

Olmsted County Community Services Volunteer Driver 2015 Annual Report



VOLUNTEER DRIVER MISSION STATEMENT

*To provide transportation that is reliable, safe and respectful
to all Olmsted County clients.*

VOLUNTEER DRIVER 2015 ANNUAL REPORT

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Executive Summary

The Volunteer Driver Program has partnered with the community through the service of volunteers since 1987 (28 years). It provides transportation to children, families and adults. Access to transportation is a key component in promoting stability when it comes to the client's health and well-being.

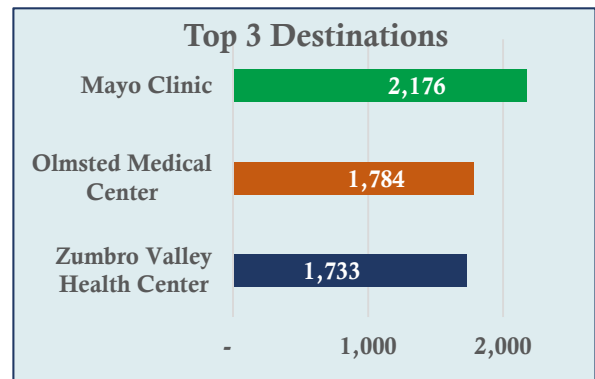
The Volunteer Driver Program expanded in 2003 by providing transportation to Prepaid Medical Assistance Program (PMAP) clients. The first was Blue Ride in 2003. In 2005, U-Care clients were added and in 2014 Medica clients. The program is a fee-for-service model and the profit from the health plans off-set our social service cost for transportation.

Transportation needs can range from driving clients locally to various clinics, to taking people to northern Minnesota (Alexandria, Duluth, Ely), Wisconsin, South Dakota, North Dakota and Iowa. The need for this service and program has continued to grow over the years.

- In 1987, the first year of service, 7 volunteer drivers drove 129,800 miles on behalf of the county
- In 2015, 16 volunteer drivers drove 195,742 miles and were reimbursed at \$.575 mile
- Volunteer drivers provided 7,829.5 hours of service, 19% increase from 2014, with an approximate service value of \$190,335.15*

2015 Highlights

- 10,677 destination to destination rides were provided to 224 unique clients in 2015. The top three ride destinations account for 47% and are displayed in the chart to the right
- In January 2014, the volunteer driver database was implemented. In February 2015, several database upgrades were completed to enhance employee usability and respond to mandates by PMAPS
- 7,829.5 volunteer hours were provided in 2015, an 18.7% increase
- 195,742 total miles were driven, an 5.75 % increase
- Proactive scheduling for metro rides including ride sharing, which reduces mileage
- Home companion program was maintained with five companions
- Five new volunteer drivers, two Community Services (CS) clerical staff, and two new case aides were added in 2015
- The Volunteer Coordinator maintained membership with the Rochester Area Volunteer Administrators (RAVA) organization and the Minnesota Association for Volunteer Administration (MAVA) organization, increasing networking and awareness



*\$24.31 per hour based on the Corporation for National & Community Services (NCoC)

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About the Program

Build the Community

Olmsted County Community Services leadership recognizes transportation as one of the focal points of systems of care – the model that shapes the integration of Community Services.



The Volunteer Driver Program meets clients' needs by providing transportation to:

- Medical, dental, therapy, treatment, social security hearings and court appointments
- Care planning conferences for family members that keep families connected
- Learning and development opportunities for school age children, including summer school and camps

Manage the Resources

The Volunteer Driver Program database went live county-wide on January 13, 2014. This database continues to:

- Streamline the driver reimbursement process and improve efficiency
- Provide improved data processing with a vast reduction of errors and needed corrections
- Eliminate duplication of ride data and record ride results accurately
- Allow all administrative staff to immediately access ride data information
- Eliminate paper copies by providing a central electronic storage
- Improve customer service with the ability to have up-to-date information
- Automate reimbursement process and PMAP billing

Run the Business

- Paid out \$111,622.71 to volunteer drivers
- Billed MA and PMAPs \$60,575.72 for a recovery rate of 59%
- Volunteer drivers provided 7,829.5 hours of service. The value of this time is \$190,335.15*
- Volunteer coordinator solicited database feedback resulting in new features being added to the Volunteer Driver Program database
- Expanded transportation services by adding Waiver Services' clients
- Participated in RAVA Volunteer Fair (Winterfest & Rochesterfest), which also served as public education opportunities
- In 2015, five new volunteer drivers were added to the team and two new clerical staff were welcomed to Adult Family Services

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Home Companion Program

The Home Companion Program is an additional service provided alongside the Volunteer Driver Program. This innovative approach for the elderly, disabled, and others in need of social and emotional support allows them to maintain a healthy independence.

