

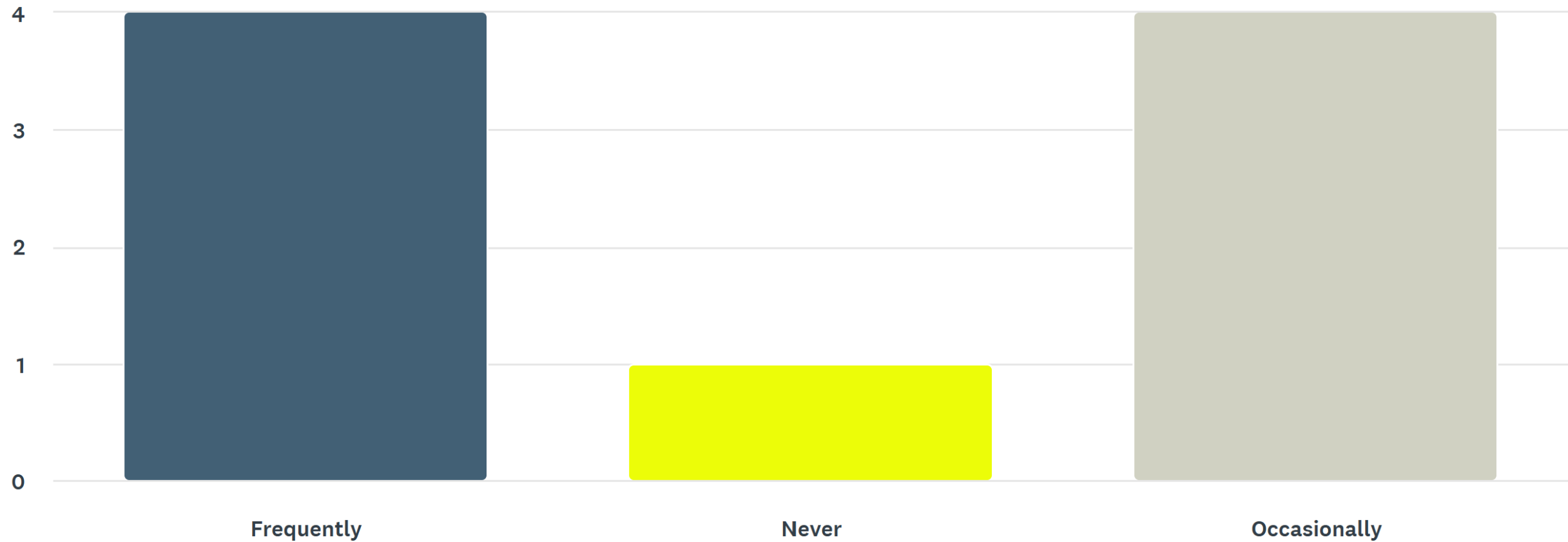
Provider Perspectives on Mobility and Access to Services in Okanogan County

