

Mobility Management and Veterans Transportation to Healthcare

March 14, 2023

nadtc National Aging and Disability Transportation Center

NCMM National Center for Mobility Management

National RTAP Rural Transit Assistance Program

Federal Transit Administration

How to Participate

- Chat
  - Chat with other Hosts and Panelists
  - Chat with Everyone
- Questions
  - Use Q&A to ask questions
- Reactions
  - To share reactions

Agenda

- Introduction
  - How to Participate
  - FTA Technical Assistance Network and TACL
- Mobility Management –Coordination and Partnerships
- Veterans Transportation Program Grants
- Veterans Transportation Service Best Practices
- Oregon DOT Veterans Transportation
- UCHRA-Building Reliable Partnerships
- Questions

FTA Technical Assistance Network



- **NADTC:** Promoting the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers.
  Contacts: Carrie Diamond and Virginia Dize, nadtc.org



- **NCMM:** Promoting customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community (SDOH).
  Contact: Amy Conrick, nc4mm.org



- **National RTAP:** Addresses the training and technical assistance needs of rural and tribal transit agencies and State RTAPs.
  Contact: Robin Phillips, nationalrtap.org

TACL: Transportation Technical Assistance Coordination Library



http://transportation-tacl.org/

The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform to access rural and tribal transportation coordination resources across a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

The FTA-funded technical assistance centers participating in this ongoing work with links to their coordination resources are:

- National Aging and Disability Transportation Center (NADTC)
- National Center for Applied Transit Technology (N-CATT)
- National Center for Mobility Management (NCMM)
- National Rural Transit Assistance Program (National RTAP)
- Shared-Use Mobility Center (SUMC)
- Transit Workforce Center (TWC)



Enjoli Dixon
NCMM



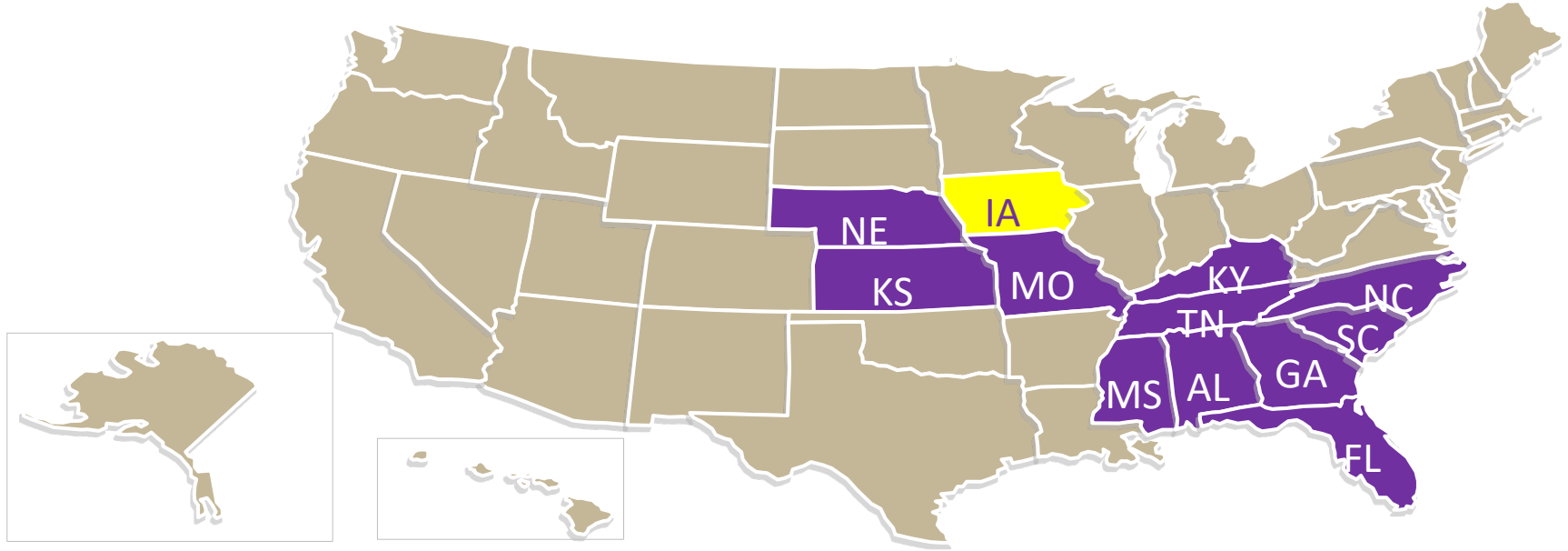
Ken Thompson
NADTC

NCMM
National Center for Mobility Management

Mobility Management – Coordination and Partnerships

Mobility Management and Veterans Transportation to Healthcare Series
Webinar 1

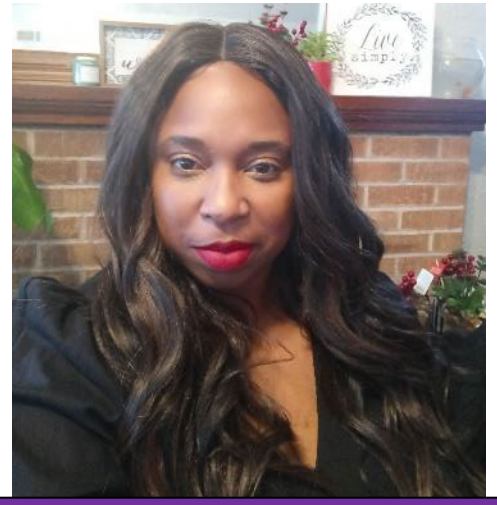
Enjoli Dixon, Project Associate - Easterseals



NCMM Regional Liaison – Corresponding to FTA Regional Offices 4 & 7

Region 4: Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, North Carolina, South Carolina

Region 7: Missouri, Iowa, Nebraska, Kansas



Enjoli Dixon,
National Center for Mobility Management at Easterseals

NCMM
National Center for Mobility Management

nc4mm.org

Who We Are

A national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations

APTA AMERICAN PUBLIC TRANSPORTATION ASSOCIATION

easterseals

ctaa

Our Mission

To promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

We work to promote cross-sector partnerships and help communities create/improve transportation options – “mobility management”

What is the Role of Mobility Managers in Innovation?

- **Understanding available funding sources and how they can be used**
  - Coordinating Council on Access and Mobility (CCAM)
  - Federal Fund Braiding

- **Developing networks and relationships with non-traditional partners**
  - Cost Sharing
  - Cross partnership funding models

CCAM Mission and Organization

NCMM National Center for Mobility Management

CCAM Strategy

Mission

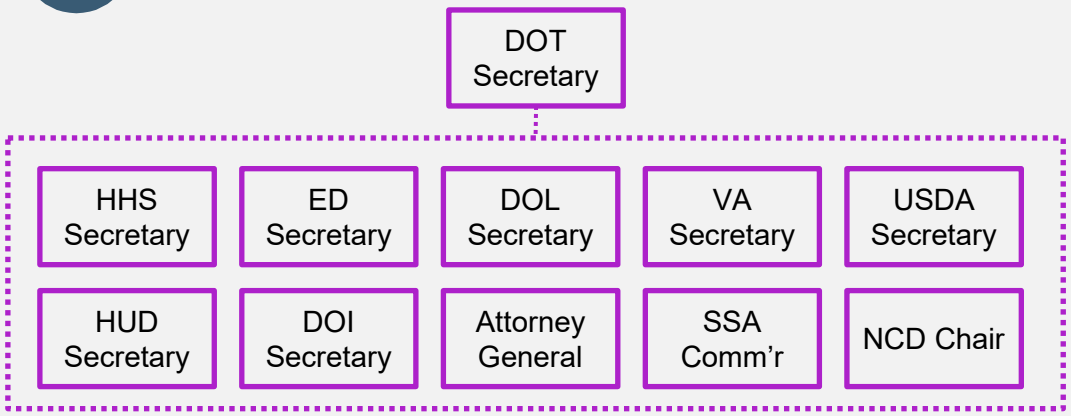
The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:

- **Individuals with Disabilities**
- **Older Adults**
- **Individuals of Low Income**

History

The CCAM is an interagency partnership **established in 2004 by Executive Order 13330** to coordinate the efforts of the Federal agencies that fund transportation for CCAM targeted populations.

