

# 28880 - Snohomish County "One Call" 211 Transportation Navigation

## Application Details

Funding Opportunity:	27547-2025-2027 Consolidated Grant Program - Mobility Management
Funding Opportunity Due Date:	Sep 17, 2024 3:01 PM
Program Area:	Consolidated Grant Program
Status:	Submitted
Stage:	Final Application
Initial Submit Date:	Sep 17, 2024 11:41 AM
Initially Submitted By:	Kristin Ely
Last Submit Date:	
Last Submitted By:	

## Contact Information

### Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation Kristin Middle Name Ely First Name Last Name
Title:	
Email*:	kely@voaww.org
Address*:	2802 Broadway  Everett Washington 98201-3642 City State/Province Postal Code/Zip
Phone*:	(425) 947-5058 Ext. Phone ###-###-####
Fax:	###-###-####
Comments:	

### Organization Information

Status*:	Approved
Legal Name*:	Volunteers of America Western Washington
DBA Name*:	Volunteers of America Western Washington
Organization Type*:	Non Profit
Unique Entity Identifier (UEI):	WM6XJFMBGLM3
Organization Website:	https://www.voaww.org/ (Please enter http://... for this field)
Physical Address*:	2808 Broadway

**Mailing Address\*:**

Everett Washington 98201-3642  
City State/Province Postal Code/Zip  
PO Box 839  
Volunteers of America Western Washington

**Remit to Address\*:**

Everett Washington 98206-0839  
City State/Province Postal Code/Zip  
PO Box 839  
Volunteers of America Western Washington

**Phone\*:**

(425) 259-3191 Ext.  
### ### ####

**Fax:**

### ### ####

**Benefactor:**

**Vendor ID:**

910577129

**Fiscal Year End**

June

**Last day of\*:**

**Comments:**

Added Vend ID 8/21/2024 CD

**Indirect Cost Rate:**

0.00%

**IDR Expiration Date:**

## Organization Contact Information

### Organization Contact Information

**Organization Director**

**Name\*:**

Brian Smith  
First Name Last Name

Chief Executive Officer [bsmith@voaww.org](mailto:bsmith@voaww.org)  
Title Email Address

**Applicant Contact**

**Name\*:**

Kristin Ely  
First Name Last Name

Vice President, Strategic Initiatives [kely@voaww.org](mailto:kely@voaww.org)  
Title Email Address

**Project Contact**

**Name:**

Amanda Etchey  
First Name Last Name

211 Director [aetchey@voaww.org](mailto:aetchey@voaww.org)  
Title Email Address

## Summary of Project Information

### Summary of Project Information

Capital equipment includes items that have a useful life of more than one year, exceed your organization's capital cost threshold or \$5,000, and are subject to depreciation and inventory records.

Examples for mobility management include information kiosks and technology.

**Does your mobility management project include the purchase of capital equipment\*:** No

Checking yes to federal funds means that your organization is willing and able to comply with the associated federal requirements such as federal drug and alcohol testing procedures, Title VI activities, and disadvantaged business enterprise (DBE). For an example of last biennium's federal requirements see the [Consolidated Grant Guidebook](#).

**Willing to Accept FTA funds for the biennium\*:** Yes

Select all of the Congressional District(s), Legislative District(s) and County(ies) the project will serve (include entire project area).  
[Congressional & Legislative District map](#)

**Congressional District(s)\*:** 1,2,8

**Legislative District(s)\*:** 01,10,12,21,32,37,38,39,44

**County(ies)\*:** Snohomish

## Scope of Work

### Scope of Work

Select the [Regional Transportation Planning Organization / Metropolitan Planning Organization \(RTPO/MPO\)](#) that will be ranking this project from the drop-down menu.

**RTPO/MPO\*:** Puget Sound Regional Council

## Project Description

Provide a brief, high-level description of what your project proposes to do (address who, what, when, and where).  
This may be used to describe your project to the Legislature.

### Proposed scope/description of the work\*:

Volunteers of America Western Washington (VOAWW) will increase 2-1-1 staff capacity to help Snohomish County callers navigate transportation services and provide direct referrals. Our proposal supports the implementation of the Puget Sound Regional Council's "One-Call" portion of the "One-click/One-call" effort in Snohomish County.

## Project Need

Why is this project needed, and how does this proposal address the need?

Include a description of the transportation problem that matches the need expressed in the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), how the problem was identified, and how the proposed project will address the problem.

### Need\*:

The need for this project arises from significant barriers that many residents in Snohomish County face when trying to access reliable, affordable transportation. These barriers, identified through surveys and strategic planning efforts, include physical limitations, financial constraints, and the complexity of navigating diverse transportation options. Such obstacles prevent individuals, especially vulnerable populations, from reaching essential services, maintaining employment, and fully participating in community life. Our project was identified as necessary through broad community feedback, with 79% of respondents supporting this type of project proposal during Snotrac's recent strategic planning efforts.

