



ACT Board Meeting
Minutes – September 2, 2020 - 9:00am
Electronic meeting via Zoom

1) Introductions

Members Present: Colin Lentz (SRPC), Rad Nichols (COAST), Debbie Perou (Rockingham Nutrition Meals on Wheels), Tahja Fulwider (Ready Rides), Pamela Becker (Community Partners), Fred Roberge (Easter Seals), Scott Bogle (Rockingham RPC), Cheryl Robicheau (Strafford CAP), Sharon Reynolds (citizen member), Margi Longus (Ready Rides), Cathryn Conway-Dorr (Dover Housing Authority)

Staff Present: Jeff Donald (COAST)

2) Approval of Meeting Minutes from July 1st, 2020 {VOTE}

D. Perou made a motion to approve the minutes as written.

Seconded by T. Fulwider

The vote was conducted via roll call of all members present: unanimous in favor

3) Nominations for Vice Chair

R. Nichols noted that S. Bogle had volunteered to remain the Vice Chair.

F. Roberge made a motion accept the nomination

Seconded by C Robicheau

Unanimous in favor by roll call vote

4) Updates & Statistics

J. Donald presented up-to-date financial and ridership data. Noncash VDP revenues are down because of lack of ridership. All transportation services are well under budget because of lack of ridership. J. Donald explained that ridership is slowly picking up after the huge crash starting with the corona virus.

J. Donald noted that the website is still in process but slightly behind due to various issues.

5) Transportation Provider 5310 Funding {VOTE}

a. Ready Rides – tiered trip rate

J. Donald noted that services funded through FTA5310 (like Ready Rides) get paid based on how much service they provide. With COVID-19, ridership has plummeted, but Ready Rides still has fixed costs. J. Donald said he had negotiated with NHDOT to develop a temporary tiered per-trip rate for reimbursement. Typically, Ready Rides trips were reimbursed at \$10.00 per trip (plus the mileage rate for volunteer drivers). The nominal 200-300 trips per month was sufficient for reimbursement and budgeting, but ridership has dropped significantly. So NHDOT agreed to a new scale: if Ready rides completes over 100 trips in a month (a 3rd of nominal volume) NHDOT will stay at the usual \$10 per trip; if they complete between 50 and 100 trips in a month, they're be reimbursed at \$20 per trip; and if they're below 50 trips in a month it will be \$40 per trip. J. Donald noted that this approach doesn't make sense in "normal" circumstances, but is a temporary measure to keep Ready Rides going during the pandemic.

D. Perou asked about other VDP approaches to outreach for drivers and clients. J. Donald said James Wilkie from Caregivers covering Manchester and Nashua had participated on a peer-to-peer workshop and said they had a lot of success with advertising on Facebook, and where scaling back the expensive advertising in newspapers and other traditional media. Caregivers' is part of NH Catholic Charities and they managed the marketing and outreach.

b. RNMOW – change in service areas and rate type

J. Donald explained that Lamprey Health Care has permanently shut down their transportation service after having suspended it due to COVID-19. They have been discussing how to transfer Lamprey clients to Rockingham Nutrition Meals on Wheels, Ready Rides, and Strafford CAP. RNMOW will be getting additional funding and flexibility to take on additional clients. J. Donald said all RNMOW funding would be switched to a per-trip rate for all clients in the ACT service area. D. Perou said they would be working to fill the gap from Lamprey and the TripLink call center will help with trip scheduling. Lamprey is helping with the transition in clients and call-taking.

Members discussed various issues around drivers, vehicles, and clients.

C. Robicheau made a motion to approve the proposed change to RNMOW's reimbursement rate, keeping the total allocation the same.

Seconded by M. Longus

D. Perou abstained, otherwise unanimous in favor by roll call vote

6) FY21 Budget {VOTE}

(~40:00) J. Donald presented information on the draft budget for October 1st 2020 to September 30th 2021, which was reviewed at the previous meeting.

Two alternatives: He noted 37,000 in unsecured funding from a potential grant with the Tufts foundation.

Alternative 2: several assumptions.

- Assumed enough noncash to cover Ready Rides and Community Rides' match needs.
- COAST was going to supply \$80,000 in 5307 to make up match gap, but rollover from previous budget brings that down to \$49,000
- Exeter Hospital has frozen its grant making. It's unclear whether Wentworth-Douglass will follow suit.

J. Donald recommended that members support the first version, but wanted them to understand that the second version was also a likely outcome.

F. Roberge asked if NHDOT will be open to extending the funding flexibility and relief for transportation providers if COVID-19 impacts continue much longer. J. Donald said he wasn't sure. He said the state was resistive to change rates and contracts. It's possible that ACT may have to vote as a board on long-term modifications to providers' budgeting and coordinate funding in the region to adapt to long-term COVID-19 conditions.

Members discussed how to collaborate on funding and reimbursement frameworks, including outreach to State and federal agencies.

T. Fulwider made a motion to approve the

Seconded by D. Perou

Unanimous in favor by roll call vote

7) ServiceLink & 211 Annual Updates and Geocoding

J. Donald noted that ServiceLink and 211 had requested all providers to update listings in their database. He said providers should contact 211 and ServiceLink to update their listings and get each provider geocoded as well.

8) SCC Updates

J. Donald said SCC and the NH Alliance for Healthy Aging had hosted a peer-to-peer VPD webinar/workshop on how VDPs were adapting to COVID-19. He said it was kind of a quiet audience, but it had potential to build coordination across the state among VDPs.

J. Donald said the SCC had been making progress on a standardized approach to reporting unmet need and trip purposes. He added that DHHS had started participating at the SCC meetings recently.

F. Roberge said he was working on enhancing mobility management practices at the regional level and across the state. He noted that the State had recommended developing a statewide mobility manager position in the past. F. Roberge said he was working with providers to increase inclusion in statewide services.

9) Information Exchange

J. Donald said Dover Housing Authority had purchased a cut-away van and will be launching a part-time transportation program for medical and shopping trips for their residents. He also reminded members that the state now has three separate Medicaid brokers.

D. Perou said she had spoken with staff at NH BEAS about the change in the Lamprey Healthcare transportation contract and they had seemed unaware of the transportation side of nutrition services that RNMO provided. She asked if members would be interested in a future virtual meeting with BEAS to share information.

T. Fulwider asked whether Lamprey would be supporting the neighboring providers in taking on its clients since they were shutting down. J. Donald suggested it would be valuable for Ready Rides to go to them directly to ask for funding to take on Lamprey's clients.

10) Public Comment

11) Adjournment

F. Roberge made a motion to adjourn

Seconded by T. Fulwider

Meeting adjourned at 10:35