

# Senior Support Program of the Tri-Valley

## Senior Transportation Program

“Volunteers Assisting Same Day Transportation  
and Escorts Project”

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

- SSPs mission: To provide services that Foster Independence, Promote Safety and Well Being, Preserve Dignity and Improve Quality of Life.
- Since 1981, Senior Support Program (SSP) has provided in-home services to frail, homebound seniors living in the Tri-Valley area.

# Senior Support Programs

- Case Management
- Family Caregiver Program
- Friendly Visitor Volunteer Program
- In-Home Supportive Services Registry
- Exercise and Nutrition Programs
- Information and Referral
- Health Services
- Senior Transportation Program

# “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.
- Currently, there are no programs in the Tri-Valley that offer same-day door to door transportation.

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

- Riders must be age 60 or above.
- Riders must live in Dublin, Livermore, Pleasanton or Sunol.
- Riders are unable to use public transportation without assistance.
- Riders have exhausted all other options to obtain a ride (Paratransit, Wheels, friends, neighbors, etc.)

## “How is Transportation Provided?”

- Registered riders call the Senior Support Program of the Tri-Valley and request a ride.
- The STP coordinator then arranges for a volunteer driver to provide transportation in his or her personal vehicle.
- The volunteer picks up the senior at home, takes him or her to the medical appointment, and brings the senior safely home.

# STP GRANT TIMELINE:

9/08: Hired Coordinator

9/08: Outreach began – Started with contacting other Senior Transportation Programs (STP) in California

10/08: Written materials, policy, procedures, and guidelines completed...Thanks to VIP Riders!

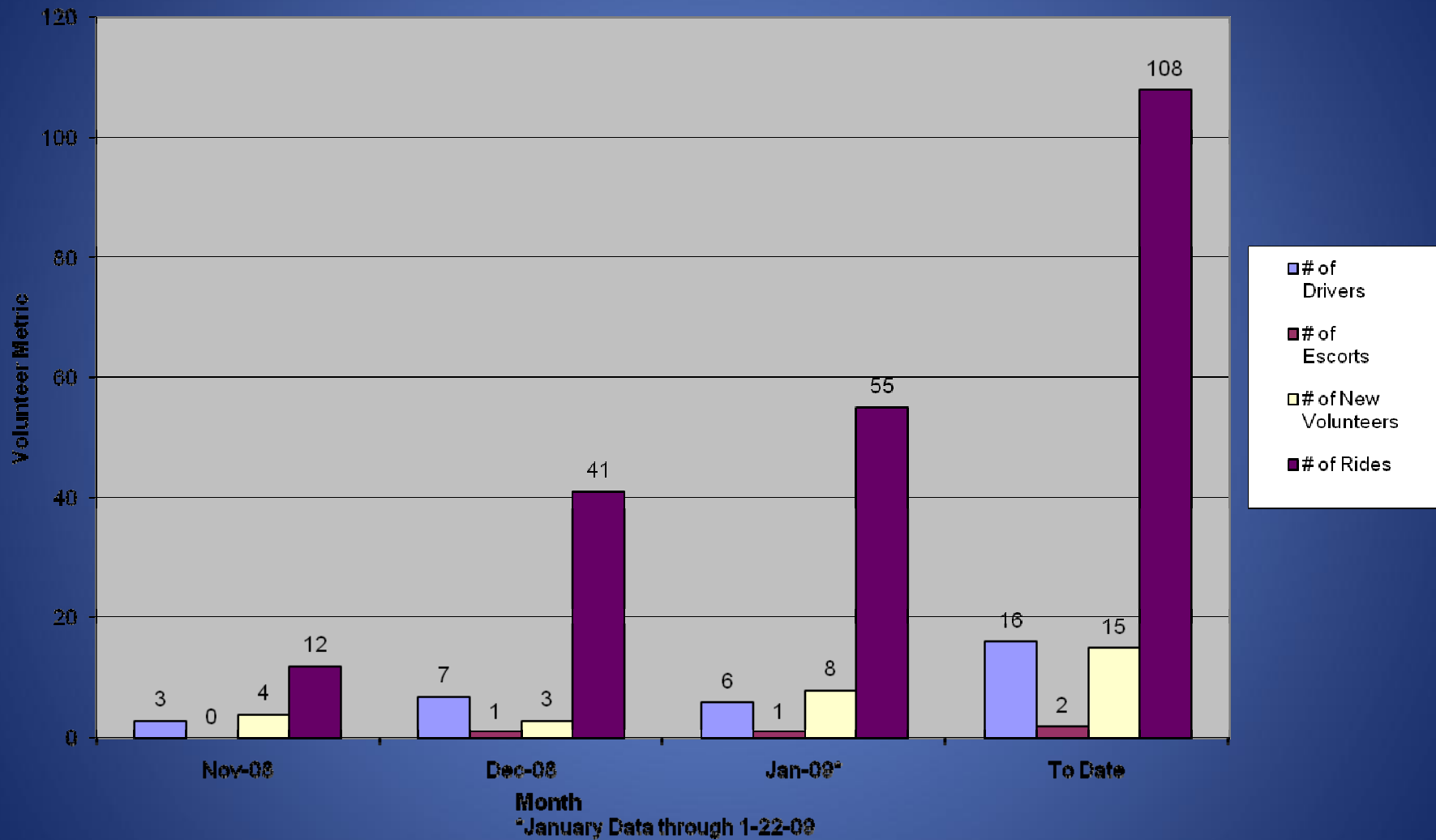
10/08: Database established, Volunteer Outreach initiated, and first volunteer trained.

1/09: 20 seniors using the program, 15 volunteers, and 108 rides.