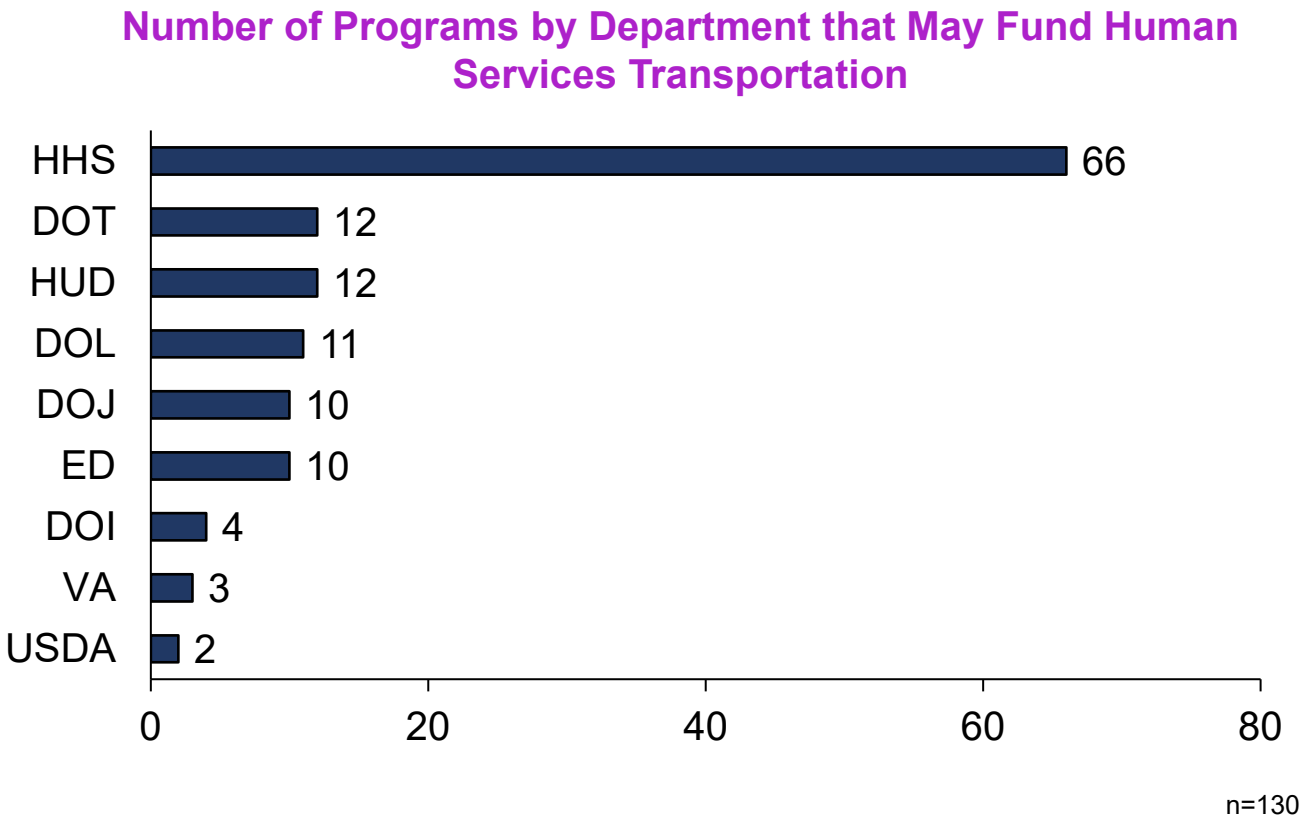
Organization



CCAM Program Inventory

The CCAM Program Inventory identifies 130 Federal programs that are able to provide funding for human service transportation for people with disabilities, older adults, and/or individuals of low income.

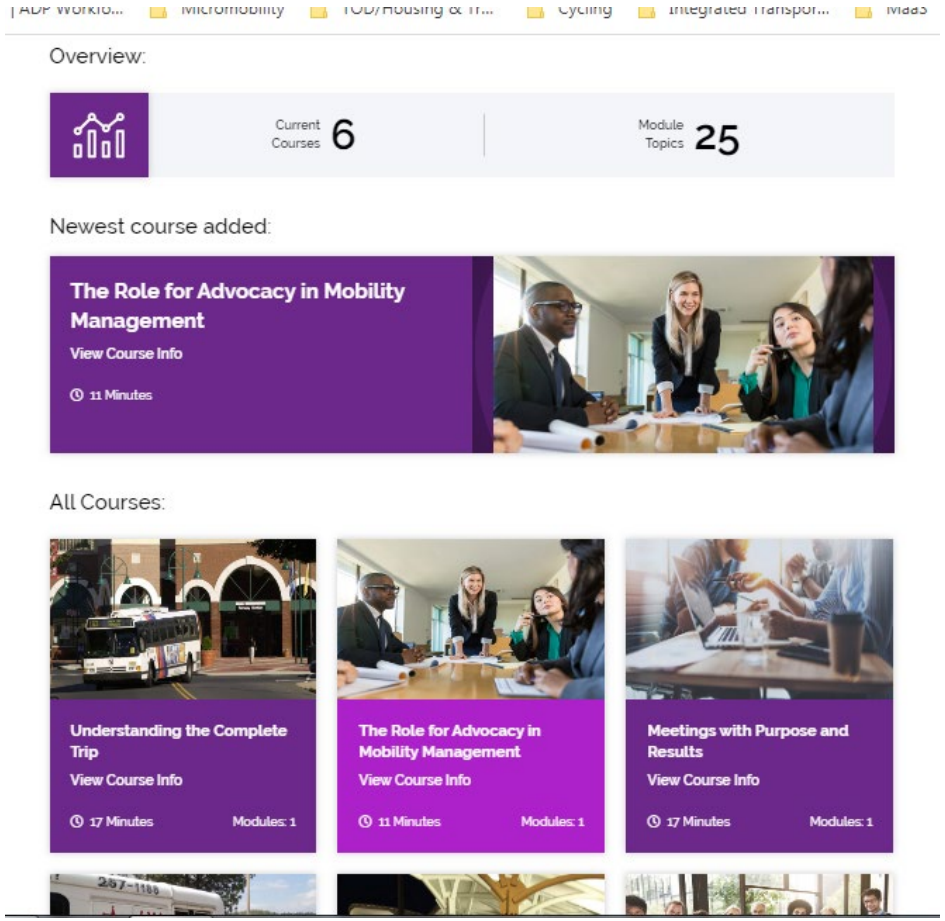
Initial CCAM Work



Although SSA reported that no programs may fund human services transportation, coordination opportunities were explored. NCD does not fund grant programs.

