

NCST

National Center on
Senior Transportation

AIRS Conference, 2014 – Atlanta, GA

Steering Toward the Future: The Importance of Rural Transportation Programs and Initiatives

June 3, 2014

Angela Brown, MSW, CIRS-A

Project Assistant, NCST/Eldercare Locator

National Association of Area Agencies on Aging (n4a)



Advocacy. Action. Answers on Aging.



Connecting You to Community Services

Today's Panel

- **Melisa Lopes, Caregiver Specialist**
- **Angela Brown, Project Assistant**
- **Darren Wallace, National Coordinator, Highly Rural Transportation Grants**
- **Lynn Joyner, Gateway/ADRC Resource Specialist**



Eldercare Locator

Melisa Lopes



Connecting You to Community Services

About the Eldercare Locator Call Center

- A public service of the Administration for Community Living that assist older adults, families, and caregivers in locating resources in their local area.
- Funded through a grant, it is administered by the Association of Area Agencies on Aging (n4a).
- Provides Information and Referral to callers.
- Educates callers on programs and services that are available nationwide.

Call Center 2013 Statistics

- 248,273 Contacts
- 5,522 Written Correspondence
- 18,933 Transportation calls



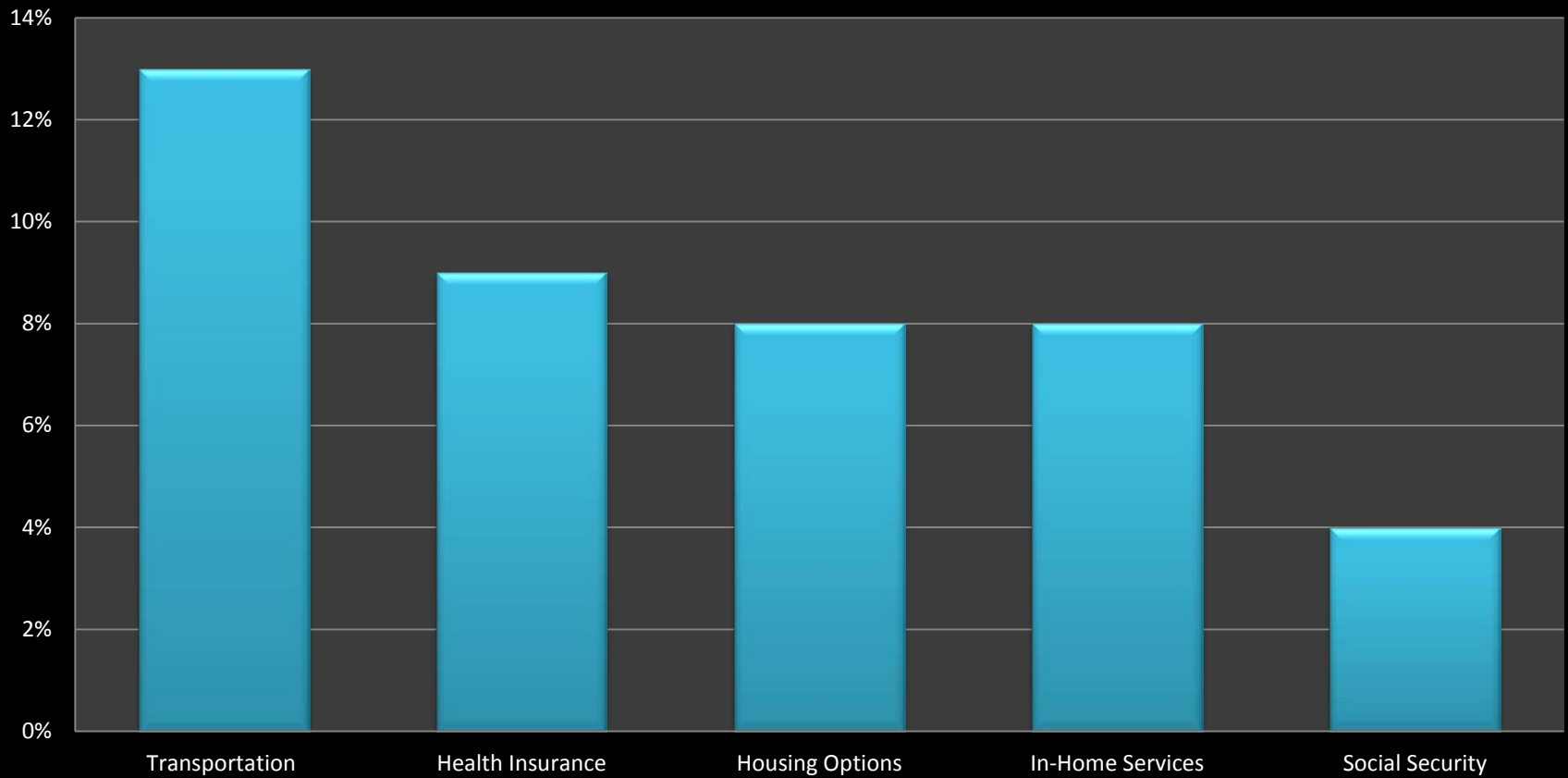
Connecting You to Community Services

Who is on the Line?



Purpose of Calls

Top 5 Purpose of Calls



For More Information:

Melisa Lopes, CIRS-A

Eldercare Locator, Team Lead

National Association of Area Agencies on Aging 1730

Rhode Island Ave., NW Suite 1200

Washington, DC 20036

Tel. 202-872-0888 x 8914

mlopes@n4a.org



Connecting You to Community Services

**Angela Brown
Project Assistant
NCST & Eldercare Locator**

NCST Organization

Partnership:

Easter Seals and the National Association of Area Agencies on Aging

Funding:

Federal Transit Administration with guidance from the U.S. Administration on Aging

Mission:

To increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States.

Functions:

- Technical Assistance: Guidance, information, resources, and referrals
- Outreach
- Training
- Applied Research

n4a Initiatives

- One-call, One-click
 - 2-1-1
 - Aging I&R/A/Aging & Disability Resource Centers
- Veteran's Transportation Community Living Initiative (VTLCI)
- Mobility Management
 - **Individual Level** – One on One or group education and counseling on transportation options and alternatives to driving
 - **Systems Level** – Help facilitate coordination among transportation and human services providers and ensure availability of a range of transportation options and modes to support older adult mobility needs in U.S. Communities

Family of Transportation

Modes:

- Driving
- Walking/Biking
- Public Transit: Fixed Route, Dial-a-Ride
- Paratransit
- Shuttles
- Taxi
- Volunteer Driver Programs

- Assisted Transportation
- Ride Share

Services:

- Older Driver Safety Programs
- Mobility Management/ Transportation Options Counseling
- Travel Training
- One-Call/One-Click Resource Centers

Transportation Team

- Assist callers who are in need of special transportation services: ADRC, long-distance services, county-to-county, and medical transportation.
- **Investigate** and **research** additional transportation resources for complex calls.
- **Track** and **Trend** transportation calls.
- **Collaborate** with National Center on Senior Transportation (NCST) to provide I&R to callers.
- **Provide** enhanced services to callers who are in special need of additional resources.



Top 5 Transportation Calls

- Medical Appointment- **79%**
- General Transportation- **7%**
- County-to-County- **4%**
- Wheelchair/Scooter- **3%**
- Stretcher- **1%**



Connecting You to Community Services

Top Five States

STATES	PERCENTAGE
Texas	11%
Florida	8%
New York	7%
Georgia	6%
California	6%

Rural Transportation Challenges

- Cost for Service Delivery
 - Limited Drivers
- No Public Transportation
 - Travel Distance
 - Schedule

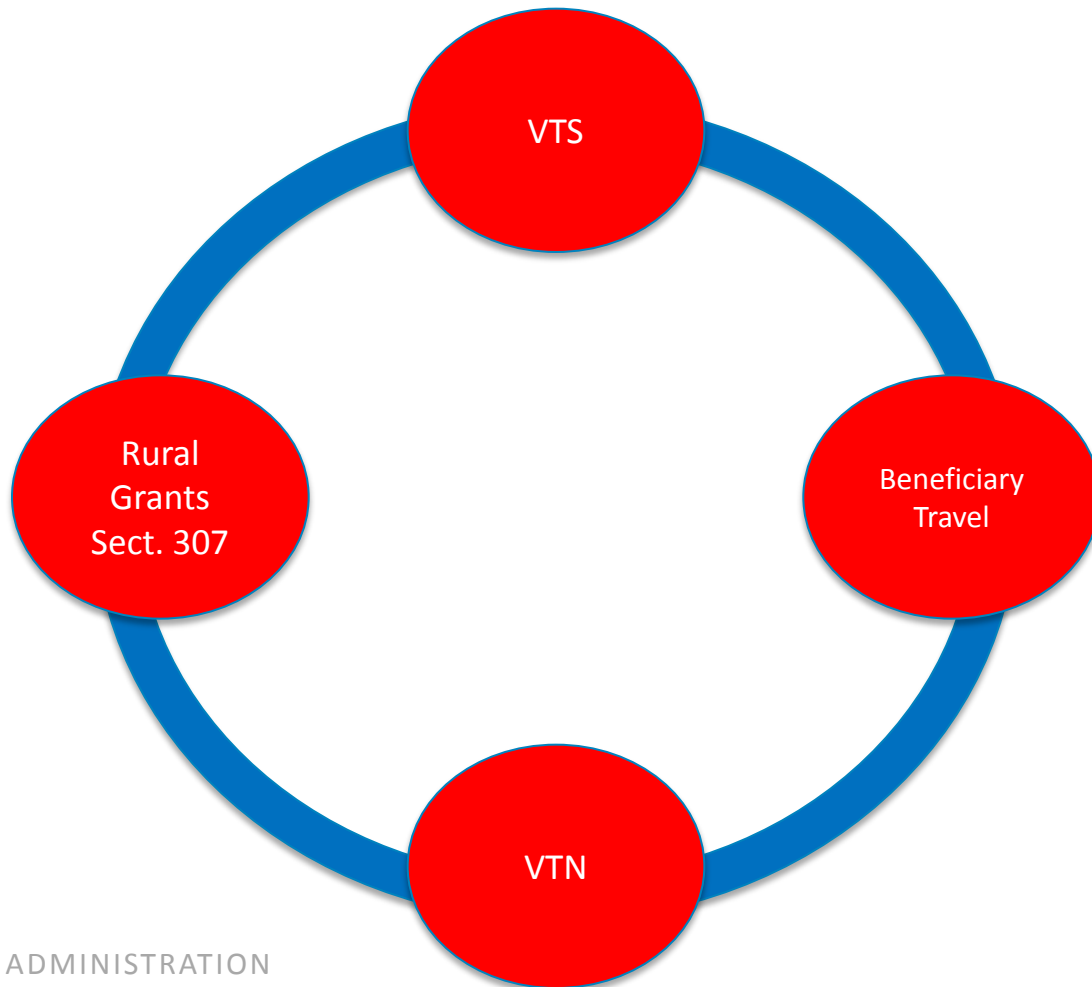


Veterans Transportation Program

AIRS Conference

June 2014

Veterans Transportation Program



Veterans Transportation Program (VTP)

- VTP is comprised of:
 - Veterans Transportation Service (VTS),
 - Beneficiary Travel (BT),
 - Highly Rural Transportation Grants (HRTG).
- VTS is a sub-initiative of the VA's Enhancing Veterans Experience and Access to Healthcare Transformation Initiative and is focused on helping Veterans overcome transportation barriers to treatment, especially for Veterans who are visually impaired, elderly, immobilized due to disease or disability, and those living in rural and highly rural areas.

