

Sierra Nevada Transportation Coalition

Presented by Amy Dewitt-Smith

The Human-Centered Design Approach:
From Village Concept to Start-Up Nonprofit

What We've Learned...

- What does “adequate transportation” mean? What are the unmet needs?
- It's not about service delivery, it's about *service outcomes*.
- Co-creation helped us learn that a lack of transportation services is only part of the problem.
 - How do we ensure equal access and cultural sensitivity?
 - “Adding community voices to expert discourse can increase an agency's ability to respond effectively in a technical field” (*Policy Development and New Immigrant Communities: A Case Study of Citizen Input in Defining Transit Problems*, Schachter & Liu, 2005).
 - Large public agencies using a technical approach to service delivery are no longer going to be considered effective, efficient, economical, or socially equitable.

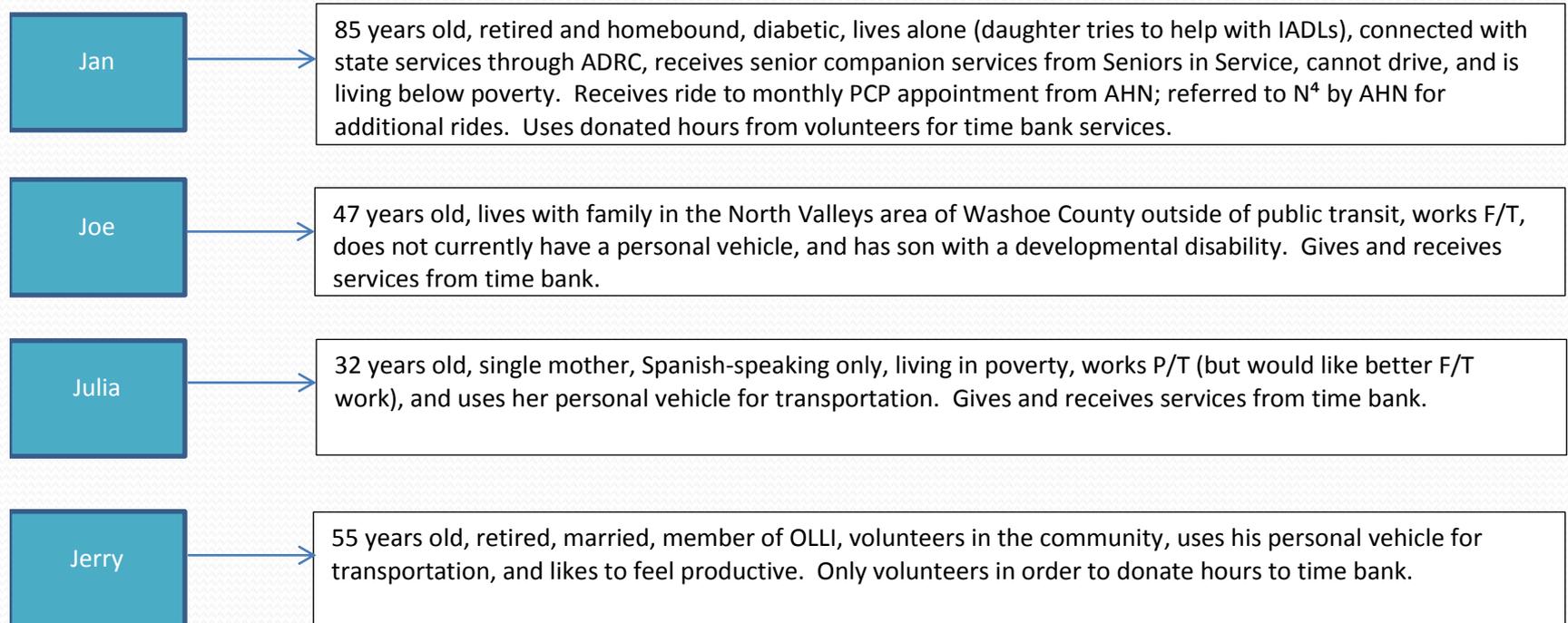
The Neighbor Network of Northern Nevada's Programs:

