



Specialized Transportation Grant Program

Cycle 13 Call for Projects

Organization Application

1 Applicant General Information

Applicant Legal Name	Travelers Aid Society of San Diego
DBA (If Applicable)	Travelers Aid San Diego
Applicant Address	2615 Camino del Rio S., Suite 103 San Diego, CA 92108
Contact Name	Marcy Roke
Title	President & CEO
Phone	619-295-8393, ext. 317
Email	marcy@travelersaidsandiego.org

2 Applicant Background

In 200 words or fewer, provide background information on the Applicant, including its mission statement.

The mission of Travelers Aid Society of San Diego is *providing connections and solutions that prevent or address crisis*. As an agency focused on San Diego's most vulnerable populations, Travelers Aid has been operating since 1901, and was chartered and incorporated as a 501(c)3 nonprofit organization in 1914. We offer over 120 years of experience operating social service programs that all have transportation at their core. Most of our current social service programs focus on the transportation needs of very low-income older adults and individuals with disabilities.

Travelers Aid also provides information and referral services to visitors to the San Diego Region through volunteer-staffed information booths at transit centers; and provides case management, information and referrals, and ancillary services to homeless individuals and families at a satellite office at St. Vincent de Paul. We offer transportation and wrap-around services for survivors of domestic violence in a program called *Journey to Safety*.

In 200 words or fewer, provide background information on the Applicant's transportation program, including how it aligns with the STGP Goal and Objectives.

Travelers Aid's social service transportation programs include: *SenioRide*, helping low-income seniors to overcome isolation by providing a menu of free transportation options; *RIDEFinder*, providing low-income seniors and individuals with disabilities with transit planning, travel training, and information & referrals; *Senior Solutions*, providing low income immunocompromised seniors and individuals with disabilities with free, safe one-on-one (1:1) transportation options for medical visits including dialysis and cancer treatments; *Homeless Services*, providing homeless individuals and families with referrals to available resources, homeless certifications, identification, and necessary transportation services for medical and legal appointments; and *Journey to Safety*, assisting survivors of domestic violence with transportation to places of safety.

Our work aligns with the STGP Goals and Objectives by offering programs that improve mobility for older adults and individuals with disabilities by delivering transportation solutions which meet identified gaps in the current field of options. We have the capacity and experience to continue to operate our successful programs as well as create new and innovative responsive programs.

In a few words, how did you learn about this Call for Projects?

Grants distribution emails and newsletters, transportation-related meetings, SANDAG Transportation Committee, SSTAC, etc.

3 Applicant Eligibility Information

Type of Applicant	☒ Private nonprofit organization ☐ State or local governmental agency, including local jurisdictions and operators of public transportation
Employer Identification Number	95-1727674
Unique Entity Identifier (Section 5310 Applicants only)	MF9ALET1J33

Provide the Applicant's completed W-9 Form as **Attachment 1**. If the Applicant is a Private Nonprofit Organization, provide an Entity Status Letter demonstrating that the Applicant is currently in good standing with the State of California Franchise Tax Board as **Attachment 2**. See the Application Materials for instructions. If the Applicant is a governmental agency, do not submit Attachment 2. If the Applicant is neither a Private Nonprofit Organization nor a governmental agency, do not continue this application; the Applicant is ineligible.

3.1 Total Grant Funding Requested by Applicant (All Proposed Grants)

Section 5310	Senior Mini-Grant	Total
\$400,000	\$820,000	\$1,220,000

4 Applicant Financials and Audits

If the Applicant has had a Single Audit completed within the past three years, provide the Applicant's most current Single Audit as **Attachment 3**. If the Applicant has not had a Single Audit completed within the past three years, provide the Applicant's most recent Audited Financial Statement, which includes a Statement of Balance Position (Balance Sheet) and Statement of Activities (Income Statement), as **Attachment 3**. If the Applicant does not have an Audited Financial Statement, provide the Applicant's most current Un-audited Financial Statement, which includes a Statement of Balance Position (Balance Sheet) and Statement of Activities (Income Statement), as **Attachment 3**.

5 Board Policy No. 035 Resolution

Per **SANDAG Board Policy No. 035**, all applicants are required to submit a resolution from the Applicant's governing body that:

1. Commits the Applicant to provide the amount of matching funds per project that adheres to the Minimum Match Percentage
2. Authorizes Applicant's staff to accept the grant funding and execute a grant agreement if an award is made by SANDAG.

Applicants must submit this resolution by the deadline specified in Board Policy No. 035. See the Timeline in the Call for Projects. Failure to provide a resolution that meets the requirements may result in the application being deemed nonresponsive. A Board Policy No. 035 resolution template is available in the Application Materials for this Call for Projects.

If the Applicant wishes to submit its Board Policy No. 035 resolution with its Application by the Application Submission deadline, provide the completed and signed resolution as **Attachment 4**. If the Applicant does not submit its Board Policy No. 035 resolution by the Application Submission deadline but wishes to submit it before the deadline specified by Board Policy No. 035, email it to grantsdistribution@sandag.org.

6 Traditional Section 5310 Project Resolution

If the Applicant is a state or local governmental agency requesting funds for one or more traditional Section 5310 projects, provide documentation as **Attachment 5** that the Applicant either:

1. is approved by the State of California to coordinate services for seniors and

individuals with disabilities; or

2. certifies by resolution that there are no Private Nonprofit Organizations readily available to provide the proposed service.

A traditional Section 5310 project resolution template is available in the Application Materials for this Call for Projects. Applicants submitting this resolution are strongly encouraged to use this template.

7 Required Forms

Complete, sign, and submit all applicable required forms as **Attachment 6**. These forms are available as a packet entitled Required Forms and are included in the Application Materials for this Call for Projects.

8 Federally Negotiated Indirect Cost Rate

If the Applicant has a Federally Negotiated Indirect Cost Rate (FNICR) and wants to apply its FNICR to a proposed project, the Applicant must provide documentation from the Applicant's federal cognizant agency approving the Applicant's FNICR as **Attachment 7**. Applicants that do not have an FNICR should not submit an Attachment 7.

9 Transit Asset Management Questions

Mark Yes or No to the following question(s) to help SANDAG determine if the Applicant is required to participate in a Transit Asset Management (TAM) Plan if awarded funding. See Section 3.2 of the Call for Projects for information on TAM requirements.

For Transit Operator Applicants (Metropolitan Transit System and North County Transit District)

Question	Mark Yes or No
1. Does the Applicant have a current and compliant individual TAM Plan?	☐ Yes ☐ No

For All Other Applicants

Question	Mark Yes or No
1. Is the Applicant requesting Section 5310 funds through this Call for Projects?	☒ Yes ☐ No
2. Does the Applicant own, operate, or manage capital assets used to provide "public" transportation services, rather than "client-based" transportation services?	☒ Yes ☐ No

10 Applicant Risk Assessment Questionnaire

Please complete the following Applicant Risk Assessment Questionnaire to help SANDAG complete its Pre-Award Risk Assessment as discussed in Section 5.5 of the call for projects:

<https://forms.office.com/g/WuVwAHvVut>

The results of the pre-award risk assessment may inform the level of monitoring SANDAG conducts of awarded Applicants.



Specialized Transportation Grant Program

Cycle 13 Call for Projects

Senior Mini-Grant Mobility Management Project Application

1 Applicant and Project Names

Applicant Name	Travelers Aid Society of San Diego
Project Name	RIDEFinder SMG

2 Project Manager and Grant Signatory Contact Information

List the Project Manager (PM) who will maintain overall responsibility of the project for the Applicant.

