



# 2023 YEAR IN REVIEW

Pierce County Human Services



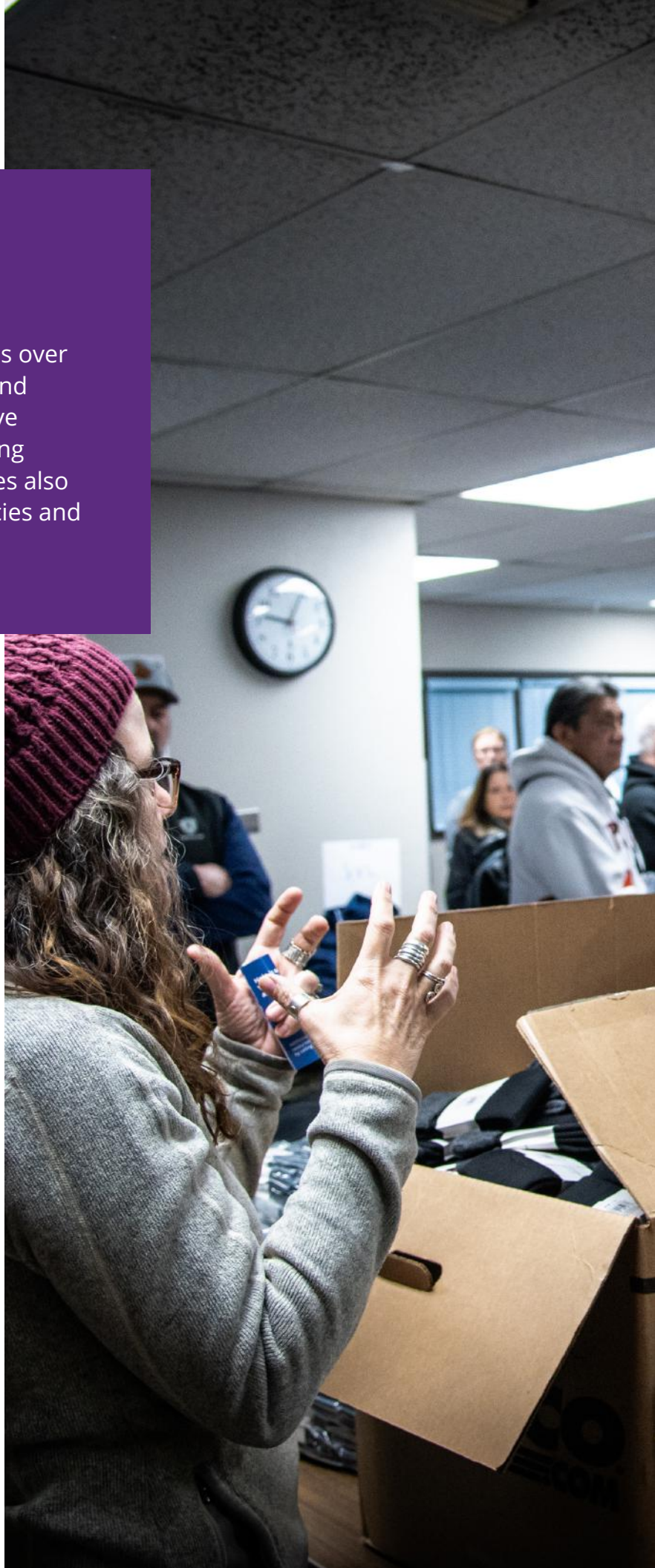
## A Year's Overview

# 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.

## Table of Contents

Advancing Equity .....	pg. <b>3</b>
Aging and Disability Resources .....	pg. <b>4</b>
Behavioral Health .....	pg. <b>5</b>
Community Action Programs .....	pg. <b>6</b>
Community Services .....	pg. <b>7</b>
Developmental Disabilities .....	pg. <b>8</b>
SSHA <sup>3</sup> P .....	pg. <b>9</b>
Veterans Assistance .....	pg. <b>10</b>
Washington State University .....	pg. <b>11</b>
Extension	





## 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 & 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 [Aging and Disability Resource Center \(ADRC\)](#) is a program of ADR and serves as the front-door to the local LTSS delivery system, providing unbiased information, community outreach / education, help accessing services and person-centered care planning. Programs include support for senior centers, congregate nutrition, home-delivered meals and more.



