

**Statewide Senior Volunteer Transportation Program**  
**4<sup>th</sup> Quarter/Final Report**  
**(10/1/21-9/30/22)**

Background

The Memorial Foundation entered into a contractual agreement with the Southwest Tennessee Development District (SWTDD) on 11/1/2021 to serve as fiscal and administrative agent for the Statewide Senior Volunteer Transportation (SSVT) Grant through 12/31/22. The total amount of this Grant is \$832,433.75.

The 4<sup>th</sup> and final quarterly grant payment of \$208,109 was paid on 8/1/2022. We received the 4<sup>th</sup> Quarter Progress Report from SWTDD on 10/20/2022. The following highlights both their progress since 11/1/2021 when we assumed administrative oversight, and since the program’s inception in April 2018:

<u>Activity</u>	<u>YTD Totals (10/1/21-9/30/22)</u>	<u>Since Inception (4/1/18-9/30/22)</u>	<u>Goal Since Inception</u>
Number of Active SSVT Programs	28	28	26
Unduplicated Seniors Served	1,346	2,408	
Number of Trips Provided	30,590	96,123	15,000
Number of Approved/ Trained Volunteers	696	1,011	1,500



**Statewide Volunteer Transportation Network**

4<sup>th</sup> Quarter Report

FINAL REPORT

DATE RANGE: July 1, 2022-Sept 30, 2022

Senior Volunteer Transportation Network

**Quarter Breakdown:** 1<sup>st</sup> Quarter (October, November, December); 2<sup>nd</sup> Quarter (January, February, March); 3<sup>rd</sup> Quarter (April, May, June ); 4<sup>th</sup> Quarter (October, November, December)

Demographic Information	
	Quarter Total
Male	244
Female	894
Missing/Refused	16
Age	
60-64	93
65-69	156
70-74	183
75-79	206
80-84	200
85-89	186
90+	130

Race/Ethnicity	
	Quarter Total
White/Not Hispanic	973
Black/Not Hispanic	65
Hispanic	2
Asian	5
Other/Unknown	28
Missing/Refused	81

Activity	Quarter Total (June 2022-Sept 2022)	YTD Total (October 2021 – Sept 2022)	Grant Total (April 2018 – Sept 2022)/Stated Grant Goals
Unduplicated number of individuals served	880	1,346	2,408
Number of trips provided	6,324	30,591	96,123/15,000
Number of approved volunteers	561	696	1,011/1,500
Number of new programs implemented	0	7	25 new/ 5 legacy

Locations served this quarter		
Blount County (legacy)	Roane County (legacy)	Cocke County
Johnson County	Jonesborough	Sullivan County
Greene County	Putnam County	Overton County
Cumberland County	Warren County	Sevier County
Gibson County	Crockett County	Maury County
Lawrence County	Bedford County	Bradley County
Madison County (legacy)	Henderson County	Chester County
Hamilton County	Knox County (legacy)	Johnson City
McNairy County	McNairy County PLUS (veterans)	McMinn County
	Sequatchie County	
	Claiborne (not active)(legacy)	Oak Ridge (not active)

<b>Program Sustainability:</b>	
<b>Program Name</b>	<b>Sustainability Plan</b>
First TN AAAD: MyRide- Greenville	Partners for long term partnership are the Towne of Greeneville, MyRIDE Steering Committee and coordinator. They will work together to assemble community stakeholders that understand the value of this program in their community that bring patrons to their businesses. Identified partners for recruiting and maintaining volunteers are the Towne of Greeneville and the MyRIDE coordinator. The coordinator will approach churches and civic clubs along with conducting interviews with local news media that will be identified as partners. These groups will help make the program more visible to the public. Financial contributions from FTAAAD to start at end of grant period. Funds collected for yearly membership fees and round trips are to be utilized as needed after grant period. Long-term partnership alliances with local businesses, churches and civic clubs already exist and will continue to be forged and strengthened by the coordinator.
First TN AAAD: MyRide- Jonesborough	Partners for long term partnership are the Jonesborough Mayor, Jonesborough Senior Center, MyRIDE Steering Committee and Coordinator. They will work together to assemble community stakeholders that understand the value of this program in their community that bring patrons to their businesses. Identified partners for recruiting and maintaining volunteers are the Jonesborough Senior Center and the MyRIDE coordinator. The coordinator will approach churches and civic clubs that will be identified as partners. These groups will help make the program more visible to the public. Financial contributions from FTAAAD to start at end of grant period. Funds collected for yearly membership fees and round trips are to be utilized as needed after grant period. Long-term partnership alliances with local businesses, churches and civic clubs already exist and will continue to be strengthened by the coordinator.
First TN AAAD: MyRide- Kingsport	Partners for long term partnership are the FTAAAD, MyRIDE Steering Committee and coordinator. They will work together to assemble community stakeholders that understand the

