



Pierce County
Human Services



2018
Community Action Programs
**COMMUNITY
NEEDS ASSESSMENT**



Empowered Individuals

Healthy Families

Thriving Communities



Human Services



First of all, what are **Community Action Programs?**



President Lyndon Johnson's plan for "The Great Society," resulted in the passage of the Economic Opportunity Act in 1964 creating the nationwide Community Action Network. Early initiatives included early childhood education, employment and training, and other services. To this day, funding has moved to a formula grant system through Community Services Block Grants (CSBG) and support a wide array of services to millions of low-income people to:

- Help and encourage children and youth
- Support the working poor
- Support the poor facing crisis
- Sustain and honor the elderly
- Strengthen the whole family
- Strengthen the whole community

There are 26 nonprofit agencies and 4 government (Pierce, Clark and Snohomish counties and the City of Seattle) entities that are designated Community Action Programs in 39 counties in Washington State. These organizations provide an array of services to low income people within a specific geographic, usually county or city, area. Traditional Community Action Program services

include, but are not limited to, the following:

- Energy assistance (help with utility bills to heat homes)
- Early Childhood Educations and assistance programs (ECEAP) or Head Start
- Job training and placement to include education
- Weatherization (to reduce the cost of utilities and ensure healthy homes)
- Minor home repair
- Affordable housing

Pierce County Human Services Community Action Programs Division seeks to embody our nation's spirit of hope, change people's lives, and improve communities here in the South Sound. We work hard to stay up to date on the latest best practices to empower low-income individuals and families to achieve self-sufficiency. We are committed to strengthening, promoting, representing and serving our communities to assure that the issues of poverty are effectively presented and addressed.

“ Yesterday is not ours to recover, but tomorrow is ours to win or lose.”

- Lyndon B. Johnson



WHO ADMINISTERS COMMUNITY ACTION PROGRAMS IN PIERCE COUNTY?

MDC Pierce County



1968 1970

Multi-Service Center



2010



WHAT SERVICES DO OUR COMMUNITY ACTION PROGRAMS PROVIDE IN PIERCE COUNTY?

Initially, Metropolitan Development Council (MDC), a nonprofit agency, was started in 1968 to serve inside the city limits of Tacoma and Pierce County Government was started in 1970 to serve outside the city limits of Tacoma to encompass “urban” and “rural” geographies. Over the years, service area lines have blurred because of the parameters of grant funds. Other than employment programs and ChildReach, all Pierce County Human Services Community Action Programs continue to serve outside the city limits of Tacoma. MDC has a mix of programs inside and outside the city limits of Tacoma. In 2010, Multi-Service Center, a Community Action Program located in Federal Way and serving primarily South King County residents, began building and providing affordable housing in rural and urban areas of Pierce County.

	MDC	Pierce County	Multi-Service Center
Energy Assistance			
Weatherization			
Minor Home Repair			
Affordable Housing		1	
ECEAP			
ChildReach			
Job Training/Placement			
Mental Health			













SO, WHAT IS A COMMUNITY NEEDS ASSESSMENT?²

Community Action Programs are required to complete needs assessments every three years to “identify the strengths and resources available in the community to meet the needs of children, youth, and families. The assessment focuses on the capabilities of the community, including its citizens, agencies, and organizations.”³ A Community Needs Assessment gives helpful information to assist in directing service delivery. To do this, we need to figure out who our clients are, whether or not they value the services they receive, and what is important to them. Let’s take a look.



WHAT DO PREVIOUS ASSESSMENTS TELL US?

Top Five High Priority Needs in Past Two Needs Assessments

	2008	2015
Affordable Housing		
Subsidized Housing		
Affordable Medical		
Affordable Dental		
Help with Heating Bills		
Help with Buying Gas		
Rental Assistance		

Let's Talk About Clients in 2017

CUSTOMERS TELL US THEY ARE SATISFIED

Customers in each program have been surveyed about their experience and asked to rate their satisfaction with our services on a scale of 0-5. The average customer satisfaction score from 2015 to 2017 is 4.66!



ENERGY ASSISTANCE

We served over 9,096 individuals through our LIHEAP program and 7,140 individuals through our program with Puget Sound Energy. That is a total of 6,517 households served outside the city limits of

About 20% of individuals served identified as **Black or African American** and **18%** of individuals served identified as **Hispanic**.

EARLY CHILDHOOD EDUCATION AND ASSISTANCE PROGRAMS

We provide free pre-school through ECEAP programs at 7 locations in Bonney Lake, Buckley, Eatonville, Orting, South Hill, Sumner, and University Place. This includes two Avanza programs for Spanish-speaking children.

In total, we served 1,288 children in 329 households.

