



June 2024



## A Closer Look at Chenango County Connection to Care Usage

with Director Nick Cecconi

Chenango County residents have been frequent utilizers of Getthere services, including Connection to Care (CTC) financial assistance to health-related services, for nearly a decade. In fact, demand is higher than one might expect. In Getthere's five-county service area, Chenango has ranked second behind Broome County every year since 2016 in terms of both cases and individuals receiving CTC assistance. This is especially noteworthy considering it is ranked fourth out of five counties by population. Furthermore, it is one of the least densely populated counties in the state; out of 62 counties, it is ranked 52nd in terms of people per square mile.

### What the Numbers Say

So far this year, Getthere has facilitated 469 origin to destination trips and 21,000 miles of transportation with CTC funding in Chenango County. Upon closer examination of the numbers, several interesting factors become evident:

#### 1. Demand is Geographically Widespread

While the City of Norwich acts as a significant hub for the county, its residents do not make up a majority or even a large plurality of Getthere's Chenango County service recipients. Only 7 of 44 individuals receiving CTC assistance thus far in 2024 have resided in the City of Norwich. Though demand is not concentrated in Norwich, it is neither heavily concentrated within a select few communities, but is instead geographically widespread. CTC cases have originated from 19 of the 28 municipal entities that make up the county, and 12 of those 19 have been the source of multiple cases. This is an important factor when considering the development of a countywide transportation system. Options like public transit, that rely on even modest population centers to create efficiency, struggle to meet the geographic demand of a large rural county. Additional community options and resources must be developed to fill these gaps.

#### 2. Demand for Transportation Out-of-County Is High

Chenango Memorial Hospital and other Norwich locations are frequent CTC trip destinations- there have been 18 such cases in 2024. Nearly double that, however, have been for Chenango County individuals seeking services in either Binghamton, Johnson City, or Vestal in Broome County. Similarly, nine instances of assistance were for people looking to get to either Oneonta or Cooperstown in Otsego County, and seven were for people going to Syracuse or Rochester. So although the county's large medical facility and smaller primary care clinics are critical for both improving personal health and maintaining community vitality- as is the case across rural New York State- they will likely

not be able to meet the entire scope of people's healthcare needs. Communities must consider transportation options that reach beyond county borders to either connect people directly to these important destinations, or to a larger, more robust mobility network that does so. The health of their residents depends on it.

What's additionally clear beyond these factors is that the issues around rural access and mobility are numerous and complex. Economic conditions, demographics, and the nature of rural communities make solutions hard to pinpoint. As such, the work to build better, more coordinated, and more comprehensive mobility systems goes on. Getthere is committed in its work to help build such a system in Chenango County and beyond.



## Chenango County Area Office on Aging turns 50

Getthere recently attended the Chenango County Area Office on Aging's 50th anniversary celebration. Hundreds of seniors attended the event held at West Park in Norwich where many local organizations and agencies spoke with folks about services. Getthere Assistant Director Megan Blenis (pictured above) shared information on Getthere services.



**Calling all Volunteers!**  
**You can help your neighbors get to life sustaining medical appointments.**  
**Volunteer drivers are reimbursed for their mileage.**  
**If you can volunteer just give Getthere a call at**  
**1-855-373-4040.**

# Transportation to Employment Program

with Coordinator Stan Varghese

The most important metric of the Transportation to Employment Program (TEP) is when a client makes it to 90 days of employment. Completing 90 days of employment is important for orientation, evaluation, and ultimately retention of employees.

One of the challenges clients face in reaching 90 days of employment is lack of consistent or reliable transportation when they are referred to Getthere. One such Broome County client was initially referred by a local workforce agency for transportation assistance to work. This client had been previously incarcerated. During this initial 90 day period of receiving transportation assistance from TEP, this client did not meet 90 days of employment during this period. This was due to the client making a decision on their part that took them out of the workforce.

A year later, this client had been referred again, this time by a local nonprofit organization. This caseworker discussed the client's barriers and that they were actively helping with their housing situation. After discussing their needs with the caseworker, TEP assisted again in this case and provided bus passes for them to get to a local employer. The client ended up meeting 90 days of employment during this second round of assistance.

It is gratifying to see clients sustain long-term employment and change their situation for the better. Long-term employment is one of the goals of TEP. Working together with community partners, we can assist clients in difficult situations and help improve their lives.

[Click here to make a referral to Getthere's Transportation to Employment Program!](#)

---



## Help Navigating the Transit System

by MTA Maggie McGoff

Recently, an older resident of Broome County called the Getthere Call Center for transportation assistance. She explained that she normally receives transportation services with Broome County Transit paratransit services, specifically BC Lift. She was having difficulty scheduling her trips via the automated system. Upon further investigation the woman proved to be technology-savvy and could navigate her way around the internet with relative ease. It was suggested to the client that she could reserve her trips online, via the BC Lift online form. I verbally walked her through the steps from the type of search engine, to the specific links to click on, and then finally the online form itself.

With Getthere's assistance, the woman was able to learn how to reserve transportation through BC Lift on her own. She was very appreciative of the assistance.

---

## What folks are saying about Getthere:

*"Thank you for helping me with gas cards to get to work."*





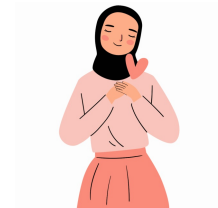
*I really appreciate it."*  
*Broome County TEP client*

*"Excellent service, I am thrilled with the help getting to my  
medical appointment. I will call again soon!"*  
*Chenango County client*



*"I am a happy client, thank you  
I am very grateful at 80 years old."*  
*Delaware County client*

*"Very appreciative of this help so I can get to this  
necessary infusion I need"*  
*Otsego County client*



*"Thank you for all of the help that you and  
your staff have given us"*  
*Tioga County client*

---

**Are You Interested in Mobility Management?**  
If so, consider joining the Getthere Advisory Committee and Stakeholder Meeting .  
Email Megan at [mblenis@rhnscny.org](mailto:mblenis@rhnscny.org) for details.  
Our next meeting is Thursday, August 22th at 12noon.

---

## Getthere Contact Information

Getthere Call Center: (855) 373-4040  
Monday through Friday from 7am until 5:30pm

Getthere Website: <https://gettherescny.org>

Getthere Facebook Page  
<https://www.facebook.com/GetthereMM/>

---





You can help complete the financial puzzle that supports our Getthere program by making a contribution today.

All donations help us provide transportation solutions to ensure that people in Broome, Chenango, Delaware, Otsego, and Tioga counties can access healthcare, employment, and other health related services.

[Support Getthere Programs Now](#)

**RURAL HEALTH  
NETWORK**  
*Serving South Central New York*

Getthere is a program of the Rural  
Health Network of SCNY, Inc.

Rural Health Network of SCNY, Inc. | 455 Court Street, Binghamton, NY 13904

[Unsubscribe cmartin@rhnscny.org](mailto:cmartin@rhnscny.org)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by [bymblenis@ruralhealthnetworkofsouthcentralnewyork.ccsend.com](mailto:bymblenis@ruralhealthnetworkofsouthcentralnewyork.ccsend.com) powered by



Try email marketing for free today!