

*THE BEVERLY FOUNDATION'S
STAR SEARCH & STAR AWARDS PROGRAM
THE 2009 REPORT*

*PREPARED BY
THE BEVERLY FOUNDATION STAFF
ALBUQUERQUE, NEW MEXICO*

DECEMBER, 2009

TABLE OF CONTENTS

CONTENTS	PAGE
Part 1: Introduction	1
Part 2: The STAR Search Survey	2
2a. Methodology	
2b. Profile of Respondents	
2c. Results of Survey	
2d. Transportation Service Brand Names	
Part 3: Selection of STAR Award Winners	7
3a. STAR Search Survey	
3b. STAR Awards Review	
Part 4: STAR Award Winners	9
4a. STAR Award Recipients	
4b. Profile of 2009 STAR Award Winners	
4c. STAR Awards for Excellence Recipients	
4d. STAR Special Recognition Award Recipients	
Part 5: Major Considerations in Award Decisions	21
5a. Factors that Warranted Reviewer Enthusiasm	
5b. Factors that Resulted in Negative Impressions	
5c. Recommendations for Submitting Successful Applications	
Attachment 1: List of 2009 STAR Search Respondents	23

PART 1

INTRODUCTION

1A. DEFINITION OF STP

STPs (Supplemental Transportation Program for seniors) are defined as transportation programs or services that supplement traditional transportation services. At the beginning of 2008, there were 830 STPs in the Beverly Foundation's STAR Search database. They included public, paratransit and community transit services, human and senior transit services, and faith-based transportation programs. More than fifty percent were volunteer driver programs.

1B. STAR SEARCH/STAR AWARDS PROGRAM

The purpose of the Beverly Foundation's STAR Search program is to demonstrate to policy makers and service providers that STPs, as local initiatives, are valuable to seniors, their communities and the country. The STAR Search survey was first undertaken in 2000 and has continued annually since that time. The STAR Search survey gathers information about STPs; and the STAR Awards program celebrates promising practices and excellence.

The Beverly Foundation organized the STAR Awards program in 2000 as an incentive for its STAR Search survey. However, since that time, STAR Awards have been conveyed to celebrate excellence (STAR Awards for Excellence) and to recognize special efforts (STAR Special Recognition Awards) in the field of transportation options for seniors. From 2000 through 2008, the Foundation conveyed 56 STAR Awards for Excellence and Special Recognition Awards. In addition to recognition, the Foundation's STAR Award program has become a tool for influencing public policy about the importance of senior transportation, for influencing networks to consider expanding their transportation service delivery, and for encouraging communities, organizations, and professionals to develop and support transportation services for older adults.

1C. ACKNOWLEDGMENT

While 450 organizations responded to the 2009 STAR Search survey, special thanks go to the 361 organizations that submitted complete responses to the survey. They represent a broad range of organizations that provide transportation to older adults. Additional thanks go to the 11 members of the STAR Awards review committee who donated their time and expertise in identifying and selecting "the best of the best" applicants for STAR Awards.

PART 2

THE STAR SEARCH SURVEY

Historically, the STAR Search survey has had the purpose of building the Beverly Foundation's STP Database. At the end of 2008, the STP database included more than 1,000 services that provided transportation to older adults. In 2009, the survey was reorganized and a new database of information was initiated.

2A. METHODOLOGY

In 2009, the Beverly Foundation made an effort to streamline both the STAR Search survey and STAR Awards process. The effort included: (1) organization of the survey through the Beverly Foundation's website; (2) the development of a streamlined survey instrument; (3) the inclusion of a special question for use in judging "the best of the best" and in preparing technical materials; (4) the use of surveymonkey.com as a web-based tool for collecting survey responses; and (5) the organization of a five-phase STAR Award selection process.

Announcements about the 2009 STAR Search survey were posted on the Beverly Foundation website and the STP Exchange website. Announcements about the survey and links to the survey were sent to the Beverly Foundation's e-mail list of more than 1,000 STPs in the United States. Additionally, national organizations such as the Community Transportation Association of America, the National Association of Area Agencies on Aging, and the National Center on Senior Transportation sent announcements through their networks.

The survey opened on March 30 and closed on April 20. While many respondents had participated in online surveys in the past, the large number of inquiries asking for guidance in accessing and completing the survey suggested that many respondents were first time respondents to an online survey.

2B. PROFILE OF RESPONDENTS

450 transportation services from 47 states submitted surveys. A number of duplicate and incomplete surveys (primarily surveys that did not include a response to the final narrative question) were eliminated. The elimination of these resulted in 361 surveys which provided data for the profile of respondents which is provided on the following page.

Profile of Survey Respondents

<p><u>Total # Cases</u> 361</p> <p><u>Represented States</u> 47</p> <p><u>Average # Years in Operation</u> 19</p> <p><u>Provider Status</u></p> <p>Senior Program: 42%</p> <p>Human Service: 18%</p> <p>Public Transit: 12%</p> <p>Other: 29%</p> <p><u>Service Area</u></p> <p>Rural: 45% Suburban: 27% Urban: 28%</p> <p><u>Median Budget</u></p> <p>Less than \$100,000: 52%</p> <p>\$100,000-\$499,999: 26%</p> <p>\$500,000-\$999,999: 5%</p> <p>More than \$1 million 19%</p> <p><u>Passengers In Addition to Seniors</u></p> <p>ADA Eligible Passengers: 58%</p> <p>People w/ Dementia: 51%</p> <p>General Public: 24%</p> <p><u>Types of Destinations</u></p> <p>Life-Sustaining/Life-Enriching: 81%</p> <p>Life-Sustaining Only: 15%</p> <p>Life-Enriching Only: 4%</p> <p><u>Driver Facts</u></p> <p>Paid Drivers: 67%</p> <p>Volunteer Drivers: 61%</p>	<p><u>Vehicle Facts</u></p> <p>Owned/Contracted/Leased: 69%</p> <p>Volunteer Driver Owned: 46%</p> <p>Passenger Owned: 4%</p> <p><u>Types of Services</u></p> <p>Demand Response: 88%</p> <p>Special Outings: 52%</p> <p>Fixed Route: 28%</p> <p>Travel Training: 12%</p> <p>Other: 29%</p> <p><u>Types of Assistance</u></p> <p>Door-to-Door: 76%</p> <p>Stay-at-Destination: 52%</p> <p>Door-through-Door: 51%</p> <p><u>Relationships w/ Human Services</u></p> <p>#1 Area Agency on Aging</p> <p>#2 Senior Center/Rec. Program</p> <p>#3 Social/Health Service Programs</p> <p>#4 Community Volunteer Program</p> <p>No Relationships: 1%</p> <p><u>Relationships w/ Transit Services</u></p> <p>#1 Public Transit Agency</p> <p>#2 Paratransit/Demand Response</p> <p>#3 ADA Paratransit Agency</p> <p>#4 Private Transportation Service</p> <p>No Relationships: 21%</p>
--	--

2C. RESULTS OF THE SURVEY

The results suggest several key facts regarding the respondents, most of which have larger implications for all services that provide transportation to older adults.

#1 Location Respondents were located in almost all states, many of which included several respondents. Only Alabama, Idaho and Mississippi were not represented. While this does not suggest that the data is representative of all services that provide rides to senior passengers, it does indicate that most states are providing senior transportation options.

#2 Providers A majority of the respondents (74%) were non-profit organizations, 23% government agencies, and 1% for-profit organizations. Although 29% of the respondents were associated with transportation services, 71% identified their status as senior service, human service, or faith-based. Although these data may be related to the fact that 42% indicated they heard about the survey through the aging network, it also implies that the aging, human service, and faith-based organizations are playing a major role in providing transportation to older adults.

