



Specialized Transportation Grant Program

Cycle 13 Call for Projects

Organization Application

1 Applicant General Information

Applicant Legal Name	St. Madeleine Sophie's Center
DBA (If Applicable)	
Applicant Address	2119 East Madison Avenue El Cajon, CA 92019
Contact Name	Laura Shanahan
Title	Director of Operations
Phone	(619) 442-5129 ext. 110
Email	lshanahan@stmisc.org

2 Applicant Background

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

St. Madeleine Sophie's Center (SMSC) is a non-denominational, nonprofit organization whose mission is to educate and empower individuals with intellectual and developmental disabilities (ID/D) to realize their full potential.

SMSC was created in 1966 by the Religious of the Society of the Sacred Heart, originally designed for preschool children with developmental disabilities. In 1975, when the Lanterman Act mandated that the public-school system assume responsibility for educating children with special needs, SMSC transitioned services to meet the needs of adults with ID/D.

Today we serve over 400 adults annually, aged 18 to 80's and many have been enrolled with us for over 25 years. Our clients experience a range of disabilities, including autism, behavior disorder, Down syndrome, fetal alcohol syndrome, spina bifida, epilepsy, cerebral palsy, intellectual disability, and other cognitive disorders.

SMSC serves our clients through nationally recognized innovative person-centered programs. We combine our culture of care and creativity within quality programs to provide liberal arts education, practical skills development, employment, and dignity for a lifetime. SMSC employs a staff of 100+ and is served by 50+ volunteers.

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

SMSC depends upon its fleet to transport over 400 adults with intellectual and developmental disabilities to vocational training, community activities and work sites, Monday through Friday, year-round from 6:30 AM to 4:30 PM throughout San Diego County. Our service to and from program includes stops at group homes and private residences for 240 individuals daily. We also have limited service on Saturdays to transport a few individuals to a volunteer job site. SMSC also provides clients with training on how to access and use public transportation.

SMSC has been providing transportation services to adults with disabilities ages 18 to 80+ for over 40 years, which is in direct alignment with STGP's goals and objectives to expand mobility for older adults and people with disabilities. Additionally, our program meets the Very High priorities to maintain existing effective and efficient transportation services and to maintain assets in a good state of repair, along with the High priority to provide educational resources to encourage more individuals to ride public transportation.

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

Through email announcements from SANDAG.

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	95-1957332
Unique Entity Identifier (Section 5310 Applicants only)	PY4DGS6ZLX26

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
\$738,066	\$0	\$738,066

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	☐ Yes ☒ No

"client-based" transportation services?	
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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

Section 5310 Operating Project Application

1 Applicant and Project Names

Applicant Name	St. Madeleine Sophie's Center
Project Name	Mileage Reimbursement

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	Laura Shanahan
Title	Director of Operations
Phone	(619) 442-5129 Ext. 110
Email	lschanahan@stmisc.org

List the Signatory who, as a duly authorized representative of the Applicant, will sign the Section 5310 Grant Agreement for the Applicant.

Individual Name	Debra Emerson
Title	Chief Executive Officer
Phone	(619) 442-5129 Ext. 101
Email	demerson@stmisc.org

3 Project Financial Summary

3.1 Grant Request, Match Amount, and Match Percentage

Grant Request	Match Amount	Total	Match Percentage	Minimum Match Requirement
\$388,000	\$388,000	\$776,000	50%	50%

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	Endowment Funds	\$276,000
2	Donations	\$250,000
3	Special Events	\$150,000
4	Grants	\$100,000
5		\$
Total		\$776,000

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).

SMSC has been providing transportation services to individuals with intellectual and developmental disabilities for over 40 years. We can drive our fleet of 40 vehicles over 580,000 miles in a year. To put this number into perspective, we have calculated that this equates to having driven around the world over 24 times (the earth's circumference is 24,091 miles) or driving to the moon and back (one-way mileage to the moon is 238,857).

The mileage reimbursement project fills the ever-widening funding gap for transportation services provided in coordination with the San Diego Regional

Center. While SMSC receives funds to transport individuals with developmental disabilities to and from our campus, we have not received a meaningful increase in funding for over 10 years, yet costs continue to rise. Additionally, SMSC does not receive any funding to transport our consumers to the various job sites and ever-expanding community activities throughout the day. This funding will allow us to continue to offer meaningful, effective and efficient transportation and continue to provide training on how to access and use public transportation.