NCMM – e-Learning Modules

- Provide skills and knowledge training for mobility management professionals
- Learners take quizzes after each module, and receive a course completion certification



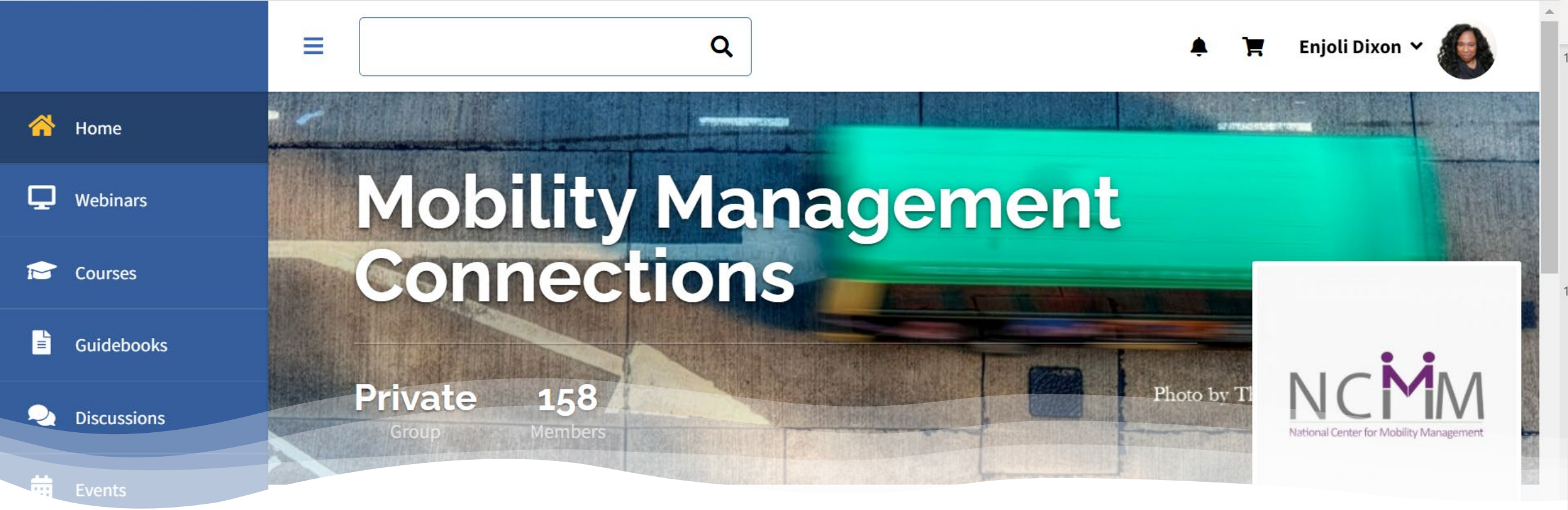
National Center for Mobility Management

[Link to e-Learning page]

Access NCMM Resources

- Research products and tools
- Our blog, Mobility Lines
- Participate in our events
- Share our online e-Learning modules
- Take advantage of our grant programs
- Encourage your MM colleagues to join MMC
- Connect with your regional liaison





Mobility Management Connections

Mobility Management Champions

Each champion acts as a facilitator of monthly community activity by

- Sharing questions and issues of their choice that are relevant to mobility management activities;
- Disseminate resources and tools that pertain to this topic; and
- Respond to questions posed by other mobility management professionals via the MMC discussion forum.



How to sign up for MMC.

- SIGN UP - Tell us about your role as mobility manager, interest areas, and contact information
- ENGAGE - Share experiences, network, and ask questions of peers with experience in the field
- LEARN - From your peers, NCMM technical assistance, and other national resources

Technical Assistance (TA) Centers

National Center for Mobility Management
www.nc4mm.org 1-866-846-6400
info@nc4mm.org Annual Community Grants

National Aging and Disability Transportation Center
www.nadtc.org 1-866-983-3222
contact@nadtc.org Annual Community Grants

Rural Transit Assistance Program
www.nationalrtap.org 1-888-589-6821
info@nationalrtap.org

Shared-Use Mobility Center
www.sharedusemobilitycenter.org 1-312-448-8083
info@sharedusemobilitycenter.org

National Center for Applied Transit Technology
www.ctaa.org/about-n-catt/

nadtc

National Aging and Disability Transportation Center

Ken Thompson

Technical Assistance Director

easterseals

USAging Leaders in Aging Well at Home

Federal Transit Administration

Partnerships are Key to Mobility Management

Collaborative efforts

- Riders
- Transportation providers (Public/Private)
- Human service and health agencies
- Older adult organizations
- Veteran services
- Tribal entities
- Local foundations
- Planning organizations
- Employers



What do partners bring to the table?

- Add to an inventory of available services
- Knowledge of customer needs for rides
- Expertise on a particular rider population
- Strategies and perspectives to meet needs
- Diversity in viewpoints



Partners Work Together

- Plan for identifying gaps and needs for rides
  - ✓ Data for unmet needs
- Create shared solutions
- Coordinated call center for mobility options
- Travel training, accessibility assessments, route planning



Partnerships Result in Coordinated Service

- Support and supplement transportation services by expanding the number of providers available
- Regional connections
- Creates structure for effective and efficient service
- Innovation
- More rides!

