

More Than Just A Ride – How Transportation & Companionship Can Address the Social Determinants of Health





Commission on
Aging & Disability

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Agenda

- Understanding the Challenge
- How Tennessee Commission on Aging & Disability's Solution Works
- How Envoy America's Solution Works
- Evidence of Our Impact
- Questions and Answers

Understanding the Challenge





Transportation is One of the Biggest Problems Impacting Older Adults' Health, Well-Being, Socialization and Independence

The inevitable reality facing us all:

- Aging population with longer life expectancy
- Adult children raising their own families and busy with work
- Adult children increasingly living far away from parents

Result: Loneliness, Disengagement *plus* Mental and Physical Deterioration

“Current Senior Transportation Services are Inadequate, Ineffective and Unreliable” – According to Older Adults Who Have Stopped Driving Themselves.



Lack of Engagement and Companionship

Older Adults may have a different driver on every trip, and few transportation companies provide companionship for their clients



Few Affordable Options for Non-Medical Transportation

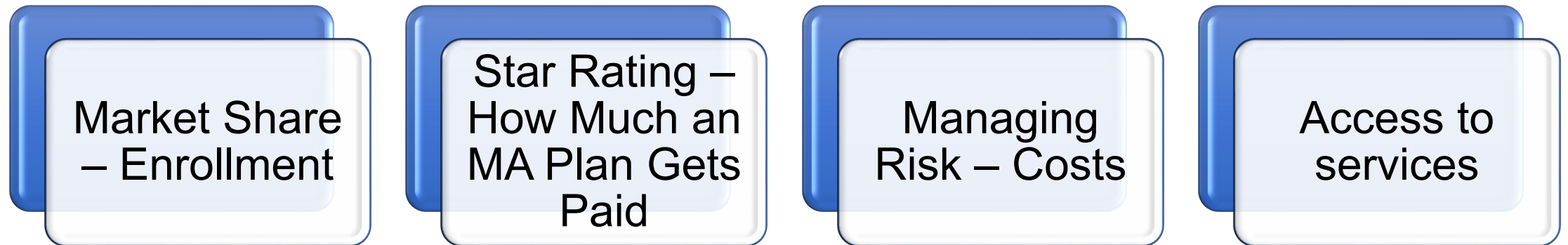
Many Older Adults members rely on family and friends for non-medical transport because they cannot afford taxis, Uber, Lyft, etc.



Vehicles Ill-Equipped for Seniors with Complex Needs

Taxis and most ride-sharing companies unable to serve Older Adults with mobility challenges (walkers, Parkinson’s, visual impairment, transfer wheelchair, etc.)

This Problem Can & Will Have an Impact on Health Plans and State Agencies



Increase on the demand of services

Envoy America Provides a Unique and Valued Combination of Services for Older Adults



"I felt my life and independence slipping out of my hands. Thanks to Envoy America and my Companion Driver, Michael, I can keep my routine and have gained a companion that I trust"
- Sally B., Sun City

Transportation

Available, reliable and on-time



DOOR-TO-DOOR



WAIT AND RETURN

Companionship

Mature, personable Companion Drivers for an engaging, friendly experience



MULTIPLE STOPS



EXTRA ASSISTANCE

Assistance

A helping hand provided as needed. From pick-up to drop-off and at every step along the way



RESERVE IN ADVANCE



CERTIFIED COMPANION DRIVERS

Tennessee Commission on Aging & Disability's Solution



Transportation Impact – Tennessee Specific

- Aging in Tennessee
 - 1.6 million Tennesseans are currently 60+
 - Expected to increase to 1.9 million by 2030
 - 28,605 Tennesseans (65+) are without a vehicle
 - 42% of older Tennesseans have 4 or more chronic conditions
- Without adequate transportation
 - 15% fewer trips to the doctor
 - 59% fewer trips to shop or eat out
 - 65% fewer trips to visit friends and family



Tennessee Perspective – Possible Solution(s)

- Increased funding for public transportation
- Promote innovative best practices – mobility managers, partnerships, technology
- Promote Livability – complete streets, improve walkability
- Implement Volunteer Transportation Program



Volunteer Transportation – Planning Phase



- Researched models and best practices
- Researched laws and regulations
- Researched funding sources/options
- Built upon existing partnerships
- Formed a stakeholder/transportation coalition
- Created community buy in and feedback

Volunteer Assisted Transportation

- Pairs one volunteer driver with one rider
- Provide one-on-one assistance to “essential” appointments
- Appointments include medical visits, grocery shopping, social events, beauty/barber shop, etc.
- Door-through-Door services
- Stay with the rider (if needed)
- Safe return home and assistance inside (if needed)



