

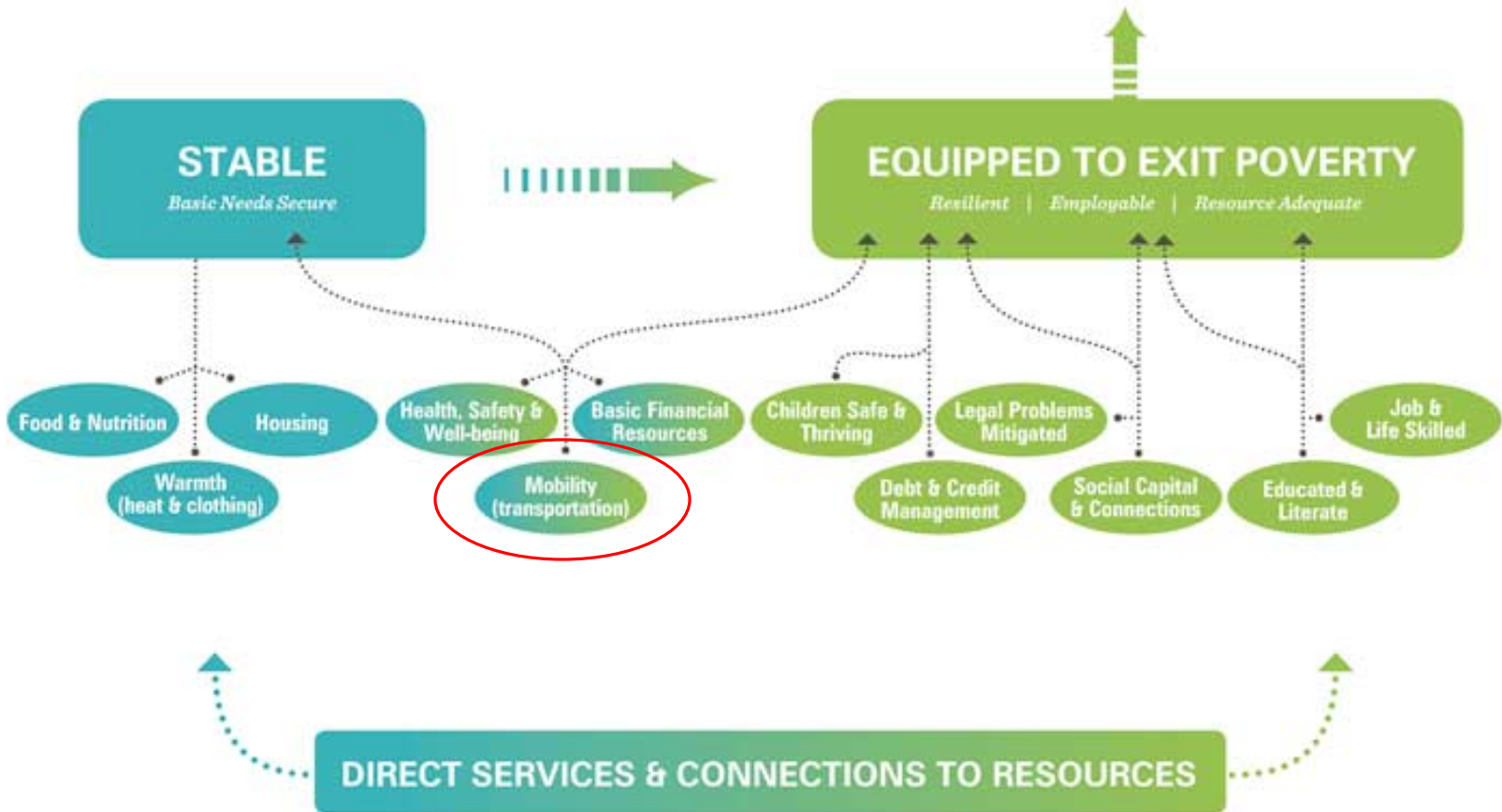
hopelink

Mobility Management

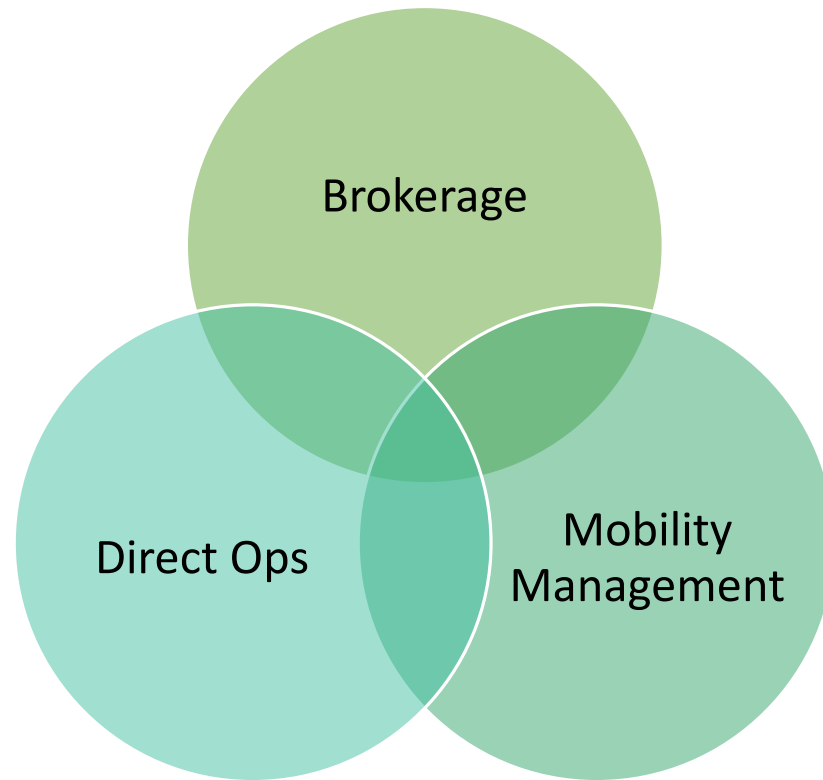


Hopelink's Theory of Change

Healthy Individuals and Families
Hopelink's Theory of Change Model



Hopelink Transportation

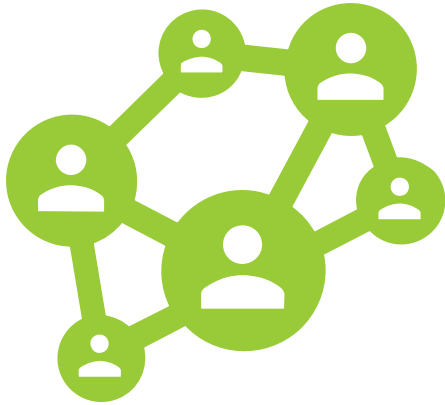


Why is it important to have a mobility management team?



What is Mobility Management?

Empowering people to change their lives by facilitating access to the community. We do this by:



1. Providing travel **education** and resources to build awareness of existing transportation options;
2. Supporting the **coordination** of special needs transportation through cross-sector collaborations, and;
3. Gathering data and needs assessment to **advocate** for improved services.



Mobility Management Goals

- Identify transportation needs that start and end with the customer
- Deliver transportation solutions that respond to those needs
- Getting folks where they need to go!
- We believe in FAIR INCLUSION into a society in which all can participate, prosper, and reach their full potential
- We help to increase self-sufficiency by connecting people to opportunities in the community.



