

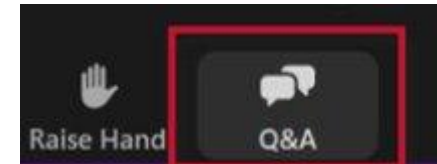
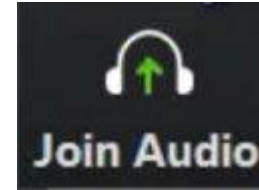


# From Mobility to Connection: Transportation Strategies to Strengthen Social Connectedness of Older Adults and People with Disabilities

September 22, 2026

# Housekeeping

- **Audio Options**
  - Use your computer speakers, OR dial in using the phone number in your registration email.
  - All participants are muted.
- **Questions and Answers (Q&A)**
  - On the Zoom module on the bottom of your screen, click the Q&A icon, type your question in the box and submit.
  - For any questions that we aren't able to respond to, you may follow-up at [info@committoconnect.org](mailto:info@committoconnect.org).
- **Chat Feature**
  - The Chat feature allows webinar attendees, the host, co-hosts and panelists to communicate for the duration of the webinar.



# Accessibility and Support

- **ASL services are being provided today and will be pinned**
- **CART services are also being provided.**
  - Click on the CC Show Captions button or click on the link in the chat
- **Screen Reader Users: Reduce unwanted chatter**
  - Request speech on demand: Insert, Spacebar, “S”
- **To get our attention if you need tech assistance:**
  - Raise or Lower Hand: Alt + Y





# Commit to Connect

COMBATting SOCIAL ISOLATION AND LONELINESS IN ALL COMMUNITIES





# Commit to Connect

[www.committtoconnect.org](http://www.committtoconnect.org)

- **Technical Assistance**

- Annual National Summit to Increase Social Connections
- Professional and consumer resources
- Webinars and Office Hours

- **Communities of Practices on outcome evaluation**

- Impact of Chronic Disease Self-Management Education programs on social connection

- **“Innovations Hub” to encourage replication**

- Clearinghouse of 100+ model programs, interventions, and solutions

- **Engage an online Nationwide Network of Champions**

- 700+ leaders at local, state, and national levels

Quick Links

-  My Profile
-  My Inbox
-  My Communities
-  My Settings
-  Help

Recent Blogs

-  Meet a Commit to Connect Champion:  
Lori Murphy  
By Ali Fehlhaber
-  Meet a Commit to Connect Champion:  
Jan Amys  
By Ali Fehlhaber

Recent Activity



RE: Engaging Rural Older Adults

Posted by: [Robert Lefkowitz](#), 22 hours ago

Posted In: [Open Forum Discussions](#)

Hi Carol, I'm a volunteer for Conversations to Remember. We're using virtual visits to reach seniors all over the country. All the senior needs is a tablet or computer, and they can meet with a set of ...



RE: Engaging Rural Older Adults

Posted by: [Keith Moore](#), 3 days ago

Posted In: [Open Forum Discussions](#)

Blooming Health offers a messaging platform optimized for older adults that can send group texts, emails and voice calls in over 70 languages. It can be used for event reminders, wellness checks, and surveys, ...



RE: Engaging Rural Older Adults

Posted by: [Robert Signore](#), 3 days ago

Posted In: [Open Forum Discussions](#)

Hi Carol, Technology can help with rural older adults since transportation can

Take Action!



# CTC Nationwide Network of Champions





# Innovations Hub

[committoconnect.org/innovations-hub](https://committoconnect.org/innovations-hub)

Filter Sort ...

### Caring Together, Living Better

ORGANIZATION NAME  
AgeOptions

CITY, STATE  
Oak Park, IL

BRIEF DESCRIPTION  
Partnering with faith-based groups to offer social engagement activities for Black and Hispanic family caregivers.

INTERVENTION TYPE  
Intergenerational Technology

POPULATION SERVED  
Older Adults Caregivers

GEOGRAPHIC POPULATION SERVED  
Suburban Urban

ORGANIZATION TYPE  
Area Agency on Aging

PARTNERS INVOLVED  
Aging and Disability Resource Ce...

