



Meeting Agenda  
Monday, April 9, 2018  
Boulder County Transportation  
2525 13<sup>th</sup> Street, Boulder  
2:00-4:00 p.m.

*Collaborating for Accessible, Affordable, and Equitable Transportation*

## AGENDA

- I. Welcome & Introductions (10 min)**
- II. LCC Member Updates**
  - a. Social Media Inventory, Angel Bond
  - b. Outreach to Decision Makers:
    - i. April 11: RTD District O Telephone Town Hall
    - ii. April 13: CDOT Transit Town Hall Friday, 9-12pm, 4201 E. Arkansas Ave
    - iii. April 21: Croissants with Council, Lafayette
    - iv. April 21: Walkin' and Talkin' with Mayor Muckle, Louisville
  - c. Legislature: SB18-2014 (RTD) and HB18-1321 (Medicaid NEMT)
- III. Recruiting and Managing Volunteers by Mary Eldred (30 min)**

Volunteer Services Coordinator  
Boulder County Community Services  
[meldred@bouldercounty.org](mailto:meldred@bouldercounty.org)  
303.441.3718
- IV. Ride Together by Faye Estes & Valerie Robson (15 min)**
- V. Volunteer Driver Program Panel Discussion**
  - a. Regis Lindsay, Boulder County CareConnect: Volunteering to Serve Veterans
  - b. Jan Davies, Faith in Action: Recruiting Faith-Based Volunteers
  - c. Via Mobility Services: Family and Friends
  - d. Chris Shipps. Denver Region Mobility and Access Council: Accessing a Social Life
- VI. Needs and Solutions (5 min)**
  - a. What community needs and solutions did you identify during the meeting?
- VII. Conclusion**
  - a. Next meeting: Rural Outreach, Monday, May 14, 2018, 2:00-4:00 p.m.  
515 Coffman Street, 112S Public Meeting Room., Longmont, 80501

### Who are we missing?

We would love to invite the right groups/field/organizations/individuals to our meetings. If you have a contact or a suggestion for a presentation, please contact: [abond@bouldercounty.org](mailto:abond@bouldercounty.org)

### Needs and Solutions

If you identify any community needs or potential solutions throughout the meeting and presentation, please take notes here for group discussion.

Community Needs	Solutions

# Boulder County Local Coordinating Council

Date: April 9, 2018

Name	Organization	Signature	Circle all that Apply			Type of Org HS - Human Service TP - Transp Provider P - Planning M - Medical
			Clients Served 60+ - Older Adults PWD - People w/ Disabilities LI - Low-Income H - Homeless	Sector N-Nonprofit G-Gov't P-Private		
Jan Davies	Faith in Action	Jan Davies	60+ PWD LI H	N G P	HS TP P M Other	
Valerie Robson	Douglas County	Valerie Robson	60+ PWD LI H	N G P	HS TP P M Other	
Faye Estes	Douglas Cty.	Faye Estes	60+ PWD LI H	N G P	HS TP P M Other	
Eileen Mayne	City of Boulder	Eileen Mayne	60+ PWD LI H	N G P	HS TP P M Other	
Mary Elfred	BC Care Serv.	Mary Elfred	60+ PWD LI H	N G P	HS TP P M Other	
Lindsay Christopher	SPAN	Lindsay Christopher	60+ PWD LI H	N G P	HS TP P M Other	
Lisa Bitzer	Via Mobility	Lisa Bitzer	60+ PWD LI H	N G P	HS TP P M Other	
Cristina Balmaceda	Via Mobility	Cristina Balmaceda	60+ PWD LI H	N G P	HS TP P M Other	
Aaron Pastor	CPWD	Aaron Pastor	60+ PWD LI H	N G P	HS TP P M Other	
CHRIS WORTER SHIPS	DRMAE	Chris Worter	60+ PWD LI H	N G P	HS TP P M Other	
Michele Waite	City of Longmont	Michele Waite	60+ PWD LI H	N G P	HS TP P M Other	
Elaine Erb	BTC	Elaine Erb	60+ PWD LI H	N G P	HS TP P M Other	

