

## **Senior Transportation Demonstration Grant Projects Funded by the NCST in 2008-2009**

NCST's premier group of seven **Senior Transportation Demonstration Grantees**, awarded in May 2008, were intended to identify the "best of the best" in new ideas and program innovations. The grants ranged from \$35,000 to \$90,000 for 12-18 months, and grantees received an additional twelve months of technical assistance from NCST. Together, grantees implemented a variety of innovative approaches, including:

- Using **technology** to improve scheduling, communication with drivers and customers, improve service delivery and increase regional coordination;
- Exploring **new volunteer transportation options**, including the use of agency-owned or rental vehicles and volunteers to accompany elders who need more than a ride;
- Creating **alternative funding mechanisms** to enable family, friends and community members to pay for rides for low income elders; and
- **Expanding services, increasing options and improving the quality** of transportation for older adults in their communities.

The grant programs are briefly described below:

### **ACCESS In-Touch**

Contact Jeff Joll: [jjoll@accesstransys.com](mailto:jjoll@accesstransys.com)

### **ACCESS Transportation Systems, Inc.**

Pittsburgh, PA

This project demonstrated the use of low-cost technology to improve service efficiency, alleviating concerns of waiting customers and saving money through a decrease in client 'no-shows'.

### **L'Chaim Senior Services**

### **Jewish Family and Children's Services of Minneapolis (JFCS)**

Contact Annette Sandler: [asandler@jfcsmpls.org](mailto:asandler@jfcsmpls.org)

Minnetonka, MN

This project demonstrated the effectiveness of volunteer driver programs, the benefit of partnerships in increasing transportation options for older adults, and the role of a mobility counselor in older driver transition.

### **Volunteer Assisted Transportation**

### **Knoxville-Knox County Community Action Committee**

Contact Warren Secrest: [warren.secrest@cactrans.org](mailto:warren.secrest@cactrans.org)

Knoxville, TN

This project demonstrated the use of agency-owned vehicles in the delivery of a volunteer driver program to limit liability concerns and the effectiveness of driver sensitivity training to improve transportation service delivery to older adults by area taxi drivers.

**Seniors on the Go (SoGo) Leslie, Knott, Letcher Perry Community Action Council, Inc.**

Contact Tawny Acker Hogg: [t.hogg@lklp.net](mailto:t.hogg@lklp.net) Hazard, KY

This project demonstrated the importance of socialization trips for isolated seniors and the benefit of older driver safety training in a region with adverse driving conditions.

**EZ Ride Community Cars Meadowlink**

Contact Krishna Murthy: [kmurthy@ezride.org](mailto:kmurthy@ezride.org) Wood-Ridge, NJ

This project demonstrated a unique approach to maximizing senior transportation options during non-commuter hours and implemented a neighbor-helping-neighbor approach to recruit volunteer drivers and escorts.

**Chore Connection Mid County Senior Services (now Surrey Senior Services)**

Contact NCST: [ncst@easterseals.com](mailto:ncst@easterseals.com) Havertown, PA

This project demonstrated how increased knowledge about transportation options and expanded service can benefit the community, older people and the agencies and providers that serve them.

**Regional Coordination of Senior and Rural/Small Urban Transit Services in Southwest Michigan Southwest Michigan Planning Commission**

Contact Marcy Colclough: [colcloughm@swmpc.org](mailto:colcloughm@swmpc.org) Benton Harbor, MI

This project demonstrated how using technology to support scheduling leads to more efficient, customer-focused service and improved communication and coordination among providers.

## **Breaking New Ground Projects (2011-2012)**

The Breaking New Ground Grant Program was created in response to a recommendation from the NCST's National Coalition on Mobility Needs of Culturally and Ethnically Diverse Elders to "target grant funding to local community projects that address barriers to meeting the transportation needs of culturally and ethnically diverse elders and respond to local community input." The grants ranged from \$11,435 to \$20,000 and were completed in eight months. Grantees developed plans to address the needs of specific cultural/ethnic elders living in their communities through:

- Surveying and obtaining **input** from elders;
- Involving aging and transportation stakeholders in the process to increase **coordination**;
- Convening community-wide **forums**; and

- Developing **discussion guides and other tools** that can be shared with other communities.