Partnership with SDOT to engage seniors at 4 senior centers to ride the bus and register for RRF



Development of a 5-Year Transportation Plan for Snoqualmie Valley



Quarterly field trips for service providers to become more engaged with new and emerging transit programs



Implementing a one-call centralized transportation resource line as part of Community Living Connections

Mobility Projects

Mobility Management Clients Served: **8,556 individuals**

8349 served at GAPS

6319 ORCA Youth cards distributed

1507 Community Van reached at GAPS

1373 served at Bellevue College

250 GAPS events

179 Public Transit Orientation Participants

146 Travel Ambassador Participants

49 Bellevue College tables

20 Travel Ambassador Trainings

19 Public Transit Orientations





Hopelink's Travel Programs

Mobilize!

Public Transit Orientation
(PTO)

What is PTO?



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



Excursions are for agency groups of 4-15 who serve immigrant and refugee populations, veterans, lower-income, or Limited English Proficiency (LEP) individuals.



Hopelink Mobility Management will provide pre-trip instruction.



Participants receive \$10 for their ORCA cards.

Getting Around Puget Sound (GAPS)

GAPS

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

GAPS volunteers provide one-on-one transportation assistance in community centers, libraries, excursions, and outreach events.

Hopelink provides training resources materials, and on-going to keep volunteers up to date as programs and transportation options changes.

GAPS in the Community

- ❑ Senior Centers
- ❑ Resource Fairs
- ❑ Libraries
- ❑ Lunch programs
- ❑ Housing Authorities



Travel Ambassadors

Staff are Trained



We partner with social service agencies, medical providers, and community organizations in order to provide travel resources to their employees.



The trainings are tailored to meet the needs of the clients they serve and employees are left with a toolkit of resources and handouts.



Goals include increased client independence, staff are now prepared to answer clients' questions, and a strong relationship to provide ongoing support.

Transportation Resource Line (TRL)

What is TRL?



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

Finding Your Best Transportation Options

The screenshot displays the FindARide.org search interface. On the left, a sidebar contains filters for Trip Origin (Seattle, East King County, North King County, South King County, Pierce County, Snohomish County), Accessibility Needs (-Any-), and Medical Trip? (No/Yes). A 'Find a Ride' button is at the bottom of the sidebar. The main area features a map of the Seattle region and a search results panel. The search results panel includes a 'Trip Details' section with fields for Date, Destination (Seattle), Vehicle Type, Accessibility, and Medical Trip? (No/Yes). Below this is a 'Rider Details' section with a field for Age (18 To 54). The results list three services: Hopelink Medicaid Transportation, Solid Ground Downtown Circulator Bus, and American Cancer Society Road to Recovery, each with service details and contact information.

Service Name	Service Description	Contact Information
Hopelink Medicaid Transportation	"Call Ahead" Service Su, M, Tu, W, Th, F, Sa 24/7 Power Chair, Wheelchair, Foldable wheelchair, Door-to-Door Service, Personal Care Attendant, Scooter, Walker, Car Seat Medicaid Clients Free for Adults Discounts available >>	King County: (800) 923-7433 SnoCo: (855) 766-7433 TTY: (800) 246-1646 More Info >>
Solid Ground Downtown Circulator Bus	"Just Show Up" Service M, Tu, W, Th, F 7:00 am - 4:00 pm Power Chair, Wheelchair, Foldable wheelchair, Personal Care Attendant, Scooter, Walker Free for Adults	206-753-4801 More Info >>
American Cancer Society Road to Recovery	"Call Ahead" Service M, Tu, W, Th, F 8:00am - 5:00pm	1-800-227-2345 More Info >>

