

The Getthere Call Center

855-373-4040

Getthere is the mobility management program of the **Rural Health Network of South Central New York (RHN)**, and helps people learn about transportation options through its call center. Getthere can help people determine eligibility, register for services, and develop options based on their specific needs and situations. Getthere also helps people with Medicaid or other insurances access transportation benefits.

- Getthere call center serves Chenango, Tioga, Broome, Otsego, and Delaware Counties
- Open Monday through Friday 7:00 AM to 5:30 PM
- Has assisted 3,625 times (mobility cases) per year on average since 2018
- ~15% of cases – 514 per year- have been on behalf of Chenango County residents

Getthere can also help people pay for transportation to healthcare services when they are unable to do so through its **Connection to Care (CTC) program**. Clients review options with GT staff and if all options are unaffordable, CTC financial assistance can be requested.

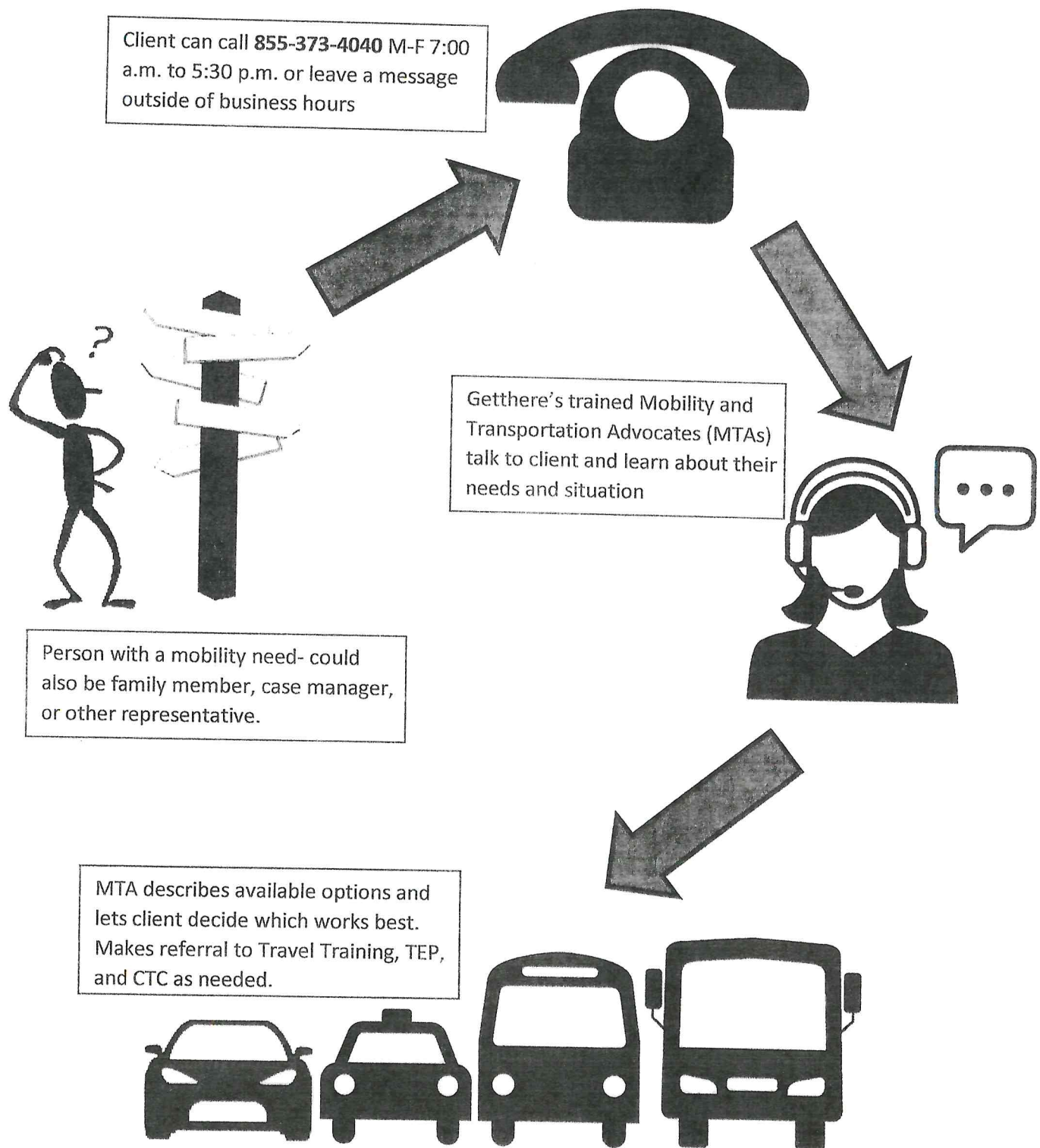
- If approved, Getthere provides bus passes, gas cards, volunteer rides, or taxi rides
- People are asked to donate what they can afford, but this is not required for service
- Soft cap of \$500/person; more support possible based on need and funds availability
- Number of trips/miles Getthere can pay for in a year directly linked to CTC funding level

Getthere also provides small group and on-on-one instruction to help people to use available transportation options through **Travel Training**. Through the **Transportation to Employment Program (TEP)**, it provides short-term transportation, similar to CTC, to recently hired and soon to be hired individuals that cannot afford to access their work site, with a goal of helping them reach long-term (90-day) employment.

Getthere uses funds from the Federal Transit Administration to support its operations and contract with county-based groups to assist with its mobility work. Getthere has partnered with Chenango County Planning for local assistance in this way since 2017.



The Getthere Call Center Process





TRANSPORTATION TO EMPLOYMENT PROGRAM

SHORT-TERM TRANSPORTATION ASSISTANCE

Getthere assists individuals who have started a new job and need effective transportation solutions. Financial assistance is provided short-term while individuals work up their earnings to cover their own transportation costs.



SUSTAINABLE TRANSPORTATION STRATEGY

Getthere works with each program participant to identify and establish a long-term strategy that ensures they have a method to get to and from work after receiving short-term assistance through the program.



TRANSIT, FUEL CARDS, AND 511NY RIDESHARE

Getthere seeks to change perceptions about how individuals commute to and from work. Providing public transit passes and fuel cards for carpooling helps participants consider alternatives to owning a car. We register all participants for 511NY Rideshare, the state's ride matching program for commuting.

511NY
Rideshare

GUARANTEED RIDE HOME

For all of our participants, we assure a ride to and/or from work when their usual commuting resource is unavailable. That means that when a carpool arrangement falls through or transit isn't running, we will make sure our participants have a way to get to and from work.



a program of the
RURAL HEALTH
NETWORK
Serving South Central New York

gettherescny.org
getthere@rhnscny.org
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