Veterans Transportation Program (VTP)

- Through the VTS program, VA provided funding to local VA facilities for mobility managers, transportation coordinators and vehicles to be driven by VA staff to complement the existing access to care which volunteers already provide.
- VHA recognizes the importance and utility of the VTN supported by DAV, a very positive contributor to Veterans receiving health care. Since 1987, the DAV, with support of VA Voluntary Service (VAVS) has staffed and funded a nationwide DAV volunteer-based transportation network. In some instances, DAV and/or chapters have donated vehicles to VA medical centers for use in transporting Veterans seeking VA services.

Veterans Transportation Program (VTP)

- To facilitate transportation for Veterans facing barriers to healthcare, VTS has established the position of a Mobility Manager at VA health care facilities to coordinate and arrange for the transport of Veterans to and from their VA health care appointments. Mobility Managers extend transportation options available to meet each Veterans' unique situation by coordinating with a network of community transportation service providers such as VSOs including DAV; community transportation providers; federal, state and local government transportation services as well as non-profits that operate within the local VA medical facility catchment area.

Veterans Transportation Program (VTP)

- Collaboration and coordination between VTS, VTN and DAV is of primary importance to ensure a seamless, consistent transportation resource for Veterans

Veterans Transportation Program

Mission

Improve the quality of life for Veterans by increasing access to health care through integrated and cost effective transportation solutions

Vision

Overcome barriers to care by assuring effective and efficient transportation

What is VTS

- Provide Veterans with convenient and timely access to transportation services and overcome access barriers to increase transportation resources and options for all Veterans by employing Mobility Management concepts to develop a network of available transportation resources and providing VA operated transportation resources.
- Partner with Veterans Transportation Network (VTN)
- Integrate with Veteran Service Organizations (VSOs)
- Focus on Rural and Highly Rural areas

VTS Program Objectives

- Establish a network of community transportation service providers
- Create a state-of-the-art system using 21st Century ride-sharing software
- VTS contracted with RouteMatch Software at the onset of the program.

Phase I Sites

- Ann Arbor, MI
- Muskogee, OK
- Salt Lake City, UT
- Temple, TX

Phase II Sites

- Alexandria, LA
- Amarillo, TX
- Battle Creek, MI
- Boston, MA
- Cambridge, MD
- Iron Mountain, MI
- Montana
- Northern Arizona
- Phoenix, AZ
- Portland, OR
- Puget Sound, WA
- Tucson, AZ
- VISN 2- 5 Sites
- Washington, DC
- West Texas

Phase IV Sites

- Albuquerque, NM
- Augusta, GA
- Bay Pines, FL
- Bedford, MA
- Black Hills, SD
- Chillicothe, OH
- Cleveland, OH
- Coatesville, PA
- Dayton, OH
- Danville, IL
- Denver, CO
- Dublin, GA
- Harlingen, TX
- Honolulu, HI
- Huntington, WV
- Indianapolis, IN
- Jesse Brown, IL
- Las Vegas, NV
- Lexington, KY
- Manchester, NH
- Mather, CA
- Memphis, TN
- Minneapolis, MN
- Mt. Home, TN
- N. Indiana
- Omaha, NE
- San Diego, CA
- Sheridan, WY
- Tennessee Valley, TN
- Tomah, WI
- Tuscaloosa, AL
- West Haven, CT
- Wichita, KS

Current VTS Program Information

- VTS currently has 70 operational sites, 52 of which have trained Mobility Managers. One hundred forty-four individuals have attended the Mobility Manager Academy.
- VTS plans expansion to all 152 VA Hospitals
- Mobility Management Concept

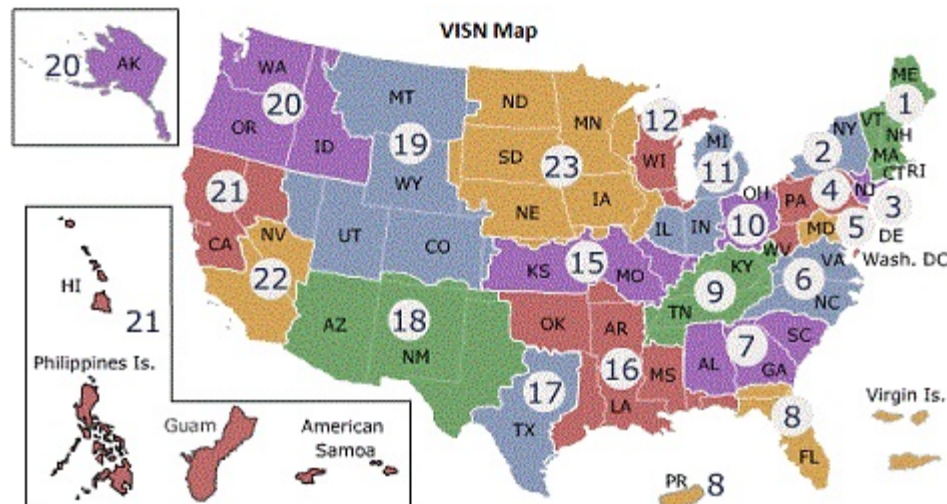
Veterans Transportation Service National Coordinator:

Marc Chevalier: 404-324-1628 or Marc.Cheavlier@va.gov

VTS Contact Information

Regional Coordinators

<u>Region</u>	<u>VISNs</u>		<u>Phone</u>
• A	1,2,3,4,5,6	Yvonne Pozgar	443-252-4584
• B	9,10,12,15,16	Mindy LaCrone	918-348-5564
• C	7,8,11,17,18	Kevin Bergan	404-798-7454
• D	9,20,21,22,23	Alex Martinez	404-798-7511



Mobility Management Concept

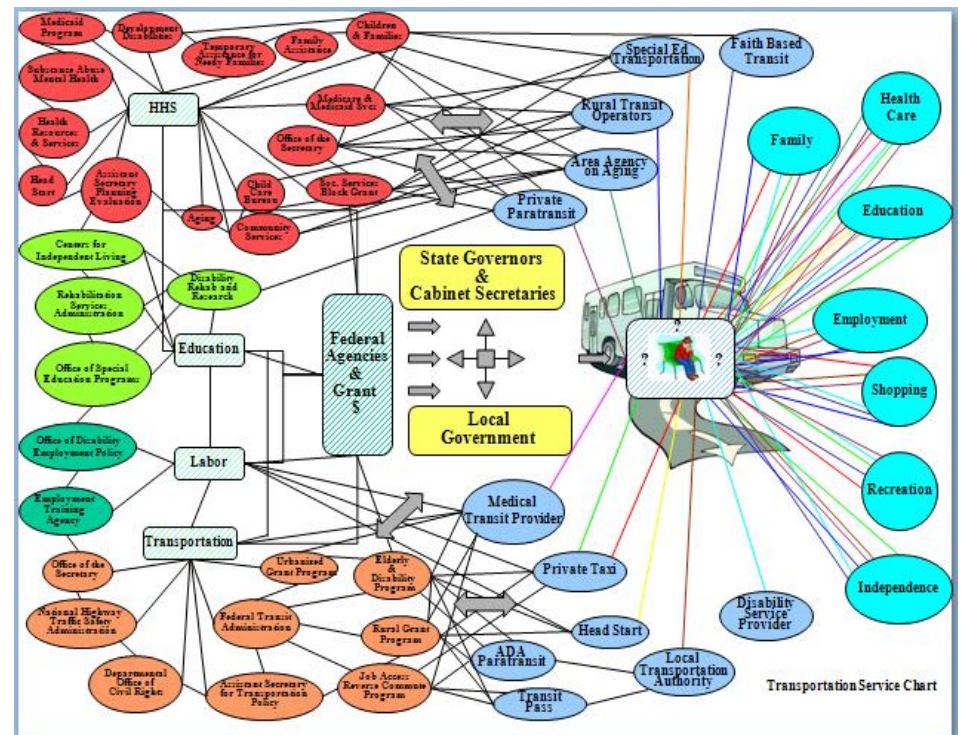
Veterans Transportation Program

Purpose:

To define what Mobility Management is and how it fits within the scope of the VA.

Mobility Management

- More than 80 federal programs funding transportation
- Different eligibility, different requirements
- Service duplication
- Service gaps
- Excess capacity
- Customer service nightmare



Mobility Management

Mobility Management grew out of the need for:

- Transportation to/from work, medical appointments, etc.
- Recognized transportation hardships of individuals with disabilities; severe, chronic medical and mental health conditions
- Rural area residents without public transportation and/or transportation deprived resources

Mobility Management

For many years, VAMC's staff have recognized the following:

- Negative impact of lack of transportation on Veterans health and quality of life
- Most VA Medical Centers have been operating patient shuttles between the main facility and Community Based Outpatient Clinics (CBOCs) or between different VA Medical Centers within their VISN.
- Some sites have even become involved in operating their own Special Mode Patient Transport on a door-to-door basis.

Mobility Management

- Reduction of patient No-Shows and Cancellation of appointments;
- Reduction in Special Mode Transportation costs
- Consistency in receiving treatments for dialysis, chemo therapy, radiation therapy, rehabilitation therapy, vision impaired services, mental health therapy

Eligibility

- **All** Veterans that are eligible for VA medical benefits are eligible for transportation services provided by VTS.
- Para transit agencies maintain requirements for eligibility for customers who may want to use the service. Eligibility may depend on particular disabilities, where a person lives, or their participation in various programs such as Medicaid or Medicare. For VTS, all Veterans who use the facility providing services are eligible.