About 29% of children served were **Hispanic** and **51%** were **non-white**.⁴



CHILDREACH

This program, funded through the Puyallup Tribe, provides developmental screenings for tribal children aged birth to six. Screenings provide parents, teachers, and caregivers with developmental information, activities, resources, and connection to early interventions as needed.

All children are registered in a **Federally recognized tribe**.

CAREER

The Community Action Resource for Employment and Education Readiness helps people with vocational support, job training, interviewing skills, and much more.

212 individuals were served in a total of 104 households.

About 26% of individuals served were **black** and 6% were **Hispanic**.



WEATHERIZATION

This program enables low-income families to reduce their energy bills by installing insulation in walls, floors, and ceilings, around ducts and pipes, and near the foundation and sill, making their homes more energy efficient.

82 individuals were served in a total of 46 households.

Of the individuals served, **about 13% were Black, Hispanic, American Indian and Asian.**



HOME REPAIR

To address emergency health and safety issues, home repairs services are available for eligible participants. Common repairs include furnace, floor, plumbing and roof leaks.

195 households were repaired, serving a total

About 8% of individuals served were **Black, Hispanic, American Indian, and Asian.**



What are our clients telling us in 2018?

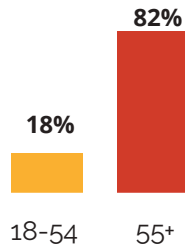
CUSTOMER NEEDS ASSESSMENTS SURVEYS

In August 2018, [surveys](#) were sent to 695 clients of the Pierce County Human Services Community Action Programs Division. Client data included individuals served from 2015-2017. These clients live outside the city limits of Tacoma. There was a 22% [survey response](#) rate.

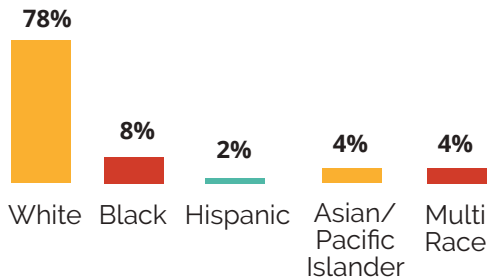


WHO RESPONDED TO THE SURVEYS?

Age



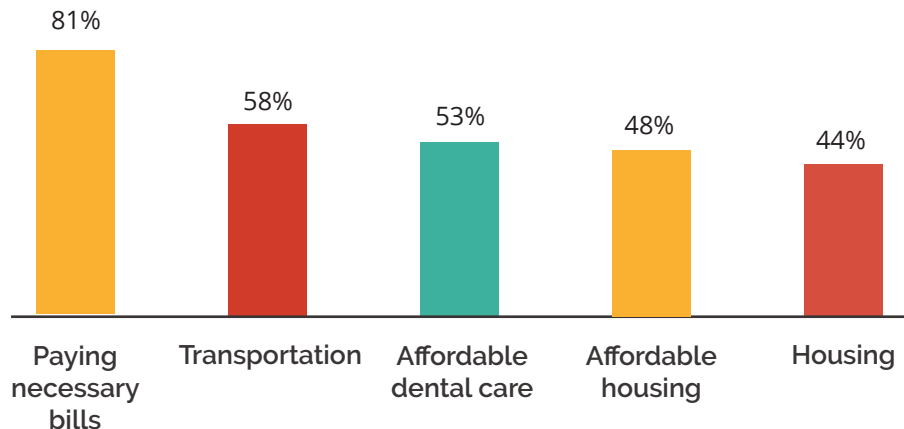
Race





TOP FIVE HIGH PRIORITY NEEDS IN 2018

Percentage of survey respondents



Now, as we look at the top priority needs, **it's important to have context.**

LET'S TALK ABOUT POVERTY

Why are some people poor? Why are they struggling with the things identified in the survey? Why those five things? One of the things that Community Action Programs do is dig deep into the causes and conditions of poverty. There are some who consider low income people as lazy and just wanting handouts. Research shows us very different information. One doesn't simply crawl out of poverty, brush their hands together and say, "well, I'm done with that."



High Priority Need #1 Being Able To Pay Necessary Bills is Difficult



Tacoma Pierce County United Way recently dug into what they call ALICE. ⁵ ALICE stands for "Asset Limited, Income Constrained, Employed." These are people who are working hard to support their families. They're just above the Federal Poverty Level, but aren't making ends meet because wages aren't covering basic needs on any of their budgets. Costs include housing (rent or a mortgage), child care, food, transportation, health care, technology, miscellaneous expenses, and taxes.

“ These days, we're told that the American economy is strong. Unemployment is down, the Dow Jones industrial average is north of 25,000 and millions of jobs are going unfilled.

But [for many people], the question is not, Can I land a job? (The answer is almost certainly, Yes, you can.)