FUNDING SOURCE  
Private/philanthropic grant

DESCRIPTION  
**Program Description**  
AgeOptions, an Area Agency on Aging based in Oak Park, IL.

### Friendly Phone Calling

ORGANIZATION NAME  
Decatur Catholic Charities – Faith in...

CITY, STATE  
Decatur, IL

BRIEF DESCRIPTION  
Older adults who are homebound received phone calls from friendly volunteers.

INTERVENTION TYPE  
Intergenerational Volunteerism

POPULATION SERVED  
Older Adults People with Disabilities

GEOGRAPHIC POPULATION SERVED  
Rural Urban Suburban

ORGANIZATION TYPE  
Other Community-Based Organization

PARTNERS INVOLVED  
Area Agency on Aging Faith-based

FUNDING SOURCE  
Older Americans Act Private/philanthropic

DESCRIPTION  
**Program Description**  
Faith in Action of Macon County provides friendly phone calling

### ONEgeneration Letters to Older Adults

ORGANIZATION NAME  
ONEgeneration

CITY, STATE  
Van Nuys, CA

BRIEF DESCRIPTION  
This letter writing program allows older adults and students to connect without using technology.

INTERVENTION TYPE  
Intergenerational Arts and Creative Expression

POPULATION SERVED  
Older Adults

GEOGRAPHIC POPULATION SERVED  
Suburban Urban

ORGANIZATION TYPE  
Aging Services Provider

PARTNERS INVOLVED  
Intergenerational groups Nutritional

FUNDING SOURCE  
Private/philanthropic grant Other

DESCRIPTION  
**Program Description**  
In a world where access to digital resources can improve overall social

### COAST-IT (Connecting Older Adults to Information Technology)

ORGANIZATION NAME  
University of Colorado Anschutz Medical Campus

CITY, STATE  
Denver, CO

BRIEF DESCRIPTION  
Pairs college students studying health with older adults for intergenerational social phone calls.

INTERVENTION TYPE  
Health and Wellness Intergenerational

POPULATION SERVED  
Older Adults

GEOGRAPHIC POPULATION SERVED  
Rural Frontier Suburban Urban

ORGANIZATION TYPE  
University

PARTNERS INVOLVED  
Aging and Disability Resource Center

FUNDING SOURCE  
Other

DESCRIPTION  
**Program Description**  
The University of Colorado (CU) Anschutz Division of Geriatrics and

### Fairfax County Virtual Center for Older Adults

ORGANIZATION NAME  
Fairfax County Department of Neighborhoods and Economic Development

CITY, STATE  
Fairfax, VA

BRIEF DESCRIPTION  
Virtual senior center developed in response to closures of in-person senior centers and adult day health centers due to the COVID-19 pandemic.

INTERVENTION TYPE  
Arts and Creative Expression Health and Wellness

POPULATION SERVED  
Older Adults People with Disabilities

GEOGRAPHIC POPULATION SERVED  
Suburban

ORGANIZATION TYPE  
Senior Center

PARTNERS INVOLVED  
Aging and Disability Resource Center

FUNDING SOURCE  
Other

DESCRIPTION  
**Program Description**  
At the start of the COVID-19 pandemic, senior centers, adult day

# Presenters

**Jane Mahoney**, Program Manager,  
CCAM Technical Assistance Center,  
Community Transportation Association  
of America (CTAA)



**Lina Nasr**, Administrative Analyst,  
County of San Diego Health and Human  
Services Agency, Aging & Independence  
Services



**Judy Eschmann**, Vice President –  
Community Connections & Programs,  
Council on Aging + home52





# The Impact of Transportation on Social Connectedness

Jane Mahoney

CCAM-Technical Assistance Center

September

# Coordinating Council on Access & Mobility Technical Assistance Center (CCAM-TAC)

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## Mission Statement

The mission of CCAM-TAC is to promote and facilitate human services transportation, public transit, and non-emergency medical transportation (NEMT) coordination that advances people's access to everyday destinations.



