



**“The shortest distance
between home and hope”**



**Community Representative
Training**

April 2010



The Angel Flight Program

“To ensure that no patient in need is denied access to distant specialized medical evaluation, diagnosis, treatment or rehabilitation for lack of a means to long-distance medical air transportation.”

- Nonprofit organization 501(c)3
- Use more than 660 volunteer pilots licensed by the FAA
- Planes range from 4 – 6 seat single and twin engine aircraft
- Service is free to patients

Funding

- Individuals
- Churches
- Combined Federal Campaign (CFC)
- Workplace Campaigns
- Foundations and Corporations

90% of Angel Flight's budget goes directly to services—10% is spent on admin & fundraising



Donations: Financial and In-Kind

- Sustain our coordination center
- Provide public awareness through literature and public service announcements (PSAs)
- Fund pilot recruitment
- Support commercial airline ticket programs



CY 2009 Statistics

- 660+ pilots serve in the Mid-Atlantic region
- AFMA transported 2,154 patients and escorts
- 1,280 missions were flown and 2,536 missions coordinated
- Public benefit exceeded \$1,095,188



Patient Qualifications

- Have financial need
- Give 5 business days notice to coordinate mission
- No more than 1,000 air miles one way
- Be medically cleared to fly in a non-pressurized, small aircraft
- Be ambulatory and able to sit upright in a standard aircraft seat
- Not require medical care en route (except oxygen)
- Sign liability release form
- Provide own ground transportation



Community Representative Program

- Developed in 2002 to:
 - Recruit pilots and Community Representatives
 - Raise public awareness
 - Obtain funding
 - Promote important legislative initiatives
 - Build relationships
- Puts shoe leather on the street representing the Angel Flight program

AFMA'S RESPONSIBILITIES

■ Train

- Conduct training

- Provide handbook

- Future handbook updates through websites (www.angelflightmidatlantic.org) and/or hard copy

■ Equip

- Display materials

- Literature

- Etc.



AFMA'S RESPONSIBILITIES

(continued)

- Provide via website or hard copy:
 - PowerPoint presentations
 - Information sheets
 - CR reporting/idea bulletin board via website
 - Logo wear, CR business cards, etc.



Community Representative Responsibilities

- Encouraged to work throughout community – set goals for your participation
- Inform Volunteer Coordinator about upcoming events
- Request supplies ***at least 3 weeks prior*** to event
- Turn in completed Event Documentation Form ***promptly/by the 5th of the following month.***



Community Relations

- Contact key personnel and introduce Angel Flight program
- Leave brochures, display boards and contact information
- Ask for list of board members, commissioners, club members, etc.
- Identify future opportunities to speak and exhibit (Fly-Ins, Air Shows)
- Offer in-service training to other departments
- Follow up



Partnering Suggestions

- Clubs
- Churches
- Civic Groups
- Hospitals, Clinics
- Health Departments
- Professional Associations
- FBO, State Aviation Director
- Radio, Television, Newspaper
- FEMA/State Emergency

National Patient Travel Helpline

When patient need is outside Angel Flight Criteria

- National Patient Travel Helpline:
 - **1-800-296-1217**
 - **www.PatientTravel.org**
- Information & Referral Specialist will triage calls and make referrals to appropriate charitable or discounted transportation programs
- Approximately 1,200 clients served each month



IN SUMMARY

- Increase pilot, public and health care system awareness
- Serve more patients
- Facilitate financial development
- Be “the shortest distance between home and hope”