

Pierce County Human Services 2022 Year in Review

A year's overview, where we are

Pierce County Human Services manages over 50 programs that connect individuals and families in need with services to improve their quality of life. In addition to working with clients one-on-one, Human Services also contracts with community-based agencies and local providers to deliver services.

Advancing Equity

Human Services believes that structural and institutional racism is destructive to everyone in our community and that diverse work groups create better outcomes.

We strive to reflect all the people we serve in our staffing, our messaging, and our program delivery, and we focus on specific efforts to eliminate structural and institutional racism in our department and our community.

Aging and Disability Resources

Supporting our seniors and individuals with disabilities

Aging and Disability Resources (ADR) is the designated Area Agency on Aging (AAA) for Pierce County, responsible for local planning, coordination and administration of long-term services and supports (LTSS) designed to address the needs and support community living for local frail older adults, adults with disabilities and their caregivers.

The Family Caregiver Support Program provided case management services for 331 unpaid family caregivers, including 44,791 hours of respite services, to help them continue providing care at home.

Aging and Disability Resources provided case management services to nearly 6,000 clients.

Aging and Disability Resources funded 232,684 total meals to seniors and individuals with disabilities through congregate sites, home deliveries, and to-go orders. 5,707 Senior Farmers Market vouchers were provided to 2,865 participants, almost 800 more than 2021!

The Aging and Disability Resource Center (ADRC) responded to over 21,437 calls to the helpline, a 13% increase in calls compared to 2021.

The ADRC participated in 195 education/outreach events with a total of 8,140 attendees. Over 45 different print/email/radio media activities were used to promote these events, providing information to an additional 560,000 residents.

Children and Families

Early Childhood Education

Early Childhood Education and Assistance Program (ECEAP) is free, state-funded preschool that provides experiences geared to meet children's individual needs and skills. We have 8 ECEAP classrooms in 7 locations across Pierce County, including one dual language (Spanish and English) program. Classrooms are located in Bonney Lake, Buckley, Eatonville, Orting, South Hill, Sumner, and University Place.

Out of all the students enrolled in our Early Childhood Education and Assistance Programs (ECEAP) across 9 sites in 7 locations, 39.5% were Dual Language Learners.

Over 31% of ECEAP students live with a single parent or guardian.

ECEAP supported 315 children to be better prepared to enter kindergarten.

47 children participated in ChildReach, a program providing developmental screening to children of the Puyallup Tribe aged birth to 6 years old.

Developmental Disabilities Early Support for Infants and Toddlers (ESIT) responded to 2,039 new referrals and provided developmental therapy and education services to 2,482 infants and toddlers in their homes, childcare, or community-based settings. Through the Promoting First Relationships training program, early intervention providers in Pierce County received support in infant mental health-informed practices.

Pierce County's Behavioral Health division funded school-based programs that supported over 728 students in 4 school districts through crisis intervention, peer support and other outpatient services.

Developmental Disabilities

Developmental Disabilities Employment and Community Inclusion Services provided in-person and remote coaching and support for 612 participants who worked in community-based employment settings earning minimum wage or higher, 116 of whom started new jobs during the year.

The department provided 204 individuals with Discovery, Assessment, Job Preparation and Job Development support as part of their pathway to employment, and 154 individuals received Community Inclusion services.

The School-to-Work program supported 70% of participating transition students to obtain a job.

Healthy Homes

The Home Weatherization program completed 23 jobs in 2022, helping households reduce energy costs by increasing the energy efficiency of their home through measures like insulation, furnace repairs, heat loss reduction, and improving indoor air quality.

The Minor Home Repair program completed 78 projects for homeowners living outside Tacoma and Lakewood. This program seeks to provide no-cost health and safety repairs to low-income families across Pierce County.

The Energy Assistance Program supported 4,241 households by helping pay their utility bills. This year, an online form was created to increase accessibility of our services, resulting in a record number of applications.

Housing and Homelessness

The following affordable housing projects broke ground in 2022 and will provide 416 affordable units upon completion:

- The Mustard Seed Key Peninsula Senior Housing
- Kenyon House Apartments
- MDC Scattered site rehabilitation
- Tacoma Housing Authority Housing Hilltop

The Affordable Housing division awarded over \$17M in funds to projects that will create 357 affordable housing units in Pierce County. This is the largest investment that Pierce County has ever made in affordable housing.