Roles and Responsibilities

- Establish good working relationships with outside agencies such as United We Ride, State Department of Transportation, Area Councils of Government, VTCLI grantees and Veterans Service Organizations.
- Develop Memorandums of Understanding for cooperative agencies

Highly Rural Transportation Grants

Purpose

The Department of Veterans Affairs (VA) has established a program to provide grants to Veteran Service Organizations and State Veteran Service Agencies to assist Veterans in highly rural areas through innovative transportation services to travel to Department of Veterans Affairs medical centers. The program is authorized by section 307 of the Caregivers and Veterans Omnibus Health Services Act of 2010, Pub. L. 111-163.

Purpose

This program provides grants to eligible recipients to assist Veterans in highly rural areas through innovative transportation services to travel to the Department of Veterans Affairs medical centers and to non-VA authorized care. (Authority: Pub. L. 111-163, 38 U.S.C. 501)

Highly Rural Defined

- In the case of an area, highly rural means that the area consists of a county or counties having a population of less than seven person per square mile.

States with Highly Rural Counties

AK	AZ	CA	CO	ID
KS	LA	ME	MI	MN
MT	ND	NE	NM	NV
NY	OK	OR	SD	TX
UT	VA	WA	WY	

Program Benefits

- Seeks to improve transportation access for those Veterans who are in very remote areas.
- Improve Veterans access to VA medical care
- Enhances transportation efforts from Veteran Service Organizations and State Veteran Service Agencies
- Seeks to enhance the coordination of transportation resources

Eligible Entities

1. Veteran Service Organizations

Any organization recognized by the Secretary of Veterans Affairs for the representation of Veterans under section 5902 of title 38, USC

2. State Veteran Service Agencies

Recognition of Organizations

Listing of Congressionally chartered and other Veterans Service Organizations recognized by the Secretary for the purpose of preparation, presentation, and prosecution of claims under laws administered by the Department of Veterans Affairs, as provided in Section 5902 (formerly Section 3402) of Title 38, United States Code (U.S.C.) and Sub Section 14.628(a) and (c) of 38 C.F.R.

Recognition of Organizations

How to apply for your VSO to be recognized by the Secretary of Veterans Affairs:

- See 38 C.F.R. Sub Section 14.628
- Follow the CFR requirements
- Explains in detail what is required
- Mailed directly to the Secretary's Office

Directory of Organizations

A directory of organizations which includes Veterans and Military Service Organizations and State Directors of Veteran Affairs is published by the Office of The Secretary of Veterans Affairs.

The directory can be found at:

<http://www.va.gov/vso/index.cfm>

Allocation

- Approximately \$3 million is available each year under Grants for Transportation of Veterans in Highly Rural Areas to be funded under this notice. The maximum allowable grant size is \$50,000 per highly rural area.

Grant Awards

- One grant may be awarded to a grantee per fiscal year for each highly rural area in which the grantee provides transportation services.
- Transportation services may not be simultaneously provided by more than one grantee in any single highly rural area.

Use of Grant Funds

- Assist veterans in highly rural areas to travel to Department of Veterans Affairs medical centers.
- Otherwise assist in providing transportation in connection with the provision of medical care to veterans in highly rural areas.

Veterans will NOT be Charged

- Transportation services provided to Veterans through utilization of a grant will be free of charge.

Notice of Funding Availability (NOFA)

- When funds are available for grants the NOFA will:
- Grant application requirements
- www.grants.gov
- Federal Register
- Date, time and place for submitting completed grant applications

Notice of Funding Availability (NOFA)

- List of the counties that are highly rural
- Explain the things that you need to know to apply for the grant
- Explain the scoring and selection criteria of the grant
- The length of term for the grant award

Contact Information

- HRTG@va.gov
- (404) 528-5380
- Darren Wallace, National Coordinator
- Sylvester.Wallace2@va.gov

Veterans Transportation Community Living Initiative (VTCLI)

Veterans Transportation Program

Purpose:

To give explicit details about the Veterans Transportation Community Living Initiative (VTCLI) and partnership with the VA Medical Centers.

VTCLI Background

- The Veterans Transportation and Community Living Initiative (VTCLI) is an innovative, federally coordinated partnership that will make it easier for U.S. Veterans, active service members, military families, and others to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other vital services in their communities.

VTCLI Background

- VTCLI projects are being funded in urban, suburban, and rural communities around the nation to strengthen and promote "one-call" information centers and other tools that conveniently "connect the dots" as never before.
- Veterans and their families may quickly and conveniently turn to trusted sources who have been specially trained to help them access local transportation options and other support services, ranging from workforce training to food pantry locations.

VTCLI Background

- The initiative is developed and supported by members of the federal Coordinating Council on Access and Mobility—a federal inter-agency council established in 2004 currently chaired by Secretary LaHood—and other stakeholders. Council member participants include the Departments of Transportation, Veterans Affairs, Labor, and Health and Human Services.
- The Department of Defense and over a dozen leading VSOs are also involved.
- The VTCLI grant program is managed and administered by the FTA.

VTCLI-VTS Involvement

- Many grantees that developed their proposal developed the proposal in partnership with local VA Medical Centers.
- Many of the Medical Centers are now tasked with answering questions, providing information and most importantly providing some of the basic principles of mobility management.
- Your task should be to advance the mission of VA, by promoting and providing local Veteran information such as gaps in transportation services or needs.
- The mobility management basic principles can answer the question; What do we do?

VTCLI Website

- Attached is the link to the FTA's website for the VTCLI. It contains a list of all the grantees for both phases as well as valuable information about the project.

http://www.fta.dot.gov/grants/13094_13528.html



**Heart of Georgia Altamaha Regional Commission
Area Agency on Aging / ADRC
V. Lynn Joyner, CIRS-A**

AIRS 2014: Branching Out In I&R

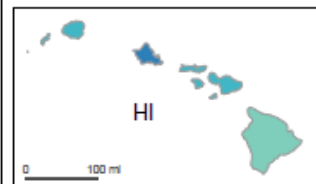
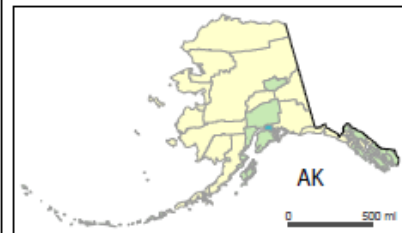
**Steering Toward the Future: The Importance of Rural
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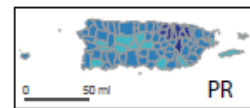
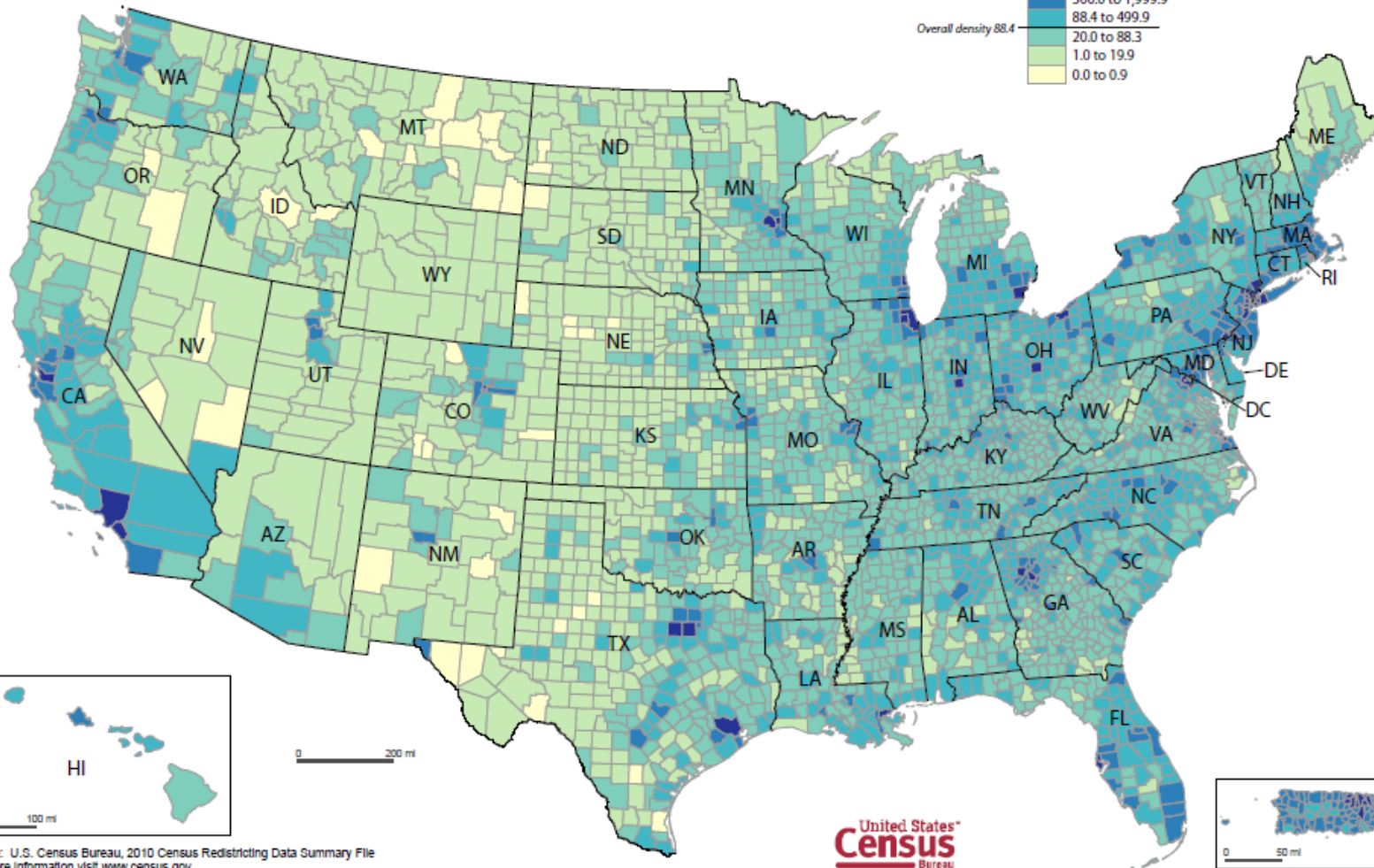
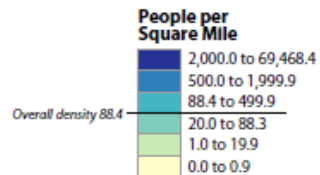
*"ADRCs have a unique opportunity to meet people at times of
critical decision-making and change their lives." ADRC-TAE*

