

SHCMHC

Southern Highlands
Community Mental Health Center

ICAM Pilot – Final Report

May 2023



Located in Mercer, McDowell, and Wyoming counties



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Executive Summary:

This report summarizes activities of The Southern Highlands Community Health Center, Inc. (SHCMHC) pertaining to the Innovative Coordinated Access and Mobility Program (ICAM) grant from the Federal Transit Administration (FTA). Located in Princeton, WV SHCMHC is a private nonprofit, Federally Qualified Community Medical Mental Health Center (SHCMH). Through the provided ICAM grant, (5) SUV's, (1) Twelve Passenger Van (1) ADA Cutaway Van were procured to increase access to high quality healthcare in Mercer County, McDowell and Wyoming Counties including surrounding counties for underserved individuals attending appointments at SHCMHC and other healthcare.

SHCMHC greatly appreciates assistance and support provided by the National Aging and Disability Transportation Center (NADTC), which provided advice and oversight on behalf of the Federal Transit Administration (FTA), Mr. Ken Thompson, was a staff member of ES and NADTC when he provided the TA.

A. ACTIVITIES DURING THE REPORTING PERIOD:

- Key activities completed during the grant period include the following:
 - **Activity #1:** Established and roles and responsibilities for all project team members.
 - **Activity #2:** Established policies and procedures for non-emergency transportation services.
 - **Activity #3:** Established protocols regarding scheduling staff to arrange transportation for consumers who requested transportation services.
 - **Activity #4:** Notified patients and staff regarding the availability of expanded non-emergency transportation services, including wheelchair access.
 - **Activity #5:** Provided transportation services to SHCMHC consumers, as well as for patients who needed transportation to specialty providers, to pick-up medications at a non-SHCMHC pharmacy, appointments to address social determinants of health.
 - **Activity #6:** Integrated adherence to medication and treatment plans.
 - **Activity #7:** Tracked and logged routine vehicle maintenance, mileage, and daily safety inspections.
 - **Activity #8:** Monitored ridership and unique patients serviced; entered data into the tracking system.
 - **Activity #9:** Established agreements with program partners through Bluefield Transit and Modivcare.
 - **Activity #10:** Recruited, hired, and trained PASS Trained current and new employees upon hired date.
 - **Activity #11:** SHCMHC Continuous Quality Improvement Committee reviewed and approved project policies and procedures and reporting forms.
 - **Activity #12:** Established a coordinated transportation scheduling system with SHCMHC Outreach Team, Front Desk schedulers, and providers (Medical, Behavioral Health, and Pharmacy).

- **Activity #13:** Developed and distributed informational flyers; provided patient notifications via telephone and website.
- **Activity #14:** Refined patient and mileage tracking mechanisms to ensure accurate reporting.
- **Activity #15:** Posted Title VI signage in vehicles.

B. ADMINISTRATIVE TASKS:

- 1.) Tracked program data, including ridership, mileage, maintenance, and data to complete items “a” through “e” above.
- 2.) Recruited one additional transportation coordinator. SHCMHC expanded services and began transporting Medication-Assisted Treatment patients for services.

C. PROGRAM CHALLENGES:

- 1.) No show/no call cancellations: No shows/No call cancellations happen occasionally when a pickup is scheduled and the person being picked up does not answer the door or call ahead of schedule to cancel the trip. SHCMHC addressed this challenge to the extent possible by having staff call in advance to confirm the scheduled pick-up. SHCMHC staff also continued to remind passengers to notify SHCMHC in advance when possible if they need to cancel or reschedule a pick-up.
- 2.) Price of Gas: As the entire country is experiencing high gasoline prices, SHCMHC has had to ensure that its Transportation Coordinators follow best practices with regards to transportation scheduling and routing.

D. DESCRIBE/EXPLAIN ANY ENVIRONMENTAL CHANGES TO THE PROJECT (VEHICLE MAINTENANCE, TECHNOLOGICAL OR FACILITY UPDATES, ETC.):

During the reporting period, SHCMH Transportation Staff performed routine vehicle checks and inspections to ensure that the vehicles had proper tire air pressure, sufficient gas to make the scheduled trips, that the lifts and seat belts were functioning properly, and that no damage had been done to the vehicles. SHCMHC also maintained full insurance coverage during the reporting period.

E. COORDINATION EFFORTS WITH OTHER ORGANIZATIONS:

SHCMHC Transportation Coordinators worked closely with Bluefield Transit as well as with Modivcare to schedule and coordinate transportation services for underserved patients, older adults and people with disabilities.

F. PROJECT SUSTAINABILITY PLAN:

The following is a description of the SHCMHC project sustainability plan.

- **Task #1:** Continue to notify patients of non-emergency transportation services with wheelchair access.
- **Task #2:** Continue marketing and advertising activities for SHCMHC non-emergency transportation services, especially to facilities serving disadvantaged, low-income, older adults and people with disabilities.