**Results of Online
Provider Poll**
July 22 – August 7

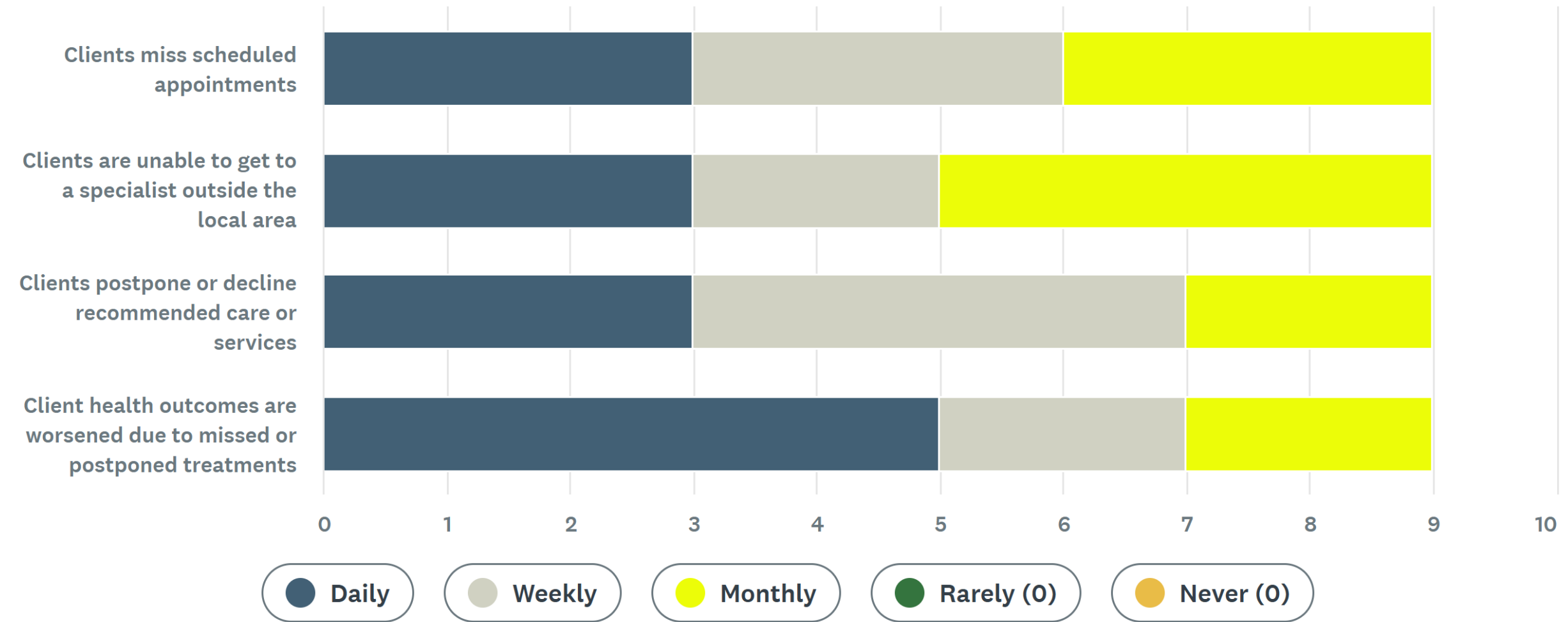
Okanogan Provider Poll includes responses from:

- Colville Tribes Head Start Program
- Okanogan County Juvenile Program
- Okanogan County Community Action Council
- Rural Resources Community Action
- Okanogan County Public Health District
- The Lookout Coalition
- DSHS – Home and Community Living Administration
- Housing Authority of Okanogan County
- Room One

How often do your clients indicate they can't access care or utilize your services because they don't have a way to get there?



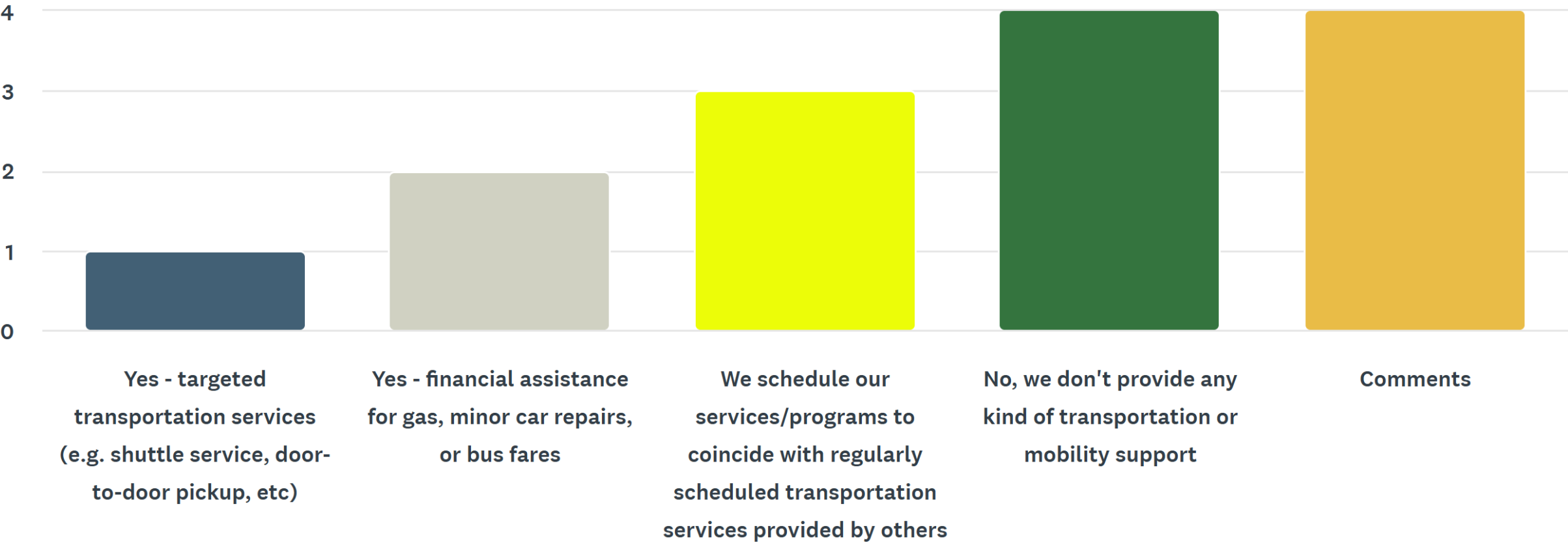
How frequently do you encounter these kinds of issues due to lack of reliable travel options?