The companion can assist with:

- Companionship, visitation
- Shopping
- Reading, writing letters
- Transportation to appointments, prescriptions
- Telephone check-ups

In 2015, the Home Companion Program was maintained with the existing five companions.



Develop the Employee

The Volunteer Coordinator is an active member of the Rochester Area Volunteer Administrators (RAVA) organization and the Minnesota Association for Volunteer Administration (MAVA) organization, which has resulted in increased networking and awareness for the program.

Volunteers are provided orientation training along with quarterly trainings. Quarterly trainings include various topics:

- Fraud, waste and abuse
- Data privacy
- Professional boundaries
- 55 Alive driving refresher
- Cultural awareness
- Facility tours
- Recognition (acknowledge daily, national volunteer week, holidays, birthday)

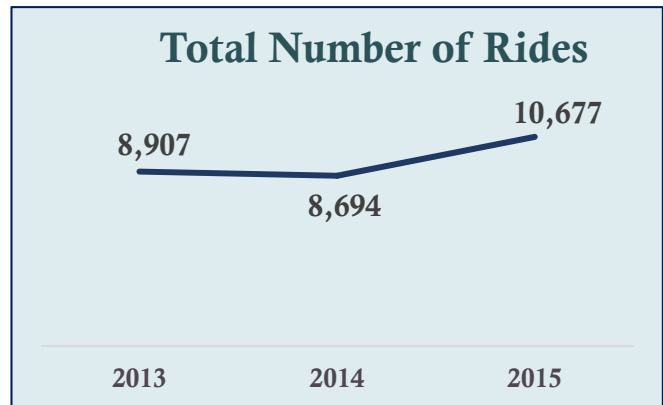


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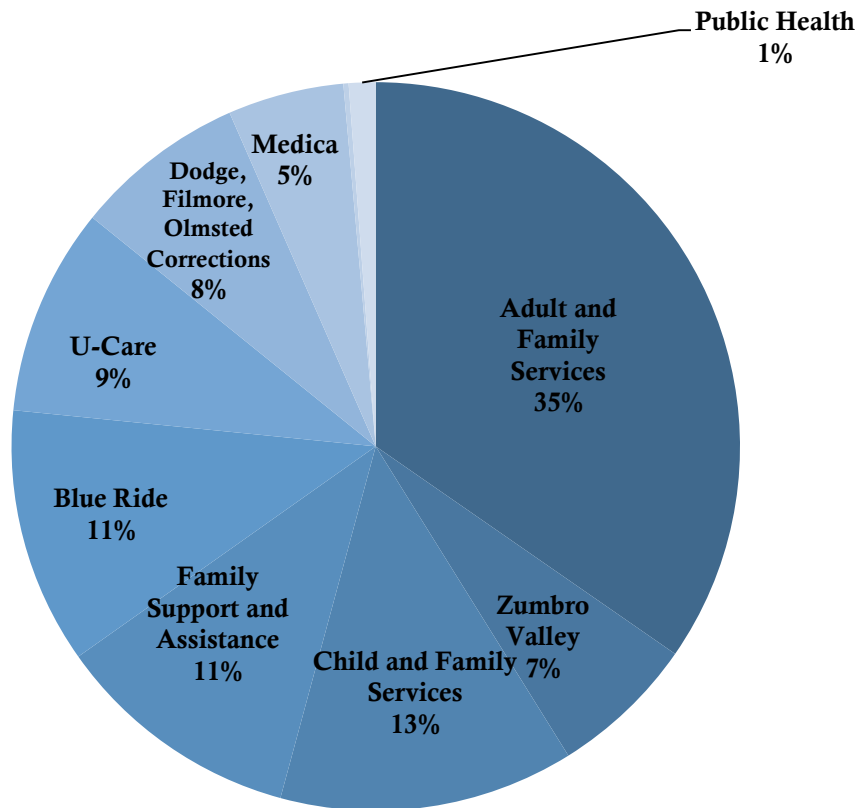
About the Rides

2015 was a busy year for the program. 10,677 destination to destination rides were provided, which is our highest volume of rides since the program started.

The pie chart below shows the percentage of rides provided by division or payer. Reimbursement comes from MA, U-Care, Blue Ride, Medica, Waiver programs and from miscellaneous other resources.



