

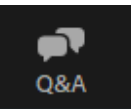
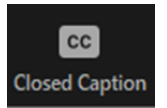
Serving Family Caregivers in Your Transportation Program

November 6, 2024



Instructions for Zoom Webinar Participation

- All participants are muted.
- The session is being recorded. All materials including the recording will be put on the [NADTC](#) website.
- Closed captioning is available by clicking on the cc button.
- Please use the Q & A button for questions for the presenters.
- Use the chat for general comments or technical assistance.



National Aging & Disability Transportation Center

Our Mission:

To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers, and Communities.



National Aging & Disability Transportation Center

What We Provide:

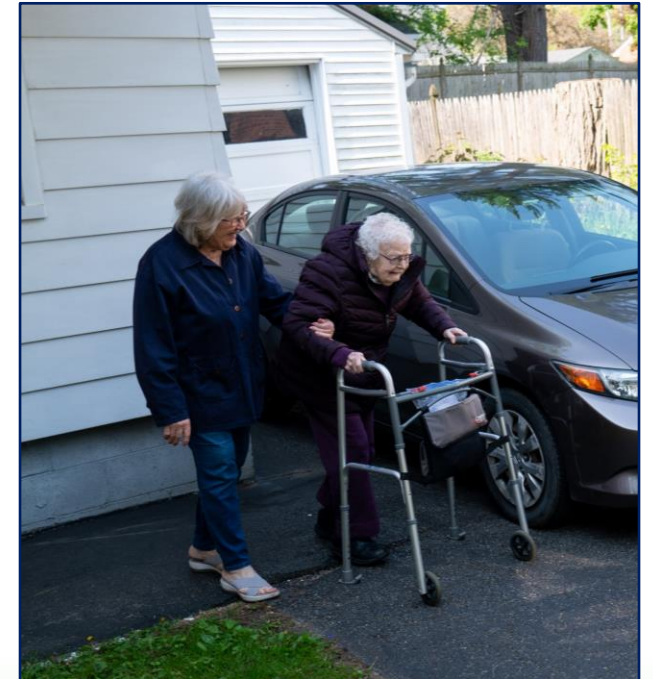
- Technical Assistance & Training
- Publications & Resources
- Partnership & Coordination
- Community Grants

DEIA is Part of
Everything We Do!



Agenda

1. Who are Family Caregivers?
2. Program Highlights
 1. Respite Care Association of Wisconsin
 2. Senior Resource Association
 3. Melanin Minded Transportation
3. Questions





Who are Family Caregivers?

What caregiving looks like



Daughter



Brother



Grandmother



Spouse



Parent



Friend

Examples of what family caregivers do

- Hands on care - dressing, grooming, bathing
- Provide supervision to ensure safety at home
- Household tasks, meal preparation, laundry, and paperwork
- **Provide transportation** for medical appointments, shopping, errands and social activities

Caregivers and transportation stats

80% of caregivers provide transportation

BUT...

Only 25% of caregivers have used a transportation service to help with caregiving



Why caregivers don't use transportation

- Don't know what options are available
- Don't understand the support services that are available
- Concerned about safety
- Reluctant to let strangers in



Program Highlights

Making transportation
work for family caregivers

Transportation and Caregiving:

Insight on how to better serve
family caregivers.



Presentation by:
Lisa Schneider, Executive Director
lschneider@respitewi.org
www.respitewi.org

Respite Care Association of Wisconsin (RCAW)

- **RCAW** is a non-profit organization contracted by the **State of Wisconsin** to coordinate respite care services across local and state levels as well as across the lifespan.
- We are mainly funded by State and Federal Lifespan Respite Program funds.
- **Lifespan means we support people of all ages**—from birth to seniors and their family caregivers.
- **We serve people who cannot be served by other programs.**
- **Supportive Respite Grant Program (SRGP).**

