

Alliance for Community Transportation (ACT)

MEETING MINUTES

September 19, 2012

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Members Present: Scott Bogle, Chair (Rockingham Planning Commission); Jennifer Flannery (Community Partners); Deb Bartley (Lamprey Health Care); Susan Geier (Community Action Partnership of Strafford County); Jen Hawkins (NH Association for the Blind); Ken Hazeltine (GSIL); Rad Nichols (COAST); Debra Perou (Rockingham Nutrition and Meals on Wheels); Sharon Reynolds (Citizen Member/transit consumer); Cynthia Shanley (Mark Wentworth Home); Marc Ambrosi (Strafford Regional Planning Commission)

Others Present: Tom Humphrey (Community Partners); Dianne Smith (COAST); Jeff Donald (COAST)

- 1) **Welcome and introductions:** Meeting opened at 10:35am when a quorum was reached. Attendees introduced themselves.
- 2) **Approval of Meeting Minutes (07-18-12 meeting) {VOTE}:** Sharon Reynolds moved to approved, seconded by Debra Perou. Minutes were approved unanimously as submitted. Marc Ambrosi abstained.
- 3) **FY13 ACT Workplan {VOTE}:** The workplan was recently approved by the Executive Committee. Sharon Reynolds asked if organizations can still join ACT. Yes, it's one of the workplans goals to increase membership. The workplan doesn't specify priorities, but match funding from municipalities and cash and in-kind match from partner agencies and implementing coordination top the list. Sharon Reynolds moved to approve the workplan. Marc Ambrosi seconded the motion. The workplan was approved unanimously.
- 4) **FY13 ACT Budget review & discussion {VOTE}:** The budget that was emailed to members before this meeting had an error in the Call Center calculations. An updated budget was distributed at the meeting. ACT's fiscal year begins October 1. There is funding in the budget for an additional position (which won't necessarily be permanent) to perform the expected call center/contract management duties.

The proposed budget attempts to maximize the use of current funding before it sunsets. The POS funds expire at the end of June 2013 and the Endowment for Health and United Way funds expire at the end of September 2013. One concern in drafting the budget was increasing services to a level that could not be maintained in the next year.

To use the POS funds effectively without increasing service only to later drastically cut it, the Executive Committee recommends directing more POS funds to support the "outsourcing" of COAST's excess ADA Paratransit demand rather than "ramp-up" other POS projects only to have significant decreases after June. As the POS grantee, COAST cannot use these funds directly, but the POS budget supports contracting-out the excess trips, which are expected to be performed largely by ACT partners. When POS funding is reduced in July, COAST will continue to provide its mandated ADA Paratransit service under its own budget, hence there will be no service reduction due to lower POS funding. Trips for elderly & disabled access to Community Health Centers will be requested by the Health Centers. Trips under the "General E&D Health Care Access" can be requested by the client or their caseworker. In the case of the Health Centers, disability will be verified by the care provider. For public requests, disability will be self-identified.

The budget assumes that POS work will begin in October 2012 and coordination will begin in January 2013. This budget goes into effect October 1 and COAST would like to begin discussing

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logistics and rates with interested parties as soon as possible. Dianne Smith is working on a model that will demonstrate the financial advantages for partner organizations of participating in coordination.

Some concerns were stated about HIPAA regulations. Rad Nichols responded that this has been discussed with HBSS and other programs and the trip requests can be managed without providing HIPAA regulated information.

Debra Perou began a discussion on serving dialysis patients. If this funding could be used for serving dialysis patients it would create a lot of slack in the system and allow partners to provide more trips to others. Rad Nichols noted that there is no funding that specifically targets dialysis. It was recommended that ACT reach out to the dialysis centers for support on this matter. Scott Bogle mentioned implementing trip limitations/caps in order to control costs. Sharon Reynolds suggested seeking buy-in and financial support from doctors and group practices, since these services will help them earn money. Debbie Bartley requested clarification on how funding would be divided among the three Community Health Centers. She was concerned that Lamprey Health Care might receive less money though it was helping to provide trips to other Centers.

Mobility Management funds will be used to support the Community Transportation Directory, marketing materials for care providers, web hosting, a marketing consultant, travel training, etc. ACT has yet to spend down any travel training funds. The volunteer driver programs will receive startup operational support to help them establish service. This support is not expected to last beyond this FY. ACT will purchase a minibus that can be shared amongst the partners for short term use. Three accessible minivans will be purchased that may go to ACT partners or for-profit providers.

