as a result of an emergency defined as: "... when the public interest or property of Pierce County would suffer material injury or damage by delay, or when there exists a threat to public health, safety, or welfare by reason of the time required to follow Pierce County's regular contracting procedures..."
- b. Notice (requisition, email, or memorandum) must be sent to the PCS requesting a waiver of bidding procedures due to an emergency. The following is the minimum information required:
 - i. Detailed description of the emergency.
 - ii. Explanation as to why and how a particular vendor was chosen. [Pierce County Code 2.106.070 D.](#) requires that at least three (3) vendors be contacted for emergency goods or services, if practicable.
 - iii. Total estimated cost.
 - iv. Estimated time for completion.
 - v. All contracts, agreements or purchase orders for emergency procurement must include language for Termination for Default and Termination for Convenience.
- c. Emergencies up to \$25,000 must be approved by the Purchasing Agent, in consultation with the Prosecuting Attorney. Emergencies over \$25,000 must be approved by the County Executive, in consultation with the Prosecuting Attorney. In addition, for emergencies exceeding \$50,000, the Executive must provide to the County Council, within five (5) days, a written report detailing the emergency and including completion times.

5. Procurements and Contracts Which Need Additional Reviews

- a. The Information Technology Division of the Finance Department must approve the purchase, lease, license, or subscription of all technology or information systems utilized in the County. This approval will provide departments with a review of lowest cost of ownership, cyber security, system performance, and sustainability. Technology includes computer hardware, software, technical support services, mobile devices, or any electronic item that includes software or requires Internet access.
- b. The Facilities Management Department must approve the purchase of all furniture. Departments should contact the Facilities Management Department as soon as the need for furniture is identified. Examples of furniture include but are not limited to:
 - i. Desks, chairs;
 - ii. Modular workstations, including partitions and associated fixtures;
 - iii. Filing cabinets, bookcases, and shelving; and
 - iv. Casework (built-in cabinets/bookcases/countertops).
- c. Human Resources Organization Development Team (HR ODT) is charged with reviewing and approving specific training purchased and/or requested by departments to identify opportunities for cost savings, standardization, and to ensure high-quality results. To assist departments determining when to seek pre-approval from HR ODT, review the [online matrix](#). Department staff must document approval from HR prior to training commencing and the documentation must be attached to the purchase order in the financial system (Workday).

6. E-Verify Program

- a. Pierce County requires all businesses that contract with the County for contracts of more than \$25,000 and of duration longer than 120 days, and are not specifically exempted by [PCC 2.106.022](#), be enrolled in the federal E-Verify program. The requirement extends to every subcontractor meeting the same criteria. The prime contractor must provide certification of enrollment in the federal E-Verify program to the County. The prime contractor must remain enrolled in the program for the duration of the contract. The prime contractor is responsible for verification of every applicable subcontractor. The County reserves the right to require a copy of the memorandum of understanding between the prime contractor or any subcontractor and the Department of Homeland Security upon request at any time during the term of the contract. Failure to provide this document could result in suspension of the project.

7. Federal Procurements

- a. The Federal Government has implemented the Uniform Guidance, also known as [2 CFR 200](#), which governs applying for, obtaining, sub-awarding, spending, monitoring, and reporting of Federal Financial Assistance.

PROCUREMENT MATRIX:

General Type Good/Service	Minimal Solicitation Requirements	Informal Solicitation Requirements	Formal Solicitation Requirements	References
Purchased Goods	Under \$10,000 Direct Buy Use Roster Vendor	\$10,000 – \$49,999 Use Roster Vendors, minimum of 3 Quotes	\$50,000 and over Formal Bid (Low Bid)	RCW 36.32.245, PCC 2.106
Purchased, Personal, Non-AE Professional and Client Services	Under \$25,000 1 informal proposal/quote	\$25,000 – \$49,999 minimum of 3 informal proposals/quotes	\$50,000 and over - Formal Request for Proposal	PCC 2.106.050
Professional (AE) Services	Under \$5,000 Review Qualifications of at least 1 Roster firm	\$5,000 – \$24,999 Review Qualifications minimum of 3 Roster firms	\$25,000 and over - Formal Request for Qualifications	RCW 39.80, PCC 2.106.050
Public Works	Under \$50,000 may use Limited Public Works	\$50,000 - \$349,999 may use Small Public Works Process	\$350,000 and over – formal public works process	RCW 39.04, RCW 36.32.235 PCC 2.106
Use Of County Forces for Public Works Projects (non-roads)	\$45,000 if only one trade involved	\$90,000 if more than one trade	Cannot exceed 10% of public works construction budget	RCW 36.32.235

AE – Architecture and Engineering

CONTRACTS AND AMENDMENTS

GENERAL CONTRACTS

A contract is a written agreement between two or more parties stipulating obligations of one to another. All contracts, agreements, amendments, and change orders (Contracts) are subject to the provisions of Pierce County Code, Resolutions, policies, and procedures.