Instead the question is, **What kinds of jobs are available to people without much education?** By and large, the answer is: "jobs that do not pay enough to live on." ⁶

- New York Times, September 2018



In the 2016 United Way study, a single adult would need to make \$12.16/hour (\$25,293/year) and a family of four would need to, combined, make \$36.16/hour (\$75,213/year). The fact of the matter is, minimum wage in Pierce County in 2016 was at the Washington State rate of \$9.47/hour and many of these individuals didn't have the education or technical skills to get the higher paying jobs.

Fast forward to 2018. Though the minimum wage is higher in Tacoma and the State due to policy and legislative initiatives, inflation and the cost of housing has sky rocketed. Add in the fact that HUDs subsidy for Housing Choice Vouchers is below Pierce County rental prices. Individuals that fall into the ALICE framework simply can't get ahead.

The fact that survey respondents did not rate finding jobs as a high priority drives the point of this home.

Our clients are struggling with making ends meet with jobs or retirement income in place.

These are examples that support what our clients are telling us. Being able to pay necessary bills is very hard.

“ The Washington State Department of Employment Security reported the unemployment rate for May dropped to 4.7% from April's 4.8% and “were widespread across industries with most adding jobs.”

- Associated Press, June 2018



Did you **KNOW?**

The average price in Pierce County for a one bedroom apartment in 2018 is \$1,250 but the HUD rent subsidy is only \$966! Likewise, for a two bedroom apartment in 2018 is \$1,560 but the HUD rent subsidy is only \$1,265!

High Priority Need #2 Transportation and Access to Public Transit is Difficult

Whether people are trying to maintain their automobiles and purchase fuel or take public transit, transportation has been highlighted as a key issue.

Since the recession of 2008, many areas of Pierce County are sorely underserved by public transit. Through 2012 Public Transportation Improvement Conference (PTIC) meetings held within the Pierce Transit service area, the cities of Sumner, Bonney Lake, Orting, Buckley, DuPont, and areas of unincorporated Pierce County no longer remain in the Pierce Transit service area for various reasons.

In addition, two ballot measures failed to raise the tax base to increase services throughout the County. The results mean that many of our clients who reside outside the city limits of Tacoma have public transit access issues to get to their jobs, the grocery store, or medical appointments and pushes them to rely on their cars.



Though 23% of survey respondents utilize Pierce County Human Service's **Beyond the Borders** program (that provided 14,552 trips to eligible individuals in the 2018 federal fiscal year⁷) many are unaware of this resource. **Just imagine having transportation to a dialysis appointment!** Combine this with the first high priority need of having difficulty paying necessary bills, it is also difficult to find the dollars to pay for automobile fuel and transportation.

High Priority Need #3

Finding Money for Dental Care is Difficult



Dental care continues to be a top unmet health care need for many adults who are low-income, senior citizens or living with a disability. U.S. health care policy is inconsistent and under the Affordable Care Act, dental care is deemed an essential benefit for children, but not for adults. Furthermore, basic Medicare coverage does not include dental care, leaving many adults over the age of 65 without any form of dental insurance. In Washington, the Department of Health identified dental care as an unmet health need among low-income adults. The problem disproportionately affects the elderly and people with disabilities.”⁸

- Guardian Life Insurance, July 2018

Though our Early Childhood Education and Assistance Program (ECEAP) includes the Tooth Fairy (one really does exist!) as a service for our young children, we don't have programs to connect our adult clients with dental resources.



High Priority Needs #4 & #5 Affordable Housing and Home Repairs are Difficult

Community Action Program survey respondents listed affordable housing and housing maintenance and repair in the top five high priorities.

It's not rocket science.



Tacoma and Pierce County saw some of the largest rent increases in the nation last year... According to Trulia, a real estate-data firm, median rents rose an estimated 8.8 percent from 2016 to 2017 — to \$1,785 per month according to the report — the biggest increase by its measure in the nation.”¹⁰

- Tacoma News Tribune, January 2018

From the 2015-2019 Pierce County Consolidated Plan⁹ :

“The most common housing problem is cost burden whereby households pay more than 30% of their income for housing costs, or in the case of severe housing problems, the household pays more than 50% of income for housing costs. In [Pierce] County 69% of all low-income households pay more than 30% of income for housing expenses, with 38% paying more than 50% of income for housing expenses.” The more cost burdened the household the higher likelihood that any reduction in income will put that household at risk of homelessness. In addition, there is a disparate impact on Pierce County communities of color. **Broken down by race and national origin, these families have greater challenges than their white counterparts.** “There are four communities in [Pierce] County that in general have a higher concentration of minority populations: Parkland, Spanaway and Midland in the unincorporated area; and the City of Fife.”

