

**ATTACHMENT K  
TRANSPORTATION AND MOBILITY MANAGEMENT  
PART TWO-PROGRAM DESIGN**

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**PROGRAM MODEL/SCOPE OF WORK  
OLDER AMERICANS ACT  
REQUEST FOR PROPOSAL 2015-17**

**I. Program Overview**

The Transportation Program is designed increase transportation options and transportation information and assistance, also referred to as “mobility management”, to people age 60 and older in Sonoma County through community-based volunteer driver programs. The geography of the County and its widely dispersed senior population create barriers to serving isolated, rural, and homebound populations who often have no access to public transportation. Volunteer driver programs address this unmet need.

Volunteer driver programs use appropriately screened and trained drivers to provide transportation to medical and social appointments to older adults who have no other viable transportation option. Participants are a cross section of socioeconomic levels and varied physical and mental abilities, with the majority of riders being seniors who have outlived their ability to drive.

**II. Regional Distribution Guideline for Funding and Service Unit Requirements**

\*Please Note\* The interest of the RFP is for provision of county-wide services

For the purposes of planning, the percentages shown below can be used as a guideline to estimate the amount of funding and the service unit levels to include for each region(s) you are proposing to serve. For example, if proposing for the Central Region only, the guideline amount of funding would be approximately 46% of the total funding available (Section III below) and 46% of the Units of Service, County-Wide Target expected (Section IV below).

If interested in requesting more than the guideline amounts shown, please explain the reason for the request.

Region	% of Total Seniors in Sonoma County 60 Years of Age and Above Living in Each Region (Total # of Seniors in Sonoma County = 101,208)
Central	46%
Coastal	4%
North	12%

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Sonoma Valley	12%
South	15%
West	11%

**III. Estimated Funding**

Estimated 2015-16 funding through Title IIIB of the Older Americans Act (OAA) to provide Transportation and Mobility Management services to all regions of Sonoma County is **\$58,000.**

Please refer to the population distribution table in Part 1, Section IV of the General Information Section of this RFP to assist with an estimation of approximate regional distribution of services for this funding.

**IV. Units of Service Requirements for Transportation and Mobility Management Program**

Service Unit	California Department of Aging Definition	County-Wide Target
<b>1 One-Way Trip</b>	<u>Transportation:</u> Transportation from one location to another. Does not include any other activity. May include travel vouchers and transit passes.	4000 One-Way Trips
<b>1 Hour</b>	<u>Mobility Management Activities:</u> Activities related to increasing transportation and mobility options for older adults by providing assistance, information, travel training, trip planning, coordination of service with public or private transportation operators, scheduling, access to transit information, creation of new models of service such as volunteer driver programs and shuttles.	425 Hours

**V. Program Requirements**

Along with addressing each point listed in Part Four – Instructions for Proposal Preparation; Section III(D)-Proposal Narrative items 1-5 (page 9-11), proposal must demonstrate the proposer’s ability to:

- A. Describe the understanding of senior mobility issues and include experience in providing volunteer driver programs or other senior transportation services and your agency’s capacity to maintain a volunteer driver program.
- B. Identify the service area(s) your agency will be able to serve with this funding. Serving rural, isolated, and homebound populations who often have no access to public transportation is highly desirable.

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- C. Provide the number of participants your agency will be able to serve with this funding.
- D. Provide priority to low-income seniors 60 years of age or older, to those with greatest social need, and to eligible minorities.
- E. Perform a needs assessment of program participants at initial contact to include:
  - 1. Eligibility determination per OAA Title IIIB.
  - 2. Review transportation resources available to participants including, but not limited to, their family members, public transit, Paratransit, Volunteer Wheels, taxis, and other community based transportation providers.
- F. Provide one-way transportation to medical, social, shopping, and recreation appointments and activities.
- G. Screen, orient, and train volunteer drivers through mandated attendance at a 3-hour training session where a volunteer training manual is provided.
  - 1. Document drivers' current California Driver's License, Department of Motor Vehicle driving record, current auto insurance coverage, and evidence of vehicle maintenance.
- H. Schedule and match volunteer drivers to program participants.
- I. Provide Mobility Management activities to program participants to encourage seniors to use existing transportation services. Contact can be either in person or by telephone to include, but not be limited to:
  - 1. Transportation assistance and information
  - 2. Travel training
  - 3. Trip planning
  - 4. Coordination of service with public or private transportation operators
  - 5. Scheduling participant's transportation needs
  - 6. Providing access to transit information
- J. Provide Mobility Management that includes any combination of the following:
  - 1. Outreach activities
  - 2. Ride scheduling activities
  - 3. Volunteer driver recruiting activities
- K. Explain how you will work with other agencies providing services to the same target population. Include information on how the program will increase access to medical providers, congregate dining sites, services in other communities, and how it will coordinate with public and paratransit services in the area.
- L. Describe existing and proposed community collaboration/partnerships that enhance senior mobility that provide evidence of ongoing support and involvement in senior transportation efforts.

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- M. Report suspected abuse, neglect, or exploitation of program participants to Sonoma County Adult Protective Services and/or law enforcement.
- N. Prevent disclosure of any information about the participant without written consent of the individual.
- O. Offer services free of charge.
- P. Provide each senior with the opportunity to voluntarily contribute to the cost of the service by developing a suggested contribution schedule.
  - 1. Protect the privacy of each senior with respect to contribution made.
  - 2. Establish procedures to safeguard and account for all contributions.
- Q. Comply with program standards, service priorities, and responsibilities consistent with statewide standards as they are released or identified by AAA or state licensing body.
- R. Describe disaster preparedness plans and safeguards/communication systems established for clients in the event of a major disaster.

**VI. Reporting Requirements**

Proposals must show the proposer's ability to:

- A. Provide timely, complete, accurate, and verifiable reports.
- B. Report activities to the AAA on a monthly basis, utilizing the software or forms supplied by the AAA. Software includes using the SAMS/Harmony data collection application to comply with California Department of Aging (CDA) non-registered services requirements.
- C. Submit program performance reports in accordance with AAA requirements.