2010 Census Results - United States and Puerto Rico

Population Density by County or County Equivalent



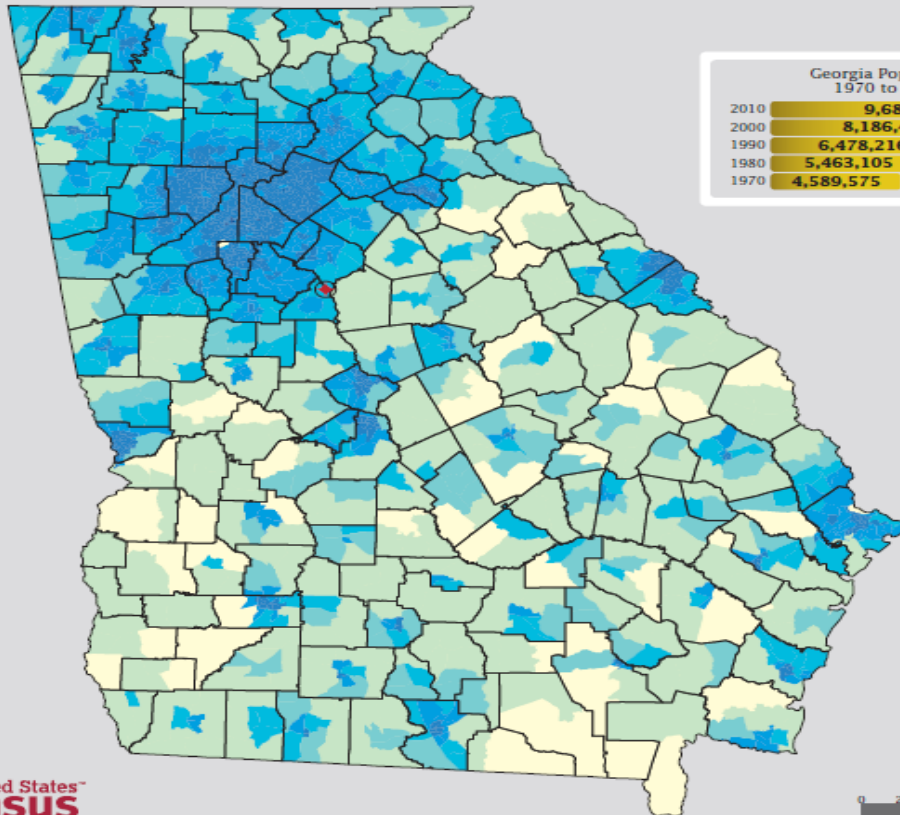
Source: U.S. Census Bureau, 2010 Census Redistricting Data Summary File
For more information visit www.census.gov.



United States
Census
Bureau

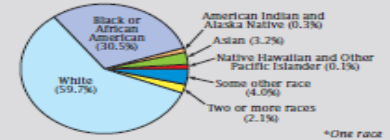
2010 Census: Georgia Profile

Population Density by Census Tract



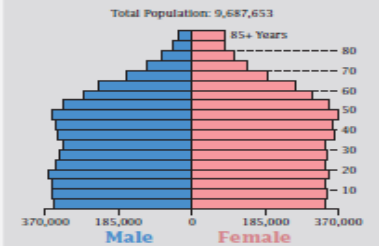
Georgia Population 1970 to 2010	
2010	9,687,653
2000	8,186,453
1990	6,478,216
1980	5,463,105
1970	4,589,575

State Race² Breakdown

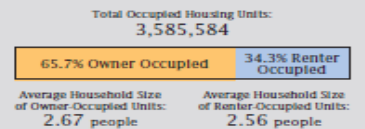


Hispanic or Latino (of any race) makes up **8.8%** of the state population.

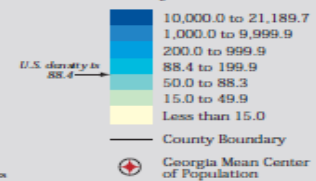
Population by Sex and Age



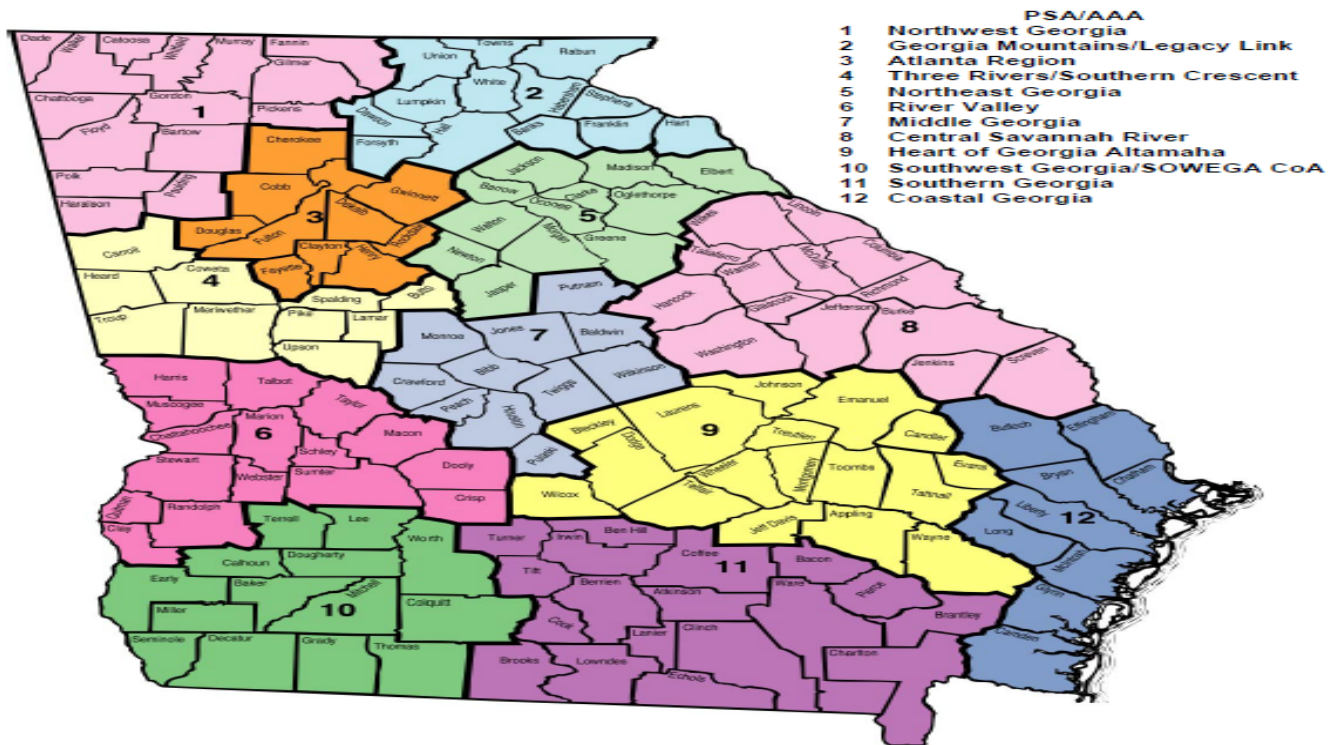
Housing Tenure



People per Square Mile by Census Tract



DHS Division of Aging Services Planning and Service Areas



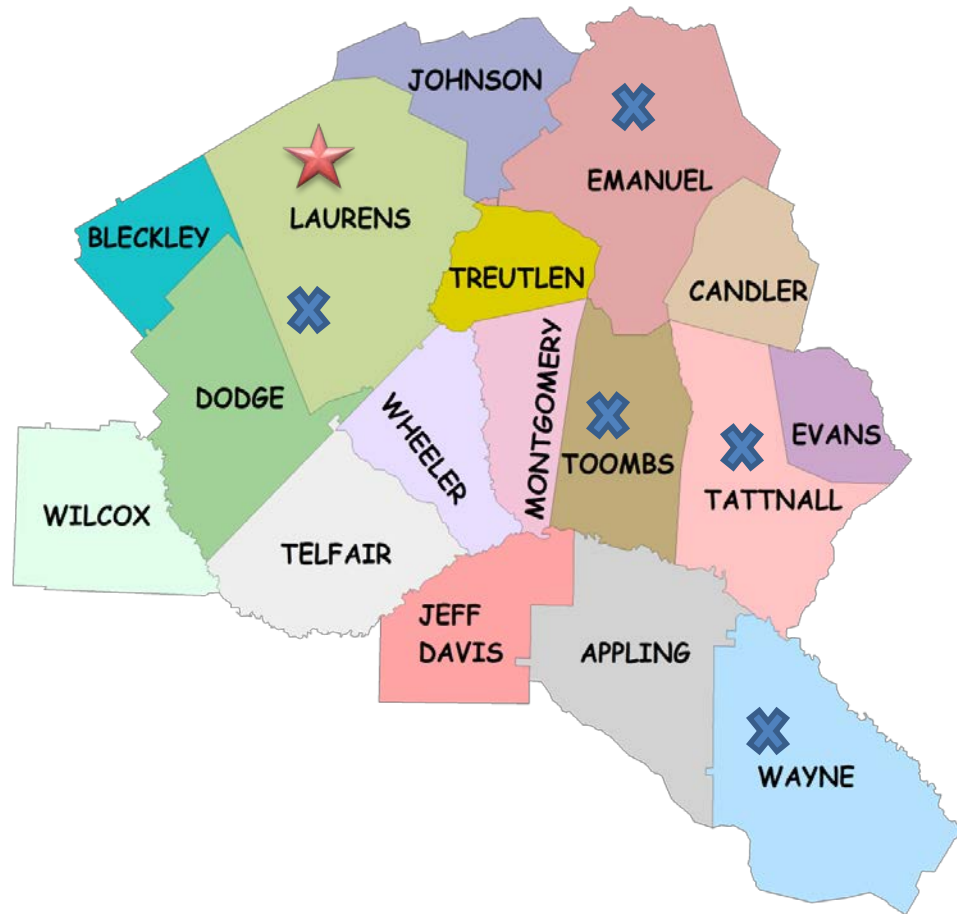
Effective 7-1-2000

PSA/AAA Names Effective August 2009

The Area Agency on Aging Planning and Service Areas are designated by DHS Division of Aging Services and may be different from the new Regional Commissions