Based on these facts our program meets the Very High priorities to maintain existing effective and efficient transportation services and to maintain assets in a good state of repair, along with the High priority to provide educational resources to encourage more individuals to ride public transportation.

5 Project Service Area and Title VI Questions

Per Section 5310 requirements, the proposed project must be within the large, urbanized area of San Diego County to be eligible for Section 5310 funding through SANDAG. Per federal Title VI requirements, SANDAG must determine if the proposed project will use Section 5310 funds to provide assistance to predominantly people of color¹ in the proposed 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** and answer the following questions:

1. Is the proposed project within the large, urbanized area of San Diego County?	☒ Yes ☐ No
2. What is the total population in the project service area?	1,430,282
3. What percent of the total population in the project service area is people of color?	55.424%

6 Needs Accommodation Policy

The Target Population for Section 5310 projects is people 65 years of age and older and individuals with disabilities. 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

¹ Refers to an individual who identifies as at least partly American Indian or Alaska Native, Asian or Pacific Islander, Black or African American, or Hispanic or Latino

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 (65 and older)		0%
Individuals with Disabilities	344	86%
Older Adults and Individuals with Disabilities	56	14%
Neither Older Adults nor Individuals with Disabilities		0%
Total		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?

St. Madeleine Sophie's Center (SMSC) has provided transportation services to adults with intellectual and developmental disabilities (ID/D) (herein referred to as consumers or clients) for over 40 years. We have been successful over the years in competing for awards from FTA Section 5310 that enabled us to secure paratransit vehicles, corollary equipment, and operating funds. We also have been approved for several contracts within four JARC cycles, including funds for capital, Mobility Management training, and operating funds. We have successfully managed these projects and have always complied with data tracking and reporting mandates.

The only time SMSC received a Notice to Complete a Corrective Action Plan with regard to a grant was because our cost per trip increased due to the effects of Covid-19. This was caused by reduced passenger seat utilization because of the need for social distancing; the use of vehicles for alternative services including delivering virtual program supplies and meals, and visiting clients at home to provide one on one services; and reduced trips due to providing virtual programming for those that needed to stay home for health and safety reasons, and lack of available drivers due to Covid-19 absences and a staffing shortage. However, SMSC submitted the necessary Corrective Action Plan and was able to return to the meeting the grant's proposed cost per trip.

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?

SMSC has provided transportation services to adults with intellectual and developmental disabilities for over 40 years. Grant and other transportation metrics, including mileage and one-way trips are tracked daily by the transportation department on all of our vehicles. To ensure the successful management of the grant a percentage of all transportation files are randomly audited on a quarterly basis for accuracy and full completion. Additionally, SMSC undergoes a financial audit annually that is performed by a third party. As part of their process the auditors review grant agreements, invoicing, and reporting. Stability in the management of the transportation department has provided consistent staff knowledge that is applied toward the administration of grants. Debra Emerson, MBA is SMSC's CEO. She has been on staff for 25 years and has served as Executive Director/CEO for 20 years. She is responsible for the overall supervision of the Transportation Program. SMSC's Transportation Manager is David Oberle who has been with the organization for 3 years, but has worked in the transportation industry prior to this, including managing transportation for the Center for the Blind. He will be responsible for the successful implementation of all program goals, and will be supported in that effort by Laura Shanahan, SMSC's Director of Operations for the last 16 years. All transportation staff receive business ethics training at orientation and annually, along with refreshers on transportation policies at their monthly meetings.

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

SMSC is fiscally stable and ready to maintain the proposed schedule so that we meet all proposed deliverables and ensure completion by the end of the grant term. As part of the grant submission process, the matching amount has been reviewed and approved by the Finance Committee of the Board and the SMSC Board of Trustees to ensure funds are in place and the matching funds have been added to the SMSC budget.

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 services in the proposed service area insufficient, inappropriate, unaffordable, or geographically unavailable?

