



Matching riders with providers

MOBILITY MATTERS CONTINUES TO GROW & THRIVE!

A lot has happened since I came to this wonderful organization on January 1, 2002! (See the Caring Hands article on page 3 regarding our recent growth spurt!) Our new Emergency Planning Program for our essentially homebound clients is going strong, and by year end, all will have a written individualized emergency plan, including a plan for evacuation during disasters; a solar powered weather radio that will let them know what is happening when TV and usual communications are out; and a Vial of Life attached to their refrigerator with their current medical information enclosed.

Every New Year's Day, I not only celebrate the start of a new year, but another year of joy and sense of accomplishment for the year that was just completed with the Mobility Matters family! We have the best staff, Board members, volunteers, donors, and clients of any organization I have ever worked with! Mobility Matters continues to thrive and carry out our mission because each of you, in your own way, contributes to our success. Our volunteer drivers contribute by selflessly giving their time, compassion, and resources to help vulnerable seniors and veterans in need of assisted transportation. Our donors recognize that free programs are not free to run and contribute financially in order to help us carry out our mission, in which they, too, believe. We are so blessed at Mobility Matters, because many of you serve as both volunteers and donors! Several of our clients and all of our staff and Board members donate as well! THANK YOU ALL SO MUCH!

I know I sound like a broken record (dating myself with that reference!) but this has been another amazing year at Mobility Matters! Over 230 drivers provided 6,100 free, one-on-one, door-through-door, escorted trips to 528 seniors and disabled veterans in our two volunteer driver programs: Rides for Seniors (celebrating 14 years!) and Rides 4 Veterans (celebrating two years!) Our volunteers donated nearly 8,000 hours and drove over 95,000 miles using their own cars this past year! Our staff works tirelessly doing whatever it takes to carry out our mission, including recruiting, screening, and training volunteers, and matching riders to the best type of transportation provider in Contra Costa County to meet their needs. Of course we continue enrolling them in one of our programs if nothing else is safe, accessible, and appropriate to ensure they would not have to remain homebound and face the consequences of being alone and forgotten.

As we approach 2020 I want to thank everyone involved with Mobility Matters for your continued support and all you do to help us succeed. May you all be blessed for all you are and all you do!

Wishing everyone a healthy, happy, peaceful New Year!


Elaine Welch RN, MBA
CEO—Mobility Matters

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MOBILITY MATTERS - RIDES PROGRAMS

Qualifications for Clients

In order to apply as a client for our Rides programs, the individual must meet ALL the following criteria:

RIDES FOR SENIORS

- Live in our service area, which is anywhere in Contra Costa County.
- Age 60 or older.
- Able to walk with the aid of a cane, walker, knee scooter, crutches, or elbow assistance.
- Require escorted, door-through-door assistance.
- Able to call in to request rides.
- Unable to use other forms of transportation for medical or dental care and basic necessities, like grocery shopping.
- Trained, certified service animals welcome.

RIDES 4 VETERANS

- Live in our service area, which is anywhere in Contra Costa County.
- Must be an honorably discharged veteran of any age.
- Able to walk with the aid of a cane, walker, knee scooter, crutches, or elbow assistance.
- Require escorted, door-through-door assistance.
- Able to call in to request rides.
- Unable to use other forms of transportation for medical or dental care and basic necessities, like grocery shopping.
- Trained, certified service animals welcome.

Qualifications for Volunteer Drivers

In order to apply to become a volunteer driver, the individual must meet ALL of the following criteria:

- Be a caring, mature individual who is willing and able (usually one trip per week) to provide transportation to a senior or disabled veteran who can no longer drive or take other forms of transportation.
- Age 25 -75 with a current driver's license.
- Excellent driving record and crime free background.
- Own or have access to a reliable, safe vehicle that is registered and insured.
- Participate in a three hour training class before giving first ride.

When a volunteer driver joins our team, we can usually enroll at least two more clients. Come join us and find out what a difference you can make in other people's lives. It will change their lives for the better, and it will most certainly change yours as well!



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Our Mission

Mobility Matters provides mobility management services throughout Contra Costa County by matching riders to transportation providers that meet their individual needs. Mobility Matters operates volunteer driver programs that provide free, one-on-one, door-through-door rides for seniors and disabled veterans who cannot access other forms of transportation.

A Message from Francesca Vogel, Board President

The Mobility Matters Board of Directors would like to thank you for your support of our mission to help us provide accessible transportation options for the population we serve. Without our wonderful volunteers, our generous donors, and dedicated hardworking staff we couldn't fulfill our mission. As we enter the new year we are thankful and know we can count on you for your continued support.

Happy Holidays!

Warmly,
Francesca, President of the Board

AGEISM IN AMERICA

Ageism is defined as ...”Prejudice, stereotyping, and discrimination on the grounds of a person’s age.”

