

NCST

National Center on
Senior Transportation

AIRS Conference, 2015 – Dallas, TX

Bringing Transportation into the Conversation: A Holistic Approach to Individual Needs

**Eileen Miller, Senior Program Associate, NCST
National Association of Area Agencies on Aging**



Advocacy. Action. Answers on Aging.

Today's Panel

- **Eileen Miller, Senior Program Associate, NCST**
- **Melisa Lopes, Caregiver Specialist, Eldercare Locator**
- **Thelma Samuel, Harris County Area Agency on Aging, Houston, TX**

Session Outline

- **Why** transportation is important in the lives of seniors (Eileen Miller)
- **What** we are learning from consumers (Melisa Lopes)
- **How** one community is putting this into practice (Thelma Samuel)

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.

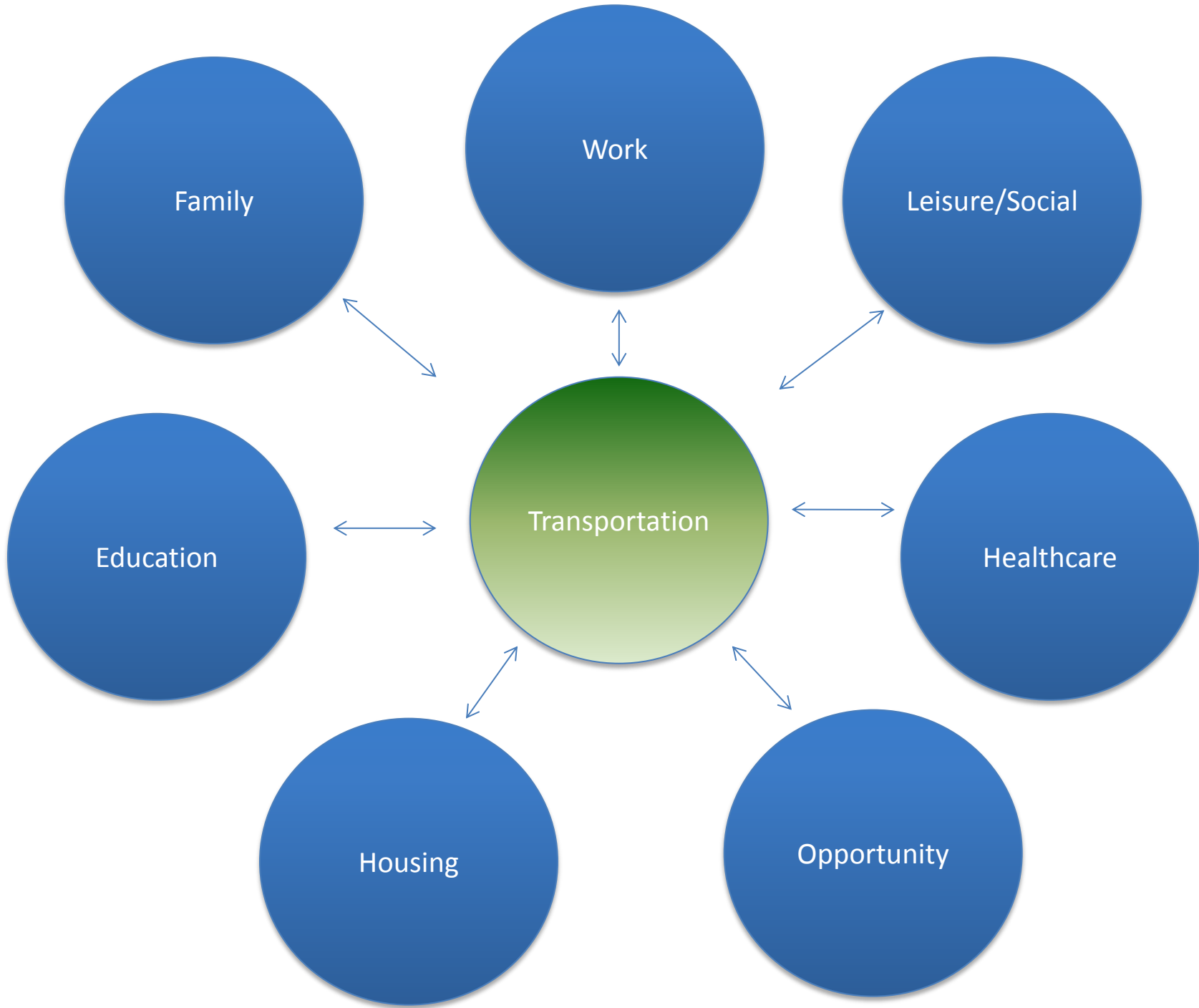
Functions:

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

Why is Transportation an important part of the conversation?

