

The MILEPOST

April 2020

A Message from Getthere

In light of the pandemic we are all living through now, Rural Health Network has quickly adapted to new ways of work to ensure the safety of our staff while maintaining high quality services to our communities. With the support of Blue Storm Technologies, Armstrong Communications and other supportive vendors, all program staff have been set up to work remotely. While some programs' primary work has shifted, others continue to fill the same needs as always. Throughout these changes, the RHN mission of advancing the health and well-being of rural people and communities has remained constant. Another constant is the collaboration and coordination of our partners and stakeholders. Not one program or one agency alone will lead us through these difficult times. Each program at RHN is working closely with other partners throughout the region to plan and implement strategies to address the variety of increasing needs and challenges.

Getthere staff members are committed to providing the same exceptional level of service that the community has come to expect from us. In addition to safely coordinating rides across a variety of transportation vendors, we collaborated with many partners to identify emerging needs due to Covid-19 and expanded our assistance in an attempt to meet them. We are here to support other ongoing efforts, handle overflow, and fill in gaps. We are here to support all community efforts in getting people where they need to go or in getting what they need.

Our call center remains in operation from 7 AM to 7 PM, Monday through Friday. Anyone in Broome, Chenango, Delaware, Otsego, or Tioga Counties can email us at getthere@rhnsny.org or call us at 1-855-3737-4040 for transportation information and assistance.

We have also created this bulletin as a means of more quickly communicating information about changes to the transportation network of our service area in a timely manner. Additionally, we are continuously updating our [website's news section](#) to reflect these changes as we become aware of them.

Lastly, Getthere urges everyone to carefully consider the following with regard to travel: Are there other options available besides travel? Can I delay this trip until a later date? Can I forgo this trip entirely? How can I make this trip as safely as possible? Please see the [New York PAUSE](#) page for additional safety information.

For more information about other Rural Health Network programs, please read [our latest COVID-19 update](#).

Thank you and travel safe -

During the Covid-19 Pandemic, Getthere can provide transportation to pick up prescriptions, food and other essential goods and services you may need. Delivery services are also available for food and prescriptions when you can't travel, or it is not safe for you to travel.

Getthere Call Center: Open Monday through Friday

7:00 AM to 7:00 PM

Toll Free #: 1-855-373-4040

www.gettherescny.org



Useful Links

Rural Health Network has developed several regional resource lists that may be helpful to you, linked to below. Our team continues to update these resources as we become aware of changes.

[Grocery Store Service Inventory](#)

[Healthcare Access Information](#)

[Pharmacy Information](#)

[Home Delivery, Workplace and Home Visiting Safety Protocols](#)

The Latest Service Changes and Updates

- Delaware Office for Aging has suspended its fixed route service but is continuing to provide volunteer non-emergency medical transportation.
- BC Transit fixed route service is now free of charge. BC Lift paratransit and BC Country continue with usual fares.
- Tioga Opportunities Inc. is providing volunteer transportation for critical medical treatments only.
- OCCT SUNY Binghamton student transportation now on reduced service weekdays and weekends for remainder of semester. Please visit <https://www.occtransport.org> for details.
- Delaware Opportunities is providing free food and prescription pickup to all Delaware County residents, following intake process.
- Otsego Express routes 5, 6, and 9 were suspended starting Monday March 23, 2020 until

- further notice.
- Deposit Foundation transportation service has been suspended until further notice.
- Oneonta Public Transit has made the following changes:
 - All night buses have been suspended
 - There is now one Cooperstown bus running from 7 a.m. to 7 p.m
 - The West End and Southside routes have been combined, with West End running at the top of the hour and Southside running on the half hour
 - There is no Hillside bus - The SUNY bus will cover Hillside every half hour (7 a.m. until 6 p.m.)
 - There is no Sunday Southside bus

Did I get a new job?

Getthere MTA Stephanie Button

Covid-19 has brought upon many challenges to society and the Getthere Call Center was no exception. The call center has gone remote thanks to a new internet phone system that allows the staff to work in 6 different locations across 3 counties in 2 states. We have adapted to office life without printers, fax machines, and 2 computer monitors, and made changes to our Connection to Care program to better suit the changing needs of the populations we serve.