The Puget Sound Regional Council's Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) highlights the necessity of improving transportation accessibility, particularly through Strategy 3.2, which emphasizes the creation and implementation of a "One-Call/One-Click" platform. The proposed project by Volunteers of America Western Washington (VOAWW) acts as the "One Click" aspect of this services by expanding the 2-1-1 service to include transportation resource navigation and provider coordination. This project would integrate with existing regional services, such as Hopelink's FindARide.org and Snotrac's Mobility Navigator program, to offer a single, streamlined point of contact for transportation assistance.

## Area Served

**Is this project primarily serving a rural area?\*** Yes  
Any service that supports public transportation in rural areas with populations less than 50,000.

## Special Needs Transportation

To be eligible for funding for special needs transportation, applicants must address how their project advances the efficiency in, accessibility to, or coordination of

transportation services provided to persons with special transportation needs, defined in [RCW81.66.010\(3\)](#)

**Advance efficiencies in, accessibility to, or coordination of special needs transportation \*:** Yes

Describe how your project advances these areas, and how you are going about developing these advancements. Additionally, identify the special needs population(s) to be served by this project.

**Special Needs Transportation:**

As the "One-Call" service provider for Snohomish County, VOAWW will significantly enhance transportation access for underrepresented populations, particularly those facing language barriers and historically underserved communities. According to our Q2 2024 demographics report, approximately 50% of callers (3,962 of 8,208) identified as someone in their household having a disability. Also, nearly 100% of callers who disclosed their income (2540 of 2549) reported incomes at or below 80%AMI with 38% reporting "very low" income (under 30% AMI).

Additionally, 97% of callers (7,942 out of 8,208) contacted North Sound 2-1-1 on behalf of themselves This high percentage reflects the accessibility of the service to individuals across various demographics, particularly those who may not have advocates to call on their behalf. The fact that such a large proportion of individuals are able to directly access 2-1-1 services speaks to the program's effectiveness in serving historically underserved populations, including low-income individuals, non-English speakers, and racial and ethnic minorities, ensuring equitable access to transportation resources.

**Project Staff**

Provide the names and experience of the key staff who will be working on this project, including their experience managing projects similar to the proposed project.

**Project Staff\*:**

Kimberly German is the North Sound 211 Program Manager. She is responsible for the hiring, training and performance management of all 2-1-1 staff and operations, including grant management and reporting outcomes to funders and partners. During her three year tenure at VOAWW, she has have multiple opportunities to support expansion projects, including the implementation of Coordinated Entry intakes via 211 in Snohomish County and managing overwhelming community demand for rental assistance during the COVID pandemic.

VOAWW's Community Resource Specialists (CRSs), who would be hired as a part of this grant, are trained to provide mobility management services. They are knowledgeable of public, private, and specialized transportation options for seniors, individuals with disabilities, and low-income populations. CRSs receive extensive training in culturally competency and equipped with resource to address transportation barriers specific to diverse communities using a trauma-informed approach. They are skilled in problem-solving, coordinating complex transportation solutions involving multiple providers, and have access to translation services for non-English speakers and hearing-impaired individuals.

VOAWW has more than 125 years experience serving Puget Sound. Last year, we served 300,000 people through our programs for housing, Early Learning, Behavioral Health, 211/Community Resource Centers, Disability Services, Dispute Resolution, Disability Services & Hunger Prevention.

**Relationship to Other Projects**

**Relationship to Other Projects**

**Is this project dependent on any other projects submitted by your organization?\*** No

**Did you, or will you, apply for this project in another grant program this biennium?\*** No

**Have you applied for the same project in a prior biennium and did not receive funding?\*** No

**Are you applying for other projects within this funding opportunity?\*** No

**Planning and Coordination-**

**Coordinated Public Transit - Human Services Transportation Plan**

Coordinated Public Transit - Human Services Transportation Plan	Element	Page number(s) or TBD	How is the need in the CPT-HSTP met by this project?
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Puget Sound Regional Council	Strategies and activities identified to address gaps	43	Our project is a direct implementation of the "one-call" portion of strategy in Snohomish County 3.2 and supports strategy 3.1 through increasing access to transportation to residents with limited english proficiency and other special needs.
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### Project Coordination

Describe coordination efforts. Include details such as:

- Inclusion in regional plans.
- What prioritized strategies are being addressed?
- Who was involved in defining the problem?
- Other alternatives that were/are being considered for solving the problem.
- Demonstrations of local/regional coordination for implementing the proposed project.

#### Coordination Efforts\*:

Our program is requesting funding to implement a portion of Strategy 3.2 of Puget Sound Regional Council's Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), which was developed with significant community outreach and engagement throughout the region and by consulting existing transit data. Our detailed grant proposal has been reviewed and supported by SnoTrac and Hopelink, who are other key players in the implementation of Snohomish County's One-Click/One-Call implementation. In developing our application, we also consulted Pierce County 211, who has been offering enhanced mobility management in Pierce County for several years and discussed the proper scale and need for making changes based on our current operations.

An alternative to our proposal could have included a separate provider serving as the "one-call" service, however, because 211 is already the one-stop-shop for people needing to access community services, adding a new provider would not allow the program to best leverage existing resources and could create additional steps for users to access a broad range of community services in a convenient way. In the PSRC Coordinated Mobility Plan, a mix of service providers using separate tools is specifically called out as a challenge to address rather than to continue. By coordinating calls through 211 by County and utilizing a regional transportation planner, we will be able to best leverage existing programs to meet client needs.