- #3 Service Areas** The needs of seniors for community-based transportation services are great in almost all areas. However, the fact that 45% of the survey respondents were located in rural areas implies that rural communities, many of which have few transportation options, are responding to the need of seniors for transportation.
- #4 Budgets** The majority of respondents (52%) indicated budgets of less than \$100,000 per year, while 31% indicated budgets of \$100,000 to \$1,000,000 and 17% budgets of \$1,000,000 or more. Budget sizes within the three service areas did not differ greatly, although a somewhat higher number (55%) of suburban respondent indicated budgets of under \$100,000, and a somewhat lower number (19%) of rural respondents indicated budgets of \$1,000,000 or more.
- #5 Types of Services** The top four services selected by respondents were: demand response (88%), special outings (52%), volunteer driver programs (51%), and fixed route (28%). Additional services identified included rides to special services such as adult day care, dialysis, chemotherapy, physical therapy, nutrition, medical appointments, educational programs, and volunteer programs; contracts with nursing homes and assisted living facilities; feeder services to fixed route transportation; and escort and mobility management services.
- #6 Destinations** Although many services said their services focused on providing transportation to life sustaining activities (e.g. the doctor, the medical center, the grocery store), 81% of the respondents indicated that they provide transportation to both life-sustaining and life-enriching destinations and 52% said they provide special outings. This implies that many senior transportation services are concerned with the physical as well as the mental and emotional health of senior passengers.
- #7 Relationships with Other Agencies** The strong representation of aging, human service, and interfaith groups among the respondents may account for the high number of relationships (21%) with human services. At the same time, the low percentage of relationships (1%) with transportation services suggests the need to strengthen the ability of senior transportation services to link with traditional transportation services.
- #8 Sustainability** Survey data suggests that respondents had been in operation for an average of 19 years, more than 50% had budgets of less than \$100,000, and 74% were non-profit organizations. This implies that, while some experts express doubts about the sustainability of small transportation services, small non-profit organizations that provide transportation to older adults can be sustained for long periods of time.
- #9 Service to People with Disabilities** 58% of the respondents indicated that they provided transportation to ADA eligible passengers. However, many of those respondents indicated that their volunteer drivers actually

provide some levels of assistance to senior passengers or they were a car-based program that would on occasion take people with assistive devices or wheelchairs. This implies: (1) confusion about the meaning of ADA and ADA eligible passengers, (2) that fewer respondents may actually serve ADA eligible passengers, and (3) that some respondents may actually serve seniors with limitations rather than seniors who are ADA eligible.

#10 Types of Assistance A large number of respondents (53%) said they provide curb-to-curb service and an almost equal number (52%) said they provide stay-at-the destination and (51%) door-through-door service. However, an even larger number (76%) indicated they also provide door-to-door service. This implies that many transit services that provide transportation to older adults recognize the need of older adults for assistance with their transportation services. Assistance methods were described in numerous ways, many of which addressed the respondents' potential for providing services to adults with disabilities.

The following examples suggest that while some respondents may provide transportation for people with disabilities who qualify for ADA supported transportation, many respondents actually provide transportation for people with mental or physical limitations.

- using the cars of volunteer drivers to transport seniors to appointments;
- offering minimal to moderate assistance (by volunteers) who use their own vehicles for round-trip transportation;
- transporting seniors with disabilities depending on the severity of the disability;
- providing "door-through-door" escorted transportation that may include helping an older adult prepare for the trip and assistance after returning to the home;
- helping disabled individuals who are able to get in and out of private vehicles with minimal assistance or with caregiver assistance;
- providing transportation for elders that are potentially eligible for ADA transportation services, but cannot use those services because they require an escort;
- providing companion and transportation services to clients who use walkers, wheelchairs and assistive devices;
- transporting passengers from a wheelchair to a car;
- providing assistance with walkers, canes, but not with wheelchairs because drivers are primarily senior citizens;
- transporting people with disabilities if they can ride comfortably in a car, do not need specialized equipment for transfers, and can be independent while attending medical appointments.

2D. TRANSPORTATION SERVICE BRAND NAMES

As we know, branding is an important part of communicating information about any organization that provides a product or service. The STAR Awards review committee found many of the names of organizations and services to be both interesting and memorable with respect to “branding” and description. What follows is a list of the “best of the best” and most creative names of transportation programs and services received in the STAR Search survey. They were selected by members of the STAR Awards review committee.

- “Aloha Cruisers” of Maui Interfaith Volunteer Caregivers (Wailuku, HI)
- “Cheer” of Sussex County Mobility (Georgetown, DE)
- “Day on the Town Program” of Transit Authority of River City (Louisville, KS)
- “Get on the Bus Gus” of Cobb Department of Transportation (Marietta, GA)
- “Get Up and Go” of Peninsula Jewish Community Center (Foster City, CA)
- “Good Wheels” (Fort Meyers, FL)
- “Neighbor Ride” (Columbia, MD)
- “Partners in Prime” (Hamilton, OH)
- “Ride Connection” (Portland, OR)
- “Rides & Smiles” of Jewish Family Services (San Diego, CA)
- “Road Runners” of Avenidas (Palo Alto, CA)
- “Senior Link” of East Topeka Council on Aging (Topeka, KS)
- “Senior Wheels” of Bloom Township Senior Wheels (Chicago, IL)
- “Senior Wheels” of Ride Link Area Agency on Aging (Grand Rapids, MI)
- “Staying Connected” (York, PA)
- “The Great Escape” (Tamarac, FL)
- “The Sunshine Bus” of St. John’s County Council on Aging (St. Augustine, FL)
- “Ticket to Ride” of EH Spencer Foundation (Port Byron, IL)

PART 3
SELECTION OF STAR AWARD WINNERS

What follows are brief discussions of the STAR Search survey (especially the narrative question), the directions given to STAR Search applicants, the STAR Awards review process, and the STAR awards committee members.

3A. STAR SEARCH SURVEY

The survey included 19 questions related to transportation services and their delivery of transportation to older adults. The three possible topics to a final narrative question were:

Topic #1 The Greening of Operations (Examples of ways to address this topic could include: vehicles, operations, infrastructure, and the environment)

Topic #2 The De-isolation of Senior Passengers (Examples of ways to address this topic could include: getting seniors out of their residence, taking them to special services or special destinations, enabling them to be involved in activities, and enhancing their health and welfare)

Topic #3 The Promotion of Volunteerism (Examples of ways to address this topic could include: volunteers as drivers, involvement of seniors as volunteers, special volunteer activities, and cost-effective ways to involve volunteers such as on-line scheduling).

Applicants were provided with information regarding eligibility for awards, on how to respond to the topic, and on how to complete the survey.

Eligibility Information (1) must deliver transportation services to seniors; (2) must be in operation for at least two years, and (3) may submit only one survey.

Hints for Successful Submission of Survey (1) * Means that the question must be answered before you can access the next page. (2) Try to complete the entire survey without too much delay. (3) It may be important for you to spend extra time on Question #20, the Critical Question, so you may want to copy and paste your response to this question into surveymonkey.com.

Narrative Question Response a proposal for a one-time award which could be used to support the application which: (1) must address senior transportation activities; (2) should emphasize past success, current efforts, or a soon to be implemented "great idea"; (3) may not exceed 500 words; (4) will need to address the who, what, where, when, and why of your idea; and (5) will need to say something about how you would use the award.

3B. STAR AWARDS REVIEW

The Beverly Foundation staff reviewed all 450 submissions, placing special emphasis on the narrative question and criteria set forth in the text of the survey. Staff selected 100 surveys for submission to the review committee.

STAR Awards Committee Review Reviewers were provided survey data and the narrative response of 100 surveys, were given criteria for their initial review, and were asked to select up to 50 surveys which they considered the best responses. The reviewer selections were submitted to the Beverly Foundation staff who used them to develop a list of 54 finalists. All but two of the reviewers traveled to Albuquerque, New Mexico to participate in the selection of the STAR Award winners. The goals for the committee review were: (1) to select winners of the Beverly Foundation STAR Awards; (2) to identify any special criteria employed by individual reviewers; and (3) to make recommendations for future STAR Search surveys and selection of STAR Award winners.

Review Committee Members Historically, staff and trustees have served as primary reviewers in the STAR Awards selection process. However, in 2009, because of the larger than usual number and amount of STAR Award cash prizes, and the larger than usual number of responses, a decision was made to mobilize a review committee consisting of representatives from a variety of sectors. Below is the list of members of the review committee.

Ruth Covell: La Jolla, CA (Geriatric Services)
Santo Grande: Easton, MD (Community Transit Service Delivery)
Jane Hardin: Washington, DC (Community Transit for Seniors)
Helen Kerschner: Albuquerque, NM (Transportation and Aging)
Peter Kissinger: Washington, DC (Driver Safety)
Dennis McCarthy: Miami, FL (Senior Transit Education)
Marie-Helene Rousseau: Pasadena, CA (Transportation and Aging)
Elin Schold-Davis: Edina, MN (Occupational Therapy)
Nina Silverstein: Boston, MA (Dementia and Transportation)
Richard Smith: Riverside, CA (Volunteer Driver Program Services)
Cheryl Svensson: Corona Del Mar, CA (Gerontology Services)

Selection of STAR Award Recipients Staff and reviewers used the following criteria for judging STAR Award applicants and selecting potential STAR Award recipients. (1) If the narrative response described the topic of greening, de-isolation, or volunteerism. (2) If the narrative described the program or service. (3) If the narrative describe providing transportation for older adults. (4) If the narrative held promise for adaptation by other transportation services or communities. The review committee met in June 2009 in Albuquerque, NM to select the finalists and make recommendations for the recipients of STAR Awards for Excellence and STAR Special Recognition Awards. Recommendations were reviewed by the Trustees of the Beverly Foundation, who made the final decision to convey awards to twenty-one STAR Search respondents.