Individual Name	Marcy Roke
Title	President & CEO
Phone	619-295-8393 ext. 317
Email	marcy@travelersaidsandiego.org

List the Signatory who, as a duly authorized representative of the Applicant, will sign the Senior Mini-Grant Agreement for the Applicant.

Individual Name	Marcy Roke
Title	President & CEO
Phone	619-295-8393 ext. 317
Email	marcy@travelersaidsandiego.org

3 Project Financial Summary

3.1 Grant Request, Match Amount, and Match Percentage

Grant Request	Match Amount	Total	Match Percentage	Minimum Match Requirement
\$100,000	\$25,000	\$125,000	20%	20%

3.2 Source(s) of Matching Funds

Describe the source(s) of matching funds that will be applied to this grant. Contact SANDAG staff if there are more than five sources of matching funds. If the Applicant includes in-kind contributions as a source of matching funds, the Applicant must document how the fair market value of those in-kind goods and services was derived in the Budget Justification.

Match Source Number	Description of Matching Funds Source	Amount
1	RIDEFinder Section 5310 (Federal Section Funding for same program)	\$25,000
2		\$
3		\$
4		\$
5		\$
Total		\$25,000

4 Coordinated Plan Eligibility Requirement

To be eligible for STGP funding, a project must be derived from the SANDAG 2020 Coordinated Plan.

4.1 2020 Coordinated Plan Very High and High Priority Strategies

Please check the box(es) indicating the Very High or High Priority strategy(ies) in the SANDAG 2020 Coordinated Plan from which the project is derived (select all that apply):

Very High

- ☐ Maintain existing effective and efficient transportation services
- ☐ Continue providing existing curb-to-curb, door-to-door (and door-through-door, when necessary) services for trips such as non-emergency medical

transportation and grocery shopping in circumstances where paratransit is insufficient, inappropriate, or unavailable

- ☐ Maintain assets in a state of good repair
- ☐ Develop or expand transit or transportation solutions in areas with little or no other transportation services based on identified gaps
- ☒ Develop or expand transit or transportation solutions in areas with sufficient densities to support specialized transportation or coordinated services based on identified gaps.
- ☐ Provide new curb-to-curb, door-to-door (and door-through-door, when necessary) services for trips such as non-emergency medical transportation and grocery shopping, in circumstances where paratransit is insufficient, inappropriate, or unavailable
- ☐ Increase interagency coordination efforts to maximize existing capacity
- ☒ Increase interagency coordination of resources
- ☒ Improve access to available services through coordination and enhanced customer service that connects riders to transit or specialized transportation services that most appropriately meet their needs

High

- ☐ Improve first-mile/last-mile strategies to better connect to transit
- ☐ Increase work-based transit service hours of operation to assist nontraditional work schedules
- ☐ Increase the level of service on fixed-route services
- ☐ Implement interagency partnerships to secure funding
- ☒ Develop public-private partnerships to provide innovative transportation solutions
- ☒ Provide educational resources to encourage more individuals to ride public transit
- ☐ Evaluate and upgrade transit stops and amenities where appropriate

4.2 2020 SANDAG Coordinated Plan: Explanation of Derivation

Briefly explain how the proposed project is derived from the selected priority strategy(ies).

RIDEFinder SMG addresses the Very High Priorities of “Improve access to available services through coordination and enhanced customer service . . .,” “Develop or expand transportation solutions in areas with sufficient densities to support transit or coordinated services based on identified gaps,” and “Increase interagency coordination of resources” through transit planning, orientation/mobility training, enhanced case management, and robust information and referral services to older adults ages 60+ who live within San Diego County. *RIDEFinder* also addresses the High Priority of “Provide educational resources to encourage more individuals to ride public transit” by

encouraging the use of public transportation through our individual and group travel training.

5 Project Service Area

SANDAG has developed an [Applicant Mapping Tool](#) to help applicants generate a project service area map and gather demographic data on the project service area. See the Applications Materials for instructions on using the Applicant Mapping Tool. Provide a screenshot or screen clip of the project service area map and the CSV file of the demographic data generated through the Applicant Mapping Tool. Provide these two files as **Attachment 8**.

6 Needs Accommodation Policy

The Target Population for Senior Mini-Grant projects is people 60 years of age and older. Under the Needs Accommodation Policy, three requirements must be met for a project to be eligible for grant funding:

1. Project is specifically designed to meet the special needs of the Target Population
2. At least 80% of the project's beneficiaries are members of the Target Population
3. Project benefits are prioritized for the Target Population

Complete the below table to indicate the number and percentage of those served by the proposed project.

Demographic Category	Number	Percentage of Total
Older Adults (60 and older)	2,560	40%
Individuals with Disabilities	0	0%
Older Adults and Individuals with Disabilities	3,840	60%
Neither Older Adults nor Individuals with Disabilities	0	0%
Total	6,400	100%

7 Project Narrative

General Instructions: Answer the following questions in the space provided. Unless otherwise stated, provide responses that are 250 words or fewer.

Applicant Experience, Capacity, and Readiness

1. To what extent does the Applicant have experience in successfully managing grant-funded transportation services benefiting the Target Population?

First established in 1901 and incorporated in 1914, Travelers Aid Society of San Diego has extensive experience managing multiple grants, including ones that provide transportation services to a variety of vulnerable/marginalized client populations. It has provided services successfully with federal grant funds, local City and County funds, SANDAG Specialized Transportation Grant funding (since 2009), and private foundation grants throughout its history. The organization has coordinated transportation with federal HUD providers and provided services and referrals to and from a large local network of social service agencies.

Through our *SenioRide*, *RIDEFinder*, and *Senior Solutions* programs, Travelers Aid has an established active client base of low-income older adults and individuals with disabilities totaling 1,784 (as of September, 2024). Our volunteer driver corps has 25 active drivers as of September. In the first 11 months of Cycle 12, *RIDEFinder* made 5,616 referrals, and provided 2,877 travel training sessions, while making contact with 27,514 individuals for information. We have additional established client bases and referral relationships for other transportation programs as well (ones not funded via SANDAG, but through the City and County of San Diego, the American Cancer Society, and through private foundations and grants). All of our social service programs are provided to our clients at no charge to them; our enrolled clients are extremely low income as defined by HUD.

2. What is the Applicant's technical capacity for implementing the proposed STGP-funded service, including, but not limited to, sufficient staffing resources; data management and tracking capabilities; and policies and procedures for ethics, third-party contracting, internal controls, financial management, and allowability of costs?

Travelers Aid began providing transportation services to individuals in San Diego in 1901. In its 123 years, Travelers Aid has assisted literally millions of people. *RIDEFinder* has been operating since 2017, and staffing resources are in place to successfully manage the program. Program staff speak with clients and potential clients every day on the phone, in-person, and via email to provide information, referrals, guidance, travel training, and transit planning; they also attend in-person group travel training sessions and outreach events to educate and help clients build confidence using public transit. Management monitors the program's operations, plans distribution of resources, and creates monthly reporting. Responsible fiscal management is in place to invoice and track program expenditures and costs via QuickBooks. A cloud-based database of clients is maintained, and monthly reports are produced that indicate the numbers of people served and the amount and type of help received. Memorandums of Understanding (MOUs) are in place with vendors and partner agencies so that there are guidelines for our work and practices with them. Referrals are received and tracked through a database called the Community Information Exchange (CIE). An independent accounting firm produces monthly financial statements as well as quarterly IRS filings. An independent auditing firm conducts our annual audit. Financials are reviewed by our Board of Directors in bi-monthly board meetings.

A Title VI Plan provides policies for how clients, potential clients, and the public may understand their rights and have an avenue for resolution regarding our programs. We have written policies for document retention, client program usage, volunteer driver expectations, vendor grievances, sexual harassment, false claims, and background checks.