- Time Bank
- Volunteer Program
- Information & Referral
- Social Program

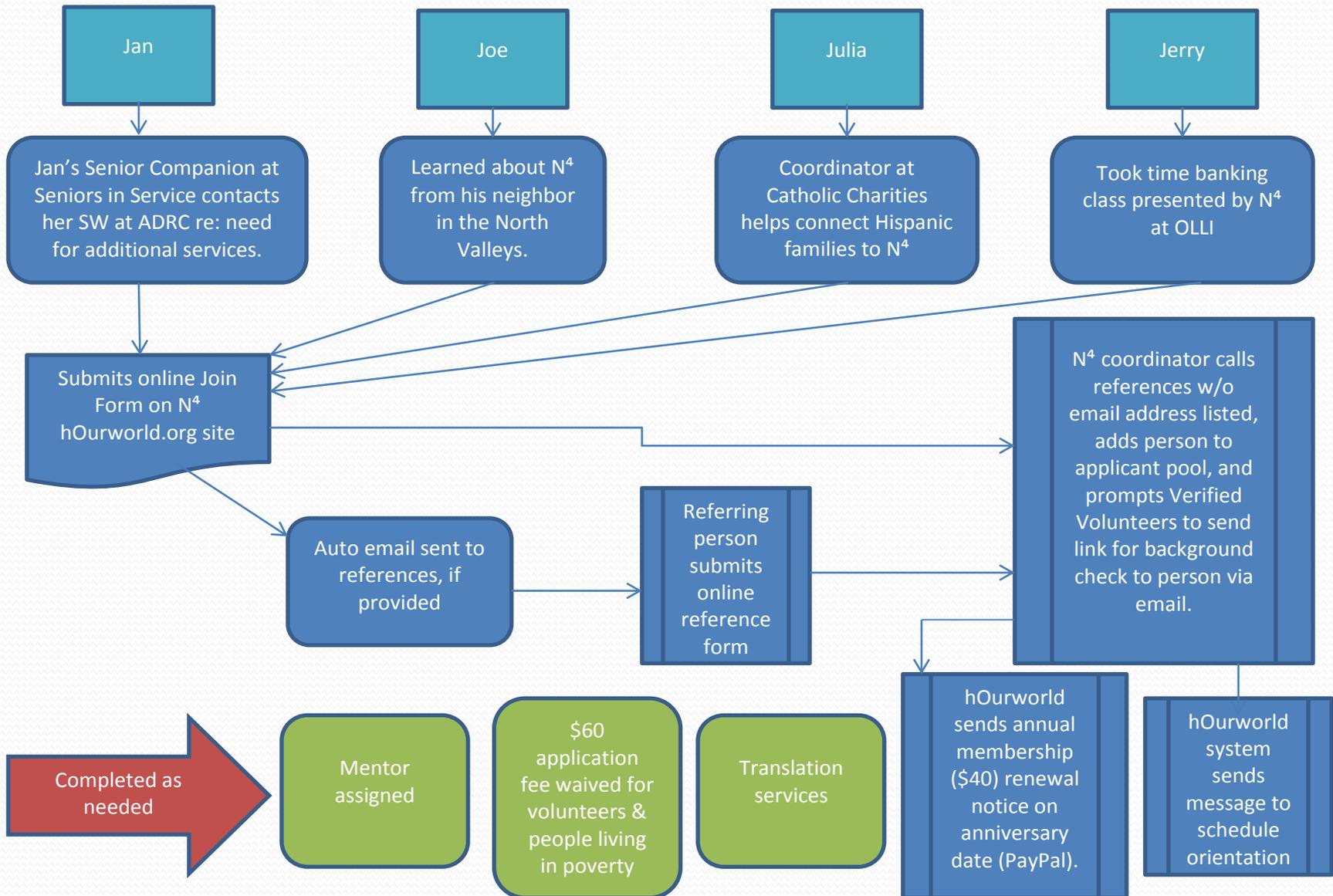
Example Partners listed in this workflow:

Nevada's ADRC, Seniors in Service, VISTA program, Catholic Charities, Nevada Center for Excellence in Disabilities (NCED), Osher Lifelong Learning Institute (OLLI), Access to Healthcare Network (AHN - One Call One Click Center), DaVita Dialysis Center, AT Collaborative (NCED), University of Nevada, Reno, Office of Service-Learning & Civic Engagement (OSLCE) program, Meals on Wheels program, Nevada PEP, Sanford Center for Aging, Truckee Meadows Community College (TMCC), and Northern Nevada Center for Independent Living (NNCIL).