	<p>value of this program in their community that bring patrons to their businesses.</p> <p>Identified partners for recruiting and maintaining volunteers are the FTAAAD and the MyRIDE coordinator. The coordinator will approach churches and civic clubs along with conducting interviews with local news media that will be identified as partners. These groups will help make the program more visible to the public.</p> <p>Financial contributions from FTAAAD to start at end of grant period. Funds collected for yearly membership fees and round trips are to be utilized as needed after grant period. Long-term partnership alliances with local businesses, churches and civic clubs already exist and will continue to be strengthened by the coordinator.</p>
<p>First TN AAAD: MyRide Johnson County</p>	<p>Partners for long term partnership are the Johnson County Mayor, Johnson County Senior Center, MyRIDE Steering Committee and coordinator. They will work together to assemble community stakeholders that understand the value of this program in their community that bring patrons to their businesses.</p> <p>Identified partners for recruiting and maintaining volunteers are the Johnson County Senior Center and the MyRIDE coordinator. The coordinator will approach churches and civic clubs that will be identified as partners. These groups will help make the program more visible to the public.</p> <p>Financial contributions from FTAAAD to start at end of grant period. Funds collected for yearly membership fees and round trips are to be utilized as needed after grant period. Long-term partnership alliances with local businesses, churches and civic clubs already exist and will continue to be forged and strengthened by the coordinator.</p>
<p>First TN AAAD: MyRide Johnson City</p>	<p>Partners for long term partnership are the FTAAAD, Johnson City Senior Center, MyRIDE Steering Committee and coordinator. They will work together to assemble community stakeholders that understand the value of this program in their community that bring patrons to their businesses.</p> <p>Identified partners for recruiting and maintaining volunteers are the FTAAAD, The Johnson City Senior Center and the MyRIDE coordinator. The coordinator will approach churches and civic clubs that will be identified as partners. These groups will help make the program more visible</p>

	<p>to the public. Financial contributions from FTAAAD to start at end of grant period. Funds collected for yearly membership fees and round trips are to be utilized as needed as the grant period expires. Long-term partnership alliances with local businesses, churches and civic clubs will be one of the top priorities of the coordinator.</p>
<p>Southwest AAAD:          Located in East TN, Overseen by SWAAAD          MyRide- Empower Cocke County</p>	<p>Empower MyRide has commitments from the county for \$8000 per year and from the city for \$7000 per year once the grant ends. Empower has been certified with cyber grants front door and is now verified for Walmart round up program. January 2023 will be the ten year anniversary of the nonprofit we plan to do an anniversary giving campaign as well. The board has voted to continue the program and keep the program coordinator on staff even after the grant ends. Ballad health is also a possible partner of \$8000. A funding request has been submitted. We plan to expand the program once the grant ends to those in recovery for a greater fee than what Seniors pay. We hope this will ensure sustainability of the program.</p>
<p>Southwest AAAD:          Located in East TN, Overseen by SWAAAD          MyRide- Sevier County Program</p>	<p>MyRide of Sevier County will continue to seek donors, sponsors through the churches and the community. We will continue to visit churches and community organizations and share what MyRide does and express the growing need for volunteer drivers and donors. We currently have the TPO grant as well as a grant from the county. In addition, we will seek out other grant opportunities to offset the expenses of this ministry.</p>
<p>Southeast AAAD:          MyRide Southeast TN- Bradley County          MyRide Southeast TN Hamilton County          MyRide McMinn County          Sequatchie County MyRide</p>	<p>Southeast Tennessee Area Agency on Aging and Disability is committed to continuing operations and support of the MyRide program. Based on feedback from riders, the community, and various community needs assessments – there continues to be a gap in transportation service options for older adults. We recognize that volunteer-based programs cannot meet all the transportation needs of the community; we hope that the MyRide program can continue to be one of the solutions to help bridge the gap. SETAAAD will continue to fund the MyRide program through the following funding streams:          Title IIIB Support Services – Older Americans Act;          5310 Federal Transportation funding; Revenue</p>

