



## FAQ: CASA-LA/HopSkipDrive Mobility Initiative

### How do I enroll in the CASA HopSkipDrive Program?

Enrollment in the CASA/LA-HopSkipDrive program is a two- step process. First, CASAs should complete the HopSkipDrive Touchpoint on their child/youth's dashboard in ETO. This information will be sent to HopSkipDrive to ensure CASAs/caregivers are not charged for rides. After your information is received by HopSkipDrive, CASAs/caregivers can download the HopSkipDrive app, register for services and begin booking rides.

### Can I start booking rides right away?

Once you complete the HopSkipDrive Touchpoint in ETO, there may be a short wait before you can start using the services. CASA sends your information to HopSkipDrive and they update their database so that CASAs/caregivers will be recognized by the app and not charged for services. Before you book a ride, please wait to receive a welcome email from HopSkipDrive. If there is a more urgent request for service, please complete the Touchpoint in ETO and send an email with a request to Josh Saxelby-Valle at [jsaxelby-valle@casala.org](mailto:jsaxelby-valle@casala.org).

### Who can use the rides?

Children/youth who have a CASA are eligible to use the HopSkipDrive program through CASA/LA.

Caregivers cannot use the program to transport other children living in the home or to schedule rides for themselves.



## I work with a child who is under 6, can they still use the service?

A child must be at least 6 years old to use HopSkipDrive. If your child is younger than 6, they can ride along if accompanied by an adult (parent, grandparent, nanny, etc...) who installs and uninstalls their carseat. CareDrivers are not able to touch rider car seats and HopSkipDrive does not provide them. When booking a ride, please indicate the rider will be bringing a car seat in the “pick-up” notes section of the HopSkipDrive app. HopSkipDrive does provide booster seats for riders who require them.

## I work with a Non-Minor Dependent, can they still use the service?

Yes, non-minor dependents can use the service.

## Can a caregiver travel with their child/youth?

Yes. However, a caregiver cannot use the HopSkipDrive app for their own personal transportation needs.

## What if the caregiver doesn't have an email address?

If the caregiver will be requesting the rides and does not have an email address, CASAs can enter their information directly and schedule rides on the child's behalf. CASAs may also assist the caregiver in opening a free email account at [gmail](https://www.gmail.com). CASA volunteers can add caregivers as emergency contacts to the child's profile in the HopSkipDrive app. This will ensure that both CASAs and the caregivers receive SMS (text) updates and messages regarding the child's scheduled rides.



## What can the rides be used for?

Children/youth can utilize HopSkipDrive services in order to attend critical educational, health, and social opportunities such as after-school tutoring, extra-curricular activities, sports participation, social events and engagements, doctor visits, mental health services, court hearings, sibling visits and more.

## How frequently can the rides be used?

Rides can be scheduled as frequently as needed.

## Are there mileage limitations?

HopSkipDrive is available across Los Angeles County, including Antelope Valley. Please see

HopSkipDrive's [website](#) for a service map.

## Who can book rides?

A caregiver (including family members, group home staff and foster parents) can book rides. A CASA is also able to book rides. Children/youth under the age of 18 are not able to book their own rides.

## How do I book a ride?

1. Sign up for HopSkipDrive on your mobile device or on a desktop computer:
  - Mobile app download
    - [iOS](#)
    - [Android](#)
  - Desktop Computer
    - <https://organizer.hopskipdrive.com/sign-up>



Follow the prompts on your screen to complete the signup process. CASAs will be asked for the name, phone number, and email address of the person who is requesting/monitoring the rides. If the caregiver will be requesting the rides and does not have an email address, CASAs can enter their information directly schedule rides on the child's behalf. CASAs may also assist the caregiver in opening a free email account at [gmail](#). CASA volunteers can add caregivers as emergency contacts to the child's profile in the HopSkipDrive app. This will ensure that both CASAs and the caregivers receive SMS (text) updates and messages regarding the child's scheduled rides.

2. When you are ready to book a ride:

**A. Schedule Your Ride:** Open the app, and click "Book a Ride". Choose the date and time for your ride, then add pickup and drop-off information. Include notes specific to each location, like school sign-out instructions, or where to park when dropping a child off.

**B. A CareDriver is Matched to Your Ride:** HopSkipDrive will send an email with your CareDriver's profile, including their name, bio, and photo. Share this information with the child so they know who is picking them up.

**C. Time to Ride:** HopSkipDrive will keep you updated on the progress of the ride from start to finish. You will be alerted via SMS/text message when the driver is en route, when the child has been picked up, and again when they've been dropped off. Even track the ride in real-time with the app, just like our in-house Safe Ride Specialists.

Also, CASAs and caregivers can watch videos on [signing up](#) and [scheduling rides](#) via YouTube.

## The app is asking for my credit card info, what do I do?

If you are registered with CASA and HopSkipDrive, you can bypass entering credit card information when scheduling a ride on the app and book a ride with no charge. Simply click "Book Now" on the final booking screen.



## I need to add or change a caregiver, how do I do that?

Email the request and caregiver information to Josh Saxelby-Valle at [jsaxelby-valle@casala.org](mailto:jsaxelby-valle@casala.org).

## Where do I go to for help?

- **Help with ETO Touchpoints:** Contact Josh or Jessica at the CASA office:  
ETOHelpDesk@casala.org
- **Help with using the HopSkipDrive app:** CASAs and caregivers can watch videos on [signing up](#) and [scheduling rides](#) via YouTube or visit the HopSkipDrive help center: <https://help.hopskipdrive.com/>. CASAs can also reach to [casasupport@hopskipdrive.com](mailto:casasupport@hopskipdrive.com)
- **Questions about the program:** Josh Saxelby-Valle, [jsaxelby-valle@casala.org](mailto:jsaxelby-valle@casala.org).