



**City of Annapolis**

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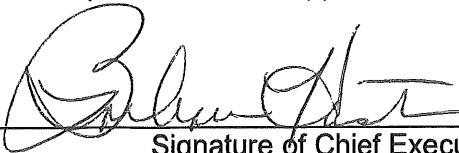
**Community Grant Application  
Deadline: January 22, 2016**

Organization name Partners In Care  
Contact Barbara Huston Title CEO  
Address 90 B Ritchie Highway, Pasadena, MD 21122  
Phone 410-544-4800 Fax 410-421-9105 Email barbarahuston@partnersincare.org  
Federal ID # 521911806  
Incorporation Date 10/1993 501(c)(3) Registration date 09/1995  
Project title Ride Partners  
Project location Annapolis

Amount requested \$ 10000.00  
Other funds \$ 251568.00  
Total project amount \$ 261568.00

**Certification**

**"I certify that** I have reviewed this application and that to the best of my knowledge and belief, all the information provided in this application is true."

 1/19/2016  
Signature of Chief Executive Officer Date

Print name Barbara Huston Title President/CEO  
Address 90B Ritchie Highway, Pasadena, MD 21122  
Phone 410-544-4800 Fax 410-421-9105 Email barbarhuston@partnersincare.org

## EXECUTIVE SUMMARY

Provide a brief summary of your project. Please be sure to include the following items: purpose of the project, number of people to be served, and how the city grant funds will be used.

For 23 years (since 1993) Partners In Care (PIC) volunteers have provided neighborly tasks that have proved critical for supporting older adults to age in place. Ride Partners is PIC's signature program in support of our mission to empower older adults to remain independent in their homes. We are applying to you now for funding for Ride Partners activities in Annapolis. Our Ride Partners volunteers who use their own cars, along with PIC's two wheelchair-accessible buses, ensure older adults have arm-in-arm, door-through-door transportation for medical appointments, grocery shopping, errands, and social activities. We serve seniors who often have few alternatives when they can no longer drive, often cannot afford taxis, and are often too frail to wait for buses. Therefore they rely on PIC's one-on-one Ride Partners to help them to get to important destinations. Funding from this request would support coordination of Ride Partners requests from older adults in the Annapolis zip codes of 21401, 21402, 21403 and 21404. During FY 15, 120 seniors were served. This year to date, 52 older adults have been served. We anticipate similar numbers for FY 2017.

## PERFORMANCE HISTORY

If you received Community Grant funds last year, please evaluate progress you have made in implementing those projects. Please discuss any factors that may have hindered your progress.

For the first time in FY 2106, Partners In Care was proud to receive grant funding from the City of Annapolis. During the first six months of the grant period, we have served 52 unduplicated individuals and have provided 529 trips for medical appointments, grocery shopping and other errands. Our volunteer drivers have accumulated 7,765 miles and provided 624 hours of time providing one-on-one, person-centered transportation for older adults. This is incredibly important to seniors who have limited resources and options for achieving activities of daily living.

## RATIONALE (20 Points)

Describe the issue or problem to be addressed including the size and/or severity of the problem. Provide the demographic data and geographic information used to determine the extent of the problem.

With Partners In Care's transportation programs and other services we are able to stabilize the often-precarious lives of older adults and their often-beleaguered caregivers. PIC's Ride Partners ensures that older adults receive the transportation that is critical for them to age in place.

The median income for Anne Arundel County ([www.census.gov](http://www.census.gov)) indicates that the median household income for Anne Arundel County 2009-2013 is \$87,430. Unfortunately, Many PIC members live on Social Security incomes of \$1,000 per month or less with no additional retirement plans. Many are women living alone. Others are not eligible for public assistance because they fall just above the allotted income level, so they struggle to make adjustments so they can remain in their homes. They cannot afford to move because moving is costly as well. Similarly, they cannot afford car payments, car insurance, or expensive taxi rides. Many frailer older individuals cannot drive even if they have a car, so they may miss important medical appointments leading to additional health problems and increased expensive visits to the emergency room.

Similarly, many older adults lack rides to stores to obtain healthy foods and do errands. Many become isolated because they don't have resources to leave their homes occasionally to participate in community life. PIC can help with all of the above.

