EXECUTIVE SUMMARY

The South King County Mobility Coalition designed the 2021 Roundtable Series to address emerging needs and discuss crucial regional concerns in the face of a disrupted and changed human services landscape. The conversation series aimed to highlight regional commonalities, find connections, and identify short- and long-term solutions to identified gaps.

Each event covered a unique topic identified by South King County Mobility Coalition members as meaningful and pertinent to their work. These topics were: community access to key resources, regional advocacy, and transportation program coordination. Embedded in all these topics was an understanding that community recovery from the COVID-19 Pandemic and resulting economic insecurity would increase the need for vital services and funding concerns for service providers.

Through these conversations, community members and service providers across several sectors identified common themes, needs, and gaps in the South King region. Those themes are detailed in this brief report and summarized here:

► A need for centralized information sources for the public and service providers alike.
► A need for collaborative outreach; the option to offer wrap-around referral for community members to meet their needs with the fewest necessary intake processes.
► A need for steady funding sources available to support administrative efforts and staff time.
► A need for connection opportunities among service providers that create space for collaboration and resource sharing.

The goal of these conversations was to leave the table having found solutions that meet needs in the short-term and with action items to work toward as long-term regional goals. Those action items are summarized here:

► The creation of sector-wide and regional distribution lists to increase communication and resource sharing.
► The creation of directories highlighting services and points of contact available to other service providers.
► The fostering of continued relationships between service providers and elected officials as well as strengthening feedback loops between regional decision-makers in identifying needs and solutions.

Mobility is the foundation and intersection of many human needs. From this report, the South King County Mobility Coalition hopes to create stronger cross-sector relationships as well as diversify and expand its membership. We will continue to work toward the vision of a regional network that connects all people and allows all community members to move freely and get to where they need to go. As a Coalition, we are committed to supporting efforts that increase connectivity and collaboration in our region. To request this report in alternative formats or get more involved contact: Sandy Phan, South King County Mobility Coordinator, at SPhan@hopelink.org, 425-943-6731, or visit kcmobility.org/skcmc.
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INTRODUCTION: SERIES DESCRIPTION AND STRUCTURE

WHY
In the summer of 2020, members of the South King County Mobility Coalition (SKCMC) came together to discuss the changing nature of connecting with community members and other service providers in the wake of the COVID-19 Pandemic and initial community shut down.

SKCMC members spoke of their concern that the South King community would experience shortages and increased need because of these changes.

Early in these discussions, it became clear that the conversation and concern warranted creating a stand-alone project. SKCMC members wanted to broaden the scope of our conversation beyond mobility and transportation.

The South King County Roundtable Conversation series was an opportunity for cross-sector collaboration. The conversations were centered on finding solutions that serve our communities in the short term. Our conversations provided space to break down existing silos between different coalition groups and sectors and find necessary answers to existing barriers. These conversations were also an opportunity to establish relationships and networks that could build a more connected future.

This report will review each of the three conversations, highlighting the topics discussed and the short and long-term solutions found. This report also includes a list of shared goals and proposed action items suggested during the series. Finally, the appendix of this report includes the notes and whiteboards created during the conversations.

WHAT
South King County Mobility Coalition members proposed several distinct yet overlapping topics which warranted a broader discussion. Ultimately, a series of three roundtable conversations were planned to cover Community Access to Key Resources, Regional Advocacy, and Transportation Program Coordination. Each event had a unique theme based on known needs, gaps, and concerns for South King County. However, attendees were encouraged to attend more than one session and the whole series, if possible, because the topics had several points of overlap.

The conversations were hosted virtually, held over the Zoom platform. Individual attendees were invited via email, and the series was promoted through several regional networks. These networks include Northwest Harvest, King County Housing Authority, The Regional Alliance for Resilient and Equitable Transportation (RARET), South King County Coordinated Food Access Call, South King County Health Coalition, King County Mobility Coalition monthly newsletter, and the Renton Human Service Provider network.

To log attendance and as a minor security measure, registration was required to attend the event series.

