



# *Human Services Initiative Webinar Series*

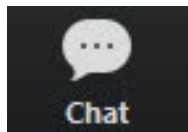
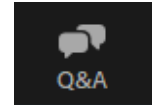
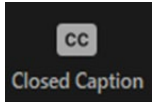
## *Webinar 2: Coordination of Rural Transportation*

***September 14, 2023***



# Instructions for Zoom Webinar Participation

- All participants are muted.
- The session is being recorded. All materials including the recording will be put on the [NADTC](#) website.
- Auto-closed captioning is available. You can turn captioning/subtitles on or off by clicking on the cc button.
- Please put your questions in the Q & A button.
- Chat is open and can be used for general comments, or technical assistance.



## NADTC Overview

- *Carrie Diamond, Co-Director, NADTC, Senior Director of Transportation & Mobility, Easterseals*

## Today's Presenters

- *Bobbi Craig Hegna, Director of Transportation/Certified Mobility Manager/Regional Mobility Manager, CIL for Western WI*
- *Cheryl Bereiter, Transportation Coordinator, ADRC of Northwest WI*

## Q&A

# National Aging & Disability Transportation Center

## Our Mission:

To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers, and Communities.



# National Aging & Disability Transportation Center

## What We Provide:

- Technical Assistance & Training
- Publications & Resources
  - TA Coordination Library
  - Funding Resource Guide
- Partnership Coordination
  - Coalition Toolkit
- Community Grants

[www.nadtc.org](http://www.nadtc.org)



**Join Our Mailing List!**

# NADTC's Human Services Initiative

Series of webinars targeted to the needs of human services transportation providers, in particular, those operated or administered by

Area Agencies on Aging (AAAs),

Title VI Native American Programs,

Centers for Independent Living (CILs),

Other disability and aging focused organizations and tribal nations.