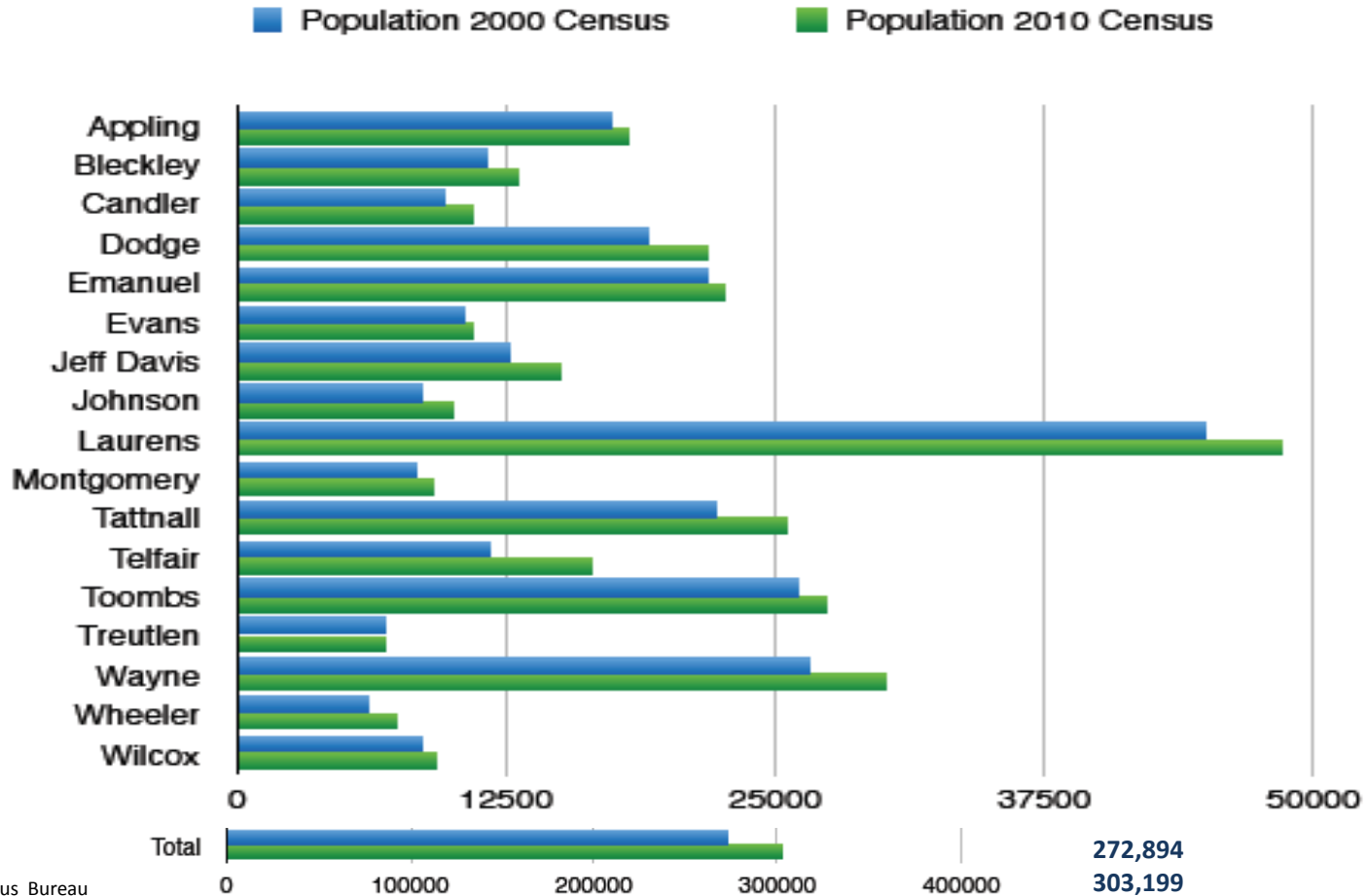
Heart of Georgia Altamaha AAA/ADRC

- Encompasses 6,902 square miles – almost 12% of Georgia’s total
- 17 Counties and 63 Municipal Governments
- Population Density
HOGA 44.58 vs. GA 168.4
- No metropolitan areas
- **Laurens County:** ★
Most populous county
Population density – 54
Georgia’s 4th largest county
- Predominantly farming, forestry, light industry manufacturing and a large government sector
- Five Counties Make Up 50% of the Total 60+ Population ✕



U.S. Census Bureau
Georgia Statistics System, University of
Georgia

Total Population Change from 2000 Census to 2010 Census



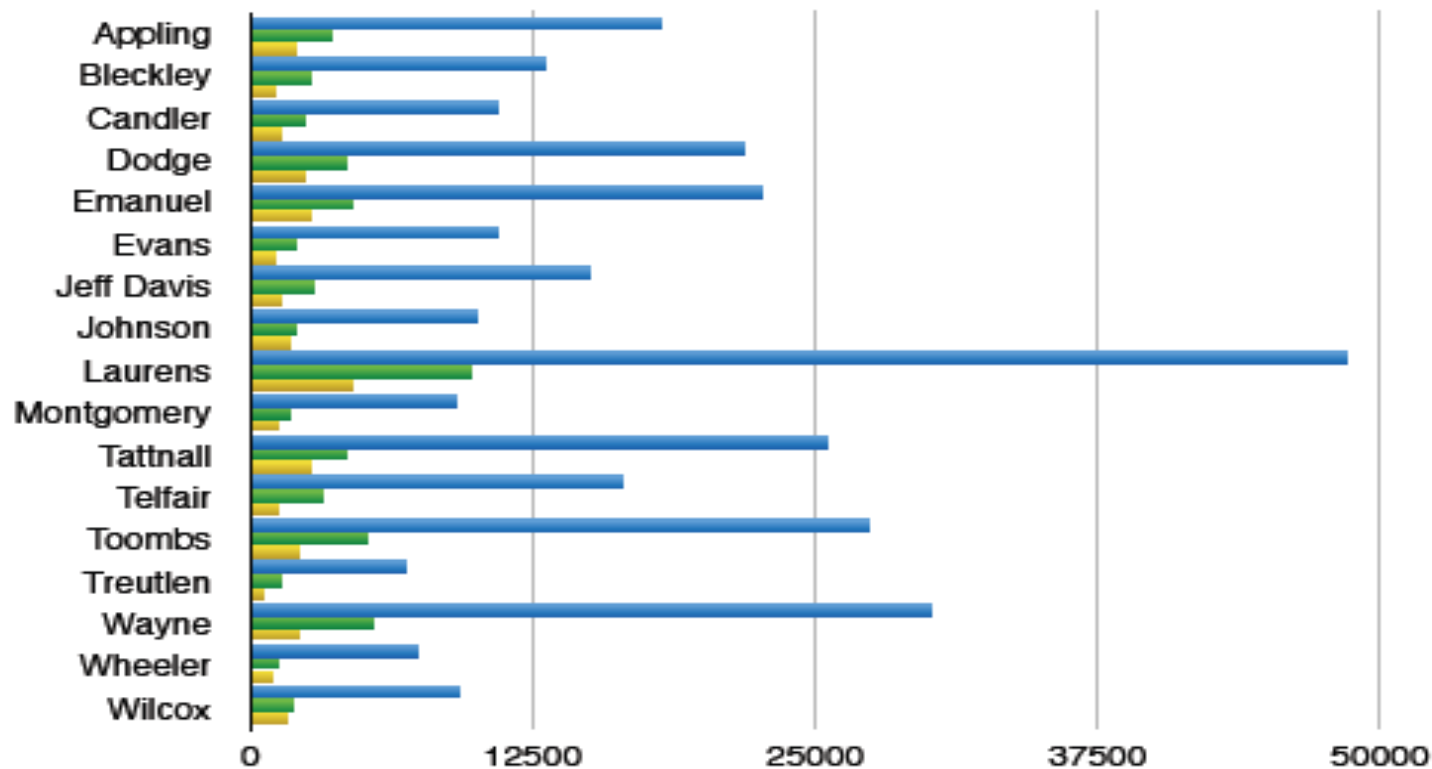
Total Population and Aging Population Comparison

