



Mobility Management Center and
"One-Call & One-Click Center"

OUTREACH BROCHURE

Outreach is a public service nonprofit organization providing services for over 40 years. OUTREACH's main efforts are in Santa Clara County but services may be offered in other areas of the Bay Area as funding permits. Our business office location:

2221 Oakland Road, Suite 200, San Jose, California, 95131

Phone: 1-408-678-8585; Fax: 1-408-678-8583; Web Page: www.outreach1.org

Hearing & Speaking Impaired: Dial 711

Our business days and hours: Monday through Friday, 7 AM to 6 PM

Service days and hours: Trips may be taken 7 days a week any time of day.

Our Purpose: OUTREACH's mission is "to connect multicultural seniors, persons with disabilities, low-income persons, and Veterans with the social services/case management services, transportation services, and with the mobility management services they need to live independently and with dignity. We do this with a person-centered holistic approach, applying technology and partnerships to achieve the highest benefit for individuals and our community".

OUTREACH PROGRAM & SERVICES 2019-2020

Each year, OUTREACH assists thousands of people with services that improve their mobility and connects them with essential services and benefits.

Alternatives to Paratransit: Outreach provides services to fill the gaps and needs that public transit and ADA requirements do not address to reduce barriers to transportation faced by seniors, persons with disabilities, Veterans and low-income individuals.

Senior/Disabled Transportation and Resources (STAR) Program: Addresses the need for affordable and flexible transportation alternatives for seniors and persons with disabilities.

- **Volunteer Driver Program** (gas cards and mileage reimbursement; shared ride incentives)
- **Subsidized Taxi/Non-Profit Virtual Voucher Program** – Rider contacts call center with an "In a Pinch" need for a ride. Outreach uses its Section 5310 accessible vehicles that will accommodate mobility devices.



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- **Demand Responsive Trips** –Rider contacts call center and schedules trip. Program uses Section 5310 accessible vehicles that will accommodate mobility devices.
- **Health/Wellness Trips Demand Responsive Trips – Outreach provides in Santa Clara County and San Mateo County as funding permits.**
- **Older Driver Safety Programs – Driver Refresher Courses** – You can attend in person or take on-line courses. Enrollment offered as funding permits.
- **Trip Reservations with Lyft** – We can arrange a ride for you from your home within a few minutes. When you are ready to return, you call us back and we get you a safe, comfortable ride home. No cell phone needed. We will monitor your trip. Standard Lyft rates apply and pre-registration is required for all users who keep an account with us.

***Case management/Benefits Counseling/Social Work:** Provides hands-on, personalized assistance for seniors, persons with disabilities and others needing help to obtain available benefits and services. For example, staff will meet with individuals to connect with benefits to pay or lower utility bills and engage in mobility management to help connect with affordable mobility options.*

***Car Seats and Bikes:** As funding permits, low-income persons may receive infant and toddler car seats or bikes. Foster youth are eligible for bikes.*

Mobility Management Services: Customer contracts, Information and Referral and Information and Assistance:

- **Our Mobility Management Center Vision:** Outreach functions as a countywide ***Mobility Management Center*** which endeavors to increase the availability of services and to increase awareness of options. Outreach's Mobility Management vision is to ensure access to services beyond those served by one agency or organization within a community and build coordination with existing transportation providers with the purpose of expanding the availability of services. OUTREACH is dedicated to collaboration and the coordination of health and human services transportation for the transportation-disadvantaged communities.
- **Our Commitment to Diversity:** Outreach's multi-cultural and multi-lingual ***Mobility Managers*** follow a person-centered approach enabling "rider-choice" across coordinated mobility options and provide Information & Referral and Information & Assistance explain requirements, assisting with eligibility/enrollment, seeking subsidies, booking trips, and providing guidance for matching mobility options to rider's needs.

