



## **Jewish Council for the Aging® VillageRides Program Description**

**JCA VillageRides** provides expert technical, administrative, training, marketing, and outreach support to Villages and community organizations that provide volunteer transportation for older adults who can no longer drive themselves, and to adults with disabilities. VillageRides will also advise Villages with developing volunteer transportation programs.

VillageRides provides access to RideScheduler, a web-based software platform that greatly reduces the time and effort of volunteer transportation program administrators. The software:

- houses a secure database that maintains volunteer driver and rider profiles;
  - insures that no mistakes are made, like double-booking, or mishandling a ride request;
  - facilitates communication with volunteer drivers about available rides;
  - reduces the wait time required to schedule a ride;
  - links ride requests to online mapping;
  - provides a platform for secure communication from volunteer drivers about their ride experience, so participating organizations can better serve riders; and
  - provides a method of measuring program success through custom, integrated reports.
- VillageRides has negotiated a reduced monthly licensing fee - paid by JCA - for participating Villages.
  - VillageRides assists Village volunteer program administrators in customizing RideScheduler to meet their Village needs.
  - VillageRides will work with Villages' existing volunteer and rider profiles to input information into RideScheduler, or can provide an online Information Form to capture required information.
  - The VillageRides Coordinator administers the input of Volunteer Driver and Rider information into RideScheduler.
  - The VillageRides Coordinator trains all Village program administrators, provides ongoing support for RideScheduler, and troubleshoots system issues if needed.
  - The VillageRides Coordinator provides orientation and training to volunteer drivers about the Village's volunteer transportation program as well as the use of the RideScheduler database.

VillageRides trains Administrators and Volunteer Drivers.

- JCA has a training room with computer stations, available for training Village administrators and volunteer drivers
- Or, the VillageRides Coordinator can come to the Village to provide training.
- VillageRides provides both administrator and volunteer driver training manuals. Training includes the following topics:
  - Provision of services in a professional and ethical manner;
  - Minimizing risk and maximizing safety for the riders;
  - Maintaining appropriate boundaries with riders;
  - Assisting those who might need *minor* physical assistance;
  - Listening to and communicating with riders appropriately; and
  - Using the ride scheduling software.

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*VillageRides is a program of the Jewish Council for the Aging®, funded by the Transportation Planning Board of the Metropolitan Washington Council of Governments. The program serves people of all faiths, ethnicities and walks of life. The Jewish Council for the Aging® may change the nature and fee schedule of its programs at any time and without written notice. For more information about JCA programs, visit [www.AccessJCA.org](http://www.AccessJCA.org).*

VillageRides offers ongoing administrative and program support to Villages, including...

- Program analysis and reporting
- Expert advice on software customization for your organization;
- Volunteer, Member, and Program Surveys

VillageRides offers Marketing and Outreach support to increase volunteer recruitment and retention, rider participation, and public awareness about the transportation needs of older adults. This includes:

- Creative marketing, outreach, and recruitment plans and implementation strategies
- Templates for print, audio, social media, website and promotional materials
- Identifying and laying groundwork for outreach to corporations, houses of faith, and community groups
- Volunteer retention and re-activation strategies

VillageRides reimburses Villages for criminal and motor vehicle background screenings for volunteer drivers which is required.

VillageRides provides administration and coordination of transportation efforts through its Advisory Council:

- to create a forum for information sharing among its participating organizations;
- to develop best practices, ensure compliance and adherence to these high standards, yet support the autonomy of each participating organization;
- to improve VillageRides' service to volunteer transportation organizations both now and in the future; and
- to seek further funding to support volunteer transportation efforts through grants, awards and philanthropy.

Please call **JCA VillageRides** at 301-255-4212 for more information.

*Revised: January 2018*