**By checking this box, you acknowledge that you coordinated or will coordinate this project with the planning organization(s) within the region(s) this project serves.\*:** Yes

How does your project connect to, coordinate with, leverage, or enhance other modes of transportation in your service area (i.e., aviation, intercity bus or rail, park and rides, bicycle/pedestrian)?

Include in your response how the multimodal partnerships for this project will improve or enhance access to social services.

What efficiencies will be gained within the service area as a result of this project?

#### Multimodal Partnerships\*:

VOAWW's 211 referral data from Q2 2024 demonstrates a diversity of referrals to multiple transportation modes, including bus tickets/passes (176 referrals), gas money assistance (326 referrals), and ride services (168 referrals). These services help individuals, particularly those without access to personal vehicles or sufficient funds to access essential social services and employment opportunities. By offering a range of transportation solutions, 2-1-1 improves the accessibility of different modes of transportation, from public transit to individual ride services. Multimodal transportation partnerships enhance mobility by coordinating with local bus networks and other transport services, ensuring that callers can utilize the most appropriate and available transportation options. These partnerships not only provide better access to transportation but also improve access to social services like healthcare, housing, and employment. For instance, individuals receiving gas money or bus passes can more easily attend medical appointments, job interviews, or social service meetings, reducing the transportation barrier often experienced by low-income and marginalized individuals. Furthermore, North Sound 2-1-1's role in connecting callers to transportation services complements other social service referrals, such as housing or healthcare. By addressing transportation needs, callers will have the ability to pursue other human services needs.

**Does this project have a planning or operating service area that crosses RTPPO planning boundaries? \*:** No

## Budget

### Duration of Project

Planning projects can only choose *Two Years*.

**Duration of Project\*:**

Two Years

**Expenses**

<b>Expenses</b>	<b>If Other, Please List</b>	<b>** July 1, 2023 - June 30, 2024 (Actual)</b>	<b>** July 1, 2024 - June 30, 2025 (Budgeted)</b>	<b>July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)</b>	<b>July 1, 2025 - June 30, 2027 (Projected)</b>	<b>Variance Between Biennia</b>	<b>** July 1, 2027 - June 30, 2029 (Projected)</b>	<b>Variance Between Biennia</b>
Labor & Benefits		\$0.00	\$0.00	\$0.00	\$404,603.00	0.00%	\$0.00	-100.00%
Contracted Services - Other		\$0.00	\$0.00	\$0.00	\$12,000.00	0.00%	\$0.00	-100.00%
Rent & Utilities (if not included in overhead, above)		\$0.00	\$0.00	\$0.00	\$54,711.00	0.00%	\$0.00	-100.00%
Fuel & Lubricants		\$0.00	\$0.00	\$0.00	\$2,000.00	0.00%	\$0.00	-100.00%
Overhead		\$0.00	\$0.00	\$0.00	\$71,267.00	0.00%	\$0.00	-100.00%
Other	Cell Phone Stipened	\$0.00	\$0.00	\$0.00	\$1,800.00	0.00%	\$0.00	-100.00%
		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$546,381.00</b>		<b>\$0.00</b>	

**Sources of Match**

<b>Match Source</b>	<b>If Other, Please List</b>	<b>** July 1, 2023 - June 30, 2024 (Actual)</b>	<b>** July 1, 2024 - June 30, 2025 (Budgeted)</b>	<b>July 1, 2023 - June 30, 2025 (Total of Actual and Budgeted)</b>	<b>July 1, 2025 - June 30, 2027 (Projected)</b>	<b>** July 1, 2027 - June 30, 2029 (Projected)</b>
State: Other		\$0.00	\$0.00	\$0.00	\$27,320.00	\$0.00
		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$27,320.00</b>	<b>\$0.00</b>

**Fares and Ride Donations**

	<b>** July 1, 2023 - June 30, 2024 (Actual)</b>	<b>** July 1, 2024 - June 30, 2025 (Budgeted)</b>	<b>July 1, 2023 - June 30, 2025, (Total of Actual and Budgeted)</b>	<b>July 1, 2025 - June 30, 2027 (Projected)</b>	<b>** July 1, 2027 - June 30, 2029 (Projected)</b>
Fares and ride donations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

**Summary for July 1, 2025 - June 30, 2027**

25-27 Requested Amount: \$519,061.00

25-27 Match Amount: \$27,320.00

**Summary for July 1, 2027 - June 30, 2029**

27-29 Requested Amount: \$0.00

27-29 Match Amount: \$0.00

**Variances**

Variance between 2023-2025 and 2025-2027: 0.00%

Variance between 2025-2027 and 2027-2029: -100.00%

**Variances:**

Our project is new and eligible only for a two year grant award for mobility management. We have no current budget or 2027-2029 budget as comparison.