	<p>from rider membership and ride fees; Grants and Fundraising efforts as appropriate and available. SETAAD's strategy for sustainability included the decision to delay aggressive solicitation of other funding support and focus on building the program with funds already in place. As the time for seeking other funding support approaches, SETAAD is well prepared to do so. We now have in place an established, successful program with positive outcomes that are proven and can clearly demonstrate a return on investment when presented to possible funding partners. There is much untapped potential for funding support and SETAAD's strategy to establish MyRide before tapping into that potential, positions us well for securing needed funding going forward.</p>
<p>Upper Cumberland AAAD:  MyRide Upper Cumberland- Putnam County  MyRide Upper Cumberland- Cumberland County  MyRide Upper Cumberland- Warren County  MyRide Upper Cumberland- Overton County</p>	<p>Since SVTN is coming to an end, we have reached out to the stakeholders and community partners to possibly help sustain the program with additional funding. We have educated the MyRide participants about UCHRA Public Transportation and how to utilize UCHRA's transportation options with their local offices. The UCHRA Public Transportation offices will offer travel training and mobility management to ensure they have a successful transition, if we are unable to secure funds to sustain the program.</p>
<p>South Central TN- Lawrence County</p>	<p>MyRide Lawrence is operated by the Lawrence County Senior Citizens Center, and the Center Director worked with the County Executive to secure an annual county appropriation of \$10,000 specifically for MyRide Lawrence. The program receives a lot of random donations from the community, along with the membership fees and ride fares that help provide additional income. They are also applying for grants, when applicable, for MyRide. In addition to the \$10,000 County appropriation and other donations, the South Central TN Area Agency on Aging &amp; Disability (SCAAD) will also be granting \$10,000 in Title III-B Transportation funds to support the ongoing operations of MyRide Lawrence. The SCAAD will also continue to pay the annual license fee for MyRide programs to continue to use the Assisted Rides software program to schedule rides, manage members financial accounts, manage volunteer records, and to document rides, as well as use it for their main reporting tool to gather and report data for possible future funding.</p>

<p>South Central TN- Bedford County</p>	<p>MyRide Bedford has been providing rides since March 2020 and is operated by the Shelbyville-Bedford County Senior Citizens Center. The Center Director has secured and committed \$7,000 annual contribution from the local highway department fund to the MyRide Bedford. MyRide Bedford is also applying for grants, where eligible and appropriate. In addition to the \$7,000 County Highway appropriation and other donations, the South Central TN Area Agency on Aging &amp; Disability (SCAAAD) will also be granting up to \$10,000 in Title III-B Transportation funds to support the ongoing operations of MyRide Bedford. The SCAAAD will also continue to pay the annual license fee for MyRide programs to continue to use the Assisted Rides software program to schedule rides, manage members financial accounts, manage volunteer records, and to document rides, as well as use it for their main reporting tool to gather and report data for possible future funding.</p>
<p>South Central TN- Maury County</p>	<p>MyRide Maury started providing rides in March 2021 under the first contract. Now, with MyRide Maury being operated by the Maury County Senior Citizens Center since March 2022, the program has taken off and has been very successful. The MyRide Coordinator is very well known and respected in the community, which has boosted the community exposure. The Center Director and MyRide Coordinator has received an \$8,000 grant from the Tennessee Commission on Aging &amp; Disability that will help with the general operations of the program. In addition to the \$8,000 grant and other donations, the South Central TN Area Agency on Aging &amp; Disability (SCAAAD) will also be granting \$10,000 in Title III-B Transportation funds to support the ongoing operations of MyRide Maury. The SCAAAD will also continue to pay the annual license fee for MyRide programs to continue to use the Assisted Rides software program to schedule rides, manage members financial accounts, manage volunteer records, and to document rides, as well as use it for their main reporting tool to gather and report data for possible future funding.</p>
<p>Southwest AAD: West TN MyRide Madison County Henderson County</p>	<p>In order to promote sustainability of our senior transportation program we plan to utilize funds from numerous potential sources which include</p>