# Center for Independent Living for Western Wisconsin, Inc. New Freedom Transportation Programs 2023



New Freedom  
Transportation Program

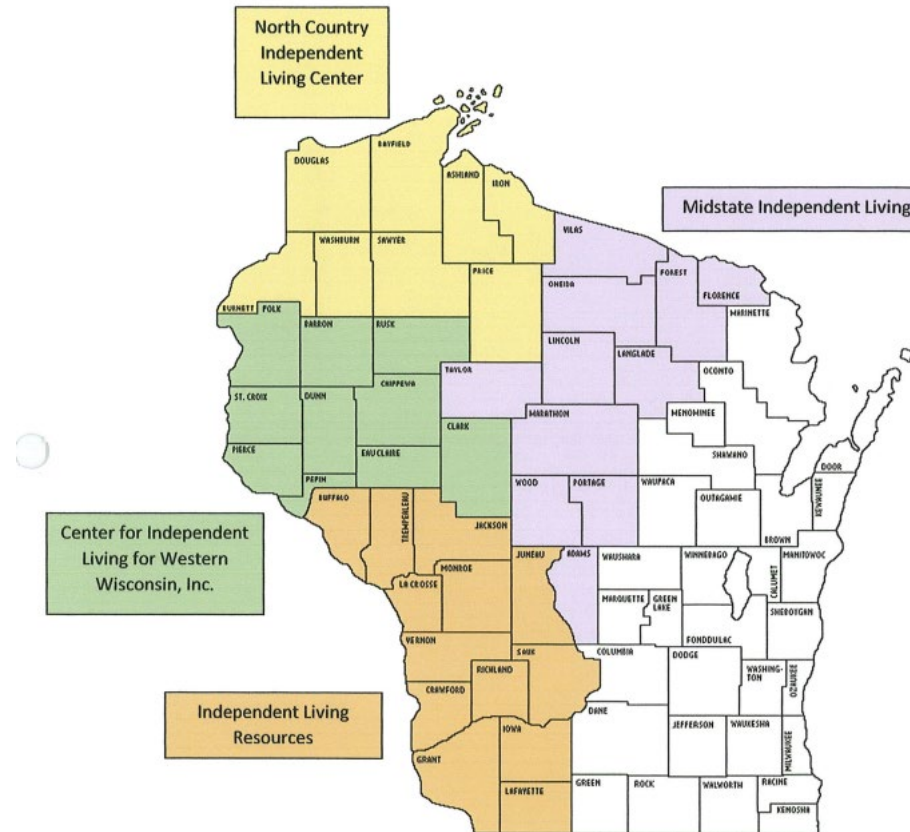


# CILWW's New Freedom Transportation Programs

- **Local Mobility Management**
- **Regional Transportation Coordination**
- **Volunteer Driver Program**
- **Voucher Program**



The Center for Independent Living (CIL) has worked diligently to create a national model for its 42 County New Freedom Transportation Program. Three neighboring Independent Living Centers help to recruit volunteer drivers for CIL's NF program in their service areas shown below.



CIL's New Freedom program now covers 39,774 square miles (60.73% of WI)



# Regional Activities

WWRTCC Sub committee to coordinate regional trainings and streamline forms



## WWRTCC has its own Regional Locally Developed Transportation Coordination Plan

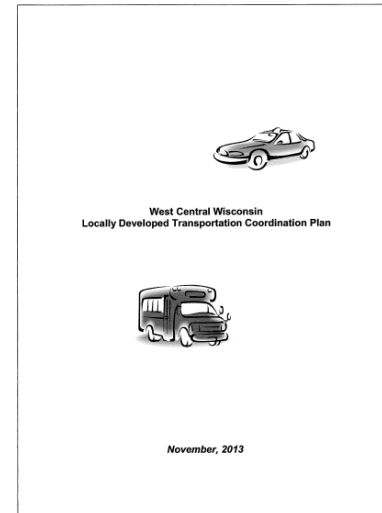


Table 1  
Regional Coordination Plan  
Western WI Regional Transportation Coordinating Committee  
Updated: October 8, 2013

Priority	Regional Strategies	Action steps	Person(s) Responsible	Timeline (by when)	Roadblocks to implementation
1	Expand Transportation Services to Meet Needs	Extend transportation services between cities and counties	RTCC/Mobility Manager	Ongoing	Long-time parochialism
		Find appropriate technology to regionally coordinate sign and funding	RTCC/Mobility Manager	Ongoing	Funding sites, parochialism
		Centralize transportation information/coordination	RTCC/Mobility Manager	Ongoing	Cost, funding, Willingness to participate
2	Advocate for Continued & Stable Funding	Create opportunities for users & providers to share concerns	RTCC/Mobility Manager	Ongoing	None
		Advocate for Regional Transit Authority (RTA)	RTCC/Mobility Manager	Ongoing	Politics
		1. Strengthen language to support 2. Funding 3. Education	RTCC/Mobility Manager	Ongoing	Politics
		Maintain transit in a dedicated fund at all levels	all stakeholders	Ongoing	Politics
		Advocate for reversion and needed changes to 86.21	RTCC/Mobility Manager	Ongoing	Legislature
3	Coordinate & Collaborate Regionally	Restore 10% across the board transit community aid	RTCC, Mobility Manager	Ongoing	Legislature
		Advocate for financial incentives to seek and collaborate regionally	RTCC/Mobility Manager	Ongoing	Politics, local issues
		Develop regional coordination for training	RTCC/Mobility Manager	Ongoing	Participation
		Coordinate to maximize the transportation value	RTCC/Mobility Manager	Ongoing	Program rules
4	Maintain Regional TCC	1. Advocate for regional administration of non-emergency Medicaid transportation	RTCC/Mobility Manager	Ongoing	Participation and consensus
		Acquire data to determine appropriate level of coordination and to promote it to public and policy makers, locally & statewide	RTCC/Mobility Manager	Ongoing	Program rules, participation
		Develop plan for regional services with uniform program rules	RTCC/Mobility Manager	Ongoing	Program rules, participation
		1. Work groups - orientations, applications	RTCC/Mobility Manager	Ongoing	Program rules, participation
		Review and maintain job description for mobility manager	RTCC members CLWW	Ongoing	Reaching consensus
5	Maintain Regional Mobility Manager for Region	Expand participation process	RTCC mps	Ongoing	Funding, participation
		Provide in-kind match	Counties, all stakeholders	Ongoing	Participation of all stakeholders & counties
		Participate actively in regional TCC actions	RTCC members	Ongoing	Commitment, funding
		Establish Steering Committee	RTCC Members	March, 2014	Commitment, time, logistics, funding
5	Support Regional Mobility Manager	Support Regional Mobility Manager	RTCC, CLWW	Ongoing	Funding, commitment
		Continue to Secure funding	RTCC, CLWW	Ongoing	Funding, staff time, participation