**Other Sources**

### Other Sources\*:

We expect to use funding from our WA State 211 Legislative award for a match to Community Resource Specialist and Program management time to operate the call center and support these services. While we expect a new funding allocation for the WA State 2025-2027 biennium, the legislative commitment of funds to WA 211 has been consistent for more than a decade and we do not anticipate challenges to meeting this request.

### Budget development methodology

#### Budget development methodology \*:

Our budget include projected salaries and wages for 0.10FTE of 211 Program Manager, 1.9FTE Community Resource Specialists (CRS), 1.0FTE CRS Transportation Lead and 15% in benefit costs. In addition, we used existing 211 averages to find the amount needed for translation services for calls (detailed in other contracted services), cell phone stipends and staff mileage for community events at the current federal reimbursement rate. We also included our costs for internal occupancy, IT allocations, and other indirect costs in alignment with our attached cost allocation plan.

### DBE Goals

DBE Goals	Percentage	Efforts	No DBE
No	0.00%	This program will operate almost 100% with VOA/WW employed staff, rather than contracted service providers. We already have contract agreements with our existing translation and interpretation services providers so we do not anticipate new procurements as a part of this project.	

### Summary

#### July 1, 2025 - June 30, 2027

**Total Project :** \$546,381.00

**Fares and Donations :** \$0.00

**Requested Amount** \$519,061.00

This is the amount of grant funds your organization is requesting from July 1, 2025 - June 30, 2027  
:

#### July 1, 2027 - June 30, 2029

**Total Project :** \$0.00

**Fares and Donations :** \$0.00

**Requested Amount** \$0.00

This is the amount of grant funds your organization is requesting from July 1, 2027 - June 30, 2029  
:

**4-Year Total Requested Amount:** \$519,061.00

### Indirect Costs

#### Indirect Costs

To charge indirect costs to a grant/project, your organization must have an approved indirect cost rate or cost allocation plan. Indirect costs must be included in the application budget.

If you plan to charge indirect costs, you must upload documentation of an approved indirect cost rate or cost allocation plan in the *Attachments* section.

**Are you charging indirect costs to this grant/project? \*:** Yes

### Measurable Outcomes

Measurable Outcomes

For mobility management, summarize the intended outputs of this project in both quantitative (statistical) and qualitative (narrative) formats.

There may be some projects where traditional performance measures (e.g., revenue vehicle hours/miles, passenger trips) do not apply. In those cases, quantitative objectives can be used instead by submitting the following information: number of trainings or outreach, or number of passengers served, or other measurable outcomes produced by this project.

Identify data sources and monitoring processes.

Ensure there is a quantitative output, as this will be the baseline measurement for the following biennium's application. Qualitative measures are optional.

Intended Outputs\*:

211 intends to serve 2,800 people the first year of the grant and 3,000 people the second year with connection to transportation services. Through the grant we expect to hire and train two to three new staff members as Community Resource Specialists who will serve as increased call center capacity. All 211 Community Resource Specialists (15-18FTE) will be trained to navigate callers on the "Find A Ride" enrollment tool by Hopelink, once active. In addition, we plan to provide quarterly reports of our efforts and share qualitative client feedback from our follow-up client surveys with SnoTrac members. We also plan to increase the number of direct follow-up survey calls to people who received transportation services so that 50% of people receiving transportation services are engaged for an opt-in survey.

How will your organization measure whether the project is successful?

Describe the steps you will take to improve performance if your project does not meet the identified performance targets.

Project Success Measurement\*:

Our key measure of success will be based on the outcomes of our follow-up calls to clients. After referrals are provided, a selection of randomly assigned callers are offered to opt-in to a survey to learn whether or not their need was ultimately met and what their experience was with the service(s) that 211 referred to. We plan to compare 2024 data of the percentage of callers with "unmet" transportation needs with the number of "unmet" needs during the grant. Our existing baseline is 22% of callers with "unmet" transportation needs, meaning that they were not able to get a referral for the service they needed or the referral they received wasn't able to accomodate their needs.

Since our phone call survey process involves direct client engagement, we plan to take specific feedback related to barriers experienced to our transit partners in order to improve mobility services overall and through our SnoTrac coordination efforts.

We also plan to measure success based on 211 wait times. Our goal is to answer calls with seven minutes or less of wait time, which we have been able to acheive in recent years but with an upcoming decrease in COVID related funding, we anticipate wait times will again increase. As we add depth to our services as we are suggesting in this proposal, the length of time each phone call takes increases. With limited staff, call times can increase quickly which is why increased staffing is a key component to acheiving success in our proposed project.

Milestones

Milestones

Activities	Date (mm/yy)
Project Start	07/25
Project Complete	06/27

Supplemental Information

Supplemental Information

Supplemental Information:

Vulnerable Populations in Overburdened Communities & Tribes

Vulnerable Populations in Overburdened Communities

Identify the type of direct and meaningful benefits to vulnerable populations your project provides using the descriptions above, if any. Explain how your project provides these benefits. Your response may include suggestions about how WSDOT should evaluate project(s) against Climate Commitment Act requirements in the future.