3. Is the Applicant fiscally stable and ready to begin the proposed service as soon as July 1, 2025, and maintain the proposed schedule so that it meets all proposed deliverables and ensures completion by the end of the grant term?

Travelers Aid is a small nonprofit with a staff of four full-time and two part-time employees (we propose adding one full-time staff member to our team) and we are careful about monitoring our expenses. Since we've been operating several programs for many years, we are accustomed to (and in a comfortable rhythm of) contracts that follow a reimbursement model (where expenses are often not reimbursed by funders for 2-3 months). We have diversified funding streams from multiple sources: contracts with SANDAG, the City of San Diego, the County of San Diego, the American Cancer Society, and separate foundation grants, as well as an annual fundraising event supported by several digital fundraising campaigns throughout each year. Four years ago, the organization received a large cash donation from a supporter who designated the contribution in her estate; this funding resides in a high yield CD account which provides both stability and a liquid emergency fund. Additionally, since our programs are diversified with multiple funding sources and contracts, we can manage our financial position even during times when reimbursements come in later than expected. We are also working with our bank to open a line of credit to serve as a backup when encountered with the inevitable ebbs and flows of grant funding.

We have a history of managing contracts specifically with SANDAG since 2009 and are proud to have consistently received high marks on program monitoring forms and desk audits. We invoice and submit reporting monthly to SANDAG for current grant contracts.

Need and Equity

4. What percentage of those served by the proposed service are members of the Target Population?

Instructions: Complete the Project Scope of Work and Section 6 of this Project Application to respond to this question.

5. Describe the project need. How are specialized transportation mobility management services in the proposed service area insufficient, inappropriate, or geographically unavailable?

The 2020 Coordinated Plan (Chapter 5) outlines identified gaps in transportation services within San Diego County. There is an urgent, growing need for specialized transportation. The demographic of older adults is expected to grow to more than 25% of the San Diego Region by 2050 and more than double in population size from 481,750 in 2018 to 1,019,803, according to the Coordinated Plan (Chapter 4). It also indicates that in 2018, 9.8% of the population of the SD region reported a disability, and that the population experiences additional challenges in finding reliable, appropriate, and affordable transportation options.

Transportation has been identified by multiple sources and studies as a critical social determinant of health (SDOH):

“Transportation is a key social determinant of health . . . Among the social determinants of health, transportation is most directly linked with built environment factors (otherwise known as the neighborhood and physical environment); however, transportation also affects our abilities to access jobs, education, healthy food, social engagements, faith-based institutions, and health care.”¹

The high call volume that Travelers Aid experiences demonstrates the lack of reliable information available to our community, and highlights the need for easily accessible resource navigation. While referral systems like 211 exist, they must be constantly updated to reflect current programs, resources, and changes; this is not always achieved. Additionally, it’s even more challenging for those with limited resources and/or disabilities to navigate various transportation options. Through *RIDEFinder*, we can leverage our many partnerships to maintain the most up-to-date program information.

¹*Transportation: A Community Driver of Health*: Atherton, E., Schweninger, E., and Edmunds, M. (2021) *Transportation: A Community Driver of Health*. American Public Health Association, AcademyHealth, and Kaiser Permanente

6. How will the proposed service uniquely and urgently meet one or more specialized transportation needs through the grant term?

RIDEFinder is a reliable resource for thousands of clients in the region. Through enhanced case management and information and referral services for older adults, we make continuous efforts to expand it and make it more cost effective each year. We work with 211's Community Information Exchange (CIE) and partner agencies to create "warm hand-off" referrals—this is a joint effort to ensure that clients are treated respectfully and only provided with information and referrals to programs for which they are truly qualified, and which have capacity to assist them. There is also a commitment that these warm hand-offs take place within 72 hours, so the clients can obtain reliable assistance as soon as possible.

RIDEFinder addresses the High Priority of "Provide educational resources to encourage more individuals to ride public transit," which is accomplished through travel training and transit planning activities. *RIDEFinder* offers enrolled clients who can benefit with orientation and mobility training with a specialist. With this in-person step-by-step training, visually impaired clients learn how to navigate their own neighborhoods safely and how to access and use public transportation confidently and independently. Additionally, we work with community organizations to identify groups of individuals who will benefit from group travel training, like a recent field trip we organized with the Karen Organization of San Diego. Twelve Burmese refugees who do not speak English learned how to use the bus and trolley system for the first time with Travelers Aid program staff and two translators.

7. How will the proposed service benefit those in the Target Population that need it the most, ensure access for individuals with Limited English Proficiency, and respond to diverse populations (e.g., veterans, low-income people, people of color, federally recognized Native American tribes)?

Travelers Aid focuses on serving those who most need assistance. Serving the target population of older adults (60+) who live in San Diego County is met by ensuring that 100% of our clients are in not only those demographic groups, but *also* that they are extremely low income as defined by HUD. Thus, all current clients have a monthly income of less than \$2,664, and most have an average income of \$1,235. To effectively reach this population and meet clients where they are, Case Managers visit HUD buildings on a regular basis to present the agency's programs, enroll new clients, and make appropriate referrals.

We contract with Language Services Associates to ensure that individuals, regardless of their level of English proficiency, can access services in their primary and preferred language. Since we added this option, we can communicate with clients in 180 different languages. Additionally, we have materials for our *SenioRide* and *Senior Solutions* programs translated into Spanish, which is the second most popular primary language spoken by our clients.

We work in partnership with case management staff from the Veterans Administration to ensure that veterans are receiving services and attend outreach events with organizations that serve diverse populations with the goal of educating and enrolling potential clients. Some examples are The San Diego Center for the

Blind, The Karen Organization of San Diego, and the LGBT Center.

People of color represent approximately 55% of *RIDEFinder's* current client base; this represents that of the County as a whole.

Operational/Implementation Plan

8. To what extent does the Applicant have a clear and feasible service plan to deliver the proposed mobility management activities, which may include Innovative concepts and technology to be used?

Instructions: Complete the Project Scope of Work to respond to this question.

Stewardship of Public Funds

9. How do the proposed budget and Scope of Work demonstrate effective stewardship of public funds such that only necessary and reasonable expenses, tasks, and deliverables are proposed?

Instructions: Complete the Project Scope of Work and Budget to respond to this question.

10. To what extent does the Budget Justification thoroughly explain how each proposed cost was determined and is justified?

Instructions: Complete the Budget Justification to respond to this question.

11. Has the Applicant secured, or will the Applicant secure, matching funds? Is/are the match source(s) stable?

Instructions: Complete Section 3 of this Project Application and the Project Budget and provide a response below.

In each year of the project, Travelers Aid will provide a 20% match, totaling \$25,000 (\$12,500 each, in Years 1 and 2 of the project). The following is an explanation of the in-kind match sources for the *RIDEFinder* project (funded by a Senior Mini Grant):

It is anticipated that funding will be available for the *RIDEFinder* project through both a Senior Mini Grant and Section 5310. In the case that both projects are approved for funding, since they are the same program type (Mobility Management), Section 5310 funding can be used as match for the Senior Mini Grant funded portion of the program.

In the case that funding is not available from Section 5310, match will be provided by Travelers Aid with proceeds from our annual fundraiser (a cocktail and appetizers event featuring live and silent auctions), as well as Information and Referral Service funding for visitors/tourism from the City of San Diego's TOT Program (typically between \$35,000 and \$60,000 per year, awarded in July and invoiced quarterly, and the County of San Diego's Community Enhancement grant Program (typically between \$10,000 and \$15,000 per year, and awarded throughout the year).

Coordination and Outreach

12. Does the Applicant coordinate well with other specialized transportation providers in the proposed service area to address gaps in existing specialized transportation services, avoid duplicating cost-effective services, and enhance service delivery?