The grant programs are briefly described below:

**Hispanic Elders Transportation Access**

**Central Plains Area Agency on Aging**

Contact Annette Graham: [agraham@sedgwick.gov](mailto:agraham@sedgwick.gov)

Wichita, Kansas

Population focus: Hispanic

Through successful collaboration with public transit and leaders in the Hispanic community, the project developed sensitivity training for public transportation providers and received funding to support a Hispanic Mobility Manager. A FAQ sheet on fixed-route public transit was printed in English and Spanish and broadly disseminated and bus schedules were made available at 3 new locations in predominately Hispanic neighborhoods.

**Giving Voice to Seniors**

**Senior Citizen Services of Greater Tarrant County, Inc.**

Contact Marcus Rockwell: [mrockwell@scstc.org](mailto:mrockwell@scstc.org)

Fort Worth, Texas

Population focus: African-American, Hispanic, Vietnamese, Burmese, Nepali, Chin, Russian, Romanian, seniors with hearing loss

The project enhanced collaborations between stakeholders, encouraged a more unified effort toward the goal of a county-wide transportation action plan, increased seniors’ awareness of transit and travel training and gave transportation providers a greater understanding of the wants and needs of older adults from diverse populations.

**Immigrant and Refugee Elders Transportation Project**

**Senior Services of King County**

Contact Cindy Zwart: [cindy@seniorservices.org](mailto:cindy@seniorservices.org)

Seattle, Washington

Population focus: Bhutanese, Burmese, Eritrean, Ethiopian, Russian, Somali, Ukrainian

The project enhanced relationships with ethnic communities, stimulating cross-cultural learning and the creation of a 3-part transportation video series on using public transit in 8 languages, starring members and elders from the targeted ethnic communities. These relationships offer “opportunities for long-term connection, service planning and building bridges to link mutual goals and share cross-sector support.” In addition, King County Metro produced language assistance cards to help diverse elders access public transit.

**Tribal Elder Transportation Plan**

**Shoshone-Bannock Tribe’s Department of Transportation**

Contact: [www.sbtribes.com](http://www.sbtribes.com)

Fort Hall, Idaho

Population focus: Native American

The project strengthened coordination and improved communication among service providers, elders and the Department of Transportation. Developed a plan to consider the impact of using vehicles for home delivered meals on the availability of transport to take elders to nutrition sites, and how using Community Health Representative (CHR) vans for dialysis affects elders’ ability to get rides to medical appointments.

## **Enhancing Older Adult Mobility through Person-Centered Mobility Management (2012-2013)**

In the spring of 2012 the **National Center on Senior Transportation** awarded grants to nine organizations for projects that demonstrate innovative and effective approaches for providing mobility management to benefit older adults in four specific categories:

- Peer Mobility Management & Employment
- Mobility Management in Rural/Frontier Areas
- Mobility Management Integration within Current Practice
- Mobility Management Applied to the Family of Senior Transportation

The NCST defined person-centered mobility management as one-on-one or group education and counseling on transportation options and alternatives to driving, as well as coordination among transportation and human services providers to ensure the availability of a range of transportation options and modes to support older adult mobility.

The nine grantees selected for funding engaged in the following types of activities:

- Facilitating **collaboration** between the Aging and Transportation networks and establishing community coalitions and stakeholder groups to better address the mobility needs of older adults;
- Convening consumer **focus groups**;
- Conducting consumer **surveys** and obtaining feedback from older adults and others who receive mobility counseling;
- Developing **toolkits, training curricula, brochures and marketing** materials; and
- Developing **mobility management approaches** to meet the unique needs of particular population groups and addressing special circumstances.

