

Senior Support Program of the Tri-Valley

Senior Transportation Program

“What is Senior Support Program of the Tri-Valley?”

- Since 1981, Senior Support Program (SSP) has been assisting seniors in the Tri-Valley area with services that Foster Independence, Promote Safety and Well Being, Preserve Dignity and Improve Quality of Life.
- We serve approximately 1,600 seniors each year.
- A core of over 100 volunteers provide over 4,000 visits and 5,000 phone visits a year.

OVERVIEW: “What is the Senior Transportation Program?”

- The Senior Transportation Program is designed to meet the needs of seniors who have an urgent medical appointment, and have exhausted all other options to obtain a ride (Para-transit, Wheels, friends, neighbor, etc.)
- The program supplements existing public and paratransit services by providing rides via volunteer drivers.
- 60 and older may be eligible for this program if the senior needs to get to a medical appointment out of the traditional service area and/or unable to use paratransit locally.

“Who is Eligible to Receive Rides through Senior Support Program of the Tri-Valley?”

- Riders must be 60 and over.
- Riders must live in Dublin, Livermore, Pleasanton and Sunol.
- Riders are unable to use public transportation (unassisted).
- Riders have exhausted all other options to obtain a ride (Para-transit, Wheels, friends, neighbor, etc.)

“How is Transportation Provided?”

- Seniors call Senior Support Program of the Tri-Valley and request a ride.
- The Coordinator always drives the senior first – good risk management policy.
- During the first ride, the Coordinator educates the seniors about local transportation options.
- Most seniors will use our service more than once for transportation to their medical appointment.

“Who can be a Volunteer Driver?”

- Volunteers must have a valid CA driver’s license, a CA registered vehicle and carry personal automobile liability insurance.
- Volunteers must have a good driving record.
- Volunteers must be reliable, safety conscious and respectful.
- Volunteers must attend an orientation and sign a driver agreement (release of liability).

“How much does it cost to get a ride from Senior Support Program of the Tri-Valley?”

- No fees are charged to the rider, though donations are accepted.
- Senior Support Program has mailed a letter to all program participants to request a donation.
- Senior Support Program has obtained a \$2,500 grant for a new database and volunteer management.
- Senior Support Program continues to look for new sources of funding.

INNOVATIVE AND UNIQUE STP:

- Our East County location requires a unique transportation program in order for many seniors to access medical attention.
- Many Tri-Valley seniors have appointments in other counties due to their medical plans (i.e. Kaiser, VA...).
- We frequently drive seniors to: San Ramon, Walnut Creek, Martinez, Palo Alto, and San Francisco.
- The Coordinator does the first drive to assess the senior’s physical and mental health.
- We cross county boundaries; paratransit cannot.

Alleviating Geographical and Social Isolation

- Most of our Tri-Valley seniors are low income and frail. They cannot afford to pay someone to escort them to their doctor appointments.
- Many have no family in the area.
- A majority of our seniors need to cross county lines to get proper medical attention...we can get them there.
- Our volunteers provide us feedback that allows us to address any concerns the seniors may have.
- Many seniors benefit from our transportation program by an initial assessment enabling them for additional assistance (I.e. Case Management, Fall Prevention Program, Dietitian referral, Info & Referral, and more).

Keeping Seniors Healthy

- STP's provide transportation for frail and homebound seniors
- Volunteers keep them safe escorting them from their home into their doctor's offices and back.
- Volunteers listen. They give companionship that is so desperately needed. They call the Coordinator and inform her of any concerns with the physical or mental health of the senior.
- They get seniors to their medical appointments in a timely and anxiety-free manner.

STP BEST PRACTICES

- New practice: Client assessment is completed by coordinator on senior's first ride.
- DMV and criminal background check
- Proof of auto insurance
- Screening/orientation with Coordinator
- Driver must complete the following: Driver application/contract and Driver Orientation with Coordinator (inc.STP Handbook).

MEETING OUR GOALS

Since November 2008:

- We have scheduled 4,546 one trip rides.
- 22 % of rides have been outside of traditional service area
- We have had 220 unduplicated riders.
- We have trained over 70 volunteers (19 in the last month thanks to article in "The Independent").

Going Above and Beyond

- We provide a safety net for seniors.
- Many of our clients call the Coordinator for more than just a ride. They call when they need help.
- The seniors know that the Senior Support Program of the Tri-Valley will help them obtain the assistance they need.
- Our mission at Senior Support Program of the Valley is to keep seniors in their homes as long as possible: to promote their independence and well-being.
- Also, we help seniors find an appropriate environment for them when it is no longer safe for them to live alone.

STP IMPACT ASSESSMENT

- Higher quality of life for seniors: improved mental and physical health, increased contact with health services, and door-through-door transportation.
- Save taxpayer's dollars: reduces demand for paratransit, avoid premature institutionalization of seniors, and enables seniors to get the medical attention promptly before it becomes critical.

“Who do I contact to sign up for the Program?”

- To become either a rider or a volunteer driver, please contact:

Jennifer Cullen at (925) 931-5387

or email: ja.cullen@yahoo.com.

Many Thanks to Our Sponsors:

Alameda County Transportation Commission

and

The Arnhold Senior Transportation Fund
at the East Bay Community Foundation