Instructions: Include three Letters of Support with the Project Application and provide a response below.

As a small organization, Travelers Aid leverages its resources through partnerships within the community. We are proud to be a founding member (along with Jewish Family Service, ElderHelp, Peninsula Shepard Center (PSC), and St. Madeleine Sophie's Center) of the *Coalition of San Diego Specialized Transportation Providers*, established in 2024 to present a united front in advocating for bringing additional transportation funding to the region and for the fair and equitable distribution of specialized transportation resources. The Coalition has both built and strengthened our partnerships with other organizations that serve similar populations and has enabled Travelers Aid to both enhance service delivery and initiate or refresh MOUs with member agencies.

We rely on involvement, collaboration, and support from our critical stakeholders: St. Vincent de Paul, VA, Salvation Army, Serving Seniors, FACT, ElderHelp, Jewish Family Services (JFS), Catholic Charities, LGBT Center, Alpha Project, Rescue Mission, Third Avenue Charitable Organization, New Day Urban Ministries, 211, Ride Yellow, Elder Protection Council, Aging and Independent Services, and Health & Human Services of SD County. We enjoy more extensive collaboration efforts with ElderHelp, JFS, PSC, On the Go/CARS, and Foundation for Senior Care to fill gaps within our respective programs.

Program staff meet monthly with MAPSS (Metropolitan Area Providers of Social Services) and the Coalition of SD Specialized Transportation Providers; and quarterly with CAM (Council on Access & Mobility) to facilitate coordination efforts. We also attend (and are voting members of) the Social Services Transportation Advisory Council (SSTAC), a SANDAG working group and are actively involved with the Age Well Transportation & Community Connections Team.

13. How has the Applicant involved members of the Target Population in the continued operation of the proposed service? If the proposed service is new, how will the Applicant involve members of the Target Population in the planning of this new service?

RIDEFinder has been operating since 2017, and we have continued to make improvements over the past seven years based on participants' feedback, such as creating opportunities and space for increased outreach efforts at HUD buildings. As the expressed needs of the target population shift, Travelers Aid remains flexible in what services are provided and adjusts accordingly to ensure that the most beneficial, popular, and cost-effective aspects of our programs are being expanded.

To ensure there is a platform for *RIDEFinder* clients to weigh in on how the program operates and suggest improvements, annual surveys are conducted, clients are interviewed in person, and Case Managers are always open to informal feedback during their regular communication with them. Travelers Aid staff speaks with 450-500 enrolled clients each month, and this provides a gauge on the current needs of the larger target population. This encourages us to maintain the most up-to-date information regarding available resources so we can best support our callers.

Management staff attend SANDAG's SSTAC (Social Services Transportation Advisory Council), SANDAG's Mobility Working Group, and MTS's ASAC (Accessible Service Advisory Committee)—since these meetings include public comment periods and unmet needs discussions, we are constantly learning about challenges and expectations from our target audience.

There is a current effort within the Travelers Aid Society Board of Directors to identify and elect a member of the target population for a board seat. A member with "lived experience" will be a valuable, educational, and informative voice on the board.

Environmental Responsibility

14. To what degree does the proposed service promote healthier air and reduce greenhouse gas emissions and vehicle miles traveled through mechanisms such as the promotion and/or dissemination of information about environmentally responsible or more efficient transportation options available in the region?

The *RIDEFinder* project is environmentally responsible because it encourages the use of public transportation and carpooling (through the use of volunteer driver programs). Programs to which individuals will be referred include ride-sharing programs and door-to-door service providers that use vans or other zero-emission/low-emission vehicles to transport multiple individuals to the same location. Encouraging travel training clients to learn about, build confidence in, and utilize public transportation resources like the bus and trolley will help to promote healthier air and will reduce greenhouse gas emissions.

In all its programs, Travelers Aid encourages digital communication and paperless reporting wherever possible.

Proposed Performance Measures

15. What is the proposed Minimum Service Hours per Week?

Instructions: Complete the Project Scope of Work to respond to this question.

16. To what extent does the Applicant provide clear, appropriate, and quantifiable measures to evaluate the cost-effectiveness and overall effectiveness of the proposed service?

Instructions: Complete the Project Scope of Work to respond to this question.

Performance Monitoring and Outcomes

17. What is the Applicant's plan to monitor the proposed service's performance, track user data, and strive for continuous improvement?

Every call, every request for assistance, every referral, and every travel training or transit planning encounter is tracked using cloud-based spreadsheets that all employees have access to. Every month, we report on the total number of contacts, referrals, and both individual and group travel training encounters. This data is required and/or encouraged by funding sources, including SANDAG, and informs our goal of striving for continuous improvements in service delivery.

Using the metrics that are tracked to be compliant with the reporting requirements of funding sources, *RIDEFinder* can consolidate the data into measurable outcomes and impacts. Combining verbal client feedback received directly from participants and received by case management staff with the results of surveys as well as both solicited and unsolicited testimonials, Travelers Aid can create expectations for outcomes. Our identified outcomes of *improving access to transportation among a target audience of low income older adults and individuals with disabilities throughout the Large Urbanized Area of San Diego County* and *improving the experience of our clients by ensuring that the most appropriate service is provided to them*, dovetails with SANDAG's Specialized Transportation Grant Program goal of expanding mobility options for older adults and individuals with disabilities by delivering effective, equitable, environmentally responsible, and coordinated transportation solutions that will use public funds wisely to address existing gaps in specialized transportation service.

We can demonstrate impact by sharing the achievements of the *RIDEFinder* program through consolidated reporting of tracked metrics, including the numbers and types of referrals, training sessions, and matched services.

18. What is the Applicant's plan to anticipate, prepare for, respond, and adapt to unexpected changes or sudden disruptions so that it can deliver reliable service?

The kinds of risks to our *RIDEFinder* program might include challenges like vendors or partners reducing, suspending, or ending services, or experiencing work stoppages, or unprecedented things like another global pandemic. One lesson learned during the COVID-19 pandemic is that our programs must be flexible, and we must be able to operate from anywhere. Travelers Aid, while small, is agile, and is set up to work completely digitally. All our systems and processes are stored in Dropbox servers on the cloud, and our phone system is Voice Over Internet Protocol; we use a mobile app to answer and make calls from anywhere. Since much of our communication with clients is done over the phone, through the mail, or via text, any unexpected stay-at-home order would be managed well and cause little disruption. Travel training group activities would be hampered by any health-related order for our target audience to stay home, but transit planning and recommendations for how to best use transportation options would still be offered in that scenario.

We recognize that the preferred methods of communication for our target population are phone calls and mail; therefore, clients are notified with a written letter and a phone call to outline any upcoming changes.

19. Describe the Applicant's system to receive input from the project's beneficiaries through surveys or other methods. How does or will the Applicant use this input to inform enhancements to service delivery?

Because *RIDEFinder* is primarily an Information and Referral Service, it's difficult to survey every contact. Staff have developed a set of questions that is designed to shed light on the perceived helpfulness of the information we provide to callers without creating an undue burden for them. For callers who are willing to participate in the optional verbal survey, they are asked the following:

- Do you feel the information you received was helpful, accurate, and timely?
- Do you feel you attained more knowledge on your transportation options?
- Do you feel confident in navigating and using public transit?

Client satisfaction surveys are conducted once each year to clients receiving travel training services, and answers are recorded, tracked, and consolidated. Statistics are monitored and reported monthly to SANDAG and the Travelers Aid Board of Directors. These reports are used to determine compliance with the goals of the project, as well as gaps in the implementation of those goals and the satisfaction of clients, to allow for rapid corrective measures if necessary.