The Connection to Care program has temporarily expanded to assist with access to food, as well as prescriptions and medical transportation. The staff has been working diligently to gather and keep up with resources from the other community organizations we work with, as well as any changes to, or addition of, delivery procedures with local grocery stores, food pantries, and pharmacies. Our work has proven to be especially important in cases where someone has lost access to these needs due to safety concerns for themselves and the people who normally transport them.

Recently, we worked with an elderly client who was struggling to find someone to take her to the food bank. We were able to connect them to the Otsego County Office for the Aging for home delivered meals as well as a delivery of a box of food from the local food pantry, helping them to stay safe and remain at home. Another client lost their transportation to pick up prescriptions for themselves and their child because their normal driver feared the potential exposure to Covid-19. Since they lived far from town, walking was not going to be an option. Getthere was able to step in and fund their transportation to ensure they did not go without any of their medications. The Call Center staff are dedicated to continue providing transportation information and services to people in rural communities as we settle into these temporary circumstances and await the return to normalcy.

Transportation to Employment Program

Transportation to Employment Coordinator, Katie Blaine MacDonald

Getthere's Transportation to Employment Program (TEP) remains dedicated to supporting individuals starting a new job by providing transportation assistance in Broome, Chenango, and Tioga counties during this uncertain and unprecedented time.

With record unemployment, many individuals find themselves without work and struggling to support themselves and their families. If you are looking for an opportunity, we encourage you to visit the NYS Department of Labor's [New York Hire Now website](#) to check their list of immediate openings.

TEP is happy to assist individuals as conditions improve and employers look to increase their workforce.

Announcements

2020 Shared Mobility Summit Now Virtual

Shared-Use Mobility Center has announced that it will now host its annual summit virtually.

Originally to be held in March, the summit will now be a two-day, all-inclusive virtual experience on **May 5 and 6**. For a look at the real-time, interactive sessions, receptions, and one-on-one

conversations, please see their [announcement](#).

CTAA Moved to November

CTAA Conference and Expo will take place in Louisville, KY November 15-19.

NTI's Advancing Mobility Management Workshop in Ithaca canceled

All on-site events sponsored by the National Transit Institute (NTI) are cancelled until June 30, 2020 as we continue to collectively combat the Covid-19 pandemic. In the weeks ahead NTI will advertise various webinar training opportunities.

ATI 2020 Conference postponed until 2021

The 2020 Conference was originally scheduled for August of this year. The decision has been made to delay the 2020 ATI Conference for 12 months to August of 2021, but will remain in Cleveland.

Have you responded to the Census yet?

Why is the 2020 Census Important?



Everyone Counts. The Census counts every person living in the U.S. once every ten years



Political Representation. The Census results are used to determine how many representatives each state has in Congress and are used to inform the redrawing of congressional district boundaries



It's Your Civic Duty. It is in the Constitution that everyone must be counted



Federal Funding. Census data is used to distribute \$675 billion in federal funds annually to states, counties, and local communities



Confidentiality. Federal law protects your Census responses. Your answers can only be used to produce statistics and cannot be shared or used to identify you or your household.



Answering the Census is the law, and it is important to our community. Please complete it accurately.

How is Census Data Used?



To determine funding for public services in our community



To determine where to build new infrastructure and community facilities



To determine where to open new companies, businesses, and stores



To write grant applications for community projects



To plan for emergency services

How & When do I Respond to the Census?

In March 2020, every household will receive an invitation to complete the Census, you can complete the questionnaire:



Online



By phone



By mail

Postcard reminders and a hard-copy questionnaire will be mailed throughout March and April. A Census taker will follow-up with non-responsive households.

Contact information:

Getthere phone: 607-692-7669

William Wagner, Director, e-

mail: wwagner@rhnscny.org

Nick Cecconi, Assistant Director, e-mail: ncecconi@rhnscny.org

Getthere Call Center phone: 1-855-373-4040

Getthere Call Center hours: 7 am - 7 pm weekdays



Getthere is the mobility management program of

STAY CONNECTED