Community Partners



- Area Agency on Aging
- Senior Centers
- Churches/Faith Based Organizations
- Local mechanics/care repair shops
- Financial Institutions
- Insurance Agencies
- AARP
- Senior Resource Businesses

More than Just A Ride

- **Mission Statement:** To improve the *quality of life* for older adults by providing *courteous* and *safe* door-through-door volunteer transportation to those eligible for the service. Enabling them to obtain essential services and maintain their *independence, dignity, and quality of life.*



MyRide Tennessee – Why It Works



- Assist with other “needs”
 - Emergency funds if needed
 - Meals
 - Long-term services/support
 - Homemaker Services
- Friendly visit
- Notice if health decline
- Communicate with staff
- Make referrals to other programs

MyRide Tennessee – Funding

- April 2018 funded through Chancery Court Grant – \$3.6 Million Dollars (Senior Trust/Elder Trust Grant)
- 3 year grant
- Goal – start 30 NEW programs
- Largest amount of money ever awarded to a transportation program
- Fundraising/Donations
- Title IIIB Funding (OAA)
- State OPTIONS funding (TCAD)
- State Legislature
- Program Fees
- Partnerships/Insurances



Can They Ride With You – Volunteer Drivers

- Volunteers are screened, background checked, driving record check, and receive intensive training prior to taking their first ride
- Volunteers choose rides based on their availability
- Only asked to commit to 1 ride/month – most usually do more
- Option to request mileage reimbursement
- Need access to a phone, table or computer
- Covered under additional liability policy provided by the AAADs.



Membership Information - Community Specific

- Yearly membership fee for riders
- Minimal cost per ride
- Rider must be 60+
- Rider must be able to walk with minimal assistance (cane, walker rollator accepted – no wheelchair)
- In-person screening prior to beginning services
- Bookings required 3 days in advance (minimum)



Meet Ms. Dean Jacobs



Meet Mr. Don & Simon



Tennessee Specific Statewide Impact

- 169,981 total trips provided
- 5,101 unduplicated number of older adults assisted
- 1,108 total number of volunteers
- 152,367 total number of volunteer hours
- \$4,284,560.04* In-Kind contributions

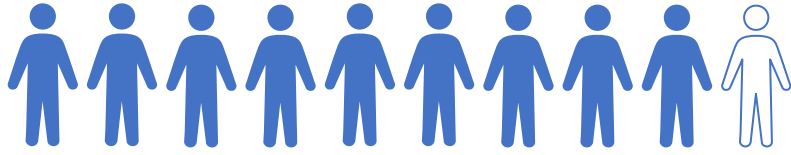
*Based of calculations from the Independent Sector "Value of a Volunteer"



Envoy America's Solution

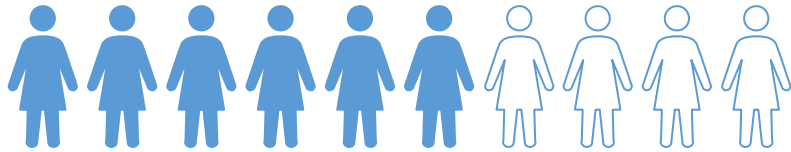


The Envoy America Difference – Mature and Compassionate Companion Drivers



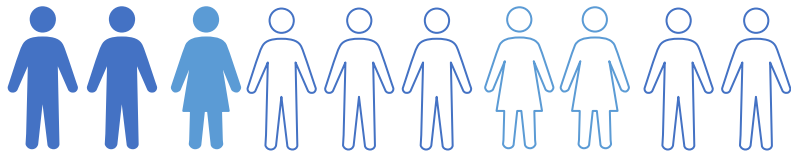
90%
45-60 YEARS
OF AGE

Adults in this age group, in general, tend to have family members who are older adults and/or patients and get the “why” behind what we do.