SMSC currently provides much needed transportation services for individuals with intellectual and developmental disabilities (including autism, Down syndrome, or cerebral palsy), many of which are transported by SMSC from their homes to the campus and then on to various jobs and activities. Of our current enrollment, 14 are non-ambulatory; 49 have a hearing impairment; 160 have a visual impairment; 112 have a verbal impairment; and 95 have seizures. Due to the severity of their disabilities most of SMSC's clients are unable to use public transportation, have no other transportation options, and therefore must rely on SMSC to provide, safe, secure and reliable transportation to and from vocational training, work opportunities, and community activities.

Additionally, due to their disabilities, many of our clients also need the assistance of aides when using our paratransit vehicles, and some are prone to negative behaviors as a way to express themselves that can lead to incidents on vehicles. In response, SMSC forms an action team that are proactive in finding solutions to allow us to safely transport the consumer. This individualized planning can't be provided by most other transportation providers. We also provide ongoing transportation safety training to help prevent incidents before they occur.

All of the individuals served by our project are also low-income (all are eligible to receive SSI and therefore are designated by the federal government as low-income) so accessing other transportation options are usually too costly, especially compared to the free services we are able to provide.

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

SMSC's transportation program is integral to our ability to provide vocational training and work opportunities to adults with intellectual and developmental disabilities (ID/D), all of whom are low-income. According to the Department of Labor, in 2023, the unemployment rate for the general population was 3.5 percent but for individuals with disabilities it averaged 7.2% and has consistently been twice the rate over the years. Because most of our consumers are unable to use public transportation, without SMSC transportation they would not be able to get and more importantly maintain their employment. Our ability to maintain existing services also reduces the number of times that our consumers with ID/D arrive late to vocational training and/or paid and volunteer job sites due to unreliable transportation or long waiting times for other specialized transportation services. The new vehicles will allow SMSC to continue to provide transportation to all adults with ID/D who request this service, both to and from our programs and into the community.

The mileage reimbursement will ensure we can continue to provide our unique transportation services that are wanted and needed.

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)?

SMSC's consumers represent a full spectrum of economic, racial, ethnic, cultural and religious backgrounds. The Federal government recognizes them as low-income and eligible to receive Supplemental Security Income. El Cajon (where SMSC is based and about 1/4 of our consumers are from) has the highest rate of poverty in the County. The consumers served by SMSC are referred to our organization by the San Diego Regional Center and we continually update them on the availability of paratransit vehicles because transportation is a prime need among the majority of our consumers. We also promote awareness among our consumers and their caregivers via our monthly newsletter, email eBlasts, and our annual report. Eblasts and our annual report are also sent to other stakeholders. SMSC also participates in various community groups that allow for the marketing of our program, including Rotary; Elk's Club; El Cajon Planning Commission; and various Chamber of Commerces. To assist with the marketing of populations with limited English proficiency, SMSC has implemented a Title VI Plan. From this, vital documents have been translated into other languages based on a four-factor analysis of limited English proficiency in the El Cajon area. Additionally, a policy for community outreach, staff training, public participation, and language assistance services are included. The plan also includes translation services and iSpeak cards to assist with interactions SMSC has with populations with limited English proficiency. Additionally, SMSC has staff on hand that are fluent in the languages needed to communicate with individuals with

limited English proficiency.

Operational/Implementation Plan

8. To what extent does the Applicant have a clear and feasible service plan to deliver effective, safe, and reliable service for passengers, which may include Innovative concepts and technology to be used in scheduling/dispatching trips?

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

9. Please describe the protocols the Applicant has or would implement to keep passengers and drivers safe.

To maintain and improve the safety of our transportation program, drivers receive safety and other driver training at least monthly. Our insurance company also schedules the CHP to provide training to our drivers on an annual basis. We also consistently receive satisfactory audits from the CHP of our safety program, vehicles, driver training and requirements, and vehicle maintenance program. All drivers must meet the necessary credentials to drive SMSC vehicles, including a commercial B license, medical card, and a VDDP (vehicle for developmentally disabled persons) certificate. They also must complete and pass hands on driver training before operating a vehicle with passengers on board. If a driver has an accident, they must repeat this training. Finally, SMSC annually reviews and updates any necessary policies and procedures to guide drivers for any safety issues they may encounter while on the road (i.e. accident procedures, aggressive drivers, etc.).