# Boulder County Local Coordinating Council

Seth McCarey	Boulder County	Seth McCarey	60+ PWD LI H	N <u>G</u> P	HS TP <u>P</u> M Other
Nikki Shegda	eGo CarShare	Nikki Shegda	<u>60+</u> PWD <u>LI</u> H	<u>N</u> G P	HS <u>TP</u> P M Other
Nicole T. Bernard	Longmont Housing Authority	Nicole T. Bernard	<u>60+</u> <u>PWD</u> <u>LI</u> H	N <u>G</u> P	<u>HS</u> TP P M <u>Other</u>
Sue Prant	Community Cycles	Sue Prant	<u>60+</u> <u>PWD</u> <u>LI</u> <u>H</u>	<u>N</u> G P	<u>HS</u> <u>TP</u> P M Other
Tim Beal	Boulder Housing Authority	Tim Beal	<u>60+</u> <u>PWD</u> <u>LI</u> <u>H</u>	N <u>G</u> P	<u>HS</u> TP P M Other
Regis Lindsay	BOCC	Regis Lindsay	<u>60+</u> PWD LI H	<u>N</u> G P	HS <u>TP</u> P M Other
Brittany Pazzos	ACL	Brittany Pazzos	<u>60+</u> <u>PWD</u> <u>LI</u> <u>H</u>	<u>N</u> G P	<u>HS</u> TP P M Other
Angel Bond	MYA	Angel Bond	<u>60+</u> <u>PWD</u> <u>LI</u> <u>H</u>	N <u>G</u> P	HS TP <u>P</u> M Other
			60+ PWD LI H	N G P	HS TP P M Other
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			60+ PWD LI H	N G P	HS TP P M Other

***Collaborating for Accessible, Affordable, and Equitable Transportation***

**Meeting Minutes**

**I. Attendees:**

Jan Davies	Faith in Action
Valerie Robson	Douglas County Adult Services Program Manager
Faye Estes	Douglas County Mobility Program Manager
Eden Mayne	City of Boulder County
Mary Eldred	Boulder County Community Services
Lindsay Christopher	Safehouse Progressive Alliance for Nonviolence
Sue Prant	Community Cycles
Elaine Erb	Boulder Transportation Connections
Brittany Parsons	Association for Community Living
Lisa Bitzer	Via Mobility Services
Cristina Balmaceda	Via Mobility Services
Michele Waite	City of Longmont Senior Services
Tim Beal	Boulder Housing Partners
Chris Shipps	Denver Regional Mobility & Access Council
Nikki Shegda	eGo CarShare
Aaron Pasterz	Center for People with Disabilities
Scott McCarey	Boulder County Multimodal Division
Nicole T. Bernard	Longmont Housing Authority
Regis Lindsay	Boulder County Care Connect
Angel Bond	Boulder County Mobility for All

**II. LCC Member Updates**

- a. [Angel Bond](#) thanked LCC Member for taking the Social Media Inventory survey. The Advocacy Working Group will use the responses to create a one-page social media action plan to raise awareness of transportation as a basic need in Boulder County.
- b. Outreach to Decision Makers:
  - i. March 31: Lisa Bitzer and Christina Balmaceda attended City of Longmont Coffee with Council to discuss the importance of transportation and the LCC.
  - ii. April 11: [RTD District O Telephone Town Hall](#): LCC was encouraged to sign up for the RTD Telephone Town Hall and discuss the importance of the proposed Low-Income Pass Program.
  - iii. April 13: CDOT Transit Town Hall Friday, 9-12pm, 4201 E. Arkansas Ave; Angel Bond is attending and offered to carpool with anyone else interested in attending.
  - iv. ***VOLUNTEER NEEDED***: April 21: [Croissants with Council, Lafayette](#); The LCC needs someone to volunteer to attend this event to discuss the importance of transportation and the LCC.

- v. *VOLUNTEER NEEDED: April 21: [Walkin' and Talkin' with Mayor Muckle, Louisville](#)*. The LCC needs someone to volunteer to attend this event to discuss the importance of transportation and the LCC.
- c. Legislature:
  - i. *SB18-2014 (RTD)*: The bill prohibits the regional transportation district from offering new discount fare or incentive programs adopted after the effective date of the bill without prior legislative approval. The LCC is opposed to this bill. It looks like the bill will die due to lack of support, but if it moves forward the LCC will decide on the most appropriate advocacy strategy.
  - ii. *HB18-1321 (Medicaid NEMT)*: The bill requires the department of health care policy and financing (department) to create and implement a method for meeting urgent transportation needs within the existing nonemergency medical transportation benefit under the medical assistance program. Michele Waite noted that any expansion of NEMT services should also be accompanied by increased funding as the current reimbursement rates do not cover the full cost of a trip. The LCC also discussed the need to address NEMT reimbursement fee parity between commercial and nonprofit providers. Fact sheet attached.