Some examples of ageism are:

- Younger people using patronizing language: sweetie, dear, honey, He’s so sweet; Isn’t she cute?!
- Thinking older people doing things associated with younger people (cursing, having or referring to sex) is “adorable” or surprising.
- Name calling: geezer, gramps, dirty old man, little old lady, old bag, biddy, old fogey.
- Health Care providers who undertreat, over treat, over or under medicate a patient just because they are older and have lived most of their “useful” life.

There are many other examples, but these are the most common and annoying.

At Mobility Matters, we value every one of every age. Each individual is worthy of a life filled with opportunity and quality regardless of their age. The average age of our clients is 85, and we currently have the pleasure of serving 5 individuals over 100 years of age!

I personally have experienced ageism in its many forms especially since I turned 70 three years ago. Below is an entry I posted on my personal Facebook earlier this year. I hope you will see the ridiculousness of the way I was treated at the DMV, simply because of assumptions made about my appearance as an older woman, while appreciating my sense of humor about it!

“Have any of my friends/family over age 70 had to renew their driver’s license by taking a written test recently?”

I must look worse than I feel! Standing in line outside the building an hour before opening....I was offered a chair twice (and there was only one.) I gave it to the very pregnant young lady standing behind me and stood with everyone else. Darndest thing....I didn’t collapse, trip, fall down, or get lost! ☺ When I got inside, I was referred to as “dear” “sweetie” and other “terms of endearment” from complete strangers. I was asked if I wanted to sit or stand for my examination and was then asked if I knew how to use a computer. In fact a finger came flying in front of me before I could start on my own like the other adults and teenagers in the room. I told her I preferred to use the mouse, and she informed me that I might find it “easier” to just touch the screen. After she walked away....I did it my way....feeling like a giddy kid getting away with something! ☺ Not only did I pass the test with 100% accuracy....I signed my name in cursive all by myself and exited under my own steam! Age discrimination presents itself in many forms. At least everyone was “nice” to me. Just another day in the life of an almost 73 year year old, healthy woman who works full time as the CEO of a company! And the beat goes on!” ☺



☆ *Welcome to David & Lisa!* ☆



David Benet – Volunteer Recruitment Coordinator

David came to Mobility Matters in November 2018, after 15 years with Professional Tutors of America where he recruited and placed over 400 tutors a year. He was also involved in contract negotiations, staff training, customer needs assessments, and staff management. As the MM Volunteer Recruitment Coordinator, he connects with numerous groups countywide to network and recruit volunteer drivers and look for mutual advantageous opportunities between other organizations and ours. He coordinates volunteer training classes and gives recruitment presentations in a variety of venues. He also manages our MM Facebook site. David became a newlywed just before he joined us and relocated from Southern California to the Bay Area. He and his beautiful wife, love to walk and explore local sites and attractions as well as enjoying wine tasting tours in Napa. They also like to travel abroad and spent their honeymoon in Greece.

Lisa McMann - Program Assistant

Lisa joined our team in August 2019. During her career, she has held a variety of administrative positions in nonprofit organizations as well as a school district. She reports to the Director of Transportation and assists primarily with clients calling in weekly for ride appointments and is also responsible for ride data input. She has excellent communication skills and is very patient with clients, especially those who require extra time on the phone. Lisa’s four children, two sons and two daughters, are all in their 20s, now giving her and her husband of 29 years time to enjoy local motorcycle trips and other activities as a couple. The family has been going on camping trips since the children were small, and when it can be arranged continue to enjoy those as a family.



CARING HANDS CAREGIVER PROGRAM CLOSES!

On September 1, 2019, after nearly 20 years, John Muir’s Caring Hands Caregiver Program closed its doors. With a sincere desire to see that John Muir patients had the opportunity to continue receiving the services formerly provided by Caring Hands, John Muir asked the Meals on Wheels, Diablo Region Friendly Visitor Program to take care of the matched volunteer/client pairs who were seeing each other on a weekly basis. Mobility Matters was then asked to give rides utilizing our Rides for Seniors and Rides 4 Veterans volunteer driver programs similar to the services provided by the Senior Rides portion of Caring Hands. Both of our agencies were given a grant by John Muir to help with the costs of the transition, and the process went very smoothly. After transitioning clients and volunteers, we began giving rides to this population in September merging them seamlessly into our programs, and we continue to grow!

Mobility Matters now offers the only volunteer driver programs that cover all communities in Contra Costa County. We not only receive referrals from John Muir that previously would have been referred to Caring Hands, but all referrals from others throughout Contra Costa County seeking services for seniors and veterans who need free, door-through-door, one-on-one, escorted rides.

We want to officially welcome the former Caring Hands clients and volunteers to the Mobility Matters family! We are delighted to have you! WELCOME!!!