PART 4
STAR AWARD WINNERS

The Beverly Foundation began giving STAR Awards for Excellence in conjunction with its first STAR Search survey in 2000. Each year, STAR Awards are conveyed to survey respondents that exhibit excellence in organization, planning, or service delivery. Prior to 2009, the Foundation gave 27 STAR Awards for Excellence, and 29 STAR Special Recognition Awards. In 2009, 450 STAR Search surveys were reviewed at length, and 21 were selected as the recipient of a STAR Award.

4A. STAR AWARD RECIPIENTS

On August 20, 2009, the Beverly Foundation announced its 2009 STAR Award winners. In making the announcement, the Foundation’s president Helen Kerschner said: “This year we received 450 applications for awards, and our STAR Awards recognize ‘the best of the best’ organizations that provide transportation to older adults. We congratulate each of the winners for making an enormous contribution to seniors, their families, and to the cities and counties they serve.”

RECIPIENTS OF STAR AWARDS FOR EXCELLENCE

<p>Cheer, Inc. Sussex County Mobility (DE) St. Johns County Council on Aging (FL) Jewish Family Services of Los Angeles (CA) Neighbor Ride, Inc. (MD) Jewish Family Services of San Diego (CA)</p>	<p>Weber Human Services (UT) Jewish Family Services of Minneapolis (MN) Senior Helpline Services (CA) City of Tamarac (FL)</p>
--	--

RECIPIENTS OF STAR SPECIAL RECOGNITION AWARDS

<p>Partners in Prime (OH) Sheridan MiniBus (WY) VNA Community Service (IL) A Helping Hand (NC) AAA of Western Michigan (MI) Special Transit (CO)</p>	<p>RSVP of Dane County (WI) Mountain Empire Older Citizens, Inc (VA) Western Community Action, Inc. (MN) Na Hoaloha–MIVC (HI) Faith in Action of McHenry County (IL) Portales Senior Center (NM)</p>
--	--

Each recipient of a STAR Award for Excellence received a \$10,000 contribution from the Beverly Foundation, and each recipient of a STAR Special Recognition Award received a \$5,000 contribution from the Beverly Foundation.

4C. PROFILE OF 2009 STAR AWARD WINNERS

<p><u>Represented States 16</u> California: 3 Florida/Illinois/Michigan: 2 <u>Average # Years in Operation 20</u> <u>Provider Status</u> Human Service: 48% Senior Program: 19% Public Transit: 9% Other: 24% <u>Service Area</u> Rural: 43% Suburban: 38% Urban: 19% <u>Budget</u> Less than \$100,000 23% \$100,000 - \$499,000 52% \$500,000-\$999,999 6% More than \$1 million 19% <u>Passengers in Addition to Seniors</u> ADA Eligible Passengers: 62% People w/ Dementia: 57% General Public: 24% <u>Driver Facts</u> Paid & Volunteer Drivers: 57% Volunteer Drivers Only: 29% Paid Drivers Only: 14% <u>Types of Destination</u> Life-Sustaining & Life-Enriching: 100%</p>	<p><u>Vehicle Facts</u> Program owned/leased: 67% Volunteer Driver Owned: 67% Passenger Owned: 9% <u>Types of Services</u> Demand Response: 90% Special Outings: 48% Fixed Route: 24% Travel Training: 29% Other: 43% <u>Types of Assistance</u> Stay-at-Destination: 71% Door-to-Door: 67% Door-through-Door: 62% <u>Funding Sources</u> #1 Government Grants: 95% #2 Rider Donations: 86% #3 In-Kind Contributions: 81% #4 Foundation Support: 62% #5 Fund-Raisers: 57% #6 Passenger Fees: 57% #7 Tax Revenue: 33% <u>Relationships w/ Human Services</u> #1 Area Agency on Aging: <u>Relationships w/ Transit Services</u> #1 Public Transportation Agency:</p>
--	---

4C. STAR AWARDS FOR EXCELLENCE RECIPIENTS

This section provides summary descriptions of the nine recipients of the Beverly Foundation’s STAR Awards for Excellence.

CHEER Inc. Sussex County Mobility of Sussex County, Delaware

*The STAR Award for Excellence celebrates
CHEER’s establishment of the Sussex County Mobility Consortium.*

The Sussex County Mobility Consortium (SCMC) evolved from the CHEER organization’s traditional senior center transportation program which began in 1979. Its purpose is to generate more services for seniors from existing resources by utilizing existing capacity within human service and transportation programs. It is a voluntary network of member organizations providing transportation services throughout Sussex County, Delaware. Member organizations commit existing, unused capacity for use by SCMC which attempts to match unmet senior citizens’ transportation needs with that existing unused

capacity. Members include senior centers, rehabilitation facilities, a sheltered workshop program and a community action agency. SCMC functions as a single point of contact for senior citizens who are unable to secure transportation by maintaining an inventory of transportation resources including schedule information on subscription routes operated by member organizations, limited fixed route public transportation service in the area, and a network of volunteer drivers. Today SCMC operates approximately 1,100 trips per month at one-third the cost per trip of the public operated paratransit service in the area. CHEER's STAR Award will be used to implement a trip voucher program for customers and organizations which will generate income to support the operation.

ST. Johns County Council on Aging of St. Augustine, Florida

*The STAR Award for Excellence celebrates
St. Johns County Council on Aging's establishment and operation
of a Volunteer Driver Program which enables older adults
to get where they need to go.*

The Volunteer Driver Program, which was organized in 2008, eliminates trip purpose priorities, Medicaid card requirements, and specific travel time frames for those whose needs fall outside the mobility regulations box. The start-up of the program was supported by the St. Johns County Sheriff's Department which donated six pre-owned sedans. After only seven months of operation, more than 10 volunteers, most of whom were seniors, began participating in the program. Today, destinations include the mall for mall-walking, a health maintenance program; senior center nutrition sites; dinners, movie nights, dances, and special fundraisers at the three COA senior centers. The program also transports wheelchair-bound fellow parishioners to church services. Both volunteer and paid staff drivers are trained in safety and sensitivity procedures to better assist their passengers. The STAR Award will be used to recruit, train and retain the volunteer driver force and to expand its marketing/awareness program to the elder population, and thus increase its capacity to serve the mobility challenged seniors of St. Johns County.

Neighbor Ride of Columbia, Maryland

*The STAR Award for Excellence celebrates
Neighbor Ride's development and use of Multiple Scheduling Methods in its
volunteer driver program.*

Neighbor Ride provides door-to-door transportation to Howard County residents age sixty and older. It takes senior passengers to medical appointments, religious services, social outings, fitness classes, volunteer activities, personal appointments, shopping and other destinations. Its services are available to age-eligible seniors, regardless of ability to pay. Volunteer Ride Coordinators handle intake and scheduling functions; and all transportation is provided by a team of 190+ volunteer drivers, using their personal vehicles. Its volunteers range in age from 28 to 84 and represent a variety of professional backgrounds, ethnicities and income levels. Since launching its service in November 2004, Neighbor Ride's volunteers have coordinated and provided more than 20,000 trips. Neighbor Ride's volunteer retention and recruitment rates remain high despite

challenging economic times largely because of the flexibility offered to those looking for a way to include giving back to the community within the confines of already busy lives. Volunteers may choose a set availability schedule; elect to call in regularly with specific date and time availability; or opt to be part of an online ALL CALL listing, allowing them to pick the rides that work for them on a day-to-day basis. The use of these volunteer scheduling methods contributes to Neighbor Ride's impressive 99% ride completion rate. Neighbor Ride's STAR Award will be used for new volunteer recruitment materials, volunteer training and the purchase of appointment calendars and volunteer recognition items.

Weber Human Services of Ogden, Utah

*The STAR Award for Excellence celebrates
Weber Human Services' Flexible Payment Strategy for expanding services.*

Weber Human Services is the hosting governmental agency for the area agency on aging of Utah's Weber and Morgan Counties. Transportation service support and advocacy for system improvement are within its scope of responsibility. The flexible payment strategy program is a pilot project which offers a more flexible, yet accountable, method of reimbursement and a more flexible payment strategy for senior passengers. The process includes five simple components established by the local transportation advisory committee: (1) an isolated senior becomes eligible; (2) the senior's destination is established; (3) a provider is chosen by the senior and becomes "eligiblized"; (4) standardized coupons are issued to the senior passenger; and (5) passengers redeem provider coupons. The program was initiated in 2008 with a one-time grant to demonstrate the effectiveness of coupon or voucher based payments in diversifying available providers to transport isolated seniors. While this model is not new, its application for identifying and focusing on seniors who are unlikely or unable to access traditional providers is underdeveloped. The long term goal of the project is to develop the flexible payment strategy into a sustainable model for providing transportation to isolated elderly. The STAR Award will be used to further this long term goal.