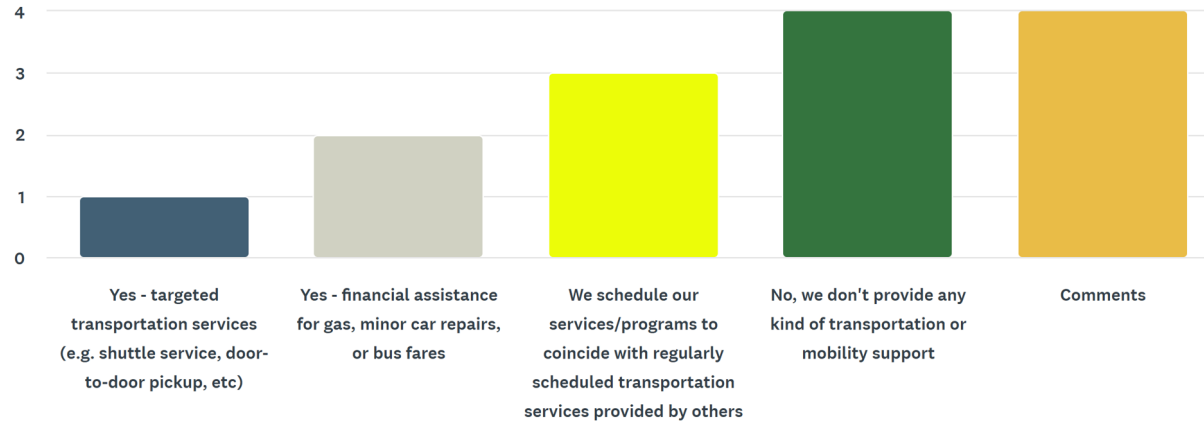
Does someone on staff know where to direct people who need help making travel arrangements?



Does your organization provide transportation services or mobility support for your clients?