## HIGHLIGHTS

**5,825**

Case management clients

**98.88%**

Of seniors remaining at home

**286**

Outreach events

**10,089**

Calls answered

**19,400**

Participants in ADRC outreach events

**2,789**

Seniors used farmers market program cards



# BEHAVIORAL HEALTH

Promoting mental wellness and providing effective behavioral health services

## HIGHLIGHTS

**25,607**

Clients served

**1,578**

Mobile Community Intervention and Response Team (MCIRT) clients served

**4,117**

Hours of MCIRT service

Pierce County Human Services **Behavioral Health** division improves behavioral health in Pierce County by funding effective, fiscally responsible programs and advocating for access to treatment for all residents.

2023 marked the second full year of funds available from the 1/10 of 1% behavioral health sales tax. Programs funded by our Behavioral Health division served over 25,000 individuals through a variety of services including school-based therapy, teen mental health trainings, and Pierce County Therapeutic Courts.

2024-2025 contracts for the behavioral health sales tax were awarded at the end of 2023. 60 applications were submitted, and 28 were awarded funding. 20 of those successful applications were previously funded under the behavioral health tax.





# COMMUNITY ACTION PROGRAMS

Collaborates with local community organizations and community members to support our neighbors facing poverty

## HIGHLIGHTS

**4,165**

Households who received energy assistance

**99**

Minor home repair projects completed

**40**

Households helped through weatherization projects

**289**

Children aged three or four years old served through the Early Childhood Education and Assistance Program

**67.80%**

Of children participating in ECEAP meeting or exceeding in literacy

**97**

Developmental screenings provided to tribal children aged 0-6 through the ChildReach program at the Chief Leschi school



The Community Action Partnership is a national hub that links the nation's 1,000+ Community Action Agencies, including Pierce County Human Services, to each other – and to leaders looking for solutions that connect Americans to greater opportunity. Services include home repair, home weatherization, energy assistance, and early education.

This year, three staff members became Poverty Coaches, learning about different types of poverty, effective communication with people experiencing poverty, and how to coach others to take a poverty-informed approach.

**Community Action Programs** worked with our communications team to create an online application tool which is posted on our [website](#). Community members can use this tool to determine if they qualify for any of our programs.



# COMMUNITY SERVICES

Facilitates a variety of programs that serve our community's needs

## HIGHLIGHTS

**10,500**

Clients served as part of our homelessness response

**393**

Homeless veterans regained housing

**178**

Affordable housing units funded

**22,000**

Rides provided through the Beyond the Borders program

**624**

Clients helped through the Beyond the Borders program

**13,500**

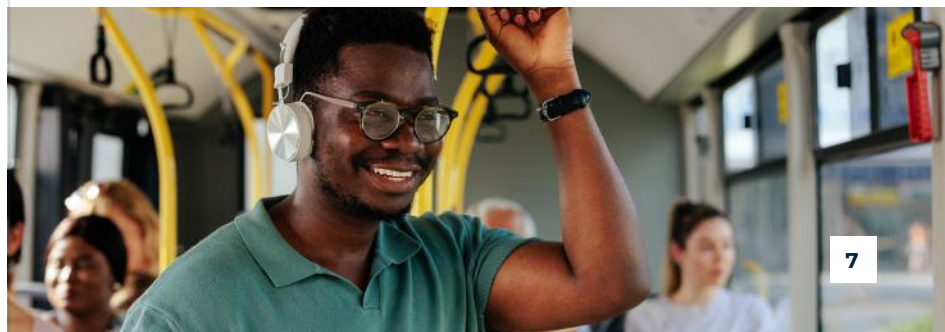
Unincorporated youths that received youth violence prevention services

