



Maryland Department of Transportation
The Secretary's Office

October 31, 2008

Martin O'Malley
Governor

Anthony G. Brown
Lt. Governor

John D. Porcari
Secretary

Beverley K. Swaim-Staley
Deputy Secretary

The Honorable Thomas V. "Mike" Miller
Co-Chair, Legislative Policy Committee
H-107 State House
Annapolis MD 21401-1991

The Honorable Michael E. Busch
Co-Chair, Legislative Policy Committee
H-101 State House
Annapolis MD 21401-1991

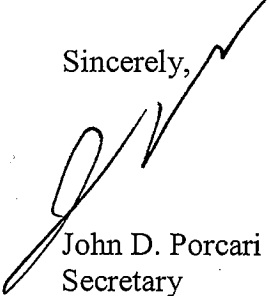
Dear Chairmen:

Attached is a report concerning the *Maryland Senior Rides Demonstration Program* as required in Senate Bill 294 and House Bill 626, Chapters 112 and 113, Acts 2004 (MSAR #2407):

"The Maryland Transit Administration, on or before November 1 of each year, shall submit to the General Assembly, subject to §2-1246 of the State Government Article, an evaluation of the Maryland Senior Rides Demonstration Program. The evaluation shall include the number, size, type, and location of the projects funded by the Program; the extent to which the Program is filling the need for door-to-door transportation for low-income to moderate-income seniors as those terms are defined in §7-1001 of the Transportation Article as enacted by this Act; any innovations in public-private cooperation and risk management that result from the Program; and any other information necessary to effectively evaluate the Program."

If you have additional questions or concerns, please do not hesitate to contact Mr. Paul Wiedefeld, Maryland Transit Administrator, at 410-767-3943. Of course, you should always feel free to contact me directly.

Sincerely,



John D. Porcari
Secretary

Attachment

cc: Members of the Legislative Policy Committee
Mr. Paul Wiedefeld, Administrator, Maryland Transit Administration

My telephone number is 410-865-1000
Toll Free Number 1-888-713-1414 TTY Users Call Via MD Relay
7201 Corporate Center Drive, Hanover, Maryland 21076

bcc: Ms. Sarah Albert, Library Associate, Mandated State Agency Reports, Library & Information Services Division, Department of Legislative Services (5 copies - MSAR #2407)
Mr. Joe Bryce, Chief Legislative Officer, Governor's Office
Mr. Jack Cahalan, Director, Office of Public Affairs, Maryland Department of Transportation
Ms. Jaclyn Dixon, Legislative Analyst, Office of Policy Analysis, Department of Legislative Services
Ms. Victoria Gruber, Legislative Assistant to the President, Maryland General Assembly
Mr. Martin L. Harris, State Legislative Officer, Maryland Department of Transportation
Mr. Kevin Hughes, Deputy Director, Governor's Legislative Office
Ms. Kristen Jones, Chief of Staff, Speaker's Office, Maryland General Assembly
Mr. Jim Knighton, Director of External Affairs, Maryland Transit Administration
Mr. Jon Martin, Legislative Analyst, Department of Legislative Services
Ms. Lynn Porter, Committee Staff, Legislative Policy Committee
Ms. Wonza Spann-Nicholas, Deputy Director, Office of Finance
Ms. Beverley Swaim-Staley, Deputy Secretary, Maryland Department of Transportation
Ms. Caitlin Hughes Raymond, Assistant Secretary for Policy, Maryland Department of Transportation
Mr. Bruce W. Gartner, Assistant Director, Office of Policy & Governmental Affairs, Maryland Department of Transportation
Mr. Jeff Tosi, Legislative Analyst, Maryland Department of Transportation

A Report to the Maryland General Assembly

regarding

“Senior Rides Program”

As Required in Senate Bill 294 & House Bill 626
Chapters 112 & 113, Acts 2004

The Maryland Transit Administration
The Maryland Department of Transportation

October 2008

Senior Rides Program
As Required in Senate Bill 294 and House Bill 626
Chapters 112 & 113, Acts 2004

Introduction

This report was prepared to meet the requirements of Senate Bill 294 and House Bill 626, enacted as Chapters 112 and 113, *Acts 2004*. The language directs that:

"The Maryland Transit Administration, on or before November 1 of each year, shall submit to the General Assembly, subject to §2-1246 of the State Government Article, an evaluation of the Maryland Senior Rides Demonstration Program. The evaluation shall include the number, size, type, and location of the projects funded by the Program; the extent to which the Program is filling the need for door-to-door transportation for low-income to moderate-income seniors as those terms are defined in §7-1001 of the Transportation Article as enacted by this Act; any innovations in public-private cooperation and risk management that result from the Program; and any other information necessary to effectively evaluate the Program."