There was a discussion concerning the ability of partner agencies to meet the expenses of the ACT service standards before benefitting from increased revenues from trips or reduced costs of call center. We will look into using some of the mobility management funds to help cover the costs of implementing a drug and alcohol program, etc. ACT will also consider providing a group training for these programs to help agencies write policies and develop procedures. Ken Hazeltine noted that at least one of the new Medicaid brokers is requiring a drug & alcohol policy and the other two groups are likely to require one as well. Partners should identify any hurdles to meeting the service standards and report them to the Executive Committee so that they can be addressed.

Jennifer Flannery moved to approve the budget. Ken Hazeltine seconded. Approved unanimously. Rad Nichols abstained.

- 5) **RCC coordination software & hardware update:** There have been continued changes and updates to the software. The tablets are working better. Dianne Smith is more optimistic than she was at the last meeting. Smith reviewed another popular software program and while attractive, its cost would use up most of the VTCLI grant to the exclusion of all the other elements of the grant.
- 6) **Formal ACT identification of “Transportation Coordinator” that will sign MOU for the Region’s access to state-supported coordination software {VOTE}:** NHDOT would like RCC’s to identify Transportation Coordinators for purposes of the software MOU. COAST is already the lead agency. Debra Perou moved to appoint COAST as the Transportation

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Coordinator. Sharon Reynolds seconded. Approved unanimously. Rad Nichols and Ken Hazeltine abstained.

- 7) **Report/discussion about NH Managed Care Organizations' transportation brokerage for non-emergency Medicaid transportation & implications for the Southeast NH RCC:** Due to time constraints, there was only an abbreviated discussion of MCO's. There was a brief mention of the concern that brokers have been reaching out to providers directly instead of contacting the RCC's. Jennifer Flannery asked how Medicaid trips will be assigned. It is currently unclear if clients will contact the brokers to request trips or if the brokers will contract with RCC's to serve as call centers.
- 8) **SCC report:** Ken Hazeltine reported that the MCO's have to submit a Readiness Plan by November 1st which should include a list of providers. No one has heard from TMS by the other two transportation brokers (CTS and Access2Care) have been contacting providers. The SCC is looking to beef up its Medicaid committee so it will be better situated to address forthcoming MCO requirements. Access2Care is hosting a Q&A in New Hampshire on October 10. CTS said that transportation would be part of the readiness test. Rad Nichols noted that it would be difficult for providers to commit to working with the transportation brokers when the demand is undefined.
- 9) **Staff report:** Dianne Smith reported that thanks to Administrator Rogoff's recent visit the VTCLI grant has been approved. Smith is working with the Seacoast Veterans' Conference Committee on the conference being held on October 27, 2012 from 9:00 AM – 2:00 PM at the Pease National Guard Base. More details are available on the ACT website.

Jeff Donald reported that he has been doing a lot of outreach with the Directory and attending meetings of various senior provider groups and social service professionals. He is also working with Rockingham Nutrition and Meals on Wheels to distribute the printed Directory to the Meals on Wheels clients. ACT will also be sharing a table with COAST at the Homemakers Health Services upcoming Senior Health & Wellness Fair on October 26 from 9:00 AM – 1:00 PM. He also reported that the volunteer driver program he is working with in Barrington, Northwood, Nottingham, and Strafford is about to sign an MOU with the Northwood Congregational Church so that the church can serve as their parent organization as they are getting started. The group is called Ready Rides and is hoping to begin providing services in January 2013. The North Bus has seen a slight uptick and has added two new Farmington passengers and a rider from New Durham.

The VTCLI grant includes funding that will improve the website. Improving the on-line directory and exploring the possibility of online ride requests will be investigated. Members with suggestions or ideas are asked to contact Jeff.

- 10) **Other:** Ken Hazeltine is working with the state to purchase the 5310 vehicles from 2011 and 2012 that have not been purchased. They are trying to piggy-back on a procurement in Minnesota for Eldorados.
- 11) **Public comment**
- 12) **Adjournment:** The meeting adjourned at 12:15PM. The next meeting is Wednesday, November, 21, 2012, 10:30AM – 12:00PM.

Respectfully submitted,
Carol Gulla, Secretary