



## **MEETING NOTES**

January 13, 2020

On Phone: Dave Waggoner (King County Veterans Consortium), Dorene Cornwell, Jon Morrison Winters (ADS), Lindsey Greto (King County Metro), Megumi Tanaka, Meredith Fane (Seattle Cancer Care Alliance), Penny Lara (King County Metro), and Sam Nigh (SHAG)

In Person: Sara Sisco (Hopelink)

Staff Support: Cassidy Giampetro and Staci Haber

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## **WORKGROUP UPDATES**

The meeting began at 1 PM. All attendees provided introductions.

The King County Mobility Coalition was able to work with Inclusive Planning grantors, the Community Transportation Association of America, to secure funding for a Community Transportation Navigators pilot lasting to June 2020. This extension will allow Navigators to be compensated in installments.

Along with evaluating and answering remaining questions about the Community Transportation Navigators Operations Manual, a key goal of this meeting is to establish involvement beyond January.

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## **REVIEW AND DISCUSS: OPERATIONS MANUAL FOR CTN PILOT + REMAINING QUESTIONS**

The group reviewed an early draft of the Community Transportation Navigators Operations Manual by going through each activity. Please reference the Operations Manual for a more detailed breakdown of activity, remaining questions, assumptions, and scalability.

Coming out of this version of the Operations Manual, the core structure of the pilot is that King County Mobility Coalition will partner with agencies that have existing relationships with the Coalition to recruit and train Navigators. Beyond this, critical remaining questions for the pilot include:

- What are a Navigator's responsibilities? What is their expected workload?
  - Is the program flexible and on-demand, respondent to need, or are Navigators held to a certain amount of work per week?
- What are our performance metrics?
- What does our compensation look like?

The above questions were emphasized to attendees as being most important to develop during the meeting.

The following is the list of activity headers as described in the Operations Manual, including the conversation that occurred when evaluating each activity during the meeting:



### Pilot Partnerships

For the purposes of this time-limited pilot, the King County Mobility Coalition will be working with agencies that are already familiar with KCMC work. This will allow the planning and coordination of the pilot to progress more quickly, allowing Navigators to have more time on-the-ground. Many partners that house parallel navigator models were made aware of the Community Transportation Navigators project during interviews, but not all potential partners were interviewed.

During this discussion, Penny mentioned that King County Metro's Public Transit Educators would be a great partner to participate with this pilot.

### Program Support

No feedback was given.

### Program Structure

This activity speaks to one of the core remaining questions of what a Navigator's responsibilities should be.

Attendees shared that there is value in testing out different levels of flexibility among the various partners we will work with. This pilot gives us the opportunity to see what structure will work better -- something more reliable and routine versus flexibility to perform outreach on-demand -- or what balance of both work best.

Attendees also suggested the potential for Navigators to assist on a project-basis to address upcoming needs; for example, King County Metro's North Eastside Mobility Project that will bring service changes in March. The assumption is that Metro may not have project needs to sustain a Navigator program consistently on their own, but if all transportation providers leveraged the Navigator "network", these Navigators would have more consistent hours throughout the year.

### Coordination

When reviewing this activity, attendees repeated a need for coordination to be a large part of the CTN structure. They envision Navigators working within a network that receives and distributes transportation information, taking the skills and knowledge they learn from this program to spread amongst their housing agencies. Attendees cited monthly (or eventually quarterly) meetings as an important way to sustain this coordination.

### Criteria

Attendees reiterated that Navigators should be able to speak best on what a community needs to support the most effective methods of outreach.

When asked about what populations are a priority to reach for this pilot, attendees offered multiple suggestions on both populations and agencies to work with:



- Populations with intersectional identities, like those represented by the Open Doors for Multicultural Families organization
- Those representing the DeafBlind community
- The Department of Vocational Rehab and Department of Services for the Blind
- Independent contractors under United Blind of Seattle
- Refugee populations in South King County
- The existing Public Transit Educators from King County Metro

#### Recruitment

No feedback was given.

#### Training

No feedback was given.

#### Role Development

No feedback was given.

#### Performance Metrics

No feedback was given.

#### Compensation

Attendees recommend that it may be more valuable to first develop an idea of the kind of work Navigators are expected to do, and then hold them to this expectation rather than a set hourly rate. For the pilot, Navigators would receive a lump sum that's would roughly equate to \$25/hr for the X number of hours over the course of the pilot.

An attendee wondered if any kind of reporting would be involved in monitoring the work of Navigators; while developing reporting standards has not be discussed at this point, it is important to both hold Navigators accountable to some reporting monitoring and performance metrics beyond an honors system, but also not require excessive paperwork that may be a barrier to participation.

Attendees also debated the value in providing a uniform rate amongst all Navigators versus compensating for special or additional services performed.

There are still many remaining questions to be investigated. To provide feedback on the Operations Manual or any additional insight, please contact Cassidy Giampetro at [CGiampetro@hopelink.org](mailto:CGiampetro@hopelink.org).

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### **PARTNERSHIPS AND NEXT STEPS**

During the discussion, attendees suggested priority populations and partnerships for the pilot. Next steps include working with organizations that represent these populations to explore collaboration.



With the Community Transportation Navigators pilot emerging, so did the idea of an extended Community Transportation Navigators “Oversight” group that continues to convene and receive updates on the program. KCMC staff support asked attendees how they felt about this, with those still on the call agreeing to future involvement. KCMC staff will reiterate this point in follow-ups but will likely follow an “opt-out” procedure when communicating with this Workgroup on the progressing pilot.

Next steps include:

- Finalizing the Operations Manual
- Finalize job description and metrics
- Begin reaching out to potential partnering agencies
- Establish “Community Transportation Navigators” oversight group

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#### **ACTION ITEMS**

- Cassidy will send attendees a link for satisfaction survey.
- Cassidy will begin working on next steps listed in section above for pilot.
- Attendees will communicate with KCMC staff if they do not wish to be involved in the pilot process.
- Staci will work with Penny to see how the Community Transportation Navigators pilot can work with King County Metro’s Public Transit Educators and their independent contractors’ agreement.

#### **NEXT MEETING**

Date and time TBD; continued workgroup support will need to be established beyond January.

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#### **CONTACT**

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