Contracts must be completely executed prior to the start of any activity covered under the contract. Amendments or change orders cannot alter the nature of the project or change its scope beyond what a reasonable bidder or proposer would consider a modification, as opposed to a materially different project. Specific cases should be reviewed by PCS, Risk Management (Risk) and the Prosecuting Attorney's (PA) Office to determine whether the proposed changes require an amendment or new contract.

1. Contract Negotiation and Review Process

All contracts must have a clear and stated department 'Owner' who is overall responsible for the contract. The Owner will ensure the following requirements are followed:

- i. Departments must use approved templates and terms and conditions (TCs) for all contracts. If using an unapproved template or TCs, a department must review first with PCS, Risk, and the PA's Office.
- ii. All contracts must be fully negotiated to ensure the County is getting the correct goods or services at the best value. At a minimum, all contracts must have the following:
 1. A clear and detailed scope of work.
 2. Contract period of performance to include any possible additional timeframes.
 3. Deliverables.
 4. Performance metrics.
 5. Defined budget with a breakdown on the contract budget to correspond with the scope of services, deliverables, and metrics.
 - a. Rates should always reflect the best market value and all additional costs must be clearly spelled out in the budget.
- iii. All contracts must be professionally written, be reviewed internally for quality assurance and quality control, completeness, correctness, clarity, and appropriateness of scope, deliverables, metrics, and budget.
 1. Prior to entering contracts into the financial system (Workday), the Owner must ensure that:
 - a. Formatting is consistent throughout the document, including font, font size, numbering, spacing, headers and footers.
 - b. All dates, amounts, contract numbers, worktags, and attachments match the data inputted into the financial system (Workday).
 - c. The signatures lines match the appropriate delegations.

- d. A [Contract Summary](#) form is completed and attached with all appropriate documentation in the financial system (Workday).
- iv. All contracts must be reviewed and approved by all stakeholders prior to fully executing the document.
 - 1. At a minimum, stakeholders include:
 - a. Department Management
 - b. Procurement and Contract Services
 - c. Finance Management
 - d. Risk Management
 - e. Prosecuting Attorney's Office
 - f. Executive, as required
 - 2. Common additional stakeholders include:
 - a. Facilities Management
 - b. Information Technology
 - c. Human Resources
- v. All contracts must be executed based on County delegation policies, including:
 - 1. County Code/Charter
 - 2. Council delegations/Council ordinances/Council Resolutions
 - 3. Executive delegations
 - 4. Finance delegations
 - 5. Department delegations, as approved and documented

2. Contract Management Process

- i. Contract Owners must monitor the performance of the vendor from execution to contract closeout, to include, at a minimum, the following:
 - 1. Issue notice to proceed (formal or informal).
 - 2. Ensure delivery of goods and services as described in a contract.
 - 3. Review invoices for completeness while ensuring the goods and services were performed to contractual standards.
 - a. Ensure the amounts invoiced match the contract budget and include only costs agreed to in the budget.
 - 4. Perform general oversight, as needed or required, to ensure compliance with the contract terms, scope, deliverables, metrics, and budget.

3. Specific Instructions for Specific Contracts

- a. Lease agreements – See [Lease Policy](#).
- b. Federally funded agreements – See [Federal Grant Requirements Policy](#).
- c. Interlocal agreements/interagency agreements – See [Interagency Agreements, Interlocal Agreements, Memoranda of Understanding, and Memoranda of Agreement Policy](#).
- d. Awards (Federal, State, Local, and Private) – See [Grant Administration Policy](#).

