

Senior Wheels Program

~ A Collaboration ~



Senior Wheels Particulars

- ▶ RSVP volunteer drivers use their own vehicle to transport seniors
 - ▶ Unlimited medical
 - ▶ One personal trip / month
- ▶ Driver reimbursed at \$.555/mile (IRS rate)
- ▶ All trips originate and are assigned by Senior Wheels dispatchers
- ▶ All rider paperwork must be received before service is provided
- ▶ Service is free, donation envelope is provided

Identify Gaps in Services

- ▶ Limited Public Transportation
- ▶ No Transportation for Personal Business in Outlying Areas
- ▶ No Late-Notice Medical Transportation
- ▶ No Long-Distance Medical Transportation

Research Existing Programs

- ▶ Local
 - ▶ Other RSVPs
 - ▶ WV Volunteer Center Transportation Program
- ▶ National
 - ▶ Beverly Foundation (<http://beverlyfoundationlegacy.org>)

Calculate Comfortable Risk Levels

- ▶ How can we make the program as SAFE as possible?
 - ▶ Background checks
 - ▶ Motor Vehicle Record checks
 - ▶ Ohio State Highway Patrol inspection



Calculate Comfortable Risk Levels

- ▶ How can we reduce our liability and still be effective?
 - ▶ Door to Door service - as opposed to curb-to-curb or through-the-door
 - ▶ Basic First Aid training - as opposed to CPR
 - ▶ Strict policies on reporting incidences, no matter how small



Create Driver Training Program

- ▶ Adapted O'Neill Center's professional driver training to meet the needs of a volunteer program
 - ▶ Safe Driver video
 - ▶ Passenger Assistance training
 - ▶ Basic First Aid
 - ▶ Continuing education videos - Winter Driving, Distracted Driver
 - ▶ HIPAA Training

Create & Test Forms

- ▶ Driver application packets
 - ▶ Job description
 - ▶ Application form
 - ▶ Proof of insurance
 - ▶ MVR and BCI&I Release forms
 - ▶ HIPAA and Confidentiality form
 - ▶ Paperwork checklist

Create & Test Forms

- ▶ Rider Application Packets
 - ▶ Intake form (taken over the phone)
 - ▶ Rider handbook
 - ▶ Release of Liability form
 - ▶ Receipt of Privacy Practices Release of Information form

Create the Process

- ▶ Riders call RSVP between 9:00 a.m. - 1:00 p.m. Monday thru Friday
- ▶ Dispatcher takes information on Trip Request form
 - ▶ Calls closest driver and relays pickup information
- ▶ Driver takes information on Trip Report form
 - ▶ Calls rider & sets up pickup time, gets directions to house
 - ▶ Mileage is recorded on the Trip Report, rider signs at the top
 - ▶ Driver mails/drops off Trip Report
- ▶ Trip Request is matched to the Trip Report
 - ▶ Voucher for payment issued

Launch the Program!

- ▶ Launched during Senior Corps Week 2012
 - ▶ 4 riders
 - ▶ 4 drivers
 - ▶ 1 dispatcher
- ▶ Tested & adjusted our process
- ▶ Began recruiting drivers & dispatchers



Two Years Later...

Successfully recruited 19 Drivers & 5 Dispatchers

In 2013

- ▶ Drove 12,905 miles, 624 trips
 - ▶ Medical: 10,296 miles (80%), 276 trips (44%)
 - ▶ Personal: 2,609 miles (20%), 348 trips (56%)
- ▶ Served 168 unduplicated clients
- ▶ Logged 1,116 volunteer hours
- ▶ Total Cost: \$7,330