Federal Transit  
Administration



# What CCAM-TAC Provides

- **Technical Assistance:** Individual consultation and guidance to solve transportation and coordination challenges
- **Training & Capacity Building:** Webinars, peer learning and in-person training to support coordinated mobility
- **Toolkits and Guides:** Ready-to-use materials covering federal fund braiding, rural health transformation and community transportation access



**We serve** state DOTs, human service organizations, transit providers, community organizations and federal partners nationwide

# Social Connection + Aging

## Aging Population (65+) is Growing

**2016**

**15%** of population  
**49.2** million

**2060**

**23%** of population  
**94.7** million



## Social Isolation Impacts Older Adults

**24%** of 65+ are socially isolated

**+ 50%** risk of developing dementia

**+ 32%** risk of stroke

**+ 29%** risk of heart disease

# Transportation's Impact on Social Connection





# What's the difference?



- Location
- Type of activity
- Time of day
- Advertising
- Leader/teacher
- **TRANSPORTATION!**





# Designing Programs with Mobility in Mind



## Plan Ahead

- Consider location & time of day related to transit schedules
- Offer to coordinate or pay for transportation



## Map Transit Options

- Find Mobility Managers
- [Community Provider Map](#)
- [Find your State DOT Section 5310 webpage](#)



## Build Partnerships with Transportation Providers

- Learn each others' programs
- Cross-promote services

# Redefine Transportation as a Health Intervention

- Transportation is more than getting from point A to Point B - it is the bridge to human connection, independence, and health.
- Medical appointments are a priority, but we need to expand to include other health-related appointments including socialization activities
- Coordination between transportation, human services & health services is crucial
- Increased awareness of transportation options and how to use them can reduce stigma and expand access to socialization

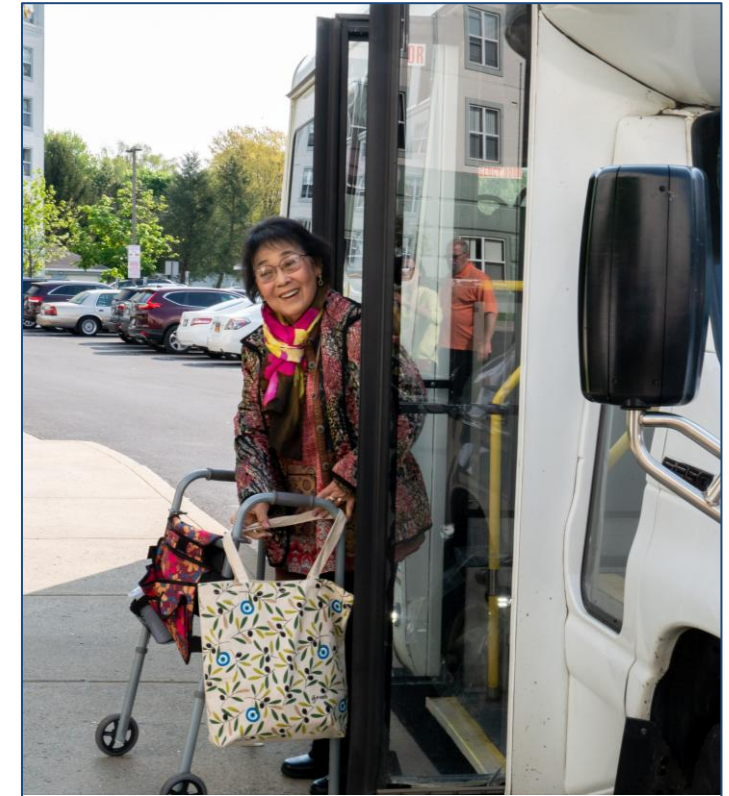
# Be the “Social Connection Voice” at the Transit Table

- Provide input on where and when transit is needed in your community
- Participate in the development of the 5310 Coordinated Human Services Transportation Plan
- Work together on community engagement activities
- Host travel training workshops
- Partner on pilot or grant programs such as voucher or volunteer driver program