Senior Helpline Services of Lafayette, California

*The STAR Award for Excellence celebrates
Senior Helpline Services' Rides for Seniors program.*

The *Rides for Seniors* Program was started on September 1, 2005. It was launched in large part because of the many people had lost their ability to drive, to take public transportation, to use curb-to-curb services, or to pay for taxi service. The lack of available programs that offered free, appropriate transportation often led to seniors having to give up their homes and be placed in an institutional setting. *Rides for Seniors* serves the target population of seniors residing in Contra Costa County who want to age in place. It focuses on low to moderate income, frail older adults who reside in underserved areas. The program screens and trains volunteers to provide free, one-on-one, door-through-door rides to homebound seniors primarily for the purpose of obtaining medical and dental care and basic necessities. Rides for other purposes are provided when basic need rides are covered and volunteers are available. As a

result of this program, Senior Helpline clients have experienced an improved health status due to access to ambulatory preventative care as well as access to basic necessities like food and exercise. This access to mobility has enriched seniors' lives physically and psychologically as they remain in their community and experience many of the same opportunities afforded by those who drive. The STAR Award will be used to grow the services in the most underserved parts of the county, including the recruitment and training of bilingual volunteer drivers.

The City of Tamarac, Florida

*The STAR Award for Excellence celebrates
the City of Tamarac's establishment and operation of the Great Escape
program for older adults.*

The Great Escape program, which was initiated in 2004, transports seniors on a weekly basis to popular destinations such as museums, local attractions, and larger shopping malls; and to vital, life sustaining destinations such as pharmacies and banks. The Great Escape trips were extremely popular and had a wait list of seniors wanting to further experience independence and less isolation in their lives. Unfortunately in 2007, the Great Escape trips were stopped due to budget and staff reductions. The STAR Award to the City of Tamarac will be used to expand its current senior transportation activities. The program will add monthly Great Escape trips to provide seniors opportunities to experience cultural, social and wellness activities in which they would otherwise not be able to participate.

Three STAR Awards for Excellence to Jewish Family Services

Many Jewish Family Service organizations submitted STAR Search surveys. The transportation services that they described were interesting, innovative, and making enormous contributions to seniors, their families, and their communities. Because of the considerable number of excellent survey submissions, the review committee selected three Jewish Family Service programs as recipients of STAR Awards for Excellence. The recipients were:

Jewish Family Services of Los Angeles, California

Jewish Family Services of San Diego, California

Jewish Family and Children's Services of Minneapolis, Minnesota

<p><u>Jewish Family Services of Los Angeles, California</u></p> <p><u>Jewish Family Services of San Diego, California</u></p> <p><u>Jewish Family and Children's Services of Minneapolis, Minnesota</u></p>	<p><i>The STAR Award for Excellence celebrates Jewish Family Services of Los Angeles' innovative CONNECT program which facilitates volunteer escorts as an adjunct to transportation services and its expansion of escort services to include volunteer drivers using personal vehicles to further assist older adults with transportation.</i></p> <p><i>The STAR Award for Excellence celebrates Jewish Family Services of San Diego's planned volunteer driver recruitment campaign for its Rides & Smiles transportation service which supports adults age sixty and older. The campaign involves volunteer drivers as recruiters, recruitment incentives such as free car washes, promotional materials, and volunteer appreciation events.</i></p> <p><i>The STAR Award for Excellence celebrates Jewish Family Services of Minneapolis' planned GIFT-a-RIDE which gives family and friends an opportunity to purchase "the gift" of a ride for an older adult. The program supports senior riders, reduces caregiver stress, and is available to targeted low-income seniors in the area.</i></p>
--	--

4D. SPECIAL RECOGNITION AWARD RECIPIENTS

This section provides summary descriptions of the twelve recipients of the Beverly Foundation's STAR Special Recognition Awards.

Partners in Prime of Hamilton, Ohio

The STAR Special Recognition Award to Partners in Prime recognizes its plan for a phased approach for implementing a volunteer-based system.

Partners in Prime offers a one-of-a-kind transportation service in its service area of 469 square miles by providing door-through-door service to people 60 and older. The program includes eight vehicles, five of which are wheelchair accessible; and employs eight part-time drivers, a part time office assistant, and a full time scheduler/dispatcher. Its drivers range in age from 61 to 73 with an average age of 66 years old. Because of the fast rate of growth of the older population and the economic decline in the area, Partners in Prime realizes the need to expand its transportation system and has developed a five phase plan. Phase 1: Recruit, screen, and train five volunteer drivers/companions. Phase 2: Train volunteers in Independent Living Assistance (ILA)/Companion service by allowing volunteers to accompany and assist seniors on medical and other trips in the company of a paid staff. Phase 3: Train volunteers to drive Partners in Prime vehicles and provide transfer assistance to riders in the company of paid staff. Phase 4: Schedule volunteers to replace paid drivers when absent due to

sickness or vacation; and schedule volunteers to accompany ILA/Companion Clients on medical and other trips. Phase 5: As paid staff members retire, replace them with volunteer drivers. The STAR Award will supplement rider donations for use in training, pre-employment services, insurance and other services related to the volunteer-based transportation and assistance system.

Sheridan MiniBus of Sheridan County of Sheridan, Wyoming

The STAR Special Recognition Award to Sheridan MiniBus recognizes its door-to-door assistance to seniors in rural America.

Transportation for seniors was the first service offered by the Senior Citizens Council when it was started in 1973. The program was renamed Sheridan MiniBus and has become the public transportation for more than 26,500 residents, 16,000 of whom reside in the city of Sheridan. It provides 52,000 rides per year within the county which covers 2,527 square miles, making it 1,000 square miles larger than the State of Rhode Island. Sheridan MiniBus allows seniors to maintain contact with the community even though they may not be able to drive their own vehicle. As the transportation arm of the Sheridan Senior Center, the MiniBus fleet of eleven vehicles provides a human service that no organization in the county offers. Sheridan MiniBus provides seniors with access to adult day care, lunch at the Senior Center or area restaurants, exercise at various facilities through the community, bingo, entertainment, physical therapy and much more. It also provides special care in transporting seniors to employment, and for their participation in the Foster Grandparent program. 78% of its riders are senior passengers, and of this group 72% are disabled in some way. Thus, the MiniBus's handicap accessible vehicles are a lifeline for many passengers. The STAR Award will be used to help support the extension of hours of operation until later in the evening so that seniors will be able to attend the theatre, go out for dinner and attend other evening functions.

The Area Agency on Aging of Western Michigan of Grand Rapids, Michigan

The STAR Special Recognition Award to the Area Agency on Aging of Western Michigan recognizes its RIDELINK program for coordinating transportation for older adults.

The RIDELINK program was organized to meet the need for coordinated transportation for older adults. Prior to RIDELINK, when older adults in the county needed transportation, they had a myriad of services to choose from, but no single access point to call for service. RIDELINK was implemented with the idea that older adults would be able to call one number to take care of their transportation needs. The system maximizes the use of available funds and transportation options geared toward older adults. RIDELINK's call-center operations began on December 29, 2006 and its transportation services began on January 2, 2007. Partner agencies in the project provide curb-to-curb, door-to-door and door-through-door transportation to seniors based on needs identified at the point of registration. The program has provided more trips this past year than the number of trips previously provided by the partner agencies, with no increase in hours or days of service. The RIDELINK goal to simplify access to transportation services for older adults has been partially reached.

The STAR Award will be used to partially support adding evening and weekend service hours and to locate interface technology which will allow the service to interface with the local transit provider that schedules trips.

Special Transit of Boulder, Colorado

The STAR Special Recognition Award to Special Transit recognizes its innovative and successful efforts to green its operations.