Lifespan Respite Programs

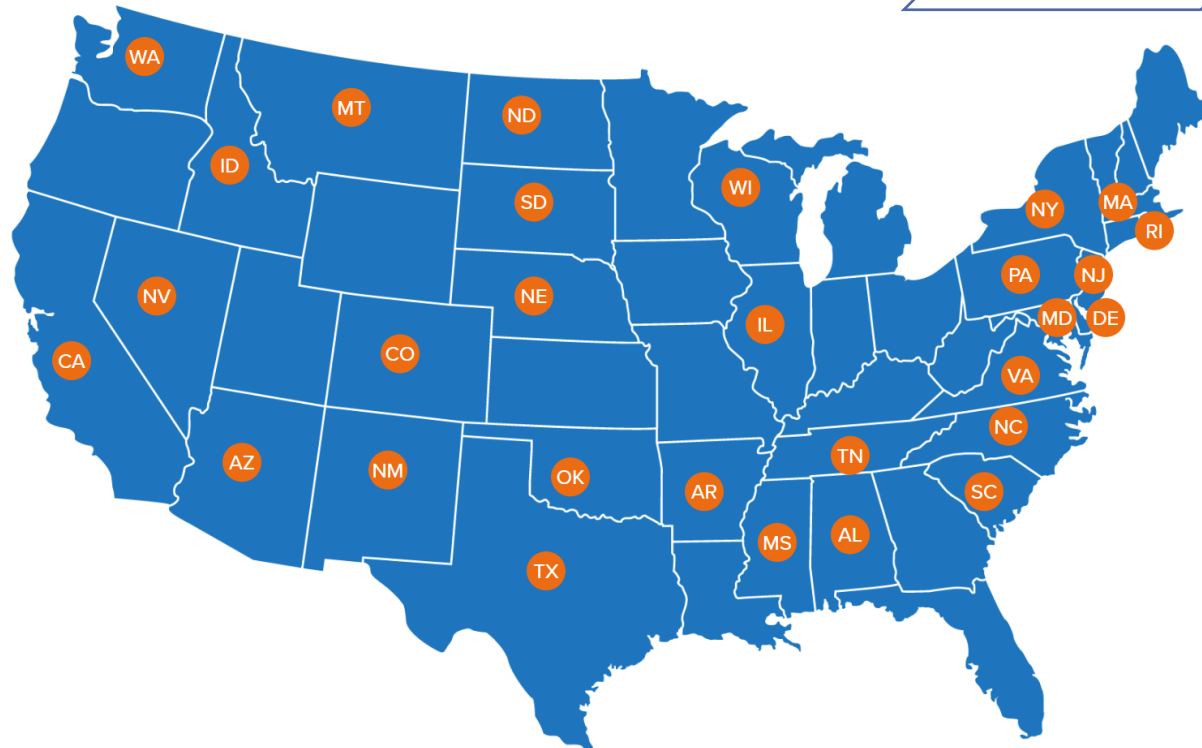
Click on a State Marker to View Contacts

Federal Grantor

State Agency

Statewide Respite Entity

Family Caregivers



*Only states with markers have a **State Respite Coalition** and/or a **State Lifespan Respite Program**.*

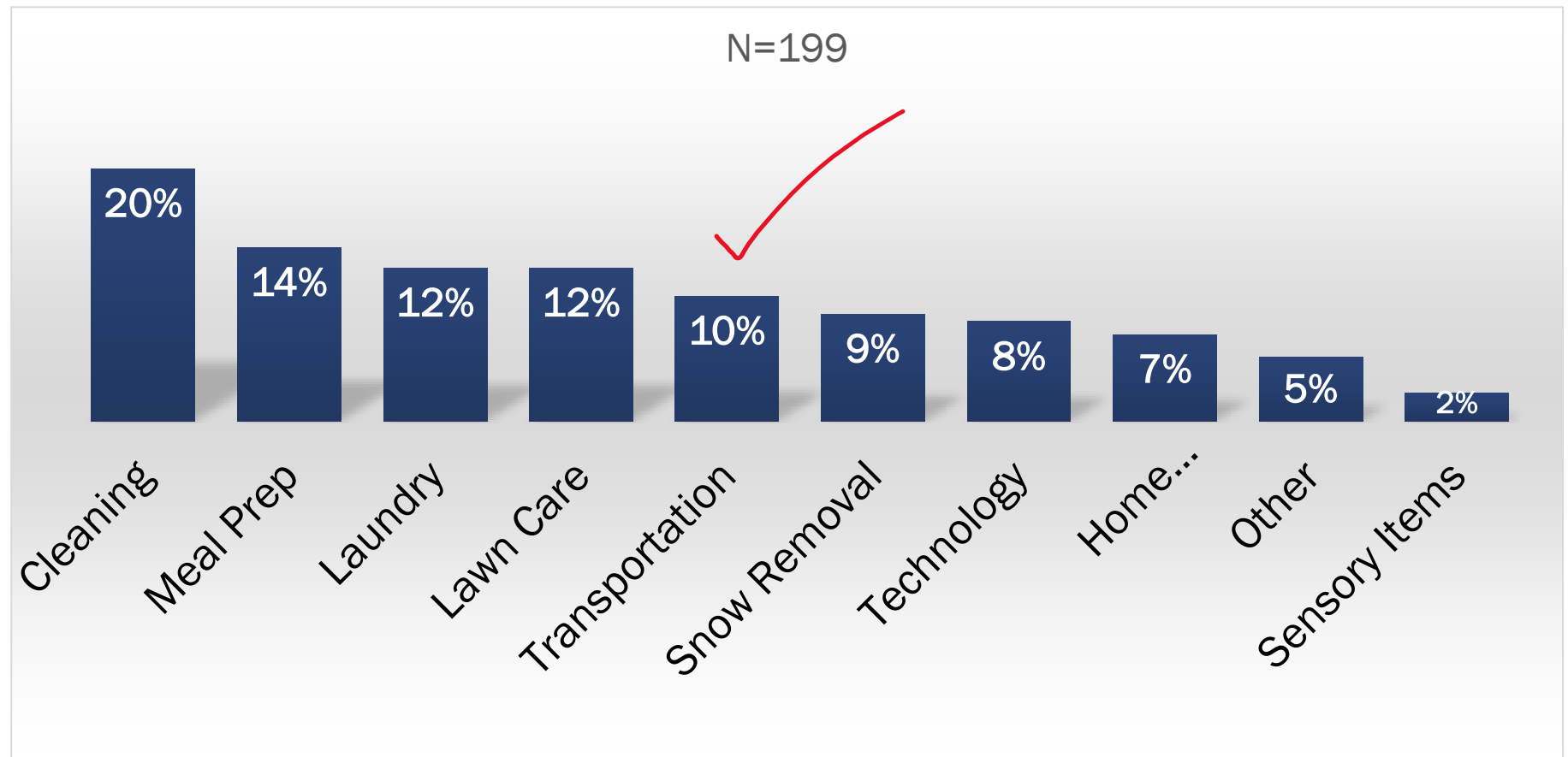
<https://archrespite.org/ta-center-for-respite/state-respite-coalition-contacts/>