Background

During the 2004 session, the Maryland General Assembly enacted legislation that established the Senior Rides Demonstration Program (SRDP) within the Maryland Transit Administration (MTA). The provisions of the law that established the SRDP specified that the program would take effect beginning July 1, 2005, at the beginning of State Fiscal Year 2006. The one-year delay in implementation allowed the MTA sufficient time to develop the procedures, policies, and criteria for the program. The legislation set a maximum annual grant amount for the SRDP of \$400,000; however, the FY 2007 budget for the program as approved provided the Maryland Department of Transportation (MDOT) \$100,000 for distribution Statewide by MTA. All grants require the grantees to contribute a 25 percent match. The following organizations are eligible to apply for SRDP funding:

- government agencies;
- non-profit entities; and,
- faith-based agencies that provide transportation services and are exempt from taxation under § 501 (c)(3) of the Internal Revenue Code.

In order to be eligible for a SRDP grant, an applicant must submit a proposal for a project that:

- provides door-to-door transportation for low-income to moderate-income seniors who have difficulty accessing or using other existing transportation services;
- uses primarily volunteer drivers who drive their own vehicles;

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- uses a dispatching system to respond quickly to requests from eligible seniors for door-to-door transportation; and,
- defines a geographic area for which door-to-door transportation is provided. Service may be provided to eligible seniors who do not reside in the geographic area as it is defined in the application, so long as service is not diminished to seniors who do reside in the target geographic area.

MTA staff anticipated that Statewide, up to five projects would be approved for grants totaling \$100,000 in State funds in one or more of the following areas: the Baltimore Metropolitan Area; the Washington, D.C. Metropolitan Area; Western Maryland; Southern Maryland; and the Eastern Shore. To ensure demonstration funds are equitably distributed throughout the State, each award would be approximately \$20,000 to \$25,000 depending on the specific characteristics of each proposed project. Each grantee was required to submit quarterly reports as well as an annual report to the MTA.

Adjustment to the Senior Rides Demonstration Program (SRDP)

During the 2007 Session of the Maryland General Assembly, legislation was introduced and passed into law that could result in significant adjustments to SRDP's framework. Passage of House Bill 1189 (enacted as Chapter 268, *Acts 2007*), resulted in the word "Demonstration" being removed from the program's official name. Effective October 1, 2007, the official name of the program became the Senior Rides Program.

But, more significantly in terms of program effects, Chapter 268 provided a 25% increase (from \$400,000 to \$500,000) in the annual amount of grants that can be distributed through the program. Although \$100,000 was allocated for the program in MTA's budget for FY 2006-2008, the change in the maximum annual grant amount could result in significantly higher budget requests depending on program growth. In addition, Chapter 268 has removed all caps on the number of grants an applicant may receive in a single year, the total number of grants an applicant may receive from the program, the dollar amount a single applicant may receive, and the dollar amount a geographic area may receive.

Process for the SRDP

During the first program year, a process was established for SRDP implementation. This included program outreach in which announcement letters were mailed to prospective organizations; application distribution meetings were held Statewide; an Application Review Committee was established; and awards were granted. MTA has continued this annual process for program applicants.

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Funding was recommended in FY 2008 and was conducted according to the following timeline:

- **November 2006:**
Program outreach began.
An announcement letter requesting applications for funding was mailed to:
 - Government agencies,
 - A mailing list for the federal program to fund transportation services for the elderly and disabled (“Section 5310”) consisting of non-profit entities, faith-based agencies,
 - Area Agency on Aging list, and
 - Retired Senior volunteer programs

- **December 2006:**
Meetings to distribute applications to prospective grantees were held around the State.

- **March 2007:**
Applications were due at MTA.

- **May 2007:**
 - Application Review Committee Meeting

Recommendations were submitted to MDOT and the Maryland Coordinating Committee for Human Services Transportation for grant awards. There were a total of six applications submitted, four of which are current grant recipients. (Baltimore County Office of Aging, CountyRide and Jewish Family Services did not apply for FY 2008 funding but will remain in the program until their FY 2006 funds are exhausted. These two agencies will continue to adhere to the administrative requirements of the program.)