Transportation can support an older adult's independence and choice

- The number of older adult non-drivers has grown by more than **1.1 million**
- Older adult non-drivers make **15% fewer** trips to doctor; **59% fewer** shopping or restaurant outings and **65% fewer** trips for social, family, religious or other life-enhancing purposes



Transportation is an issue beyond a ride from location A → location B

- Many services and opportunities depend on affordable, accessible transportation to locations outside of the homes.
- Transportation is related to health outcomes, isolation, employment, housing, etc.
- Data can inform practice: **Secondary call reason may become a future primary reason**

Integration of Mobility Management concepts with Information and Referral

- Mobility Management may have different functions, including but not limited to:
 - Information and Referral Services;
 - Trip Service Connections or Provisions; and
 - Transportation coordination planning among and across public and private transit/transportation providers, large and small, and health and human service

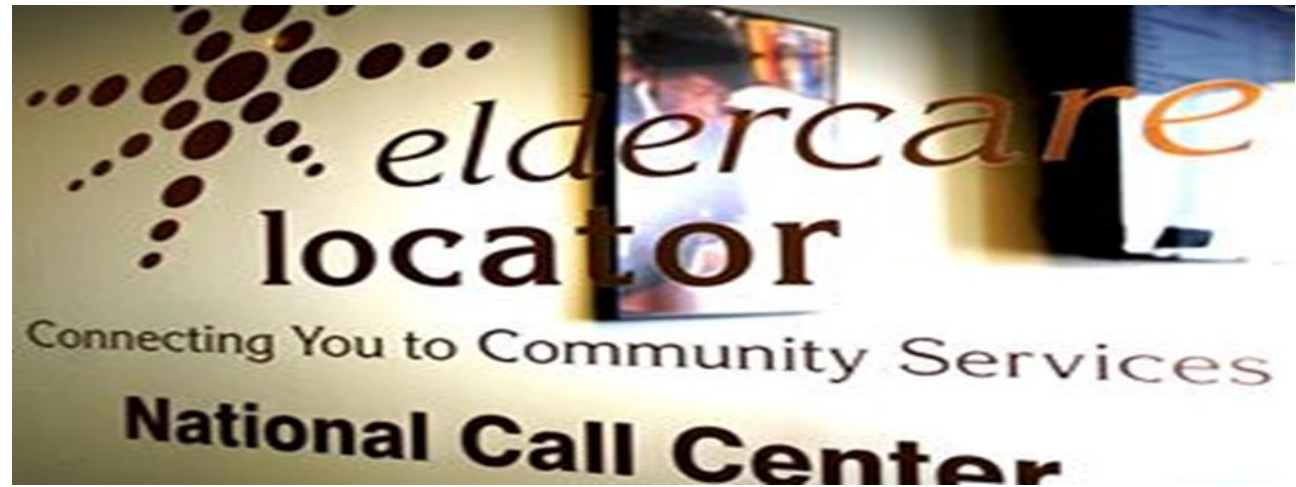
NCST's I&R Work

NCST - in collaboration with the Eldercare Locator - identifies **promising practices and innovative solutions for transportation providers and connects callers to local resources.**

**Toll Free Phone Line and email address for both
Providers and Consumers**

866-528-NCST

NCST@easterseals.com



AIRS CONFERENCE, 2015- DALLAS, TX

May 29th, 2015

Melisa Lopes, CIRSA

Team Lead, Caregiver Services

National Association of Area Agencies on Aging(n4a)

ABOUT THE ELDERCARE LOCATOR CALL CENTER

- The Eldercare Locator is administered by n4a.
- The Eldercare Locator is a public service of the Administration for Community Living that assist older adults, families, and caregivers in locating resources in their local area.
- Provides information and Referral to callers.
- Educates callers on programs and services that are available nationwide.