Each roundtable conversation was scheduled for the last Friday of the month, from 10:30 AM to 12 PM.
CONVERSATION 1: COMMUNITY ACCESS TO KEY RESOURCES

TOPIC SCOPE AND DEFINITION
The first series of conversations focused on community members’ access to vital services and meeting their key needs. For this conversation, “key resources” refer to those services which meet a person’s basic needs, which may include but are not limited to transportation, housing, shelter, safety, access to food, access to employment and education, and financial assistance.

South King County Mobility Coalition members wanted to begin our series with this topic as it addressed their concerns related to COVID-19 era outreach and access efforts. It served as a jumping-off point for the series-wide emphasis on cross-sector collaboration; to the broad definition of ”key resources.”

DISCUSSION QUESTIONS
Our conversation was focused on finding solutions and building connections. The discussion questions below were designed to help identify common gaps and needs and begin the work of finding answers to these needs. Specifically, these questions were designed to allow attendees to highlight and promote their services and identify points of contact for attendees looking to network in new sectors.

The first question, regarding common gaps, also intended to inform the second session of the conversation series regarding community advocacy. Common gaps could be leveraged as common ground for advocacy work.

1. What are the gaps my clients face in receiving key resources?
   a. What is something that would fill that gap today?

2. Do you have points of contact or connections to resources for a gap that another participant has identified?

3. Who would you like to connect with to help fill the gap?

DISCUSSION THEMES
For this first session, the roundtable conversation began with small group discussions using breakout rooms. Following those conversations, all attendees came together to identify common discussion points across groups.

Several themes arose throughout the small and large group discussions.

Regarding outreach and the provision of resources, attendees agreed on the need for centralized information sources; databases that could describe what is available region-wide to meet needs. Attendees mentioned the need for “one-room” for all service providers to communicate with one another. If possible, this platform would connect service providers without requiring attendance at lengthy agency meetings.
Attendees connected this need to a need for **sustainable funding** for critical programming; long-lasting resources. Community access to resources is related to trust in those resources, **trust that [resources] will remain in place and truly meet needs**. To be accessible, the resources and information regarding them must be available and offered in diverse ways. South King County community members need to be **met where they are** at. When determining which resources to provide, service providers need to include community members and give them decision making power.

To see a snapshot of all shared responses for this session, please read the Appendix A of this report, which includes all whiteboards created during this event.

**SUGGESTED ACTION ITEMS**

Attendees suggested the following solutions during our conversation:

- Creation of shared distribution lists and communication channels throughout specific sectors.
- Creation of directories to share known points of contact.
- Creation of shared advocacy networks to address funding concerns.
- Emphasize wrap-around engagement with community members. One event that features many service providers, where a community member needs only to share their story once and to be connected with all supportive services for which they qualify.

**CONVERSATION 2: REGIONAL ADVOCACY**

**TOPIC SCOPE AND DEFINITION**

Building from the first conversation topic, the second session focused on the theme of advocating for the needs of our region. During the planning phase of this project South King County Mobility Coalition members expressed concern that changing availability of funding sources due to COVID-19 would impact South King County negatively. Members wanted to create this cross-sector space so that we could discuss how to meet needs while also working through economic insecurity at a wide scale.

For this conversation we were also joined by King County Councilmember, Dave Upthegrove, who spoke to our attendees regarding the process of legislative advocacy and how to elevate known needs to decision-makers and affect change.

**DISCUSSION QUESTIONS**

The discussion questions for this session were divided into two sub-topics. The first, was an opportunity for attending agencies to share how they are currently meeting their needs or making their case to funding sources. The second, broadened the conversation to include the wider mission and vision of attending organizations. These questions had the intent of 1) identifying opportunities to collaborate on funding resources and 2) identifying opportunities for collaborative advocacy.

Questions Regarding Agency’s Access to Resources

1. How do you tell your organization’s story? How do you tell your client’s story?
2. Where do you seek funding? What sources are stable, what sources do you need?

3. What sort of data do you collect to tell your story or to make requests for funding?

Questions Regarding Elevating Community Needs

1. What are you advocating for, how do you do it? What are your organization’s advocacy needs?

2. If all of advocacy needs were met tomorrow what would our region look like? How do we get there?

3. What sort of partnerships do you hope to build – in your community with your clients and among fellow community organizations?

