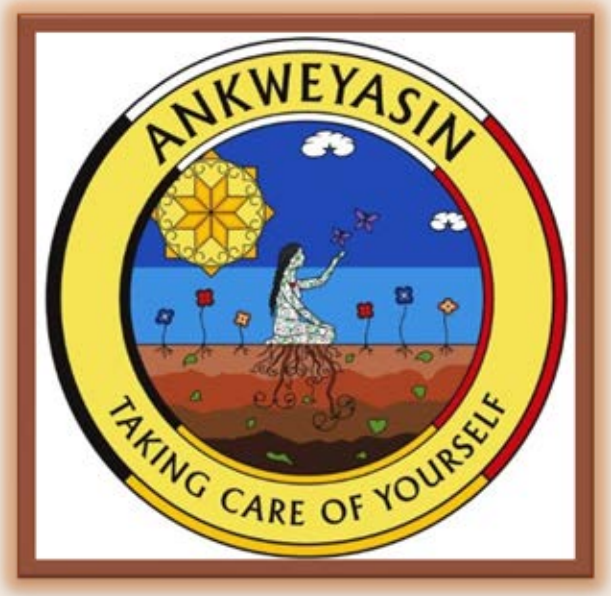
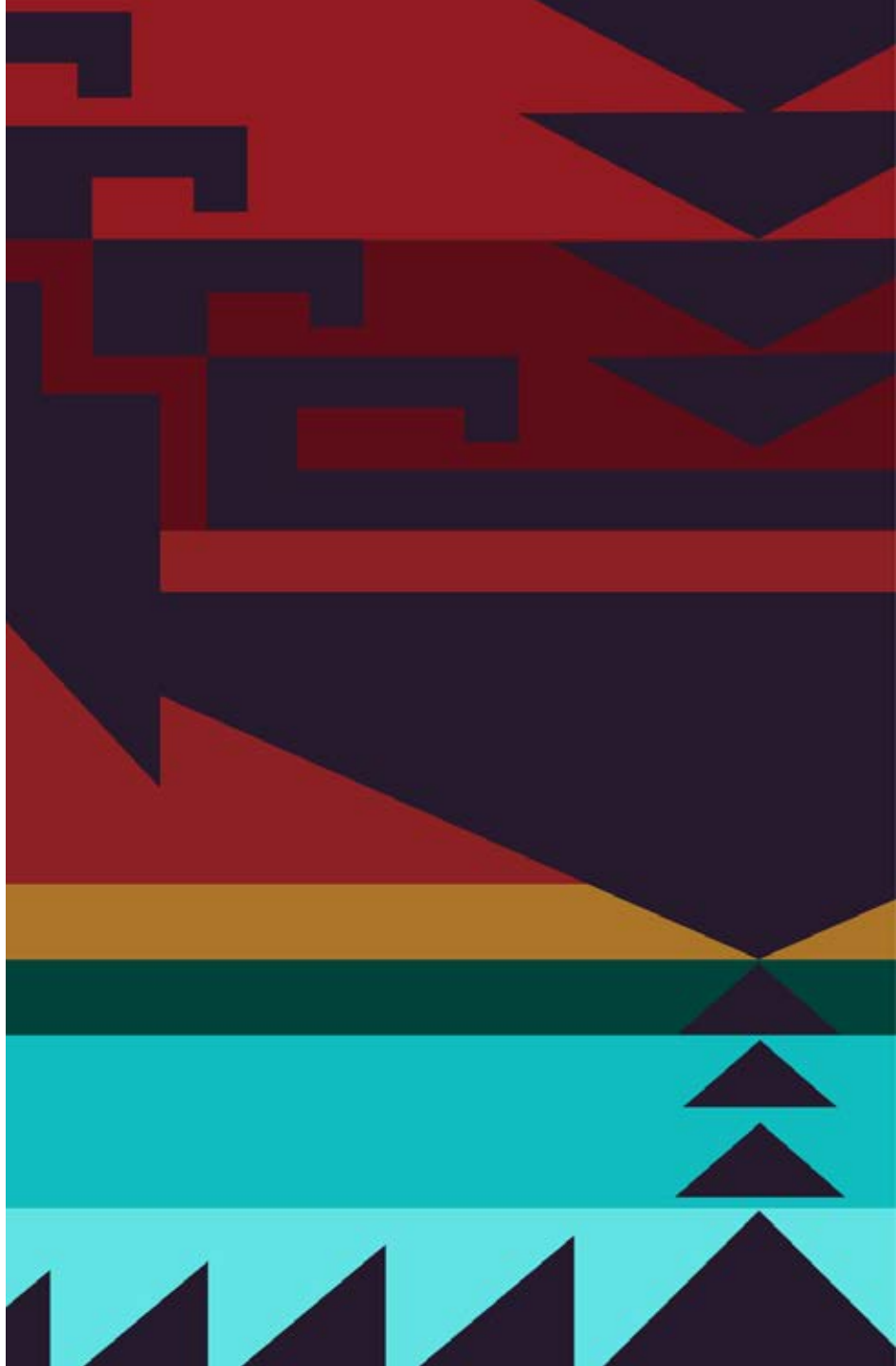
# Implementing a Rural Community Transportation Service for Behavioral Health Services