nadtc
National Aging and Disability Transportation Center

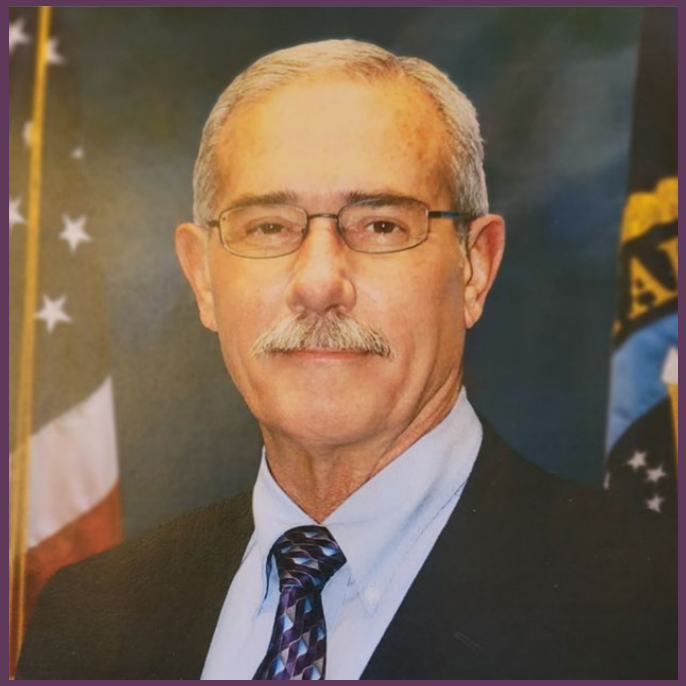
USAging easterseals

Call toll-free: 866.983.3222

Email: contact@nadtc.org

Web: http://www.nadtc.org

Find us on Facebook, Twitter, YouTube & LinkedIn



Marc Chevalier
VA Veterans Transportation Program

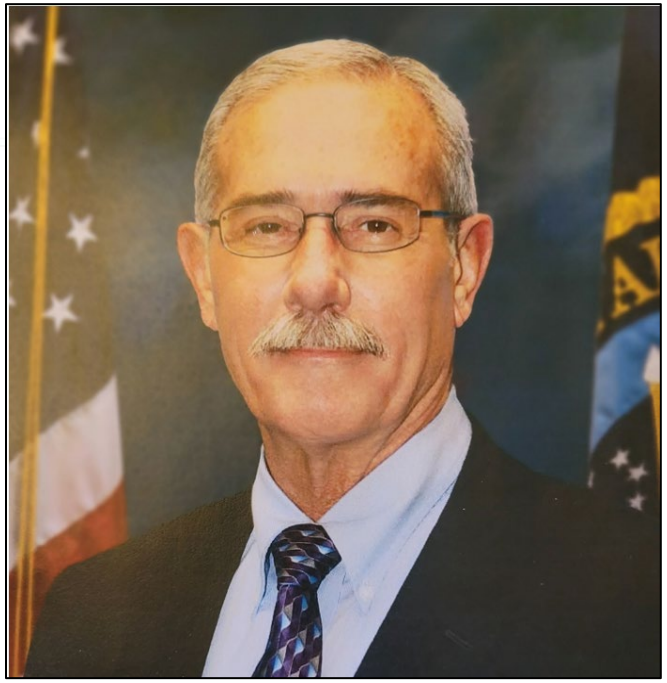
U.S. Department of Veterans Affairs

Veterans Transportation Program

Marc Chevalier

March 14, 2023

Speaker



Marc Chevalier, LCSW
Manager, Field Operations
Veterans Transportation Program

Veterans Transportation Programs (VTP)

VTP provides national management of three programs currently:

- **Beneficiary Travel Program:**
  - POV Mileage Reimbursement
  - Common Carrier (taxi, subway, train, ferry, etc.)
  - Special Mode Transportation (wheelchair, ambulette and ambulance—all via contracted Vendors)

- **Highly Rural Transportation Grant Program:**
  - 22 Grantees in 11 states

- **Veterans Transportation Service:**
  - Operational at 122 stations
  - Provides shuttle and Special Mode Transportation with VA employee drivers

Beneficiary Travel

I. Beneficiary Travel eligibility:

- **Eligibility for BT mileage reimbursement:**
  - 30% or more Service-Connected Disabled OR below the pension threshold

- **Eligibility for Special Mode Transport:**
  - Same as for mileage above—AND must have a medical justification / condition which requires a wheelchair or stretcher transport as documented and signed by a provider in a SMT consult/Reminder Dialogue

Beneficiary Travel

II. Beneficiary Travel Self Service System (BTSSS): the BTSSS is a modernization system for processing Veteran mileage claims which permits submission of claims online via a smart phone, tablet or laptop and provides auto-adjudication if all data is correctly included.

III. **ECAMS System:** processes SMT claims submitted by vendors and provides auto-adjudication.

IV. **PIIA/IPERA Audits:** since 2014 the BT program has gone through intense audits by IPA due to high rates (30%) of improper payments. Finally, for 2021 the rate is 7.99%.

Highly Rural Transportation Grant (HRTG)

- Currently HRTG is limited to a $5 M annual budget.
- Grants of $50,000 per Veteran Service Organization (VSO) or $150,000 per state Veteran Agency is the limit.
- Only VSOs and state Vet Agencies serving highly rural counties with a population of 7 persons per square mile or less are eligible for grants.
- Any Veteran residing in a serviced county may receive free transportation to and from VA and Community Care appointments.

Veterans Transportation Service (VTS)

- VTS is operational at 122 VA Medical Centers.
- VTS provides funding for three fiscal years for a Mobility Manager, Dispatchers and Drivers, plus purchasing ADA compliant wheelchair vehicles and ambulances.
- VTS will provide over 650,000 transports of Veterans to appointments.
- VTS can transport **any Veteran, Family Caregiver, Active Duty servicemember and CHAMP-VA beneficiary.**

VTS and ORH Partnership

- VTS and ORH Partnership began in 2014
- Partnership is cemented by a MOU
- Partnership includes ORH funding for drivers' salaries and vehicles for qualifying rural VA medical centers
- A Qualifying VA medical center is a facility with a catchment (service area) that is 50% or greater rural
- Currently there are 41 VAMCs receiving funding from ORH and VTS
- VTS and ORH provide funding for three fiscal years for a Mobility Manager, Dispatchers and Drivers, plus purchasing ADA compliant wheelchair vehicles and ambulances.
- VTS will provide over 650,000 transports of Veterans to appointments.

Veterans Transportation Service (VTS)

- VTS developed the VetRide system for scheduling, tracking and reporting on the transport of Veterans to and from appointments.
- VetRide also provides an electronic trip dispatch to third party transport vendors.
- VetRide is required in all VISN 12 Transportation Contracts.
- VetRide has recently completed User Acceptance Testing on an Ambulance Portal and electronic Ambulance Patient Report which will interface with CPRS and eventually Cerner.
- Establishing 3-4 VA ambulance services each fiscal year.

Veterans Transportation Service (VTS)

- An extensive study conducted by Kristen Wing, Paul Boucher, Kathy Marchant-Miros, Zachary Hahn, Pamela Lee and Richard Lee representing the ORH VTS-BP Study and Innovation Team discovered the following:
  - **VTS personnel resources are outpaced by rural Veterans transportation need and service demand.**
  - **COVID actually increased VTS workload due to safety protocols and the shut down of DAV.**
  - **Veterans either lack the skills or the desire to use technology.**
  - **Word-of-mouth has been the most effective method of VTS promotion among Veterans and VA staff.**

RideShare Pilot

VTP is currently conducting a pilot of using Uber Health as an economical transport for inpatient discharges and ED discharges primarily. Currently the pilot is limited to:

- Ambulatory Veterans
- Beneficiary Travel Eligible Veterans
- Pilot testing in VISNs 9 and 15

Future=Modernization=Better Service

- **Beneficiary Travel**
  - BTSSS refinements will continue and soon VistA BT will shut-down
  - Assisting Veterans with EFT is critical—means faster payments

- **Highly Rural Transportation Grant Program**
  - Congress seems likely to increase funding to $10M annually and change criteria for eligible counties such that 700 counties within all 50 states would be eligible.

Future=Modernization=Better Service

- **Veterans Transportation Service**
  - Continued growth in standard VTS program –both in number of participating stations and number of vehicles and staff.
  - Ambulance Service will continue to increase-especially as an IPT is underway.
  - Ambulance Service Standardization: Dr. Erica Scavella is lead, with VTP, VHA Emergency Medicine, and Office of Healthcare Transformation participating will develop and publish policy, protocols, reporting and inspections.
  - VetRide will become the one-stop-shop through which all Veteran transports will be scheduled and dispatched: VTS provided, SMT vendor provided, VA ambulance service, RideShare (Uber/Lyft).
- **RideShare**
  - If Pilot is successful—this will be rolled out to all VISNs on a phased basis.