4. Amendment Process

- a. When amending a contract, departments must consider the scope of the changes and determine whether a new contract is more appropriate. Amendments cannot be used with the intent to bypass other procurement rules.
- b. Departments must consider the following factors:
 - i. Whether the services to be provided, as amended, fall within the original project scope defined in publicly posted procurement or solicitation documents.
 - ii. Whether the amendment causes the total contract amount to surpass a procurement threshold.
 - iii. Whether the amendment is allowed under limitations set forth in the original solicitation, contract document, or funding source requirements.
- c. Amendments must clearly and unambiguously state the revised contract terms, as amended.

Retired Procurement Guidelines Policy
Effective: September 1985

Retired Contract Preparation Policy
Effective: June 1989

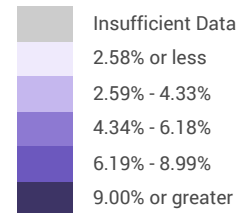
Procurement and Contract Requirements Policy
Effective: September 2023
Last Revised: April 2024
Last Reviewed: April 2024

Estimated percent of people employed with a disability, between 2018-2022.

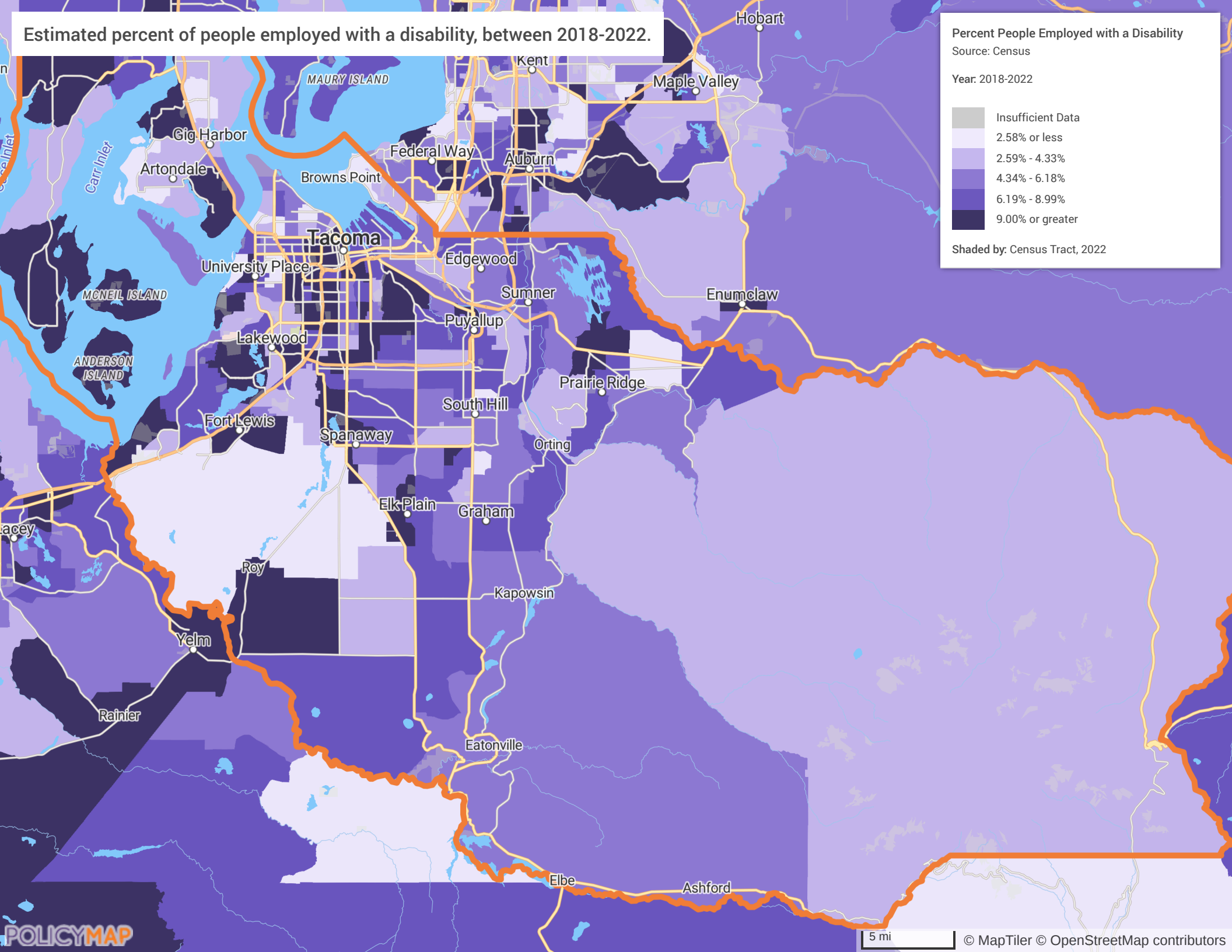
Percent People Employed with a Disability

