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Page 1: Award Categories

Q1

Directions: Read the descriptions below and select a category for which you would like to make an award nomination.

Community Transportation System of the Year - Small System
Defined as providing service in areas and places of a rural setting where the population is 50,000 and below AND/OR the agency receives 5310 or 5311 funding. Typical CTAA membership demographics that would apply for this award include: NEMT/specialized transportation services, rural and tribal transit systems. Recognizes a community transportation system for:- Innovative and creative services in the community;- Being responsive to its customers' and community needs;- Actively coordinating and collaborating with other public and special services transportation;- Effectively helps the community accomplish their goals;- Creates partnerships with a wide-range of organizations, both public and private;- Providing accessible transportation service;- Building transportation alternatives that are intended to meet a wide range of the communities' needs.

Page 2: Why is This Nominee Outstanding?

Q2

Innovative and creative services in the community.

Respondent skipped this question

Q3

Being responsive to its customers' and community needs.

Respondent skipped this question

Q4

Actively coordinating and collaborating with other public and special services transportation.

Respondent skipped this question

Q5 Respondent skipped this question
Effectively helps the community accomplish their goals.

Q6 Respondent skipped this question
Creates partnerships with a wide-range of organizations, both public and private.

Q7 Respondent skipped this question
Providing accessible transportation service.

Q8 Respondent skipped this question
Building transportation alternatives that are intended to meet a wide range of the communities' needs.

Page 3: Why is This Nominee Outstanding?

Q9
Innovative and creative services in the community.

Giles Health and Family Center is small non-profit organization in rural Giles County, Virginia. They rely on a variety of grants and cooperative agreements with community partner organizations and local governments for funding and resources. GHFC also works with Medicaid Brokers to provide transportation to their client base. Partnerships with our local hospital, county government and other nonprofits allow us to serve more people on a variety of levels. Not only do we provide non-emergency transportation, Giles Health and Family also provides adult day care services as well as Early Head Start and public based childcare. Certified staff also provides outreach services, such as American Red Cross CPR/First Aid/AED training, Mental Health First Aid training, and serves as resources to accessing community-based assistance programs. Recently, GHFC has partnered with the local NRV Regional Commission and County Administration to support recovery through Opioid Abatement funding. This partnership will allow provide transportation for employment, quality of life needs and accessing other programs and needs of those re-entering society.

Q10
Being responsive to its customers' and community needs.

The above-mentioned services play an integral role in addressing community needs. Public transit is not currently available in Giles County. Many clients are also disabled and need wheelchair or stretcher transportation. GHFC offers curb to curb, door to door and hand to hand assistance for those who need a higher care level in regard to transportation. Uber and private taxi modes of transportation are also not a realistic option, because of high cost associated with dead head, distance and terrain associated with a rural area. GHFC recognizes this need and provides low-cost transportation to the citizens of Giles County. Giles County also serves a high population base of those on Social Services assistance. Partnering with the Virginia Transit Association, GHFC is assisting TANF recipients to provide transportation to access employment, quality of life and childcare services. We partner with our local social services for parental visitation and counseling trips for clients and have contracts with area nursing homes, rehab facilities and hospitals for discharges.

Q11

Actively coordinating and collaborating with other public and special services transportation.

We have existing partnership with our local Agency on Agency, Department of Social Services, Women's Resource Center, homeless assistance organizations and veterans' services groups. We are working with our county's drug recovery program in assisting those affected by drug use who are re-entering society.

Q12

Effectively helps the community accomplish their goals.

With the need for public transportation, we work to fill the void for members of the community not only with non-emergency transportation but also with life enhancing trips as well. We take community members to work, school, daycare, grocery store, hair salon, church services and other life enhancing needs. We believe everyone should have access to transportation and do our best to fulfill every request. This is often at a financial cost to our organization because public transportation is not currently offered in Giles County. GHFC has recently partnered with Giles County Administration officials and DRPT to conduct a public transit needs assessment.

Q13

Creates partnerships with a wide-range of organizations, both public and private.

GHFC has a vast network of partnerships in and around our community. NRV Community Services, Giles Social Services, Giles Social Services, Giles County Government, NRV Agency on Aging, Carilion Hospital Med Surge, NRV Disability Resource Center Country View Nursing Home, Heritage Hall Nursing Home Rich Creek and Blacksburg, Pulaski Health and Rehab Radford Health and Rehab, Highland Ridge Rehab, Feeding America of Southwest Virginia, New River Community College-

Q14

Providing accessible transportation service.

Among our fleet of vehicles, 11 are full handicap vans, one is a stretcher (ambulance) and two are multi-passenger transit vans. Each year we apply for the DRPT 5310 grants to replace the highest mileage vans in our fleet. We take great pride in our reputation and the service we provide to our community members.

Q15

Building transportation alternatives that are intended to meet a wide range of the communities' needs.

We participated in a recent DRPT funded public transportation study in cooperation with Giles County authorities to help identify if public transportation was needed in Giles County. In the study, many of the county's needs were identified in addition to what we have identified and are supplying with our existing services.

Q16

Respondent skipped this question

Have demonstrated an extensive history of community engagement;

Q17

Respondent skipped this question

Have created long-standing partnerships with other stakeholders that allow its residents to flourish.

Page 5: Why is This Nominee Outstanding?

Q18

Respondent skipped this question

Providing creative, effective and continuing training and technical assistance programs.

Q19

Respondent skipped this question

Using new concepts, strategies, procedures and policies to provide support to local transit systems.

Q20

Respondent skipped this question

Communicating local transit systems' concerns and issues at the state and national level.

Q21

Respondent skipped this question

Advocating for public and community transportation at the state and local level.

Page 6: Why Is This Nominee Outstanding?

Q22

Respondent skipped this question

A record that reflects ongoing and exceptional growth in contribution to the profession and increased levels of leadership, responsibility and sphere of impact

Q23

Respondent skipped this question

A recent track-record in the transit field reflects a strong career trajectory with the possibility of forward advancement and potential for appointment at the highest levels of the profession

Page 7: Why Is This Nominee Outstanding?

Q24

Respondent skipped this question

Go that extra mile time and time again, encapsulating the spirit and professionalism of the workplace and the community transportation industry.

Q25

Respondent skipped this question

Exudes the spirit and professionalism of community transportation at its best

Q26

Respondent skipped this question

This award can include nominations from any of an agency's frontline positions (examples include drivers, dispatchers, etc.)

Page 8: Tell Us About Your Nominee

Q27

Name

Helen Wallace

Q28

Title

Executive Director

Q29

Organization

Giles Health and Family Center

Q30

Address

701 Wenonah Avenue, Pearisburg, Virginia 24134

Q31

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Page 9: Tell us about yourself: who is submitting this nomination?

Q33

Name

Helen Wallace

Q34

Title

Executive Director

Q35

Organization

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Q36

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