



TrustedRiders
CERTIFIED

Closing the Gap in
Transportation for Non-
Emergency Medical Needs and
Other Essential Services

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TrustedRiders Certified

CHAPERONE INNOVATION





What We Do

TrustedRiders provides a low-cost service solution: Deploying Certified Chaperones as temporary compassionate companions.

- Bridging a longstanding gap in transportation between the curb and the door with door-to/through-door assistance.
- Making ANY available transportation ACCESSIBLE and safe: rideshare, volunteer drivers, vans, public transportation, paratransit, and taxis.



Who Chaperones Help



- Helping vulnerable people get to non-emergency medical and other essential services
- Serving anyone needing or wanting a physically present helping hand and advocate
- Escorting people discharged from procedures requiring sedation or infusion, requiring a responsible adult named prior to the procedure, required by insurance

What TrustedRiders Chaperones Do



- Chaperones (range from age 18 to retirees): Meet their client at their front door or inside the residence, assist the client to the vehicle, accompany the client to the destination, and escort the client safely home.
- Act as the “responsible adult” mandated by protocols and insurance for any patient discharged from procedures requiring sedation.
- Make appointment reminders and wellness calls to assist the patient.
- Support telemedicine visits at the patient’s home.
- Help to smooth the process for discharge planners.
- Assist patients in appointments, with HIPAA compliance.
- Provide comprehensive “wrap-around” support critical to older neighbors, adults with disabilities, overburdened family caregivers, and long-distance family members.

Partners with the Community



TrustedRiders partners with experienced community entities:

- Locally managed and staffed
- Providing accountability and safety
- Promoting client and community trust



Partners:

- Local community agencies
- Healthcare providers
- Transportation vendors
- Payers

How TrustedRiders Works



HOW TRUSTEDRIDERS WORKS



TrustedRiders Program Growth



16 funded sites in 14 states

Piloted with Community Care Corps funds (HHS) and now in their fifth year at Ascension St. Agnes Hospital, Baltimore, MD, and the Agency on Aging of South Central Connecticut (AOASCC).

Funding by:

- Community Care Corps (HHS)
- AmeriCorps Seniors Demonstration
- Senior Companion Programs
- Foundations
- AARP
- Private Donations

Current Grantees & Funders

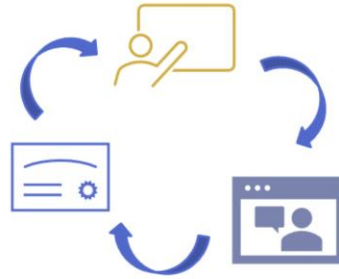


Grantee	Location	Funding Source
Jewish Family Services of Greenwich	Connecticut	Community Care Corps (HHS)
Agency on Aging of South Central	Connecticut	Community Care Corps (HHS) & AARP
St. Agnes Ascension	Maryland	Community Care Corps (HHS)
CHAI Baltimore	Maryland	Private Foundation
Concilio CDS	New Mexico	Senior Companion-AmeriCorps
Travelers Aid of Birmingham	Alabama	Community Care Corps (HHS)
Catholic Charities of Hawaii	Hawaii	AmeriCorps Senior Demonstration
Nurses & Neighbors	Delaware	AARP
Georgia Southern University	Georgia	Community Care Corps (HHS)
Fenton Institute	California	Community Care Corps (HHS)
Chico State Enterprises	California	Community Care Corps (HHS)
Area Agency on Aging Region 1	Arizona	Community Care Corps (HHS)
Northeast Seniors	Minnesota	AmeriCorps Senior Demonstration
Interlink Senior Services	Washington	AmeriCorps Senior Demonstration
Shepherd's Centers	Missouri	Community Care Corps (HHS)

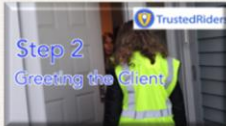
TrustedRiders Training, Technical Assistance, and Certification



- Guidance on Chaperone recruitment, background checks, onboarding, scheduling, management and reporting.
- TrustedRiders Chaperone online Training and Certification.
- TrustedRiders consulting by qualified national service professionals.
- TrustedRiderScheduler - customizable online communications system.
- Standards and best practices for Chaperone programs, locally and nationally.
- Operations manuals, mentorship of programs, and program operator meetings.
- Funding identification and grant application assistance.
- Startup and maintenance fees negotiated based on size and scope of the local program.



STEP BY STEP: How to Be a TrustedRiders Chaperone



TrustedRiders Delivers Results



Study by Altarum of an ACL (HHS)*
TrustedRiders program
demonstrated:

2:1 ROI
Marked increase in attendance at
appointments/procedures

*Administered by Oasis, USAging,
and the Caregiver Action Network

- Reduces cost to healthcare providers and payers for missed appointments and procedures.
- Supports patients' safety, security, and comfort every step of the way.
- Builds relationships that result in better health outcomes and addresses social determinants of health.
- It makes volunteer driver services more efficient, eliminating parking and distance between a parked car and the door.

Benefits to the Community



What is the community benefit?



- Adds missing element of door through door
- Increases probability consumers will make scheduled appointment
- Increases probability that consumers will fill prescriptions
 - Both factors help reduce hospitalization risk
 - Decreases consumer and caregiver anxiety
 - Decreases social isolation for volunteer and consumer

Beverly Kidder
Agency on Aging of South Central
Connecticut

Coordinator's Testimonial



“

The community Care Corps (HHS) Program helps St. Agnes Hospital assist with the most vulnerable patient populations. It is one of the most fulfilling and humbling things to do. The program has had a positive impact on me as the program manager, as well as the volunteers and patients—who enjoy interacting with each other on a day-to-day basis. It is truly an uplifting experience. ”

Signs of Success from Healthcare Personnel & Chaperones



Signs of Success from Clients



"I became a client last week and used the service to traverse the vast campus at Yale Medical where I had to go for a follow up appointment after surgery. It was amazing. As always happens with these things, the scheduled transportation for the return home was hours late in the pick up and the Chaperone was with me through it all. She kept in constant contact with the driver so I was updated on the progress and not worrying needlessly that I had been forgotten. She pushed me in a chair throughout the building to the various offices I had to visit as part of my trip and she was kind, and friendly, and called me the following day to see if I was OK and whether I needed to schedule another trip."

- Chaperone Client in CT

Yale Medicine



Making Transportation Accessible



"TrustedRiders is a game changer because it remedies the gap between the availability and the accessibility of transportation for older and disabled persons to medical procedures and appointments. The program builds on existing transportation systems including commercial rideshare and community volunteer programs and adds trained, certified TrustedRiders to ensure that patients arrive safely inside the medical facility and then escorts them back to their front doors. No senior or disabled person should miss essential appointments because they need assistance getting from the car to the medical facility and back home."

Robert Blancato
Former Executive Director
White House Conference on Aging

2015 WHITE HOUSE
CONFERENCE
on **AGING**

Thank you!

TrustedRiders
P.O. Box 40097, Washington DC 20016
(202) 487-4800
Info@TrustedRiders.org
www.TrustedRiders.org



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