In late 2008, Special Transit added the first of several gas/electric hybrid cars to its fleet. The hybrid was fully funded by a grant from Boulder County Aging Services. Highly visible with a brightly colored teal and purple outside decal wrap, the hybrid has become popular with Special Transit's ambulatory riders and vividly communicates to the community its commitment to reducing its carbon footprint. The interior space, the ease of entrance, the back up camera, the warranty, and ease of maintenance all contribute to the successful use of the hybrid for passenger transport and in the decision to purchase the vehicle. The formula used for calculating the number of trips and cost of operation of the hybrid compared with the paratransit vehicle predicts an annual average savings of \$10,000 in fuel costs and the ability to provide an additional 4,600 trips per year. Within two years Special Transit expects that fuel savings will be sufficient to purchase another hybrid. As an indicator of the success of its effort to green its operations, Special Transit applied for New Freedom funds for the purchase of additional hybrids, and a for-profit oil company offered to contribute the matching funds required for such a grant. The STAR Award will be used to highlight the greening project and for providing "green" trips to senior passengers.

V.N.A. Community Services of Galesburg, Illinois

The STAR Special Recognition Award to V.N.A. Community Services recognizes its efforts to initiate and continue to operate its transportation service by involving a driver provided through the Senior Community Employment Program.

V.N.A. Community Services strives to de-isolate seniors throughout the Knox County area with a variety of programs at its main senior center and two additional congregate meal sites in the county. In 2004 the agency became aware that there was no public or private transportation between Knox County and Peoria, IL, nor was there transportation between Knox County and the Quad City area where many persons traveled for specialized health care needs. The V.N.A. Community Services began providing this much needed service to seniors with a Title V driver placed at its agency through the Senior Community Employment Program. The driver's wages are paid by the SCEP program rather than the V.N.A. The transportation services provided by the V.N.A. include rides for non drivers to and from its meal sites, long distance rides to medical appointments, testing and therapies; rides for Medicaid recipients; and local rides for shopping, hair appointments, and visiting friends or relatives. Currently, the V.N.A. is in the process of applying for 5311 funds to support special types of services in its most rural areas. The STAR Award will be used to provide partial support of the SCEP driver's salary until additional funds are secured.

A Helping Hand of Durham, North Carolina

The STAR Special Recognition Award to A Helping Hand recognizes its volunteer recruitment strategy.

A Helping Hand serves 350 clients, most of whom are 70 years and older, 7 days a week with a supervisor on call for all shifts. Services provided to clients include “door-through-door” transportation for accessing health care, prescription pick up, errands, and recreational trips to get the socially isolated out in the community. Its volunteers include families, college students, homemakers and retirees. The program operates on a sliding fee scale and 94.9 cents of every dollar goes to services. In order to meet the growing need for transportation for older adults, A Helping Hand plans to increase volunteer involvement. Its strategy includes a “Silver Scholars Program” for recruiting older adults age 55 plus; recruiting working professionals and homemakers through community groups; reaching working professionals through lunchtime educational seminars; and building on relationships with local universities which would add the participation of volunteer student drivers as well as university-based researchers. As part of a pilot project, A Helping Hand currently offers paid and unpaid internships to college students that include “sensitivity training” and instruction on “safe mobility” techniques. The interns provide escorted transportation and develop invaluable relationships with older adults who often are socially isolated. These students are primarily pre-med, nursing, OT, PT, and public health majors. Plans are to recruit students pursuing careers in Transit. The STAR Award will be used to help increase the hours of its volunteer coordinator in order to recruit, screen, train and manage additional volunteer drivers and to identify appropriate scheduling software in order to improve scheduling efficiency.

RSVP of Dane County of Madison, Wisconsin

The STAR Special Recognition Award to RSVP of Dane County recognizes its innovative Neighborhood Electric Vehicle (NEV) pilot project.

RSVP of Dane County was started in 1979. It has provided a Volunteer Driver Escort Service as well as Home Delivered Meal Drivers to Senior Centers in Dane County for 34 years. Its target population group for transportation services is ambulatory older adults 60 years of age and older, who have no other transportation resource available. The pilot Neighborhood Electric Vehicle (NEV) project was initiated in 2008 in two communities in Dane County. NEVs are cost effective, environmentally friendly and require minimal maintenance. They can travel 50 to 70 miles per \$1.50 electrical charge. The NEVs are used for providing transportation for medical and non-medical trips and for delivering meals to isolated seniors. With this energy efficient NEV program, RSVP predicts considerable savings at a time when funding is extremely tight. The savings will enable RSVP to free up the Driver Escort service to concentrate on medical trips. The STAR Award will be used to partially support coordination, recruitment and training of volunteers for the NEV program.

Mountain Empire Older Citizens Inc. of Big Stone Gap, Virginia

The STAR Special Recognition Award to Mountain Empire Older Citizens Inc. recognizes its employment of a mobility manager to develop a volunteer driver program.

Mountain Empire Older Citizens, Inc. is committed to developing and maintaining a specialized and public transportation system which is seamless, coordinated, and can be used by all ages including all clients and patients of health and human service organizations in the area. The role of the mobility manager is to develop a volunteer driver program which will take services to homebound seniors and provide transportation and escort services for cancer and dialysis patients that must make a 50+ mile one-way trip to receive specialized treatment. The use of the cadre of volunteers, and scheduling oversight by the mobility manager and dispatch staff will enable the transit agency to reduce overall costs and provide transportation assistance to passengers who need it. The mobility manager has the charge of developing a volunteer policy manual, coordinating medical appointments, and grouping trips for maximum efficiency and economy. The STAR Award will be used to support meal delivery for homebound seniors and transportation for senior passengers to specialized medical services.

Western Community Action Inc. of Marshall, Minnesota

The STAR Special Recognition Award to Western Community Action Inc. recognizes its pilot Rider Companion project.

Western Community Action, Inc. was organized in 1981. Prior to public transit funding and the purchase of lift accessible buses in 1990, volunteer drivers were its only means of helping the elderly access local services and medical facilities that were often up to 400 miles away. The strength of its transportation program has been the establishment of two central dispatch offices 100 miles apart that utilize computer technology to coordinate trip requests to local and out of area destinations. Its network includes community partners such as the Retired Senior Volunteer Program, Adult Day Care, Senior Centers, and other home and community based services that help seniors remain active and connected to senior services available in rural communities. These services make it possible to identify barriers and seek solutions that help families and aging adults reduce their reliance on nursing home care or other living alternatives. The Rider Companion Program was established to provide assurance and assistance for frail elderly when accessing medical and community events or services. The Award will be used to market the Rider Companion services to caregivers, family members, and the general public; and to recognize the volunteers who give their time to provide transportation and companion services to people in need.

Na Hoaloha-MIVC of Wailuku, Hawaii

The STAR Special Recognition Award to Na Hoaloha - MIVC recognizes its innovative ALOHA CRUISERS project.

Na Hoaloha which means "loving friends" in Hawaiian was formed by Maui Interfaith Volunteer Caregivers (MIVC) in 1995 with the help of a Faith in Action

Robert Wood Johnson Grant. Since its inception, the organization has focused its efforts on the “gap group” -- people who fall through the “pukas” (holes) of the government service system, and thus, Na Hoaloha has become Maui County’s “safety net” provider. The strength of Na Hoaloha-MIVC is in its volunteer base. When other agencies are unable to hire someone to provide basic transportation services to seniors in need, Na Hoaloha has consistently been able to find a volunteer who will provide these services “from the heart.” Na Hoaloha receives an increasing number of calls for assisted transportation each week, including rides to the doctor, to the grocery, to do errands, and to attend social events. Na Hoaloha has partnered with other agencies in order to meet the ever-growing need for assisted transportation for seniors. Because Maui is such a small island with limited resources, Na Hoaloha is developing a pilot in which several agencies (including Kaunoa Assisted Transportation, Maui Economic Opportunity Dialysis Transportation, American Cancer Society “Angels on Wheels” and Office on Aging) will combine and share resources, including the use of cross-referrals and shared drivers. The STAR Award will be used to help support the development of a marketing and publicity campaign, to recruit volunteer drivers island-wide, to develop training materials, and to deliver training workshops for expanding the Aloha Cruisers assisted senior transportation program.

Faith in Action of McHenry County in Crystal Lake, Illinois

The STAR Special Recognition Award to Faith in Action of McHenry County recognizes its use of Vertical Response (VR) technology.