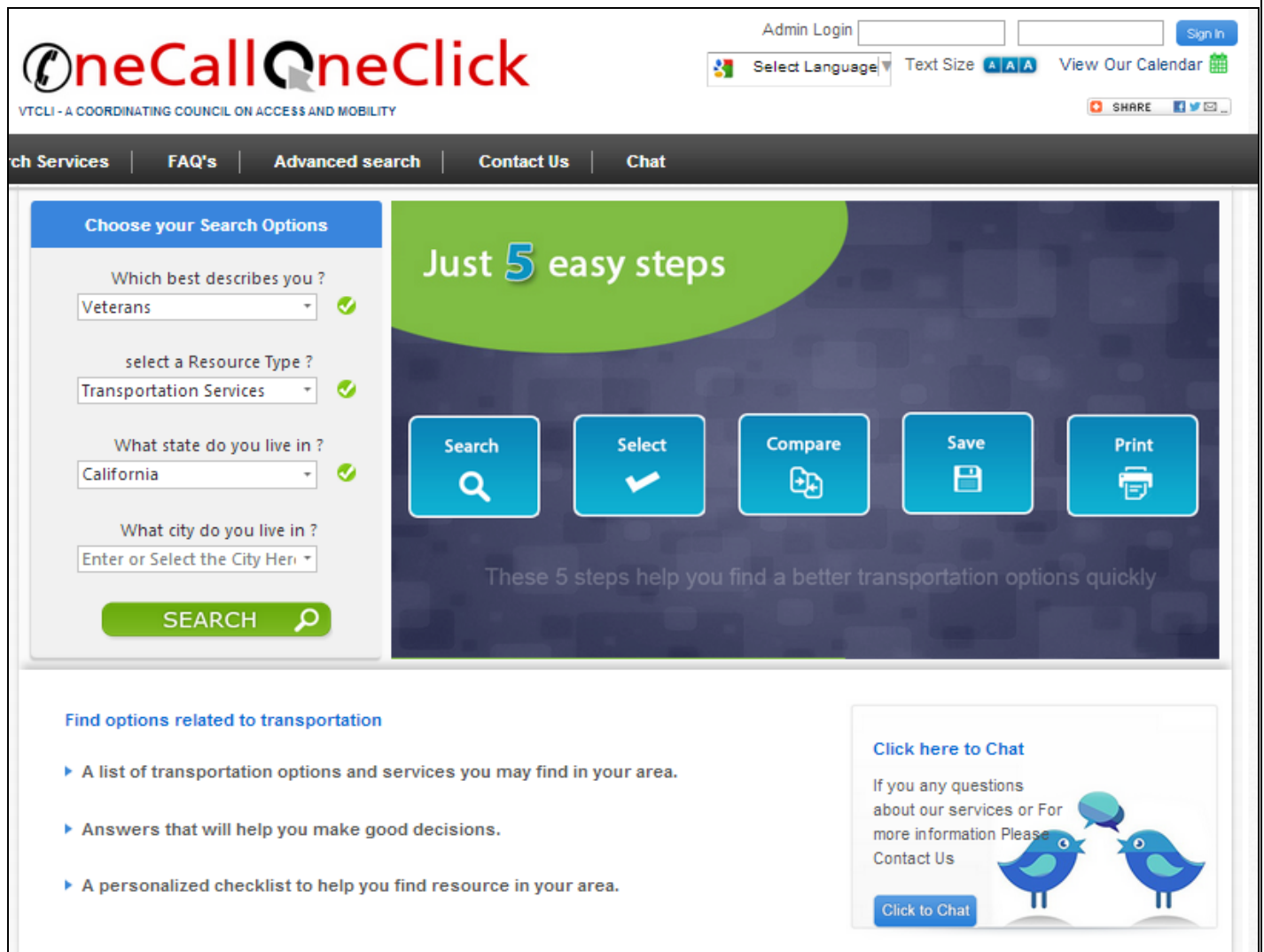
Our "One-Call & One-Click Center" Commitment to Making Information Easy to Get:

Our Mobility Managers provide live support to our "One-Call & One-Click" Center which provides hundreds of web based mobility resources at

<http://www.onecalloneclick.org>

You can search in the language of your choice and connect with our live Mobility Managers.

Searching for transportation options takes **Just 5 Easy Steps: Search, Select, Compare, Save, and Print or Email Results**



