



Hopelink Mobility Management:

Introduction to Programs

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Vision: A Community free of poverty

2021 marks 50 years of serving low-income families, children, seniors and people with disabilities.

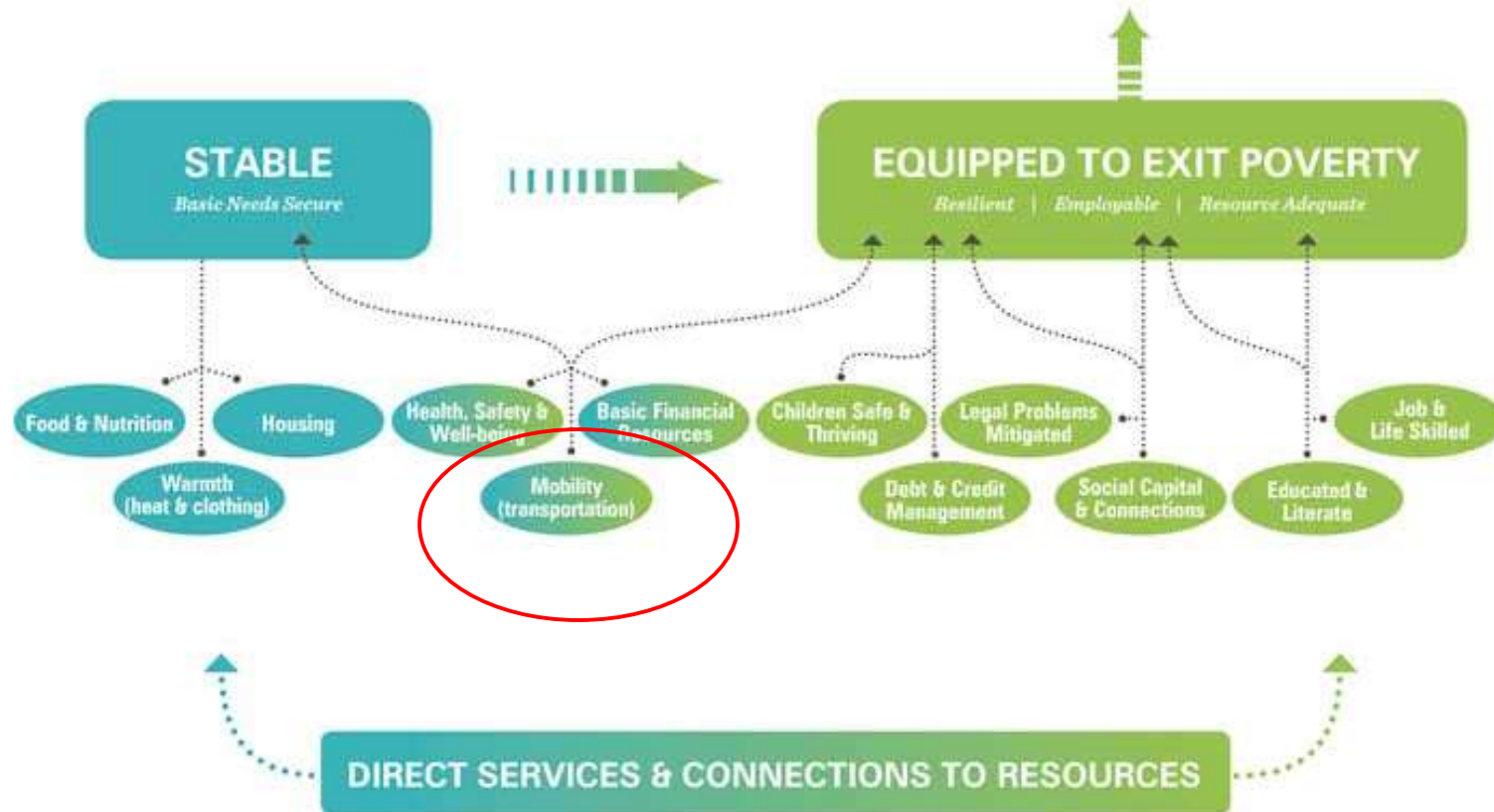
We assist more than 65,000 community members each year.



