**GRANTEE/PROJECT REPORTING FORM**

**Agency/Organization: CitiCare/Sierra Nevada Transportation Coalition Quarter #: 2**

# Project Director: Mark Tadder Reporting Dates: Jan 1 – March 31, 2017

# NGCDD GOAL 3, OBJ. 1, Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

# NGCDD Expected Outcome(s) of this project:

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

**NARRATIVE**

## Objective 1: Initiate pilot program providing rides to people in non-ADA service areas

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| **Activity 1A) Develop partnership with ride share companies.** | | |
| **WHAT** | **IMPACT OF ACTIVITY** | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, barriers encountered, resolutions to barriers recommended and/or implemented.  *As mentioned in the last report, neither Uber or Lyft were interested in having relationships with non-profits. Instead, we are setting up separate Lyft accounts for riders with IDD, into which we will deposit funds for rides. This in itself was a challenge because the mechanism for paying was not in place, due to SNTC’s financial policies which did not permit debit cards. During this quarter, we were able to open a separate account with a debit card to pay for rides. This took a board meeting to approve and trips to the bank by board members to set up account, get and activate debit card.* | What impact and/or change has this activity made in the lives of people with I/DD?  *TBD* | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  *N/A* |
| **Activity 1B) Develop collaborative model with N4.** | | |
| **WHAT**  Describe the steps taken, progress made, barriers encountered, resolutions to barriers recommended and/or implemented.  *We are currently collaborating with N4.* | **IMPACT OF ACTIVITY** | **HOW DO YOU KNOW?** |
| **Activity 1C) Fund part time dispatcher for N4 to enable the use of volunteer drivers when possible.** | | |
| **WHAT** | **IMPACT OF ACTIVITY** | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, barriers encountered, resolutions to barriers recommended and/or implemented.  *N4 is currently taking calls and doing intakes for the pilot.* *Intake includes review of program, putting the Lyft app on person’s smart phones; and load account with voucher. There is also follow along training at whatever level of support is needed.*  *Phone to be purchased.* | What impact and/or change has this activity made in the lives of people with I/DD?  TBD | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Activity 1D) 25 people with I/DD will receive 16 rides a year = 400 rides in a grant year.** | | |
| **WHAT** | **IMPACT OF ACTIVITY** | **HOW DO YOU KNOW?** |
| How many people with I/DD did you serve?  How many rides were provided?  What areas were those rides provided?  *4 intakes* | What impact and/or change has this activity made in the lives of people with I/DD?  TBD | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, benefits, etc.)  N/A |

**Objective2 : Conduct research about the rider desirability and fiscal feasibility as well as procedural enhancements, such as methods to charge a co-pay to Lyft/Uber riders.**