Forty-eight percent of Faith in Action’s service requests are for transportation. Next to health, transportation is the most important challenge for seniors who choose to remain in their homes. The limited public transportation available in the community means that Faith in Action’s volunteer transportation resource is critical in providing transportation to both life-essential and life-enriching destinations. A continual need is to find low- and no-cost solutions for the scheduling and coordination of transportation volunteers, while increasing the efficiency of office staff. Faith in Action’s registration with Vertical Response (VR) took advantage of the free email marketing newsletter campaign offered to non-profits. A recent pilot for using the newsletter to recruit volunteers for specific transportation requests resulted in quick responses with no additional effort from staff. The success quickly moved the project from pilot to routine, and Faith in Action now uses the VR technology to regularly communicate requests for service to its volunteers through VR’s simplified, targeted email distribution/response system. The Award will help support the development and costs for integrating the VR technology with Faith in Action’s system of tracking and managing its transportation services. This automated information sharing will save volunteer and staff time and allow the program to more efficiently meet the transportation needs of seniors

Portales Senior Center of Portales, New Mexico

The STAR Special Recognition Award to the Portales Senior Transportation System recognizes its Special Trips to Distant Destinations program.

The philosophy of the Portales Senior Center is that if seniors don't have the ability to leave their homes, they will not be able to get where they need to go, and communities will not get the benefit of hearing the memories that help write history. Many of the seniors who participate in the Portales Senior Center activities are solely dependent on the center for transportation as they have no family and are without a vehicle. Thus, its transportation service is an important means in supporting the independence and quality of life of older adults who use it. In the past two years, the Portales Senior Transportation System has steadily grown in ridership and number of passengers served. For example, in FY07, it served 50 passengers who rode its bus 7,919 times compared with FY08 when it served 98 passengers who rode its bus 11,840 times. The system provides rides to seniors age 60 and over free of charge and takes them to the senior meal site every day, to single appointments Monday through Friday, to medical appointments 20 miles away, and offers local "group" grocery shopping trips on Monday and Friday. The senior center also provides special trips to distant destinations such as Ruidoso (160 miles away) and Santa Fe (220 miles away) to shop or go to museums. The Special Trips to Distant Destinations program is limited because small buses are used and seniors must pay the costs. The STAR Award will be used to expand the number of trips and senior passengers participating in the program by paying for the use of larger buses, for professional drivers, and for the fares of those who cannot afford to pay.

PART 5

MAJOR CONSIDERATIONS IN AWARD DECISIONS

The STAR Search survey submissions included considerable data about individual programs as well as interesting service and program names, interesting ideas regarding services and service delivery, and interesting methods of service delivery.

5A. FACTORS THAT WARRANTED REVIEWER ENTHUSIASM

Each of the reviewers identified criteria which they believed were important in making their initial selections and for the group to consider in the review meeting. Below are several of their criteria:

- small budget programs that would benefit from awards
- potential positive impact of the awards
- that the award money would be used well (e.g. to compensate for creativity, to compensate for innovation, to compensate for new ideas)
- innovative ways to help more demanding passengers
- interesting methods and models
- special attention given (to mild dementia, to strategic planning, to programs that had a vision, to programs associated with networks, to the underdogs)
- new and original ideas could be adapted in other settings

5B. FACTORS THAT RESULTED IN NEGATIVE IMPRESSIONS

In its initial review of the 450 responses, staff eliminated duplicate surveys and surveys that were incomplete. In selecting what were considered “the best of the best” top 100 surveys to submit for the first round of reviews by individual reviewers, staff used the following “de-selection” criteria.

- disappointment in respondents who did not follow instructions
- short time of operation (less than two years)
- limited service with respect to number of rides for seniors
- high cost per ride (especially relevant to volunteer driver programs)
- no mention of seniors in narrative
- transportation destinations only to services provided by the respondents
- no suggestion of how award would be used
- use of award: (for operations or match, for new vehicles and vehicle maintenance to cover deficit, to support salaries, to match a grant not yet received, for “great ideas” that could not be supported with award, or new projects that could not be sustained)

- no relationship between budget and cost per rides
- concerned about new projects that would not be sustainable
- concerned about projects with recurring expenses (e.g. reimbursement)
- did not want to award non-existing or un-exciting programs

5C. RECOMMENDATIONS FOR SUCCESSFUL APPLICATIONS

Although 450 applications were submitted to the 2009 STAR Search, only 361 of those surveys were eligible applications for STAR Awards, The reasons for the elimination of so many surveys were that many of the surveys were incomplete or did not include seniors as passengers, and that survey respondents did not complete or did not attempt to complete the narrative question.

What follows are several fairly general suggestions for submitting a successful STAR Search/STAR Awards application. While they appear to be fairly elementary, they are important to a very short survey in which the narrative question serves as the primary basis for selecting award winners.

- #1** *Follow Instructions given in the introduction to the survey*
- #2** *Answer all required (*) questions*
- #3** *Be sure to mention how or why senior passengers receive and/or benefit from the service. If the service does not provide transportation to older adults (or seniors) it will not be eligible for an Award*
- #4** *Limit the amount of information about the philosophy or demographics of the community in the narrative question*
- #5** *Provide a brief sketch of the background of the organization or the transportation service with respect to why it was started, what it does, who it serves, what special services or assistance it provides, and special efforts made to meet the needs of senior passengers*
- #6** *State the factors that make the program or service different than all the other services and provide one or several reasons why it would be a good candidate to win a STAR Award*
- #7** *State why funds are needed and how they would be spent*

ATTACHMENT 1
LIST OF 2009 STAR SEARCH RESPONDENTS

Alabama

Wiregrass Transit Authority	Dothan	AL
Friends, Inc.	Huntsville	AL

Arizona

About Care	Chandler	AZ
Catholic Community Services In Southeastern Arizona	Douglas	AZ
Neighbors Who Care	Sun Lakes	AZ
City of Surprise Senior Center	Surprise	AZ
Navajo Area Agency on Aging	Window Rock	AZ

Arkansas

Spirit of Excellence Ministry	Blytheville	AR
South Arkansas Regional Health Center/El Dorado	El Dorado	AR
Area Agency on Aging	Ft. Smith	AR
Kindness, Inc.	Mountain Home	AR

California

PASSAGES Volunteer Services	Chico	CA
CCCTA	Concord	CA
Encinitas Senior Center Out & About Transportation	Encinitas	CA
Peninsula Jewish Community Center	Foster City	CA
Gold Country Telecare, Inc.	Grass Valley	CA
Happy Camp Achievement Program	Happy Camp	CA
SurfCity Seniors on the Go	Huntington Beach	CA
Lamorinda Senior Transportation	Lafayette	CA
Senior Helpline Services	Lafayette	CA
SAY Hi	Los Altos	CA
Access Services	Los Angeles	CA
LADOT	Los Angeles	CA
Menlo Park Senior Center	Menlo Park	CA
Catholic Charities, Diocese of Stockton	Modesto	CA
HELP of Ojai	Ojai	CA
Seniors Around Town	Orinda	CA
Avenidas	Palo Alto	CA
City of Pleasant Hill	Pleasant Hill	CA
Redwood City Veterans Memorial Senior Center	Redwood City	CA
Eddie Dee Smith Senior Center	Riverside	CA
Asian Community Center	Sacramento	CA
Jewish Family Service of San Diego	San Diego	CA
Peninsula Shepherd Senior Center	San Diego	CA
Outreach & Escort Inc. (OUTREACH)	San Jose	CA

United Cerebral Palsy/Ride-On	San Luis Obispo	CA
City of Santa Ana	Santa Ana	CA
Community Partners in Caring	Santa Maria	CA
Sierra Senior Providers	Sonora	CA
Senior Resource Service Inc.	Soulsbyville	CA
Stockton Interfaith Caregiver Program	Stockton	CA
Reach Out Morongo Basin	Twentynine Palms	CA
Interfaith Community Services	Vista	CA
Caring Hands Volunteer Caregivers Program	Walnut Creek	CA
Jewish Family Service of Los Angeles	West Hollywood	CA

Colorado

Special Transit	Boulder	CO
Seniors' Resource Center	Denver	CO
SAINT Volunteer Transportation	Fort Collins	CO
Upper Arkansas Area Agency on Aging	Salida	CO
Wellington Senior Resource Center	Wellington	CO

Connecticut

Volunteer Care Teams of Rocky Hill	Rocky Hill	CT
------------------------------------	------------	----

Delaware

CHEER, Inc - Sussex County Mobility	Georgetown	DE
Delaware Ecumenical Council on Children and Families	Wilmington	DE

Florida

Volunteers in Motion	Cocoa	FL
Nassau County Council on Aging	Fernandina Beach	FL
Good Wheels, Inc.	Fort Myers	FL
Clay County Council on Aging	Green Cove Springs	FL
Town of Miami Lakes	Miami Lakes	FL
Votran (Volusia Transit Mgmt)	South Daytona	FL
St. Johns County Council on Aging, Inc.	St. Augustine	FL
City of Tamarac	Tamarac	FL
Hillsborough County Sunshine Line	Tampa	FL
Alpert Jewish Family & Children's Service	West Palm Beach	FL
Faith in Action of Greater Winter Haven	Winter Haven	FL