Supportive Respite Grant Program (SRGP)



- Caregiver support programs are limited and do not meet all needs.
- The **Supplemental Respite Grant Program (SRGP)** was created to fill gaps in service.
- SRGP offers **up to \$250** for supplemental respite services such as technology, home safety equipment and **transportation**.
- Family Caregivers can apply for this grant **every 90 days**.

SRGP Intended Use of Funds



How Transportation Is Used by Caregivers

Most common uses of SRGP funds for transportation:

- **Medical appointments**
- Social activities and outings
- Occupational and Physical therapy appointments
- Day programming and care
- Errands

Source: SRGP Family Caregivers

Transportation is a form of Respite

- **Respite gives family caregivers a well-deserved break from their daily responsibilities.**
- As a mom and caregiver to my 34-year-old daughter, I can personally attest how reliable transportation of my daughter is a form respite for me.
- **Achieving true ‘respite’ occurs when the transportation was a positive experience!**
- Some people with disabilities qualify for Medicaid Long-Term Care Waivers to help cover costs of care, including transportation, but many do not.
- AARP research indicates that family caregivers caring for a loved one in their home incur an average out-of-pocket expense of around \$7,242 per year!

Strategies To Better Serve Family Caregivers

- **Improve the experience** for caregivers by learning how to meet the needs of people with dementia.
- **Offer mobility training** to help people learn how to use the system.
- **Provide experienced riders** who volunteer to travel with people for their first few trips.
- **Create options** that meet the needs of family caregivers, care recipients, and respite workers and volunteers.
- **Include transportation** in the respite planning process.

Tips for Connecting with Family Caregivers

Caregivers may need encouragement to accept help!

- Foster good communication
- Set expectations up front
- Be respectful
- Practice empathy
- Partner in care

Considerations When Promoting Transportation Services

Make your transportation services known!!!

- **Provide clear information** about the types of transportation services offered
- Emphasize the availability of **accessible transportation options**
- **Tailor communication and services** to address the unique needs and challenges faced by family caregivers.
- **Emphasize the experience of your drivers** - background check, training, compassionate, and on-time. Safety is of utmost concern to caregivers.

Strategies & Resources for Connecting with Family Caregivers

- Area Agencies on Aging
- Centers for Independent Living
- Aging and Disability Resource Centers
- Human Service Agencies
- Non-profit Respite Organizations
- Department of Health/Human Resources
- Caregiver support groups
- Online platforms and directories

Driver Training:

- The National Aging and Disability Transportation Center (NADTC) offers a series of videos called [Access Matters](#) that were created to **train drivers on important topics for serving people with a variety of disabilities.**



Thank you.

Any Questions?

Treasure Coast Developmental Mobility Advantage Ride Program



Senior Resource
ASSOCIATION

Promoting Independence in Our Community

Purpose

The Treasure Coast Developmental Mobility Advantage Ride Program is a state and locally funded program designed to meet the needs of those who have no other means of transportation, or cannot obtain transportation, due to a developmental disability.