DISCUSSION THEMES

This second session followed a similar format to the first, attendees were first invited to share in small groups and then as a large audience we spoke with Councilmember Upthegrove who covered many of the same high-level themes.

Regarding telling their agency and clients’ story attendees coalesced on the theme of relying on quantitative data, as it is connected to funding sources. Attendees expressed a desire to tell more qualitative impact stories yet struggled to connect that with grant requirements. Lack of administrative funding makes the process of data collection, grant application, and reporting very difficult. It is difficult to innovate with limited resources and strict standing requirements.

Attendees expressed a desire to collaborate with other organizations and share resources, especially to avoid duplicative programming or outreach. Many attending organizations rely on volunteer labor, which impacts their ability to be competitive in grant cycles.

During his discussion on effective advocacy, Councilmember Upthegrove stressed the importance of building relationship with decision-makers. Knowing who legislative representative for an area is crucial, as they are responsible to their constituents.

To see a snapshot of all shared responses for this session, please read the Appendix B of this report, which includes all whiteboards created during this event.

SUGGESTED ACTION ITEMS

► Again, this discussion led to the suggestion of a centralized resource sharing platform. This time with an emphasis on sharing funding opportunities.

► In conversation with Councilmember Upthegrove, he elevated the efficacy of developing a relationship with elected officials and decision-makers for the region. Creating a stronger feedback loop between service providers and regional elected officials. The first step in this relationship building process is to identify the proper decision-maker for each region and city.

► Collaborative applications for funding and grants were highlighted as a way to share resources and support one another.
CONVERSATION 3: TRANSPORTATION PROGRAM COORDINATION

TOPIC SCOPE AND DEFINITION
The third series conversation brought the South King County Mobility Coalition back to its central convening theme. This final topic was designed to bring together the broad needs and themes highlighted in the previous two sessions through the specific example of transportation programs’ opportunities for collaboration. This conversation was an opportunity for transportation programs to share their service information, find opportunities to collaborate, and advocate for their services.

For this conversation we were joined by regional mobility experts and representatives from transportation programs; Staci Sahoo of Hopelink Mobility Management, Kim Pearson of Puget Sound Regional Council and Katie Drewel of Sound Transit. The session began with context setting from these three topic experts who spoke to our attendees regarding the processes they engage with to collaborate across South King County, share information, and provide high quality service to South King community members. They highlighted the positive impact of having strong communication channels between providers and how those channels improve community-member experience.

DISCUSSION QUESTIONS
Transportation Provider Questions

1. What does your agency’s presence look like in South King County? What are your service areas, which populations do you serve?
2. How do you coordinate with other transportation providers?
3. What are some next steps that can be taken now to increase transportation coordination?

Breakout Room Questions:

1. What does your agency’s presence look like in South King County? What are your service areas, which populations do you serve?
2. How do you engage with other stakeholders in your sector? What about other sectors? Do coordination efforts exist? How can they be strengthened?
3. How do you access information about available resources?

DISCUSSION THEMES
Regarding available transportation programming and resources attendees noted that South King County’s transportation services find value in meeting together as a coalition through the SKCMC. Attendees noted the existing service gap of consistent all-day service, services that meet the needs of essential workers, and community members with low incomes. Many of the specialized transportation programs provide services for older adults but have limited flexibility in their eligibility criteria and limitations in their service hours (weekend and evening service being a known gap).

This conversation, as with the two previous centered on the themes of collaboration and shared engagement. Representatives from transportation programs also mentioned the need for collaboration
with trusted community advocates to advertise and promote their services. Trusted community advocates can help promote services in culturally competent ways and in languages other than English.

In the breakout room conversations, attendees noted the importance of continued connection between service providers. Coalition spaces that span across several sectors need to be maintained. Attendees expressed a desire for more connection, broader connection, without a reliance on lengthy meetings.

To see a snapshot of all shared responses for this session, please read the Appendix C of this report, which includes all whiteboards created during this event.

SUGGESTED ACTION ITEMS

- Specific to the desire for centralized and accessible information sources, attendees noted their excitement for King County Mobility Coalition’s One-Call/One-Click platform. Suggested action in the form of promotion of this proposed technology.