The programs funded under the mobility management initiative were organized into four categories:

- Peer Mobility Management & Employment
- Mobility Management in Rural/Frontier Areas
- Mobility Management Integration within Current Practice
- Mobility Management Applied to the Family of Senior Transportation:

The grants are briefly described below.

Peer Mobility Management & Employment:

### **Mobility Management for Gainful Employment**

Contact Dana Hirsch: [dhirsch@accessjca.org](mailto:dhirsch@accessjca.org)

This project engaged low-income, age 55+ area seniors with limited English proficiency who

### **Jewish Council for the Aging**

Montgomery County, MD

were participating in the Senior Community Service Employment Program (SCSEP). The project's two-part mobility management process consisted of: (1) a series of workshops conducted by a professional mobility management trainer to familiarize participants with local mobility options; and (2) utilizing peer community advocates to help workshop participants practice their newly-learned mobility skills in small groups or 1:1 in the field. Culturally competent trainers and foreign language specialists participated in the project to engage non-native English speakers who participated in the program.

**Transportation for Senior Employment**

**Oneida Tribe of Indians of Wisconsin**

Contact Joyce Hoes: [jhoes@oneidanation.org](mailto:jhoes@oneidanation.org)

Oneida, WI

Transportation Senior Employment is a project by the Oneida Tribe of Indians of Wisconsin. Through the project, 40 elders, primarily those who are seeking employment or currently working, received instruction on using Oneida Public Transit and/or Green Bay MetroTransit.

Mobility Management in Rural/Frontier Areas:

**Franklin County Mobility Management Program**

**Mid-East Area Agency on Aging**

Contact

Manchester, MO

The project brought together human service and transportation providers, elder citizens and policy makers to form the Franklin County Transit Committee, to facilitate development of a community wide mobility management plan. Mobility management focused on alleviating transportation barriers for seniors transitioning from driving and used the [Assessment for Readiness for Mobility Transition \(ARMT\)](#) tool within an existing options counseling framework.

**Frontier Transportation**

**Montana Independent Living Project, Inc.**

Contact Tami Hoar: [thoar@milp.us](mailto:thoar@milp.us)

Butte, MT

This project created diverse transportation opportunities for individuals age 65 and older living in rural Meagher and Wheatland Counties in central Montana, including development of a voucher program for qualifying individuals to pay family, friends, neighbors or professional vendors for rides and "rider share boards" in each county.

Mobility Management Integration within Current Practice:

**Transportation Options Counseling for Older Adults**

**Community Council of Greater Dallas**

Contact Brittney Tree: [btree@ccgd.org](mailto:btree@ccgd.org)

Dallas, TX

Under this project, a "one-stop" mobility management resource built upon the existing information and referral system for older adults and people with disabilities, connected callers

with questions about transportation to a Transportation Options Coordinator. A personalized Trip Plan that addressed their unique needs and individual preferences was also developed.

**Rural Renal Transportation Partnership”**

**Dane County Department of Human Services**

Contact Norah Cashin: [cashin@countyofdane.com](mailto:cashin@countyofdane.com)

Madison, WI

This project expanded mobility management within Southcentral Wisconsin by testing senior transportation as a service exchange in a local Time Bank. This innovative and replicable model for creating capacity targeted rural older adults with End-Stage Renal Disease (ESRD) who required hemodialysis, especially those in communities of color.

**Mobility Links -- A Community Affair**

**Greater Lynn Senior Services**

Contact Valerie Parker Callahan: [vparkercallahan@gls.net](mailto:vparkercallahan@gls.net)

Lynn, MA

This project further developed the agency’s successful Travel Counseling work that uses the options counseling framework to offer decision support to consumers around a broad range of mobility/community livability issues, including transportation. The project recruited, trained, and placed volunteer Travel Coaches/Peer Guides at community “pulse points” (such as libraries, museums, malls, senior centers) to provide individual information and support mobility.