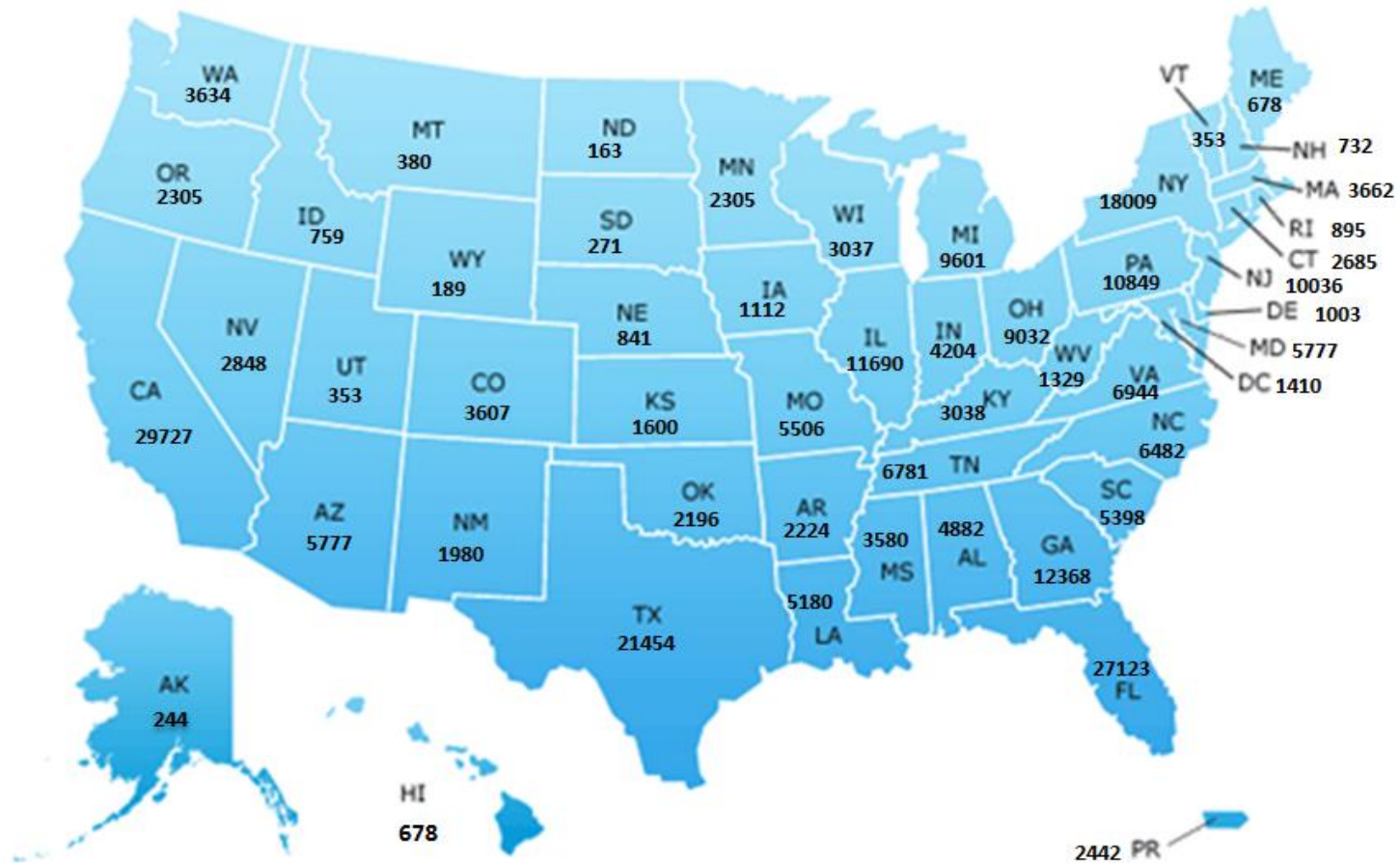


ELDERCARE LOCATOR CONTACTS IN 2014

- Total Contacts 271,234
- 3,492 Written Correspondence
- Average 22,00 inquiries a month
- On average 1, 000 a day
- Total NCST calls 8,046