Target Market

The Agency for Persons with Disabilities (APD) serves more than 57,000 individuals with intellectual or developmental disabilities in Florida.





History

The Treasure Coast Developmental Mobility Advantage Ride Program began as a partnership in the fall of 2020 between:

- Senior Resource Association (CTC in Indian River and Martin Counties)
- The Florida Developmental Disabilities Council
- The Florida Commission for Transportation Disadvantaged
- St. Lucie County Transit (CTC in St. Lucie County)



Advantage Ride History

June 2020

Innovation and Service Development Grant awarded to SLC from CTD.

SRA Awarded Grant from the FDDC.

November 2020

SLC & SRA partner in effort to stretch funding as far as possible and to streamline services.

June 2021

CTD Program funding ends for SLC.

SLC's BOCC reallocated local funds to continue the project with SRA (along with FDDC funding).

March 2022

SRA Receives 5310 Grant from FDOT to continue the program in Martin and Indian River Counties when the FDDC funding expires.

August 2022

CTD Program funding made available again.

SRA applies for, and is awarded, \$1.5 million. SLC pays the 10% local match.

August 2023

SRA applies for and is awarded another \$1.5 million grant. SLC pays the 10% local match.

2024-25

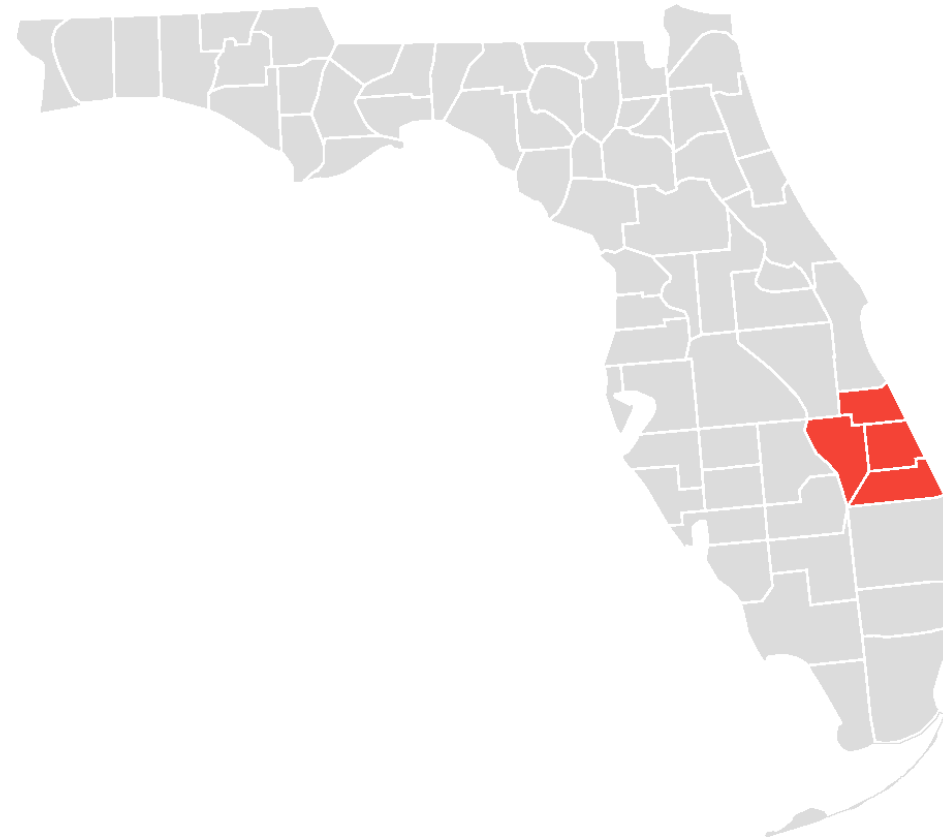
SRA applies for and is awarded a \$1.35 million grant. SLC Pays the 10% local match.



Coverage Area

4-county area:

- Indian River
- St. Lucie
- Okeechobee
- Martin

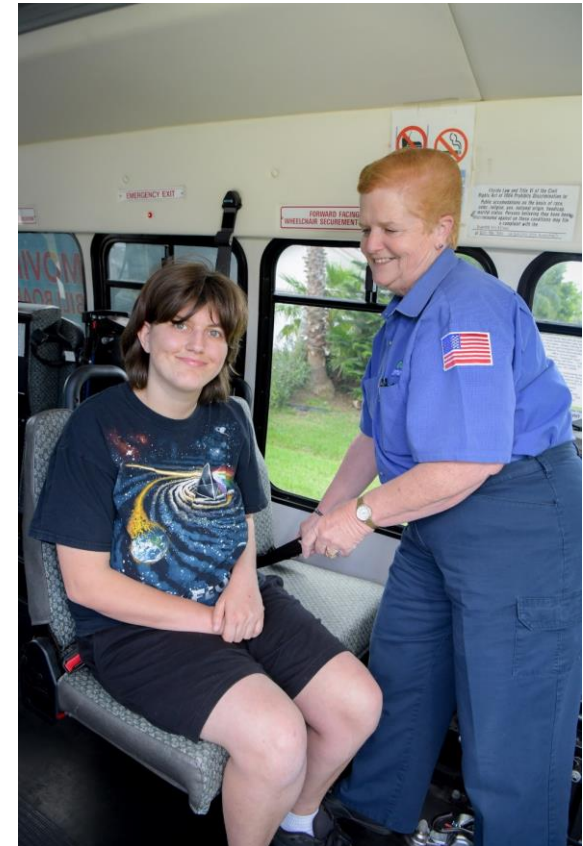




Required Training

The **required** training for anyone involved in the Treasure Coast Developmental Mobility Advantage Ride program includes:

- The Agency for Persons with Disabilities' *Introduction to Disabilities Guide*
- The Dept of Health and Human Services *Vulnerable Adult Abuse, Neglect, and Exploitation* video
- Paraquad's *5 Tips for Working with People with Disabilities*
- Rutgers' *Disabilities Training Series* courses:
 - *Overview of Disabilities*
 - *Understanding and Managing Behavior*





Objective 1



Increase Transportation

Increase a developmentally disabled person's access to/from job training, employment, health care, and other life-sustaining services, and activities needed to improve a person's social determinants of health.



Objective 2



Enhance Regional Connectivity

Enhance regional connectivity and cross-county mobility serving 4 counties within the Treasure Coast Region: Indian River, Martin, St. Lucie, and Okeechobee.



Objective 3



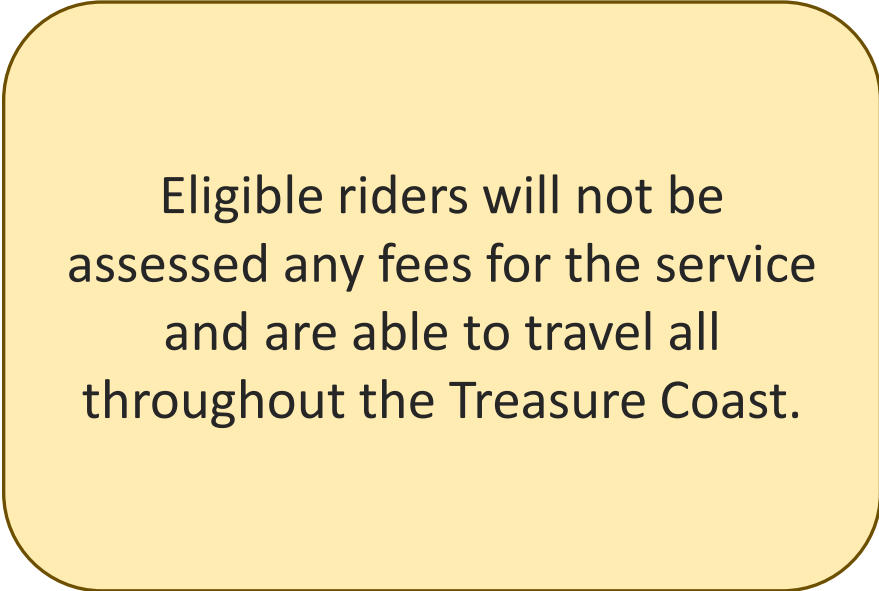
Drivers are specially trained to understand the sensitive challenges associated with persons with intellectual or developmental disabilities enhancing safety before, during, and after a trip.