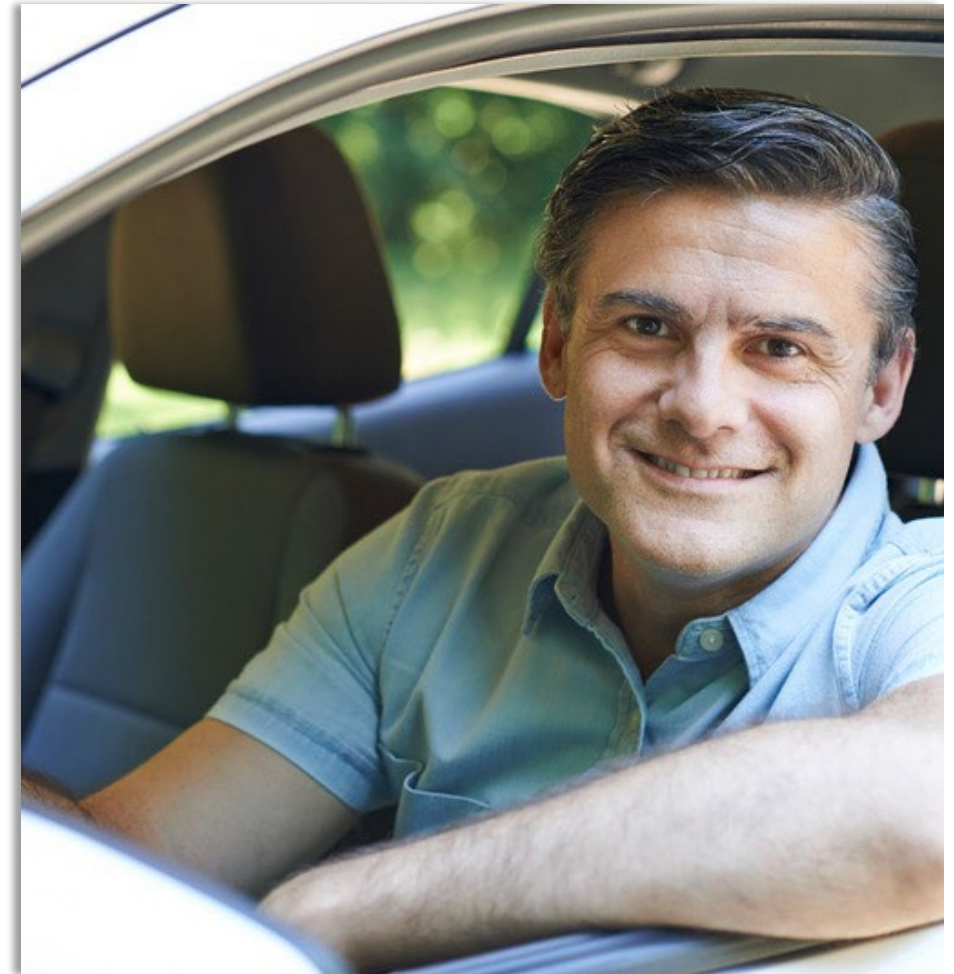
63%
WOMEN

Women, in general, are the caregivers in the family.



30%
VETERANS

Veterans’ discipline and “yes sir, yes ma’am” cordiality resonates well with older adults.

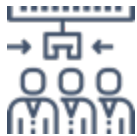


The Safety of our Clients is our Highest Priority



Rigorous Hiring Process

- Dedicated hiring staff
- Clean driving record and reference checking
- Extensive background screening
- Pre-employment drug testing
- First Aid and CPR certification



Specific Selection Criteria

- Mature, patient, and empathic
- Proven experience with seniors
- Proprietary DCCP Skills Training (Driving Companionship Certification Program) to include serving clients with memory challenges
- Continuous customer satisfaction surveying



Driver Companion Acquisition

- Well-developed approach to matching Companion Drivers with clients
- Efficient, technology assisted, onboarding process
- Multipoint vehicle inspection



**Recipient of the
Dementia Society of America Distinctive
Dementia Smart Award**

**The only provider in the space
to ever receive such distinction**

Providing Benefits to the Entire Continuum of Care



Older Adults and Families

- **Decreased isolation**
- **Independence**
- **Ease of use**
- **Peace of mind** for individuals and families



Senior Living Communities

- **Increased occupancy rates** through differentiated transportation
- **Increased tour-to-move in ratios** with white glove pick up service
- **Increased efficiency** with in-community resident assessments
- **Lower CAPEX and OPEX** – no need to purchase, maintain or operate buses and/or vans
- **Reduced or eliminated hiring** and training hassles