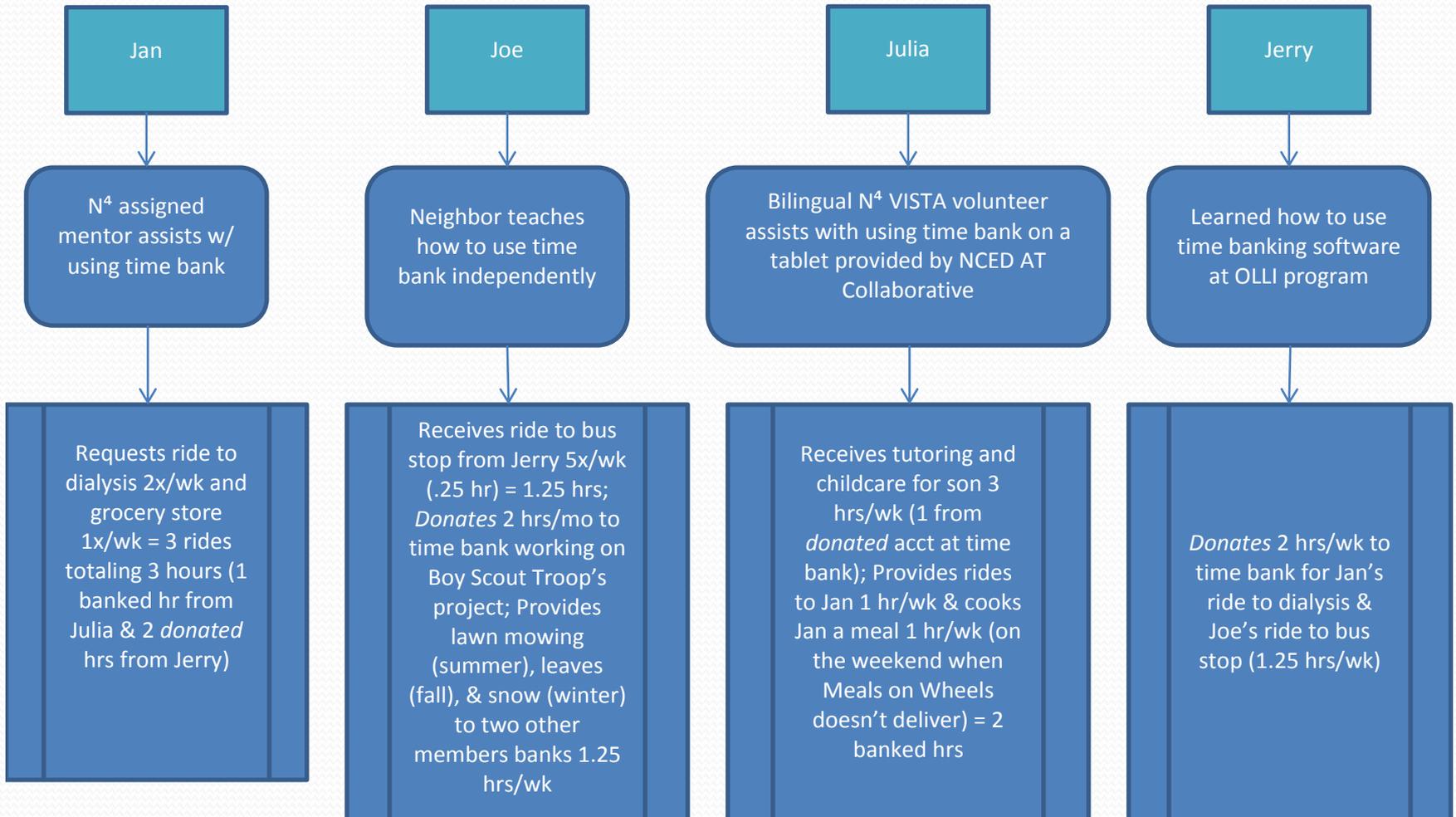
Profiles of Example Participants:



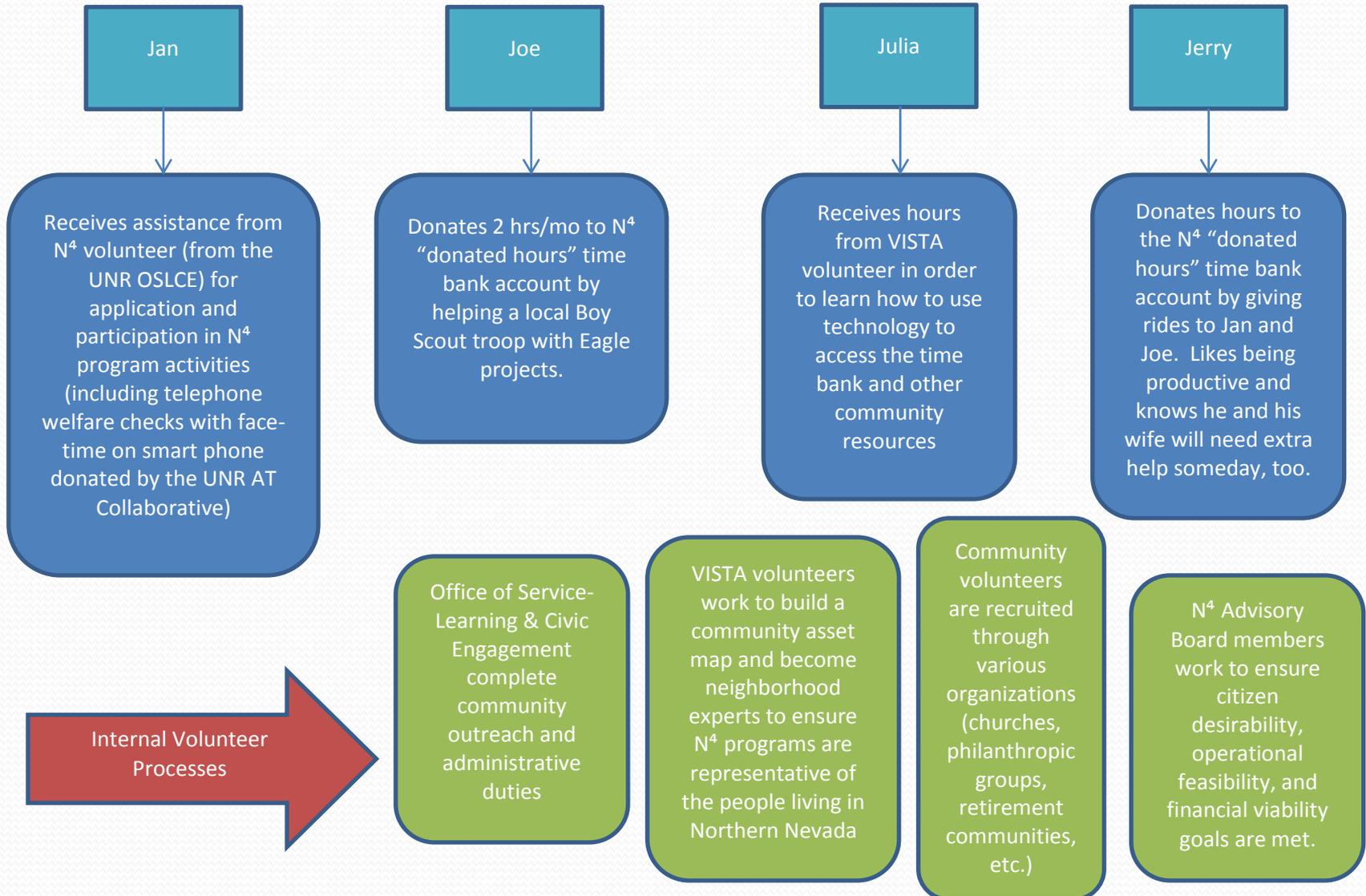
N⁴ Application/Intake Process Flow



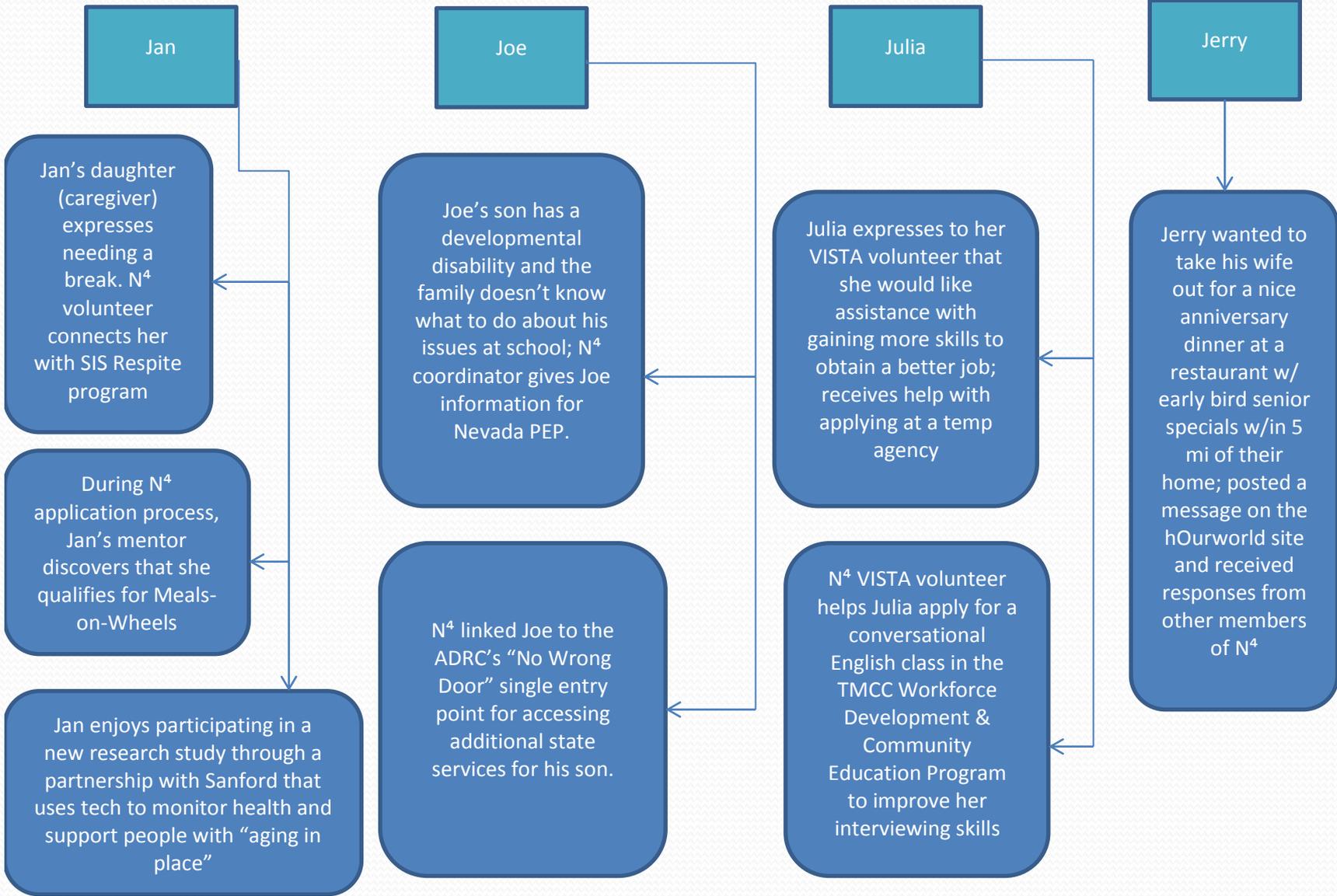
