



TrustedRide
CERTIFIED



TrustedRide-Certified (TRC)

A unique Chaperone program to help bridge a critical gap in nonemergency medical transportation and address the fact that “**available**” does not necessarily mean “**accessible**” for rides to and from doctor visits, outpatient procedures, vaccines and hospital discharge.



Demonstrated Locally-Driven Success

- TRC's Community Care Corps grants designed to provide in-vehicle accompanied transport to healthcare appointments and procedures;
- Utilizing existing wheels of volunteer drivers, rideshare, and public/private transportation options;
- Modifications required during the pandemic adopted by both our healthcare system partner and our local community agency partner;
- Nimble project response: TRC Virtual Chaperones and TRC Site-based Chaperones.

TrustedRide Certified – Chaperones Provide

- 📍 Door-to-door service to and from doctors' appointments and medical procedures;
- 📍 The “responsible adult” for discharge required by government and private insurance;
- 📍 An alternative to the need to rely on family, friends or neighbors for a ride to and from appointments;
- 📍 Outreach to patients to help facilitate scheduling a secure ride to or from appointments;
- 📍 Safety and security in trips to and from medical procedures and doctor's office visits;
- 📍 TRC Chaperones are booked in advance by TRC working with healthcare providers, sparing the concern and giving peace of mind for the patient's ride home. Plus, short notice and on-call TRC Chaperoned rides available as needed;
- 📍 TRC Chaperones ask patients how they are feeling upon arrival at the door and will report a situation that needs immediate action to appropriate support for assistance, in a time period often quicker than a post-procedure check-in call from a nurse;
- 📍 TRC phone check-ins with patients hours and day after trip home.



TrustedRide Certified – Service Solution

Assessing Community Needs with Local Agencies and Healthcare Providers

Assuring TRC Chaperone Suitability

- Background and criminal history checks to Federal national service volunteer standards by nationally-recognized company.
- Chaperone candidates: adults of any age, ideally from the community.

TRC Chaperone Online Training Modules and Certification

- Easily accessible to prospective TRC Chaperones;
- HIPAA-compliant, in consultation with medical and aging service professionals;
- Covers information on needs of older individuals with compromised mobility and adults with disabilities;
- Notifies agency staff of successful completion of training;
- Issues Certificate to successfully trained TRC Chaperone.

TRC Chaperone Uniforms and Badges with Logos and Scannable Credentials

- Reassure client; Identify TRC Chaperone in a healthcare facility.

Customized TRC Chaperone Scheduling System

- TRC Chaperones can schedule TRC trips online;
- Local TRC staff can send email through the system;
- Tracks local data and statistics; Creates reports and graphics;
- Automates elements of program management to allow TRC staff to focus on critical tasks;
- Facilitates service by vendors already in transit.



TrustedRide Certified – Service Solution

Connectivity and Sharing Best Practices

- Logistical support and on-demand troubleshooting: regularly scheduled video calls with TRC Coordinators;
- Technical assistance and necessary tools for managers;
- Sharing successful techniques and solutions aggregated from multiple sites.

Accountability and Communication

- Public relations: advocacy, web and media;
- Assistance in aggregating statistical data for reporting and evaluation.

Saving Agency Staffing Costs and Time with TRC Coordinator Support



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A person in a white lab coat is assisting an elderly person in a wheelchair. The elderly person is wearing glasses and a patterned shirt. The background is a blurred outdoor setting.

Pandemic Lessons Reaching Out/Staying in Touch

Personal assistance provided during key points of the COVID-19 vaccination process is now part of our services.

TRC Chaperones:

Truste

- Coordinate with local providers to determine client needs;
- Schedule appointments and make reminder calls;
- Arrange transportation to and from healthcare facilities;
- Offer option of telephone reassurance during transport;
- Provide wellness check-in the day of, and day after, service;
- Track and schedule follow-up appointments, when needed.



Adaptable for Rural Communities

- Chaperone services pair effortlessly with existing transportation service and increase ridership by expanding eligible pool.
- Chaperones ease drop off/pick up of passengers in larger cities where traffic and parking can be a significant issue.
- Chaperoned trips can assist with navigation within the facility for specialty appointments in an unfamiliar location.
- Chaperones can deliver technology to individuals who lack the ability to participate in telehealth appointments, then wipe down the device and transport to another appointment.



Lasting Relationships in the Community

- Building relationships between TRC Chaperones and patients, particularly with older adults and persons with disabilities;
- Showing someone cares and offers to help;
- Utilizing tools TRC has shown to combat social isolation;
- Ongoing check-ins with patients assisting with reducing missed appointments and post-pandemic procedures through identifying and addressing patient barriers;
- Continuing support throughout in-person, nonemergency medical appointments, including dental visits, elective medical procedures and flu shots.

Meeting this Urgent Need with a Demonstrated Solution

- Close support of our partners provides quality control.
- Immediate scalable capacity adding professionals with career experience in volunteer management and program oversight.
- Partnering with you to meet your identified community needs.
- Making Non-Emergency Medical Transportation accessible for any transport to and from medical services quickly.







Alan Lopatin Co-Founder

Alan Lopatin has worked on aging and multigenerational issues for more than three decades and currently serves as a member of the Leadership Council of Aging Organizations (LCAO) and chaired LCAO's 2016 "Seniors Decide" Presidential Forum Task Force. As General Counsel to the U.S. House of Representatives Committee on Education and Labor, Alan provided lead staffing for reauthorization of the Older Americans Act and other significant human services public policy. Resides in Washington DC.



Deborah Kayton-Michals Co-Founder

Deborah Kayton-Michals is a movement function consultant, trainer and program developer. Deborah has provided creative and professional human resource programming for more than three decades, designing and directing programs at institutions including the Educational Alliance social service agency, 14th and 92nd St Y's, NAEYC, OMEP International, Edulearn Barcelona, Yale University, and Moving Senior Arts. Resides in Connecticut.



Vicki Hover-Williamson Coordinator

Vicki Hover-Williamson has 30 years' experience in volunteer program management and grant oversight. Her career started as a Foster Grandparent Program Director, and transitioned to its federal funding source, The Corporation for National and Community Service. On a more personal note, Vicki was blessed to be the sole caregiver for her mother for several years while raising preschoolers and working full time in a position that included frequent travel; all of which provides a limited, but vivid, perspective on challenges related to non-emergency transportation and related demands. Resides in Iowa.



Kirstin Baer-Harding

Kirstin Baer-Harding has 25 years experience in marketing, communications and design. Kirstin worked 14 years in public transportation with four years in leadership for Iowa's largest public transportation provider. She has implemented comprehensive marketing and communications programs, developed community engagement and outreach plans including complete service network redesign and the launch of customer service focused technology tools. Resides in Iowa.



Stephanie J. Monroe

Executive Director of Us Against Alzheimer's African American Network, which is the first national network created specifically to respond to Alzheimer's disease and its disparate impact on African Americans. Stephanie served as the Assistant Secretary of Education for Civil Rights from 2005-2009. In that position, she was the Secretary of Education's primary adviser on civil rights issues. Prior to serving in the Executive Branch, Stephanie ended her 25 years on Capitol Hill after holding a number of key senior staff positions in the United States Congress. Of Counsel to the project in a personal capacity (not representing any other interest or employer). Resides in Virginia.



Tess Scannell

Former Director - U. S. Corporation for National and Community Service (CNCS) Senior Corps; Director, Generations United: A National Coalition on Intergenerational Issues and Programs; appointed to the Advisory Panel of the 1995 White House Conference on Aging. University of Pennsylvania M.S.W. Resides in Maine



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