303,199

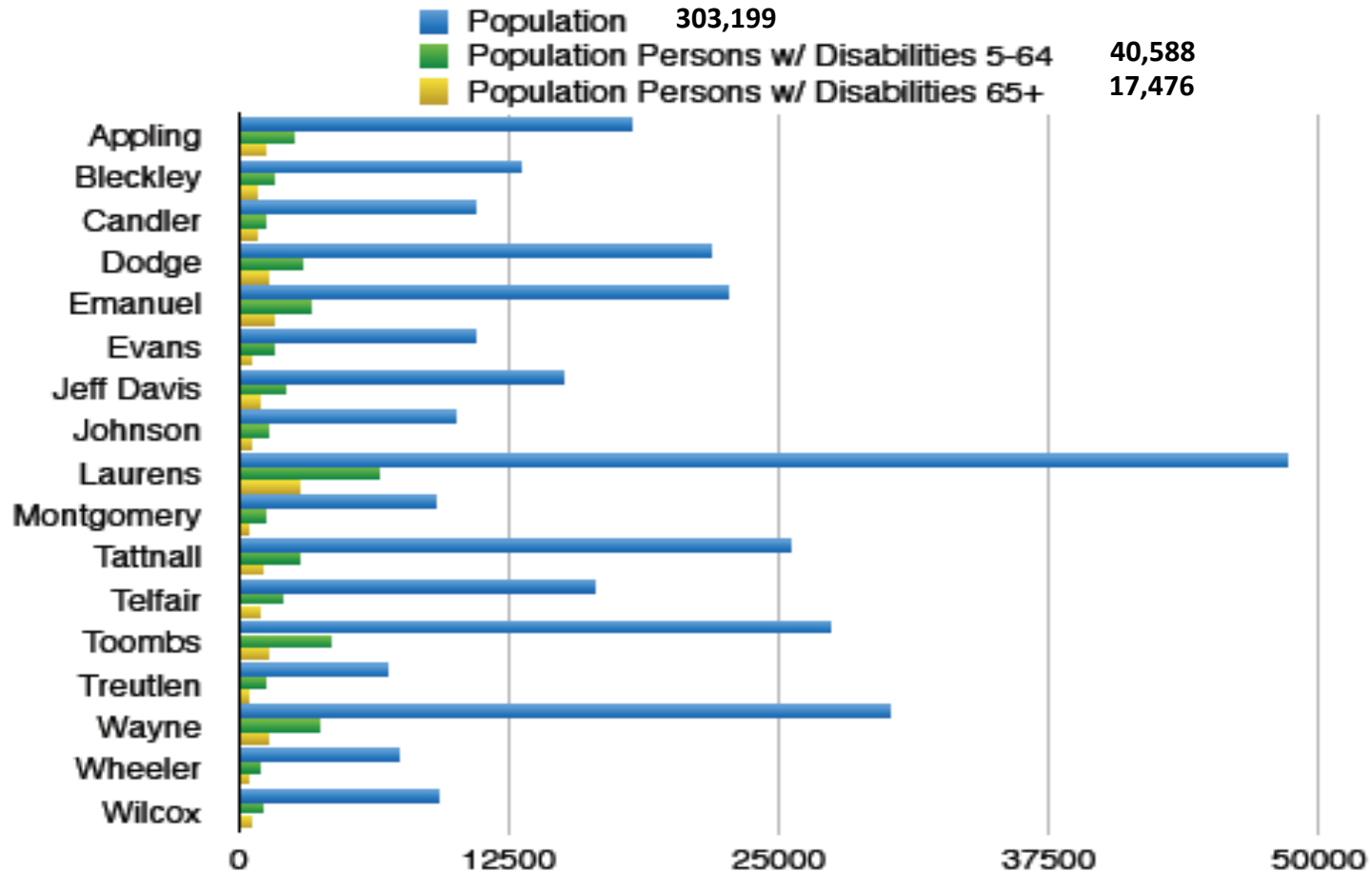
58,388 – 19%

30,889 – 52%

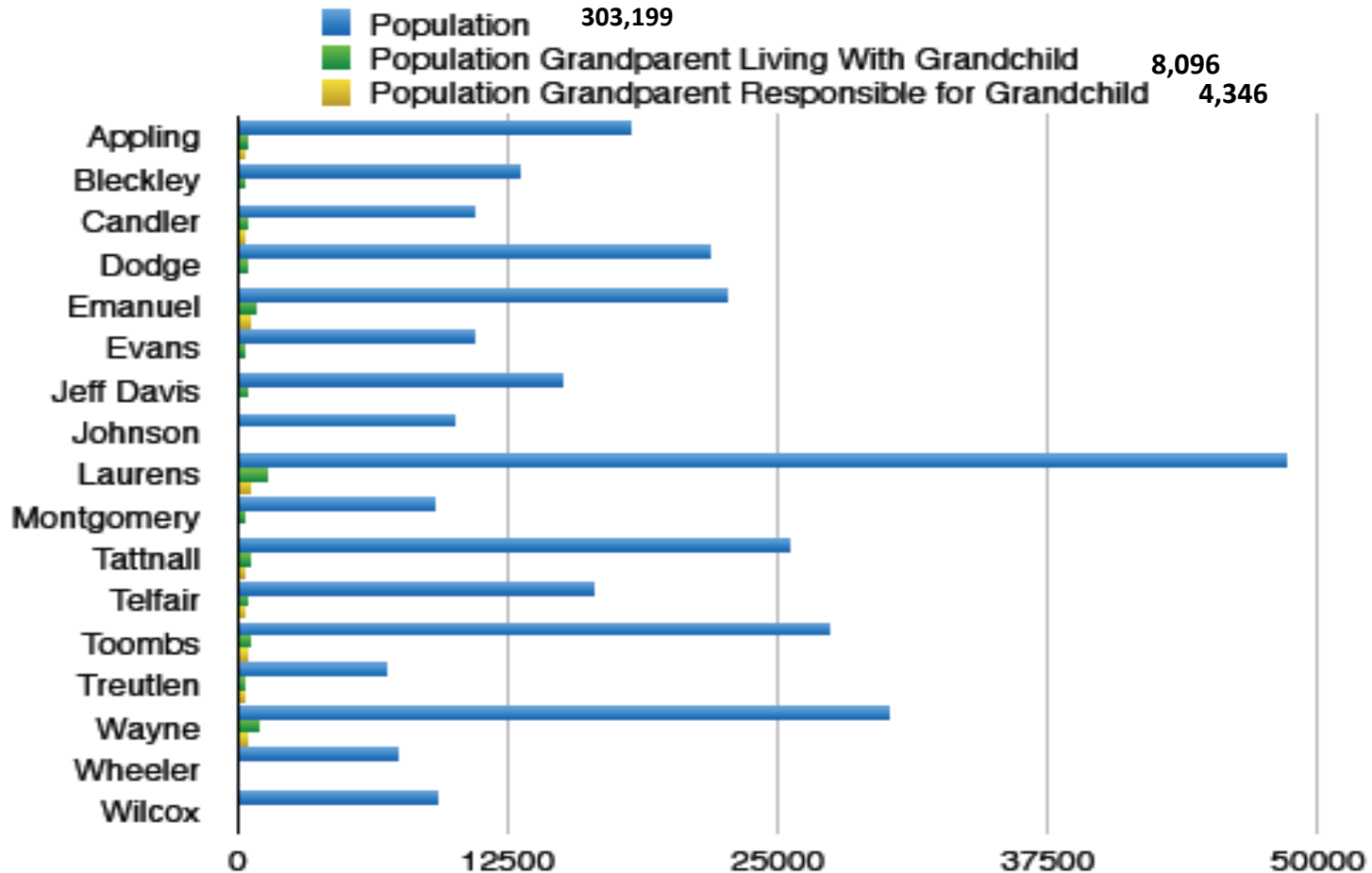
Population 2010 Census Population 60+ Population Rural 60+



Total Population and Persons w/ Disabilities Population Comparison



Total Population and Grandparent Population Comparison (Age 30+)



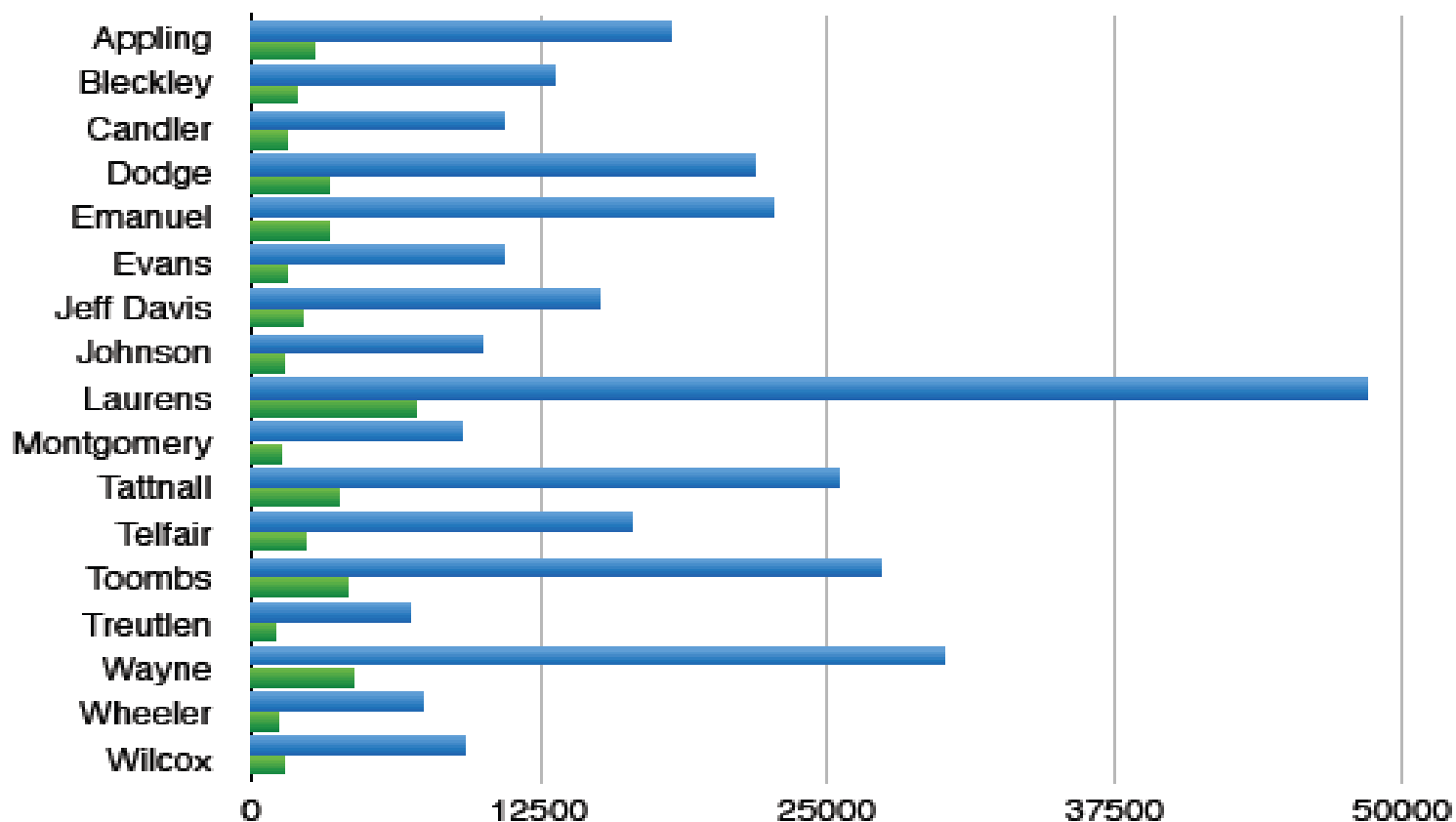
Total Population and Caregiver Population Comparison