CALLS RECEIVED PER STATES

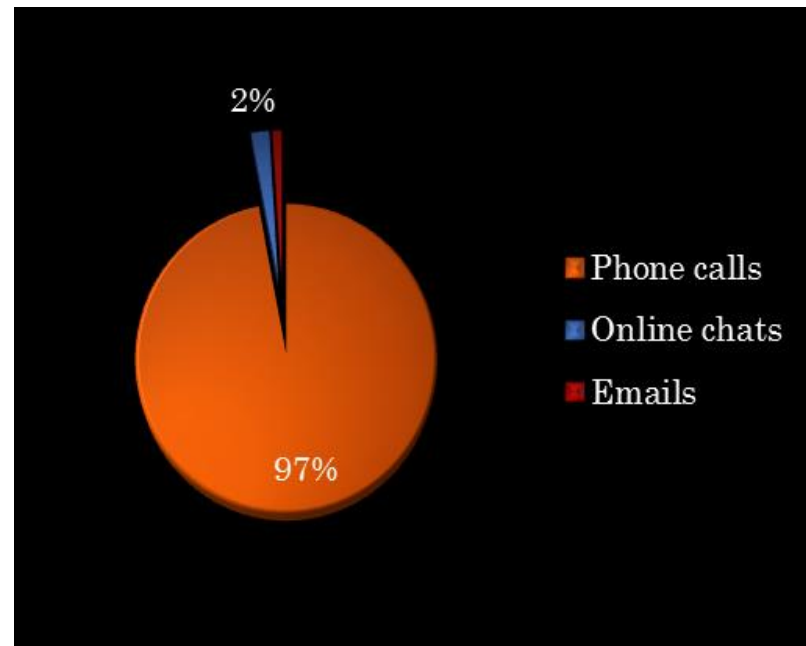


PROFILE OF CALLERS

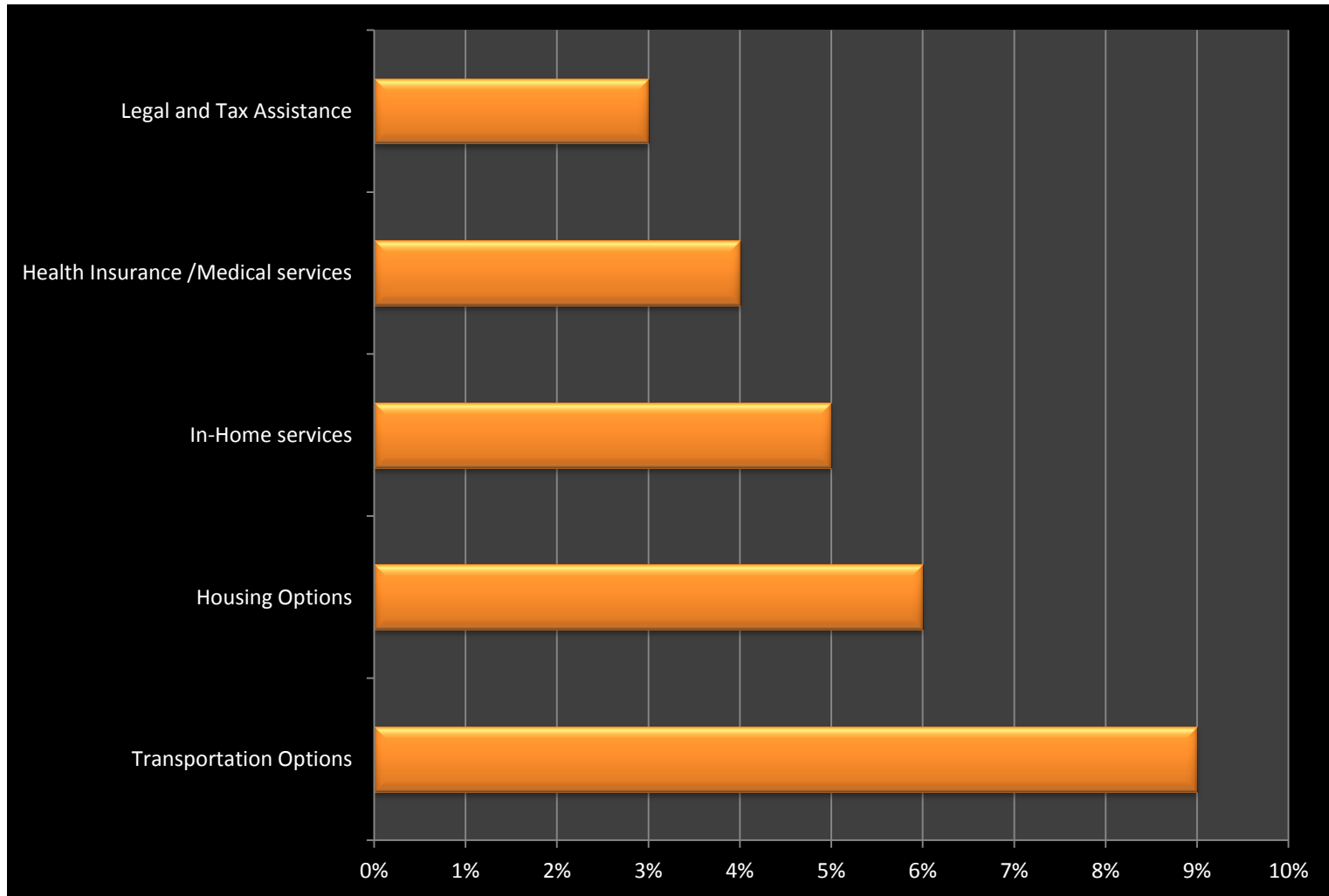
Profile

- Over age 60
- First- Time Callers
- Female
- Calling about services for themselves
- If a boomer, calling about caregiving

How do they contact us?



