



## **MEETING NOTES**

December 5, 2019

Attendees: Megumi Tanaka, Meredith Fane (Seattle Cancer Care Alliance), Sam Nigh (SHAG), Sara Sisco (Hopelink)

On Phone: Jon Morrison Winters (ADS) and Ray Krueger

Staff Support: Cassidy Giampetro and Janie Walzer

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## **WORKGROUP UPDATES**

The meeting began at 3 PM. All attendees provided introductions.

The Inclusive Planning Grant has been extended one month. The end date for this round of funding is now January 31<sup>st</sup>, 2020. This will give staff support some extra time to finalize documents.

The purpose of this meeting is to communicate the findings of the Vida Agency and discuss next steps.

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## **UPDATE & DISCUSSION: THE VIDA AGENCY REPORT**

Cassidy shared The Vida Agency's core findings with the workgroup. Some high-level take-aways from their interviews include:

- Trust needs to be in all levels of the program between the community, the housing organization, and the navigators themselves.
- Navigators need to be able to speak to the specialized needs of each unique community in the region, especially for the communities not typically reached by our outreach efforts
- Navigators need to be recruited from within the community to ensure trust.
- Make sure the people we are training (future navigators) are educated in the transportation options of the region.

The Vida Agency conducted a final interview with Spanish speakers on Monday, 12/9, and will update their report with findings from that conversation. If any one has feedback on the report for the Vida Agency, Hopelink staff support can pass it on to them.

Discussion of the report revolved around how navigators can work with intersecting populations, i.e., older adults who are also individuals with limited English proficiency. Folks aren't always in just one box. To address this issue the workgroup proposed creating a contact database of transportation navigators and their communities that people can use to connect clients to a culturally appropriate navigator. Further, two navigators could also work together to help a client that has intersecting identities.

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## **DISCUSSION: NAVIGATOR MODEL INTERVIEWS**



Over the past month, staff support has conducted interviews with other agencies that operate peer training models. Cassidy gave an overview of these conversations (can be seen in the slide deck). There were a lot of similarities in the programs, such as:

- There is a need to meaningfully compensate for navigators' time and keep people engaged in the program, i.e., pay \$20-\$50/hour for navigators.
- Many programs were created inside of already formed agencies, so they already had contacts who they looked to them to help identify navigators

City of Seattle's Department of Neighborhoods' training for their navigators enables them to be able to connect with the public, empathize, and build connections. When creating a training program for Community Transportation Navigators we should look towards their training for guidance.

Continuing training was dependent on how often the group of navigators met. Programs with more regular meetings had more frequent trainings. It was a common theme to trust the workers that they know how to communicate with their community. They need the tools and the training from the housing agency, but then navigators should be trusted to decide how to communicate that information to the public.

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#### **DISCUSSION: FINDINGS AND CTN DESIGN**

The group briefly discussed the scope and design of a future program based on the findings from the interviews mentioned earlier in the meeting. It was agreed that future navigators should be compensated in some way, should meet on a regular basis, and there should be CTN contact database so they can contact other navigators with different community specializations. We do not want to duplicate efforts.

A work group member suggested the possibility of approaching an existing peer-education model, such as Department of Neighborhoods or Metro, and suggest we train their staff to add transportation training to their repertoire. This would add a community navigator curriculum without recreating a network and program model. Could this be something we approach the DON liaisons with and say we want to train their staff? This could be something we incorporate into Travel Ambassadors or work with programs that are already existing. It would be great to make something unique and find places that are not being served now and figure out how we can serve it.

As far as advertising the program goes, it was suggested that bus drivers across the county need to know about the program so they can refer people to CTNs when they ask the driver for transportation help. Medical clinics and case managers should also be informed so they can refer their clients in need of transportation information.

A pilot CTN program could be run with one or two most in-need populations to test elements of the structure the workgroup is suggesting.

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#### **NEXT STEPS**



- Remaining inclusive planning meeting is a rescheduled toolkit workgroup meeting in January.
- Might be able to accommodate another CTN workgroup meeting in January.
- Final deliverable is the plan for a CTN program, but not recruiting and training people this grant cycle.
- Staff support will look into organizations with peer educator models that we could potentially partner with to add transportation training.

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#### **ACTION ITEMS**

- Megumi needs a note/letter from Hopelink finance that she has been given \$X as a stipend for her work as a disability advocate.
- Inform the Vida Agency that their report reads every period in the table of contents and is not good for screen reader compatibility.
- Send Ray and Jon online link for satisfaction survey.

#### **NEXT MEETING**

Date and time TBD; Depends on if the workgroup decides it is necessary to meet in January.

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#### **CONTACT**

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