Vulnerable Populations in Overburdened Communities\*:

North Sound 2-1-1 provides essential transportation assistance to vulnerable populations, including low-income individuals, racial and ethnic minorities, and those impacted by environmental harms. In Q2 2024, 2-1-1 issued over 176 bus tickets, 168 ride services, and 326 gas money referrals, ensuring access to healthcare, housing, and employment for people facing financial and transportation barriers. These services directly address a critical need identified by vulnerable community members, reducing socioeconomic obstacles and improving access to essential resources.

According to the our 211 Snohomish County Q2 2024 data report, 478 callers spoke languages other than English, representing 14 different languages including Spanish (281 callers), Arabic (33 callers), and Amharic, Farsi, and Russian, among others. This linguistic diversity demonstrates our ability to reach non-English speaking communities, ensuring that transportation information is accessible to populations that often face additional barriers.

By offering public transit and ride alternatives, North Sound 2-1-1 also helps mitigate environmental impacts in overburdened communities, reducing reliance on fossil fuels and supporting responses to air pollution and climate change. With a focus on serving African American, Hispanic, and Asian populations, among others, the service promotes equity in transportation access, reducing the cumulative impacts of systemic socioeconomic and environmental challenges.

If these populations were engaged by you or your representatives in developing or maintaining the project, describe the outreach efforts and results.

Inclusive planning:

VOAWW was approached by SnoTrac and Hopelink to support the implementation of this previously identified PSRC priority so we did not conduct consumer engagement in developing our proposal. Rather, we coordinated with service providers connected to the plan to ensure that our proposal best met the needs previously identifies in the development of the Coordinated Mobility Plan.

Tribal Support

Is this project directly operated by a tribe?: No

Is your project serving and is it supported by a tribal nation in Washington? : No

Attachments

Tribal support correspondence/resolution:

Attachments

Attachments

Named Attachment	Required	Description	File Name	Type	Size	Upload Date
Required for all projects						
Copy of organization?s most recent audit report	✓	FY2023 Audited Financials VOAWW	<a href="#">VOAWW Audited Financials FY2023.pdf</a>	pdf	858 KB	09/13/2024 10:22 AM
Population density map	✓	Puget Sound Regional Council's 2020 Snohomish County Population Density Map	<a href="#">Snohomish County Population Density-PSRC mapc2022.pdf</a>	pdf	455 KB	09/16/2024 11:16 AM
Service area map	✓	Snohomish County Map with highways of regional significance. We do not directly provide transportation routes but will provide mobility management services within all of Snohomish County.	<a href="#">Service Area Map.pdf</a>	pdf	555 KB	09/16/2024 11:18 AM
Required for new non-profit applicants only						
501(c) IRS Letter of Determination (required for new non-profit applicants)		501c3 tax exempt status confirmation	<a href="#">VOAWW 501c3 exempt.pdf</a>	pdf	336 KB	09/13/2024 10:23 AM
WA Utilities & Transportation Commission (UTC) Certification (required for new non-profit applicants who are direct service providers)						
Conditionally required						

Indirect costs documentation (required if you are charging indirect costs to the project)	Internal Cost Allocation Plan VOAWW	<a href="#">Cost Allocation Plan FY25 for Distribution to Grantors.pdf</a>	pdf	72 KB	09/16/2024 11:12 AM
In-kind match valuation proposal (required for operating & mobility management projects that are proposing to use in-kind as matching funds)					
Procurement policy (required for new applicants or current grantees without a current policy on file with WSDOT)	VOAWW procurement policy	<a href="#">VOA Procurement Policy_FINAL.pdf</a>	pdf	127 KB	09/13/2024 10:23 AM
<b>Optional attachments</b>					
Letters committing matching funds					
Letter of concurrence (for projects that operate in multiple planning regions)					
Letters of support (combine into one file attachment)	Letters of Support from SnoTrac and Hopelink, combined into a single document.	<a href="#">Consolidated Letters of Support VOAWW.pdf</a>	pdf	138 KB	09/16/2024 11:20 AM
Supplemental information					
<b>Optional construction attachments</b>					
NEPA/SEPA assessment, if available					
Supplemental construction project information (building or site designs, site plans, location exhibits, etc.), if available					

Certification

Certification

I certify, to the best of my knowledge, that the information in this application packet is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capabilities to implement and manage the project associated with this application:

Certification\*:

Application Authority\*:

Title\*:

Date\*:

Yes

Kristi Myers

First NameLast Name

Chief Operating Officer

09/17/2024



*September 15, 2024*

Dear Wash. State Department of Transportation,

The Snohomish County Transportation Coalition Transportation (Snotrac) strongly supports the grant funding request submitted by Volunteers of America Western Washington (VOAWW) for transportation resource navigation and provider coordination services.

2-1-1 has long served as a vital resource for individuals and families in our community, offering a single point of intake, information, and referral services.

Snotrac recognizes the challenges many residents face in accessing reliable, affordable transportation. Whether due to physical limitations, financial constraints, or the complexities of navigating various transportation options, these barriers can significantly impact an individual's ability to access essential services, maintain employment, and participate fully in community life. The coordination of services facilitated by 2-1-1 will streamline access to transportation resources, reduce confusion for users, and ultimately improve the quality of life for many residents in Snohomish County.