- **July 2007:**
Notification of awards for FY 2008 was made to all six of the agencies that submitted an application.

- **August 2007:**
Grant funds for FY 2008 were disbursed.

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First Year of Grant Program, FY 2006

A total of eight applications were submitted, all of which proposed using SRDP grant funds to expand existing senior transportation service programs. Using a scoring criteria guide and scoring sheets, each committee member reviewed the eight applications and presented their recommendations at the Committee meeting held in early May 2005. The applications were ranked in priority order based on the final score of each application. Based on rankings and the amount of available funds, five applicants were recommended for grants. All applicants who requested over \$20,000 received a ten percent reduction to insure that the total amount of demonstration funds available was distributed among the grantees as equitably as possible. The committee determined that the quality of the five proposed projects listed below were superior and they were awarded SRDP grants:

- Action in Maturity, Inc. -- Agency award: \$12,465
- Baltimore County Department of Aging, CountyRide -- Agency award: \$18,235.
- Jewish Family Services, Inc. -- Agency award: \$22,500.
- Neighbor Ride, Inc. -- Agency award: \$22,500.
- Partners in Care -- Agency award: \$24,300.

- The following three did not receive awards:
 - City of Annapolis Department of Transportation
 - Concord Baptist Community Development Corporation
 - Korean-American Senior Citizens Association of Maryland, Inc.

The program grants were awarded July 8, 2005. Following the announcements of the awards, a grant agreement with program guidelines for reporting statistical data and requesting reimbursement was sent to each grantee, and grant agreements were executed with the five grantees. Of the five grantees awarded SRDP grants, two initiated their MTA-funded programs at the start of FY 2006, in July 2005. The remaining three grantees initiated their programs somewhat later, by the second or third quarter of FY 2006.

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Second Year of Grant Program, FY 2007

Based on the funding and priority ranking of the four applications, the committee determined that the quality of all four projects listed below were outstanding and the following SRP grants were awarded:

- Action in Maturity, Inc. -- Agency award: \$14,849
- Ministers Alliance of Charles Co. & Vicinity - - Agency award: \$25,000
- Partners in Care -- Agency award: \$27,100
- Neighbor Ride, Inc. -- Agency award: \$25,000

The program grants were awarded in July 2006. Following the announcements of the awards, a grant agreement with program guidelines for reporting statistical data and requesting reimbursement was sent to each grantee, and grant agreements were executed with the four grantees.

Baltimore County Office of Aging, CountyRide and Jewish Family Services will remain in the program until their FY 2006 funds are exhausted. Both agencies will continue to adhere to the administrative requirements of the program

Third Year of Grant Program, FY 2008

A total of six applications were submitted which proposed using SRP grant funds to enhance existing senior transportation service programs. The committee determined that the quality of all six projects listed below was outstanding and deserved SRP grants:

- Action in Maturity, Inc. -- Agency award: \$16,346
- Ministers Alliance of Charles Co. & Vicinity - - Agency award: \$18,250
- Neighbor Ride, Inc. -- Agency award: \$24,430

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- Partners in Care -- Agency award: \$31,837
- St. Mary's County Dept. of Aging - - Agency award: \$17,000
- Worcester County Commission on Aging -- Agency award: \$14,512

The program grants were awarded in August 2007. Following the announcements of the awards, a grant agreement with program guidelines for reporting statistical data and requesting reimbursement was sent to each grantee, and grant agreements were executed with the six grantees.

Baltimore County Office of Aging, CountyRide remains in the program expending FY 2006 funds. CountyRide has continued to adhere to the administrative requirements of the program.

Jewish Family Services officially ceased operating the Dollar-A-Mile program at the end of FY 2007, due to the resignation of their Volunteer Services Coordinator. In fact, hundreds of rides were provided to needy seniors as a result of this program.

Worcester County COA, a new grantee, experienced a number of SRP personnel changes and was not able to effectively administer the Silver and Gold Volunteer Services program. In April 2008, a new Volunteer Coordinator was hired who will continue where the previous Coordinator left off. They have requested a grant extension until the end of the year. They also plan to continue the project until June 30, 2009 with additional local funding. We are working closely to ensure that the new implementation plan is successful.

Transportation Service Provided During FY 2008

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of State Fiscal Year 2008, the third year of this program. This information is based on the operations reports provided by the grantees.

Trips Provided

During FY 2008, the Senior Rides program grantees provided a total of 17,429 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2008 varied from 85 trips to more than 5,000 trips for the year.

