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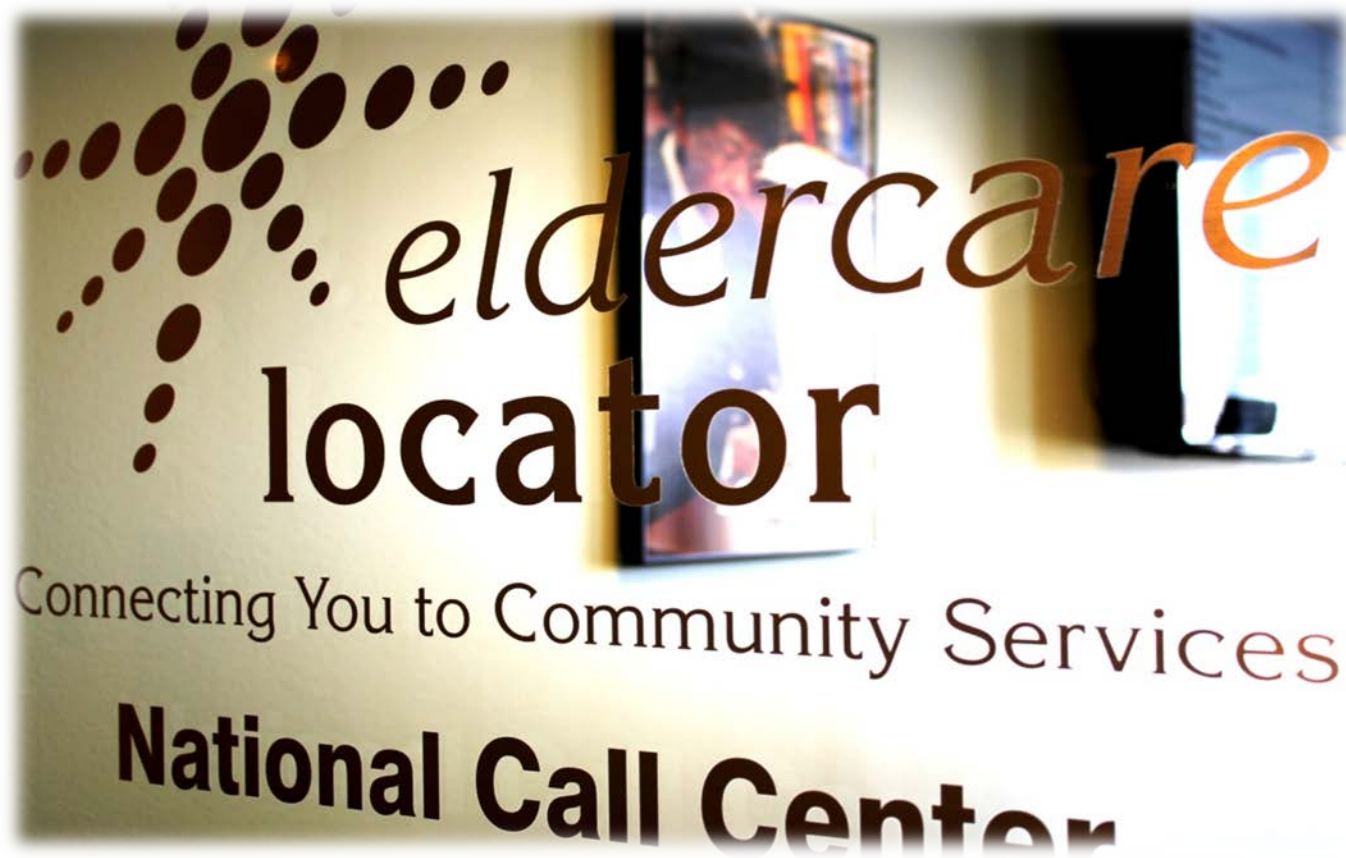


— *Celebrating 20 Years* —
Connecting You to Community Services

New Routes in Transportation Services

Alliance of Information and Referral Systems(AIRS)
I&R Training and Education Conference
May 25, 2016

The Eldercare Locator National Call Center





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2015 Call Center Statistics

Total Calls - 280,477

Emails - 3,553

Chats - 4,863

Caller Demographics

- **74%** Females
- **70%** Older adults seeking services
- **8%** Under 60 years of age
- **Learned of Services (Top 5):**
 - **50%** Federal, state or local government (Social Security, Medicare, FEMA, VA, HUD, & State Medicaid office)
 - **12%** Partner/professional organizations
 - **9%** Internet Search
 - **6%** Insurance providers
 - **4%** Newspaper, Radio, TV, & Social Media

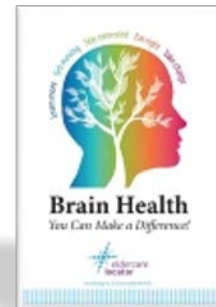
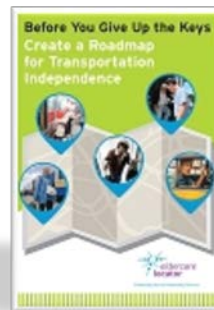


