



ANNUAL IMPACT REPORT 2016–2017



# On the Go

## Transportation Solutions for Older Adults

Community Need | What We Do | Who We're Helping | The Difference We Make | Volunteer Engagement

### Community Need

Lack of transportation puts already vulnerable seniors at greater risk for social isolation and poor health. **Without reliable transportation for essential services and social activities, older adults can easily become isolated, lonely, and at greater risk for health issues.** Research shows that isolation increases risk of mortality, contributes to cognitive decline and risk of dementia, increases vulnerability to elder abuse, and increases the potential need for long-term care.

In San Diego County, 27% of older adults live alone, and 46% report that isolation/loneliness negatively affects their quality of life.

Reliable transportation enables older adults to get to and from medical appointments, places of worship, shopping trips, and social activities.

In a sprawling region like San Diego reliable personal transportation is fundamental to individual well-being. Nationally, more than one third of adults over age 65, and more than half of those over 85, limit their driving to daytime hours because of health or physical problems. Nearly 25% of all older adults report trouble getting places with more than 33% reducing their travel due to health or physical problems.

The structure of transportation services available to San Diego's older adults is limited to specific geographic areas, times, and purposes that often do not correspond to individual needs and physical abilities. Only a small

number of transportation services offer the personalized assistance required by many seniors with physical and/or mental disabilities.

In San Diego County 8% of adults aged 60 to 74 identify transportation as a significant problem, and this number increases to 20% for adults over 75. With the number of older adults in San Diego expected to increase from the current total of 531,980, to 929,766 by the year 2030, without innovative transportation solutions, like those delivered by JFS, transportation will continue to be a significant barrier to this growing population.

Recognizing that easy, accessible, and affordable transportation is a critical tool for aging with dignity, maintaining community connection, and maximizing independence, JFS delivers extensive transportation services that meet the needs of older adults across San Diego County

### Compared with those who still drive, older non-drivers make:

 **15% fewer** trips to the doctor

 **59% fewer** shopping trips and visits to restaurants

 **65% fewer** trips for social, family, and religious activities



**A DECADE**  
of Earning Charity Navigator's Highest 4-Star Rating  
Only 1% of nonprofits nationwide can make this claim



**2016 California Nonprofit of the Year**



**Service Enterprise Certified**  
Engaging volunteer talent at all levels of the agency

## What We Do

*On the Go: Transportation Solutions for Older Adults* is Jewish Family Service's award-winning response to San Diego's urgent need for reliable, low-cost, and accessible transportation for local seniors.

*On the Go* addresses transportation barriers with a passenger-centered approach that enables seniors across 32 zip codes in San Diego County to access services when and where they need them with personalized door-through-door assistance. *On the Go* provided its 300,000th ride in June 2017!

Thanks to a significant \$1.75 million two-year grant from San Diego Association of Governments (SANDAG), generous funding from Charitable Adult Rides and Services (CARS), and individual donations, *On the Go* provides comprehensive transportation services to older adults ages 60+ through five primary services:

1. **Individual Rides** are provided through Rides & Smiles®, an award-winning service that connects older adults who need a ride with volunteer drivers. Rides & Smiles® volunteers provide door-through-door service and are trained to identify clients who may need additional JFS services or resources to remain healthy and independent. JFS also uses Lyft to provide rides when volunteer drivers are unavailable.
2. **Shuttle service** provides group transportation to JFS's Social & Wellness Centers for older adults,

and to destinations for shopping, errands, and religious services.

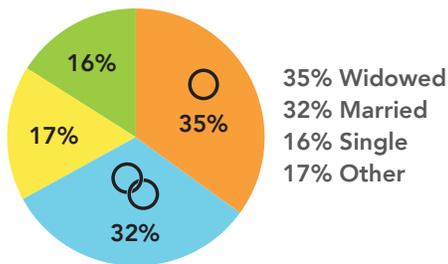
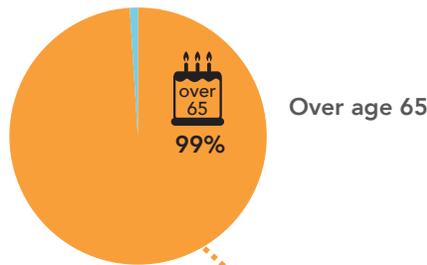
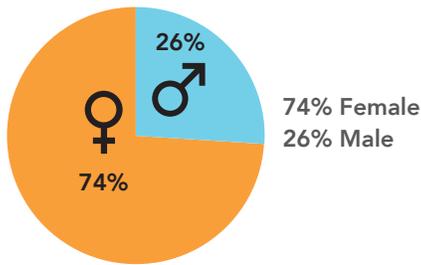
3. **Excursions** take groups on planned social outings to theaters, museums, Jewish cultural events, and tours of San Diego in JFS shuttles and busses.
4. **Fee-based Transportation** is provided through *On the Go Silver*, a premium service that accommodates special individual and group transportation needs.
5. ***On the Go Navigator*** bridges the technology gap that limits older adults' access to cost effective "on demand" transportation. Navigator provides ride scheduling via Lyft to connect older adults without smart phones to this innovative technology and JFS staff monitors the ride from start to finish giving a greater sense of security to the riders. With Lyft, JFS connects older adults to rides to religious events, shopping centers, and healthcare appointments and increases client's access to social participation and community support.

