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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>85 years old, retired and homebound, diabetic, lives alone (daughter tries to help with IADLs), connected with state services through ADRC, receives senior companion services from Seniors in Service, cannot drive, and is living below poverty. Receives ride to monthly PCP appointment from AHN; referred to N⁴ by AHN for additional rides. Uses donated hours from volunteers for time bank services.</td>
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<tr>
<td>Joe</td>
<td>47 years old, lives with family in the North Valleys area of Washoe County outside of public transit, works F/T, does not currently have a personal vehicle, and has son with a developmental disability. Gives and receives services from time bank.</td>
</tr>
<tr>
<td>Julia</td>
<td>32 years old, single mother, Spanish-speaking only, living in poverty, works P/T (but would like better F/T work), and uses her personal vehicle for transportation. Gives and receives services from time bank.</td>
</tr>
<tr>
<td>Jerry</td>
<td>55 years old, retired, married, member of OLLI, volunteers in the community, uses his personal vehicle for transportation, and likes to feel productive. Only volunteers in order to donate hours to time bank.</td>
</tr>
</tbody>
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**N⁴ Application/Intake Process Flow**

**Jan**
Jan’s Senior Companion at Seniors in Service contacts her SW at ADRC re: need for additional services.

**Joe**
Learned about N⁴ from his neighbor in the North Valleys.

**Julia**
Coordinator at Catholic Charities helps connect Hispanic families to N⁴

**Jerry**
Took time banking class presented by N⁴ at OLLI

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Submits online Join Form on N⁴ hOurworld.org site

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Auto email sent to references, if provided

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Referring person submits online reference form

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hOurworld sends annual membership ($40) renewal notice on anniversary date (PayPal).

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Completed as needed

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Mentor assigned

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$60 application fee waived for volunteers & people living in poverty

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Translation services

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hOurworld sends message to schedule orientation

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N⁴ coordinator calls references w/o email address listed, adds person to applicant pool, and prompts Verified Volunteers to send link for background check to person via email.
N⁴ Time Bank Process Flow

Jan

- N⁴ assigned mentor assists w/ using time bank

- Requests ride to dialysis 2x/wk and grocery store 1x/wk = 3 rides totaling 3 hours (1 banked hr from Julia & 2 donated hrs from Jerry)

Joe

- Neighbor teaches how to use time bank independently

- Receives ride to bus stop from Jerry 5x/wk (.25 hr) = 1.25 hrs; *Donates* 2 hrs/mo to time bank working on Boy Scout Troop’s project; Provides lawn mowing (summer), leaves (fall), & snow (winter) to two other members banks 1.25 hrs/wk

Julia

- Bilingual N⁴ VISTA volunteer assists with using time bank on a tablet provided by NCED AT Collaborative

- Receives tutoring and childcare for son 3 hrs/wk (1 from *donated* acct at time bank); Provides rides to Jan 1 hr/wk & cooks Jan a meal 1 hr/wk (on the weekend when Meals on Wheels doesn’t deliver) = 2 banked hrs

Jerry

- Learned how to use time banking software at OLLI program

- *Donates* 2 hrs/wk to time bank for Jan’s ride to dialysis & Joe’s ride to bus stop (1.25 hrs/wk)
N^4 Volunteer Program Process Flow

**Jan**
Receives assistance from N^4 volunteer (from the UNR OSLCE) for application and participation in N^4 program activities (including telephone welfare checks with face-time on smart phone donated by the UNR AT Collaborative).

**Joe**
Donates 2 hrs/mo to N^4 "donated hours" time bank account by helping a local Boy Scout troop with Eagle projects.

**Julia**
Receives hours from VISTA volunteer in order to learn how to use technology to access the time bank and other community resources.

**Jerry**
Donates hours to the N^4 "donated hours" time bank account by giving rides to Jan and Joe. Likes being productive and knows he and his wife will need extra help someday, too.

Internal Volunteer Processes

Office of Service-Learning & Civic Engagement complete community outreach and administrative duties.

VISTA volunteers work to build a community asset map and become neighborhood experts to ensure N^4 programs are representative of the people living in Northern Nevada.

Community volunteers are recruited through various organizations (churches, philanthropic groups, retirement communities, etc.)

N^4 Advisory Board members work to ensure citizen desirability, operational feasibility, and financial viability goals are met.
**N^4 Information & Referral Program Process Flow**

Jan

- Jan’s daughter (caregiver) expresses needing a break. N^4 volunteer connects her with SIS Respite program
- During N^4 application process, Jan’s mentor discovers that she qualifies for Meals-on-Wheels
- Jan enjoys participating in a new research study through a partnership with Sanford that uses tech to monitor health and support people with “aging in place”

Joe

- Joe’s son has a developmental disability and the family doesn’t know what to do about his issues at school; N^4 coordinator gives Joe information for Nevada PEP
- N^4 linked Joe to the ADRC’s “No Wrong Door” single entry point for accessing additional state services for his son

Julia

- Julia expresses to her VISTA volunteer that she would like assistance with gaining more skills to obtain a better job; receives help with applying at a temp agency
- N^4 VISTA volunteer helps Julia apply for a conversational English class in the TMCC Workforce Development & Community Education Program to improve her interviewing skills

Jerry

- Jerry wanted to take his wife out for a nice anniversary dinner at a restaurant w/ early bird senior specials w/in 5 mi of their home; posted a message on the hOurworld site and received responses from other members of N^4
Jan’s birthday is this month; invite sent out in hOurworld for a Roaring 20s dinner & dance.

The Sanford RSVP volunteer ride program provides a driver for the evening.

NNCIL donates a van to pick-up attendees who need a ride to Jan’s senior apt. clubhouse.

Joe sees an N⁴ post in hOurworld about a train-the-trainer transportation class. He knows the public transit system so well that he thinks he could provide this service well once he is certified. He attends class 1 night/wk for 1 month

Julia attends a “Write Your Best Resume” class taught by Jerry and his three friends from the OLLI program.

Jerry is a true N⁴ ambassador. He has joined the N⁴ Advisory Board and is the lead project designer for the volunteer ride program.

At least monthly activities provide opportunity for member feedback and return to service initiation step.
Thanks for listening!

Questions?