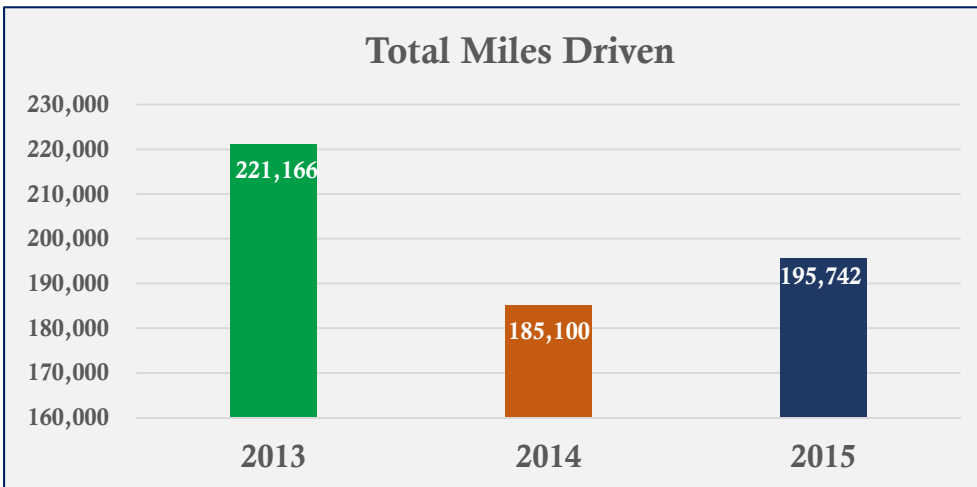
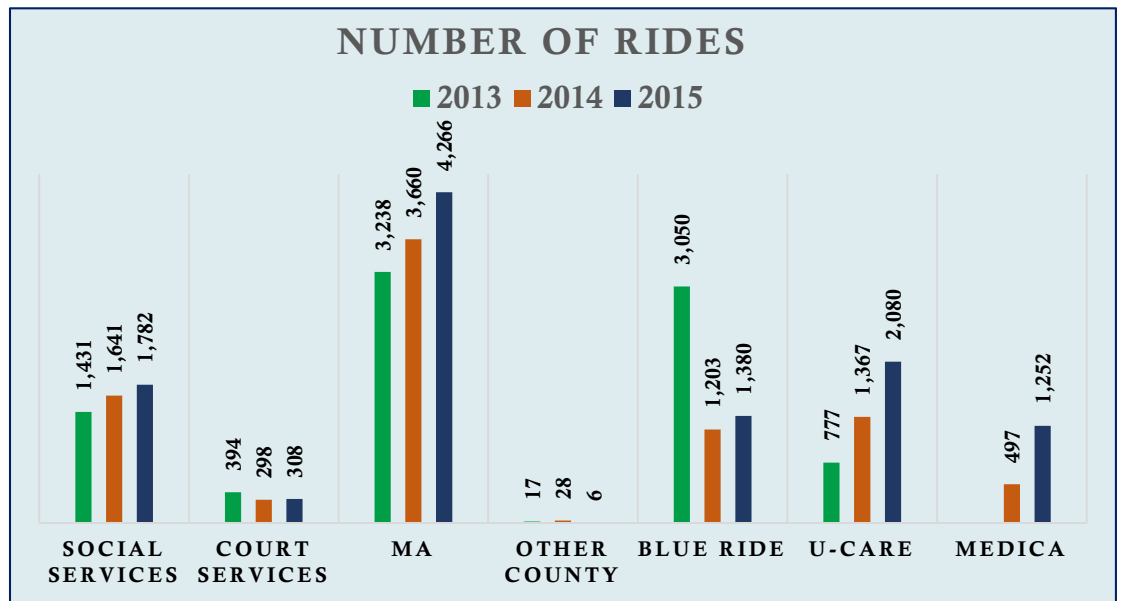
Number of Rides Provided by Division or Payer



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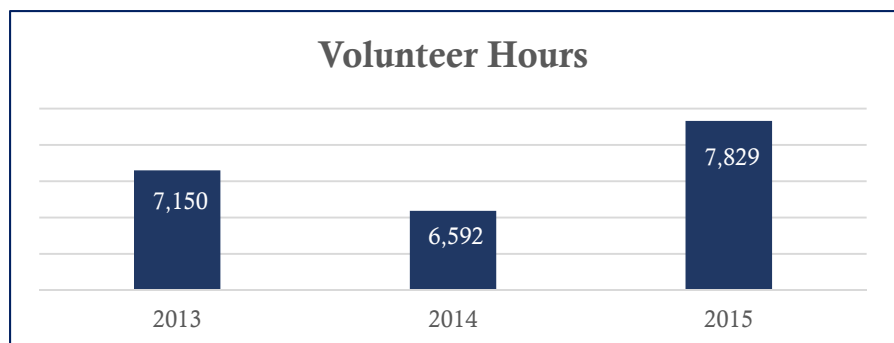
This chart demonstrates the 23% increase in volume.