The proposed expansion of 2-1-1's services to include enhanced transportation resource navigation and provider coordination aligns perfectly with PSRC's Coordinated Mobility Plan Strategy 3.2 for the creation and implementation of a One-Call/One-Click platform. Integrated with Hopelink's FindARide.org program and Snotrac's Mobility Navigator program, VOAWW's 2-1-1 will be Snohomish County's integrated one-call system for trip planning.

Furthermore, the coordination of 2-1-1's call-based transportation with our own mobility navigators's in-person outreach and community trainings will allow for robust and efficient assistance to our community residents.

During Snotrac's recent strategic planning efforts, we surveyed our partners about whether they supported this exact 2-1-1 proposal. 79% of respondents were supportive, most strongly supportive.

We are confident that the funding of this initiative will result in significant benefits for our community, enhancing both individual well-being and overall regional mobility. We strongly urge you to consider this grant application favorably and are committed to supporting the implementation of this project in any way we can.

Thank you for your attention to this important matter. We look forward to the positive impact that this initiative will bring to Snohomish County.

Sincerely,

Brock Howell  
Executive Director

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September 13, 2024

Brian Smith, CEO  
Volunteers of America Western Washington  
PO Box 839  
Everett, WA 98206

Dear Mr. Smith,

We are writing to express our strong support for Volunteers of America Western Washington's (VOAWW) grant funding request for transportation resource navigation and provider coordination services.

2-1-1 has long served as a vital resource for individuals and families in our community, offering a single point of intake, information, and referral services. The proposed expansion of their services to include enhanced transportation resource navigation and provider coordination aligns with the prioritized strategies of the Puget Sound Regional Council. Specifically, this initiative addresses critical transportation access issues, ensuring that our community members, particularly those most vulnerable, can efficiently connect with the necessary transportation services.

As the designated mobility management program for King County, we recognize the challenges many residents face in accessing reliable, affordable transportation. Whether due to physical limitations, financial constraints, or the complexities of navigating various transportation options, these barriers can significantly impact an individual's ability to access essential services, maintain employment, and participate fully in community life. As a solution, Hopelink, alongside our regional partners, developed the One-Call/One-Click Find a Ride program for Central Puget Sound. This grant would fund the one-call for Snohomish County community members that we know is needed. The coordination of services facilitated by 2-1-1 will streamline access to transportation resources, reduce confusion for users, and ultimately improve the quality of life for many residents in Snohomish County.

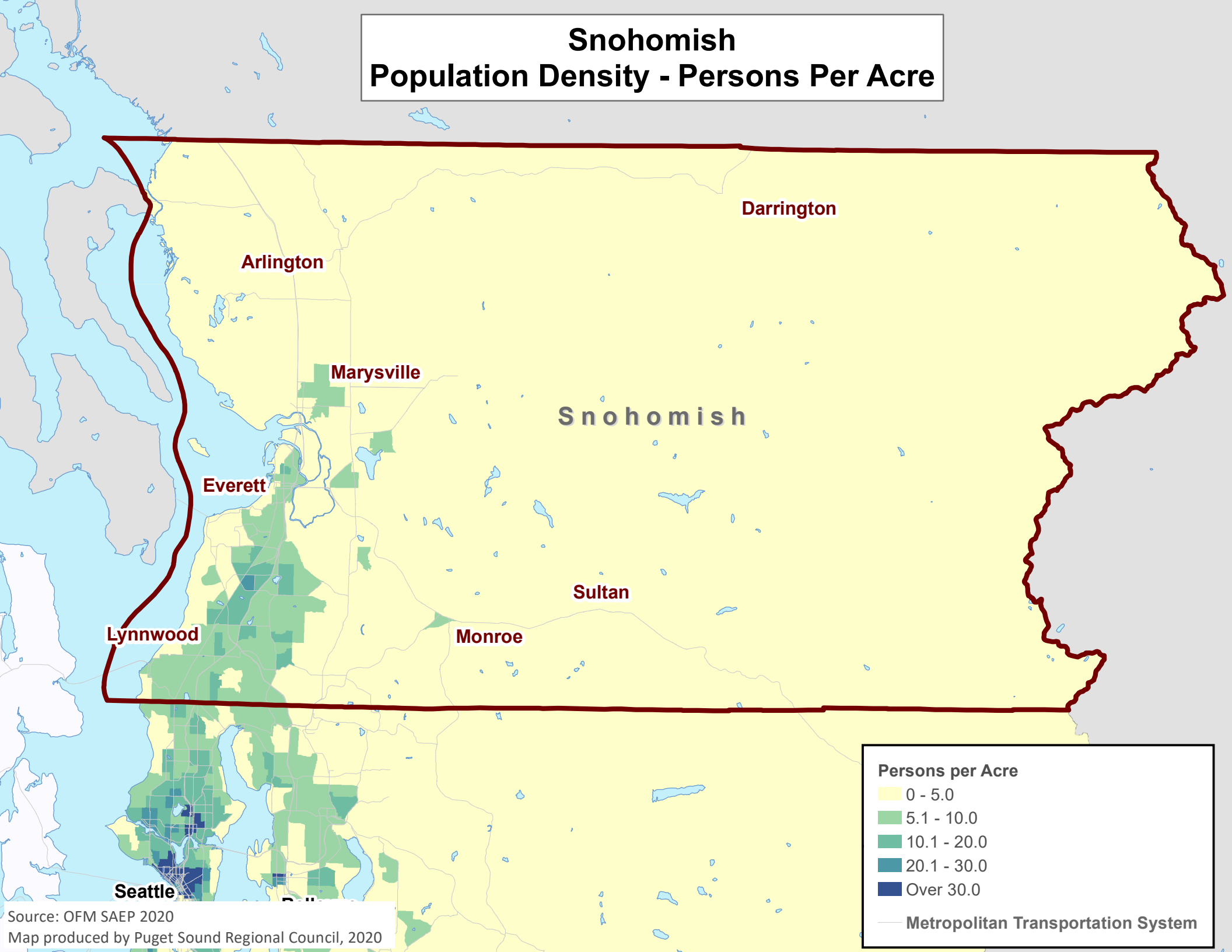
Thank you for your attention to this important matter. We look forward to this initiative's positive impact on Snohomish County. If you have any questions, please contact me at 425-625-6856.