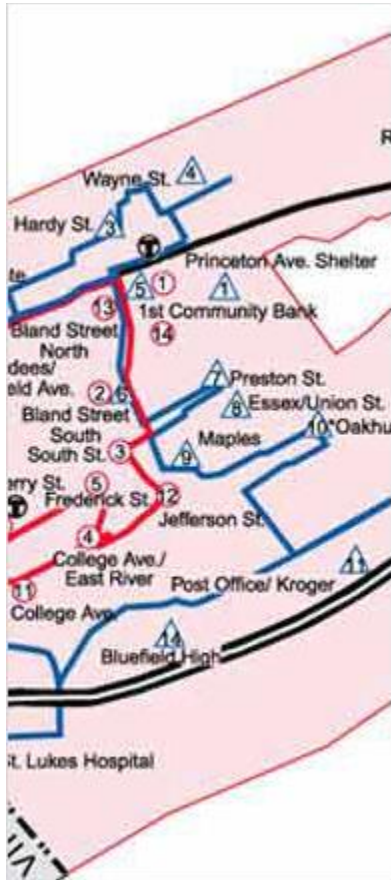
- **Task #3:** Continue to track trips that include additional stops or drop-offs for appointments at other pharmacy prescriptions pick-up for the purposes of route coordination.
- **Task #4:** Continue to brainstorm and implement strategies to increase ridership to 80+ trips per month, on average.
- **Task #5:** Continue to collect and report program data.
- **Task #6:** Solicit input from staff and riders regarding program improvement ideas.
- **Task #7:** Continue to share program data/information with SHCMHC Quality Improvement Committee.

G. REVIEW OF PROGRESS MADE TO ADDRESS CHALLENGES:

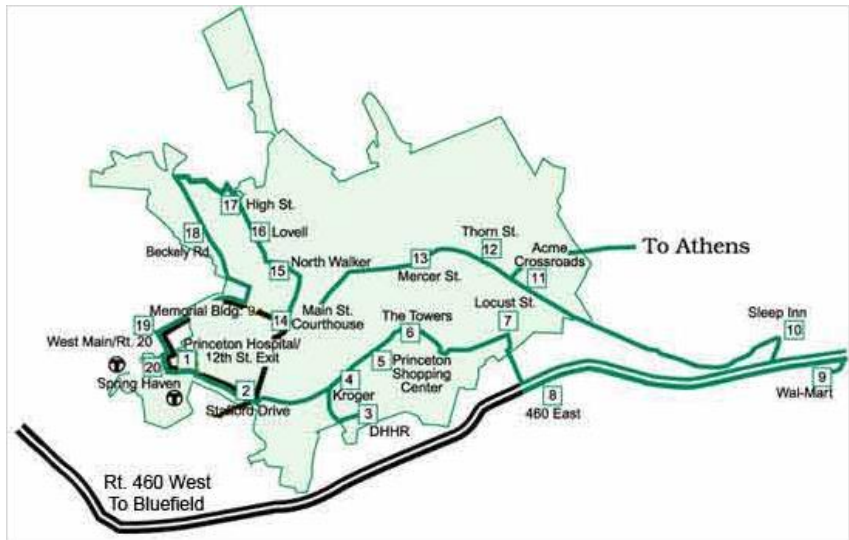
- To increase ridership for disadvantaged older adults and people with disabilities and any other underserved individuals, SHCMHC plans to continue to market/advertise the program via its flyer distribution, word of mouth, as well as through its case managers and referral coordinator; continue to coordinate passenger transportation schedules with program partners; utilize evaluation instruments to track progress on performance measure and patient satisfaction.

H. Effects of COVID 19

- The FTA ICAM grant, initiated as a Mobility Rising in 2018, was awarded in 2019 to enhance access to healthcare by utilizing mobility management, health and transportation provider and other actions that drive change. The clinics were closed for people to come in from March, 2020 through March, 2021. Even after that, we didn't and still don't require people to come in unless there are extenuating circumstances. There is still a large majority of clients that are still choosing to have their appointments via telehealth. The onset of COVID-19 delayed the grant launch until March 2021, consumer transportation started in July 2021. Since the pilot program began in July 2021, during the pandemic, and ridership was from 12 to 15 consumers with one vehicle and only one driver could provide during a five-day, 40 hour work week. SHCMHC consumers were required to complete a verbal COVID protocol compliance agreement during which they agreed to comply with all COVID regulations including the wearing of masks for all staff and consumers, temperature checks for staff on each shift and daily for residential consumers, COVID symptom check list for staff exhibiting any COVID symptoms, twice daily sanitizing of work areas and common areas. Social distancing. While SHCMHC allowing for windows in the Cutaway Van to be opened slightly, sitting in the back right hand side seat of the vehicle if possible.



Bluefield Rt Map



Princeton Rt Map



Bluefield to Princeton Rt Map

NOTES: The seven vehicles were delivered multiple months out of 2021 and 2022.

SHCMHC 5310 Vehicles listed below.

The first vehicle received was the, 2021 Ford Cutaway Van on July 12, 2021.

