

**CITY OF RENTON
HUMAN SERVICES AGREEMENT
2011 SERVICE REPORT**

Agency Information

	Senior Services	206.727.6255
	2208 2 nd Avenue, Suite 100	206.748.7579 (fax)
	Seattle, WA 98121	
Contact	Cindy Zwart	Title: Program Manager

Contract Information Contract Amount: \$26,620 Program Name: Volunteer Transportation
 Description of Services to be provided: The Senior Services Volunteer Transportation program helps meet the transportation needs of frail, lower-income seniors by providing personalized, escorted, free transportation services.

Reporting Information

Report for: 1st Qtr, January-March 2nd Qtr, April-June Date Submitted 7/7/11
 3rd Qtr, July-September 4th Qtr, October-December

Service Unit Description	All Funding Sources														
	Total Projected Annual Units			1 st Quarter			2 nd Quarter			3 rd Quarter			4 th Quarter		
Service Unit/Performance Measure	Undup Clients	Miles	One Way Trips	Undup Clients	Miles	One Way Trips	Undup Clients	Miles	One Way Trips	Undup Clients	Miles	One Way Trips	Undup Clients	Miles	One Way Trips
Auburn	50	8,929	340	38	6592.9	247	17	5437.6	264						
Burien	95	10,000	3,000	64	2489	628	26	3133	869						
Des Moines	75	16,500	3,500	46	3303	711	21	3628	763						
Renton	100	25,000	2,100	48	5080.1	390	24	6470.4	669						
SeaTac	24	4,464	243	18	1330.5	85	5	1403.5	77						
Tukwila	15	2,000	110	5	667.5	38	7	979.3	58						
Burien Vol. Hours	Goal 1,355			Actual: 345.33			Actual: 406.25			Actual			Actual		
Des Moines Vol. Hours	Goal 1,500			Actual: 403.75			Actual: 417.08								



Second Quarter Narrative Report

We are excited and pleased to report that Senior Services' Transportation Program was selected as a Beverly Foundation **2011 STAR Award for Excellence winner**. The award includes a cash prize of \$20,000. The Beverly Foundation received STAR Award applications from 281 senior transportation services in 47 states. The Foundation, headquartered in Albuquerque, New Mexico is a non-profit operating foundation that undertakes research, technical materials development, assistance, and program recognition to encourage and facilitate mobility and transportation for older adults. This is the 12th year the Beverly Foundation has conducted its annual STAR Awards, chosen by a committee of experts in aging and transportation.

As indicated in our last quarter's report, the King County Mobility Coalition received a \$20,000 grant from the National Center on Senior Transportation to develop culturally and ethnically appropriate transportation resource information for refugee and immigrant elders in King County. Senior Services is the lead agency. We developed a Facilitator's Guide and convened nine community conversations with Russian, Ukrainian, Ethiopian, Eritrean, Burmese, Bhutanese and Somali elders to collect baseline data on their knowledge and use of existing transportation resources in King County as well as ideas for increasing access to transportation, including culturally and ethnically relevant outreach strategies. We are planning a Transportation Summit to be held on July 27th which will use the results of the focus groups to develop an action plan with priorities, strategies and implementation timeline.

During the second quarter, Senior Services' Transportation Program also accomplished the following:

- Sent press releases to community newspapers throughout King County
- Sent press release to the UW Retirement Association Digest
- Sent PSA's to all major radio stations serving King County and KEXP played our recruitment ad
- Posted on Facebook and other online recruitment sites, including United Way, Craig's List and Volunteer Match
- Attended monthly meetings of the Puget Sound Regional Council Special Needs Transportation Committee and King County Mobility Coalition
- Participated in Seattle Transit Master Plan Advisory Group meetings
- Participated in the following resource/health fairs:
 - Four Freedoms Health Fair
 - Shoreline Arts Fest
 - New Older Workplace Fair at Seattle Central Community College
 - Together Center's 14th Annual Eastside Volunteer Fair
 - SeaTac Health and Wellness Fair at Tyee High School
 - American Diabetes Association Expo
 - Golden Care Health Fair at Valley General
 - Veteran's Information Fair



Cinco de Mayo at El Centro de la Raza
Kirkland's 4th Annual Mental Health Fair
Be Well Family Health Fair at Qwest Stadium
Festival Sundiata
Kenyan Community Health Fair
Central Area Senior Center

- Presented at the East King County Transportation Forum, held in Issaquah and sponsored by the Eastside Easy Rider Collaborative
- Met with Representative Cindy Ryu, 32nd Legislative District, to brief her on both Volunteer Transportation and the Hyde Shuttles
- Made presentations at SeaTac City Council meeting and Human Services Advisory Committee meeting
- Attended a meeting of the South King Council of Human Services
- Attended the quarterly networking meeting of Volunteer Driver Program managers
- Did extensive outreach in the City of Renton, including presentations, brochures and flyers at over 40 medical and dental offices.



Increase Senior Citizens Services Act Funding!

Too many of Washington's seniors live on the edge daily,
one bad break away from financial crisis.