A 2013 state estimate of the number of individuals age 60 and older in Anne Arundel County was 18.8%. State statistics in regard to demographic trends support PIC's goals and priorities for service to older adults. ([www.aging.maryland.gov](http://www.aging.maryland.gov)): Individuals between the ages of 80-84 are the fastest growing segment of the population. This cohort will grow in number, statewide, from 94,892 in 2010 to 219,255 by the year 2040. In 2010, 66% of Maryland's seniors resided in Anne Arundel and four other counties. Also, the number of older Marylanders in general is increasing. Of the nearly 5.7 million people in Maryland in 2010, 18.6% (1,058,253) were over the age of 60. The percentage is expected to increase to 25.8% of Maryland's projected population of 6.7 million by the year 2030.

PIC's Ride Partners fills in the gaps re needs of older adults identified in the Baltimore Area Coordinated Public Transit-Human Services Transportation Plan (September 2010, section 3-6 through 3-10). Examples follow:

-“Demand-responsive (transportation) is generally available weekdays and is constrained by capacity/dollars.” (PIC fills the gaps because volunteers and/or PIC's mobility buses can provide rides seven days per week and during later hours. We have many requests, for example, for Saturday dialysis appointments which may involve taking a person to dialysis and picking them up several hours later. Or we fill in the gaps re medical appointments after 3 p.m. when county vans are occupied taking seniors home from senior centers, etc.)

-“There is an urgent need to consider specific transportation issues, such as... multiple destinations, long travel due to multiple transfers, concerns about personal safety, the complexity of the system...” (PIC's mobility managers help frailer members coordinate a variety of transportation needs. For example, volunteer drivers can transport one individual to multiple destinations --perhaps stopping at the pharmacy after driving the individual to a medical appointment. Or a PIC bus can present an additional alternative. It is not unusual for an older adult living in Annapolis to be required to go to see medical specialists in Baltimore City, Columbia, or even Washington, D.C. Similarly, for a trip to the grocery store, a frailer older adult may need help carrying bags. PIC can do whatever is necessary to eliminate any constraints.)

Individuals 50 years of age or older may receive PIC services. PIC demographics are as follows: 80 years or older=29%; age 60-79=59%; age 50-59=12%; women=79%. The majority (88%) of our members have incomes of \$35,000 or less (300% of poverty level).

The number of rides by volunteer drivers last year in Anne Arundel County was over 6600. An additional 4200 rides were provided by our mobility buses. Clearly the need for PIC services is urgent with the increase of the aging population.

## PROJECT DESCRIPTION (30 Points)

Please give a detailed description of the program or project you are proposing. Please include the group of persons you plan to serve and the number of expected participants, the activities or services you will provide and location.

PIC is seeking funding for the Ride Partners program in Annapolis, Anne Arundel County to provide transportation to older adults in zip codes 21401, 21402, 21403, and 21404. Ride Partners volunteers using their own cars provide one-on-one, arm-in-arm transportation for older adults who are unable to drive themselves, who are too frail to walk or wait for public transportation, and who cannot afford taxis and the expenses associated with owning a car. The number of expected participants is at least 100.

The Ride Partners program enables older adults to get rides to important medical appointments, rides to obtain healthy food on a regular basis, rides for errands such as haircuts, and rides to church or other social engagements in order to avoid the isolation that lack of transportation often creates. Additionally, other agencies count on Partners In Care to "fill-in-the gaps." For example the county Department of Aging and Disabilities (DOA) relies on Partners In Care to transport older adults to late afternoon appointments and other times not available via DOA. Also, as stated in the previous section, PIC volunteer drivers can transport one individual to multiple destinations --perhaps stopping at the pharmacy after driving the individual to a medical appointment. Or a PIC bus can provide additional alternatives and fill in additional gaps. DOA vans operate on a semi-fixed route system, and some frailer older adults cannot tolerate waiting for the van to drop them off and return to pick them up later. Also, it is not unusual for an older adult living in Annapolis to be required to go across county lines to see medical specialists in Baltimore City, Columbia, or even Washington, D.C. Similarly, for a trip to the grocery store, a frailer older adult may need help carrying bags. PIC's neighborly drivers can do whatever is necessary to eliminate any constraints regarding time geography, etc. and can allow caregivers or family member to go along on a given ride as needed. PIC can also offer specialized transportation services for groups to religious services, community activities, shopping centers, etc. Ride Partners is able to provide rides not only for non-emergency medical appointments but also for quality-of-life trips to the hair salon, to shopping malls, to visit loved ones in hospitals or rehab facilities, etc.