Georgia

Athens community council on aging	Athens	GA
GA Department of Human Resources	Atlanta	GA
The Jewish Federation of Greater Atlanta	Atlanta	GA
Heart of Georgia Altamaha Reg. Development Center	Baxley	GA
Rockdale County Senior Services	Conyers	GA
Douglas Senior Services	Douglasville	GA
Cobb Department of Transportation	Marietta	GA

Hawaii

Hana Health	Hana	HI
Waikiki Health Center Friendly Neighbors Program	Honolulu	HI
Na Hoaloha - MIVC	Wailuku	HI

Illinois

Escorted Transportation Services NorthWest	Arlington Heights	IL
Cass County Council On Aging	Beardstown	IL
West Suburban Senior Services	Bellwood	IL
Macoupin County Public Health Department	Carlinville	IL
CJE SeniorLife	Chicago	IL
Housing Opportunities and Maintenance for the Elderly	Chicago	IL
Bloom Township Senior Wheels	Chicago Heights	IL
Faith in Action of McHenry County	Crystal Lake	IL
C.E.F.S. Economic Opportunity Corp.	Effingham	IL
Faith in Action Evanston	Evanston	IL
V.N.A. Community Services	Galesburg	IL
Henderson County Health Department	Gladstone	IL
Illinois Valley Senior Citizens	Jerseyville	IL
Interfaith Community Partners	LaGrange Park	IL
Community Action Partnership of Central Illinois	Lincoln	IL
Eastern Will County Senior Services	Monee	IL
Palos Hills Resource & Recreation	Palos Hills	IL
RSVP of Peoria and Tazewell Counties	Peoria	IL
EH Spencer Foundation	Port Byron	IL
Bureau County Senior Citizens Association	Princeton	IL
Putnam County Senior Services Inc.	Putnam	IL
Senior Services of Central Illinois, Inc.	Springfield	IL
ElderCARE@ChristChurch	Waukegan	IL

Indiana

TRAM/Madison County Council of Governments	Anderson	IN
Council on Aging of Elkhart County, Inc.	Elkhart	IN
LifeSpan Resources, Inc	New Albany	IN
REAL Services, Inc.	South Bend	IN

Iowa

Southwest Iowa Transit Agency (SWITA)	Atlantic	IA
Volunteer Services of Cedar County	Clarence	IA
Area XIV Agency on Aging/Southern Iowa Trolley	Creston	IA
Johnson County SEATS	Iowa City	IA
Marengo Community Center	Marengo	IA
Senior Companion Program	Rock Valley	IA
Faith in Action Volunteers, Inc	Sidney	IA
Siouxland Aging Services	Sioux City	IA

Volunteer Services of Cedar County	Tipton	IA
Urbandale Caring Corps	Urbandale	IA
Kansas		
Finney County Transit	Garden City	KS
Friends in Action	Hutchinson	KS
Jewish Family Services	Overland Park	KS
East Topeka Council on Aging, Inc.	Topeka	KS
Doniphan County Public Transportation	Troy	KS
Sedgwick County Transportation	Wichita	KS
Kentucky		
Middle Kentucky Community Action Partnership Inc.	Jackson	KY
Jewish Family and Career Services	Louisville	KY
KIPDA	Louisville	KY
SeniorCare Experts	Louisville	KY
Transit Authority of River City	Louisville	KY
Multi-Purpose Comm. Action Agcy	Shelbyville	KY
Louisiana		
Jeff Davis Council on the Aging	Jennings	LA
DeSoto Council on the Aging, Inc	Mansfield	LA
Allen Council on Aging, Inc.	Oakdale	LA
Maine		
Community Concepts, Inc.	Auburn	ME
Island Connections	Bar Harbor	ME
Rural Community Action Ministry	Leeds	ME
Maryland		
Anne Arundel County Dept. of Aging and Disabilities	Annapolis	MD
Dept. of Aging & Disabilities Transportation	Annapolis	MD
The Associated: Jewish Com. Fed.'s Senior Friendly Neighborhoods	Baltimore	MD
Queen Anne's County Department of Aging	Centreville	MD
Neighbor Ride, Inc.	Columbia	MD
Regency Cab, Inc.	Gaithersburg	MD
Partners In Care	Pasadena	MD
Balto. County Dept of Aging, CountyRide	Towson	MD
Massachusetts		
Arlington Council on Aging	Arlington	MA
City of Boston Elderly Commission	Boston	MA
MATCH-UP Interfaith Volunteers Inc.	Boston	MA
S.C.M. Elderbus	Charlton	MA
Danvers Council on Aging	Danvers	MA
Cape Ann Transportation Op.Co.Inc.	Gloucester	MA

Greenfield Council on Aging	Greenfield	MA
Maynard Council on Aging	Maynard	MA
Laba	Melrose	MA
Milton Council on Aging	Milton	MA
Coastline Elderly Services, Inc.	New Bedford	MA
Faith in Action	Springfield	MA
Council on Aging	Townsend	MA
Wareham Council on Aging and Social Services	Wareham	MA
Hamilton-Wenham COA Van Program	Wenham	MA
Northbridge Senior Center	Whitinsville	MA

Michigan

Jewish Family Services of Washtenaw County	Ann Arbor	MI
Cass County Council on Aging	Cassopolis	MI
Macomb County Interfaith Volunteer Caregivers	Center Line	MI
Cheboygan county council on aging	Cheboygan	MI
Western-Washtenaw Area Value Express	Chelsea	MI
North Berrien Senior Center	Coloma	MI
Delray Senior Housing	Detroit	MI
Latino Family Services	Detroit	MI
Matrix Human Services, Reuther Senior Services	Detroit	MI
North American Indian Association	Detroit	MI
East Lansing Prime Time	East Lansing	MI
Fannie Adams Transportation	Ferndale	MI
Carman-Ainsworth Senior Center	Flint	MI
MTA	Flint	MI
Area Agency on Aging of Western Michigan	Grand Rapids	MI
Hope Network	Grand Rapids	MI
Little Brothers - Friends of the Elderly	Hancock	MI
Hillsdale County Senior Services Center, Inc.	Hillsdale	MI
Georgetown Senior Center	Jenison	MI
Association of Chinese Americans, Inc.	Madison Hts.	MI
Mecosta County Commission on Aging	Mecosta	MI
Milan Senior Activity Center	Milan	MI
Sunrise Side Senior Services	Omer	MI
Friendship Centers of Emmet Cty	Petoskey	MI
Divinity Ass. of Churches, Ministries and Non-Profit Org.Int.	Pontiac	MI
City of Portage Senior Center	Portage	MI
City of Royal Oak Senior Transportation	Royal Oak	MI
Inter-Tribal Council of MI, Inc.	Sault Ste Marie	MI
Hospice of the EUP	Sault Ste Marie	MI
The City of Southfield Michigan	Southfield	MI
Troy Medi-Go Plus	Troy	MI
Transportation Program Dublin Senior Center	White Lake	MI
Ypsilanti Township Senior Center	Ypsilanti	MI

Minnesota

Chisago - Isanti County Heartland Express	Cambridge	MN
Otter Tail County Human Services	Fergus Falls	MN
Grand Portage Reservation Elderly Nutrition Program	Grand Portage	MN
VINE Faith in Action	Mankato	MN
Western Community Action, Inc.	Marshall	MN
Jewish Family and Children's Service of Minneapolis	Minnetonka	MN
Northfield Retirement Community	Northfield	MN
Lakes Area Interfaith Caregivers	Pequot Lakes	MN
Pipestone County Transit	Pipestone	MN
Plainview Area Health Resources Foundation	Plainview	MN
Rum River Interfaith Caregivers	Princeton	MN
Tri-CAP Transit Connection & Volunteer Driver Program	Waite Park	MN
Faith in Action Central Goodhue Co.	Wanamingo	MN

Missouri

OATS, Inc.	Columbia	MO
Southeast Missouri Transportation Service SMTS Inc.	Fredericktown	MO
Catholic Charities of Kansas City St. Joe	Kansas City	MO
STAR Program, Mid-East Area Agency on Aging	O'Fallon	MO
St. Louis Area Agency on Aging	St. Louis	MO

Montana

Immanuel Lutheran Communities	Kalispell	MT
Custer County Council on Aging	Miles City	MT
Mountain Line	Missoula	MT

Nebraska

NANCE-TRANS/Fullerton Area Senior Center	Fullerton	NE
Hartington Senior Citizen Center	Hartington	NE
Lincoln Seniors Transportation Program	Lincoln	NE
Plainview Social Center	Plainview	NE
Wayne Senior Center/ City of Wayne	Wayne	NE
Winnebago Senior Center	Winnebago	NE