Additionally, pre-trip and post-trip inspections are done every time a vehicle is used. The inspections are completed by the driver, who submits a form of their findings to the Transportation Manager. All vehicles also undergo preventative and routine maintenance by a certified mechanic as recommended by each vehicle's manual.

Stewardship of Public Funds

10. 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.

11. To what extent does the Budget Justification thoroughly explain how each proposed cost was determined and is justified, describe how any passenger fares or fees are affordable, and discuss how the proposed cost per one-way passenger trip is justified given the proposed service?

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

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

Matching funds will be provided through various fundraising efforts. SMSC raises approximately 25% of its budget through fundraising annually. This equals over \$2.5 million based on the \$9.9 million 2024 budget. Fundraising dollars include grants, donations, events, and endowment funds. For 2024 it is budgeted that SMSC will receive the amounts below in each category.

Grants \$361,000
Donations \$409,000
Special Events \$449,000
Endowment Funds \$468,650

Those funds that are unrestricted or designated for transportation can be used as matching dollars.

If for any reason we are unable to secure additional grants, donations, or special event funds we could access all of the matching funds from our endowment, whose sole purpose is to protect the essential quality programs of SMSC, which includes transportation. Funding from the San Diego Regional Center is also available to cover any match not raised through fundraising activities. Finally, SMSC's reserve funds could be used if necessary, however, SMSC has always had the necessary matching funds.

Coordination and Outreach

13. 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.

SMSC and the San Diego Regional Center (SDRC) work cooperatively to determine the transportation needs of each consumer as they are enrolled at SMSC. This includes discussing any special supervision needed, safety concerns, or accommodations the rider may have when using SMSC transportation. Once enrolled we work directly with our key stakeholders to coordinate transportation needs moving forward, including our consumers; their parents and caregivers; our consumers' employers; and the community at-large. SMSC also coordinates transportation for the Sacred Heart School's Summer Service-Learning Project. As a host site for this project, students from around the country visit SMSC for a week where they volunteer in our programs, and we provide transportation to immerse them into the daily lives of our consumers. Additionally, SMSC has an agreement with the City of El Cajon to provide our fleet and drivers to the City in the event of emergency. In the past, SMSC has also coordinated transportation efforts with the East County Boys and Girls Club, El Cajon Rotary, and San Diego East County Chamber of Commerce. SMSC has also attempted to coordinate vehicle maintenance with other agencies who had their own repair garage, but unfortunately it did not work out due to slow turnaround of our vehicles since their own vehicles were the priority.

The following have provided letters of coordination/support: (1) Todd Lordson, Transportation Manager, San Diego Regional Center (SDRC). (2) Mayor Bill Wells, City of El Cajon. (3) Christine Crandall, Sacred Heart Schools

14. 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?

All of our program activities, including transportation to the community for employment, vocational training, and other outings, are offered to all the individuals with individuals with intellectual and developmental disabilities that attend our programs based on their goals and individual needs. These goals are reviewed and updated twice annually during each individual's annual IPP (Individual Program Plan) and semi-annual IPP with input from the consumer and their care providers, parents, case manager, service coordinator, and any other individual the consumer wants included. All consumers are also completing a Liberty Plan, which is a person-centered plan to ensure their goals are meaningful and in line with that person's vision of what they would like to do in the future. As new goals are created based on the outcomes of IPPs and Liberty Plans, SMSC adjusts the transportation provided to meet the needs of each consumer. Goals of each consumer are tracked in our FileMaker database and reviewed regularly to ensure progress. Additionally, a consumer may ask to change their goals and/or activities at any time. In either of these situations a special meeting is scheduled so that any necessary changes can be made. In turn, their transportation services are amended to meet their new needs and requests.

Environmental Responsibility

15. To what degree does the proposed service promote healthier air and reduce greenhouse gas emissions and vehicle miles traveled through zero-emission or low-emission vehicles, efficient routing and scheduling (e.g., grouping trips by similar origins and destinations), or other mechanisms?

St. Madeleine's Sophie's Center is an environmentally-conscious organization that is reflected in all areas of its programming. Whenever possible, we carefully schedule and link trips in an effort to reduce overall mileage and fuel consumption. Additionally, we ensure PMIs are completed on time and vehicles are repaired in a timely manner to keep emissions to a minimum.