PIC's Ride Partners offers and "matches" rides for older adults every day via our volunteer driver program and wheelchair-accessible mobility bus program. With your support PIC will continue to meet the niche transportation needs of older adults in Annapolis who cannot access public transportation or who need support in and out of vehicles or who need to travel across county lines.

Describe the methodology (or approach) for the proposed program/project, e.g., the procedures, tasks, techniques, or tools you will use to develop the program

Partners In Care operates using an innovative time-exchange model. We form a "network" of care: everyone is called a "member" of PIC whether they are primarily providing services as a volunteer or whether they are primarily receiving services. There is no monetary cost to become a member of PIC or to receive services. Volunteer time of members is recorded in PIC's "time bank". Those primarily receiving services are encouraged to think about how they may use their own unique gifts and talents to "pay it forward" or give back at some point. No one is ever refused services. For example, someone who receives transportation may choose to do office or phone work or to donate items to the PIC resale boutique whose proceeds support all the programs of PIC. This model creates a "community of care"; members are empowered to be a part of a community, helping each other.

Members requesting rides phone the PIC office to schedule rides. Ride Partners Mobility Managers and volunteer dispatchers (PIC "matchmakers") work in the office to schedule rides and dispatch buses. Specialized task-matching software unique to PIC's model of time-exchange as well as detailed procedures for providing rides for older adults are used by those in the office to match and coordinate rides. All hours of service, destinations, miles accrued, and follow-up comments are entered into the system and are used in program monitoring and for reporting to funders.

Explain how this proposal relates to the organization's mission, goals and/or strategic plan, and other activities planned for this year.

Since 1993 the mission of Partners In Care has been to empower older adults to remain independent in their homes. In addition our goal has always been to help them remain engaged in their community, to give support and relief to family members and caregivers and enable members to take care of each other. PIC was created from an idea of three women who were interested in preserving and utilizing the talents of older adults and creating a community network. The tool of time-exchange with values of reciprocity, social capital and equality was infused into the culture of the program. Those values have thrived to this day.

Our Ride Partners program continues to be the signature program for Partners In Care Maryland. Through the years our efforts have multiplied and we now have a respected presence at four sites (2800 members) in Maryland including Anne Arundel County. Usually our members "find" PIC because they need a ride. However, soon they find that PIC can also help them with handyman repairs and with other personal issues we refer to "member care" which includes support for seeking out and applying for economic resources and other things older adults need in the community. Our goal remains to continue to grow all of our services at all sites every year as we have done year after year; however, this grant request is only to support the program coordination in Annapolis.

In an environment where the older population is growing, our goals and plans and initiatives are all centered around helping older adults age in place where they want to be.

Transportation remains one of the most pressing needs of older adults as they age in community, and our Ride Partners program always receives the most requests of any services available through Partners In Care.

Funding for this grant request will play an important role in helping us achieve our continuing mission in Annapolis.

### TIMELINE (10 Points)

Provide a timeline for implementation and all program/project activities for the project.

Date	Activity
07/16 - 09/16	Interview new members, monthly orientation for drivers, AARP safe driving course, ride scheduling
10/16 - 12/16	Interview new members, volunteer driver training mtg., monthly orientations, ride matching/scheduling
01/17 - 03/17	Interview new members, monthly orientations, AARP safe driving course, ride matching/scheduling
04/17 - 06/17	Interview new members, monthly orientations, PIC volunteer recognition event, match scheduling

Please indicate how you have determined that the timeline is achievable.

Partners In Care is an ongoing program, and the above timeline is based on historical information.

Describe the organization's ability to implement the request.

Partners In Care's model of time-exchange enables us to greatly leverage/multiply any funding received. Despite the sometimes-unpredictable economy, we have been able to provide services to thousands of older adults through the years.