Source: Census

Year: 2018-2022



Shaded by: Census Tract, 2022



"With the help of 2-1-1, I was able to sign my mom up for two programs to help with transportation. This will help her get out and around while I'm at work." – Kathy



Volunteer driver program helps Jacqueline and her grandson get to places on the Key Peninsula.



Pierce County Coordinated Transportation Coalition

EXPANDING Transportation Options

Need a Ride? Get a Ride.

Many people who travel in Pierce County require assistance getting from one place to another because they lack the resources to provide their own transportation. This includes seniors, people with disabilities, people with low income, veteran's and youth ages 12 - 18.

PCCTC member organizations work to remove transportation barriers for these residents, enabling them to get to jobs, school, medical appointments, social activities and more.

PCCTC's mission is to create a coordinated system where individuals with limited transportation options can access the services they need regardless of their physical, cultural, economic, or geographic status.

So anyone who needs a ride can get a ride!



**Interested in creating more transportation options in Pierce County?
Learn how you can get involved.**

Contact:

DAEVEENE May *Mobility Manager*

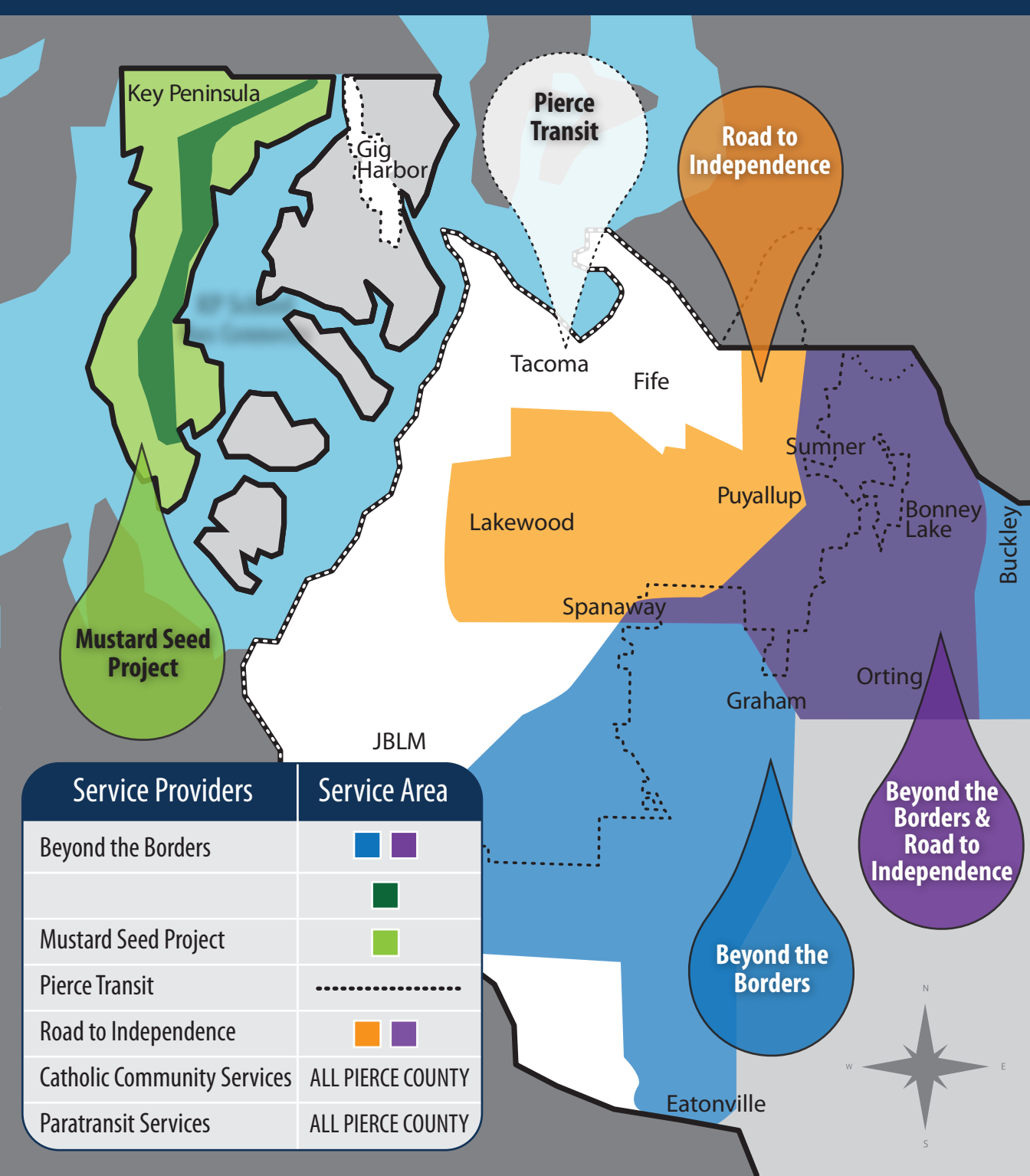
Pierce County Coordinated Transportation Coalition



