



Volunteers for Independence Program

SOUTH COUNTY

The Volunteers for Independence Program (VIP) is an expansion (and re-naming) of a Travel Escort Program, a collaborative project between the Cities of Fremont, Newark, and Union City and Life Eldercare. With the support of the three cities and funding from Measure B Gap Funds, Life Eldercare launched the Travel Escort Program in July 2004 to address the needs identified above.

PROJECT BENEFITS:

This project will provide door-through-door assistance and transportation for older adults and persons with disabilities who may refrain from or curtail community travel because they lack an attendant to accompany and assist them. This project will also help consumers stay connected to needed community services and to minimize the health, nutrition, and/or social isolation problems that are caused by decreased mobility. Project volunteers become an integral part of the program participants' support network.

For almost two years, the Travel Escort Program has linked elderly or disabled individuals with volunteers who accompany them on their city-provided paratransit rides and provide necessary destination assistance (i.e. pushing wheelchairs, providing a steadying arm, assisting with shopping, carrying packages, assisting with completing forms, and providing directional assistance).

The "VIP Rides" project (as it will be commonly called) will continue to link volunteers with elderly and disabled Tri-City residents who require door-through-door assistance on trips for medical appointments, shopping, and other errands. The program has been re-designed to enable volunteers to provide not only destination assistance but also transportation for ambulatory participants as well. Since volunteers typically do not have wheelchair accessible vehicles, VIP Rides will continue to provide volunteers who will accompany wheelchair users on city-operated paratransit service and provide these individuals with needed door-through-door assistance. VIP Rides will continue to be a free service to consumers. An expanded program will begin in summer 2008.

PROJECT STATUS:

The project continues and all service performance measures are being met. Volunteer efforts have produced more volunteers who are willing to provide transportation in their own vehicles.

To find out more about this project, please contact the Project Sponsor.

PROJECT SPONSOR:

City of Fremont
 Shawn Fong
 Paratransit Program
 Coordinator
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 Fremont, CA 94537
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Project Budget and Funding

TOTAL PROJECT COST	\$70,000
<i>Funding</i>	
ACTIA Paratransit Gap Grant Award	\$70,000
Matching Funds	\$0



Performance Measures

Number of new clients enrolled	40 new clients by 12/31/06 80 new clients by 6/30/07 120 new clients by 12/31/07 150 new clients by 6/30/08
Number of new volunteers recruited and trained	25 new volunteers by 12/31/06 50 new volunteers by 6/30/07 70 new volunteers by 12/31/07 90 new volunteers by 6/30/08
Number of door-through-door assisted one-way trips provided	1,500 trips by 12/31/06 4,000 trips by 6/30/07 7,000 trips by 12/31/07 10,000 trips by 6/30/08
Service linkage success (service requests made with 3 days notice)	No more than 2% of service requests go unfulfilled (includes volunteer cancellation)
Level of client and volunteer satisfaction	Achieve satisfaction rating of "excellent", "good" on at least 90% on client and volunteer surveys of service experience
Cost per assisted trip	Not to exceed \$20 per assisted trip

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