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Hopelink's Theory of Change



The Current State of Transportation



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Mobility Management

1. Provide travel education and resources to build awareness of existing transportation options;
2. Support the coordination of special needs transportation through cross-sector collaborations; and
3. Gather data and needs assessment to advocate for improved services.

Mobility Education and Outreach



Targeted outreach that shows the end user that transportation is a resource and not a barrier



Currently undergoing a re-brand to elevate and reframe our programming



We take a multi pronged approach to outreach that allows the end-user to get the services they need

Core Programs

Travel Ambassador

Designed for social service agencies, medical providers, and community organizations in order to provide travel resources for their employees.

Tailored trainings to meet the needs of the clients they serve

Getting Around Puget Sound

Connects King County residents with information about travel options, increasing independence and mobility.

Public Transit Orientation

A program that offers free guided excursions on public transportation in the Puget Sound area for groups unfamiliar with transportation system.

Currently Suspended

Transportation Resources Line



The transportation resource line is a way to help our community better understand their transportation options



Available Monday – Friday, 9:00 am – 4:00 pm



Client, case worker, or staff support can call and determine low-cost options, individualized trip plans, and alternative services



Contact information: 425.943.6760 or mobility@hopelink.org

COVID Vaccine Response: King County COVID Vaccine Mobility Task Force

Mission: Ensure transportation is not a barrier to obtaining the COVID-19 vaccine.

Goals:

1. Ensure **equity** in service delivery and outreach, specifically for most impacted communities.
2. **Coordinate** and **optimize** transportation options
3. Support **safety** of drivers and riders
4. **Minimize the impact** of vaccine transportation on other services
5. Identify funding and **resources** to expand options

*Coordinated Vaccine Transportation Helpline
and Find A Ride Updates*

What is the Helpline?

A one-stop-shop for finding free transportation support to and from vaccine appointments in King County. Individuals, caregivers, caseworkers, medical professionals, vaccine schedulers, etc., can receive individualized support for themselves or the rider they are helping.

Launched March 8th 2021

Staffed by Hopelink Mobility Management

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Details of Operation

Current Hours of Operation: Monday – Friday, 8:30 am – 4:00 pm

Phone Number: 425-943-6706

Language Assistance: 425-943-6706, Press 5, and state your language. (Staff is bilingual English/Spanish)

Intake Form: <https://bit.ly/3rcuoIK>

Who is operating the service?

The Hopelink Mobility Management Team operates this service in partnership with the Regional Alliance for Resilient and Equitable Transportation and the King County COVID Vaccine Mobility Task Force.

The success of this Helpline is because of the incredible partnerships that were created. This includes [Sound Generations](#) (Hyde Shuttle & Volunteer Driver Program), [Catholic Community Services of Western Washington](#) (King County Volunteer Services), [King County Metro](#) (Access, Community Van, Crossroads Connect, Via to Transit), [Snoqualmie Valley Transportation](#), [Northshore Senior Center](#), [Puget Sound Educational Service District](#), [Hopelink's Non-Emergency Medical Transportation](#), [Lyft](#), and [Uber](#). These partners have stepped up to provide access to transportation to vaccine appointments and provided them at no cost.

Who is eligible?

This program is targeted to serve BIPOC Communities, Seniors, Immigrants, Refugees, Low-income individuals, Individuals with Disabilities, and limited English proficiency or anyone with challenges getting to their vaccine appointment.

We can provide transportation resources to anyone who calls, regardless of eligibility. However, for vaccine trips we often refer to specialized transportation providers who may have eligibility requirements of their own.

Our team will do everything they can to secure you or your client a ride, but we cannot guarantee a specific type of ride. The more advanced notice we have before the vaccine date, the more options we have to fulfill the ride.

When should this service be used?