# Regional Training



# Regional Driver Trainings





# VETERANS TRANSPORTATION SUMMIT



Sponsored by CILWW: The Center for Independent  
Living for Western Wisconsin

Help us build a successful  
Multi-County Veterans  
Transportation Program





**“Mobility Management** is the practice of using all available resources, and developing new ones, to improve mobility, increase efficiency and reduce cost.”

**Wisconsin Department of Transportation** coordinated Mobility Management trainings from 2008 through 2010. Due to lack of available funding the DOT could not continue the trainings so we established the Wisconsin Association of Mobility Managers (WAMMM).

WAMMM created extensive trainings and offers also a professional certification process with these valuable trainings. It takes an average of 3 years to become certified. WAMMM website; [www.wi-mm.org](http://www.wi-mm.org)

There is a complete list of all WI MM’s who belong to the Association on this website. Denise Larson, Regional Mobility Manager for CIL helped create WAMMM and served on their board of Directors for 10 years.



# Community Partnerships

The New Freedom Transportation Program has  
over 40 funding partnerships

- **FACILITY SPACE** Meetings and trainings
  
- **VOLUNTEERS** Over 165,721.00 volunteer hours given 2019-2022
  - Volunteer time value = \$24.69 per hour (over \$4,091,651.49)
  
- **EVENTS**
  
  
- **MARKETING**
  
  
- **CAPITOL AND OPERATING SUSTAINABILITY**



# Community Partners

- **Managed Care Organizations**
- **State Funded 85.21 Programs for Older Adults & People with Disabilities**
- **County Social Services**
- **Community Foundations and Trusts**
- **Transit Agencies, Transit Commissions and Transportation Coordinating Committees**
- **Veteran's Services**



# Community Partners Continued

- **Food Pantries**
- **Federal RTAP Scholarships**
- **Indigo (North Country Independent Living), Midstate Independent Living Choices , Independent Living resources.**
- **Riders co-pays**
- **State of WI Workforce Development, Employment and Training Division, Veterans Employment**





# Community Partners Continued 2

➤ **Disability Groups**

➤ **United Ways**

➤ **University of Wisconsin Stout, Disability Services**

➤ **Volunteer Drivers**

➤ **CAP Agencies**

➤ **West Central Wisconsin Regional Planning Commission, Regional Planner**



**Center for Independent Living for Western Wisconsin, Inc.**

2920 Schneider Ave. South East

Menomonie, WI 54751

(715) 233-1070 V/TTY or (800) 228-3287

Executive Director Kyle Kleist

[Kleistk@cilww.com](mailto:Kleistk@cilww.com)

Director of Transportation/Certified Mobility Manager

Regional Mobility Manager

Bobbi Craig Hegna

[craigb@cilww.com](mailto:craigb@cilww.com)

Transportation Coordinator

Mel Wold

[MelW@cilww.com](mailto:MelW@cilww.com)