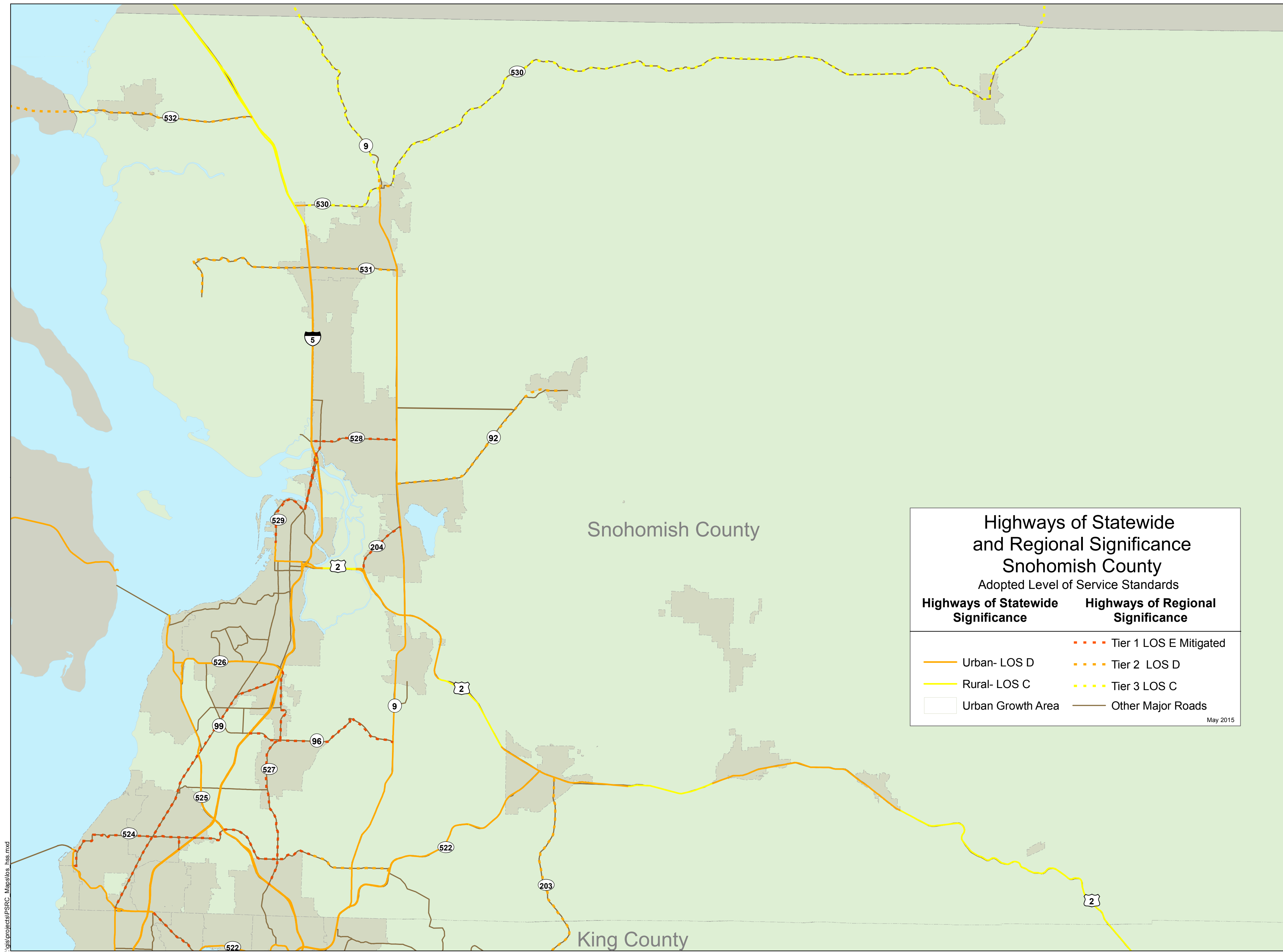
Sincerely,



Staci Sahoo,  
Director, Mobility Management

# Snohomish Population Density - Persons Per Acre





# Highways of Statewide and Regional Significance Snohomish County

Adopted Level of Service Standards

## Highways of Statewide Significance

## Highways of Regional Significance

Urban- LOS D

Tier 1 LOS E Mitigated

Rural- LOS C

Tier 2 LOS D

Tier 3 LOS C

Urban Growth Area

Other Major Roads

May 2015

# VOAWW Procurement Procedures

Prepared by: B Keller 6/30/16

Updated by: A Ramos 8/8/22



All purchases should be reasonable, necessary, allowable, allocable, properly documented, and charged in the proper funding period. This policy only applies to federally funded Revenue and Expenditures and are in accordance with uniform guidance.

VOAWW requires the practice of ethical, responsible, and reasonable procedures related to purchasing, agreements and contracts, and related forms of commitment.

## **Responsibility for Purchasing**

CFR 200.318 General procurement standards states: Consideration should be given to consolidating or breaking out procurements to obtain a more economical purchase. The entity must maintain records sufficient to detail the history of procurement. These records will include but are not necessarily limited to the following: rationale for the method of procurement, selection of contract type, contractor selection or rejection, and the basis for the contract price. The entity must award contracts only to responsible contractors possessing the ability to perform successfully under the terms and conditions of a proposed procurement.

All Senior Directors or their designees shall have the authority to initiate purchases on behalf of their department, with the guidelines described here. The CFO shall be informed of any individuals that may initiate purchases. The requestor shall be responsible for submitting proper paperwork, such as a check request or approved invoice and or purchase order for competitive bids for \$25,000 or more.

The CEO has approval authority over all purchases and contractual commitments and shall make the final determination on any proposed purchases where budgetary or other conditions may result in denial.

## **Code of Conduct in Purchasing**

Ethical conduct in managing purchasing activities is essential. Staff shall discourage the offer of, and decline, individual gifts or gratuities of value that in any way that might influence the purchasing decision.

No officer, board member, employee, or agent of VOAWW shall participate in the selection or administration of a vendor if a real or apparent conflict of interest would be involved (CFR 200.318c1).

## **Competition & Non-Discrimination**

CFR 200.319 Competition states: All procurement transactions for the acquisition of property or services required under a federal award must be conducted in a manner providing full and open competition consistent with the standards of uniform guidance. In order to promote open and free competition, purchasers will:

- Be alert to any potential internal conflicts of interest.
- Be aware of noncompetitive practices among contractors regarding trade.



