Addressing Transportation Barriers for Older Adults and People with Disabilities
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Mission:
To improve access to transportation for older adults, people with disabilities, and caregivers

Partnership:
Easterseals and the National Association of Area Agencies on Aging

Funding:
Federal Transit Administration with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

(866) 983-3222
contact@nadtc.org
What we hope you’ll take away from this session:

- **Understanding** of how transportation impacts individuals in receiving timely and necessary support services.
- **Ideas and Best Practices** from the Atlanta Regional Commission.
- **Information and resources** to engage with transportation providers in your community.
How can the community at large support older adults and people with disabilities to continue, working, thriving, creating and contributing?

Your job may not be related to transportation, yet we know that without transportation, your clients may not be able to reach the support services you do arrange.
The Family of Transportation Options

Modes:

- Driving
- Public Transit: Fixed Route, Dial-a-Ride
- Paratransit
- Private Options: Taxi, Uber, Lyft
- Volunteer Driver Programs
- Walking/Biking
Services to connect to transportation modes

- Information and Referral/Assistance
- “One-Call/One-Click” for Transportation Resources
- Travel Training
- Mobility Management
  - One-on-one counseling or group education and counseling on transportation options and alternatives to driving
  - Coordination among transportation and human services providers to ensure the availability of a range of transportation options and modes to support the mobility of older adults and people with disabilities.
Atlanta Regional Commission

Identifying and Overcoming Transportation Barriers for Clients

Mary Blumberg
Patti Szarowicz
What is the Atlanta Regional Commission?

- Regional planning and intergovernmental coordination agency for 10-county area – 4.2 million people
- Metropolitan Planning Organization and Area Agency on Aging

www.atlantaregional.com
Transportation Programs

**Funding**

- FTA 5310
- OAA Title III
- Behavioral Health and Disability Funds
- ADA
- SSBG
- CMS Medicare Demonstration

**Types of Rides**

- Demand Response
  - Traditional
  - Volunteers
  - Vouchers
- Fixed and flex route shuttles
5310 Type Trips/Rider

July 2015 – April 2016 (26,848 riders)

- 4% - Employment
- 39% - Medical
- 57% - Personal

- 1274 unduplicated riders/month
  - 82% 65+
  - 31% Persons with Disability
  - 17% below poverty
Why Transportation Matters

• Top Consumer Need/Request
• Vital for Aging Population
• Transportation Maintains/Improves Quality of Life
• Improved Health Outcomes
Community-based Care Transitions Program

• GOAL: reduce all cause all condition 30 day readmissions by 20% - 6 hospital partners

• Target population = **HIGH RISK** Medicare FFS beneficiaries

• Evidence-based Coaching self-management intervention (CTI™)

• Enhanced services
  ✓ Home Delivered Meals
  ✓ Homemaker Services
  ✓ **TRANSPORTATION**
# READMISSION COMPARISON

*October 1, 2014 - January 31, 2016*

<table>
<thead>
<tr>
<th>Cohort</th>
<th>N</th>
<th>Expected</th>
<th>Actual</th>
<th>Avoided</th>
<th>Readmission Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolled w/o transportation services (94% of all enrolled)</td>
<td>7,937</td>
<td>1,540</td>
<td>1,191</td>
<td>349</td>
<td>15%</td>
</tr>
<tr>
<td>Enrolled and receiving transportation services (6% of all enrolled)</td>
<td>464</td>
<td>90</td>
<td>32</td>
<td>58</td>
<td>7%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>8,401</td>
<td>1,630</td>
<td>1,223</td>
<td>407</td>
<td></td>
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</tbody>
</table>
# Medicare Savings