N⁴ Time Bank Process Flow



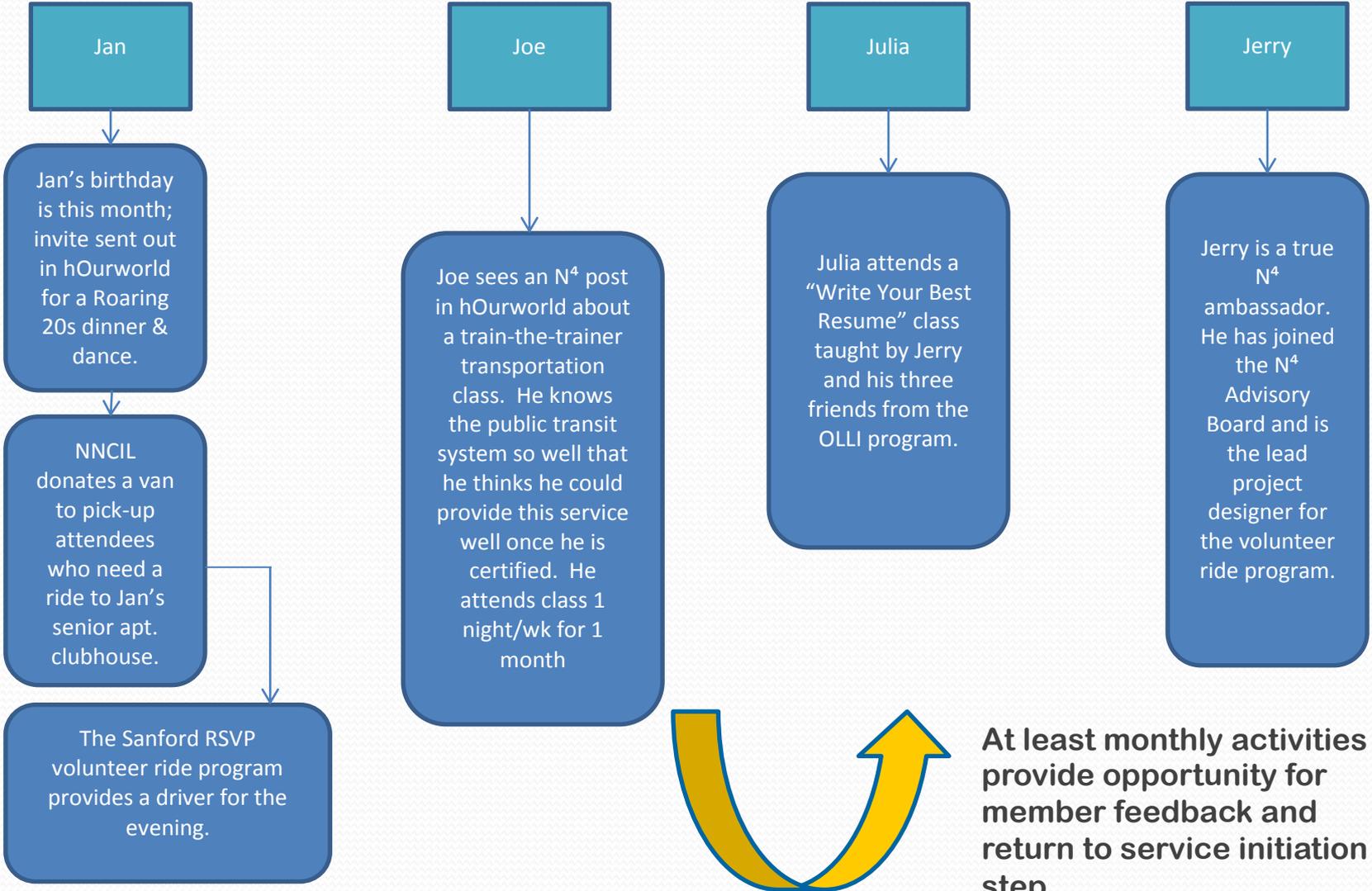
N⁴ Volunteer Program Process Flow



N⁴ Information & Referral Program Process Flow



N⁴ Social Program Process Flow



Thanks for listening!

Questions?