



# STRATEGIC PLANNING UPDATE

JANUARY 2020

## MISSION

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

## VISION

Empowered individuals, healthy families and thriving communities



**Value 1**  
Trust



**Value 2**  
Team



**Value 3**  
Transparency

# STRATEGIC PRIORITIES

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The goals, objectives and strategies for our five-year strategic plan are organized into three priority areas:

## Meeting Community Needs

- How we can support thriving communities across Pierce County at the highest level

## Serving Community Members

- The role we intend to play in the community and the experience community members can expect to have when they engage with us

## Working Together for Impact

- The approach we take to ensuring our workplace and services are high quality, respectful and achieve positive outcomes

# 2019 STRATEGIC PLAN HIGHLIGHTS

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1. Enhanced education, outreach activities and services by using social media channels to connect with Pierce County residents
2. Improved the design and accessibility of our website and publications, and created new advertising materials to increase awareness of our services and reach a more broad and diverse audience
3. Developed new partnerships, including one with 'A Way Home Washington' Anchor Communities to lead the way to end youth homelessness by 2022
4. Created opportunities for staff to network across divisions and promote collaboration by continuing quarterly Story Corps and other employee events

# 2019 HS ACCOMPLISHMENTS

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Provided case management and nursing services to more than 7,081 seniors and individuals with disabilities participating in Medicaid-funded, in-home care programs



Funded 114,077 congregate meals and 103,115 home-delivered meals to seniors and individuals with disabilities



Participated in over 200 community events that reached an estimated 10,000 individuals



Distributed over \$5 million in Federal Community Development Block Grant funds to capital projects benefiting low-income residents with severe disabilities, low-income homeowners, and people experiencing homelessness



Assisted 832 individuals with developmental disabilities through Supported Employment Services; of those, 587 worked in a job earning minimum wage or higher.



Provided 17,359 trips to people in rural Pierce County through the Beyond the Borders and Special Needs Transportation programs who are seniors, have a disability, are low-income, or are youth ages 12 to 17.



Distributed \$14 million in federal, state, and local funding to 17 agencies that provide outreach, diversion, emergency shelter, transitional housing, rapid rehousing and permanent supportive housing services to over 5,300 households in Pierce County



Registered 107 new clients for assistance and managed a total of 3,093 active client files



Provided \$492,958 in relief assistance for Veterans and \$48,220 for the Incarcerated Veterans Program

# NEW 2020 INITIATIVES

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## **Affordable Housing**

- Collaborate to create a plan for the new revenue stream, Affordable and Supportive Housing Sales Tax set-aside (HB 1406). The goal is to maximize additional private and public sector resources.

## **Veterans Resource Center**

- Expand services to Veterans and connect Veterans with resources and resources with Veterans. Pierce County will create a single location where Veterans can access abundant and diverse resources.

## **Anchor Communities Initiative**

- Lead efforts to end youth and young adult homelessness by December 2022.





## **NEW 2020 INITIATIVES**

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### **Birth to 25 Advisory Board (B-25)**

- Staff the board to propose a long-range plan with policy, systems, and environmental change recommendations to ensure the successful development of infants, children, youth and young adults ages birth to 25.

### **Behavioral Health System**

- Continue building a strong system that responds to Pierce County's behavioral health crisis.


### **Human Services Study (E3)**


- Evaluate recommendations of the 2019 study of the Human Services (HS) Department. Engage, elevate and evolve to bring HS to the next level.

# CONTACT US

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## **SOUNDVIEW BUILDING**

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## **AGING & DISABILITY RESOURCE CENTER**

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 [pierceADRC.org](http://pierceADRC.org)