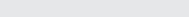

daeveene.may@piercecountywa.gov


Transportation services for seniors, youth, people with disabilities, and people with low income, offered by members of the Pierce County Coordinated Transportation Coalition (PCCTC).

"I don't know what I'd do without Beyond the Borders!" says Donna, who drove her own car until, at the age of 70, she began to lose her vision and could no longer drive.

Transportation Options in Pierce County




Service Providers	Service Area
Beyond the Borders	
Mustard Seed Project	
Pierce Transit	
Road to Independence	
Catholic Community Services	ALL PIERCE COUNTY
Paratransit Services	ALL PIERCE COUNTY


 **Beyond the Borders:** Free transportation for seniors, youth, persons with disabilities, and people with low income traveling in East or South Pierce County, outside Pierce Transit's service area. **(253) 476-4657**

 **Mustard Seed Project:** Individual door-through-door services and accessible mini-bus transportation for seniors and adults with disabilities. **(253) 884-2216**

 **Pierce Transit:** Local bus routes and ADA paratransit service within the defined service area. **(253) 581-8000**

 **Road to Independence:** Free rides to and from work for low income and special needs clients traveling in Northeast Pierce County and South King County. **(253) 778-7958**

 **Catholic Community Services:** Volunteer transportation services for seniors with low income and adults with disabilities. **(844) 851-9380**

 **Paratransit Services:** Non-emergency medical transportation for eligible Medicaid clients. **(800) 925-5438**



 **Call 2-1-1**

to learn about transportation options that meet YOUR NEEDS.

If you're traveling in Pierce County and need assistance with transportation:

- **Plan ahead.** You'll need time to identify the best service for you and to arrange a ride.
- **Call 2-1-1** to find out which service meets your needs.
- **Arrange a ride** using the referral from the 2-1-1 representative.



August 12, 2024

Daeveene May
Pierce County Mobility Management
3602 Pacific Ave Suite 200
Tacoma, WA 98418

RE: 2025-2029 WSDOT Consolidated Grants Program

On behalf of PSESD's Road to Independence, I am pleased to provide this letter of support for the Pierce County Mobility Management.

I am writing to express my dedicated support for Pierce County Mobility Management and the invaluable work they do through the Pierce County Coordinated Transportation Coalition (PCCTC). As the chair, facilitator, and administrator of the Coalition, Pierce County Mobility Management plays a crucial role in ensuring that transportation services are accessible to all, particularly those with limited transportation options in Pierce County and the broader Puget Sound region.

Transportation is a fundamental need for individuals to access healthcare, employment, and other essential services. Unfortunately, many in our community face significant barriers to transportation, which can lead to social and economic isolation. Pierce County Mobile Management's mission to develop and coordinate transportation services is vital in addressing these challenges and improving the quality of life for our residents.

Through collaboration with various stakeholders, including Washington Department of Transportation (WSDOT), Department of Social Services (DSHS), Puget Sound Regional Council (PSRC) to name a few, Pierce County Mobility Management has successfully advanced initiatives that expand transportation options and increase accessibility for underserved communities. Their efforts have not only enhanced mobility but have also strengthened community connections and supported economic development in the region.