### **III. Recruiting and Managing Volunteers**

- a. Mary Eldred gave a presentation on the Justice System Volunteer Program, which recruits volunteers to work with at-risk youth, jail inmate clients, victims of crime, and youth in detention. Due to the vulnerability of the people the program works with, it is imperative to have a rigorous volunteer vetting process. The Justice System Volunteer Program posts volunteer opportunities online through sites, such as [volunteermatch.org](#), [volunteer.unitedwayfoothills.org](#), and on the Boulder County website. They have an extensive application process and conduct a full background check using the FBI database, in addition to conducting in-person interviews to ensure the volunteer is a good match for the program requirements. The program encourages volunteers to practice self-care to avoid compassion fatigue as a result of the difficult cases they are working with. The program has approx. 120 volunteers, many of whom work 2hr a week and are instrumental to the success of the program. Annually volunteer hours are valued at approx. \$317,000 in-kind hours. For questions regarding her presentation contact Mary Eldred, Volunteer Services Coordinator, Boulder County Community Services [meldred@bouldercounty.org](mailto:meldred@bouldercounty.org), 303.441.3718.

### **IV. Ride Together by Faye Estes & Valerie Robson**

- a. *Ride Together* is a partnership between the faith-based community, LYFT and Douglas County to provide transportation assistance to older adults, low-income families, single parents, people with disabilities and others in Douglas County. The idea arose as a way to meet the transportation challenges of the Winter Shelter Program for homeless families. They created a Transit Community Fund, to which volunteer drivers donate their proceeds to fund trips for clients, who can take a ride from a corporate or volunteer driver. If the clients use a corporate driver, that trip is paid for out of the Transit Community Fund, eliminating the need to coordinate volunteer driver availability with the client's scheduling needs. After the pilot period and program evaluation, they will make changes to the program mechanics to ensure long-term sustainability. For questions




regarding this program contact Faye Estes, Mobility Program Manager, Douglas County, [festes@douglas.co.us](mailto:festes@douglas.co.us), 303-814-4317 (presentation attached).

- V. Volunteer Driver Program Panel Discussion: Volunteer driver programs fill an important gap in the transportation network by providing trips that are beyond the geographic and/or hours of service for traditional transportation networks. Volunteers are always in demand that the LCC is dedicated to promoting volunteer recruitment efforts either through social media or posting flyers for volunteer driver programs.
- a. *Boulder County CareConnect*: [Regis Lindsay](#) discussed their volunteer driver program, which provides transportation to medical appointments outside of Boulder County and transportation for veterans to VA facilities as far away as Cheyenne, WY. BCCC gets the majority of their volunteers from tabling events and provides mileage reimbursement for volunteers.
  - b. *Faith in Action*: [Jan Davies](#) discussed their volunteer transportation to community events and appointments with doctors and hospitals in private automobiles that are not wheelchair equipped. FIA gets the majority of their volunteers by working with several faith-based organizations in Boulder County. Their services are free but drivers may or may not accept money for gas.
  - c. *Via Mobility Services*: [Lisa Bitzer](#) discussed their volunteer driver program and Family and Friends mileage reimbursement program. Via uses volunteer drivers for trips that their paratransit vehicles cannot make, but clients can request volunteer drivers. If Via cannot provide a ride with paratransit or volunteer drivers, they will offer mileage reimbursement to the client through the Friends + Family Program for mileage expenses of family members, friends or neighbors who provide a qualifying trip. Via gets most of its volunteers through word of mouth. Volunteers provide trips in Via owned vehicles.
  - d. *DRMAC Rides*: [Chris Shipps](#) discussed DRMAC pilot volunteer driver program in Arapahoe County to help drive young adults with intellectual and developmental disabilities (I/DD) (18-26 years old) who cannot drive themselves maintain their independence by providing them with rides to various appointments and social events. Trips are provided 5-9pm, which is beyond the service hours of traditional human services transportation providers. DRMAC Rides gets most of its volunteers from families who have children with I/DD and provides mileage reimbursement for volunteers.