Kristen Wing
VA Office of Rural Health

Veterans Transportation Service Best Practices (VTS-BP) for Systemwide Implementation



VTS-BP Quality Improvement Study Findings

Kristen Wing, MA
Principal Investigator

VA Office of Rural Health
Veterans Rural Health Resource Center – Togus/White River Junction

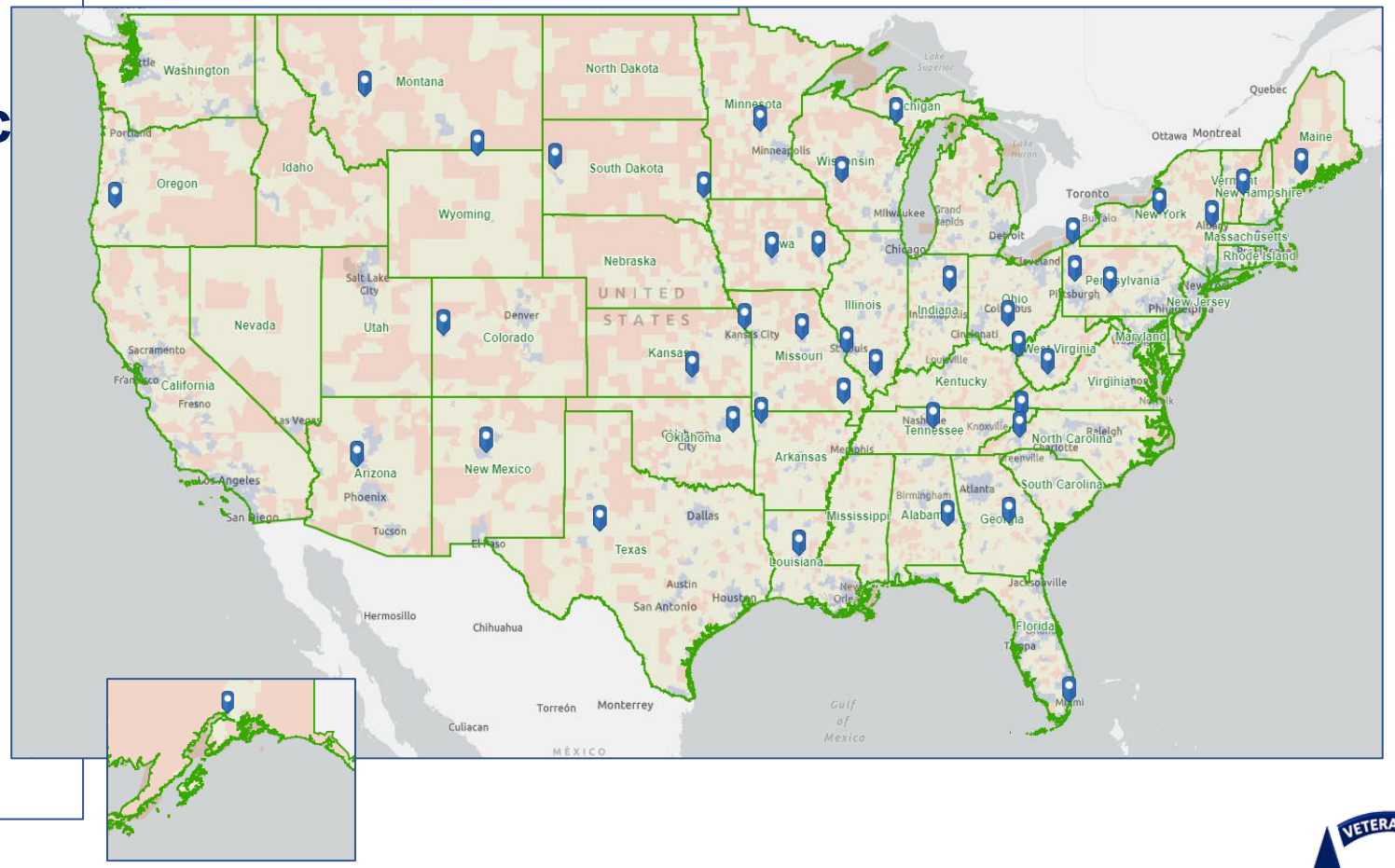
Methods

41 'Mystery Shopper' Calls to rural VA Medic Center Switchboard

78 Telephone Interviews

- 40 VTS Mobility Managers
- 38 Transportation Coordinators/ Assistants/Travel Clerks

41 ORH-funded VTS Sites



KEY TAKEAWAYS

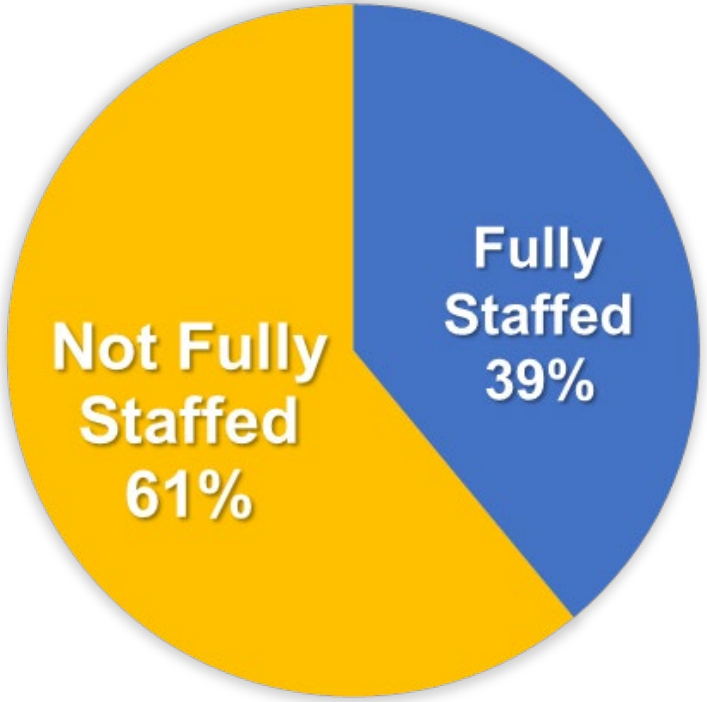
#1: Veterans can easily access information and assistance with transportation by contacting their local VA Medical Center.

FIRST ATTEMPT

98% SUCCESS reaching 'transportation'

KEY TAKEAWAYS

#2: Hiring and training needs are a priority.



KEY TAKEAWAYS

#3: VTS provides more than just a ride. Drivers provide peer support to their passengers.





KEY TAKEAWAYS

#4: VTS Veteran-employees bring relevant knowledge and experience from military service.

Air Force ★ Army ★ Marines ★ Navy

- Mobility Managers = **24/36**
- Coordinator/Assistant/
  Travel Clerk = **12/36**
- **90+% of Drivers are Veterans**

KEY TAKEAWAYS

#5: VTS employees demonstrate an 'above and beyond' commitment to serving Veterans.

You know, people talk about 'well, the Veteran…' We actually, we practice that. You've gotta have good customer service. You've gotta have team members that are willing to go above and beyond to make things work for the Veterans.

We are customer service, we are here to help. If we find someone in need, we go the extra mile.