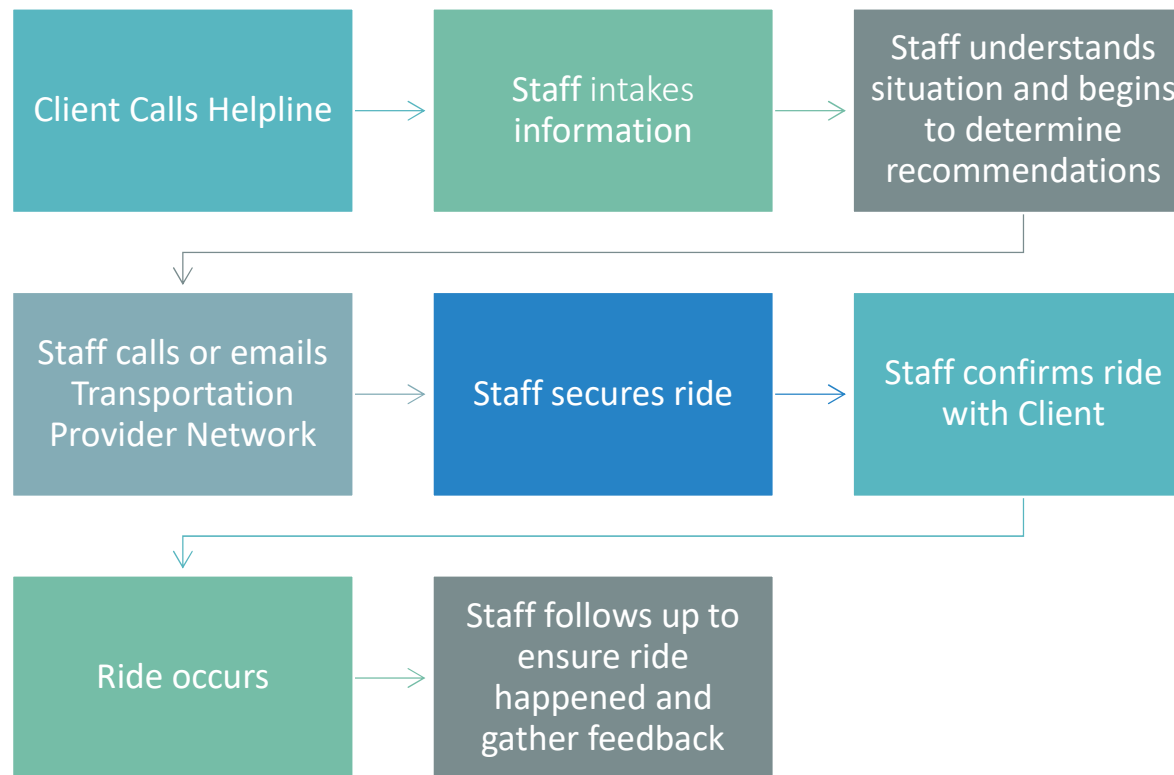
Please reach out as soon as you know when you would like to go to a vaccine clinic. We are happy to assist to the best of our ability but the more advanced notice that we can have, the better we are able to assist.

For specialized services, we request 3 -5 days notice to find the best service.

If individual is ok with Uber or Lyft type service, then we can assist with same-day requests. We just ask for 60 minutes lead time to complete the request.

There is no cost to call us and explore your options. And thanks to generous partnerships, we can fulfill rides without a cost to the end-user.

How does the Helpline Work?