The transportation department is always looking for ways to improve the efficiency of the program. Whenever there are changes to the transportation roster, routes are checked to ensure maximum seat usage and the shortest, most efficient routes are taken. Additionally, all fixed routes are regularly audited by an on-board transportation manager to decrease idle time and improve on time performance. The audits lead to route changes and discussions with care providers on ways to resolve issues or reschedule routes. SMSC always seeks the lowest cost for fuel and is exploring additional discounts that may be available.

In addition, one of our on-campus work sites is our Certified Organic Garden that includes a passive-solar greenhouse (funded by a community group) and grows California native, drought-tolerant plants for sale to the public (the garden is also certified as a National Wildlife Refuge). We also recently installed a solar system on our campus that provides enough electricity for our entire campus, including our transportation office.

Proposed Performance Measures

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

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

17. What is the proposed Cost per One-Way Passenger Trip (OWPT)?

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

Performance Monitoring and Outcomes

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

The following performance measures will be tracked to ensure the efficiency and effectiveness of service in meeting the identified project goals: satisfaction surveys, mileage, one way passenger trips, service hours, vehicle trips, cost per passenger trip, and seat utilization.

Mileage and one-way trips are tracked daily by the transportation department on all of our vehicles. These measures are reviewed quarterly by the Director of Operations when preparing quarterly reports for the department, who also audits a sample of the documentation for accuracy. The cost per passenger trip and seat utilization is calculated at this time.

If the original goals are not achieved per the results of the quarterly reporting, the variables involved will be evaluated so that any necessary changes can be made to ensure all goals surrounding the grant are met.

19. 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 with minimal trip cancellations caused by the Applicant?

SMSC's transportation team has various plans, policies, and procedures to address any changes or disruptions that may arise. These include the loss of vehicles due to maintenance needs, accidents, or other incidents. We also have plans that address any environmental risks that may occur.

Additionally, SMSC learned a lot from the Covid-19 pandemic and has new ways to adapt if transportation program needs or requirements are changed. This also taught us how to adapt quickly and better communicate with our clients to ensure consistent and safe transportation services.

20. Describe the Applicant's system to receive input from passengers on the quality of the service and reasons for any repeated no-shows through surveys or other methods. How does or will the Applicant use this input to inform enhancements to service delivery?

SMSC's goal is to provide the best possible transportation program. Annually we distribute a satisfaction survey to our key stakeholders, including consumers; their parents and caregivers; our consumers' employers; and the San Diego Regional Center (SDRC). While the results of the survey are usually positive, any issues or questions are addressed by SMSC management in a timely manner. Also, SMSC has been accredited by the Commission on Accreditation and Rehabilitation Services (CARF International). We consistently have received 3-year accreditations – meaning we met their highest standards. This rating is used by the parents and caregivers of our adult students as a trusted indicator that we have passed an in-depth review of services; meet rigorous guidelines for service, quality and continual improvement; and conform to nationally and internationally-recognized service standards.

If there are any issues with transporting clients on their end (no-shows, etc.), SMSC will immediately address them by reaching out to the consumer, their parent or caregiver, and the SDRC, if needed. This way we can address any changes to their transportation needs, including pick-up time, or medical/behavioral needs.

Project Scope of Work		
Organization Name:	St. Madeleine Sophie's Center	
Project Name:	Mileage Reimbursement	
Project Service Area:	San Diego County	
Funding Source and Project Type:	Section 5310 - Operating	
Section A: Project Description		
Project Description:	SMSC is seeking operating support through mileage reimbursement funds. This project will serve over 400 individuals with intellectual and developmental disabilities enrolled at SMSC annually. These individuals use our fleet of vehicles on a daily basis for trips to and from vocational training, work sites, and community activities throughout San Diego County.	
Section B: Summary of Project Tasks		
The following is a summary of the services that will be implemented through this 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	Annually provide over 400 individuals with intellectual and developmental disabilities with transportation services.	Submit 5310 Operating Invoice Packet and Backup Report Quarterly
1.2		
1.3		
Task 2: Mileage Tracking and Reimbursement		
Subtask	Subtask Description	Deliverable(s)
2.1	Monitor performance of the grant, track performance indicators, compile and submit reports and invoices to SANDAG	Submit 5310 Operating Invoice Packet and Backup Report Quarterly
2.2		
2.3		
Task 3: Perform Program Marketing		
Subtask	Subtask Description	Deliverable(s)
3.1	Inform referring agency of open seats in vehicles, market transportation services to families/care providers of current and new program participants	Ongoing task; Submit updates via 5310 Operating Invoice Packet and Backup Report Quarterly
3.2		
3.3		
Task 4: Monitor Service Quality		
Subtask	Subtask Description	Deliverable(s)
4.1	Administer, collect, compile, and analyze satisfaction surveys.	A minimum of 90% of clients will express "Good" or "Excellent" satisfaction with the services provided
4.2		
4.3		

