**Course Syllabus: Winter 2017**

**Course Title: Understanding and Developing Transportation Programs for Older Adults and People with Disabilities: A Course on Human Services Transportation**

**Course Goals:**

1. Participants will learn about the wants, needs and challenges of older adults, people with disabilities and caregivers in both finding and using community transportation systems.
2. Participants will learn the result of collaboration and partnerships between human services agencies and transportation agencies to design programs with and on behalf of older adults and people with disabilities.
3. Participants will learn how to gather information on their own community’s transportation system, including identification of system strengths and assessing gaps in these services.
4. Participants will identify best practices and successful strategies for providing human services transportation.

**Learning Objectives:**

At the end of the course participants will:

1. Understand how human services agencies participate in the transportation planning process. What is the role of a human services agency in planning and assessing the need for transportation in a community? How are transportation gaps identified and how are plans developed for creating a more comprehensive community transportation system? Who are the critical partners that need to be involved in this process?
2. Become familiar with local array of community transportation services.
3. Identify potential partnerships and collaboration strategies advance transportation coordination in their community.
4. Map a community profile to better understand transportation options and resources that are available for older adults and people with disabilities.
5. Become familiar with the wide array of funding resources available to support community services transportations, including Federal sources such as FTA’s Section 5310, Section 5311, Section 5309; Older Americans Act Funding; and state and local funding that are potential sources of support for community transportation systems.

**Course Syllabus:**

**Session 1: A Changing Transportation Landscape: Exploring the role of a Human Services Agency in Community Transportation**

Many services and opportunities offered by human services agencies depend on affordable, accessible transportation to locations outside of the homes. Without transportation, an individual may experience a loss of independence, reduce their involvement in social activities and personal hobbies, or feel they can no longer be spontaneous in daily life. This session will highlight transportation as a critical element in ensuring aging and disability support in a community, while introducing the concept of *the family of transportation services* and the wide range of services and systems necessary to meet the mobility needs of older adults and people with disabilities. What is the community transportation landscape? How do you decide where the gaps are and what is needed?It is critical that human services agencies become a part of the transportation solution, but what are the questions we need to be asking ourselves, our community members, and our transportation providers to ensure we are creating a holistic system?

This session will introduce examples from human services agencies with various approaches with involvement in their community’s family of transportation services. This session is an introduction to collaboration and partnerships which is a topic to be revisited in depth in the next session, “**Collaboration and Coordination**” and to the concept of Mobility Management to be further discussed in the final session, “**Pathways to Discovering Community Transportation Resources”**

**Session 2**: “**Human Services Transportation Collaboration and Coordination”**

If your agency provides transportation, you may receive requests for transportation that you cannot fulfill – or you may find yourself with unused capacity. If your agency doesn’t provide transportation, you may find there are times when you cannot provide support services to those in need because the individuals cannot get transportation to facilities or appointments. Coordination among transportation service providers and human service agencies is a great way to get more results from limited resource, but it requires that agencies share resources and responsibilities. This session will feature examples of agencies successful in working together to create partnerships and address a variety of collaboration strategies. Additional information will be posted in the forum.

**Session 3:** **“Pathways to Discovering Community Transportation Resources”**

This session will help agencies learn how connect to valuable information, access services and discover community resources in a step by step process. Using the information learned about coordination in the previous session, we will review how information management (through programs such as one-call or one-click centers, mobility managers or travel training) is considered part of a larger transportation coordination process and provides critical support in making a transportation system work. The session will highlight the range of activities that Mobility Managers, Information and Referral specialists, One Call-One Click Services, and Travel Trainers assist in the dissemination of information about transportation services. This session will also review funding sources that support these programs and where additional information on various funding sources can be found.

Participation Certificate

A participation certificate will be issued by NADTC to all participants who completed all course requirements.

Course Evaluation Survey

At the conclusion of the course, a course evaluation survey will be sent to all participants. Results of the survey will be compiled and reported in the quarterly report to FTA.