- Regarding increased relationships with trusted community partners attendees again mentioned the opportunity for shared outreach events and wrap-around connection to increase community trust and partnership.

- Partnering with community members directly and compensating them for their work.
APPENDIX A: REGIONAL NEEDS MEETING
WHITEBOARDS

The following materials were created in collaboration with series attendees as they responded to discussion questions. Each figure is from a separate breakout room and includes the discussion questions on them as well as key terms and responses provided by attendees. Gold star, hearts, and checkmark virtual stickers were used to indicate agreement or affirmation of the sentiment shared.

Figure 1
What are the gaps my clients face to receiving key resources?

| Hard to reach communities, understanding their mobility options | Food access - limited time frame preventing access |
| - providing information not just written/translation, but audio as well | - delivery option? |
| Still remaining gaps for people to get from home to food bank, transportation wise | Clients need to be connected to medical care outside of mass clinics, hospitals, etc / family support to get to medical destinations (not medical facility) |

What is something that would fill the gaps today?

| CBOs being mindful of literacy/audio tools to provide when working with community groups | Volunteer drivers fulfilled need for food delivery - but program eventually ended as volunteering dwindled |
| - Ana: pre-recorded translations? options to select audible information | Lyft provided trips to food delivery, but not enough resources to scale sustainably |
| United Way / DoorDash partnership with food banks | Partnered with Metro for food delivery in emergency food response - successful partnership bc collaboration with other CBOs (ex: housing) |
| | Lyft codes - language barriers |
Who do you want to connect / partner with better in the future?

Mariela/Highline: having campus be a place where people can purchase and reload ORCA cards. Currently help people sign up and pay for ORCA cards, but can’t actually give them out

Ana - Smaller organizations/businesses seeking to provide Covid-19 Vaccination access to their members.

Ana - get connected to transportation resources to get to family member service address - vaccine specifically

Clients need to be connected to transportation services to enable them to get vaccinated at another family member’s address, not a mass clinic.

Figure 4

1. What are the gaps my clients face to receiving key resources?

→ FUNDING!

access to rental assistance or other resources. Confusion as to how to get this. Calling in at specific times, etc.

→ 211 seems limited in their database. Having to do research on own

→ just cause eviction at state level policy is very piecemeal. trying to create a regional approach to addressing housing problems.

→ trying to increase engagement and outreach within communities

→ small organizations may need support but still feel disconnected.

→ New people coming in frequently.

→ finding where the services are/ who is the right person to go to who is doing on the ground work? This would help get community feedback.

Figure 5
2. What is something that would fill that gap today?

A map! In list form too, that is searchable. Ability to see organizations based on services provided and where they are located. Resources like this need to be sustainably funded and managed so it is up to date.

Ability for people to directly communicate in a network. Perhaps a message board?

Elected officials should be responsive to community feedback. An access point

How do we find sustainable funding for these resources? Flexibility in funding.

- Lack of funding in the connecting work. A lot of funding goes towards boots on the ground.

Wellspring, Federal Way Community Coalition (?) are nice resources to have.

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3. Who would you like to connect with to help fill the gap?

- Anyone helping with teen clothing?

- Housing funding!! Specifically for lowest income/vulnerable populations

- King County & State can be doing better. Business tax was lowered. Need to know how much $ it would take to house everyone

- Building the housing units

- Eviction moratoriums are going away

- Food assistance, best type of assistance can be giving them cash.

Connecting with representatives who work with these issues

- Community learning about legislative process. What is a bill?

s. King coordination group. Coordination call

federal way community caregiving network!
What are the gaps my clients face to receiving key resources?
affordable housing, loss of naturally occurring, SK specific housing shortage
food/clothing bank, lack of transportation, lack of safety
lack of choices
  - Food delivery helped fill gap, minimize the gap
  - Partnership with United Way, DoorDash, culturally specific box (latinx)
food deserts, transportation scarcity
2021 challenges for SKC, more poverty, less bus services, social service focus in Seattle creating more distance
What has changed? Reduced transportation services
Gentrification? Changing demographics