VI. **Conclusion**

- a. Next meeting: Rural Outreach, Monday, May 14, 2018, 2:00-4:00 p.m.  
515 Coffman Street, 112S Public Meeting Room., **Longmont**, 80501
  - i. State Demography Office Presentation
  - ii. Downtown Colorado, Inc. Rural Outreach
  - iii. LCC Member Spotlight: The Association for Community Living





**Boulder County**  
Local Coordinating Council  
*Transportation is a Basic Social and Economic Need*

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## LCC MEETING

APRIL 9, 2018  
2:00-4:00 PM

## LCC Location Change

- LCC Meetings, 2<sup>nd</sup> Monday, 2:00-4:00 pm
- Rotate Meeting Between Longmont & Boulder
  - ▣ Odd Months: 515 Coffman St., Longmont
  - ▣ Even Months: 2525 13th Street, Boulder

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## Agenda

- ▣ Welcome & Introductions
- ▣ LCC Updates
- ▣ Recruiting and Managing Volunteers
- ▣ Ride Together
- ▣ Volunteer Driver Panel
- ▣ Needs and Solutions
- ▣ Conclusion



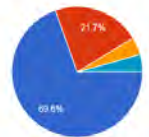
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## LCC Updates

- Social Media Inventory
- Creating an Action Sheet

Which Social Media Platforms does your organization use the most?  
23 responses



Social Media Platform	Percentage
Facebook	69.6%
Twitter	21.7%
Instagram	7.0%
Google+	1.7%
None	0.0%
Facebook and Twitter equally	0.0%



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## Advocacy Working Group







### LCC Stakeholders

- Faith Leaders
- Mental Health
- White Paper





## Advocacy Working Group

### Engage Decision Makers

- April 11: RTD District O Telephone Town Hall;
- April 13: CDOT Transit Town Hall Friday, 9-12pm, 4201 E. Arkansas Ave
- April 21: Croissants with Council, Lafayette;
- April 21: Walkin' and Talkin' with Mayor Muckle, Louisville
- April 30, Chat with Council, Boulder

## Advocacy Working Group




### RTD Affordable Fares

- Mile High Connects Packet
- Pass Program Working Group
  - Proposed Fare Increases (one-way)
    - \$3 local (\$2.60 current)
    - \$5.25 regional (\$4.50 current)
    - \$10.50 airport (\$9.00 current)
  - Youth Discount:
    - Free under 12
    - 70% Discount ages 13-19
  - Low-Income Pass Program
    - 40% Discount for 185% FPL
- Together Colorado




## Advocacy Working Group




### State Legislature

- SB18-204 (RTD)
- HB18-1321 (NEMT)






 **Presentations** 

**Recruiting & Managing Volunteers, Mary Eldred**

- Volunteer Services Coordinator
- Boulder County Community Services
- [meldred@bouldercounty.org](mailto:meldred@bouldercounty.org)
- 303.441.3718

 **MOBILITY FOR ALL** 

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 **Presentations** 

- Douglas County Ride Together
  - Faye Estes & Valerie Robson



 **MOBILITY FOR ALL** 

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 **Panel** 

- Regis Lindsay, Boulder County CareConnect: Volunteering to Serve Veterans
- Jan Davies, Faith in Action: Recruiting Faith-Based Volunteers
- Lisa Bitzer, Via Mobility Services: Family & Friends
- Chris Shipps, Denver Region Mobility and Access Council: Accessing a Social Life

 **MOBILITY FOR ALL** 

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**NEXT MEETING:**

Monday, May 14, 2018, 2:00-4:00 pm  
State Demography Office and Downtown Colorado, Inc.



## **Please Support HB18-1321 Efficient Administration of Non-Emergency Medical Transportation!**

**Sponsors:** Representative McKean and Representative Arndt, Rep. Ginal, Senator Moreno and Senator Martinez Humenik, Senator Kefalas

### **What the bill does?**

The bill requires the Department of Health Care Policy and Financing (HCPF) to create and implement a method for meeting urgent transportation needs within the existing nonemergency medical transportation benefit under the medical assistance program. This method would be available state-wide for those who qualify for the benefit.