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COMMENTS REGARDING MOBILITY SERVICES OFFERED

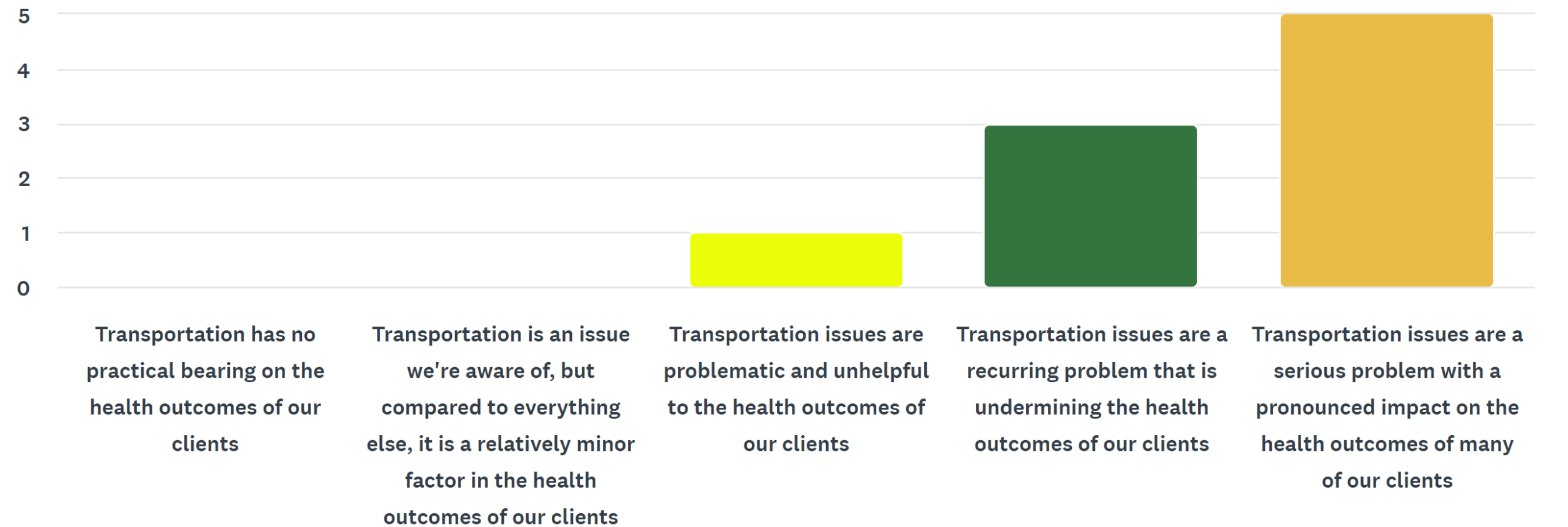
Due to insurance policies we are unable to provide transportation.

Outreach services meeting youth where they are at

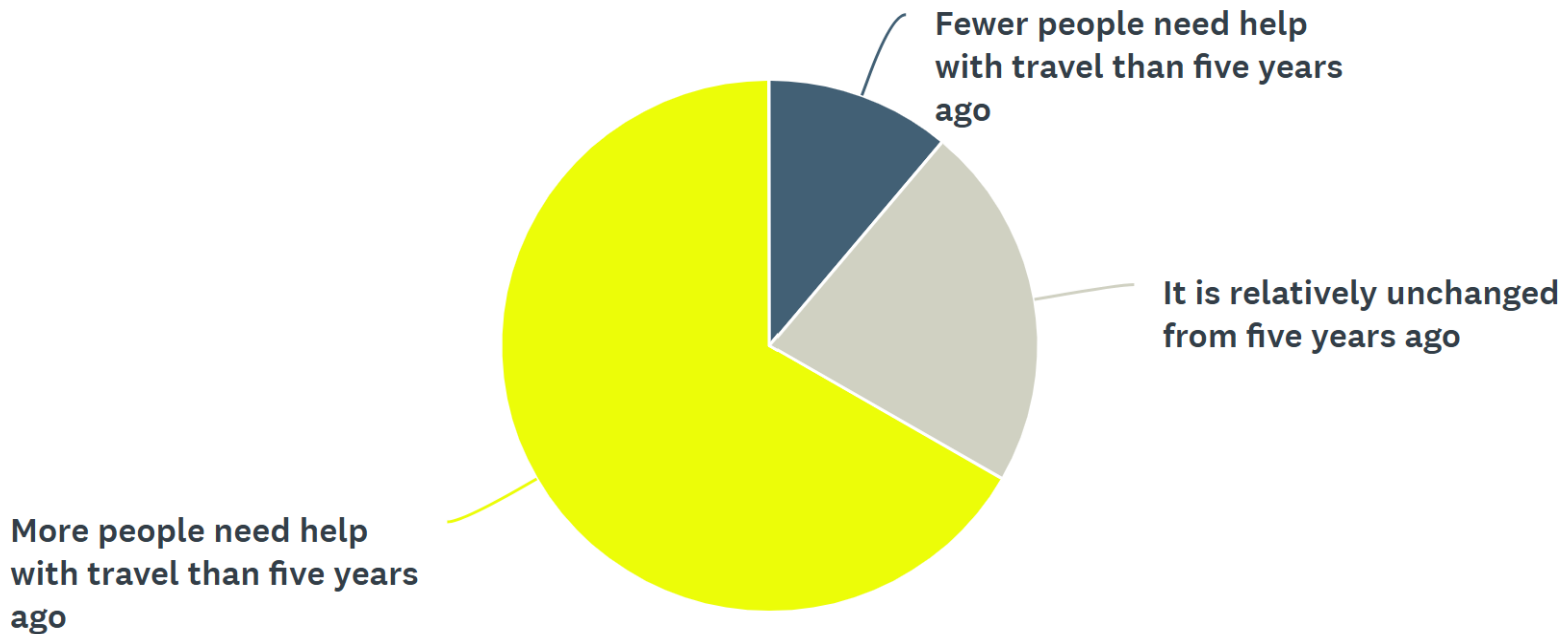
Only a few of our programs can offer transportation or gas vouchers.