Chester County	the following: Federal agencies and programs, grants and contracts from local, state and/or national foundations, contributions from partner organizations, donations and fundraisers as well as fees collected from clients for services provided. We will do outreach in our communities and continue to recruit volunteers and increase program awareness. We plan to share the value of the program to our members and stakeholders, as well as the community, in order to encourage more involvement with West TN Myride.
Southwest AAAD: MyRide McNairy County McNairy Co PLUS (Veterans)	McNairy County was very interested in supporting the MyRide McNairy County and Myride McNairy County PLUS programs. They plan to use local funds and do fundraising to sustain both programs at the end of the grant.
Northwest AAAD: MyRide- Northwest TN- Gibson County MyRide- Northwest TN – Crockett County	We will continue to search for funds to sustain the program upon the ending of the grant and operate as long as possible. Volunteers and funding have been a challenge due to the rural location of the programs.
CAC Knox County	CAC-Knox County plans to continue to sustain the program in various ways. We will continue to receive funding from the Federal Transit Administration. Since we have our own fleet of vehicles, we maintain our vehicles through the County Fleet Service Center. We charge \$3.00 for each one-way trip – total of \$6.00 round trip and we do not charge for extra stops. Riders are welcome to pay above what they owe, as a donation. We have participated in a few small fundraisers. Upon occasion, we do receive donations from family members when a loved one passes away, or sometimes a local group will make a donation towards our program. We have a sponsor for our Driver Safety Course we provide FREE to our volunteer drivers. We also ask for community sponsors/donations occasionally for volunteer appreciation or rewards for volunteer recognition.
Blount County Office on Aging SMiles	SMiles provides essential transportation to those 60+ and non-drivers in Blount County, TN. We are a legacy program under SVTN and will continue to operate/sustain once the grant period has ended with county, grant, fundraising and local partnerships.
Round About Roane	The Round About Roane program has been honored to be a part of this grant program. It greatly served our riders and allowed our program



	<p>to grow. Unfortunately, COVID-19 has lessened the number of volunteer drivers that we had pre-pandemic. We hope as time goes on we will see our number of volunteers increase. Round About Roane, as a legacy partner, was functioning as a division of the Roane County Office on Aging prior to the grant funding and will continue as such. Staffing for the program is provided through the Roane County Office on Aging. The program will continue to fundraise and seek grant opportunities to ensure that Round About Roane can continue and thrive to serve the transportation needs of seniors in Roane County.</p>
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**Senior Volunteer Transportation Network (SVTN) Highlights/Accomplishments 2018-2022**

The Senior Volunteer Transportation Network (SVTN) was created out of a vision to meet a need the TN Area Agency on Aging & Disability directors recognized was happening across Tennessee. Since the inception of SVTN in April of 2018, the network has served close to 2,500 people with “door through door” transportation services utilizing a network of more than one thousand Tennessee Volunteers across the entire state. Those volunteers have given numerous hours and driven many miles to provide more than 96,000 trips to the older adults across our state since 2018.

The AAAD directors wrote and received a grant in 2018 for \$3.6 million to build the Senior Volunteer Transportation Network. The network was lead by 5 legacy programs that were already in operation in several districts across the state. Four of those programs were located in the East Tennessee counties of Blount, Roane, Claiborne and Knox, while one was in Madison County in Southwest Tennessee. The network chose for the administration and funding of the network to flow through the Southwest Tennessee Development District’s Area Agency on Aging & Disability (SWAAAD) which housed the Madison County legacy program “MyRide West TN.”

The First TN District located in Johnson City launched 5 new programs during the grant term. This district launched more new programs under the grant than any other of the participating districts. Johnson County, Jonesborough, Kingsport and Greenville are under full operation. The last program, Johnson City has 5 volunteers ready to begin giving rides soon. Although four of the programs struggled through the pandemic and had a challenge getting their volunteers to return, the volunteers in the First TN district have provided over 17,000 rides to 315 people during the grant term. They were able to recruit almost 100 volunteers to accomplish these goals. All of these programs will be sustained through community partnerships, stakeholders, and continue to search for grant funds as they come available through state and local agencies.