## VOAWW Procurement Procedures

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- Not permit contractors to bid on proposals if they developed the requirements for the proposal.
- Award contracts to bidders based on price, quality and other factors.
- Set forth all requirements to be evaluated in the bid.
- Reserve the right to reject bids if in VOAWW's best interest.
- Receive a contract or certification that states the contractor is not barred from receiving Federal Funds. VOAWW will perform a search of the federal data base to make sure every contractor involved is compliant.

All vendors /contractors who receive VOAWW funds shall agree to adhere to EEO standards against discrimination, and to post in places, visible to employees and applicants for employment the provisions of the nondiscrimination clause, and other notices in accordance with Federal law, rules, or regulations.

### **Procedures**

- Purchase only items that are necessary for the performance of the activities.
- When required by a grantor agency, all purchases must be pre-approved. For example, the Snohomish County ECEAP contract requires pre-approval for any purchases above the capitalization threshold and involving building/playground improvements.
- When appropriate an analysis and choice between leasing and purchasing should be made as to which is the most economical and practical.
- Some form of cost analysis should be made for every procurement action, even if only informal.
- Documentation of cost and price analysis should be retained in the procurement files that pertain to each Federal Award.
- For all procurements of over \$25,000, in those files there should be record of why this vendor was chosen over competitive bids.
- All procurements files will be made available for inspection by the Federal awarding agency.
- All vendor contracts will require that the vendor had not been suspended from doing business from any Federal agency. Potential vendors can be researched at the GSA\website-wwwepis.gov.
- VOAWW shall not use the cost-plus-a-percentage of costs method of contracting
- VOAWW will accept to the extent practical, metric system measurements.

### **Purchase Orders**

All PO's Must be properly completed with vendor name, GL code, description of service or product, authorized signature, date and source of funding if known. All completed purchase orders will be approved by, at a minimum, a program manager.



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Purchase decisions in excess of \$25K for equipment, supplies, or other goods, not on a contract require three (3) quotes. Professional service quotes should also have three (3) quotes for pricing, oral or written.

Requests for quotes for goods and services should include a clear and accurate description of what is needed and should not contain features that unduly restrict competition.

Special purchasing conditions which involve \$25,000 or more may apply in Emergencies, Sole Source vendor (there is only 1 distributor for the product needed) or federally funded programs that may be subject to additional policies. Significant and unbudgeted expenses are discussed within management and verbally approved by the board sub-committee.

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