- Senior Services is the most comprehensive non-profit serving seniors in the state of Washington.
- Our mission is to promote the emotional, social and physical well-being of older adults.
- Transportation, Information & Assistance, and Caregiver Support programs rely on Senior Citizens Services Act (SCSA) funds. We offer extremely cost-effective solutions to the needs of seniors in our communities.
- We cannot afford to weaken the system now! SCSA saves taxpayer money and provides services to the fastest growing segment of the population, older adults.
- Without these programs, older adults have fewer options for resources and often have no choice but to go into long-term care facilities that cost the state 75 times more than SCSA and nursing home facilities that cost the state 164 times more than SCSA.

Transportation

- 3500 Transportation clients will lose service if SCSA funds are cut.
- 95% of clients surveyed in 2010 reported that using our service helped them remain independent.
- Over 500 community-based volunteers provide rides at a third of the cost of paratransit and offer a higher level of assistance than public transportation.
- We coordinate and collaborate with King County Metro, Puget Sound Regional Council and Sound Transit on special needs transportation.

Information & Assistance

- 8,398 seniors and families will lose service if SCSA funds are cut.
- We help seniors navigate through a fragmented system. Community-based advocates help connect older adults and their families with the services they need to preserve their quality of life.

Caregiver Support

- Over 700 Caregiver Support participants will lose service if the program is cut.
- 90% of caregiving for seniors is done by family members. We provide families with a one-stop-resource-shop so they can make empowered decisions about the care of loved ones and the ability to keep them at home.

2011-2012

Agency: Senior Services
 Program: Volunteer Transportation
 Date: 7/11/2011

Exhibit D
 2011 Demographic Report
 Unduplicated Number of Clients Served*

Client Residence** YEARLY TOTAL

** List all clients served in client residence category & city specific clients in rest of categories.

Algona							
Auburn	55						
Black Diamond	6						
Burien	18						
Covington							
Des Moines	25						
Enumclaw	16						
Federal Way	47						
Kent	110						
Maple Valley	7						
Milton							
Normandy Park							
Pacific							
Renton	72						
SeaTac	23						
Tukwila	12						
Unincorporated King County	133						
OTHER	1000						
TOTAL	1524						
Household Income Level	Auburn	**Burien	**Des Moines	Renton	SeaTac	Tukwila	TOTAL
30% of Median or Below	29			52	14	6	101
50% of Median or Below	20			10	7	4	41
80% of Median or Below	3			7	2	2	14
Above 80% of Median	1						1
Unknown	2			3			5
TOTAL	55	0	0	72	23	12	162
Gender	Auburn	Burien	Des Moines	Renton	SeaTac	Tukwila	TOTAL
Male	12			31	5	2	50
Female	43			41	18	10	112
TOTAL	55	0	0	72	23	12	162
Age	Auburn	Burien	Des Moines	Renton	SeaTac	Tukwila	TOTAL
0 - 4 years							0
5 - 12 years							0
13 - 17 years							0
18 - 34 years							0
35 - 54 years							0
55 - 74 years	21			37	10	6	74
75 + years	34			35	13	6	88
Unknown							0
TOTAL	55	0	0	72	23	12	162
Ethnicity	Auburn	Burien	Des Moines	Renton	SeaTac	Tukwila	TOTAL
Asian/Pacific Islander	3			10	1	1	15
Black/African American	1			4	1	3	9
Hispanic/Latino(a)						1	1
Native American/Alaskan Native						1	1
White/Caucasian	48			46	19	6	119
Other	3			12	2		17
Unknown							0
TOTAL	55	0	0	72	23	12	162
Female (single parent) Headed Household							0
Disabling Condition	38			52	17	9	116
Limited English Speaking	4			26	2		32

* unduplicated means count each client only once per calendar year

** We do not collect demographic information for Des Moines or Burien Hyde Shuttle Clients

City of Renton
 2011 Outcomes
 2nd Quarter Report

Agency: Senior Services

Program: Volunteer Transportation

Renton Result Addressed: (check applicable Result)

- #1 All children and youth are ready for educational success, work and life.
- #2 Individuals have adequate clothing, food, housing, and healthcare.
- #3 All individuals become as self-sufficient as possible.
- #4 Residents know about domestic violence and how to keep safe.
- #5 All residents are proactive to issues of sexual assault and sexual violence.
- #6 All residents are healthy and safe,
- #7 All residents identify with and contribute to their community.
- #8 End homelessness in Renton.
- #9 Connect people to services.

Outcome	Indicator	Data Collection Method
1. Increased ability of seniors to access medical appointments	95% of clients report that after using Volunteer Transportation, getting to their medical appointments is easier	Written Survey
2. Increased ability of seniors to maintain their independence	95% of clients report that using the Volunteer Transportation program helps them to remain independent	Written Survey

Please be sure to provide a target percentage in your indicator. Examples:

- 75% of households receiving rent assistance remain housed 6 months after receiving assistance.
- 90% of callers received new information.