Purpose of Call Top Reasons

Top 5 Call Purpose	Total	%
Transportation- Callers requested information about Medical Appointment, General Transportation, and Older Driver Safety Education	32,981	12%
Housing Options- Callers requested information about Independent and Government Housing and Financial Assistance.	17,465	6%
In-Home Services- Callers requested information about Home/Chores, Personal Care and Medical Assistance.	14,626	5%
Health Insurance- Callers requested information about Supplemental Options, Claims/Bills and SHIP.	11,760	4%
Social Security- Callers requested information about Benefits, Change of personal information and Award Letters.	8,342	3%

Eldercare Locator Resource Center Store

Most Popular Brochures



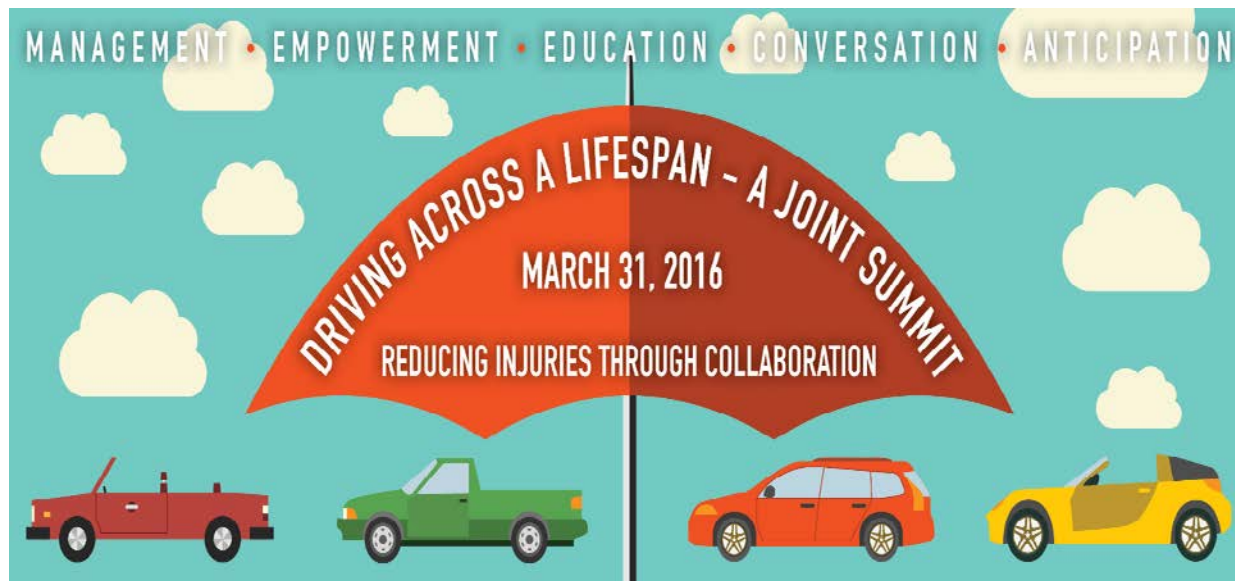
Before You Give Up the Keys Create a Roadmap for Transportation Independence

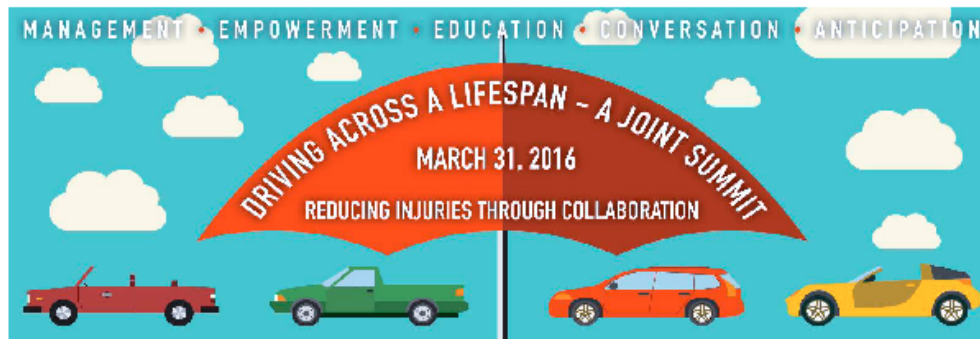


 **eldercare
locator**

Connecting You to Community Services

Innovative and Successful Approaches





Join the Georgia Department of Public Health, Shepherd Center, Governor's Office of Highway Safety, Safe Kids Georgia in a unique partnership development and educational event.

