

CHECKLIST OF ATTACHMENTS:

- MTIP/STIP Amendment spreadsheet – for all deletion/addition/change actions
- MTIP Project Description Form (Form TIP-2) – for all new projects or significant changes

Work Plan: Comprehensive Human Services Transportation Eligibility Project
 Lane Transit District December 14, 2009

GENERAL INFORMATION

Primary Agency Name (Legal): <i>Lane Transit District</i>	
Mailing Address (Street or P.O. Box): <i>P.O. Box 7070</i>	
City, State, Zip: <i>Eugene, OR 97401-0470</i>	
Federal Tax ID #: <i>93-0586982</i>	Agency Website: <i>www.ltd.org</i>
Contact Name & Title: <i>Terry Parker, Accessible Services Manager</i>	Contact E-mail: <i>Terry.parker@ltd.org</i>
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PROJECT DESCRIPTION

Introduction – Federal and state initiatives encourage coordination between public transit and human service agencies in providing transportation services. The development of One-Stop Call Centers has emerged as a promising construct to achieve better coordination. The Oregon Public Transit Division and Department of Human Services have worked together to support the creation of regional transportation brokerages, located throughout the state, which function as centralized Call Centers. This transportation brokerage network initially served only persons eligible under Medicaid for Non-Emergency Medical Transportation (NEMT). An underlying goal is to expand the role of the Call Centers to provide a full range of public transportation options and a variety of constituencies focusing on older adults, people with disabilities, and people with low incomes. Transit agencies have been faced with significant challenges in making the transition from operating as “Medicaid only” brokerages to becoming more diverse and acting as One-Stop Call Centers for a wider range of human services transportation.

Barriers to full coordination of human services public transportation and expansion of the Call Centers functionality beyond NEMT includes (1) the lack of a meaningful interface between public transit and human service agencies, (2) divergent philosophies and segregated approaches to providing transportation services, (3) different rules and regulations under Medicaid, the Americans with Disabilities Act, and other transportation programs and services, and (4) limited choices and high priced technological tools to address the growing complexity of transactions that must occur when combining different billing, call taking, scheduling, eligibility and other functions into a centralized model.

In order to more fully engage the human service network and to better align the goals of providing efficient and appropriate transportation services, Lane Transit District (LTD) and Senior & Disabled Services, a division of the Lane Council of Governments and the designated Area Agency on Aging, have entered into an agreement to develop an integrated eligibility model, to be used in the RideSource Call Center that serves Lane County. The model combines

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Medicaid, ADA paratransit, and other transportation eligibility into a centralized function. The purpose is to create and test an approach that uses the knowledge and expertise of human services Case Managers or Transportation Specialists to provide information, consultation, and assessments for a variety of transportation options using in-person interviews. This is an individualized, comprehensive approach and method that will identify transportation needs and capabilities of the consumer and match these with available resources. The model will allow for updates and flexibility to best meet the changing needs of users. The project will incorporate training and fixed-route support services to help maximize the use of low cost transit options for capable riders. The assessment team also includes staff from Alternative Work Concepts, a local non-profit agency that provides work placements, travel training and associated transportation support services for persons with multiple and severe disabilities.

In summary, this project will focus on determining the overall usefulness and effectiveness of in-person assessments to improve the integration of public transit and human services transportation and enhance the quality and scope of services offered through a one-stop Call Center.

Objectives – Specific objectives of the project are:

- Develop a model approach for determining transportation eligibility that aligns human service and public transportation goals.
- Evaluate the efficacy of a comprehensive approach to determining eligibility across multiple transportation services using LTD as the Pilot Project.
- Appraise the relevance and applicability of utilizing this comprehensive human services transportation eligibility model in other transportation networks within the State of Oregon; and identify features needed for successful replication.
- Create a Cost Allocation methodology for distribution of costs across multiple programs and/or services.

Scope of Work – Lane Transit District and Ride Connection will collaboratively develop and refine the assessment tools and process design for a comprehensive approach to determining eligibility for multiple transportation services. Ride Connection through their RideWise program will be assisting with evaluating the relevance and adaptability of this model within their service area. Consultants will evaluate project effectiveness and create a Cost Allocation method.

A multi-agency Project Advisory Team with representation from the Department of Human Services, ODOT Public Transit, and Area Agency(s) on Aging will guide the project. Focus groups will be used to gather information about how the model would apply within different human services transportation networks and organizations.

An analysis of the costs and benefits of using in-person assessments under an integrated model that combines both ADA, Medicaid and other transportation services will be conducted. A cost

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allocation logic for distributing costs across programs will be identified and, finally, a report that summarizes the project and provides a sample assessment tool and “how to” guide as the final product.

Tasks and Budget –This budget is based on an estimate of billable hours at an average hourly rate of \$125.00.

Description	Estimated Cost
Task #1: <u>Project Initiation</u> <ul style="list-style-type: none"> • Refine Scope of Work • Organize Project Team • Kick-Off Meeting 	\$1,000
Task #2: <u>Management/Coordination/Administration</u> <ul style="list-style-type: none"> • Assess current project and identify pre and post conditions • Full Project Team work session • RFP and consultant selection for project evaluation • Review contracts and agreements • Organize Focus Group(s) • General project management 	\$3,750
Task #3: <u>Case Study</u> <ul style="list-style-type: none"> • Observe, review, and evaluate current methods (shadowing) • Review assessment tools and process • Data collection and requirements for project analysis • Create transportation resource list 	\$5,625
Task #4: <u>Focus Groups</u> <ul style="list-style-type: none"> • Conduct Focus Group session(s) • Identify potential changes or modifications to model • Refine and develop revised methods for replication • Update assessment tool • Full Project Team work session 	\$8,325
Task #5: <u>Cost Allocation and Evaluation</u> <ul style="list-style-type: none"> • Create and apply cost allocation logic to LTD model • Conduct cost/benefit analysis and project evaluation 	\$25,800
Task #6: <u>Draft and Final Plan</u> <ul style="list-style-type: none"> • Final report and findings • “How to” guide for program implementation 	\$10,500
Total Cost (not to exceed)	\$55,000

Billings will be based on time and materials and invoiced by staff and consultant(s) time by hours, rate, and itemized direct costs. Agency contributions will be made to meet local match contribution to the project, as required.

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Staffing –Terry Parker, LTD Accessible Services Manager will serve as Project Manager and will be supported by agency staff assigned to the project. Elaine Wells, Executive Director, Ride Connection, will serve on the Project Team and assist primarily with Tasks #4 and #6: Focus Groups and Draft and Final Plan. She will be supported by agency staff assigned to the project.