

## MEETING NOTES

April 7th, 2021

Remote Zoom Call

Partners: Aaron Flaster (University of Washington), Aidan Johan (Boulder, CO Mobility for All), Angel Bond (Boulder, CO Mobility for All), Belina Van (Catholic Community Services), Christine Geneus-Hill (American Cancer Society), Jean Kim (PSRC), Julie Povick (Seattle Children's), Kim Pearson (PSRC), Marie Marquart (MV Transit), Marlee Fischer (King County Public Health), Maureen Linehan (King County Public Health), Michelle Welker (Seattle Children's), Myani Guetta (Healthier Here), Sara Sisco (Hopelink), and Suzy Guttormson (Valley Medical Center)

Staff Support: Cassidy Giampetro, Dean Sydnor

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## WELCOME, INTRODUCTIONS, AND ANNOUNCEMENTS

The meeting started around 9:35am, with attendees asked to save announcements or updates for the roundtable sharing portion.

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## VACCINE TRANSPORTATION

### Public Health

Maureen Linehan of King County Public Health was present to share an update on vaccine distribution on behalf of the county. Maureen began by displaying data through the [King County daily COVID-19 outbreak summary](#). She noted the uptick of COVID-19 cases and hospitalizations in the County, which had otherwise been declining since vaccine rollout. This spike in cases was occurring mostly with individuals in the 20 – 29 age group.

Maureen showed the [King County vaccination summary dashboard](#), which reflected that 1.2 million doses of COVID-19 vaccine had been administered in King County making 486k people fully vaccinated (with 782k having at least one dose). This meant that 42.3% of adults in King County have had one dose of the vaccine. Maureen used the dashboard tool to showcase how individuals can examine the vaccination rates by zip code, age group, and race; Public Health is aware of racial and geographic disparities in vaccination rates and is targeting outreach to mitigate this inequity.

King County Public Health is directly operating vaccination sites in Kent and Auburn, while partnering with Kaiser Permanente on their Renton site and Microsoft for their Redmond site. The Auburn site was recently moved to accommodate greater capacity. The Renton site is accommodating appointments 100% through referral while the Redmond site is mostly through referral and setting side appointments for priority groups. The City of Seattle is expanding capacity at their Lumen Field site and recently opened a drive-through site at North Seattle College. This makes North Seattle College and Snoqualmie Valley Hospital the only sites that are drive-through in the County.

Public Health is working with fire departments to expand efforts to vaccinate homebound individuals in their own homes. In order to get added to the list of individuals eligible for this service, a client calls the Public Health hotline at (206) 477-3977, receives a brief screening, and gets added to a list. These individuals are receiving the Johnson & Johnson vaccine. Public Health had not yet announced its

homebound efforts at the time of the meeting but was planning to do so soon. At the time Maureen was sharing, they have vaccinated around 200 individuals through this program.

*Q: Will Renton and Redmond continue to be referral only after eligibility expands on April 15<sup>th</sup>?*

A: Renton will likely not change as they have appointments open to their members during weekdays and only operate through referral on weekends. Redmond will likely change over time. However, both will likely reserve spots for communities who need priority access.

### King County COVID-19 Vaccine Mobility Task Force

Hopelink Mobility Management has been facilitating the King County COVID-19 Vaccine Mobility Task Force since February 2021 to ensure transportation is not a barrier to receiving a vaccine. The Task Force collaborated with the Access to Healthcare Committee in February to provide feedback on the [Transportation to Vaccines Memo](#), which was shared with WSDOT, the Department of Health, Public Health, and other groups. This Memo received positive feedback and many of the recommendations involved were implemented.

Sara Sisco shared about the Coordinated Vaccine Transportation Helpline. This resource is a Helpline hosted by Hopelink Mobility Management to connect riders and help staff to secure transportation to and from vaccine appointments in King County. It operates Monday through Friday from 8:30am to 4pm.

The Helpline builds upon Hopelink Mobility Management's experience with the Transportation Resources Line and unique understanding of nuanced mobility problem-solving in the County. The Helpline relies on strong relationships with transportation providers in the existing network, through the Regional Alliance for Resilient and Equitable Transportation's Transportation Provider Network, to fulfill rides. Hopelink Mobility Management also has access to credits from Lyft and Uber to support trips to vaccines if no other provider can be arranged. All of this work is done to ensure lack of transportation is not the reason individuals do not get their vaccines.