Meanwhile, there is an affordable housing gap in Pierce County between what is affordable and **what is available**. For the lowest of income (0-30% of median income) there are only 10 units out of 100 that are available. For folks up to 50% of median income, only 29 out of 100 units are available. In other words, there isn't enough affordable housing available.

There are other important findings in our survey besides the overall Top 5 priorities

As you can well imagine, with the survey respondents being 78% white and 82% age 55 and above, there are some differences for younger folk and those of different race and ethnicity. Let's take a look.



FIRST OF ALL, AGE, RACE, AND ETHNICITY MATTER

White, American Indian/Alaska Native, and Black respondents, regardless of age, reported that paying necessary bills was their #1 high priority.

Multi-race respondents said affordable housing was their top priority, and Asian respondents said an available telephone or cell phone was their top priority.

White respondents in the 25-44 age range reported food and nutrition as their #1 priority.

Affordable housing was the only priority need mentioned by all demographics.

Overall, **paying necessary bills** and **housing** were the top 2 high priority needs.

In addition, 94% of survey respondents speak English as their primary language, 3% Korean, 2% Vietnamese, and 1% Spanish. Though surveys were translated into Spanish and sent to known Spanish speaking families, no surveys in Spanish were returned in those received.



A lot of people are hungry



The Federal poverty rate is **12.1%** in Pierce County, as compared to **11.3%** statewide, and **14%** at the national level.¹¹

In Pierce County, **15.1%** of the population, compared to **13.9%** for Washington State, receive Supplemental Nutrition Assistance Program (SNAP) food assistance benefits (what many call “food stamps”) of which **13.6%** are metro, **16.6%** in small towns, and **16.5%** rural.¹²

There are **1.3 million** visits to food pantries or meal sites each year in Pierce County and **55%** are on behalf of children and seniors.¹³

Food and nutrition, or going without food, is a keenly important issue to many of our clients. Also cited in the 2008 and 2015 Community Needs Assessments, **56%** of 2018 survey respondents rated food and nutrition in the top 5-10 issues.

Food and nutrition was cited as the top issue for **white 25-44 years old**, the second priority for **black 25-44 years old** and, encompassing all ages, **Asian and Hispanics**.



Where we live can have an impact on how much we struggle



Some of us have better opportunities in our lives than others. Some of us live in areas of high crime that affects our safety.

Others live in areas with flourishing schools where kid's test scores are really high and they don't go to school hungry and have money for lunch. Some people have working cars, money for gas and car repairs and, if something goes wrong, are super close to bus lines. Others do not. These kinds of examples illustrate opportunity.

Opportunity has a strong correlation to how well we succeed in life.

In the past ten years, there has been a nationwide effort to find a way of mapping opportunity to show these kinds of factors. Come to find out, a lot of low income people, including a higher amount of race and ethnicity, live in areas where there is low opportunity.

Just think about a world where we could all live in areas that are safe, have fabulous schools and access to transportation (cars or public transit) to get us to our jobs. We can all imagine the differences in living in a world with or without opportunity.