We occasionally give people rides to appointments

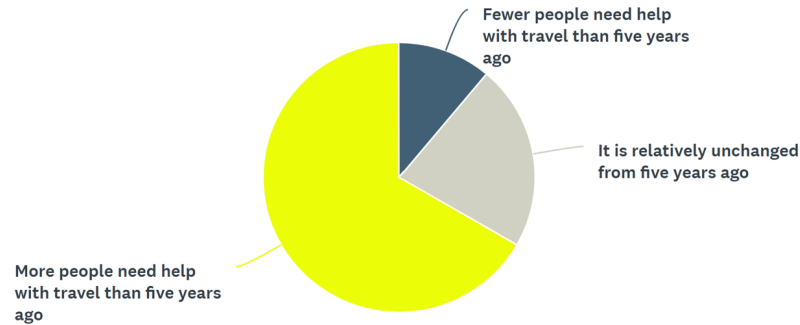
Which of the following statements comes closest to your own observations?



In your opinion, how has the need for travel assistance changed among your clients over the last five years?



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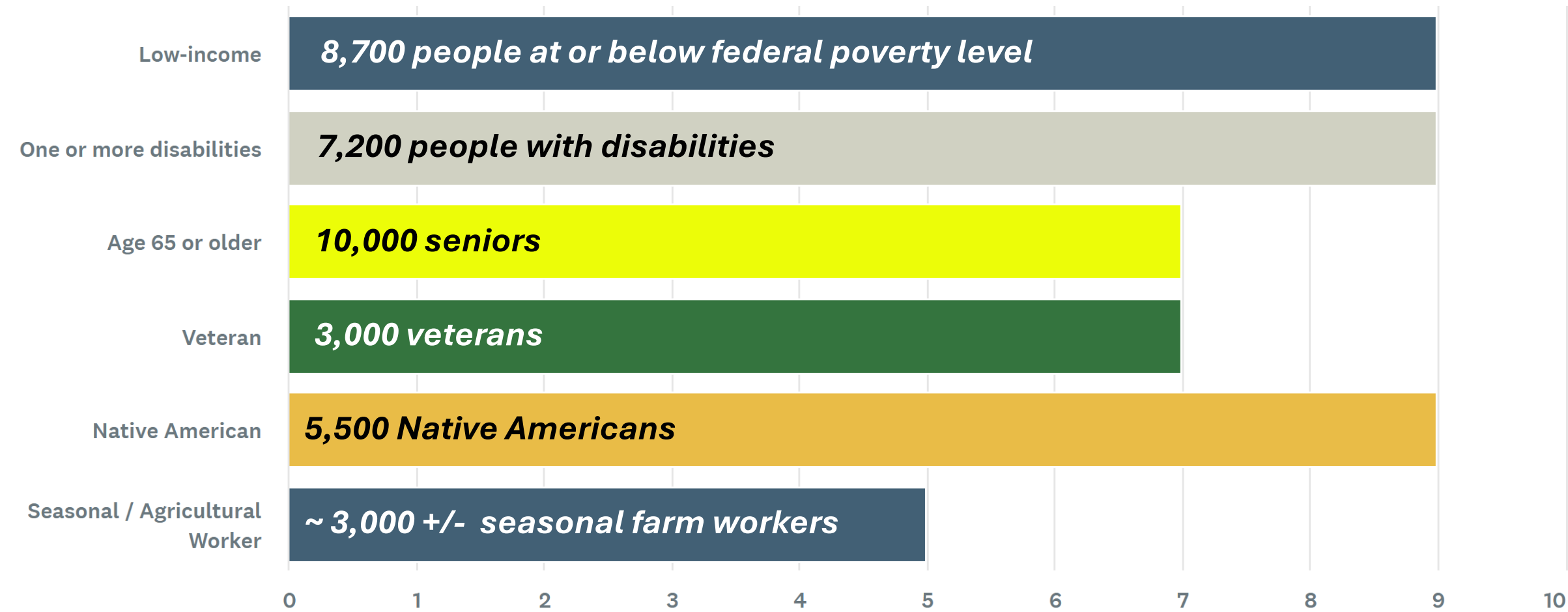
COMMENTS REGARDING NEED FOR TRAVEL ASSISTANCE