TOP FIVE PURPOSE OF CALLS

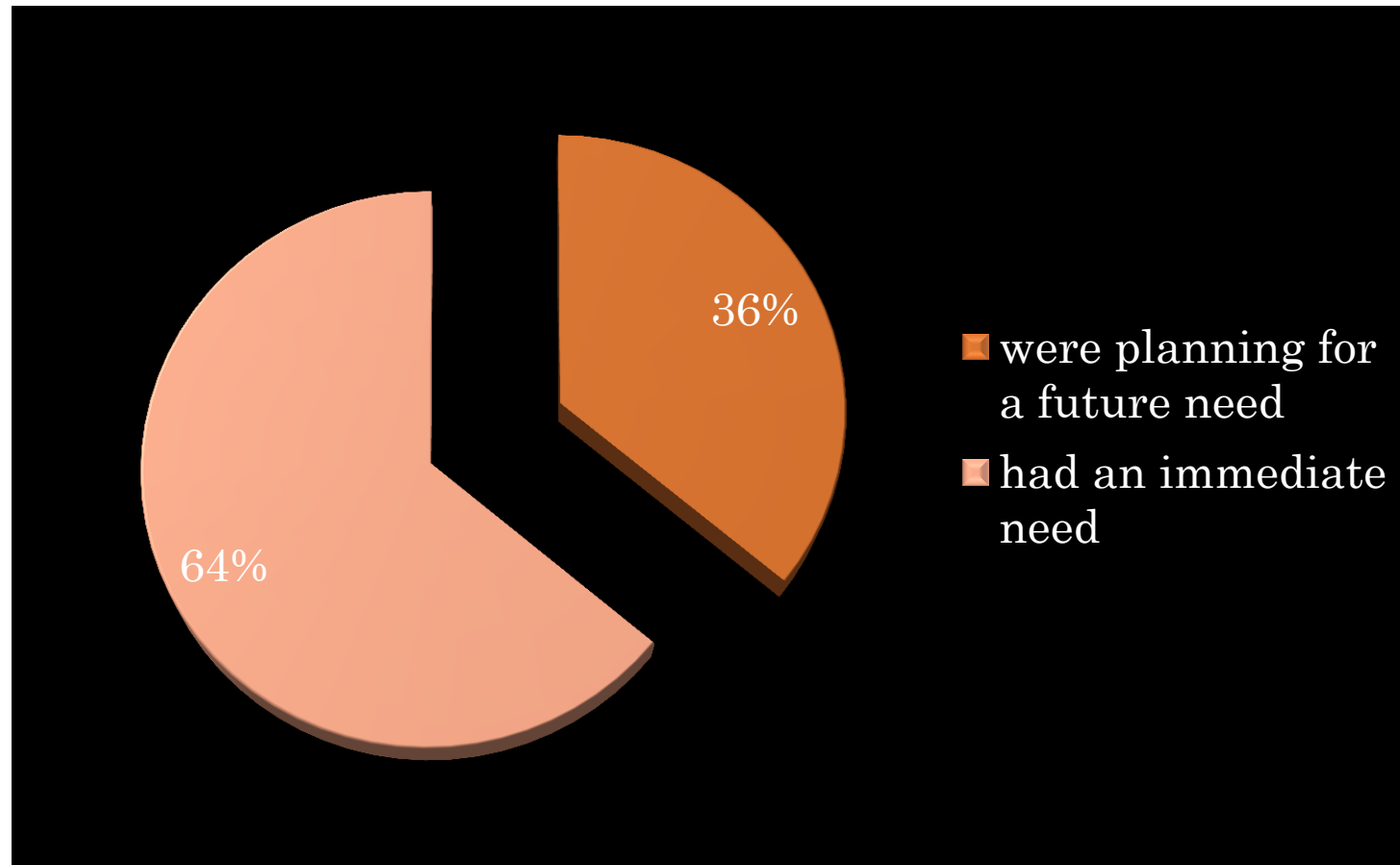


TYPES OF TRANSPORTATION NEED

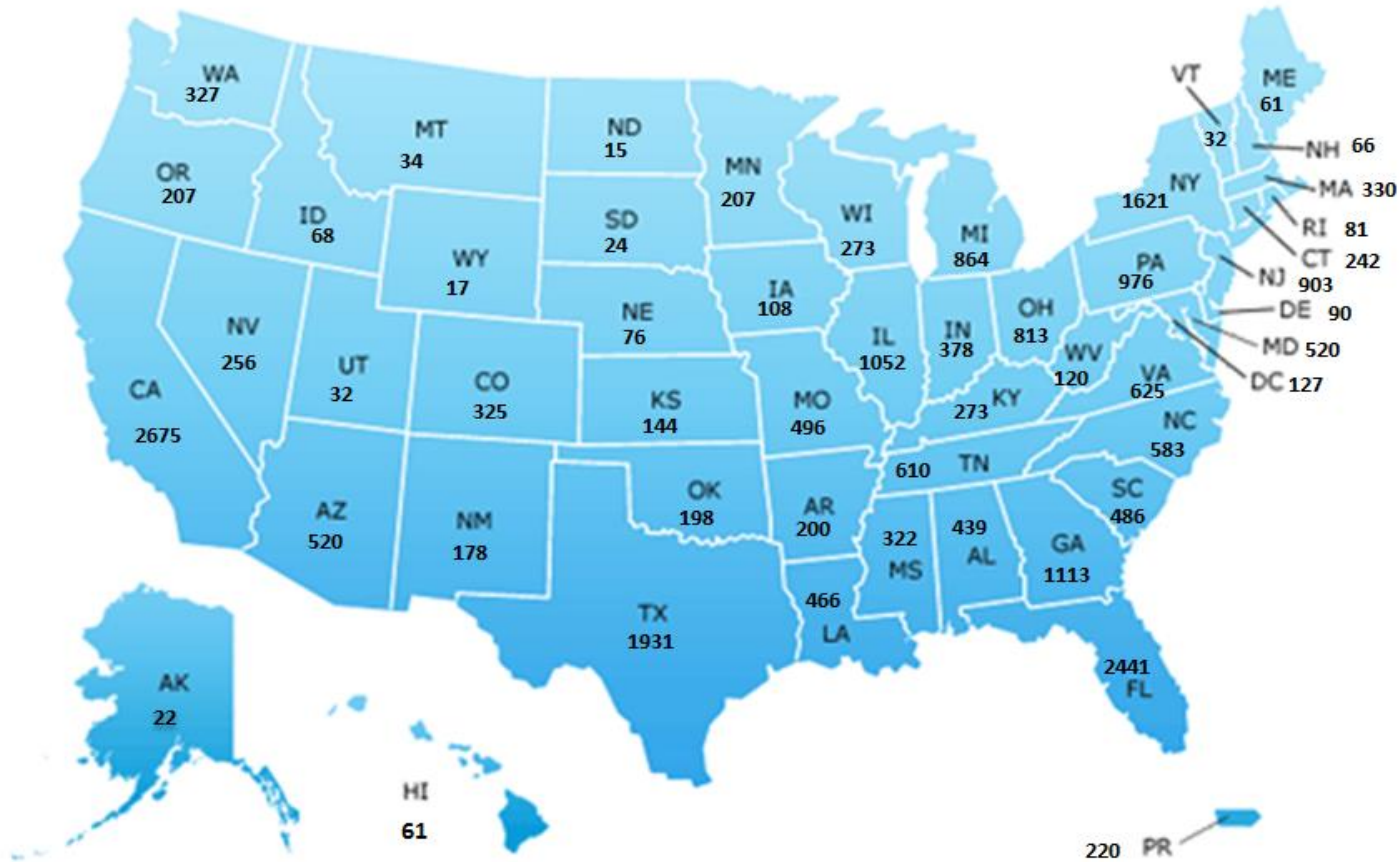
- **77.5 %** Medical Appointment (non- urgent, routine, dialysis/ chemotherapy/radiation, etc.)
- **8.7%** Non- medical rides (grocery shopping, church, etc.)
- **5.5%** Long- distance or county-to county-transport
- **3.4%** Special needs(disability, unusual medical situations)
- **3.0%** Durable Medical Equipment (DME wheelchair, Stretcher/ambulance transport; Vehicle safety)