# Learning Objectives

- Addressing Needs Assessment findings around needs of Reliable Transportation in Rural Communities.
- Looking at the roles of Peer Services and how can be best utilized.
- Creating an internal transportation system that supports both professionals and peer programs.
- Looking at Data to support funding opportunities to continue Transportation services



# Needs Assessment Findings

## Lack of Transportation

- Rural Communities Struggle more.
- What is available and what is not.
- Motive care doesn’t recognize peer services as health service.
- If available, would it be utilized.?
- Challenges.

# Why Peers?

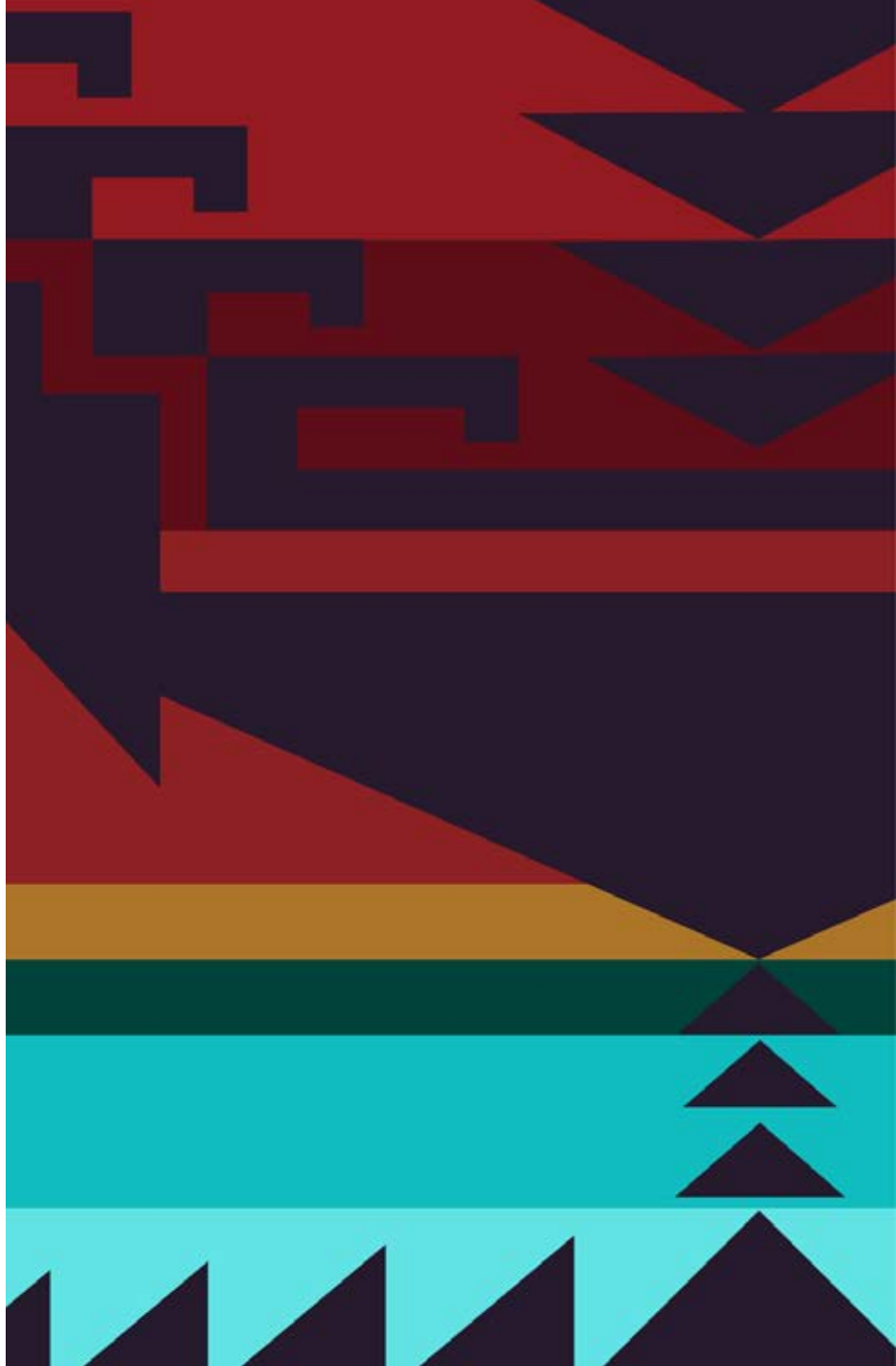
Peers provide a unique connection.  Lived experience can foster support, willingness, and follow through.