# Best Practices

- [EMBARK Well](#) Senior Health & Wellness Transportation - Oklahoma City
  - Free rides to wellness centers
- [Virginia's Regional Transportation Collaborative](#) (RTC) One-call, One-click center - Rappahannock, VA
  - One number and one website to find a ride
- [RIPTA Travel Training Program](#) – Rhode Island
  - Travel training videos and tools for you to teach *your* customers about transportation options



# Resources

- CCAM-TAC/NCMM: [The Role of Transportation in Addressing Social Isolation in Older Adults](#)
- NADTC: [Transportation Options for Community Service Providers](#)
- FTA and ACL: [Navigating Tribal Transportation Funding](#)
- FTA: [Mobility Management](#)
- National RTAP: [Travel Training Best Practices](#)
- SURTCOM: [An Analysis of the Costs and Benefits of Providing Increased Mobility to Reduce Social Isolation Among America's Aging Population](#)

# Three Friends at a Museum



Mentally Stimulating



Socially connected



Physically Active



Financially Accessible (Free!)

*How did they get there?*

Without coordinated transportation,  
this connection never happened.



# San Diego County

**Lina Nasr, MPH, Administrative Analyst**

Tuesday, September 22, 2026



# Mobility and Social Connection

## Why mobility matters in San Diego County:

- Growing older adult population
- High reliance on automobiles
- Transportation barriers
- Risk of social isolation



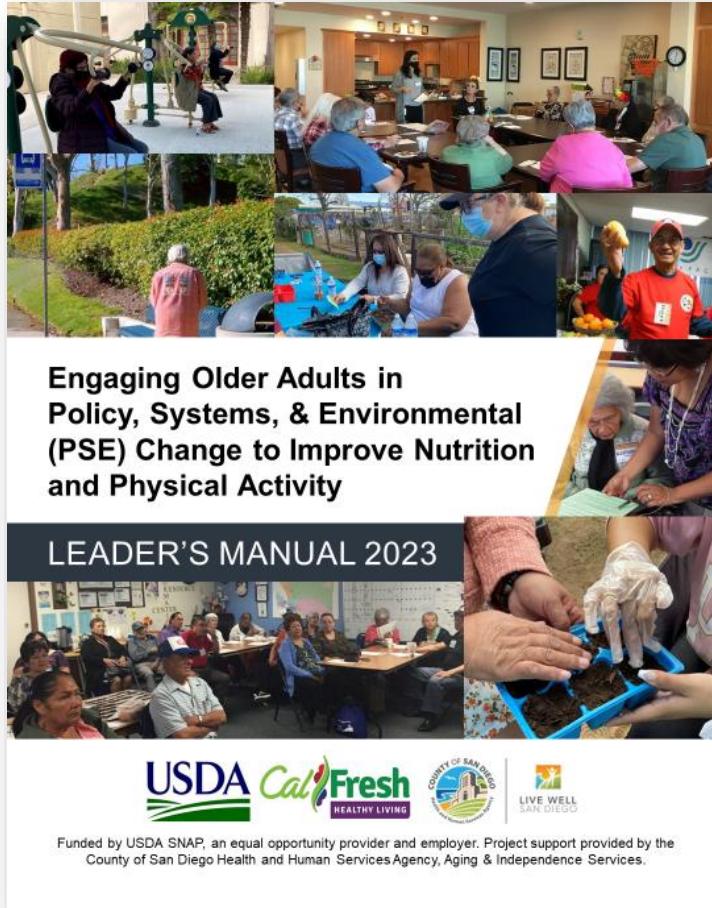
# Launching Pad for Community Change



# Community Change Efforts



# Community Change Class Series



- **Step 1:** Learning about Social Determinants of Health
- **Step 2:** Identifying Resources and Barriers
- **Step 3:** Coming up with Community Improvement Projects
- **Step 4:** Creating and Progressing through a Community Action Plan
- **Ongoing technical assistance**