Project staff meet monthly to evaluate the project. A more comprehensive evaluation to determine if project goals and objectives are being met occurs quarterly. Project staff monitor surveys returned by clients who participate in individual or group training sessions to determine if corrections are needed to better achieve *RIDEFinder's* objectives.

Administrators, including the Travelers Aid President and the Director of Social Services, meet monthly to discuss the project and evaluate services provided to new and existing clients, their effectiveness, and cost-efficiency.

Project Scope of Work - Mobility Management		
Organization Name:	Travelers Aid Society of San Diego	
Project Name:	RIDEFinder SMG	
Project Service Area:	San Diego County	
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management	
Section A: Project Description		
Project Description:	RIDEFinder will improve access to existing transportation services throughout San Diego County to low income older adults, ages 60 and over. This will be accomplished through coordination efforts with agency partners, information and referral services, matching transportation needs of our clients to available resources, and by providing training to allow individuals and groups to better utilize public transportation where appropriate.	
Section B: Summary of Project Tasks		
The following is a summary of the services that will be implemented through this <u>mobility management</u> project.		
Task 1: Deliver Service		
Deliver service with a range of cost-effectiveness consistent with that proposed in the grant application. Ensure that at least 80 percent of the service's beneficiaries are members of the target population. Failure to achieve the below Performance Threshold within six months after grant execution will trigger the requirement to complete a Corrective Action Plan as defined in the Grant Agreement.		
Subtask	Subtask Description	Deliverable(s)
1.1	Ensure service beneficiaries are at least 60 years old, and live within the County of San Diego	100% of program beneficiaries will be members of the target population.
1.2	Ensure cost effectiveness of RIDEFinder by keeping low overhead costs and endeavoring to reach out to potential clients for high use of program services	Deliver 6,400 units of referral service at the target cost per unit of \$19.53
1.3	Partners contracted for group travel training trips will be competitive in price to ensure cost effectiveness	Shuttle service estimated pricing is \$50/hour (three hour minimum) with a capacity of 20 passengers; this will be our target
Task 2: Match Available Services		
Subtask	Subtask Description	Deliverable(s)
2.1	Work with clients to assess transportation needs and match them with with specific available transportation options outside our organization	Match 1,760 older adults & individuals with disabilities to other providers for specific available services
2.2	Assess client transportation needs to match them with specific options within our own organization: SenioRide, Senior Solutions, Journey to Safety, Homeless outreach	Match/enroll 2,640 older adults and individuals with disabilities with Travelers Aid programs for which they are eligible
2.3	Cross-refer clients daily to agencies and programs from which they are likely eligible to receive services	Provide service 5 days/40+ hours per week, 52 weeks per year (approximately 260 days per year, 520 days over the grant period)
Task 3: Provide Information and Referral Services		
Subtask	Subtask Description	Deliverable(s)
3.1	Staff will provide information & referrals to existing transportation services within San Diego County.	Provide I & R about transportation options & program updates to 22,000 contacts who reach out for information via phone, email, or in-person encounters
3.2	Provide I & R via phone, email, and in-person support within one business day of requests	Provide phone support 5 days per week; all calls, emails, and inquiries receive a response within one business day
3.3	Participate/partner with CIE (Community Information Exchange) to create "warm hand-offs" to partner agencies, and connect clients with appropriate services	Provide vetted, correct, current information to clients and callers with timely and appropriate referrals within 72 hours of requests
Task 4: Provide Travel Training		
Subtask	Subtask Description	Deliverable(s)
4.1	Provide 1:1 mobility training with target population, such that they are able to confidently navigate and use public transit options	1,992 units of service during the grant period
4.2	Deliver one in-person group training sessions per quarter to existing, enrolled clients	At least eight trainings/trips (four per year)
4.3	Visit senior/low income buildings and senior centers to provide on-site travel training sessions	24 training sessions (one per month)

Task 5: Provide Program Marketing & Monitor Program		
Subtask	Subtask Description	Deliverable(s)
5.1	Update marketing materials as needed and market the program through website, brochures, press releases, and newsletter	Quarterly and as needed
5.2	Make presentations at senior programs countywide, hospitals, shelter programs, VA, 211, and service organizations	At least eight (8) presentations (four per year)
5.3	Provide partner agencies and all stakeholders throughout the region with updated flyers, collateral, and information about RIDEFinder as needed	Quarterly and as needed
5.4	Surveys will be created and distributed to clients who participate in individual or group travel training sessions	Two formal surveys (one per year) will be solicited from active enrolled RIDEFinder participants, and surveys will be made available at group training sessions

Task 6: Coordinate with Partner Agencies		
Subtask	Subtask Description	Deliverable(s)
6.1	Ensure staff is informed about what is going on in our sector throughout SD County by attending monthly, bi-monthly, or quarterly meetings with partners and providers	Attend meetings (100+) with the Coalition for SD Specialized Transportation Providers, SSTAC, Age Well, Elder Protection Council CAM, MAPSS, SANDI Can, Nor Can, So Can, E Can
6.2	Ensure staff is trained and informed about best practices regarding warm hand-off procedures for referrals to other agencies	Internal referral information materials will be updated every six months for staff usage
6.3	Coordinate with Partner Agencies to plan and conduct field trips to enhance travel aptitude and increase social activity	At least eight trainings/trips (four per year)

Task 7:		
Subtask	Subtask Description	Deliverable(s)
7.1		
7.2		
7.3		

Section C: Performance Measures and Targets

Project Type: Mobility Management

Section C1: Quantitative Performance Measures and Targets

Quantitative Performance Measures	Target
The Percentage of Those Served by the Project that are Members of the Target Population	100.00%
Minimum Service Hours per Week	40
Number of Referrals	4400
Number of Individual Travel Trainings	1992
Number of Group Travel Trainings	8
Total Number of Units of Service	6400
Cost per Unit of Service	\$19.53
Performance Threshold	\$25.39

Section C2: Qualitative Performance Measure and Target

Qualitative Performance Measure	Target
Percentage of Project Beneficiaries Satisfied with the Service Provided	90%

Section C3: Other Performance Measures

Description of Other Performance Measures	Target
Information and Referral Contacts	22,000

Project Schedule

Organization Name:	Travelers Aid Society of San Diego
Project Name:	RIDEFinder SMG
Project Service Area:	San Diego County
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management

	Year 1				Year 2			
Quarter	1	2	3	4	1	2	3	4
Task 1								
Subtask 1.1								
Subtask 1.2								
Subtask 1.3								
Task 2								
Subtask 2.1								
Subtask 2.2								
Subtask 2.3								
Task 3								
Subtask 3.1								
Subtask 3.2								
Subtask 3.3								
Task 4								
Subtask 4.1								
Subtask 4.2								
Subtask 4.3								
Task 5								
Subtask 5.1								
Subtask 5.2								
Subtask 5.3								
Subtask 5.4								
Task 6								
Subtask 6.1								
Subtask 6.2								
Subtask 6.3								
Task 7								
Subtask 7.1								
Subtask 7.2								
Subtask 7.3								

Project Budget	
Organization Name:	Travelers Aid Society of San Diego
Project Name:	RIDEFinder SMG
Project Service Area:	San Diego County
Funding Source and Project Type:	Senior Mini-Grant - Mobility Management

Section A: Budget Summary

Tasks	Grant	Match	Revenue	Total
Task 1	\$0	\$0	\$0	\$0
Task 2	\$29,340	\$25,000	\$0	\$54,340
Task 3	\$26,950	\$0	\$0	\$26,950
Task 4	\$15,970	\$0	\$0	\$15,970
Task 5	\$10,360	\$0	\$0	\$10,360
Task 6	\$17,380	\$0	\$0	\$17,380
Task 7	\$0	\$0	\$0	\$0
Total	\$100,000	\$25,000	\$0	\$125,000