In providing the more than 17,429 one-way trips, the grantees' programs accumulated 198,120 miles over 21,216 hours. These miles and hours are directly attributable to the senior transportation provided. The reported miles include all miles the volunteers traveled in their cars

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to provide the trips, and the hours include all the time the volunteers spent to provide the trip. The miles and hours also include a small percentage of miles and hours reported by a small number of paid drivers that participated in the program.

It is important to note that the hours reported for the SRP includes any time that the driver spent ensuring that the senior arrived at his or her specific destination, for example, ensuring that the senior got to a medical office within a large medical complex.

Fiscal Year 2008 is the third year of the Senior Rides program. This year's grantees provided a greater number of trips than the second year and also traveled more miles and accumulated more hours compared to FY 2007. Table 1 compares the two years in terms of trips provided and miles and hours accumulated.

Table 1

**TRANSPORTATION PROVIDED,
 SENIOR RIDES PROGRAM, FY 2007 AND FY 2008**

<u>Transportation Services</u>	<u>FY 2007 Total, Six Grantees</u>	<u>FY 2008 Total, Six Grantees</u>
One-Way Trips	13,063	17,429
Senior-Ride Miles	167,919	198,120
Senior-Ride Hours	13,305	21,216

Seniors Transported

The grantees provided transportation for 1,054 individual seniors during FY 2008. These were seniors with needs for access to medical appointments, seniors who needed trips for shopping and to religious services, frail or vision-impaired seniors who need an escort to travel, and seniors with needs for ongoing therapy or medical treatment. Many of these seniors are not able to rely on family, friends or neighbors for their rides. Maryland's Senior Rides Program provides an alternative transportation service that allows the participating seniors to access needed services and to remain connected to their communities.

Table 2 shows the total number of seniors transported by grantee for FY 2008. This year's total is 18 percent greater than the program's second year, when 890 individual seniors were served by the program.

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Table 2

INDIVIDUAL SENIORS SERVED BY SENIOR RIDES PROGRAM, FY 2008

<u>Grantee & Service Area</u>	<u>Seniors Transported</u>
Action in Maturity, Baltimore City	152
Baltimore CountyRide	139
Jewish Family Services, Baltimore City	0
Ministers Alliance, Charles County & Vicinity	130
Neighbor Ride, Howard County & Baltimore City	244
Partners In Care, Anne Arundel & Frederick Counties	363
St. Mary's County DOA	26
Worcester County COA	0
TOTAL	1054

Drivers

Among the grantees, 571 volunteer drivers participated in the Senior Rides Program's third year. The ability to attract and retain volunteers is the key for a successful transportation program that relies on volunteer drivers.

In addition to the volunteer drivers, one of the grantees used paid drivers, which represent a small proportion of the total drivers.

The programs funded by the Senior Rides Program involve volunteers transporting seniors in the volunteers' personal vehicles. Many of the volunteers provided the transportation service without any reimbursement or payment from the SRP grantee. For several of the grantees, some sort of reimbursement is available. For example, one grantee allows its volunteer drivers to receive the equivalent of 25 percent of the rider fees collected by the grantee agency as partial reimbursement for fuel expenses.

Table 3 shows the numbers of drivers by grantee for FY 2008.

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Table 3

SENIOR RIDES PROGRAM DRIVERS, FY 2008

Fees for	Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
	Action in Maturity	3	4	7
	Baltimore County Ride	70	0	70
	Jewish Family Services	0	0	0
	Ministers Alliance	54	0	54
	Neighborhood Ride	166	0	166
	Partners In Care	267	0	267
	St. Mary's County DOA	7	0	7
	Worcester County COA	0	0	0
	TOTAL	567 (99%)	4 (1%)	571 (100%)

Transportation Service

The cost of the transportation service for the participating seniors ranges from none to modest. Where fees are charged, they range from a cost per hour for the trip, to a sliding mileage charge based on income. Most of the grantees noted that charges may be waived if the charges are a hardship for the senior.

Table 4 below summarizes the fee structure of the grantees.

