



## Services for the UnderServed (S:US) Partners with Ride Health to Improve Transportation for Clients with Intellectual and Developmental Disabilities (I/DD)

New York, NY – February 7th, 2023 - Services for the UnderServed (S:US), a leading non-profit organization committed to providing individuals and families with the tools and supports they need to lead independent and fulfilling lives, is pleased to announce a new partnership with Ride Health, a leading provider of non-emergency medical transportation (NEMT) technology and services for healthcare organizations, including Intellectual/Developmental Disabilities (I/DD) provider agencies and plans.

The partnership, which started in mid-2022 and has since expanded, improves the coordination of transportation for S:US clients with I/DD who live in S:US certified residences or in the community, helping them access appointments in the community and Day Habilitation services at S:US locations around New York City.

From convenient ride scheduling to real-time ride tracking that saves time and reduces stress for staff and families, to more demand-responsive and flexible rides that reduce wait times after medical appointments for clients, Ride Health's approach to transportation management for people with I/DD has driven significant quality improvements and cost-efficiency to S:US. For example, new or returning Day Habilitation attendees can now be flexibly added to transportation routes within days – instead of waiting weeks or months. That responsiveness makes a difference for families and residences, while also helping S:US reach its program engagement goals.

"At S:US, we are constantly searching for ways to improve the care and support we provide to our clients," said Jorge Petit, CEO of Services for the UnderServed. "We are thrilled to be partnering with Ride Health to bring improved transportation to our clients with I/DD. This partnership will not only benefit our clients, but also allow us to better serve our community and continue to set the standard for excellence in care for those with I/DD."

The collaboration started with a holistic transportation network redesign to ensure S:US' in-house fleet and third-party providers – for both recurring and more one-off needs – would be used in the most optimal way across S:US' residential and day programs within Developmental Disabilities. Given the large-scale Developmental Disability

programs at S:US, with 300 residents and 200 Day Habilitation program attendees taking more than 1,500 rides per week across all five boroughs, there was inherent value in bringing all mobility needs onto one system of record and rethinking how the various needs could be best met.

Post-pandemic, more I/DD provider agencies are rethinking their in-house fleet footprint and looking to create an accountable “hybrid network” of in-house and third-party resources. Ride Health combines a dispatch management model to efficiently route in-house vehicles with an integrated third-party network of non-emergency medical transportation (NEMT) providers, ranging from providers such as Uber and Lyft to more medically-specialized providers with door-to-door and door-through-door capabilities. In addition, Ride Health has administrative configuration flexibility to accommodate the complex structure of I/DD provider agency cost centers for fiscal reporting needs.

While the partnership between S:US and Ride Health has focused on I/DD thus far, the organizations are now planning how to apply a similar transportation approach to other areas across S:US in 2023, including Behavioral Health, Homeless Services and Veterans programs in New York City and on Long Island.

"We are excited to partner with S:US and support their work to improve the lives of individuals with I/DD," said Imran Cronk, Founder and Chief Strategy Officer of Ride Health. "Our approach not only facilitates reliable transportation for S:US clients, but also offers cost savings and efficiency improvements for the organization. We look forward to continuing to work with S:US to bring the benefits of our technology and services to their clients and community."

### **About Services for the UnderServed:**

S:US plays a critical role in the health and wellbeing of more than 37,000 of New York City's most vulnerable individuals and families each year, helping them overcome complex and challenging life circumstances. At S:US, we understand that for there to be long-term social change, we must invest in people and communities. We work to eliminate the root causes of inequity and poverty, while addressing people's unique needs—needs that are compounded by the challenges people face due to a lack of opportunity. We give people hope, providing a path to a bright future for themselves, their families, and communities, a future that is not defined by challenges, but by opportunity for all. Learn more at [sus.org](https://sus.org).

### **About Ride Health:**

Ride Health is a leading provider of non-emergency medical transportation (NEMT) technology, connecting healthcare providers with transportation providers to facilitate rides for patients. The platform streamlines the scheduling and tracking of rides, ensuring reliable and efficient transportation for patients. The company's mission is to improve healthcare outcomes by removing barriers to care, such as lack of transportation.