2014 marked the first year of Medica rides.



2015 showed a 5.75% increase in total miles driven from 2014: 195,752 compared to 185,100.

Volunteer hours increased 18.7% in 2015 from the previous year.



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Ride Funding

The graphic at the right shows that through billing to partner organizations, Olmsted County clients receive rides valued at \$301,958.11 for an actual cost of \$51,047.24.

The Volunteer Driver Program reduces the cost of ridership by 59% for Olmsted County.

2015 Reimbursements				
Source	Paid out To Drivers	Invoiced TO MA, Waiver & PMAP Providers	Profit from MA & PMAP's	Reflected Cost
CS	\$8,609.62	\$0.00		\$8,609.62
MA Load Miles	\$15,796.71	\$15,852.37	\$55.66	-\$55.66
MA No Load Miles	\$16,933.52	\$0.00		\$16,933.52
U-Care	\$10,569.62	\$15,954.00	\$5,384.38	-\$5,384.38
BR	\$12,837.19	\$20,229.00	\$7,391.81	-\$7,391.81
Medica	\$5,929.60	\$7,553.80	\$1,624.20	-\$1,624.20
Waiver	\$1,083.88	\$986.55	-\$97.33	\$97.33
Social Services	\$39,141.15	\$0.00		\$39,141.15
CS Meals	\$98.34	\$0.00		\$98.34
Meals	\$604.38	\$0.00		\$604.38
Misc	\$18.95	\$0.00		\$18.95
TOTALS	\$111,622.96	\$60,575.72	\$14,358.72	\$51,047.24

Social Worker Perceptive

Olmsted County social worker, Shawn Mintey, LSW, has used the Volunteer Driver Program for the past 15 years. "Utilizing this program helps my clients to maintain independence and stable mental health by accessing medical appointments, support groups and visitation to various destinations.

This program has accommodated a mother (who also has a developmental disability) to see her daughter annually for the past several years by providing transportation to/from visits. They have been able to grow and foster their relationship and in turn; this has helped the mother maintain sobriety; stabilize her mental health and she has begun to give back to the Rochester community by her own volunteering at local agencies.

Transportation has been provided by helping a woman get to/from an Ataxia support group located in the cities on a Saturday each month. Typically drivers don't 'work' on weekends or holidays but they have made this exception as this group provides both medical, mental health and social support to this person.

Volunteer drivers have accommodated many last minute drive requests for medical/dental appointments that otherwise people would not have been able to make due to public transit time lines.

This program has helped *people who have vehicles*; but who aren't able to drive due to a current medical issue such as ECT treatments; a broken bone or recent discharge from a hospital setting. This provides reassurance that they can get to/from appointments safely.

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The Volunteer Driver Program has helped connect people with volunteer companions. This is much harder to accommodate but Diane Tradup, volunteer coordinator, has made one connection happen and is willing to explore connecting others if she can find a volunteer.

The Volunteer Driver Program has a positive impact and is an invaluable resource for our community and the people they serve.”

Challenges

- Maintaining volunteer drivers is always a priority. The program gained five additional drivers in 2015, which created a healthy balance of available drivers for requested needs.
- The majority of volunteers are retired individuals, resulting in an aging pool of volunteers.
- Mandates from PMAP’s health plans are increasing data entry and data retention requirements.
- New time recording documentation required by health plans from drivers.
- Increased awareness of cultural differences and terminology, along with new mandates, has increased the training requirements for drivers.
- Driver safety is a growing concern including: driving; walking up to homes in neighborhoods that are not considered safe; and clients’ physical and mental health stability.
- Increased workload due to ride volume; 1,983 additional rides were given in 2015.



Opportunities & Next Steps

- Grow partnership with Veteran Services to assist with transportation needs for clients going to local VA clinic.
- Explore expansion of servicing clients on waiver services.
- Be responsive to the changing needs of clients, along with an increase in an aging population.
- Continue to recruit new volunteers by partnering with United Way and advertise through United Ways’ various outlets, participate in volunteer fairs, connect with additional churches and service clubs, and increase outreach to local colleges to recruit drivers.
- Expand volunteer training to include new insurance mandates by PMAPs and increase awareness of the changing human landscape of Olmsted County.
- Continue to educate Olmsted County staff to the benefits of utilizing the service of the Volunteer Driver Program.
- Explore opportunities to increase resources and staff to meet growing volume of rides requests.



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Moving Forward

With the automation of workflow, the Volunteer Driver Program is in a strong position moving into 2016 as long as the number of volunteers match demand.

The depth of the service given by the Volunteer Driver Program is broader than just driving a car or visiting with a client; it is one human being reaching out to help another.