



CHW TRANSPORTATION PROGRAM

Team Contact: cie@helplinecenter.org

West River Contact: Leah Saiz

- 605.274.1422
- Leah.saiz@helplinecenter.org

East River Contact: Brittany Zephier

- 605.274.8793
- Brittany.zephier@helplinecenter.org

Procedures & Expectations

1. Each CHW user in the system must receive training in the Airtable tracker system and Lyft Concierge (if Lyft is used at that site) to receive a login.
2. After training, login invitations for one or both systems will come to the CHW's email.
3. Each CHW is required to document the following in the tracking system:
 - a. All rider information requested
 - b. The transportation or Lyft services provided to that rider
 - c. The social needs of the rider
 - d. Transportation barriers
 - e. Notes (if applicable)
4. The Transportation Program is intended to improve access to legitimate services that meet social needs such as health, employment, food, education, legal, and housing.

5. To the extent possible for the type of transit provider utilized, CHWs are responsible for ensuring that the Program meets social needs by verifying that the rider's drop-off location is applicable to the need identified.

CHW Transportation Lyft Policies

1. Current expectations are six rides (3 round trips) per individual via Lyft for social service's needs.
 - Our preliminary research has shown that 5 rides is our average per client.
2. It is at the discretion of the CHW to provide more than 6 rides. It is expected that the CHW document the reason, the barriers, and the other transportation avenues that were explored such as the local bus.
 - Example: CHW must document that the local bus stop is 6 blocks away from the client's home, and they can't walk that far using their cane, and no other options are available with door to door service.
3. CHWs can schedule Lyft rides 24/7. Each CHW site must determine their own schedule of when rides may be scheduled depending on when staff support is available.
4. Riders must be 18 years or older with a legitimate transportation barrier.
 - Must be 18 years or older to ride Lyft alone.
 - Minors must be accompanied by an adult.
 - i. Must provide their own car seat.
5. Lyft drivers will NOT assist individuals.
 - Individual's using walkers or canes will not be assisted by the driver.
 - Individual's with many belongings will not be assisted by the driver.
6. A rider is not required to have a cell phone, but is highly recommended.
 - Rider's receive text messages when the ride has been scheduled.
 - Rider's receive text messages from the driver with updates.
 - Lyft Driver will call or text upon arrival to the destination.
7. Lyft Drivers are only required to wait 5 minutes once arriving at the pick-up location. The rider must be ready at the pick-up time.
8. Cancelled or no show rides
 - If we are charged for a cancelled ride, that ride will count against the rider.
 - Any missed or no showed rides may affect the rider's eligibility for future scheduling.

CHW Transportation Transit/Bus Voucher Policies

- CHWs will need to complete the Request Vouchers form on the CHW Client Transportation Program Website.
 - i. The Helpline Center will send vouchers to the CHWs for the applicable transit option.
- CHWs need to document every voucher provided to a client using the Document a Ride feature on the CHW Client Transportation Program Website.
 - i. The Helpline Center will not provide additional vouchers to CHWs if the existing vouchers have not been documented as used.
 - ii. It is encouraged to request more vouchers if the CHWs current supply of vouchers is getting low.
- Vouchers will vary from City to City, and from Transit Company to Transit Company. The type of voucher is dependent upon the transit options provided to us.
 - i. Vouchers could be:
 1. A single use pass.
 2. A weeklong pass.
 3. A 30-day pass.
- It is at the discretion of the CHW to provide transit vouchers in an amount that they deem appropriate and applicable to their client.
 - i. It is expected that the CHW document the reason, the barriers, and the other transportation avenues that were explored such as cost of local transit.
 1. Example: Provided my client with a 30-day local bus pass because they do not have a vehicle and need to get to job interviews across town and it is too far to walk, and to run errands for basic needs. Provided a 2nd 30 day bus pass because my client has not received their first paycheck at the job they found to be able to purchase their own bus pass.

Privacy Policies and Procedures

- Do not share your accounts with anyone.
- You are responsible and accountable for all data retrieved and all entries made using your user name and password.
- If you believe the confidentiality of your user name and password has been compromised, you will immediately notify the help desk so that your password can be changed.
- You will not leave your computer unsecured while logged into the system.
- You will treat data available to you through the system confidentially. Do not disclose any confidential information unless required to do so within the official capacity of your job responsibilities, and limited to others with a legitimate need to know.
- You acknowledge that your use of the system will be routinely monitored to ensure compliance with this agreement.

Printed Name: _____

Signature: _____

Date: _____