

## **PARTNERSHIP FOR CHILDREN SUMMARY REPORT**

### **Program Overview**

Partnership for Children's transportation services address the issue of children's access to specialty medical care for children with life-threatening conditions in Monterey County by providing safe, reliable, and free transit to medical appointments primarily at LPCH at Stanford and UCSF Benioff Children's Hospital, as well as throughout the local area and Northern California. A two-tiered transport system offers gas cards and direct-ride services to qualified families

Upon referral, PFC assesses whether the family has access to a reliable, safe vehicle and if a gas card subsidy calculated to cover the cost of the trip would be sufficient to meet their transportation needs. For many families this has proved to be adequate means of support. PFC assigns the family a reloadable gas card to facilitate a streamlined reload process. For each verified medical appointment, PFC reloads the gas card with the appropriate funds to cover the cost of the trip.

For families who do not have access transportation, or a vehicle, for various reasons such as no vehicle is owned, no parent has a valid driver's license, the working parent uses the vehicle for work, the child needs constant supervision while travelling, or other reasons, we arrange for door-to-door direct transports. Utilizing agency vehicles, Partnership for Children contracts with professional drivers to pick the child and family up from their home, drive them to the medical appointment, and drive them back home.

The Program Services Coordinators provide case management services for each family, performing an intake and assessment and determining which services are needed. The Program Services Coordinators maintain consistent contact with each family, with a minimum of monthly contact. The Coordinators process the rides, including planning, direct coordination with the professional driving service, and follow up with families. The Coordinators also process all gas card subsidies and serve as direct liaison with the gas card company.

### **1. Summary on the Status of Project to Date**

Partnership for Children was granted funding to provide transportation services including direct rides and gas card subsidies for Monterey County children living with serious illness who must travel to children's hospitals in the Bay Area and locally for medical care. Following is a summary report on the status of each grant deliverable as outlined in the Project Description (Exhibit A) of the Grant Agreement.

#### Grant Objectives

1. Purchase one mid-size vehicle (Toyota Prius preferred).
  - Deliverable(s): Provide three quotes and memo on vehicle selection.

Three quotes were secured and a 2020 Toyota Prius was purchased on September 30, 2020. This vehicle is being used to drive children living with serious illnesses in Monterey County to critical medical appointments mainly at Lucile Packard Children's Hospital at Stanford and UCSF Benioff Children's Hospital in San Francisco. The vehicle was wrapped with the Measure X and Partnership for Children logos.

2. Increase existing Family Services Coordinator position from 0.5 FTE to 0.75 FTE.
  - Deliverable(s): Provide notice of change from 0.5 FTE to 0.75 FTE.

The existing Family Services Coordinator position was increased from 0.5 FTE to 0.75 FTE on July 1, 2020, and then to 1.0 FTE on April 1, 2021. The increase in time will allow the Family Services Coordinator to handle the increased demand for ride and gas card requests.

In September 2022, the Family Services Coordinator position was folded into the 0.5 FTE Program Services Coordinator position, increasing that position to 1.0 FTE and streamlining transportation coordination.

3. Increase existing Program Services Coordinator position from 0.5 FTE to 1.0 FTE.
  - Deliverable(s): Provide notice of change from 0.5 FTE to 1.0 FTE.

Instead of increasing the Program Services Coordinator position from 0.5 FTE to 1.0 FTE, an additional Program Services Coordinator was hired at 0.5 FTE. This allowed for greater staff coverage to ensure that transportation coordination is staffed at all business hours. Additionally, one Program Services Coordinator position was increased from 0.5 FTE to 1.0 FTE in April 2021. In the second year of the contract in September 2022, the second Program Services Coordinator position was increased from 0.5 FTE to 1.0 FTE. We now have two 1.0 FTE Program Services Coordinator positions.

4. Provide up to 5 rides per day.
  - Deliverable(s): Provide number of rides given, number of people served, and list of communities served.

Partnership for Children served 176 children and their families during the three-year contract period. Sixty-two (62) of those children received rides services, providing 454 rides to medical care primarily at Lucile Packard Children's Hospital at Stanford and UCSF Benioff Children's Hospital. Services were provided throughout Monterey County, including the greater Salinas area, the Monterey Peninsula, North Monterey County, and South Monterey County. Demand for direct rides continues to shift with changes in the COVID pandemic and need for medical care.

5. Remove maximum limit of four (4) medical appointment gas card subsidies per month per child.

- Deliverable(s): Provide number of gas card subsidies given per month per child.

Partnership for Children removed the maximum limit of four medical appointment gas card subsidies per month, per child on July 1, 2020. Gas card subsidies were provided for any number of appointments each child had. Partnership for Children served 176 children and their families during the three-year contract period, and 139 of those children received rides services resulting in the provision of 3,637 gas card subsidies. The number of gas card subsidies provided per month per child ranged from one to twenty. Each subsidy covered the entire cost of gas for round-trip transportation to and from the medical appointment or treatment. With the COVID pandemic continuing to evolve throughout the contract period, and many other contagious illnesses spreading, many children experienced increases in medical appointments and hospitalizations, resulting in an increase in the number of gas subsidies provided. Additionally, many families moved from requesting direct rides to gas cards. All these factors resulted in a 69% increase in the number of gas card subsidies provided from contract year one to the second year, and an additional 37% increase from contract year two to contract year three. Rising gas costs have also resulted in a steep increase in costs of providing services.

## **2. Number of People Served and Communities Served**

Partnership for Children served 176 children and their families throughout the contract year, with 100% of those children living with a disability. Services were provided throughout Monterey County, including the greater Salinas area, the Monterey Peninsula, North Monterey County, and South Monterey County.