Many individuals with SUD feel let down by professional supports peers bridge the gap and can motivate an individual to trust again and help reduce anxiety before and after sessions or appointments.

It is like having a cheerleader, friend, coach and person to brief and debrief with before and after session or appointment.

“It is like having an extra session.”

“Some of the best conversations happen in the rides before and after the meeting.”



# How Peer Service Transportation can be beneficial.

## Utilized for all Recovery needs and supports.

- Pharmacy
- Appointments
- Housing / Workforce
- Counseling / MAT
- Basic Needs
- Recovery Coach Sessions

## Some Challenges

- Taken advantage of
- Not taxi service
- Funding
- Outside of scope requests
- Intoxication

# Working policies and procedures

## Challenges

- Emergencies / crisis / safety
- Scheduling
- Dual relationships / personal conflicts
- Demand

## Successes

- Educational Opportunity
- Partnership with Community Health and Wellness Team to prepare individuals for event
- Use connection and knowledge keepers to welcome all walks of life
- Include individuals in the planning process

# Visual Examples

# Meeting them where they are at!

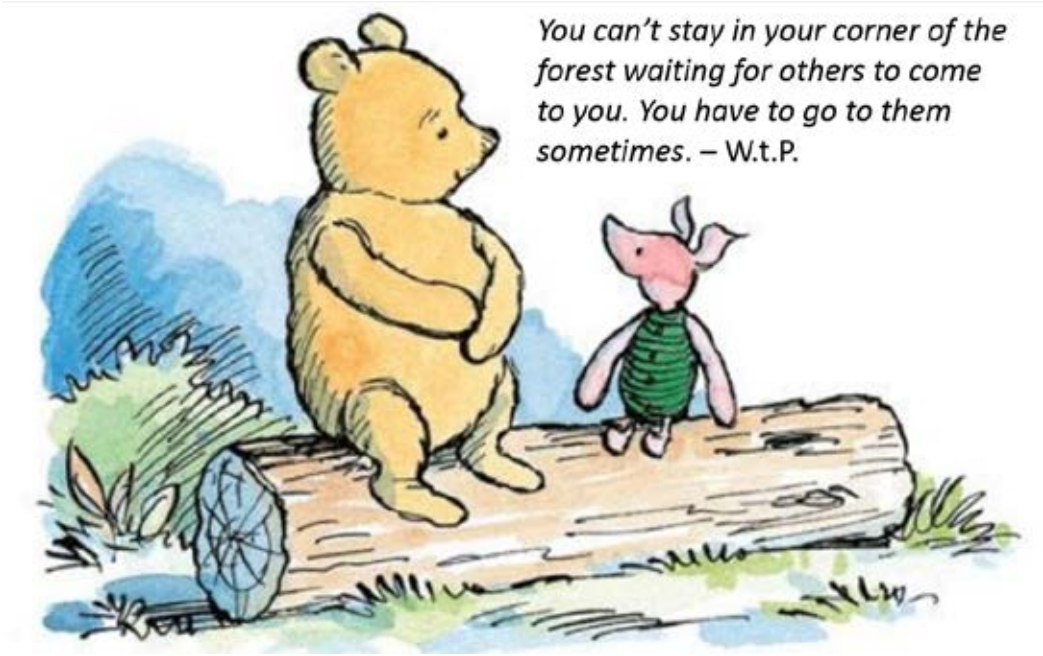
What does that mean when it comes to transportation services?

Peer support, recovery coaching, or other service doesn't need to be in an office.

Meeting them where they are at, may mean literally going to where they are.

Even if you are not providing transportation **FOR** someone, you can transport **TO** someone.