Event Location: Shepherd Center

Registration is \$50: Registration Portal: <https://www.shepherd.org/driving-summit>

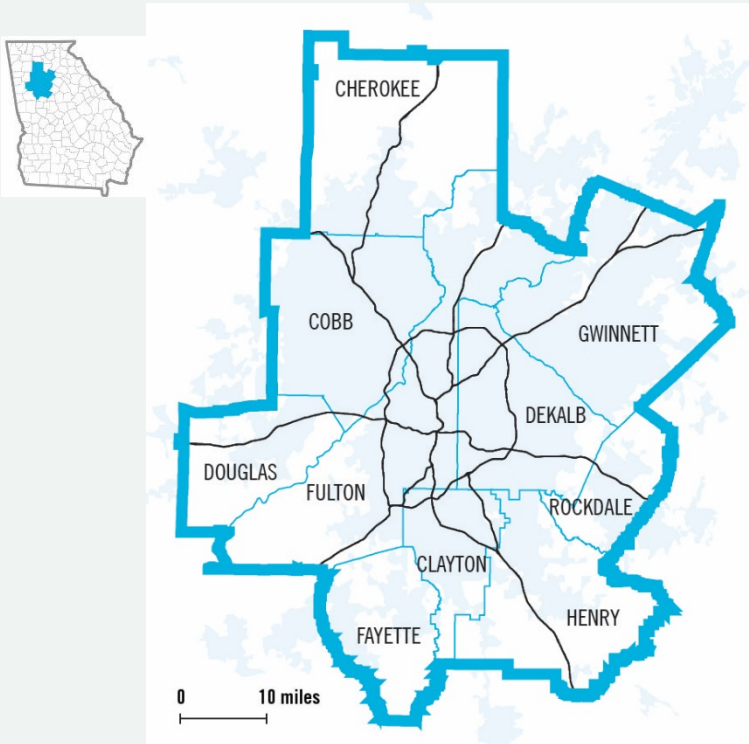
Draft Agenda

<i>7:30 am</i>	<i>Registration & Continental Breakfast</i>
<i>8:00 am</i>	<i>Welcome</i>
<i>8:30 am - 9:15 am</i>	<i>Opening Plenary Session: DOT</i>
<i>9:15 am - 9:25 am</i>	<i>Break & Session Travel Time</i>
<i>9:25 am - 10:25 am</i>	<i>Breakout 1</i>
<i>10:35 am - 11:35 am</i>	<i>Breakout Session 2</i>
<i>11:45 am - 12:45 pm</i>	<i>Lunchtime Plenary: NHTSA</i>
<i>12:55 pm - 1:55 pm</i>	<i>Breakout 3</i>
<i>2:05 - 3:05 pm</i>	<i>Breakout 4</i>
<i>3:15 pm - 4:00 pm</i>	<i>Closing Plenary Session: Setting up sustainable partnerships in your community (Emory)</i>
<i>4:00 pm - 4:30 pm</i>	<i>Closing remarks & Wrap-up</i>

For more information about sponsorship opportunities, vendors, and to get your name on the mailing list, please contact Elizabeth Head (Elizabeth.head@dph.ga.gov) or Emma Harrington (Emma_Harrington@shepherd.org)



What is Simply Get There?



A web enabled “one-call/one click” application project of the Atlanta Regional Commission:

www.atlantaregional.com

- Regional planning and intergovernmental coordination agency for the 10-county area.
- Dedicated to unifying the region's collective resources to prepare the metropolitan area for a prosperous future.
- Designated as the region's Area Agency on Aging

What is Simply Get There?

- VTCLI one-call, one-click award
- “Trip discovery” tool for public, private, specialized and volunteer transportation services
 - Similar to kayak.com
- Uses Software application
 - Pulls from two ARC-developed databases
- Responsive design for use on computers, tablets, and smartphones
- Unique to the Atlanta region
- **Includes specialized transportation**
 - Options for older adults and people with disabilities
- **Does not have scheduling capabilities**



Pilot Partners for Simply Get There



<http://www.simplygetthere.org/>

SIMPLY GET THERE

[Providers](#) [Sign up](#) [Log in](#) [?](#)

Trip > Options > Review > Plan [NEXT](#)

Trip Details [?](#)

Trip* [?](#) Round trip One-way trip

Trip Options*

- Bike
- Carpool
- Drive
- Specialized Services
- Vehicle for Hire
- Public Transit
 - Bus
 - Rail

Trip Purpose*

Departing From* [?](#)

Arriving At* [?](#)

Trip #1 (Outbound)*

Trip #2 (Return if round trip)*

[?](#) [NEXT](#)

About Simply Get There

SIMPLY GET THERE is a one-stop trip planning resource that makes it easy for you to find personalized transportation options, no matter where you live.

Your personalized instructions to get you there.

[Please click here for more information about transportation options in the Atlanta region. If you need someone to compare trip options by telephone, please call 404-463-3333.](#)



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1-800-677-1116
www.eldercare.gov



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