



Matching riders with providers

Mobility Management Center (Contra Costa)
Rides For Seniors Program
Rides 4 Veterans Program
Transportation Information & Referrals

Mobility Matters
Livable Communities Trust Funds Final Grant Report
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Since September 2005, Mobility Matters, a 501(c) 3 organization with its home office in Lafayette, California, has provided a program called Rides for Seniors, a free, one-on-one, door-through-door, escorted volunteer driver program along with efforts to match non qualifying riders to other providers. In November 2016, two Supervisors, Karen Mitchoff and Candace Anderson, from the Contra Costa County Board of Supervisors were approached regarding possible funding for the startup and initial operating costs of a new volunteer driver program designed specifically for veterans residing at home in Contra Costa County who were no longer able to drive or access public transportation options. Both Supervisors accepted our request for funding from the Livable Communities Trust Funds and Mobility Matters was granted a total of \$83,645 with full Board approval. This funding was received for the period May 1, 2017 – July 31, 2018 and was applied to the costs of this new program, called Rides 4 Veterans (R4V). Grant funds were primarily used for staff time dedicated to developing, launching, and operating this new program.

Quarterly reports submitted during the grant period list and describe major activities related to this new program, which included: Hiring a Program Coordinator and allocating program development time from the Director of Development and the CEO specifically for this program; establishing and meeting on a regular basis with an Advisory Group consisting of veterans and those working with veterans in a formal capacity; revising the volunteer driver training manual and classes to focus on veteran's needs; advertising the new program in a variety of ways including flyers and brochures, presentations, meetings with providers helping veterans in both public and private organizations; website and Facebook outreach. Information on this new program was also included in the update of the countywide Transportation Guide published by Mobility Matters called "Way To Go Contra Costa" in hard copy with wide distribution and online in multiple languages. Mobility Matters also became an active part of the veteran service community by attending and participating in numerous meetings and activities at the VA Medical Campus in Martinez and multiple meetings in the communities all over Contra Costa County. We also appeared in two broadcasts on Veterans Voices on CCTV.

As of July 31, 2018, the Rides 4 Veterans program had recruited, screened, and trained 65 drivers, many of whom are also veterans. These volunteer drivers have provided 957 trips to 73 veterans (clients), driven 17,588 miles, and donated not only the use of their

cars and fuel, but 1,157 hours of service. We had predicted we would have at least 25 trained drivers and 40 clients during the contract period, and we exceeded these goals. Our numbers of veteran clients served in each part the County were: Central=35, East = 30, and West=8. Volunteers recruited, screened, and trained from each part of the County were Central =37, East = 23, and West = 5. . Many of our volunteers will drive clients who live in parts of the County other than where they reside, thus we have never had to deny a ride to a client if they called in their request on time.

In spite of a concerted effort in District II to bring on 30% of total clients and 40% in District IV, as projected in our proposal, the actual number of clients served with multiple rides in District II was 12 (15% of total clients) and in District IV, 19 clients (26% of total clients). (Note: If our original projection of 40 new clients was correct, the number of clients enrolled would have met or exceeded the original percentage projections for these two districts.)

In addition to giving rides, Mobility Matters also operates a Transportation Information & Referrals Helpline to help match riders to providers. We began keeping separate statistics on calls received regarding veterans beginning 1/1/2018. From 1/1/2018-7/31/2018, total calls received were 2,428, of which 498 were from or about a veteran's transportation needs. Referrals to the R4V program also come through other phone lines at Mobility Matters. All callers requesting transportation are screened on the phone for program eligibility. If they do not meet qualifying criteria for R4V, they are referred to an appropriate provider to meet their transportation needs. If they appear to meet all criteria for the R4V program, initial intake is done in this phone call followed up by an in-home assessment the same week to verify their appropriateness to be transported safely by a trained volunteer driver.

This program continues to grow every month and rate of growth is primarily a factor of our success at recruiting an adequate number of qualified and reliable volunteer drivers. We are continuously looking for recruiting opportunities with individuals and groups and attend all activities we identify as recruitment possibilities. Since free programs are not free to operate, researching and applying for adequate financial resources is an ongoing challenge as well.

Plans for the future.....

Of course, our cost per unit (volunteer recruiting and training, trips, phone screening, in home assessment, etc.) will decrease as we continue to grow. We are also beginning to utilize volunteers in the office to help curb costs where feasible. Most of our program funding at this time for Central county comes from a 5310 grant and TRANSPAC Measure J, and East county funding comes from a 5310 grant. We have no funding that is specific to West county so we apply donations, Area on Aging funds, and other small grants to cover those costs. In addition to continuing to provide vital, accessible

transportation services directly to our clients along with appropriate referrals to our transportation partners, we are in the process of developing a disaster plan for Mobility Matters programs. As the CEO of Mobility Matters, I co-chair Contra Costa County VOAD (Voluntary Organizations Active in Disasters) along with the Emergency & Volunteer Services Manager of the Concord Police Department, and through that organization am working with several community nonprofit agencies, religious and service organizations, and businesses along with formal emergency services departments and personnel in the county to help with evacuations of non-driving, non-injured older residents during disasters. Our veteran clients are, of course, included in this plan and will have an opportunity to evacuate along with those residents who are still able to drive.

We are also partnering with the DMV and CHP to roll out a pilot this Fall to establish a presence at the Concord DMV office to provide on the spot access and information to seniors and veterans when they lose or are in jeopardy of losing their drivers license so that becoming a non-driver does not cause them to become homebound and risk premature long term institutional placement. The theme for that pilot will be "Mobility = Independence....You don't have to drive to keep your independence!" If it is a success, we plan to eventually roll it out to all DMV sites in Contra Costa County and also hope to peak the interest of potential volunteer drivers at those sites for both our programs.

Our staff, Board members, volunteers, and individual donors are all committed to the success of Mobility Matters programs and services, and we look forward to a bright productive future for those who need us now and those who want to and can continue to age in place even when they can no longer drive! Now that we have added veterans to our priorities, we will continue to serve them, along with the general aging population in Contra Costa County as long as the necessary human and financial resources are attainable.

We are so grateful for the Board of Supervisors support that allowed us to start this important, sorely needed program!

Sincerely,



Elaine Welch RN, MBA
Chief Executive Officer
Mobility Matters