The Hilltop Lofts, which Pierce County helped fund in 2019, was completed in 2022. This new construction offers 57 units of permanent supportive housing to homeless households.

The Home Rehabilitation Loan Program provided 11 low-income households with low-interest loans to improve their housing conditions.

The Homeless Program housed 980 residents through Diversion, and 596 through Rapid-Rehousing.

To expand the homeless crisis system, we made contact with or sheltered 2,575 residents through Street Outreach, and 4,808 through emergency shelters.

The Homeless Program helped 150 youth and young adults exit the homeless crisis system into permanent housing.

The Rental Assistance Program served over 17,000 residents in 2022 - almost a 30% increase from last year. To date, the program has spent over \$160M in rental assistance to keep 23,000 households in their homes.

Specialized Communities

We provided 4,000 more rides this year with the opening of the Orting Veterans transportation shuttle, which offers rides to residents at the Orting Veterans Village.

The Special Needs Transportation Program helped coordinate transportation for 19,661 rides for low-income residents, seniors, children, and those living outside the Pierce Transit service area.

2022 marked the first full year of funds available from the 1/10 of 1% behavioral health sales tax. Mental health and substance abuse programs funded by our Behavioral Health division served over 1,522 clients through a variety of services including wrap around support in mental health court, a nurse home visiting program for at-risk first-time mothers, and school-based therapy.

Making an Impact

In 2017, Pierce County partnered with Comprehensive Life Resources (CLR) to create the Mobile Community Intervention Response Team (MCIRT), a therapeutic, community-based system designed to reduce the demand on 911, emergency rooms, and other crisis services.

As of 2022, Pierce County is still providing funds to MCIRT and we are proud to say that for every \$1 spent on MCIRT, \$23 is saved in diverted healthcare costs.

Supporting Ukrainian refugees

Since the invasion of Ukraine, more than 1,200 Ukrainian refugees have relocated to Pierce County.

In 2022, Pierce County was part of the Ukrainian Stabilization program welcoming new arrivals to Washington. We hosted a warm clothing drive, with the local health department and community providers, benefitting 139 Ukrainian households.

Click here to watch the video: <https://vimeo.com/788022263/9f7746e259>

330 school aged children, from 141 families who fled after the invasion of Ukraine, received new clothing.

Through our collective efforts, we helped 494 Ukrainian refugees receive basic and culturally appropriate foods, and small household items.

Veterans

Serving those who served

Pierce County Veterans Assistance Programs provide services to help veterans and their families improve their wellbeing. Emergency assistance vouchers for food, rent, utilities, medical and burial assistance are available to qualified indigent veterans and family members.

In 2022, we launched the Veterans Resource Center - a one stop shop connecting veterans to resources. Veterans can come to the resource center and meet with a Veteran Service Officer (VSO) to directly apply for benefits and programs with the Department of Veterans Affairs (VA).

Click here to watch a video about the Veterans Resource Center: <https://youtu.be/HcmrRRHUbzs>

Over 6,800 calls were received from Veterans and family members in need of vouchers for rent, utilities and other services or supports. The Veterans Assistance Program made 4,004 referrals for Veterans to access community resources and services.

1,115 Veterans were served in 2022.

490 Veterans accessed behavioral health services funded by Pierce County.

1,352 vouchers were provided to Veterans and their families. The most popular voucher referral (more than 21%) was for Veterans in need of housing assistance.

The average age of voucher recipients was 54.

The average monthly income of voucher recipients was \$1,691.

Fiscal

The Human Services budget in 2022 was \$351.8 million, representing 12% of the total County budget.

The Fiscal division paid 10,988 invoices to suppliers, providers and contractors.

Fiscal administered 386 contracts with community service providers, spending over \$140M on services that support residents in need.

The Fiscal division completed 572 Ad Hoc payments for victim relief, public utility and housing services.

Human Services Mission

We work to ensure all of Pierce County has equitable access to community-based services that respect each person's unique experience.

Human Services Vision

Empowered individuals, healthy families and thriving communities.

Contact

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