Figure 8

What is something that would fill the gap today?
Covid has intensified gentrification. Solution?
outside the box thinking for additional affordable housing
eviction moratorium
received small grant from Microsoft, resources are available, collaborating with wealthy orgs (Amazon?)
Refugee resettlement in SKC land in transit deserts, add more investment in areas then affects housing
Programs that add minimal help, demand response, equitable responses?
SHAG Tukwila-affordable, amenities, transit access? Relatively good example, senior housing, services
3 SHAG pick up/delivery services, working with NW Harvest and gift cards. Good relationship with food bank.
Need to work with grocery stores as next step as opposed to food banks. Toronto model. Need more choice and options for

Figure 9
Connections?

Sound Generation Hyde Shuttles moving more in customer experience, shorter windows for booking, integrating volunteer programs

Cities, finding right person to partner with? Many SKC cities.
APPENDIX B: ADVOCACY MEETING WHITEBOARDS

The following materials were created in collaboration with series attendees as they responded to discussion questions. Each figure is from a separate breakout room and includes the discussion questions on them as well as key terms and responses provided by attendees. Gold star, hearts, and checkmark virtual stickers were used to indicate agreement or affirmation of the sentiment shared.

1. How do you tell your organization’s story? How do you tell your client’s story?

> Lack of funding at the organizational level. We have a model to address food insecurity, which is based in relationships. Nourishing Networks is primarily volunteer led.
> Consortium supports the networks, tries to make it easy for providers to have a place on their website. Funders like to fund direct service, not necessarily the administrative side.
> Jubilee reach does nice blog and email posts. People want to hear direct stories, what are the causes of food insecurity?

Translations of the stories!

> Relying on data, and looking at gaps in the current data they have

Figure 11

1. Where do you seek funding? What sources are stable, what sources do you need?

> Lack of administrative funding. A lot of direct service funding (tax credits) but not for other aspects
> Seeking corporate philanthropy (Microsoft, others?)
Microsoft came to SKHHP, how do other organizations reach out to them? Not a clearly defined process to request $ from corporations does the funding align with the community needs?

Nourishing networks is still volunteer run. Tried to reach out to philanthropists, have yet to hear back.

Duplicating what other organizations are doing!

Figure 12
Figure 13

1. How do you tell your organization’s story? How do you tell your client’s story?

   tell a united story

   collecting data - but what does it tell us? How do we gather out impact?

   Numbers of contact, points of connection

   balancing grant needs with accessibility for clients

   system of advocacy is difficult to enter

   managing tension between squeaky wheel and area in need.

   time, work, how to make it effective?

Figure 14

2. Where do you seek funding? What sources are stable, what sources do you need?

   WSDOT and regional grants
   supplementary grants

   through partnership - valuable sharing resources, combining forces

   ★ would love to see 2-4 year grants, rather than 1 year pattern which creates tension

   organizational wide funding rather than project based

   ★ admin work often not including in the funding opportunities

   trust the organizations you work with! Trust them to allocate funds.

   regional limits in funding sources

   ★ can there be a centralized source of funding information

   not many entities out there that can act as overarching funding sources
2. If all of advocacy needs were met tomorrow, what would our region look like? How do we get there?

- Centralized information: easily found and well organized
- Broad awareness of those resources
- Readiness to help one another
- Balancing the relevance of information across diverse networks
- How can we zoom in and how can we zoom out?
- Know who to call to solve the problems

Figure 15

How do you tell your organization’s story? Your client’s story?

- What are you advocating for? What are org’s needs?
- Empowering the communities we serve
- Clients with language barriers, limited to benefits within their regions
- Support clients and speak on behalf of them to access available resources
- Helping voice be heard
- Finding methods to improve services and service funding
- Participate with other utility groups to help develop pilot programs
- Co-creation
- Client feedback and involvement
- Represent organizations differently depending on the audience and the goal (as a City agency)

Q: Where can we actively find the resources and the funds to support our community. Actively learning!
- Work for housing applications
- Look for services or funding for variety of needs
- Looking for greater funding for transportation service needs, ORCA card service, greater understanding of transit services to support clients (Angela, KWA)
- Many who live rural
- Alison, program has many pre-loaded cards and incentives (which it provides more)
- Can connect folks with incentive, but it isn’t ongoing transportation funding

Where do you seek funding? What sort of data do you collect to tell your story or to make requests for funding?

