



Ride to Recovery Policy & Procedures

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RIDE TO RECOVERY CONTACT

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Mission

The Ride to Recovery program is designed to help those who are in early recovery succeed by providing 90 days of transportation to desired recovery support services; treatment, meetings, mental health or probation appointments, and other recovery-related activities. The Ride to Recovery Program will operate in 2022/2023 as follows:

Participant Qualifications

Must be two (2) years or less in addiction and/or mental health recovery with any combination of the following:

- Released from incarceration within the last six (6) months with charges related to mental health and/or addiction
- Currently on probation, community corrections, or parole
- A resident of a sober-living/recovery facility or homeless shelter
- A need to attend IOP treatment
- A need to attend regular mental health sessions
- A need to attend recovery skills groups/classes or recovery meetings/groups
- Lack of access to reliable transportation

Participant Guidelines

Participant Referrals

- Participants may be referred to the Recovery Mobility Manager by a local recovery group/program, treatment facility, mental health provider, or probation officer.
- It is preferred that referrals be made with at least a 48-hour notice.
- The Recovery Mobility Manager will work closely with the referring agent and participant to coordinate needed and best-suited transportation services.

Participant Obligations

- The Recovery Mobility Manager will perform a transportation assessment and help the participant to formulate an Individualized Transportation Plan (ITP). The ITP will be used as a guide for the participant to use as they navigate public transportation and their recovery journey.
- Direct participants are offered 90-day recovery transportation service at no cost to the participant.
- All participants need to read and sign the Code of Conduct.
- Participants who utilize the 90-day service must complete two (2) hours of travel training within two (2) weeks of accessing the Ride to Recovery 90-day program. Travel Training may include the following:
 - Introduction to available services, programs, and ucpublictransportation.com
 - How to schedule a trip
 - How to use Go Routes
 - How to use PickUp Cookeville

Criminal Justice-Involved Individuals

- At this time, due to liability and unpredictable nature, individuals being furloughed from a local correctional facility can not be transported by UCHRA Public Transportation; however, UCHRA Public Transportation's Mobility Managers will work with all involved to create a transportation plan for the individual.

Participant Classification

Participants will follow two tracks as either Direct or Indirect Participants based on the Recovery Mobility Manager's initial assessment.

- Direct participants are those who opt to use the 90-day Ride to Recovery Program (see also referral procedures) and/or may require more direct staff interaction and assistance.
- Indirect participants are those who may use regular public transportation service options or Ride to Recovery as a means for a one-time trip to/from recovery resources with little to no staff interactions.

Ride to Recovery Program Procedures

- All participants must be referred to the Recovery Mobility Manager to determine the eligibility and classification of each participant.
- Each participant must have a referral form on file.
- UCHRA Public Transportation's Mobility Managers will work with all involved to create a transportation plan for the participant.
- Participant information must be entered into and assigned a THO number within 24 hours of a trip being scheduled.
- The referral form should be uploaded to THO.
- [Ride to Recovery Data Sheet](#) must be updated within 24 hours of a trip referral being made.
- A follow-up contact should be conducted within 24-48 hours of the first completed trip, once during the participant's 90 days, and again within 24-48 hours of the final Ride to Recovery trip with brief notes added to THO concerning each follow-up.

Billing

- The cost for the transit services within the 14 counties served by UCHRA (Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, White) are as follows:
 - Out of county per one-way trip \$12
 - In county per one-way trip \$12
 - For any trips traveling beyond the aforementioned counties, rates will follow the 5311 one-way charge sheet
- Information for [invoicing](#) can be taken from the [Ride to Recovery Data Sheet](#)
- Invoices must be created and sent out by the 4th of each month.
- Invoices need to contain THO number and initials (123456AB) and services rendered.

Staff Responsibilities

Certified Peer Recovery Specialist (CPRS) Driver Responsibilities

At times there may be needs outside of normal operations that can be best met by utilizing a CPRS. In these instances, a CPRS may drive an agency vehicle

- CPRS must possess a Tennessee state driver's license with an F endorsement.
- Complete UCHRA Public Transportation Driver's 32-hour Training Program.
- In a case where trips fall outside regular public transportation hours, there may be a need to perform one-on-one transportation. In those cases, Male drivers will only transport male clients and female drivers will only transport female clients.

- The CPRS's role is to support others in recovery from substance use or mental health disorder. The Recovery Specialist will serve as a role model, mentor, advocate, and motivator to recovering individuals in order to help prevent relapse and promote long-term recovery.

Recovery Mobility Manager Guidelines

- Oversee Ride to Recovery Data Sheet and other data collection and entry responsibilities
- Coordinate and oversee participant referrals and activities

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Participant Code of Conduct

The Ride to Recovery program intends to ensure a safe environment for both the driver and the participant. Each recurring participant is required to sign a Participant Code of Conduct. If there is any indication that the participant is unruly or is not honoring the Participant Code of Conduct, they are at risk of immediate termination from the Program. In such a case, the driver should immediately contact the Program Manager to inform them of the situation.

- *I will be ready for my ride at the scheduled time. I will immediately contact the Program Manager as soon as I know that I cannot keep my requested ride.*
- *I will treat the driver and other participants with dignity, courtesy, and respect. I will not make derogatory or discriminatory remarks.*
- *I will not use alcoholic beverages or mood-altering drugs prior to or during my ride.*
- *I understand that the driver is only obligated to take me to the destination that is originally scheduled on the specific day of travel and to no other destination without prior approval.*
- *I understand the driver is not required to carry, lift, or provide special assistance that could harm them.*
- *I know that after 90 days I will be responsible to prepay for my rides.*
- *I know that Ride to Recovery drivers cannot accept any money, gifts, or tips.*
- *Donations are accepted and needed to keep the program going. I know that the Recovery Mobility Manager can provide me with information on how to donate if I wish to make a donation to the Ride to Recovery Program.*
- *I understand that rides are based on the availability of drivers. I also understand that there may be an occasion where my ride is missed or cannot be fulfilled. I will not hold Ride to Recovery responsible in this situation.*
- *After three (3) failed contact attempts/no-shows, the Recovery Mobility Manager will notify the referring agent of being unable to contact the participant to complete the ITP.*
- *To cancel a trip the participant must contact the Recovery Mobility Manager, with at least 24-hour notice, or the call center at 1-833-UC TRIPS if the manager is unavailable. If the ride must be canceled from the program side the rider will be notified as soon as possible.*
- *I understand that I have an obligation to uphold this Code of Conduct. Otherwise, I could face temporary or permanent removal from the Ride to Recovery program.*

Participant Signature

Date

Witness Signature

Date

RIDE TO RECOVERY STEP-BY-STEP PROCESS