### **Why the bill is needed?**

- Medicaid contracts Non-Emergency Medical Transport (NEMT), through the metro area transportation broker, requires a 24-hour notice for transporting patients. This notice is not always possible in instances where there is not a scheduled discharge time, or the driver misses the patient pickup.
- Short notice non-medical transportation requests like in patient hospital discharges can take 3-7 hours to fill.
- This would allow the medical service provider and facility to access a list of approved providers who can meet the urgent transportation needs such as hospital discharges and other uses as determined by the Department.
- Ensuring that patients are transported in a timely manner reduces health care costs and protects the patient from any unnecessary delay in care.
- The list of approved transportation providers would be required to have obtained the necessary background checks, drug tests, training and vehicle inspections as required by the state department.

### **Supporters:**

UCHealth, National MS Society, Healthier Colorado, Spinal Cord Injury Recovery Project, Chronic Care Collaborative, CO Public Health Association

Prepared by Fofi Mendez, 720-530-6914 (Denver Health) Chris Howes 303-246-5753 (EMTAC) and Megan Wagner 720-234-1914 (Fresenius).

## Ride Together



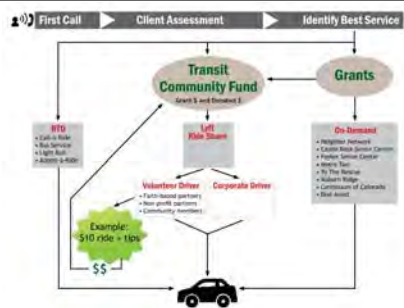
Faye Estes, Mobility Program Manager  
Valerie Robson, Adult Services Program Manager

Community Development  
Community and Resource Services

## Ride Together

- Partners:
  - Lyft
  - The Rock Church
  - Douglas County
  - Neighbor Network
  - Metro Taxi

Community Development  
Community and Resource Services



Community Development  
Community and Resource Services

## Ride Together

Coupon Codes	100% grant funded*	\$10 off coupons
Eligibility	<ul style="list-style-type: none"><li>130% of poverty</li><li>DC Resident</li></ul>	<ul style="list-style-type: none"><li>200% of poverty</li><li>DC Resident</li></ul>
Trip Types	Employment, Local Priority, Medical and Grocery	Any, promote connection to RTD services
Trip Limits	24 one-way trips per person	24 one-way trips per person

\*Grant funded trips are limited

Community Development  
Community and Resource Services



## Lyft

Volunteer Driver  
signs up on Lyft's  
Drive to Donate

Attend Volunteer  
Onboarding Event

Start providing  
rides

- Driver proceeds are donated to a Transit Community Fund
- Concierge - Dispatching software

Community Development  
Community and Resource Services

## The Rock Church



- Volunteer Driver Recruitment
- 501c3 Transit Community Fund




Community Development  
Community and Resource Services

## Douglas County

- Grant funding
- Oversight of the call center
- Hosted onboarding events

Community Development  
Community and Resource Services

## Neighbor Network

- First Call
  - Assessing residents for best service option
  - Use Concierge to dispatch rides for residents




Community Development  
Community and Resource Services

## Metro Taxi

- Providing ADA accessible trips



## Outcomes

- 395 total free rides
- 145 \$10 off coupons

## Lessons Learned

- Smart phone is required
- Adjusted messaging
- Program requirements

## Ride Together



Faye Estes, Mobility Program Manager  
Valerie Robson, Adult Services  
Program Manager





Boulder County CareConnect  
**BCCCC**



► How to **CONTACT US:**

WEBSITE [www.careconnectbc.org](http://www.careconnectbc.org)  
EMAIL [info@careconnectbc.org](mailto:info@careconnectbc.org)  
PHONE 303.443.1933  
ADDRESS 6325 Gunpark Drive #F  
Boulder, CO 80301



**Thank you...**  
**TO THESE COMMUNITY**  
**& BUSINESS PARTNERS:**



The Community Foundation  
BOULDER COUNTY



Medical Mobility  
provided in partnership  
with Via Mobility Services

## Volunteer-powered **SERVICES FOR SENIORS**

Pursuing our passion for connecting  
volunteers with Boulder County's seniors  
through services that help adults 60+ stay  
in the comfort of their homes.



# Will you be a part of it?

**Boulder County CareConnect**  
provides **volunteer-powered  
services** that help local seniors  
**stay safe and live more  
independently.**

We are also the local hub for the national  
Senior Corps RSVP volunteer program.