BEST PRACTICES

#1: Engaged VTP Board of Directors, VAMC Leadership

#2: Strong VTS-DAV Collaboration and Coordination

#3: Driver/Vehicle Stationed at CBOC

#4: Clinical Documentation of Transportation Need

#5: Staffed by Veterans



Frank Thomas
Oregon Department of Transportation


Tales from Oregon's First
Decade of Pioneering
NEMT for Rural Veterans

A Brief History of Veterans' Transit in Oregon



Veterans' Choice Act
2014



Senate Bill 5539
2019

2012
Oregon Veterans Pilot



2015
Highly Rural Program



2021
HB 2139



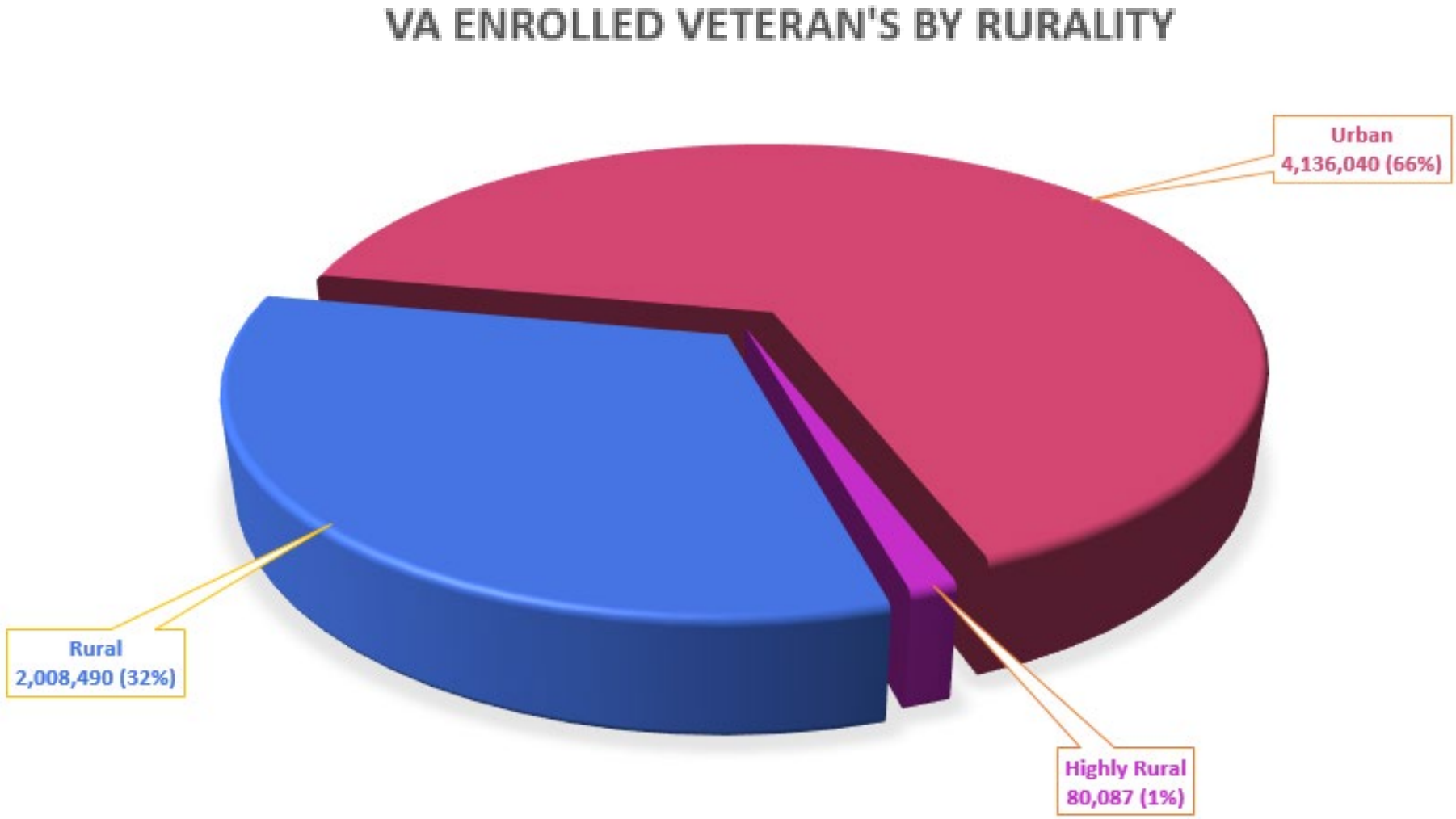


Oregon dedicates 1.5% of its lottery proceeds to a Veteran's Service Fund by constitutional amendment!

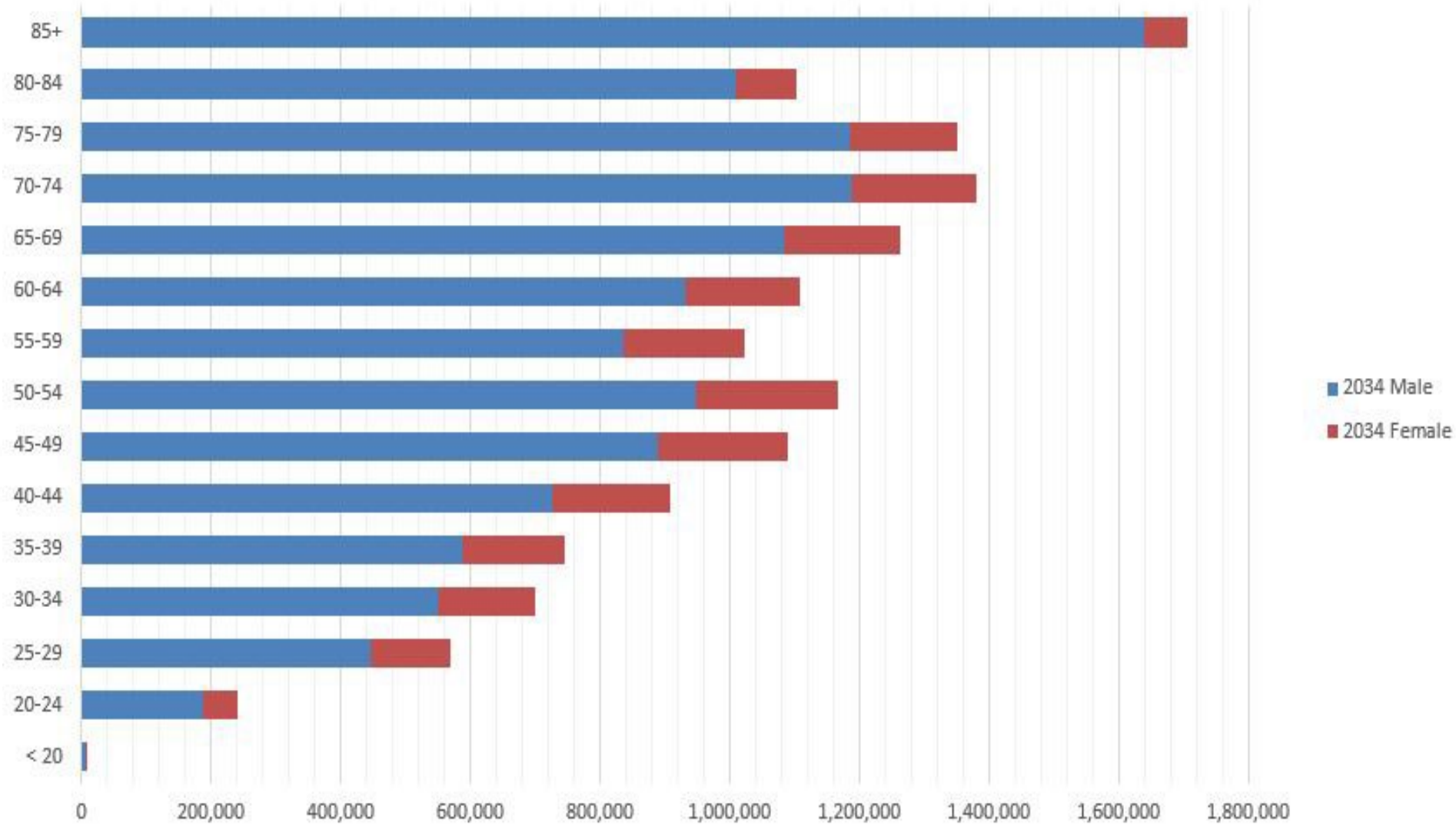
Big Challenges in Small Towns



Approximately 1/3 of veterans receiving services from the US Department of Veterans Affairs live in Rural or Highly Rural areas.