Mapping Opportunity

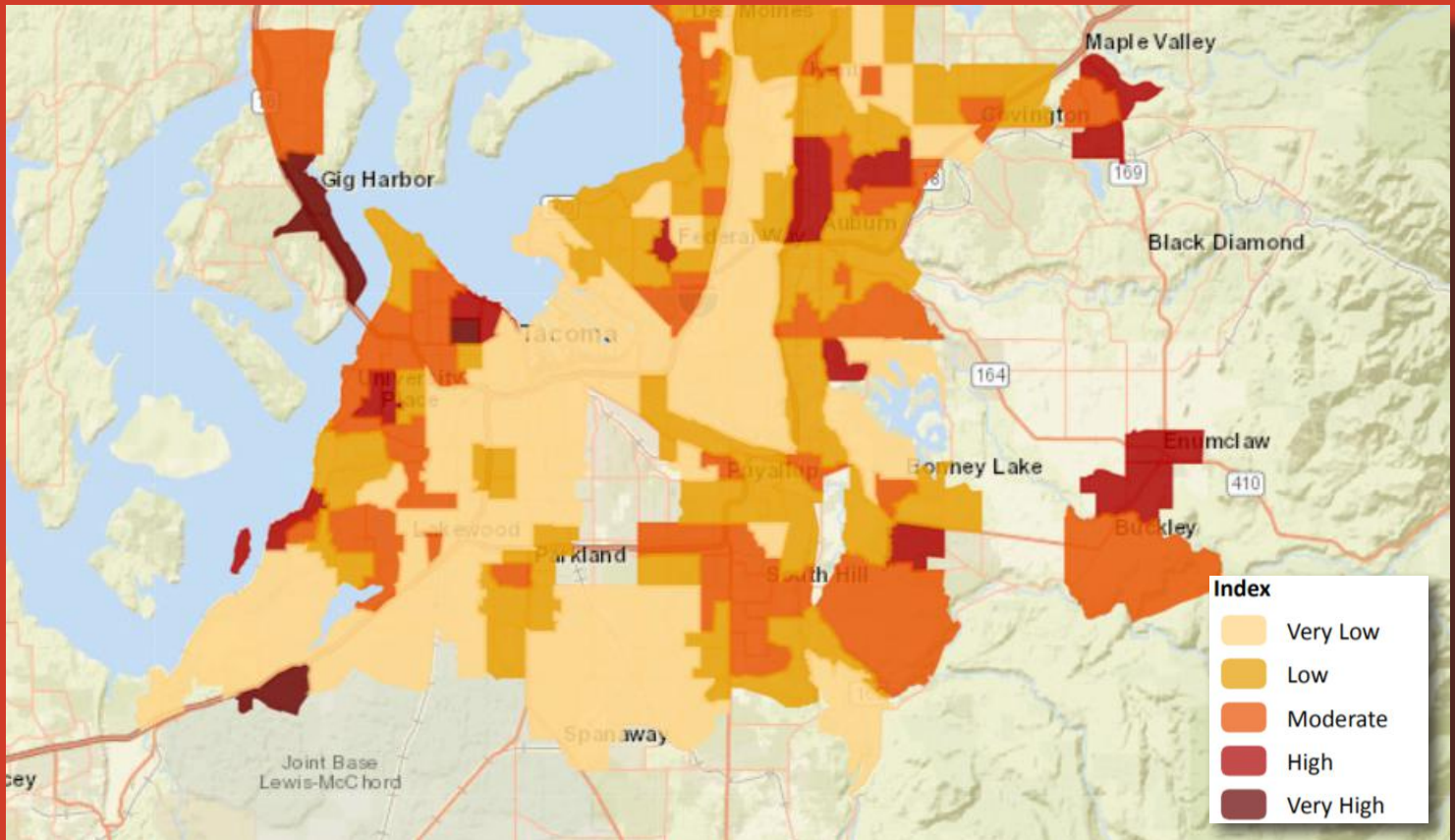


In 2010, the Pierce County Regional Council (PSRC) contracted with the Kirwan Institute at Ohio State University to map areas of opportunity. In their mapping they drilled down to census tract levels in urbanized growth areas of four counties to include Pierce County and mapped the following five key elements:

- **Education** – math test scores, reading test scores, student poverty, teacher qualification, and graduation rates.
- **Economic Health** – access to living wage jobs, job growth trends, and 2000–2010 unemployment rate.
- **Housing and Neighborhood Quality** – vacancy rate, foreclosure rate, high cost loan rate, housing stock condition, and crime index
- **Mobility and Transportation** – cost per commute, proximity to express bus stops, average transit fare, percent of commuters who walk.
- **Health and Environment** – distance to nearest park or open space, proximity to toxic waste release, and percent of area that is within a food desert.

The surprise of this mapping showed that low income people, and most often people of color, tend to live in areas of low opportunity (depicted in lighter colors on the map) which contributes to how well their families are able to succeed. When there is talk about equity in programming it is an attempt to look at opportunity, the kind and location of service delivery, and consideration of ways to help more people in a significant way.