303,199

45,116

Population

Population Estimated Caregivers



KinshipCare

Caregiver

TelephoneReassurance

GeorgiaCares

Weatherization

Financial

MOW

Abuse

Legal

Energy

Housing

AdultDC

LTCO

Transportation

HomeRepairs

Homemaker

Congregate **Nurses**

MentalHealth

Employment

Gateway

MaterialAid

PersonalCare

Respite

Modification

Wellness

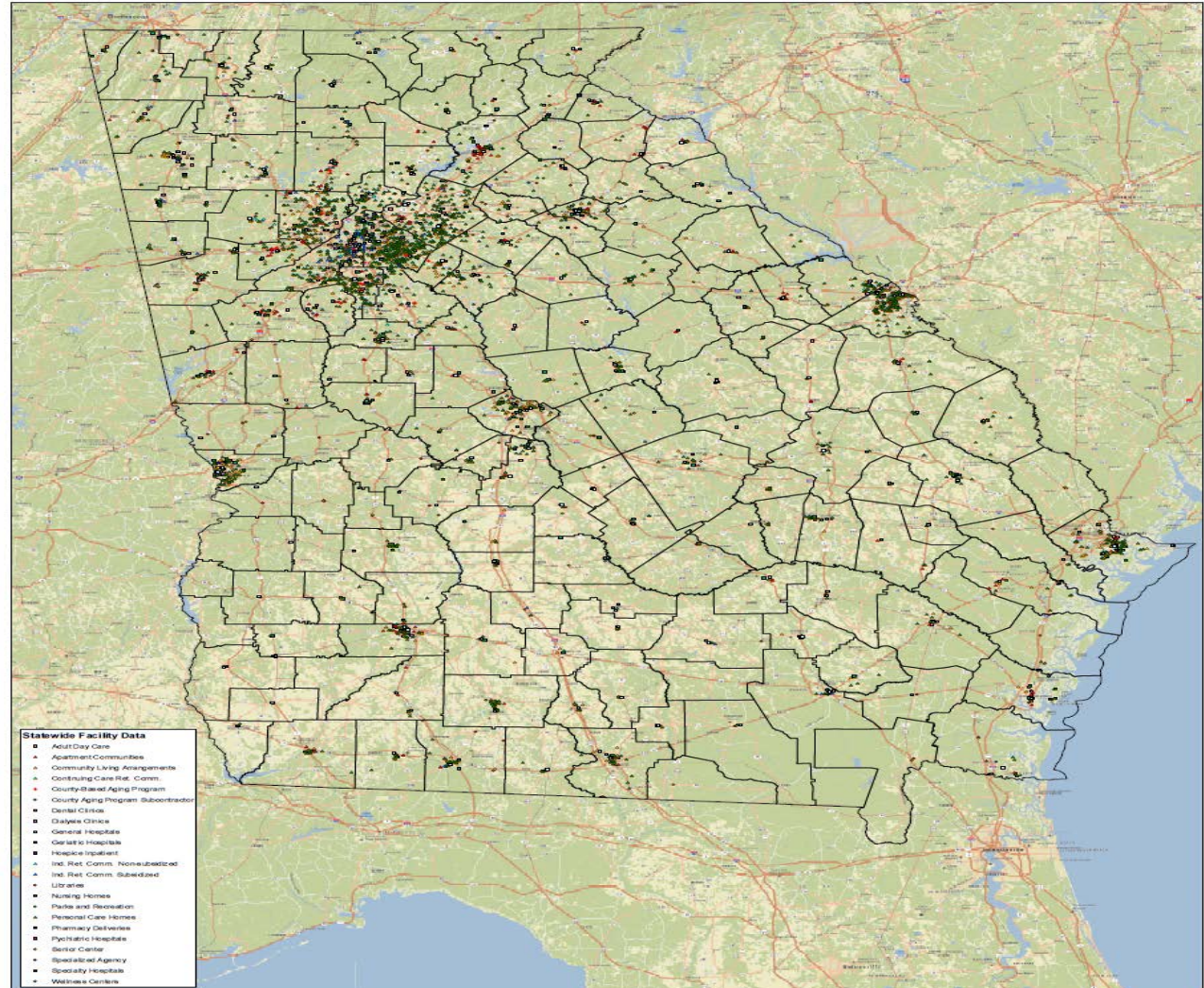
Heart of Georgia Altamaha Needs Assessment

As Identified by Respondents

SFY 12	SFY 13
Energy Assistance	Energy Assistance
Homemaker	Financial Assistance
Transportation	Transportation
Financial Assistance	Homemaker
Congregate Meals	Weatherization
Home Repairs / Weatherization	Congregate Meals
Georgia Cares (SHIP)	Georgia Cares (SHIP)
Home Delivered Meals	Home Delivered Meals
Gateway	Telephone Reassurance
Telephone Reassurance	Gateway
Home Modifications	Legal Assistance
Wellness Program	Home Modifications
Legal Assistance	Wellness Program
Nurses / Home Health	Personal Care Aid
Material Aid	Respite Care
Adult Day Care	Medical Care
Respite	Material Aid
Personal Care Aid	Mental Health Counseling
Housing	Adult Day Care
LTCO	Housing Assistance
Older Workers Program	LTCO
Elder Abuse	Older Workers Program
Mental Health Counseling	Caregiver Program
Caregiver	Elder Abuse
Kinship Care	Kinship Care

- Adult Day Care
- Apartment Communities
- Community Living Arrangements
- Continuing Care Retirement Communities
- County-based Aging Program
- County Aging Program Subcontractor
- Dental Clinics
- Dialysis Clinics
- General Hospitals
- Geriatric Hospitals
- Hospice Inpatient
- Individual Retirement Communities – Nonsubsidized
- Individual Retirement Communities – Subsidized
- Libraries
- Nursing Homes
- Parks and Recreation
- Personal Care Homes
- Pharmacy Deliveries
- Psychiatric Hospitals
- Senior Center
- Specialized Agency
- Specialty Hospitals
- Wellness Centers

ARC Lifelong Communities Interactive Mapping Tool



Atlanta Regional Commission (ARC) – <http://lrc.atlantaregional.com/> - used by permission




Heart of Georgia Altamaha Regional Commission Transportation System

Reference Map




Highway Functional Classification

- Rural Interstate
- Rural Local
- Rural Major Collector
- Rural Minor Arterial
- Rural Minor Collector
- Rural Principal Arterial
- Urban Interstate
- Urban Local
- Urban Major Collector
- Urban Minor Arterial
- Urban Principal Arterial

Airports

-  Level I General Aviation
-  Level II General Aviation
-  Level III General Aviation


