

Partnering ADRCs and Transportation Coalitions



Sarah Lash

The Lewin Group / Technical Assistance Exchange

September 23, 2009

HCBS Conference – Denver, Colorado

Purpose

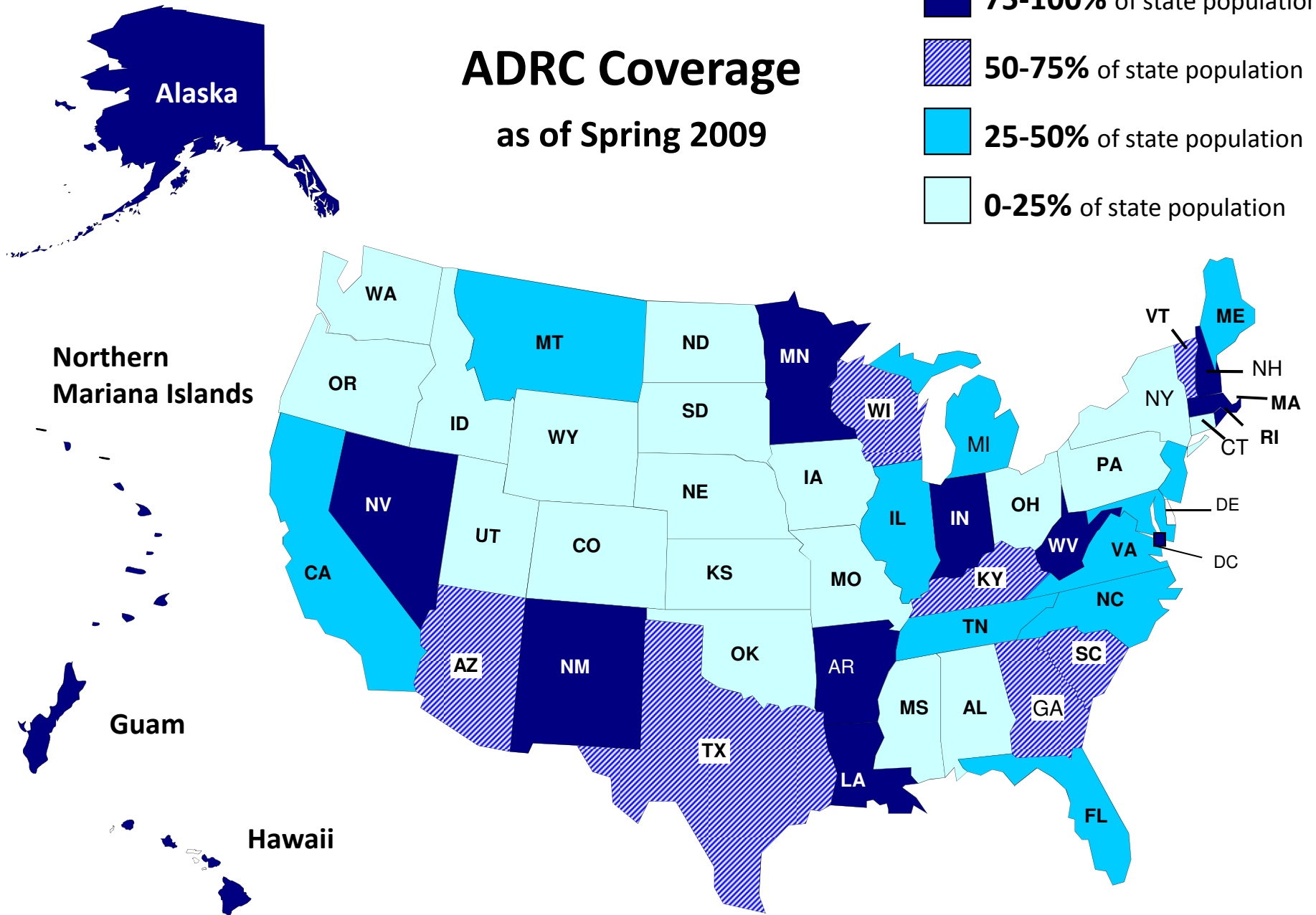
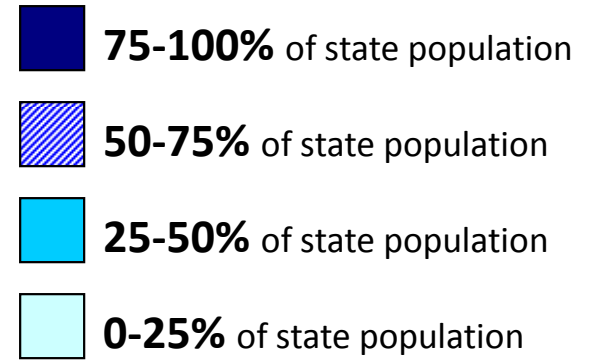
- Demonstrate natural connection between Aging & Disability Resource Centers and transportation coordination initiatives
- Discuss the concept of mobility management
 - Individual Level
 - Systems Level
- Provide resources and a starting point for action