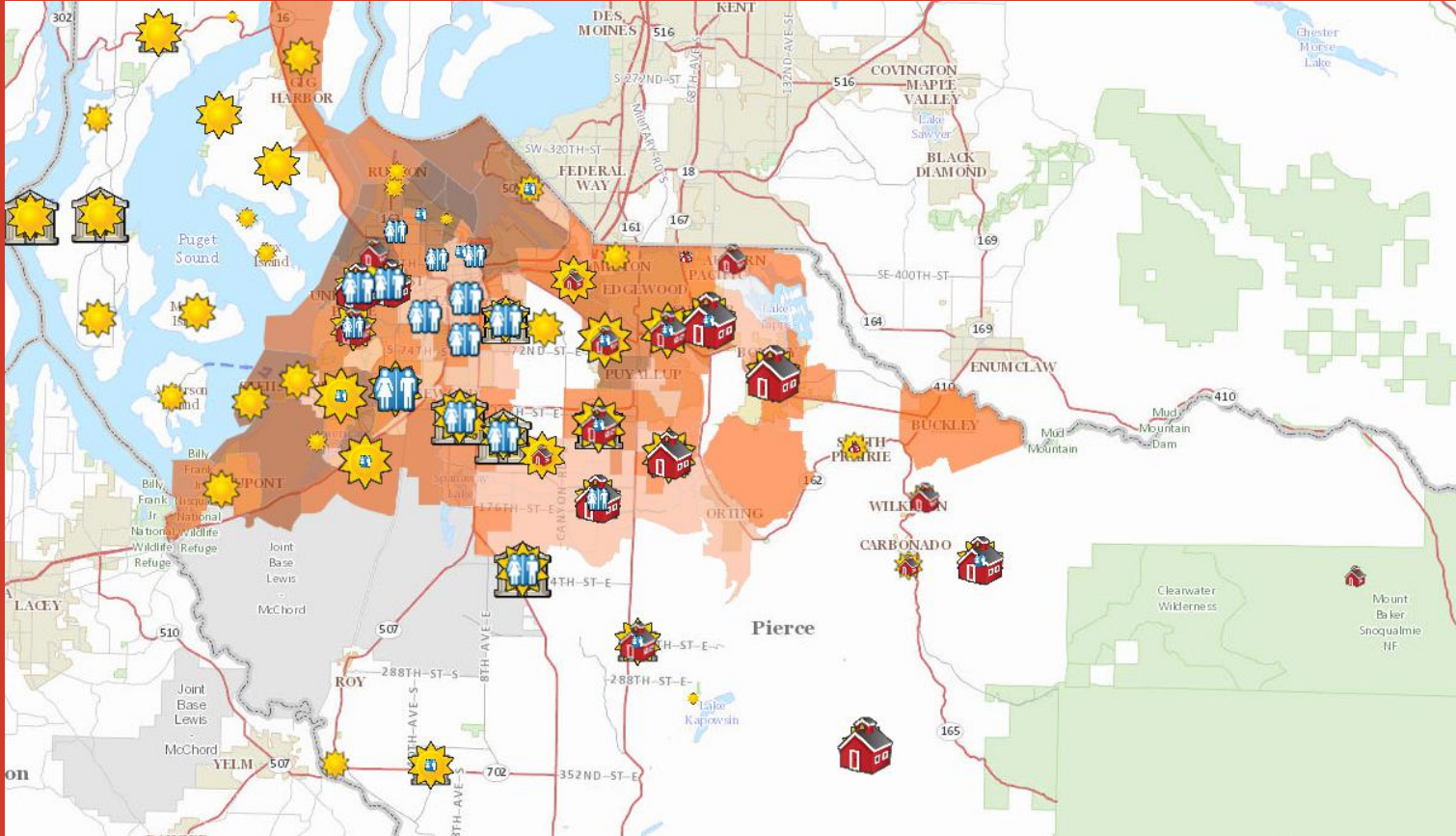
Needless to say, [PSRC's opportunity maps](#) were eye popping. Click the map for an interactive view.



Opportunity in Pierce County

For this Community Needs Assessment, we decided to take a closer look at opportunity and find out where, and to whom, we're providing our Community Action Program services. What do you see? Click the map below for an interactive view.

We see that there are areas in Pierce County where clients are served and not served. Many of the areas where clients aren't served are in areas of low opportunity and where there are higher numbers of people of color.





“ Research has shown that where children live matters deeply in whether they prosper as adults. The Census Bureau, in collaboration with researchers at Harvard and Brown, published nationwide data that will make it possible to pinpoint — down to the census tract, a level relevant to individual families — where children of all backgrounds have the best shot at getting ahead.” ¹⁶

- New York Times, October 2018

This new data clearly identifies neighborhoods by City throughout Pierce County where children and their families are not flourishing.

We are also aware of what our kids are experiencing, how the opportunities affect their lives, and the correlation to them becoming successful adults.

The Tacoma Pierce County Health Department, in collaboration with statewide initiatives, is delving into Adverse Childhood Experiences, or ACES. Kids in poverty have a lot harder time with adjusting to difficult

experiences and it affects them in their adult years.

One thing the study discovered is that the 98328 zip code (Parkland/ Spanaway/Bethel area), also shown as low areas of opportunity on the Kirwan map, has the highest ACES scores in Pierce County. ¹⁴

In addition to the opportunity maps and new Census data, The Tacoma Pierce County Health Department completed a health equity assessment to find out if there are disparities based on race and ethnicity. ¹⁵ Besides a higher life

expectancy favoring white people who have higher incomes, the study shows that higher education (with a correlation of higher income) favor whites and Asians. As an example, “35% of people without a high school education experience poor mental health compared to only 9% of people with college degrees” and “poor mental health is a big problem in Pierce County.” The study then looks at zip codes in Pierce County as key areas with high mental health needs that are in the lowest income neighborhoods with the higher numbers of people of color.

To Conclude

Causes and conditions of poverty are not easy to overcome. They are present here in Pierce County. Low-income people are having a hard time making ends meet. It's now time to focus on priorities and consider a path to be of help.