Task 5:	<i>Continue Coordinating with Partner Agencies</i>	
Subtask	Subtask Description	Deliverable(s)
5.1	Pursue new agencies to partner and/or coordinate transportation services, continue attending SSTAC, CAM, and outreach meetings held to develop the coordinated plan.	Attendance at meetings.
5.2		
5.3		

Task 6:		
Subtask	Subtask Description	Deliverable(s)
6.1		
6.2		
6.3		

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

Section C: Performance Measures and Targets

Project Type: Operating

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%
Minimum Service Hours per Week	40
Number of Traditional One-Way Passenger Trips	360,000
Number of Alternative One-Way Passenger Trips	0
Total Number of One-Way Passenger Trips	360,000
Cost per One-Way Passenger Trip	\$2.16
Performance Threshold	\$2.80

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	
Other Project Performance Measures	Target

Project Schedule

Organization Name:	St. Madeleine Sophie's Center
Project Name:	Mileage Reimbursement
Project Service Area:	San Diego County
Funding Source and Project Type:	Section 5310 - Operating

	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								
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:	St. Madeleine Sophie's Center
Project Name:	Mileage Reimbursement
Project Service Area:	San Diego County
Funding Source and Project Type:	Section 5310 - Operating

Section A: Budget Summary

Tasks	Grant	Match	Revenue	Total
Task 1	\$388,000	\$388,000	\$0	\$776,000
Task 2	\$0	\$0	\$0	\$0
Task 3	\$0	\$0	\$0	\$0
Task 4	\$0	\$0	\$0	\$0
Task 5	\$0	\$0	\$0	\$0
Task 6	\$0	\$0	\$0	\$0
Task 7	\$0	\$0	\$0	\$0
Total	\$388,000	\$388,000	\$0	\$776,000

Total Grant Amount:	\$ 388,000
Total Matching Funds:	\$ 388,000
Net Project Cost:	\$ 776,000
Total Revenue:	\$ -
Total Project Cost:	\$ 776,000

Section B: Match Details

Minimum Match Requirement:	50.00%
Match Percentage:	50.00%
Meet Minimum Match Requirement?	Yes

Section C: Indirect Costs

Will this project charge Indirect Costs?	No
What type of Indirect Cost Rate will be used?	Select Option
The Indirect Cost Rate applied to this project (%):	

Section D: Project Budget Categories

Task 1	Personnel	Fringe Benefits	Travel	Equipment	Supplies	Contractual	Other	Indirect	Total
Grant							\$388,000		\$388,000
Match							\$388,000		\$388,000
Revenue									\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$776,000	\$0	\$776,000

Task 2	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 3	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 4	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 5	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 6	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 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	\$0	\$0	\$0	\$0	\$0	\$0	\$388,000	\$0	\$388,000
Match	\$0	\$0	\$0	\$0	\$0	\$0	\$388,000	\$0	\$388,000
Revenue	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$0	\$0	\$0	\$0	\$0	\$0	\$776,000	\$0	\$776,000

St. Madeleine Sophie's Center

Budget Justification

Cost Category 7: Other

St. Madeleine Sophie's Center is requesting funding for mileage reimbursement for our transportation program, which is provided free of charge for all of our clients. The transportation services SMSC provides are unique in that they are constantly changing to meet the needs of the clients we serve. Transportation routes are adjusted to and from the campus when consumers move or if circumstances require a change in which consumers can or can't be transported together. Additionally, transportation services into the community can change based on the work sites available, staff available, and the choices of the consumer.