**BCCC**

does **great things**  
for us **live-aloners...**  
the kinds of things that  
my **family members** could  
do back in the old days.  
It's **such a relief** to call  
someone who can **help.**

—Marilyn, age 91



Supporting local seniors since 1972.  
A 501(c)3 nonprofit.

Boulder County CareConnect  
**BCCCC**



Boulder County CareConnect volunteers touch thousands of lives while alleviating isolation, fostering independence, enhancing safety and security, and supporting aging in place.



## Safety Net Services

Our safety net programs are designed to assist seniors 60+ who are in need. Services are provided at no charge for those who cannot pay, through donations from those who can.



### CARRY-OUT CARAVAN

Volunteers take weekly phone-in grocery orders, shop at a local grocery store, and deliver groceries to clients' homes. Clients are responsible for payment of their groceries.



### MEDICAL MOBILITY

Volunteers use their personal vehicles to escort elder clients to and from medical appointments. *Medical Mobility is provided in partnership with Via Mobility Services.*



### FIX-IT

Experienced volunteers provide minor home repair, grab bar installation, walker and wheelchair repair, and more.



### YARDBUSTERS & ICEBUSTERS

Volunteers shovel sidewalks in winter and help maintain yards in summer. *Provided in partnership with McGuckin Hardware.*

## ► How to REQUEST SERVICES:

Learn details about all of our programs at:

WEBSITE [www.careconnectbc.org](http://www.careconnectbc.org)  
EMAIL [clientcare@careconnectbc.org](mailto:clientcare@careconnectbc.org)  
PHONE 303.443.1933

## Volunteer Today...

### TO ASSIST LOCAL SENIORS

It's easy to volunteer with Boulder County CareConnect! Our volunteer opportunities fit most any age, ability, and schedule. Have fun, learn, and connect with your community while making a big difference in the lives of elders!

## Senior Corps RSVP

### 55+ VOLUNTEER PROGRAM



Are you age 55-and-better, looking for a volunteer opportunity to fit your interests, skills, and schedule? Boulder County CareConnect is the local hub for the national Senior Corps RSVP program. RSVP matches 55+ volunteers with meaningful opportunities throughout Boulder County. Mileage reimbursement and supplemental insurance are available.

## ► How to VOLUNTEER:

For volunteer opportunities and application:

WEBSITE [www.careconnectbc.org](http://www.careconnectbc.org)  
EMAIL [volunteers@careconnectbc.org](mailto:volunteers@careconnectbc.org)  
PHONE 303.443.1933 ext. 402

Be a  
part of it!

### LEARN. VOLUNTEER. DONATE.

Your kindness makes a big difference to Boulder County seniors in need. There are numerous ways to support Boulder County CareConnect and our mission to help local adults 60+ stay in the comfort of their homes.

## ► How to DONATE:

WEBSITE [www.careconnectbc.org/give](http://www.careconnectbc.org/give)  
EMAIL [info@careconnectbc.org](mailto:info@careconnectbc.org)  
PHONE 303.443.1933

Tell me more: Please send information to me on how I can become involved in providing or receiving compassionate help and support.

Name: \_\_\_\_\_ Address \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Congregation (if applicable) \_\_\_\_\_

I am interested in \_\_\_\_\_ Volunteering \_\_\_\_\_ Receiving Support \_\_\_\_\_ Helping with financial need Enclosed is \$ \_\_\_\_\_

One-time gift \_\_\_\_\_ Monthly pledge \_\_\_\_\_ Quarterly pledge \_\_\_\_\_ My contribution is \_\_\_\_\_ in memory of \_\_\_\_\_

in honor of \_\_\_\_\_

Make checks payable to Ability Connection Colorado and send c/o Faith in Action 801 Yosemite Street, Denver, CO 80230

Or donate on line at [www.abilityconnectioncolorado.org/support/faith-action/](http://www.abilityconnectioncolorado.org/support/faith-action/)

Faith In Action  
c/o Ability Connection Colorado  
801 Yosemite Street  
Denver, CO 80230



Assisting adults with disabilities with activities of daily living, including transportation, while developing their Circle of Friends within faith-based communities.