Nevada

Helping Hands of Vegas Valley, Inc.	Las Vegas	NV
Southern Nevada Transit Coalition	Laughlin	NV
South Tahoe Area Transit Authority	Zephyr Cove	NV

New Hampshire

Area Council on Aging, Inc.	New London	NH
Caleb Interfaith Volunteer Caregivers	Whitefield	NH

New Jersey

Jewish Family Service of Central	Elizabeth	NJ
----------------------------------	-----------	----

Interfaith Caregivers Trenton	Lawrenceville	NJ
Interfaith Health & Support Services of S. Ocean County	Manahawkin	NJ
Jewish Family Service of Atlantic and Cape May Counties	Margate	NJ
Interfaith Network of Care, Inc.	Milltown	NJ
Sussex County Skylands Ride	Newton	NJ
Meadowlink	Rutherford	NJ
Somerset County Transportation	Somerville	NJ
Caregiver Volunteers of Central Jersey	Toms River	NJ
Ocean County Board of Social Services	Toms River	NJ
Ocean Ride - Ocean Co Transportation Services	Toms River	NJ
Daughters of Israel, Inc. d/b/a Metro Transport Program	Weat Orange	NJ

New Mexico

Artesia Senior Center	Artesia	NM
Sandoval County Senior Program	Bernalillo	NM
Deming Luna County Commission on Aging	Deming	NM
Community Services Center	Portales	NM
Portales Senior Center	Portales	NM
Ancianos Inc	Taos	NM
Sierra Joint Office on Aging	Truth or Consequences	NM

New York

Hanac Inc.	Astoria	NY
Tremont Community Senior Center	Bronx	NY
Young Israel Senior Center	Brooklyn	NY
Young Israel Senior Services Inc.	Brooklyn	NY
Madison County Office for the Aging, inc	Canastota	NY
St. Lawrence County Public Transportation	Canton	NY
Granville Village	Granville	NY
Gadabout Transportation Services, Inc.	Ithaca	NY
Jamaica Service Program for Older Adults	Jamaica	NY
Association of Senior Citizens	Malone	NY
Retired & Senior Volunteer Program (RSVP)	Malone	NY
Southold Town Senior Services	Mattituck	NY
Catholic Charities of Livingston County	Mount Morris	NY
Lifespan of Greater Rochester Inc	Rochester	NY
United Hindu Cultural Council Senior Center	South Ozone Park	NY
Community Agency for Senior citizens	Staten Island	NY

North Carolina

AppalCART	Boone	NC
Pender Adult Services, Inc.	Burgaw	NC
The Center for Volunteer Caregiving	Cary	NC
A Helping Hand	Durham	NC
Council for Senior Citizens	Durham	NC
The Life Center of Davidson County, Inc.	Lexington	NC

Rutherford Life Services, Inc.	Spindale	NC
Shepherd's Center of Greater Winston-Salem, Inc.	Winston-Salem	NC

North Dakota

Spirit Lake Tribe Senior Services	Fort Totten	ND
St. Aloisius Community Volunteer Program	Harvey	ND
Souris Basin Transportation	Minot	ND

Ohio

Clermont Senior Services	Batavia	OH
Wood County Committee on Aging	Bowling Green	OH
Williams County Department of Aging	Bryan	OH
Sycamore Senior Center	Cincinnati	OH
Wesley Community Services	Cincinnati	OH
Senior Transportation Connection	Cleveland	OH
Jewish Federation of Greater Dayton	Dayton	OH
Delaware Area Transit Agency	Delaware	OH
Partners in Prime	Hamilton	OH
Faith in Action	Medina	OH
James 'Wes' Hancock Senior Center	Oregon	OH
Access Scioto County	Portsmouth	OH
Chester J. Zablocki Senior Center	Toledo	OH
East Toledo Senior Activities Center	Toledo	OH
Eleanor Kahle Senior Center	Toledo	OH
Jewish Family Service	Toledo	OH
Lutheran Social Services of Northwestern Ohio, Inc.	Toledo	OH
Neighborhood Health Association	Toledo	OH
tlctransportation	Toledo	OH
Trotwood Area Handivan Ministry Inc.	Trotwood	OH
Community Action Commission of Fayette County	Washington Court House	OH
Greene County Transit Board	Xenia	OH

Oklahoma

The Chickasaw Nation	Madill	OK
Ellis County Transportation	Shattuck	OK

Oregon

Volunteer Caregivers	Albany	OR
HASL (Handicap Awareness & Support League)	Grants Pass	OR
Metropolitan Family Service Project Linkage	Portland	OR
Ride Connection	Portland	OR

Pennsylvania

Adams County Office of Aging, Inc.	Gettysburg	PA
Westmoreland County Area Agency on Aging	Greensburg	PA
Call A Ride Service, Inc.	Lewistown	PA

Mid County Senior Services	Newtown Square	PA
Jewish Family and Children's Service	Philadelphia	PA
Faith in Action	Sewickley	PA
Interfaith Volunteer Caregivers of Fayette, Inc.	Uniontown	PA
Staying Connected c/o JFS of York	York	PA

Rhode Island

Johnston Senior Center	Johnston	RI
------------------------	----------	----

South Carolina

Capital Senior Center	Columbia	SC
-----------------------	----------	----

South Dakota

River Cities Public Transit	Pierre	SD
Prairie Hills Transit	Spearfish	SD

Tennessee

Metropolitan Inter-Faith Assoc.	Memphis	TN
---------------------------------	---------	----

Texas

AAA	Amarillo	TX
Faith in Action Caregivers	Austin	TX
Faith in Action Caregivers South Austin	Austin	TX
Jewish Family Service of Austin	Austin	TX
NSEAM Living at Home Block Nurse	Fort Worth	TX
Hill Country Community Needs Council	Fredericksburg	TX
East Texas Support Services, Inc.	Jasper	TX
Kleberg County Human Services	Kingsville	TX
Comal County Senior Citizens Foundation	New Braunfels	TX
Aransas County Council on Aging	Rockport	TX
Jefferson Outreach for Older People	San Antonio	TX
Northeast Senior Assistance (NESAs)	San Antonio	TX
Presa Community Center	San Antonio	TX
SCOOP, Inc.	San Antonio	TX
Duval County Elderly Nutrition Program	San Diego	TX
Lena Mae Farris Foundation	Washington	TX
Nortex Regional Planning-AAA of North Texas	Wichita Falls	TX

Utah

Weber Human Services	Ogden	UT
Salt Lake County Aging Services, Senior Transp. Prg.	SLC	UT

Vermont

Castleton Community Seniors, Inc.	Castleton	VT
Island Pond Community Services	Island Pond	VT
Neighbor to Neighbor	Manchester Center	VT

Stagecoach Transportation Services, Inc.	Randolph	VT
Champlain Islanders Developing Essential Resources	South Hero	VT
Volunteers in action	Windsor	VT

Virginia

Bedford Ride Program	Bedford	VA
Mountain Empire Older Citizens, Inc	Big Stone Gap	VA
Appalachian Agency for Senior Citizens Four County Transit	Cedar Bluff	VA
Shepherd's Center of Chesterfield	Chester	VA
Aging Together	Culpeper	VA
Rappahannock-Rapidan CSB-AAA	Culpeper	VA
Crater District Area Agency on aging	Petersburg	VA
Historic Triangle Senior Center	Williamsburg	VA
Williamsburg Area Faith in Action	Williamsburg	VA

Washington

Stillaguamish Tribe Transit Services	Arlington	WA
Senior Services for South Sound	Olympia	WA
The Volunteer Center	Olympia	WA
ECHHO	Port Townsend	WA
Faith in Action	Sammamish	WA
Senior Services	Seattle	WA
Volunteers of America/SCP	Seattle	WA
Mason County Transportation Authority	Shelton	WA
Spokane Mental Health	Spokane	WA
Catholic Community Services Southwest	Tacoma	WA

West Virginia

Faith in Action Caregivers, Inc.	Wheeling	WV
----------------------------------	----------	----

Wisconsin

Lutheran Soc. Services of Wisconsin and Upper Michigan	Appleton	WI
RSVP of Dane County, Inc	Madison	WI
Interfaith Volunteer Caregivers of Clark County, Inc.	Neillsville	WI
Oneida Elderly Services	Oneida	WI
Interfaith Senior Programs, Inc.	Waukesha	WI

Wyoming

Sheridan MiniBus	Sheridan	WY
------------------	----------	----