Total Grant Amount:	\$ 100,000
Total Matching Funds:	\$ 25,000
Net Project Cost:	\$ 125,000
Total Revenue:	\$ -
Total Project Cost:	\$ 125,000

Section B: Match Details

Minimum Match Requirement:	20.00%
Match Percentage:	20.00%
Meet Minimum Match Requirement?	Yes

Section C: Indirect Costs

Will this project charge Indirect Costs?	Yes
What type of Indirect Cost Rate will be used?	de minimis rate
The de minimis rate applied to this project (%):	15%

Section D: Project Budget Categories

Task 1	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Task 2	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$15,470	\$1,570			\$96		\$972	\$11,232	\$29,340
Match	\$25,000								\$25,000
Revenue									\$0
Total	\$40,470	\$1,570	\$0	\$0	\$96	\$0	\$972	\$11,232	\$54,340

Task 3	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$24,600	\$2,350							\$26,950
Match									\$0
Revenue									\$0
Total	\$24,600	\$2,350	\$0	\$0	\$0	\$0	\$0	\$0	\$26,950

Task 4	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$13,663	\$1,410	\$396			\$501			\$15,970
Match									\$0
Revenue									\$0
Total	\$13,663	\$1,410	\$396	\$0	\$0	\$501	\$0	\$0	\$15,970

Task 5	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$9,320	\$940			\$100				\$10,360
Match									\$0
Revenue									\$0
Total	\$9,320	\$940	\$0	\$0	\$100	\$0	\$0	\$0	\$10,360

Task 6	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$15,810	\$1,570							\$17,380
Match									\$0
Revenue									\$0
Total	\$15,810	\$1,570	\$0	\$0	\$0	\$0	\$0	\$0	\$17,380

Task 7	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant									\$0
Match									\$0
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

All Tasks	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant	\$78,863	\$7,840	\$396	\$0	\$196	\$501	\$972	\$11,232	\$100,000
Match	\$25,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$25,000
Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$103,863	\$7,840	\$396	\$0	\$196	\$501	\$972	\$11,232	\$125,000

Budget Justification and Narrative:

RIDEFinder SMG

Cost Category 1: Personnel

The following positions work/will work on *RIDEFinder* for the duration of the project. Two positions are not filled at this time: Part-Time Case Manager and Program Supervisor; both will require recruitment of new staff members. The percentage of time each position is projected to spend working on *RIDEFinder* is derived from historical data.

Name	Position	Time Comm. in Years	Time Comm. % of FTE	Annual Salary	Monthly STGP Funded Salary	Annual STGP Funded Salary	Wage Rate
M. Roke	President	2	10%	\$87,750.00	\$731.25	\$8,775.00	Annual
A. Yemhatpe	Director of Social Services	2	12%	\$75,000.00	\$750.00	\$9,000.00	Annual
A. Servey	Operations Manager	2	11%	\$44,850.00	\$373.75	\$4,933.50	Hourly: \$23/hour
C. Compton	Volunteer Coordinator/ Receptionist	2	12%	\$40,950.00	\$409.50	\$4,914.00	Hourly: \$21/hour
Unfilled	Program Supervisor	2	10%	\$50,700.00	\$422.50	\$5,070.00	Hourly: \$26/Hour
A. Jaramillo	Part Time Case Manager	2	12%	\$28,080.00	\$280.80	\$3,369.60	Hourly: \$24/Hour
Unfilled	Part Time Case Manager	2	12%	\$28,080.00	\$280.80	\$3,369.60	Hourly: \$24/Hour

Annual Amount to be Funded by STGP:..... \$39,431.70

Total to be Funded by STGP: \$78,863.40

Cost Category 2: Fringe Benefits

Travelers Aid is a small organization without a group health benefits policy. Healthcare costs are reimbursed to employees on bi-monthly paychecks. Documentation of healthcare costs is submitted by employees, and there is a cap on how much employees are eligible for, currently set by our Board of Directors at \$700 per month. Employees who are not full time are eligible for reimbursement of healthcare costs at a percentage equal to their percentage of full time work (a person working 60% of a regular full time schedule is eligible for reimbursement of 60% of their healthcare costs). Dental and Vision benefits are optional, and available through our policy with Nonprofit Benefits Trust (part of

CalNonprofits). Life insurance is provided to employees through Unum. One current employee turns in their healthcare invoices, which are paid directly by the organization, and documented via payroll.

Position	Fringe %	Annual Cost	Monthly STGP Funded Fringe	Annual STGP Funded Fringe
President	10%	\$8,400.00	\$70.00	\$840.00
Director of Social Services	10%	\$8,400.00	\$70.00	\$840.00
Operations Manager	10%	\$7,000.00	\$58.33	\$700.00
Volunteer Coordinator/Receptionist	10%	\$8,400.00	\$70.00	\$840.00
Program Supervisor	10%	\$7,000.00	\$58.33	\$700.00

Annual Amount to be Funded by STGP:..... \$3,920.00

Total to be Funded by STGP: \$7,840.00

Cost Category 3: Travel

One of the goals of *RIDEFinder* is to go out into the community to educate our target audience that travel training and transit planning are services provided by Travelers Aid. In order to reach these individuals, we attend trainings, outreach events, resource fairs, and sign up to “table” at low-income senior buildings. Our staff members drive all over the County to appear at these events in person and turn in expense reports for their mileage.

Mileage for Outreach Events and Education	Monthly Cost	STGP Funded Percent	Monthly STGP Funded	Annual STGP Funded
Mileage @ IRS Rate	\$50	33%	\$16.50	\$198.00

Annual Amount to be Funded by STGP:..... \$198.00

Total to be Funded by STGP: \$396.00

Cost Category 4: Equipment

N/A

Cost Category 5: Supplies

Tangible property consists of office supplies such as paper, toner, file folders, pens, envelopes, labels, etc. Travelers Aid takes advantage of low prices offered to nonprofits via Staples Advantage.

Supplies	Monthly Cost	STGP Funded Percent	Monthly STGP Funded	Annual STGP Funded
Office Supplies	\$81.50	10%	\$8.15	\$97.80

Annual Amount to be Funded by STGP:..... \$97.80

Total to be Funded by STGP: \$195.60

Cost Category 6: Contractual

RIDEFinder offers Orientation and Mobility Training services for our visually impaired clients. A specialist works with clients in-person to ensure they know how to confidently navigate their neighborhoods and to safely access and use public transportation. We are invoiced monthly or quarterly for these services.

Specialist Fees	Monthly Cost	STGP Funded Percent	Monthly STGP Funded	Annual STGP Funded
Orientation and Mobility Specialist	\$62.50	33%	\$20.88	\$250.50

Annual Amount to be Funded by STGP:..... \$250.50

Total to be Funded by STGP: \$501.00

Cost Category 7: Other

Other costs that are part of the *RIDEFinder* program consist of administrative, marketing, phone and internet services necessary to operate the program according to the contract requirements. An analysis has been completed to assign the proportion of each expense that is associated with *RIDEFinder*. The analysis is based on the proposed grant request dollar amount as compared to the entire organization's operating budget(s).

Supplies	Monthly Cost	STGP Funded Percent	Monthly STGP Funded	Annual STGP Funded
Internet	\$100.00	10%	\$10.00	\$120.00
Website Hosting	\$30.00	10%	\$3.00	\$36.00
Phone Service	\$200.00	10%	\$20.00	\$240.00
Dropbox	\$75.00	10%	\$7.50	\$90.00

Annual Amount to be Funded by STGP:..... \$486.00

Total to be Funded by STGP: \$972.00

Cost Category 8: Indirect

Additional costs that are part of the *RIDEFinder* program consist of non-profit insurance, international networking fees, accounting and audit services that are necessary to operate the program according to the contract requirements. An analysis has been completed to assign the proportion of each expense that is associated with *RIDEFinder*. The analysis is based on the proposed grant request dollar amount as compared to the entire organization's operating budget(s).

