



Transportation Program Frequently Asked Questions

1. *How does the Chore Services and Transportation Program work?*

A person needing services, or a referring agency, contacts Community Thread with a request. Staff or volunteers will determine if the person is eligible for services.

The calls, emails or walk-ins for both Chore Services (CS) & Transportation (TR) services will be handled by the CS & TR program staff (Program Manager, Program Assistant and/or Volunteer Office Assistant) or other agency staff as needed.

The program staff will give a referral to other sources if the request for assistance is outside the scope of services that we provide.

2. *What is the purpose of the Chore Services and Transportation Program?*

The intention is to help older adults and persons with disabilities remain safely and independently in their own homes for longer as the result of being assisted with transportation and/or chore services.

Recipient Information

3. *What is the geographic service area served for Chore Services or Transportation?*

Recipients of either service must reside in ISD #834, Stillwater Area School District. Current recipients of either program who live outside of the area will be grandfathered in. Please call us at 651-439-7434 if you are unsure if you live within the school district. We do not provide rides or Chore Services assistance for residents in Wisconsin.

4. *Must recipients be low income to use these services?*

No, Community Thread's Chore Services and Transportation Program serve people of all income levels.

5. *What do I need to do to see if I can use our services?*

Interested recipients must call Community Thread and go through a pre-screening process.

Transportation recipients must be able to walk without assistance; our drivers are not allowed to assist you. We can help you find other services if you use a wheelchair or a scooter.

People with a case manager through Washington County may be eligible. Please contact your case manager for additional information.

6. *Is there an application I need to fill out before I can receive assistance?*

Yes, you will need to complete an application prior to the start of either service. The application will be mailed to your home if you are eligible for services based on the pre-screening.

7. *What if the recipient is not satisfied with a service?*

Community Thread will ask recipients to complete regular phone surveys if they receive 2 or more services in a year. We also do informal evaluations as they continue to receive services from us. If they are not satisfied, we will work with them to address their dissatisfaction.

8. *Under what situation will we refuse service for Transportation?*

Any one of three criteria may result in a refusal to enroll a recipient or termination of service: an inability to provide a written application by the recipient; a bad experience or unsafe condition reported by a volunteer; or at the discretion during the initial phone screening by the Program Manager.

We may deny a request if we do not have a volunteer that can fulfill the request safely.

9. *How will we manage risk for the recipients?*

Community Thread conducts background screenings on all volunteers, and maintains ongoing communication with the recipient.

Volunteer Information

10. *Who are the volunteers for Chore Services & Transportation?*

For Transportation, volunteers need to be age 21 or older.

For Chore Services, volunteers need to be a minimum of 12 and accompanied by an adult. Volunteers age 18 and up can work independently. A 6 month commitment is requested for both services.

Volunteers go through a careful screening process that includes passing a criminal background check and driving record check (for Volunteer Drivers only). Two personal references are also checked.

11. *Can volunteers accept tips?*

No, volunteers cannot accept tips from recipients. We will work with recipients about fares associated with Transportation. We may approach Chore Services recipients about donations.

What is the Transportation Program?

12. *How does the Transportation Program work?*

CS & TR program staff will take the information about your ride, including the date of the ride, where you are going for the appointment, the time of the appointment and the approximate time that the appointment will be completed. We will calculate and share with you the amount of the fare for each ride you request before a driver is contacted. Once we identify a driver, we will provide you with their name. You can expect to receive a call from the volunteer driver before the day of your ride in addition to a reminder call you'll receive from the Transportation office staff.

13. *What is the cost of your transportation service?*

Recipients pay a fare that varies depending on the distance to and from their home and the medical facility where they have an appointment. The fare will be communicated to the recipient when the ride request is made. Recipients will be billed monthly for rides they have received. Fares start at \$10.00 for a round trip ride and \$5.00 for one way ride of five miles or less.

14. *Do you take people grocery shopping?*

No, Community Thread's Transportation service is only for people who need rides to medical appointments. We do not provide rides for non-medical reasons. There are other transportation providers who can help you with rides to go grocery shopping (including Metro Mobility, Transit Link or local taxi

services). Please call us at 651-439-7434 if you need additional referral information.

15. *What days and times do you transport people?*

Community Thread's Transportation service is available Monday through Friday during the hours of 8:00 am to 4:00 pm, depending on the city where you live and where you will be going for your medical appointment and the availability of a volunteer driver.

16. *How do I schedule a ride?*

After you pass the pre-screening process and return your application form, you are eligible to call our office and schedule a ride (651-439-7434). We need a minimum of three full business days advance notice before the day of your appointment in order to have enough time to try and find a volunteer driver for you.

17. *What happens if I have to cancel a ride request?*

Please call the office as soon as possible at 651-439-7434 so that we can notify the volunteer driver. The Transportation Program office is open Monday – Friday, 9:00 am - 1:00 pm. There is voice mail so you can leave a message if you call before 9:00 am or after 1:00 pm during the week. The office is closed evenings, weekends and major holidays.

18. *Who do I call if I have other questions or concerns?*

Call Cathy Dyball, Program Manager, or Sally Anderson, Executive Director, at 651-439-7434.