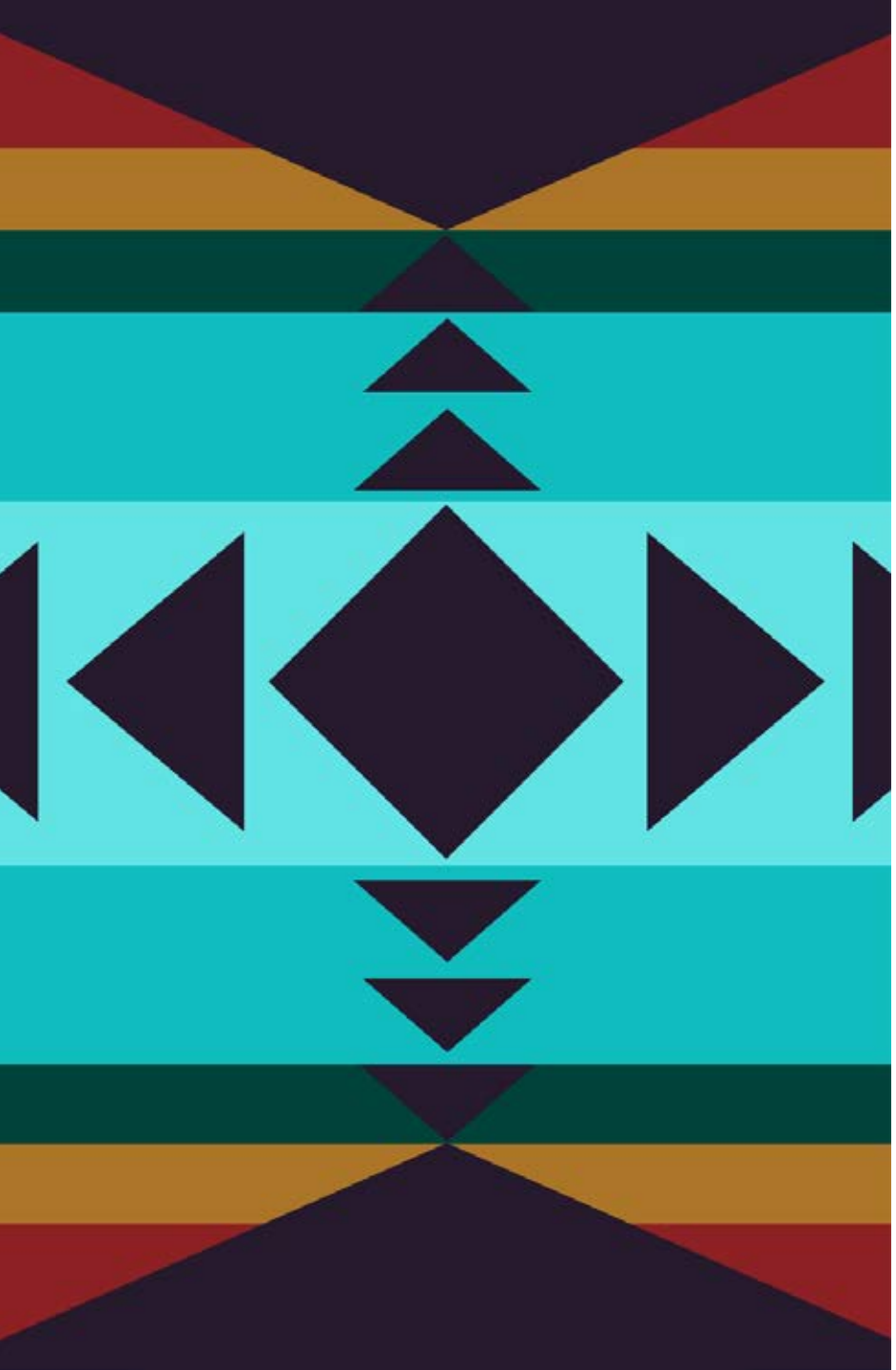
Outreach activities is as important as the ride itself.



# DATA

Reliable Transportation in correlation with group engagement and no-show rates.

| Year | Total # of Transports | Group engagement | No show rate for SUD counseling | No show rate across all BH services | Conclusion |
|---|---|---|---|---|---|
| **2023** | N/A | N/A | 22% | 12% | Baseline |
| **2024** | N/A (data not kept) | 108 | 12% | 8% | Significant engagement increase |
| **2025 (6 months)** | 118 | 160 | 9% | 4% | Over 200% increase in engagement over all services in less than 18 months. |



# Key findings of a reliable transportation program.

- Significant lower no-show rates
- Increase in Group engagement
- Access to peer services / extra support
- Better continuum of care for all clients
- Reliability eliminates worry or anxiety
- Gives access to recovery events and people that normally would not
- Relieves financial stress of increased UBER and Cab fares.
- Eliminates paperwork for Motive care
- BUILDS BETTER RELATIONSHIP WITH SERVICES AND THEIR PROVIDERS

# Questions