

MEETING NOTES

Thursday, May 14th, 2020
10:30am-12:00pm
GoToMeeting

Participants: Adrian Down (Port of Seattle), Adrienne Oliver (Catholic Community Services), Andrea Paine (KCHA), Chris Andree (City of Tukwila), Jacque Mann (Puget Sound Educational Service District), Jon Morrison Winters (Aging and Disability Services), Joy Scott (City of Auburn), Mackenzie Martin (Puget Sound Energy), Shivani Lal (City of Kent),

Staff Support: Bree Boyce, Cassidy Giampetro (KCMC), Janie Walzer, M'Liss Moon (SVTC), Maggie Harger (NKCMC), Nathan Emory (RARET)

WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting began at 10:30am and attendees provided introductions.

Hopelink is still looking to fill the South King County Mobility Coalition Coordinator position. Please help distribute this job opening to your networks as you see fit. If you or someone you know is interested in applying, the [full job posting can be found at this link](#).

South King County Mobility Coalition's 2020 project timeline has been affected by staff vacancies and COVID-19. We are still partnering on the Care Mobility Rewards Program which has been extended to at least August 31st. The project to host a round table discussion to increase coordination of South King County providers is currently postponed with hopes of revisiting this project in the summer. The 3rd project aimed at strategic outreach to harder to reach populations was scheduled for Fall so it is not clear yet to what extent this timeline will be affected.

Sound Transit is seeking feedback on South 272nd Street Station's area design. This survey is available in English, Spanish, Vietnamese, Somali, Russian, and Korean. Please feel free to share with anyone who may be interested in sharing feedback. The survey will close on May 21st and can be found [here](#).

DISCUSSION: COVID-19 IMPACTS & RARET'S RESPONSE

BREE BOYCE & NATHAN EMORY

The Regional Alliance for Resilient and Equitable Transportation (RARET) convenes partners in Snohomish, King, and Pierce Counties with a focus on vulnerable populations and ensuring they have transportation during emergencies. Past RARET projects include serving as a liaison to assist the Medicaid brokerage during the 2019 snow event and creating the [Adverse Weather Driver Training Resource](#) page. More information about RARET can be found [here](#).

Please contact Bree Boyce at bboyce@hopelink.org or 425-943-6751 for any errors or omissions in these notes.

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In response to COVID-19, RARET is putting out Weekly COVID-19 Transportation Impact Summaries highlighting transportation providers' level of operations, emerging community needs, and resources. Many transportation providers have reduced normal operations and have moved to food and medication delivery. Staff support is talking to 45 providers a week in King, Pierce, and Snohomish counties to update this information which is distributed in the newsletter on Mondays. The most recent summary can be [found here](#).

RARET will be sending out a post-event survey to providers to learn how COVID-19 affected their operations and will also be producing an after-action report. This will likely be in late summer. SKCMC staff will send out a link to the survey when it is available.

Adrienne with Catholic Community Services (CCS) provided an update on how their services have changed due to COVID-19. Currently all in-home volunteer services are on hold, but clients still need the help. Requests for medical transportation rides have decreased, which could be due to an increase in online doctor visits. Fewer medical trips are needed and CCS is only providing transportation to vital visits such as chemotherapy.

CCS also discussed a recent and reoccurring issue that clients using EBT (SNAP/food stamps) are encountering. Volunteers would be willing to go shopping on their behalf with the client's EBT card, but this is against the rules. There is a new rule that a volunteer can call DSHS and be given their own EBT card that they can use as an authorized user on the client's account. However, they still can't take the client's EBT card. Volunteers shy away from this because it is a very involved process. Food assistance volunteers usually provide one-off assistance for clients, but becoming an authorized user is a longer process that makes the volunteer become more involved with clients. The main issue from this situation is how can the client and CCS pay for the groceries.

The USDA is conducting a two-year federal demonstration project to test the feasibility of internet purchases made by EBT cardholders. This process would allow CCS clients using EBT to order and pay for their groceries online and the volunteer would just have to pick up the order and drop it off with the client. In Washington, Walmart and Amazon are currently participating. Amazon customers can learn more about online SNAP acceptance at [this link](#). Walmart customers can call customer support to learn more at 1-800-924-9206.

The City of Auburn is working on how to distribute their block grants for COVID prevention and response and balancing that distribution with other CARES Act funding. The city is providing weekly grocery and frozen meal delivery. Hyde Shuttle is also helping with food delivery to older adults. Also, the city has rented a refrigerated van to do some of these deliveries. This van was procured through their emergency management team with assistance from their Parks and Recreation Department about 6 or 7 weeks ago. They are renting the van for 48 hours a week. The city has been told that placing an order now for handwashing stations would not be filled until October due to supply chain issues.

Q: How is pharmacy pick-up working during this time?

- CCS: Pharmacies have been flexible. Clients make sure their medication refills are ready, CCS finds a volunteer, and the volunteer just needs the client name and birthdate to pick up the prescription. A lot of clients use pharmacies without a drive-through, so this is a vital service. One less thing they have to worry about.

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- Snoqualmie Valley Transportation is also delivering medication and using Script Drop for this.
- Many regular riders are not riding because their jobs were not considered essential. Many vehicles are now being used for food delivery.
- More information on other providers who are assisting with food delivery, prescription delivery, and other resources can be found in the [RARET quick guide](#).

For more information on RARET contact Nathan Emory at NEemory@hopelink.org.

PRESENTATION: CARE MOBILITY REWARDS PROGRAM

CASSIDY GIAMPETRO

As a reminder, this project provides non-emergency medical rides to Medicare patients at high risk of rehospitalization being discharged from Valley Medical in Renton.

Many grantees have been affected by COVID-19, so the National Center for Mobility Management (NCMM) is working on granting extensions. The Care Mobility Rewards Program will be extended through at least the end of August. June 1st will likely be the relaunch date of the pilot which will also include 90-day program enrollment periods. The original grant timeline (Feb – May) has been greatly disrupted by COVID-19 and has seen a reduction in the number of transportation requests due to an increase in telehealth appointments and clients not wanting to take rides in shared vehicles.

Staff support have identified other non-COVID barriers that they hope to address in the re-launch of the pilot. Discharge planners have a limited capacity to proactively refer patients to the program, and only remember to refer if their patient mentions a lack of transportation. They are hoping to work with the discharge planners to find a better way for them to remember to refer patients.

There are a few clients in the program who lack a stable address and/or phone number. This is making it hard for staff support to reach out to them to remind them about their enrollment in the program and to be sure to arrange their transportation with Hopelink's transportation brokerage.

For more information on the Care Mobility Rewards program contact Cassidy Giampetro at CGiampetro@hopelink.org

PARTNER PRESENTATIONS & ROUNDTABLE

Let us know if anyone is interested in reserving time on the July agenda (or at any future meetings) to share about what your organization does or any updates.

The City of Tukwila expressed interest in presenting on their relaunch of their SKC Trips TDM program.

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NEXT MEETING

Thursday, July 9th, 2020 from 10:30AM-Noon at Element 79 Vault Room, 5506 6th Ave S,
Seattle, WA 98108

CONTACT

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