Therefore, Road to Independence wholeheartedly supports Pierce County Mobility Management as a PCCTC partner in their ongoing efforts to improve transportation services and strongly encourage continued funding for this program.

Sincerely,

Jacqueline Mann

Jacqueline Mann
Director of Transportation
Puget Sound ESD



United Way of Pierce County

August 18, 2024

Daeveene May
Pierce County Mobility Management
3602 Pacific Ave, Suite 200
Tacoma WA 98418

1501 Pacific Avenue
Suite 400
Tacoma, WA 98402

(253) 272-5263
www.uwpc.org
Dial 2-1-1 for help

RE: 2025-2029 WSDOT Consolidated Grants Program

On behalf of United Way of Pierce County, I am pleased to provide this letter of support for the Pierce County Mobility Management.

Pierce County Mobility Management provides the chair, facilitation and administrative duties for the Pierce County Coordinated Transportation Coalition (PCCTC) whose mission is to develop and coordinate transportation services for those with limited transportation options in Pierce County and the Puget Sound region. Our project has had the pleasure of collaborating with Pierce County Mobility Management in the creation, development, and growth of the South Sound 2-1-1's Transportation Resource Center. Transportation Resource center staff coordinate multiple resources and provide a centralized intake process to assist callers in finding the best solution to meet their transportation needs and Pierce County Mobility Management is essential to the work being done by South Sound 2-1-1.

The PCCTC partners with external associates like Washington Dept. of Transportation (WSDOT), Department of Social Health Services (DSHS), Puget Sound Regional Council (PSRC), Snohomish and King County Mobility Managers, Sound and Metro Transit to name a few. While also engaging with on-going collaboration with internal partners like Pierce County Human Services Departments, Pierce County Public Works, Pierce County Emergency Management, local government, Pierce Transit, United Way, school districts, senior centers, and several local groups to name a few.

This program supports clients in getting to their jobs, access to health care, senior to meal sites, grocery shopping, homeless and other day-to-day activities in Pierce County.

United Way of Pierce County is pleased to have Pierce County Mobility Management as a PCCTC partner in Pierce County and strongly encourage continued funding for this project.

Sincerely,

A handwritten signature in blue ink that reads "Penni Belcher".

Penni Belcher
211 Director
United Way of Pierce County



1104 MAPLE STREET, SUMNER WA 98390

COMMUNITY DEVELOPMENT DEPARTMENT

253-299-5520

August 7, 2024

Mr. Daeveene May
Pierce County Mobility Management
3602 Pacific Ave, Suite 200
Tacoma WA 98418

RE: 2025-2029 WSDOT Consolidated Grants Program

Dear Daeveene:

On behalf of the City of Sumner, I am pleased to provide this letter of support for the Pierce County Mobility Management program.

Pierce County Mobility Management provides the chair, facilitation and administrative duties for the Pierce County Coordinated Transportation Coalition (PCCTC) whose mission is to develop and coordinate transportation services for those with limited transportation options in Pierce County and the Puget Sound region. Our project has had the pleasure of collaborating with Pierce County Mobility Management in the creation, development, and growth of the South Sound 2-1-1's Transportation Resource Center. Transportation Resource center staff coordinate multiple resources and provide a centralized intake process to assist callers in finding the best solution to meet their transportation needs and Pierce County Mobility Management to be essential to the work being done by South Sound 2-1-1.

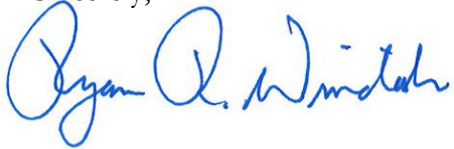
The PCCTC partners with external associates like Washington Dept. of Transportation (WSDOT), Department of Social Health Services (DSHS), Puget Sound Regional Council (PSRC), Snohomish and King County Mobility Managers, Sound and Metro Transit to name a few. While also engaging with on-going collaboration with internal partners like Pierce County Human Services Departments, Pierce County Public Works, Pierce County Emergency Management, local government, Pierce Transit, United Way, school districts, senior centers, and several local groups to name a few.

This program supports residents and businesses in Sumner, particularly seniors, in getting to their jobs, access to health care, senior to meal sites, grocery shopping, homeless and other day-to-day activities in Pierce County. The program is a valuable asset to the Sumner community.