Greying of America's Veterans



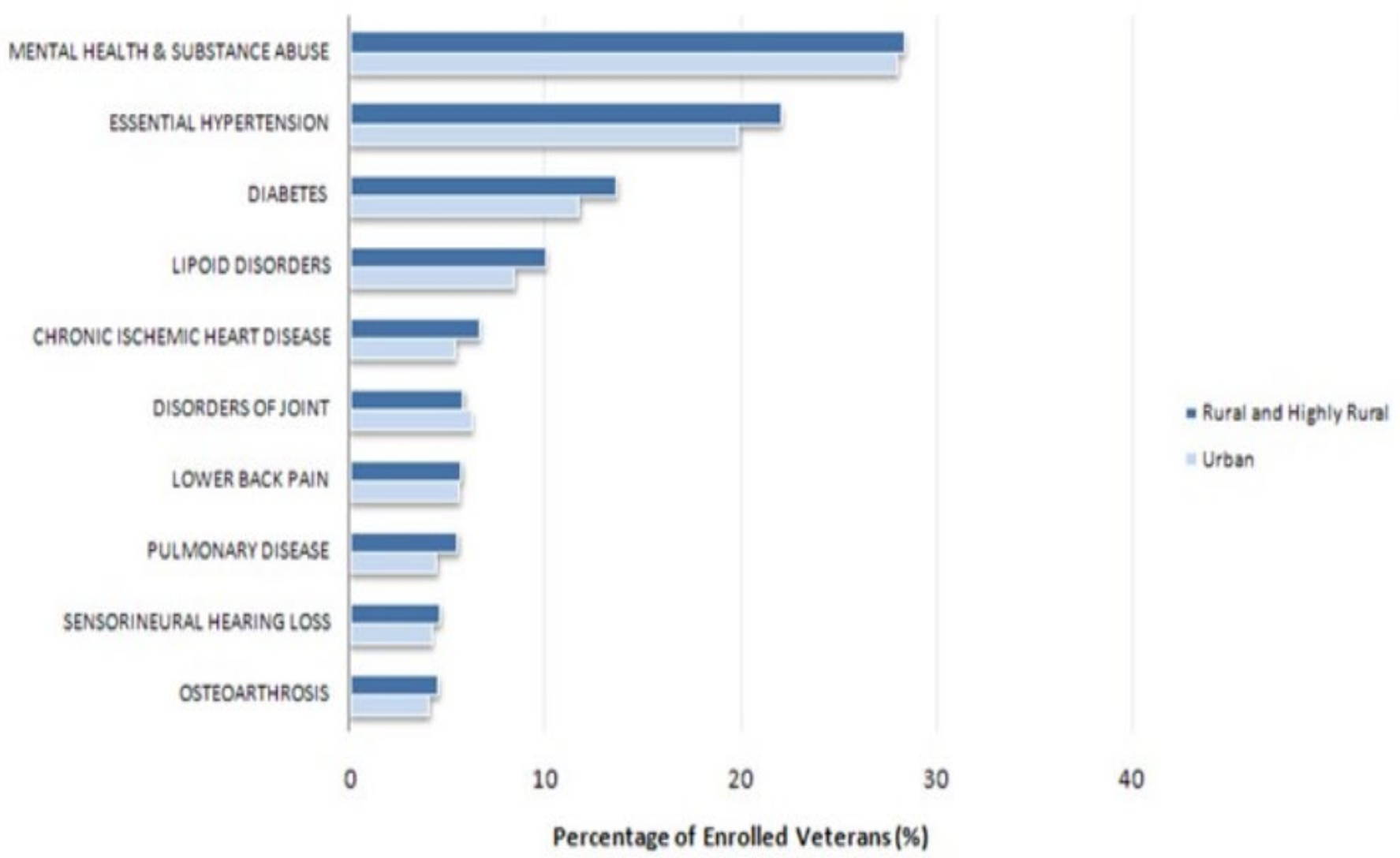


Next year's largest cohort is projected to be 75-79 years old. In 10 years, the largest cohort will be where today's metric max out.

The Chronic Care Conundrum



The top ten conditions presently being treated by the VA are *ALL* chronic. The top five conditions are consistently more prevalent for veterans living in rural healthcare markets.



Oregon Rural Veterans Healthcare Transportation Grant Program



Expands upon the Highly Rural program

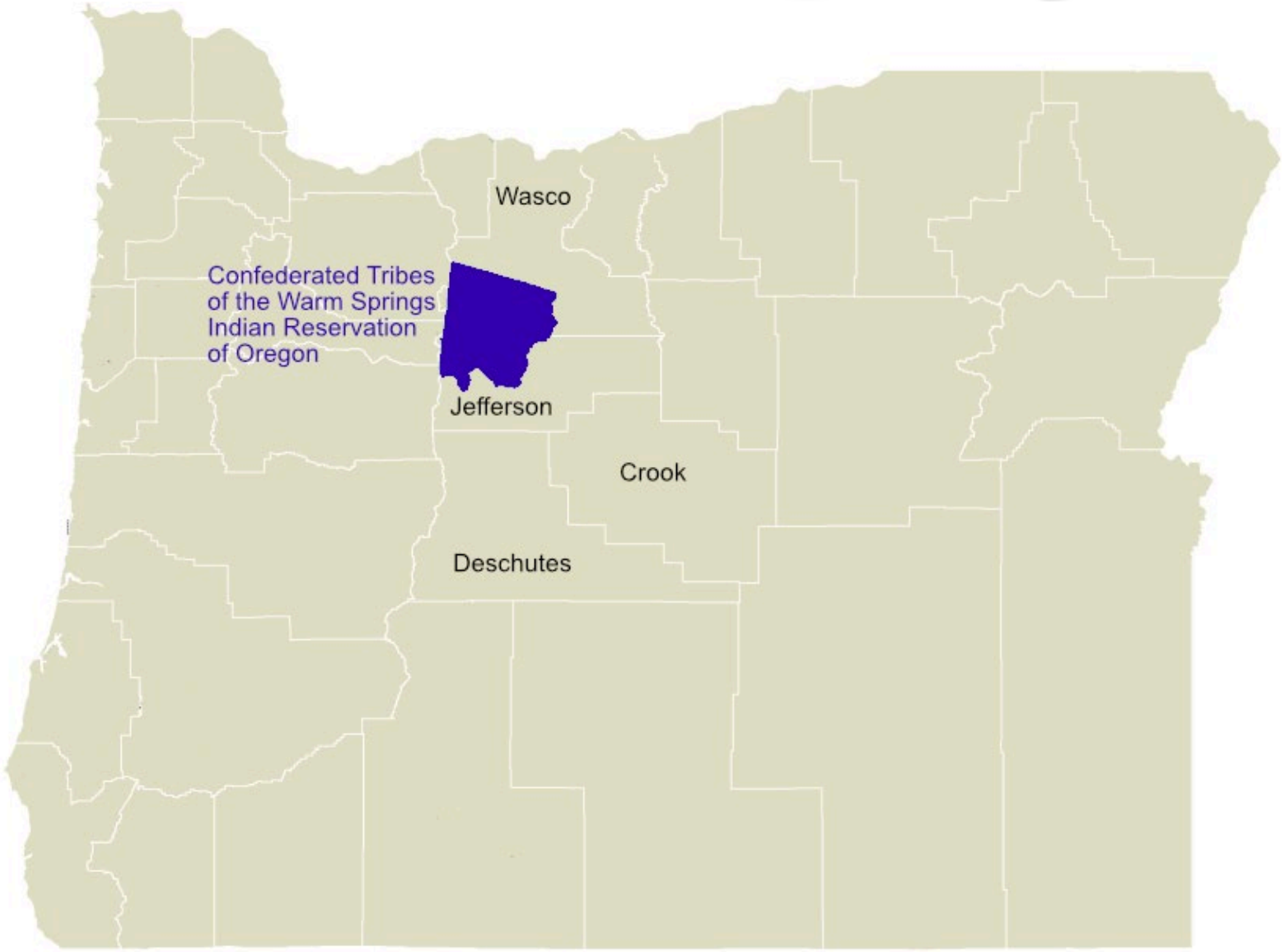


Improves flexibility of veteran choice



Leverages key partnerships

Central Oregon, Center Stage





COIC accounts for approximately 1 of every 8 RVHT rides delivered in Oregon but just over ½ of the total program miles.