**Jan Davies**

Lead Coordinator  
303 666-9312

[jdaviesfia@aol.com](mailto:jdaviesfia@aol.com)

[www.abilityconnectioncolorado.org](http://www.abilityconnectioncolorado.org)

A Program of Ability Connection Colorado



## How can we get our Faith Based/Community Organization involved?

- By contacting the Faith in Action office at 303 666-9312 and letting us come to your organization to help recruit and train volunteers.
- By establishing a person who is willing to be a Facilitator. This person will work with the project coordinator to make connections with volunteers and friends in need.
- By making a time commitment of one to four hours each month.

## What Happens When They Are Involved

- Assesses the various needs of the community.
- Organizes and maintains a Faith in Action project.
- Recruits, trains, motivates and recognizes volunteers.
- Strengthens the community ministry by helping people who have a need.

### Additionally

- Strengthens our community by linking the formal and informal networks of supports.
- Invigorates the life of our community through the capacity of volunteer caring.
- Helps to fill the gaps in services for people who may not "qualify" for other assistance.
- Develops a capacity to fully welcome people with disabilities.

## For Volunteers Faith in Action can:

- Provide an experience of faith in action, especially for pre-teens through seniors.
- Improve the quality of life for friends in need.
- Provide a ministry to those in the community who otherwise may not be able to fully participate.

## Through Providing:

Transportation

Help with leisure Activities  
(Music)

Community outings

Companionship

Respite for caregivers

Organizational Skills

Yard/Garden help

Paint and "fix up"

Telephone and email

Regular contacts

Small moving projects

## For Friends in Need, Faith in Action can:

- Strengthen bonds between friends and neighbors resulting in safer stronger communities.
- Decrease isolation, connecting friends and neighbors together for mutual support.
- Allow persons with a need to participate to a greater extent in the life of the community.
- Enable families to have released time in care-giving for a family member.

We all need to recognize the seeds of hidden gifts, To water those seeds and watch them grow.

*Father Robert C. Lord*

By working together we overcome obstacles that we are unable to change by working alone.

*George Ducharme,  
"One Candle Power"*

The church community can and should be a source of strength and support to families and individuals affected by a disability.

*Sheila Stop her Yoder  
"Religious Inclusion"  
One Pilgrims' Learning's  
"Disability Solutions"*



# AT A GLANCE

## Via Paratransit

Via's Paratransit program provides wheelchair accessible, door-through-door transportation to seniors, people with disabilities, and others living with mobility limitations.

We operate in **19 communities** including all of Boulder County, Erie, Estes Park, Brighton and the 1-70 Corridor.

**Service is available within communities and between communities.** Days and hours of operation vary widely by community.

### Trip Cost:

- \$3 one-way within most communities
- \$2 one-way within smaller rural communities
- \$6 one-way between communities

### To Register:

Call 303-444-3043

Monday - Friday, 8:00 am - 5:00 pm

## Friends + Family

Occasionally, Via can't provide the service you need. But we're still here to help.

Our Friends and Family Program **reimburses Via riders for the mileage expenses** of family members, friends or neighbors who provide a qualifying trip when Via cannot.

### Reimbursement Restrictions:

- \$0.50 per mile
- \$12.50 max per trip
- Max \$100 per month

All requests must be made in advance and you must be a registered rider to qualify for the Friends and Family Program.

### To Register:

Call 303-444-3043

Monday - Friday, 8:00 am - 5:00 pm



If your transportation needs are not listed above, please call 303-444-3043 or visit us online at [viacolorado.org/services](http://viacolorado.org/services).

## Travel Training

With patience and practice, an individual can safely, confidently and independently use accessible public transportation (RTD) to expand travel options. **We're with each trainee every step of the way.**

### Travel Training Includes:

- In-home visit with an expert travel trainer
- Determining travel goals
- Individualized travel training plan and instruction
- Identifying landmarks
- First-hand experience using public transit

### Who is eligible?

- Those living within the RTD service area

### To Register:

Call Susan Unger at 303-447-2848 ext. 1048

## Group Trips

Have a group that needs transportation? We can help!

Group trips are available in our service areas at an hourly rate. Our vehicles can accommodate 8 – 21 passengers.

### Trip Cost:

- \$75.00 per hour on weekdays
- \$85.00 per hour on nights and weekends

### Other Details:

- A \$100.00 deposit is required to schedule a trip. This deposit will be applied to the total cost of the service.
- Cancellations made three days or less before the scheduled trip will result in forfeiture of the deposit.
- Trips must be a minimum of four hours.