Key Findings



The top five priorities overall are

- Being able to pay necessary bills
- Transportation
- Dental Care
- Affordable and Low-Income Housing
- Home Repair



Most survey respondents were over 55 and white. Black, Hispanic/Latino, Asian, American Indian/Alaskan Native and younger age groups rated food/nutrition, food banks, access to phones and reading materials/computers as high priorities.



Opportunity maps and certain zip codes show that there are pockets in Pierce County where Community Action Program services are not being delivered



Though the Pierce County Community Action Program Division serves communities of color, it does so below the U.S. Census percentages for race and ethnicity.



Non-English language speakers and communities of color are not being served at the same level as White residents



Now that we know, what are we going to do about it?

Before we get to recommendations, it's important to lay out how we analyze the important findings. A key part of President Lyndon Johnson's Economic Opportunity Act and the start of Community Action Programs is to ensure "maximum feasible participation" of low-income people to help assess what programs and services will help. Over the next two years, before we start the process for the 2021 Community Needs Assessment, it will be keenly important to dig down into the Federal principles that guide Community Action Programs.

The **Theory of Change** is all about working to impact the cycle of poverty by including stakeholders and service providers. The process includes strategic planning, evaluation, implementation strategies, and defining the hoped-for results.

"Results Oriented Management and Accountability"²⁷, or ROMA, is required by funders and is a performance-based initiative designed to preserve the anti-poverty focus of community action and to promote greater effectiveness among state and local agencies receiving Community Services Block Grant (CSBG) funds."

ROMA promotes:

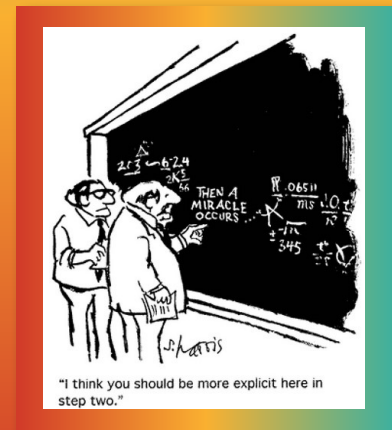
- Self Sufficiency
- Consumer Involvement
- Strengthening Families
- Partnerships

ROMA uses a Community Needs Assessment and other data to develop a clear strategy for program delivery.

The Futures Project, a program developed by Community Action Agencies in the states of Washington, Oregon and Idaho, developed a

model called Increasing Stability and Creating Community Pathways out of Poverty as part of its Prosperity Partnership. This model delves into what makes healthy individuals and families and how you move people from instability and out of poverty. In addition, it looks at how we can achieve changed attitudes and practices.

In other words, it will be crucially important to connect with a wide array of residents of different ages, race, and ethnicity to ensure the best plan for service delivery and implementation of recommendations.



So, it's time to dig in! Here are our **2018-2021 Recommendations**



Individuals and Families

Expand outreach to communities of color, individuals under the age of 55, and bi-lingual language groups. **Translate** all Community Action Program Division program materials into different languages and distribute to groups.

Focus division service delivery on **areas of low opportunity and underserved zip codes**. Work with the Tacoma Pierce County Health Department and other partners to keenly focus on clients in specific zip codes and areas of low opportunity.

Consider **emergency services assistance** through discussion with service providers, stakeholders, and clients to assist with financial supports.

Provide information on **affordable dental care** programs translated into different languages and distribute to clients and targeted low- income communities.



Our Agency

Have certified **Results Oriented Management and Accountability** (ROMA) staff lead the division on a deep assessment and implementation of Community Needs Assessment recommendations.

Implement a **race and equity initiative** to train division staff, assess and improve service delivery, include clients' input from people of color, different age and language groups and special populations alongside the WSCAP Community Action Program agencies and Pierce County race and equity initiatives.



Participate with the **Prosperity Partnership Futures Project** alongside other regional Community Action Programs to further assess service delivery.

Work with **Washington State Community Action Partnership (WSCAP)** on Theory of Change, ROMA, and Prosperity Partnership initiatives to analyze service delivery and make recommendations for improvements.



Community

Hold annual **community engagement meetings** with stakeholder groups to seek input and build a shared policy and service delivery agenda with low-income clients to include different language groups, communities of color, and different age groups with consideration of geography and areas of low opportunity.

Encourage MDC, Pierce County Human Services Community Action Programs, and Multi-Service Center to meet to discuss service delivery and working relationships to **better serve low-income people** in Pierce County.

Connect with Pierce Transit, Sound Transit, and local jurisdictions to identify pathways to **increased public transit** outside the City of Tacoma.