- **1.9%** Financial assistance for transportation/ Travel



TRANSPORTATION IMMEDIATE OR FUTURE NEED

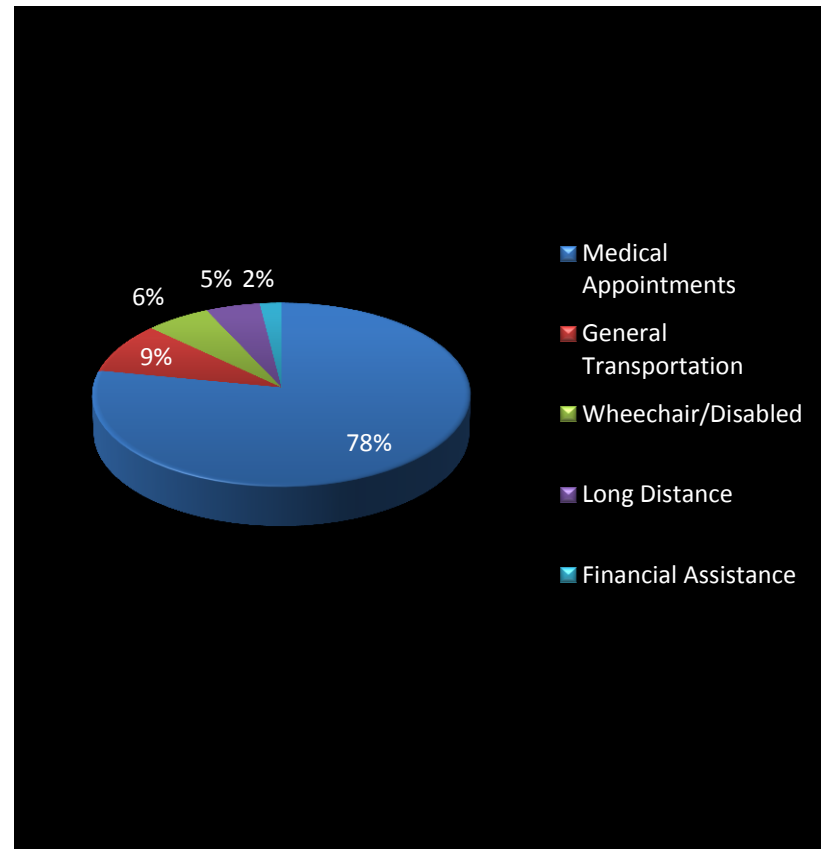


TRANSPORTATION CALLS RECEIVED



ELDERCARE LOCATOR AND NCST CALLS

- In 2012, The Eldercare Locator and the National Center on Senior Transportation began exploring enhanced Information and Referral Assistance (I&R/A) services.
- Consumers gain new knowledge of local transportation resources available in their local area.