We believe our history and our growth speak to our ability to implement this request. Originally housed at North Arundel hospital in 1993, our program began with 13 driver helping 13 riders get to medical appointments in an effort to improve mobility for seniors. The innovative approach to volunteerism and to aging-in-place attracted more members and the menu of services was expanded to include Repairs With Care. By 1999 the program had grown to 600 members. During the next decade PIC developed a resale boutique social enterprise to help sustain the mission, received national and international recognition and nearly quadrupled the number of members. Today at four sites more than 2800 members have signed up with Partners In Care. Each year members contribute more than 40,000 hours of time. We are able to sustain with a diverse funding stream, including individuals, corporate and government partners, multiple foundations, and our thrift store. PIC has received numerous awards, including the Program Achievement Award from the Maryland Gerontological Association in 2013 and the prestigious national Beverly Foundation STAR award for Transportation Excellence in 2012. PIC was spotlighted by the AARP Magazine and the national AARP bulletin as a solution for seniors seeking to stretch limited resources. PIC received Standards of Excellence certification in 2014.

### EVALUATION (20 Points)

Clearly state the specific, goals, objectives, and measurable outcomes of the project/program.

Goals	Objectives	Measurable Outcomes
To keep older adults in their own homes and engaged in the community	Provide one-on-one, door-through door transportation options	Number of trips, hours of service, types of destinations, miles of transportation

Describe the impact (long-term effects) you expect will be produced by program/project outcomes.

The primary goal is to sustain a person-centered program to support older adults. By achieving our short-term objectives of transporting our members to important destinations, and providing services so that they can stretch limited resources, we also make possible the following long-term effects:

1. Members will manage chronic conditions in primary settings avoiding unnecessary hospitalization.
2. Neighborhoods will remain stable with older adults aging in place.
3. Economic well-being of older adults will result in less strain on public budgets.
4. Older adults will avoid premature use of institutional care.

### BUDGET DOCUMENTS (20 Points)

Include a detailed program budget that includes expenses, city funds requested and pending sources of support. Please use the attached Program/Project Budget Format.

Outline the organizations plans for securing funding from sources other than those provided by the City of Annapolis and indicate how City of Annapolis' funds will be used to leverage a request for, or use of, other grant funds.

Funding for PIC's Ride Partners Program is through a variety of sources. The majority of the funding is from grants. Support from the City of Annapolis would be an important match for funding received through the Maryland Transit Administration.

Individual donations-\$15,000-ongoing annual campaign appeals

Earned income: \$60,000 - fares for mobility bus travel (non-member)

Grants-Requests Received -\$100,000 MTA

-Pending	\$19,000 Anne Arundel County Human Service
	\$15,000 AA County Womens' Giving Circle
	\$25,000 United Way of Central Maryland



## PROJECT BUDGET

Please complete the following budget chart for this project, including all budget items, the total budget for each item, and the funds that are being requested for each line item.

Budget item	City funds requested	Other funds	Source of Other funds (Federal, State, Private)	Is "Other funding" committed or requested?	Total project cost
Salaries/Benefits (list each position)					
Ride Partner Mobility MgrFT	\$	\$ 48800.00	Fed/Private	Committed	\$ 48800.00
RP Vol Driver MgrFT	5000.00	41000.00	Fed/County	Requested	46000.00
RP Mobility Bus MgrFT	5000.00	41000.00	Fed/Private	Requested	46000.00
4 Bus Drivers PT		56368.00	Fed/Private	Req/Com	56368.00
Contract Services		5000.00	Private	Committed	5000.00
Rent/Leasing Costs		7000.00	Private	Committed	7000.00
Utilities/Telephone (please specify)					
Utilities/Telephone		3000.00	Private	Committed	3000.00
Equipment					
Insurance		10000.00	Fed/Private	Requested	1000.00
Office Supplies		3000.00	Private	Committed	3000.00
Printing/Postage		2500.00	Private	Committed	2500.00
Audit/Accounting		2000.00	Private	Committed	2000.00
Other (please describe)					
Fuel		20000.00	Fed/Private	Req/Req	20000.00
Training/Travel		4000.00	Private	Req	4000.00
Vol Driver Mileage Reimb.		5500.00	State/Private	Requested	5500.00
Volunteer Recognition		2400.00	Private	Committed	2400.00
<b>Total Budget</b>	<b>\$ 10000.00</b>	<b>\$ 251568.00</b>			<b>\$ 261568.00</b>