Objective 4



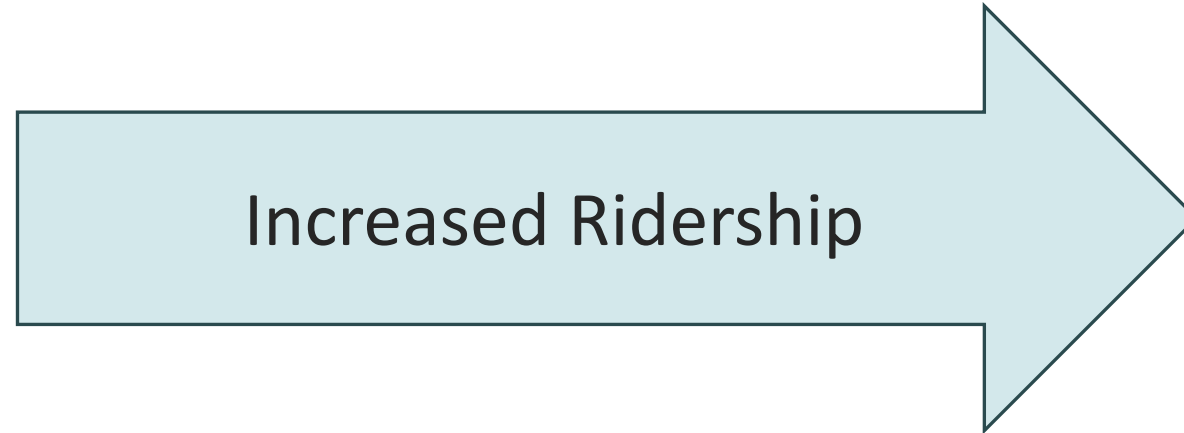
Provide Cost-Effective
Transportation



Eligible riders will not be
assessed any fees for the service
and are able to travel all
throughout the Treasure Coast.



Performance Metric 1



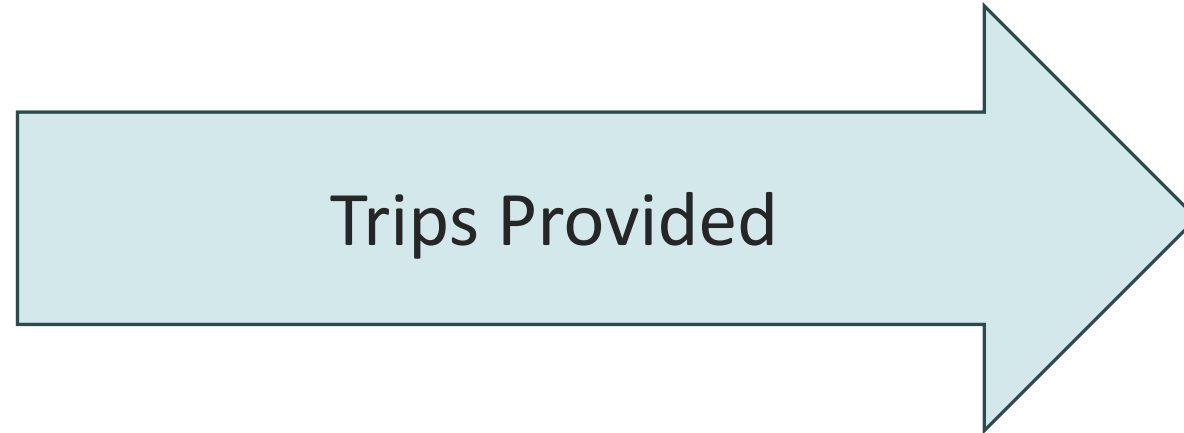
Average daily trips:

- October 2020 = 49
- May 2024 = 169

A 245% increase!



Performance Metric 2



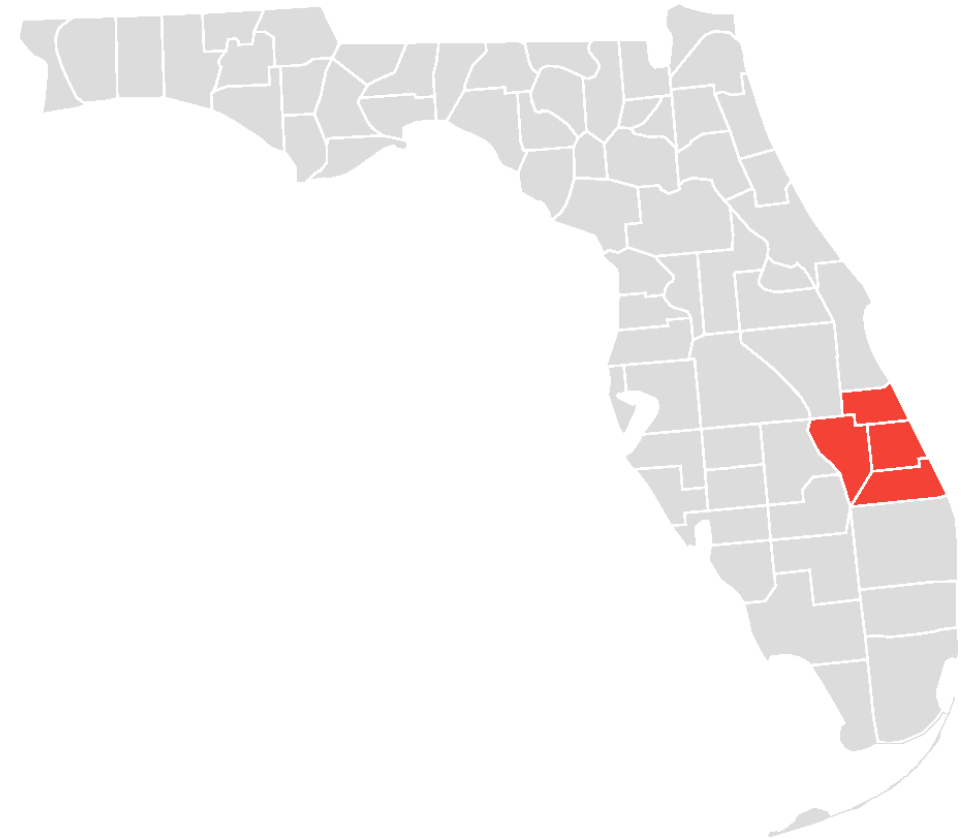
From 10/1/2020-5/31/2024:

- 166,000+ trips provided
- 3,888 unduplicated customers



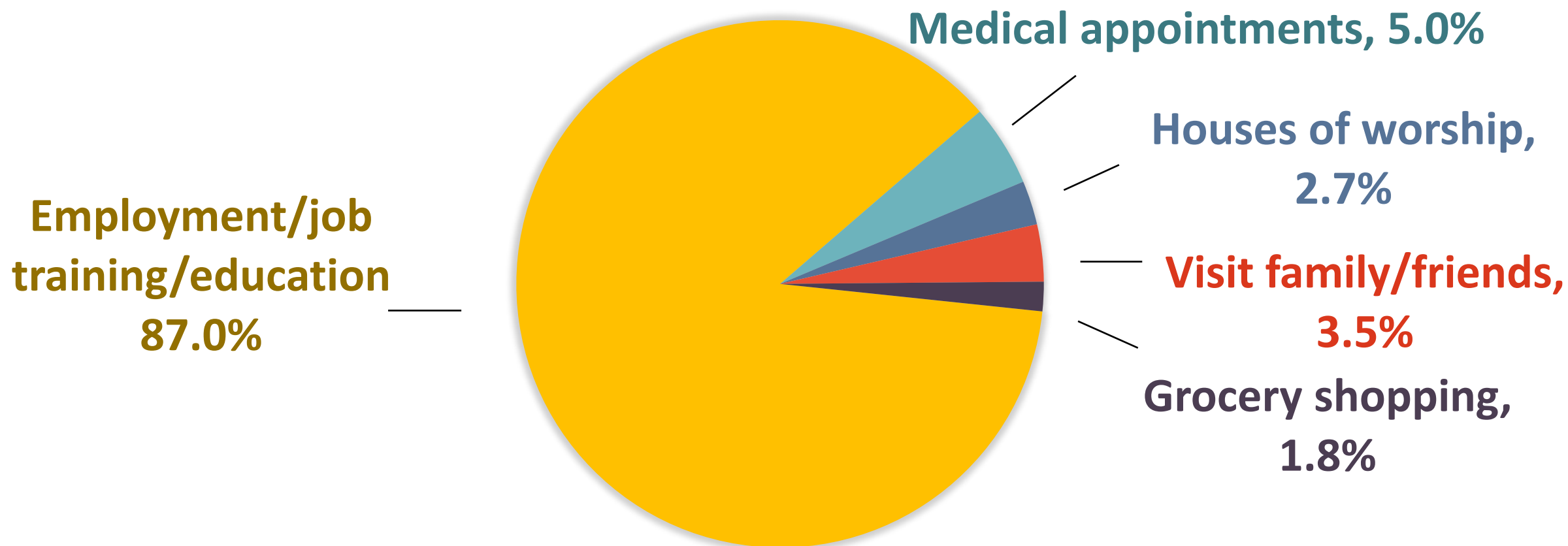
Trips per County (since 2020)

- Indian River – 31,846
- St. Lucie – 87,390
- Okeechobee – 16,932
- Martin – 30,450