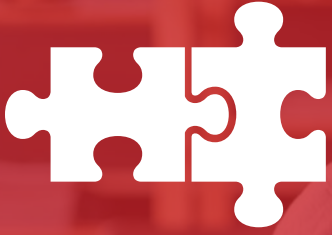
**Community Services** supports homeless services, special needs transportation, and affordable housing in Pierce County. 2023 highlights include:

- Closed on eight capital projects that added 847 new rental units.
- Just over \$24.15 million dollars was loaned/contracted in 2023.
- Contracted \$7.7 million dollars for capital investment into shelter projects that create an additional 149 shelter beds in the system.
- Secured site control on a property in Frederickson owned by the Department of Natural Resources to develop workforce homeownership housing.
- Passage of [Maureen Howard](#)

[Affordable Housing Act](#) and drafting of the [plan for the expenditure and implementation](#) of those dollars.

- 9,970 homeless clients served by the homeless crisis response system; 19,421 total clients served by the homeless crisis response system.
- 1,575 homeless clients exited the homeless crisis response system to permanent housing.
- 22,000 rides were provided by the Beyond the Borders program, helping eligible riders in east and south Pierce County who are located outside of Pierce Transit service areas to access public transit, medical services, employment, and shopping.





# DEVELOPMENTAL DISABILITIES

Providing critical supports for individuals and families

**Employment and Community Inclusion Services** provided Job Coaching and Retention support for 631 participants who worked in community-based employment settings earning minimum wage or higher; 87 of these individuals started new jobs during the year. In addition, the division provided 188 individuals with Discovery, Assessment, Job Preparation and Job Development support as part of their pathway to employment, and 153 individuals received Community Inclusion services. The **School to Work** program supported 72% of participating transition students to obtain a job.

The **Early Support for Infants and Toddlers (ESIT)** program responded to 2,189 new referrals and provided developmental therapy and educational services to 2,805 infants and toddlers in their homes, childcare, or community-based settings.



**Community Information and Education** provided supports to increase individuals' ability to know about and access disability supports that meet their needs including providing individual support to apply for Developmental Disability Administration (DDA) at 9 DDA and school partnership events, participation in 25 resource fairs, facilitating 14 interagency network meetings to improve coordination across systems, and offering a full day professional conference for youth to learn about paths to employment and higher education.

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## HIGHLIGHTS

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**631**

Participants received job coaching and retention support

**188**

Individuals provided with discovery, assessment, job preparation and job development support

**153**

Individuals received Community Inclusion services

**2,189**

New referrals for Early Support for Infants and Toddlers program

**2,805**

Infants and toddlers received developmental therapy and educational services

**25**

Resource fairs participated in by Community Information and Education



# SSHA<sup>3</sup>P

Working together to create and preserve affordable, attainable, and accessible housing throughout our communities