Flyers for the Coordinated Vaccine Transportation Helpline, translated into 8 languages, was shared with the Access to Healthcare Committee in the meeting follow-up. Sara also encouraged people to leverage the [online intake form](#), which supplements the phone number and offers Hopelink Mobility Management staff more time to organize solutions prior to reaching out to a person in need.

Lastly, FindARide.org has a [COVID-19 Transportation Resource page](#) that offers lengthy information on what transportation options can help people with unique needs in King, Snohomish, and Pierce counties.

*Q: Have we heard of any other areas working with similar solutions?*

A from Sara: Yes, I have heard of other places implementing similar solutions. In Pierce County, they are leveraging 211 to do a similar job.

A from Dean: Also in Pierce County, they are partnering with a transportation provider (Get Around the Sound) to transport people to vaccines, so this information is publicly available for those who need transportation support that they can contact Get Around the Sound.

A from Cassidy: The Washington Department of Health is actively compiling a transportation page that provides information on transportation resources to vaccines by county.

A from those in Boulder County, CO: Our focus has been moreso working with transportation providers to expand service area and cross county lines. People tend to need to travel longer distances to get vaccines wherever they can here, so it is not as centralized. We also compiled an inventory of transportation services for this reason that we shared with our public health departments to encapsulate where people can go to receive transportation support.

*Q: What is the capacity of those staffing the Helpline?*

A: The Helpline is currently being staffed by one Hopelink Mobility Management team member but has capacity to be quickly staffed by 2 or 3 others, and potentially more. Right now, this works with the call volume. We also have flexibility in opening the line to cover evenings if the need emerges.

For questions about the Coordinated Vaccine Transportation Helpline, contact Sara Sisco at [SSisco@hopelink.org](mailto:SSisco@hopelink.org).

### Committee Discussion

After updates from Public Health and on the King County COVID-19 Vaccine Mobility Task Force, Cassidy opened up discussion for the Committee on what priorities the group has without duplicating existing efforts. Cassidy affirmed the idea that the challenges, coordination, vulnerabilities, and collaboration related to vaccine transportation represent a case study in many of the consistent themes of improving mobility for all in King County. She also proposed the idea of collecting user-cases from partners to loop back into advocacy for the establishment of a One-Call One-Click system.

The group shared the following during this discussion:

- Q: How does the Access to Healthcare Committee's work relate to the King County COVID-19 Mobility Task Force?
  - A: The Task Force is more about developing quick solutions and providing situational updates to a smaller group of stakeholders working directly on vaccine access, as opposed to the Access to Healthcare Committee which is more focused on broader project planning in healthcare. There is not a direct relationship between the two beyond overlap in some stakeholders.
- One attendee shared they they think we should consider how the needs and solutions that emerged during vaccine conversations will exist beyond this context. They think we should think about building long-term solutions to fill these needs.
  - For example, they heard about one region where NEMT operators worked to expand eligibility to better meet people's needs after discovering vaccine gaps. Another example is that Lyft and Uber are good stopgaps but not long-term solutions.
- Another attendee suggested that the Committee should think more about how we get resources and information out to the communities who need it through partners who may not be as privy to transportation conversations as we are. How are people getting connected and how do they know that there *are* resources to help them?

If you have any contributions to add, contact Cassidy Giampetro at [CGiampetro@hopelink.org](mailto:CGiampetro@hopelink.org).

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### **ROUNDTABLE SHARING**

The following was shared in roundtable sharing:

- Q: Are there any options for individuals who are sedated to be transported?
  - A: They mostly need a caregiver who can be there to support them, as the driver cannot do this. Medstar and Tri-County Ambulance can do this.
- The King County Mobility Coalition published its [Community Transportation Needs Assessment](#), which touches on many healthcare-related unmet mobility needs in the county.
- Healthier Here is doing consistent outreach and engagement on vaccine access, including distributing resources to organizations. They are also helping community partners facilitate vaccine pop-up clinics.
- The PSRC was still collecting last responses for their Transportation Inventory of Services update survey.

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**ACTION ITEMS**

- Cassidy will share Coordinated Vaccine Transportation Helpline resources out to Access to Healthcare Committee.
- Cassidy will facilitate conversation between Sara Sisco and Public Health to see where there are opportunities to include transportation support resources at most entry-level vaccine appointment sites.
- Marie Marquart to connect Jean Kim to a contact at Access's Call Center.

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**NEXT MEETING**

June 2<sup>nd</sup>, 2021 from 9:30am to 11am, Zoom

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**ACCESS TO HEALTHCARE STAFF SUPPORT**

**Cassidy Giampetro**, Program Supervisor

CGiampetro@hopelink.org

(425) 943-6752