# Community Change:

## 2 – Identifying Resources & Barriers

| Goal                             | Resources                                                                                                                                                                                                         | Barriers                                                                                                                                                                  |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Eat Well/<br/>Stay Active</b> | <ul style="list-style-type: none"><li>• Nearby bus stops</li><li>• Some residents are comfortable with using public transportation</li><li>• Residents share information with one another at the center</li></ul> | <ul style="list-style-type: none"><li>• Limited transportation</li><li>• Distant grocery stores</li><li>• Sidewalk tripping hazards</li><li>• Language barriers</li></ul> |



# Community Change:

## 3 – Community Improvement Project Ideas

### Community Improvement Project Ideas:

1. **Improve sidewalk safety** by going on walk audit and reporting issues to the city
2. **Increase comfort** with using **public transportation** by going on transit field trip

PARTICIPANT WORKSHEET: NAME: \_\_\_\_\_  
**Let's Improve Our Community!** DATE: \_\_\_\_\_

---



Write down project ideas that can help you overcome barriers or further support you in making positive lifestyle changes. Check the box that reflects which aspect of lifestyle the project idea aims to improve.

|                                                                            |    | My Physical Activity     | My Nutrition             | My Overall Health        |
|----------------------------------------------------------------------------|----|--------------------------|--------------------------|--------------------------|
| 1. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> | 1. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> | 2. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> | 3. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> | 4. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. <div style="border: 1px solid black; height: 30px; width: 100%;"></div> | 5. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Developed by Aging & Independence Services, a division of the County of San Diego Health and Human Services Agency.  
AGING.SANDIEGO.COUNTY.GOV

30

# Community Change:

## 4 – Developing an Action Plan

| Project                                             | Action Steps                                                                                                                                                                                                                                          | Assigned Person/Progress                                                                                                                                      |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Improve walkability in surrounding area</b>      | <ul style="list-style-type: none"><li><input type="checkbox"/> Recruit people to join walk audit (who cares about this?)</li><li><input type="checkbox"/> Assess potential date</li><li><input type="checkbox"/> Assess walk audit route(s)</li></ul> | <ul style="list-style-type: none"><li>• Group to consider partners/neighbors who'd like to participate</li><li>• Group to consider potential routes</li></ul> |
| <b>Increase comfort using public transportation</b> | <ul style="list-style-type: none"><li><input type="checkbox"/> Identify destination</li><li><input type="checkbox"/> Identify group trainers</li></ul>                                                                                                | <ul style="list-style-type: none"><li>• Brainstorm potential dates and destinations</li></ul>                                                                 |

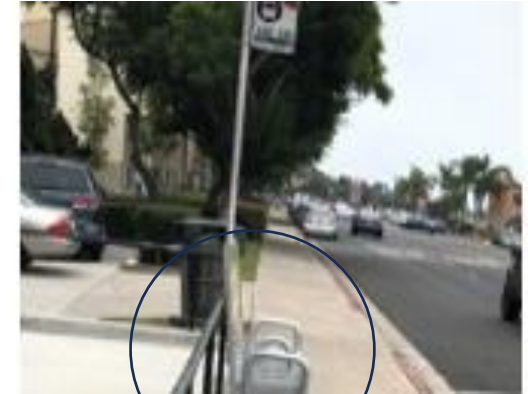
# Walk Audits: Improving access to bus stop



**City Mobile Applications**



# Walk Audit Results



# Peer-Supported Transit Field Trip Model



# Transit Trip: Balboa Park





# Outcomes:

1. Across 5 sites, 65 older adults participated, visiting 2 regional cultural destinations, 3 museums, 2 shopping centers, and a city hall
2. After their group field trip/training,
  - more than 1/3 of participants went on at least 1 transit trip
  - more than 2/3 of participants stated that they felt more comfortable using transit
  - more than 2/3 of participants stated that they are more likely to use transit





# Challenges

1. Accessing bus stops (i.e., too distant, unsafe route, etc.)
2. Affordability
3. Lack of safety at transit stations
4. Needing more confidence





# Lessons learned:

1. Foster sense of safety
  - Be authentic and follow through
  - Develop group agreements
  - Communicate plans clearly to everyone
2. Listen & empathize
3. Make it MEANINGFUL and FUN
4. Remind participants of current and future benefits
5. Look for partnerships
  - Win-Win Opportunities (What's in it for them?)



