

# VOLUNTEER DRIVER PROGRAM



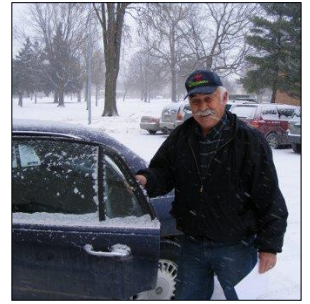
## Olmsted County Community Services

The Volunteer Driver Program has partnered with the community for over 28 years. Access to transportation is key in promoting stability when it comes to a client's health and well-being. **A service value of approximately \$190,335 was provided by volunteers in 2015.** An additional service provided alongside the Volunteer Driver Program is the Home Companion Program.

*Transportation needs range from driving clients locally to various clinics, to taking people to northern Minnesota (Alexandria, Duluth, and Ely), Wisconsin, South Dakota, North Dakota and Iowa.*

The program has expanded by providing transportation to Prepaid Medical Assistance Program (PMAP) clients: MA, Blue Ride, U-Care, and Medica clients.

This is a fee-for-service model and the profits off-set the social service cost for transportation.



### Volunteer Fun Facts . . .

**47%** of destination to destination rides were provided to Mayo Clinic, Olmsted Medical Center and Zumbro Valley Health Center.

**23%** increase in volunteer drivers from 13 in 2014 to 16 in 2015.

**19%** increase in volunteer hours from 6,592 in 2014 to 7,829.5 in 2015.



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

### Other Fun Facts . . .

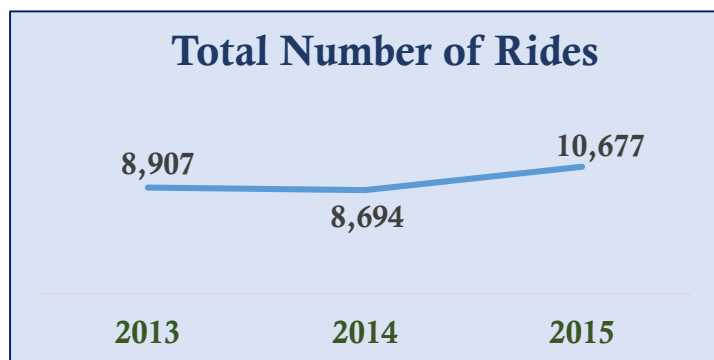
**100%** of home companions were maintained for the Home Companion Program. Companions provide social and emotional support to the elderly, disabled, and others in need.

**59%** recovery rate billed to MA and PMAPs in the amount of \$60,575.72 in 2015.

**100%** of 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 and recognition (acknowledge daily, national volunteer week, holidays and birthday).

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

The chart below shows a **23%** increase from 2014 to 2015 in the total number of destination to destination rides provided.



This program has also helped people **who have vehicles but who are not able to drive** due to a current medical issue such as ECT treatments; a broken bone or recent discharge from a hospital setting.

Next steps include: growing a partnership with **Veteran Services** to assist with transportation needs for clients to the local VA clinic; the expansion of services to clients on **waiver services**; and continuing to **recruit new volunteers**.

To **become a volunteer**, please contact Diane Tradeup, Volunteer Coordinator, at 507-328-6371 or Amy Shillabeer, program supervisor, at 507-328-6249.