MyRide TN SE, operated by the Southeast AAAD in Chattanooga, TN launched 4 new programs. Bradley and Hamilton counties were the first 2 counties to launch in Southeast TN and have been fully operational for almost 2 years. McMinn and Sequatchie counties have recently launched in 2022. All four programs continue to recruit riders and volunteers by attending community meetings such as

expos, health fairs, and health councils. They have also utilized billboards, direct mailers, and personalized articles in local papers. All of these efforts have more than doubled the number of inquiries for both volunteer and rider opportunities. The Southeast program has provided over 7,000 rides to more than 200 riders with its volunteer base of 200 people. This district plans to sustain their programs utilizing Title IIIB Older Americans Act funding, 5310 Federal Transportation funding, membership revenue, and other grants and fundraising as available.

The Upper Cumberland Development District contracted with the Upper Cumberland Human Resource Agency to operate the MyRide Programs. This district launched 4 new programs: Cumberland, Putnam, Warren, and Overton counties. These programs have served 144 individuals with over 7,600 rides, and utilized close to 100 volunteers. Since SVTN is coming to an end, UCHRA plans to educate MyRide participants about their public transportation options, as other funding opportunities are searched.

MyRide Lawrence, MyRide Bedford and MyRide Maury were started in the South Central district under the direction of the AAAD located in Mt Pleasant. MyRide Lawrence was one of the very first new programs to launch under the SVTN grant in November 2018. Bedford County was one of the "pandemic" programs as its original launch date was March 2020. Despite those challenges, this program continues to serve its members. MyRide Maury was the last program launched in the South Central district. Combined, these 3 programs have served 222 riders with more than 8,000 rides with close to 100 volunteers. These 3 programs operate independently in the 3 local county senior citizens centers. South Central AAAD will grant each program \$10,000 each in Title IIIB Federal funding to help the sustainability of these programs. The AAAD will also be paying for each of the programs' software licenses as they continue to search for other grant opportunities.

Northwest AAAD, located in Martin, TN was able to launch 2 very rural programs in their area. The Gibson County and Crockett county programs have served almost 70 riders with 1,500 rides utilizing only 9 volunteers. These programs struggle due to their very rural location and distance from many doctor offices and other locations desired by the riders. Both programs have struggled with keeping volunteers due to high gas prices and distances of the rides. The AAAD will continue to operate the programs as long as possible, but volunteers and funding have been a huge challenge for this mostly rural district.

Sevier and Cocke counties were launched during the early part of the grant by East Tennessee AAAD. However, due to unforeseen circumstances, those programs were given over to Southwest AAAD to manage. Appointed as the lead agency under this grant, the Southwest district picked up and oversaw these two programs. Both of these programs continued to flourish over the past few years, despite a struggle during the pandemic. MyRide Sevier County, run by the local faith based agency LIVEIT Ministries, has provided almost 2,500 rides with 30 volunteers. MyRide of Sevier County will continue to seek donors and sponsors through the churches and the community. They currently several private grants as well as a grant from the county. In addition, they plan to seek out other grant opportunities to offset the expenses of this ministry. Empower MyRide Cocke County is in its third year of operation in the distressed, rural county. Empower is a local nonprofit whose goal is to fight against poverty and depression in the heart of Appalachia. They have provided 1,732 trips to over 30 riders and plan to keep the program going. Empower MyRide has commitments from the county for \$8000 per year and from the city for \$7000 per year once the grant ends. Empower will continue to ask for local donations and search out other funding opportunities to ensure sustainability of the program.