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| --- | --- | --- | --- | --- |
| **Activity 2A) Research interested partners to set up payment accounts for groups and individuals.** | | | | |
| **WHAT** | | **IMPACT OF ACTIVITY** | | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, information gained, lessons learned, barriers encountered, resolutions to barriers recommended and/or implemented.  *N4 has been working with several provider organizations who have joined N4. Now that the rides are about to start, we are hoping that these organizations will want to set up Lyft accounts for their clients. SNTC will be making presentations to SRC and VR regarding this opportunity during Q3.* | | What impact and/or change has this activity made in the lives of people with I/DD?  TBD | | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Activity 2B) Conduct surveys, follow up phone calls and focus groups with riders to determine impact of pilot project.** | | | | |
| **WHAT** | | **IMPACT OF ACTIVITY** | | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, information gained, lessons learned, barriers encountered, resolutions to barriers recommended and/or implemented.  *Community focus groups are planned for Mary and June to determine the need for the shared ride program and to get input from potential riders. These did not happen in Q2 because of difficulty in having insurance required to rent space in the focus group areas.* | | What impact and/or change has this activity made in the lives of people with I/DD and/or the pilot project?  \*How did each paid fare benefit the individual and the over-all project’s goals?  TBD | | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Activity 2C) Conduct surveys with sponsors to determine impact of pilot project.** | | | | |
| **WHAT** | | **IMPACT OF ACTIVITY** | | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, information gained, lessons learned, barriers encountered, resolutions to barriers recommended and/or implemented.  *N/A* | | What impact and/or change has this activity made in the lives of people with I/DD and/or the pilot project?  N/A | | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Activity 2D) Research ways to gather feedback from drivers to determine impact of pilot project.** | | | | |
| **WHAT** | | **IMPACT OF ACTIVITY** | | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, what information was made available, barriers encountered, resolutions to barriers recommended and/or implemented.  *Our plan is to contact drivers after the rides to determine if there are any problems or barriers.* | | What impact and/or change has this activity made in the lives of people with I/DD and/or the pilot project?  TBD | | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Activity 2E) Research ways to incorporate accessible vans into ride share programs.** | | | | |
| **WHAT** | | **IMPACT OF ACTIVITY** | | **HOW DO YOU KNOW?** |
| Describe the steps taken, progress made, what information was made available, barriers encountered, resolutions to barriers recommended and/or implemented.  *We checked on the Van Pool program with RTC to see if SNTC could get a van or use an existing van during work hours. This will not work because van pool vehicles must be leased to an established group all traveling together on a regular basis, like to work and home. We continue to work on this. We will be talking to RTC about using FTA 5310 funds to purchase a van or leasing a van from RTC.* | | What impact and/or change has this activity made in the lives of people with I/DD and/or the pilot project?  TBD | | Describe your methods of data collection (pre/post-tests, consumer satisfaction surveys, sign in sheets, successes stories, unexpected benefits, etc.)  N/A |
| **Additional Narratives** | | | | |
| **COLLABORATIONS** | **CULTURAL DIVERSITY** | | **TARGETED DISPARITY** | |
| Who were the agencies, businesses, groups, people you collaborated with on the above activities?  *N4, NNCIL, RTC, Lyft, SRC, BVR* | Who were the culturally diverse groups you reached out to, collaborated with or partnered with on the above activities?  *N4, NNCIL, First Transit, RTC, Uber, SRC, BVR* | | Describe the steps taken, progress made, barriers encountered, resolutions to barriers recommended or implemented for the underserved/targeted disparity sub-populations within the disability community identified in your grant application.  *Our focus groups will target people with IDD in the outlying areas who are underserved with transportation.* | |

PERFORMANCE MEASURES:

* **Report numbers for the current quarter only.** Do not duplicate activities/numbers reported in previous quarters, even if efforts continued this quarter. Continuing efforts can be reported in the narrative above.
* Provide numbers for any Performance Measures that apply to your project, being sure to include descriptions where asked.

Individual and Family Advocacy Performance Measures

# Consumer Satisfaction Survey Data

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| --- | --- |
| Number of surveys distributed to **people with I/DD** | 16 |
| Number of surveys distributed to **family members of people with I/DD** | 0 |
| Number of surveys distributed **to all** (includes professionals, people with I/DD, family members and other) | 16 |
| Number of surveys returned **in all** (includes professionals, people with I/DD, family members and other) | 0 |
| Number of surveys returned by **people with I/DD** | 16 |
| Number of surveys returned by **family members of people with I/DD** | 0 |

# Individual and Family Advocacy - OUTPUT MEASURES

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| --- | --- | --- |
| IFA 1.1 | Number of **people with I/DD** who participated in project activities designed to increase their knowledge of how to take part in decisions that affect their lives, the lives of others, and/or systems. You can get this number from the surveys received, sign in sheets or whatever method you prefer. | 24 |
| IFA 1.2 | Number of **family members of people with I/DD** who participated in project activities designed to increase their knowledge of how to take part in decisions that affect the family, the lives of others, and/or systems. You can get this number from the surveys received, sign in sheets or whatever method you prefer. | 2 |

# Over-All Consumer Satisfaction

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| --- | --- | --- |
| IFA 3 | The number of **people** satisfied with this project activity. This is IFA 3.1/3.2 on the Consumer Satisfaction Surveys. (Count professionals, people with I/DD, family members **and** other) | 15 |
| IFA 3.1 | The number of **people with I/DD** satisfied with this project activity. This is IFA 3.1/3.2 on the Consumer Satisfaction Surveys. | - |
| IFA 3.2 | The number of **family members of people with I/DD** satisfied with this project activity. This is IFA 3.1/3.2 on the Consumer Satisfaction Surveys. | - |