The budget is justified by the following:

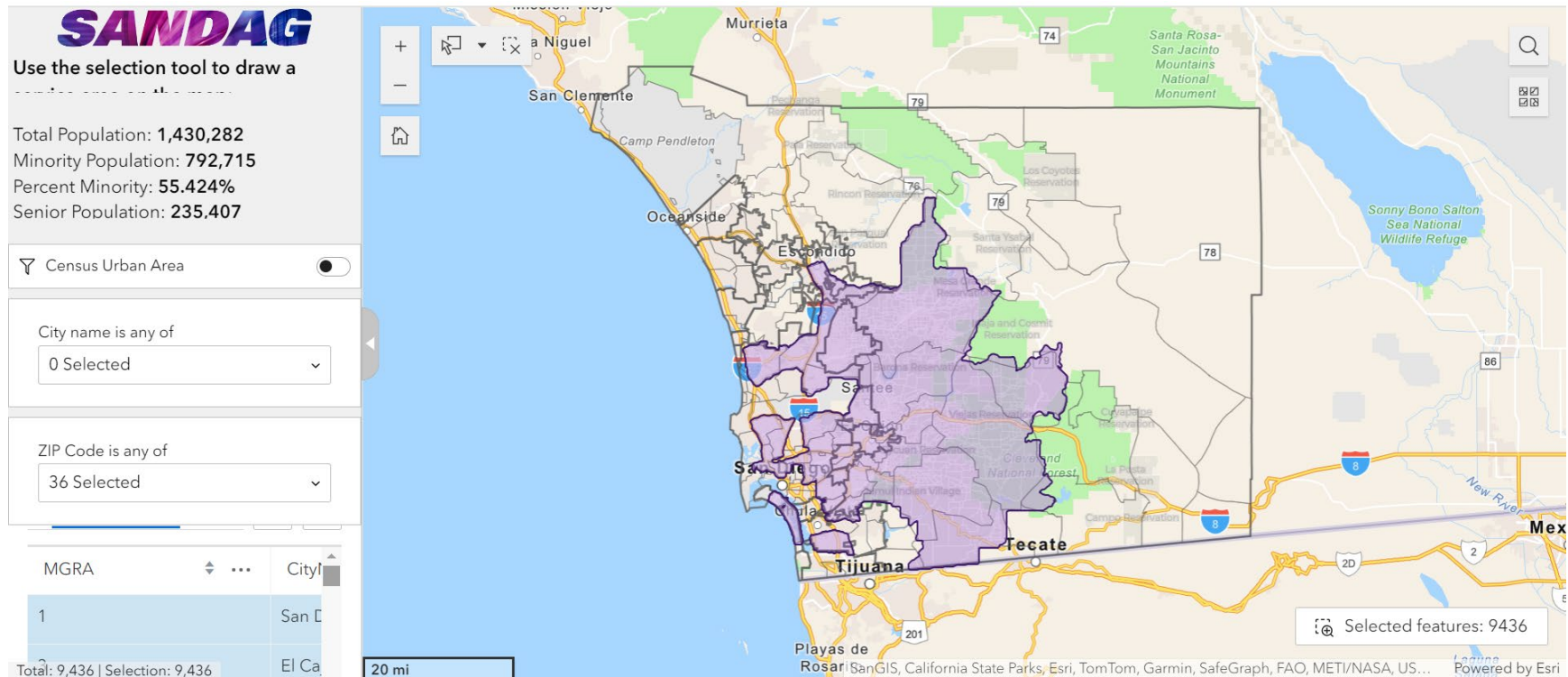
Between July 2023 and June 2024 our vehicles made anywhere from 45,638 and 50,741 one-way trips per quarter. To maintain service, we estimate that we will make at least 45,000 one-way trips per quarter for the 2-year term of the grant. Additionally, during that same time period, our vehicles were driven an average of 145,141 miles per quarter. Again, to maintain service, we estimate that we will drive at least 144,776 miles per quarter for the 2-year term of the grant. At the current IRS reimbursement rate of \$0.67 per mile the total cost is \$388,000 per year or \$2.16 per trip. This per trip cost is significantly lower than other transportation providers, especially due to the daily customized transportation we provide. This in turn is \$776,000 total for the full two-year grant term, 50% of which SMSC will cover with matching funds.

The time period used was selected because it includes post-Covid levels of transportation. Like many other transportation programs, SMSC had adjusted usage levels during Covid due to lessened seat usage, client quarantine requirements, client isolation requirements, etc.