FindARide.org / Vets-Go

Sample Travel Program Initiatives

Preparing for
driving retirement

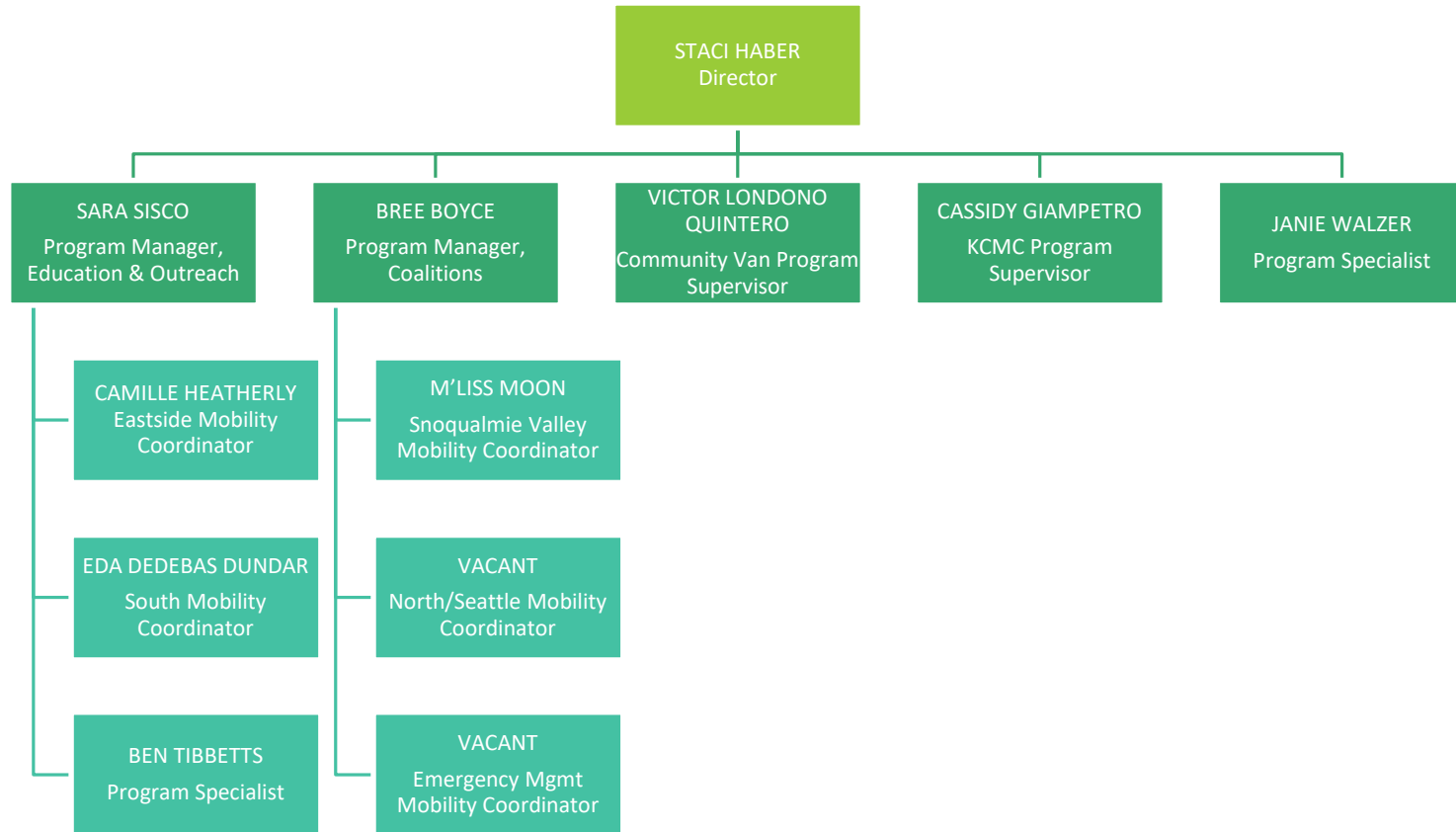
Presentations for
all of South King
County SHAG
Locations

Transit Fairs

Mobility Coffee
Talks

Partnership with
transit agencies for
major service
changes

Hopelink Mobility CURRENT Organization Chart



How to contact us:



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King County Mobility Coalition Website:

<https://www.kcmobility.org/>



Transportation Resource Line:

mobility@Hopelink.org or 425.943.6760 ext. 2



Questions?

THANK YOU FOR LISTENING!