LTC System Challenges

- Fragmented systems of I&R, access points, services, agencies, eligibility criteria and funding sources – *navigating the system is difficult*
- The number of long term support service options has increased dramatically over last 2 decades – *with choice can come confusion*
- A professional, friend or family member may refer an individual to one known service – *consumer may never know what other options are available*

ADRCs build consumer trust by enhancing individual choice, supporting informed decision-making and streamlining access to services.

ADRC Coverage as of Spring 2009



Transportation Challenges

- Most people require access to a car or other vehicle to fully participate in modern life
- 73 percent of people older than 65 live in suburban and rural areas (2000 Census)
- One in three persons with a disability report inadequate access to transportation
- Aging population and rising number of people with disabilities will further increase demand for flexible and accessible transportation options

Mobility Management

Mobility Management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers in order to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.

- Dept. of Transportation

- *direct service efforts* for individual assistance
- *transportation coordination and partnership building efforts* for systemic solutions
- ADRCs can do both through in their role as coordinated entry points of services for older adults and people with disabilities

Policy and Program Background

- **1970s - 2000s:** Decades of unsuccessful attempts to better coordinate human services transportation options
- **2005:** Safe, Accountable, Flexible, Efficient, Transportation Equity Act (SAFETEA-LU)
 - Localities must produce coordinated transportation plans for FTA funding
 - New Freedom Initiative
 - United We Ride
 - Support for national Technical Assistance centers
- **Result:** Heightened awareness and significant improvement in coordination of transportation services

Gather Information

What transportation services exist in your community?

What transportation needs are still unmet?

		Life Sustaining Destinations	Life Enriching Destinations
Automobile	single passenger shared ride	Medical Center Nutrition Services Dialysis Treatment Physical Therapy Doctor Health Care Adult Day Health Employment	Shopping Center Pharmacy Recreation Trips Volunteer Activities Religious Service Visiting Friends Social Outings Beauty Parlor/Barber Library Fitness Center Senior Center Restaurant
Public Transit	bus light rail train subway		
Paratransit	ADA transit Dial-A-Ride		
Private Transit	taxi limousine / chauffeur service		
Specialized Transit	hospital-based transit senior program transit church-based transit program volunteer service program		
Other Options	bicycle walking		

Integrating Mobility Management into Options Counseling

Options Counseling is an interactive decision-support process whereby consumers, family members and/or significant others are supported in their deliberations to determine appropriate long-term support choices in the context of the consumer's needs, preferences, values, and individual circumstances.

- Mobility management in options counseling might include:
 - Information on available, relevant transportation services;
 - Advice on how to navigate and use public transportation and/or a formal travel training or independent living skills training program;
 - Connecting consumers with volunteers that provide transportation; and
 - Customizing a transportation plan for a consumer's regular outings.

Is your staff ready to provide mobility management?

- Do staff members know how to travel across town on the community bus system?
- Can staff arrange for daily transportation to and from work for someone with a significant disability (e.g., person who uses a wheelchair or scooter; has a cognitive impairment; or sensory limitation)?
- Does staff know what types of transportation services are available in the community?
- Are staff and consumers familiar with the transportation services that operate during business and non-business hours?

Broader Partnerships

Transportation coordination efforts are already underway across the country. Becoming involved in a coalition may allow your ADRC to play a role in:

- Creating or refining regional transportation plans;
- Developing shared client databases;
- Brokering trips through multiple providers;
- Sharing inventories of local transportation resources;
- Coordinating ride sharing;
- Developing central dispatching;
- Mixing client types in vehicles;
- Centralizing key functions like maintenance and driver training;
- Sharing and utilizing volunteers for trips; and
- Establishing one-call or one-stop centers.

Transportation TA Centers

National Resource Center for Human Services Transportation

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1530&z=62>

Easter Seals Project ACTION

<http://projectaction.easterseals.com>

National Center for Senior Transportation

<http://seniortransportation.easterseals.com>

National Rural Transit Assistance Program

<http://www.nationalrtap.org/technicalassistance>

Tribal Transit Assistance Program

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=259>

United We Ride

<http://www.unitedweride.gov/>

Questions?



Sarah Lash

Research Consultant

The Lewin Group / ADRC Technical Assistance Exchange

sarah.lash@lewin.com

703-269-5723