Mobility Management Applied to the Family of Senior Transportation:

**Mobility Management Senior Transportation Project**

**Outreach and Escort Inc.**

Contact Katie Heatley: [katieh@outreach2.org](mailto:katieh@outreach2.org)

San Jose, CA

The project trained local service providers in mobility management; and developed local transportation alternatives such as walking groups and transit travel groups; and shared ride/volunteer driver alternatives coordinated with existing mobility services.

**PSC Senior Transportation Project**

**Parkway Senior Center**

Contact Kari Johnson: [kjohnson@psc-utica.com](mailto:kjohnson@psc-utica.com)

Utica, NY

This new peer-to-peer volunteer mobility management program trained seniors to be knowledgeable in all of the transportation programs and services in Oneida County, New York. After being trained, the volunteers worked in their communities to train other older adults to use transportation services to meet their own needs to support their independence without the financial burden of owning their own vehicles.

## **Ladders of Opportunity: Connecting Seniors to Public Transportation (2015)**

The grantees partnered with one of four specific aging in place initiatives: Care Transitions; Chronic Disease Self-Management; Senior Housing with Services; and Long Term Services and Supports. The [Final Report](#) on the Ladders of Opportunity projects provide additional detail.

### Care Transitions

#### **Dane County Department of Human Services**

Madison, WI

Contact Norah Cashin: [cashin@countyofdane.com](mailto:cashin@countyofdane.com)

**Service Area:** Urban, Suburban, Rural

This project developed an electronic form to facilitate referrals from hospital discharge planners to the Mobility Manager; the process is intended to ensure that transportation for follow-up medical appointments is arranged for patients at discharge. Dane County DHS also developed a new and effective approach to their “Bus Buddy” travel training program for older adults to increase their familiarity and use of public transportation, thus offering an incentive for non-driving older adults to try transit.

#### **Harris County Area Agency on Aging**

Houston, TX

Contact

**Service Area:** Urban, Suburban

Harris County AAA’s Transportation and Care Transitions Programs worked together to incorporate mobility counseling into discharge discussions with hospital patients, family members, and caregivers. The project and their partners developed an expedited intake process for care transitions patients to get to/from their first follow-up medical appointments within seven days of hospital discharge.

### Chronic Disease Self – Management Program:

#### **WSOS Community Action Commission**

Fremont, OH

Contact Robin Richter: [rrichter@wsos.org](mailto:rrichter@wsos.org)

**Service Area:** Rural

The project developed and presented a mobility educational module as part of a Chronic Disease and Pain Self-Management Program workshop. The educational module was also presented at Sandusky County senior centers and a separate educational module for individuals was developed and incorporated into mobility counseling provided to homebound seniors who receive home-delivered meals. Through this educational effort, seniors were also encouraged to communicate their concerns and fears about using transit.

Senior Housing with Services (HUD Section 202 Supportive Housing for the Elderly)

**Community Concepts, Inc.**

Lewiston, ME

Contact Sara Trafton: [trafton@community-concepts.org](mailto:trafton@community-concepts.org)

**Service Area:** Urban, Suburban

Community Concepts and partners, Seniors Plus Area Agency on Aging and The Lewiston and Auburn Housing Authorities, put in place a process for training and supporting experienced riders to serve as peer trainers and travel buddies (“AmBUSsadors”) for new riders who live in Lewiston/Auburn (Maine) senior housing facilities.

Long Term Services and Supports

**Mountain Empire Older Citizens, Inc.**

Big Stone Gap, VA

Contact Mitch Elliott: [melliott@meoc.org](mailto:melliott@meoc.org)

**Service Area:** Rural

Mountain Empire Older Citizens, Inc. (MEOC) brought together its Transit and Care Coordination Departments to convene transportation educational forums and focus groups to engage older adults, including Care Coordination clients, and educate participants on available options. MEOC’s partnership and engagement activities led to a significant increase in senior ridership, improved transportation access for seniors and addressed obstacles for seniors who were apprehensive about using public transportation.