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Table 4

**FEES FOR SENIOR TRANSPORTATION,
 SENIOR RIDES PROGRAM YEAR, FY 2008**

Grantee	Fee Structure
Action In Maturity	Donation/fees: <ul style="list-style-type: none"> • Trips for local errands e.g., grocery store, bank, post office: \$2 round trip. • Other trip types depend on distance and driver time, e.g., trip to White Marsh or Eastpoint is \$8 round trip. • "Personal trips" such as for medical and dental trips are \$10/hour; example is a trip from Stadium Place to Mercy Hospital is \$10/round trip. • Repeat trips such as to chemotherapy are provided at 10-15% less. If the senior cannot afford the transportation, no fee is charged for their trips.
Baltimore CountyRide	Fares charged are the same as for CountyRide service. Home Team volunteers – No fee.
Jewish Family Services	No fee.
Ministers Alliance	Sliding charges as follows: \$0.48/mile for a combined household income of \$1,000+/month \$0.30/mile for a combined household income of \$700-\$1,000/month \$0.15/mile for a combined household income of less than \$700/month Program charges are flexible depending on individual needs and resources available.
Neighbor Ride	Fees based on zip code matrix: trips within one zip code are \$6/round trip; trips to neighboring zip code are \$8/round trip; all other travel within Howard Co. is \$10/round trip. Trips to destinations outside county are \$20-30/round trips. All fees are charged per trip, not per person, so ride-sharing is encouraged.
Partners In Care	Sliding scale based on passenger's income used to determine fees: Single person: \$0-\$350/month = \$0.00 per mile \$350-\$700/month = \$0.15 per mile \$700-\$1000/month = \$0.30 per mile \$1000 and above per month = \$0.40 per mile Couple: \$0-\$400/month = \$0.00 per mile \$400-\$800/month = \$0.15 per mile \$800-\$1100/month = \$0.30 per mile \$1100 and above per month = \$0.40 per mile

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Continued...

Grantee	Fee Structure
St. Mary's County DOA	<p>Fees are as follows:</p> <ul style="list-style-type: none"> a. \$6.00 within a 15 mile radius b. \$10.00 outside a 15 mile radius c. \$15.00 outside a 30 mile radius d. \$30.00 to Annapolis/ Baltimore/Washington areas <p>Riders are expected to pay all tolls, parking or other fees incurred on the trip. No one will be refused assistance because of inability to pay. Long distance trips are for medical only.</p>

Characteristics of Programs

The legislation establishing the SRP requested that the annual report on the program discuss any innovations in public-private cooperation and risk management achieved by the grantees.

In terms of public-private cooperation, the grantees report a variety of partnerships with other organizations. For example, one grantee has a partnership with the County's Human Resources Department to provide the background checks and MVA driving records for the program. The growing partnership and senior transportation referrals between Charles and St. Mary's counties encouraged St. Mary's County Department of Aging to apply for the SRP grant in FY 08. Another grantee reports partnerships with private organizations such as a local hospital that provide financial support for the transportation program. Also, during this fiscal year, a grantee included Frederick as a fully operating site with a full time coordinator, partnering with the Frederick County Department of Aging to provide office space and outreach support.

The grantees also reported on risk management activities. In general, all the grantees check the driving records of their volunteers, ensure drivers have personal automobile liability insurance, and provide training on the grantee's policies and procedures. At least one of the grantees goes beyond this, requiring a criminal background check. Another's approved drivers participate in a driver safety program and become CPR/first aid certified. One grantee requires all volunteers to carry cell phones when driving its passengers. Drivers who do not carry personal cell phones will be given phones to be used for ride-related and emergency calls. Another grantee has arranged for its volunteer drivers to receive safety driving training and testing through Loyola College, which equates to three full days of training.

Information provided by each grantee on their cooperative efforts and risk management is provided in Attachment A to this report.

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Summary

The third year of the Senior Rides Program is the first year that the program operated as a full-fledged, permanent program in the State. Five of this year's participating grantees were also grantees the second year and have made strides in developing and growing their programs, serving the North Baltimore City area, Anne Arundel, Baltimore, Frederick, Charles and Howard Counties. There are two new grantees to the program this year that serve St. Mary's and Worcester counties, areas that were not served previously through the SRP.

During FY 2008, a total of 1054 unique seniors received transportation service, enabling them to make more than 17,429 one-way trips, to a variety of destinations; many of the trips would likely not have been made if the Senior Rides Program did not exist. Seniors who participate in the program are grateful and passenger comments about the service are typically very positive. As one senior participant said, *"The staff and drivers are always very kind and helpful. I hope they are around for years to come. They definitely make my lifestyle easier."*

The Senior Rides Program, by and large, successfully represents a program that provides volunteer transportation to seniors. It proves to be an innovative volunteer-based program that aids in meeting the transportation needs of its target population. The MTA will continue to evaluate the effectiveness of the SRP and will work closely with grantees to help Maryland's seniors receive the finest possible transportation services.