Healthcare and Health Plans

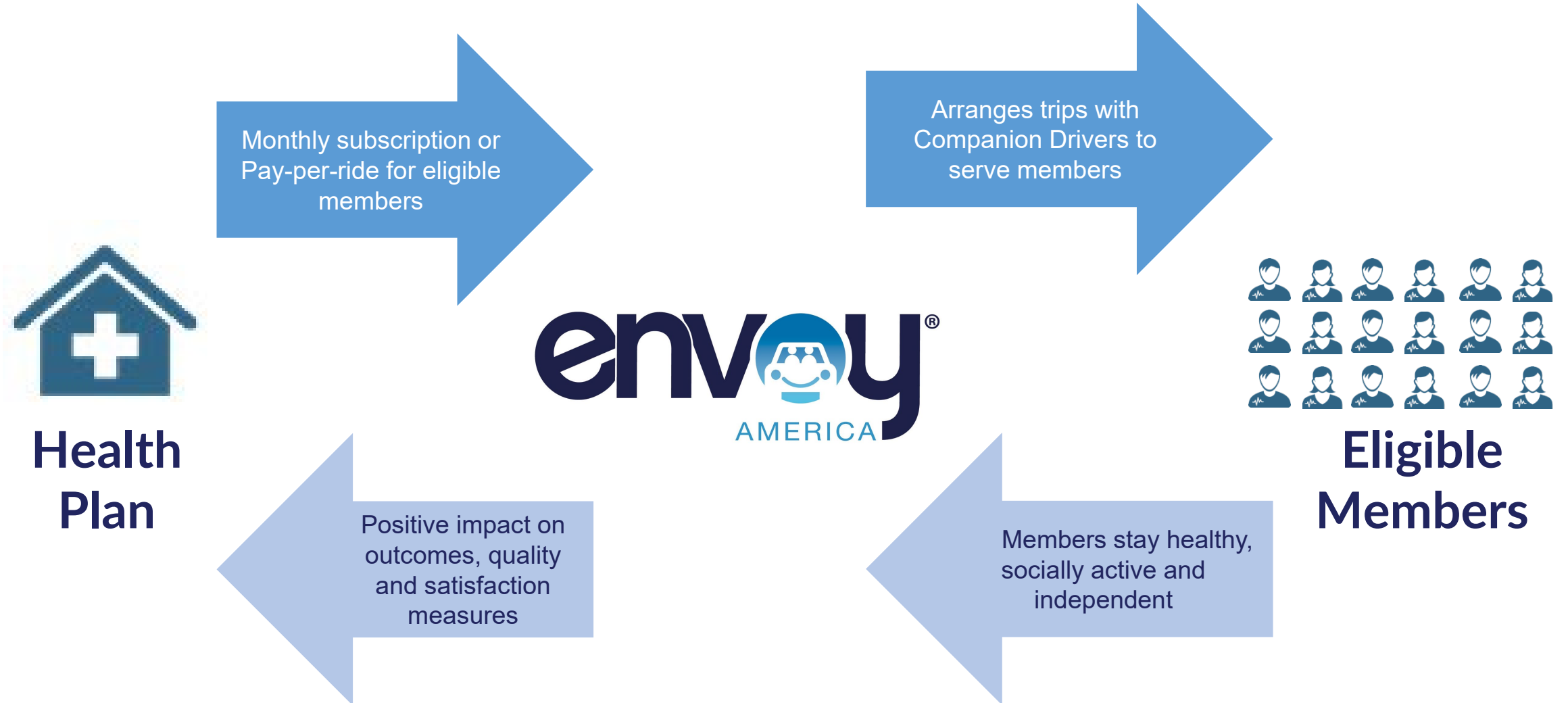
- **Reduce** the over 3.6M **missed or late appointments**
- **Lowering readmission rates** due to service delivery model (making multiple stops –pharmacy, grocery store, etc.)
- **Increase** and/or maintain **membership**
- **Increase** and/or maintain **star rating**



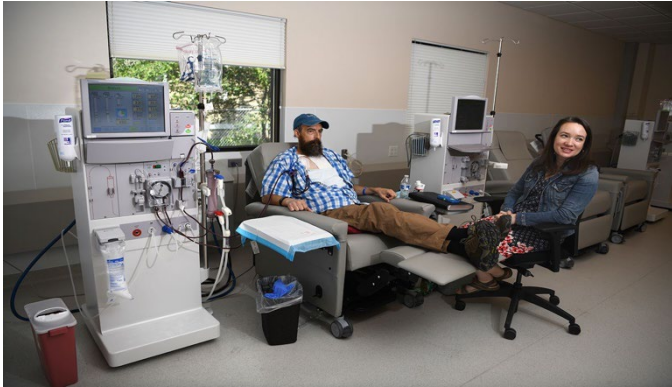
Faith Based Organizations

- **Increased senior attendance**
- **Improved care** for senior members
- **Reduced** administrative staffing, and transportation **costs**
- Increased **fundraising** opportunities