Indirect	Monthly Cost	STGP Funded Percent	Monthly STGP Funded	Annual STGP Funded
Philadelphia	\$750.00	10%	\$75.00	\$900.00
State Fund	\$150.00	10%	\$15.00	\$180.00
TAI Membership	\$100.00	10%	\$10.00	\$120.00
Audit	\$550.00	10%	\$55.00	\$660.00
Intuit/Payroll Expense	\$100.00	10%	\$10.00	\$120.00
Accounting Solutions	\$350.00	10%	\$35.00	\$420.00
Language Services Associates	\$100.00	10%	\$10.00	\$120.00
Rent	\$2,800.00	9.2%	\$258.00	\$3,096.00

Annual Amount to be Funded by STGP:..... \$5,616.00

Total to be Funded by STGP: \$11,232.00

Cost Per Unit of Service:

The program cost per unit of service for *RIDEFinder* is projected to be **\$19.53**. This is determined by the total cost of the project of \$125,000 over the two-year cycle of the grant, and the 6,400 referrals and travel training (both individual and group) encounters the program is projected to provide. Traveler Aid has a history of providing very cost-effective programs; this grant request is both cost-effective and appropriate. Because the primary activities for the project are providing Information and Referral services as well as travel training, *RIDEFinder* is labor intensive. During referral calls, program staff take the time to make proper assessments of each client's unique needs and mobility, so that they can pair with appropriate and available transportation options. Travelers Aid receives thousands of calls for information each month and is anticipating reporting 22,000 contacts during the grant cycle as well.

Use the selection tool to draw a service area on the map:

Total Population: **3,061,533**
Minority Population: **1,791,038**
Percent Minority: **58.501%**
Senior Population: **478,015**
Percent Senior: **15.614%**

☒ Census Urban Area

City name is any of

0 Selected

ZIP Code is any of

0 Selected

Export S...

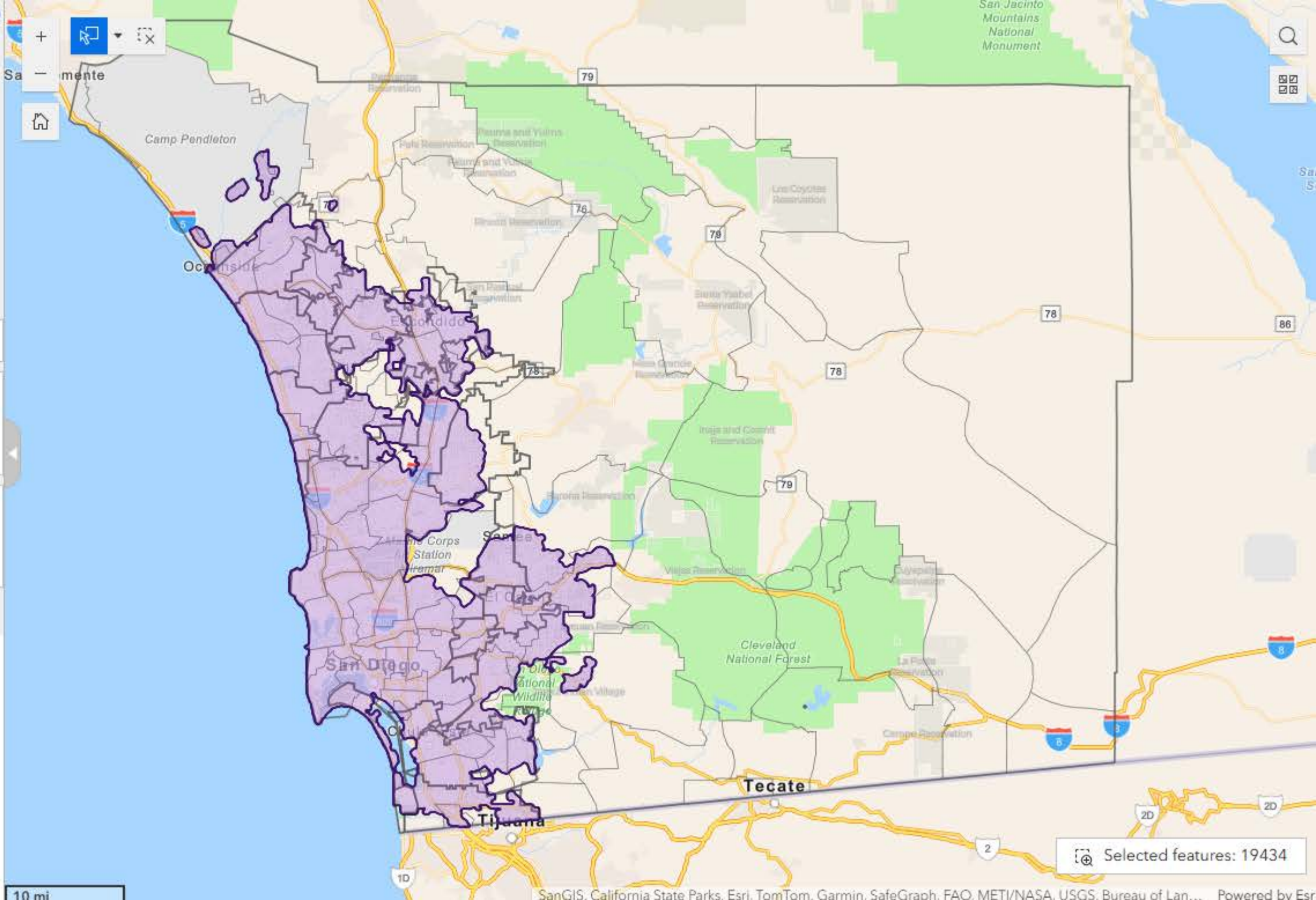


MGRA

City

1	San D
2	San D
3	El Caj

Total: 19,434 | Selection: 19,434



Selected features: 19434



September 19, 2024

SANDAG
Specialized Transportation Grant Program (STGP) Evaluation Committees
401 B Street, Suite 800
San Diego, CA 92101

SUBJECT: Support for Travelers Aid Society of San Diego's FTA Section 5310 and TransNet SMG grant project proposals

Dear STGP Evaluation Committees:

In 2016, San Diego Center for the Blind began working alongside Travelers Aid Society of San Diego as members of the SANDAG Social Services Transportation Advisory Council. In 2018, Travelers Aid began a series of outreach events at the center through their *RideFinder* program, sharing agency services which include travel training and orientation and mobility training for the visually impaired. This service was offered as an extension for participants who were introduced to orientation and mobility training through our in-house program.

Travelers Aid's *SenioRide* program has successfully provided transportation options for low-income older adults in San Diego County for several years. Their *RIDEFinder* mobility management program expanded services for these existing clients and added new eligible populations starting in 2017. *Senior Solutions* is an important newer program, funded by SANDAG Section 5310 in Cycle 12, which provides transportation for low-income older adults and individuals with disabilities who have recurring dialysis or cancer treatment appointments. As a stakeholder and coordinating partner, we fully support their project proposals to renew their Senior Mini Grant and Section 5310 funding for *SenioRide*, *Senior Solutions*, and *RIDEFinder*.