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ATTACHMENT A

“Senior Rides Program”

Report on Second Program Year – State Fiscal Year 2008

**Supplementation Information Provided By Grantees
on Public-Private Cooperation and Risk Management**

1. ACTION IN MATURITY

Cooperative Efforts

Action In Maturity has developed partnerships with Stadium Place, Greater Homewood Community Corporation, Hampden Community Association, St. Thomas Aquinas Church Sodality and Autumn Years Club, St. Mary’s Outreach Center, Good Samaritan Hospital and Medstar Health, College of Notre Dame, University of Maryland Health System, Loyola College, and, of course, our members residing in senior apartment buildings and individual residences.

Through these partnerships, we provide transportation to seniors to and from designated locations for shopping, health-related and other personal appointments, classes, luncheons, and other social activities.

AIM is very grateful for the support and cooperation given by the Maryland Senior Rides Program without which AIM would not be able to operate the “transportation by request” service.

Risk Management

Prior to our hiring and committing to drivers and with their permission, we obtain their driving records from MVA and check these carefully.

Whenever possible, we use only drivers who are well known to management, staff, or members of our Board of Directors.

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Collins Downing, Director of Transportation and Parking at Loyola College, serves on the Action In Maturity Board of Directors. He has arranged for our drivers to receive the same training and testing as the Loyola College drivers. This equates to three full days of training. Periodically, our drivers take a safety driving course through Loyola's Transportation Department.

The vehicles used are serviced on a regular basis and are inspected before and after usage with a checklist provided for that purpose. There is ample insurance coverage on each vehicle and driver.

2. **BALTIMORE COUNTYRIDE**

Cooperative Efforts

CountyRide works with the Department of Aging: Home Team program, Senior Information and Assistance, Community Outreach program, Guardianship, Ombudsman, Senior Centers and Medicare Waiver program. There is also cooperation with trips for clients from the Health Department and the Department of Social Services. Sixteen medical facilities are served in partnership and, all senior housing. All CountyRide trips are reserved upon request from individuals and agencies. Volunteer coordinators initially arrange all Home Team trips.

Risk Management

In FY'08, CountyRide provided Defensive Driving training for over 80 volunteer drivers. The 2-3 hour course provided information and self-evaluation process to improve driving skills. As a result, some volunteers were able to have their insurance premiums reduced. We also trained them in accident prevention and documentation and provided a newly written Volunteer Driver Manual. In addition, they have a cell phone number available 24/7 they can use for assistance when we are not in operation. For those driving in the Home Team program it is a vital communication element since many of their trips occur on weekends and in the evening. Additional equipment issued to all volunteers includes: map books, Hurl kits (for accident cleanup in vehicles), cameras and small first aid kits. In brief, our approach uses education and communication to manage/mitigate risk.

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3. JEWISH FAMILY SERVICES

Cooperative Efforts

While the Dollar A Mile program did not have any formal cooperative agreements with other government or private sector entities, they are part of a larger network of providers of senior services in the area and receive referrals from many including the area Senior Centers, the Jewish Community Center, and the Departments of Social Services, city and county. They have also been part of a large Naturally Occurring Retirement Community Demonstration Project that served the Northwest Baltimore area.

Risk Management

Risk management at Jewish Family Services is a high priority. As it relates to the Dollar A Mile program, we carefully screen each volunteer including a review of their driving record every two years, validation of their current license and insurance coverage. "In-service training" is also provided to volunteers around the areas of confidentiality, working with people with disabilities, and on-going driver safety. Jewish Family Services is accredited by the Joint Commission on the Accreditation of Healthcare Organizations and thus meet multiple and varied requirements relating to risk management.

4. MINISTERS ALLIANCE

Cooperative Efforts

The Southern Maryland Volunteer Ride Consortium, responsible for coordinating the Senior Rides Program, is composed of the:

- Tri-County Council for Southern Maryland: responsible for regional transportation planning, coordination, and commuter assistance;
- Ministers Alliance of Charles County and vicinity: established to foster unity among the various churches and denominations and to promote and advance the surrounding community for social and economic improvements; and
- Community and Business Representatives: these partners represent a cross-section of the community.