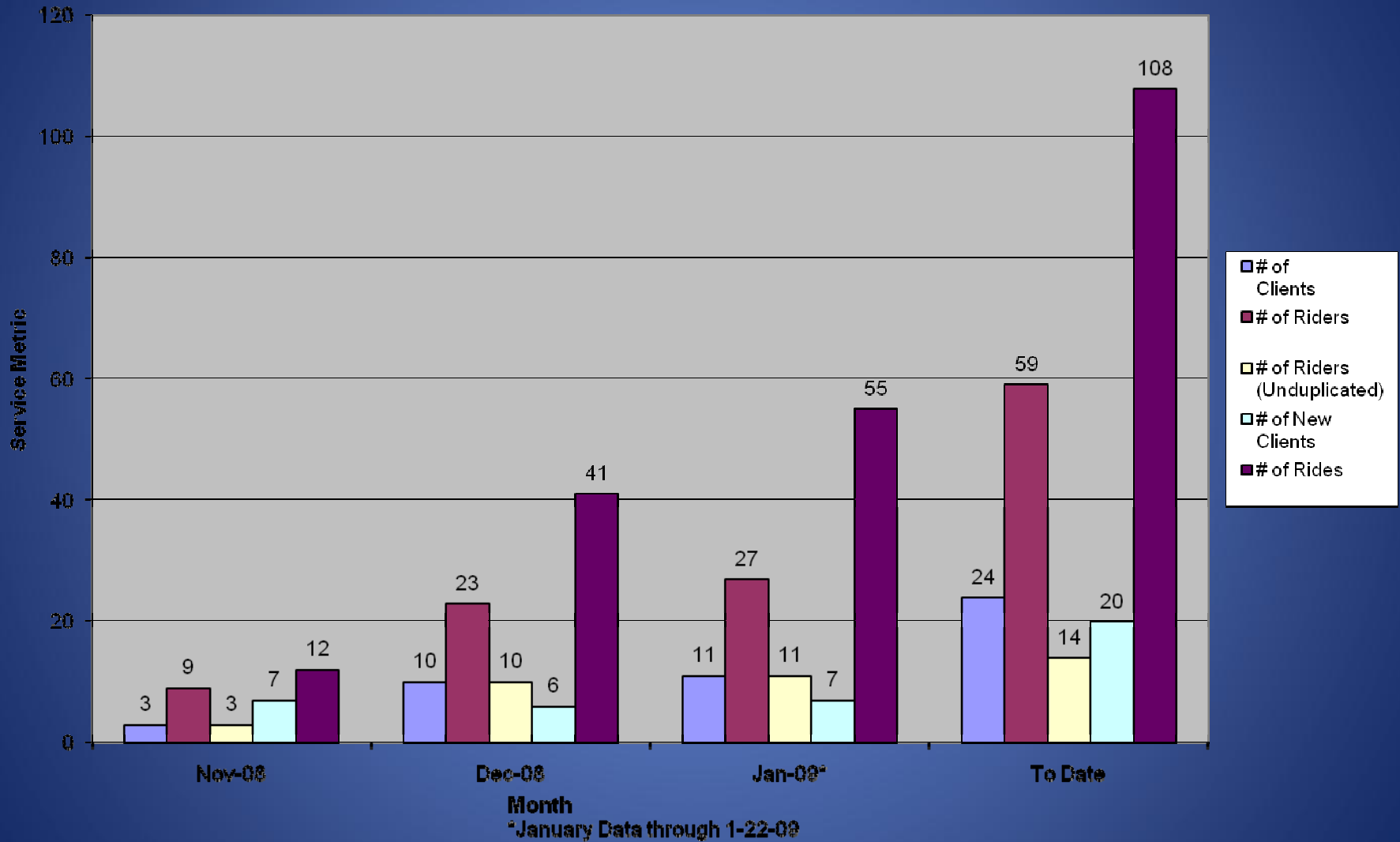
## Target:

6/10: 240 seniors, 50 volunteer drivers and 4,000 transportation assists 24 community outreach & 1,000 seniors outreached

# STP VOLUNTEER TREND



# STP SERVICE TREND



# VOLUNTEER STP BEST PRACTICES

- DMV record check – must be clear of any violations
- Criminal background check
- Verification of insurance
- Additional umbrella insurance policy for our agency
- Copy of CA Vehicle Registration
- Face to face screening/orientation with Program Coordinator
- Minimum of 2 Personal recommendations: 1 business/1personal
- Driver must complete the following: Driver application and contract, Driver Orientation (inc. Driver Handbook), and provided feedback.
- Driver reports to Coordinator after each drive by phone. Coordinator calls the client after each drive has been completed.
- New practice: Client assessment is done by Coordinator on first drive.

# IMPACT ASSESSMENT: COMMUNITY

- Higher quality of life (i.e. seniors needs are identified and met)
- Improved mental and physical health (i.e. increased contact with caring individuals and health services)
- Fewer seniors “falling in between the cracks” (i.e. seniors with no family or friends have some support)
- Save taxpayer’s dollars (i.e. avoid premature institutionalization and more)

# IMPACT ASSESSMENT: TRANSPORTATION

## STPs provide transportation for frail and homebound seniors:

- Pain-free transportation (i.e. smooth ride- no bumps and bruises)
- Reduces the anxiety of seniors (i.e. no long waiting window or missed appointments)
- Fewer falls and injuries (i.e. volunteer to assist them)
- Get seniors to appointments when paratransit is not available. (One of our clients is refused service because he resides in the town of Pleasanton, but lives in Contra Costa County.)
- STP reduces the demand for paratransit & other public transit.
- STPs are more cost-effective than paratransit.
- STPs can be duplicated.

Many Thanks to