<table>
<thead>
<tr>
<th>Cohort</th>
<th>N</th>
<th>Medicare cost ($409.91 per beneficiary)</th>
<th>Avoided Medicare costs ($10,000 per avoided readmission)</th>
<th>Net Gain (savings-cost)</th>
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</thead>
<tbody>
<tr>
<td>Enrolled w/o transportation services</td>
<td>7,937</td>
<td>$3,253,456</td>
<td>$3,490,000</td>
<td>$236,544</td>
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<tr>
<td>Enrolled and receiving transportation services</td>
<td>464</td>
<td>$190,198</td>
<td>$580,000</td>
<td>$389,802</td>
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<tr>
<td>TOTALS</td>
<td>8,401</td>
<td>3,443,654</td>
<td>4,070,000</td>
<td>626,346</td>
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</table>
7% Increased Success Rate in Physician follow-up visit within 14 days with Transportation Services
Bridges to Consumers

- Aging and Disability Resource Center
- SimplyGetThere.org
- Travel Training
Getting the Word Out

- Marketing Campaigns
- Television Partnership
- Community Engagement and Outreach
- Trainings and Forums
www.Simply Get There.org

- “Trip discovery” tool for public, private, specialized and volunteer transportation services
  - Similar to kayak.com
  - Pulls from two ARC-developed databases, ESP and atltransit.org
- Responsive design for use on computers, tablets, and smartphones
- Unique to the Atlanta region
- Includes specialized transportation
- Does not have scheduling capabilities
Please click here for more information about transportation options in the Atlanta region. If you need someone to compare trip options by telephone, please call 404-463-3333.
Phase 2: In Development

- System design specifications to expand software application capabilities and allow “trip transaction”
  - Centralized eligibility
  - Triaging to the best provider and mode
  - Booking
  - Scheduling
  - Dispatching
  - Payment
- Make the design to be released as open source software so that others can use it.
Travel Training

• Instills the skills needed to ride public transit
• Individuals and groups
• Teaches:
  – How to plan a trip and read schedules
  – How to get to and from nearby bus/train stops
  – How to buy a ticket
  – How to board and exit trains and buses
Atlanta’s ADRC

• Information & Referral Assistance
• Behavioral Health Coaching Initiative
• Intake & Screening
  – CCSP
  – SOURCE Partner’s Atlanta
  – HCBS Non-Medicaid Services (effective July 1, 2016)
• Education & Resource Development
• Community Options Counseling
• Nursing Home Transition
Transportation Resources

- Non-Medicaid HCBS
- Medicaid
- Public Transportation
- Transportation Vouchers
- Volunteer
- Private Pay
Transportation is an issue beyond a ride from location A → location B

A 55 year old individual who is a two-year stroke patient enrolled herself in a test program at a hospital to receive FREE physical therapy for several weeks. She is receiving SSDI and lives in a rural county and is seeking transportation to a hospital located in the city. She reported that she could drive with one arm for a very short distance but was not comfortable driving in the city.

*This is a real situation reported to the Atlanta Aging & Disability Resource Connection
Your Voice Matters

– Contact your local Metropolitan Planning Organization (MPO)
  • [https://www.planning.dot.gov/mpo.asp](https://www.planning.dot.gov/mpo.asp)

– Human Services Transportation Plan
  • Input on needs of seniors, persons with disabilities and persons with low-income
Questions?

• Mary Blumberg
  – MBlumberg@atlantaregional.com

• Patti Szarowicz
  – PSzarowicz@atlantaregional.com
Resources to identify transportation programs available in your community:

- **Your state’s 211**: Dial 2-1-1 or visit [https://www.disability.gov/2-1-1-help-in-your-area/](https://www.disability.gov/2-1-1-help-in-your-area/) for a listing of 211 websites by state.

- **Area Agency on Aging** or the **Aging and Disability Resource Center**: Call the Eldercare Locator at 1.800.677.1116, or visit [www.eldercare.gov](http://www.eldercare.gov).


- **Local public transit agency**: [www.apta.com/resources/links/unitedstates/Pages/default.aspx](http://www.apta.com/resources/links/unitedstates/Pages/default.aspx).

- **Metropolitan Planning Organizations**: [https://www.planning.dot.gov/mpo.asp](https://www.planning.dot.gov/mpo.asp)
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