The City of Sumner is pleased to have Pierce County Mobility Management as a PCCTC partner in Pierce County and strongly encourage continued funding for this project.

Please feel free to contact me if you have any questions. Phone: 253-299-5524 or email: ryanw@sumnerwa.gov

Sincerely,

A handwritten signature in blue ink that reads "Ryan Q. Windish". The signature is written in a cursive style with a large initial "R" and "W".

Ryan Windish, AICP
Community & Economic Development Director



August 30, 2024

Daeveene May
Pierce County Mobility Management
3602 Pacific Ave, Suite 200
Tacoma WA 98418

RE: 2025-2029 WSDOT Consolidated Grants Program

On behalf of Pierce Transit, I am pleased to provide this letter of support for the Pierce County Mobility Management.

Pierce County Mobility Management provides the chair, facilitation, and administrative duties for the Pierce County Coordinated Transportation Coalition (PCCTC) whose mission is to develop and coordinate transportation services for those with limited transportation options in Pierce County and the Puget Sound region. The project also collaborates with Pierce County Mobility Management in the creation, development, and growth of the South Sound 2-1-1 's Transportation Resource Center by coordinating multiple resources and providing a centralized intake process to assist callers in finding the best solution to meet their transportation needs in Pierce County.

The PCCTC partners with Pierce Transit and external associates like Washington Dept. of Transportation (WSDOT), Department of Social Health Services (DSHS), Puget Sound Regional Council (PSRC), Snohomish and King County Mobility Managers, Sound and Metro Transit to name a few. While also engaging with on-going collaboration with internal partners like Pierce County Human Services Departments, Pierce County Public Works, Pierce County Emergency Management, local government, United Way, school districts, senior centers, and several local groups to name a few.

This program supports clients in getting to their jobs, access to health care, senior to meal sites, grocery shopping, homeless and other day-to-day activities in Pierce County.

Pierce Transit is pleased to have Pierce County Mobility Management as a PCCTC partner in Pierce County and strongly encourage continued funding for this project.

Sincerely,

A handwritten signature in blue ink that reads "Ausha V. Potts".

Ausha V. Potts
ADA Eligibility Assistant Manager
Pierce Transit



August 21, 2024

Daeveene May
Pierce County Mobility Management
3602 Pacific Ave, Suite 200
Tacoma WA 98418

RE: 2025-2029 WSDOT Consolidated Grants Program

Dear Mr. May,

On behalf of Hopelink, I am pleased to provide this letter of support for the Pierce County Mobility Management application for the WSDOT Consolidated Grant.

Pierce County Mobility Management provides the chair, facilitation and administrative duties for the Pierce County Coordinated Transportation Coalition (PCCTC) whose mission is to develop and coordinate transportation services for those with limited transportation options in Pierce County and the Puget Sound region. Our project has had the pleasure of collaborating with Pierce County Mobility Management in the creation, development, and growth of the South Sound 2-1-1's Transportation Resource Center. Transportation Resource center staff coordinate multiple resources and provide a centralized intake process to assist callers in finding the best solution to meet their transportation needs and Pierce County Mobility Management to be essential to the work being done by South Sound 2-1-1.

The PCCTC partners with external associates like Washington Dept. of Transportation (WSDOT), Department of Social Health Services (DSHS), Puget Sound Regional Council (PSRC), Snohomish and King County Mobility Managers, Sound and Metro Transit to name a few. While also engaging with on-going collaboration with internal partners like Pierce County Human Services Departments, Pierce County Public Works, Pierce County Emergency Management, local government, Pierce Transit, United Way, school districts, senior centers, and many local community groups.

This program supports clients in getting to their jobs, access to health care, senior to meal sites, grocery shopping, homeless and other day-to-day activities in Pierce County.

Hopelink is pleased to have Pierce County Mobility Management as a PCCTC partner in Pierce County and strongly encourage continued funding for this project. We are especially grateful for PCCTC's participation in Find a Ride's Advisory Committee for our One-Call/One-Click program, as well as steering committee representation for the Regional Alliance for Resilient and Equitable Transportation (RARET) workgroup. We are aligned with the values represented by PCCTC and look forward to our continuing partnerships to benefit the greater Puget Sound Region.

Sincerely,



Staci Sahoo
Director, Mobility Management