### A Leader in the Field

In addition to providing thousands of rides each year, JFS plays active leadership roles in all San Diego Social Service Transportation groups – Chair of the Council on Access Mobility (CAM), SANDAG's Social Service Transportation Committee (SSTAC), and Chair of the San Diego County Volunteer Driver Coalition (SDCVDC).



## Who We're Helping



One of the key features of *On the Go Navigator* is our staff's ability to monitor each a ride from a computer

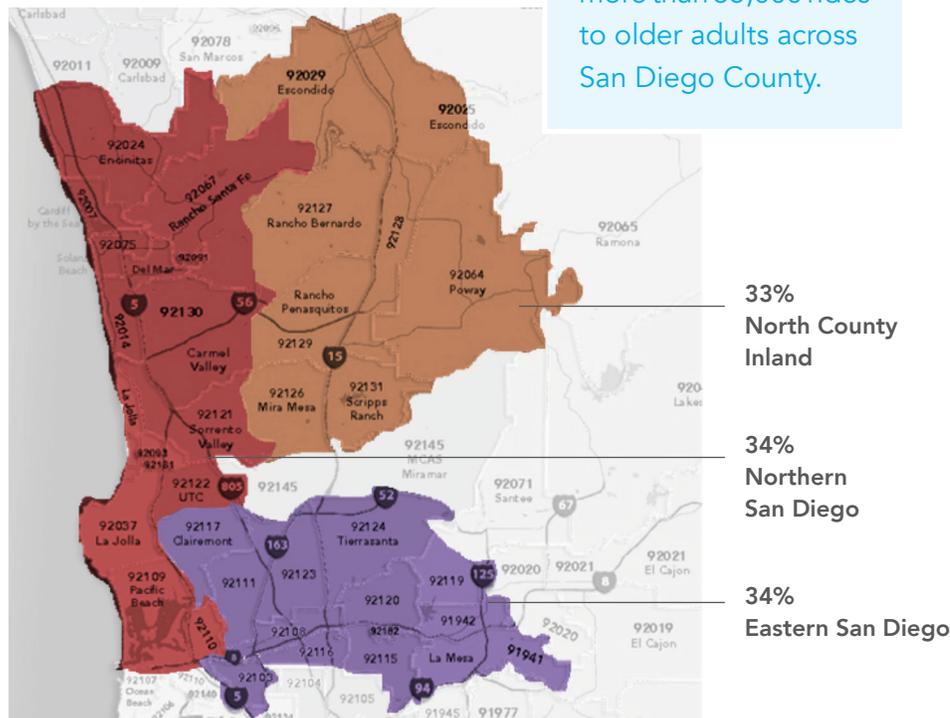
Danielle was ready to give up her keys, but not her independence. Her daughter, Karen, flew in from Seattle to help make a plan. Their first call was to *On the Go*. With *On the Go's* new *Navigator* service, Danielle can access safe, affordable, on-demand transportation anywhere in San Diego County — no app required. All she needs to do is call *On the Go* with a time and location, and we work directly with a Lyft driver to coordinate her door-to-door service.

Danielle now uses *Navigator* about once a week to do errands or go to appointments. She calls us in the morning, and we send a Lyft at her request. Back at home in Seattle, Karen feels more at ease knowing that we're monitoring her mom's rides from a computer and can get in touch with the driver at any time.

## Regional Distribution of Riders

*On the Go* provides rides in 32 zip codes across San Diego County.

Over the last year, *On the Go* provided more than 35,000 rides to older adults across San Diego County.



## Our Purpose

Jewish Family Service is a client-centered, impact-driven organization working to build a stronger, healthier, more resilient San Diego.

JOAN & IRWIN JACOBS CAMPUS  
Turk Family Center  
8804 Balboa Ave., San Diego, CA 92123  
volunteer (858) 637-3050  
information (858) 637-3000  
intake (858) 637-3210

[jfssd.org](http://jfssd.org)

## The Difference We Make

- 1,803 riders were enrolled in *On the Go* and had access to adaptable, accessible, affordable transportation.
- 99% of Rides & Smiles® riders reported that the program helped them maximize their independence, and 93% reported that the program increased their sense of community connectedness.
- 98% of Rides & Smiles® riders rated services as Good or Excellent.
- *On the Go* provided 1,437 rides to Jewish community events, including High Holy Day services at community synagogues and Israel Fest 2017.



Volunteer drivers Barbara & Jim give ride to *On the Go* client

With his wife Barbara's encouragement, Jim joined *On the Go* Rides & Smiles in 2012 and began providing rides during his summer breaks. He fell in love with the program and the people he transported. He now has a group of "regular riders" and has provided over 500 rides, so far.

Jim and his wife, who is also a volunteer, have become wonderful ambassadors for *On the Go*. Together, they share their positive experiences as Rides & Smiles volunteers around the community, encouraging others to join them.



Volunteers are  
the Heart of  
*On the Go*

1  
year

235  
volunteers

11,299  
hours

\$321,569  
value

In the last year, 235 volunteers donated 11,299 hours of their time to serve as Rides & Smiles® drivers, escorts, and office assistants. According to Independent Sector, the combined value of these volunteer hours is \$321,569 if JFS had to pay staff to deliver these critical services.