### To Schedule:

Email Cristina Balmaceda at [cbalmaceda@viacolorado.org](mailto:cbalmaceda@viacolorado.org) or call 303-447-2848 ext. 1037  
Monday - Friday, 8:00 am - 5:00 pm



# EN UNA MIRADA

## Via Paratransit

Este programa provee transporte accesible para sillas de ruedas y servicio de puerta a puerta a personas de tercera edad, personas con discapacidades, y personas viviendo con limitaciones de movilidad.

Via tiene servicio en **19 comunidades** incluyendo todo el Condado de Boulder, Erie, Estes Park, Brighton y el I-70 Corridor.

**Servicio está disponible dentro y entre las comunidades.** Horarios y días de servicio varían ampliamente por comunidades.

### Costo de Viaje:

- \$3 un solo sentido dentro de la mayoría de las comunidades
- \$2 un solo sentido dentro de comunidades rurales más pequeñas
- \$6 un solo sentido entre comunidades

### Para Registrarse:

Llame al 303-444-3043

Lunes a Viernes, 8:00 am - 5:00 pm

## Familia y Amigos

Ocasionalmente, Via no puede proporcionar el servicio que usted necesita. Aún estamos aquí para ayudar.

Nuestro programa de Familia y Amigos **reembolsa pasajeros de Via las millas recorridas por miembros** de familia, amistades o vecinos, quienes le proveen viajes que califican, cuales Via no puede proporcionar.

### Restricciones sobre el reembolso:

- \$0.50 por milla
- \$12.50 lo máximo por viaje
- Máximo de \$100.00 por mes

Todas las solicitudes tienen que ser pedidas por adelantado, y el pasajero tiene que estar registrado para calificar para el programa de Family and Friends.

### Para Registrarse:

Llame al 303-444-3043

Lunes a Viernes, 8:00 am - 5:00 pm

Si sus necesidades de transporte no están en la lista, llame al 303-444-3043 o visítenos en línea a [viacolorado.org/services](http://viacolorado.org/services).

## Travel Training

### Capacitación sobre el uso de transporte público.

Con paciencia y practica un individuo puede usar de manera segura, confiable e independiente el transporte público (RTD) para expandir sus opciones de viaje. **Estamos con cada aprendiz paso por paso.**

### Travel Training Incluye:

- Visita en su casa con un entrenador de viajes profesional
- Determinar metas de viajes
- Plan de entrenamiento de viaje individualizado y instrucción
- Identificar puntos de referencia
- Experiencia de primera mano usando el servicio de transporte público.

### Quien es elegible?

- Personas que viven dentro del área de servicio de RTD

### Para Registrarse:

Llame a Susan Unger at 303-447-2848 ext. 1048

## Viajes de Grupo

Tiene un grupo que necesita transporte? Nosotros le podemos ayudar!

Viajes de grupo está disponible en nuestras áreas de servicio con una tarifa por hora. Nuestros vehículos pueden acomodar 8-12 pasajeros.

### Costo de Viaje:

- \$75.00 por hora entre semana
- \$85.00 por hora noches y fines de semana

### Otros Detalles:

- Un depósito de \$100.00 es requerido para programar un viaje. Este depósito será aplicado al costo total del servicio.
- Las cancelaciones hechas 3 días o menos antes del viaje, resultarán en la pérdida del depósito.
- Viajes tienen que ser por lo menos de 4 horas.

### Para Programar Viajes:

Llame a Cristina Balmaceda a 303-447-2848 ext 1037 o mande correo electrónico a [cbalmaceda@viacolorado.org](mailto:cbalmaceda@viacolorado.org) Lunes a Viernes, 8:00 am - 5:00 pm





<https://www.drmac-co.org/volunteer/>



MAKE A DIFFERENCE

## Volunteer

**Help those with transportation limitations.**

Denver Regional Mobility & Access Council (DRMAC) is assembling a team of dedicated volunteer drivers to help drive adults with disabilities primarily within Arapahoe County.

Qualifications:

- Valid drivers license
- Acceptable motor vehicle record
- Passing a background check
- Ability to pass a driver certification that will lower your insurance premiums
- Your own reliable vehicle

If you are interested or would like more information about community transport please contact us today at:

Christopher Shipps

Manager: Volunteer Driver Program

303-861-3711 ext. 104



[Email Christopher](#)