With rising gas prices and the economic downturn, rising costs have created barriers for rural communities.

More people using wheelchairs or walkers are needing help with travel and there is not always transportation available that can accommodate these.

I believe more resources are becoming available in our area; however, the need is increasing exponentially.

Our clientele includes residents with the following characteristics (check all that apply)



***** Data on chart are corresponding 2025 population stats for Okanogan County



How do you describe the primary demographic you serve?

RESPONSES

Our primary demographic includes pregnant women, infants, toddlers and children, up to age 5, and their families, with a focus on serving low-income households. As a Head Start/Early Head Start program serving the Confederated Tribes of the Colville Reservation and surrounding communities, many of the families we work with live in rural and geographic isolated areas. Families often face barriers such as limited transportation options, financial hardship, and reduced access to healthcare, childcare, and other essential services. Our program provides comprehensive early childhood education, family support, and connections to community resources to promote healthy child development and strengthen family wellbeing.

juvenile justice involved

Rural, distanced from high quality medical care and preventive health services.

We serve all people in Okanogan County

Okanogan, Grant, Douglas, Lincoln and Ferry Counties and the entire Colville Reservation

Older Methow valley residents either health issues

Low-income, age 35 and older with one or more disability, very rural locations where getting to a bigger city for specialized care is 2 or more hours travel one way

all of the above

Low-income rural residents who are either part of the working poor or on a fixed income due to disability or age. It is not uncommon for people to be working multiple jobs and still not make ends meet. We also support people - usually women - who are fleeing violent situations. Having access to reliable transportation can make a life-saving difference between freedom and entrapment.



Please provide a brief description of the services or programs you offer and your general service area.

RESPONSES

Education and referral services for pregnant women, education and referral services for early childhood, birth to three and three to five years of age.

Okanogan County and surrounding area. Juvenile court services and outreach

I offer public health, primary care, obstetric care and hospital care.

Food & Nutrition, Support Services for Veteran & families, Support services, i.e., Rapid Re-housing, Homelessness Prevention, Tennent Based Rental Assistance, Youth support services, HEN essentials, HEN Rent for people on ABD, Energy Assistance, Weatherization Services, Emergency Shelter.

One stop HUB for services. Navigation services. SHIBA

Advocacy and support around health issues

Long-term care services

We provide rental assistance and affordable housing for Okanogan County.

We offer wraparound social services meeting immediate needs and also providing prevention programs for people in the Methow Valley



Do you have any other thoughts to share about the intersection of transportation and health outcomes in Okanogan County?

RESPONSES

- We live in an underserved, rural community. Economic hardships and living costs create barriers for our communities to have access to healthcare specialists.
- Lack of transportation in a rural county should not be accepted. We can do better.
- We need free local transportation.
- We really can't get there from here and if we do, we may not be able to get back.
- Many of the aging population needs door to door service transportation due to mobility issues or other health issues. Many times these people have to call a week ahead of time to be able to schedule a time if lucky the following week or two weeks out.
- Transportation is essential for meaningful and reliable access to healthcare.