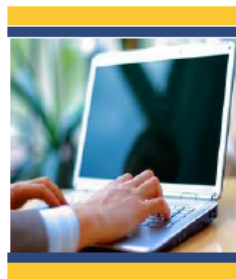
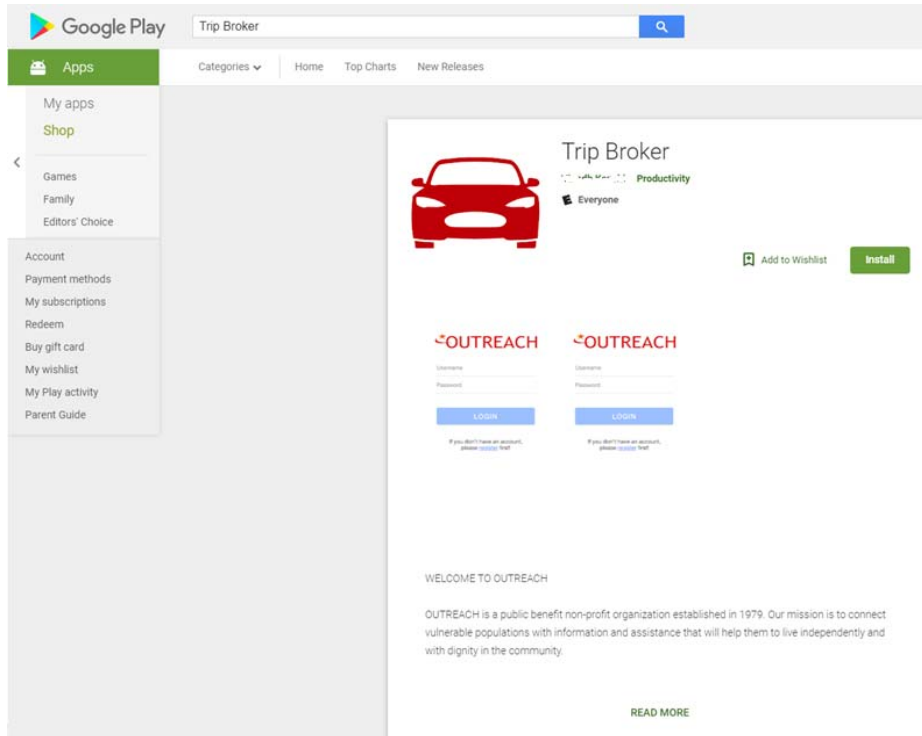
The screenshot shows the OneCallOneClick website interface. At the top, there is a navigation bar with "Admin Login", "Sign In", "Select Language", "Text Size", "View Our Calendar", and "SHARE" buttons. Below the navigation bar is a dark header with "ch Services", "FAQ's", "Advanced search", "Contact Us", and "Chat" links. The main content area features a "Choose your Search Options" sidebar with dropdown menus for "Which best describes you?" (Veterans), "select a Resource Type?" (Transportation Services), "What state do you live in?" (California), and "What city do you live in?" (Enter or Select the City Here). A green "SEARCH" button is at the bottom of the sidebar. To the right, a large green banner reads "Just 5 easy steps" above five blue buttons: "Search", "Select", "Compare", "Save", and "Print". Below the buttons, text says "These 5 steps help you find a better transportation options quickly". At the bottom of the page, there is a "Find options related to transportation" section with three bullet points and a "Click here to Chat" section with a "Click to Chat" button and an illustration of two birds.

Our Commitment to Transportation Coordination: Outreach's **Intelligent Transportation System (ITS) Brokerage** is central to Transportation Coordination of different riders, funders, partners, and transportation service providers; coordination of trip scheduling, trip monitoring, share vehicle utilization with our Section 5310 accessible fleet, and software tools for fleet tracking and trip times through mobile app. Coordination reduces duplication and cost. Software and technology can be a burden on health and human service agencies and small providers engaged in transportation.

This coordinated approach transports health and human services riders to more than 50 common locations in the community providing thousands of trips, especially to health and wellness locations, pharmacies, dialysis and other essential locations.

"*Mobility as a Service*" tools such as Outreach's free mobile app (OUTREACH Trip Broker) for vehicle tracking and trip times.





OUTREACH & ESCORT Inc. Trip Broker



Trip Broker Basics

- Ride Coordination & Tracking
- Flexible Programs
- Reporting Abilities
- Budget Friendly
- Web-based / Mobile App

Trip Broker travels with you. All you need is internet access.

Great for multiple sites and users.

Transportation Made Easy

OUTREACH Inc. developed Trip Broker, a tool that makes managing transportation programs easy, effective and flexible.

With OUTREACH Trip Broker you could coordinate trips with different Transportation Providers.

Transportation Providers can Assign Trips to Drivers - Capture Events like Pick Up and Drop Off times using Trip Broker Mobile application.

User Friendly Driver App. available in Google Play Store for Free.

ADMIN@OUTREACH2.ORG

OUTREACH & ESCORT Inc. 2221 Oakland Rd, Ste.200 San Jose CA 95131
 P: 408-678-8585



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Title VI Policy Statement

Outreach & Escort Inc., under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall, on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

For information or guidance on how to file a complaint based on the grounds of race, color, national origin, sex, disability, or age, please visit the following web page:

<http://www.outreach1.org> for our Civil rights Complaint and Grievance Procedures and Title VI notifications, forms and procedures or call (408) 678-8585.

Hearing & Speaking Impaired: Dial 711

Additionally, if you need this information in an alternate format, such as in Braille or in a language other than English, please contact Alan Yonemura, Title VI Coordinator, Outreach & Escort Inc., 2221 Oakland Road, Suite 200, San Jose, California 95131.

Phone (408) 436-678-8585, or via email: alany@outreach2.org.

Outreach is the recipient of federal funding through the Metropolitan Transportation Commission and Caltrans. Outreach adheres to federal requirements including FTA's 2019 Certifications and Assurances.

Outreach is an equal opportunity employer. <http://www.outreach1.org>