April 4, 2022 received five Chevy Trax.

The delivery of the remainder of the ICAM vehicles didn't arrive until September 28, 2022, the 2022 Chevrolet 12 Passenger Express Van.

September 28, 2022 received a 12 wheelchair accessible Passenger Van. This vehicle has been allocated to our Wyoming Clinic as of May 3, 2023.

Legends/OBMAT 2021 Ford E-450 Cutaway Wheelchair Accessible	12 Passenger	7/12/2021
McDowell Clinic 2022 Chevy Trax	5 Passenger	04/04/2022
Wyoming Clinic 2022 Chevy Trax	5 Passenger	04/04/2022
CES 2022 Chevy Trax	5 Passenger	04/04/2022
CES 2022 Chevy Trax	5 Passenger	04/04/2022
CES 2022 Chevy Trax	5 Passenger	04/04/2022
Wyoming Clinic 2022 Chevrolet 12 Passenger Express Van	12 Passenger	09/28/2022

The FTA ICAM grant, initiated as a Mobility Rising in 2018, was awarded in 2019 to enhance access to healthcare by utilizing mobility management, health and transportation provider and other actions that drive change. However, these seven vehicle were delayed. This caused other challenges not having the added transportation to provide for our consumers. The first vehicle that was delivered, was the 2021 Ford Cutaway Van on July 12, 2021. Ridership, began with only one PASS certified employee. Nine months later, we received five, 2022 Chevy Trax's on, April 4, 2022. Three vehicles were allocated to CES in May, 2022. Only two of the three vehicles were utilized, pending getting PASS Trained. The third Chevy Trax, started being utilized in June 22, 2023. The other two 2022 Chevy Trax, was allocated to the SHCMHC in McDowell and Wyoming County. Ridership, began in May, 2022. The 2022 Chevrolet 12 Passenger Van, was allocated in May, 2023 due to pending PASS Certification. The only employee that was PASS Certified, was driving another 5310 Vehicle. The challenges with allocating these vehicles, PASS Trainers unavailable. Recently, one of our employees has become a PASS Train-the-Trainer. This will help us tremendously.

Appointment date in 07/15/2021 to 04/30/2023

County	Total # clients	# Low Income	% Low Income	# with Disability	% with Disability	#Age 65+	% Age 65+	# low income & disability & 65+	% low income & disability & 65+
Mercer	6615	3400	51	1761	27	559	8	266	4
McDowell	975	633	65	413	42	137	14	77	8
Wyoming	642	510	79	232	36	76	12	53	8
TOTAL	8232	4543	55	2406	29	772	9	396	5

County	Total # visits	# Missed visits	Cost of missed visits (\$150*#missed visits)	% of visits that were missed
Mercer	417634	782	117,300	0.19
McDowell	49415	88	13,200	0.18
Wyoming	46196	179	26,850	0.39
TOTAL	513245	1049	157,350	0.20

Health Outcome Findings: As part of Southern Highlands CMHC evaluation of the program, the program did perform as expected for outpatient visits and no-show rates. We are currently continuing further analysis to determine if there were other social determinants of health outside of a transportation barrier that had an impact on the patient’s ability to keep their scheduled appointments.

Trac Usage reached to 21% of agencies total clients in all three counties, Mercer, McDowell & Wyoming.

Heath Outcomes	Blood Pressure	Pulse	Weight	Total	%
Mercer	790	749	756		11
McDowell	5	6	6		0
Wyoming	44	40	47		0.06
Total Sums	839	795	809	2443	11.06

Health Outcomes: Transportation underwent evaluation to determine if providing transportation to clinical and non-clinical services could improve health and decrease cost. Health outcomes were defined as changes in health status in the chart, above. This was achieved in two of our three locations. McDowell mainly relied on telehealth & telephone for medical provider services. The consumers were not present for the information to be provided.

Ridership from July 2021 – April 2023

ICAM Performance Measures 2021-2023		Monthly Reporting				Total Clients	
Vehicle	Year	January	February	March	April		
2021 Ford E-450 Cutaway OBMAT	2021						
	2022		10	11			
	2023			60			
2022 Chevy Trax	2022						
	2023	69	76	56	70		
2022 Chevrolet Express Van 12 Passenger	2022						
	2023						
2022 Chevy Trax	2022						
	2023	33	19	25	15		
2022 Chevy Trax	2022						
	2023	10	5	3	4		
2022 Chevy Trax	2022						
	2023	6	11	19	37		
2022 Chevy Trax	2022						
	2023	18	11	40	53		
Total Consumers From July, 2021 to April, 2023			136	132	214	179	661

Positive Comments; Consumer’s had to walk to and from their appointments. Without transportation, consumers could not get to their appointments. Providing transportation helps consumers getting from point A to point B safely.

Surveys

Unfortunately, surveys were not able to be implemented due to the challenges due to Covid-19. Consumers were using Telehealth & telephone calls for medical provider services. The majority of consumers were not present, especially in McDowell County.