Rail


-  Class I Railroad
-  Shortline Railroad
-  Inactive Railroad

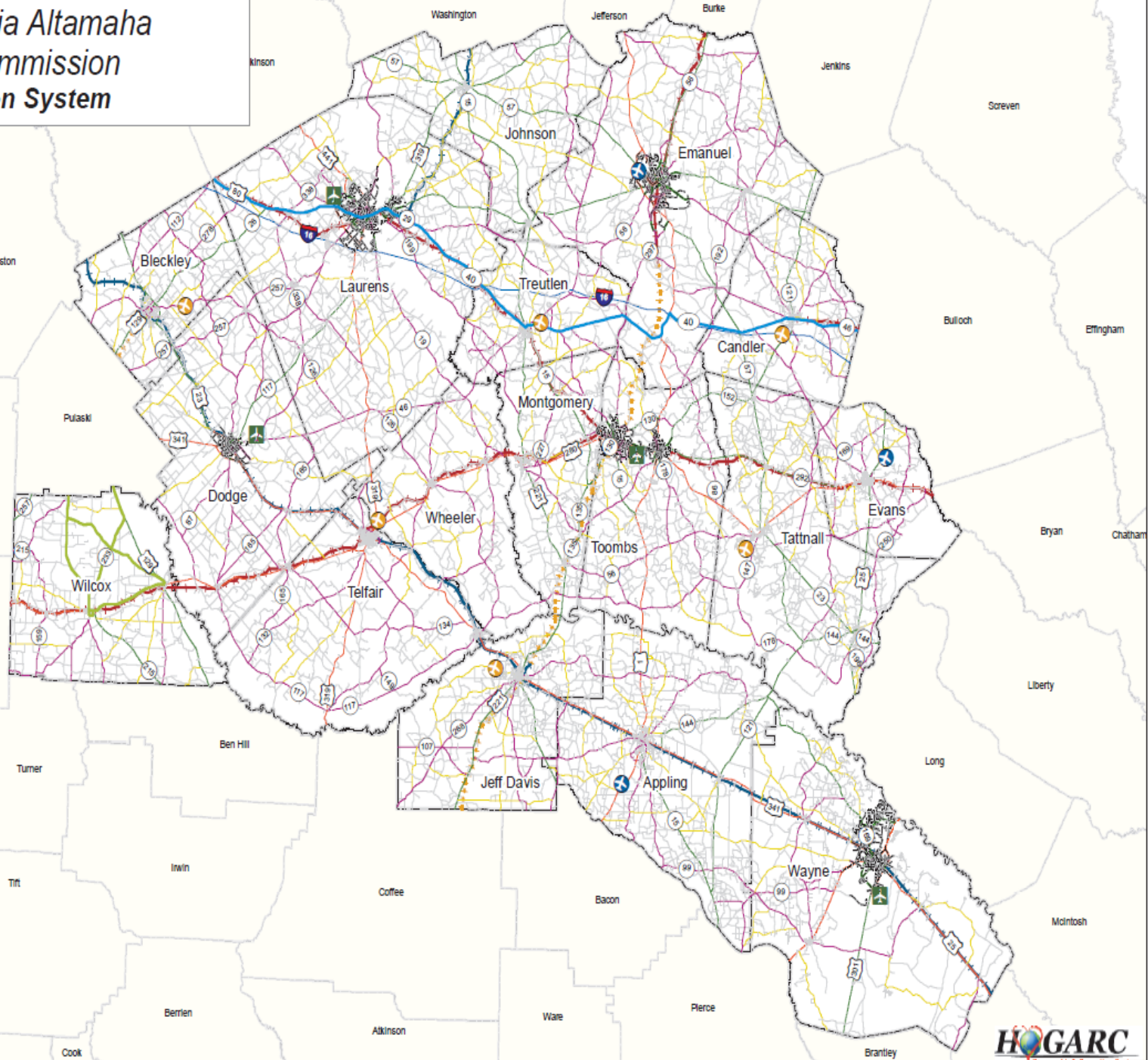
State Bike Route

-  State Bike Route

State Scenic Byway

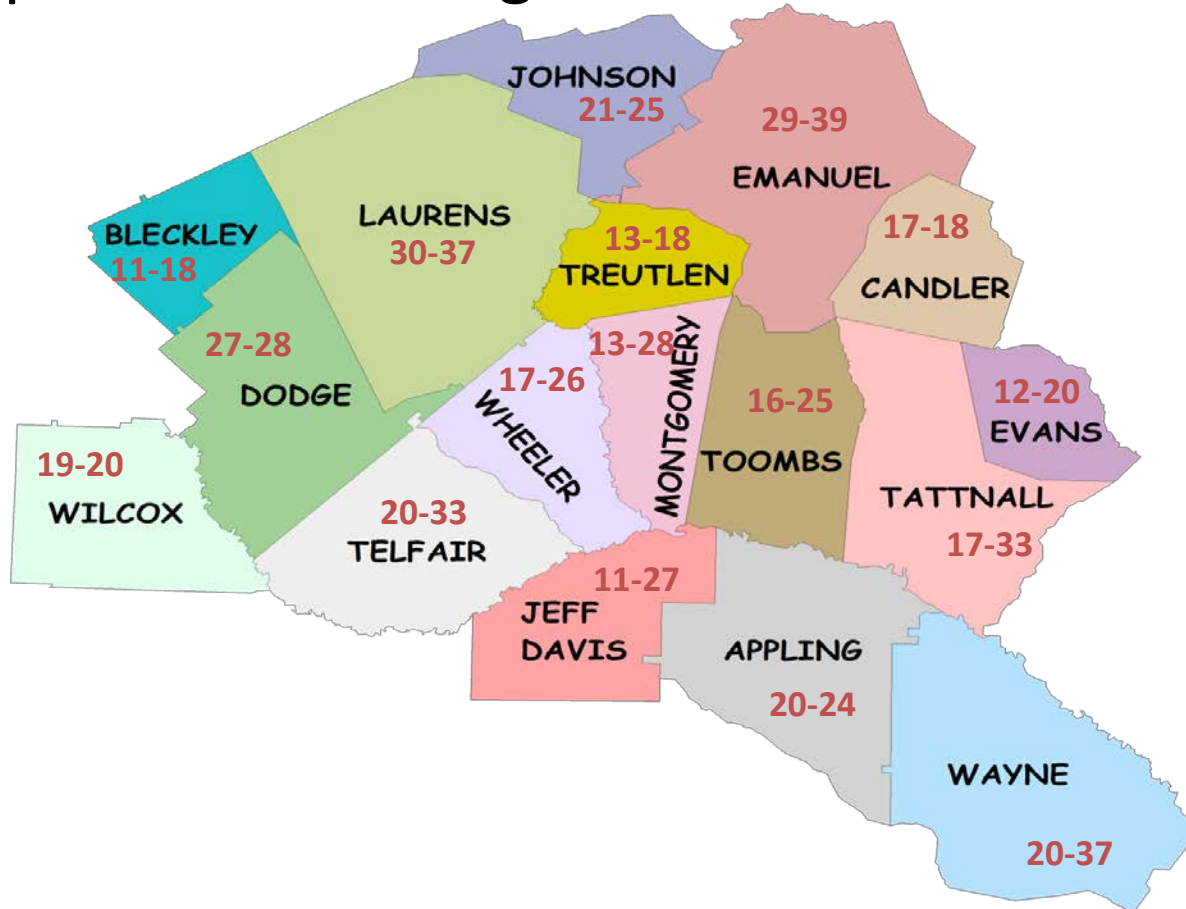
-  State Scenic Byway

-  HOGA Counties

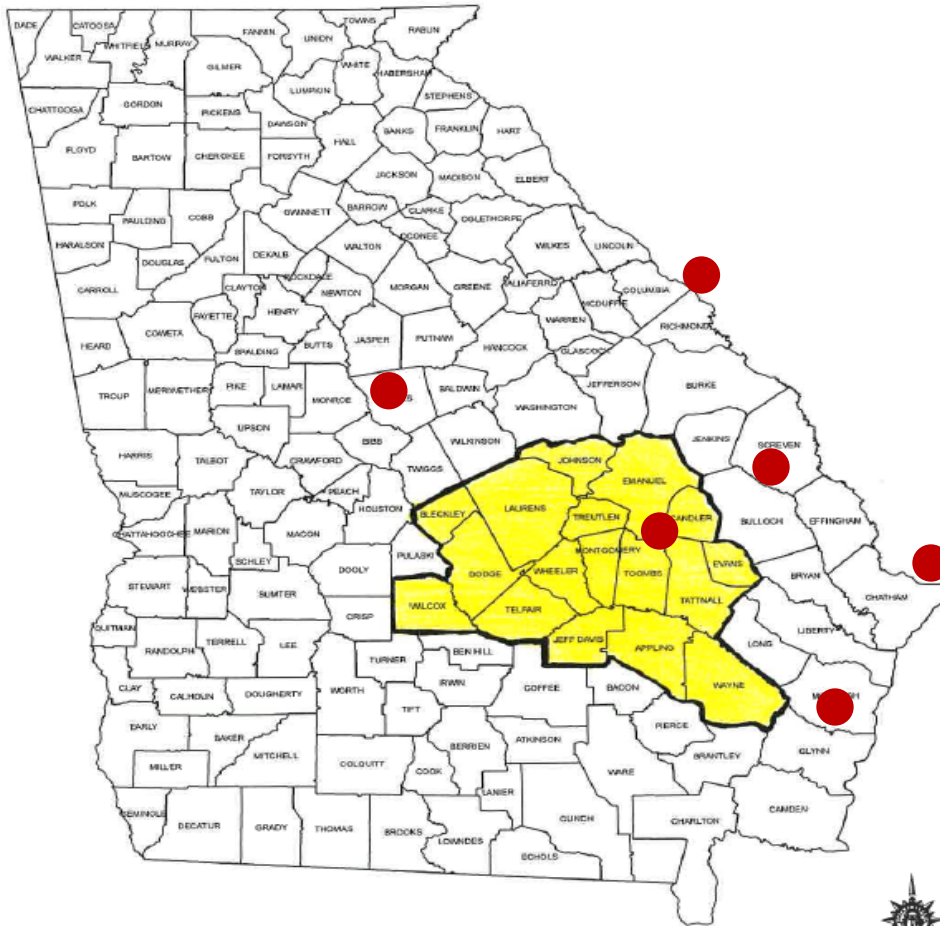


Heart of Georgia Altamaha AAA/ADRC

Approximate Mileage Across Counties



GEORGIA COUNTIES



Callers seeking NET to receive medical treatment at these locations:

Savannah, Georgia

Brunswick, Georgia





Vidalia, Georgia

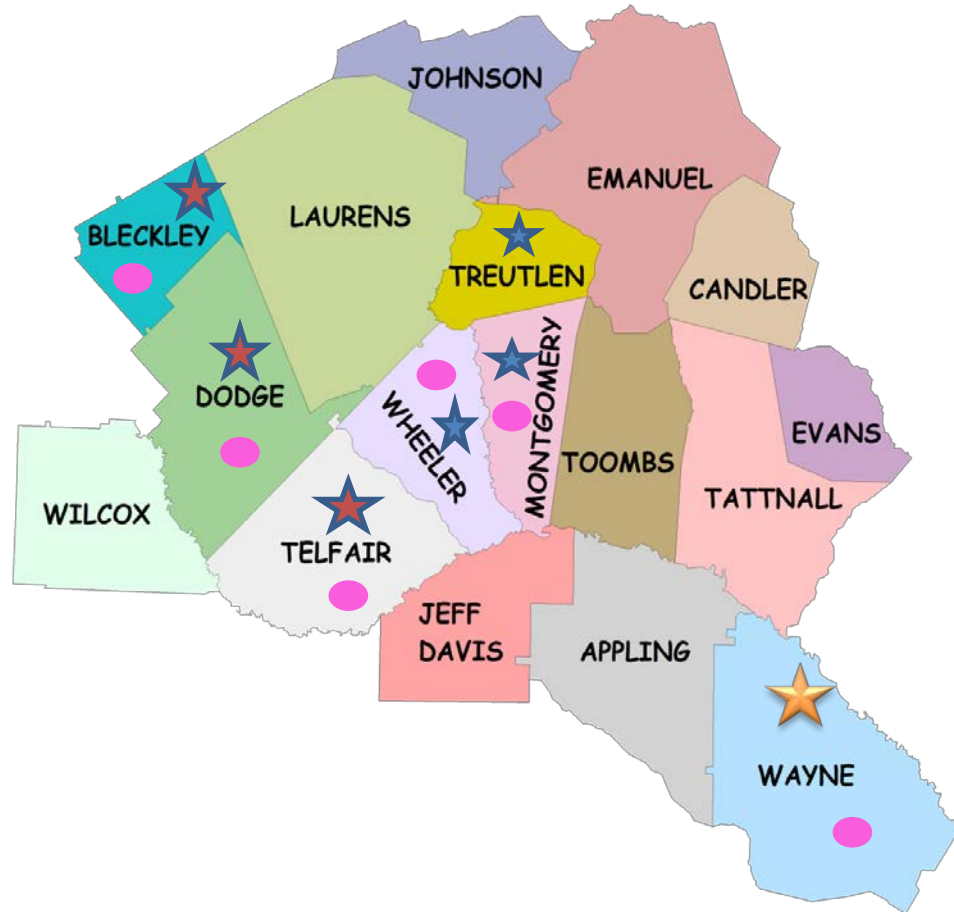
Augusta, Georgia

Macon, Georgia

Heart of Georgia Altamaha AAA/ADRC

Challenge – Non-Emergency Transportation (NET)

- No Public Transportation
- Handful of Cab Companies
- 7/17 Counties have a county transportation program for county residents only
- In County Only 
- Restricted Out of County 
- Unrestricted Out of County 
- DHS Coordinated Trans 
- Some limit hours of operation
- Fees range from \$2 to \$12 roundtrip < 50 miles





Interview



Customer Service



Request



Analyze



Phone Call

Medicaid

Medicare

County

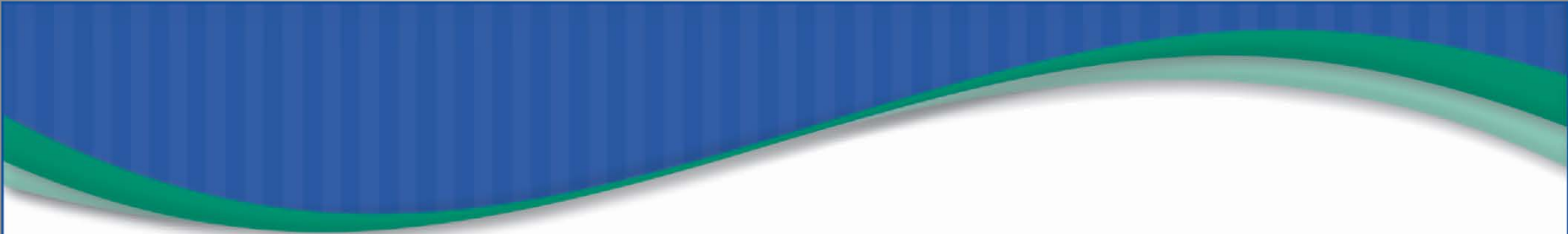


Brainstorm



Information Services

Anatomy of a Transportation Call



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Group Activity

Topic #1: Funding/Partnerships

Topic #2: Outreach

Topic #3: Navigation Options

Next Steps

- What are you going to do when you get back?
- How will this assist you in better serving callers in rural areas seeking transportation options?

Thank You!

Questions?

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