Outreach and Engagement



Innovation and Emerging Opportunities



Multidisciplinary Teams

GO VETS
AREA N

GetThere GoVets



Oregon GetThere GoVets:
https://getthereoregon.org/govets/

Rogue Valley Transportation District GoVets:
https://rvtd.org/way-to-go/go-vets/

Frank Thomas:
Frank.Thomas@odot.Oregon.gov

Bryan Simpson
BSimpson@RVTD.org



Heather Thomas
Upper Cumberland Human Resource Agency


Upper Cumberland
Human Resource Agency

BUILDING RELIABLE PARTNERSHIPS

OBVIOUS PLACES TO START

VETERAN CLINICS AND HOSPITALS

THE AMERICAN LEGION

VETERAN OF FOREIGN WARS –AUXILILARY CHAPTERS

STUDENT VETERAN GROUPS

"Not everyone uses Public Transportation, but everyone needs to understand it's vital importance"

University

Health Departments

Elected Officials

Mental Health

Faith Based Organizations

Homeless Outreach

ACCESS YOUR CONNECTIONS

COMMUNICATION

RELATIONSHIPS

RELIABILITY

RESOURCES

BUILDING CONNECTIONS,TRUST, AND COMMUNICATION STARTS BY LISTENING

RIDER SURVEYS
FOCUS GROUPS
VETERAN CASE STUDIES
STAKEHOLDER ENGAGEMENT

VETERAN PARTNERSHIP AND STAKEHOLDER ROUNDTABLE

Listen, Collaborate and Work Together

Access Connections Relationships

VETERANS THAT ARE SENIOR CITIZENS

In 2021 42.1 % of Male Americans aged 75 years and older were Veterans

ACCESS TO COMMUNITY CONNECTIONS

SUCCESSFUL PARTNERSHIP OUTCOMES

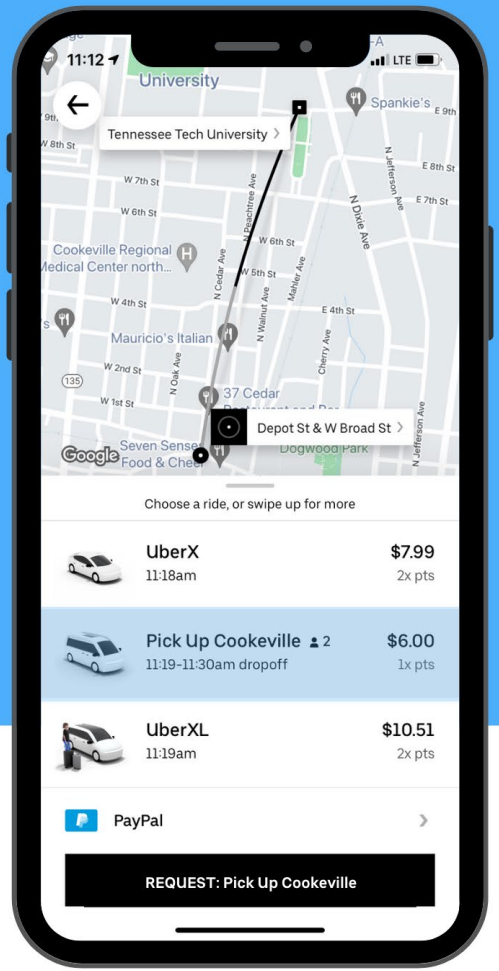
COMMUNICATION
CONNECTION
COMMUNITY

DISCOUNTED ACCESS TO SERVICES

FLYER INCLUDED WITH PARTNER EVENT

PICK UP COOKEVILLE | Uber

HOW TO RIDE WITH PICK UP COOKEVILLE



Travel within the Cookeville area with Pick Up and enjoy a personalized riding experience. Our fleet is equipped with everything to make your ride comfortable including phone chargers and waters.

HOW IT WORKS

- Screen the QR code below with your smartphone camera
- Create your Uber Account
- Ready to schedule a trip? Simply enter your pick up and drop off address at the top of the screen.
- Select **Pick Up Cookeville**. on the ride-option screen.
- Request your ride.

GET THE APP

Upper Cumberland Human Resource Agency

This service is provided by UCHRA Public Transportation.
Project funded under an agreement with the Tennessee Department of Transportation.

TO IMPROVE ACCESS TO HEALTHCARE FOR VETERANS FOCUS ON DEEPER RELATIONSHIPS WITH:

COMMUNITY CONNECTIONS
STRATEGIC PARTNERSHIPS
COMMUNITY STAKEHOLDERS
MILITARY PERSONNEL

Questions

Resources and Survey

Resources available

nadtc National Aging and Disability Transportation Center | National NCMM RTAP National Center for Mobility Management Rural Transit Assistance Program

Mobility Management and Veterans Transportation to Healthcare Webinar Resources

March 14, 2023

The following resources provide additional information on the topics that will be presented at the Mobility Management and Veterans Transportation to Healthcare Webinar 1.

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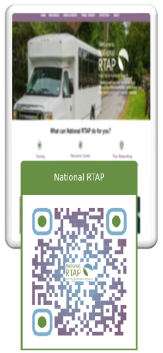
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NADTC



NCMM



NATIONAL RTAP



TACL

Customer Service

National RTAP. Customer Driven Service
https://cloud.nationalrtap.org/Resource-L

National RTAP. Delivering Excellent Custo
https://elearning.nationalrtap.org/

National RTAP and SURCOM. Customer

Grant Writing and Management

National RTAP. 101 Webinar Series: Grant

National RTAP. Grant Writing Made Easy:
2017. https://cloud.nationalrtap.org/Resou

National RTAP. Grant Writing Tips. In the
2020. https://www.nationalrtap.org/Toolk
Finance-101#GrantWritingTips

National RTAP. Electronic Grant Manager

National RTAP. Grant Compliance Sectior
2020. https://www.nationalrtap.org/Toolk
requirements

National RTAP and SURCOM. Grant Writ

Mobility Management

NADTC. Mobility Management and FTA
publications/resource/mobility-manageme

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National RTAP. Coordination and Mobility
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Planning/Coordination-and-Mobility-Mans

National RTAP. Mobility Management Top
Center/Topic-Guides/mobility-manageme

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Transportation Coordination

NCMM. Transportation Coordination R
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National RTAP and NCMM. Stakeholde
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National RTAP and TACL. Let's TACL
website.com/270961f6/files/uploaded/

NCMM. Coordination: Community Moc
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Models-NCMM-FINAL-REV-12.7.17.p

National RTAP, NCMM and NADTC.
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NCMM. Coordination: Community Moc
2017. https://nationalcenterformobility
Models-NCMM-FINAL-REV-12.7.17.p

Transportation to Healthcare

FTA. 2021. Rides to Wellness Demonstr
Evaluation. https://www.transit.dot.gov

Rural Health Information Hub's (RHIhu
Healthcare. https://www.ruralhealthinfo

Veterans

National RTAP. 101 Webinar Series: Ve
2016. https://youtu.be/OV7PzBRrKBI

Please take our Survey