Buncombe County Supplemental Aging Funding (BCSAF)
Monitor Report for FY26

Name of the Organization: Better Together Transportation

Program Name: Transportation

Amount Funded: $41,000.00

Staff Members Present: Eugenio Perez, Executive Director

Date: 4/17/2026

1. What were your highlights and challenges in accomplishing your program in FY26?

The challenges were that Better Together has one accessible vehicle and one driver yet they consistently provide good service to older adults. In addition to these constraints, time is needed for maintenance of the vehicle too.

The main highlight is giving dignity to older adults so they have the opportunities to live quality lives by staying engaged with their families, churches, and community and keeping the social connections which Better Together Transportation provides. Two stories illustrate this: 1) One client had brain cancer and it was important for him and his family to have family dinners with his daughter. Neither Mountain Mobility nor Apple Transportation (he lived on on the county line) could drive him to the family dinners. Better Together provided the transportation. When Christmas came around, Eugenio was puzzled why he hadn't received any requests for rides. Eugenio found out from the family that the client had passed away. Good memories were formed during these family dinners which showed the impact Better Together made in this family; it is not just about transportation, but so much more.
2) Another client lives in an assisted living facility. She is visually impaired. Her husband requires more care so he lives in a nursing facility. She calls every other week for rides to visit her husband. She visits him from 10:00 am to 3:00 pm. Eugenio walks her to and from her husband's room. The clients sits by her husband's bedside and holds his hand for those five hours. Scheduling the ride for this client is high priority, but the ride is scheduled within the parameters of the program. Again, an illustration about transportation providing more than a ride.

2. How do you determine eligibility for clients?

   Better Together collects the following information from prospective clients: name, date of birth, whether they have a disability, contact information, and address. Better Together collects minimal information from prospective clients so that the intake process is not a barrier for receiving services and they don't need further information either.

   Better Together keeps a log of refused rides for information. Reasons for refused rides include capacity (booked), ride is out of range (too far), van repair, and day off.

3. Has the vendor met the invoice guidelines laid out in the supplier responsibilities in the contract? Is there adequate documentation to support payment?

   Yes, Better Together has met its responsibilities as outlined in the contract. See Scope of Work below. There is adequate documentation to support payment each month. Supporting documentation submitted with the monthly invoice include a rider log listing client name, date of birth, address, date of trip, trip destination, and trip category (e.g., faith and worship, family and friend visits, personal care, errands, community and social engagement, groceries, and shopping).

4. BCSAF monitor will review the Scope of Work for the supplier in each contract to make sure each area related to supplier responsibilities is being met. If an area is not, find out the barriers to meeting the guidelines and does the contract need to be amended?

   There are no barriers to meeting the scope of work.

5. How can Buncombe County best support your organization as you do the work?

   Better Together would like Buncombe County and the HCCBG Advisory Committee to recognize that transportation is vital to older adults and Better Together ensures that older adults can be engaged in the community by meeting their social needs. Additionally, Better Together sees how older adults live, something many non-profits may not see if they don't do home visits. Better Together has contacted Buncombe County Adult Protective Services at least 5 times and these cases have been substantiated.

6. Review 10% of client files, but no less than 3 client files and/or receipts.

   Ten client files were reviewed.

SCOPE OF WORK

Contract intent:
FY26 Transportation Services
HHS will:
1. Make payment to the Contractor for services described in this contract for eligible clients.
2. Conduct yearly fiscal and program monitoring.

The Contractor will:
1. Be responsible for program oversight.
2. Provide rides in a mobility van, free to seniors aged 60 plus who live in Buncombe County to any event or location that benefits their social wellbeing or promotes their independence or gives them freedom to choose how they live their life.
3. Limit riders to three rides per month (to ensure that limited resources are spread throughout the community).
4. Provide up to 69 rides to seniors per month with a rate of $49.76 per ride.
5. Collaborate with:
a) Mountain Aging Partners
b) Mountain Mobility
c) Open Hearts Art Center
d) Meals on Wheels
e) Nursing Homes (Emerald Ridge Rehab, The Oaks at Sweeten Creek)
f) RHA Health Services
g) Transformation Village
Provide transportation for destinations that Mountain Mobility does not serve including Candler and Fairview.
Perform door-to-door paratransit services. Assist elders who need help with shopping or groceries; carry client's items to their apartments or homes.
6. Ensure compliance with all state and local laws and ordinances governing vehicle and driver licensure and operation.
7. Agree to keep and maintain good and proper business records of all services and charges provided for under this agreement. The source of these records shall be information supplied to Better Together Transportation as recorded by driver's trip logs.
8. Make all books and records maintained by Better Together Transportation pertaining to the Contract available to Buncombe County HHS or its representatives for the purpose of inspection or audit during normal business hours and upon reasonable notice.
9. Comply with all relevant Federal, State, laws regulations, and local policies.
10. Ensure that any provider of transportation services arranged under this contract meets and follows the requirements outlined in local, state, and federal policy.
11. Agrees to accept fiscal responsibility for deviations from the terms of the Contract as a result of acts of Better Together Transportation or any of its officers, employees, agents or representatives. This is inclusive of any audit findings that result in paybacks of federal, state or local audit findings.