

Advancing Health Equity Through Community Transportation Services



**2023 Home and Community-Based
Services Conference**



*Virginia Dize , Director of Transportation, USAging
Co-Director, National Aging and Disability Transportation Center
(NADTC)*

*Beverly Kidder, Vice President, Agency on Aging of South Central
Connecticut (AOASCC)*



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

MAJOR OBJECTIVES:

- Person-centered information and technical assistance
- Training
- Communications and Outreach
- Coordination and partnership
- Investment in community solutions



Photo Credit: Capacity Builders, Farmington, NM

Health Disparities & Transportation

- **Access to care**
- **Availability of care**

Both impact the occurrence of disease and the presence of disability

Age, ethnicity, gender, economic resources, geography not only impact health disparities but transportation as well

Source on health disparities: Agency for Health Care Research and Quality

Community Transportation Challenges

Whether National, Regional or Local:

- Affordability
- Funding
- Repeat Needs (e.g., dialysis, cancer treatment, adult day services)
- Cross jurisdictional travel
- Availability of transportation options/lack of options (e.g., rural)
- Access to transportation information

Biggest Transportation Needs

Top Destinations: Medical, Grocery, Visit Family & Friends, Pharmacy

Barriers:

- Not enough public transit
- No transportation that meets their needs
- Concerns about wait times
- No family or friends to provide a ride
- Cost of a ride

Source: NADTC 2021 Survey of Diverse Older Adults, Younger Adults with Disabilities and Caregivers

How to improve access to care

- Cheaper or no cost rides
- Transportation that meets their travel needs
- More flexible schedules
- Better public transportation

Source: NADTC 2021 Survey of Diverse Older Adults, Younger Adults with Disabilities and Caregivers



Contact: Virginia Dize

Email: vdize@usaging.org

Toll-free: 866-983-3222

Web: <http://www.nadtC.org>

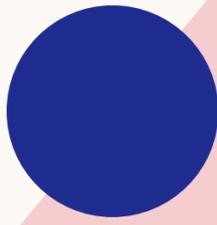
Find us on Facebook, Twitter, YouTube & LinkedIn



The image features a title slide with a white circular background in the center. The text 'THE CHAPERONE PROGRAM' is written in a bold, dark blue, sans-serif font, centered within the circle. The background is split into three vertical sections: light blue on the left, white in the middle (containing the circle), and light pink on the right. A large, dark blue curved shape is positioned at the bottom, partially overlapping the white circle.

**THE
CHAPERONE
PROGRAM**

**AGENCY ON
AGING OF SOUTH
CENTRAL CT**



CONTEXT

Curb to curb transportation
Limited mobility challenges
Missed medical appointments
Impact on older adults
Impact of family caregivers
Cost of transportation



CASE EXAMPLE

Navigating Large Healthcare Facilities

WHO IS IMPACTED

- Everyone with limited mobility who uses transportation services to travel to medical appointments
- Family caregivers
- Healthcare Systems
- State budgets

- **Who is impacted most severely**
 - Individuals with low incomes
 - Individuals living in neighborhoods where average income is <150% FPL
 - Individuals with low language proficiency
 - Individuals with communication barriers
 - Individuals with anxiety disorders

THE CHAPERONE PROGRAM

- Description of SC region
- History of program in CT
- Principles of the program
- Use of volunteers
- Description of the program
- Building a client base for the program
- Volunteer recruitment

TARGETING SERVICES

- NADTC planning grant activities
- Focusing in on which clients are in the greatest need
- Identifying factors that correlate with need for assistance
- Using mapping to determine where the clients with the greatest need were located (zip codes).
- Purchasing zip code mailing labels to enable direct to consumer information about chaperone services

MARKETING SERVICES

- Collaborating with:
- Independent living centers
- Disability Rights organizations
- Cross Disability Alliance
- Disability Rights CT
- 20 Senior Centers in SC CT
- Senior Housing complexes
- Department of Developmental Disabilities
- NAMI CT
- FaceBook (AOASCC)
- AOASCC Website
- Local weekly town newspapers
- Every health and senior event in the region.

OUTCOMES

- 3 years later and we're still standing
- 128 individuals have used the service
- 500+ rides have been provided
- Client surveys reveal overwhelming support for the service
- All clients have indicated they would use the service again for their next trip to the doctor
- Families have provided unsolicited testimonials about the benefit the service provided to them

OUTCOMES

- . The only “missed” medical appointments occurred when individuals were in the hospital
- . Many appointments were cancelled due to the doctor’s office rescheduling patients at the last moment
- . 80% of the people served were living at <150% FPL.
- . Most of the services provided were to people living low-income zip codes

OUTCOMES

- Most of the riders are female
- 40% of our riders are African-American
- 60% of our volunteers are African-American

SUSTAINABILITY

- Our biggest challenge
- Our history:
 - CNCS grant (pilot program)
 - NADTC planning grant
 - Community Foundation of Greater New Haven planning grant
 - NADTC Implementation grant
 - Great Give fundraising campaign

The Present:

- ARP funding
 - Pending: CNCS Innovative Programs

The future:

Reimbursement by Medicare & Medicaid

THANK YOU

Bev Kidder

Agency on Aging of South
Central CT

bkidder@aoascc.org

203 785 8533