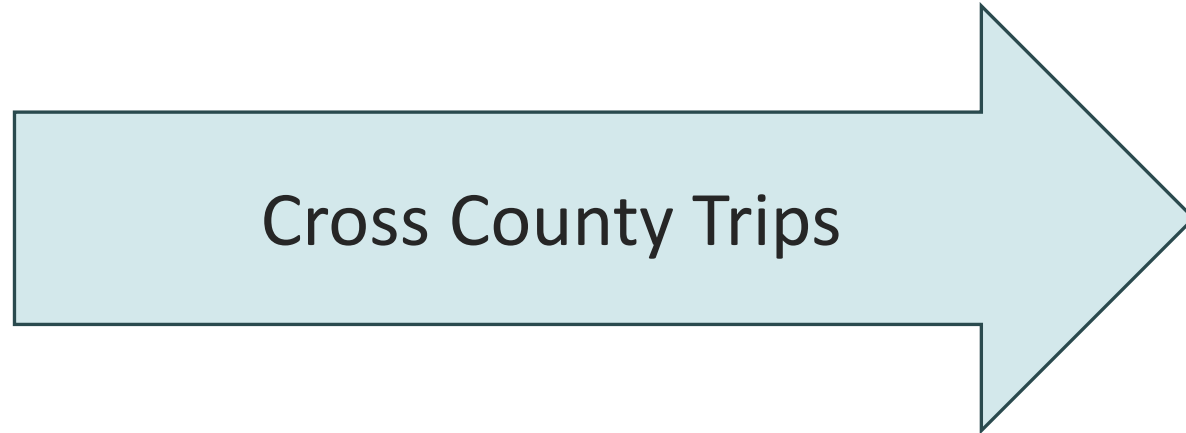


Trip Destinations





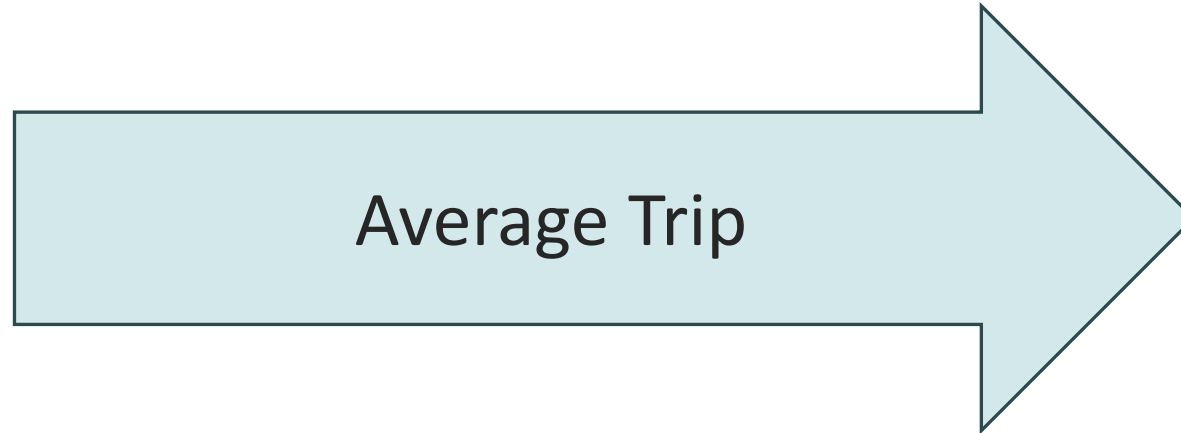
Performance Metrics (1)



- 50% of all trips begin and/or end in St. Lucie County
- 43% of all trips cross county lines



Performance Metrics (2)



- Avg. time = 20.2 minutes
- Avg. distance = 9.8 miles



Performance Metrics (3)



On-time Performance

On-time performance:

- 98% for ambulatory trips
- 90% for wheelchair trips



Customer Feedback

“Very Thankful for the rides! Don’t know what I would do without it!”

“I have used all the door-to-door programs on the Treasure Coast. The Advantage Ride Program is by far the best!”

“I love this program!”

“Without this program I would have a hard time getting to work every night.”

Customer Satisfaction Surveys (Collected July 2024):

Customers expressed that safety was most important to them, followed by ride availability and reliability.



THANK YOU

QUESTIONS?

43



Senior Resource
ASSOCIATION

Promoting Independence in Our Community



Melanin Minded Navigator Transportation Program



MELANIN

MINDED LLC




About Us

Mission

To be the bridge for information, service,
And support for people of color.

Vision

To empower and equip people of color
to have the optimal quality of life.





THE
Legacy

BEHIND THE
VISION



DOWNLOAD OUR

App

**"LET'S EXPERIENCE
HISTORY TOGETHER"**



Changing THE WAY WE careSM



Melanin Minded



My Melanin NAV





THE
Legacy

BEHIND THE
VISION

Saving the World one Ride at a Time



MELANIN
MINDED LLC
 $C_{18}H_{10}N_2O_4$

Dementia

Resources

- [5 Tips for Providing Transportation to Family Caregivers blog](#)
- [Access Matters driver training video series](#)
- [ARCH National Respite Network and Resource Center](#)
- [Dementia, Caregiving and Transportation](#)
- [Melanin Minded, LLC](#)
- [Respite Care Association of Wisconsin](#)
- [Senior Resource Association](#)
- [Travel Training Instruction using FTA Section 5310](#)



Email: contact@nadtc.org

Toll-free: 866-983-3222

Website: www.nadtc.org

Find us on Facebook, X, YouTube and LinkedIn