- Reaching out to regulatory commissions, reach certain level of stakeholder commitment and review
- Tell community stories to support funding asks
- Need to show funding history, what were they used on, and if things change, provide narrative of why funding was adapted
- Audience requesting grants or other funding from matters
- Federal funding, City funding

What sort of partnerships do you hope to build -- in your community with your clients and among fellow community?

- Need for PSE assistance, funding
- Experienced difficulty reaching out to Hopelink for energy assistance and senior connections
- MacKenzie, Crisis Affected Assistance Program: launched at beg of pandemic to help support clients can find information and send to Angela
- Wishlist: Salwa, trying to reach out to cascade PSE about to scale products and service, fees/commercial or multi family businesses, etc. They are looking to undergo community outreach, electricity fees, big or small businesses, etc. Still looking!
- Addressing challenges of language barriers - looking for partners to support

Q: In South King County, are there refugee populations that could connect with Angela?
A: ReWA (Refugee Women’s), IRC (International Rescue Committee)

Figure 16
APPENDIX C: TRANSPORTATION PROGRAM COORDINATION MEETING WHITEBOARDS

The following materials were created in collaboration with series attendees as they responded to discussion questions. Each figure is from a separate breakout room and includes the discussion questions on them as well as key terms and responses provided by attendees. Gold star, hearts, and checkmark virtual stickers were used to indicate agreement or affirmation of the sentiment shared.

<table>
<thead>
<tr>
<th>1. What does your agency’s presence look like in South King County? What are your service areas, which populations do you serve?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELAP</strong>: Serve all residents of South King, specifically Low income. Kent, Renton clinics. Special focus on seniors and veterans. DV staff attorney as well.</td>
</tr>
<tr>
<td><strong>Hopelink</strong>: Majority of work in S. king tend to be immigrants/refugees, as well as seniors. We designate south king as south of Bellevue and South of Seattle proper.</td>
</tr>
<tr>
<td><strong>Sound Transit</strong>: Area designation is the same...Some parts (Black Diamond, Enumclaw, Covington are not included.</td>
</tr>
</tbody>
</table>

*Figure 17*
2. How do you engage with other stakeholders in your sector? What about other sectors? Do coordination efforts exist? How can they be strengthened?

Showing up for each other at events. Going to coalition meetings cross sector, some coordinaton efforts were lost in the last year because people were focusing on basic needs

ELAP: Some of the partnerships have strengthened, maybe this is more related to the direct services sector.

Transportation was impacted because a lot of the pandemic was about getting people the resources they need while they stayed at home

ELAP: They often see needs beyond the attorney needs, and for this reason cross sector partnerships are very important. When we come back in person we will have to be very intentional about maintaining partnerships

Virtual meetings have been helpful to engage with more partners.

Sound transit: being intentional about how much time they are asking of partners. Lots of projects happening, but you don't want to overwhelm with asks for feedback.

Transportation as a Human Service :)

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2. How do you engage with other stakeholders in your sector? What about other sectors? Do coordination efforts exist? How can they be strengthened?

- coalition work - regional
- trusted community partners who can act as expert - nav model
- one call one click -- a user focus, simple interface
- ^broad user case
- data collection, centralization
- anticipating the catch points - especially as we "return"
- ^ right sizing outreach
- local chambers, point of connection. ID interest groups property managers -- commuting points
3. How do you access information about available resources?

- Solid Ground has a nice resource wire.
- Word of Mouth.
- ★ City Newsletters ★
- Coalition newsletters
- Real life interactions!
- Community leaders who know other people and resources

Figure 20

3. How do you access information about available resources?

- carry over: importance of simple access points, community nav program
- learn from other sectors!
- how do we connect with cities?
- human services departments of cities connected to community and to other organizations
- match resource access points to community access points - go where people are physical spaces!
- resources have to be trusted! How can we build back trust for existing and updated resource points.

Figure 21