How It Works



Our Service Helps Older Adults Remain Socially Active, Healthy and Independent



Kidney Dialysis/Cancer Treatment



Weekly Grocery Outings



Weekly Religious Services



Visits to the Hair Salon



Medical Appointments and Pharmacy Visits



Grandchildren's Events

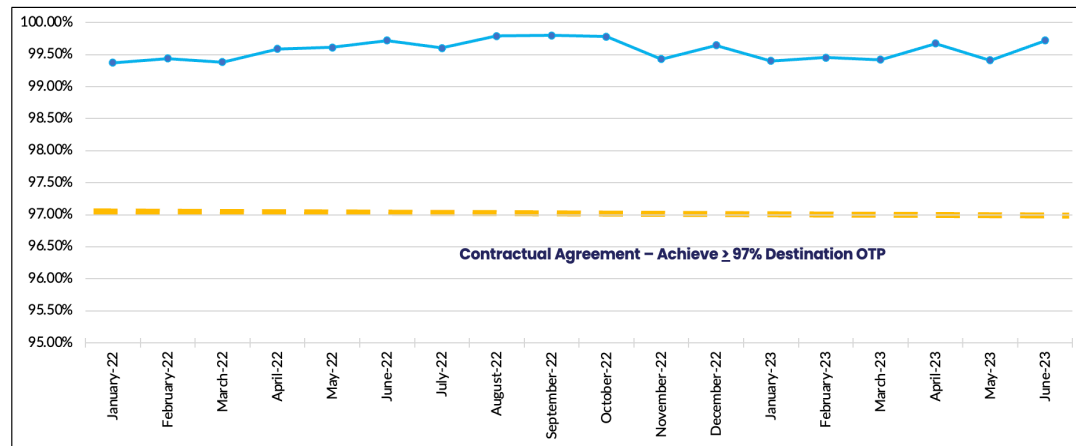
Evidence of Our Impact



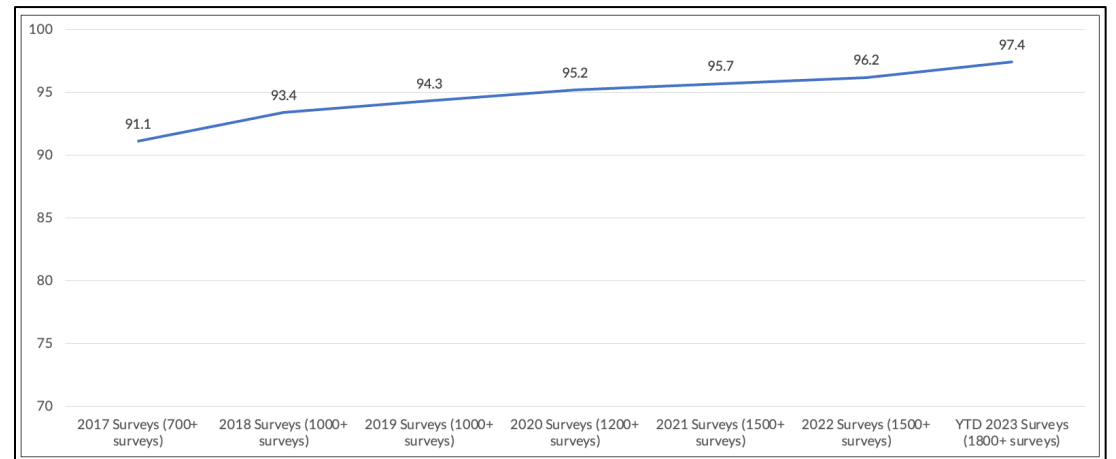
Key Performance Indicators

Outstanding Net Promotor Score and On-Time-Performance Ratings Create Clients for Life

99.3%+ On-Time-Performance



90%+ Net Promotor Score



The Envoy America Service is Sticky



Number of Services Made in 2022

Percent of Clients	Number of Visits/Services
39%	11-15
20%	16-20
16%	20-30
11%	30-50
6%	50-100
5%	100-200
3%	200+

The Envoy America Service is Sticky

The Companion Drivers get to know the Members they serve and, can & do alert the Social/Case Workers to any additional needs they identify that may need to be assessed or conduct outreach on.

Pe

rvices

10%

20-30

11%

30-50

6%

50-100

5%

100-200

3%

200+



- Envoy America is highly replicable, scalable and proven model already implemented in **28 states and 200+ major cities** with a rich expansion pipeline.
- The Envoy America service helps Health Plans and Enterprise Clients:
 1. Maintain and/or grow their enrollment.
 2. Maintain and/or increase their star rating.
 3. Control and/or lower their overall costs.

- Volunteer Assisted Transportation is replicable, scalable, and a proven model that's provides an additional transportation option.
- Volunteer Assisted Transportation meets the 5 A's of transportation: Available, Accessible, Acceptable, Affordable, Adaptable.
- Volunteer Assisted Transportation does not take the place of already existing services, provides an option for those who need additional assistance.



What Questions Can We Answer?

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Thank you!



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