The Consortium has met with its current partners and contractor to discuss the program's implementation, *LifeStyles* was contracted to provide service delivery. The Tri-County Council for Southern Maryland's Transportation Department will provide technical

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assistance, training and assist with marketing and outreach. Quarterly meetings and correspondence are coordinated amongst the Consortium organizations to encourage transparency and effective communication.

The Consortium contracts through *LifeStyles of Maryland*, a non-profit compassionate care center located in Charles County. This project fits into their organizational capacity because their greatest purpose is to support and advance the needs of the community; access to affordable and accessible transportation for the community has been a continual concern. The staff and volunteers are members of the community and this is an immeasurable asset of the organization and is by far one of their greatest strengths. Our department provides quality, licensed drivers and volunteers who support the program.

The Tri-County Council for Southern Maryland provided technical assistance, such as:

- Grant writing assistance;
- Volunteer driver training and manuals, including certificates of completion;
- Marketing and outreach materials and distribution;
- Letters of support; and
- Data management and recordkeeping: user surveys, client application, and related resources.

The other lead partnering agency is the Ministers Alliance of Charles County and Vicinity. A consortium of 55 churches throughout the Southern Maryland, Prince George's and Northern Virginia areas, members are connected by meeting the needs of their communities, regardless of denomination or affiliation. Member churches participating in this program would provide quality, licensed drivers, volunteers and insured vehicles that are available during the day to provide transportation for eligible participants.

Other growing partnerships include the Charles County and St. Mary's Office on Aging. We have also presented to seven agencies and organizations that serve the senior population providing outreach materials to be distributed to eligible participants. While the focus for the demonstration program has been for rural areas in Charles County, these agencies have referred persons to the Senior Rides Program for transportation assistance. As a result, this has allowed the St. Mary's Office on Aging to apply for the grant program for FY 2008.

Risk Management

The Tri-County Council has over 40 years of providing services to emerging transportation programs. The Transit and RideSharing Coordinator provided a volunteer driver training for seven drivers and volunteers during FY08. This training included:

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- Driver and vehicle safety instructions;
- Emergency preparedness;
- Accident reporting;
- Basic first aid skills;
- Orientation to map and route planning; and
- Proper recordkeeping and other administrative policies and procedures.

We encourage volunteer drivers to review their manuals on a semi-annual basis. Participating providers completed an application, giving information such as vehicles, drivers' information, and participant agreement. Each driver also provided a Maryland license and driver history. All vehicles are properly inspected and State certified. Participating providers used fleet and passenger vehicles owned, operated, and liability covered by the organization. Our volunteer drivers are also equipped with the emergency contact and physician information for each user that is taken to their appointment. This ensures that all emergencies are relayed to the appropriate persons and to the Senior Rides Coordinator.

5. **NEIGHBOR RIDE, INC.**

Cooperative Efforts

Many partnerships are already in place and additional ones are being fostered. Partners providing significant non-monetary support include the Volunteer Center Serving Howard County, the Howard County Office on Aging, Howard County Library, the Association of Community Services, Howard County Public Transportation Board, Transportation Advocates, and Corridor Transportation Corporation. Howard County, The Columbia Association, the Horizon Foundation, The Columbia Foundation, Antwerpen Toyota, Commercial Insurance Managers, and Howard County General Hospital have all contributed financial support. Additional partners, capable of providing in-kind and cash donations, volunteer and passenger recruitment assistance, and technical support will continue to be sought. These ongoing partnerships will assist Neighbor Ride in its volunteer recruitment and program management efforts.

Risk Management

Driver Qualifications:

Volunteer drivers must meet the following criteria:

- Be at least 21 years of age;
- Possess a valid driver's license;
- Have three years of recent driving experience;

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- Willing to consent to a criminal background check;
- Willing to consent to a driving history check;
- Willing to provide personal references;
- Able to provide evidence of personal automobile liability insurance on the vehicle(s) to be used when driving as a Neighbor Ride volunteer;
- Willing and able to maintain his/her vehicle(s) in safe driving condition. This includes ensuring that seatbelts are in working order;
- Able to demonstrate an understanding of seniors and their potential limitations;
- Willing to maintain the confidentiality of passenger information; and
- Available to commit to a three to four hour block of time on a monthly, semi-monthly, or weekly basis.

Driver Training and Safety: All Neighbor Ride drivers are required to attend a Volunteer Orientation session. Neighbor Ride's policies and procedures are reviewed during these sessions. All drivers receive personal copies of these policies and procedures. Supplemental training sessions are offered at least two times a year. Topics that may be covered at these supplemental sessions include CPR, defensive driving methods, emergency management, and proper techniques for assisting fragile seniors.