While there are several tasks listed as part of this project, costs will only be charged against task 1 since delivering services is the only task directly affected by the mileage.

SMSC covers part of the transportation costs through funds received by the San Diego Regional Center (SDRC). However, they only provide partial funding for one-way passenger trips to and from the campus and do not cover any done during program hours to take consumers into the community for employment, vocational training, and other consumer choices. Additional matching funds will be provided through various fundraising efforts, including unrestricted grants, donations, events, and endowment funds.

St. Madeleine Sophie's Center Service Area Map



* The map above shows our service area. The map corresponds to the clients that are picked up and returned home through the regular daily routes of the SMSC transportation program. It does not include the additional daily trips that transport our clients into the community throughout San Diego County for activities and work six days per week.



San Diego Regional Center
4355 Ruffin Road, San Diego, CA 92123
858-576-2996 / www.sdrc.org

Serving individuals with developmental disabilities in San Diego and Imperial Counties

September 11, 2024

San Diego Association of Governments
401 B Street
San Diego, CA 92101

RE: Letter of Coordination Dear Review

Committee:

The San Diego Regional Center (SDRC) is responsible for providing diagnostic, counseling and coordination services for persons with developmental disabilities throughout San Diego and Imperial Counties. SDRC provides a focal point within the community through which persons with developmental disabilities and their families receive comprehensive services. SDRC is also responsible for planning and developing services, including transportation, for persons with developmental disabilities to ensure that a full services continuum is available.

Over 190 developmentally disabled SDRC clients currently depend on St. Madeleine Sophie's Center for transportation services to and from programming. Additionally, St. Madeleine Sophie's Center provides transportation to all of their clients to various job sites and activities in the community. During the pandemic St. Madeleine Sophie's Center also used their fleet of vehicles to deliver virtual programming supplies, PPE, and meals to their clients.

Our cooperative efforts and coordination ensure our mutual clients have access to opportunities for training, community integration, and leisure activities. These services have been an integral part of St. Madeleine's programs for many years. The nature of the disabilities of these riders precludes their transport by vehicles other than exclusive, dedicated vehicles staffed by specially trained personnel.

If we can be of further assistance, please call me at 858-576-2816.

Sincerely,

Todd Lordson
Transportation Coordinator
San Diego Regional Center



Mayor and City Council

September 11, 2024

San Diego Association of Governments
401 B Street
San Diego, CA 92101

Dear Review Committee:

The City of El Cajon strongly supports St. Madeleine Sophie's Center's request for paratransit vehicles and operating support through FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Grant Program.

El Cajon appreciates the services St. Madeleine Sophie's Center provides and understands the significant impact that their programs have on our community. It is important to note that along with providing transportation services to their adult students with developmental disabilities, St. Madeleine Sophie's Center also has an agreement with the City of El Cajon that makes their fleet available to the City in the event of an emergency.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Wells".

Mayor Bill Wells
City of El Cajon



San Diego Association of Governments
401 B Street
San Diego, CA 92101

Dear Review Committee:

Sacred Heart Schools from around the United States is pleased to support St. Madeleine Sophie's Center's request for para-transit vehicles and operating support through FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Grant Program.

For the past 15 years +, St. Madeleine's has donated the use of its buses and drivers for our Summer Service Learning Project. Sacred Heart Schools offers a ten day service learning opportunity open to our students 9th-12 graders from our schools around the United States. During summer vacation students apply and volunteer for service learning opportunities around the United States. St. Madeleine Sophie's Center has hosted our group for the past fifteen + years. We bring our students in and immerse them with the consumers in their daily activities. They go to the gallery, off site job employment, field trips, computers, gardening, arts and crafts, yoga, music, and swimming. Providing a friendly ear to listen and chat with the consumers, having lunch, greeting them at drop off and saying good bye at dismissal provides warmth and friendship. We hope by introducing and spending time with the consumers we can provide a forum to promote, provoke, discuss and think to the future about the endless opportunities for the developmentally disabled. We appreciate St. Madeleine's vehicles available to help us transport our participants.

Should you have any questions, please contact me at 773-262-4446

Sincerely,
Christine Crandall
Sacred Heart Schools
Chicago Ill 60660