MyRide West TN is located in the Southwest district. Southwest AAAD was responsible for overseeing all of the SVTN partners, distributing funding, and overseeing East TN launched programs. They were also able to launch 4 new programs and maintain the original legacy program in Madison County. Henderson County was the first new program to launch in the Southwest area in 2019. Chester County, McNairy County, and McNairy County PLUS (which serves veterans) all launched in 2022. While Madison and Henderson counties struggled through the pandemic, the programs did reach out to the riders and did errands and shopping trips. This was a much needed service all throughout the pandemic. During this time, program volunteers also sent cards and made phone calls to the riders. While the programs couldn't provide rides, these adjustments supported the local riders as needed. Through one legacy program and 4 new programs, Southwest has provided over 7,500 rides to 217 people, utilizing 134 volunteers. Southwest Area Agency will continue to operate Madison, Henderson and Chester County programs through the AAAD utilizing Title IIIB funds and other grant funds. MyRide McNairy and McNairy PLUS are currently being funded by the local county government, churches, and community partners.

Lastly, SVTN would not be the network it is without the legacy partners who paved the way. As mentioned above, Madison County is a legacy program located in the Southwest district. However, four other legacy programs have been a big part of the SVTN grant. Claiborne County was an original legacy partner located in East TN. They provided 429 trips before the program suffered closure due to problems within the county government. Round about Roane, also a legacy partner, located in Roane County provided almost 2,000 trips during the grant term.

Knox County and Blount County are the original founders of the volunteer transportation programs in Tennessee. Both of these programs continued to lead the way for this new network. Knox County Volunteer Assisted Transportation (VAT) provided over 22,000 rides during the grant term and utilized almost 100 volunteers. They continue to be the only program who provides rides to not only those who are 60+ but also people with disabilities who require assistance to travel safely. VAT will continue to spread awareness of the program within the Knox County community. They will continue to apply for the 5310 funds that the FTA awards as well as explore more ways for additional funding; such as available grants, fundraising, partnerships and local donations. Blount County originally launched in 2013 and has provided over 20,000 rides during the grant period. They have provided more than 40,000 rides since their inception in 2013 and covered 313,436 miles, a great accomplishment for this long standing program. Blount County utilizes county, grant, fundraising and local partnerships to sustain its program.

The Senior Volunteer Transportation Network grant through the Chancery Court of Davidson County and most recently, the Memorial Foundation, has funded a much needed door through door transportation service for the older adults in Tennessee. The 30 programs fostered through this grant have grown and much exceeded the original grant requirement of 15,000 rides, by providing over 96,000 over the last 4 years. As the population in Tennessee continues to age, with the +60 population surpassing all other age groups in the near future, it is our hope that these programs will continue to grow and meet the transportation needs across the state.

<b>Memorial Foundation SVTN Grant Final Expenditures</b>			
Southwest	\$ 281,333.75	Southwest launced 3 new Programs, kept 2 older programs (with 1 being a legacy) operational during the grant period. They also administered the SVTN funds and overseen the other partners during the grant period.	3 new (Memorial), 1 new (Chancery), 1 legacy = 5 Total
First	\$ 152,900.00	First TN launced 1 new program and kept 4 older programs operational during the grant period.	1 new (Memorial), 4 new (Chancery) = 5 Total
Southeast	\$ 126,300.00	Southeast launced 2 new programs and kept 2 older programs operational during the grant period.	2 new (Memorial), 2(Chancery) = 4 Total
UpperCumberland	\$ 107,900.00	UC launced 1 new program and kept 3 older programs operational during the grant period.	1 new (Memorial), 3 new Chancery = 4 Total
South Central	\$ 74,500.00	South Central kept 3 programs operational during the grant period.	3 new (Chancery)
Northwest	\$ 59,500.00	Northwest kept 2 programs operational during the grant period.	2 new (Chancery)

Sevier	\$ 15,000.00	Southwest oversaw the launch of the Sevier and Coker programs in East TN during the original SVTN grant period. Southwest chose to give both of these programs funds to operate on during the new Memorial grant period. Both programs remained operational during the last year with the assistance of these funds.	2 new (Chancery)	
Coker	\$ 15,000.00			
<b>Total Expenditures</b>	<b>\$ 832,433.75</b>			
			5 Legacy received no funding during the last year with Memorial (4 in East TN and 1 in southwest)	
			1 Non operational Oak Ridge started new in East under Chancery	
			(2 not currently operating Claiborne Legacy & Oak Ridge)	
			28 Currently operational	
			New under Memorial	7
			New under Chancery	18
			Legacy	5
			Total Programs	30