Provide information on public transportation options and Beyond the Borders to clients and the greater service delivery community.

Become informed of and support Pierce County Human Services Community Services Division's **affordable housing programs** and policies.

[View the Pierce County Human Services Strategic Plan](#)

Appendix

- 1 Pierce County Human Services Community Services allocates dollars to affordable housing programs throughout Pierce County.
- 2 Community Action Program service areas frequently cross over between the City of Tacoma and the rest of Pierce County. As such, Pierce County Human Services and MDC collaborated on this needs assessment including use of the same survey instrument and much of the language found within this document. However, separate reports will be issued for each organization to individualize results and agency recommendations.
- 3 National Community Action Partnership
- 4 Clients by Race and Ethnicity Compared with US Census Data. (See Table 1)
- 5 United Way ALICE Report – Washington, Alice in Pierce County, 2016 Point-In Time Data
- 6 New York Times article, September 11, 2018
- 7 Beyond the Borders provides transportation in east and south Pierce County outside the Pierce Transit service area to medical services, employment and social activities. Seniors 65+, people with disabilities, youth 12-17, people with low incomes may be eligible to ride.
- 8 [Seattle Times article, July 23, 2018](#)
- 9 2015-2019 Pierce County Consolidated Plan, page 30-44.
- 10 Tacoma News Tribune article, January 31, 2018
- 11 Data USA, 2016
- 12 Food Research and Action Center (FRAC), 2012-2016
- 13 Emergency Food Network, 2018



Appendix continued

- 14 ACE Score by Zip Code, Tacoma-Pierce County Health Department
- 15 2015 Health Equity Assessment Summary, Tacoma-Pierce County Health Department
- 16 New York Times article, October 1, 2018
- 17 National Association for State Community Services Programs (NASCSPP), Guide to Creating a Local Theory of Change, October 2007

Table 1

Areas in Green show where the Community Action Programs Division diverse clients are served at a lower level than that of Pierce County's census for race and ethnicity.

Percentage by Program	Male	Female	Hispanic, Latino, or Spanish Origin	White	Black or African American	American Indian / Alaska Native	Asian	Native Hawaiian/Other Pacific Islander	Other/Not Reported	Multi-Race (any 2 or more of the above)
2017 Pierce County Census Data	49.80%	50.20%	9.20%	74.20%	6.80%	1.40%	6.00%	1.30%	3.50%	6.80%
Energy Assistance - LIHEAP	41.19%	58.81%	11.12%	51.72%	12.84%	1.72%	2.76%	2.32%	5.17%	12.35%
Energy Assistance - PSE	41.19%	58.81%	7.22%	33.60%	8.34%	1.12%	1.79%	1.51%	38.39%	8.03%
ECEAP	46.20%	53.80%	29.48%	48.33%	4.26%	0.61%	3.34%	2.43%	0.00%	11.55%
ChildReach	52.46%	47.54%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
CAREER	50.00%	50.00%	5.77%	42.31%	25.96%	3.85%	0.96%	2.88%	1.92%	16.35%
Home Repair	32.19%	67.81%	4.62%	90.77%	1.03%	1.54%	0.51%	0.00%	0.00%	1.54%
Weatherization	32.93%	67.07%	2.17%	86.96%	4.35%	0.00%	2.17%	2.17%	0.00%	2.17%

Empowered **INDIVIDUALS**

Healthy **FAMILIES**

Thriving **COMMUNITIES**

HUMAN SERVICES STAFF

Peter Ansara, Human Services Director
Lauren Walker Lee, Community Action Programs Division Manager

CITIZENS ADVISORY BOARD MEMBERS

Sally Porter Smith, Chair	Sherry Martin
Susan Johnson, Vice Chair	Yvonne Starks
Rhonda Brown	Donald Tilley, Jr.
Noemi Cagatin-Porter	Adriane Wilson
Kenneth Delgado	Bryan Yambe
Robin Farris	Nathan Zink

PIERCE COUNTY STAFF

Paulina Kura	Kristin Kenyon	Kari Moore
Aaron Rumph	Brian Sarensen	Amanda Hansen
Margi Rudy	Lynda Buchanan	Dawn Brekke

COMMUNITY PARTNERS

Jessica Brown, Metropolitan Development Council
Robin Corak, Multi-Service Center
Michael Hubner & Laura Benjamin, Puget Sound Regional Council
Kim Tully, Prosperity Partnership Futures Project
Allison Beason, City of Tacoma, Office of Equity and Human Rights
Washington State Community Action Partnership members
Tacoma Pierce County Health Department

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



Pierce County
Human Services

Contact Us

Community Actions Programs Division
3602 Pacific Avenue Suite 200
Tacoma, WA 98418
253-798-4400

piercecounitywa.gov/humanservices