LIVE WELL  
SAN DIEGO



***“It was well worth it for me! In the future, should I need to use public transportation, I know I will feel much more comfortable with it.”***



**LIVE WELL  
SAN DIEGO**

# THANK YOU!

**Lina Nasr**

Administrative Analyst

County of San Diego

Health and Human Services Agency

Aging & Independence Services

[Lina.Nasr@sdcounty.ca.gov](mailto:Lina.Nasr@sdcounty.ca.gov)





# Commit to Connect

**Judy Eschmann, VP of Community  
Connections and Programs**



# OUR MISSION

Enhance lives by assisting people to remain independent through a range of quality services.



# WHY TRANSPORTATION?

- Transportation is one of many services our members receive.
- Along with our healthcare partners, we began looking at transportation is a social determinant of health (SDoH).
- We asked the following questions.
  - What would transportation services need to look like to support positive health outcomes?
  - How can we reduce cancellations for routine and preventative care appointments?
  - How can we reduce Urgent Care Visits, 9-1-1 calls and ER Visits?
- COA | home52 received a Federal Transit Administration grant to purchase transportation management software.
- We collected feedback from transportation companies, our members (riders) and health care providers to create our transportation coordination model.
- home52 Transportation Coordination Center went live on May 3, 2021.
- We have coordinated more than 192,000 rides for more than 3,600 unduplicated riders so far.

# AGING, INDEPENDENCE AND TRANSPORTATION GO HAND IN HAND



Vehicle owners  
drive themselves or  
ride with family  
members , friends  
and neighbors



Public  
Transportation  
Uber / Lyft  
Taxi services



Public  
transportation and  
other para-transit  
transportation  
(vehicles with  
adaptive  
equipment)



Door-thru-Door  
Hands-on  
Assistance  
Live Ride Tracking  
Constant  
Communication

# HOME52 TRANSPORTATION COORDINATION SERVICE

- How are we different?
- home52 employs the transportation coordination center staff and contracts with transportation providers to provide the actual ride.
- Our transportation providers are small business entities, home-delivered-meal providers and organizations that have a primary mission to serve disabled and older adults.
- Our providers share our mission to enhance lives by assisting people to remain independent through a range of quality services.
- Dispatch the right vehicle type, closest to the pick-up location
- Door – through – door service
- On Demand – Same Day services
- Prescheduled rides Monday through – Saturday for Medicaid riders
- We intervene when rider is unresponsive
- Track ride progress in real time and communicate with medical facility if we're running late
- Random rider surveys 1-3 days after ride completion

# NEW PROVIDER RECRUITMENT

The key to great service is to contract with transportation providers that share our mission for providing excellent quality service.

We have discovered that small companies, many owner-operators, as well as organizations that provide home-delivered-meals and home care services share our mission.

The pandemic impacted some companies that operate home health care businesses who struggled due to the workforce shortages and they changed their business plan to include transportation services.

Some companies have a personal family experience that fuels their passion for great service for older &/or disabled adults.



# RIDER FEEDBACK AND SATISFACTION



99.2% of riders surveyed stated they get as much help as they need to get to and from the vehicle.

98.6 % of riders surveyed state they can depend on their ride.

98.4% of riders surveyed stated they feel safe and secure during their ride.



99.2% of riders surveyed stated scheduling their ride was easy.

9% would have gone to Urgent Care, Emergency Room or called 9-1-1 if transportation was not available.

98% stated they believe access to transportation helped improve their health outcomes.



97% of riders surveyed rated the coordination center service as above average or better with

88% of the riders rating the service as EXCELLENT (5 stars).

# Thank you!



# Questions and Discussion

Please share your questions or  
comments in the Q&A box.

# Thank you!

- Please complete the survey which will be displayed in your browser after Zoom closes.
- The recording will be available on [www.committoconnect.org/events](http://www.committoconnect.org/events)
- For further questions, contact us at: [info@committoconnect.org](mailto:info@committoconnect.org)