Systems Change Performance Measures

# SC Sub-output measures

|  |  |  |
| --- | --- | --- |
| SC 1.1.1 | The number of policy and/or procedures created or changed. Changes could include items created | 1 |
| Describe: *Intake and training for Lyft rides* | | |
| SC 1.2.1 | The number of statute and/or regulations created or changed. Changes could include items created, data could include items drafted. | 0 |
| Describe: | | |
| SC 1.3.1 | The number of promising practices created. | 1 |
| Describe: Lyft rides for people with IDD | | |
| SC 1.3.2 | The number of promising practices supported through Council activities. | 1 |
| Describe: Lyft rides for people with IDD | | |
| SC 1.3.3 | The number of best practices created. | 0 |
| Describe: | | |
| SC 1.3.4 | The number of best practices supported through Council activities. | 0 |
| Describe: | | |
| SC 1.4.1 | The number of people trained or educated through Council systemic change initiatives. This number reflects “others trained/educated”; it does **not** include people with I/DD or family members of people with I/DD. | 70 |
| Describe: 40 trained at SRC and 30 trained at joint senior advisory committee (Reno and Washoe County) | | |
| SC 1.5.1 | The **number of** Council supported systems change **activities** with organizations actively involved. | 2 |
| Describe: SRC training, Joint Senior committee | | |

# SC 2: Sub-outcome measures

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| --- | --- | --- |
| SC 2.1.1 | The number of policy, procedure, statute, or regulation changes improved as a result of systems change. Data could include statewide changes and local or organizational level changes. Improvement could be a result of the creation of, or a change to, a policy, procedure, statute, or regulation. | 0 |
| Describe: | | |
| SC 2.1.2 | The number of policy, procedure, statute, or regulations changes implemented. | 0 |
| Describe: | | |
| SC 2.1.3 | The number of promising and/or best practices improved as a result of system change activities. | 0 |
| Describe: | | |
| SC 2.1.4 | The number of promising and/or best practices that were implemented. | 0 |
| Describe: | | |

|  |  |
| --- | --- |
| Any other performance measures/numbers not reported above that you would like the Council to know about? |  |
| Describe: |  |

Additional Questions:

1) Were any products or deliverables created as a result of grant funds or efforts? No

2) If you are using the above products and or deliverables in your Performance Measure Data, what is your identified method of tracking the impact of the product/deliverables and the results? N/A

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| Definitions: |
| Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result. |
| Changed: The act of making or becoming different. |
| Created: To cause to come into being. |
| Implemented: To put into effect, put into action, put into practice, carry out, enact. |
| Improved: To make or become better, to raise to a more desirable condition, or quality. |
| Policy: A statement of how an organization or entity intends to conduct its services, actions, or business. Policies provide a set of guiding principles to help with decision making.  Procedure: A description of how each policy will be put into action. Procedures often outline who will do what; what steps will be taken, and which forms to use. |
| Policy and/or procedure change: A policy and/or procedure change reflects a course of action that has the potential to create or improve policies and/or procedures regarding services and supports that promote self-determination, independence, productivity, and integration and inclusion in all facets of community life. |
| Promising Practice: a practice with an innovative approach that improves upon existing practice and positively impacts the area of practice. The practice should demonstrate a high degree of success and the possibility of replication in other agencies or settings, but has not been tested. |
| Regulation: A rule or administrative code issued by governmental agencies at all levels, municipal, county, state, and federal. Regulations are not laws, but have the force of law since they are adopted under authority granted by statutes. |
| Statute: A law or other enactment made by a legislature and expressed in a formal document.  Statute and/or regulation change: A law and/or rule or administrative code that has the potential to improve laws, rules, or administrative codes regarding services, supports, and other assistance that promote self-determination, independence, productivity, and integration and inclusion in all facets of community life. |
| Trained, or educated: Training is an organized activity designed to give information and/or instructions to improve performance or help attain knowledge or skill; educated means to give information about something. This number would not include general public education (web-site hits, newspaper, social media, etc.) |

**Revised 9/30/16**