**Overview**

The Agency on Aging Northeastern Illinois is seeking applications from organizations interested in providing Transportation services in the counties of DuPage, Kane, Kendall, Lake, McHenry and Will.

The Agency on Aging provides funding for transportation when local transportation cannot meet older person’s needs. As riders frequently must cross township or municipal boundaries to get to their appointments, regular programs may not meet needs for critical transportation services.

This funding opportunity is intended to support programs designed to increase the availability and accessibility of community transportation services for people with disabilities, caregivers and older adults.

**Overview of Service Design**

During FY 2019- FY 2021, the Illinois Department on Aging and Area Agencies on Aging will work in collaboration with other community-based providers within our region to address social isolation among older adults with the goal to reduce social isolation in our service area. Social Isolation is the objective absence of contacts and interactions between a person and a social network. Thus, socially isolated older adults have poor or limited contact with others and they view this level of contact inadequate, and/or that the limited contact has had adverse personal consequences for them. Primary risk factors associated with isolation include: living alone, mobility or sensory impairment, major life transitions, socioeconomic status (low-income, limited resources) caregiver responsibilities, psychological or cognitive vulnerabilities, physical location (rural, unsafe or inaccessible neighborhood/community), small social network, limited English speaking, membership in a vulnerable group.

The Agency on Aging Northeastern Illinois recognizes that the Title III-B Transportation program provides access to important social connections and to assist older adults in developing new social supports. In 3c.) of the Transportation Narrative we encourage applicants to address how they currently work to reduce social isolation and provide examples of new programming that will enhance and expand current efforts.

The goal of Title III-B Transportation program is to remove barriers to transportation and to expand mobility options for those participating in activities which reduce social isolation and promote successful independent living, agencies will be funded to provide the following transportation services:

* robust volunteer driver programs, and/or
* collaboration with a consortium of municipalities, townships, county government, PACE and other organizations providing transportation to seniors and persons with disabilities

Service activities may include:

* Assistance in scheduling travel arrangements
* Door through door, door to door, curbside or scheduled route
* Arrangement for special modes of transportation when required
* Coordination with similar and related transportation in the community
* Provision of transportation for medical, social service appointments, shopping, errands, social engagements and congregate meals

A service provider that receives funds under this grant must provide service at no cost to older adults, grandchildren, adult children with developmental disabilities or family caregivers accompanying an individual 60 and older. Individuals must have the opportunity to voluntarily contribute to the cost of the service. Providers may not deny services because the person will not or cannot contribute to the cost of the service.

The Transportation Service Provider must adhere to the ~~Northeastern Illinois Area~~ Agency on Aging General Service Requirements in addition to the Transportation Program specific requirements. (IDOA 603.28)

**Transportation Program Reporting Requirements**

Grantees will be required to submit performance reports as deemed necessary by Agency on Aging. At a minimum, these reports will include:

1. Quarterly Financial Status Reports

2. Semi-Annual Units and Persons Served Report

Formats for the above reports will be provided by the Agency on Aging.

Applicant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In a clear and concise narrative, respond to each of the following items.

**Program Planning** (20% - 20 possible points)

1a. Describe how your organization assessed the service area and the target population to be served. Include your plan to target services to those in greatest economic and social need as outlined in the Older Americans Act (OAA).

1 b. Describe how transportation funded services will create expansion of existing programming or will enable newly developed programming. ***Expansion of existing programming and/or development of new programming to address the reduction of social isolation is highly encouraged.***

1c. Describe your organization’s previous experience with these types of services. Describe any other experience serving older persons and persons with disabilities.

**Program Design & Delivery** (40% - 40 possible points)

2a. Describe the program design; registration/intake procedures, accessibility and geographic limitations if applicable.

2b. Describe you ride scheduling process including cancellation policies, extreme weather procedures and emergency contact policies. If you are unable to provide a ride, how do you provide information on other transportation options.

2c. Describe how client information and documentation will be maintained.? How do you keep track of client rides? (Provide the data for the rides from 3 or 4 participants)

2d. **For applicants providing bus transportation only:** Please answer the following questions:

* Are your vehicles wheel chair accessible?
* How old are the vehicles?
* Are regular safety checks done? (Check airbags, seat belts etc.) How often?
* How often are vehicles interior cleaned?
* What kind of emergency devices stay in the vehicle? E.g. defibrillators, first aid kit

**Program Operations** (25% - 25 possible points)

3a. Describe the current staffing pattern (and if applicable, volunteer drivers) screening, training, background check procedures, supervision and retention for transportation services.

* List transportation related education/trainings received by the above staff/and or volunteers during previous fiscal year, and any anticipated education/trainings in upcoming fiscal year.

3b. Describe your process to evaluate transportation service delivery, including client satisfaction and outcomes.

* Provide a copy of the survey and its results
* Describe a scenario where your organization used feedback to improve program services.

3c. What are the methods used to identify older individuals with greatest economic and social need, and the plan for prioritizing the delivery of services to such individuals? (See General Service Requirements Section II.B Target Population.)

3d. How do you determine project income?

* What types of funding supplement the cost of a ride for rider age 60+?
* How much does this funding cover the cost per ride?
* Do you separate client donations from other project income?

3e. Describe how donations collected from riders. How are riders notified about donations?

**Outreach and Coordination within the Community** (15% - 15 possible points)

4a. Describe the public awareness efforts your organization will undertake to assure that older adults, caregivers, and the public know about transportation services and how to access them.

4b. Describe how your organization will coordinate with other service providers in your community. At a minimum, the plan will include how your organization will:

* + - Coordinate and make referrals to the local Care Coordination Unit (CCU), ADRN and Managed Care Organizations (MCOs).
    - Work with local townships and municipalities to provide rides to older adults and persons with disabilities.
    - Provide an updated list of organizations, public, non-profit or private, that collaborate with the agency to serve older adults.
    - Describe how the agency will continue to work with listed organizations to create partners/sponsors to provide additional options for transportation for those 60 and older, grandchildren, adult child with developmental disabilities or a family caregiver accompanying an individual 60 and older.