

2023-2025 WSDOT Consolidated Grant Regional Priority Ranking for PSRC Region: Project Sponsor Follow-Up Questions

Sponsor: Pierce County Human Services

Project Title: Beyond the Borders

Question #1: Please provide additional details regarding your plan to serve people with limited English proficiency.

Answer #1: We have a very good approach of providing care to this population. Intakes are done in a couple of ways.

1. United Way- 211 has multiple languages to navigate on their website to assist with language barriers, please see attached website United Way of Pierce County | (uwpc.org) and has live operators to assist. Any deaf/ hard of hearing clients can navigate to services by using the 211 or Pierce County websites Beyond The Borders | Pierce County, WA - Official Website (piercecountywa.gov).

2. Through our contractors- each contractor is required to have a Limited English Proficiency policy per our Human Services contract agreement. Please see attached policies for each of the current providers. The contractors go above and beyond to support these clients.

Clients that are blind would most likely be given to Envoy that conducts companion rides, and the client would continue to get the same driver to perform the service majority of the time unless circumstances dictate the normal driver cannot conduct the ride. This builds a relationship and trust for this client [Companion driver saves life of her client during medical emergency | KTVL](#) (please see one of my Spanaway riders that is blind). Human Services has a great staff that has over fifty different speaking nationalities in my department. If all else fails, my department is a huge resource. My department has the Aging and Disability, Developmental Disabilities, ECEAP, Homeless, Veteran's, and several other teams in my department that serve limited English clients. Even though Limited English Proficiency is a barrier, our department and partners will not let this barrier stop us from serving the client. We have resources, systems, and personnel to make things work.

Question #2: What percentage of people you currently serve have limited English proficiency?

Answer #2: We do have clients that fit these criteria. I know that the driver I did monitoring with last week talked about her blind rider, and I know of another with the client story that was submitted above. We will serve them all if they are in my area of operation. I don't have a percentage, but I know they do and will be served.