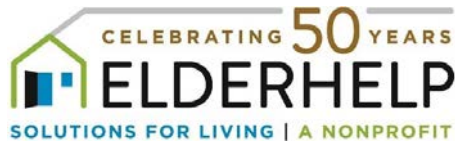
Travelers Aid is a strong, dependable organization with a long history of providing critical services for those who have no other means. The San Diego region will be well-served by recognizing this organization's significant contribution to the community by approving their applications for grant funding. Their proposals to increase the mobility of seniors and disabled individuals by providing an array of transportation services from which they can choose is smart, organized, and flexible.

San Diego Center for the Blind is happy to endorse Travelers Aid in their bid for *SenioRide*, *RIDEFinder*, and *Senior Solutions* grant funding and we look forward to working with them to assist new and existing clients of these programs.

Sincerely,

A handwritten signature in black ink, appearing to read "Kimberly Taylor". The signature is fluid and cursive, with the first name being more prominent.

Kimberly Taylor
Director of Vision Rehabilitation Program
San Diego Center for the Blind



September 9, 2024

SANDAG

Specialized Transportation Grant Program (STGP) Evaluation Committees
401 B Street, Suite 800
San Diego, CA 92101

SUBJECT: Support for Travelers Aid Society of San Diego's FTA Section 5310 and TransNet SMG grant project proposals

Dear STGP Evaluation Committees:

ElderHelp began working with Travelers Aid Society by providing door-to-door rides via our *Seniors A Go Go* program to their clients in 2017 in conjunction with their *SenioRide* program. We currently have an MOU in place to encourage cross-referrals for transportation options that are free to qualifying older adults and people with disabilities. Both agencies are founding members of the Coalition of San Diego Specialized Transportation Providers.

Travelers Aid's *SenioRide* program successfully provides transportation options for low-income older adults in San Diego County. Their *RIDEFinder* mobility management program expanded services for these existing clients and added new eligible populations starting in 2017. *Senior Solutions* is an important newer program, funded by SANDAG Section 5310 in Cycle 12, which provides transportation for low-income older adults and individuals with disabilities who have recurring dialysis or cancer treatment appointments. As a stakeholder and coordinating partner, we fully support their project proposals to renew their Senior Mini Grant and Section 5310 funding for *SenioRide*, *Senior Solutions*, and *RIDEFinder*.

Travelers Aid is a strong, dependable organization with a long history of providing critical services for those who have no other means. The San Diego region will be well-served by recognizing this organization's significant contribution to the community by approving their applications for grant funding. Their proposals to increase the mobility of seniors and disabled individuals by providing an array of transportation services from which they can choose is smart, organized, and flexible.

ElderHelp is happy to endorse Travelers Aid in their bid for *SenioRide*, *RIDEFinder*, and *Senior Solutions* grant funding, and we look forward to working with them to assist new and existing clients of these programs.

Sincerely,

Anya Delacruz
Associate Executive Director

Our Purpose

Jewish Family Service partners with people of all backgrounds to build stable and dignified lives.

Together, we create a stronger and healthier community where everyone can thrive.



Jewish Family Service

Moving Forward Together

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Joel Shaps

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Michael Hopkins, MSW

Chief Executive Officer Designate/ Chief Operating Officer

Dana Toppel

Chief Financial Officer

Bernadette Griggs

Chief Advancement Officer

Tanya Hackel

September 20, 2024

SANDAG

Specialized Transportation Grant Program (STGP) Evaluation Committees

401 B Street, Suite 800

San Diego, CA 92101

SUBJECT: Support for Travelers Aid Society of San Diego's FTA Section 5310 and TransNet SMG grant project proposals

Dear STGP Evaluation Committees:

In 2016, Jewish Family Service of San Diego began working alongside Travelers Aid Society of San Diego as members of the SANDAG Social Services Transportation Advisory Council. Since then, both agencies have regularly served together on several working groups, relying on one another for up-to-date program information and brainstorming ways to address the unmet transportation needs of older adults and people with disabilities in San Diego County. Both agencies are founding members of the Coalition of San Diego Specialized Transportation Providers. We currently have an MOU in place which encourages cross-referrals for transportation options that are free to qualifying riders.

Travelers Aid's *SenioRide* program has successfully provided transportation options for low-income older adults in San Diego County for several years. Their *RIDEFinder* mobility management program expanded services for these existing clients and added new eligible populations starting in 2017. *Senior Solutions* is an important newer program, funded by SANDAG Section 5310 in Cycle 12, which provides transportation for low-income older adults and individuals with disabilities who have recurring dialysis or cancer treatment appointments. As a stakeholder and coordinating partner, we fully support their project proposals to renew their Senior Mini Grant and Section 5310 funding for *SenioRide*, *Senior Solutions*, and *RIDEFinder*.

Travelers Aid is a strong, dependable organization with a long history of providing critical services for those who have no other means. The San Diego region will be well-served by recognizing this organization's significant contribution to the community by approving their applications for grant funding. Their proposals to increase the mobility of seniors and disabled individuals by providing an array of transportation services from which they can choose is smart, organized, and flexible.

Jewish Family Service of San Diego is happy to endorse Travelers Aid in their bid for *SenioRide*, *RIDEFinder*, and *Senior Solutions* grant funding and we look forward to working with them to assist new and existing clients of these programs.

Sincerely,

Kristine Stensberg
Sr Director Nutrition & Aging
Jewish Family Service of San Diego

TRAVELERS AID
SAN DIEGO
A helping hand along the way
RIDEFinder



In June 2023, Travelers Aid Society was invited to speak with a group of older adults at the Karen Organization of San Diego. This group of Burmese refugees rarely leave their City Heights community primarily due to a language barrier and lack of knowledge/comfort when it comes to public transit. Travelers Aid provided information about transportation programs to reduce isolation and meet transportation needs. Through this conversation, it was expressed that the group would love to be introduced to public transit and go on a field trip.

Travelers Aid organized a trip for the group in January, 2024 to Seaport Village. 12 Burmese-speaking older adults took the trip with Karen Organization translators and Travelers Aid staff on both the bus and trolley. For many, it was their first time using public transit! The group had an amazing trip, and clients shared their experience live on their social media for all their friends and family to see.

This trip was a perfect example of Travelers Aid's **RIDEFinder** program outreach efforts, travel training, and partnerships.



January 10, 2024



Meet Our Clients



KEVIN

Kevin was introduced to Travelers Aid during a series of outreach events at the San Diego Center for the Blind. He took advantage of the Travelers Aid Orientation and Mobility Specialized offered through **RIDEFinder**. After Kevin was introduced to navigating mass transit, he went to the MTS Transit Store for his first SDM Pronto Card. Kevin now receives regular Pronto cards through **SenioRide** to get around the county. Travelers Aid encourages riders to utilize public transit whenever possible. Travel Training is offered to all participants who prefer to remain independent by traveling on the bus or trolley funded through Travelers Aid.

LAVINIA

Lavinia was referred to Travelers Aid through the Case Manager at her housing facility. Initially, Lavinia only needed assistance with funding MTS Access from **SenioRide** due to her limited mobility and visual impairment. Eventually, Lavinia found herself needing life-saving treatment and was enrolled in **Senior Solutions** for more one-on-one transportation options to essential medical appointments. Lavinia brightens the Travelers Aid office with each call and is the perfect example of how one can utilize the diverse agency offerings depending on each client's unique needs.



EARL

Earl received Travelers Aid contact information from his UCSD Oncology Case Manager during a time of need. He was new to the state and required daily visits to his medical treatments. Through **Senior Solutions**, Earl received the one-on-one trips required for his health and safety. After a remarkable recovery, Earl showed interest in exploring San Diego. He received Travel Training through **RIDEFinder** and he became comfortable with navigating the city. Now, Earl has frequent outings with his friends using **SenioRide** Pronto cards. He has become an advocate for Travelers Aid programs and refers anyone that can benefit from the services.