# Transportation Program

**Cheryl Bereiter**  
Transportation Coordinator





# AGENDA

- **Overview**
- **How program operates**
- **Medical Appointments**
- **Social Activities**
- **Drivers**
- **Plans for Collaboration**
- **Questions**
- **Closing**







Inside of Polk Co Minibus

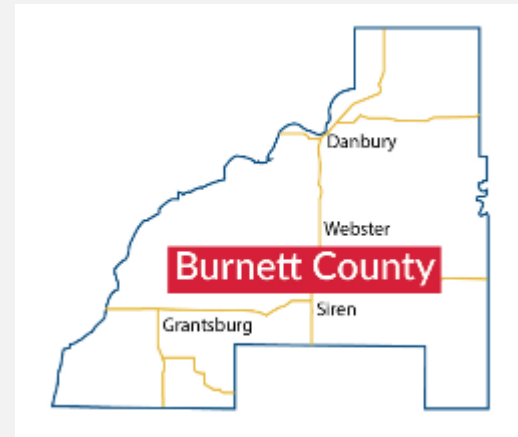
## OVERVIEW

**The ADRC of Northwest Wisconsin transportation program coordinates rides to and from medical appointments for individuals over 60 years of age, and/or adults of all ages living with a disability.**

# Program Process

- **Client Eligibility**
- **Cost/Pricing of Services**
  - **Half of IRS Standard Mileage Allowance**
  - **Over 5 trips within the month price lowered**
  - **Veterans Pricing**
- **Client paperwork**
- **Computerized Software for Scheduling Trip**
- **Recruitment of Volunteer Medical Drivers**
- **Scheduling of Appointments**
- **Completion of Trip**
- **Social Trips & Events**

## WISCONSIN



# MEDICAL APPOINTMENT PROCEDURES

- ❖ **Details of appointment**
- ❖ **Distance of Service Area Traveled**
- ❖ **Confirmation of Appointment**
- ❖ **Invoicing/Billing**
- ❖ **Upcoming or set schedule of new appointments**



# SOCIAL ACTIVITIES & EVENTS



ADRC of NWWI MINI-BUS

## ESSENTIAL TRIPS

- Groceries
- Medication

## NON-ESSENTIAL TRIPS

- Banking
- Other

## WHEELCHAIR ACCESSIBLE

- Non-ambulatory Trips
- Medical
- Other

## SOCIAL EVENTS

- Farmers Markets
- Festivals
- Educational



# COLLABORATION PLANS

- **We plan to expand on transportation services further to cover the entire demographic area**
- **To acquire a Mobility Manager specific for our counties**
- **Create a voucher system different from the CILWW that are in place**





# DRIVERS

<b>VOLUNTEER DRIVERS</b>	<b>SOCIAL DRIVERS</b>
<b>Background Checks</b>	<b>Outsourced</b>
<b>Reimbursed Mileage</b>	<b>Paid Hourly</b>
<b>Vehicle</b>	<b>ADRC Vehicles Only</b>
<b>Assign Themselves</b>	<b>Scheduled Monthly</b>

*We can ALWAYS use more drivers!!*

# QUESTIONS



# THANK YOU



[www.adrcnwwi.org](http://www.adrcnwwi.org)

## **ADRC Van Ride**

*Wheelchair accessible  
transportation for elder  
and disabled adults.*

**Toll Free: 877-485-2372  
or  
Direct Dial: 715-485-8592**



- **Cheryl Bereiter, Transportation Coordinator**
- **Email: [Cheryl.Bereiter@polkcountywi.gov](mailto:Cheryl.Bereiter@polkcountywi.gov)**
- **[www.ADRCNWWI.com](http://www.ADRCNWWI.com)**



# TACL: THE 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 \(TWC\)](#)



**Call toll-free:** 866.983.3222

**Email:** [contact@nadtc.org](mailto:contact@nadtc.org)

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