TRANSPORTATION TEAM

- Assist callers who are in need of special transportation services: ADRC, long-distance services, county-to- county, and medical transportation.
- 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.



ESCALATED CALLS

Escalated calls are handled by our Enhanced Services team. These calls may involve complex situations of a serious nature, multiple issues or long-term care planning.

- **37%** Long-Term Care Information(Assisted Living, Nursing Homes, Education and Information).
- **29%** Caregiver Services/ Resources
- **27%** Elder Abuse (reporting abuse, and sets for following- up on reported abuse)
- **6%** Transportation Options (such as difficult transport or long-distance travel)
- **1%** Crisis (defined as an emergency situation such as housing, food assistance, and suicide risk)

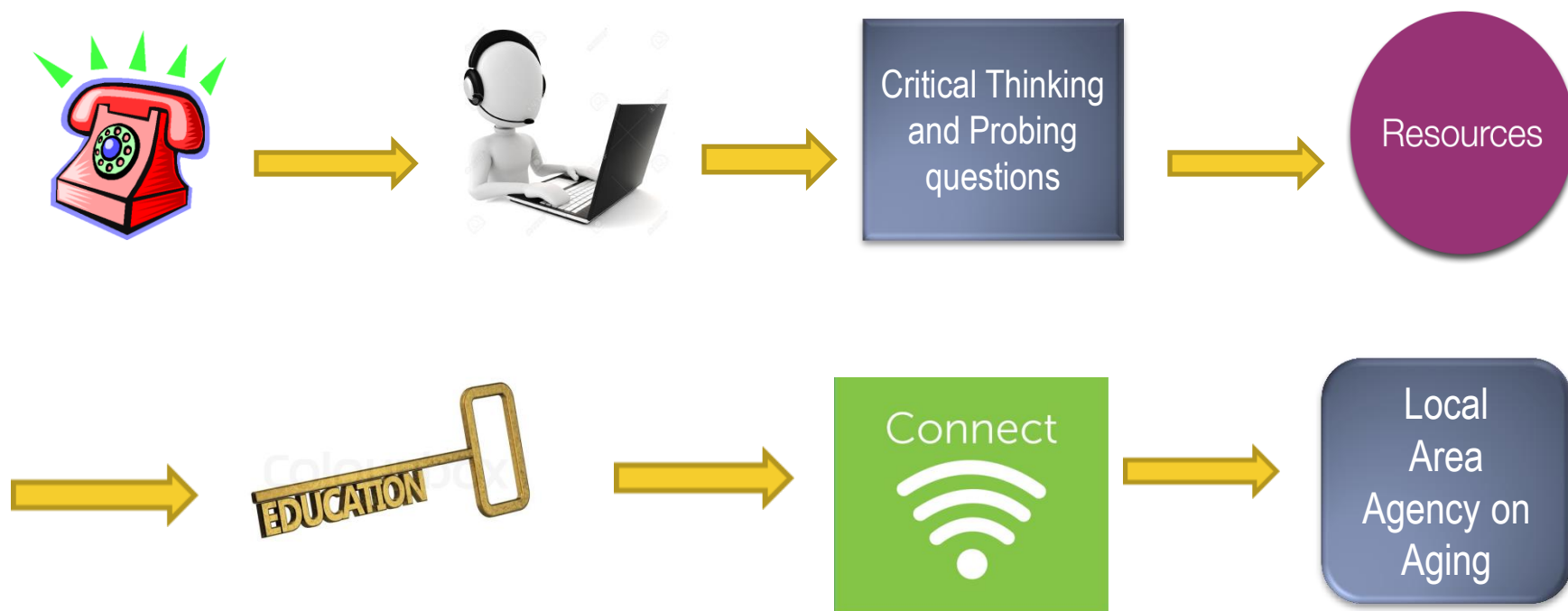


TRANSPORTATION AND HOUSING OPTIONS

- Crisis calls (defined as an emergency situation such as housing, food assistance, and suicide risk) are handled by the Enhanced Services team.
- Majority of the crisis calls are about emergency housing(shelters or short-term housing).
- For shelter calls, callers have an immediate need for transportation options.
- Callers need wheelchair transportation services or are in need of financial assistance to help pay for gas.
- Majority of callers are over the age 60.



CASE STUDY



RESOURCES CONNECTED TO

- Local Area Agencies on Aging
- Aging & Disability Resource Centers
- Social Security
- State Health Insurance Programs
- Social Services Agencies
- Disease- Specific organizations (Alzheimer's Association, American Cancer Society, Diabetes Association, etc.)