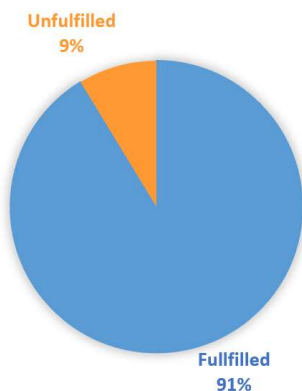


Date: 5/11/2021

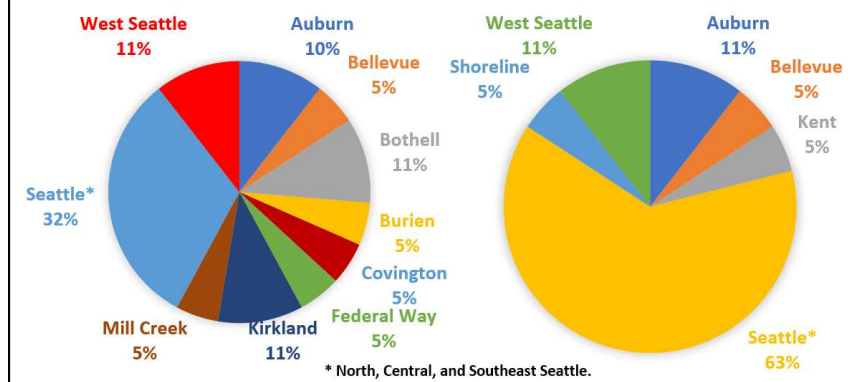
COORDINATED VACCINE TRANSPORTATION HELPLINE DASHBOARD

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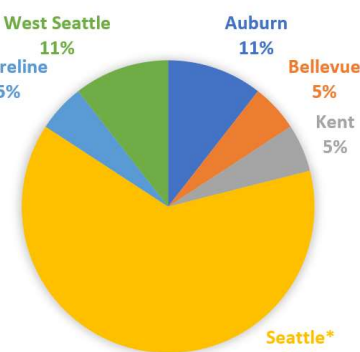
HELPLINE SUCCESS



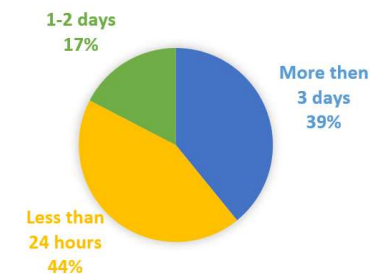
ORIGIN CITY



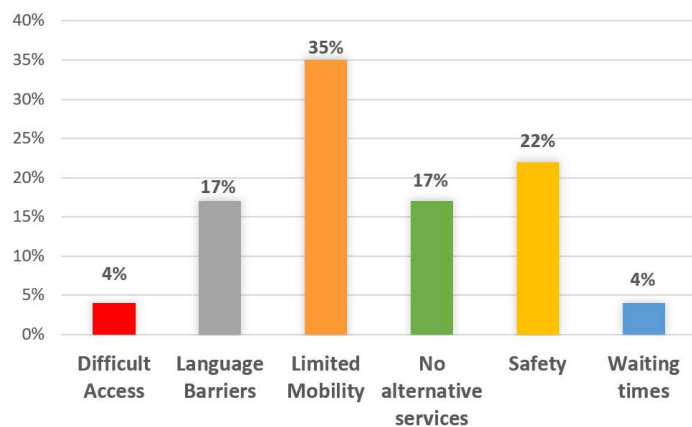
DESTINATION CITY



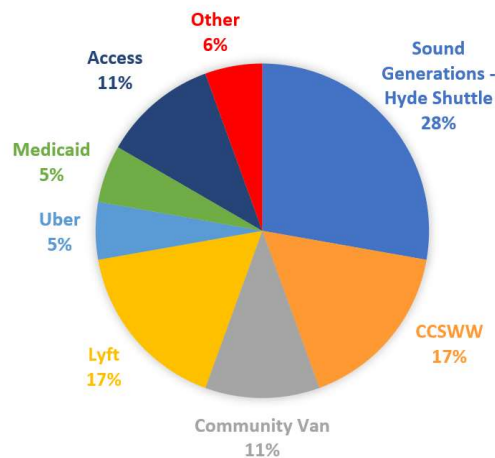
INQUIRY PRIOR TO APPOINTMENT



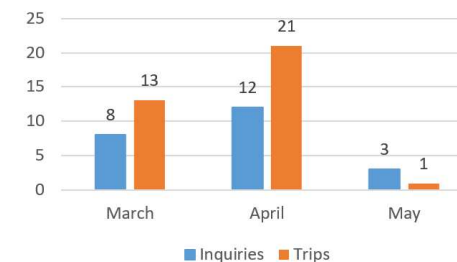
CLIENT'S MAIN CONCERNS



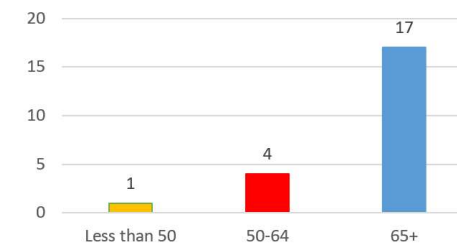
BOOKED PROVIDERS



DATA PER MONTH



AGE RANGE



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Find A Ride

www.findaride.org

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Thank you!

Questions?

Sara Sisco

Program Manager – Hopelink Mobility Education & Outreach
ssisco@hopelink.org

Staci Sahoo

Director – Hopelink Mobility Management
ssahoo@hopelink.org

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