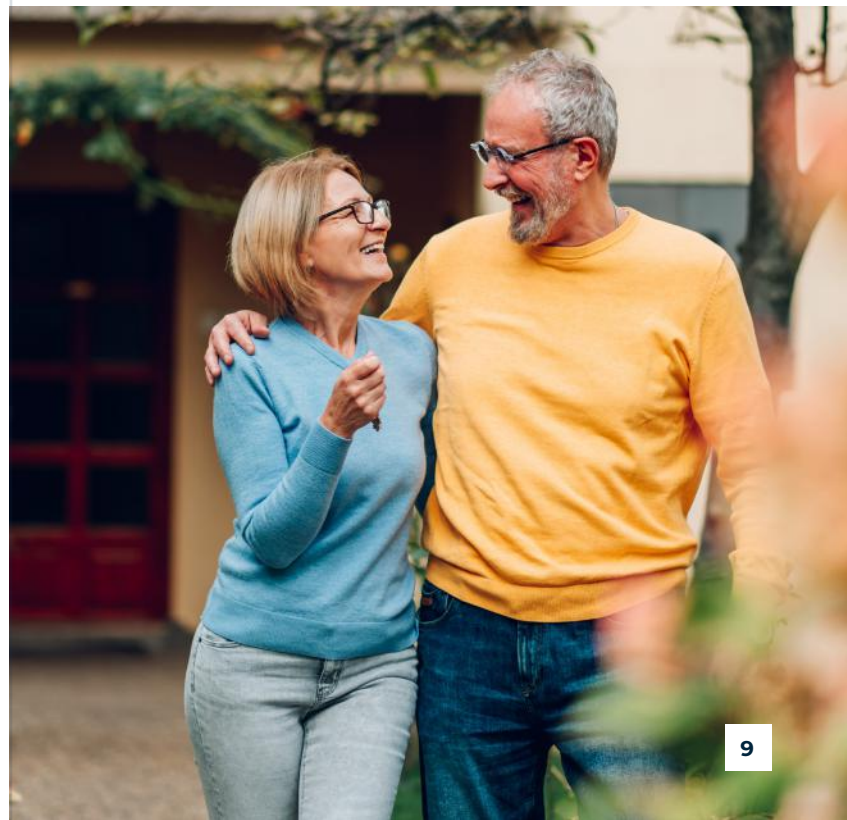
SSHA<sup>3</sup>P has an established common goal to ensure the availability of housing that meets the needs of residents and workers at all income levels in Pierce County, and to complement the efforts of local government and existing public and private organizations to address housing needs in Pierce County.

During the 2024 State Legislative Session, **South Sound Housing Affordability Partners (SSHA<sup>3</sup>P)** staff worked to advance capital budget funding for member government priority projects, with 3 of 4 projects funded, and more than \$20 million directly appropriated to support affordable housing development in Pierce County. SSHA<sup>3</sup>P staff also worked with the Legislature to increase local government capacity to provide funds for affordable housing and services through SB 5604. To ensure transparency and accountability, SSHA<sup>3</sup>P staff developed and distributed weekly hot sheets on legislative activity.

SSHA<sup>3</sup>P staff collaborated with the Pierce County Assessor-Treasurer's Office, Pierce County Human Services, and other community service providers to hold a series of six property tax exemption seminars around the county where low-income seniors and people with disabilities were able to learn about the exemptions and other community resources. These seminars resulted in the group receiving the prestigious Pierce

County Standing Ovation Award, which recognizes excellence in effective government service.

SSHA<sup>3</sup>P established its Advisory Board and appointed 19 community members to support the Executive Board's work with subject matter expertise and lived experience. Read the [SSHA<sup>3</sup>P Annual Report](#).





# VETERANS ASSISTANCE

Supporting our veterans and their families' wellbeing

## HIGHLIGHTS

**1,243**

Indigent veterans received emergency relief vouchers

**\$976,000**

Issued to indigent veterans in the form of emergency relief vouchers

**7,040**

Calls received by the Veteran Resource Center

**4,084**

Referrals provided to veterans by the Veterans Resource Center

**1,461**

Emergency relief vouchers provided to eligible clients



With guidance from the Veterans Advisory Board, the Pierce County **Veterans** program administers the Veterans Assistance Fund and Veteran Resource Center to provide services to help veterans and their families improve their wellbeing. This program offers emergency assistance with food, rent, utilities, medical and burial.

Pierce County is also home to the [Veterans Resource Center](#), a one-stop shop for veterans assistance and connection to resources and benefits through the Department of Veterans Affairs (VA).



# WASHINGTON STATE UNIVERSITY EXTENSION

Bringing depth and expertise to our community

## HIGHLIGHTS

**5,059**

Participants in the SNAP-Ed program

**102**

Families participated in EFNEP

**98.8%**

Of low-income families served improved their diet through EFNEP

**645**

Adult 4-H volunteers

**325**

Youth 4-H volunteers

**25,800**

Hours of Master Gardener volunteers

**WSU Extension** is a committed partner in Pierce County. With faculty-led programming in health and wellness, 4-H / positive youth development, agriculture and natural resources, we provide leadership in the urban Puget Sound, the state and the nation.





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