QUESTIONS?



Considerations for Transportation Calls

- Listening for transportation needs
- Correlation between need for community services and access to those services

Breaking down the Transportation assessment:

Accessibility

Affordability

Availability

Acceptability

Adaptability

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

Ladders of Opportunity Grant Program

- NCST grants totaling \$100,000
- Five Communities developing interventions to increase seniors' access to public transportation
- Each project is connected to **Aging in Place Initiative** : Senior Housing with Services, Long Term Services and Support, Care Transitions Programs, or Chronic Disease Self-Management Programs
- Information and Referral is an essential part of these projects

Grant Recipients

- Community Concepts,
Lewiston, ME
- Dane County Department
of Health and Human
Services , Madison, WI
- Mountain Empire Older
Citizens, Big Stone Gap, VA
- WSOS Community
Action Commission,
Fremont, OH
- **Harris County Area
Agency on Aging,
Houston, TX**



HARRIS COUNTY AREA AGENCY ON AGING



Houston Department of Health and Human Services
Funded by the Texas Department on Aging

HARRIS COUNTY AREA AGENCY ON AGING



Federal Mandates

- ✓ Determine the need for social and nutrition services with special attention given to older adults in greatest economic or social need.
- ✓ Advocate for the older adult by increasing the awareness of service providers, elected officials, civic groups and the corporate and volunteer sectors regarding the needs of older adults.
- ✓ Utilize federal funds to fill identified service gaps.
- ✓ Provide technical assistance and training to service providers and private sector organizations relating to aging programs and services.

HARRIS COUNTY AREA AGENCY ON AGING



Mission:

We sponsor programs that provide a sense of well being, dignity, independence, and the free exercise of individual initiative to older adults and their caregivers in planning and managing their lives through access to and participation in community based services and programs provided for their benefit, health and safety.

HARRIS COUNTY AREA AGENCY ON AGING



- ☞ WE operate under the City of Houston Health & Human Services, as our grantee agency.
- ☞ WE are the largest of 28 AAA's in Texas.
 - ☞ Housed in City Health & Human Services Dept.
 - ☞ Service Area - all of Harris County
 - ☞ State (Monitor) TX Dept of Aging & Disability Services (DADS)
 - ☞ Funded Administration for Community Living (ACL)



HARRIS COUNTY AREA AGENCY ON AGING



☞ We provide a comprehensive array of community-based, long-term care services, including evidence based services, to appropriately sustain older people in their communities and in their homes, including support to family members and other persons providing voluntary care to older individuals.



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Transportation need, identified....

Information & Referral Requests:

FY2013	21,293
FY2014	22,662

Transportation Requests:

FY2013	1,286
FY2014	1,316



Bringing Transportation into the Conversation: A Holistic Approach to Individual Needs



2 major Transportation Providers -

- Houston METRO (Metropolitan Transit Authority)
- RIDES (Harris County Transit Authority)
- We provide Non-Emergency Transportation Services via Harris County RIDES when public transportation is either unavailable or inaccessible.



Bringing Transportation into the Conversation:
A Holistic Approach to Individual Needs



AND

☞ **We also have a Care Transitions Program**

☞ **Transportation need,
'NOT' discussed....**

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A Holistic Approach to Individual Needs



Aging in Place Initiative

Care Transitions Program (CTP) utilizes transition coaches who work with hospital patients from pre to post discharge, to develop strategies and identify help and supports that aid in reducing hospital readmissions.

Program: FY2013 - 371 enrollees
(FY2015 - 303 enrollees, to date)



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National Center on Senior Transportation (NCST)
Ladders of Opportunity Grant

Connecting the dots.....

☞ RIDES TRANSPORTATION SERVICES.....

☞ CARE TRANSITIONS PATIENTS.....



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☞ **Mobility management & transportation options counseling to positively affect individual health outcomes for Care Transitions Program Patients via**
.....

☞ **Care Transitions Coaches**

☞ **RIDES - Harris County Transit Mobility Counselor**

Bringing Transportation into the Conversation: A Holistic Approach to Individual Needs



∞ Harris Health System Oncology Patients

- 3 Hospitals
- 34 Clinics

Mobility management & transportation options counseling to positively affect individual health outcomes for Harris Health System Oncology Patients via

- ∞ Social Worker
- ∞ Nurse
- ∞ HCAAA Transportation Coordinator



Questions ? ? ?



HCAAA



<http://www.houstontx.gov/health/Aging/>

http://www.houstontx.gov/health/Aging/Area_Plan.pdf

<http://harriscountyrides.com/index.php>

Thank You!

Questions?

- What is a challenge that some of the seniors and people with disabilities in your community may face when trying to access services?
- Are there consistent unmet transportation needs you are hearing from callers– accessibility, affordability, availability, etc.?
- How can you better serve callers seeking transportation options?