In an effort to protect its drivers from potential liability issues, Neighbor Ride's policies strictly prohibit volunteers from entering the personal residences of its passengers or individuals the passengers visit. This policy is highlighted at all volunteer orientation sessions. Neighbor Ride also requires all passengers to sign a Waiver of Liability. Signed Waivers are kept in passengers' files in the Neighbor Ride office.

Neighbor Ride requires all volunteers to carry cell phones when driving its passengers. Drivers who do not carry personal cell phones will be given phones to be used for ride-related and emergency calls.

Passengers' safety is addressed by conducting criminal background and driving record checks on all volunteer drivers before they can begin providing services for Neighbor Ride. Copies of current auto insurance policies and Maryland driver's licenses are maintained in each driver's Neighbor Ride file. Because ride coordinators have access to passengers' personal information, criminal background checks are also performed on them before they begin volunteering for Neighbor Ride. All potential volunteers are required to provide one or three personal references who can be contacted to discuss their appropriateness for the role of Neighbor Ride driver or ride coordinator.

An additional safety-related policy addressing the well being of passengers is the solicitation of emergency contact information for all clients. This information is part of the passenger's record and is included with the ride details provided to drivers. It is available in the event of a medical emergency or any other reason where it would be needed.

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Also, monthly newsletters are sent to all volunteers. Safety reminders, driving tips, policy updates, and information to support their volunteer activities are among the many topics covered in these publications.

Vehicles Used: Neighbor Ride's drivers use their personal vehicles to provide transportation for seniors.

Vehicle Safety: As part of the application process, volunteer drivers provide information on the year and make of the vehicle(s) to be used in their service to Neighbor Ride. Further, volunteer drivers agree in writing to maintain their vehicles in safe driving condition. This includes ensuring that seatbelts are in working order.

Liability Coverage: Each driver's personal automobile insurance policy provides primary liability coverage. In addition, Neighbor Ride currently carries general liability coverage for its volunteers. The policy includes the following coverage:

\$2,000,000	General Aggregate
\$2,000,000	Products – Completed Operations Aggregate
\$1,000,000	Personal and Advertising Injury
\$1,000,000	Each Occurrence
\$ 100,000	Damage to Premises Rented
\$ 10,000	Medical Expense
\$1,000,000	Directors & Officers

6. PARTNERS IN CARE

Cooperative Efforts

Continuing the partnership from last year, Partners in Care have support from the Annapolis Department of Transportation in processing background checks. Partners in Care have also developed a strong relationship with the Anne Arundel Department of Aging with regard to providing supplemental transportation to their own van system and have become a regular orientation location for new nursing and geriatric care managers hired by the department. This year, PIC included Frederick as a fully operating site with a full time coordinator, partnering with the Frederick Department of Aging to provide office space and outreach support. We continue to promote partnership opportunities with local businesses and service organizations through speaking engagements in both counties.

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Risk Management

There are many aspects to the procedures in which Partners in Care addresses risk management. The first is acquiring comprehensive insurance which covers not only general liability, but also volunteer activities with an additional rider for volunteer drivers. Partners in Care has a procedures manual and requires all volunteer drivers to attend a two-hour orientation. This year Partners in Care offered AARP safe driving classes to drivers as a part of their continuing education. Thirteen drivers participated over a two-day period.

7. ST. MARY'S COUNTY DEPARTMENT OF AGING

Cooperative Efforts

The Senior Rides Program within the Department of Aging works closely with other entities in coordinating transportation services within the county. STS, the county's transportation system that operates both the public and the SSTAP programs, and the Health Department, the Medical Assistance transportation provider for the county, are the main providers of transportation for the county. We provide assistance to riders in accessing these programs. The Senior Rides Program compliments these programs for seniors who are not able to use the other services.

We work closely with other agencies that provide transportation through the Tri-County Transportation Coordinating Committee as well as a local Human Services Transportation Coordination Committee. Other cooperative efforts include the partnership with the County's Human Resources Department, who provides the background checks and MVA driving records for the Program,

Risk Management

Approved drivers participate in a driver safety program and become CPR/first aid certified. Each driver is supplied with a basic first aid kit, spill kit, and an automobile accident checklist. Drivers have access to a cell phone for emergencies. The drivers must provide a copy of current vehicle liability insurance coverage. A supplemental insurance coverage is provided through CIMA.